

 Wear a mask onboard and at the Carson Transit Center. Beginning July 9, masks are required in public spaces by City Ordinance. Learn more [here](#).

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IndyGo Implements Rear Boarding and Reduces Scheduled Service as a Direct Response to COVID-19

March 26, 2020

INDIANAPOLIS — IndyGo is implementing new safety measures and changing its service schedules to prevent the spread of novel Coronavirus (COVID-19). These measures are intended to increase the safety of transit riders

and employees by lessening the need for non-essential interactions and reducing service frequency to reflect declining ridership.

Effective Sunday, March 29, the following adjustments will be implemented until further notice:

- IndyGo riders will be required to board through the vehicle's rear entrance. Accommodations for riders in need of the wheelchair-accessible ramp will continue to be made at the front door.
- All transit fares will be suspended, eliminating the need for interaction at the farebox.
- The Retail Desk at the Carson Transit Center will be closed while fare collection is suspended.
- IndyGo will operate on a Saturday schedule six days of the week (Monday – Saturday).
- Sunday service will remain as scheduled.
- Open Door will limit capacity to one rider per row of the vehicle.

IndyGo provides an essential service for many who need access to food, jobs, and health care. In keeping with the recent Executive Order from Gov. Eric Holcomb, IndyGo urges the community to use public transit for essential trips only. Riders that have essential travel needs and are not experiencing symptoms can use the MyStop app and [online schedules](#) to plan their trip and should practice social distancing by maintaining as much space between themselves and other riders as possible.

IndyGo is monitoring the situation closely and may implement additional adjustments as deemed necessary. IndyGo will continue to follow the latest guidance from the Centers for Disease Control and Prevention (CDC), the Indiana State Department of Health (ISDH), and Marion County Health Department to ensure the actions being taken are comprehensive and appropriate. IndyGo's objective is to safely provide transit services to those who need it most.

To learn more about the steps IndyGo is taking to keep the fleet and facilities clean, as well as ways riders can protect themselves while traveling on essential trips, visit indygo.net/health

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About IndyGo

IndyGo, the Indianapolis Public Transportation Corporation, is committed to connecting the community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences. The IndyGo Red Line is the nation's first fully-battery electric bus rapid transit line, besides California, and provides 10-15 minute service to an average of 7,000 trips per day through the heart of Indianapolis. To learn more, visit our website, follow us on Twitter [@IndyGoBus](#), or call 317.635.3344.

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