

# TRANSIT OPERATIONS PERFORMANCE REPORT

Corson Transit Center  
17 Glendale 10 Min  
17 Glendale 8:00PM

H1016



IndyGo

STOP

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Indianapolis Public  
Transportation Corporation (IndyGo)

January 1, 2020 - December 31st, 2020



**Indianapolis Public Transportation Corporation (IndyGo)  
FY2020 Transit Operations Performance Report**

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# **Executive Summary**

**Indianapolis Public Transportation Corporation (IndyGo)**  
**FY2020 Transit Operations Performance Report**  
**Summary of Performance**

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**Ridership** (page 25 of the report)

**The pandemic has contributed to an overall decrease in ridership for the year 2020.**

Bus ridership for FY2020 totaled 5.64 million, a decrease of 39% compared to FY2019. Average weekday ridership was 22,019, down 38% compared to FY2019. Red Line BRT has contributed 916,411 riders in 2020, an increase of 31%. Red Line BRT has shown a growth to 16% of total ridership, up from 8% in the last quarter of 2019 when the Red Line was implemented.

**Key Performance Indicators** (page 28 of the report)

Service reliability performance for the system in FY2020 was 99.82%. Overall system on-time performance has risen to 82% in FY2020 when compared to FY2019 at 74%.

**Paratransit** (page 31 of the report)

In FY2020, the total Paratransit ridership was 167,300, down 38% compared to FY2019. The net operating costs for ADA paratransit services for FY2020 was \$9,622,626 which is down 24% since 2019.

# **Event Highlights**

## Indianapolis Public Transportation Corporation (IndyGo)

### Event Highlights

#### FY2020 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, strikes, traffic, construction, new service, area gasoline prices, and other changes to our operating environment also affect system ridership and service conditions.

Reason	Neighborhood/Venue	Month	Days Impacted	Route
Concert	Bankers Life Fieldhouse	Jan	7	16, 31
Rally or Demonstration	Statehouse	Jan	1	3, 6, 8, 10, 15, 18, 24, 25, 28, 34, 37, 90 - Statehouse
Sporting Event	Bankers Life Fieldhouse	Jan	8	16, 31
Walk or Run	Butler Tarkington	Jan	1	18, 28
Concert	Bankers Life Fieldhouse	Feb	5	16, 31
Sporting Event	Bankers Life Fieldhouse	Feb	13	16, 31
Sporting Event	Lucas Oil Stadium	Feb	1	24
Walk or Run	Windsor Park	Feb	1	11
Walk or Run	Old Southside	Feb	1	12, 13, 16, 31
Walk or Run	Bates-Hendricks	Feb	1	12, 13, 16, 31, 90- Pleasant Run
Walk or Run	Monument Circle	Feb	1	2, 3, 4, 5, 10, 38
Walk or Run	Lockerbie Square	Feb	1	3, 10, 11, 21
Walk or Run	White River State Park	Feb	1	8, 24
Concert	Bankers Life Fieldhouse	Mar	4	16, 31
Concert	Clowes Memorial Hall	Mar	1	18, 28
Concert	Manley's Irish Mutt	Mar	1	N/A
Festival	Central Canal - Ohio St Basin	Mar	1	N/A
Festival	Downtown	Mar	1	N/A
Festival	Georgia Street	Mar	1	N/A
Festival	Golden Ace Inn	Mar	1	N/A
Fundraiser	Eagle Creek park	Mar	1	N/A
Parade	Downtown	Mar	1	3, 6, 10, 15, 18, 25, 28, 34, 37, 39



Reason	Neighborhood/Venue	Month	Days Impacted	Route
Sporting Event	Bankers Life Fieldhouse	Mar	7	16, 31
Utility Work	Audubon Gardens	Mar	1	2
Walk or Run	Military Park	Mar	1	3
Walk or Run	White River State Park	Mar	1	3
Walk or Run	North Central High School	Mar	1	86
Walk or Run	Bates-Hendricks	Mar	1	12, 13, 16, 31
Walk or Run	Downtown	Mar	1	3, 8, 38, 55
Walk or Run	Indiana Roof Ballroom	Mar	1	8, 18, 24, 28, 90 - Statehouse
Road Reconfiguration	Nora	Apr	1	901 - North Local
Festival	Mass Ave and Broad Ripple	May	1	11, 18, 21, 38
Paving	AmeriPLEX	Jun	1	24
Paving	Speedway	Jul	73	10, 25
Striping	Indiana Ave	Jul	32	6
Utility Work	34 <sup>th</sup> St Station	Aug	1	90
Concrete Pad Installation	W. Michigan and MLK	Sep	1	3, 10, 17
Paving	Michigan St & Indiana	Sep	1	3, 10, 10, 37
Paving	Community South	Sep	7	31
Walk or Run	North Central Indianapolis	Nov	1	2, 5, 6, 7, 8, 9, 10, 11, 12, 13, 15, 16, 19, 21, 23, 24, 25, 26, 28, 30, 31, 34, 37, 39, 55, 56, 90
Road Construction	Glendale (Rural)	Oct	90+	8, 19, 26



# **Route Listing**

**Indianapolis Public Transportation Corporation (IndyGo)  
Route Listing  
FY2020 Transit Operations Performance Report**

Route	Route Name
2	E. 34 <sup>th</sup> St
3	Michigan St
4	Fort Harrison
5	E. 25 <sup>th</sup> St
6	Harding
8	Washington
10	10 <sup>th</sup> St
11	E. 16 <sup>th</sup> St
12	Minnesota
13	Raymond
14	Prospect
15	W. 34 <sup>th</sup> St
16	Beech Grove
18	Broad Ripple
19	Castleton
21	E. 21 <sup>st</sup> Street

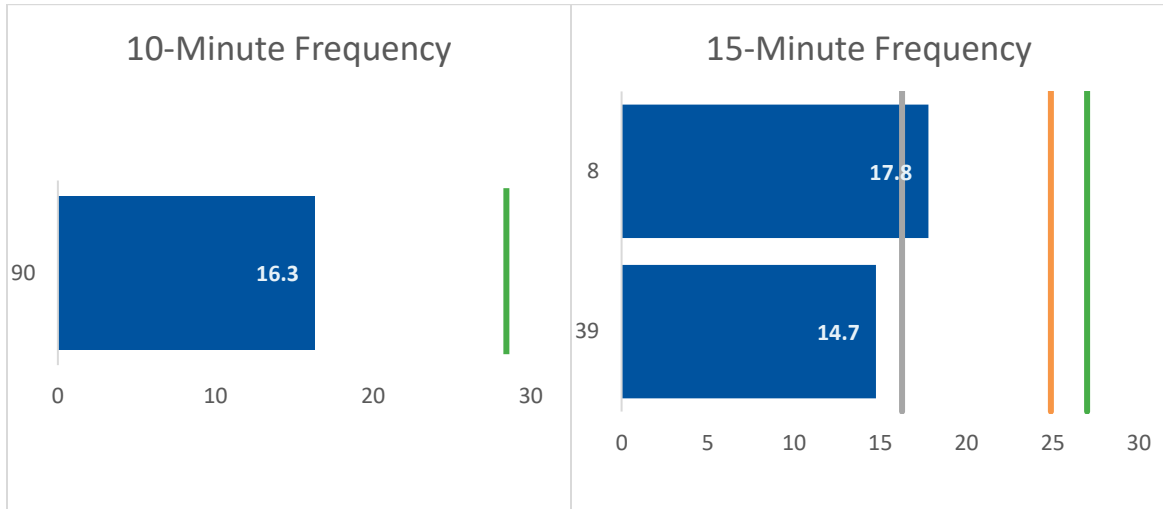
Route	Route Name
24	Mars Hill
25	W. 16 <sup>th</sup> St
26	Keystone
28	St. Vincent
30	30th Street
31	US 31
34	Michigan Road
37	Park 100
38	W. 38 <sup>th</sup> St
39	E. 38 <sup>th</sup> St
55	English
86	86th St Crosstown
87	Eastside Circulator
90	Red Line
901	College
902	County Line

# **Route Performance**

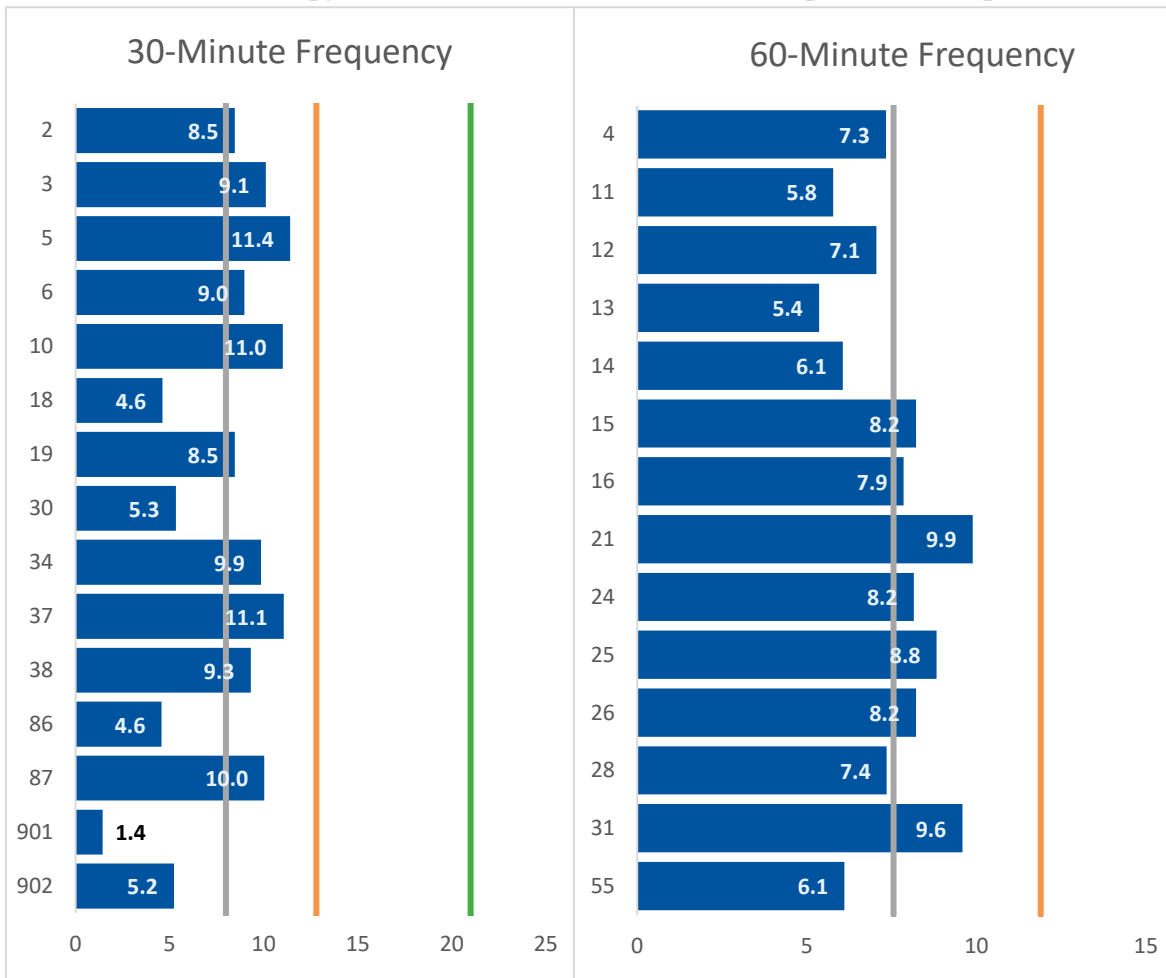
# Indianapolis Public Transportation Corporation (IndyGo)

## FY2020 Transit Operations Performance Report

### Weekday Boardings per Revenue Hour Fixed Route and Rapid Transit



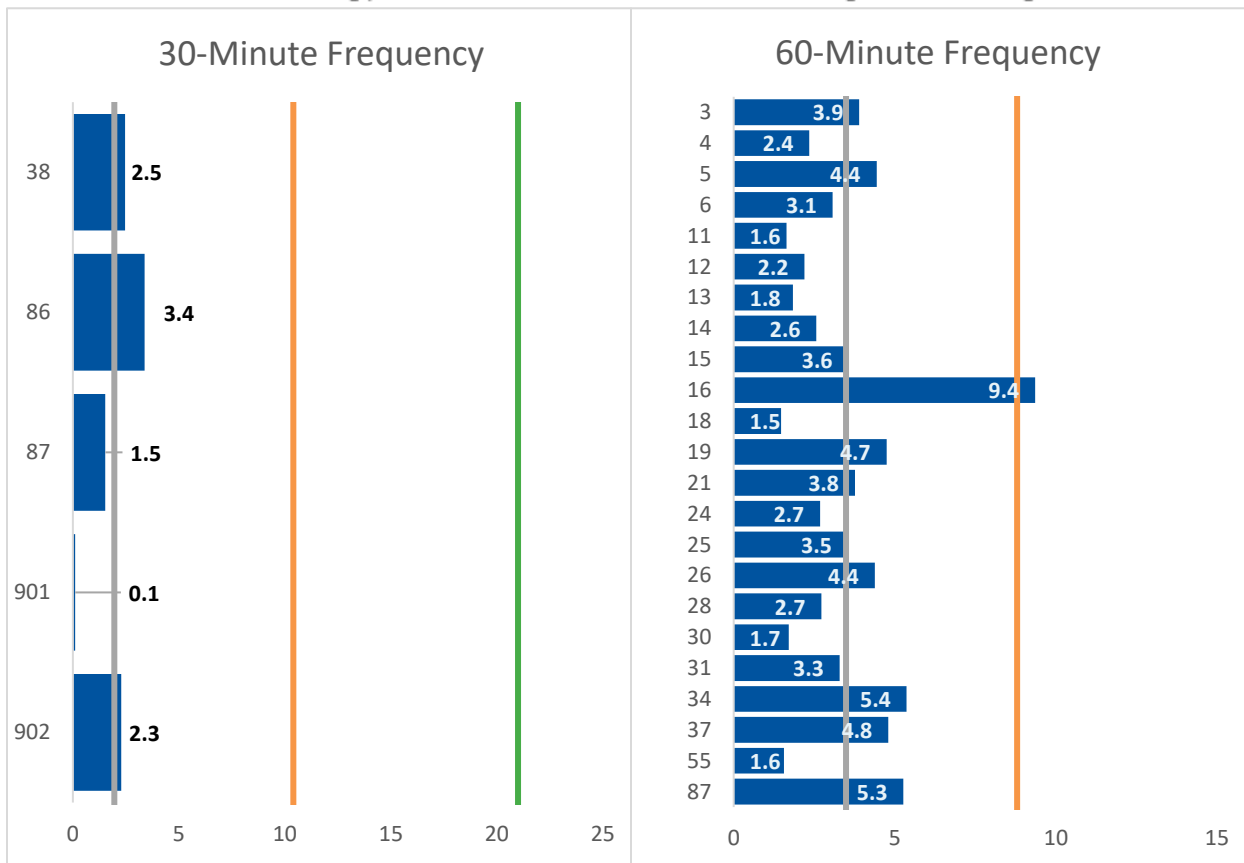
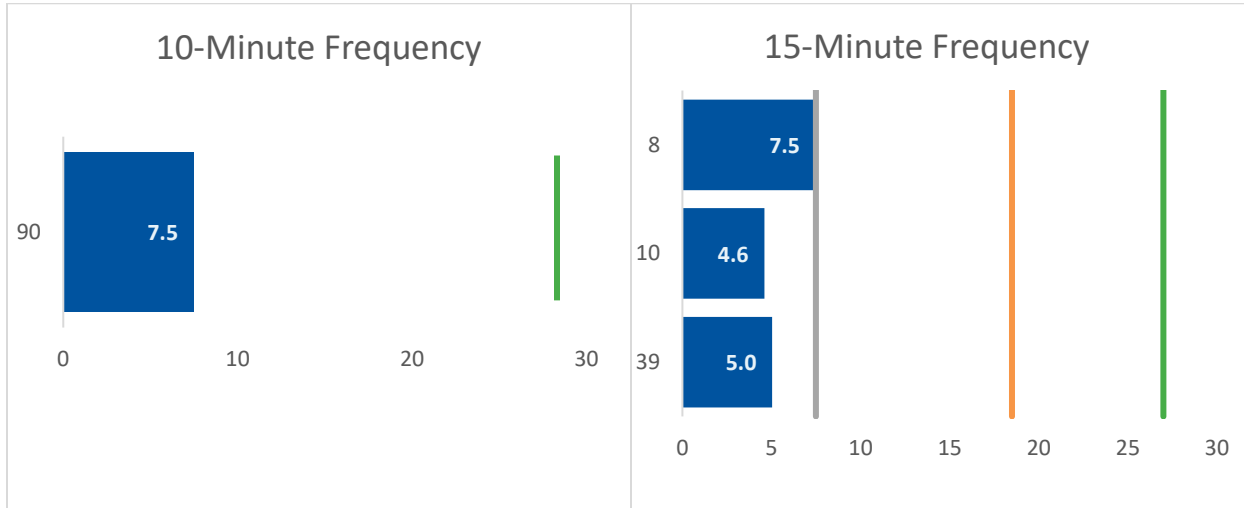
■ Boardings/Revenue Hour 
 ■ Service Level 
 — Average 
 — 2019 Avg



# Indianapolis Public Transportation Corporation (IndyGo)

## FY2020 Transit Operations Performance Report

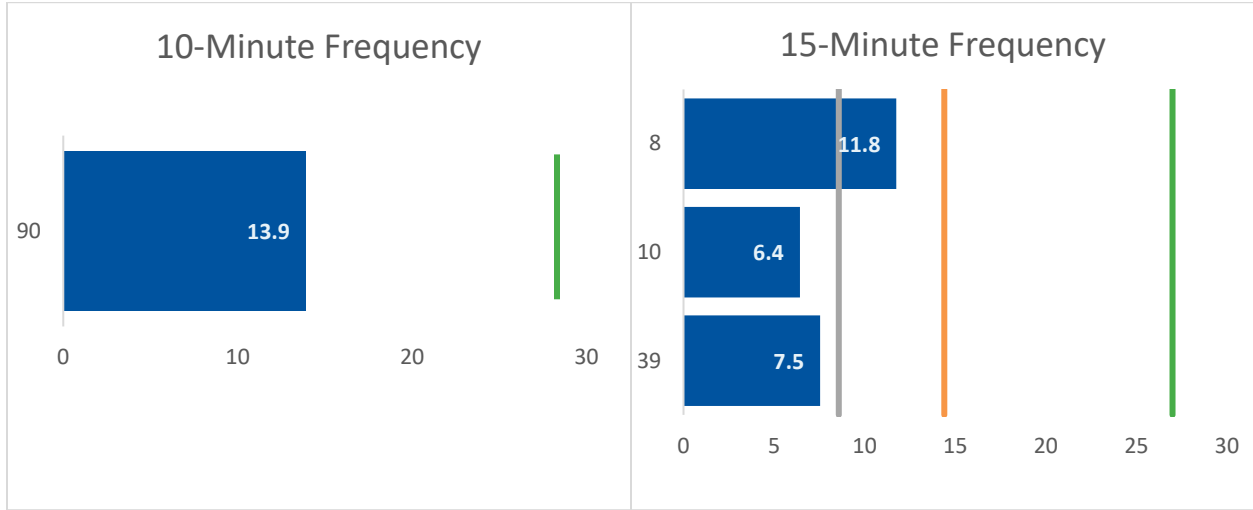
### Saturday Boardings per Revenue Hour Fixed Route and Rapid Transit



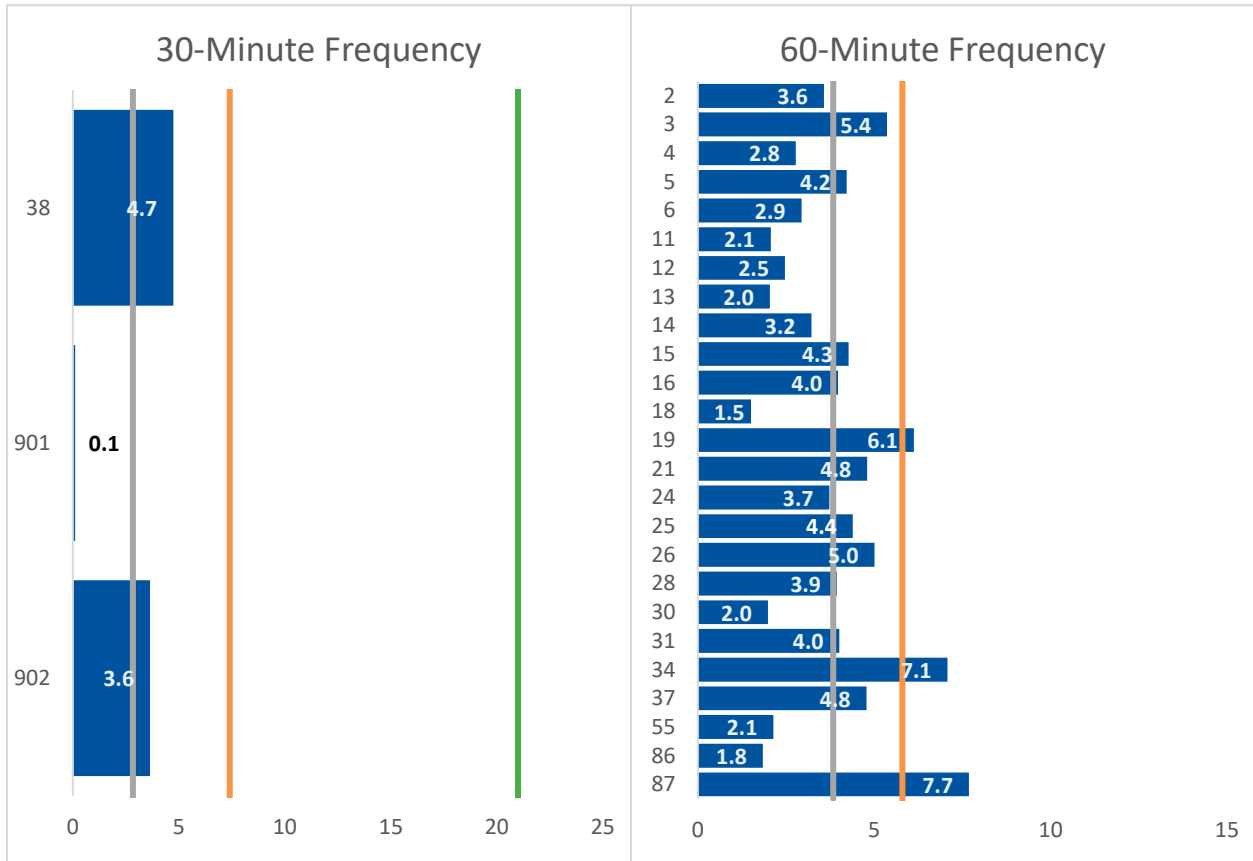
# Indianapolis Public Transportation Corporation (IndyGo)

## FY2020 Transit Operations Performance Report

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



■ Boardings/Revenue Hour 
 ■ Service Level 
 ■ Average 
 ■ 2019 Avg





# **Ridership Summary**

**Indianapolis Public Transportation Corporation (IndyGo)**  
**FY2020 Transit Operations Performance Report**  
**Ridership Summary**

	<b>FY2018</b>	<b>FY2019</b>	<b>FY2020</b>	<b>% Change</b>
<b>Directly Operated Services</b>				
<b>Fixed Route</b>	8,810,425	8,477,412	5,197,219	-38.69%
Average Weekday Riders	29,600	28,181	19,479	-30.87%
<b>Bus Rapid Transit</b>	N/A	750,073	916,411	22.17%
Average Weekday Riders	N/A	2,284	2,828	23.82%
<b>Total Directly Operated Services</b>	8,810,425	9,227,485	6,054,233	-34.38%
Average Weekday Riders	29,600	30,466	19,479	-36.06%
<b>Paratransit</b>				
Average Weekday Riders	293,586	273,189	167,300	-38.76%
	1,037	964	524	-45.64%
<b>Combined Total Ridership</b>	9,104,011	8,750,601	6,221,533	-28.90%

# **Key Performance Indicators**

## Indianapolis Public Transportation Corporation (IndyGo)

### FY2020 Transit Operations Performance Report

#### Key Performance Indicators

	FY 2018 Annual	FY 2019 Annual	FY 2020 Annual	Met Goal	FY 2020 Goals*
<b>All System (Excluding Paratransit)</b>					
Total Boarding Riders	8,810,425	9,227,485	6,113,630*	No	9,200,000
Average Weekday Boarding Riders	29,601	35,496	22,019	No	35,000
Boardings per Revenue Hour	15.97	15.39	8.72		N/A
Percent of Scheduled Service Operated	99.82%	99.87%	99.82%	Yes	99.5%
Miles Between Major Mechanical Schedule Loss	6,400	10,900	10,996	Yes	10,000
Miles Between Chargeable Accidents	42,518.6	34,360.1	43,738.2		N/A
Passenger Concerns per 100,000 Boardings	39.9	49.9	72.1	No	50
On-Time Performance	80%	74%	82%	Yes	80-85%
<b>Rapid (10-Minute Frequency)</b>					
Total Boarding Riders	N/A	697,198 (8%)	916,411 (15%)		N/A
Average Weekday Boarding Riders	N/A	6,429	2,828		N/A
Boardings per Revenue Hour	N/A	21.09	14.10	No	27+
Passenger Concerns per 100,000 Boardings	N/A	75.3	65.8	No	50
Fare Evasion/Fare Inspections	N/A	N/A	6432/82055 (7%)		N/A
<b>Frequent (15-Minute Frequency)</b>					
Total Boarding Riders	2,2677,657 (30%)	2,641,402 (29%)	1,677,202 (27%)		N/A
Average Weekday Boarding Riders	8,617	8,421	5,297		N/A
Boardings per Revenue Hour	23.75	22.74	13.13	No	27
Passenger Concerns per 100,000 Boardings	27.4	28.5	36.1		N/A
<b>Basic (30-Minute Frequency)</b>					
Total Boarding Riders	4,761,619 (54%)	4,553,466 (49%)	2,361,017 (39%)		N/A
Average Weekday Boarding Riders	16,721	15,819	7,745		N/A
Boardings per Revenue Hour	14.88	13.99	6.57	No	21
Passenger Concerns per 100,000 Boardings	41.3	35.1	56.6		N/A
<b>Coverage (60-Minute Frequency)</b>					
Total Boarding Riders	1,219,808 (14%)	1,145,701 (12%)	1,099,603 (18%)		N/A
Average Weekday Boarding Riders	4,263	3,941	3,607		N/A
Boardings per Revenue Hour	12.03	11.11	6.12		N/A
Passenger Concerns per 100,000 Boardings	45.1	55.7	77.5		N/A

\*Total ridership is higher than combined frequencies due to missing MyKey information

# **Paratransit Operating Statistics**

**Indianapolis Public Transportation Corporation (IndyGo)**  
**FY2020 Transit Operations Performance Report**  
**Paratransit Key Performance Indicators**

	FY 2018 Annual	FY 2019 Annual	FY 2020 Annual	Met Goal?	FY 2020 Goals
<b>Paratransit</b>					
Passenger per Revenue Hour	1.51	1.4	1.5	No	1.8
Net Cost per Passenger	\$36.50	\$39.66	\$47.20	N/A	N/A
Ontime Performance	75.58%	88.99%	92.88%	No	93.0%
OTP Be There By Time	79.99%	76.75%	91.14%	No	No Goal
Excessively Late Trips	4,341	1,425	1,373	No	0.5%
Missed Trips	3,105	1,025	381	N/A	0.25%
Valid Complaints per 1,000 passenger Trips	2.80%	3.66%	3.03%	No	1.00%
CSR% Calls Response Time (answered)(minutes)	93% 1m:54s	85% 1m:45s	92% 0m:57s	No	93.0%
Dispatch % Calls Response Time (answered)(minutes)	72% 1m:19s	82% 0m:43s	86% 0m:29s	No	93.0%
CSR Abandoned Telephone Calls	10,823	24,920	7,464	N/A	N/A
Dispatch Abandoned Telephone Calls	36,464	8,318	6,208	N/A	N/A
ADA Eligibility Certification within 21 Days	51	2	0	N/A	0
Preventative Maintenance Inspections Ontime	96.9%	73.6%	99.7%	N/A	100%
Preventable Accidents (per 100,000 Revenue Miles)	11.90%	14.00%	3.20%	N/A	N/A
Number of Preventable Accidents	50	57	56	N/A	N/A

**Indianapolis Public Transportation Corporation (IndyGo)**  
**FY2020 Transit Operations Performance Report**  
**Paratransit Operating Statistics**

	<b>FY2018</b>	<b>FY2019</b>	<b>FY2020</b>	<b>% Change</b>
<b>Ridership</b>				
Clients (unlinked Passenger Trips)	293,586	273,189	167,300	-38.76%
Attendants	7,598	8,104	2,529	-68.79%
Companions	1,879	978	259	-73.52%
Total	303,063	282,271	170,088	-39.74%
Avg. Weekday Trips	1,037.12	964.27	585.37	-39.29%
Avg. Saturday Trips	330.46	303.31	195.09	-35.68%
Avg. Sunday Trips	292.33	285.27	140.17	-50.86%
Days Operated – Weekday/Saturday/Sunday	261/52/52	261/52/52	261/52/52	
Days Not Operated – Weekday/Saturday/Sunday	0/0/0	0/0/0	0/0/0	
Active Clients	3,244	3,152	1,398	-55.65%
<b>Premium Services</b>				
Lottery – Redeemed	10,307	11,188	9,501	-15.08%
Dialysis – Redeemed	1,860	10,586	9,955	-5.96%
Emergency – Redeemed	3,895	27,844	N/A	
Lottery – Sold	12,760	12,470	9,526	-23.61%
Dialysis – Sold	2,078	10,956	10,073	-8.06%
Emergency – Sold	4,377	22,118	N/A	
Total Vouchers Redeemed	16,062	49,168	19,456	-60.43%
Total Vouchers Sold	19,215	45,544	19,599	-56.97%
Subscription Trips	141,424	164,829	73,575	-55.36%
Total	211,978	354,703	151,685	-57.24%
<b>Level of Service</b>				
Revenue Miles	3,075,064.92	2,802,687.39	1,751,807.96	-37.50%
Revenue Hours	195,275.57	197,627.29	144,398.26	-26.93%
Maximum Vehicles Operated (non-Taxi)	75	76	43	-43.42%
Total Vehicles Available (non-Taxi)	81	88	84	-4.55%
<b>Eligibility</b>				
Total Applications Received	1,751	1,427	935	-34.48%
New Applicants Certified	1,079	884	406	-54.07%
New Applicants Denied	119	36	3	-91.67%
Clients Recertified	682	251	528	110.36%
Clients Denied Recertification	-	-	10	
Total Eligibility Assessments	1,331	1,135	947	-16.56%

**Indianapolis Public Transportation Corporation (IndyGo)**  
**FY2020 Transit Operations Performance Report**  
**Paratransit Expenditures**

	<b>FY2018</b>	<b>FY2019</b>	<b>FY2020</b>	<b>% Change</b>
<b>Expenses and Revenue</b>				
<b>Expenses</b>				
IPTC Administration & Oversight – Personnel Services	\$444,188	\$540,965	\$661,198	22.23%
<b>Transdev – Mobility Services</b>				
*Purchased Transportation	\$8,592,029	\$8,570,376	\$6,354,602	-25.85%
*Purchased Transportation Administration	\$1,489,343	\$1,477,461	\$1,553,082	5.12%
<b>Contracted Services</b>	\$151,197	\$270,260	\$532,698	97.11%
<b>Taxi Vouchers</b>	\$411,940	\$1,222,396	\$485,808	-60.26%
Banking Fees, Hardware Maint, IT Software, Misc, Printing, Professional Services, Travel	\$83,519	\$162,478	\$26,622	-83.62%
<b>Fuel</b>				
*Unleaded	\$245,008	\$240,166	-\$11,895*	-
*Diesel	\$72,942	\$119,804	\$19,172	-84.00%
Freight, IT Hardware, Misc, Office Supplies, Stock Equipment	\$7,438	\$5,502	\$1,339	-75.66%
<b>Total Operating Costs</b>	<b>\$11,497,604</b>	<b>\$12,609,408</b>	<b>\$9,622,626</b>	<b>-23.69%</b>
<b>Revenues</b>				
Fare Revenue (Collected)	\$432,163.87	\$298,060.38	\$537,126.50	80.21%
Tickets Revenue (Collected)	\$708,466.50	\$769,763.50	\$338,824.50	-55.98%
<b>Total Revenue</b>	<b>\$1,140,630.37</b>	<b>\$1,067,823.88</b>	<b>\$875,951.00</b>	<b>-17.97%</b>
Fare Recovery Amount/Rate	9.92%	8.47%	9.10%	
<b>Cost Per Passenger Trip (excludes capital expenses)</b>				
Net Cost	\$10,356,974	\$11,541,584.12	\$8,746,675	-24.22%
Cost Per Passenger Trip	\$34.17	\$40.89	\$51.42	25.77%
<b>Performance</b>				
Passenger Trips / Total Revenue Vehicle Hours	1.51	1.4	1.50	7.14%
Passenger Trips / Total Service Hours	1.43	1.32	1.48	12.12%
On-Time Performance	75.58%	89.99%	92.88%	3.21%

\*Fuel cards were used to reduce costs and not pay fuel taxes. Fuel cost re-imburement is 2\$ per gallon.



**Pass  
Sales**

**Indianapolis Public Transportation Corporation (IndyGo)**  
**FY2020 Retail Pass Sales Report**  
**Customer Service**

	<b>FY2018</b>	<b>FY2019</b>	<b>FY2020</b>	<b>% Change</b>
<b>Retail Pass Sales</b>				
10 Trip Full	5,233	4,514	1,990	-56%
10 Trip Half	1,162	1,131	723	-36%
31 Day Full	12,783	10,423	5,875	-44%
31 Day Half	11,856	9,505	6,367	-33%
7 Day Full	22,766	20,536	8,212	-60%
7 Day Half	7,488	6,575	3,498	-47%
Day Full	39,784	36,912	19,092	-48%
Day Half	30,209	25,364	14,687	-42%
Flex	25,824	25,480	14,019	-45%
Lottery Taxi Vouchers	0	0	0	N/A
S Passes	494	308	50	-84%
Single Full	22,200	18,866	12,762	-32%
Single Half	6,416	6,709	3,812	-43%
Summer Youth	293	285	0	-100%
<b>Total</b>	<b>186,508</b>	<b>166,608</b>	<b>91,407</b>	<b>-45%</b>

**Indianapolis Public Transportation Corporation (IndyGo)**  
**Customer Service**  
**FY2020 Invoice Pass Sales Report**

	<b>FY2018</b>	<b>FY2019</b>	<b>FY2020</b>	<b>% Change</b>
<b>Invoice Pass Sales</b>				
10 Trip Full	1,040	707	5,093	86%
10 Trip Half	72	156	10	-1460%
31 Day Full	5,618	5,499	2,386	-130%
31 Day Half	2,359	3,856	1,469	-162%
7 Day Full	5,537	5,085	2,195	-132%
7 Day Half	970	449	293	-53%
Day Full	18,610	23,542	11,412	-106%
Day Half	16,604	14,397	10,010	-44%
Flex	90,927	85,717	47,421	-81%
Lottery Taxi Vouchers	0	0	0	N/A
S Passes	2,950	3,200	600	-433%
Single Full	17,047	17,886	12,982	-38%
Single Half	876	3,093	1,512	-105%
Summer Youth	850	200	0	-100%
<b>Total</b>	<b>163,460</b>	<b>163,787</b>	<b>95,383</b>	<b>-72%</b>

**Indianapolis Public Transportation Corporation (IndyGo)**  
**Customer Service**  
**FY2020 Online Pass Sales Report**

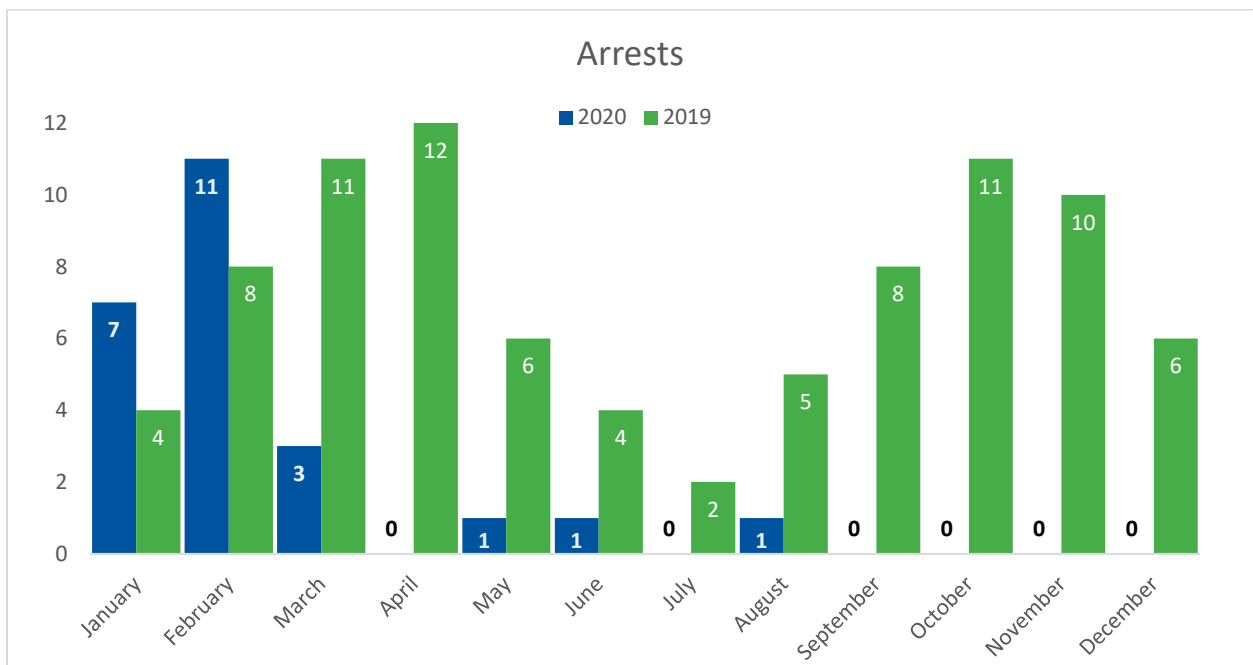
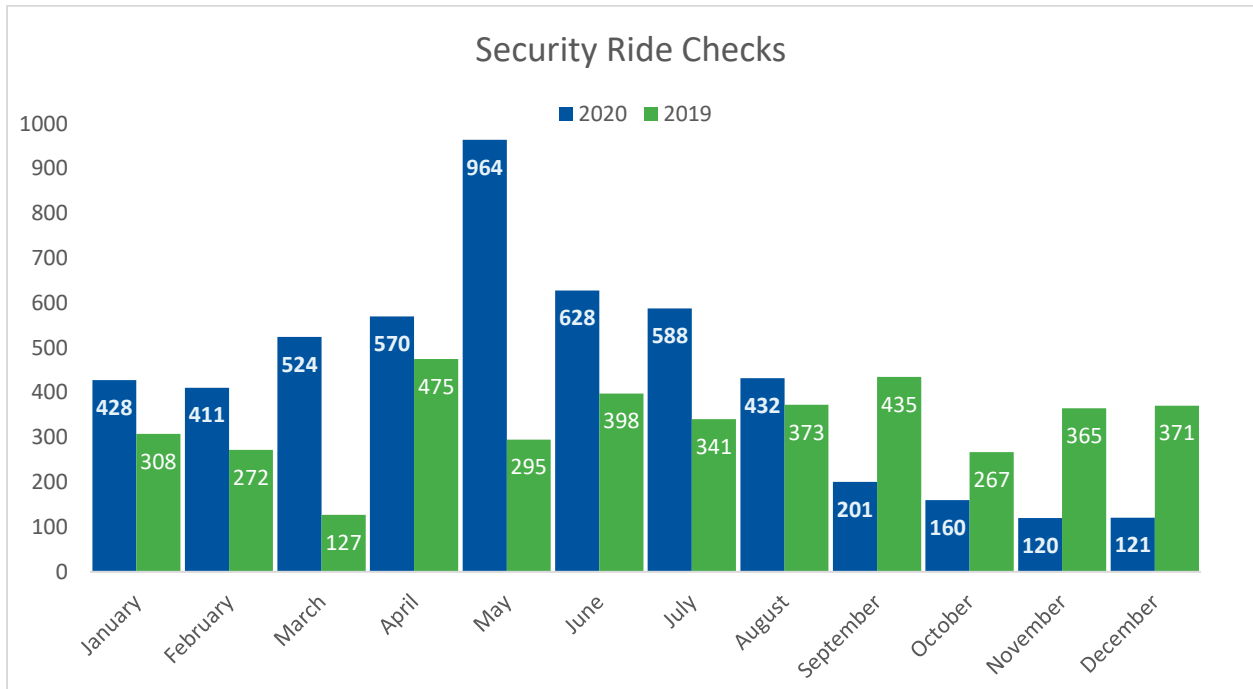
	<b>FY2018</b>	<b>FY2019</b>	<b>FY2020</b>	<b>% Change</b>
<b>Online Pass Sales</b>				
10 Trip Full	1,369	1,075	768	-29%
10 Trip Half	324	493	333	-32%
31 Day Full	3,852	4,574	1,482	-68%
31 Day Half	2,706	1,366	717	-48%
7 Day Full	3,903	3,182	1,339	-58%
7 Day Half	934	1,053	183	-83%
Day Full	17,862	21,557	9,944	-54%
Day Half	6,021	7,112	6,264	-12%
Flex	87,842	70,897	34,648	-51%
Lottery Taxi Vouchers	12,760	12,470	5,050	-19%
S Passes	1,150	0	0	N/A
Single Full	11,536	14,908	9,031	-39%
Single Half	2,532	1,228	846	-31%
Summer Youth	68	17	0	-100%
<b>Total</b>	<b>152,859</b>	<b>139,932</b>	<b>65,555</b>	<b>-53%</b>

# **Security and Training**

# Indianapolis Public Transportation Corporation (IndyGo)

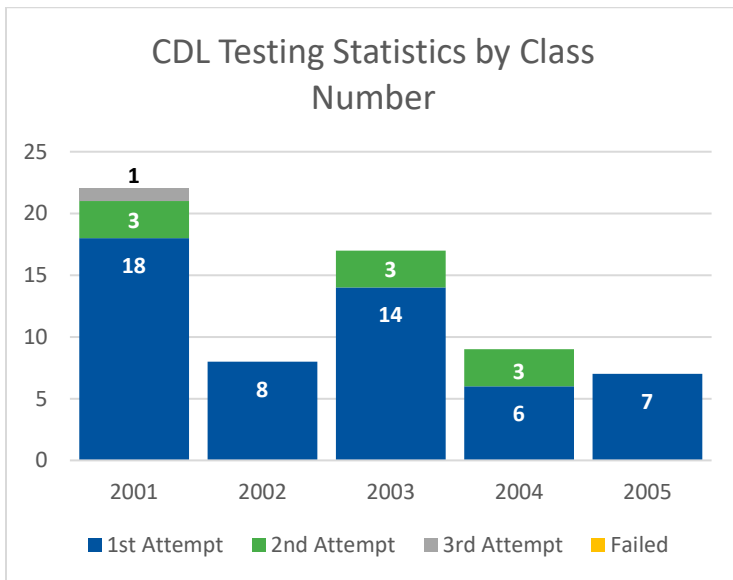
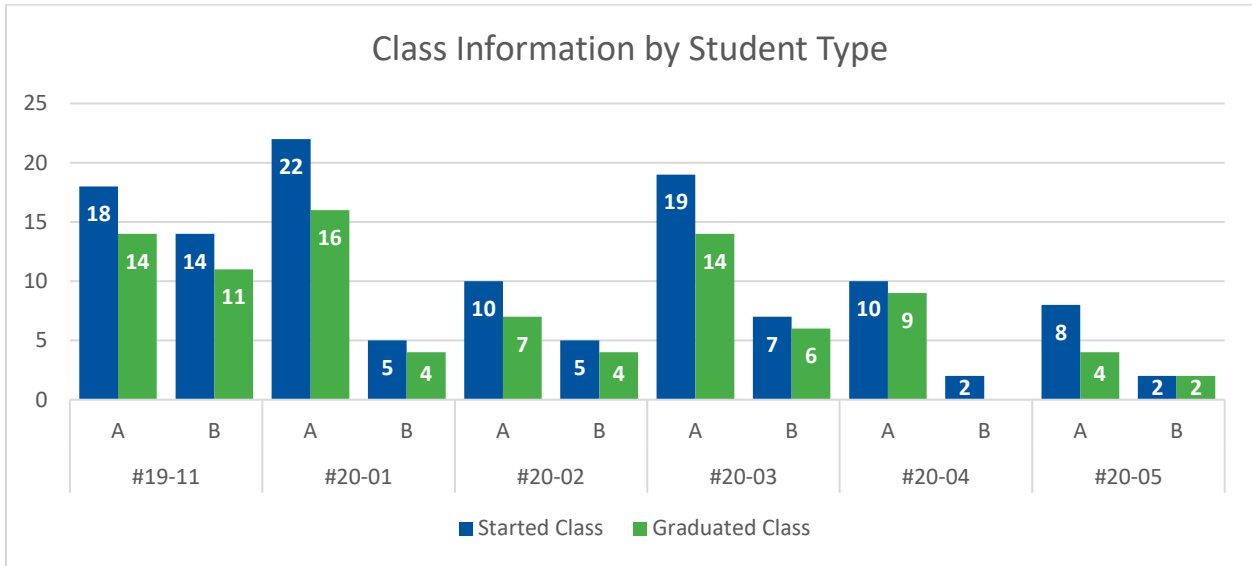
## Security

### FY2020 Transit Operations Performance Report



**Indianapolis Public Transportation Corporation (IndyGo)  
 Training  
 FY2020 Transit Operations Performance Report**

Additional training classes were suspended due to the pandemic



# Glossary

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## Glossary

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**Arrest Graph** – This graph displays the number of arrests made by a Nolan LEO. 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 to improve bus operating speed and on-time performance. It operates in mixed traffic and relies on priority for buses at traffic signals to provide much of its time advantage over conventional buses.

**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. 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.

**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.

**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.

**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. Most rides occur after schools let out or in the mid to late evenings.

**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 boarding riders using IPTC directly operated bus service. Riders are counted each time they board a bus.