



*IndyGo*SM

Proposed 2027 Transit Network EXECUTIVE SUMMARY





Proposed 2027 Transit Network **EXECUTIVE SUMMARY**

Table of Contents

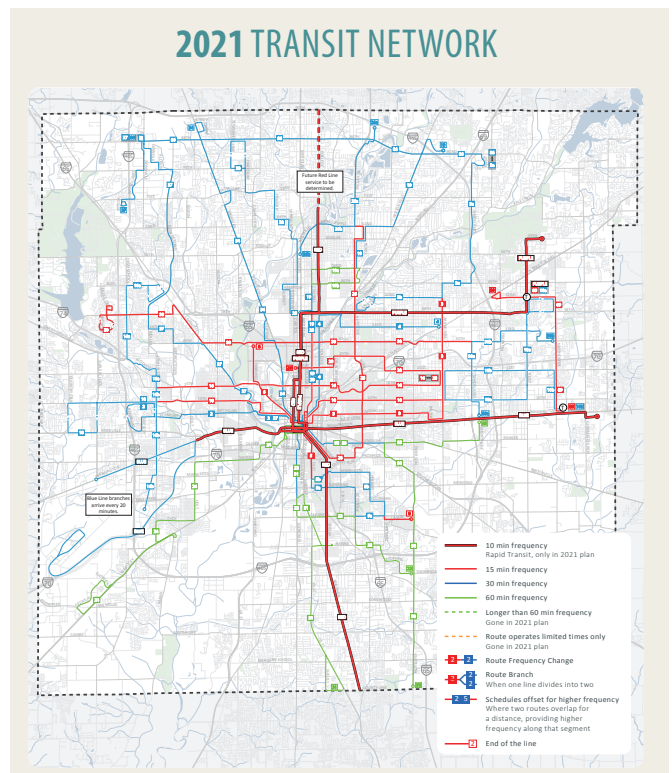
Vision	ES-2
Overview	ES-4
Plan Highlights.....	ES-6
Benefits of the Plan	ES-8
Community Input	ES-9
Implementation Strategy.....	ES-10

Vision

Completed in 2016, *IndyGo Forward* redesigned IndyGo's bus network and created a steadfast vision that would shift IndyGo from a largely coverage-oriented system to a system that focused on generating more ridership through increased frequency.

IndyGo arrived at this conclusion after an extensive community outreach process and a successful public referendum to help fund this expansion.

The IndyGo Forward plan (later integrated into the Marion County Transit Plan) has been updated several times since 2016 and significant progress has been made in fulfilling the goals of the plan:



Every route now operates seven days a week



The first of three new BRT routes—the Red Line — launched on September 1, 2019



IndyGo has increased its local bus service by 38%



Service frequency has increased on Routes 3, 5, 6, 8, 10, 30, 31, 34, 37, 39 and 87



New buses have been purchased; old ones were retired



Operational and administrative capabilities have been expanded



The MyKey e-ticketing fare collection system was developed and launched



Still Moving Indy Forward

Over the past several years, the COVID-19 pandemic has had a significant impact on our ridership, revenue projections, and availability of operators—causing IndyGo to pause the implementation of the remaining local route improvements. Holding onto the years of near consistent community outreach and engagement between 2010 and today, IndyGo used this opportunity to perform a technical review of its network redesign. The agency reengaged the community conversation about how to improve local bus service and can demonstrate that support for the vision established in the IndyGo Forward plan has only grown stronger.



As our region recovers from the pandemic, we have been updating the IndyGo Forward plan – now called the IndyGo Future Service Plan. This updated plan adheres to the vision developed in IndyGo Forward and reflects the changes in how people travel as well as our future revenue projections. The newly developed implementation strategy offers suggestions for how to phase in the remaining local route improvements between now and 2027.

What was used to update IndyGo's 2027 Transit Network?



Ridership was evaluated at the route and system level, including an assessment of where ridership has changed during the pandemic



Travel Patterns for dozens of destinations throughout Marion County were compared from before, during and after the pandemic.



Population and Employment Density was updated and compared to recent ridership and travel patterns.



Transit Critical Populations were compared to current and past ridership, including low-income households, households without access to a vehicle, and minority households.



Overview

The proposed 2027 Transit Network on the opposite page illustrates the full build out of the entire IndyGo network redesign and includes several improvements to what was first approved by the IPTC Board of Directors when the IndyGo Forward plan was adopted.

What are the goals of the 2027 Transit Network?

To fully realize the community's vision of a world-class public transit system, IndyGo intends to focus on achieving the following goals, as time and resources allow.



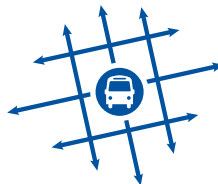
Restore Service
to Pre-Pandemic Conditions



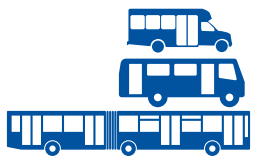
Improve
Service Frequency



Complete
The BRT Network



Continue
To Move Towards a
More Connected
Grid Network

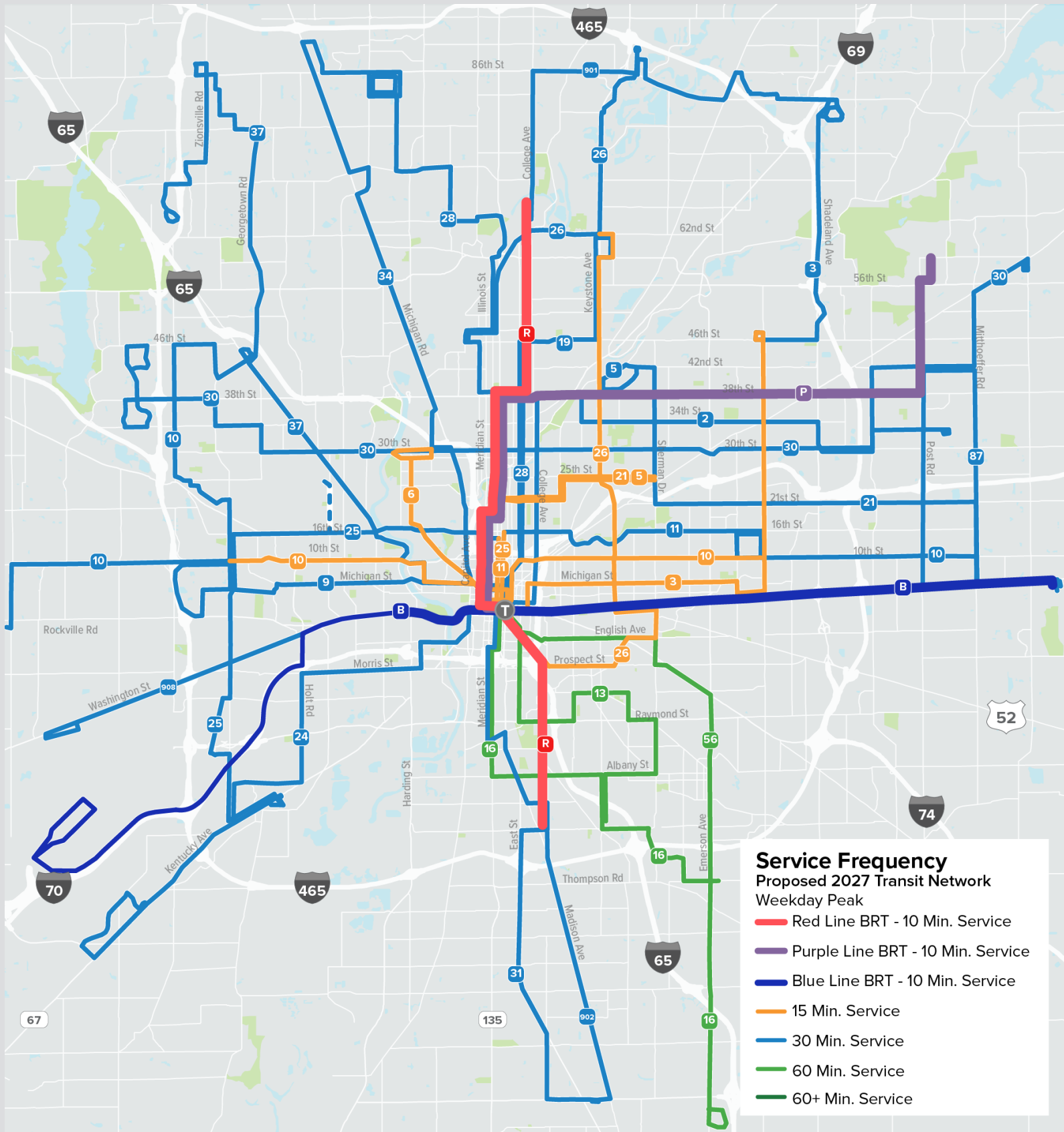


Right-Size
IndyGo's Services To
Match the Demand
for Transit



Provide Better Service
Every Day
of the Week

IndyGo's Proposed 2027 Transit Network



Service Frequency
Proposed 2027 Transit Network
Weekday Peak

- █ Red Line BRT - 10 Min. Service
- █ Purple Line BRT - 10 Min. Service
- █ Blue Line BRT - 10 Min. Service
- █ 15 Min. Service
- █ 30 Min. Service
- █ 60 Min. Service
- █ 60+ Min. Service

Plan Highlights

More Frequent Service
to areas with
high or growing demand



7 Routes

15-minute or better
weekday service
(from **3 routes** today)



23 Routes

30-minute or better
weekday service
(from **15 routes** today)



Only
3 Routes

60-minute
weekday service
(from **16 routes** today)

0 Routes



More than hourly
weekday service
(from **2 routes** today)

Completes BRT Network



2 New BRT Lines



(Purple and Blue)
10-minute
weekday service

32 Miles

BRT Service added
to IndyGo network

**Enhanced Focus on
Priority Populations**



6 Routes
or Corridors

Better Frequency
where Indy's most vulnerable
populations live

Better Crosstown Service



6 Routes

15 minute or better
Connected by improved
30th St Crosstown Service
(from **2 routes** today)



6 Routes

15 minute or better
Connected by improved
Keystone/Rural Crosstown Service
(from **2 routes** today)

5 Routes

Connected by NEW
Westside Crosstown Service

**Extended Service
to New Destinations**



**3 Major
Shopping Destinations**

Served by improved network

Downtown Service Improvements

Bidirectional and Frequent Service



90% of Downtown

is within walking distance to high-frequency service

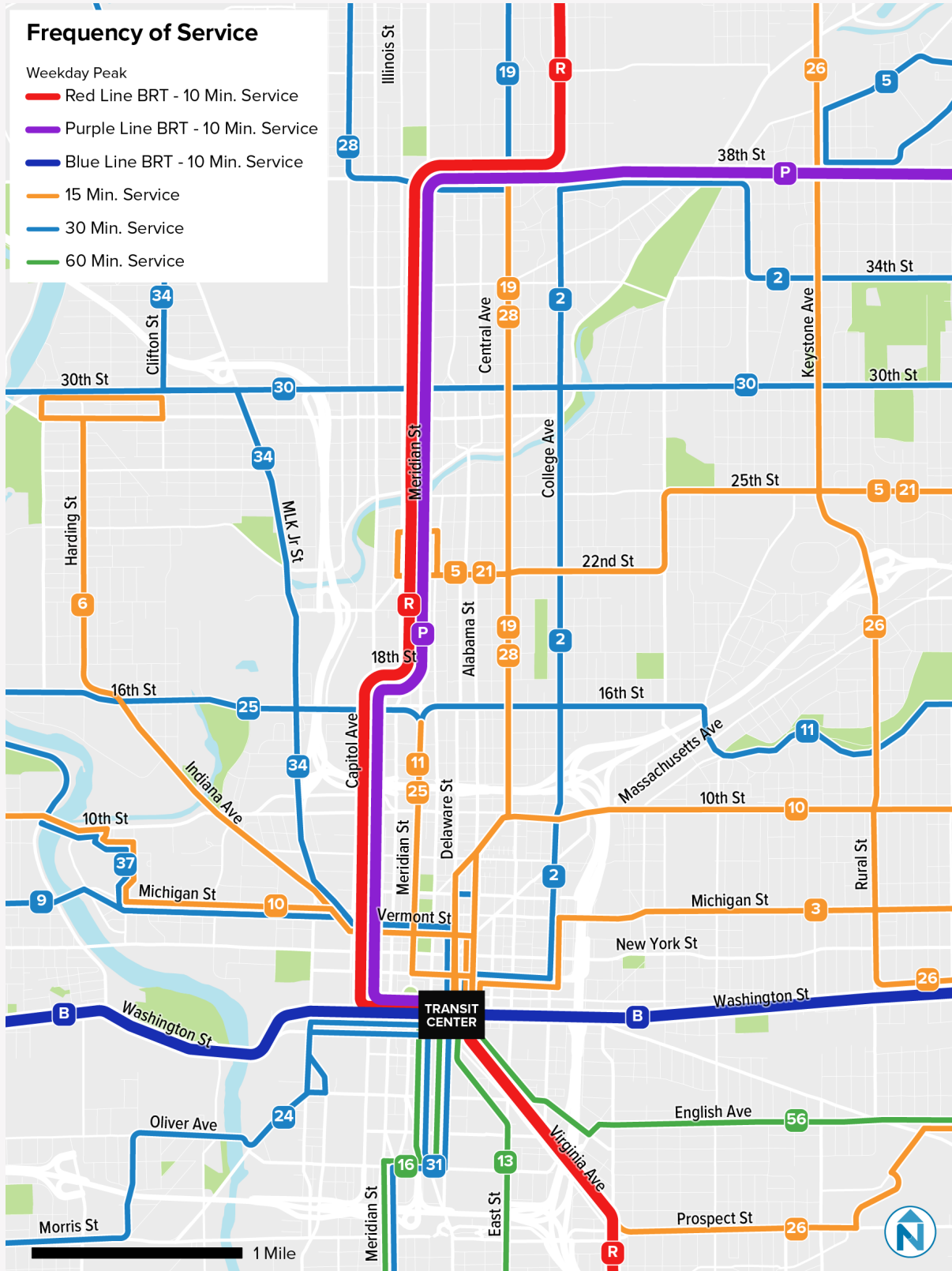
Reduced Duplicated Service



Service is streamlined into and out of Downtown on Meridian St, Central Ave, College Ave, 10th St, 22nd St/AJ Brown/25th St, and Massachusetts Ave*

* Some corridors have two routes with alternating schedules, providing more frequent service

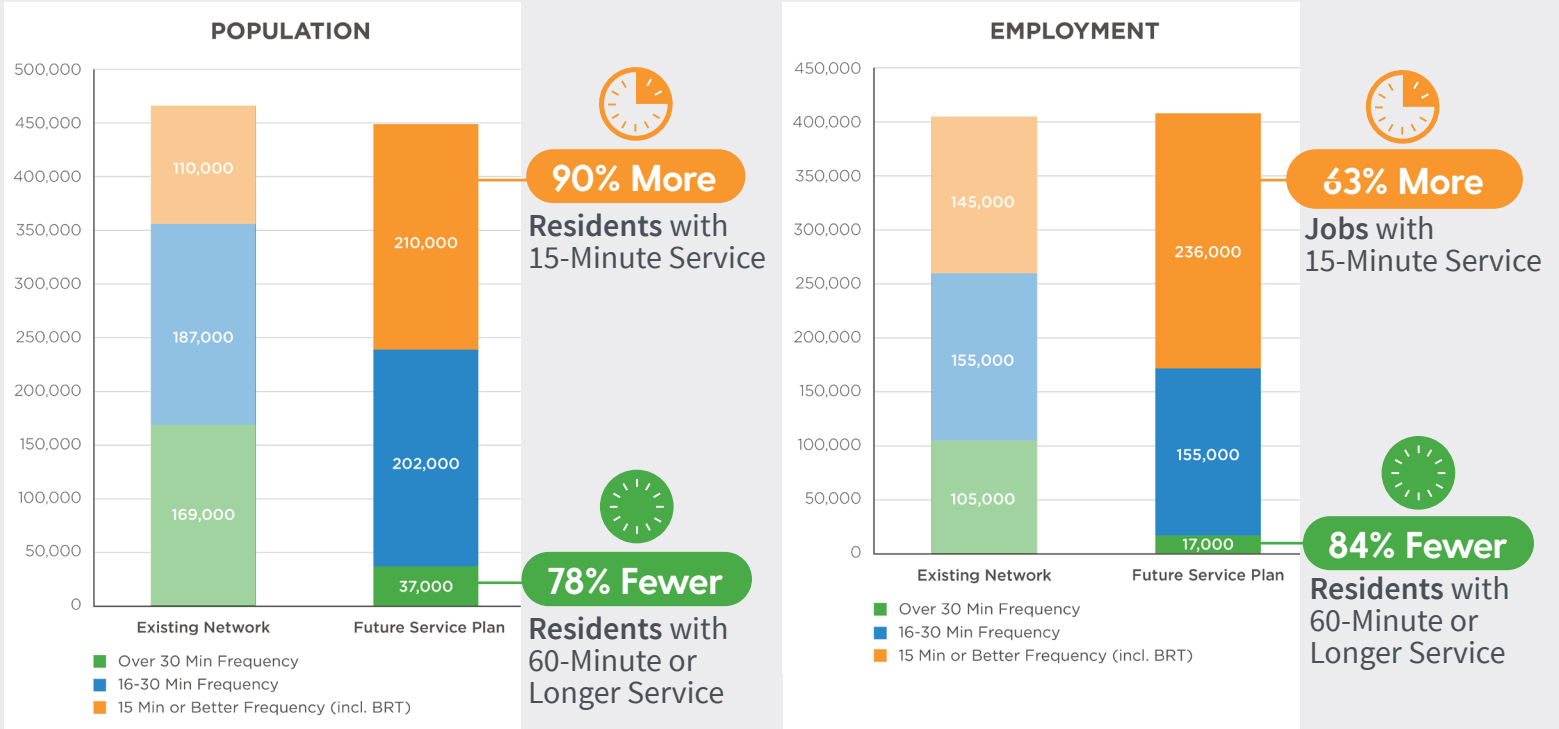
Downtown Indy Transit Network in 2027 (proposed)



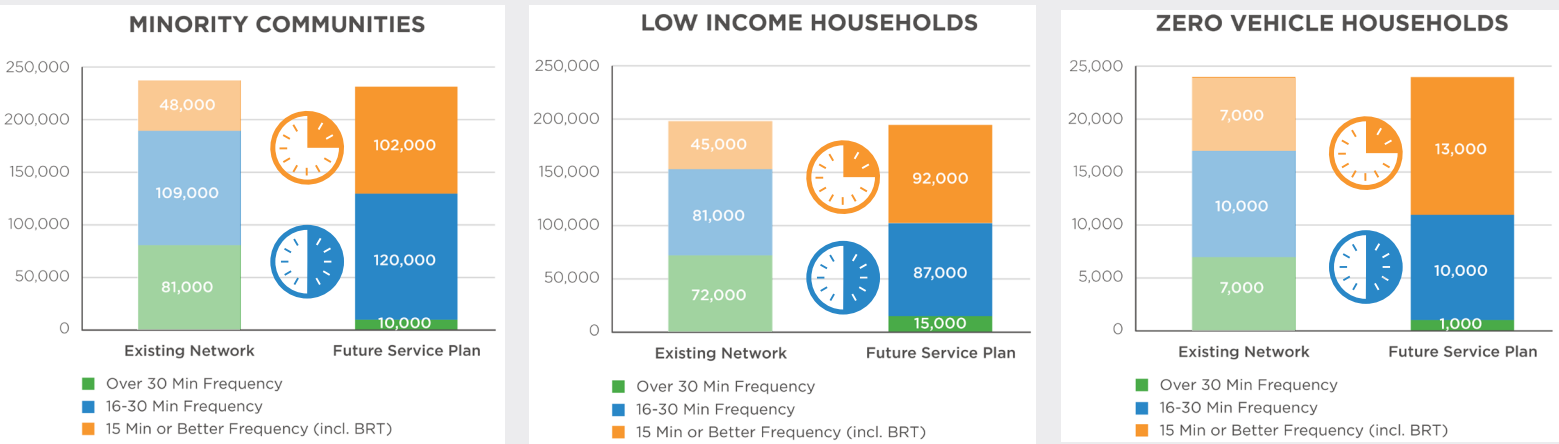
Benefits of the Plan

The proposed 2027 Transit Network includes a variety of service improvements.

More Residents and Employers will have access to More Frequent Service



More Low-income, Minority, and Zero-vehicle Residents will have access to More Frequent Service





Community Engagement

Throughout the past 23 months, IndyGo convened an advisory committee, several stakeholder groups, and the public to help ensure that staff's recommendations for improving upon the network redesign remained consistent with the community's vision for a world-class public transportation system. This is a continuation of the work that started in 2016 in response to years of public engagement and technical planning work needed to change IndyGo's entire bus network from a "hub and spoke" model to a more frequent, more connected, grid-based system.

Several community open house meetings were held to provide information on staff's recommendations for how to move forward with the remaining local route improvements that are needed to fully implement the agency's network redesign. The public was invited to attend and

share their feedback on the proposed updates to the future service plan. Each meeting included a brief presentation and Q&A segment. The recording of the virtual meeting is located here: <https://bit.ly/3Fw0CbY>.

The following is a summary of community engagement activities conducted as part of this process:

- **4 community events** held for future service planning outreach in October 2022
- **68,410: accumulative number of people engaged** through attendance at events, social media posts, newsletters and website visits
- **27 unique comments** submitted directly from website
- **25 respondents** to a route-level survey

Implementation Strategy

The implementation strategy for the network redesign, shown below, is contingent on IndyGo's future revenue projections and operator availability. Individual route changes are also sequenced to account for other changes that need to happen at the same time to reduce duplication and/or to achieve a desired service goal.

The first phase of the implementation strategy is to establish a new baseline network by restoring service that was reduced during the pandemic. Other network-level corrections are made to eliminate costly route deviations, provide more bi-directional service, and reduce the number of unproductive route segments.

The next major milestone is the opening of the Purple Line, anticipated in 2024, followed by local route adjustments to reduce route duplication, provide more frequent service, and serve new destinations. The final

P

Purple Line Implementation

Benefits/Goals

- Another step towards a frequent, connected-grid network
- New or improved crosstown routes

Changes (Existing vs. Future)

- Route 39 upgraded to BRT – Routes 3, 4, 15, 30 & 38 adjustments
- 22nd/25th St restructure – Routes 5 & 21
- Route 2 alignment adjustments
- Route 26 frequency improvements

2023

2024


2025

System Level Corrections

(New Baseline Network)

Benefits/Goals

- More bi-directional service
- Eliminate costly and timely route deviations
- More direct service to key destinations
- Fewer unproductive route segments & stops




Changes (Existing vs. Future)

- Restore Red Line Frequencies – Route 90
- Midtown/86th St Restructure – Routes 19, 86 & 901
- Alignment adjustments – Route 2, 3, 28, 34

More Accommodating Service

Benefits/Goals

- Better crosstown service
- Faster service
- More direct transit access
- New destinations



Changes (Existing vs. Future)

- Rural St / Keystone Ave Restructure - Routes 18 & 26
- Southeast Indy Restructure - Routes 12, 13, 14, 16, 26, 55 & 56
- 10th / 16th Restructure - Routes 10, 11, & 25
- Route 31 Alignment Adjustments

major milestone will be the opening of the Blue Line, anticipated in 2027. Other local route improvements that are planned around the Blue Line implementation include additional service frequency, alignment adjustments, and a new westside crosstown route.

It is important to note that some route improvements are contingent on roadway improvements, like conversions

of one-way to bi-directional streets or the implementation of Super Stops in downtown Indy. Barring any unforeseen circumstances, it is anticipated that IndyGo would be able to implement the improved network redesign when the Blue Line BRT is planned to become operational in 2027.

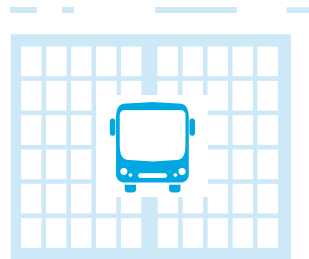
B Blue Line Implementation

Benefits/Goals

- Another step towards a frequent, connected-grid network

Changes (Existing vs. Future)

- Route 8 upgraded to BRT



2026

2027

More Consistent Service

Benefits/Goals

- More frequency improvements reduce travel times
- New westside crosstown

Changes (Existing vs. Future)

- Route 6 frequency improvements
- Route 3 alignment adjustments & frequency improvements
- Route 24 westside crosstown
- Route 25 alignment adjustments

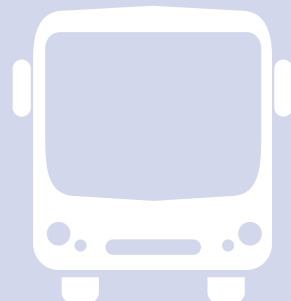
Future Improvements

Benefits/Goals

- More consistent service through more weekend service
- Service frequency improvements

Changes (Existing vs. Future)

- Route 30 (Saturday & Sunday)
- Routes 11 & 25 (Saturday & Sunday)
- Route 3 (Saturday & Sunday)
- Route 26 (Sunday)
- Routes 5 & 21 (Saturday & Sunday)
- Route 87 (Bidirectional route, Saturday & Sunday)







IndyGo
SM

Proposed 2027 TRANSIT NETWORK

ADOPTION DRAFT



ADOPTION DRAFT

Table of Contents

1	Introduction: (Where we were and are still going)	1-1
	The Vision	1-1
	Moving Indy Forward	1-1
	Still Moving Indy Forward	1-2
2	A Better Bus Plan: (What we've done and what we're proposing now) ..	2-1
	Review of the Network Redesign	2-1
3	2027 Transit Network/Implementation Strategy	3-1
	Highlights of the 2027 Transit Network	3-4
	Benefits of the 2027 Transit Network	3-6
	Implementation Strategy	3-8
	Future Improvements	3-15

PLEASE OFFER THESE SEATS
TO THE ELDERLY AND
PERSONS WITH DISABILITIES

FAVOR DE OFRECER ESTOS
ASIENTOS A PERSONAS DE EDAD
AVANZADA O INCAPACITADAS

PULL TO
SIGNAL
JALE PARA
SEÑALAR

EMERGENCY
EXIT
PULL RED HANDLE
DOWN
PUSH WINDOW
OUT TO OPEN

SALIDA DE
EMERGENCIA
JALE LA
MANILLA ROJA
EMPUSE
PARA ABRIR

WHEEL CHAIR SEATING
SECUREMENTS ARE LOCATED
BELOW THESE SEATS

ÁREA PARA SILLAS DE ROLLO
LOS SEGUROS SE ENCUENTRAN
ABAJO DE ESTOS ASIENTOS





1 Introduction: *(Where we were and are still going)*

THE VISION

Completed in 2015, the 2021 IndyGo Forward Plan redesigned IndyGo's bus network and created a steadfast vision that would shift IndyGo from a largely coverage-designed system to a system that focused on generating more ridership. IndyGo arrived at this conclusion after an extensive community outreach process and a successful public referendum to help fund this expansion.

This change in how the system should be designed was just one of many trade-offs that were made. We now know that most existing and future riders would be willing to walk a little further to their bus stop or would welcome a transfer between buses if the service was better. One of the key trade-offs made in 2015/16 was the introduction of more 2- or 3-seat rides in exchange for more connections throughout the network; providing better access to more places. Another key trade-off was to remove some bus stops, which would cause some people have to walk further to their bus in exchange for faster, more reliable bus service making fewer stops along the way. These trade-offs are the defining qualities of the network redesign. They can be summarized as follows:

- **More reliable service**, due to shorter wait times between buses and shorter commutes.
- **Faster service** beginning with BRT service every ten minutes for most of the day, high-amenity vehicles and stations, and faster travel times.
- **Every route operating seven days a week.**
- **Longer hours of service**, with every weekday route operating 21 hours a day.
- **More crosstown options** through an expanded grid.

A more modern payment system

MOVING INDY FORWARD

When IndyGo Forward was first introduced, the plan was for the network redesign to be fully implemented in 2022. Below is a list of improvements that have already been implemented:

- **Every route now operates seven days a week.**
- **The first of three new BRT routes**, the Red Line, launched on Sept. 1, 2019.
- **IndyGo increased its local bus service by 38%.**
- **Service frequency increased** on Routes 3, 5, 6, 8, 10, 30, 31, 34, 37, 39 and 87.
- **New buses were purchased** and old ones were retired.
- **Operational and administrative capabilities were expanded.**
- **The MyKey fare collection system** was developed and launched.

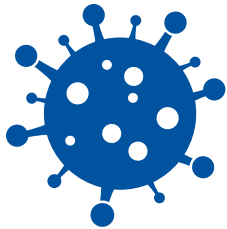
Improvements that are currently in progress include:

- Construction of the Purple Line, which is expected to be completed in 2024.
- Implementation of Super Stops in downtown Indianapolis
- Planning and design for the Blue Line.
- Preparing for the launch of retail network as part of its efforts to modernize the fare collection system.
- The new IndyGo East Campus that will accommodate the expanded fleet and become the future headquarters.

STILL MOVING INDY FORWARD

As the country, and world, continues to recover from the COVID-19 pandemic, IndyGo must also respond to this moment by continuing the progress that was started with IndyGo Forward. To do this, we must respond to our customers' existing needs, and simultaneously plan for a new normal. This new normal will be largely influenced by a new set of realities that will reshape how and when people travel. Fortunately, the years of extensive public engagement between 2016 and 2022 and technical planning work that went into the redesign of IndyGo's network **have laid a strong foundation for moving forward. IndyGo has continued to engage the community since, and support for this vision has only grown stronger.**

To fully realize the community's vision of a world-class public transit system IndyGo will continue on its path to accomplish the following:



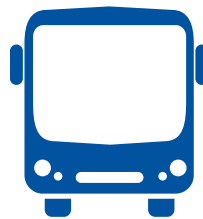
Restore Service to Pre-Pandemic Conditions

Systematically restoring services to pre-pandemic levels is a top priority in IndyGo's phased approach to implementing the 2027 Transit Network, beginning with the **Red Line** and frequent bus routes like **Route 10**.

Like other transit agencies, the COVID-19 pandemic has significantly impacted IndyGo's ability to retain and attract bus operators and bus riders.

The sudden decrease in ridership in 2020 continues to have a direct impact on the agency's ability to move forward with the implementation of the network redesign. It has made it harder to project how much revenue the agency will have in the next three, four or five years, which is a key factor in determining how fast IndyGo can implement the remaining local route improvements.

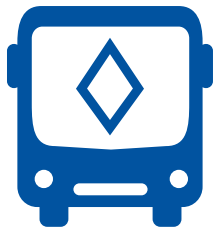
IndyGo, like other transit agencies and industry partners, is experiencing a severe and ongoing operator shortage, resulting in IndyGo having to implement temporary service reductions in the meantime. This necessary decision was not an easy one, but ensures that existing customers can continue to rely on a bus showing up when scheduled.



Improve Service Frequency

Improving or maintaining high frequency service seven days a week is a primary theme of every version of IndyGo's future service plan since 2016 when the 2021 MCTP was approved. This means less time between buses resulting in shorter total travel time for our customers. Frequency improvements are targeted for several non-BRT corridors where the demand for transit is strong or growing. Several corridors with existing high frequency service will be maintained as future BRT lines are implemented. These corridors with high demand for transit are:

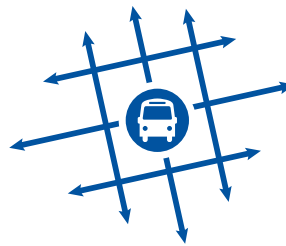
- **10th Street** between Lynhurst Street and Arlington Avenue
- **East 25th Street/AJ Brown/East 21st Street** between Sheridan Avenue and Meridian Street
- **Central Avenue** south of 38th Street to the Carson Transit Center
- **Meridian Street** south of 16th Street to the Carson Transit Center
- **East Michigan Street** between downtown and Arlington Avenue
- **Arlington Avenue** between E. Michigan Street and 46th Street
- **Keystone Avenue/Rural Street** between Glendale Town Center and Fountain Square and downtown
- **Indiana Avenue and Harding Avenue** between downtown and 30th Street



Build Out the Entire BRT Network

When complete, BRT will be the backbone of the IndyGo network, with the most frequent service, longest service span, and high-quality passenger amenities. As with the Carson Transit Center and Super Stops in downtown, BRT offers riders well-lit, comfortable places to wait for the bus, real-time arrival information, and better pedestrian access.

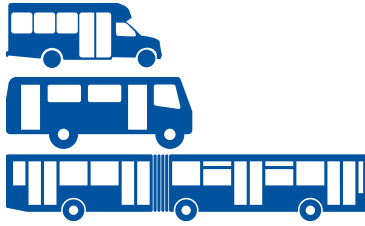
IndyGo is committed to bringing two more BRT lines to the network. The **Purple Line** is under construction and should be operational in 2024 and the **Blue Line** will follow. Like the Red Line, both of these routes will offer higher-quality service that is more reliable by design. Buses will arrive at the station every 10 minutes almost all day, seven days a week. For the majority of the route, the buses themselves will operate in dedicated, bus-only travel lanes and be given priority at traffic signals.



Continue Moving Towards A More Connected Grid Network

To get where they need to go, most people must first ride downtown to connect to another bus, which only increases their total travel time. The 2016 Network Redesign increased frequencies on some existing crosstown routes and also added new crosstown routes. These new and enhanced crosstown routes were designed to allow for more direct crosstown travel (east and west, or north and south), and helps to reduce potential travel times for certain trips, such as the grocery store. It can also make traveling by bus a more attractive option for non-bus riders. Corridors with enhanced crosstown connectivity include:

- **Rural Street and Keystone Avenue** from Keystone at the Crossing to Fountain Square
- **Arlington Avenue** from Washington Street to 46th Street
- **The 30th Street corridor** between Lawrence Township and Eagle Creek
- **Lynhurst Drive** from 16th Street to Kentucky Avenue
- **East 25th Street/AJ Brown/East 21st Street** between Sheridan Avenue and Meridian Street (Red Line)



Right-Size IndyGo's Services

In all, the Network Redesign offers significantly better service to more people. It matches the public's growing desire for faster, more direct, and higher quality transit services to areas with the greatest demand for transit and potential to generate more ridership. Upgrading Route 39 to the Purple Line and Route 8 to the Blue Line are great examples of what it means to right-size the service to match the demand for transit in areas where the demand for transit is strong and growing.

There are, however, areas within the county that have very little demand for transit overall, and yet there are still a relatively smaller number of residents who rely on public transit. How can we continue to serve them?

IndyGo believes it can meet the mobility needs of those that do rely on transit by changing how it delivers services to areas with limited potential to grow ridership in the future. Right-sizing can also mean consolidating routes in some parts of the county. Some segments of existing routes which have shown to have a relative lack of demand for transit have been removed, often because higher-quality service is less than a 10-minute walk in another direction. These areas include:

- **38th Street** between Post Road and Mitthoefer
- **42nd Street** between Sherman and Arlington
- **16th Street** between Arlington and Franklin
- **Shadeland** between 10th and 21st Streets



Provide Better Service Every Day of the Week

While all routes in the system operate seven days a week currently, the demand for transit is such that service frequency needs to increase to meet the needs of riders on weekends. Improved weekend service increases the utility of each route and the entire network. These improvements increase the attraction and utility of the 2027 Transit Network. The corridors that would benefit the most from improved weekend service, and thus carry the potential to serve more riders, include:

- **Keystone Avenue and Rural Street** between Prospect and Glendale Town Center
- **College Avenue** from downtown to 38th Street
- **34th Street** between Orchard and Arlington
- **Indiana Avenue and Harding Street** between downtown and 30th Street
- **Michigan Street** between downtown and Arlington
- **Arlington Avenue** between Michigan Street and 46th Street
- **Raymond Street** between East and State Street
- **Minnesota Street** between State Street and Perkins Avenue
- **Albany Street** between S 17th Avenue and Keystone Avenue



2 A Better Bus Plan: *(What we've done and what we're proposing now)*

REVIEW OF THE NETWORK REDESIGN

The future service plan, as amended from time to time, is part of IndyGo's ongoing service evaluation process.

IndyGo is always looking to find ways to operate more efficiently and routinely makes minor adjustments to routing and scheduling in February, June, and October of each year. Every five to six years IndyGo, working alongside the Indianapolis Metropolitan Planning Organization, performs a comprehensive operations analysis (COA), which is a much more extensive review of how the bus network is performing. The goal of any COA is to find efficiencies and produce a future service plan.

This review of the network redesign is unique in that the local route improvements from the last COA in 2016 are still being implemented. One of the primary objectives moving forward is the need to adequately address the many challenges and opportunities that

have emerged or grown since 2016 by modifying IndyGo's future service plan. One of the top priorities is the need to phase in the local route improvements, while maintaining the vision to offer service on every route, every day; build and operate three new Bus Rapid Transit (BRT) lines; and strengthen the local network by creating a more connected, frequent-grid model.

Key Considerations

Many aspects of how people travel and live their lives has, for some, changed dramatically over the past several years, and yet some things remain the same. The following factors were key considerations in our review of the network redesign and why IndyGo aims to improve upon its network redesign with this 2027 Transit Network.

PANDEMIC Rediscovering our Core Riders

For many residents, the global COVID-19 pandemic has had an impact on the job market, the workforce, work commutes, and housing choices. The core riders who continued riding IndyGo throughout the pandemic reinforced that IndyGo needs to focus less on peak hour service and more on funding service throughout the day and increasing service on evenings and weekends.

Due in large part to the sharp decline in ridership brought on by the pandemic, IndyGo is rediscovering and connecting with core riders.

As our ridership begins to recover, we will continue to work hard to better understand these impacts and be strategic about future service investments.



PREFERENCE For Higher Quality Transit

Through current and past planning efforts, residents and businesses in the Indianapolis community have consistently expressed the desire for more **frequent and reliable bus service**. These values laid the groundwork for the network redesign, ushering in the transit improvements that have been implemented in subsequent years, they are also the values that led to IndyGo deciding to improve upon the network redesign.



There is a complex interaction between what riders value and the trade-offs associated with providing the different elements of transit service, as summarized in the graphic below. Some of the key trade-offs that have been considered over and over again include:

- Service Frequency and Span.** Frequency is how often the bus arrives and service span is how long the service operates throughout the day. While most riders want more frequent service and for buses to run earlier in the morning and later in the evening, to do either is expensive and requires that there must be a high demand for transit. Areas demonstrating higher potential (or real) demand should receive higher frequency and longer span of service. Even then, the tradeoff between offering more frequent service that operates fewer hours of the day or offering less frequent service so buses can operate more hours of the day will always exist.
- Route Directness, Coverage and Speed.** Each of these factors impact how long it takes to travel by transit and how accessible the bus service is. Providing less direct service often means providing slower service. Offering greater coverage service could bring residents closer to a bus stop but this translates to slower service too. On the other hand, more direct service often means faster service. Travel times can be shorter, but only if some riders are made to walk further to their bus stops.
- Service Reliability.** While the benefits of transit service aren't the same for all, one known benefit impacts nearly all transit riders: service reliability. A bus that operates 10 minutes early one day, but 20 minutes late the next, would be considered by just about anyone as 'unreliable service' no matter how frequent that route operates. An unreliable transit service costs riders and transit agencies valuable time and money, limits how spontaneous riders can be with their travel, and ultimately degrades trust in the service to the point where ridership could begin to decline.



Making the Choice to Use Transit

As shown in the illustration right, transit riders make their travel decisions based on how well service levels, design, and amenities meet their values. And whether they choose to use transit, or rely on transit for daily mobility needs, the core belief that all IndyGo riders deserve dignified, safe, accessible, and convenient transit service has shaped this 2027 Transit Network.

How can service strive to reflect customer values?	Coverage	Connectivity	Frequency & Span	Speed	Fares	Amenities & Cleanliness	Reliability
Where I need to go	✓	✓					✓
When I need to go		✓	✓				✓
My time is valued		✓	✓	✓		✓	✓
Value for my money					✓	✓	✓
Getting there safely and comfortably						✓	✓
With flexibility to change	✓		✓				✓

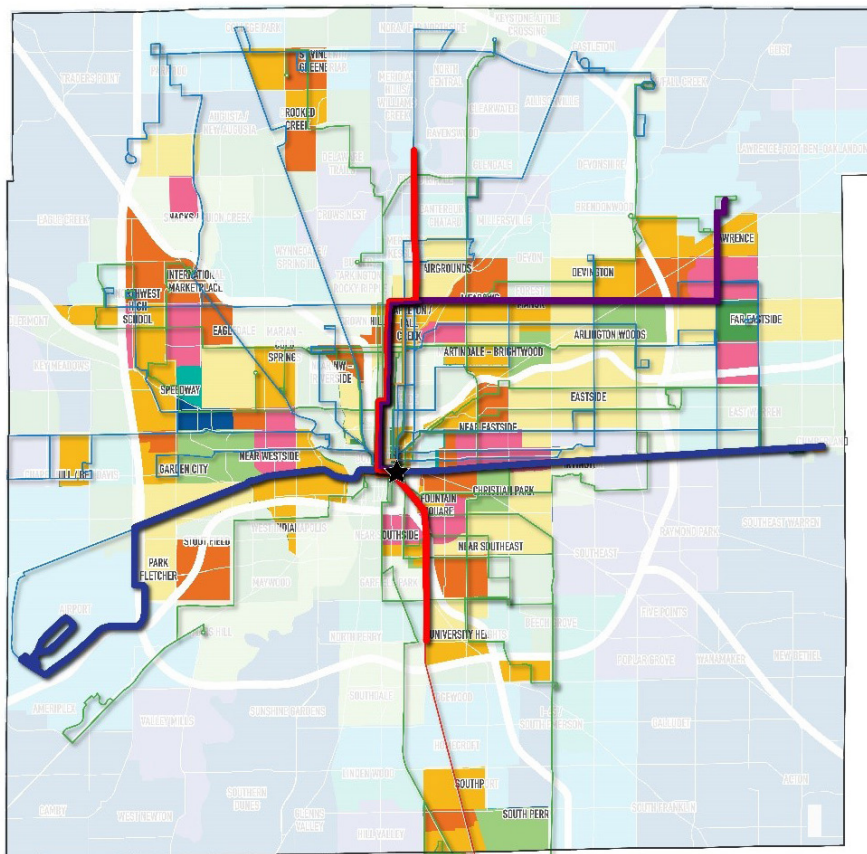
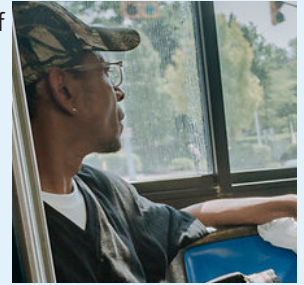
PEOPLE And Their Mobility Options

Central to IndyGo's mission is our commitment to helping individuals and groups of individuals overcome mobility barriers. These barriers vary from person to person. They may be situational or systemic, physical or financial, temporary or permanent. Inspired by the City of Indianapolis' Thrive Indy Plan, the first actionable plan to create a more resilient city, the improvements to IndyGo's 2027 Transit Network carry with them similar goals. The Thrive Indy Plan makes an explicit commitment to ensuring that Indianapolis' most vulnerable populations benefit from the recommendations offered by staff, the subsequent decision(s) made by the Indianapolis Public Transportation Corporation's Board of Directors, and the outcomes that these decisions will produce.

The City uses its Social Vulnerability Index to identify areas of greatest need for capital improvements. IndyGo uses it as one way to ensure that changes to the bus network addresses the mobility needs of Indy's more vulnerable populations.

The Social Vulnerability Index was developed by indexing and combining twelve socioeconomic factors to produce a heat map illustrating where Indianapolis' most vulnerable populations live. Created and adopted by the city of Indianapolis, this map has become an important source that IndyGo staff consult during any planning process, most recently as part of the review of the network redesign. They include:

1. People living below 200% of the federal poverty level
2. Adults aged 65 and over
3. Youth under 17
4. Non-vehicle households
5. People with a disability
6. People with limited English proficiency
7. Renters
8. People over 18 without a high school diploma
9. Households receiving SNAP benefits or food stamps
10. Households with mortgages greater than 30% of income
11. People who self-describe as other than White/Caucasian
12. Unsheltered homeless



IndyGo's Existing Network + Socially Vulnerable Populations





PLACES

Destinations & Trip Generators

There are some places that generate high transit ridership that may not be intuitive. For example, newer and larger apartment complexes in suburban locations—even with poor access—can generate more transit ridership than Indy’s most established neighborhoods. This is especially true if these apartment complexes are also home to a high proportion of low-income households.

Even before the pandemic, many transit riders were changing where they lived producing changes in travel patterns. This trend may not be by choice. However, many of Indianapolis’ established neighborhoods continue to experience redevelopment pressure. This can cause the cost of owning or buying a home to increase. As these places become more expensive, some transit riders become displaced in that they often have to move to areas where the cost of housing is more attainable. These areas tend to be on the periphery of IndyGo’s service area often putting a greater distance between these residents and employment and shopping destinations. This, in turn, can cause lower-income households to have to

purchase and maintain their own vehicle and thus increases the amount and percentage of their income that they have to spend on transportation. It is often the case that the residents moving in the older neighborhoods will have fewer people living in their homes. These new residents also tend to have higher-incomes and less of a propensity to use public transportation. As a result of these events, neighborhoods that once generated significant transit demand become less so. Conversely, demand for transit increases in areas that is hard to economically serve and commutes become longer and less attractive.

There are other places, many of them major destinations, that do not generate the type of ridership that one might expect. Examples include airports, hospitals and health clinics. These are places that see a lot of traffic but that in reality few non-workers visit in a year. While these destinations are important to residents, the primary reason for serving them is for job access—and not necessarily people who visit these locations occasionally.



PURPOSE

The Network Effect

Public transit works best when it consists of a network of service types that are appropriate for the corridors or areas they serve. Not all transit routes serve the same purpose, and a route doesn't have to generate high ridership to be important to creating the network effect. To achieve a network effect, higher-amenity and higher frequency services are concentrated in corridors where ridership demand is greatest, while circulator routes or less frequent routes serve lower-demand areas but then connect to the corridors with higher frequencies. Corridors with the highest frequencies include IndyGo's **Rapid** services, which, once fully implemented, will include three Bus Rapid Transit (BRT) lines: the Red, Purple and Blue lines. These routes are so frequent that transfers from any connecting route are very short—regardless of where those transfers happen in the network.

IndyGo also has several **Frequent** service corridors where service is provided about every 15 minutes or better. When designed and operated properly, all routes work together to

ensure that any riders can reach all destinations throughout the network—even when a transfer is required.

IndyGo's **Rapid** and **Frequent** services also play a critical role in generating long-term, sustainable ridership growth. It is believed by most that these services have the greatest potential of helping the city, and the entire Central Indiana Region, reach local environmental, social, and economic goals. However, service can only become exponentially more useful if it works at the network level, as opposed to a series of individual routes.



PROGRESS

Advancements in Technology & Innovation

With the exception of a brief period of growth in 2013 and 2014, IndyGo’s ridership has been relatively stable since the 90s. But across the nation, overall transit ridership has been declining since 2014. It is thought that this ridership decline is partially due to the widespread use of new technologies and innovations within the private sector.

Despite significant capital investments in transit in the US, technology advancements that produced ride-hailing companies have dramatically shifted the way some people choose to travel—especially for shorter trips. Similarly, the ease and prevalence of online shopping has had a significant impact on if, and when, people travel to shop. These technological advancements are not without their limitations, however. Privately-operated, single-occupancy, on-demand services are not only expensive but they haven’t been able to obtain the efficiencies that mass transit can, nor are they able to contribute to efforts to reduce traffic congestion.

The development of on-demand mobility technology provides any transit agency the opportunity to offer shared mobility services in new ways. As part of its review of the network redesign, IndyGo, like other transit agencies, is

studying the possibility of using microtransit to deliver its services in areas, or at times of the day, where there isn’t much demand for local bus service.

Another way IndyGo is benefiting from advancements in technology and information is by harnessing cellphone data to better understand travel patterns and demands—both before and during the pandemic. These data have been utilized as part of this planning process to better understand travel needs to and from specific locations throughout Marion County.





PARTNERSHIPS

Shared Mobility Options

Many community partners, like the MLK Center and their Midtown Get-Around service, have begun implementing community-led transportation solutions designed to meet the needs of a specific type of user, or a specific type of trip. At the regional level, businesses in Plainfield and Whitestown support workforce connector routes connecting Marion County

residents to jobs in nearby counties. While they can't compete with the efficiencies that a local bus network can gain, or move the amount of people that a single bus can move at one time, these more flexible, purpose-driven shared mobility solutions complement mass transit services and offer residents more transportation options.

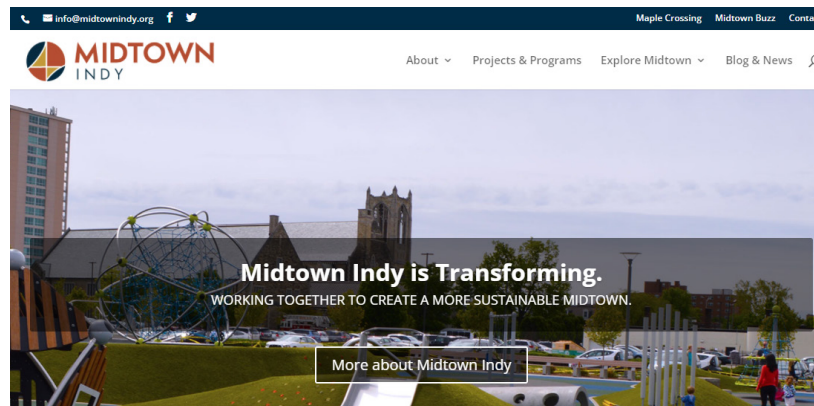
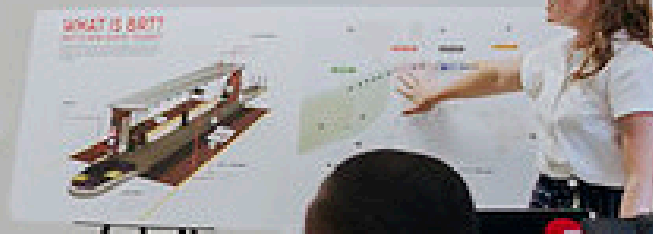


Image from midtownindy.org



EXIT





3 2027 Transit Network/Implementation Strategy

Over the past several years, the COVID-19 pandemic has had a significant impact on our ridership, revenue projections, and availability of operators – causing us to pause our implementation of the IndyGo Forward plan. Fortunately, the years of extensive public engagement between 2016 and today – and technical planning work that went into the redesign of IndyGo’s network – have laid a strong foundation, and support for the vision established in the IndyGo Forward plan has only grown stronger.

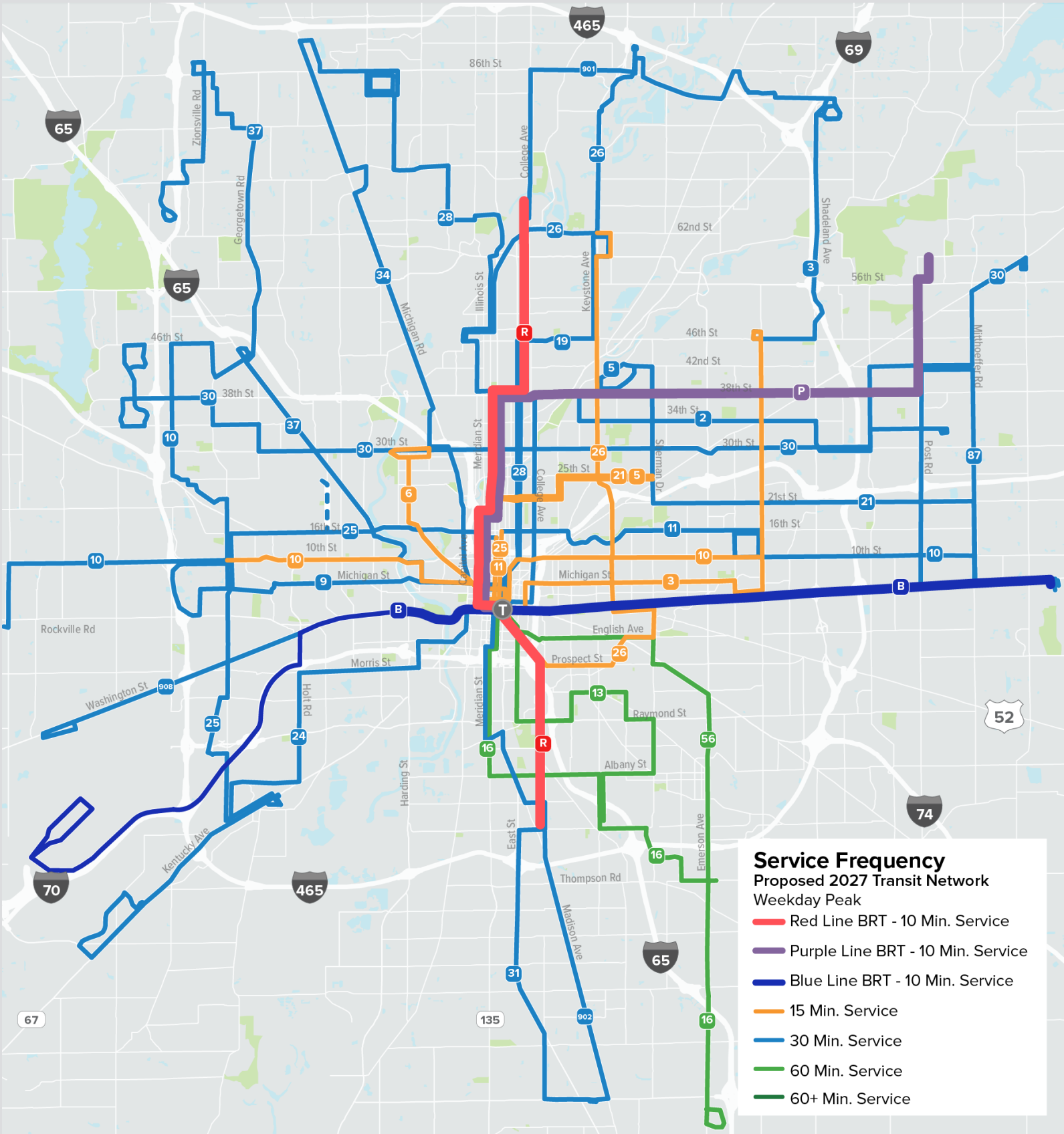
As our region recovers from the pandemic, IndyGo, in coordination with the Indianapolis MPO, has been updating the IndyGo Forward plan. This updated plan adheres to the vision developed in IndyGo Forward but was updated to reflect the following:

- **Demographic Changes.** Indianapolis’ resident population has grown by about 35,000 people between 2016 and today. IndyGo’s 2027 Transit Network considered this population change and distribution as well as income, employment, and more.
- **Changes in Travel Patterns.** The way people travel has changed dramatically in the post-pandemic world and may not return to previous patterns for many years. The 2027 Transit Network examined dozens of major destinations in the region and assessed how travel patterns have changed from before, during and after the pandemic.

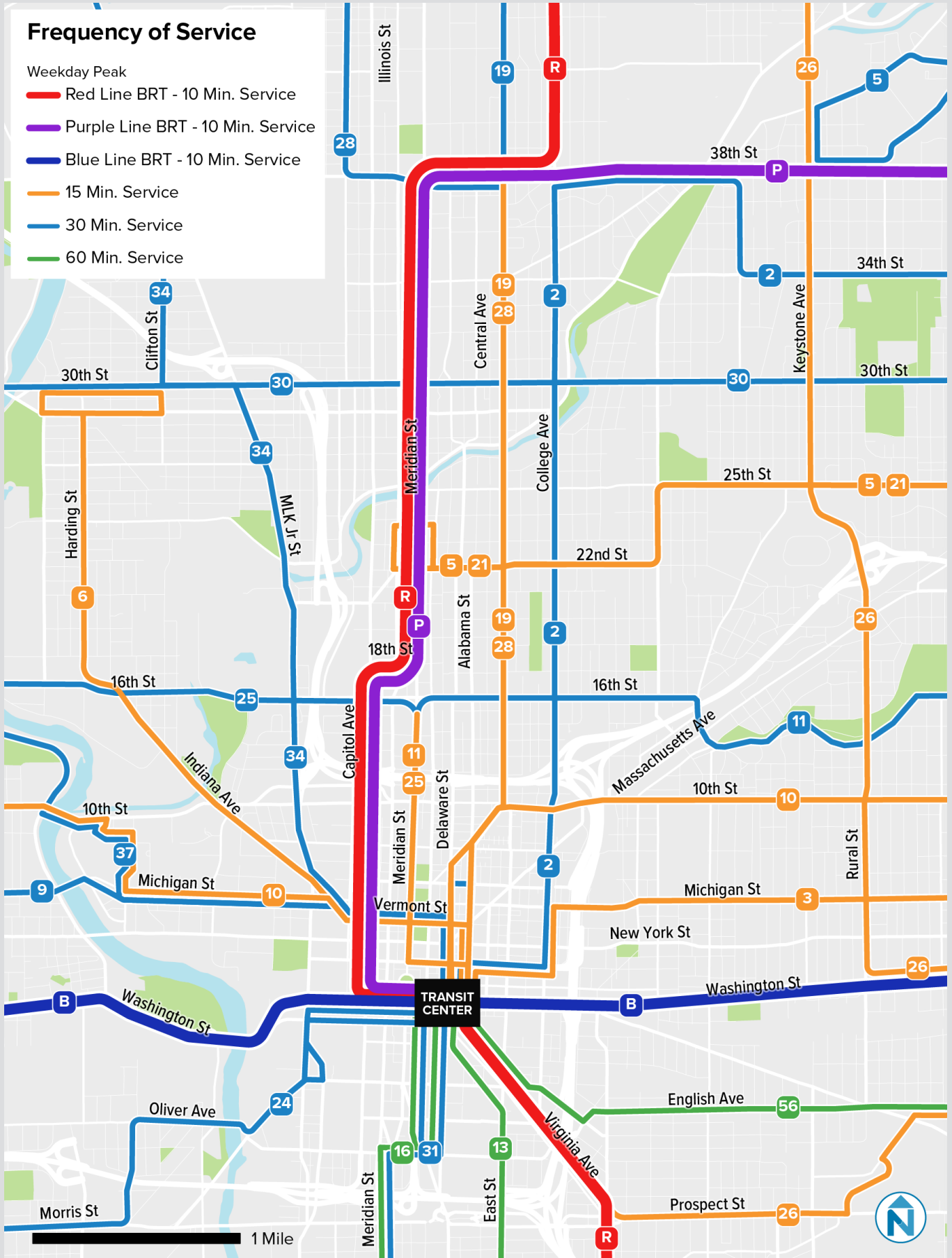
- **Ridership Changes.** Locally and nationally, transit ridership was substantially affected by the pandemic. As some workers shifted to working from home and non-essential trips were avoided, transit ridership on IndyGo declined by as much as 40% at the height of the pandemic. Ridership changes that occurred during and after the pandemic were evaluated and the 2027 Transit Network was adjusted accordingly – especially in areas that still exhibit strong ridership demand.
- **Impacts on Transit Critical Populations.** The pandemic demonstrated that transit is critical for many people, especially essential workers, but also residents who rely on public transit to get to work, school, and other activities. The 2027 Transit Network evaluated changes in transit critical populations and adjusted service levels to better serve these areas.

IndyGo’s 2027 Transit Network—shown on page 3-2 for the region, and for downtown Indianapolis on page 3-3—illustrates the planned build out of the entire IndyGo network by 2027—color-coded by weekday service frequency. The newly developed implementation strategy, presented later in this chapter, offers suggestions for how to phase in the improvements between now and 2027.

IndyGo's Proposed 2027 Transit Network



Proposed 2027 Transit Network (Downtown Indianapolis)



HIGHLIGHTS OF THE PROPOSED 2027 TRANSIT NETWORK

IndyGo's 2027 Transit Network continues the work that was started in 2015/16 as part of the IndyGo Forward plan as well as past planning work starting in 2010. Like previous versions of IndyGo's future service plan, the two most essential parts of this plan is the shift to a ridership-based service network and the increase in service frequency across the three bus rapid transit routes as well as many of IndyGo's local routes. Adhering to this vision, the following are some of the highlights of the 2027 Transit Network.

More frequent service to areas where demand is high or growing

A total of seven routes will offer service every 15-minutes or better on weekdays, compared to 3 routes today (Red Line and Routes 8 and 39). Routes 3, 6, 10 and 26 will offer 15-minute weekday service and the Purple and Blue Lines will replace existing Routes 39 and 8, respectively.



IndyGo's existing network includes 16 routes that operate every 60 minutes or less. The 2027 Transit Network includes only 3 routes that operate every hour, and no route would operate less than 60 minutes.

Completes implementation of BRT lines

In addition to the Red Line, two new BRT lines (Purple and Blue) will be added to the network, both offering 10-minute weekday frequency and 15-minute frequency on weekends. The two new BRT routes adds over 30 miles of new BRT service with 48 new stations (in addition to the existing Red Line stations that will be shared with the Purple Line).



Better crosstown service

Several improved or new crosstown routes provide connections that enhances the grid network by allowing riders to transfer to more routes outside of downtown Indianapolis.



- **The improved 30th Street crosstown** is extended and now provides connections to 13 routes, including 6 high-frequency routes (Red Line, Purple Line and Routes 3, 6 and 26).
- **The improved Route 26** in the Keystone/Rural corridor operates more frequently and provides connections to 11 routes, including 6 high-frequency routes (Red, Purple and Blue Lines and Routes 3 and 10).
- **The improved Route 25** extends service via Lynhurst Drive to offer a new westside crosstown that connects to 5 routes, including the high-frequency Route 10.



Enhanced focus on transit critical areas

Some demographic groups have a much higher likelihood to ride transit, and a crucial outcome of the 2027 Transit Network is to improve transit service to these groups.



Serving transit critical populations also matches service to demand, since these residents are more likely to ride transit. Six routes (or corridors) have significantly better frequency in areas with high transit critical populations:

- **Route 10**, generally serving the 10th Street corridor
- **Route 26**, generally serving the Rural/Keystone corridor
- **Route 3**, generally serving E. Michigan Street and Arlington Avenue
- **Routes 5 and 21**, generally serving the 22nd Street/AJ Brown/25th Street corridor
- **Route 6**, generally serving the Indiana Avenue and Harding Avenue corridors

Bidirectional and frequent service in downtown

In the existing network, there are many routes running north-south a few blocks apart into the transit center on one-way couplets. The 2027 Transit Network reduces duplication by providing fewer routes running more frequently on two-way corridors into downtown, causing a slightly longer walk for some riders, but to much higher quality service. When complete, 90% of the downtown area would be within walking distance (about ¼ mile) of high-frequency service.



Extended service to new destinations

The 2027 Transit Network also creates connections to new areas by extending routes to certain grocery stores, medical facilities, colleges, and retail sites. Service is extended to three new major shopping destinations, including the Meijer on Rockville Road/Raceway Road (Route 10), the Walmart on Lafayette Road (Route 10) and the Walmart on Pendleton Pike (Route 30).



BENEFITS OF THE 2027 TRANSIT NETWORK

As noted in Chapter 1, the 2027 Transit Network shifts IndyGo from a largely coverage-oriented system to a system that focuses on generating more ridership. The trade-off with this approach is that some people may need to walk further to a bus stop in exchange for faster, more reliable bus service. To better understand these impacts, the number of people and jobs with access to different service frequencies was compared between the existing network and the 2027 Transit Network.

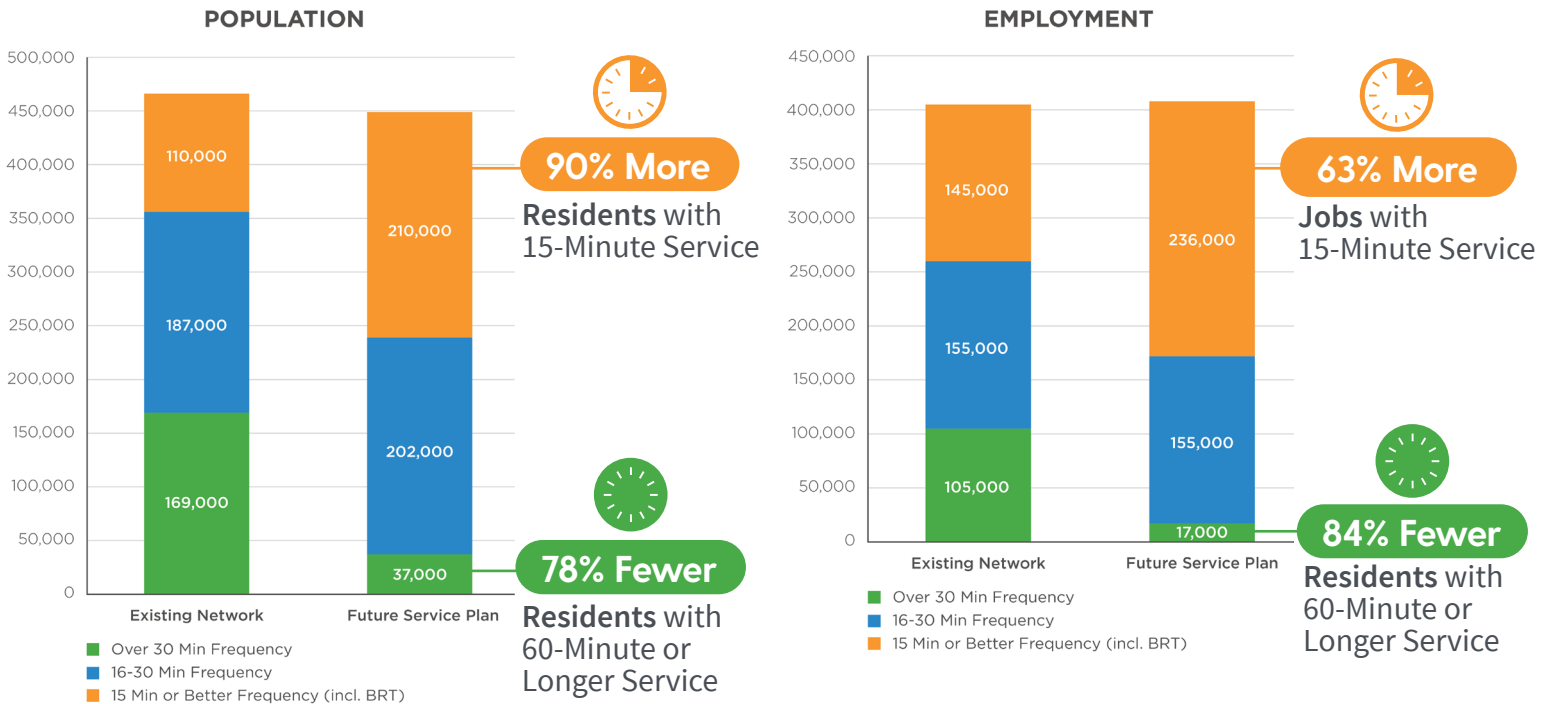
As shown in the charts below, the total number of people in Marion County with access to transit¹

¹ Access to transit includes ¼ mile from a local route and ½ mile from an existing or planned BRT station.

decreases slightly with the 2027 Transit Network (about 4%), but the number of people with access to better service improves significantly. The number of people with access to service that operates 30 minutes or more **decreases** 78%, and the number of people with access to frequent service (15-minutes or better) **increases** by 90%.

The number of jobs with access to transit not only increases by about 1% with the 2027 Transit Network, but the quality of service improves significantly. The number of jobs with access to service 30 minutes or more **decreases** by 84% and jobs with access to frequent service (15 minutes or better) **increases** by 63%.

Population and Employment Access by Service Frequency (Existing vs. Proposed 2027 Transit Network)

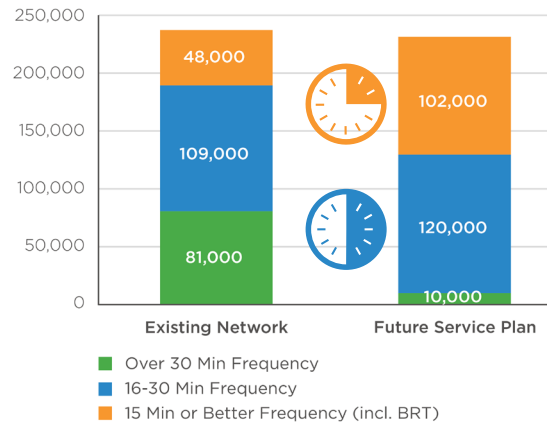


The charts at right compare access to different service levels of the existing network with the 2027 Transit Network for several different transit critical populations (minorities, low-income households, and households without access to a vehicle).

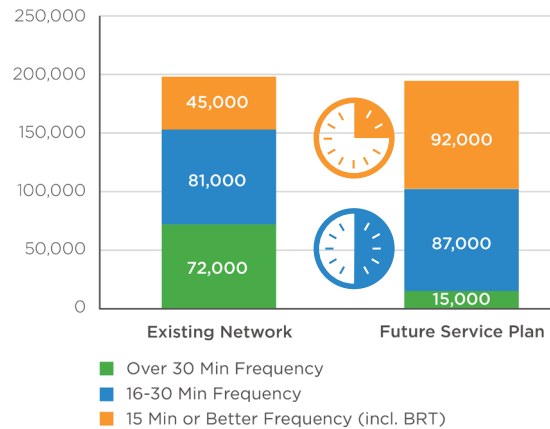
While access to transit for transit critical populations is reduced slightly between the existing network and the 2027 Transit Network, access to better service levels is significantly higher. The number of minorities, low-income households, and zero-vehicle households with access to frequent service (15 minutes or better) nearly doubles with the 2027 Transit Network. Likewise, access to less frequent service (30 minutes or longer) decreases by 80-90% with the 2027 Transit Network and is replaced with more frequent service.

Transit Critical Populations Access by Service Frequency (Existing vs. Proposed)

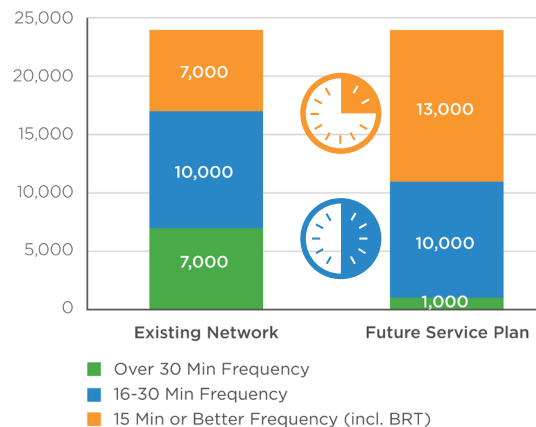
MINORITY COMMUNITIES



LOW INCOME HOUSEHOLDS



ZERO VEHICLE HOUSEHOLDS





IMPLEMENTATION STRATEGY

The implementation strategy for the network redesign is contingent on IndyGo's future revenue projections and operator availability. Individual route changes are also sequenced to account for other changes that need to happen at the same time to reduce duplication and/or to achieve a desired service goal.

- **Phase 1** of the implementation strategy is to establish a new baseline network by restoring service that was reduced during the pandemic. Other network-level corrections eliminate costly route deviations, provide more bi-directional service, and reduce the number of unproductive route segments.
- **Phase 2** of the implementation strategy corresponds to the opening of the Purple Line, anticipated in 2024, followed by or in tandem with local route adjustments to reduce route duplication, provide more frequent service, and serve new destinations.
- **Phase 3** of the implementation strategy would be the opening of the Blue Line, anticipated in 2027. Other local route improvements that are planned before or in tandem with the Blue Line include additional service frequency, alignment adjustments, and a new westside crosstown route.
- **Future Phases** of the implementation strategy would build on the 2027 Transit Network by adding additional frequency to the network that further reinforces the goal of expanding ridership.

Route improvements are contingent upon several factors, some obvious such as future revenue and operators, and some less obvious such as infrastructure improvements like the conversion of a street from one-way to two-way. Barring any unforeseen circumstances, it is anticipated that IndyGo would be able to implement the improved network redesign when the Blue Line BRT is planned to become operational in 2027.

The implementation strategy for the 2027 Transit Network is outlined below. Each phase includes a summary of the benefits and goals accomplished with each phase, followed by a summary of the changes from the existing (Fall 2022) network to the future (2027 full buildout) network.



Phase 1

System Level Corrections & New Baseline Network

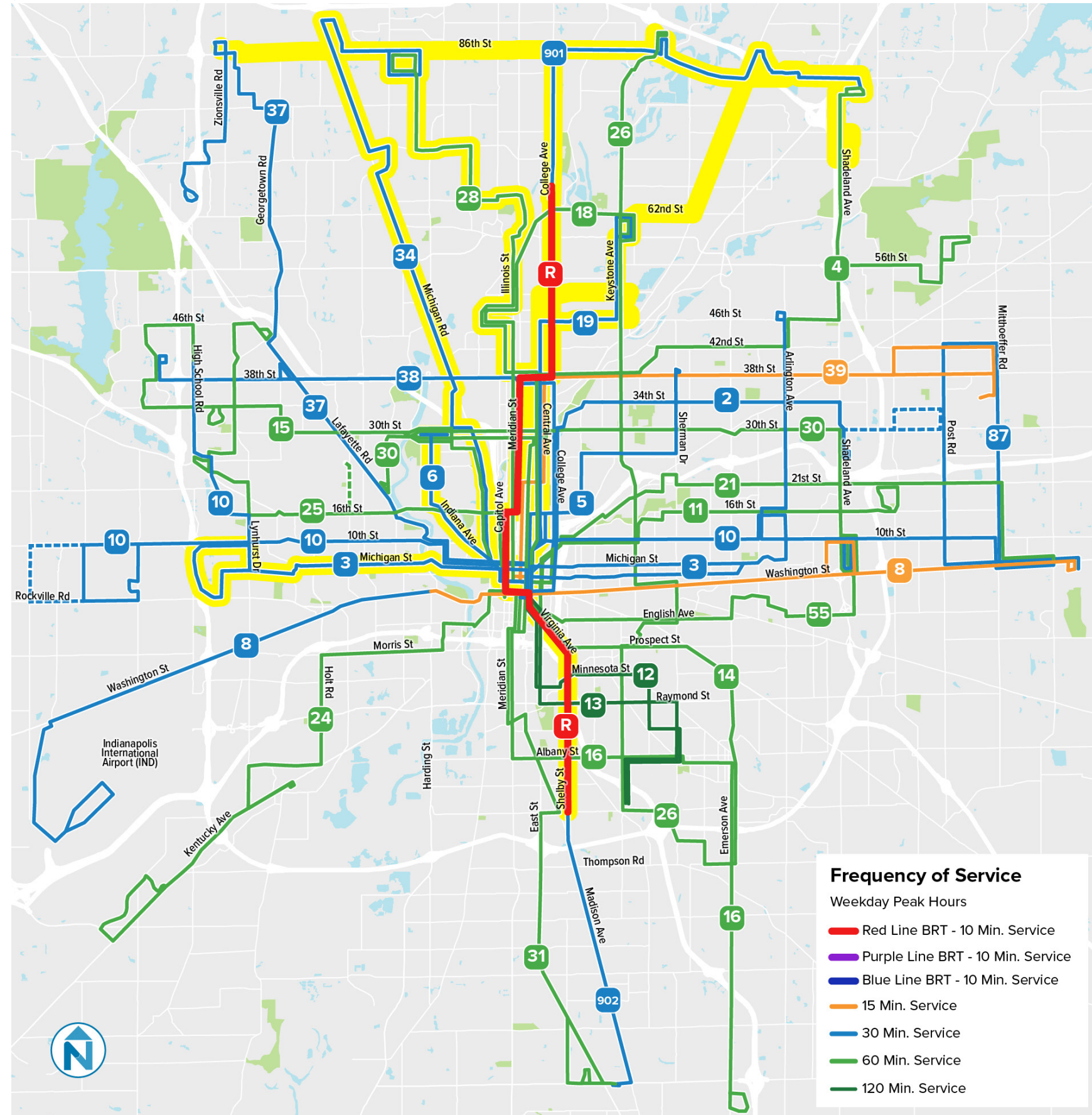
The first phase of the implementation strategy is to establish a new baseline network by restoring service that was reduced during the pandemic. Other corrections are made to eliminate costly route deviations, provide more bi-directional service, and reduce the number of unproductive route segments. Changes anticipated to happen in Phase 1 are summarized in the table below and highlighted on the map on the next page.

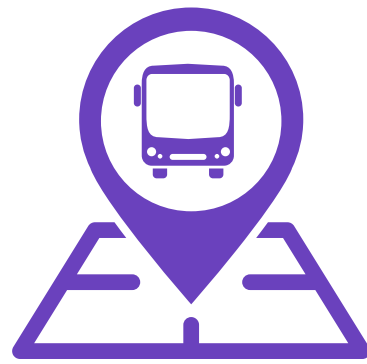
Summary of Phase 1 Anticipated Service Changes

Service Change Theme	2027 Transit Network Goal Addressed	Summary of Anticipated Service Changes
Restore Red Line Frequencies	<ul style="list-style-type: none"> Restore service to pre-pandemic conditions 	<ul style="list-style-type: none"> Route 90-Red Line BRT service would be restored to its original 10-minute frequency levels during the weekday between the hours of 5am and 9pm (16 hours), Monday through Friday. The service frequency decreased to 15 minutes (or better) during the hours of 9pm to 1am (4 hours) Monday through Friday and all day on Saturday, and from 7am - 8pm (13 hours) on Sunday. The service frequency decreased to 20 minutes Sunday late -night, which was 8pm to 10pm (2 hours).
Midtown/86th Street Restructure	<ul style="list-style-type: none"> Right-Size IndyGo's Services to Match the Demand for Transit 	<ul style="list-style-type: none"> The existing Route 86 name would be retired and the segments of the 82nd/86th Street corridor would be replaced by modifications to existing Route 901 and retention of existing Routes 28, 34 and 37. Existing Route 901 would be extended via 86th/82nd Street to provide direct service to Keystone at the Crossing, Castleton Square, and Community North Hospital; thus, replacing the need for Route 86 east of College Avenue. Route 19-Castleton along Allisonville Road between 64th and 82nd Streets effectively operates as express bus service today and none of the 24 bus stops has more than 2 riders per day. If implemented as proposed, future Route 19 would terminate at Glendale Town Center and would no longer travel up Allisonville Road to the Castleton area. In addition to removing the 64th Street and Allisonville Road segments, future Route 19 would only operate along 46th Street, which means that the split alignment between 46th Street and 52nd Street that results in both segments having less service frequency would be eliminated. Future Routes 28, 34, and 37 would continue to provide access to 86th Street locations west of College Avenue. While service on Routes 34 and 37 would remain unchanged in this area, service frequency on existing Route 28 would be improved from every 60-minutes to 30-minutes to ensure that bus service can keep up with the relatively high demand for transit in the areas surrounding St. Vincent Hospital that is experiencing redevelopment/reinvestment growth pressures.
Alignment Adjustments	<ul style="list-style-type: none"> Continue to Move Towards a More Connected Grid Network Right-Size IndyGo's Services to Match the Demand for Transit 	<ul style="list-style-type: none"> Future Route 2-34th Street would offer direct service along College Avenue between 30th Street (north) and Ohio Street (south) once the two-way conversion of College Avenue is complete. This would allow IndyGo to no longer have to contend with the service delays that regularly occur along the Massachusetts Avenue corridor segment. It would make travel along this route more direct and the route easier to understand because existing stops on the one-way street pairs are far from each other. Future Route 2-34th Street would also be adjusted on the east side of Indianapolis to eliminate the select trips to Western Select, which causes the bus to have to deviate off the 34th Street corridor. Under this scenario, every eastbound trip on future Route 2 would become a more direct trip, and Route 2 could be extended to offer direct access to IndyGo's East Campus with every eastbound trip. Existing Route 3-Michigan Street would be extended to serve Beachway Drive and offer customers the opportunity to transfer to and from future Route 10-10th Street, further providing transit riders better access to places along the 10th Street corridor. This improvement would provide nearby apartments and neighborhood shopping area improved access to transit. Future Route 6-Harding would be realigned and no longer travel north of 30th Street. Instead, Route 6 would turn around using 29th Street, Clifton Street, 30th Street, East Riverside Drive, and 29th Street. Direct transit access for the areas north of 30th Street would be retained by proposed changes to existing Route 34-ML King/Michigan Rd, which would deviate off ML King Street onto Clifton Street between W 30th Street and Golden Hill Drive back to ML King. Under this scenario, the frequency increases for Route 6-Harding in future phases of this plan become more feasible because issues pertaining to the cost-effectiveness of the route alignment have already been addressed during this phase. Future Route 28-St. Vincent would serve Central Avenue and the Delaware/Alabama one-way pair between 38th Street and the Carson Transit Center, as the existing Route 19-Glendale does today. These two routes would be scheduled so that even though weekday frequency of each route is 30-minutes or better, the combined service frequency on these segments would be 15-minutes or better. Corridor segments like these are sometimes referred to as "Transit Emphasis Corridors." This recommendation ensures that Central Avenue will continue to have frequent service when Route 39-E 38th Street is replaced by the Purple Line BRT Route. Between 46th Street and 38th Street, existing Route 28 would also be modified to operate along Boulevard Place instead of Illinois Street because Boulevard Place has more residences and businesses that have the potential to exhibit a higher demand for transit. In addition, Route 28 would be routed away from the existing alignment on Spring Mill Road to Meridian Street and W 64th Street, which are better suited for buses, especially during inclement weather. Based on feedback from residents along this segment of the Meridian Street corridor, there is a relative lack of interest for direct access to public transportation. Similarly, much of 64th Street between Meridian Street and Spring Mill Road is inaccessible to pedestrians. For these reasons, no bus stops would be added to the new Meridian Street segment or the 64th Street segment.



Anticipated IndyGo Transit Network (End of Phase 1)





Phase 2

Purple Line Implementation & More Accommodating Local Service

The next major milestone is the opening of the **Purple Line**, anticipated in 2024, which is the next step towards a frequent, connected grid network. Other goals include local route adjustments to reduce route duplication, offer more crosstown connections, provide more frequent service, and serve new destinations. Changes anticipated to happen in Phase 2 are summarized below and highlighted on the map on the next page.

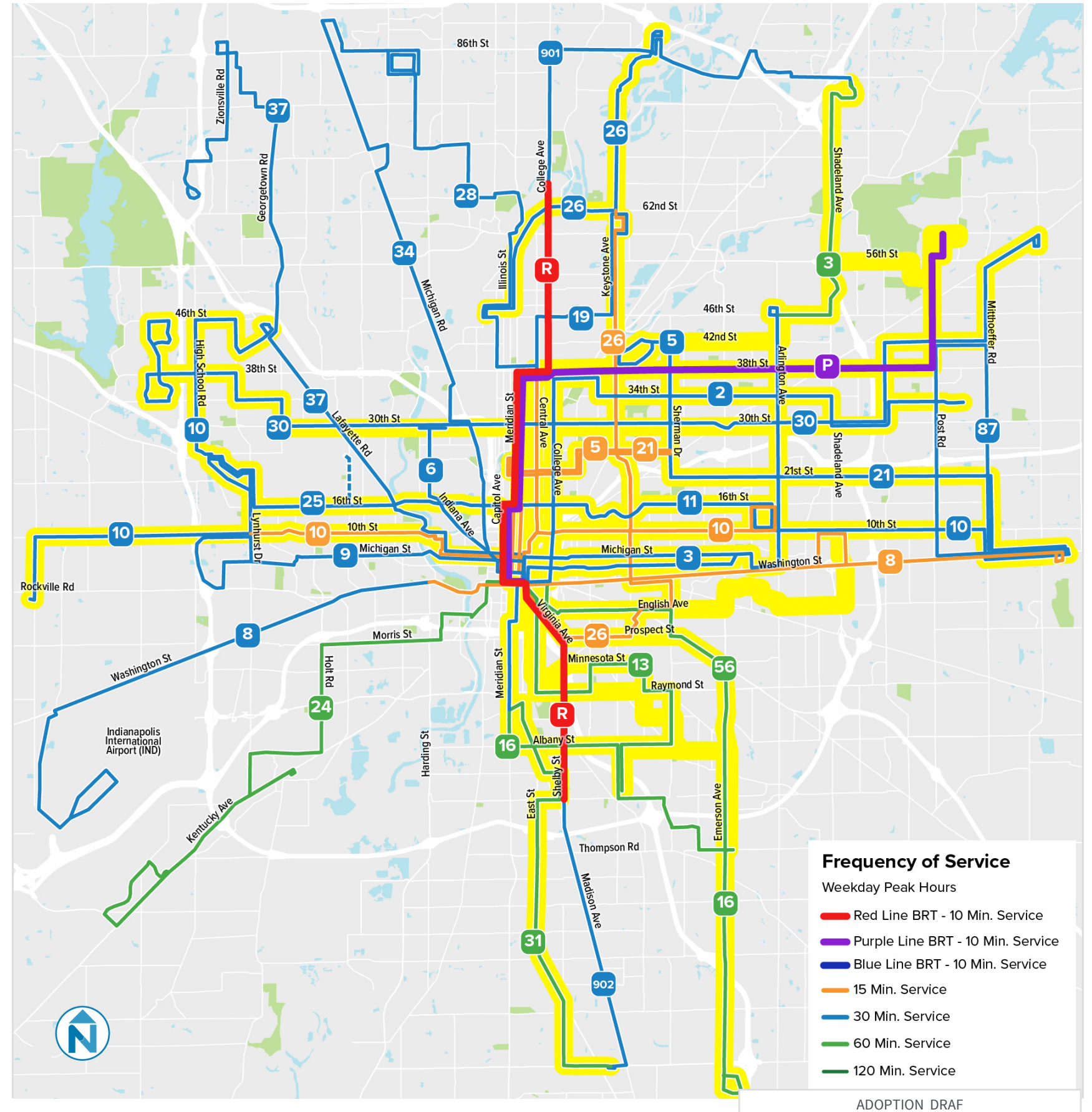
Summary of Phase 2 Anticipated Service Changes

Service Change Theme	2027 Transit Network Goal Addressed	Summary of Anticipated Service Changes
Purple Line Implementation	<ul style="list-style-type: none"> Complete the BRT Network Continue to Move Towards a More Connected Grid Network Improve Service Frequency 	<ul style="list-style-type: none"> The majority of existing Route 39 would be upgraded to become the Purple Line, introducing premium Bus Rapid Transit service between Indianapolis' Central Business District and the Fort Benjamin Harrison area largely via 38th Street and Post Road. The Purple Line service will operate every 10 minutes on weekdays and every 15-minutes during the weekend and in the early morning and late evening hours during the week. Route 4 would be consolidated with Route 3 to offer more direct service between Downtown Indianapolis and the Community Hospital North campus. Route 3 would be split at the Carson Transit Center and the western portion would be renamed Route 9, which would provide service west of downtown to Beachway Drive and 10th Street. The eastern portion will remain as Route 3 and terminate at Community Hospital North via 46th Street and Shadeland Avenue. Splitting the existing Route 3 will improve reliability on both the new Route 3 and Route 9 as well as allow for future frequency improvements to meet the high demand for transit exhibited by several near eastside neighborhoods. Route 30 would be extended north and east to the Sunnyside shopping center off Pendleton Pike (in Lawrence Township) to directly connect the near eastside with shopping opportunities for the very first time. In addition, Route 30 would be extended further west to Eagle Creek, to provide a consistent east-west connection across Marion County. Future Route 30 would replace portions of existing Routes 15 and 38 along W 30th Street and W 38th Street.
Rural Street / Keystone Avenue Restructure	<ul style="list-style-type: none"> Improve Service Frequency Continue to Move Towards a More Connected Grid Network 	<ul style="list-style-type: none"> Existing Route 26-Keystone Crosstown would be realigned on the south end to directly serve Downtown Indianapolis via Virginia Avenue. The peak period service would be greatly improved; offering service every 15 minutes or better between Downtown Indianapolis and Glendale Town Center rather than the 45-minute service offered today. On the north end, future Route 26 would split at Glendale Town Center with one branch replacing Route 18 between Glendale Town Center and Butler University to the west, and the other branch continuing north to the Keystone at the Crossing area (as existing Route 26 does today). Service along the northern branches of Route 26 would be provided every 30 minutes or better during the weekday and every 60 minutes or better in the evenings and on weekends. Customers needing to get between Butler University and Indianapolis Central Business District would still be able to do so by riding future Route 28-St. Vincent. If implemented as proposed, existing Route 18 name would be retired. Direct access to transit between the Butler University area and the Rural Street/Keystone Avenue corridor would be retained by future Route 26-Keystone Crossing, provided that the improvements to existing Route 26 are implemented at the same time.
South Indy Restructure	<ul style="list-style-type: none"> Right-Size IndyGo's Services to Match the Demand for Transit Improve Service Frequency 	<ul style="list-style-type: none"> Existing Routes 12, 13, 14, 16, and 26 would all be consolidated into four new routes, each with their own modifications. The future routes that would serve the southeast Indy area would be Routes 13-Raymond, 16-Troy/Emerson, 26-Keystone Crossing, and 56-English/Emerson. The modifications that would be done to create these "new" routes would ensure that IndyGo can maintain service to most existing areas and improve frequency to the areas with the highest demand for transit. The existing Route 55 name would be retired and service for existing and future customers would be retained by future Route 56 for anyone that uses existing Route 55 to travel west of Sherman Drive. Other customers that use existing Route 55 to get to and from the Irvington area would be able to access higher-quality bus service on existing Route 8-Washington, which will become the Blue Line BRT route by the time the improved network redesign is fully implemented.
10th/16th Avenue Restructure	<ul style="list-style-type: none"> Continue to Move Towards a More Connected Grid Network Improve Service Frequency 	<ul style="list-style-type: none"> Future Route 10 would provide 15-minute service seven days a week between Community Hospital East and Lyndale/10th via Downtown Indianapolis and the Carson Transit Center. East of Community Hospital East, future Route 10 would provide 30-minute service to IndyGo's future Eastside Mobility Hub near Cumberland, providing direct transit access to destinations along 10th Street, Mitthoeffer Road, and East Washington Street. On the west end, Route 10 would split into two branches. One branch would provide 30-minute service along 10th Street between Lynhurst and the intersection of Raceway Road/Rockville Road, making a new connection to Meijer. The second branch on the west end would provide 30-minute service north through Speedway, continue via High School Road and 46th Street before terminating at the Walmart on Georgetown Road/Lafayette Road. Connections to Route 37-Park 100 can also be made at this location. Existing Route 11 would be modified to provide an east-west connection between the Carson Transit Center and Arlington Avenue, largely via the East 16th Street corridor. From the Carson Transit Center to East 16th Street, future Route 11 would use Meridian Street instead of a split alignment using East Street, College Avenue, Massachusetts Avenue, and 10th Street. This route would also be shortened to end at Community Hospital East instead of Franklin Drive where it makes a terminal loop today. Existing Route 25 would be modified to operate between Downtown Indianapolis and Speedway Center largely via E. 16th Street. Future Route 25 would also operate on Meridian Street as opposed to the existing alignment via the Capitol/Illinois corridor. As noted above, future Routes 11 and 25 would both use the Meridian Street corridor between downtown and 16th Street. Both routes also operate every 30 minutes on weekdays. A key feature of this realignment is that these two routes would be scheduled so that anyone traveling along the Meridian Street corridor south of 16th Street would be able to catch a bus every 15 minutes or better, producing another Transit Emphasis Corridor.

Summary of Phase 2 Anticipated Service Changes (continued)

Service Change Theme	2027 Transit Network Goal Addressed	Summary of Anticipated Service Changes
Route 31 Alignment Adjustments	<ul style="list-style-type: none"> Continue to Move Towards a More Connected Grid Network 	<ul style="list-style-type: none"> Future Route 31 would make a minor deviation using Sumner Street, Shelby Street, and Hanna Avenue to provide a more direct connection to the Red Line BRT Station at the University of Indianapolis. At the southern terminus, future Route 31 would no longer make the long one-way loop around Community Hospital South. The route would be modified to provide bi-directional service on both Shelby Street and County Line Road before terminating at the Greenwood Park Mall like existing Route 31 does today.
22nd/25th Street Restructure	<ul style="list-style-type: none"> Continue to Move Towards a More Connected Grid Network Improve Service Frequency 	<ul style="list-style-type: none"> If implemented as proposed, existing Routes 5 and 21 would be modified to overlap on 22nd Street and 25th Street to create a combined frequency of 15-minute service west of Sherman Drive along 25th Street, AJ Brown Avenue, and 22nd Street, creating another Transit Emphasis Corridor. Future Route 5 would continue north to provide service on Sherman Drive to 42nd Street and the Meadows Drive areas that is currently served by Route 4. Future Route 21 would continue east on 21st Street similar to existing Route 21 today. Future Routes 5 and 21 would no longer provide direct service to downtown but would instead terminate at the combined Red Line/ Purple Line station at the 22nd Street in exchange for 5-minute service on weekdays and less than 10-minute service on weekends.
Route 2 Alignment Adjustments	<ul style="list-style-type: none"> Continue to Move Towards a More Connected Grid Network 	<ul style="list-style-type: none"> Existing Route 2 would be slightly adjusted to offer a direct connection to the Purple Line BRT corridor. Rather than connect to 34th Street via Sutherland Avenue, future Route 2 would extend north along College Avenue to 38th Street to facilitate transfers to the Purple Line at Orchard Avenue. It would then follow Orchard Avenue south where it would pick up its current alignment along 34th Street all the way to Sherman Avenue.
Route 26 Frequency Improvements	<ul style="list-style-type: none"> Improve Service Frequency Provide Better Service Every Day of the Week 	<ul style="list-style-type: none"> Service frequency on Existing Route 26 would increase from every 45 minutes during off peak times to every 15 minutes all day on weekdays and Saturdays. The branches that extend from Glendale Town Center to Keystone at the Crossing (north) and Butler University (west) would have 30-minute daytime service. Sunday service on future Route 26 would also be improved to every 30 minutes on the shared segment and hourly on the branches. The north branch of future Route 26 is improved from 80 minutes to hourly and the west branch would remain the same as existing (hourly).

Anticipated IndyGo Transit Network (End of Phase 2)





Phase 3

Blue Line Implementation & More Consistent Service

The final major milestone will be the opening of the **Blue Line** in 2027. Other local route improvements include additional service frequency, alignment adjustments, and a new westside crosstown route. Changes anticipated to happen in Phase 3 are summarized below and highlighted on the map on the next page.

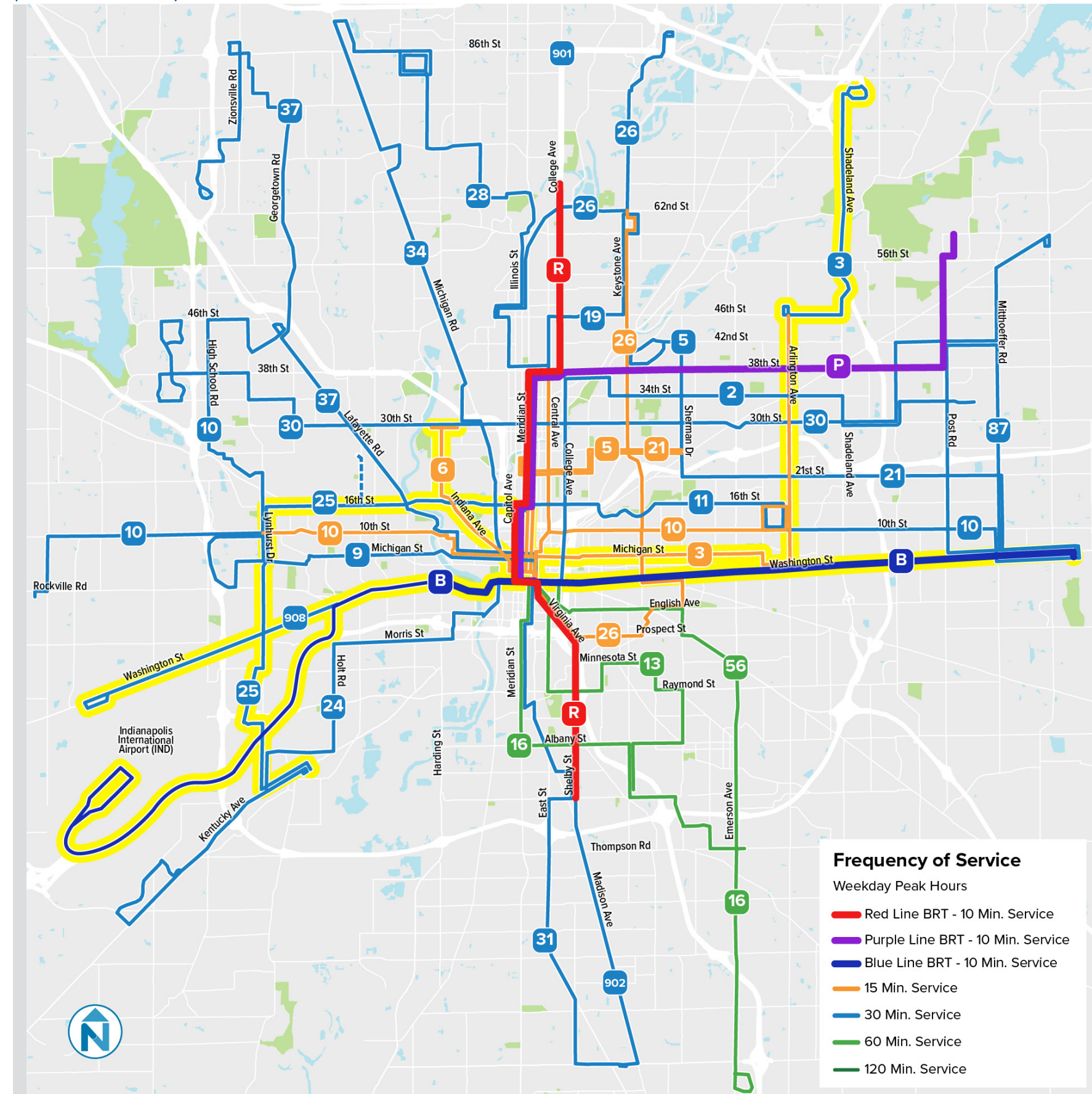
Summary of Phase 3 Anticipated Service Changes

Service Change Theme	2027 Transit Network Goal Addressed	Summary of Anticipated Service Changes
Blue Line Implementation	<ul style="list-style-type: none"> Complete the BRT Network Improve Service Frequency Continue to Move Towards a More Connected Grid Network 	<ul style="list-style-type: none"> Improved Route 8 would be upgraded to become the Blue Line BRT line, which is the last of three major capital investment projects completed by IndyGo in partnership with the City of Indianapolis. Like the Red Line and the Purple Line, the future Blue Line would operate every 10-minutes along Washington Street between Cumberland (east) and Holt Road (west). Every other rapid transit vehicle would continue express via I-70 to the Indianapolis International Airport, offering 20-minute service between Holt Road and the airport. A new local service, tentatively named Route 908, would then be provided every 30 minutes seven days a week on West Washington Street between Washington Street/Tibbs Avenue and the existing Bridgeport Road bus stop. This allows the continued transfer between IndyGo and the Plainfield Workforce Connector through the Central Indiana Regional Transportation Authority (CIRTA).
Route 3 Alignment and Frequency Adjustments	<ul style="list-style-type: none"> Improve Service Frequency Right-Size IndyGo's Services to Match the Demand for Transit Continue to Move Towards a More Connected Grid Network 	<ul style="list-style-type: none"> Future Route 3 on the east side would be modified to provide bi-directional service along Michigan Avenue, provided that the conversion of Michigan Street from a one-way street to a two-way street between College Avenue and Ellenberger Park moves forward as planned. An area with a relatively high demand for transit and a relatively high concentration of residents and/or jobs, improved Route 3 would see an increase in service frequency going from 30-minute to 15-minute service throughout the weekday between downtown and 46th Street. The extension to Community Hospital North on future Route 3 would operate with a 30-minute service frequency.
Route 6 Frequency Improvements	<ul style="list-style-type: none"> Improve Service Frequency Provide Better Service Every Day of the Week 	<ul style="list-style-type: none"> To provide additional service frequency in an area with a relatively high demand for public transportation, the service frequency for improved Route 6 would be increased to provide 15-minute weekday daytime service, 30-minutes on the weekends.
Route 25 Alignment Adjustments	<ul style="list-style-type: none"> Continue to Move Towards a More Connected Grid Network 	<ul style="list-style-type: none"> Route 25 would be extended south and provide a new west side crosstown service. The route is extended primarily along Lynhurst Drive and Executive Drive and will serve several new commercial and residential areas and provide connections to the Indianapolis International Airport via transfer to either the Blue Line or the replacement for Route 8. It will also provide additional connections to Route 24 in the Mars Hill neighborhood and end at the Kroger on Kentucky Avenue.





Anticipated IndyGo Transit Network (End of Phase 3)





FUTURE IMPROVEMENTS

As it stands today, the need for additional weekend service, which is intended to make transit more relevant for more types of trips, especially for weekend job access, is likely to persist beyond the 2027 Transit Network. Therefore, should additional funding become available, and should future comprehensive operational analyses project the same needs, IndyGo should expect to make the following investments to the bus network:

- **Route 30** weekend frequency improvement from every hour to every 30 minutes on both Saturday and Sunday.
- **Route 11 and Route 25** weekend frequency improvement from every 60 minutes to every 30 minutes.
- **Route 3** weekend frequency improvement to every 15 minutes from downtown to Arlington Avenue/46th Street and every 30 minutes between Arlington Avenue/46th Street and Community Hospital North.
- **Route 26** Sunday frequency improvement to mimic service on weekdays and Saturday (15-minute service on the shared segment and every 30 minutes on the branches).
- **Routes 5 and 21** weekend frequency improvement from every hour to every 30 minutes (and 15-minute combined frequency west of Sherman Avenue on 25th Street/AJ Brown Avenue/22nd Street).
- **Modified service on Route 87.** This route generates relatively high ridership despite only offering 30-minute weekday service and operating as a large one-way loop. At a minimum, service frequencies on weekend days should be improved from hourly to every 30 minutes in both directions on Mitthoeffer Road. The exact alignment and frequency of this service would require additional evaluation and is contingent upon the need to invest in bus stop improvements, and other pedestrian infrastructure improvements prior to changing the routing.



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