### Fare Prices

<table>
<thead>
<tr>
<th>Pass Type</th>
<th>Full Fare</th>
<th>Half Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Ride*</td>
<td>$1.75</td>
<td>$0.85</td>
</tr>
<tr>
<td>Day Pass*</td>
<td>$4.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>10-Trip</td>
<td>$17.50</td>
<td>$8.50</td>
</tr>
<tr>
<td>7-Day Pass</td>
<td>$20.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>31-Day Pass</td>
<td>$60.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>Open Door</td>
<td>$3.50</td>
<td>na</td>
</tr>
<tr>
<td>Summer Youth Pass (June-Aug.)</td>
<td>$30.00</td>
<td>na</td>
</tr>
<tr>
<td>College S-Pass**</td>
<td>$30.00</td>
<td>na</td>
</tr>
</tbody>
</table>

Children age 5 and under ride for free with paying passenger (limit two).

IndyGo offers half fare pricing to persons 65 and older, youth 18 and younger and persons with disabilities. In order to ride IndyGo using a half fare pass or to pay half fare on-board, individuals must show a valid form of ID to prove eligibility: IndyGo Half Fare ID Card (cost is $2 and an application must be completed and submitted at the Customer Service Retail Center), K-12 Student ID, or government-issued Medicare Card.

### Purchasing Options

1. By calling the IndyGo Customer Service Call Center 317.635.3344 (Relay Indiana: 711)
2. Online at www.IndyGo.net
3. At the IndyGo Customer Service Retail Center 201 East Washington Street
4. On board an IndyGo bus*
5. At partner locations: IUPUI Campus Center, DNR Customer Service Center, Indiana Government Center South, PLS Check Cashers***

* On board, only exact change can be used and you may only purchase single rides & day passes. Operators do not carry change. IndyGo fareboxes do not make change. Use the IndyGo Retail Center to purchase any pass type, except S-Passes.

** S-Passes are only available through participating colleges or universities. In order to use an S-Pass, a valid college student ID card is required upon boarding.

*** Partner locations may not carry all pass types. Contact IndyGo Customer Service Call Center.

### Real-Time Arrival

As riders wait at a stop, they will be able to call, email, or text for estimated real-time bus arrival information.

**Text:**

1. Text 25370
2. In the message, type Arrivals and the stop ID # (Example: Arrivals 99999).

**Email:**

1. Email arrivals@indygo.net.
2. In the subject line, type the stop ID # (Example: 99999).

**Call:**

1. Call 317-635-3344.
2. Select the first menu option.
3. Enter the stop ID #.

### Observed Holidays

IndyGo routes operate 365 days a year. On observed holidays, please refer to Sunday schedules unless otherwise indicated. Routes without Sunday service will not operate on observed holidays. Customer Service may be closed or operate on a shortened schedule for holidays.

- New Year’s Day
- Martin Luther King, Jr. Day (Saturday Schedule)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
BUS SERVICES
IndyGo’s Fixed Routes primarily serve Marion County, using a hub-and-spoke system that brings most routes to the Julia M. Carson Transit Center. The Route 8 serves the Indianapolis International Airport every 30 minutes, seven days a week.

INDYGO RULES
Passengers are not allowed to “joyride” or stay on the bus for multiple trips. You may only make one complete round trip. If you exit the bus, you may be asked to pay an additional fare or swipe your pass to re-enter.

Passengers must refrain from disruptive behavior including talking loudly on cell phones, shouting profanity or rude insults, solicitation of services or favors, threatening or hostile remarks and listening to loud music with or without earphones. Throwing objects from the bus, sticking anything out of the bus windows or leaving anything on the bus when you depart is strictly prohibited.

Passengers must wear a shirt and shoes to be allowed on board. Strollers must be empty and collapsed before boarding the bus. Rollerblades and skates must be removed and carried onto the bus. Bicycles are not allowed on board, they must be stored on the bike racks on the front of the bus.

The following items are not permitted on IndyGo buses: explosives, knives (cutting tools required for work are permitted), car batteries, compressed gas bottles and fuel storage containers. Smoking is prohibited in IndyGo bus shelters and on buses. Food and drinks are not allowed on IndyGo buses unless they are sealed.

Animals are only allowed on an IndyGo bus if they are in a leak-proof carrier or are service animals. Under the Americans with Disabilities Act of 1990, a service animal is defined as “any guide dog, signal dog, or other animal that is individually trained to do work or perform tasks for an individual with a disability.” 49 CFR 37.3

IndyGo Supervisors or any responding Law Enforcement Agency may remove passengers for not adhering to IndyGo procedures or policies. Riding privileges may also be revoked.

SAFETY
All IndyGo vehicles are equipped with audio and video surveillance equipment. IndyGo also contracts full-time, dedicated police officers to help ensure the safety of all passengers.

LOST & FOUND
IndyGo assumes no responsibility for items that are left on board. When items are found, they are typically available the next business day at the IndyGo Retail Center, located at 201 East Washington Street. Customer Service does not contact bus operators regarding lost items; you must wait for them to be taken to the Retail Center. To claim your property, you must appear in person between 11:30 a.m. and 5:30 p.m., provide an accurate description of the item, show your photo ID and sign a property claim tag with your name, address and phone number. Found items will not be held indefinitely. Please visit the Retail Center within a week of losing your item.

DETOURS
Detours are common due to special events and construction. General detour information can be found on-board, on yellow service alert cards located near the roof of the bus. More detailed information about detours can be found at IndyGo.net or by calling 635.3344 closer to the event date.

CUSTOMER COMPLAINTS AND TITLE VI
IndyGo welcomes feedback from passengers and the community.

If you have comments or complaints, please call our Customer Service Center at 317.635.3344 or fill out the online comment form at IndyGo.net.

Your comment will be entered into a database and investigated by the appropriate IndyGo department. For all comments, if a response is requested, staff will follow up within 10 business days.

IndyGo operates its programs without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been the victim of a discriminatory practice due to your race, color or national origin, you may file an official Title VI complaint. For more information on IndyGo’s Title VI Policy and the procedures to file a complaint, contact IndyGo Customer Service at 317.635.3344 or visit IndyGo.net.
15 MINUTES OR LESS
- 8 - Washington Street
- 39 - East 38th Street

16 - 30 MINUTES
- 2 - East 34th Street
- 5 - East 25th Street
- 6 - Harding Street
- 10 - 10th Street
- 17 - College
- 19 - Castleton
- 31 - Madison
- 37 - Park 100
- 38 - West 38th Street
- 86 - 86th Street Crosstown
- 87 - Eastside Circulator

31 - 60+ MINUTES
- 3 - Michigan Street
- 4 - Fort Harrison
- 11 - East 16th Street
- 12 - Minnesota
- 13 - Raymond
- 14 - Prospect
- 15 - West 34th Street
- 16 - Beech Grove
- 18 - Nora
- 21 - East 21st Street
- 22 - Shelby
- 24 - Mars Hill
- 25 - West 16th Street
- 26 - Keystone Crosstown
- 28 - St. Vincent
- 30 - 30th Street Crosstown
- 34 - Dr. MLK/Michigan
- 55 - English