



Indianapolis Public Transportation Corporation
- *providing commuting solutions*
- *updated 12/1/07*

Frequently Asked Questions (FAQ):

1. What is IndyGo?

- The mission of the Board and Employees of the Indianapolis Public Transportation Corporation (IPTC) is to provide customer focused, fiscally responsible and a diversified public transportation program that is safe, clean and reliable for citizens and visitors of Marion County.
- IndyGo's governing body is composed of 7 Board Members. The president of the corporation is also Chief Executive Officer.
- IndyGo is Indianapolis Public Transportation Corporation, servicing all of Marion County with 31 **Fixed Routes** which includes the Green Line (Airport Express), Red Line (IUPUI), Blue Line Downtown Circulator (ends Dec. 31, 2007) and ICE - Fishers (IndyGo Commuter Express).
- IndyGo also offers three additional **Flexible Services** including the ADA mandated paratransit service called Open Door as well as two Dial-A-Rides and Late Night. All Flexible Services are demand/response and reservations are required.
- IndyGo also manages a 100% federally funded program call Central Indiana Commuter Services (CICS) which promotes shared ride commuting, namely transit, carpooling and vanpooling. CICS services include Marion and surrounding counties.
- We are funded from 4 areas (Federal, State, Local and Farebox revenue). When service is added, it is primarily due to a new source of funding such as a Federal Grant.

2. How many employees does IndyGo employ?

- 453 total employees
- 260 (plus 16 new operators in training) Fixed Route operators
- 38 Flexible Services operators
- 63 Maintenance Employees
- The majority of these employees, including bus drivers, maintenance, and janitorial personnel, and a portion of the clerical staff, are represented by Local 1070 of the Amalgamated Transit Union for collective bargaining purposes.
- Only 5% of the IndyGo staff is non-union administrative staff (average is 12%).

- 3. How many buses does IndyGo own and maintain?**
 - 150 large Fixed Route buses
 - 80 small Flexible Services buses (40 on site, another 40 with contract companies)
 - All IndyGo buses are ADA accessible.
 - All IndyGo buses have surveillance cameras.
- 4. Does IndyGo hire outside contractors for services?**
 - Yes, there are several projects that are outsourced. Strict guidelines must be adhered to before a contract is selected and awarded.
 - Some of the contracted services include operation of the Green line, ICE and some Open Door. The management and staffing of our Customer Service Center and shelter installation is also contracted.
- 5. How many miles per year does IndyGo travel?**
 - 6,718,884 (2006) Fixed Route
 - 2,153,195 (2006) Flexible Services
- 6. How many gallons of fuel?**
 - 1,567,973 gallons of fuel (both Fixed Route and Flexible Services)
- 7. What kind of fuel does IndyGo use?**
 - In 2007, IndyGo switched to an Ultra Low Sulfur Bio Diesel w/ 10% soybean ester (oil).
 - This new fuel burns cleaner and it promotes the Indiana Soy industry.
- 8. How many passenger trips per year?**
 - Fixed Route – nearly 8,500,000
 - Flexible Services – more than 280,000
- 9. Does IndyGo sell advertising on the buses?**
 - Yes. IndyGo uses Clear Channel Outdoor to sell advertising on the interior and exterior of the buses. Please click [here](#) for advertising details and guidelines.
- 10. How many calls to the Customer Service Center are received?**
 - More than 20,000 calls per month
 - More than 230,000 calls in 2006
- 11. How many visits to www.IndyGo.net?**
 - Nearly 20,000 visits per month
 - Nearly 200,000 visits in 2006 (194,035)
- 12. How many maps and schedules are distributed?**
 - 1.6 million individual route maps

- More than 100,000 system and specialty maps

13. How does IndyGo determine routing & frequency?

- IndyGo has a planning and scheduling department that analyzes several variables to determine route frequency. As in all companies, there are budget constraints, so better frequency is usually given to high performance routes (most used) or to routes that show potential for more usage.
- Route modifications are determined through a lengthy process, spearheaded by IndyGo Planning, but using Board Approved Service Standards along with the Metropolitan Planning Organization's (MPO) **COA (Comprehensive Operational Analysis)**.

14. What determines the location of bus stops and shelters?

- IndyGo recently completed the installation of more than 4,500 bus stop signs throughout the system. The new signs are easier to see and include the specific bus route numbers on them. IndyGo, along with an engineering firm, developed a plan for bus stop sign installation. This plan created guidelines for best placement practices and distance between stops. These guidelines are based on national best practices.
- Nearly 200 new shelters have been installed in recent years. Shelters require certain specifications before installation, including size of pad, accessible sidewalks with curb cuts and permission from property owners if not in City's right of way. There are several popular bus stop locations in the city, but due to the lack of accessibility, IndyGo is unable to install a shelter.
- These projects have been made possible by Federal grant dollars.

15. Does IndyGo rent buses out to the public for private events?

- IndyGo receives many requests for transportation services for private events such as business conferences and conventions. Because of Federal regulations enacted in 1987, **we are unable to provide** this service. Federal transit laws state that federally- funded equipment and facilities may not be used to compete with private charter operators.
- While we are unable to provide this service, there are numerous charter bus companies in Indianapolis, for a listing of recommended companies, please click [here](#) for the Indianapolis Convention and Visitors Association website. Under Transportation, there is a link to buses/charters. Two local Charter companies also perform contract work for IndyGo including Star of America and Miller Transportation.

Also, First Student rents yellow school buses at affordable prices. For more information, call 317.822.4702 or click [here](#) to visit their website.

16. What are IndyGo's plans for expansion of service?

- Any improvements to IndyGo's service depend on additional budget dollars. In 2007, planning and some improvements started on route enhancements made possible by \$1.8 million dollars from PMTF (Public Mass Transit Fund). Some improvements were made in 2007 and others will follow in February of 2008.
- IndyGo did introduce two new services in 2007 including ICE Fishers (IndyGo Commuter Express) and the Green Line Downtown/Airport Express. Both of these services are made possible by CMAQ funds (Congestion Mitigation Air Quality Program). Both of these are demonstration services for three years.
- The plan for expansion is based on the 2005 COA (mentioned earlier), but until more local funding is obtained, growth is limited.