



# Transit Operations Performance Report 2024



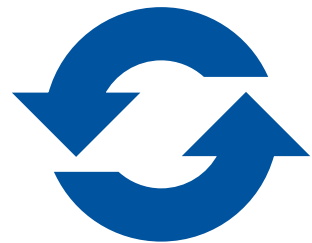


# *IndyGo*<sup>SM</sup>

## Executive Summary



# FY 2024 Summary



## **Route Changes**

- **Route 39 replaced by Purple Line in Bid 2410.**
- 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 18, 86 retired after Bid 2406.
- 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 Rapid) 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





# Key Performance Indicators



# Fixed Route *(including BRT)*

## Summary

### Total Boardings

with *Avg Weekday Boardings*

2022: 5,602,159 *(Approx 18,043)*

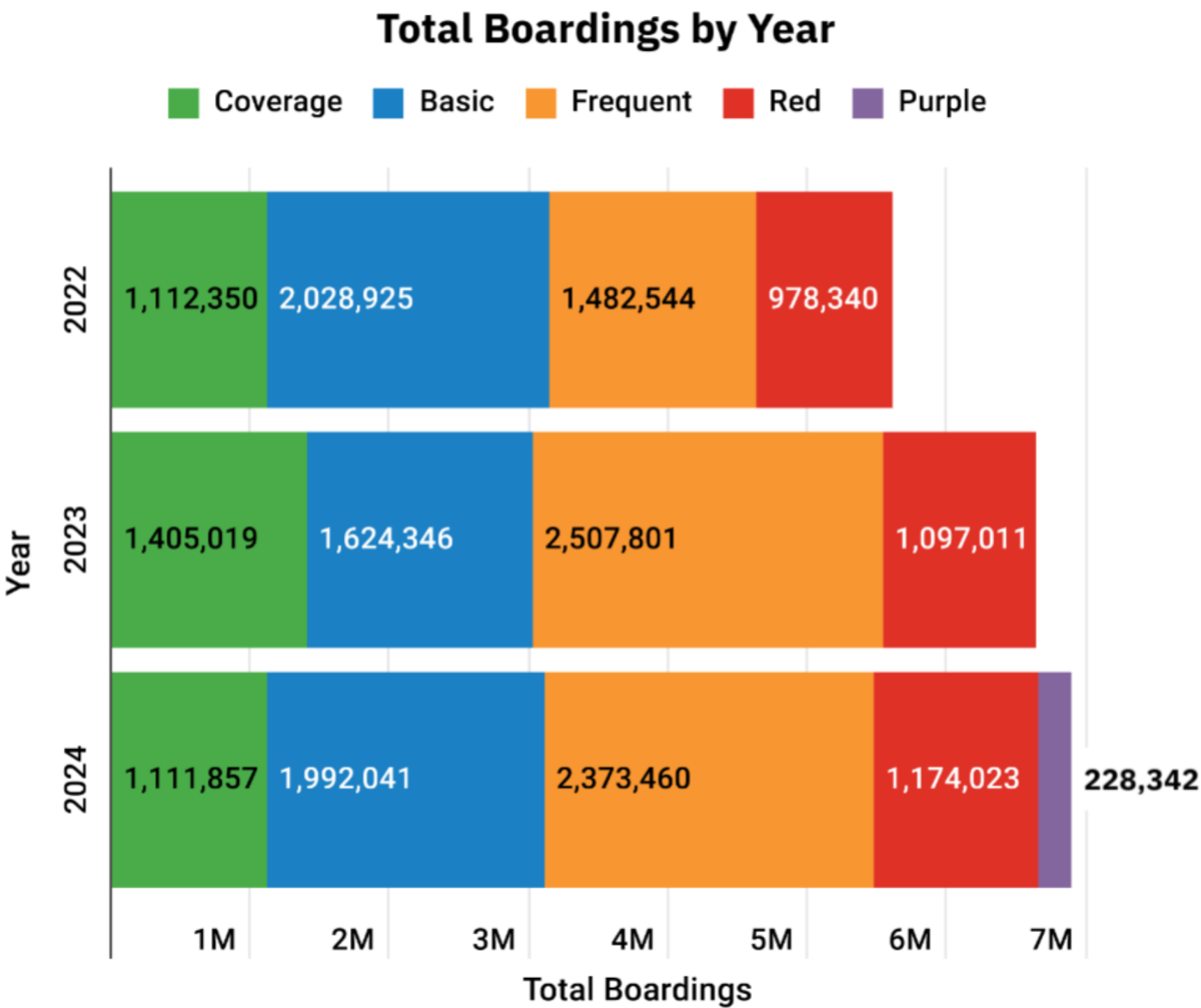
2023: 6,730,357 *(21,852)*

2024: 6,964,264 *(22,336)*

### On Time Performance at

**80%** *(for all 3 years - 2022, 2023,2024)*

% of Scheduled Service Operated		
2022	2023	2024
99.51%	97.69%	99.65%

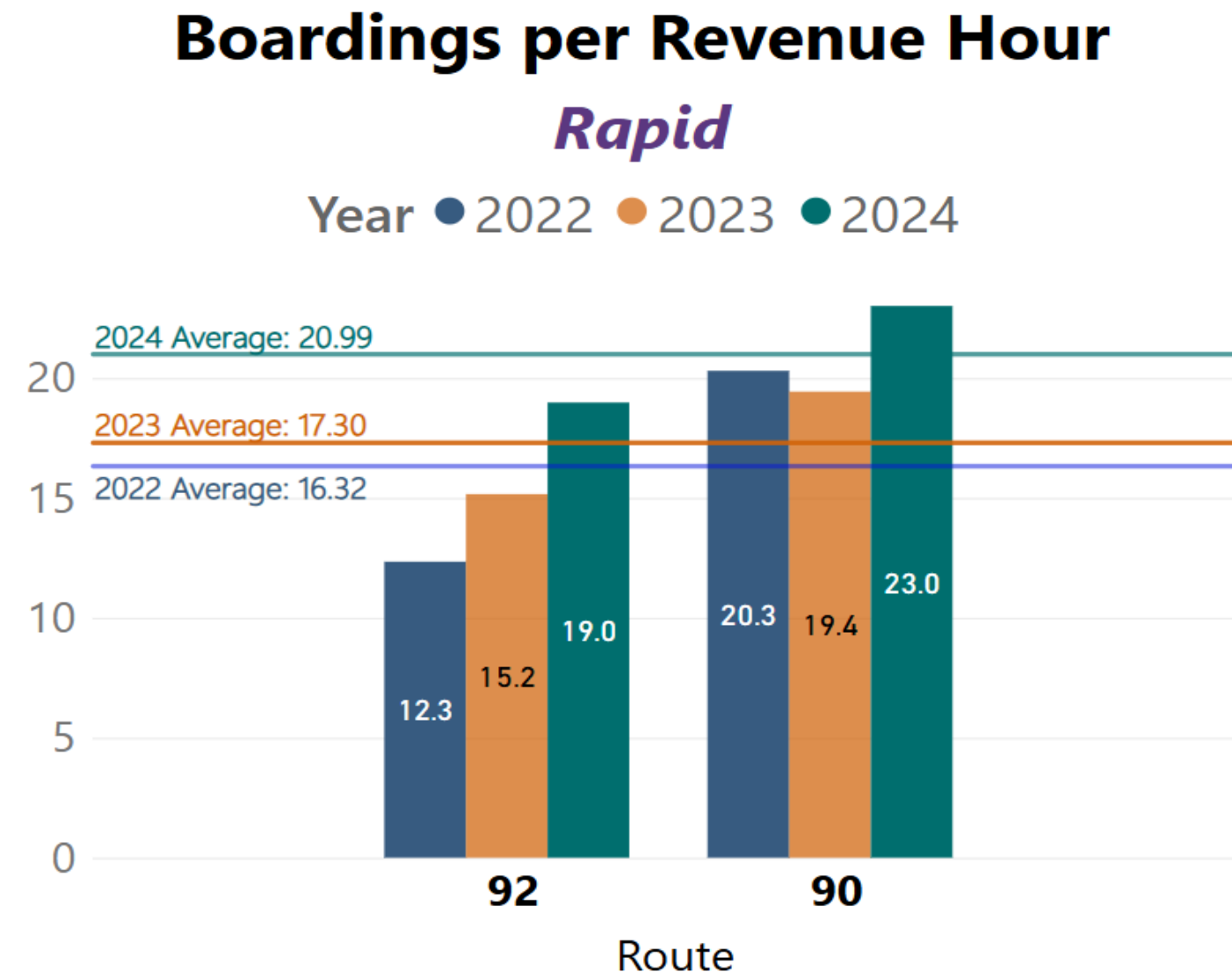




# Weekday Boardings per Revenue Hour

## Rapid

- **Rapid** – BRT Routes
- Average boardings per revenue hour increased by **21.3% ↑** in 2024 vs 2023 and has shown **continuous improvement** since 2022.
- **Route 90** showed a significant increase in 2024.

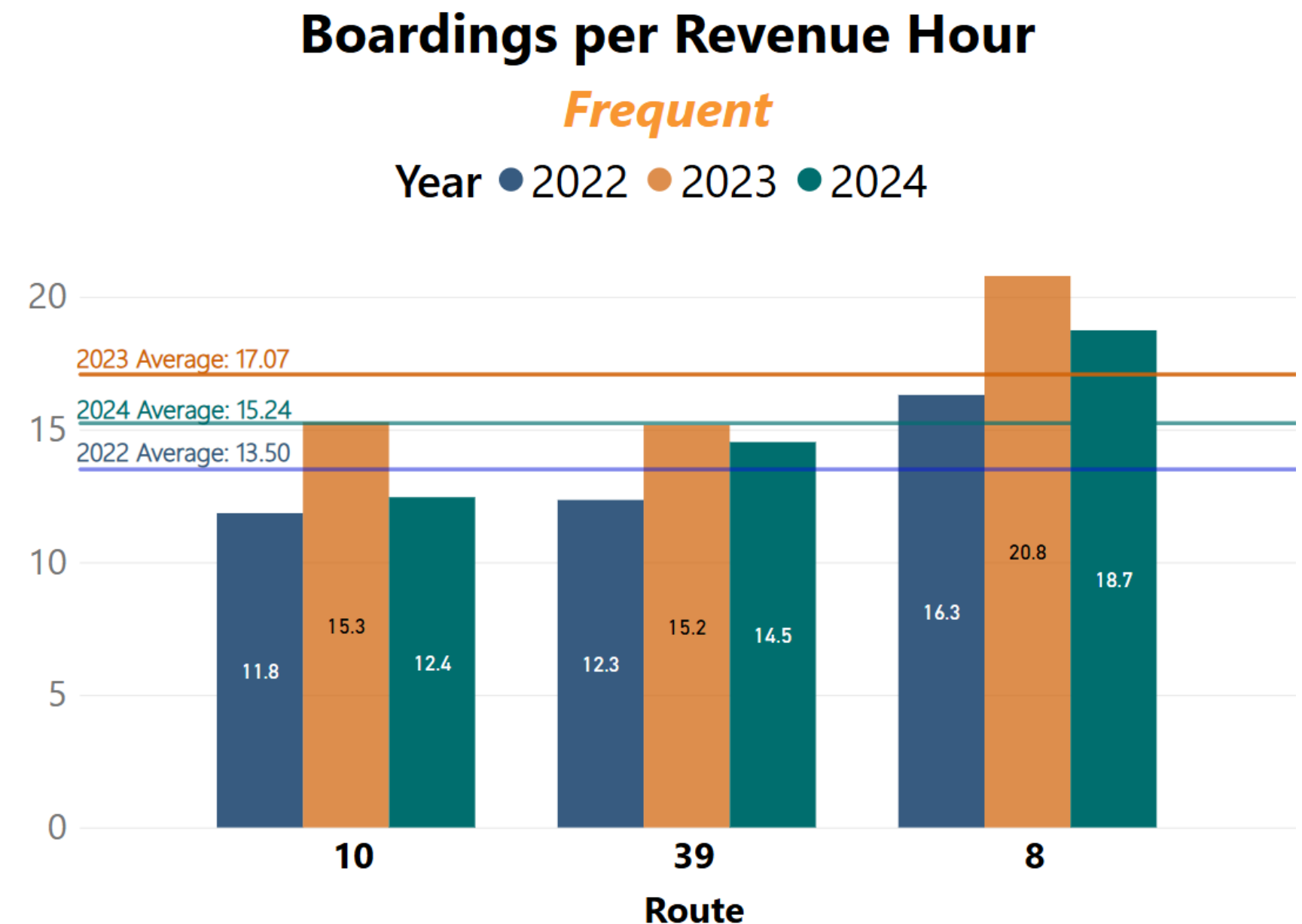


*Route 92 was introduced in 2024 and largely replaced Route 39. In the graph above, 2022 and 2023 data for Route 39 is therefore provided as the comparison to Route 92's 2024 data. It is important to note however that this is not a 1:1 comparison. While the Purple Line is comprised primarily of Route 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.*

# Weekday Boardings per Revenue Hour

## Frequent

- **Frequent** – Routes with 15-20 mins frequency
- Average boardings per revenue hour decreased by **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.

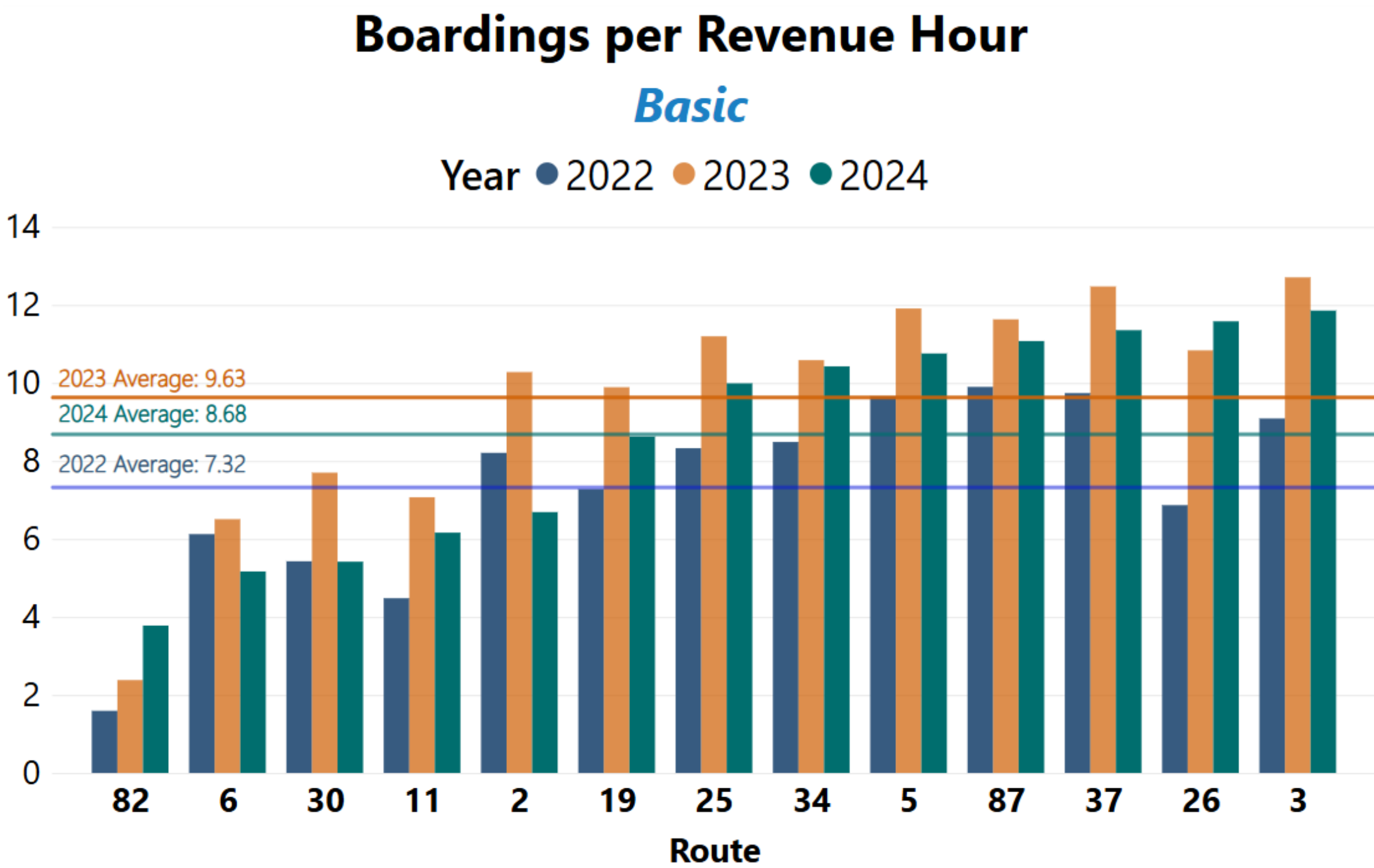


*Frequency of Route 10 has changed from 20 mins to 15mins starting June 2024*

# Weekday Boardings per Revenue Hour

## Basic

- **Basic** – Routes with 30 mins frequency
- 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.



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

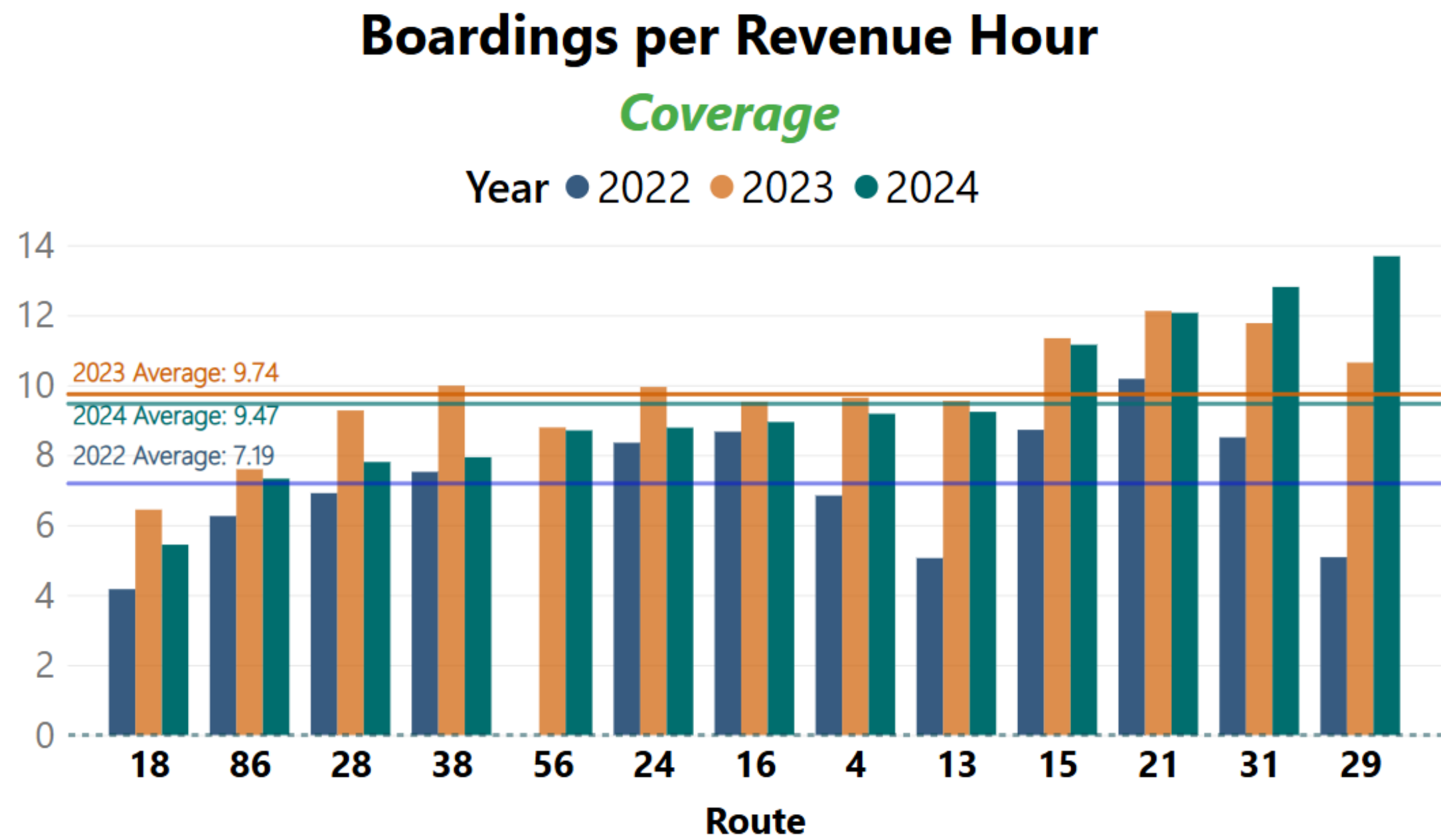




# Weekday Boardings per Revenue Hour

## Coverage

- **Coverage** – Routes with 60 mins frequency
- Average boardings per revenue hour decreased by **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.



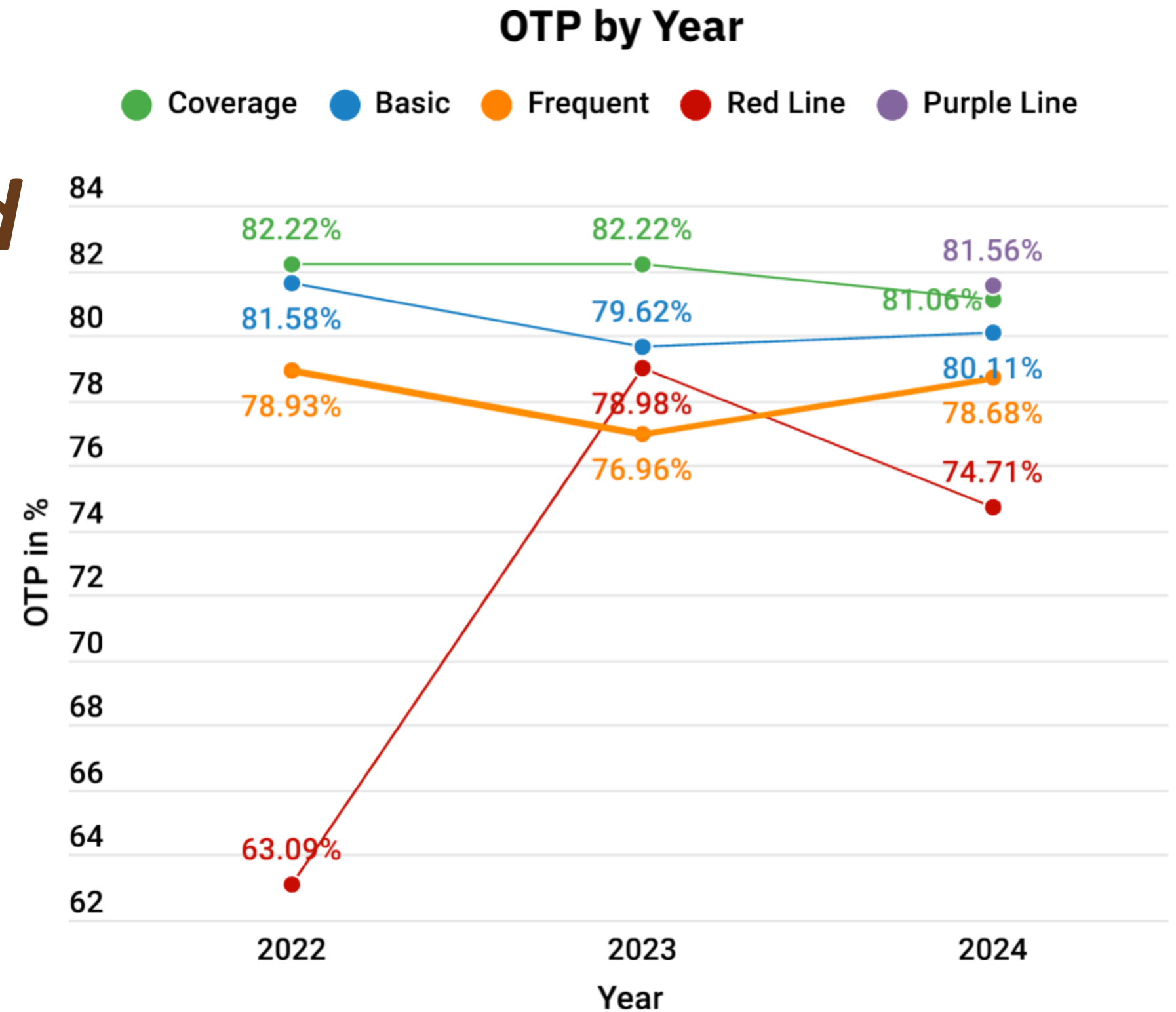
Route 902 has been renamed as route 29 starting October 2024.  
Routes 18 and 29 retired from October 2024.



# Fixed Route *(including BRT)*

## On Time Performance vs Scheduled Service Provided

% of Scheduled Service Operated			
Mode\Year	2022	2023	2024
Coverage	99.26%	98.07%	99.79%
Basic	100.51%	98.27%	99.76%
Frequent	99.07%	97.26%	99.67%
Red Line	96.73%	95.10%	98.93%
Purple Line	-	-	98.87%



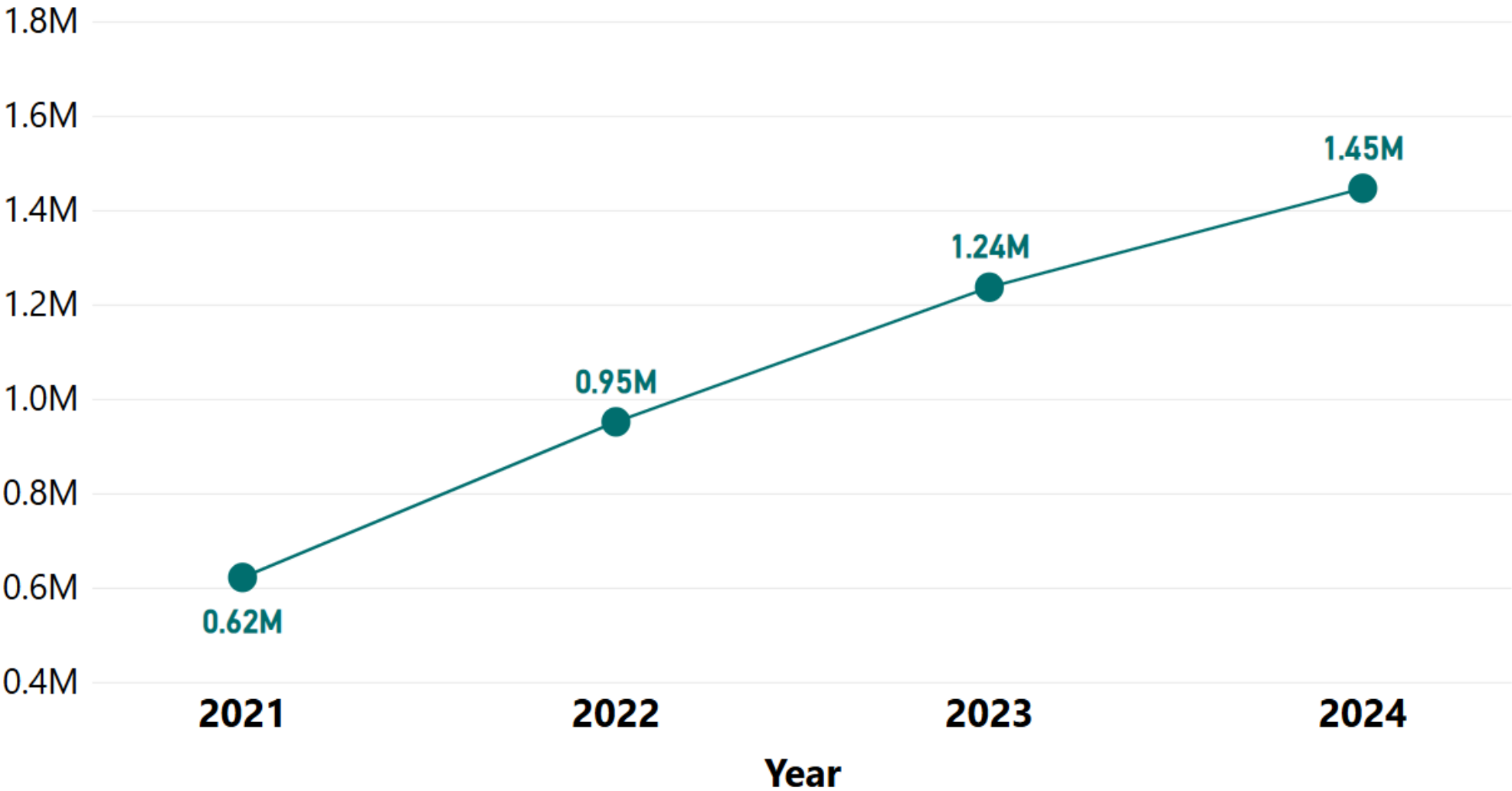


# Mykey Validations

- MyKey Validations increased over the years with **16.94% ↑** in 2024 vs 2023
- MyKey Validations in 2024: **1,446,184**

	2021	2022	2023	2024
Validations	621,536	951,284	1,236,625	1,446,184

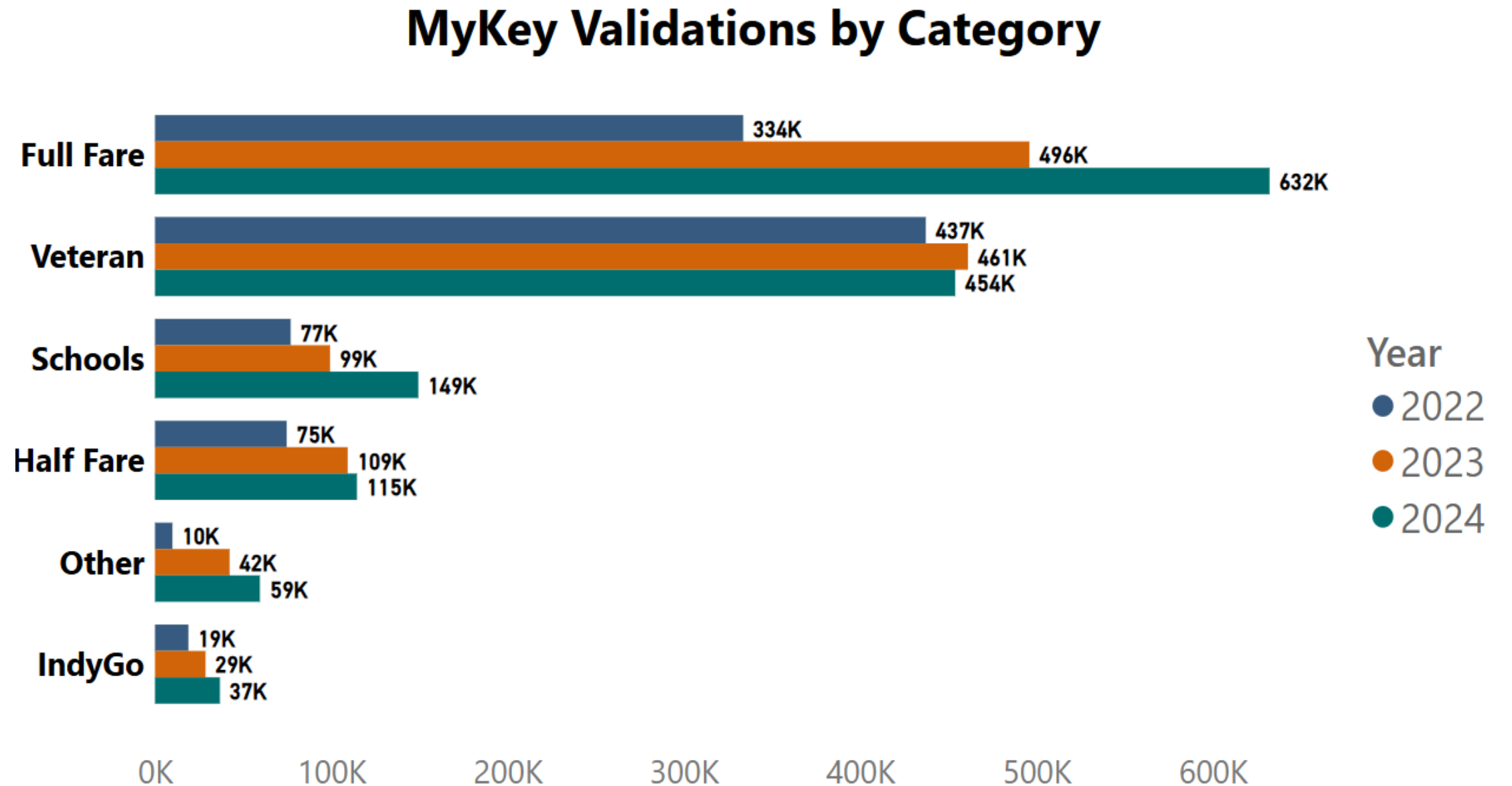
MyKey Validations over Years



A MyKey Validation refers to a transaction by the rider using MyKey. These validations include transactions on both BRT platforms and buses.

# Mykey Validations

- **Full Fare** – Largest absolute increase in validation with **136K ↑** in 2024 vs 2023
- **Veteran** – Relatively stable with a slight dip in 2024 with **1.5% ↓** in 2024 vs 2023
- **Schools** – Strong growth trend with almost double the validations from 2022 to 2024. An increase of **50.5% ↑** in 2024 vs 2023
- This data included transactions on both BRT platforms and buses.



*Data was updated, causing differences between previously reported 2023 figures and current data.*

*A MyKey Validation refers to a transaction by the rider using MyKey. These validations include transactions on both BRT platforms and buses.*



# Paratransit KPI

	FY2021	FY2022	FY2023	FY2024	Goal Met?	2024 Goals
Passenger per Revenue Hour	1.79	1.7	1.62	1.47	No	1.7
Cost per Revenue Trip*	\$42.59	\$41.70	\$45.21	\$51.26	N/A	N/A
Ontime Performance	67%	59%	67%	78%	No	94%
OTP Be There By Time	62%	46%	51%	80%	No	96%
Excessively Late Trips	2,904	11,159	9,710 (6%)	9,589 (3.9%)	No	<0.1%
Missed Trips	7,279	3,146	3,075 (1.9%)	2,795 (1.1%)	No	≥0.05% < 0.099%
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%	No	100%
Preventable Accidents (per 100,000 Revenue Miles)	1.4	6.5	1.5	1.74	No	≤0.75
Number of Preventable Accidents	20	86	52	27	N/A	N/A

*Data needs to be validated/updated*

# Paratransit Expenditures

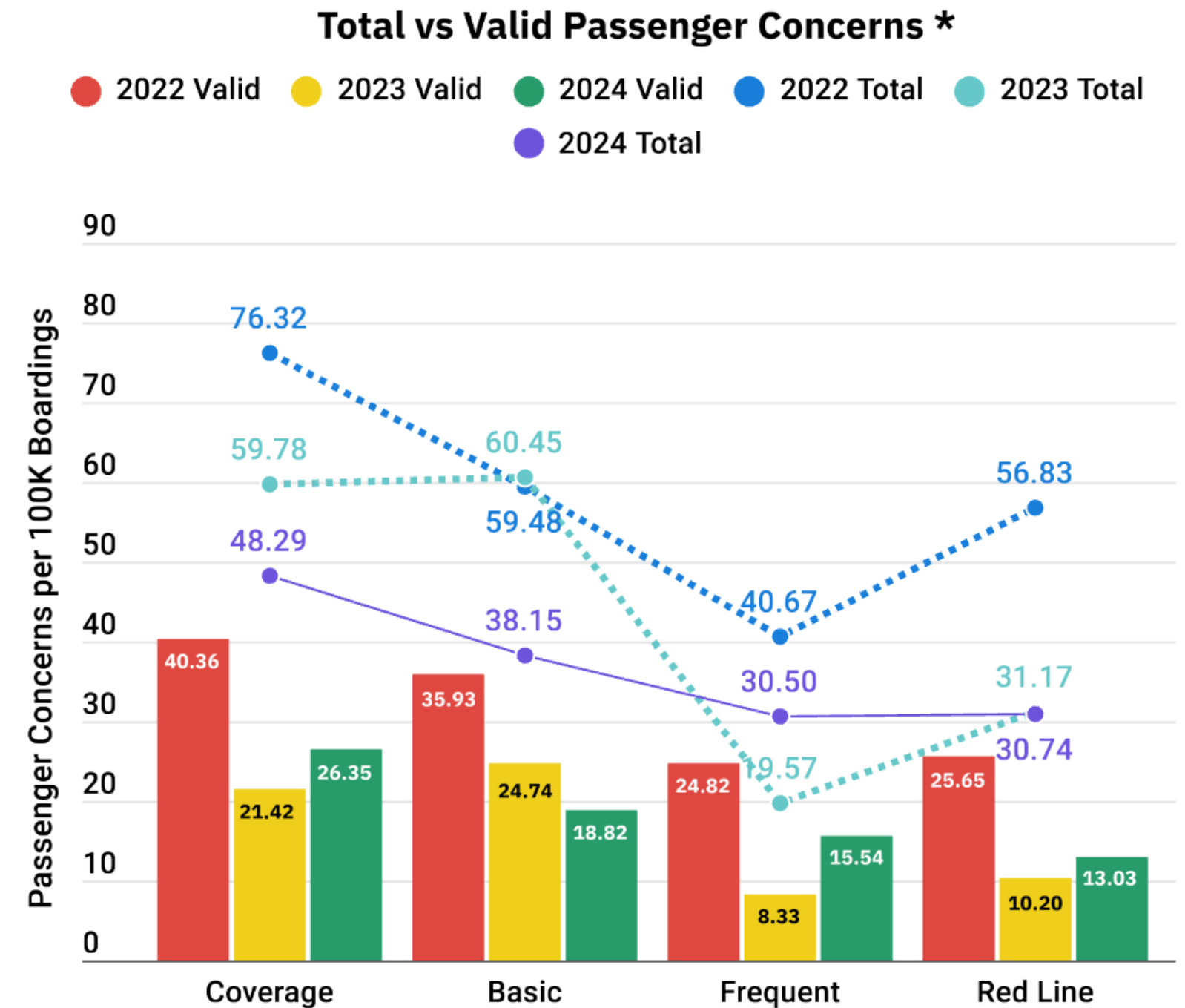
	FY2021	FY2022	FY2023	FY2024	% Change YoY
IPTC Administration & Oversight – Personnel Services	\$782,700	\$721,387	\$568,443	\$390,832	-31.25%
RATP Dev - Purchased Transportation	\$3,460,340	\$3,869,189	\$5,918,432	\$5,632,436	-4.83%
RATP Dev - Purchased Transportation Administration	\$3,501,584	\$5,021,078	\$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 %



# Fixed Route *(including BRT)*

## Customer Concerns

- **Basic Service** improved significantly, reducing concerns across the board, with valid concerns down by **↓ 23.91%** in 2024 vs. 2023
- **Frequent Service** had the most concerning trend, with a major increase in valid concerns going up by **↑ 23.04%** in 2024 vs. 2023.
- **FY2024** saw an **overall increase** in the valid concerns recieved across all services



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

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

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

**Total Comments:** Valid Comments + Invalid Comments

# Risk And Safety

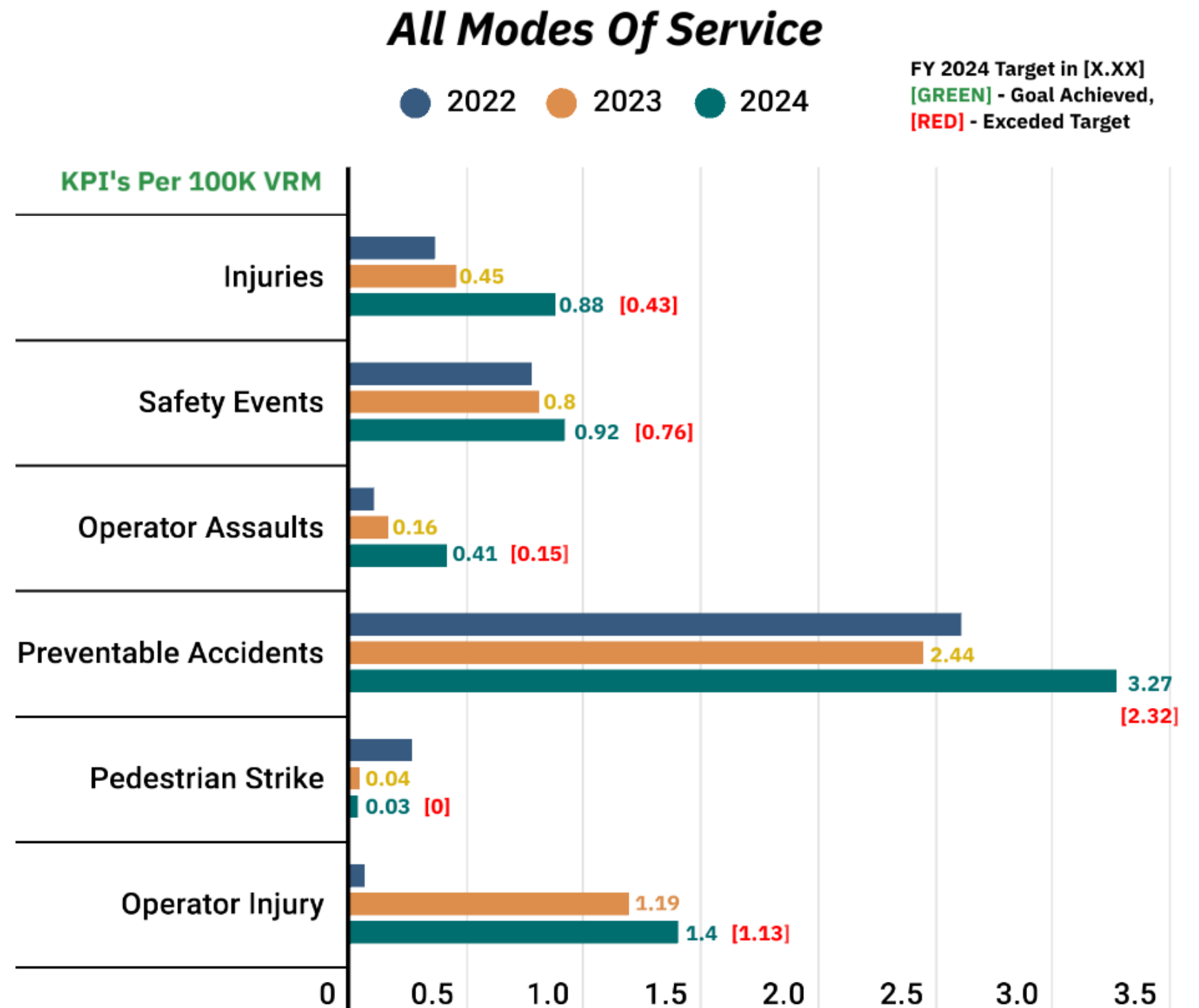
## Fixed, BRT and Paratransit

**0** Fatalities for past 4 years

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

**17% ↓** in meeting overall **FY2024 Safety Goal target** compared to 2023.

**33% in 2024** vs **50% met in 2023**





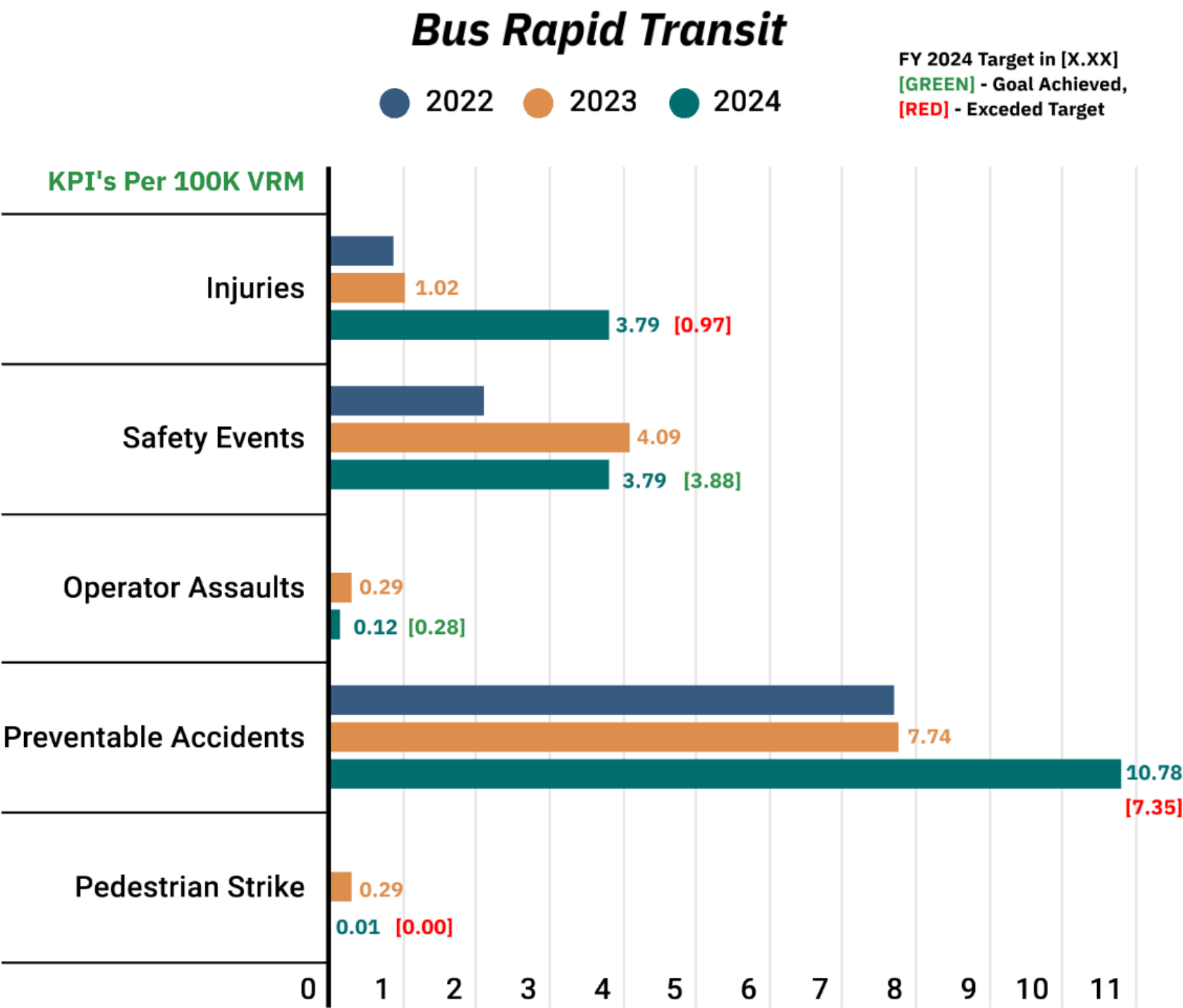
# Risk And Safety

## Bus Rapid Transit

**0** Fatalities for past 4 years

**33.33%↑** in meeting **BRT FY2024**  
**Safety Goal target** compared to 2023.

**50% met in 2024** vs **17% in 2023**



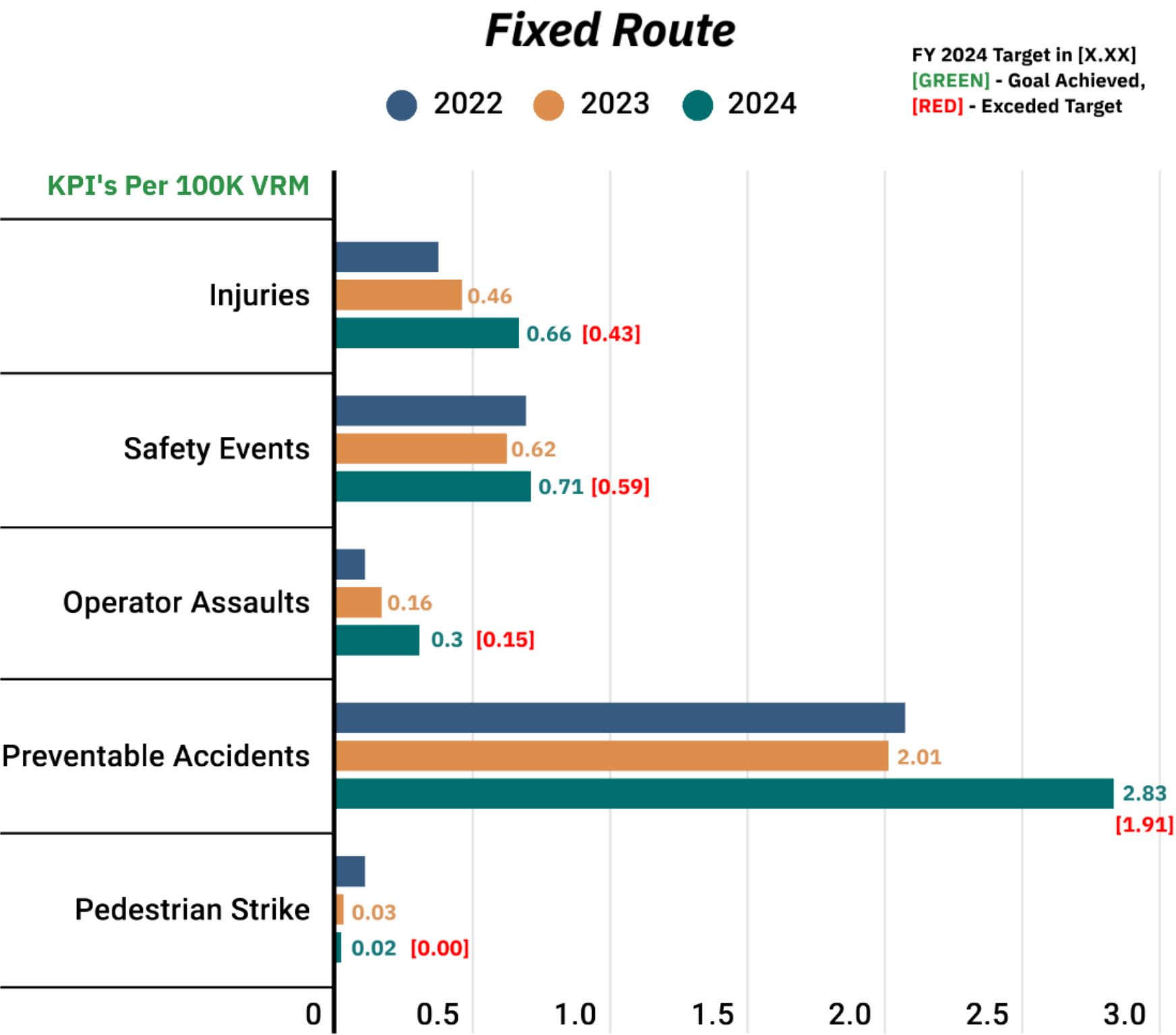
# Risk And Safety

## Fixed Route

**0** Fatalities for past 4 years

**50%↓** in meeting **Fixed Route FY2024**  
**Safety Goal target** compared to 2023.

**17% in 2024** vs **67% met in 2023**



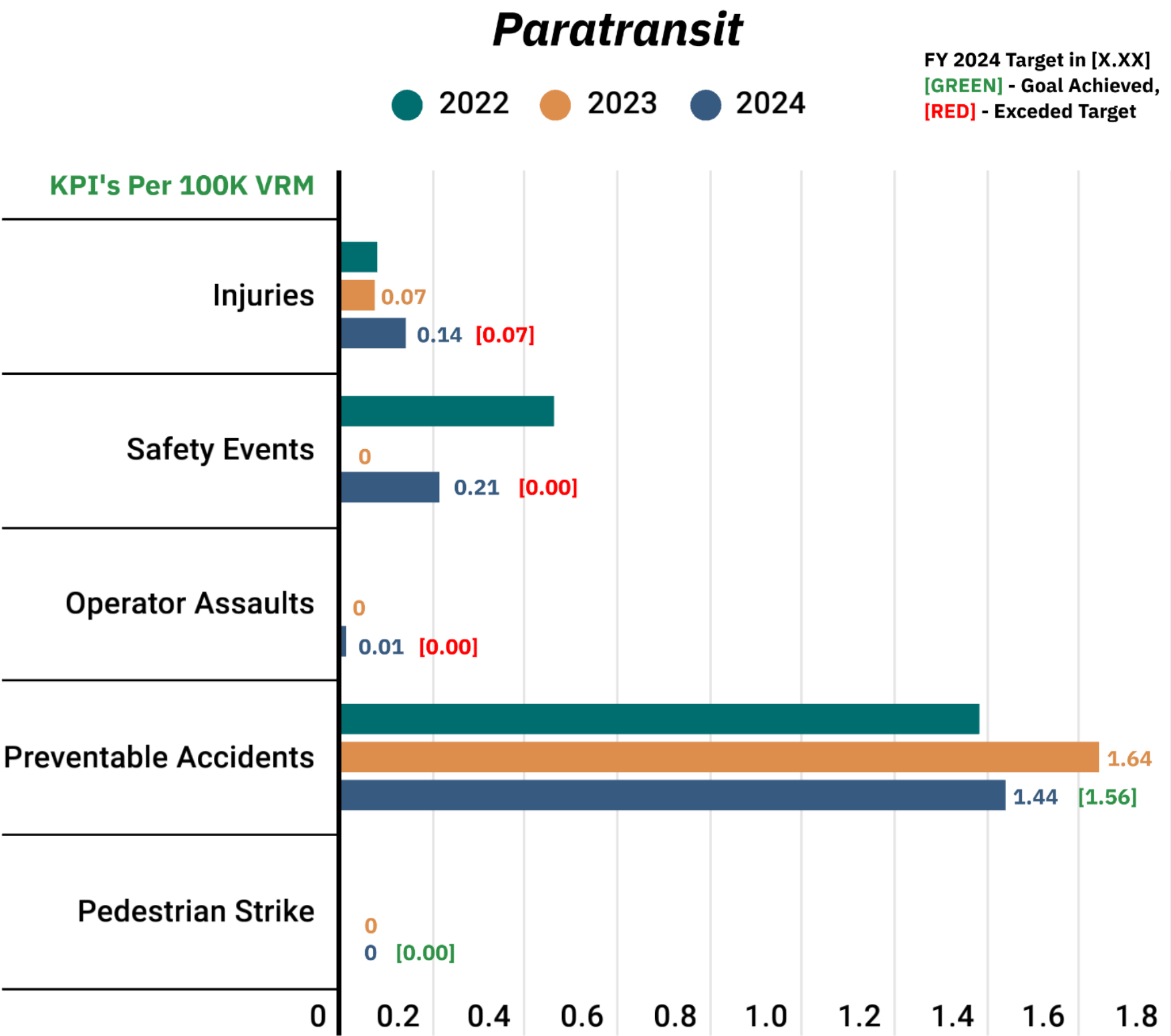
# Risk And Safety

## Paratransit

0 Fatalities for past 4 years

50% ↓ in meeting Paratransit FY2024 Safety Goal target compared to 2023.

50% in 2024 vs 100% met in 2023





*IndyGo*<sup>SM</sup>

THANK  
YOU  
QUESTIONS?

