



ANNUAL IMPACT REPORT

2024 – 2025

In Motion

Momentum, Mobility & Presence



CYCLE219



FIXED ROUTE



ACCESS219



INTERCITY

476K

Annual
Ridership

+2.31%

Year Over Year
Growth

3

New Routes
Launched

4

EV Buses

11

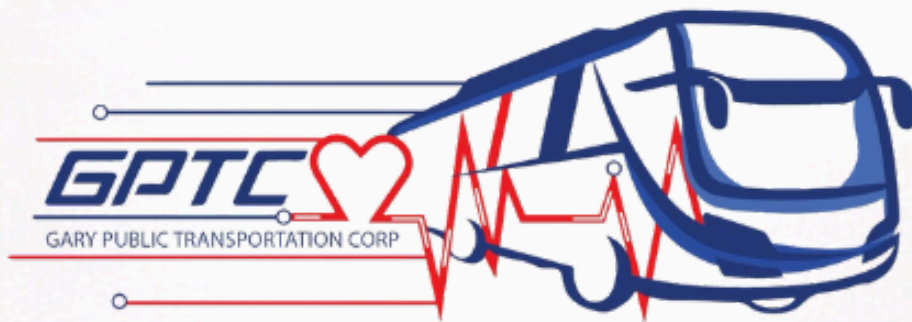
Communities
Served

175mi²

Serviced

MOVING NORTHWEST INDIANA FORWARD

WWW.GARYTRANSIT.COM



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

Serving the region since 1974

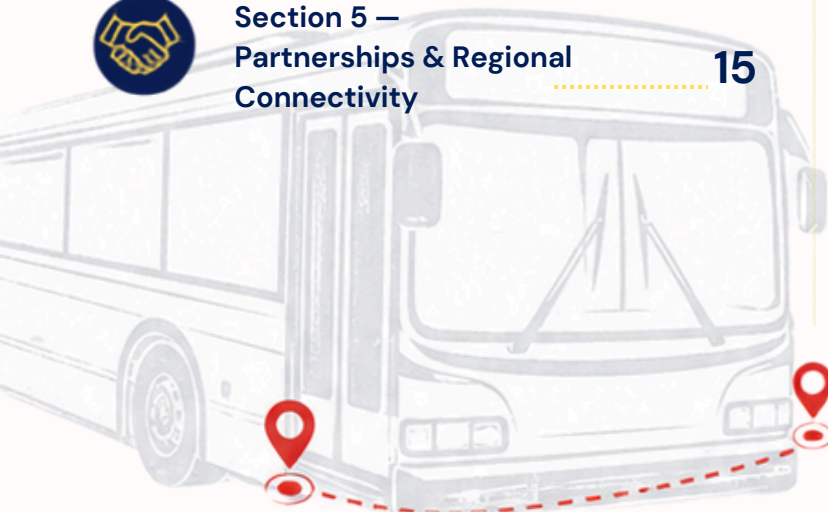


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WELCOME:

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

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

BUILDING CONNECTIONS. CREATING OPPORTUNITIES.



DESTINATION BOUND

Connecting People
to Opportunity



CYCLE219

Pedaling Toward
a Healthier, More
Connected
Region



GREYHOUND PARTNERSHIP

Expanding
Regional Mobility

STRONGER TOGETHER



CALUMET COLLEGE OF
ST. JOSEPH



INDIANA
UNIVERSITY
NORTHWEST



GARY COMMUNITY
SCHOOL CORPORATION



TRANSIT IS POSSIBLE.

When we work together, we move
people, strengthen communities,
and build a better future for all.





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**

BUSES

**11**

ROUTES

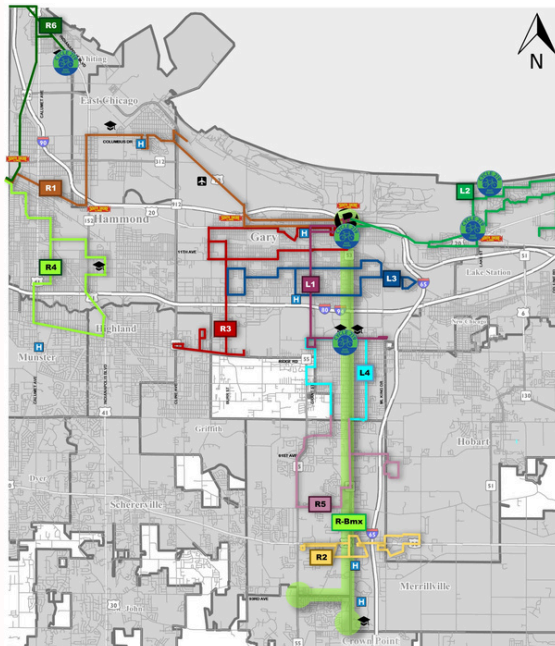
**276**

STOPS

**6**DAYS A WEEK
(MONDAY-SATURDAY)**5:00 AM – 9:20 PM**

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 West Central via Grant	L3 Crosstown Connector	R6 Lakeshore North to Whiting
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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 11 active routes, keeping riders on schedule and communities connected.

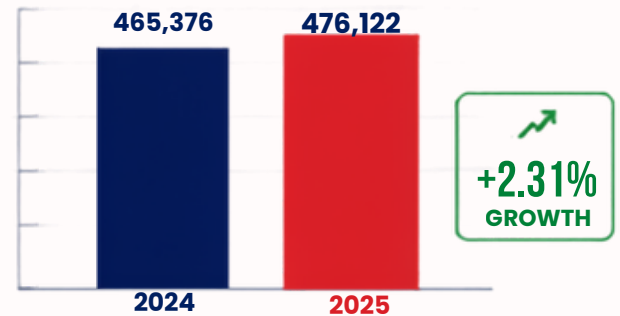


In 2025, GPTC launched three new routes — L1 West Central via Grant, L3 (Crosstown Connector), and R6 (Lakeshore North) — expanding access to more neighborhoods and key destinations.

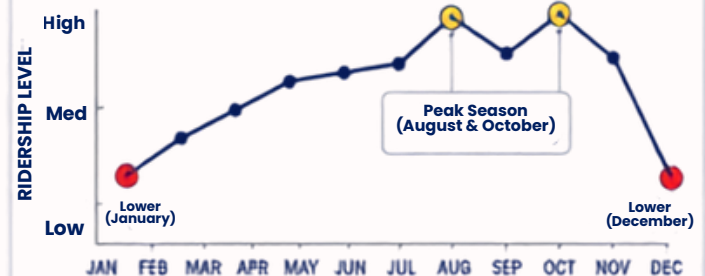


We also increased frequency on R4 and R6 corridors, improving service reliability and giving riders more ways to get where they need to go, more often.

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

 \$1.60

SENIORS, DISABLED RIDERS, MEDICARE

 \$0.80

STUDENTS

 \$1.25



FARES EVERYONE CAN AFFORD

Transit only works if people can afford it.

LOCAL FARES

STANDARD
ADULT FARE



\$1.60

SENIORS, DISABLED
RIDERS, HEALTHCARE



\$0.80

STUDENTS



\$1.25

PARATRANSIT
(ACCESS219)



\$2.50

ADULT
30-DAY PASS



\$50.00

STUDENT
30-DAY PASS



\$35.00

REGIONAL FARES

STANDARD
ADULT FARE



\$2.25

SENIORS, DISABLED
RIDERS, HEALTHCARE



\$1.00

STUDENTS



\$1.75

PARATRANSIT
(ACCESS219)



\$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.



Through our partnership with **Indiana University Northwest**, recent Gary high school graduates ride free, removing one more barrier between a diploma and what comes next.



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.



**WEST
CENTRAL
VIA GRANT**

New route connecting neighborhoods to universities in West Central Gary.



**CROSSTOWN
CONNECTOR**

New route linking key destinations across the heart of our service areas.



**LAKESHORE
NORTH**

New route expanding access along the lakeshore and nearby communities.



**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.



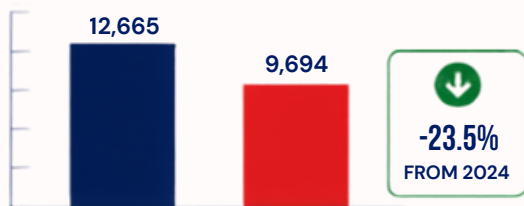
ACCESS219 IMPACT

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 CO₂
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, bells, and front and rear lights, 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 something, 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 necessary 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

Returned to the Metro Center with increased presence and frequency; rent 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**.



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.



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.

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



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.



OPERATIONS CAMPUS HIGHLIGHTS



4

EV CHARGING STATIONS

Supporting a cleaner, greener fleet.



100

VEHICLE MAINTENANCE CAPACITY

Equipped to service up to 100 vehicles.

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

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

Mobile fare trips (2025)



1,400

Unique mobile ticketing users



21%

Mobile adoption rate



~19,000

Website visits per month



3,426

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 FastCare 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**  **FastFire 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

TOTAL
EMPLOYEES



87

FULL-TIME



2

PART-TIME



51

BUS
OPERATORS



25

MAINTENANCE
PROFESSIONALS



ATU LOCAL
517



24

SUMMER
INTERNS
SERVED



12

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.



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.



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



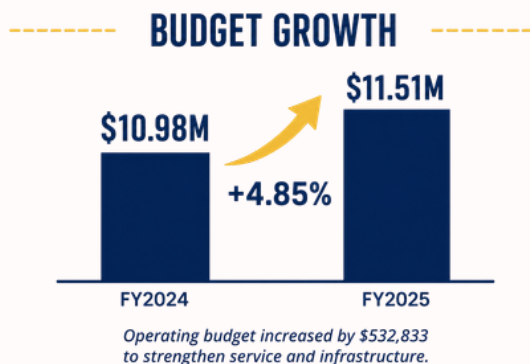
Transit connects more than places, it connects people to possibility.

FINANCIAL TRANSPARENCY & STEWARDSHIP

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

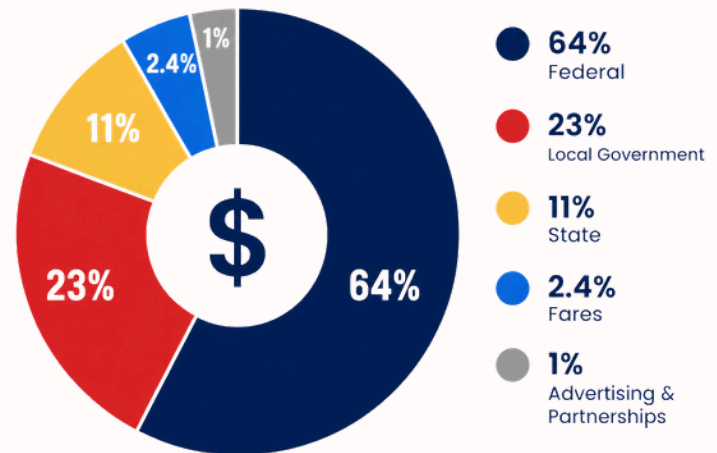
At Gary Public Transportation Corp. (GPTC), fiscal responsibility is at the heart of everything we do. In FY2025, GPTC operated on a budget of **\$11,153,751**—an increase from **\$10,980,918** in FY2024, allowing us to expand service, invest in our fleet, and better serve our communities.

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.



“ *Transparency builds trust. Stewardship builds momentum.*

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.

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):** **\$2,052,959**

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.

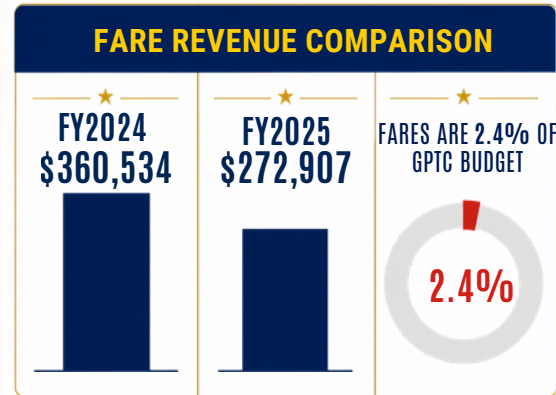


Good stewardship keeps transit strong and accessible.

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.



DISCOUNTED
PASSES



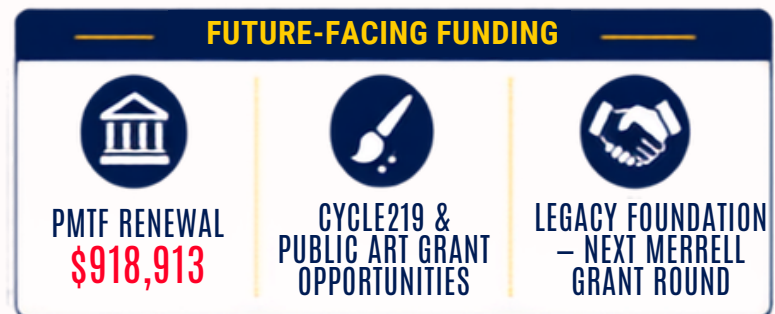
REDUCED
FARES



FREE-RIDE
PROGRAMS

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.*

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
GPTC President & CEO

”



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 Algamagam 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.



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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.

