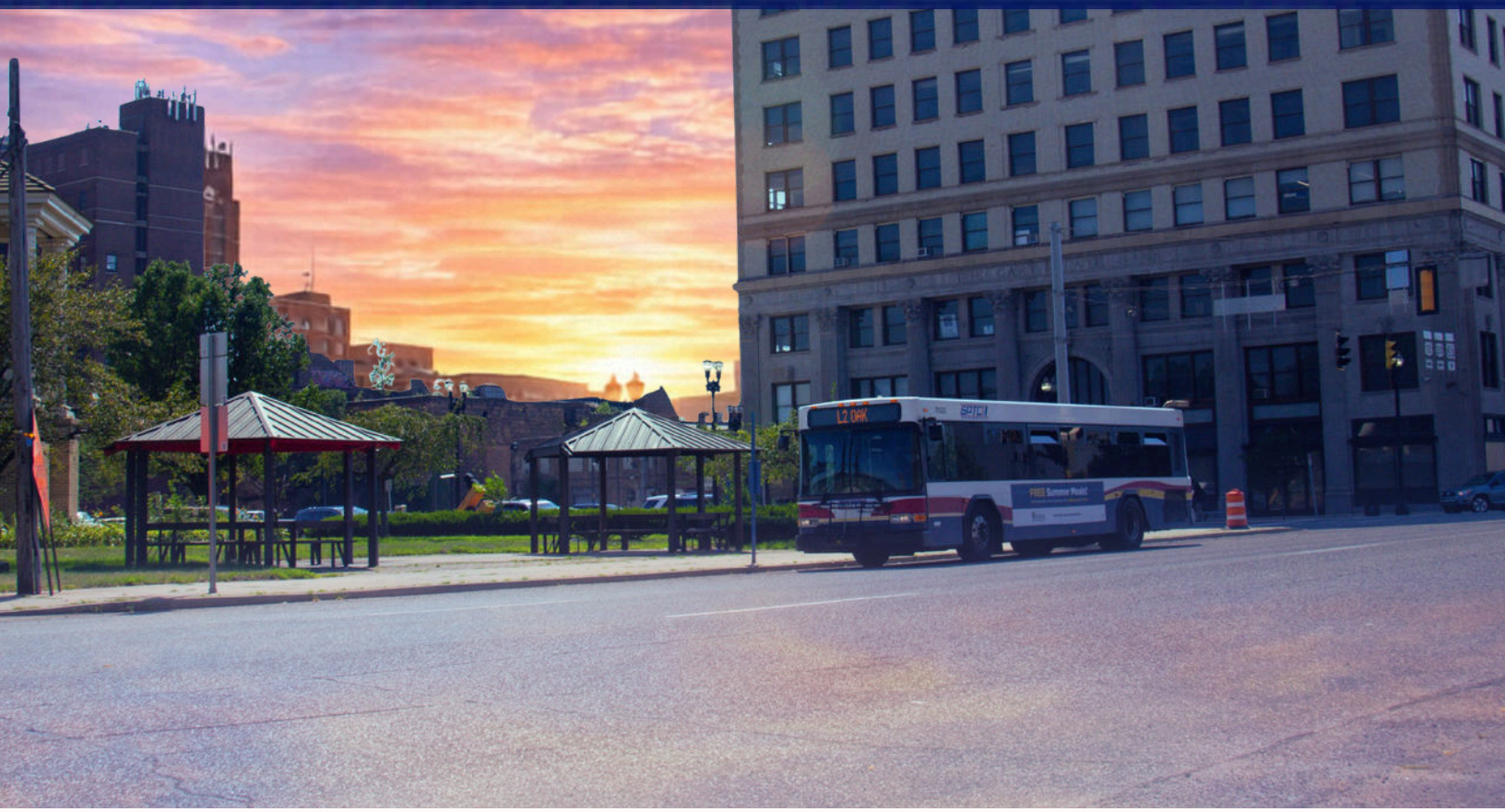
GPTC
GARY PUBLIC TRANSPORTATION CORP

ANNUAL IMPACT REPORT

2024 – 2025

In Motion

Momentum, Mobility & Presence



CYCLE219 | FIXED ROUTE | ACCESS219 | INTERCITY

476K	+2.31%	3	4	11	175mi^2
Annual Ridership	Year Over Year Growth	New Routes Launched	EV Buses	Communities Served	Serviced

MOVING NORTHWEST INDIANA FORWARD

WWW.GARYTRANSIT.COM

GPTC

GARY PUBLIC TRANSPORTATION CORP

We are the heartbeat of the city,
and the rhythm of the region.

Serving the region since 1974



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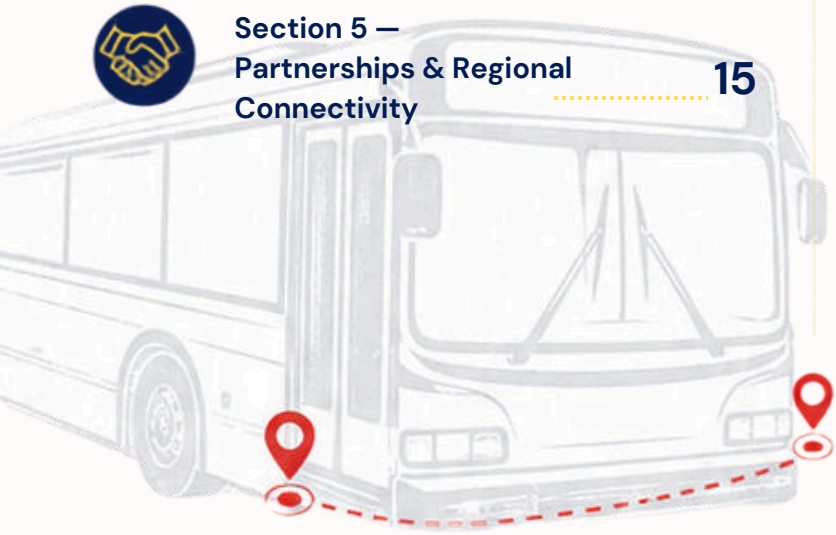
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WELCOME:

A Transit System in Motion

At GPTC, momentum is more than movement, it is a progress you can feel in every neighborhood we serve.

GPTC is growing. More people are riding. Our fleet is getting cleaner. And through strong partnerships, we reach across 11 communities in Northwest Indiana.

This report is about what public transit makes possible from getting to work, connecting to healthcare, reaching school, and creating opportunity.

Inside these pages, you'll find numbers that reflect our impact, stories that bring our community to life, and plans that guide us into the future.

Most of all, you will see what happens when riders, employees, and partners move forward together.



Every ride is a connection. GPTC riders logged 476,122 boardings in 2025.

YEAR AT A GLANCE

476,122
Annual Ridership

175MI²
Service Area Covered

+2.31%
Year Over Year Growth

4
30-vehicle fleet with 4 zero-emission buses

11
communities served

> *Transit is more than transportation.*
> *It's connection. It's access. It's opportunity.*

LETTERS FROM OUR LEADERSHIP

A Message from the Board of Directors

Dear Community Members, Partners, and Stakeholders,

It is with great pride and purpose that we present the Gary Public Transportation Corp. (GPTC) 2024–2025 Annual Impact Report.

This report reflects what we together with you, our community have made possible. Through trust, investment, and partnership, we are building a transit system that moves people forward and strengthens the fabric of Northwest Indiana.

Public transit is more than a service. It is a connection point for our region, linking our neighborhoods to jobs, education, healthcare, and opportunity. It is how students get to class, parents get to work, seniors access care, and neighbors stay connected.

Everyone deserves the ability to get where they need to go safely, affordably, and with dignity.

Transportation is not a privilege. It is a necessity. It is how communities grow, and people thrive. It is how we create opportunity for all.

This is our shared mission. And we remain committed to it together.

With respect and commitment,

Antoine Goffin

Antoine Goffin
President, Board of Directors
Gary Public Transportation Corporation



ANTOINE GOFFIN
President,
GPTC Board of Directors

> ***Public transit is a civil right — and Gary is claiming it.***
>
> *— Antoine Goffin,*
> *President of the GPTC Board of Directors*

A MESSAGE FROM THE BOARD OF DIRECTORS

On behalf of the Gary Public Transportation Corporation Board of Directors, it is our honor to present the 2024–2025 Annual Impact Report. This document reflects not just what GPTC has accomplished, but what this community has made possible through its trust, investment, and partnership.

Under Former Interim General Manager Denise Dillard's leadership, we have expanded routes, modernized facilities, and launched initiatives like **Destination Bound**, **Cycle219**, our **Greyhound** partnership, and growing collaborations with **Calumet College of St. Joseph, Indiana University Northwest**, and **Gary Community School Corporation**. Public transit is not simply a benefit for those without other means of transportation. It is a connection point for our entire region. If you need to get to work, to a healthcare appointment, to class, or to opportunity, GPTC is the answer. Every rider, regardless of income or circumstance, has a right to reliable, dignified transportation.

To the business owners, school administrators, and elected officials who shape the future of this region: we ask you to consider what transit makes possible. Some of your most dedicated employees rely on GPTC to get to work. When a student misses a bus, they may miss a day, and that is a day we are committed to recovering. GPTC is no longer just a service. It is an investment.

One that builds the institutional integrity and community trust that allow federal, state, and local partners to put their dollars here and know they will be put to work.

The City of Gary created this corporation in 1974, and we are still here, still serving, still growing, and still earning the confidence of every rider who steps onto one of our buses.

To our riders, our partners, and the people of Gary and Northwest Indiana, thank you.
We see you, we serve you, and we are just getting started.

With respect and commitment, Your Board of Directors





SECTION 1 —

ABOUT GPTC: WHO WE ARE

For more than 50 years, GPTC has moved Northwest Indiana forward—serving as the region's primary public transit provider and a partner in health, economy, and the future.

Created by the City of Gary in 1974, Gary Public Transportation Corp. (GPTC) was established to provide reliable, safe, and affordable public transportation to the people of Northwest Indiana.

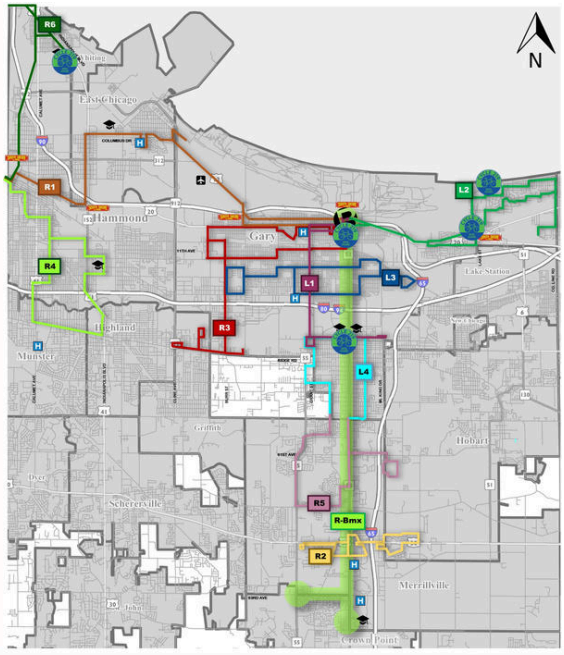
Our mission is simple, yet powerful: to **connect people to work, school, healthcare, and family**. Every trip we provide opens doors to greater opportunity and a better quality of life.

Our vision—**Destination Bound**—drives us forward as we invest in our system, our people, and our communities. We are committed to delivering excellent service today while building a sustainable transit future for tomorrow.

30	11	276	6	5:00 AM – 9:20 PM
BUSES	ROUTES	STOPS	DAYS A WEEK (MONDAY–SATURDAY)	WEEKDAY SERVICE

11 Communities. 175 Sq. Miles.

SERVICE AREA — NORTHWEST INDIANA COMMUNITIES & PARTNERS



GPTC SERVICE COMMUNITIES

★ GARY (Hub)	★ Hammond	★ Merrillville
Lake County	Highland	Hobart
Whiting	Crown Point	East Chicago
Griffith	Munster	

GROWING PARTNER COALITION

- **City of Gary** — Official Investor — $758,000 ARPA Grant
- **FTA** — $8.9M Federal Secured
- ★ **INDOT (PMTF)** — $918,913 Annual State Allocation
- **Lake County** — Partner — $300,000 Annual Investment
- **Hammond** — Partner — Annual Investment
- **Merrillville** — Partner — Annual Investment
- **Calumet College** — $1.1M Partnership
- **Legacy Foundation** — Community Investment Partner
- **Knight Foundation** — Innovation Partner

NEW ROUTES LAUNCHED 2024–2025

L1	L3	R6
West Central via Grant	Crosstown Connector	Lakeshore North to Whiting

GARY PUBLIC TRANSPORTATION CORP • 2024–2025 ANNUAL IMPACT REPORT garytransit.com

OUR BOARD OF COMMISSIONERS

GPTC is governed by a Board of Commissioners- appointed to serve the public interest. The Board sets policy, approving budgets, and holds the agency accountable to riders and tax payers. To effect these policies, Board members meet regularly in public session. These meetings include the presentations by management staff regarding the operational and financial status of the Corporation.

GPTC MISSION:

"To become an efficient transit system capable of meeting the employment, social and medical transportation needs of the citizens of Gary as well as Northwest Indiana, while stimulating economic development within the City of Gary."

OUR LEGACY OF SERVICE

1974
Created by the City of Gary in 1974

50+ YEARS
Serving Northwest Indiana for 50+ years

BOARD OF DIRECTORS



ANTOINE GOFFIN
President,
GPTC Board of Directors

SECRETARY

TIARA WILLIAMS

MEMBERS

PRESTON RUBY

BRUCE MCKENZIE

JULIAN CARR

CHANTELLE JOHNSON

ERIC BAKER

SECTION 2 —

RIDERSHIP & ACCESS

In 2025, riders boarded GPTC buses 476,122 times ... up from 465,376 in 2024. Growth like this means one thing: more people are choosing, and counting on, public transit.

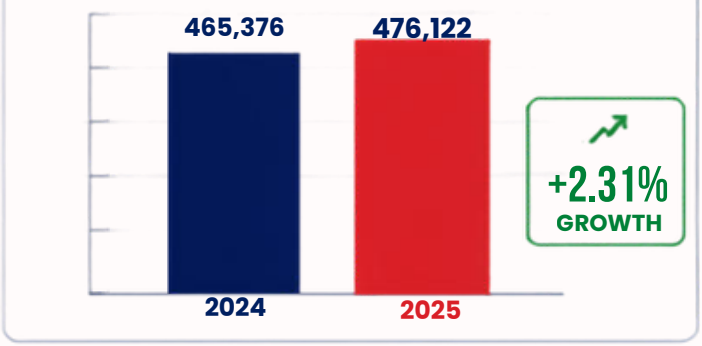
Typical weekday ridership is about 1,700 riders, reflecting steady daily demand across our network. Early fall (August & October) brings our highest ridership, while late winter (January & December) sees lower ridership.

We delivered 98% on-time performance across our II active routes, keeping riders on schedule and communities connected.

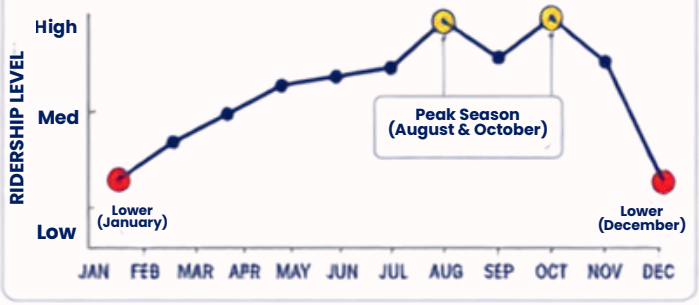
In 2025, GPTC launched three new routes — L1 West Central via Grant, L3 (Crosstown Connector), and R6 (Lakeshore North) — expanding access to more neighborhoods and key destinations.

We also increased frequency on R4 and R6 corridors, improving service reliability and giving riders more ways to get where they need to go, more often.

RIDERSHIP TREND



RIDERSHIP SEASONALITY (2025)



RIDERSHIP AT A GLANCE

Total rides (2025)	**476,122**
Total rides (2024)	465,376
Year-over-year growth	+2.31%
Average weekday riders	~9,200
Peak season	Early fall (August & October)
Access219 paratransit rides (2024)	12,665
Cycle219 bike share trips (2024)	103

FARES EVERYONE CAN AFFORD

Transit only works if people can afford it.

STANDARD ADULT FARE	SENIORS, DISABLED RIDERS, MEDICARE	STUDENTS
$1.60	$0.80	$1.25

FARES EVERYONE CAN AFFORD

Transit only works if people can afford it.

LOCAL FARES

STANDARD ADULT FARE	SENIORS, DISABLED RIDERS, HEALTHCARE	STUDENTS
$1.60	$0.80	$1.25

PARATRANSIT (ACCESS219)	ADULT 30-DAY PASS	STUDENT 30-DAY PASS
$2.50	$50.00	$35.00

REGIONAL FARES

STANDARD ADULT FARE	SENIORS, DISABLED RIDERS, HEALTHCARE	STUDENTS	PARATRANSIT (ACCESS219)
$2.25	$1.00	$1.75	$4.00

LOCAL-TO-LOCAL TRANSFERS ARE FREE. RIDE WITH CONFIDENCE—STAY CONNECTED AT NO EXTRA COST.



VETERANS RIDE FREE

At GPTC, we believe in honoring those who have served.

Veterans ride GPTC **at no cost.** No paperwork, no barriers, no fine print.
For many veterans, the bus is more than a ride to an appointment—it's a way to stay connected to friends, community, and daily life.
Thank you for your service.
We're proud to serve you.

> *The bus gives me freedom and keeps me connected to the life I've always known.*
>
> – GPTC RIDER & VETERAN

STUDENTS ON THE MOVE

Students are some of GPTC's most important riders. Discounted student fares and passes help families keep school within reach.

Ivy Tech and **Calumet College** have discounted passes for students, reducing barriers for campuses in four communities in NWI. And our partnership with **Indiana University Northwest** advises recent Gary high school graduates of their free tuition program.

Making it easier for students to get to class, participate in activities, and pursue their goals.

Affordable fares and student passes help families save and keep education affordable.

Investing in student mobility today builds a stronger, more connected workforce for tomorrow.

> *We believe access to education begins with access to transit. When we move students forward, we move our entire community forward.*



For thousands of students, the route to class starts at a GPTC stop.

SERVICE THAT KEPT GROWING

In 2025, GPTC launched three new routes—L1 (West Central via Grant), L3 (Crosstown Connector), and R6 (Lakeshore North)—and increased frequency on the R4 and R6 corridors.

L1	WEST CENTRAL VIA GRANT	New route connecting neighborhoods to universities in West Central Gary to University Park.
L3	CROSSTOWN CONNECTOR	New route linking key destinations across the heart of our service areas.
R6	LAKESHORE NORTH	New route expanding access along the lakeshore and nearby communities.
R4/R6	INCREASED FREQUENCY	More trips, more often with better service, and more safety where riders need it most.

ACCESS219 & ADA: TRANSIT FOR EVERY ABILITY

At GPTC, we believe everyone deserves safe, reliable transportation—no matter their ability. That's why Access219 is here to connect people to the places and opportunities that matter most.

Access219 is GPTC's door-to-door paratransit service for riders with disabilities. Demand declined during the pandemic, like many transit systems nationwide, but has since leveled out. After 12,665 rides in 2024, Access219 provided 9,694 rides in 2025.

This pattern reflects a return to a steady, sustainable level of service and not a crisis. We remain committed to meeting each rider's needs with care, dignity, and respect.

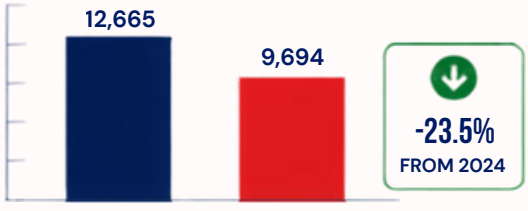


ACCESS219 IMPACT

9,694

Connecting riders to healthcare, work, groceries, family, and the moments that matter most.

ACCESS219 RIDES COMPARISON



A normal post-pandemic leveling pattern.

SERVICE HOURS

WEEKDAYS
5:00 AM – 9:20 PM

SATURDAYS
8:00 AM – 7:30 PM

DOOR-TO-DOOR SERVICE
We pick you up. We take you there.

WHEELCHAIR ACCESSIBLE
Safe, comfortable rides designed for your needs.

MOBILE FARES
Easy, cash-free payments with the Token Transit app.

SERVING AN AGING REGION

Planning today for a future where everyone can thrive.

Northwest Indiana's population is aging, and GPTC is planning for it. Through our work with the Age Friendly Advisory Council, GPTC is developing solutions that help older adults **stay independent, stay connected**, and **stay in the communities they love**.

From paratransit services to more accessible information and fare options, our goal is simple: to remove barriers and open doors, so no one gets left behind.



> *If we don't serve them, who will?*
>
> **— Denise Dillard**
> Former Interim General Manager

ADA IMPROVEMENTS THIS YEAR

We're continuously improving the experience for riders with disabilities. This year, we made important updates to make **ACCESS219** services more accessible, convenient, and equitable.

EASY ACCESS TO ADA FORMS

We provide our website with current, safe-to-use ADA and paratransit application forms.

MOBILE TICKETING FOR EVERYONE

All paratransit fare options are available in our mobile app, so riders can pay the same way everyone else does.

IMPROVING ACCESS, EVERY DAY

We continue to invest in accessible vehicles, on-time service, and rider-friendly solutions.

SUPPORTING OUR COMMUNITY

We are proud to partner with the Age Friendly Advisory Council to shape a more inclusive future.



> *Independence should have no age limit.*
> *When we connect people, we strengthen our whole community.*

HEALTH EQUITY & ENVIRONMENT

Clean transit is good for our communities and our planet.

Northwest Indiana ranks among the top five in the nation for respiratory disease. That's why clean buses are not just a transit decision at GPTC, they are a public health decision and mandate.

Our zero-emission and low-emission investments reduce pollution, improve air quality, and help ensure a **healthier future** for every neighborhood we serve.



GPTC's electric fleet is an investment in the air Northwest Indiana breathes.

OUR ENVIRONMENTAL IMPACT

6,100 tons of CO_2 avoided per year

5.2 million car miles off our roads since 2023

4 → 9 electric buses today — by 2028

GPTC runs **4 zero-emission** electric buses today, providing clean, quiet service on our community's busiest routes.

We have **5 more hybrid/electric buses** committed by the end of 2028, keeping us on track to build a cleaner, more sustainable fleet.

Our Operations facility includes **4 EV charging stations** that power our fleet and support a future of cleaner transportation.

CLEAN AIR. BETTER HEALTH.

Diesel pollution can worsen asthma, trigger respiratory illness, and increase the risk of heart disease. By transitioning to electric and low-emission buses, GPTC is helping reduce harmful emissions that disproportionately affect children, older adults, and underserved communities.

- Fewer emissions. Cleaner air.
- Better health outcomes.
- Stronger, healthier communities.

> *Every cleaner mile we drive is a step toward a healthier Northwest Indiana for today and for generations to come.*

CYCLE219 BIKESHARE

Grab Life by the Handlebars

GPTC's reach does not stop where the bus route ends. Cycle219, our bike share program powered by GPTC, bridges the "first mile / last mile" gap, connecting riders from a bus stop to their front door, a classroom, or a job site across Northwest Indiana.

Cycle219 offers adjustable-seat bikes from Priority Bicycles, complete with baskets and bells so riders of any height and any ability can grab life by the handlebars, literally. Getting started takes three steps: download the app, scan the QR code to unlock, and ride. Then return the bike to any station to end the trip.

This year, Cycle219 grew. Our newest station launched at **Calumet College of St. Joseph**, backed by a $1.1 million partnership that connects campuses, neighborhoods, and transit stops. This extended the system's reach beyond fixed routes and building stronger connections for students, families, and the community. Ridership is still small compared to our fixed-route service, but it's growing year over year as more residents discover a healthy, affordable way to move around NWI.



A healthy alternative to driving — Cycle219 is our invitation to Northwest Indiana to get around using human power. Whether it's a short trip to class, a ride to work, or a leisure spin along **NWI's** many bike trails, GPTC believes everyone deserves: freedom of movement.

> **"This bike share program gets to our core mission: "Improve the quality of life for residents who can now choose to go biking for both necessity and for leisure."**
>
> *Denise Comer Dillard, GPTC's Former Interim General Manager*

WHY IT MATTERS

Program goal — First Mile / Last Mile:

Partnership-driven growth:

Built on community investment:

Cycle219 expands how we move, connect, and live in our community.

> *Every cleaner mile we drive is a step toward a healthier Northwest Indiana for today and for generations to come.*

PARTNERSHIPS & REGIONAL CONNECTIVITY

Stronger together. Moving Northwest Indiana forward.

GPTC riders reflect the real Northwest Indiana—commuters, caregivers, students, and neighbors striving for a better life. For these riders, **the bus is not a convenience, it is the plan.**

Our partnerships with local organizations, health providers, educational institutions, employers, and regional transit agencies help connect people to opportunity and strengthen communities across our service area.

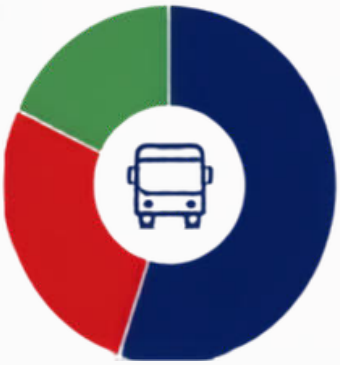
OUR RIDERS AT A GLANCE

60%
LOW-INCOME HOUSEHOLDS
Rely on GPTC for essential trips

23%
SENIORS
Depend on transit for independence and access

50%
DO NOT HAVE ACCESS TO A PERSONAL VEHICLE
Transit is their primary way to get where they need to go

WHY WE RIDE



59%
WORK
Getting to jobs and supporting local businesses

30%
HEALTHCARE
Accessing medical appointments and essential services

20%
SCHOOL OR TRAINING
Getting to school, college, or job training to build brighter futures



Together with our community partners, we are expanding access, supporting economic growth, and connecting more people to the places that matter most.

WHY PARTNERSHIPS MATTER

EXPAND ACCESS
Partners help us reach more riders and neighborhoods with greater need.

IMPROVE OPPORTUNITY
Together we connect people to jobs, education, healthcare, and essential services.

STRENGTHEN COMMUNITIES
Strong partnerships build trust, support local growth, and improve quality of life.

DRIVE REGIONAL MOBILITY
We collaborate across jurisdictions to create a seamless transit network.

PARTNERSHIPS THAT MULTIPLY IMPACT

Strong partnerships help us go farther, deliver more, and create lasting value for Northwest Indiana.

From universities to local governments and regional agencies, our partners invest in people, mobility, and opportunity.

OUR PARTNERS. OUR PROGRESS.

Strong partnerships help us go farther, deliver more, and create lasting value for Northwest Indiana.

CALUMET COLLEGE	**$1.1 million** over 4 years for expanded bus service, a new shelter, and Cycle219 bike share; **40%** ridership increase on the Lakeshore North route.
INDIANA UNIVERSITY NORTHWEST	Bus wraps and shelter/Metro ads fund the Free Ride program for Gary high school graduates; total value $**50,830**.
GREYHOUND	Increased presence and frequency; Their investment supports station improvements and security.
IVY TECH	Discounted bus pass partnership in development.
GARY ARTS COUNCIL	Shelter art program.
CITY OF GARY	Collaboration on the AARP grant and Love My Block funding.
LAKE COUNTY / NIRPC	Annual Lake County funding; designated federal funds recipient; joint regional planning with NIRPC and NICTD.
TOLBERT & TOLBERT	Full electric bus wrap; contract value **$56,900.**

THE GREYHOUND STORY



When Greyhound needed a Northwest Indiana home, the data pointed to Gary and the Metro Center.

Here, local routes, intercity buses, and the region's travelers already converge.

Greyhound's return strengthens regional mobility and supports investment in our facilities, safety, and the rider experience.

CITIES THAT INVEST

HAMMOND

Strong partner in transit operations and community programs.

MERRILLVILLE

Committed support that helps us keep people moving.

TOGETHER, WE MOVE FORWARD.

> *Partnerships are the engine behind progress.*
> *Together, we build a stronger, more connected Northwest Indiana*

ECONOMIC DEVELOPMENT

Transit is more than transportation. It's economic infrastructure.

Public transit drives opportunity. It connects people to jobs, education, services, and entertainment—fueling local businesses, increasing economic activity, and strengthening the tax base.

Roughly 70–75% of GPTC riders are traveling to work or school, powering Northwest Indiana's workforce every day.

GPTC connects workers, visitors, and residents to economic anchors like Hard Rock Casino, the coming convention center, and downtown Gary's revival.

OUR ECONOMIC IMPACT

$20M
in household income supported each year

JOBS CONNECTED
Thousands of area residents get to work thanks to GPTC.

LOCAL BUSINESSES
Transit supports customer access and employee reliability.

ECONOMIC ACTIVITY
Over 40% of Broadway Metro Express stops and stations are near new development.

TAX BASE STRENGTH
A strong transit system helps grow property values and local revenues.

TRANSIT-ORIENTED DEVELOPMENT: THE NEXT CHAPTER

We are planning for the future with a vision for a new multimodal transit center in downtown Gary, where local buses, intercity carriers, and future services come together.

A CENTRAL HUB
A modern, accessible facility that connects communities and unlocks new investment.

EXPANDED MOBILITY
Local routes, intercity carriers, and potential new services—all in one convenient place.

CATALYST FOR GROWTH
Positioning downtown Gary as a destination for opportunity, tourism, and development.



A VISION WE ARE EXPLORING: FOOD ACCESS AT THE METRO CENTER

We are exploring ideas such as food trucks or fresh food vendors at the Metro Center to improve access to healthy, affordable food options and the community.

> *When we invest in transit, we invest in people, in businesses, and in the future of our region.*

ECONOMIC DEVELOPMENT

UNDERSTANDING OUR ECONOMIC IMPACT

How transit dollars multiply.

A bus ride's value does not stop with the rider. This page breaks down why transit functions as an economic engine, not a cost center, and how every dollar GPTC receives moves through the local economy.

What We Mean By "Economic Multiplier"

When GPTC gets someone to work reliably, the value doesn't stop there. That rider keeps a job and a paycheck, which gets spent at local businesses, which hire and pay taxes, continuing the cycle. Economists call this a multiplier effect. GPTC-supported mobility sustains an estimated $20 million in household income annually, and regional projections (RDA 2040) tie the broader Northwest Indiana transit network to up to $7.2 billion in economic activity by 2040. That's because 70–75% of GPTC riders are traveling to work or school on any given trip — most of what GPTC does, every day, is workforce mobility.

Why "Matching Funds" Matter

Transit funding rarely comes from one source. GPTC's $11.15M FY2025 budget blends local, state, and federal dollars that build on each other. GPTC has secured $8.9M in FTA funding (Programs 5307/5339) plus a new $2.6M allocation, and receives about $918,913 annually from Indiana's Public Mass Transportation Fund. Local investment, the City of Gary's $758,000 in ARPA and city dollars, plus Legacy and Knight Foundation grants, matters most here: because federal and state programs are often structured as matching grants, every local dollar unlocks additional dollars otherwise out of reach. A sponsorship or city investment is rarely just what it is, it's a key that unlocks a larger pool of funding behind it.

What Transit-Oriented Development Actually Means

"Transit-oriented development" (TOD) means clustering jobs, housing, and daily needs around reliable transit instead of spreading them out, car-dependent. GPTC's planned downtown multimodal station is the clearest example: one hub linking local routes, Greyhound, and future rail, poised to catalyze the same growth already building around Hard Rock Casino, the coming convention center, and downtown Gary's revival. Add major employers and the case is simple: strong transit drives development, and development drives ridership. That's the loop GPTC is building toward.

> *Every ride is a data point. Together, they tell the story of a region investing in itself.*

OPERATIONS, FACILITIES & SAFETY

Reliability is a promise—and GPTC kept it 98% of the time in 2025.

Behind every on-time trip is a team that plans, maintains, inspects, and repairs so riders can count on us. Our operations and maintenance teams work around the clock to keep our vehicles safe, clean, and road-ready.

We invest in our fleet, our facilities, and our people—because a reliable system is the foundation of public trust.



OUR FLEET COMPOSITION

30 VEHICLES TOTAL

14 DIESEL BUSES

4 ZERO-EMISSION ELECTRIC BUSES

12 ACCESS219 PARATRANSIT VEHICLES

10 NEW VEHICLES IN 2024–25

We added 10 new vehicles to our fleet and retired 10 older units, keeping our fleet's average age at **9 years.**

RELIABILITY YOU CAN COUNT ON

Our teams delivered 98% on-time performance across 11 active routes—getting riders where they need to go, on time.

MOVING MESSAGES THAT MATTER

Nine of our buses carry partner advertising wraps.

OUR FACILITIES

Well-maintained facilities.
Modern equipment.
Stronger service for our community.

GPTC owns and operates two purpose-built facilities that support daily service, vehicle maintenance, and customer experience across Northwest Indiana.

METRO CENTER (CUSTOMER SERVICE & ADMINISTRATION)

100 W. 4TH AVENUE, GARY, IN 46402

Our customer-facing hub for ticketing, information, and administrative operations.

OPERATIONS CAMPUS (MAINTENANCE & OPERATIONS)

2101 W. 35TH AVENUE, GARY, IN 46408

Home to our maintenance garage, operations center, fueling infrastructure, and fleet support.

2024–2025 FACILITY IMPROVEMENTS

METRO CENTER IMPROVEMENTS

- Exterior power washing for a cleaner, more welcoming appearance
- New restrooms for customers and staff
- New furniture to enhance comfort and accessibility

OPERATIONS CAMPUS UPGRADES

- New state-of-the-art bus wash system
- Sustainable LED lighting upgrades throughout the facility for improved efficiency and safety



OPERATIONS CAMPUS HIGHLIGHTS

4
EV CHARGING STATIONS
Supporting a cleaner, greener fleet.

100
VEHICLE MAINTENANCE CAPACITY
Equipped to service up to 100 vehicles.

SAFETY & RELIABILITY SCORECARD

	On-time performance (2025)	**98%**
	Safety incidents (2025) Down from 4 the prior year	**1** (down from 4)
	Safety training per operator (estimated)	**~12** hours annually
	Fleet & Facility Monitoring	**Active cameras on all buses and at the Metro Center**

> *Investing in our facilities is investing in our people, our riders, and the future of Northwest Indiana.*

INNOVATION & TECHNOLOGY

Modern riders expect modern tools.

In 2025, GPTC riders continued to embrace digital solutions that make travel faster, easier, and more convenient. Riders took 90,700 trips using mobile fares reflecting the growing role technology plays in everyday mobility.

A total of 1,400 unique riders purchased fares through the Token Transit app, with a mobile adoption rate of 21% across our system.

From mobile ticketing to real-time information, we're investing in tools that help riders plan, connect, and move with confidence.

As technology evolves, so do we ensuring Northwest Indiana has a transit system that meets today's needs and prepares for tomorrow's opportunities.



Riders took 90,700 trips with mobile fares in 2025.

DIGITAL GPTC, BY THE NUMBERS

90,700	1,400	21%
Mobile fare trips (2025)	Unique mobile ticketing users	Mobile adoption rate

~19,000	3,426
Website visits per month	Combined social followers

> *Modern tools help riders move with confidence.*

TECHNOLOGY THAT MOVES WITH YOU

We're investing in smart, reliable technology that makes riding with GPTC easier, faster, and more connected today and tomorrow.

In 2026, we're launching Quick Fare, our new mobile ticketing app, and installing FastFare fareboxes across our fleet delivering a faster, safer, and more seamless ride for every passenger.

Looking ahead, real-time bus tracking and digital signage will keep you informed and connected because **innovation keeps our region moving.**





TECH TIMELINE

2023 — **Apple Maps**
GPTC routes available on Apple Maps

2025 — **Token Transit growth**
Expanded mobile ticketing and pass options

2026 — **QuickFare launch**
New mobile ticketing app goes live

2026 — **FastFare fareboxes**
Modern fare collection across the fleet

2026 — **Trip Planner upgrade**
Smarter routing and real-time trip planning

NEXT — **Real-time bus tracking & digital signage**
Coming soon!

> *Technology should make transit easier, not harder.*

OUR PEOPLE: WORKFORCE & CULTURE

89 people. One mission.

Behind every route is a team of 89 employees — 87 full-time and 2 part-time, including 51 bus operators and 25 maintenance professionals who call this region home.

GPTC's workforce is represented by the Amalgamated Transit Union, Local 517, a labor partnership we are proud of.
Our team reflects the community it serves, and building careers here is part of the mission: at least 3–5 new drivers join semi-annually, supported by CDL pipelines built with WorkOne and Ivy Tech.

**These workers don't just move Gary.
They are Gary.**



A TEAM. MANY ROLES. ONE MISSION.

OPERATOR | MECHANIC | DISPATCHER | CLEANER | ADMIN

WORKFORCE SNAPSHOT

89	87	2	51
TOTAL EMPLOYEES	FULL-TIME	PART-TIME	BUS OPERATORS

25		24	12
MAINTENANCE PROFESSIONALS	ATU LOCAL 517	SUMMER INTERNS SERVED	TRAINING HOURS ANNUALLY PER EMPLOYEE

We don't just work here.
We live here.
We serve here.

> *A strong transit system starts with strong people.*

GROWING CAREERS. BUILDING THE NEXT GENERATION.

1. GROWING CAREERS, NOT JUST FILLING JOBS

At GPTC, we believe in unlocking potential and supporting our team members at every step of their journey.

Ivory Curtis joined us as a Dispatcher and through dedication and hard work, advanced to **Maintenance Coordinator**.

Cassandra Washington started as a Procurement Clerk and grew into an **Accounts Payable Clerk**.

Their success stories reflect a culture of opportunity, mentorship, and growth.



2. INVESTING IN THE NEXT GENERATION

Our future is bright, and it starts with our partnerships and the opportunities we create.

In 2024 and 2025, we welcomed summer interns through partnerships with **WDS,CWhitt, Gary Arts Council, and the City of Gary**.

We're also building strong CDL pipelines with **WorkOne and Ivy Tech**, helping bring in 3-5 new drivers every six months to keep our wheels turning and our communities connected.



People are our strongest asset. Together, we're ***moving Northwest Indiana forward.***

CAREER PATHWAYS
Clear paths for growth and development at every level.

PROMOTION FROM WITHIN
We invest in our people and celebrate their advancement.

INTERNSHIPS
Real experience.
Real impact.
Real opportunity.

DRIVER PIPELINE
Strong partnerships.
Steady growth.
Stronger communities.

> *When we invest in people, we invest in better service.*

THE PEOPLE BEHIND THE WHEEL

Numbers tell you what happened. People tell you why it matters.



CAROL MARIE DOUGLAS

OPERATOR
33 YEARS OF SERVICE

"I love my people. I love the people that I care for. I drive paratransit so I go door-to-door and I love picking up the people, talking to them, and they share their thoughts with me and I share my thoughts with them."



MARY GOLDEN

DISPATCHER
45 YEARS OF SERVICE

What people may not understand about operators and dispatchers: we work cohesively. We try to be as reliable as possible. Alertness and strategizing is what I do and I perfected myself in that.



DALE WATTS

SENIOR BUS OPERATOR
14 YEARS OF SERVICE

What keeps me dedicated is the passengers that I pick up each day and I know they have to get somewhere. So I like taking them where they've got to go and being there on time.



WILLIE WOODSON

CLEANER
2 YEARS OF SERVICE

Our day-to-day varies from cleaning the buses, making sure that they smell good, making sure when the guests get on the bus, they will have a rewarding experience.

Every ride has a story and every worker makes it possible.

SMALL ACTS. REAL IMPACT.

A Ride That Changed a Morning, and Maybe a Life

A young woman was on her way to work, a job she could not afford to lose, when a missed connection threatened to derail her whole morning.

Without hesitation, A GPTC team member noticed, acted with heart, radioed ahead, coordinated the connection, and waited an extra minute to make sure she got on.

No headline covered it or big public story to announce this feat and that is the point. Small acts of care like this happen on GPTC buses every day.



One act of kindness. A lifetime of possibility.



GPTC's Holiday Lights carried 75 neighbors home for the holidays on December 20, 2025.

Oh What Fun It Is to Ride: GPTC's Holiday Lights Tour Returns

On December 20, 2025, GPTC's Holiday Lights Tour returned after a brief hiatus, and true to its slogan — "oh what fun it is to ride", 75 neighbors climbed aboard for a joy-filled journey through Gary.

Students, families, and a few brave seniors filled GPTC's buses to capacity, singing carols and snapping photos as they explored Lake Street and neighborhoods many had never seen lit up before. A stop at Tiny's Coffee Shop added a warm, local touch to the evening.
But the tour carried more than just passengers, it carried connection, comfort, and the true spirit of the holidays for all to enjoy.

> *Transit connects more than places, it connects people to possibility.*

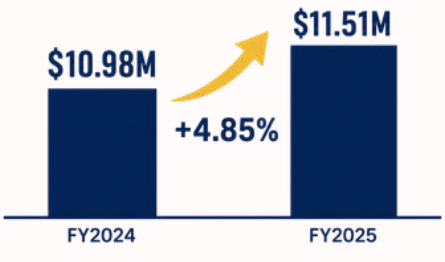
FINANCIAL TRANSPARENCY & STEWARDSHIP

Public dollars deserve public answers. Here is exactly where GPTC's funding comes from and how it goes to work.

At Gary Public Transportation Corp. (GPTC), fiscal responsibility is at the heart of everything we do. In FY2025, GPTC operated on a budget of **$11,153,751**—an increase from **$10,980,918** in FY2024, allowing us to expand service, invest in our fleet, and better serve our communities.

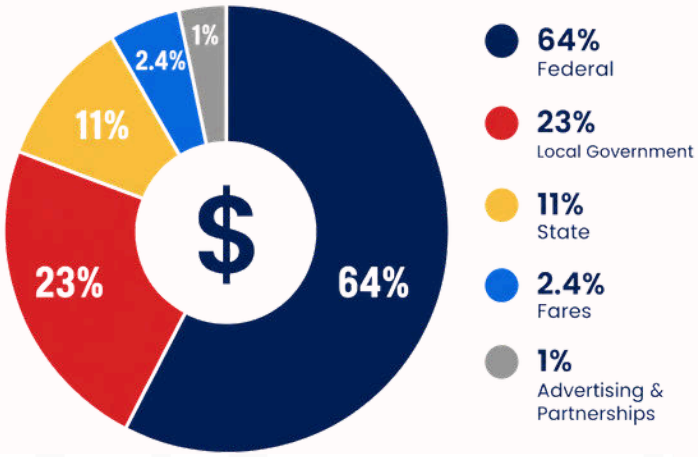
We remain committed to using every dollar wisely. On average, it costs approximately **$21** to provide a passenger trip and **$10** per revenue mile, investments that create access, opportunity, and lasting impact across Northwest Indiana.

BUDGET GROWTH



Operating budget increased by $532,833 to strengthen service and infrastructure.

FY2025 FUNDING MIX



HOW FUNDING GOES TO WORK

SERVICE
Funds everyday operations that connect riders to jobs, schools, healthcare, and essential destinations.

ACCESS
Expands routes and frequency to ensure reliable access for all communities.

FLEET
Invests in safe, reliable, and efficient buses for a better rider experience.

COMMUNITY IMPACT
Strengthens neighborhoods and supports economic opportunity across Northwest Indiana.

Transparency builds trust. Stewardship builds momentum.

GRANTS: CONFIDENCE YOU CAN COUNT

SECURED FUNDING

FTA operating & capital (*FY2020-2023*, 5307 & 5339):	**$8.9M secured**
FTA new allocation:	**$2.6M**
INDOT PMTF state grants: $918,913 (2024) + $918,913 (2025)	**$918,913 + $918,913**
Legacy Foundation — Merrell Grant:	**$26,862**
Knight Foundation:	**$50,000**
City of Gary — Love Your Block:	**$8,000**
Total grant funding secured (2024):	**$3,603,775**

PENDING APPLICATIONS — NOT YET SECURED

FTA:	**$9.5M**
FHWA:	**$4.3M**
FHWA:	**$2,556,000**
FTA:	**$2,995,504**

ABOUT FARE REVENUE

FY2025 fare revenue:	**$272,907**
FY2024 fare revenue:	**$360,534**

More discounted passes, reduced fares, and free-ride programs help keep transit within reach for the people who need it most.

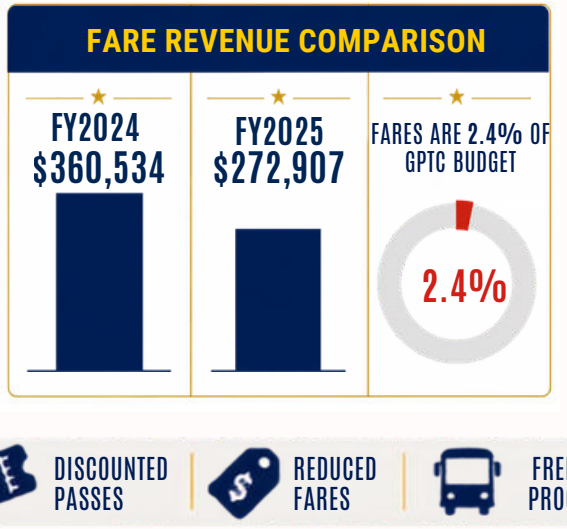
Every figure traces to a confirmed source.
Pending grants are always labeled pending.

Good stewardship keeps transit strong and accessible.

FARE REVENUE & FUNDING OUTLOOK

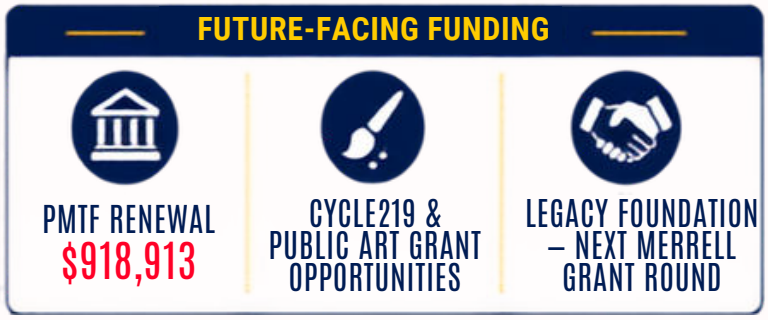
1 ABOUT FARE REVENUE

Fare revenue was **$272,907** in FY2025, compared with **$360,534** in FY2024 — even as ridership grew. Why? More riders are using discounted passes, reduced fares, and free-ride programs that keep transit within reach for students, seniors, and veterans. Fares make up just **2.4%** of GPTC's budget by design: our funding model keeps the farebox from ever standing between a rider and a ride.



2 LOOKING AT 2025-26 FUNDING

The year ahead includes the PMTF renewal ($918,913), new Cycle219 and public art grant opportunities, and the Legacy Foundation's next Merrell Grant round; continued investment from partners who have seen GPTC deliver.



3 HOW WE REPORT OUR NUMBERS

Every figure in this report traces to a confirmed source: GPTC financial and internal records, the National Transit Database (NTD), federal and state grant records, or direct confirmation from GPTC leadership.

> *Access matters. Transparency matters. GPTC is committed to both.*

OUR FIVE STRATEGIC PRIORITIES

Why We Are Investing Where We Are.

Every number in this report points to a destination. Behind the ridership growth, the electric buses, the new routes, and the funding secured are deliberate choices about where GPTC invests its time, its dollars, and its attention. As we look toward 2026 and beyond, five priorities guide nearly every decision we make.

Health Equity Through Clean Transit

Northwest Indiana ranks among the top five regions in the nation for respiratory disease, so a cleaner fleet is not just a sustainability goal, it is a public health strategy. Each diesel bus retired and each electric bus added reduces exhaust that worsens asthma and heart disease in the neighborhoods that can least afford it. Our four electric buses already place GPTC in the top 2% of transit systems nationally for fleet electrification, with five more hybrid/electric vehicles committed by 2028.

Economic Partnership

GPTC frames funding requests as investments with a measurable return, not as requests for support. GPTC-supported mobility sustains an estimated $20 million in household income annually, and regional projections (RDA 2040) tie the broader Northwest Indiana transit network to as much as $7.2 billion in economic activity by 2040. Every dollar invested supports the workforce mobility that keeps regional employers staffed.

Dignity and Image

How a facility looks and feels tells riders whether they are valued. Power-washing the Metro Center, replacing worn restrooms and furniture, and upgrading lighting at the Operations Campus are not routine maintenance, they are statements about who this system serves. Every facility improvement in this report is an investment in dignity.

Regional Connectivity - Gary as the Gateway

Gary sits at a unique crossroads, positioned to link Chicagoland, Northwest Indiana, and points beyond. The return of Greyhound service to the Adam Benjamin Metro Center, with expanded frequency, and the planned downtown multimodal transit station both cement Gary's role not as an endpoint on the region's transit map, but as its hub.

Weekend Service Expansion & Expanded Access

GPTC currently runs six days a week, but the riders need expanded access. Expanded service is one of GPTC's clearest 2026 goals, and is key in striving for equity in action.

Five priorities. One mission: moving Northwest Indiana forward, together.

DESTINATION 2026 & BEYOND

GPTC's next chapter is already in motion.

We are building on today's progress to create a smarter, cleaner, and more connected future for Northwest Indiana. With bold investments and strong partnerships, we will continue expanding access, improving service, and delivering lasting impact.

Destination 2026 is our roadmap; guided by innovation, driven by purpose, and **focused on you.**



Destination 2026: the next chapter starts now.

THE ROAD AHEAD

QuickFare launch

2026 — open payments and first-ever noncash payment at the farebox.

Trip Planner upgrade

2026 — with real-time bus tracking to follow.

New multimodal downtown station

a signature Destination Bound project.

Cleaner fleet

5 additional hybrid/electric buses by end of 2028.

Cycle219 expansion

Gateway Station and Miller Station committed; Dune Park station pending grant approval.

Digital signage at stops

planned 2025–26 investment.

> *The road ahead is clear — and we are building it together.*

THE BIGGER VISION

The vision for GPTC is bigger than buses. It's about building the connective tissue for a stronger, more vibrant Gary and Northwest Indiana.

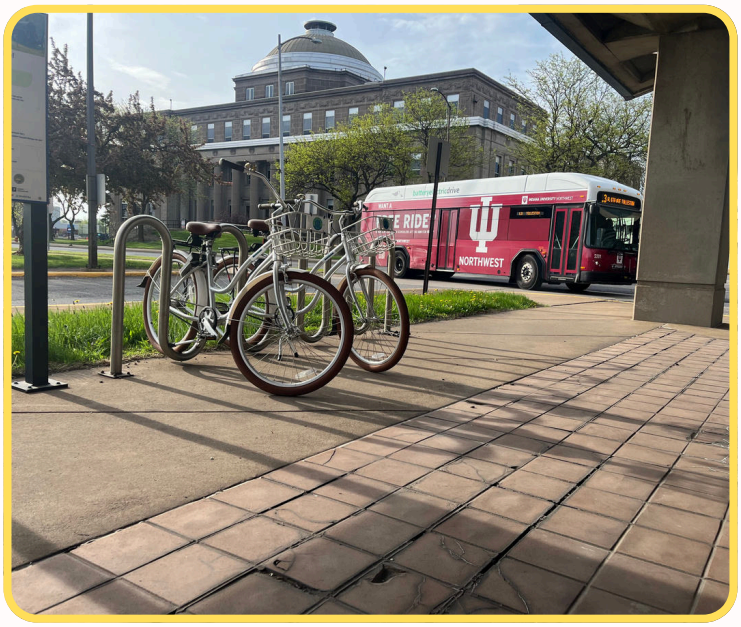
A new downtown multimodal center will unite bus, microtransit, bike, pedestrian, and future rail connections in one accessible hub of opportunity.

The region's convention center will attract visitors, events, and business, creating jobs and pride.

Hard Rock Casino Northern Indiana continues to grow, bringing new energy, tourism, and investment to our city.

And through transit-oriented development, we can turn Gary's crossroads location into a major economic asset, linking people to places, opportunity to access, and today to tomorrow.

This is how we move Northwest Indiana forward together.



THE GOAL THAT NEEDS YOU:

WEEKEND SERVICE

GPTC currently runs six days a week. But our riders need seven. Workers, Families, Churchgoers, And everyone whose life does not pause on Sundays.

**WEEKEND SERVICE IS EQUITY IN ACTION.
HELP US MAKE IT HAPPEN.**

> *It just takes a community that invests, not donates.*
>
> *– DENISE DILLARD*
> *Former Interim General Manager*

When we invest in transit, we invest in dignity, in access, and in the future of every neighborhood we serve.

STAYING CONNECTED TO YOU

We listen. We engage. We build together.

POP-UP EVENTS
Meeting where you are.

RIDER SURVEYS
Your feedback shapes our decisions.

PUBLIC ART
Celebrating culture and community.

SCHOOL PARTNERSHIPS
Connecting students to opportunity.

SENIOR PARTNERSHIPS
Ensuring mobility, independence, and connection.

Tell us where you want to go. / We are building the system around your answer.

> *Trains may bring people to the region.*
> *GPTC gets them to the destination.*

PARTNER WITH GPTC

This report—and every mile behind it—was made possible by GPTC leadership, the Board of Directors, the women and men of Amalgamated Transit Union Local 517, and the partners and funders who invest in Northwest Indiana's mobility.

GPTC multiplies every dollar. Local investment unlocks federal and state matches. Sponsorships build visibility and community goodwill. Service partnerships deliver measurable ridership results. Whether you are a business, a foundation, a city, or a neighbor: ***there is a seat for you.***

ADVERTISE WITH GPTC



1. Average daily impressions per bus: **12,000**
2. Interior bus ads: Rates begin at: **$250/ Month**
3. Full exterior bus wraps: **$1,200/ Month - 12mth**
4. Routes and Shelter Sponsorship **Available**
5. Event Sponsorship **Available**

Advertising Contact:
Cheryl Anderson — cheryl@fuelmediaholdings.com

WAYS TO INVEST

1. UNLOCK MATCH FUNDS
Local dollars help unlock federal and state resources.

2. BUILD VISIBILITY
Sponsorships place your brand in motion across Northwest Indiana.

3. SUPPORT SERVICE
Partnerships help connect riders to work, school, and healthcare.

4. STRENGTHEN COMMUNITY
Your investment supports mobility, dignity, and opportunity.



READY TO START?

Visit garytransit.com or contact GPTC to talk partnerships, sponsorships, and advertising.

GET ON THE BUS.

This report is the product of many hands and many voices across Gary Public Transportation Corporation and Northwest Indiana. Before you go, a proper thank-you to the people who made it possible.

PRODUCED BY	Nexus Strategy & Implementation, in partnership with Gary Public Transportation Corporation
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WITH GRATITUDE TO

The staff and community members who gave their time, their stories, and their voices to this report:

ANTOINE GOFFIN
Board President

WILLIE WOODSON
Cleaner

CAROL MARIE DOUGLAS
Operator

DAVID WRIGHT
Planning, Marketing and Grants Manager

MARY GOLDEN
Dispatcher

DALE WATTS
Senior Bus Operator

DONNELL SYLVA
ATU Local 517, President / Dispatcher

Thank you for riding with us. — The GPTC Team

ACKNOWLEDGEMENTS

GPTC LEADERSHIP TEAM

Leadership guiding daily operations and long-term strategy to keep our community moving.

BOARD OF DIRECTORS

Visionary leaders who provide governance oversight and chart the course for a stronger future.

ATU LOCAL 517

Dedicated frontline professionals who power our service and put riders first every day.

COMMUNITY PARTNERS & FOUNDERS

Organizations and foundations investing in mobility, connection, and Northwest Indiana's future.

The Heartbeat of NWI.

And we are just getting started.



For more than 50 years, GPTC has connected people to opportunity, community, and possibility. Every ride, every route, every partnership, and every investment helps move Northwest Indiana forward.

Thank you for riding with us and for building what comes next together.

Moving People.
Strengthening Community.
Building Opportunity.

THANK YOU TO OUR RIDERS, EMPLOYEES, PARTNERS, AND COMMUNITY.

garytransit.com

Serving Northwest Indiana since 1974

Gary Public Transportation Corporation

@GaryTransit

Every ride matters. Every rider matters.