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Transit
Operations
Performance
Report 2023



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Route Performance



Route Performance

Significant changes to route frequency and composition

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

Ridership (page 21 of the report)

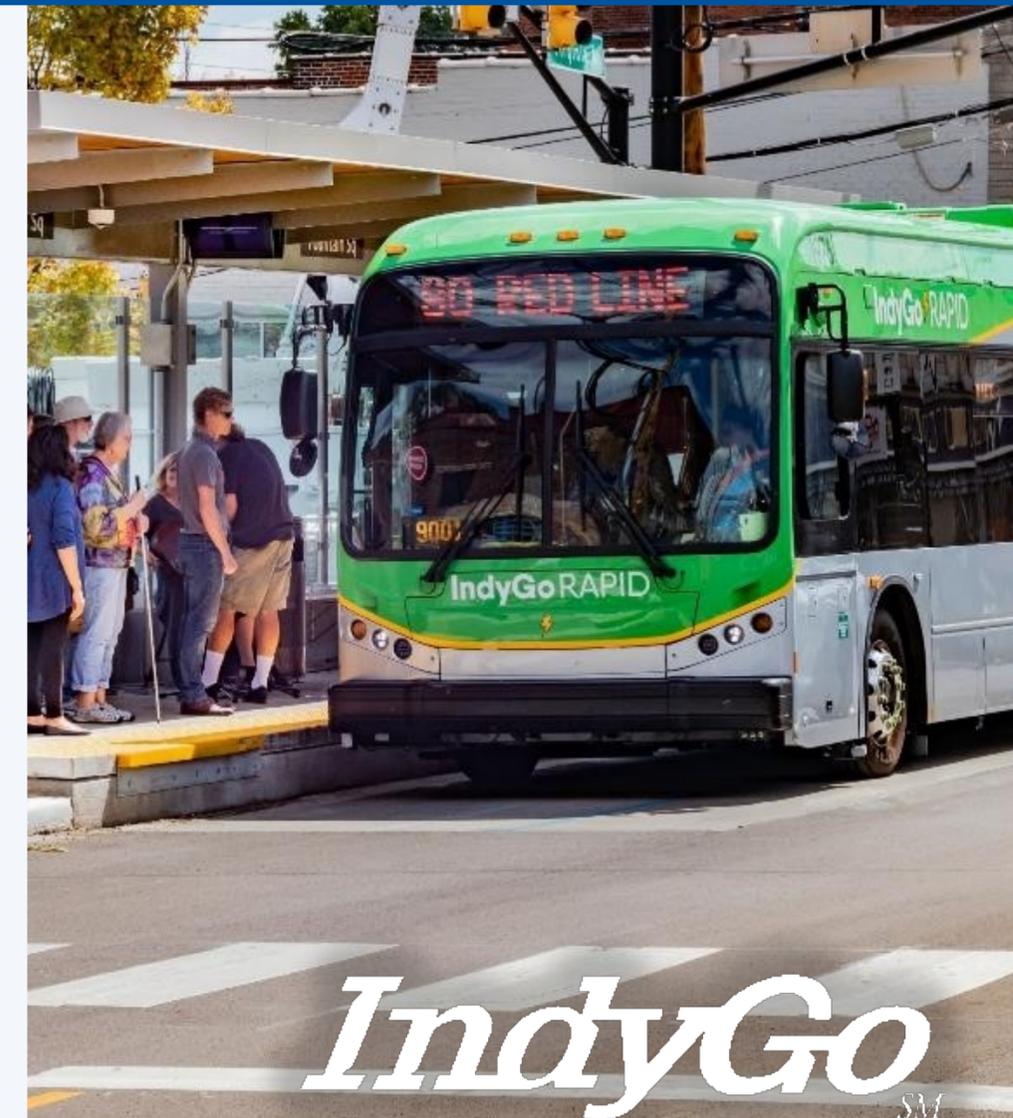
Ridership reporting has been modified to include MyKey ridership figures (digital payments). Direct comparisons between FY2022 and FY2023 are not representative of increases.

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)

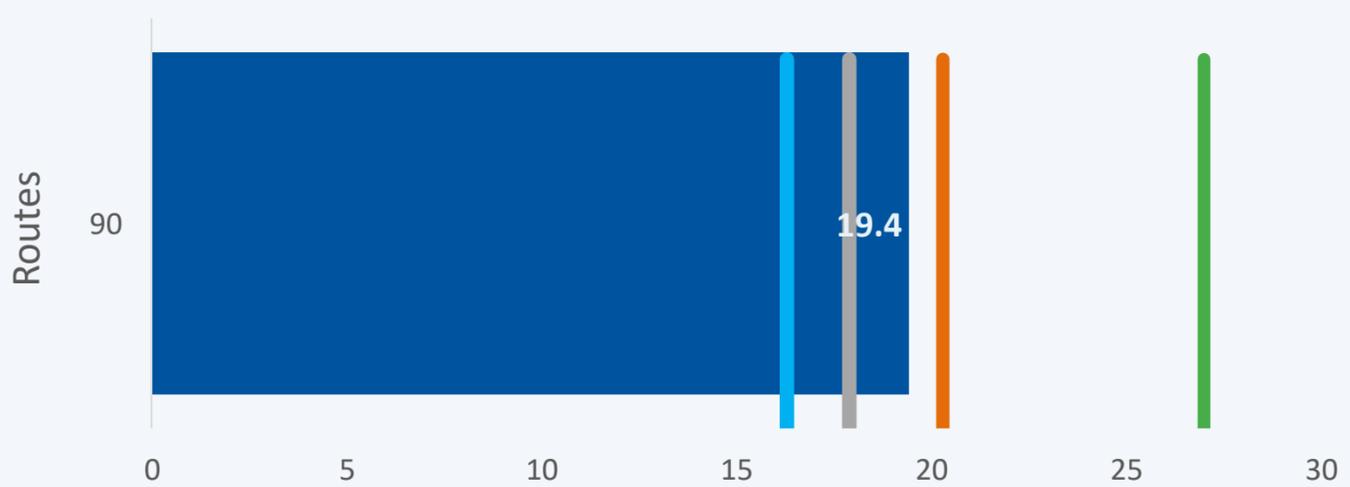
In FY2023, the total Paratransit ridership was 161,844, up 7.5% compared to FY2022. The net operating costs for ADA paratransit services increased for FY2023 by 12%.



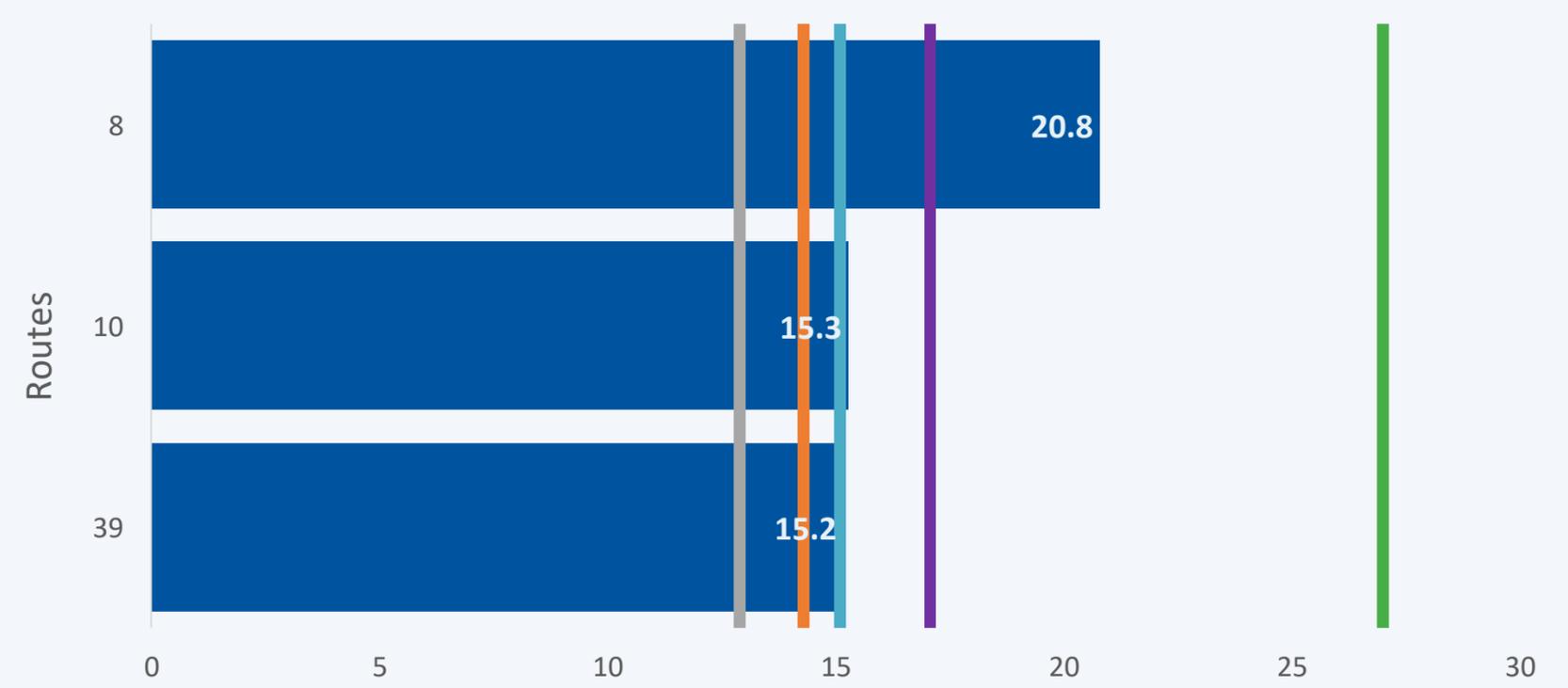
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Weekday Boardings - Fixed & BRT

Rapid Transit



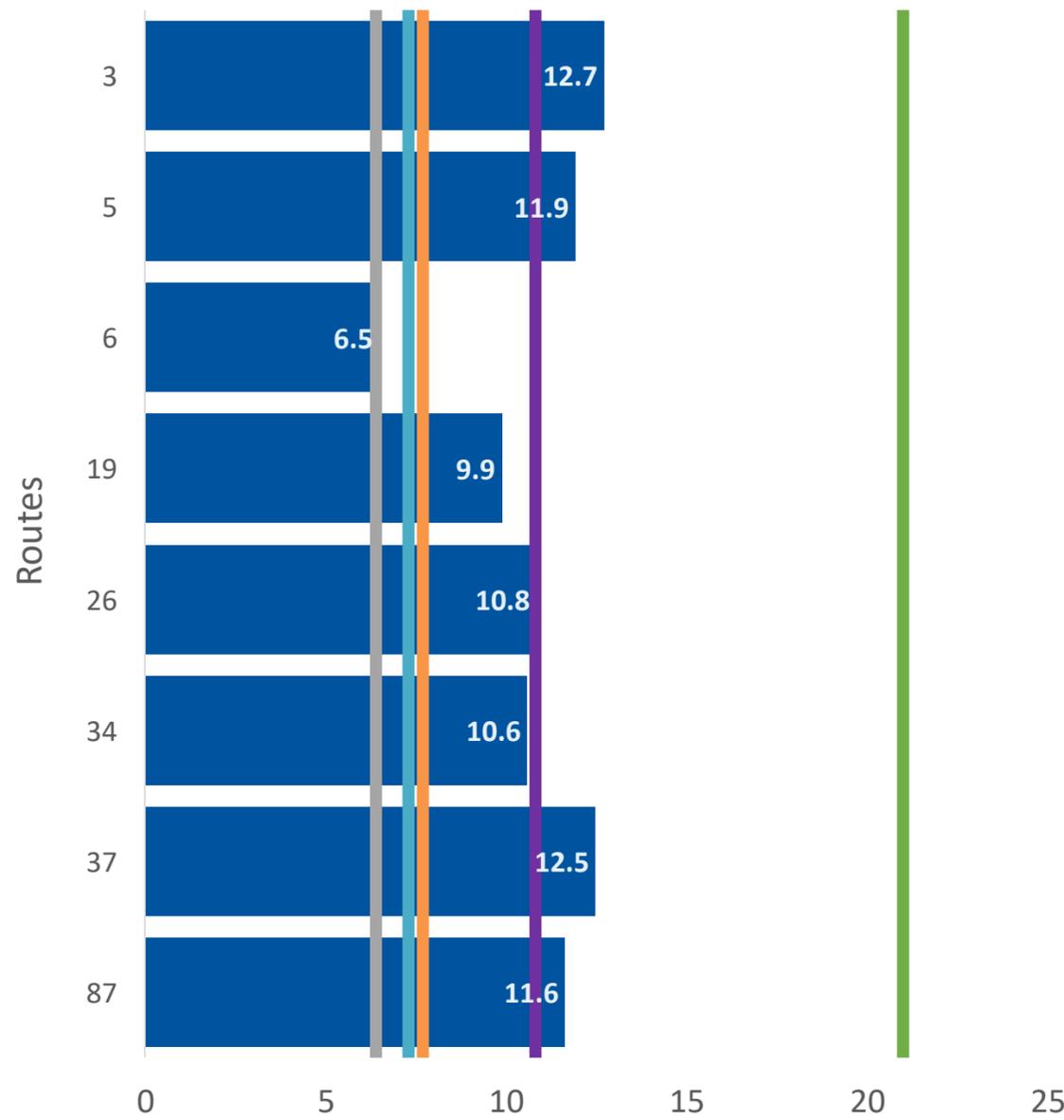
15-Minute Frequency



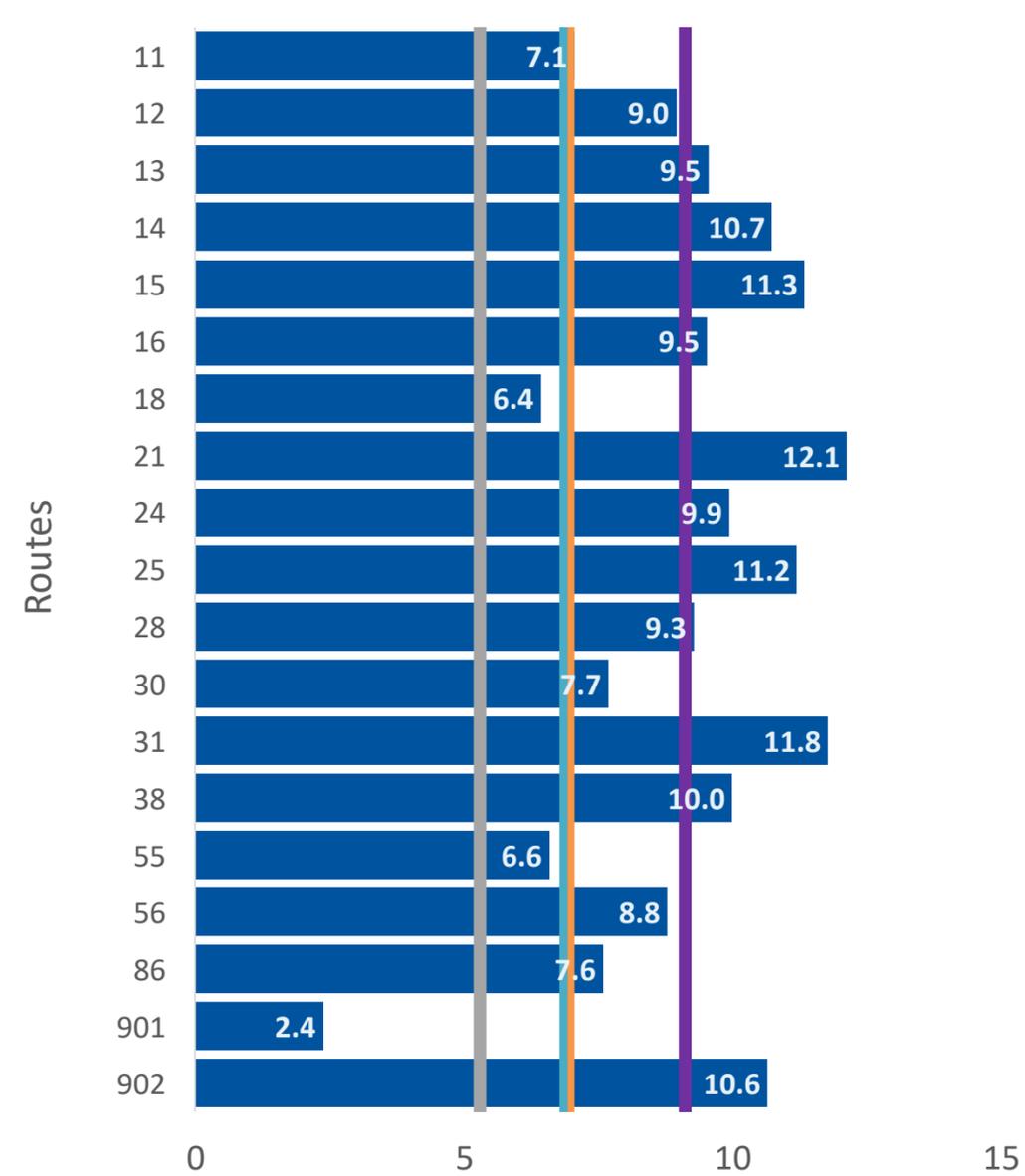
■ Boardings/Revenue Hour
 ■ Service Level
 ■ 2020 Avg
 ■ 2021 Avg
 ■ 2022 Avg
 ■ 2023 Avg

Weekday Boardings - Fixed & BRT

30-Minute Frequency



60-Minute Frequency



Boardings/Revenue Hour Service Level 2020 Avg 2021 Avg 2022 Avg 2023 Avg

Summary

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

*Excludes MyKey ridership



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Key Performance

Indicators

KPI's



Fixed and BRT KPI's

	FY 2021	FY 2022	FY 2023	Met Goal	FY 2023 Goals
All System (Excluding Paratransit)					
Total Boarding	5,034,531	5,602,159	6,730,357	No	9,200,000
Average Weekday Boarding	16,194	18,043	22,416	No	35,000
Boardings per Revenue Hour	8.0	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%

Fixed and BRT KPI's

	FY 2021	FY 2022	FY 2023	Met Goal	FY 2023 Goals
Rapid (10-Minute Frequency)					
Total Boarding	866,400 (17%)	978,340 (18%)	1,097,011 (16%)		N/A
Average Weekday Boarding	2,649	3,037	3,165		N/A
Boardings per Revenue Hour	20.80	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

Paratransit KPI's

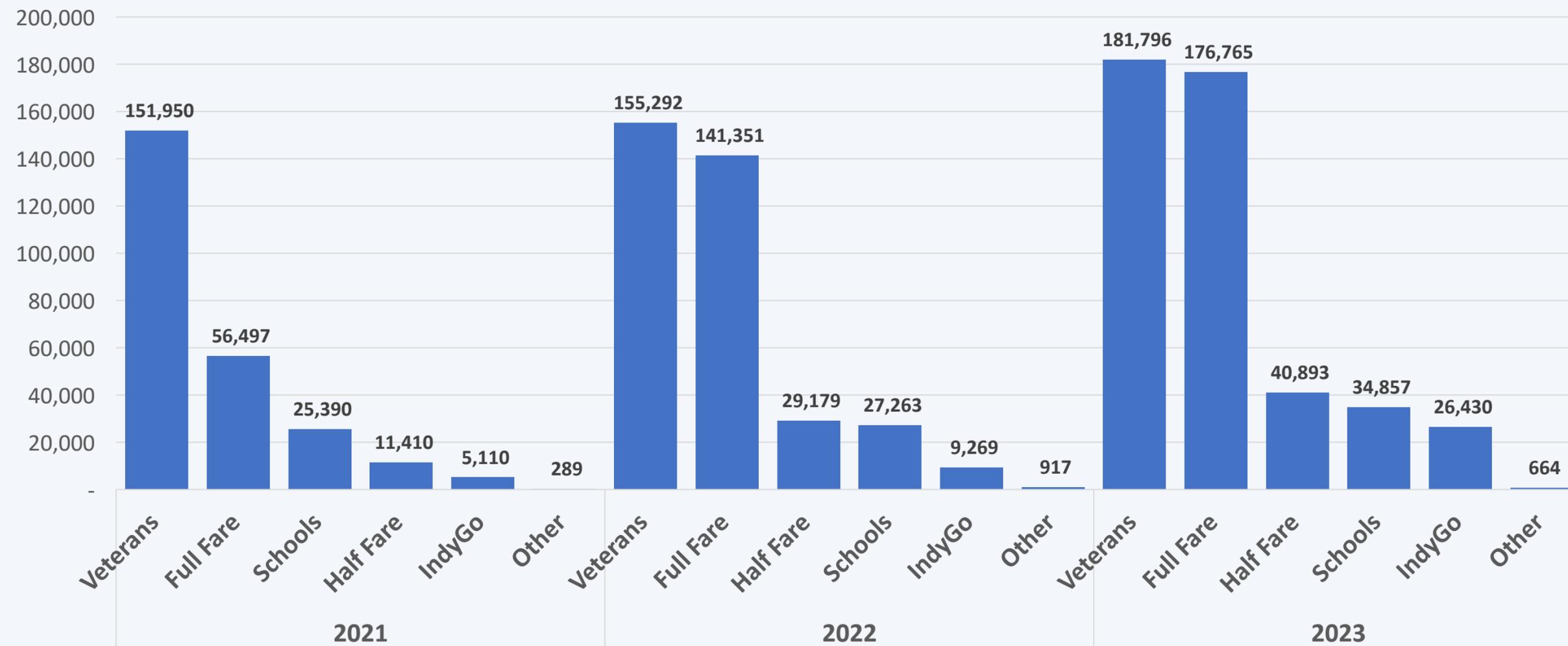
	FY2021	FY2022	FY2023	Met Goal	2023 Goals
Passenger per Revenue Hour	1.79	1.7	1.62	No	1.7
Net Cost per Passenger	\$42.59	\$41.70	\$45.21	N/A	N/A
Ontime Performance	67%	59%	67%	No	94%
OTP Be There By Time	62%	46%	51%	No	N/A
Excessively Late Trips	2,904	11,159	9,710 (6%)	No	0.1%
Missed Trips	7,279	3,146	3,075 (1.9%)	No	≥0.05% < 0.099%
ADA Eligibility Certification Past 21 Days	0	0	0	-	N/A
Preventative Maintenance Inspections On time	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

Risk and Safety KPI's

	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)	0.65	0.69	0.62	No	< 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)	0.09	0.10	0.03	No	< 0.10
Bus Rapid Transit					
Fatalities (per 100k VRM)	0	0	0	Yes	0
Injuries (per 100k VRM)	0.21	0.84	0.07	Yes	< 0.34
Safety Events (per 100k VRM)	0.07	2.10	4.09	Yes	< 0.73
Operator Assaults (per 100k VRM)	0	0.01	0.29	Yes	< 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

MyKey Validations

MyKey Electronic Validations by Category



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THANK
YOU

QUESTIONS?

