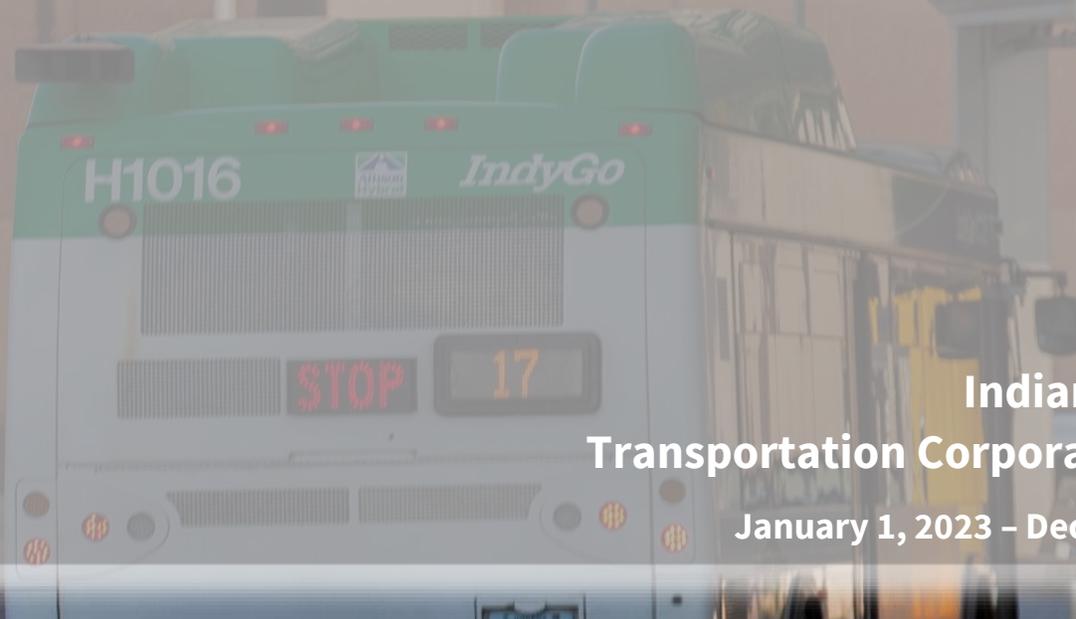# TRANSIT OPERATIONS
PERFORMANCE REPORT

Indianapolis Public Transportation Corporation (IndyGo)

January 1, 2023 – December 31st, 2023

Indianapolis Public Transportation Corporation (IndyGo)

FY2023 Transit Operations Performance Report

Table of Contents

Executive Summary

Indianapolis Public Transportation Corporation (IndyGo)

FY2023 Transit Operations Performance Report

Summary of Performance

Route Performance (page 17,18,19 of the report)

Significant changes to route frequency and composition

Of special note is the merging of sections of Route 14 and Route 55 to create Route 56 and discontinuation of Routes 14 and 55 as well as the merging of sections of Route 12 into Route 13 and the discontinuation of Route 12.

Ridership (page 21 of the report)

Ridership reporting has been modified to include MyKey ridership figures (digital payments). Direct comparisons between FY2022 and FY2023 are not representative of increases.

Key Performance Indicators (page 23 of the report)

Overall system on-time performance has maintained 80% from FY2022 when compared to FY2023, with an increase in Boardings per Revenue Hour of 8.12 -> 10.57 (30%).

Paratransit (page 27 of the report)

In FY2023, the total Paratransit ridership was 161,844, up 7.5% compared to FY2022. The net operating costs for ADA paratransit services increased for FY2023 by 12%.

Event

Highlights

Indianapolis Public Transportation Corporation (IndyGo)

Event Highlights

FY2023 Transit Operations Performance Report

This section shows events that can affect normal service operations and system ridership. For example, ridership historically follows employment trends, weather, public events, traffic, construction, new service, area gasoline prices, and other changes to our operating environment also affect system ridership and service conditions.

Month	Days Impacted	Reason	Neighborhood or Venue	Route or Station
January	1	**Weather**	Spring Mill Rd	28
January	1	**Weather**	36th & Elmira	6
January	1	**Weather**	Nowland St	11
January	1	**Weather**	Penwood Circle	19
January	1	**Weather**	Rt 21 Wellesley Snow Detour	21
January	1	**Weather**	Audubon Circle	55
February	2	**Road Work**	Madison Ave	31
February	1	**Walk or Run**	Massachusetts Ave and Brookside Pkwy	21
February	1	**Walk or Run**	Southside	12,13
February	123	**Road Work**	West side	6,15,30
February	3	**Road Work**	Nora	901 - Nora
March	7	**Road Work**	E 10th St	10
March	1	**Walk or Run**	Downtown	39
March	1	**Walk or Run**	Mass Ave	2,3,4,5,10,11,19,21,38
March	20	**Road Work**	Castleton	19
March	1	**Road Work**	E 38th St	39
April	1	**Walk or Run**	Downtown	2,5,11,21,26,38
April	2	**Road Work**	Shelby St	90 - Pleasant Run,90 - Raymond

April	13	**Road Work**	Virginia Ave	90 - Fountain Square,14
April	2	**Convention**	Downtown	8,16,18,24,25,28,31,90 - Statehouse
April	169	**Road Work**	East 38th Street	39
April	437	**Road Work**	30th St	15,30
April	1	**Walk or Run**	Butler	18,28
April	19	**Road Work**	Arlington	3
April	1	**Convention**	Mass Ave	11,21,38
May	16	**Road Work**	Meridian	90 - 22nd St
May	1	**Walk or Run**	Westside	3,8,10,25,28
May	1	**Walk or Run**	Downtown/Westside	10,15,25,30,38,28,34,37,86
May	1	**Road Work**	E 38th St	39
May	3	**Road Work**	Mills St	90 - Route Only
May	1	**Walk or Run**	Downtown	3,6,10,15,18,25,28,34,37,39
May	1	**Walk or Run**	Brookside Pkwy	10,11,21,26
May	22	**Road Work**	Meridian St	90 - 30th/Museum,90 - 34th St,90 - Meridian/38th

May	1	**Parade**	Downtown	3,6,8,10,15,16,18,24,25,28,31,34,37,39,90 - CTC Bay G (NB)
May	1	**Other**	Speedway	3,10,15,37,38,8,25
June	28	**Other**	Nora	901 - Nora
June	1	**Walk or Run**	Downtown	2,3,4,5,6,10,11,15,18,19,21,25,28,37,38,39,55
June	18	**Road Work**	Mars Hill	24
June	18	**Road Work**	100	24
June	7	**Road Work**	Washington/Holt	24
June	2	**Road Work**	Michigan St	3
June	1	**Road Work**	W 16th St	25
June	1	**Walk or Run**	Mass Ave	2,3,4,5,10,11,19,21,38
June	233	**Road Work**	Crossroads	2
June	31	**Station Maintenance**	College Ave/Broad Ripple	90 - Park,90 - 42nd St,90 - 46th St,90 - 52nd St
June	1	**Walk or Run**	Downtown	3,6,10,15,18,25,28,34,37,39
June	98	**Other**	Dr. MLK Jr St	15,34
June	1	**Walk or Run**	Downtown	3,6,8,10,15,24,34,37
July	1	**Walk or Run**	Downtown	3
July	1	**Festival**	Downtown	18,25,28,39

July	1	**Bicycle Ride**	Downtown	16,31
July	1	**Concert**	Meridian St	39
July	14	**Road Work**	Central Ave	4,5,19
July	19	**Road Work**	College Ave	90 - 54th St,90 - Kessler
July	2	**Paving**	Western Select	30
July	201	**Road Work**	E. 38th St	5
July	190	**Road Work**	Pleasant Run Pkwy	31
July	1	**Sporting Event**	Downtown	3,6,10,15,25,30,37
August	91	**Concert**	Washington St	8,Deadheads
August	9	**Road Work**	Downtown	39
August	1	**Walk or Run**	Mass Ave	2,3,4,5,10,11,19,21,38
August	1	**Other**	MLK	15,34
August	12	**Other**	College Ave	90 - Broad Ripple
August	1	**Other**	East Campus	87
August	1	**Walk or Run**	Illinois St	28
August	24	**Road Work**	Alabama St	2,4,5,10,19,38,3
August	2	**Festival**	Butler University	18,28
August	1	**Festival**	Eskenazi Hospital	10,37
August	1	**Walk or Run**	Downtown	3,6,8,10,15,16,18,24,25,28,31,34,37,39,90 - CTC Bay G (NB),90 - Statehouse
August	314	**Road Work**	Mars Hill	24
August	1	**Bicycle Ride**	Mass Ave	2,4,5,10,19,38

Month	Count	Type	Location	Routes
August	1	**Bicycle Ride**	Downtown	2,3,4,5,10,19,38,39
September	16	**Road Work**	Alabama St	2,4,5,10,19,38
September	1	**Walk or Run**	Riverside	6,15,30
September	112	**Sporting Event**	Lucas Oil Stadium	8,16,18,24,25,28,31,90 - Statehouse
September	4	**Festival**	Beech Grove	56
September	1	**Walk or Run**	Butler Loop	18,28
September	1	**Traffic**	N Mitthoeffer Rd	10,21,87
September	1	**Parade**	Downtown	3,6,10,15,34,37,16,18,25,28,24,39,31
September	42	**Road Work**	Fort Wayne ave	2,4,5,10,38,19
September	32	**Road Work**	W 64th St	28
October	1	**Walk or Run**	Fort Harrison	4
October	1	**Walk or Run**	W Washington st	8
October	141	**Road Work**	16th St	25
October	2	**Road Work**	E 10th St	10
October	1	**Walk or Run**	Washington St	8,24
October	1	**Festival**	Irvington	8
October	1	**Walk or Run**	Nora	901 - Nora
October	1	**Walk or Run**	City Wide	2,3,4,5,6,8,10,11,13,15,16,18,19,21,24,25,26,28,30,31,34,38,37,39,56,90 - New Jersey,90 - Statehouse,90 - Vermont,90 - IU Health,90 - 22nd St,90 - Fall Creek/Ivy Tech,90 - Park
October	1	**Other**	Lucas Oil Stadium	24
November	81	**Road Work**	E 38th St	39
November	1	**Parade**	Downtown	3,6,10,15,34,37
November	1	**Building Work**	Downtown	18,28,25
November	1	**Walk or Run**	Broad Ripple	18

November	1	**Festival**	Downtown	8,24,90 - CTC Bay G (NB)
December	1	**Sporting Event**	Downtown	24
December	12	**Road Work**	Mass Ave	21
December	44	**Road Work**	White River	Deadheads
December	3	**Road Work**	IU Health	90 - IU Health
December	1	**Road Work**	22nd & Central Ave	4,19,39
December	35	**Road Work**	Criminal Justice Complex	26

Route Listing

Indianapolis Public Transportation Corporation (IndyGo)
Route Listing
FY2023 Transit Operations Performance Report

Route	Route Name	Route	Route Name
2	E. 34th St	25	W. 16th St
3	Michigan St	26	Keystone
4	Fort Harrison	28	St. Vincent
5	E. 25th St	30	30th Street
6	Harding	31	US 31
8	Washington	34	Michigan Road
10	10th St	37	Park 100
11	E. 16th St	38	W. 38th St
*12	*Minnesota	39	E. 38th St
13	Raymond	*55	*English
*14	*Prospect	56	Emerson
15	W. 34th St	86	86th St Crosstown
16	Beech Grove	87	Eastside Connector
18	Broad Ripple	90	Red Line
19	Castleton	901	Nora
21	E. 21st Street	902	County Line
24	Mars Hill	-	-

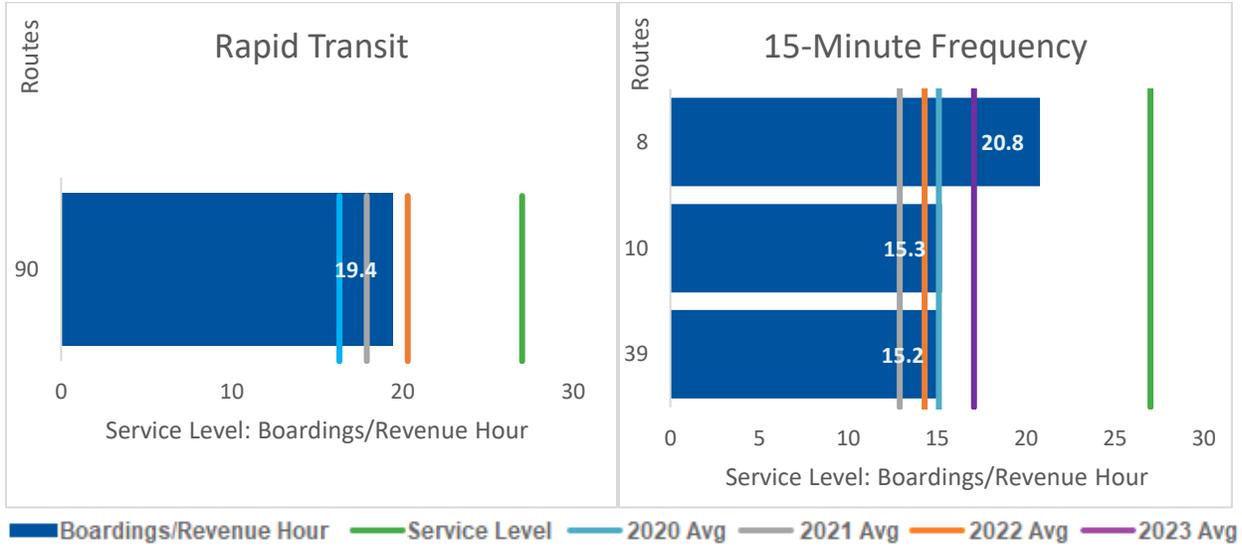*Routes 12, and 14, 55 have been discontinued. Route 56 replaces Routes 14 and 55. Route 13 is reconfigured to pick up portions of Route 12.
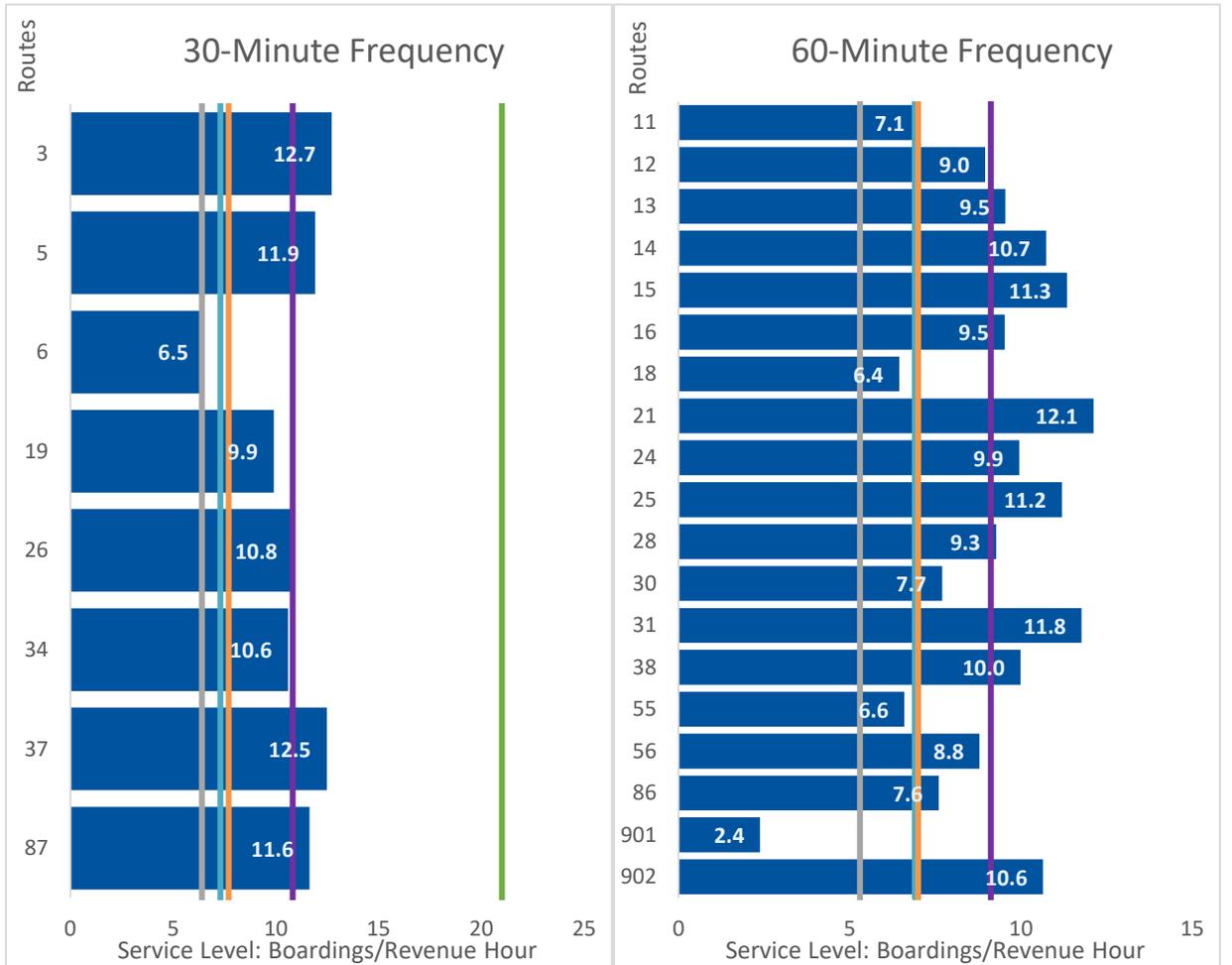
Route Performance

Indianapolis Public Transportation Corporation (IndyGo)

FY2023 Transit Operations Performance Report

Weekday Boardings per Revenue Hour Fixed Route and Rapid Transit

FY2023 Transit Operations Performance Report

Saturday Boardings per Revenue Hour Fixed Route and Rapid Transit

Indianapolis Public Transportation Corporation (IndyGo)

FY2023 Transit Operations Performance Report

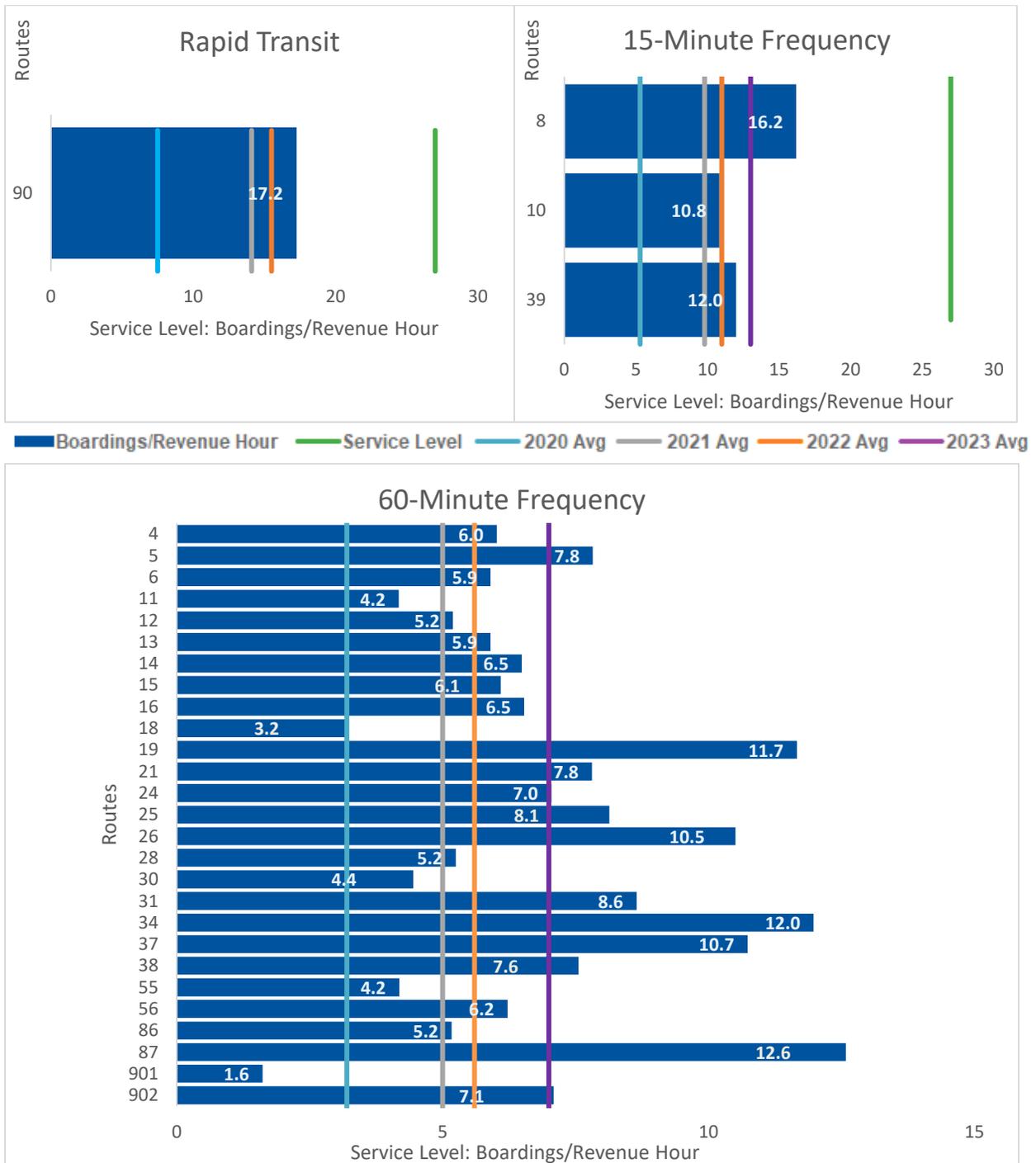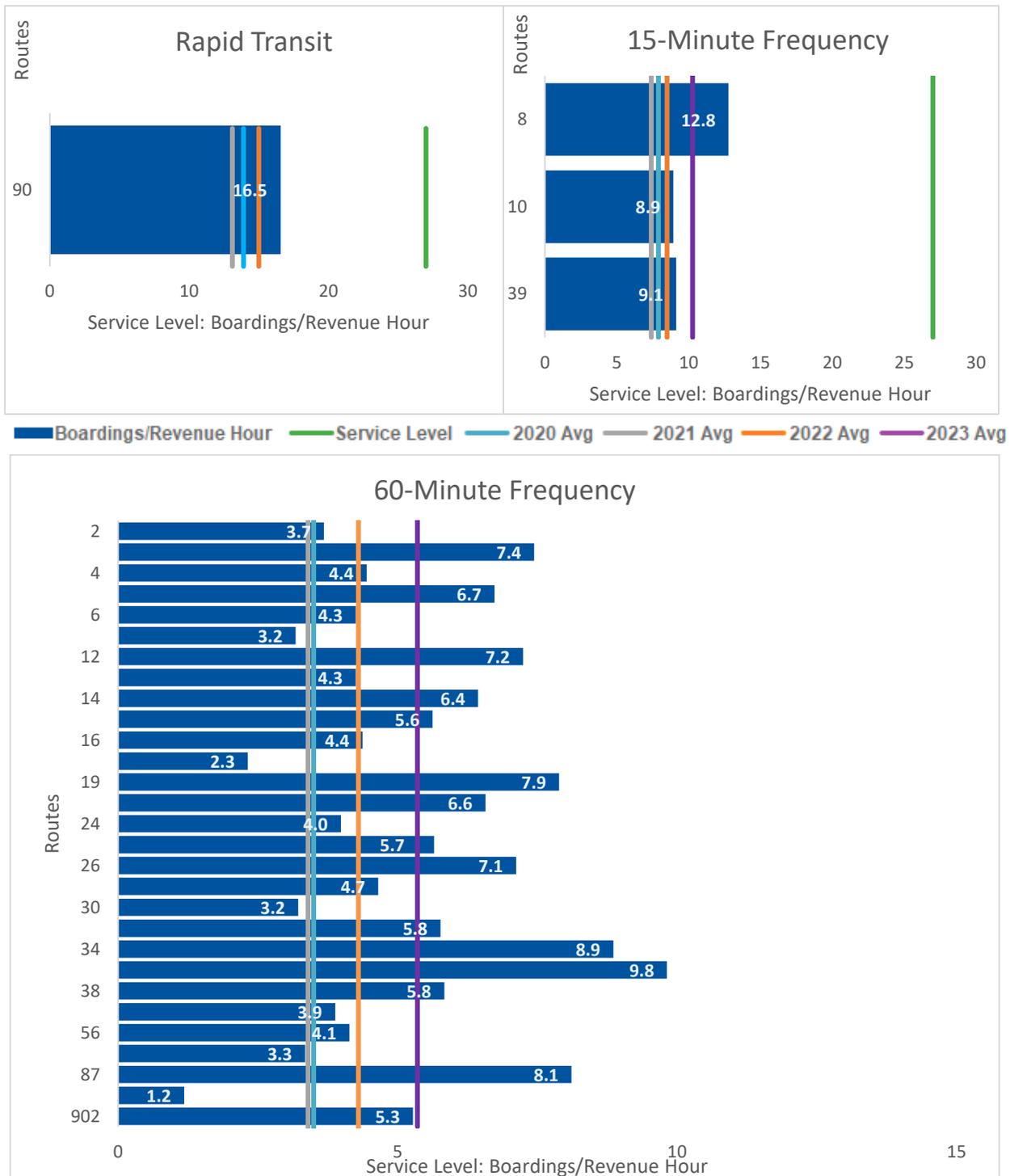**Sunday Boardings per Revenue Hour Fixed Route and Rapid Transit**

Ridership Summary

Indianapolis Public Transportation Corporation (IndyGo)

FY2023 Transit Operations Performance Report

Ridership Summary

	FY2021	FY2022	*FY2023		% Change YoY
Fixed Route	4,163,764	4,613,954	5,619,475		21.79%
Average Weekday Riders	13,544	14,975	15,304		2.20%
Fixed Route – Purchased Transportation	4,367	9,551	13,871		45.23%
Average Weekday Riders	25	31	45		45.16%
Bus Rapid Transit	866,400	978,340	1,097,011		12.13%
Average Weekday Riders	2,649	3,037	3,165		4.21%
Total Services	5,034,531	5,601,845	6,730,357		20.15%
Average Weekday Riders	16,194	18,043	22,416		24.23%
Paratransit	164,038	150,596	161,844		7.47%
Average Weekday Riders	628	579	622		7.43%
Combined Total Ridership	5,198,569	5,752,441	6,892,201		19.81%

* Includes MyKey ridership

Key Performance Indicators

Indianapolis Public Transportation Corporation (IndyGo)

FY2023 Transit Operations Performance Report

Key Performance Indicators

	FY 2021	FY 2022	FY 2023	Met Goal		FY 2023 Goals
All System (Excluding Paratransit)						
Total Boardings	5,034,531	5,602,159	6,730,357	No		9,200,000
Average Weekday Boardings	16,194	18,043	22,416	No		35,000
Boardings per Revenue Hour	8	8.1	10.6			N/A
Percent of Scheduled Service Operated	95.14%	99.5%	99.51%	Yes		99.5%
Miles Between Major Mechanical Schedule Loss	4,423	5,019	7,170	No		< 10,000
Miles Between Chargeable Accidents	40,278	38,461	40,983			N/A
Passenger Concerns per 100,000 Boardings	69.8	56.4	38.5	Yes		50
On-Time Performance	81%	80%	80%	Yes		80-85%
Rapid (10-Minute Frequency)						
Total Boardings	866,400 (17%)	978,340 (18%)	1,097,011 (16%)			N/A
Average Weekday Boardings	2,649	3,037	3,165			N/A
Boardings per Revenue Hour	20.8	18.99	18.79	No		27+
Passenger Concerns per 100,000 Boardings	74.7	55.6	29.4	Yes		50
Fare Evasion/Fare Inspections	4,232/59,512 (7%)	3,463/36,578 (9.5%)	5,689/64,327 (8.8%)			N/A
Frequent (15-Minute Frequency)						
Total Boardings	1,364,222 (27%)	1,482,544 (26%)	2,507,801 (37%)			N/A
Average Weekday Boardings	4,330	5,813	8,499			N/A
Boardings per Revenue Hour	12.01	13.17	15.71	No		27
Passenger Concerns per 100,000 Boardings	70.2	39.9	29.2			N/A
Basic (30-Minute Frequency)						
Total Boardings	1,766,433 (35%)	2,028,925 (36%)	1,624,346 (24%)			N/A
Average Weekday Boardings	5,807	7,956	5,876			N/A
Boardings per Revenue Hour	7.25	7.30	9.54	No		21
Passenger Concerns per 100,000 Boardings	54.3	58.4	47.8			N/A

Coverage (60-Minute Frequency)						
Total Boardings	1,036,927 (21%)	1,112,350 (20%)	1,405,019 (20%)			N/A
Average Weekday Boardings	3,406	3,492	4,876			N/A
Boardings per Revenue Hour	5.06	6.16	8.28			N/A
Passenger Concerns per 100,000 Boardings	91.9	75.5	51.2			N/A

Paratransit Operating Statistics

Indianapolis Public Transportation Corporation (IndyGo)
FY2023 Transit Operations Performance Report
Paratransit Key Performance Indicators

	FY2021	FY2022	FY2023	Met Goal		2023 Goals
Passenger per Revenue Hour	1.79	1.7	1.62	No		1.7
Net Cost per Passenger	$42.59	$41.70	$45.21	N/A		N/A
Ontime Performance	67%	59%	67%	No		94%
OTP Be There By Time	62%	46%	51%	No		N/A
Excessively Late Trips	2,904	11,159	9,710 (6%)	No		<0.1%
Missed Trips	7,279	3,146	3,075 (1.9%)	No		≥0.05% < 0.099%
Valid Complaints per 1,000 passenger Trips	10.9%	5.7%	5.5%	-		N/A
CSR% Calls Response Time (answered)(minutes)	94% 0m:46s	58% 1m:11s	57.5% 2m:59s	-		N/A
Dispatch % Calls Response Time (answered)(minutes)	90% 1m:11s	64% 1m:12s	11% 1m:55s	-		N/A
CSR Abandoned Telephone Calls	3,433	47,491	26,833	-		N/A
Dispatch Abandoned Telephone Calls	9,228	34,273	740	-		N/A
ADA Eligibility Certification Past 21 Days	0	0	0	-		N/A
Preventative Maintenance Inspections Ontime	99.5%	100%	99.5%	-		N/A
Preventable Accidents (per 100,000 Revenue Miles)	1.4%	6.5%	1.5%	-		N/A
Number of Preventable Accidents	20	86	52	-		N/A

Indianapolis Public Transportation Corporation (IndyGo)
FY2023 Transit Operations Performance Report
Paratransit Operating Statistics

	FY2021	FY2022	FY2023	% Change YoY
Clients (unlinked Passenger Trips)	164,038	146,787	156,898	6.9%
Attendants	5,016	3,376	4,031	19.4%
Companions	243	433	915	111.3%
Total	169,297	150,596	161,844	7.5%
Avg. Weekday Trips	455.30	512	898	75.4%
Avg. Saturday Trips	180.37	182	187	2.8%
Avg. Sunday Trips	125.35	145	147	1.4%
Days Operated – Weekday/Saturday/Sunday	261/52/52	260/53/52	260/52/53	-
Days Not Operated – Weekday/Saturday/Sunday	0/0/0	0/0/0	0/0/0	-
Active Clients	2,102	2,072	2,027	-2.2%
Lottery – Redeemed	6,958	6,982	6,993	0.2%
Dialysis – Redeemed	8,431	7,574	8,613	13.7%
Emergency – Redeemed	4,608	19,439	29,025	49.3%
Lottery – Sold	8,080	7,850	7,580	-3.4%
Dialysis – Sold	8,340	7,777	8,324	7%
Emergency – Sold	6,050	19,763	30,887	56.3%
Total Vouchers Redeemed	19,997	33,995	44,631	31.3%
Total Vouchers Sold	22,470	35,390	46,791	32.2%
Subscription Trips	53,348	49,027	55,743	13.7%
Total	138,282	187,797	238,587	27.1%
Revenue Miles	1,671,714	1,332,476	1,716,911	28.9%
Revenue Hours	145,844	75,754	100,638	32.9%
Maximum Vehicles Operated (non-Taxi)	55	38	41	7.9%
Total Vehicles Available (non-Taxi)	83	83	82	-1.2%
Total Applications Received	1,029	860	1,119	30.1%
New Applicants Certified	503	490	455	-7.1%
New Applicants Denied	0	0	1	-
Clients Recertified	534	831	541	-34.9%
Clients Denied Recertification	2	3	1	-66.7%
Total Eligibility Assessments	1,042	1,324	999	-24.6%

Indianapolis Public Transportation Corporation (IndyGo)
FY2023 Transit Operations Performance Report
Paratransit Expenditures

	FY2021	FY2022	FY2023	% Change YoY
Expenses				
IPTC Administration & Oversite – Personnel Services	$782,700	$721,387	$568,443	-21.2%
Mobility Services				
*Purchased Transportation	$3,460,340	$3,869,189	$5,918,432	53%
*Purchased Transportation Administration	$3,501,584	$5,021,078	$5,681,150	13.2%
Contracted Services	$426,874	$2,371,487	$1,051,396	-55.7%
Taxi Vouchers	$1,556,541	$923,392	$1,231,967	33.4%
Banking Fees, Hardware Maintenance, IT Software, Misc, Printing, Professional Services, Travel	$131,383	$276,343	$334,600	21.1%
Fuel				
*Unleaded	$267,087	$829,548	$770,574	-7.1%
*Diesel	0	0	$506	-
Freight, IT Hardware, Misc, Office Supplies, Stock Equipment	$11,514	$32,349	$163,292	404.8%
Total Operating Costs	$10,138,023	$14,044,767	$15,738,360	12.1 %
Revenues				
Fare Revenue (Collected)	$189,602.00	$283,979	$282,254	-0.6%
Tickets Revenue (Collected)	$267,263	$179,357	$156,768	-12.6%
Total Revenue	$456,865	$463,336	$439,022	-5.3%
Fare Recovery Amount/Rate	4.51%	3.30%	1.53%	-56.7%
Net Cost	$9,681,158	$13,581,430	$15,299,338	12.7%
Cost Per Passenger Trip	$57.18	$41.70	$94.53	126.7%
Passenger Trips / Total Revenue Vehicle Hours	1.79	1.70	1.62	-4.7%
Passenger Trips / Total Service Hours	1.76	1.98	1.61	-18.7%
On-Time Performance	67%	59%	67%	13.6%

Risk and Safety

Indianapolis Public Transportation Corporation (IndyGo)
FY2023 Transit Operations Performance Report
Risk and Safety Annual Safety Key Performance Indicators

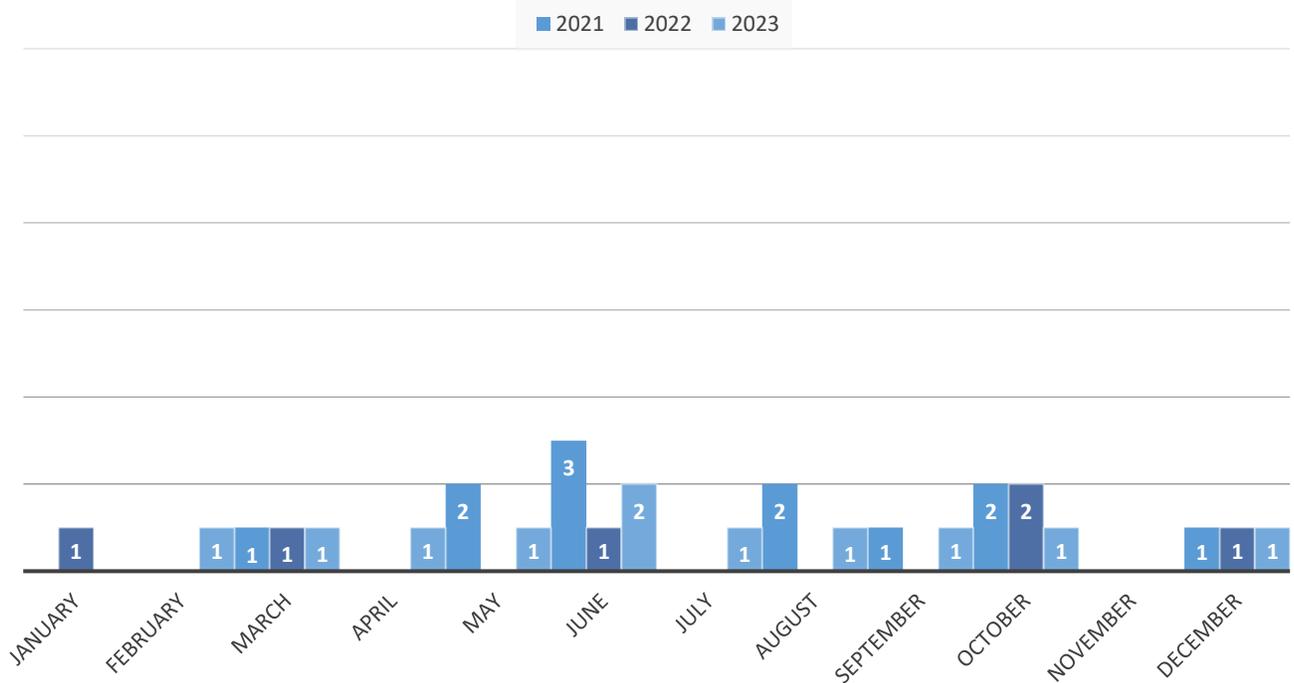|	FY 2021	FY 2022	FY 2023	Met Goal		FY 2023 Goals
Fixed Route						
Fatalities (per 100k VRM)	0	0	0	Yes		0
Injuries (per 100k VRM)	0.22	0.37	0.46	No		< 0.34
Safety Events (per 100k VRM)	0.81	0.69	0.62	Yes		< 0.73
Operator Assaults (per 100k VRM)	0.12	0.10	0.17	No		< 0.10
Preventable Accidents (per 100k VRM)	*	2.07	2.01	Yes		< 2.41
Pedestrian Strikes (per 100k VRM)	0.2	0.10	0.03	Yes		< 0.10
Bus Rapid Transit						
Fatalities (per 100k VRM)	0	0	0	Yes		0
Injuries (per 100k VRM)	2.45	0.84	0.07	Yes		< 0.34
Safety Events (per 100k VRM)	5.35	2.10	4.09	No		< 0.73
Operator Assaults (per 100k VRM)	0	0.01	0.29	No		< 0.10
Preventable Accidents (per 100k VRM)	*	7.68	7.74	No		< 2.41
Pedestrian Strikes (per 100k VRM)	0	0	0.29	No		< 0.10
Paratransit						
Fatalities (per 100k VRM)	0	0	0	Yes		0
Injuries (per 100k VRM)	0.16	0.08	1.02	No		< 0.34
Safety Events (per 100k VRM)	0	0.46	4.09	No		< 0.73
Operator Assaults (per 100k VRM)	0	0	0	Yes		< 0.10
Preventable Accidents (per 100k VRM)	*	1.38	1.64	Yes		< 2.41
Pedestrian Strikes (per 100k VRM)	0	0	0	Yes		< 0.10
All Modes of Service						
Fatalities (per 100k VRM)	0	0	0	Yes		0
Injuries (per 100k VRM)	0.35	0.36	0.45	No		< 0.34
Safety Events (per 100k VRM)	0.9	0.77	0.80	No		< 0.73
Operator Assaults (per 100k VRM)	0.02	0.10	0.16	No		< 0.10
Preventable Accidents (per 100k VRM)	2.48	2.6	2.44	No		< 2.41
Pedestrian Strikes (per 100k VRM)	0.08	.26	0.04	Yes		< 0.10
Operator Injury (per 100k VRM)	0.38	0.06	1.19	No		0.06
Near Miss Safety Events Reported vs Closed	18	19	26	Yes		>3.33 month

* Not collected separately at the time.

Security and Training

Security Ride Checks

Legend: 2021 | 2022 | 2023

Month	2021	2022	2023
JANUARY	138	332	301
FEBRUARY	133	270	422
MARCH	311	293	736
APRIL	134	294	516
MAY	449	182	446
JUNE	281	688	301
JULY	875	454	364
AUGUST	513	409	236
SEPTEMBER	769	448	308
OCTOBER	763	401	983
NOVEMBER	457	495	993
DECEMBER	335	231	494

Arrests

Legend: 2021 | 2022 | 2023

Month	2021	2022	2023
JANUARY		1	
FEBRUARY			
MARCH	1	1	1
APRIL	1		
MAY	2	1	
JUNE	3	1	2
JULY			
AUGUST	1	2	
SEPTEMBER	1	1	
OCTOBER	1	2	2
NOVEMBER	1		
DECEMBER	1	1	1
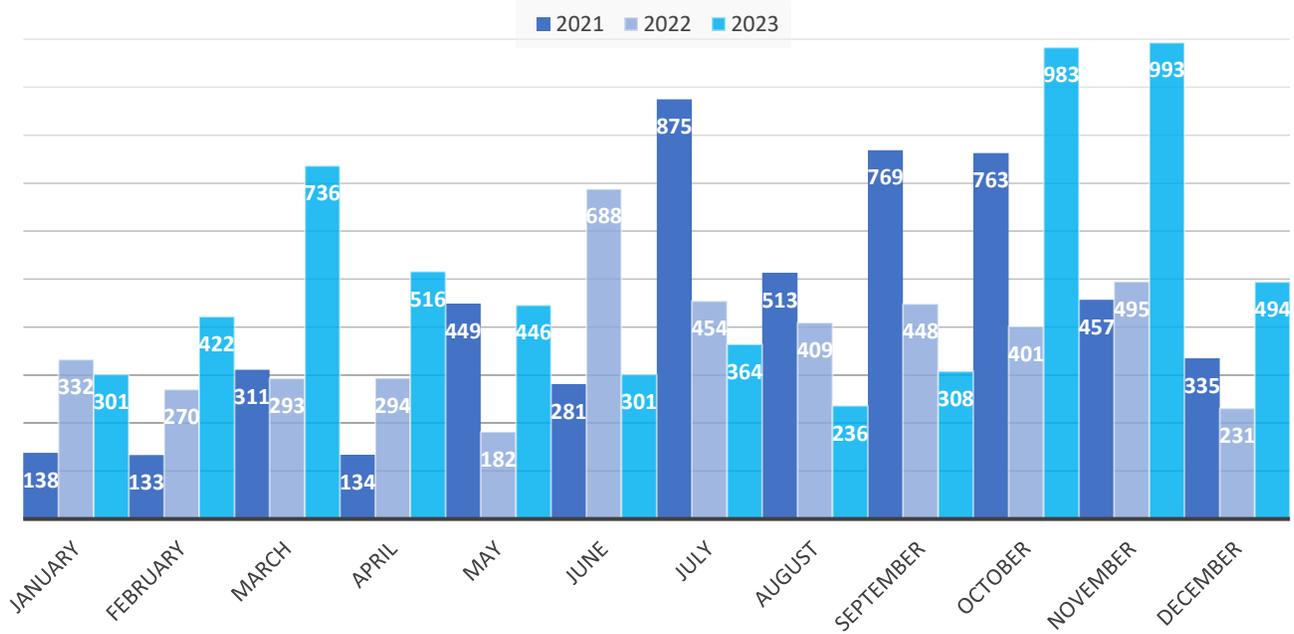
Indianapolis Public Transportation Corporation (IndyGo)

FY2023 Transit Operations Performance Report

Training

This graph displays the number of students that were scheduled for a CDL State Test and if they passed it on the first, second or third attempt or if they failed the test. Each operator was given the opportunity to pass the test three times before being considered a failed test.
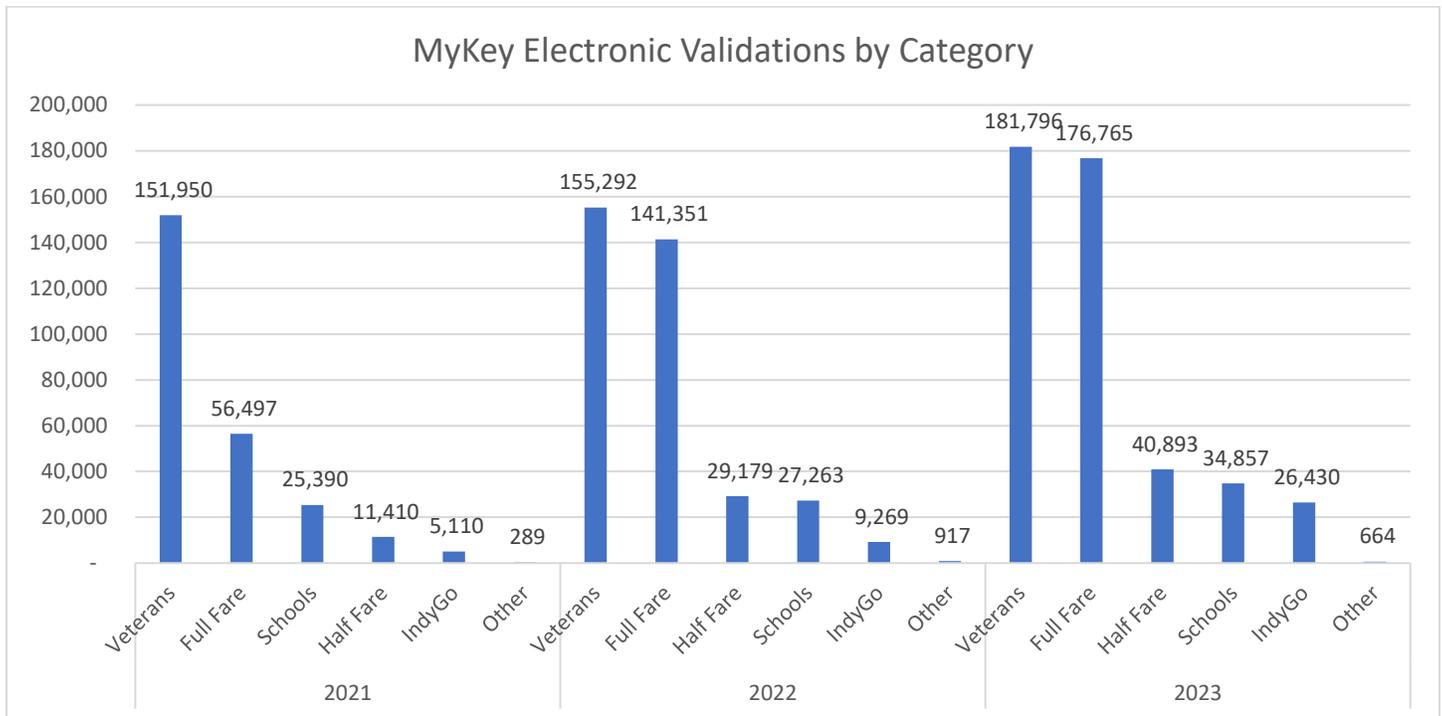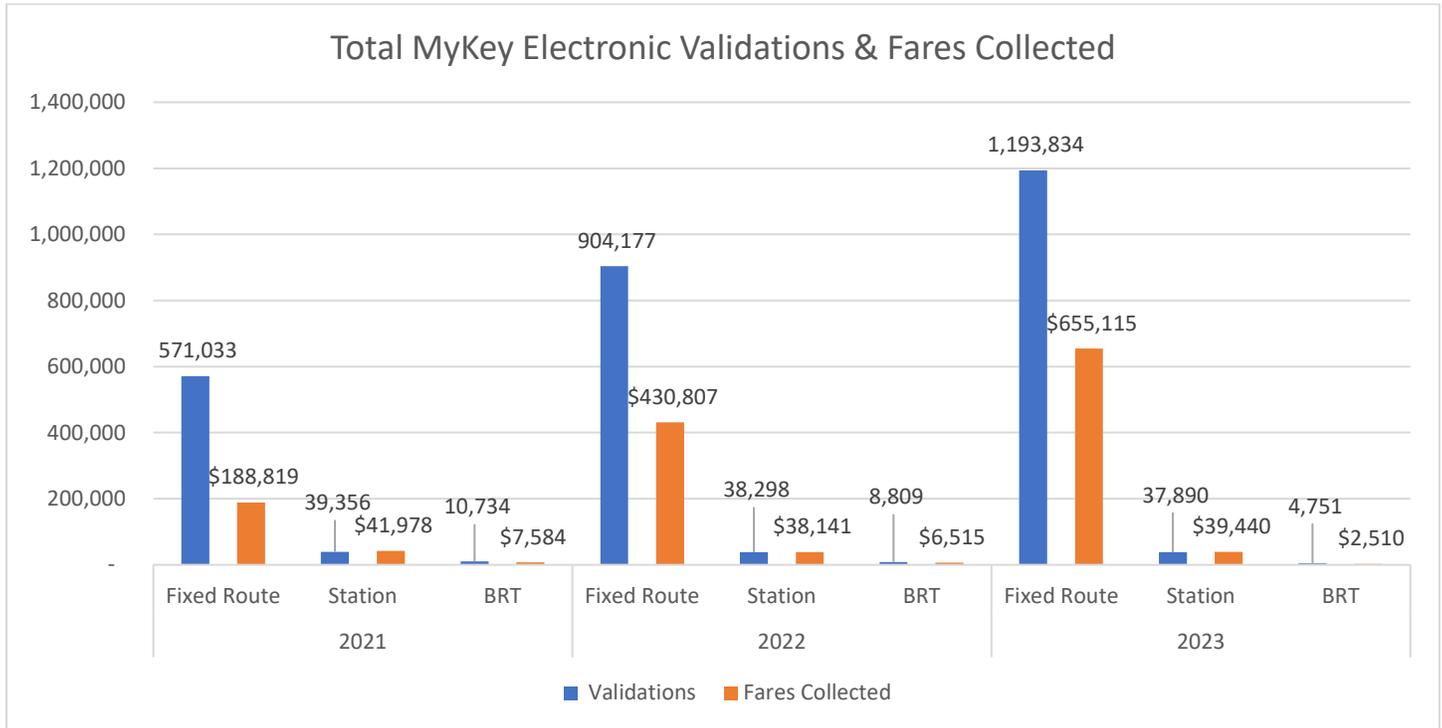
CDL Testing Statistics by Month
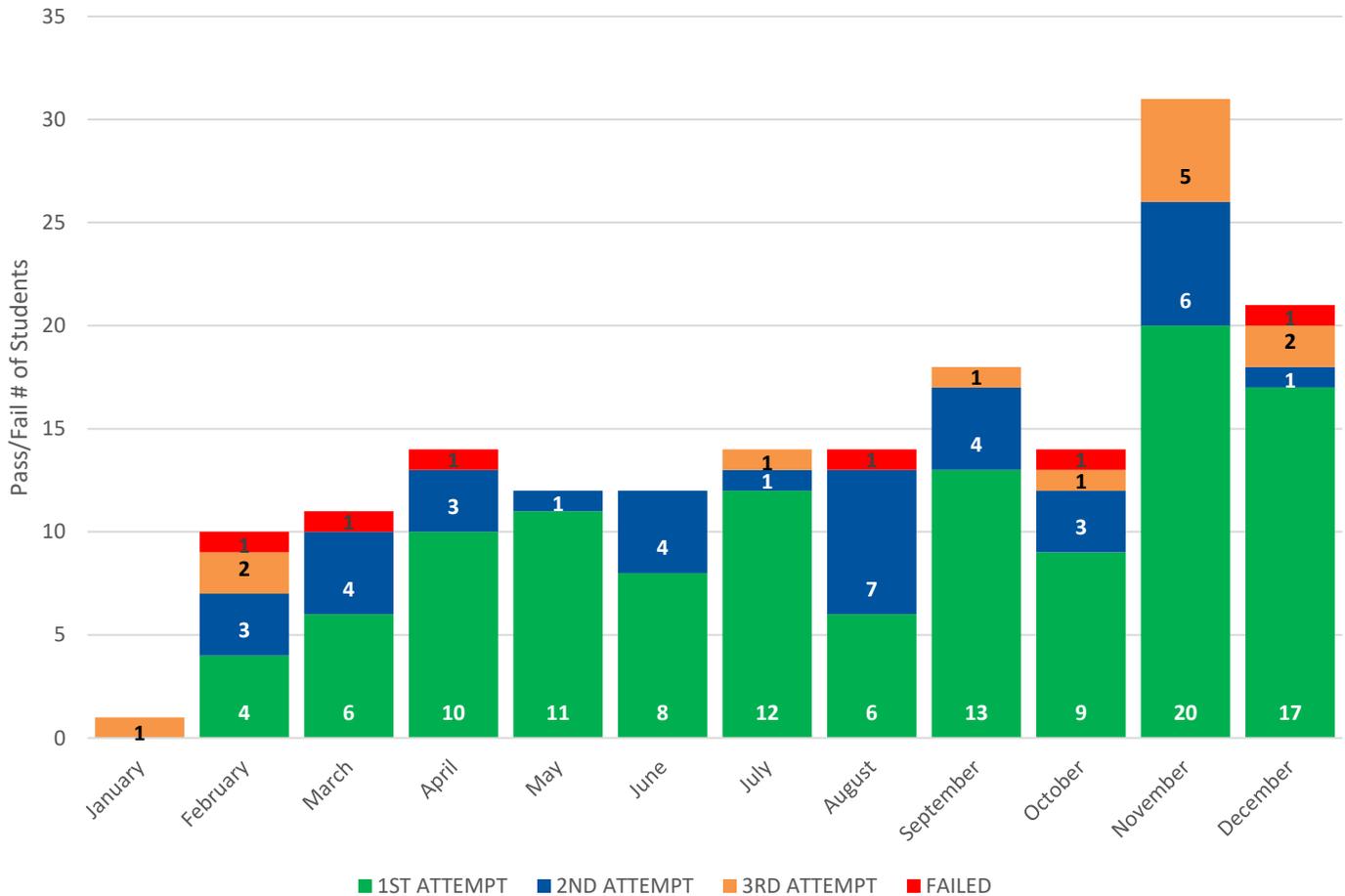
MyKey
Validations

Indianapolis Public Transportation Corporation (IndyGo)

FY2023 Transit Operations Performance Report

MyKey Validations

Total MyKey Electronic Validations & Fares Collected

MyKey Electronic Validations by Category

Glossary

Glossary

Arrest Graph – This graph displays the number of arrests made by a Nolan Law Enforcement Office. The arrest can happen on the bus, bus stop, shelter, or at the CTC. The arrest can be anything from a warrant, disturbance or other illegal or criminal activity.

Average Weekday Boardings – The average number of persons who board the transit system on a day that normal weekday revenue service is provided.

Boardings Per Revenue Hour – This is a productivity measure comparing the number of boardings to the number of revenue hours operated. It measures service utilization per unit of service operated. The revenue hours are the time when a vehicle is available to the general public to carry passengers. This will include layover but exclude deadheads.

BRT (Bus Rapid Transit) Routes – The BRT route is a multi-component transit improvement that includes preferential treatment at traffic signals and dedicated bus lanes to improve bus operating speed and on-time performance.

CDL Testing Graph – This graph displays the number of students that were scheduled for a CDL State Test and if they passed it on the first, second or third attempt or if they failed the test. Each operator was given the opportunity to pass the test three times before being considered a failed test.

Deadhead – Time during movement of a transit vehicle without passengers aboard, typically from the operating division to the start of the route.

Layover – Break the driver/vehicle is given at the end of a trip before beginning its next trip.

Miles Between Chargeable Accidents – Safety measure that captures the number of total scheduled miles traveled between each occurrence of a preventable accident.

On-Time Performance – A reliability measure capturing the percentage of transit vehicles departing or arriving at a location on time. On-time performance is measured only for specific locations called timepoints for which a schedule is published. A bus transit vehicle is considered "on time" if it departs a location within three minutes before and five minutes after its published scheduled time. At the last timepoint location of a trip, early arrival is considered on-time.

Passenger Concerns Per 100,000 Boardings – A customer service measure that captures the number of passenger complaint/concerns per 100,000 boardings. This measure reports the amount of customer complaints received on the service that is attributed to an operating division of the agency.

Percent Scheduled Service Operated – This service reliability measure indicates the percent of service hours completed based on published schedule. A service is considered not completed when scheduled service hours are lost due to equipment failure, missed or late pull-outs, accidents/incidents, or natural causes.

Preventable Accidents – A preventable accident is defined as accidents in which the transit driver is normally deemed responsible or partly responsible for the occurrence of the accident.

Purchased Transportation – Contract services that fulfil fixed route duties on behalf of IndyGo.

Security Ride Checks Graph – This graph displays the number of rides that the Nolan LEO completes on a bus. A ride check is where the LEO will board the bus and ride out with the operator to any stop and will exit the bus. They will then board a bus going the other direction and ride it to another stop.

Service Level – The target service levels in boardings per revenue hour expected by route frequency.

Revenue Hours – Time when a vehicle is available to the general public to carry passengers. This will include layover but exclude deadhead. (First pick up to last drop off)

Standard (Boardings Per Revenue Hour) – This is the average boardings per Revenue Hour and is based on the Service Standard Guidelines.

Total Boardings – The total number of boardings using IPTC directly operated bus service. Riders are counted each time they board a bus.