IndyGo SM

TRANSIT OPERATIONS PERFORMANCE REPORT

FY 2024

04/09/2025 DRAFT VERSION

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Executive Summary

Route Changes

- ***Route 39 was replaced by Purple Line in Bid 2410.***
- Route 18, 86 retired after Bid 2406.
- Route 2, 25 (60 to 30 min), Route 10 (20 to 15 min), Route 11 (90 to 30) on weekdays from Bid 2406.
- Route 8 WH to the Airport – every 30 min, WH to Meijer every 15 min.
- Route 901 & 902 replaced by 82 & 29 resp, Route 30 (45 to 30 min on Weekdays) from Bid 2410.

On Time Performance

- ***All System On Time Performance at 80%***.
- Coverage Service On Time Performance at 81%
- Basic Service On Time Performance at 80%
- Frequent Service On Time Performance at 79%
- Rapid Lines (Red and Purple Line) On Time Performance at 76%

Ridership

- ***Total Boardings at 6,964,264 with Average Weekday Boardings at 22,336.***
- Coverage Service Average Weekday Boardings per Revenue Hour was 15.24
- Basic Service Average Weekday Boardings per Revenue Hour was 8.68
- Frequent Service Average Weekday Boardings per Revenue Hour was 9.47
- Rapid Service (Red and Purple Line) Average Weekday Boardings per Revenue Hour was 20.99
- ****2024 ridership (excluding BRT) appears low due to MyKey route level issues from September 2024.***
- ***A total of 84,541 rider entries couldn't be attributed to a specific route (excluding BRT) in 2024, due to missing route info in GFI and MyKey data. But they are included in the Total Boarding data.***

Paratransit

- ***Total Clients were 169,074 which includes passenger trips, attendance, companions and others***
- On Time Performance was at 78%
- Passenger per Revenue hour was at 1.4
- Total Operating Cost were at $14,975,651

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Event Highlight

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.

Starting Month	Days	Cause	Neighborhood or Venue	Route or Station
January	366	Road Work	30th St	15,30
January	366	Road Work	Mars Hill	24
January	197	Bridge Work	Riverside	15,30
January	183	Road Work	Crossroads	2
January	182	Road Work	Criminal Justice Complex	26
January	177	Road Work	Indiana Ave	6
January	60	Road Work	16th St	25
January	42	Road Work	E. 38th St	5
January	31	Road Work	Pleasant Run Pkwy	31
January	31	Road Work	White River	Deadheads
January	25	Road Work	E 38th St	39
January	28	Road Work	22nd St	39
January	10	Road Work	Vermont St	6,3,10,15,34,37
January	3	Weather	Downtown	11,19,21,24,26,56
February	1	Walk or Run	Brookside Park	21
February	1	Sporting Event	DOWNTOWN	8,16,18,24,25,28,31,90 - CTC Bay L (SB),90 - CTC Bay G (NB)
February	3	Sporting Event	DOWNTOWN	16,24,31
February	193	Road Work	S Meridian St	16,31

February	11	Road Work	Rockville Rd	10
March	40	Road Work	22nd & Central Ave	4,19
March	1	Walk or Run	Brookside	2,4,6,10,11,3,19,21,38
March	1	Parade	Downtown	3,6,10,15,18,25,28,34,38,39
March	3	Sporting Event	Downtown	16,31
March	280	Road Work	W Washington St	8
March	188	Bridge Work	W Washington St	8
April	32	Road Work	Capitol Ave	BRT - 14th St
April	1	Walk or Run	Brookside Park	2,4,5,10,11,19,21,26,30,38
April	1	Other	City Wide	8,24,16,31,90 - CTC Bay G (NB),13,26,56,25,90 - CTC Bay L (SB)
April	169	Road Work	Mars Hill	24
April	2	Convention	MASS AVE	11,21
April	1	Walk or Run	Butler University	18,28
April	1	Walk or Run	Michigan St	3
May	15	Road Work	Downtown	18,25,28,BRT - 14th St
May	1	Walk or Run	Speedway	3,8,10,18,25,28
May	1	Walk or Run	Deadheads	2,3,4,5,8,10,19,21,30,39,87,25,38,28,34,37,86
May	1	Road Work	Rural St	26
May	1	Walk or Run	Downtown	18,25,28,39
May	11	Road Work	Vermont St	3,6,10,15,34,37
May	1	Walk or Run	Brookside Park	21,26
May	1	Concert	Meridian St	39
May	1	Parade	Downtown	3,6,8,10,15,16,18,24,25,28,31,39,BRT - 90 Route Only
May	134	Traffic	Dr MLK St	15,34
May	1	Other	Speedway	3,8,10,15,25,37,38
June	1	Parade	Mass Ave	2,3,4,5,6,10,11,15,19,21,34,37,38

June	1	Parade	IUPUI	3,10,6,37
June	1	Road Work	Michigan St	3
June	1	Walk or Run	Downtown	3,6,10,11,15,18,25,28,34,37,39
June	34	Road Work	Fall Creek	18,28,BRT - 90 Route Only
July	183	Road Work	Irvington	3
July	1	Walk or Run	Downtown	2,3,4,5,6,10,11,15,18,19,21,25,28,34,37,38,39
July	1	Festival	Downtown	11,25,39
July	1	Bicycle Ride	Mass Ave	2,4,5,10,19,38,3,6,15,34,37,21
July	1	Bicycle Ride	Meridian	2,38,4,5,19,3,10,11,25,39,6,15,34,37
July	17	Road Work	College Ave	901 - North Local
July	74	Other	CTC	10,18,24,28
July	1	Parade	Meridian St	3,6,8,10,15,34,37,39,BRT - Statehouse,24,25,18,28,11
July	1	Other	Speedway	15,25
July	1	Sporting Event	IUPUI	3,6,10,15,25,30,37
July	10	Road Work	10th St	10
August	4	Other	South St	16,31
August	1	Walk or Run	Mass Ave	2,3,4,5,10,11,19,21,38
August	1	Festival	MLK	15,34
August	1	Sporting Event	Lucas Oil Stadium	8,16,18,24,25,28,31,BRT - Statehouse
August	48	Road Work	Capitol Ave	18,28
August	1	Sporting Event	Downtown	3,6,8,10,11,15,16,18,24,25,28,31,34,37,39,BRT - Statehouse
August	5	Railroad Work	W Michigan St	3
August	12	Road Work	46th St	19
August	16	Road Work	East Washington St	8,10,21,87
September	121	Road Work	Central Ave	4,19,28
September	1	Parade	Riverside Park	6,15,30

September	1	Concert	Douglas Park	5
September	1	Sporting Event	Lucas Oil Stadium	8,16,18,24,25,28,31,BRT - Statehouse
September	40	Road Work	S Meridian St	16,31
September	1	Road Work	Beechgrove	56
September	1	Parade	Lucas Oil Stadium	16,24,31
September	1	Parade	Downtown	3,6,10,15,11,18,28,34,37,39
October	3	Sporting Event	Butler University	18,28
October	1	Walk or Run	Fort Ben	4
October	1	Walk or Run	White River	8
October	79	Road Work	Deadheads	Deadheads
October	12	Road Work	Castleton	82
October	5	Road Work	Roosevelt Ave	11
October	1	Festival	Irvington	3,8
November	3	Concert	Downtown	8,16,24,31,BRT - Statehouse
November	1	Walk or Run	Downtown	8,24
November	1	Walk or Run	City wide	2,3,4,5,6,8,10,11,12,13,15,16,18,19,21,24,25,26,28,30,31,34,37,38,56,82,BRT - 30th/Museum,BRT - 34th St,BRT - 38th & Meridian,BRT - 6410 Charging Station,BRT - Fall Creek/Ivy Tech,BRT - Orchard,BRT - Park,BRT - State Fairgrounds,BRT - Statehouse,BRT - Vermont,All Downtown Routes
November	1	Walk or Run	Deadheads	
November	1	Parade	Downtown	3,6,10,15,25,11,37,34
November	1	Walk or Run	Broad Ripple	19,26,82
November	1	Festival	Downtown	8,24,BRT - 90 Route Only,BRT - 92 Route Only
December	20	Road Work	Highway	24

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
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	3,6,10,15,34,37,16,18,25,28,24,3 9,31
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

Route	Route Name	Weekday Frequency	Saturday Frequency	Sunday Frequency
2	E. 34th St.	Basic	Coverage	Coverage
3	Michigan St.	Basic	Coverage	Coverage
4	Fort Harrison	Coverage	Coverage	Coverage
5	E. 25th St.	Basic	Coverage	Coverage
6	Harding	Basic	Coverage	Coverage
8	Washington	Frequent	Frequent	Frequent
10	10th St.	Frequent	Frequent	Frequent
11	E. 16th St.	Basic	Coverage	Coverage
13	Raymond	Coverage	Coverage	Coverage
15	W. 34th Street	Coverage	Coverage	Coverage
16	Beech Grove	Coverage	Coverage	Coverage
18*	Nora	Coverage	Coverage	Coverage
19	Castleton	Basic	Coverage	Coverage
21	E. 21st Street	Coverage	Coverage	Coverage
24	Mars Hill	Coverage	Coverage	Coverage
25	W. 16th St.	Basic	Coverage	Coverage
26	Keystone	Basic	Coverage	Coverage
28	St. Vincent	Coverage	Coverage	Coverage
29	South Madison	Coverage	Coverage	Coverage
30	30th Street	Basic	Coverage	Coverage
31	Greenwood	Coverage	Coverage	Coverage
34	Michigan Road	Basic	Coverage	Coverage
37	Park 100	Basic	Coverage	Coverage
38	W 38th St.	Coverage	Coverage	Coverage

39*	E. 38th St.	Frequent	Frequent	Frequent
56	Emerson	Coverage	Coverage	Coverage
82	East 82nd Street	Basic	Basic	Basic
86*	86th St Crosstown	Coverage	Coverage	Coverage
87	Eastside Circulator	Basic	Coverage	Coverage
90	Red Line	Rapid	Rapid	Rapid
92	Purple Line	Rapid	Rapid	Rapid
901	Nora	Basic	Basic	Basic
902	U Indy - County Line	Coverage	Coverage	Coverage

**Routes retired in October 2024*

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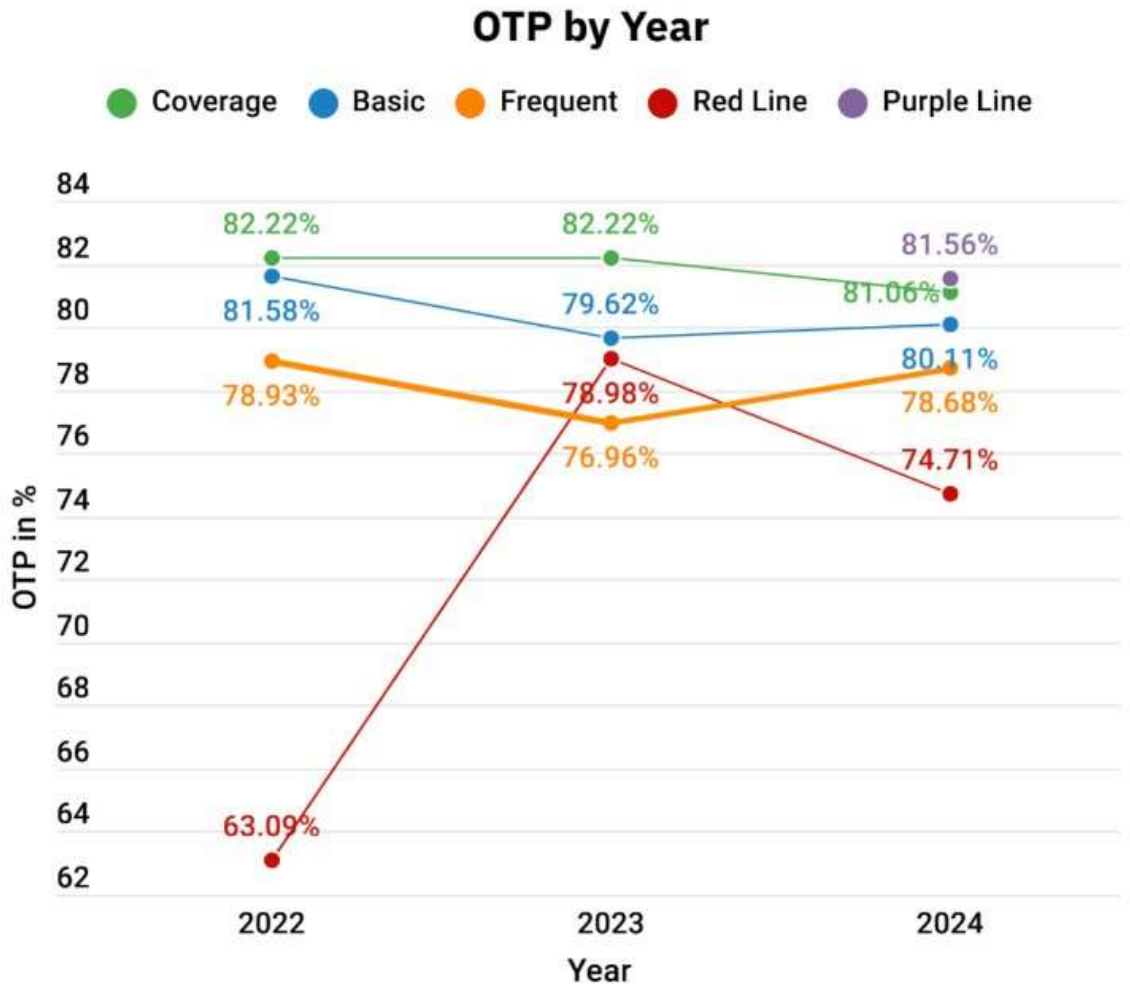
Fixed Route KPI's

On Time Performance

The overall system OTP remained consistent with previous years, holding steady at 80%. However, the 4.27% decrease in performance on the Red Line, along with a low OTP for Frequent Services, had a significant impact on the overall systemwide OTP.



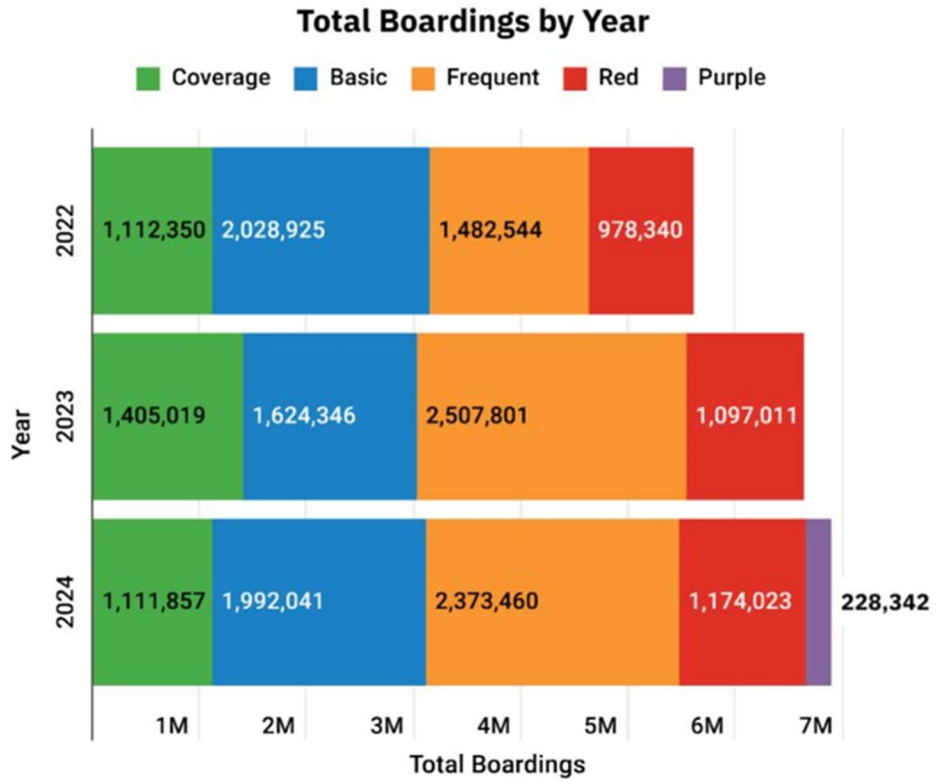
Note: *Route 92, the Purple Line, was introduced in October 2024. The chart above reflects nearly three months of data.*

Ridership

In 2024, total boardings reached 6,964,264, reflecting an average weekday boarding of 22,336, which represents a 3.5% increase from 2023. The Rapid Red line (10-minute frequency) saw a strong upward trend, with boardings growing to 1,174,023, up from 1,097,011 in 2023.

The Basic service (30-minute frequency) also experienced significant growth, though still less than when compared to 2022, reaching 1,992,041 boardings in 2024. In contrast, both the Frequent (15-minute frequency) and Coverage (60-minute frequency) services experienced slight decreases in boardings compared to 2023.

Post-launch of the Purple Line in October 2024, it has effectively catered to riders, with 228,342 boardings recorded from October to December 2024.

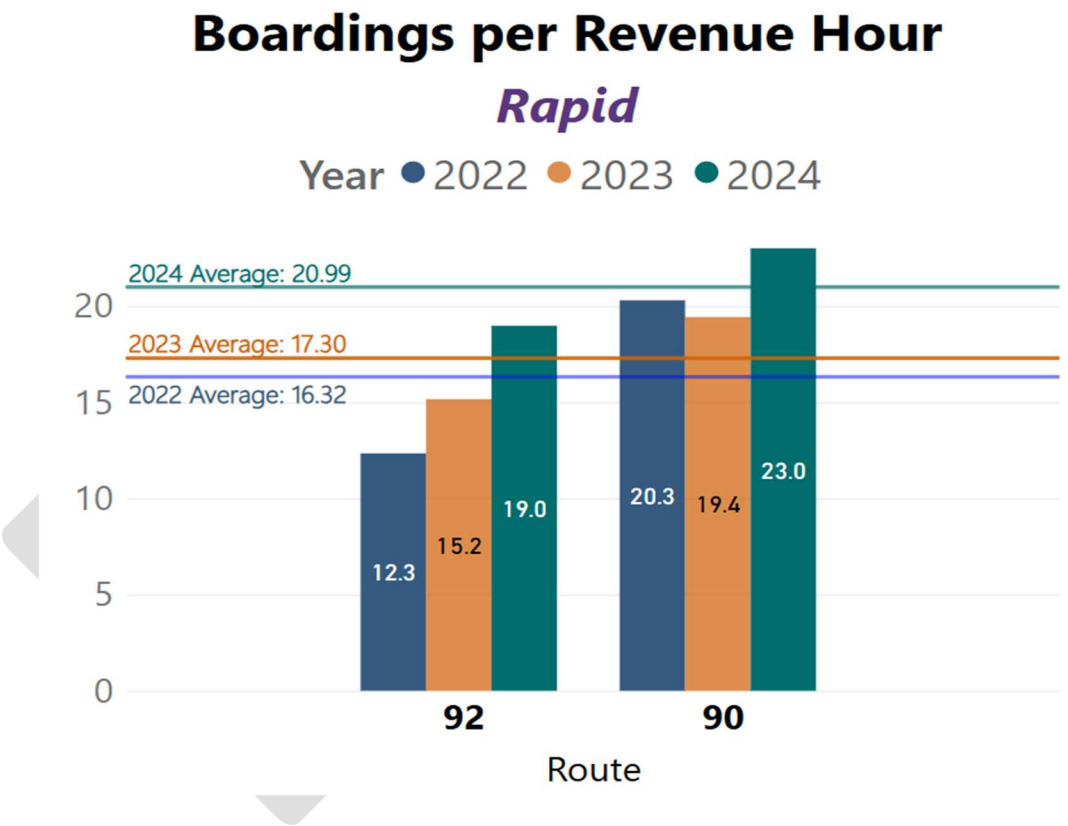


Overall, while demand continued to grow for Rapid Red and Basic services, there were subtle shifts in ridership, with a slight drop in the Basic and Coverage services.

Weekday Boardings per Revenue Hour

Rapid

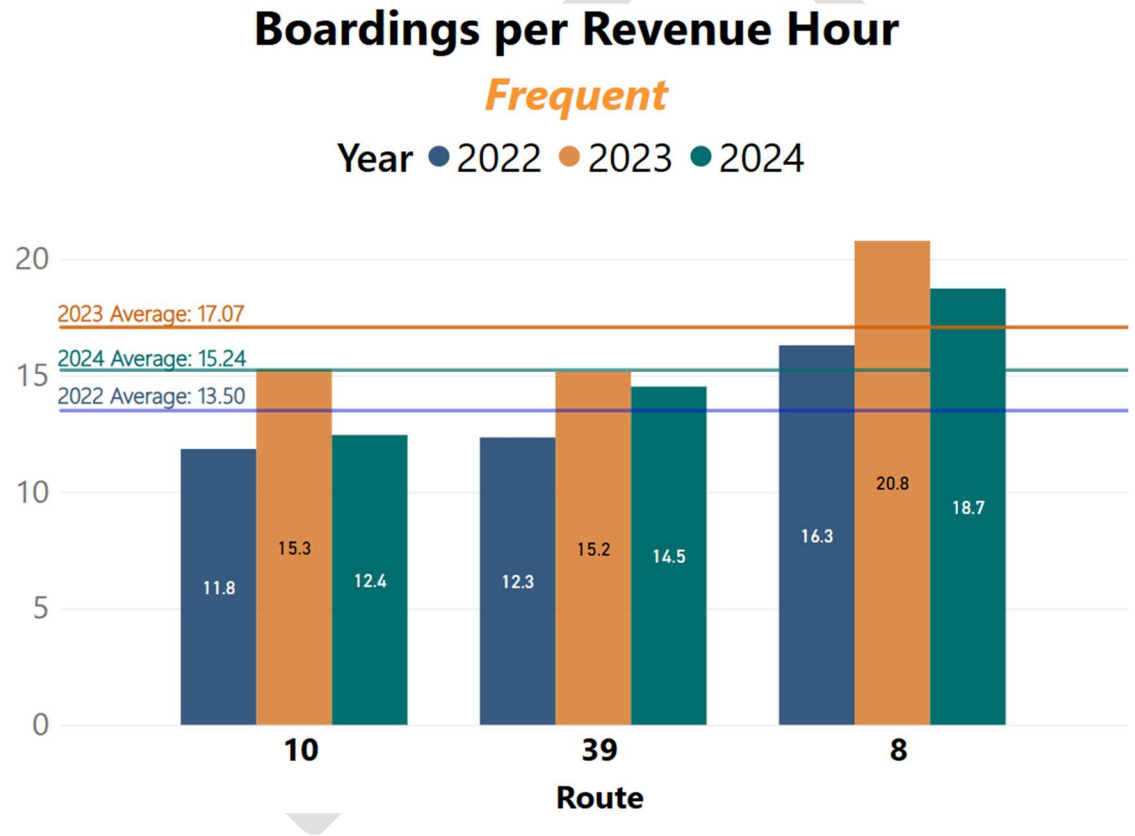
For Rapid routes, the Average boardings per revenue hour increased by 3.69 (21.3%) in 2024 vs 2023 and has shown continuous improvement since 2022. Route 90 showed a significant increase in 2024.



***Note**: Route 92 was introduced in 2024 and largely replaced Route 39. In the graph above, 2022 and 2023 data for Route 39 is therefore provided as comparison to Route 92's 2024 data. It is important to note however that this is not a 1:1 comparison. While the Purple Line is comprised primarily of Route 39, it also overlaps with service from Routes 2, 4, 87, and the portion of the Red Line between 38th St and downtown. Route 30 has incorporated portions of Route 39.*

Frequent

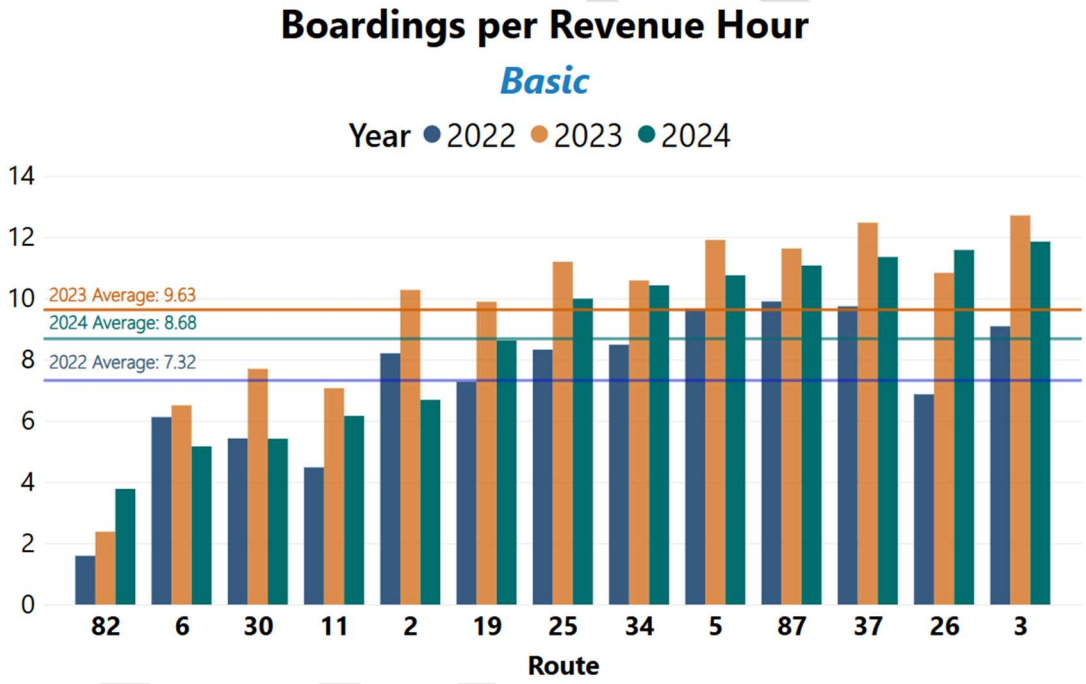
The routes with a frequency of 15-20mins are categorized as “Frequent” routes. The Average boardings per revenue hour decreased by 1.83 (10.7 %) in 2024 vs 2023. Route 8 remains the highest performing, followed by Route 39 (replaced by Purple Line starting October 2024) and Route 10. The decrease from 2024 to 2023 can be attributed to the frequency changes and detours. Issues with Route level reporting in the MyKey data in quarter 4 also contributed to the lower boarding figures for several routes.



Note*: *Frequency of Route 10 has changed from 20 mins to 15mins starting June 2024

Basic

Routes with 30 mins frequency are categorized as “Basic”. The Average boardings per revenue hour decreased by 9.9% in 2024 vs 2023. The performance of most routes in 2024 remains relatively consistent, with a slight decrease primarily due to route modifications and frequency adjustments. Issues with Route level reporting in the MyKey data in quarter 4 also contributed to the lower boarding figures for several routes.

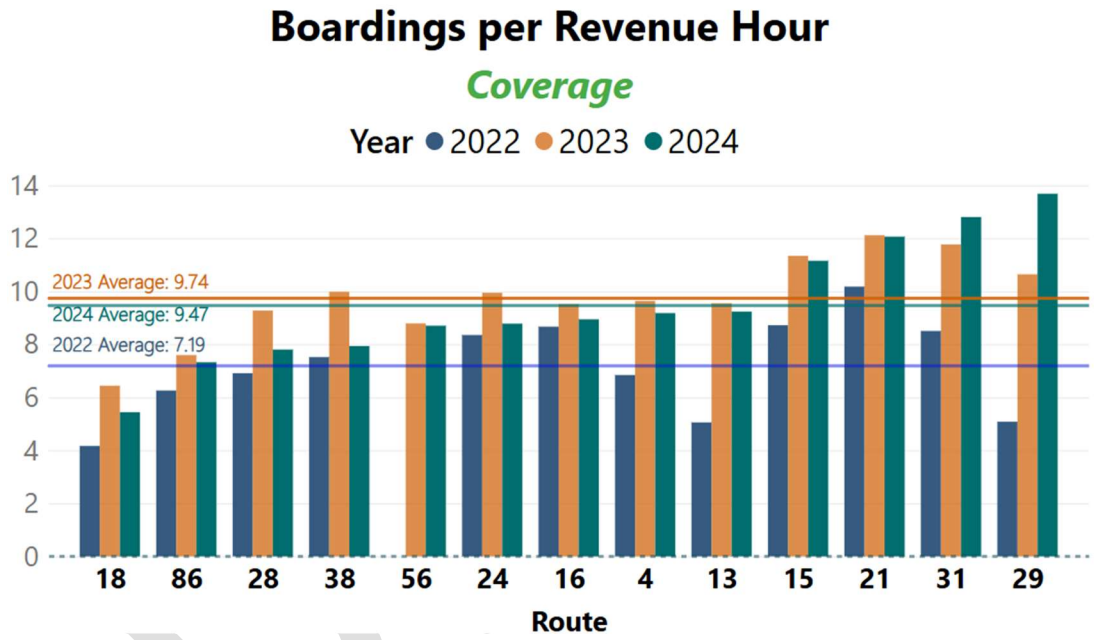


Note:

- *Route 901 has been renamed as 82 starting October 2024.*
- *Route 2, 11 and 30 have changed to 30 mins frequency starting June 2024.*

Coverage

Routes with 60 mins frequency are categorized as “Coverage”. The Average boardings per revenue hour decreased by 0.27(2.8%) in 2024 vs 2023. Most routes continue to show stronger performance in 2024 and the slight decrease in performance can be attributed to route changes. Issues with Route level reporting in the MyKey data in quarter 4 also contributed to the lower boarding figures for several routes.

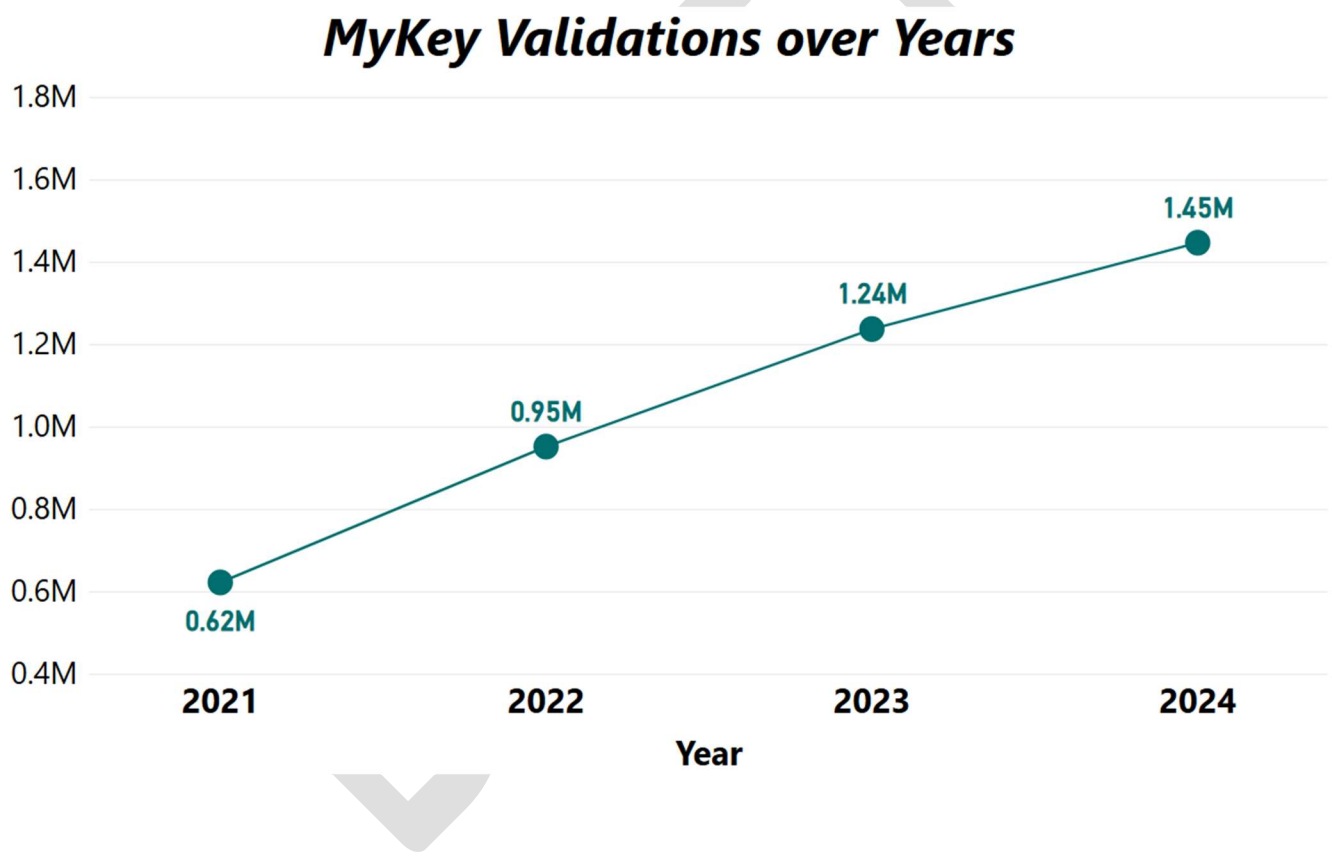


Note:

- *Route 902 has been renamed as route 29 starting October 2024.*
- *Routes 18 and 29 retired from October 2024.*

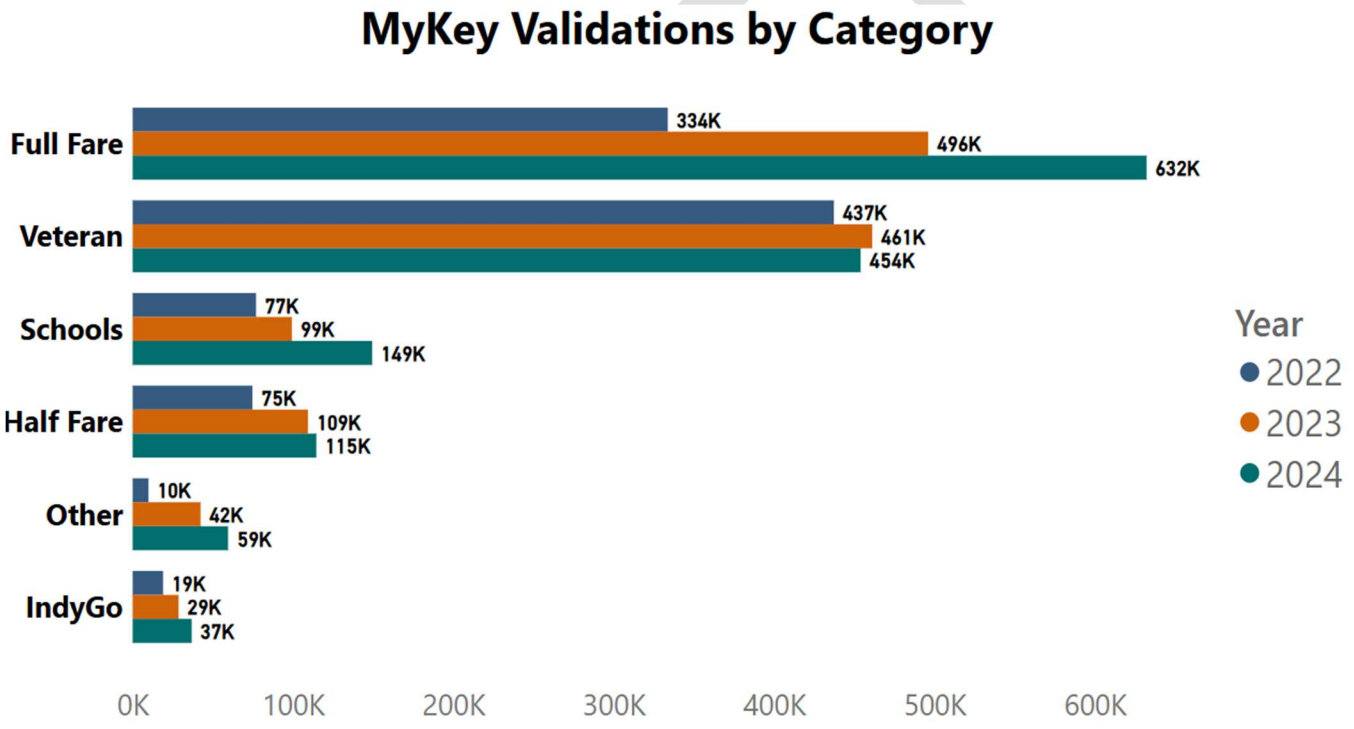
MyKey Validations

A MyKey Validation refers to a transaction by the rider using MyKey. These validations include transactions on both BRT platforms and buses. The number of transactions shows a steady increase over the years. The total validations increased by 209,559 (16.4%) in 2024 vs 2023.



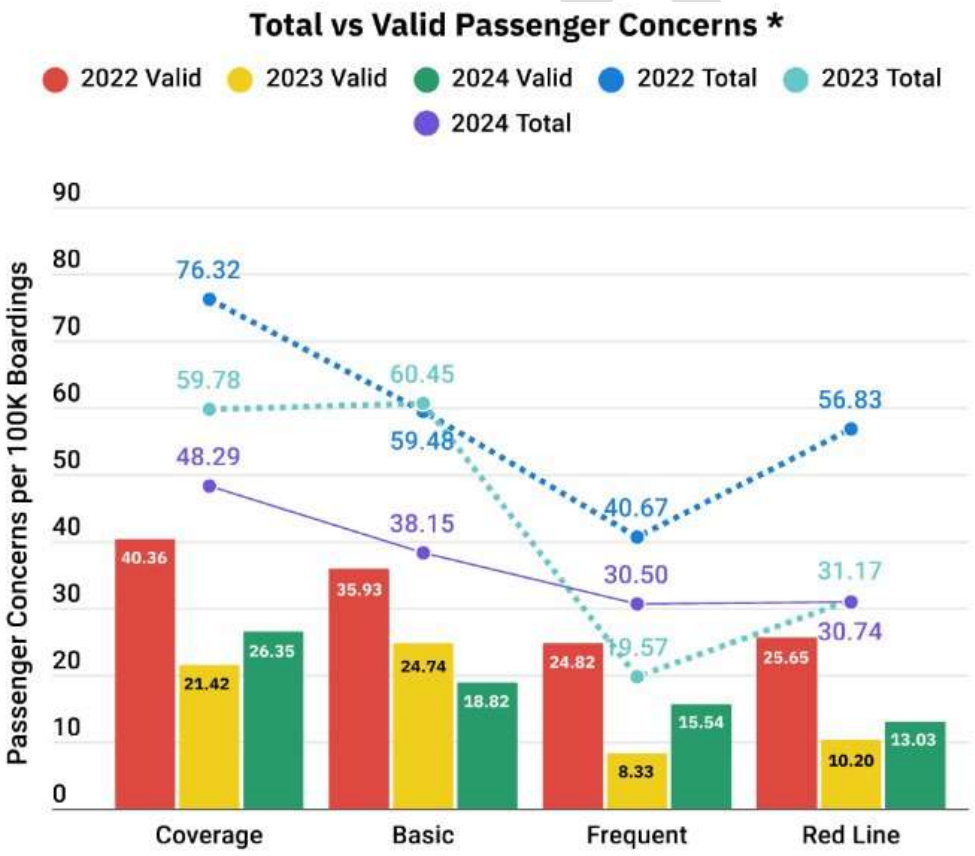
Category Level

The number of transactions in the Full Fare category saw the largest absolute increase in validation with an increase of 136K in 2024 vs 2023. Whereas the Veteran category has been relatively stable with a slight dip in 2024 with 1.5% decrease in 2024 vs 2023. The Schools category showed a strong growth trend with almost double the validations from 2022 to 2024. An increase of 50.5% in 2024 vs 2023. The Half Fare, IndyGo and Other categories also displayed an increase over the years.



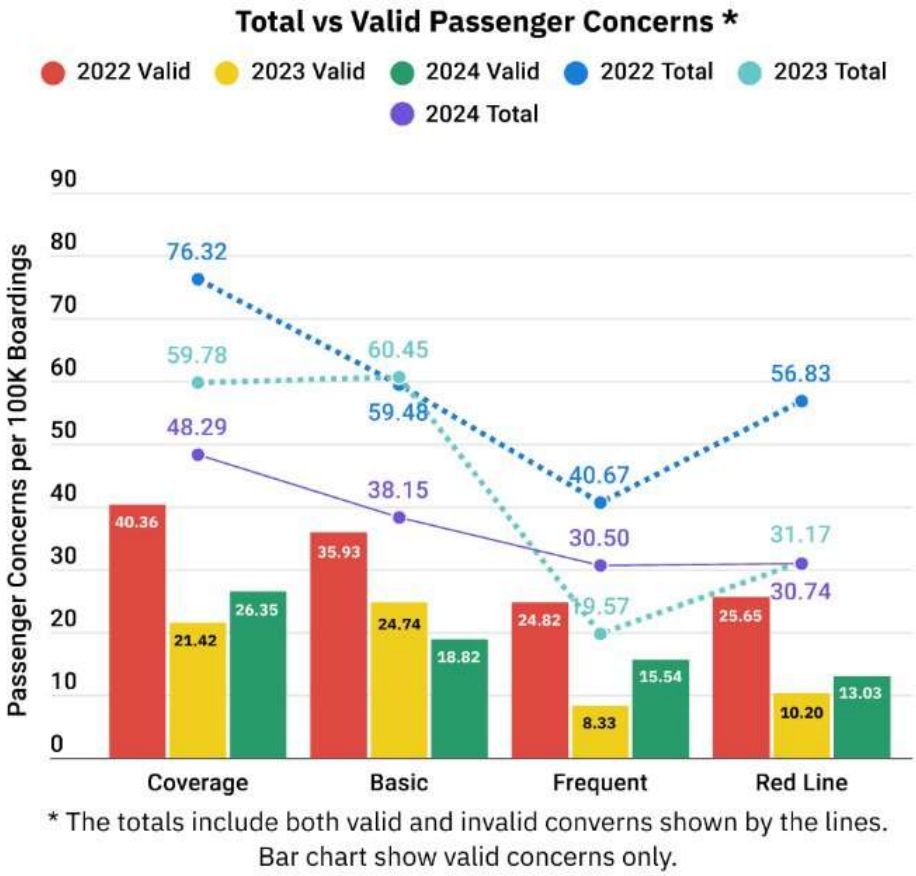
Customer Concerns

The 2024 data reveal key insights into passenger feedback trends across different service types. Basic service saw a notable decline in valid concerns, dropping from 24.75 per 100K boardings in 2023 to 18.82 in 2024. Similarly, total concerns (valid and invalid combined) decreased significantly from 60.46 in 2023 to 38.15 in 2024, suggesting improvements in service quality and passenger satisfaction.



In contrast, the Coverage service experienced an increase in valid concerns, rising from 21.42 in 2023 to 26.35 in 2024, despite a decrease in total concerns from 59.79 to 48.30.

The Frequent service showed an increase in valid concerns, rising from 8.33 per 100K boardings in 2023 to 15.55 in 2024. While the rise in valid concerns suggests that more issues are being identified, the increase in total concerns highlights a greater volume of feedback, both reasonable and unreasonable. This signals an opportunity to focus on resolving the actual service issues to improve overall passenger satisfaction.



* The totals include both valid and invalid converns shown by the lines. Bar chart show valid concerns only.

The Red Line saw an increase in valid concerns, with Rapid 90 rising to 13.03 highlighting areas where service improvements are needed.

Overall, the data indicates that valid concerns across most service types are on the decline, reflecting improvements in service performance and a better passenger experience, although the Coverage service remains an area for further attention. The rise in total comments, particularly for Coverage and Frequent services, may suggest that riders are increasingly engaged in providing feedback, which could help pinpoint areas for further improvement.

Paratransit

Key Performance Indicators

	FY2021	FY2022	FY2023	FY2024	2024 Goals	Goal Met?
Passenger per Revenue Hour	1.79	1.7	1.62	1.47	**1.7**	No
Cost per Revenue Trip*	$42.59	$41.70	$45.21	$51.26	**N/A**	N/A
Ontime Performance	67%	59%	67%	78%	**94%**	No
OTP Be There By Time	62%	46%	51%	80%	**96%**	No
Excessively Late Trips	2,904	11,159	9,710 (6%)	9,589 (3.9%)	**<0.1%**	No
Missed Trips	7,279	3,146	3,075 (1.9%)	2,795 (1.1%)	**≥0.05% < 0.099%**	No
ADA Eligibility Certification Past 21 Days	0	0	0	0	**N/A**	N/A
Preventative Maintenance Inspections On time	99.5%	100%	99.5%	84.4%	**100%**	No
Preventable Accidents (per 100K Revenue Miles)	1.4	6.5	1.5	1.74	**≤0.75**	No
Number of Preventable Accidents	20	86	52	27	**N/A**	N/A

**Data needs to be validated/updated*

Expenditure

	FY2021	FY2022	FY2023	FY2024	% Change YoY
IPTC Administration & Oversite – Personnel Services	$782,700	$721,387	$568,443	$390,832	**-31.25%**
RATP Dev - Purchased Transportation	$3,460,340	$3,869,189	$5,918,432	$5,632,436	**-4.83%**
RATP Dev - Purchased Transportation Administration	$3,501,584	$5,021,078	$5,681,150	$6,042,594	**6.36%**
Contracted Services	$426,874	$2,371,487	$1,032,546	$612,293	**-40.7%**
Taxi Vouchers	$1,556,541	$923,392	$1,231,967	$1,241,684	**0.79%**
Banking Fees, Hardware Maintenance, IT Software, Misc, Printing, Professional Services, Travel	$131,383	$276,343	$334,600	$301,672	**-9.84%**
Fuel - Unleaded	$267,087	$829,548	$770,574	$736,126	**-4.47%**
Fuel - Diesel	0	0	$506	$481	**-4.88%**
Freight, IT Hardware, Misc, Office Supplies, Stock Equipment	$11,514	$32,349	$163,292	$17,532	**-89.26%**
Total Operating Costs	$10,138,023	$14,044,767	$15,701,510	$14,975,651	**-4.62 %**

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Risk and Safety

All Modes of Service (Fixed, BRT and Paratransit)

There was a 17-percentage point drop in achieving the overall FY2024 Safety Goal compared to 2023, with 33% of the target met in 2024 versus 50% in the previous year.

Near Miss Reporting has increased consistently over the years with a 23.08% increase in 2024 vs 2023.

	FY2022	FY2023	FY2024	FY2024 Target	Target Achieved
KPI's per 100K VRM					
Fatalities	0	0	0	0	
Injuries	0.36	0.45	0.88	0.43	
Safety Events	0.77	0.8	0.92	0.76	
Operator Assaults	0.1	0.16	0.41	0.15	
Preventable Accidents	2.6	2.44	3.27	2.32	
Pedestrian Strikes	0.26	0.04	0.03	0	
Operator Injury	0.06	1.19	1.4	1.13	
Near Miss Safety Events Reported	19	26	32	27	

Bus Rapid Transit

BRT was the only mode to show improvement in the Risk and Safety KPIs in FY2024, with a 33.33% year-over-year increase in meeting its Safety Goal target—rising from 17% in 2023 to 50% in 2024.

	FY2022	FY2023	FY2024	FY2024 Target	Target Achieved
KPI's per 100K VRM					
Fatalities	0	0	0	0	
Injuries	0.84	1.02	3.79	0.97	
Safety Events	2.1	4.09	3.79	3.88	
Operator Assaults	0.01	0.29	0.12	0.28	
Preventable Accidents	7.68	7.74	10.78	7.35	
Pedestrian Strikes	0	0.29	0.01	0	

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Fixed Route

Fixed Route saw a significant decline in Risk and Safety performance in FY2024, with only 17% of the Safety Goal target met compared to 67% in 2023—a 50% year-over-year decrease.

	FY2022	FY2023	FY2024	FY2024 Target	Target Achieved
KPI's per 100K VRM					
Fatalities	0	0	0	0	
Injuries	0.37	0.46	0.66	0.43	
Safety Events	0.69	0.62	0.71	0.59	
Operator Assaults	0.1	0.16	0.3	0.15	
Preventable Accidents	2.07	2.01	2.83	1.91	
Pedestrian Strikes	0.1	0.03	0.02	0	

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Paratransit

Paratransit performance against the FY2024 Safety Goal target declined by 50% compared to 2023, with only 50% of the target met in 2024 versus full achievement (100%) the previous year..

	FY2022	FY2023	FY2024	FY2024 Target	Target Achieved
KPI's per 100K VRM					
Fatalities	0	0	0	0	
Injuries	0.08	0.07	0.14	0.07	
Safety Events	0.46	0	0.21	0	
Operator Assaults	0	0	0.01	0	
Preventable Accidents	1.38	1.64	1.44	1.56	
Pedestrian Strikes	0	0	0	0	

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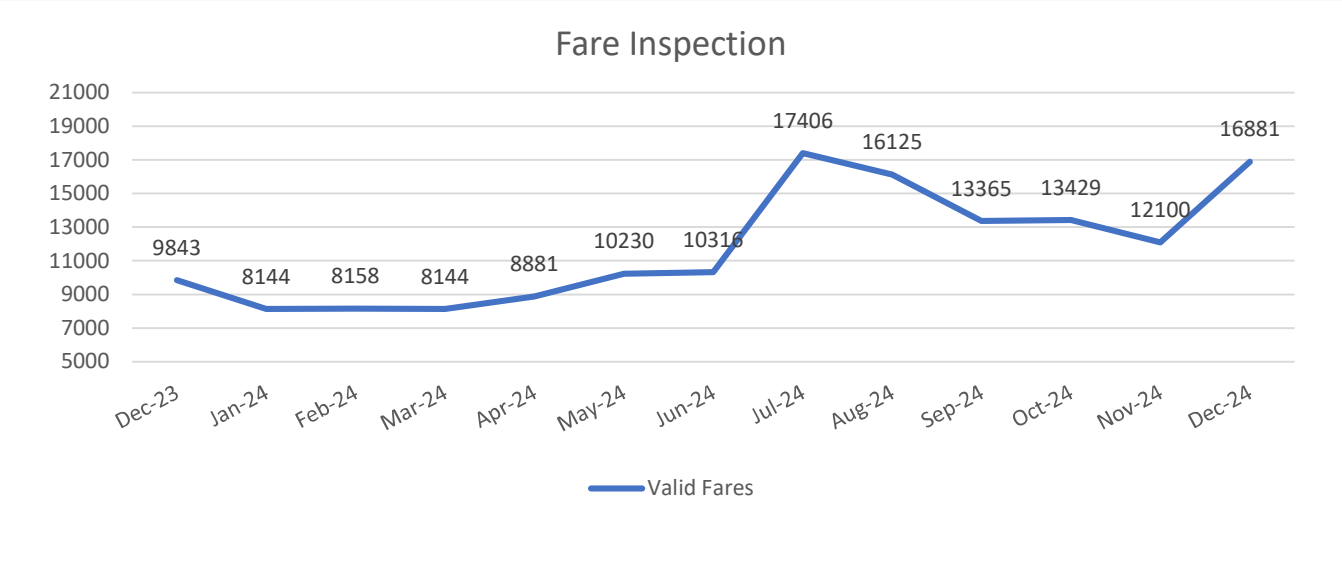
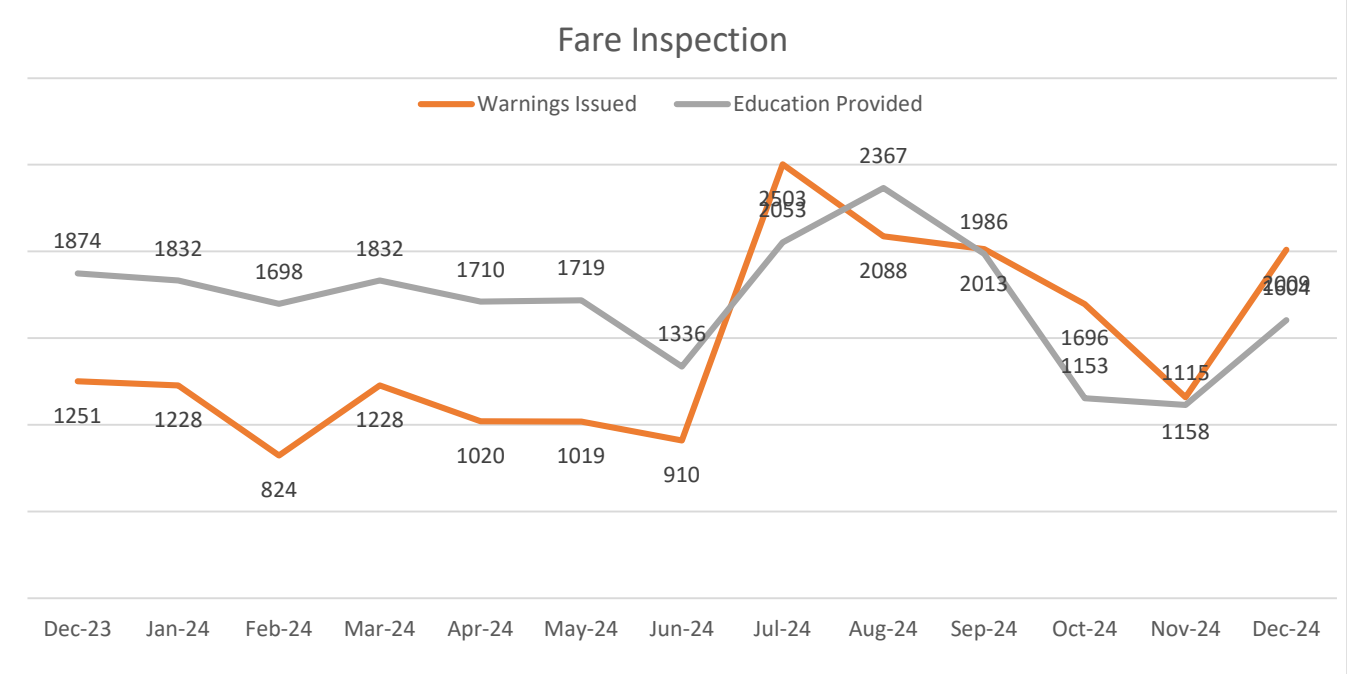
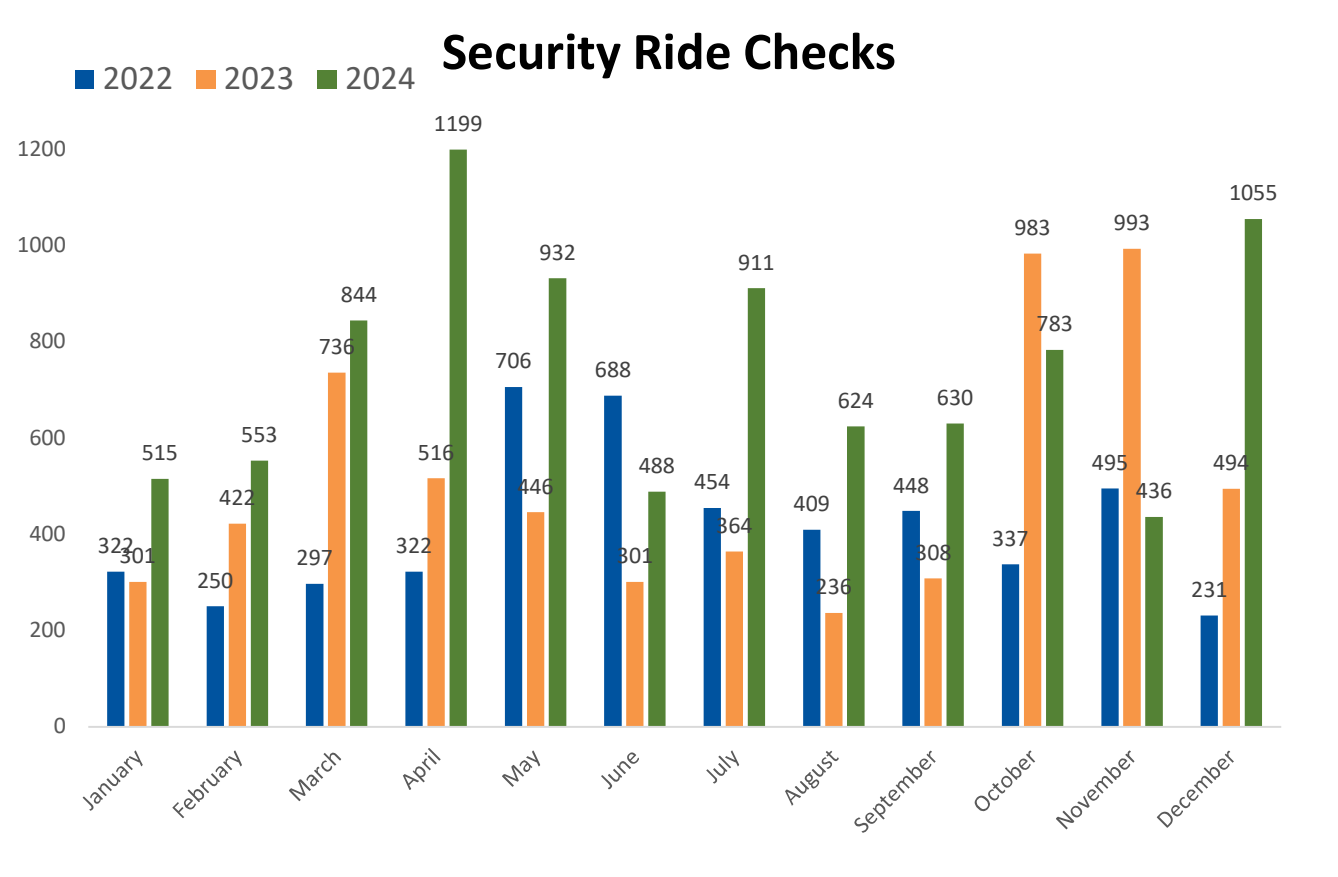
Security

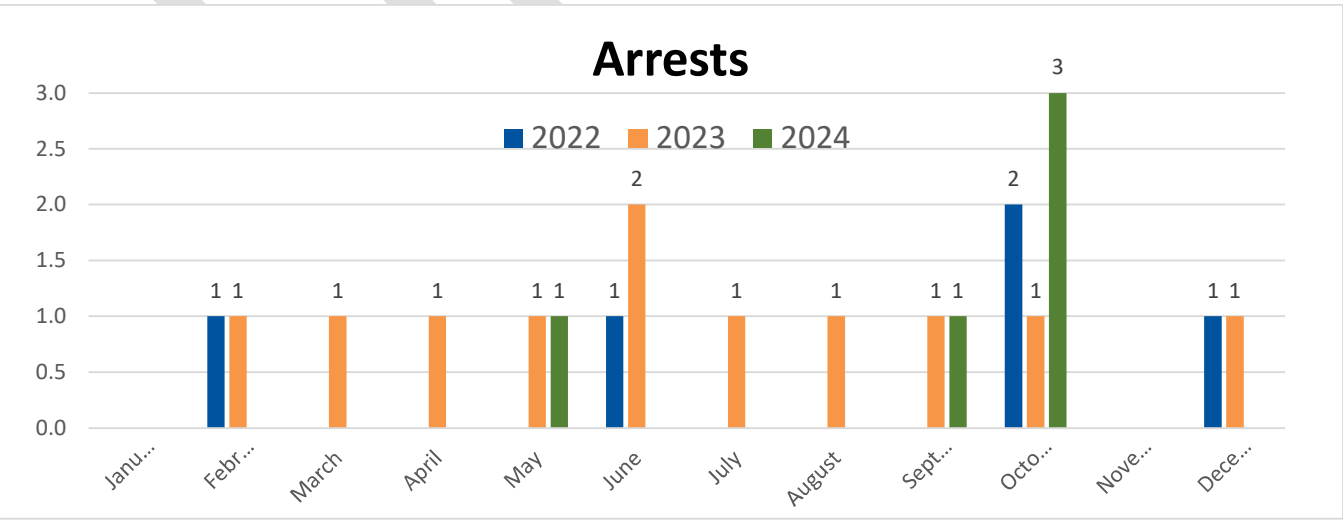
Fare Inspections





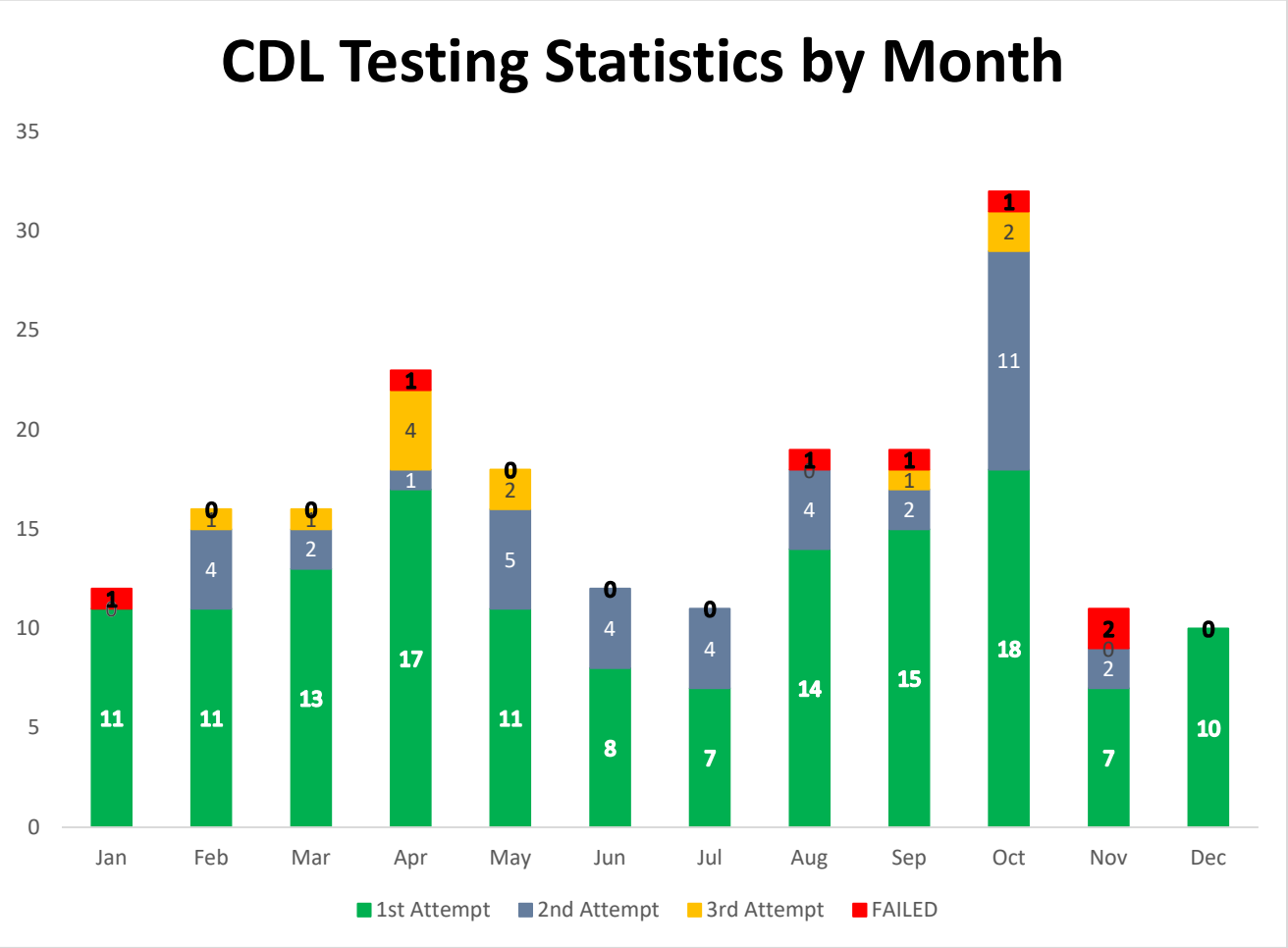
Ride Checks & Arrests





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.



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.

Invalid Concern - A concern that, after investigation, is found to be untrue or lacking sufficient basis.

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

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.

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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 in the other direction and ride it to another stop.

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)

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

Total Comments - Valid Comments + Invalid Comments

Valid Concern - A concern that, after undergoing the investigation process, is determined to be true or reasonable.

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