

 Your stop may be changing as we balance bus stops! Use the new [map tool](#) to see if your stop is impacted. Learn more [here](#).



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IndyGo Resumes Fare Collection Following Installation of Plexiglass Shields

April 30, 2020

INDIANAPOLIS — IndyGo today announced that fare collection will resume on Monday, May 4. IndyGo has installed plexiglass shields for safer interaction between employees and customers and to maintain social distancing. Shields have been installed on the entire fleet of fixed route buses and at the Carson Transit Center customer service desk.

Back door boarding and waived fare collection were implemented to follow social distancing guidance. The new plexiglass barriers allow IndyGo to resume regular front door boarding and fare collection, as well as reopen the front half of the bus for passenger seating. Open Door will also begin collecting fares and maintaining social distancing.

IndyGo routes will continue to operate on Saturday schedules through the week, with Sunday service continuing as usual. IndyGo is currently evaluating the timeline for returning to regular weekday schedules.

With fare collection resuming, the Customer Service retail desk will reopen with modified hours, but the number of people permitted inside the Carson Transit Center at one time will be limited to promote social distancing.

Modified Customer Service retail desk hours:

Friday, May 1: 9 a.m. to 3 p.m.

Saturday, May 2: 9 a.m. to 3 p.m.

Sunday, May 3: 9 a.m. to 3 p.m.

Regular Customer Service desk hours will resume Monday, May 4. Capacity restrictions will remain in place, and restrooms will remain closed.

IndyGo will honor any remaining balance on fare cards that were activated before fare collection was waived on March 29.

Riders should now board through the front doors of the vehicle. Riders are encouraged to wear a face covering while riding IndyGo.

Riders can view Saturday schedules at <https://www.indygo.net/routes/> or view buses in real-time on the MyStop mobile app. Learn more about IndyGo's response to COVID-19 at <https://www.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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