About IndyGo

- Indianapolis/Marion County municipal corporation
  - Largest transit agency in Indiana
- Average 10M trips/year
- 150+ buses
  - 12.5% fully electric
  - 9% hybrid
  - 48% clean diesel
Central Indiana Regional Transportation Authority (CIRTA) works to better connect Indianapolis with surrounding counties.

- Phone: 317.327.7433
- Email: info@cirta.us
- Website: www.cirta.us
Transit Plan

- Shorter waits
- Longer hours
- Easier transfers
- Rapid Transit Lines
- Improved Technology
31 routes serve Marion County
- RED = 15 min or less
- BLUE = 16-30 min
- GREEN = 31-60+ min
Service to IUPUI

- Routes through or adjacent to IUPUI:
  - **Route 3**: Michigan St.
  - **Route 6**: Harding via Indiana Ave.
  - **Route 10**: 10th St.
  - **Route 37**: Park 100 via Lafayette Rd.

**all routes online at www.indygo.net/route/
- 26 routes pass through downtown Transit Center
The Downtown Transit Center brings customer service, security, easy transfers, and ticket purchasing under one roof. It also provides many amenities, including:

- Indoor Waiting Area
- Free WiFi
- Small Retail Space
- **Ticket Sales**
- Public Restrooms
- Customer Service
- **Real Time Arrival Information/Electronic Signs**
- Environmentally Sustainable Features
Plan View
Bus Bay Example
Fares & Passes

<table>
<thead>
<tr>
<th>Pass Type</th>
<th>Full Fare</th>
<th>Half Fare**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Ride*</td>
<td>$1.75</td>
<td>$0.85</td>
</tr>
<tr>
<td>Day Pass*</td>
<td>$4.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>10-Trip Pass</td>
<td>$17.50</td>
<td>$8.50</td>
</tr>
<tr>
<td>7-Day Pass</td>
<td>$20.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>31-Day Pass</td>
<td>$60.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>S-Pass***</td>
<td>$30.00</td>
<td>NA</td>
</tr>
<tr>
<td>Summer Youth</td>
<td>$30.00</td>
<td>NA</td>
</tr>
</tbody>
</table>

* Cash accepted on-board for Single Rides and Day Passes
** Proof of eligibility required for half fare
*** S-Passes must be purchased by college or university
Purchase Options

- Buy.IndyGo.net
- In Person – Transit Center @ 201 E. Washington St.
- On the Phone - 317-635-3344
- On the bus (Must have exact change and can only purchase 1 way Pass or Day Pass.)
Trip Planning

- IndyGo.net
- Google
- Call 317-635-3344
- Route maps
Reading A Route Map

- Route Line
- Connecting Routes
- Limited Trips
- Timepoints
Reading A Timetable

- **Check First:**
  - Day of Week
  - Direction of Travel

- **How to Read:**
  - Nearest Timepoint
  - Read Down, then Across
Riding the Bus

- Double-check:
  - Route #s
  - Direction of Travel
- Be visible at the stop
- Sign information:
  - Customer Service
  - Stop ID #
Real Time Arrival

- Text 25370 with “Arrivals” + Stop ID #
- Call Customer Service (317-635-3344)
- Future smartphone app
- [http://www.indygo.net/realtime/](http://www.indygo.net/realtime/)
- (s) = scheduled
Boarding the Right Bus

- Double-check:
  - Route Number
  - Direction/End of Line
- Bike & Bus
- Wheelchair
Paying Your Fare

- Farebox
  - Exact change only
Using a Bus Pass

- Trim slot
  - Activate your pass here

- Swipe
  - Activated passes only
Watch/Listen for Your Stop

- Bus stops announced & displayed
- Pull signal cord at least ½ block before stop
- Check for “Stop Requested”
- Look for personal belongings
- Exit through back door, unless you have a bike
Rider Guidelines

- No food or drink
- Cell phones at a reasonable level
- Use headphones (no radios)
- No smoking
Safety & Security

- Security cameras on buses & at DTC
- IMPD Officers ride for free
- IndyGo employs off-duty IMPD officers who patrol buses and stops
- Transit Center is monitored by armed security and IMPD 24/7
Customer Service Can Help

- Trip Planning & Schedule Information
- Bus Pass Sales
- Customer Comments
- Lost and Found
- Special Accommodations
Contact Customer Service

- **On the Phone**
  - (317) 635-3344
  - M – F 7 AM – 7 PM
  - Sat. 9 AM – 3 PM

- **In Person**
  - Transit Center, 201 E. Washington St.
  - M – F 8 AM – 6 PM
  - Sat. 9 AM – Noon

- **Online**
  - [www.IndyGo.net](http://www.IndyGo.net)
Follow IndyGo

- Subscribe to our e-newsletter
  - From our website www.indygo.net