



Board Report
April 17, 2025

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
 2. **Awards and Commendations** (Presenter – Jennifer Pyrz)
 3. **Committee Chairperson Reports** (Presenters – Adairius Gardner, Greg Hahn)
 1. Service Committee Report – Adairius Gardner
 2. Governance & Audit Committee Report – Greg Hahn
 4. **Regular Agenda** (Presenter – Greg Hahn)
 1. A-1: Consideration and Approval of Minutes from the Board Meeting held on March 20, 2025
 2. A-2: Consideration and Approval of Amendment Number 1 to the Legal Services Contract with Hoover Hull Turner LLP (Presenter – Robert Frye)
 3. A-3: Consideration and Approval of Ecolane Operations Technology – IndyGo Access (Presenter – Michael Roth)
 4. A-4: Consideration and Approval of IFB# 25-02-541 Landscaping Services (Presenter – Aaron Vogel)
 5. **Information Items** (Presenter – Greg Hahn)
 1. I-1: Finance Report (Presenter – Bart Brown)
 2. I-2: Department Report
 6. **Adjourn** (Presenter-Greg Hahn)
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April Board Meeting Awards and Commendations



IndyGo March 2025 Safe Drivers

These Operators were recognized for their safe driving for the month of March and received a National Safety Council patch, pin, and certificate



Operator	Years of Safe Driving	Years of Service
Thomas Jacobs	27	40
Tenisha Baine	17	17
Jeffrey Howard	15	16
Loc Nguyen	12	14
Paul Person	12	17
Hardin Besley	8	8
Kylee Garrett	7	8
Jonathan Jackson	7	10
Tamara Smith	7	11
Danny Bell	6	6

27 Years of Safe Driving



Thomas Jacobs
Coach Operator, Fixed Route
40 years of service to IndyGo



Operations Employee of the Month

Lakeita Smith
Coach Operator, Fixed Route

Mechanic of the Month

Hector Gonzalez
HVAC Technician



APTA International Roadeo - IndyGo

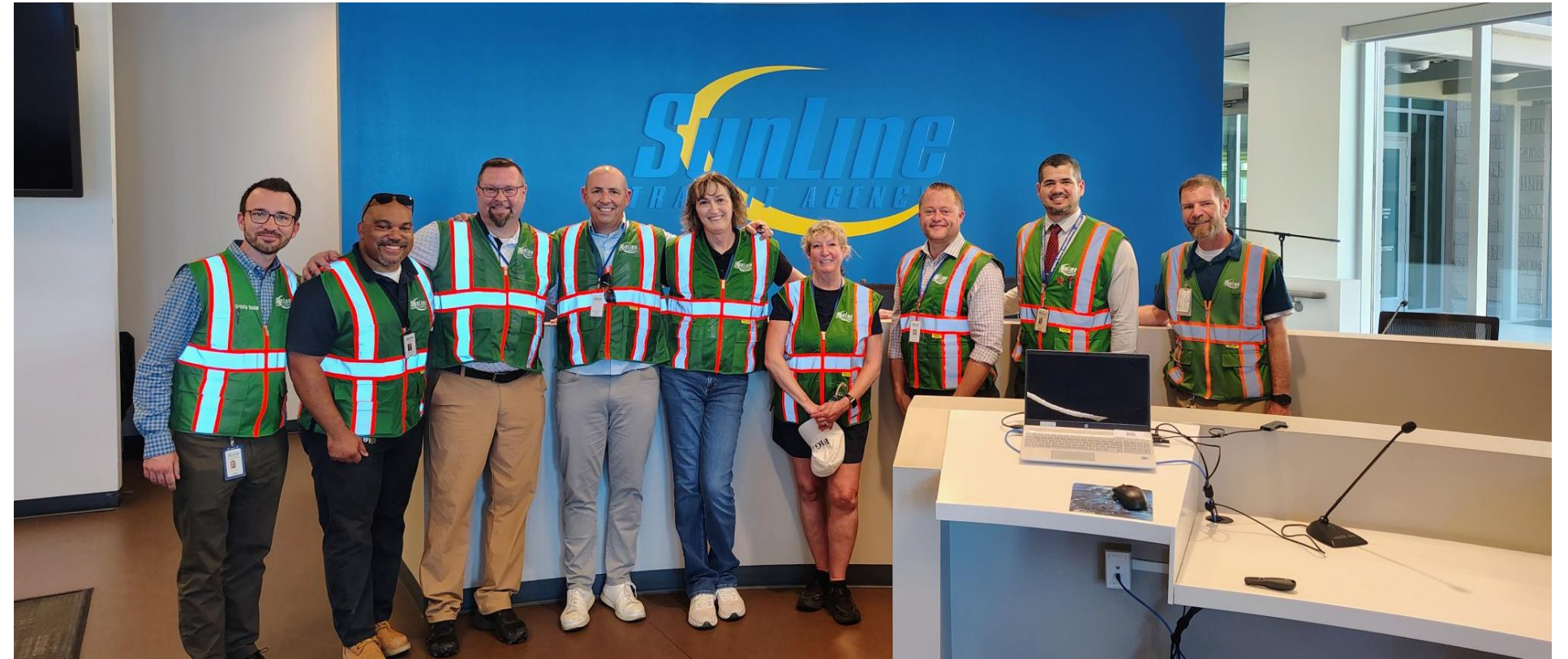


APTA International Roadeo



Safety and Security Peer Review

Brian Clem was selected to participate in a peer review with the Sunline Transit Agency



MARCH 2025 SAFE DRIVER'S RECOGNITION



The following Operators are recognized for their safe driving for March and received a National Safety Council patch, pin, and certificate.

Operator	ID#	Years of Safe Driving	Years of Service
Thomas Jacobs	2979	27	40
Tenisha Baine	6978	17	17
Jeffrey Howard	8141	15	16
Loc Nguyen	8325	12	14
Paul Person	8128	12	17
Hardin Besley	8794	8	8
Kylee Garrett	8949	7	8
Jonathan Jackson	8739	7	10
Tamara Smith	8629	7	11
Danny Bell	9355	6	6
Brian Hunter	8775	3	10
Sonia Jenkins	9286	3	7
Janice Williams	10066	3	3
Tenicia Blue	10490	2	2
Ryan Brown	10210	2	2
Najieb Murphy	9908	2	4
Tamika Overton	10309	2	3
Vincenzo Libertini	11148	1	1

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Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Service Committee Chairperson Report – April 2025

To: Board of Directors
Through: President/CEO Jennifer Pyrz
From: Service Committee Chairperson Adairius Gardner
Date: April 17, 2025

ISSUE:

A report of the April 10, 2025 meeting of the Board of Directors' Service Committee will be presented at the Board's April meeting.

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
April 10, 2025

The Service Committee met on April 10, 2025, at 8:30 AM. In attendance were Adairius Gardner, Chair and Members Stephanie Quick and Bill Stinson, establishing a quorum.

The Committee reviewed and recommended Board acceptance of the following items:

1. I-2: Ride Safe Enhancement Updates (Presenter – Aaron Vogel)
2. I-3: BRT Service Management Enhancements (Presenter – Mikel Dixon)
3. I-4: Paratransit Operations and Maintenance Transition (Presenter – Michael Roth)
4. I-5: Crisis Awareness/De-escalation Training Re-cap (Presenter – Brian Clem)
5. I-6: 2024 TOPR (Presenter – Aaron Vogel)

Mr. Chair, that concludes the report.

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Governance and Audit Committee Chairperson Report – April 2025

To: Board of Directors
Through: President and CEO Jennifer Pyrz
From: Governance and Audit Committee Chair Greg Hahn
Date: April 17, 2025

ISSUE:

A report of the April 10, 2025 meeting of the Board of Directors' Governance & Audit Committee will be presented at the Board's April meeting.

RECOMMENDATION:

Receive the report.

Greg Hahn
Governance and Audit Committee Chairperson's Report
April 10, 2025

The Governance and Audit Committee met on April 10, 2025, at 1:00 PM. In attendance were Greg Hahn, Chair, and Members Adairius Gardner and Richard Wilson Jr., establishing a quorum.

The Committee reviewed and recommended Board acceptance of the following items:

Audit Reports:

1. 2025-1: I-9 Employment Verification & Driver's License Review (Presenter – Brian Atkinson)
2. 2025-2: Sexual Harassment Training Review (Presenter – Amy Summers)
3. 2025-3: Mail Service Procedure Review (Presenter – Brian Atkinson)
4. 2025-4: Email Account Validation Review (Presenter – Brian Atkinson)
5. 2025-5: Employee Termination Process (Presenter – Amy Summers)

Information Items:

1. I-2 Governance & Audit Workplan Status Report 2020-2025 (Presenter – Amy Summers)
2. I-3: Ethics Hotline Summary Report (Presenter – Brian Atkinson)

Mr. Chair, that concludes the report.

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March Board of Directors Minutes

IndyGo

3/20/2025 4:00 PM EDT

@ 9503 E 33rd St- IndyGo HQ

Attendance

Present:

Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Mary Ann Fagan, Stephanie Quick (virtual), Bill Stinson

Staff: Jennifer Pyrz, Bart Brown, Robert Frye, Carrie Black, Marcus Burnside, Christian Cambron, Ryan Wilhite, Brian Clem

Absent:

Members: N/A

1. Call to Order and Roll Call (Presenters – Chairperson Hahn; Robert Frye)

[March Board Cover](#)

[March 2025 Agenda](#)

Chairperson Hahn called the meeting to order at 4:01 p.m. Chief Legal Officer Robert Frye announced that one Director, Stephanie Quick, is participating in the meeting virtually. Mr. Frye then conducted the roll call. Five members were present in person and one member attended online, thus establishing a quorum.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards & Commendations March](#)

[February 2025 Safe Drivers Recognition](#)

President and CEO Jennifer Pyrz gave an update on the Awards and Commendations for March 2025.

3. Committee Chairperson Reports (Presenter – Richard Wilson)

1. Finance Committee – Richard Wilson

[Finance Committee Chairperson Reports](#)

The report was received and entered into the record by Chairperson Hahn without objection.

4. Regular Agenda (Presenter – Chairperson Hahn)

1. A-1: Consideration and Approval of Minutes from the Board Meeting held on February 20, 2025

(Presenter – Greg Hahn)

[February Board of Director Minutes](#)

Motion: Approval of Minutes from the Board Meeting held on February 20, 2025. Motion made by Director Stinson and seconded by Director Gardner. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

2. **A-2: Consideration of Board of Directors 2025 Election of Officers** (Presenter – Robert Frye)
[Board of Directors 2025 Election of Officers](#)

Chief Legal Officer Robert Frye explained that in accordance with its Bylaws, the Board conducts an election for the offices of Chair, Vice-Chair, Secretary, and Treasurer each year, and that Board members elected to an office serve from the date of election through the Board’s meeting in January 2026. Mr. Frye then explained that nominations for the Board offices were completed through a survey of Board members, with the resulting slate of officers as follows:

Chair: Greg Hahn
Vice-Chair: Adairius Gardner
Treasurer: Rick Wilson
Secretary: MaryAnn Fagan

Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. The nominated officers were elected.

3. **A-3: Consideration and Approval of Microsoft Dynamics 365 (D365) Licensing** (Presenter – Marcus Burnside)
[Microsoft Dynamics 365 \(D365\) Licensing](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to enter a purchase agreement with Crowe LLP to provide D365 licensing for one year in an amount not to exceed \$224,544.

IPTC Enterprise Resource Planning (ERP) platform was migrated to the cloud-based Microsoft Dynamics D365 in May 2022. An ERP environment manages day-to-day business activities such as accounting, procurement, project management, risk management and compliance, and supply chain operations. The cloud-based platform allows IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity, and reduced cybersecurity threats. D365 also integrates with our enterprise asset management (EAM) software, Dynaway, creating a centralized financial and asset management environment. The D365 environment is licensed for production use through April 30, 2025. This procurement will allow IPTC to license its production environment from May 1, 2025, to April 30, 2026. As with all Microsoft cloud products, D365 licenses are purchased annually, and the cost and quantity may change due to additional license usage or individual license costs.

Motion: Approval of Microsoft Dynamics 365 Licensing. Motion made by Director Gardner and seconded by Director Fagan. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

4. **A-4: Consideration and Approval of Near-Miss Analysis Project Contract Award** (Presenter – Christian Cambron)
[Near-Miss Analysis Project Contract Award](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a contract with CHA Consulting, Inc. (CHA) for an amount not to exceed \$300,000 for IndyGo SS4A “Near-Miss” Crash Video Analysis Project.

In 2023, IndyGo was awarded a USDOT Safe Streets and Roads for All (SS4A) Planning and Demonstration Grant to collect and analyze near-miss data, a process that examines close calls between bus riders and motorists and other road users. If awarded, CHA will temporarily place cameras at predetermined locations to record road user interactions at intersections and bus stops. Video processing software will calculate the time that passes between road users sharing the same position in intersecting physical trajectories, among other data points. During the same period of time, a subconsultant to CHA will administer on-board surveys to better understand riders' feelings of safety at and around the same locations. Maps of the locations are attached to the Board memorandum. Once completed, IndyGo will use the findings of this project to make informed decisions about future infrastructure investments, operational improvements, or both.

Motion: Approval of Near-Miss Analysis Project Contract Award. Motion made by Director Fagan and seconded by Director Stinson. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

5. **A-5: Consideration and Approval of Procurement of Transit Vehicles for Section 5339 Grantees**
(Presenter – Ryan Wilhite)

[Procurement of Transit Vehicles for Section 5339 Grantees](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into an agreement with Midwest Transit Equipment, Inc. (MTE) for the purchase of three ADA accessible transit vehicles for a total amount not to exceed \$376,839 on behalf of Section 5339 grantee Hamilton County.

Commonly referred to as Section 5339, the Federal Transit Administration's Bus & Bus Facilities grant program and provides funding to help transit agencies with capital expenditures, such as purchasing vehicles, related equipment, or bus facility projects. IPTC serves as the region's designated recipient of Section 5339 discretionary grant funds and is therefore responsible for distributing and overseeing the use of these funds to local transit agencies in the Indianapolis urbanized area, including those operating in Hamilton, Hancock, Hendricks, and Johnson Counties. IPTC makes Section 5339 grant funds available to these local agencies through a competitive grant process. For the most recent call for projects, Hamilton County's request for grant assistance to purchase three body-on-chassis ADA accessible transit vehicles is being granted upon the Board's approval. Hamilton County is required to pay the 15% local match required for these grant funds.

Motion: Approval of Procurement of Transit Vehicles for Section 5339 Grantees. Motion made by Director Fagan and seconded by Director Wilson. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

6. **A-6: Consideration and Approval Procurement of Transit Vehicles for FTA's Section 5310 Grantees** (Presenter – Ryan Wilhite)

[A-6: Procurement of Transit Vehicles for FTA's Section 5310 Grantees – 2024 Call for Projects Contract](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer, to enter into an agreement with Midwest Transit Equipment, Inc. (MTE) for the purchase of five ADA accessible transit vehicles for a total not to exceed amount of \$465,162 on behalf of Section 5310 grantees Access Johnson County, Hancock County Senior Services and PrimeLife.

Commonly referred to as Section 5310, the Federal Transit Administration's Enhanced Mobility of Seniors and Individuals with Disabilities grant program provides funding assistance for projects that provide transportation support for the elderly and persons with disabilities where public transportation is unavailable or otherwise insufficient. Eligible entities include public, private not for profit, and private for profit. Eligible projects include vehicles, equipment, mobility management, and operations. IPTC serves as the region's designated recipient for Section 5310 funds and is responsible for distribution and oversight of the funds. To be eligible for funding, any request submitted to IPTC must fill an identified need within the Coordinated Public Transit-Human Services Transportation Plan (aka Coordinated Plan), which was last updated in 2021 by the Indianapolis Metropolitan Planning Organization (IMPO). For the most recent call for projects, Access Johnson County's request for funding for two body-on-chassis ADA paratransit vehicles, Hancock County Senior Services' request for funding for one low-floor minivan, and PrimeLife's request for funding for two low-floor minivans is being granted upon the Board's approval. Each of these subrecipients is required to pay the 15% local match required for these grant funds.

Motion: Approval of Procurement of Transit Vehicles for FTA's Section 5310 Grantees. Motion made by Director Wilson and seconded by Director Fagan. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

7. **A-9: Consideration and Approval of Amendment to the Fineline Printing Contract** (Presenter – Carrie Black) [A-9: Amendment to the Fineline Printing Contract](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to exercise the Year One option on the Fineline Printing Contract and amend it to increase the amount not to exceed from \$525,000 to \$650,000, effective April 1, 2025.

The Public Affairs Department is responsible for printing all marketing collaterals, route and system maps, rider alert information, promotional pieces, and other communications tools for internal and external messaging for the agency. In 2022, Fineline Printing was awarded a three-year contract with two one-year options. The Public Affairs team anticipates the need for printed materials to reflect construction outreach for the Blue Line Bus Rapid Transit route, new route maps to reflect routine route changes and schedule adjustments, promotional materials for the agency's 50th anniversary and much more.

Motion: Approval of Amendment to the Fineline Printing Contract. Motion made by Director Gardner and seconded by Director Stinson. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

8. **A-10: Consideration and approval of Free Fares on WNBA All-Star Weekend, July 18-19, 2025** (Presenter – Carrie Black)

[A-10: Free Fares on WNBA All-Star Weekend](#)

It was recommended the Board of Directors approve free rides for the 2025 WNBA All-Star Weekend, July 18-19, 2025.

IPTC has supported free fares over the past four years for various holidays, election days, sponsored days and special events. The agency places top priority on removing the barrier of transportation costs

and promoting safe travel and alternatives during these very important times in our city. Through this promotion, we can help support and attract new riders to our service. Pacers Sports and Entertainment will underwrite the costs of providing fare-free rides in the amount of \$37,000.

Motion: Approval of free fares on WNBA All-Star Weekend, July 18-19, 2025. Motion made by Director Gardner and seconded by Director Fagan. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

6. Information Items (Presenter –Chairperson Hahn)

1. I-1: Finance Report (Presenter – Bart Brown)

[I-1: February 2025 Financial Summary](#)

[I-1: February 2025 Board Operating Financial Report](#)

The Board heard the Finance Report from Chief Financial Officer Bart Brown and received the report.

2. I-2: OPPI Coverage Blue Line (Presenter – Brian Clem)

[I-2 OPPI Coverage Blue Line](#)

The Board heard a report from Brian Clem, Director of Risk and Safety, about the purchase of Owner's Protective Professional Indemnity insurance coverage and received the report.

3. I-3: Department Reports

[PA Board Report](#)

[HR Board Report March 2025](#)

[Supplier Diversity Department Board Report March 2025](#)

[Foundation Report to IndyGo Board March 2025](#)

[R-2 PLANNING AND CAPITAL PROJECTS REPORT for 2025-03](#)

[Risk and Safety Board Report March 2025](#)

The Board received Department Reports for review.

7. Adjourn (Presenter – Chairperson Hahn)

On the order of Chairperson Hahn and there being no objection, the meeting was adjourned at 4:53 pm.

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BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors

THROUGH: Board Chair, Greg Hahn

FROM: Chief Legal Officer Robert Frye

SUBJECT: Consideration and Approval of Amendment Number 1 to the Legal Services Contract with Hoover Hull Turner LLP

ACTION ITEM A – 2

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute Amendment Number 1 to the contract with Hoover Hull Turner LLP to provide legal services to the Board as requested by the Board or the Chief Legal Officer to extend the term through May 1, 2026.

BACKGROUND:

In 2024, the Board, in consultation with and the concurrence of IPTC's Chief Legal Officer, determined that it was advisable to engage the services of outside legal counsel to provide legal advice and direction to the Board as requested and required in instances where the legal work may present a conflict of interest or an appearance of a conflict of interest for IPTC staff attorneys to handle, or which may be outside of the expertise or capacity of IPTC staff attorneys to handle. Accordingly, the Board elected to engage the services of local law firm Hoover Hull Turner LLP to provide such outside legal advice as needed based on its prior experience with the firm. At its meeting on May 23, 2024, the Board approved a contract with Hoover Hull Turner LLP to provide legal services to the Board as needed with a one-year term commencing on May 1, 2024, and terminating on May 1, 2025.

DISCUSSION:

Hoover Hull Turner LLP has agreed to extend the term of the contract for one year, through and including May 1, 2026, on the same terms and conditions.

FISCAL IMPACT:

The total annual fiscal impact is unknown and will depend upon the utilization of the law firm's services. However, in 2024, expenditures under this contract were approximately \$12,466.64. Expenditures for these services are budgeted for by the Legal Department.

DBE/XBE DECLARATION: Not applicable. Legal services cannot be subcontracted.

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Date of Memo: April 09, 2025
Current Meeting: April 17, 2025
Board Meeting: April 17, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Deputy Chief Transportation Officer Michael L. Roth
SUBJECT: Consideration and approval of Ecolane Operations Technology – IndyGo Access

ACTION ITEM A – 3

RECOMMENDATION:

It is recommended the IPTC Board of Directors authorize the President and the Chief Executive Officer to enter into a one-year contract extension from August 12, 2025-August 12, 2026, with Ecolane for essential software services to support the daily operations of IndyGo Access, including the Care Center, the extension carries an additional contract value of \$228,779. The original contract value was 940,489, and the new not to exceed the contract's total value of \$1,169,268.

BACKGROUND:

Ecolane is our paratransit software for IndyGo Access, which is utilized by all Mobility Solutions staff and our contractors. It supports real-time scheduling and performance analytics, ensuring efficient service delivery and compliance with contractual requirements.

DISCUSSION:

The Board of Directors approved the original Ecolane contract in 2020. The department proposed a one-year extension of our contract with Ecolane, set to expire on August 12, 2025. The extension aligns with the start of several critical agreements in early 2025. It aims to mitigate risks associated with simultaneous transitions by allowing additional time for onboarding the new paratransit, maintenance, and care center vendors to ensure a seamless transition and avoid potential disruptions to our customers' services.

FISCAL IMPACT:

This service is funded through the local operating budget.

DBE/XBE DECLARATION:

This software licensing renewal was completed using local funds as a special procurement request; therefore, DBE participation is unavailable for this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be presented to the IPTC Board of Directors on April 17, 2025.

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BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Chief Operating Officer Aaron Vogel
SUBJECT: Consideration and approval of IFB# 25-02-541 Landscaping Services

ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter a three-year contract with BrightView Landscapes and Green Thumb Landscape for landscaping services at various IPTC locations. BrightView was awarded work at eight locations for an amount not to exceed \$258,228, and Greene Thumb Landscape was awarded work at two locations for an amount not to exceed \$32,100. Each contract gives IPTC the option to exercise a one-year extension, which for BrightView would be for a total amount not to exceed \$349,519, and Greene Thumb for a total amount not to exceed \$43,448. If the one-year options are exercised on both contracts the total amount not to exceed would be \$392,970.

BACKGROUND:

The landscaping services scope consists of providing comprehensive landscaping and ground maintenance services across multiple locations from April 1 to October 31 each year. The primary objective of this project is to ensure that IPTC locations consistently reflect a high standard of environmental stewardship, functionality, and cleanliness. The chosen vendors will ensure that the landscapes remain healthy, visually appealing, and aligned with IPTC's needs. Not all locations will need all tasks, but the following is a general list of the types of services to be provided:

- Spring Clean Up
- Weed Control and Removal
- Fertilization Services
- Mowing Services
- Pest and Pesticide Control
- Fall Clean Up

DISCUSSION:

IPTC procurement department released IFB #25-02-541 for landscaping services on February 27, 2025. IPTC provided maps and scope of work for all locations to potential vendors. The landscaping contracted services will apply to all IPTC properties. Three bids were received and BrightView and Green Thumb were found to be the lowest responsive and responsible bidders on the locations for which they are recommended for award.

FISCAL IMPACT:

The funding for these contracts is 80% Federal and 20% Local and will be budgeted in the Operations Division budget.

DBE/XBE DECLARATION:

Neither BrightView nor Greene Thumb met the DBE goal of 8%, but both were found to have made a good faith effort to do so.

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IFB 25-02-541 Landscaping Services Project

Required service locations

Aaron Vogel
Chief Operating Officer
04/17/2025



1 1501 West Washington St



2 201 East Washington street



3 9503 East 33rd St

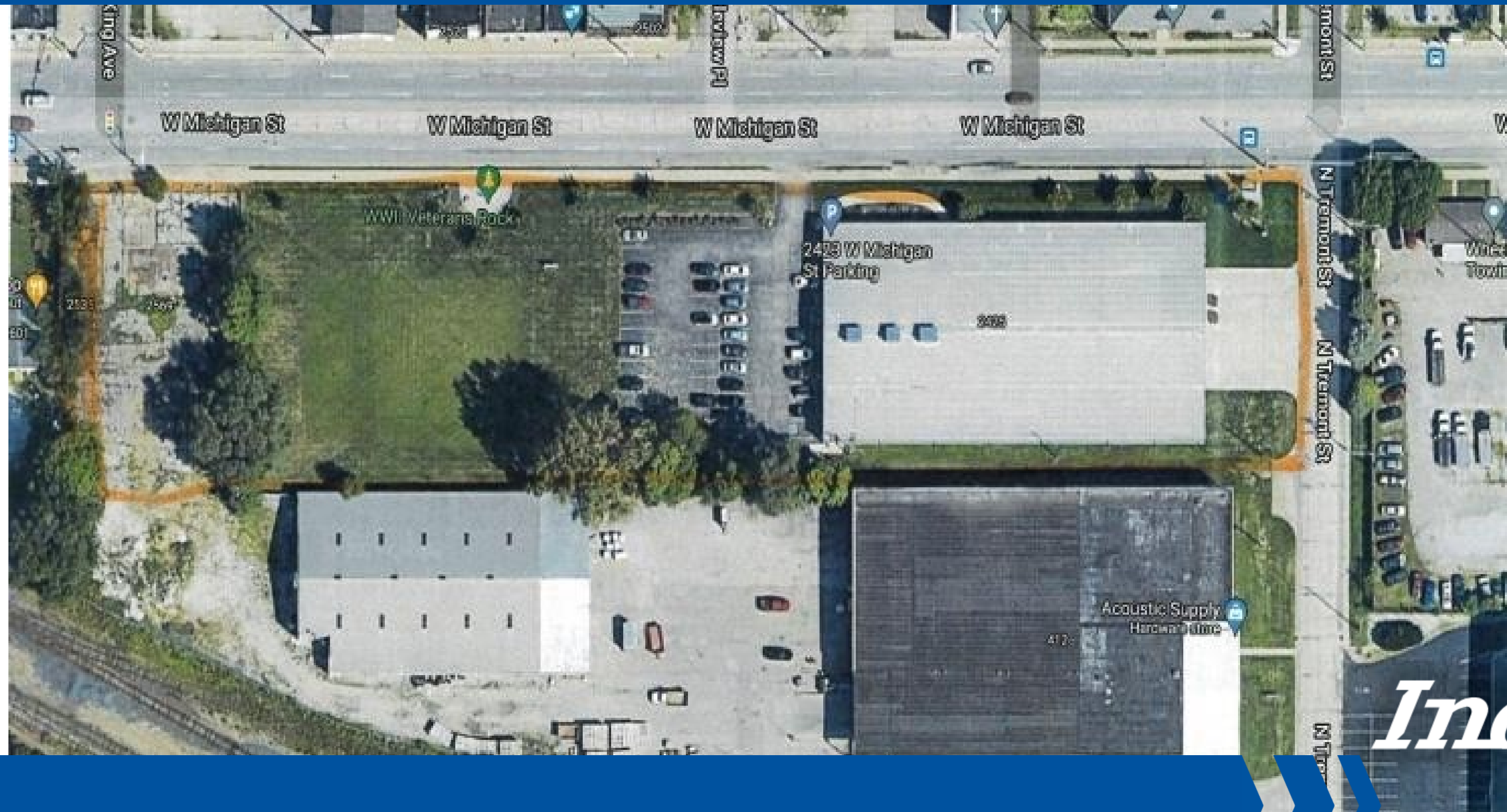


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4 6410 North College Ave



5 2425 West Michigan Street



6 8925 Madison Avenue

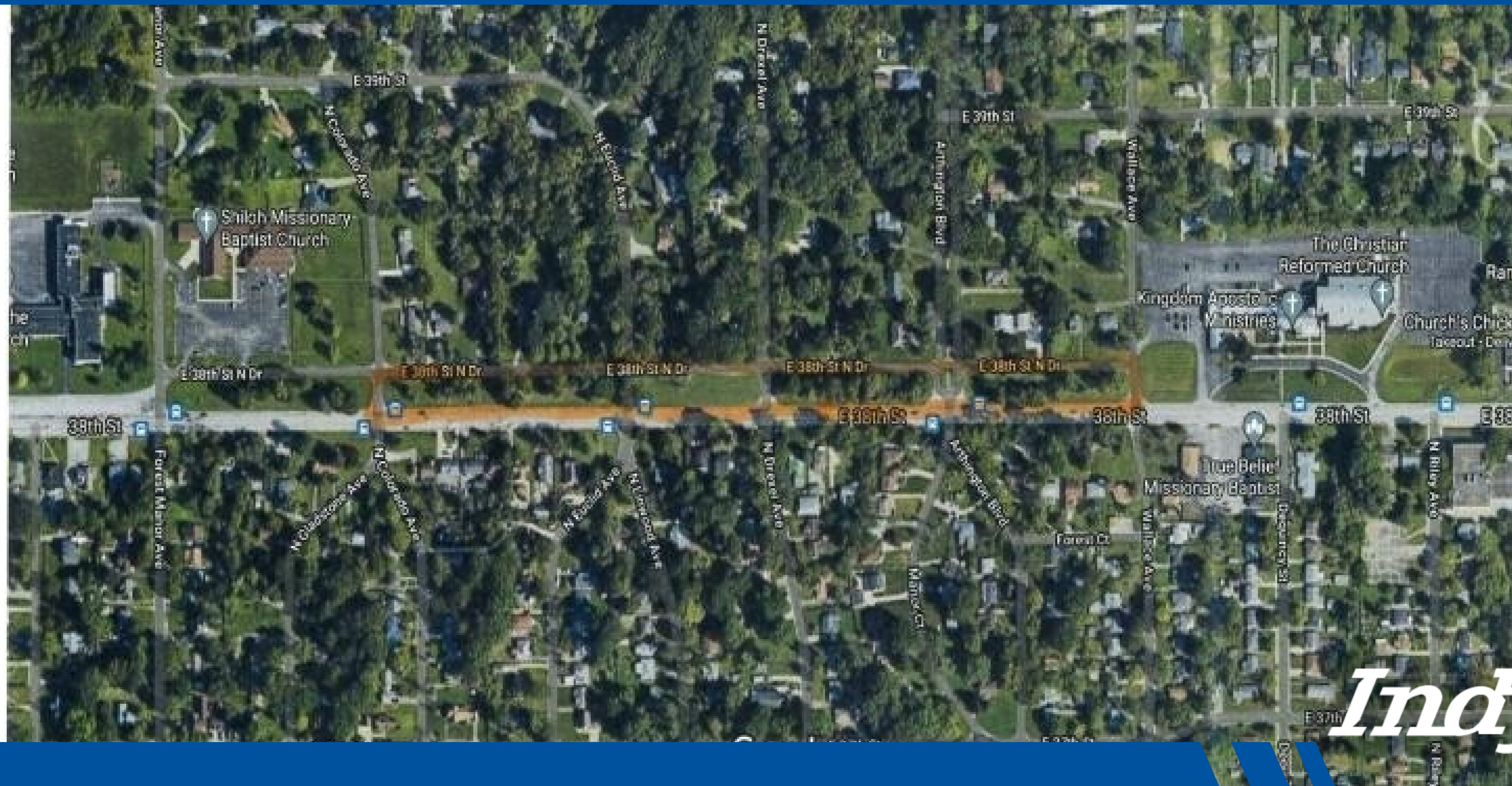


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38th St. And North 38th St. between Colorado Avenue and Wallace Avenue

(4/10 mile long).



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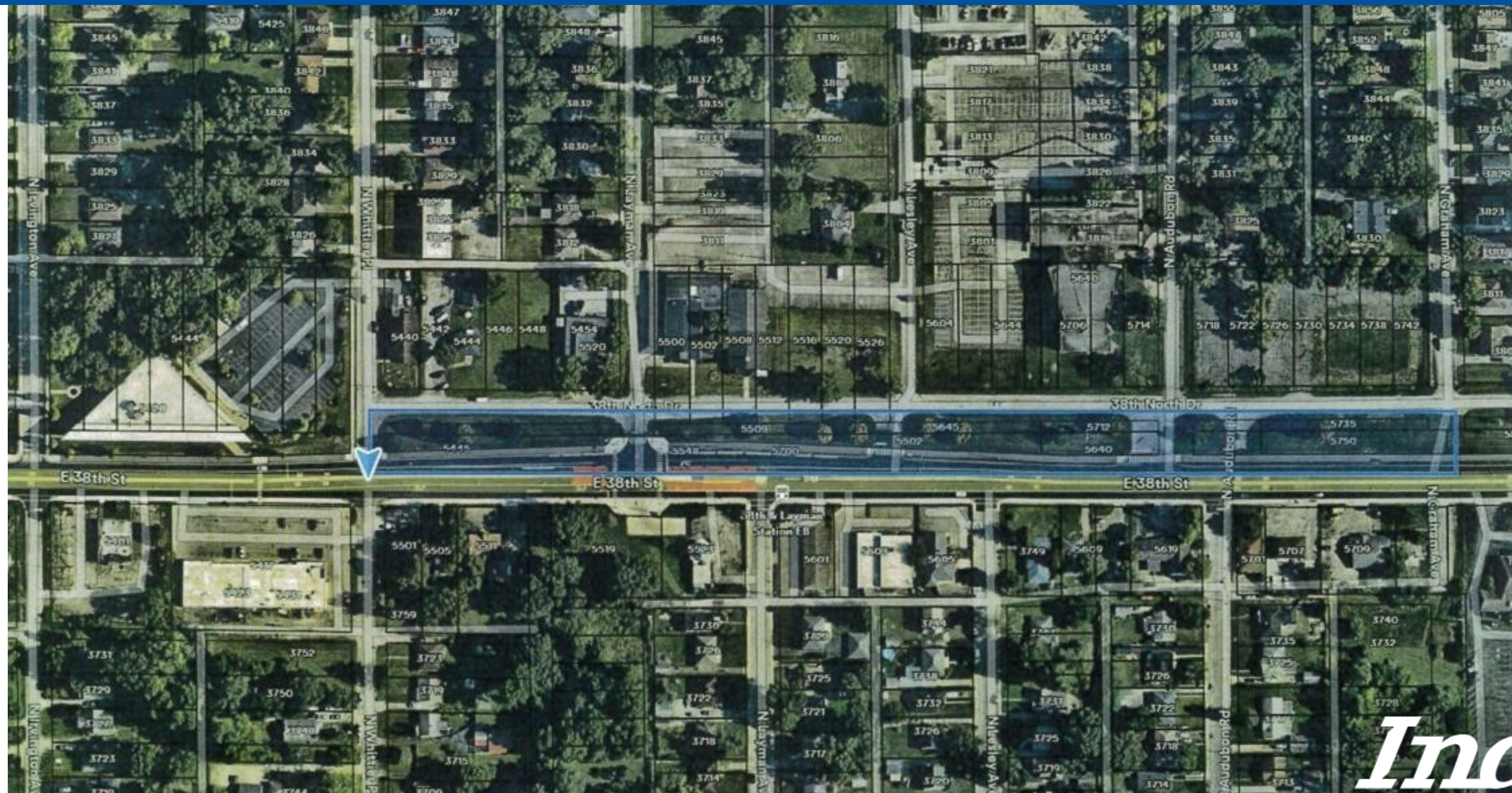
Median for 38th Street, between North Grand Avenue and North Irvington Street.



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Median for 38th Street, between North Whittier and North Graham Avenue.



10

11135 East Washington Street.



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THANK
YOU



Information Update – March 2025 Financials Summary

To: Chair and Board of Directors
Through: CEO Jennifer Pyrz
From: Bart Brown, CFO and Justin Burcope, Budget Director
Date: April 11, 2025

MARCH 2025 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue came in over budget for the month by \$296,996 (24.5%). YTD this revenue is over budget by \$795,283 (21.9%)
- Other Operating revenue category is under budget by \$96,724 (34.2%) for the month. YTD for this revenue is under budget by \$81,346 (9.6%).
- The passenger service revenue is under budget by \$84,196 (-17.0%) for the month. For the year passenger service revenue is under budget by \$240,131 (-16.2%).
- PMTF Grant came in at budget for the month and YTD.
- Property Tax Revenue came in at budget for the month and YTD.
- In March Local Income Tax came in at budget for the month and YTD.
- The Service Reimbursement Program revenue was over budget by \$1,968 (5.7%) for the month. For the year it is over budget by \$3,137 (3.0%).

The Total Revenue for the agency is over budget by \$118,045 (2.6%) for the month of March. YTD Total Revenue is over budget by \$476,943 (1.5%).

Expenditures

I) Personal Services

- Fringe Benefits are under budget for the month by \$345,674 (-19.0%). YTD it is under budget by \$1,531,050 (-23.9%).
- Overtime expenses were over budget by \$95,452 (28.7%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. For the year this category is over budget by \$405,530 (34.9%).
- March Salary expenses are under budget by \$387,520 (-9.1%) for the month. YTD it is under budget by \$1,976,646 (-13.2%)

The Personal Services category is under budget by \$637,741 (-9.9%) for the month of March. It is under budget for the year by \$3,102,167 (-13.8%)

II) Other Services and Charges

- Claims were under budget by \$288,043 (-79.4%) for the month. For the year this category is under budget by \$1,238,566 (-61.7%).

- For the month of March, the Miscellaneous Expense category is under budget by \$20,988 (-79.4%). YTD is under budget by \$232,852 (-51.6%).
- In March, the Purchased Transportation category is over budget by \$24,581 (2.4%). For the year it is over budget by \$165,469 (5.3%)
- For the month the “Services” expense category is under budget by \$831,360 (-36.8%). YTD this category is under budget by \$8,467,360 (-63.5%).
- For the month, utility expenses are over budget by \$28,725 (12.8%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are over budget by \$98,191 (14.6%).

Overall, the Other Services & Charges category is under budget by \$1,087,085 (-27.2%) for the month. YTD this category is under budget by \$6,660,628 (-41.0%).

III) Materials & Supplies

- The Fuel and Lubricant category is under budget by \$160,915 (-28.6%). YTD it is under budget by \$479,293 (-28.4%).
- For the month of March, the Maintenance Materials category is over budget by \$72,723 (13.3%). It is under budget for the year by \$29,899 (-1.8%).
- Other Materials and Supplies category is under budget by \$71,178 (-69.6%) for the month. For the year it is under budget by \$345,496 (-73.9%).
- Tires & Tubes category is under budget in March by \$20,702 (-31.1%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. YTD it is under budget by \$169,310 (-54.0%).

For the month, the Total Materials and Supplies category is under budget by \$180,072 (-14.1%). For the year it is under budget by \$1,023,999 (-24.7%).

In March, the overall, total expenditures came in under budget by \$1,904,899 (-16.3%). Year to date expenditures are under budget by \$10,786,793 (-24.7%).

FY 2025 NON-BUDGETED REQUESTS

Date	Expenditure Description	Department	Expense Category	Amount
01/31/2025	Paratransit Fleet Inspection	Mobility Services	Contractual Services	\$33,420
02/25/2025	Extend Ecolane Agreement	Mobility Services	Contractual Services	\$142,742.50
03/24/2025	Repair walls and purchase of doors for boiler room at 1501 W. Washington	Capital Planning & Projects	Capital	\$21,029

RECOMMENDATION:

Receive the report.

Bart Brown, CFO and Justin Burcope, Budget Director



Indianapolis Public Transportation Corporation
Budget to Actuals (Comparative Statement) - IndyGo
For the Three Months Ending Monday, March 31, 2025

/11/2025 9:34 AM
Period Selected: 3

Current Month

YTD

	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	PRIOR YTD Actual
Operating Revenue									
Federal Assistance	1,508,612.00	1,211,615.50	296,996.50	24.51	4,430,130.00	3,634,846.50	795,283.50	21.88	4,168,878.00
Other Operating Income	186,087.82	282,811.67	(96,723.85)	(34.20)	767,088.98	848,435.01	(81,346.03)	(9.59)	1,407,049.41
Passenger Service Revenue	409,573.68	493,769.35	(84,195.67)	(17.05)	1,241,177.63	1,481,308.53	(240,130.90)	(16.21)	1,447,103.99
PMTF Revenue	947,485.67	947,485.67	0.00	0.00	2,842,457.01	2,842,457.01		0.00	2,842,457.01
Local Property & Excise Tax Revenue	3,442,401.50	3,442,401.50	0.00	0.00	10,327,204.50	10,327,204.50		0.00	9,971,371.77
Local Transit Income Tax Revenue	4,076,242.62	4,076,242.62	0.00	0.00	12,228,727.86	12,228,727.86		0.00	14,436,623.49
Service Reimbursement Program	36,552.00	34,583.33	1,968.67	5.69	106,887.00	103,749.99	3,137.01	3.02	94,485.00
Total Operating Revenues	10,606,955.29	10,488,909.64	118,045.65	1.13	31,943,672.98	31,466,729.40	476,943.58	1.52	34,367,968.67
Operating Expenses									
Personal Services									
Fringe Benefits	1,472,780.17	1,818,453.97	(345,673.80)	(19.01)	4,866,072.37	6,397,122.89	(1,531,050.52)	(23.93)	5,188,091.06
Overtime	427,181.26	331,728.83	95,452.43	28.77	1,566,581.13	1,161,050.91	405,530.22	34.93	1,380,844.69
Salary	3,890,303.83	4,277,824.09	(387,520.26)	(9.06)	12,995,737.90	14,972,384.31	(1,976,646.41)	(13.20)	13,342,849.44
Total Wages and Benefits	5,790,265.26	6,428,006.89	(637,741.63)	(9.92)	19,428,391.40	22,530,558.11	(3,102,166.71)	(13.77)	19,911,785.19
Other Services & Charges									
Claims	74,811.81	362,855.33	(288,043.52)	(79.38)	474,801.01	1,238,565.99	(763,764.98)	(61.67)	460,046.30
Miscellaneous Expenses	85,138.78	106,126.59	(20,987.81)	(19.78)	217,869.69	450,722.32	(232,852.63)	(51.66)	249,132.20
Purchased Transportation	1,061,912.78	1,037,331.95	24,580.83	2.37	3,277,464.88	3,111,995.85	165,469.03	5.32	3,041,421.54
Services	1,427,474.07	2,258,834.44	(831,360.37)	(36.80)	4,852,602.45	10,780,272.80	(5,927,670.35)	(54.99)	4,929,644.99
Total Utilities	252,892.31	224,166.66	28,725.65	12.81	770,690.91	672,499.98	98,190.93	14.60	512,274.47
Total Other Services & Charges	2,902,229.75	3,989,314.97	(1,087,085.22)	(27.25)	9,593,428.94	16,254,056.94	(6,660,628.00)	(40.98)	9,192,519.50
Materials & Supplies									
Fuel & Lubricants	400,448.73	561,363.58	(160,914.85)	(28.66)	1,204,797.53	1,684,090.74	(479,293.21)	(28.46)	1,417,964.37
Maintenance Materials	618,766.58	546,043.39	72,723.19	13.32	1,652,188.66	1,682,088.17	(29,899.51)	(1.78)	1,531,910.74
Other Materials & Supplies	31,018.27	102,196.26	(71,177.99)	(69.65)	121,733.64	467,229.94	(345,496.30)	(73.95)	177,389.80
Tires & Tubes	45,881.02	66,583.33	(20,702.31)	(31.09)	144,269.49	313,579.20	(169,309.71)	(53.99)	140,534.65
Total Materials & Supplies	1,096,114.60	1,276,186.56	(180,071.96)	(14.11)	3,122,989.32	4,146,988.05	(1,023,998.73)	(24.69)	3,267,799.56
Total Operating Expenses	9,788,609.61	11,693,508.42	(1,904,898.81)	(16.29)	32,144,809.66	42,931,603.10	(10,786,793.44)	(25.13)	32,372,104.25

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People & Culture (HR) Summary Report – April 2025

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Britt S. Griffin
Date: April 10, 2025

Mission & Vision Statement

Mission

- To be recognized as a respected and reliable department that prioritizes people, fosters collaboration, leverages data, and employs strategic thinking. We deliver people-centered programs through diverse perspectives, guided by a servant leadership mindset.

Vision

- We aspire to build relationships at all levels of the organization to support IndyGo teammates through a mission-centered culture of empowerment and respect.
- This culture encourages and rewards exceptional performance and continuous improvement. It embraces collaboration, diversity, equity, inclusion, and belonging while supporting a balanced attention to work and personal life.

Key Strategic Focus Areas

Our People	Our Culture	Operational Excellence	Data-Driven Decision Making
Develop strategies focused on attracting, developing, and retaining our people	Develop and implement programs and initiatives that enhance the employee experience, engagement, and agency culture	Develop processes and tools that result in continual sustainable improvement	Analyze data, identify trends, and develop and implement comprehensive people & culture strategies that turn strategic insight into actionable outcomes

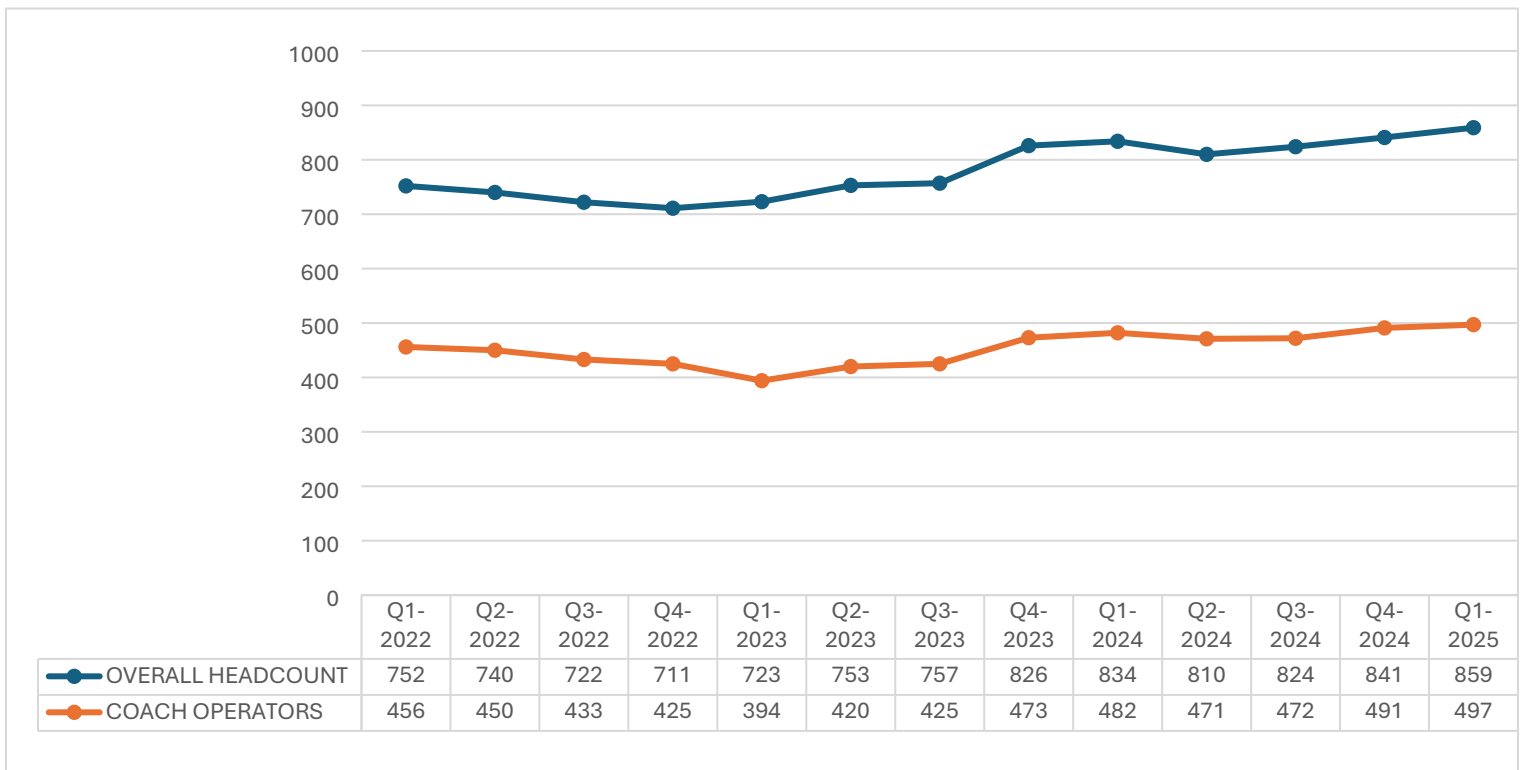


Indianapolis Public Transportation Corporation
 dba IndyGo
 1501 W. Washington Street
 Indianapolis, IN 46222
www.IndyGo.net

1. Employee Population Breakdown

Total Indy Employees:	859
Total Union Employees:	629
Total Non-Union:	230
Total Coach Operators:	444
Total Coach Operator Trainee:	53

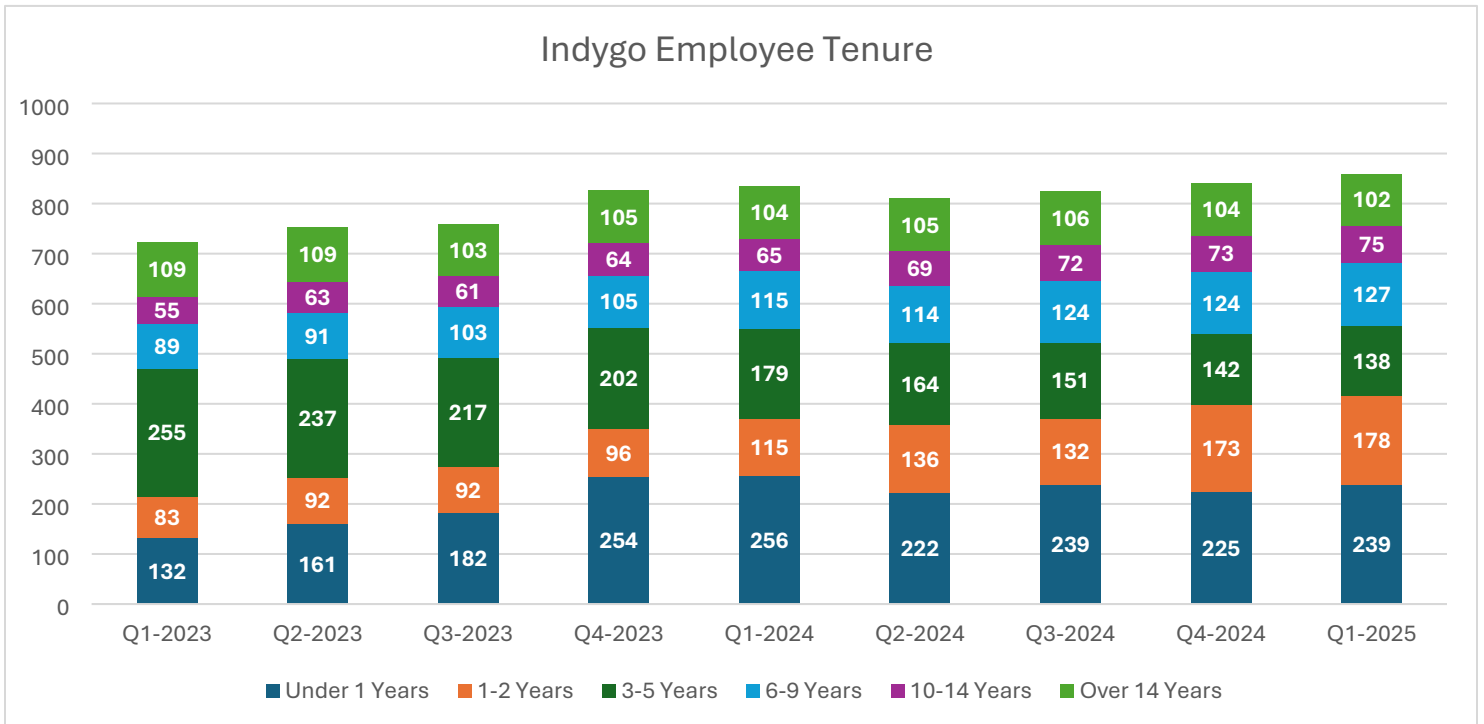
2. Total Headcount by Quarter





Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

3. Headcount by Tenure by Quarter

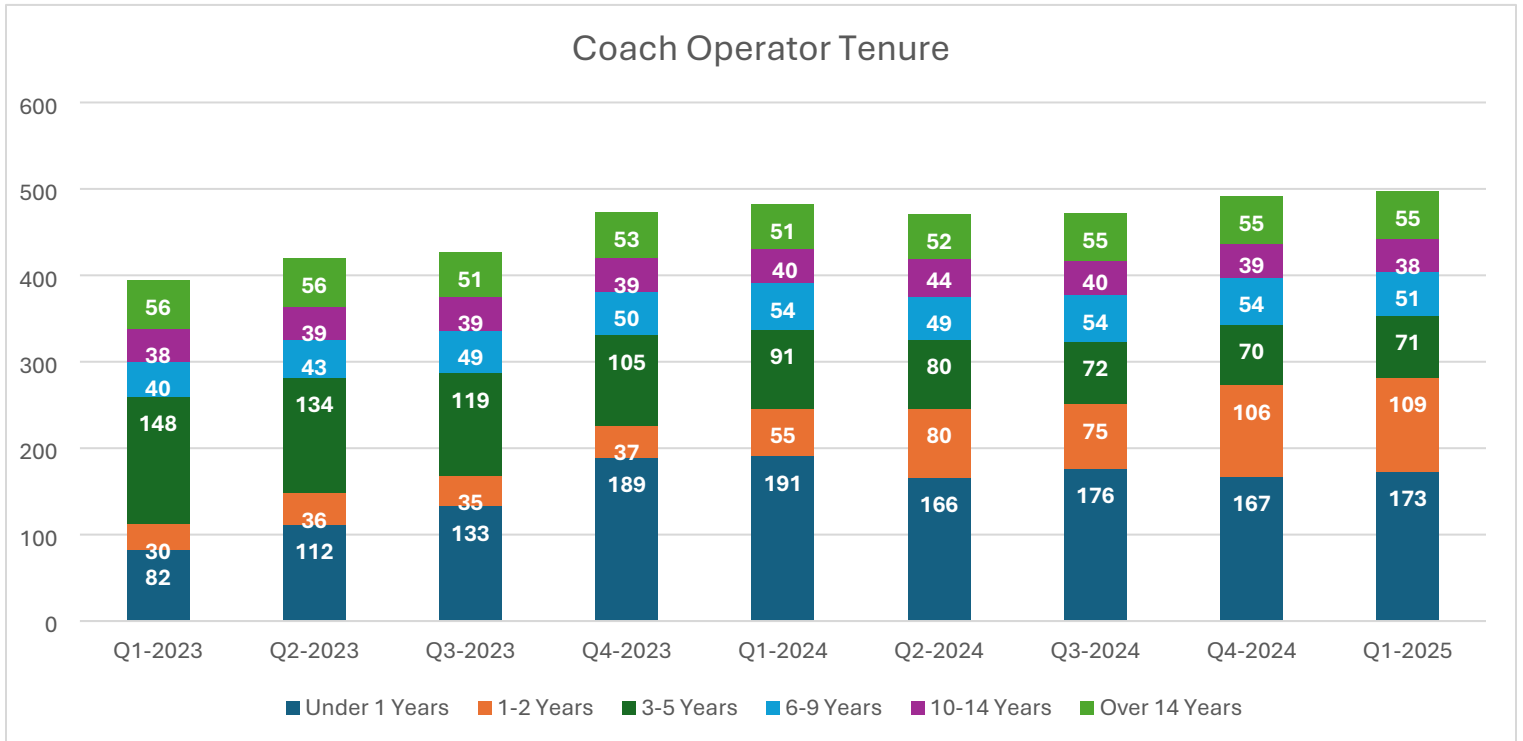


All Employee Tenure

PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2023	30.67%	11.64%	24.48%	12.73%	7.76%	12.73%	825
2024	26.75%	20.57%	16.88%	14.74%	8.68%	12.37%	841
Q1-2025	27.82%	20.72%	16.07%	14.78%	8.73%	11.87%	859



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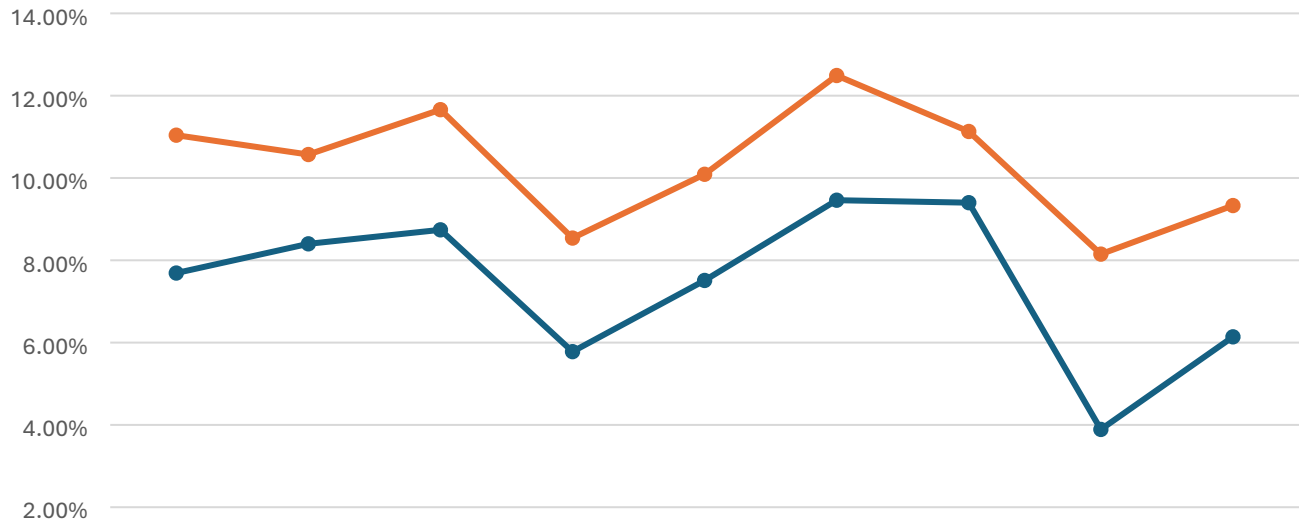


Coach Operator Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2023	39.83%	7.84%	22.25%	10.59%	8.26%	11.23%	472
2024	34.01%	21.59%	14.26%	11.00%	7.94%	11.20%	491
Q1- 2025	34.81%	21.93%	14.29%	10.26%	7.65%	11.07%	497



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

4. Turnover- Coach Operators vs Overall



	Q1-2023	Q2-2023	Q3-2023	Q4-2023	Q1-2024	Q2-2024	Q3-2024	Q4-2024	Q1-2025
Coach Turnover%	7.69%	8.40%	8.74%	5.78%	7.51%	9.46%	9.40%	3.89%	6.14%
Overall Turnover %	11.04%	10.57%	11.66%	8.54%	10.09%	12.49%	11.13%	8.15%	9.33%

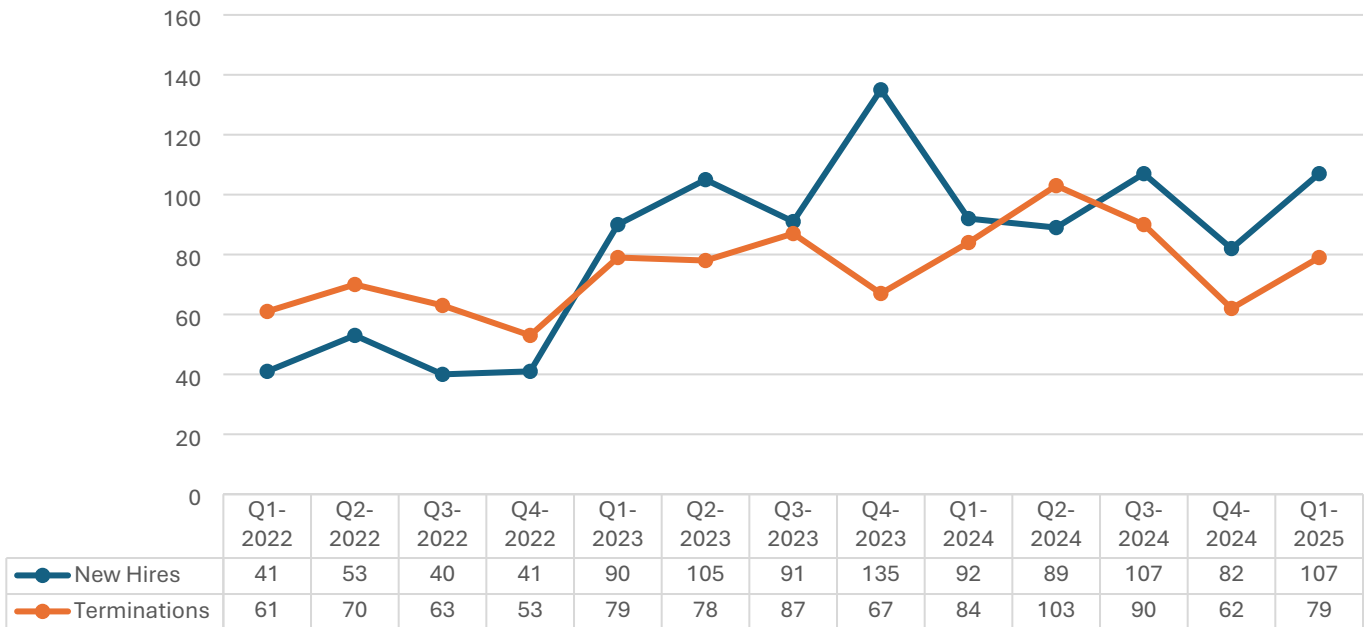
	Average Headcount	Overall Terminations	Overall Turnover %	Coach Terminations	Coach Turnover%
Q1-2023	715.50	79	11.04%	55	7.69%
Q2-2023	737.84	78	10.57%	62	8.40%
Q3-2023	755.00	87	11.66%	66	8.74%
Q4-2023	795.87	67	8.54%	46	5.78%
Q1-2024	852.14	84	10.09%	64	7.51%
Q2-2024	824.78	103	12.49%	78	9.46%
Q3-2024	808.37	90	11.13%	76	9.40%
Q4-2024	822.52	62	8.15%	32	3.89%
Q1- 2025	846.85	79	9.33%	52	6.14%



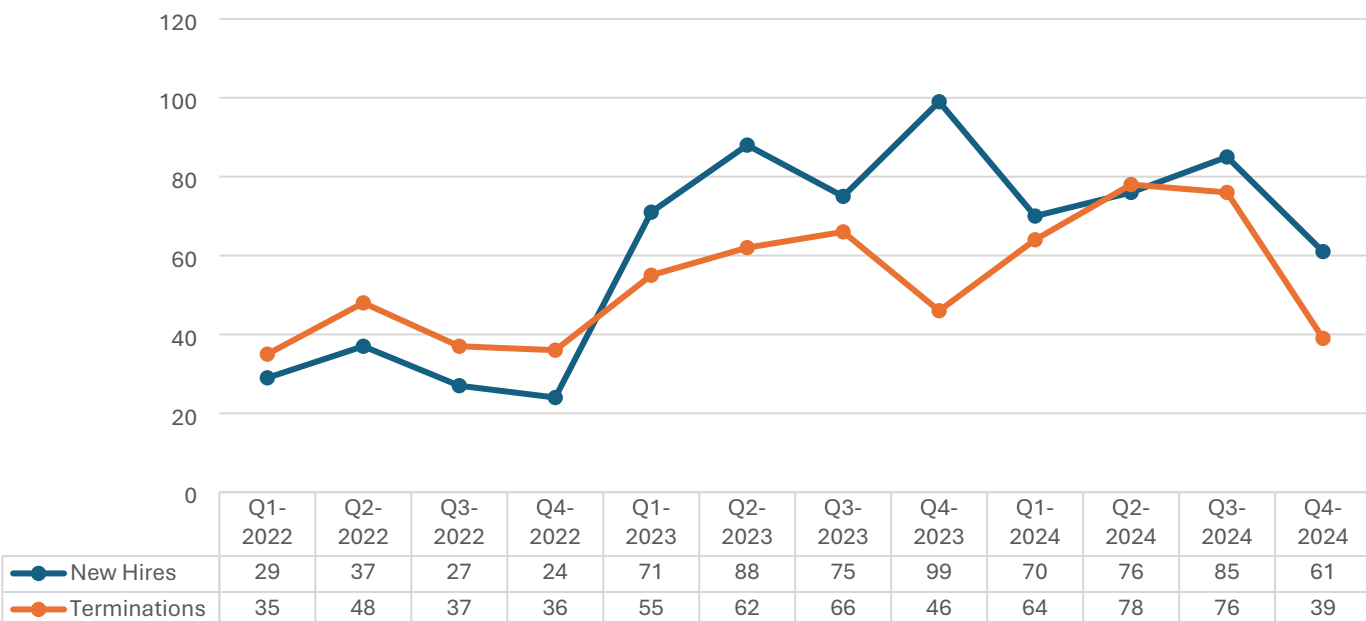
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5. Hires vs Terminations

Overall Hires vs. Terminations



Coach Operator Hires vs. Terminations



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Report to the IndyGo Board

To: IndyGo Chair and Board of Directors
From: IndyGo Foundation Executive Director, Emily Meaux
Date: April 10, 2025

Fundraising & Events

Our new Director of Development & Communications, Aaron Carmichael, started on March 10. He will join me for my Q2 presentation to the IndyGo Board on May 15.

Our team continues to submit grant requests. The goal is to average 4 applications and reports each month. It is still early in the year, but we have submitted \$582,500 in requests, received \$2,500 and have \$574,000 pending.

Our new event, the **Ride & Seek Scavenger Hunt** is taking place May 1-11.

Who: Anyone! We are recruiting sponsors, individual participants and teams.

What: A scavenger hunt on the bus. Use the Eventzee app to complete challenges, quizzes, and check in at locations around Indianapolis. This year, most challenges are focused on the Red Line and Purple Line. Complete as many or as few challenges as you'd like from May 1st to 11th. IndyGo Foundation will provide training sessions for you to learn how to ride IndyGo prior to starting the Scavenger Hunt. There will be prizes for the top finishing individuals and teams.

Why: We created Ride and Seek to gather community, raise awareness about transportation equity, and celebrate the role public transit plays in each of our lives.

For more information: <https://www.indygo.net/foundation/ride-seek/>

Administration

IndyGo Foundation is making strides towards separating from IndyGo's IT systems by the end of 2025 in accordance with our operating agreement. In March, our team transitioned phone systems. The organization now has a central phone number with a directory to access staff members. The organizational number is 317-210-5067. New laptops have been purchased and are being rolled out this spring. Creating a new website is starting to be discussed with our marketing consultant. Funding for this transition was provided by a grant Eli Lilly and Company Foundation in 2024.



Indianapolis Public Transportation Foundation
PO Box 30072
Indianapolis, IN 46230
www.IndyGoFoundation.org

Last month we secured a P.O. Box (see address above) and are transitioning to using that whenever possible as our mailing address to help differentiate from IndyGo. Important documents and checks are regularly sent to the wrong entity due to using the same address and similar legal names. Our hope is that the PO box will resolve that issue.

Upcoming

- May 1-11: Ride & Seek Scavenger Hunt
- May 2: Foundation Board Retreat
- September 25: 5th Annual Golf Outing

Registration for both the Ride & Seek and Golf Outing is available at:
https://iptf.formstack.com/forms/2025_specialevents

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March 2025 *Board Report*



IndyGo SM

To: Chair and Board of Directors

From: Carrie Black, Chief Public Affairs Officer

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR March 2025

ISSUE:

A report of IndyGo Public Affairs will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

SUMMARY:

In March, the Public Affairs Department recognized IndyGo teammates' excellence and essential public service by amplifying **Transit Teammate Appreciation Day** and the **IndyGo Excellence Awards**. We also continued our **Blue Line** construction education, specifically involving utility relocation work. This is all above and beyond the day-to-day work of completing more than **96 creative requests**, generating **223 media mentions**, accomplishing more than **200,000 social media engagements and impressions** across platforms, and reaching more than **1,100 individuals** through public outreach.

Attachments

Contributing Staff includes:

Carrie Black, Chief Public Affairs Officer

Lisa Soard, Director of Communications

Jordan Patterson, Special Programs Manager

Ari Kasle, Head of Digital Media

Ashlynn Neumeyer, Communications Manager

Ashley Wright, Creative Design Specialist

Kayla Bledsoe, Outreach Specialist

INDYGO.NET WEBSITE STATISTICS:

3/1/2025-3/31/2025

Page Views	192,599
Bounce Rate	58.79%
Total Users	60,680
Average Pa-geviews Per User	3.26
Total Sessions	102,757
Total Monthly Sessions Comparison to Previous Year	(Up) 14.86%

Mobile Share

Date	Mobile	Desktop	Tablet
Mar-25	67%	32%	1%
Feb-25	61%	38%	1%
Jan-25	65%	34%	1%
Dec-24	70%	29%	1%
Nov-24	72%	27%	1%
Oct-24	70%	29%	1%
Sept-24	70%	29%	1%
Aug-24	72%	27%	1%
July-24	75%	24%	1%
June-24	73%	26%	1%
May-24	71%	27%	2%
April-24	70%	29%1%	1%
Mar-24	71%	27%	2%
Feb-24	69%	29%	2%
Jan-24	70%	28%	2%
Dec-23	68%	30%	2%
Nov-23	70%	29%	1%
Oct-23	72%	26%	2%

Media Mention Highlights

PR Newswire

NewsProductsContact

News in FocusBusiness & MoneyScience & TechLifestyle & HealthPolicy & Public InterestPeople & Culture

MV Transportation Awarded Paratransit Services Contract for IndyGo Access



NEWS PROVIDED BY MV Transportation, Inc. Mar 03, 2025, 16:40 ET

SHARE THIS ARTICLE

DALLAS, March 3, 2025 /PRNewswire/ -- MV Transportation, the largest privately held transportation contractor in North America, is pleased to announce that it has been selected by IndyGo to provide paratransit services for IndyGo Access. Service began on March 1, 2025.

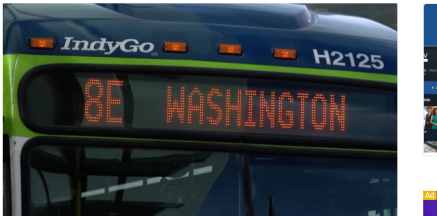
Kevin Kiku, MV's President and Chief Operating Officer said, "This contract award builds our partnership with IndyGo, expands MV's footprint in the Midwest and underscores MV's proven ability to deliver safe, reliable and efficient paratransit services."

Under the new contract, MV will manage all aspects of the paratransit operation, including management, operations, maintenance, vehicle operators, dispatch, safety and road supervision. The service will operate with a fleet of 75 vehicles and employ over 100 team members at peak.

"MV looks forward to collaborating with IndyGo to provide safe and reliable transportation that enhances mobility for the community."

NEWS AND HEADLINES > INDIANAPOLIS LOCAL NEWS

East side intersection to close for relocation in preparation for Ind Line



WBNS Columbus

Follow


17.8K Followers

Bus rapid transit a future for Columbus, but already a reality for other cities. How well does it work?

Story by Collin Dorsey · 4d · 4 min read

Bus rapid transit was a big part of the LinkUS initiative passed by Columbus voters in 2024. It promises to create transit corridors to speed up bus transportation across the city. It's a new concept to Columbus, but Indianapolis has already implemented a similar mode of transportation.

IndyGO, the company providing transportation to the city of Indianapolis, rolled out its first bus rapid transit line in 2019: the Red Line. The Purple Line opened in October 2024. The third and final line, the Blue Line, is currently under construction with a completion date targeted for 2028.



The concept is a bit different than a traditional bus system. The buses travel in dedicated bus lanes along a corridor. Instead of picking up riders at roadside stops, stations are

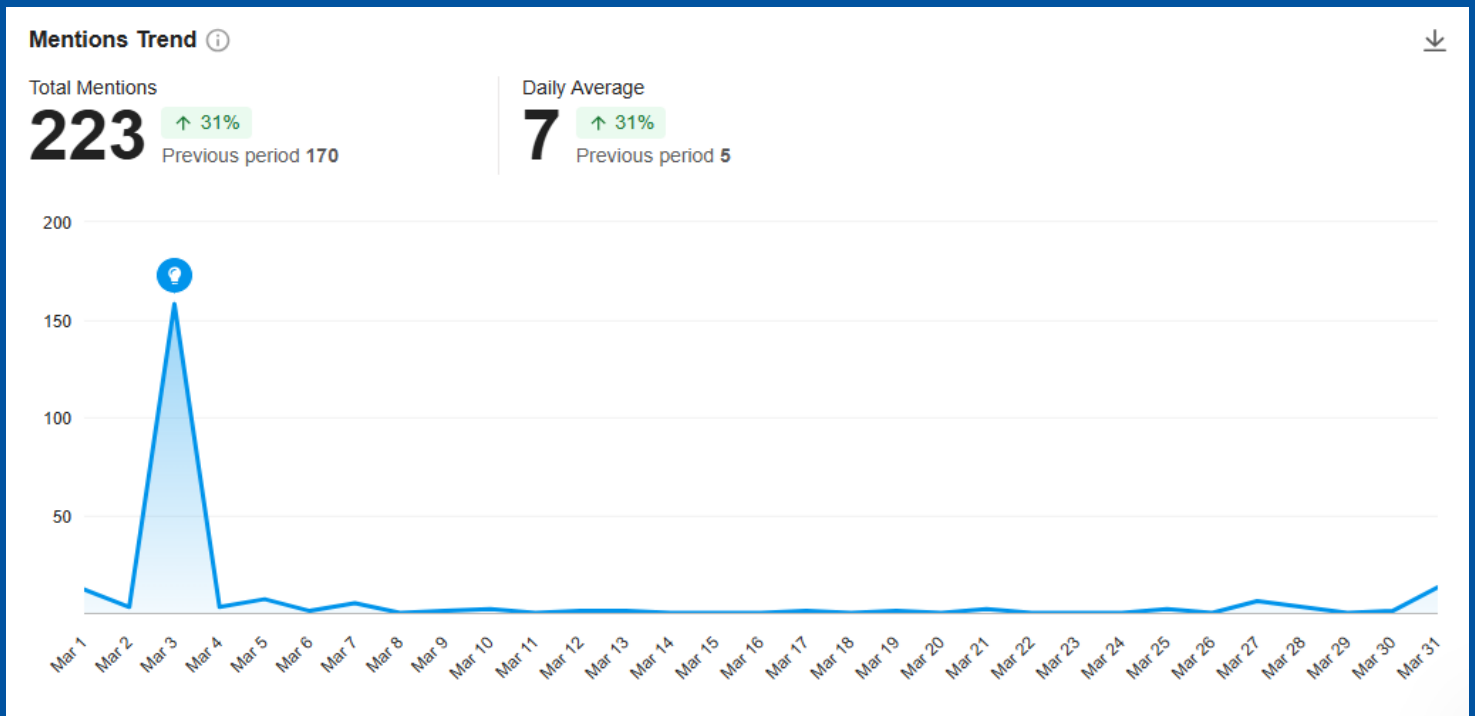
Topics Include:

Media coverage for March 2025 focused on multiple topics, such as the announcement of MV Transportation as IndyGo Access’ new paratransit provider, a Washington Street closure at State Avenue because of Citizens Energy Group (CEG) work to relocate utility lines in preparation for Blue Line construction and a positive mention about IndyGo’s Bus Rapid Transit (BRT) lines, which were showcased as a model for Columbus’ future transportation plans.

IndyGo received an abundance of media exposure after a PR Newswire article about IndyGo Access’ new paratransit provider received international amplification. The piece shared why MV Transportation was selected as the provider and additional details about its work in the United States. This was published more than 150 times online through different publications. Another popular story explained that Washington Street was closed at State Avenue as CEG relocates utility lines in preparation for Blue Line construction. Media concentrated its stories on the impacts to drivers and how this work is gearing the city up for the Blue Line’s launch in 2028. The closure was mentioned more than 25 times last month. Finally, IndyGo’s BRT lines were celebrated in a WBNS Columbus story that discussed Columbus’ plans to incorporate this type of system into its transportation options. The city is looking toward IndyGo as an example of how to successfully implement BRT. The outlet explained how BRT works, its transportation AND economic benefits, and the lessons IndyGo learned as it launched these projects previously.

Altogether, IndyGo was mentioned 223 times in March.

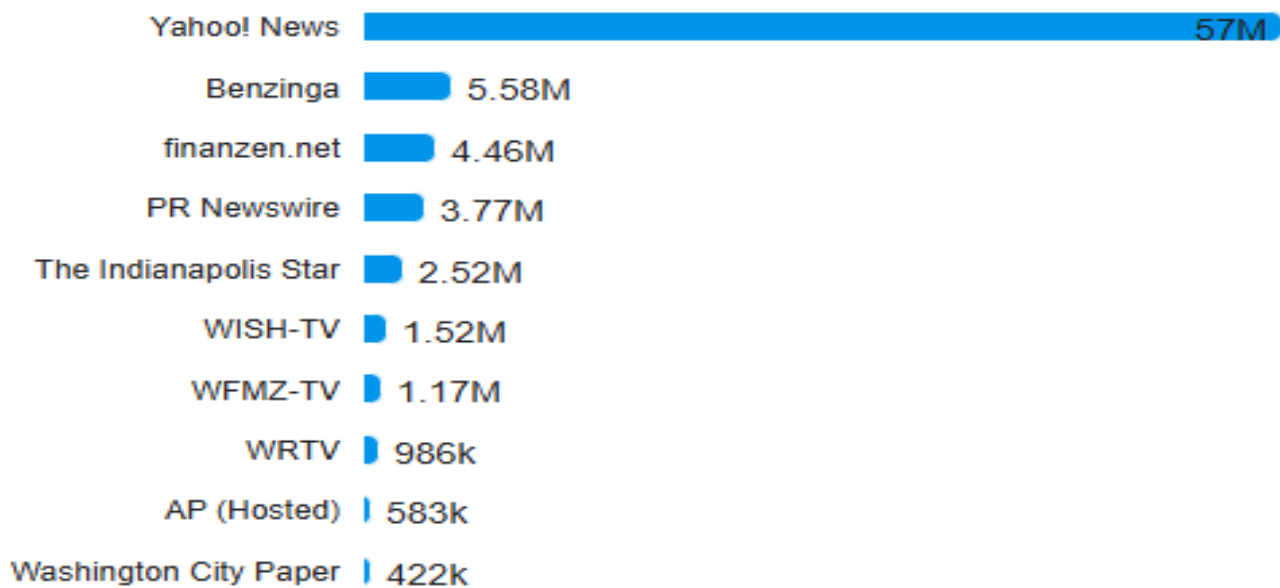
Here's a brief coverage summary:



The graph below shows the top media outlets that published stories about IndyGo in March and the total potential viewership for each station or publication.

Top Publications by Editorial Reach

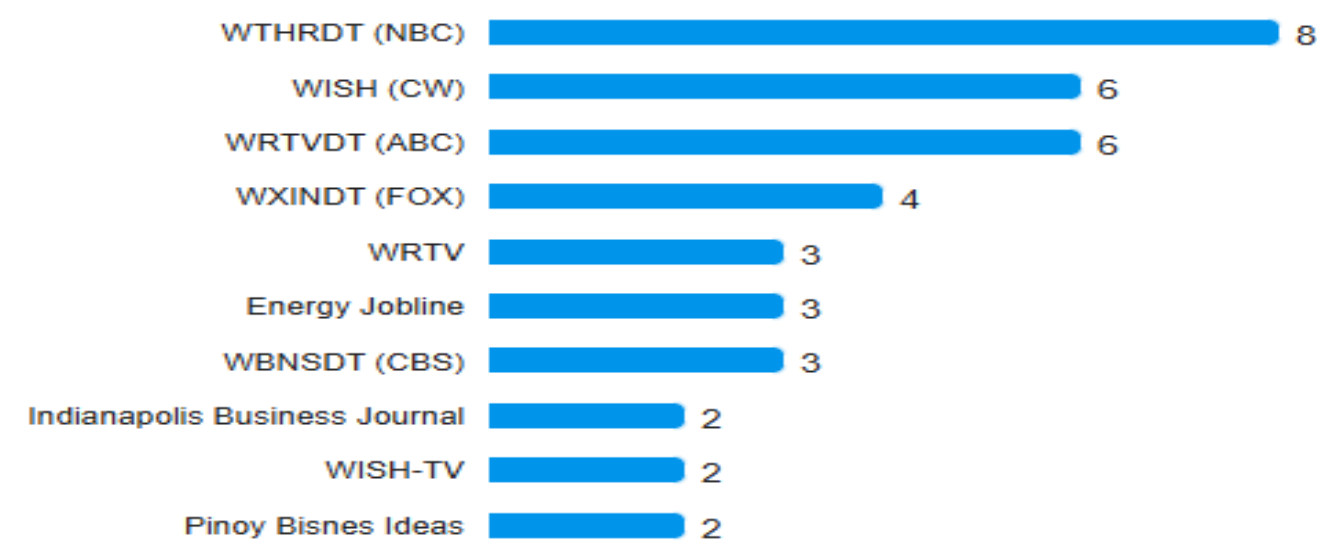
Mar 1 - Mar 31



The graph below shows the top media outlets that published stories about IndyGo in March and the total potential viewership for each station or publication. The agency reached more than 78 million viewers through these channels.

Top Publications by Volume

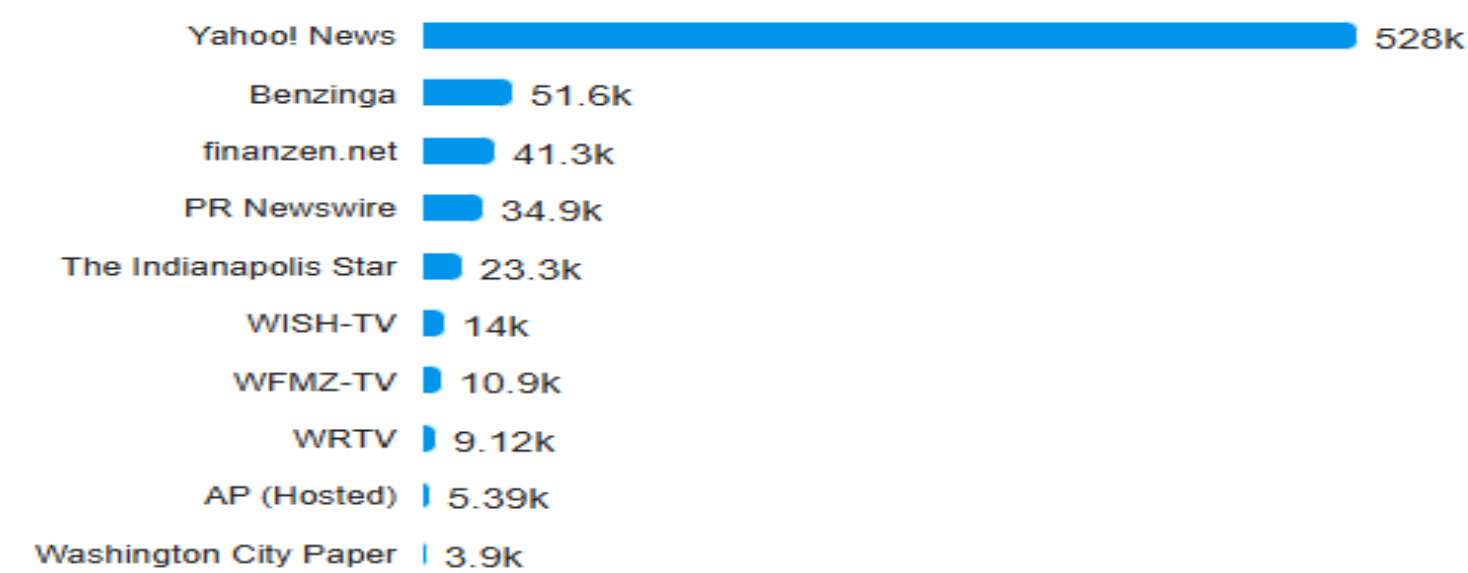
Mar 1 - Mar 31



The graph below shows the earned media value for IndyGo’s top news publications. The total equivalent cost of this exposure last month, if the agency were to pay for it, would be approximately \$722,410.

Top Publications by AVE

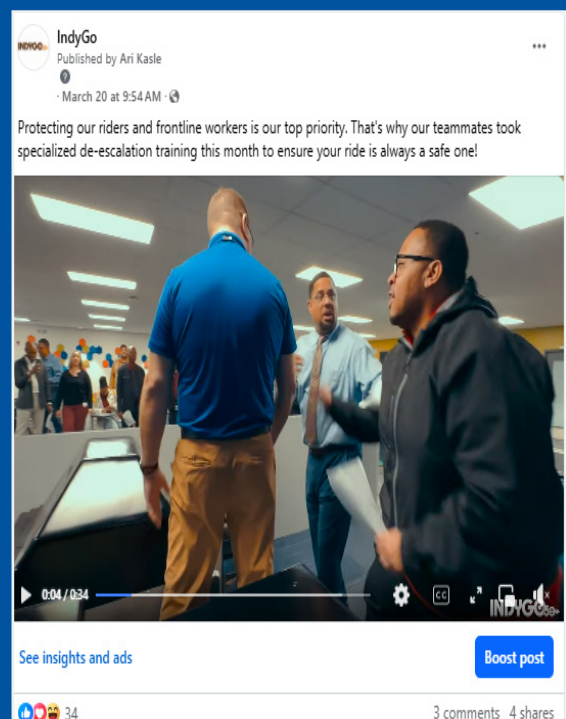
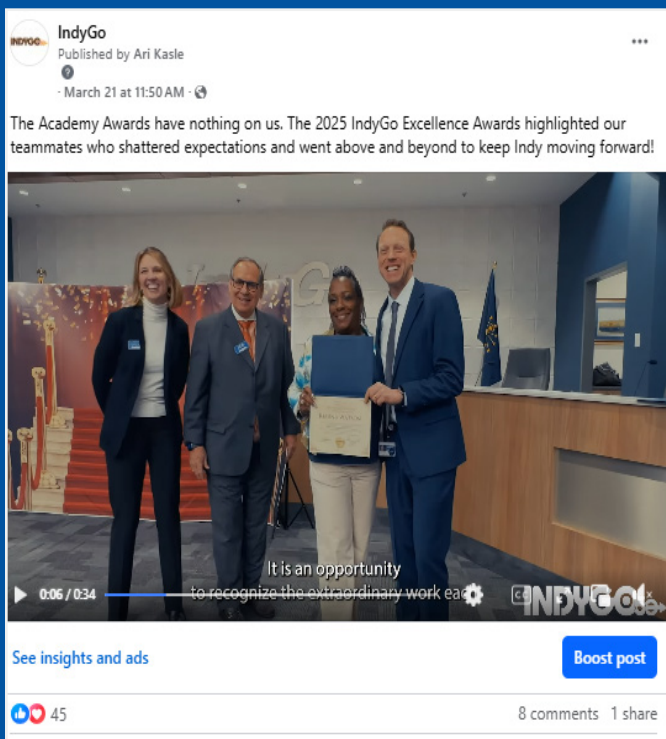
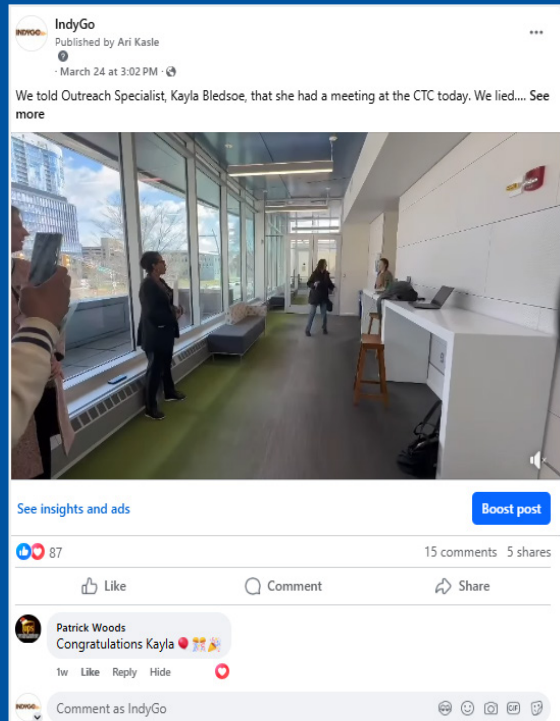
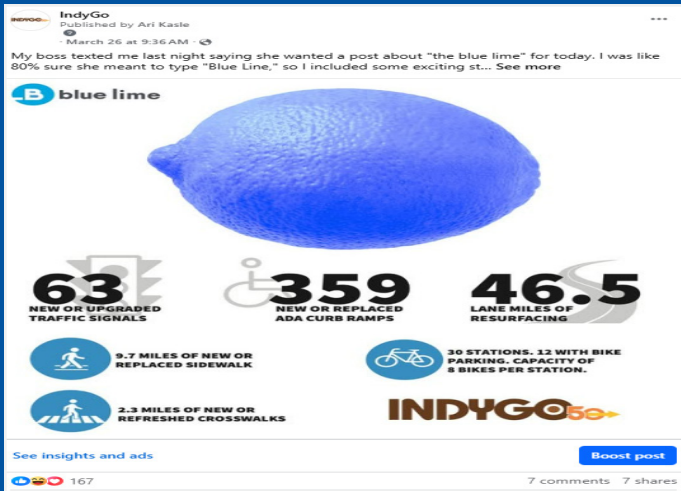
Mar 1 - Mar 31



Social Performance:

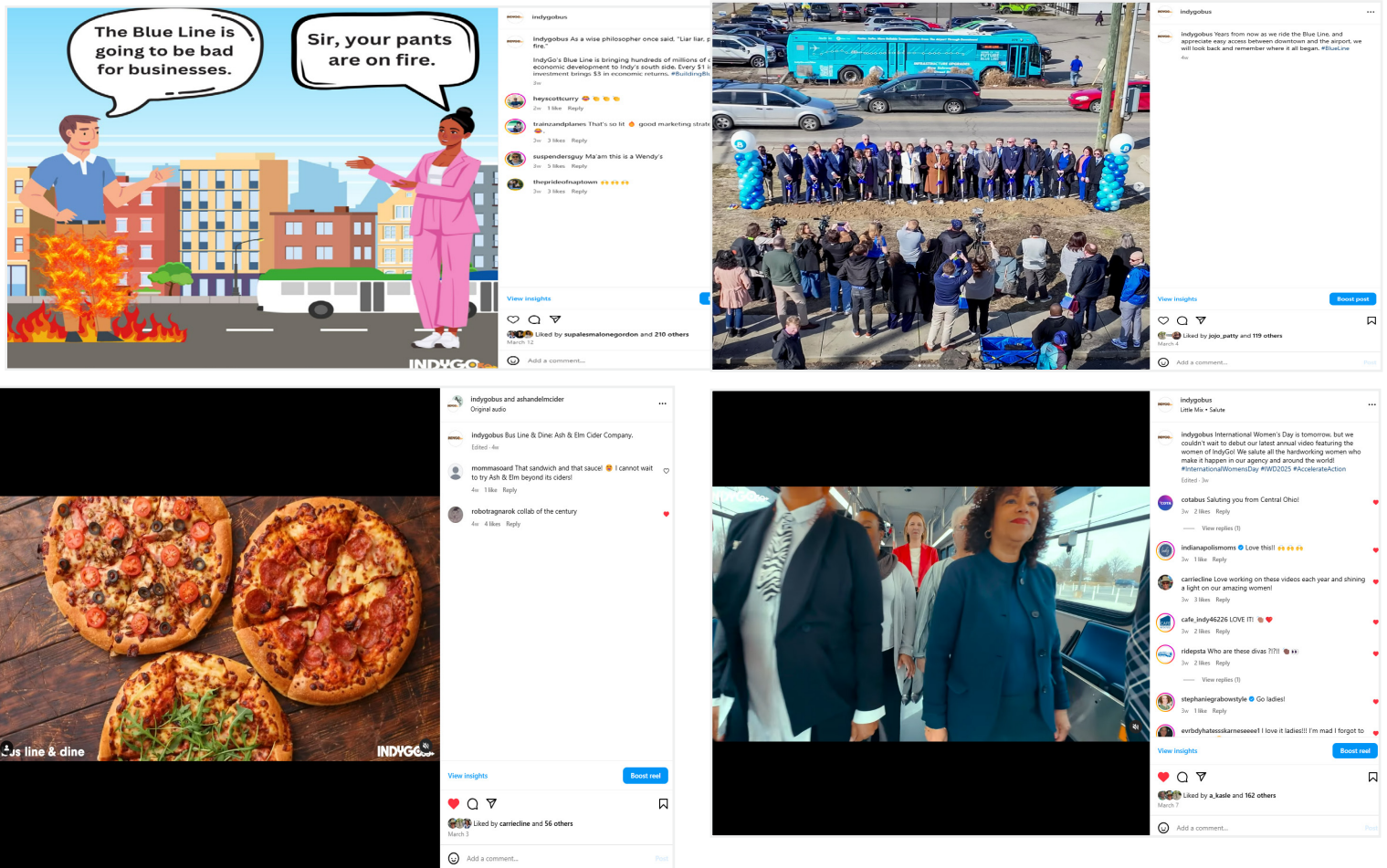
Facebook

- Had a total of 110,000 impressions (42,100 more than February)
- 9,460 post engagements
- 11,854 page likes
- 14,035 current followers



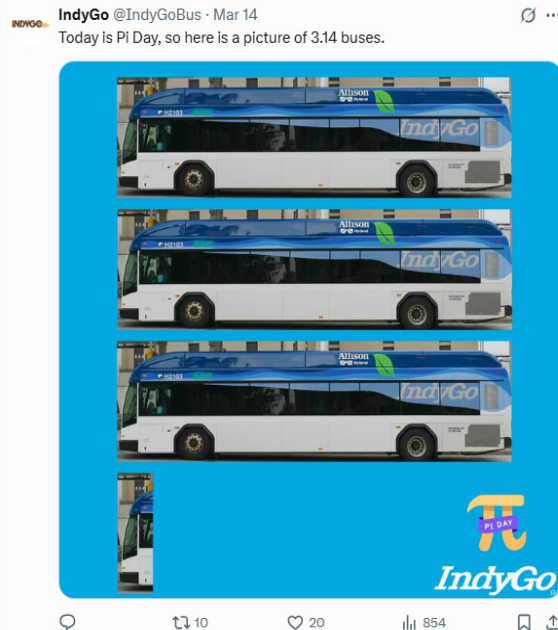
Instagram

- Generated 24,400 impressions
- 1,520 total engagements
- 6.2% engagement rate
- 4,878 current followers (41 more than February)



Twitter

- Had a total of 23,000 organic impressions (11,100 more than February)
- Earned 398 engagements
- 6,754 current followers



LinkedIn

- Generated 27,800 impressions (10,100 more than February)
- 4,300 total engagements, 15% engagement rate
- 87 new followers; 4,726 total followers

Video Data

Total Video Views: 64,066

Top 3 March Videos

- Women's Day- 21,589
- Blue Line Ribbon Cutting- 12,243
- Bus Line & Dine- 5,484

Indigiphoen

Indigiphoen Years from now as we ride the Blue Line, and aggregate any errors between downtown and the airport, we will look back and remember when it all began. #Indigiphoen

View insights

Liked by pigo_patty and 178 others

Like

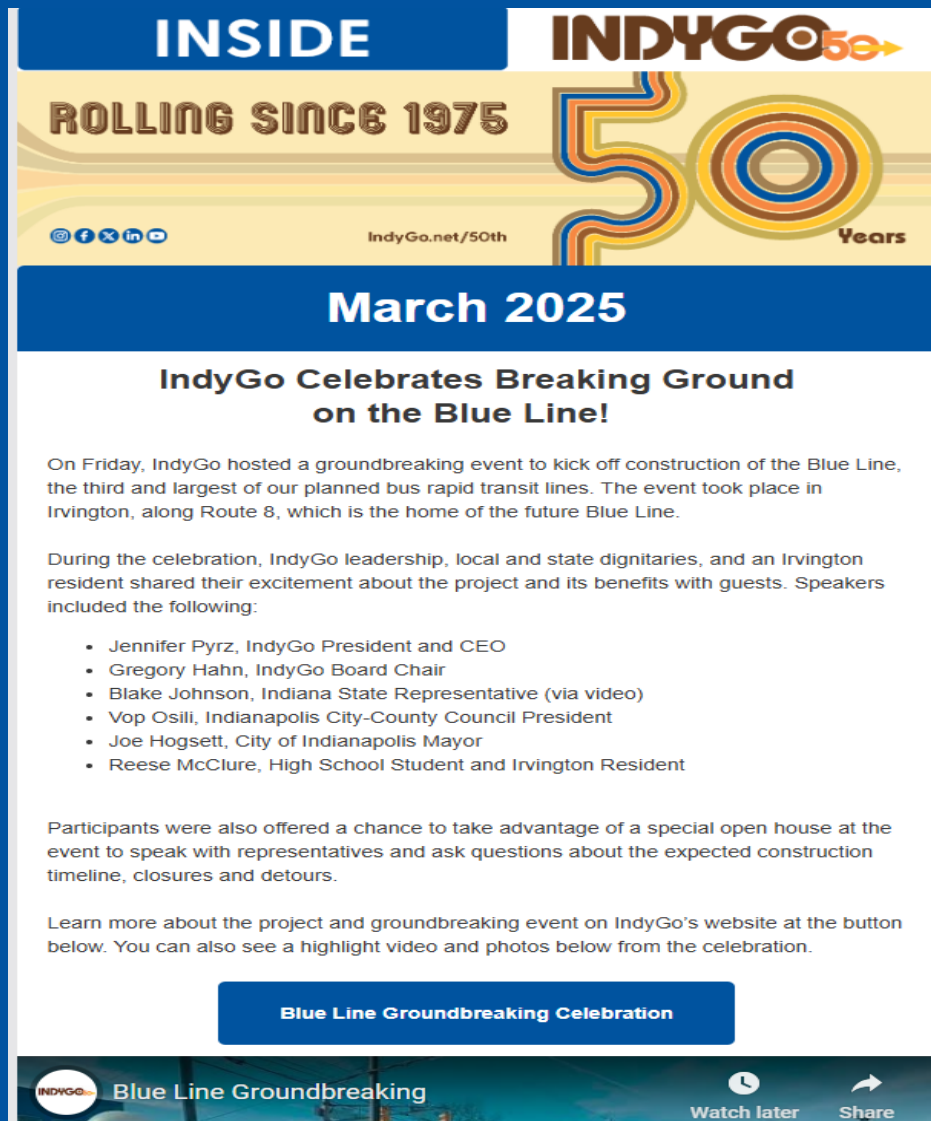
Add a comment...

[illegible]

Email Marketing:

NEWSLETTER

- 33,519 recipients
- 9.21% click-through rate
- 2.88% open rate



CREATIVE PROJECTS

- 10 requests completed via IndyGo Helpdesk
- 86 requests completed via other mediums
- 96 total creative requests completed

Outreach Summary: March 2025

In March, IndyGo focused its outreach efforts on engaging new riders at community events, informing current riders of minor detours and presenting at a conference hosted by the Indianapolis Neighborhood Resource Center. In total, IndyGo reached more than 1,100 people this month.

Toward the beginning of the month, Outreach Specialist Kayla Bledsoe presented at Neighbor Power Indy, where she informed attendees about the agency's IndyGo Cares community programming (Wellness in Transit, Food in Transit and Music in Transit) and the Transit Ambassadors program. Transit Ambassadors Courtney Hawk, Patrick Woods and Elyza Sarver were featured on a panel as part of the presentation. Other ambassadors joined the session to increase visibility and awareness of their volunteer work. More than 150 people attended the conference.

Additionally, IndyGo participated in several community events to teach attendees how to plan their trip and use our account-based fare system, MyKey. IndyGo's presence at the Carl Wilde School #79 Spring Parents Day and a Horizon House Harm Reduction Night was thanks to transit

ambassadors who informed us of the events. In addition, "Train the Trainer" Travel Trainings were provided to Hawthorne Community Center social workers and Eskenazi Health employees.

Transit Ambassadors also performed outreach on several routes experiencing minor detours due to construction, as well as on their daily commutes helping riders solve minor problems.



Transit Ambassadors Mark Petrison and Eric Eskridge attended the Involvement & Resource Fair at the Ivy Tech Community College – Lawrence campus! A few days later, Petrison and Transit Ambassador Thanh Arhin attended the same event at the Downtown Indianapolis campus as well.



IndyGo Outreach Specialist Kayla Bledsoe and Transit Ambassador Umair Khurshid visited Carl Wilde School #79 during parent teacher conferences last week to teach students and parents how to ride the bus! Pictured above: Bledsoe and Khurshid



IndyGo teammates attended the Indianapolis Neighborhood Resource Center's 14th Annual Neighbor Power Indy Conference at Martin University. During the conference, IndyGo's outreach team highlighted the Transit Ambassador and IndyGo Cares programs and shared how those resources benefit Marion County residents!

MARCH OUTREACH PROJECTS

3/1/2025	Patchwork Resource Fair
3/3/2025	MNA Meeting
3/4/2025	Transit Ambassador Monthly Meeting-Events Training
3/5/2025	Hawthorne Community Center Travel Training
3/7/2025	Eskenazi Travel Training
3/8/2025	Neighbor Power Indy Presentation
3/8/2025	Neighbor Power Indy Networking
3/11/2025	HOPE Team Meeting
3/12/2025	Route 26 Outreach - Transit Ambassadors
3/13/2025	Horizon House Harm Reduction Night
3/15/2025	Southside US Colored Troop Coalition Resource Fair
3/15/2025	Marion County Alliance of Neighborhood Associations (MCANA) Meeting
3/19/2025	Route 56 Outreach - Transit Ambassadors
3/21/2025	Spring Parents Day
3/25/2025	Ivy Tech Resource Fair
3/26/2025	Ivy Tech Resource Fair

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Planning & Capital Projects Report, April 2025

To: President & CEO Jennifer Pyrz
From: Chief Development Officer Brooke Thomas
Date: April 11, 2025

STRATEGIC PLANNING

Spring 2025 Customer Satisfaction Survey - ABBG

IndyGo staff are preparing to administer the next Customer Satisfaction Survey, this time in conjunction with the American Bus Benchmarking Group, or ABBG. The work for this upcoming survey will take place between April 22 and May 19. During the week of May 11, representatives from IndyGo will be on-site at the CTC where they will collect survey responses, between the hours of 6 a.m. and 10 p.m. A flyer with a QR code to take the survey will also be distributed to bus riders who may prefer to take the survey on their own. Staff anticipate receiving the results of the survey from the ABBG this fall.

The American Bus Benchmarking Group is a consortium of medium sized bus agencies in North America that benchmark performance and share experiences & best practices for fixed route and paratransit services. IndyGo joined the ABBG in 2024 to gain access to a members-only forum that performs performance comparisons, shares best practices, and offers a more robust performance measurement system.

Blue Line Baseline Study

The Blue Line Baseline Study is intended to document the before conditions along the Blue Line BRT corridor prior to the start of construction. Key components of this study are surveys and interviews with key stakeholders along the corridor. In partnership with the Indianapolis Metropolitan Planning Organization, IndyGo performed a baseline survey to gather information from residents, employees, and employers along the corridor. Interviews are currently being conducted with human resource professionals for major employers located along the corridor. Photos of station locations and a drone flyover have also been completed.

IU-Indy Peterson Fellows

For the past several years, IndyGo, the City of Indianapolis, and the Indianapolis International Airport Authority have partnered with the IU-Indy School of Public and Environmental Affairs (SPEA) to support their Peterson Fellowship program. Peterson Fellows are SPEA graduate students who have expressed an interest in public service, possibly even within the City of Indianapolis, once they've graduated with their degree. Three graduate students are selected at the beginning of each school year, spending one semester with each host. In March, the candidates for the Peterson Fellowship for school year 2025-2026 were interviewed and selected. These students will begin their Fellowship in August 2025 and end

in August 2026. The work of each of these Fellows is managed by Strategic Planning, although other divisions may originate tasks for them as needs arise.

Subrecipient Programs

Section 5310 and Section 5339 2024 Call for Projects – At their regularly scheduled March Board meeting, the IPTC Board of Directors approved the purchase requests for last years’ call for projects for Section 5310 and Section 5339 subrecipient programs. The Section 5310 call for projects includes a total of five vehicles and a mobility management project. The Section 5339 call for projects includes three vehicles and an equipment (camera) project. IndyGo staff are working to distribute grant award letters, grant agreements, and instructions to the subrecipients for the next steps.

ENGINEERING & CONSTRUCTION

Blue Line Bus Rapid Transit

Utility relocations and other preconstruction activities continue, as are the community engagement team’s outreach meetings. More detailed construction schedules are due to be delivered by the contractors this month; however, the contractor for the roadway improvements has informed us that they are planning for an initial lane closure on the east side beginning in mid-April.

Purple Line Bus Rapid Transit

The construction management team is in the process of finalizing all open contract items and necessary documentation required to close out the project, ensuring compliance with contractual obligations. The only major work that remains to be completed is the rehabilitation of the CSX railroad crossing on Post Road. IndyGo is coordinating with CSX to obtain the final documentation needed to schedule and proceed with the crossing rehabilitation, but CSX will perform the work.

Local Route Transit Signal Priority

The implementation of a cloud-based TSP system, the same that was installed along the Purple Line corridor, is being installed along Route 37, Park 100. The plan is to include TSP at 43 signalized intersections along the route. It is anticipated that this work will be completed in Q4 2025 and, as always, will be done in close coordination with DPW Engineering and Operations. During the post-implementation period following deployment in Q4 2025, IndyGo will closely monitor, evaluate, and publish route metrics to inform route improvements and guide future decision-making about additional TSP deployment projects.

Julia M. Carson Transit Center Washington Street BRT Docking

Construction of two BRT docking bays on the Washington Street side of the CTC is anticipated to begin in 2026. Once completed, the bays will complement the award-winning architectural design of the transit center and offer passenger amenities like those found at IndyGo BRT stations. The platform will be long enough to accommodate two, 60-foot articulated bus bays. One boarding area is planned to be used by the Blue Line when it opens in 2028; the other boarding area is designated for contingency use by any BRT route. This project is between the 60 percent and 90 percent design phase. IndyGo is working with Kimley-Horn and Associates and StudioAXIS to complete the architectural design of the platform canopies that will protect passengers from the elements as they enter and exit the bus.

Safe Streets and Roads for All (SS4A) Near-Miss Analysis

In March, IndyGo awarded a contract to CHA Consulting, Inc. for a near-miss analysis project that will gather data about road user interactions at key bus stop and intersection locations around Indianapolis. Video data at each location and survey data will be processed to make informed decisions about future infrastructure investments, operational improvements, or both.

Michigan & New York Streets 2-Way Conversion Project — DPW-led Project

DPW is converting Michigan Street and New York Street from one-way to two-way roads between College Avenue and Ellenberger Park on the near east side. IndyGo staff have served as subject matter experts during the planning and design phases. IndyGo is also providing a financial contribution to this project. Benefits to IndyGo's riders and other pedestrians include safety upgrades and improved bus stop facilities along the corridor. IndyGo is preparing to operate two-way service on Michigan Street as early as this summer, which means that it will no longer offer eastbound service on New York Street at that time.

SS4A Complete Streets Improvements — DPW-led Project

DPW was awarded an SS4A implementation grant in 2024 for Complete Streets improvements to corridors along 30th Street, 42nd Street, Franklin Road, Lynhurst Drive, Post Road, and Thompson Road. IndyGo will contribute to the local match for this project and stands to benefit from bus stop and safety improvements for pedestrians. Capital Projects and Service Planning staff regularly attend design meetings for this project, as subject matter experts.

FACILITY PROJECTS

1501-Maintenance Area Garage Improvements

This project consists of demolition and reconstruction of portions of the tire bay and battery room located within the 1501 garage maintenance area. This project began in 2024, with construction carrying over to 2025. The project's original scope has reached final completion; however, the project scope of the contractor's work was recently expanded to include work to repair wall cracks and replace the boiler room door. This additional work is anticipated to be completed next month. IndyGo solicited bids for the wall cracks and door through a separate procurement process at the end of 2024, but the bid(s) that it received were determined to be unresponsive.

1501-Duesenberg Building Tuckpointing & Masonry Restoration

This project consists of exterior masonry tuckpointing and masonry restoration of the historic Duesenberg Building. This project has reached final completion and is now in project closeout.

1501-Duesenberg Building Window Restoration

This project includes the restoration of the exterior windows of the historic Duesenberg building. Planning for this project began in 2024. The construction phase is scheduled to start on April 21, 2025, and to be completed within 74 days, which would be on or around July 4, 2025.

1501-Trench Drains

This project consists of the conversion of four catch basin pit drains into narrower trench drains. Work for this project began in 2024. Project construction is scheduled to start on April 21, 2025. Construction will be performed in three phases to accommodate ongoing operations and activities within the garage and should be completed within 180 days, which would be on or around October 18, 2025.

East Campus Fleet Operations and Maintenance Facilities

This project will expand IndyGo's East Campus operations to include fixed route services and establish a second base for IndyGo fleet operations and maintenance providing the needed redundancy and capacity to meet IndyGo's current and projected needs. This project is expected to be funded, in part, by a federal grant awarded under the FTA's Buses and Bus Facilities Program, although IndyGo does not yet have an executed grant agreement. For construction to begin in late-2026/early-2027, IndyGo needs to execute an agreement with the FTA, acquire the property located at 9625 E. 33rd Street, advance the design concept, and solicit the services of a construction manager and owner's representative before summer begins. In the meantime, the project team is working to finalize the building program and conceptual design, with plans to present a new task order to begin the design phase at the regularly scheduled IPTB Board meeting on May 15, 2025.

Respectfully submitted,

Brooke Thomas, AICP

Chief Development Officer

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Operations Division Report – March 2025

To: Jennifer Pyrz, President and CEO
From: Aaron Vogel, Chief Operating Officer
Date: April 17, 2025

SERVICE PLANNING

SCHEDULING:

Scheduling staff have finalized work on routes and schedules that need timing adjustment for the June 2025 operator Bid. The most notable change expected is that Route 3 will begin two-way service on Michigan Street in early July. This change will provide better route legibility and reliability for customers and operators. There will also be new shelters and stops throughout the corridor.

Service Planning continues to work on Route field audits. As of this meeting, ten routes have been audited (36%), putting the team on pace to finish the project this year.

Service Planning continues to assist Capital Projects with land use approvals and community outreach for the Eastside Mobility Hub. Following a presentation to the Warren Township Development Association, a letter of support was obtained. The first public hearing on the project is scheduled for April 24th. Planning and Facilities have also finished the draft of the next three-year maintenance contract for bus stops and stations, which is ready for release.

Engineering is progressing on the Far Eastside bus stop improvement package (78 stops), and construction is underway on the Near Eastside bus stop improvement package (89 stops). Ten to fifteen new bus stops should be completed in time to be activated for the June service update.

A new bus shelter and bike land on East Michigan Street is pictured below.



FIXED ROUTE RIDERSHIP:

Mar-24	Mar-25	% Change	IndyGo Fixed Route Ridership	YTD 2024	YTD 2025	% Change
6,531	8,735	33.7%	2 E. 34th St.	18,267	23,556	29.0%
25,511	21,814	-14.5%	3 Michigan St.	73,346	62,179	-15.2%
7,758	7,329	-5.5%	4 Community North	21,706	20,268	-6.6%
11,149	8,765	-21.4%	5 E. 25th	31,707	21,836	-31.1%
5,758	5,095	-11.5%	6 N. Harding	16,282	12,748	-21.7%
90,995	76,006	-16.5%	8 Washington St.	257,894	207,694	-19.5%
66,131	63,479	-4.0%	10 10th St.	186,652	169,843	-9.0%
2,972	8,023	170.0%	11 E. 16th St.	8,205	22,213	170.7%
5,932	4,993	-15.8%	13 Raymond	17,268	14,220	-17.7%
10,467	8,741	-16.5%	15 W 34th St	30,258	25,094	-17.1%
8,529	7,613	-10.7%	16 Beech Grove	22,696	21,014	-7.4%
4,733			18 Broad Ripple	13,623		
16,410	10,886	-33.7%	19 Broad Ripple	48,648	27,565	-43.3%
9,853	9,687	-1.7%	21 East 21st St.	28,468	27,419	-3.7%
6,879	6,890	0.2%	24 Mars Hill	19,368	17,871	-7.7%
10,484	12,784	21.9%	25 W. 16th St.	27,785	34,117	22.8%
20,149	22,033	9.4%	26 Keystone	58,083	57,957	-0.2%
7,311	5,467	-25.2%	28 St. Vincent	20,957	14,640	-30.1%
6,242	5,106	-18.2%	29 County Line Road *	17,293	13,578	-21.5%
5,371	8,032	49.5%	30 30th St. Crosstown	15,802	21,225	34.3%
9,935	8,116	-18.3%	31 US 31	27,374	21,983	-19.7%
19,670	17,575	-10.7%	34 ML King/Michigan Rd.	55,344	48,565	-12.2%
26,422	21,242	-19.6%	37 Park 100	73,572	56,736	-22.9%
7,600	5,653	-25.6%	38 W 38th St.	21,939	14,529	-33.8%
58,744			39 E. 38th St.	162,541		
5,618	5,267	-6.2%	56 Emerson	17,010	12,446	-26.8%
	8,146		82 East 82nd Street		21,324	
5,740			86 86th Street Crosstown	16,497		
7,882	7,469	-5.2%	87 Eastside Connector	21,397	20,427	-4.5%
101,940	81,087	-20.5%	90 Red Line - BRT	288,300	225,956	-21.6%
	102,462		92 Purple Line - BRT		281,995	
1,502			901 Nora	4,330		
3,338	6,754	102.3%	Others	11,490	57,737	402.5%
577,556	565,249	-2.1%	Total	1,634,102	1,576,735	-3.5%

**YTD ridership may be updated from prior periods due to buses being probed after the 10th of the month and this report being published. Monthly changes will not be replaced from the original.

TRANSPORTATION SERVICES

Employee of the Month:

COACH OPERATOR: 8557 LAKEITA SMITH

Operator 8557, Lakeita Smith has consistently demonstrated a commendable level of professionalism throughout her 13-year tenure. She unfailingly reports to work on time, always professionally dressed in the correct uniform, and well-prepared to undertake her daily responsibilities. Lakeita has cultivated an exceptional rapport with her riders, ensuring that they feel comfortable and valued during their journeys. Her ability to foster positive interactions reflects her effective communication skills and dedication to customer service. In addition to her excellent relationships with riders, Lakeita has established exceptionally good working relationships with her colleagues, contributing to a collaborative and supportive work environment.

Moreover, it is worth noting that she currently maintains an impeccable safety record, with zero valid comments, events, or preventable accidents in her history. This highlights her commitment to safety and quality service. Lakeita also consistently achieves high daily On-Time Performance (OTP) percentages, which underscores her reliability and efficiency in meeting operational KPIs. Overall, her dedication and performance make her a highly valued member of the team.



PREVENTATIVE MAINTENANCE – HVAC : #9277 HECTOR GONZALEZ

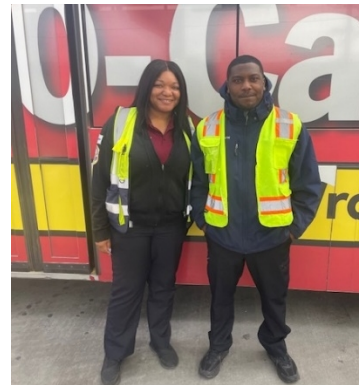
We are pleased to recognize Hector Gonzalez as April 2025 Employee of the Month for his outstanding performance improvement, his willingness to solve issues proactively, and the pride he takes in his duties. Hector's dedication to excellence and commitment to finding solutions have made a significant impact, setting a strong example for his colleagues. His hard work and positive attitude truly embody the values we strive for in our workplace.

Please join us in congratulating Hector for his well-earned recognition!

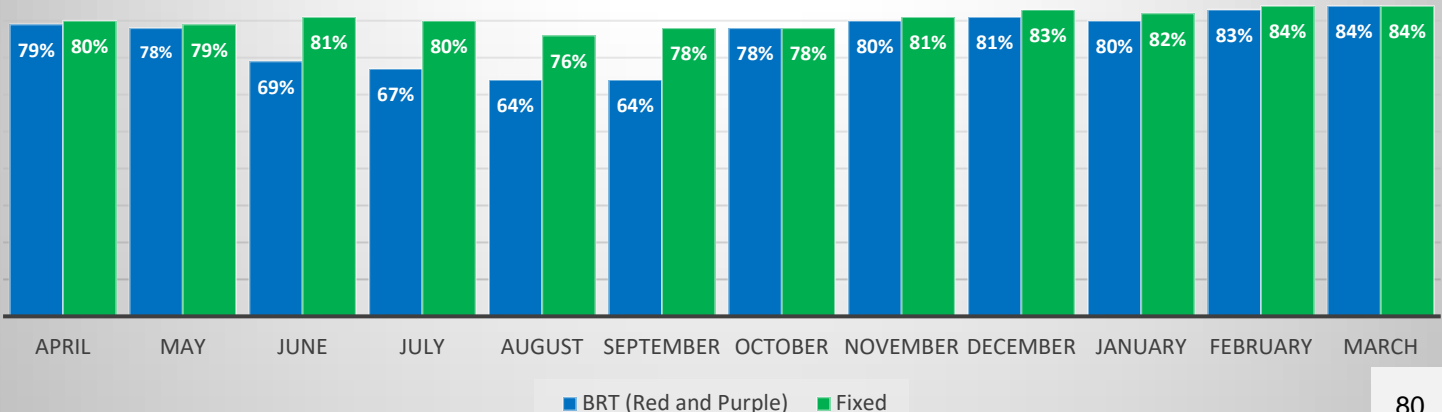


90% CLUB – COACH OPERATOR: DONAVEN HUTCHINSON #10790

The operators who achieve an on-time performance rating of 90% or better during the month are entered into a drawing held each month. The winner receives an extra personal day.



On Time Performance Last 12 Months



FLEET SERVICES AND VEHICLE MAINTENANCE

FLEET SERVICES:

In March, there were twenty-nine vehicles requested for the motor pool. These are non-revenue vehicles available for business use.

There were 146 buses detailed of the available 205 in March. This gives the detail team a 71.21 % completion rate. The goal is to detail every bus at least once per month.

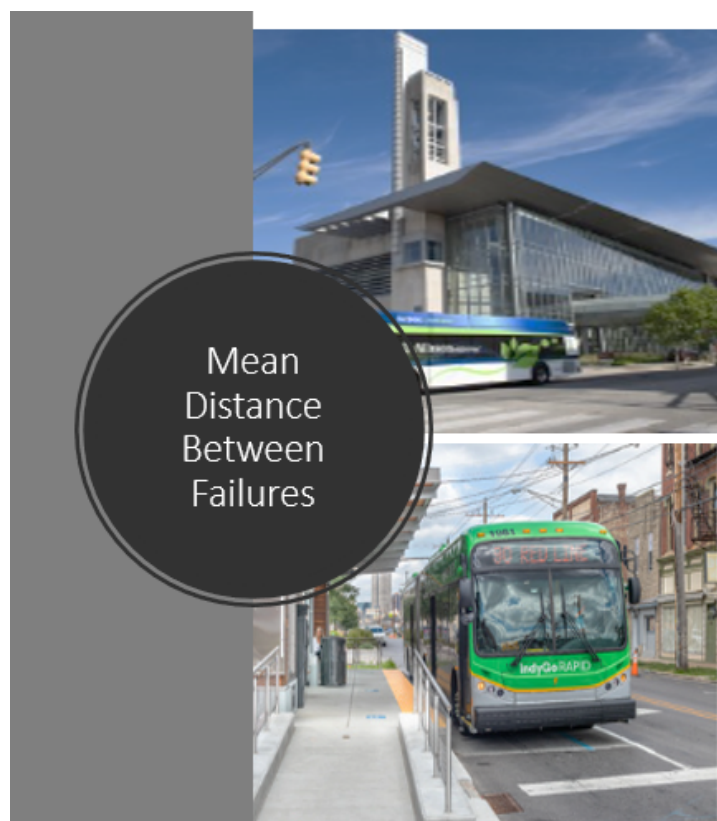
IPTC has logged 2,075,768 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2025	722,415	648,282	705,071										2,75,768
2024	713,970	666,235	711,952	696,374	717,371	720,900	773,466	781,842	741,753	766,270	703,347	716,134	8,013,210
2023	698,209	622,160	710,622	669,945	691,684	654,123	676,722	705,206	676,098	700,044	684,871	715,211	8,204,895

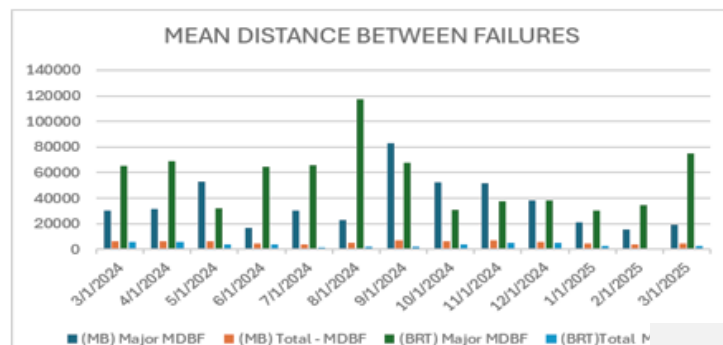
FLUID USAGE SUMMARY:

FLUID TYPE	March 2025	March 2024	March 2023
ATF (qt)	200	156	93
COOLANT (qt)	1,122	1,994	1,670
ENGINE OIL (qt)	841	762	370
DIESEL (gal)	135,505	130,054	129,383

PREVENTATIVE MAINTENANCE



BRT and MB Mean Distance Between Failures Report				
DATE	(MB) Major MDBF	(MB) Total - MDBF	(BRT) Major MDBF	(BRT) Total - MDBF
3/1/2024	30024	6526.8	65191	5433
4/1/2024	31290	6385.8	68848	5737
5/1/2024	52967	6293.01	31961	3674
6/1/2024	16694	4617.5	64752	4047
7/1/2024	30241	4067.6	65889	1569
8/1/2024	22738	4795.0	116949	2166
9/1/2024	82645	6959.5	67566	2047
10/1/2024	52218	6404.1	31046	3881
11/1/2024	51750	6900.0	37264	5140
12/1/2024	38310	5566.4	37991	4749
1/1/2025	21227	4453.2	30090	2839
2/1/2025	15684	3582.1	34709	1006
3/1/2025	19329	4622.1	74928	2629



SECURITY

The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



BRT LINE SECURITY:

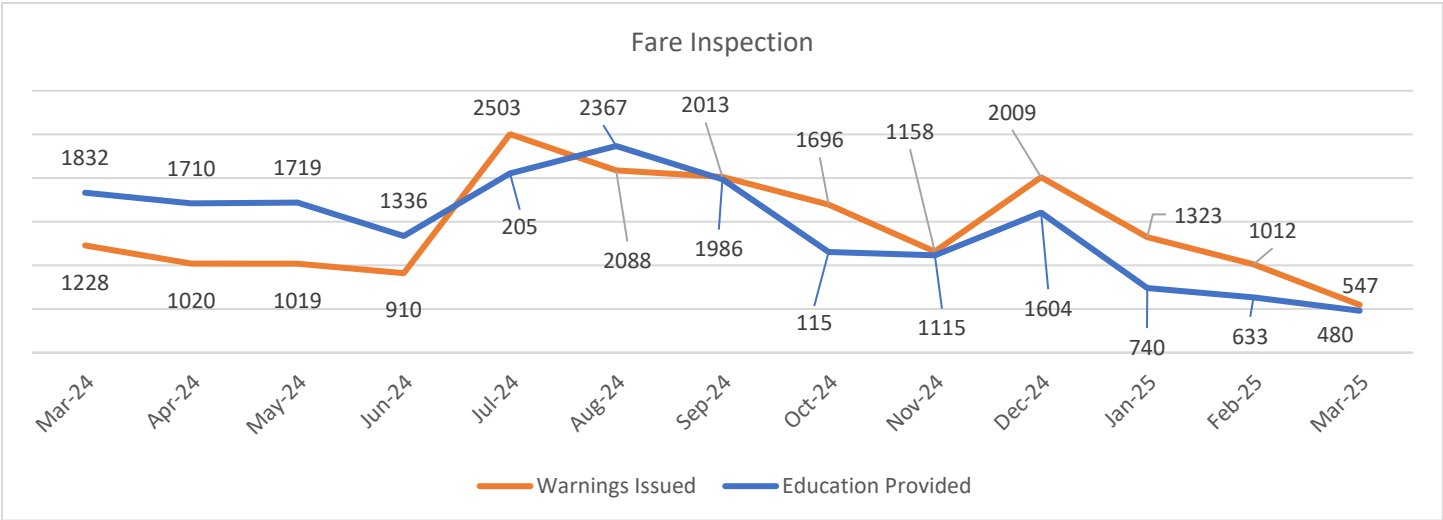
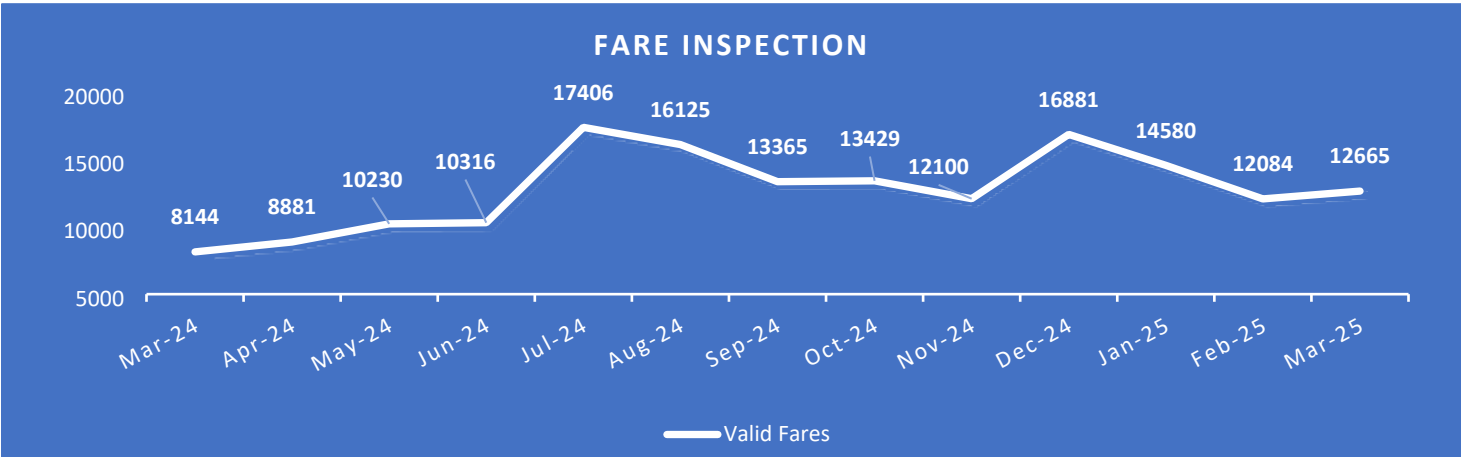
The charts below are the BRT Line Security reports. These charts show the LEO's activity on the BRT Routes. These charts also include any activities the Fixed Route LEO may have performed while assisting the BRT Line LEO.



FARE INSPECTION REPORT:

The information below shows the fare inspection information, the chart shows passenger contacts representing passengers who had a fare when checked, notifications representing passengers who did not have a fare wh 83

checked and did not/would not purchase a valid fare. Lastly, it shows education represents passengers who did not have fare when checked but purchased a valid fare after being shown the proper procedures.



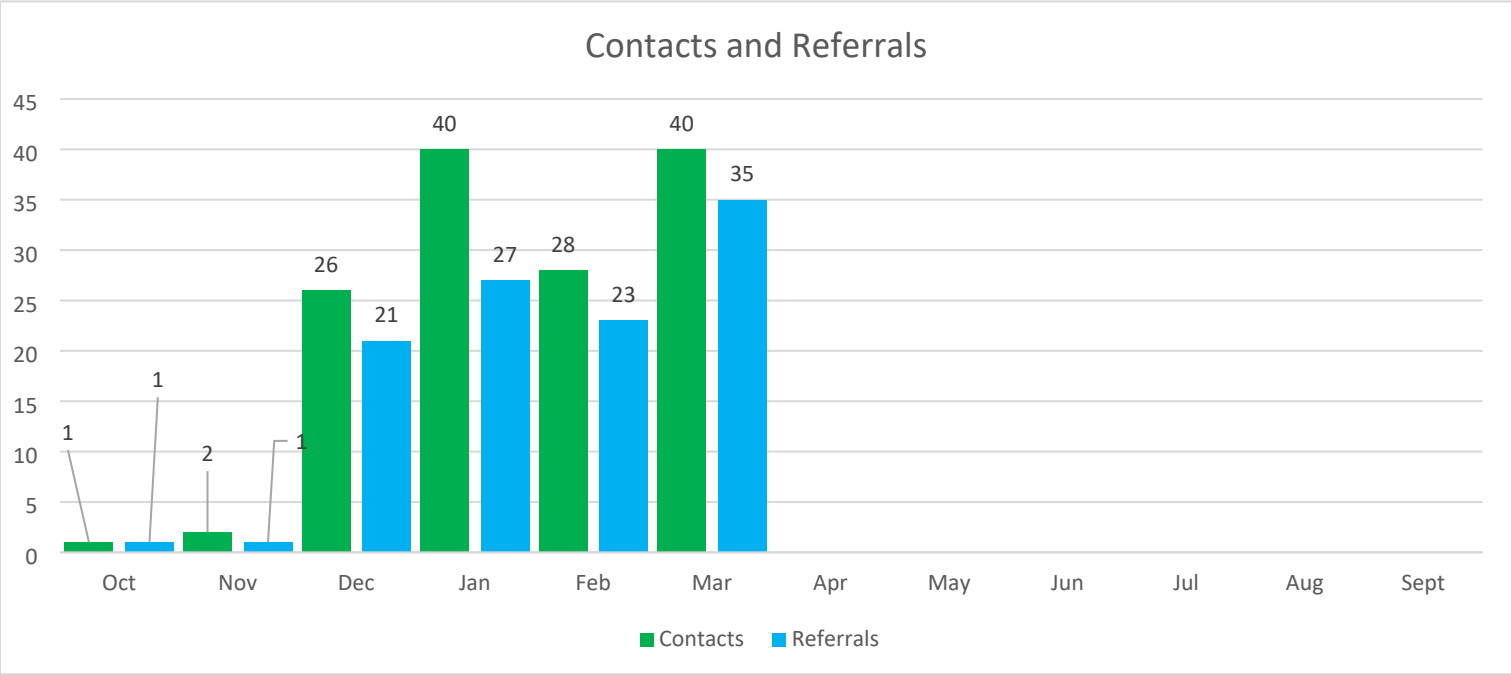
March	Passenger Contact	Notifications	Educations
Monthly	12665	547	480
Weekday	11263	478	417
Saturday	521	6	31
Sunday	881	63	32

2025 YTD	Passenger Contact	Notifications	Educations
Monthly	39329	2882	1853
Weekday	34708	2508	1641
Saturday	1863	169	84
Sunday	2758	205	128

SOCIAL SERVICES COORDINATOR REPORT:

The information below will show statistical information for those who have been assisted since the implementation of the program. The bottom number is the total number of contacts made with passengers. The top number represents the number of referrals made during those contacts. Refe 84

are where the passenger was referred to places such as the Horizon House, Rdoor, Wheelers Outreach, etc., for services. Some passengers declined a referral or just wanted general information about the bus system.



TRAINING

There are two class types for trainees hired to be Professional Coach Operators. Those who have the required licensing when hired and those who have their permit and need to obtain their CDL.

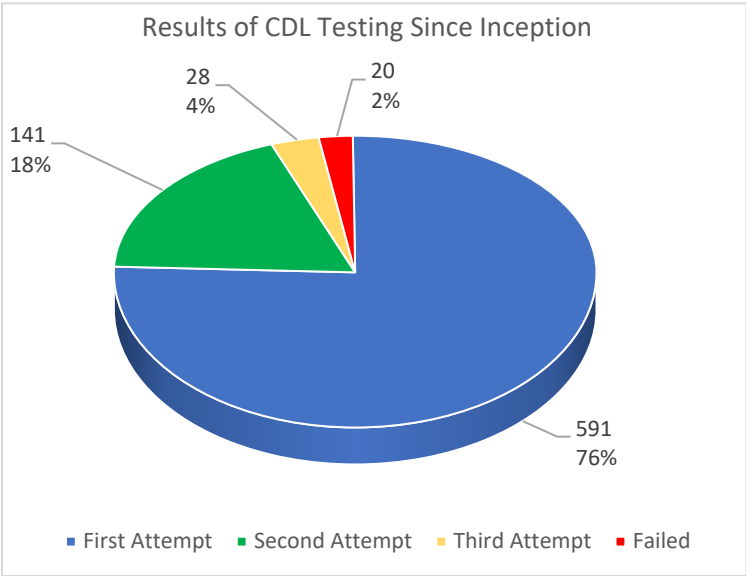
February 2025 Classes:

Trainees with Permit – 30
Licensed (CDL) - 6

The IndyGo Academy trains new employees that are hired without a CDL license. The table below will show the current year's results to date and the results from the inception of the program. They will also show the number of students who passed on their first, second, or third attempt and the number of students who could not pass it after three attempts.

MONTH	SCHEDULED	1ST ATTEMPT	2ND ATTEMPT	3RD ATTEMPT	FAILED
January	13	10	3	0	0
February	9	5	3	1	0
March	15	13	1	1	0
April					
May					
June					
July					
August					
September					
October					
November					
December					

March Test percentages: Passed on first attempt – **86.67%**.

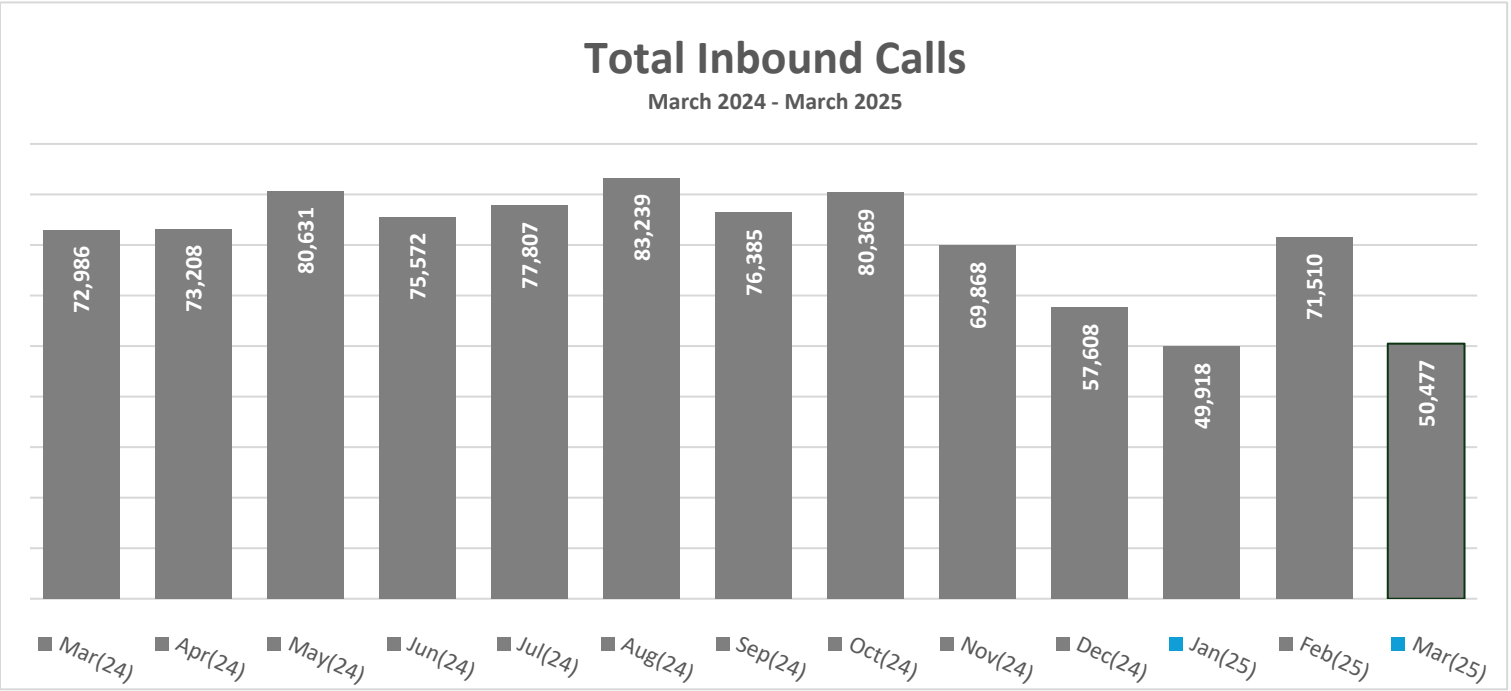


MOBILITY SOLUTIONS

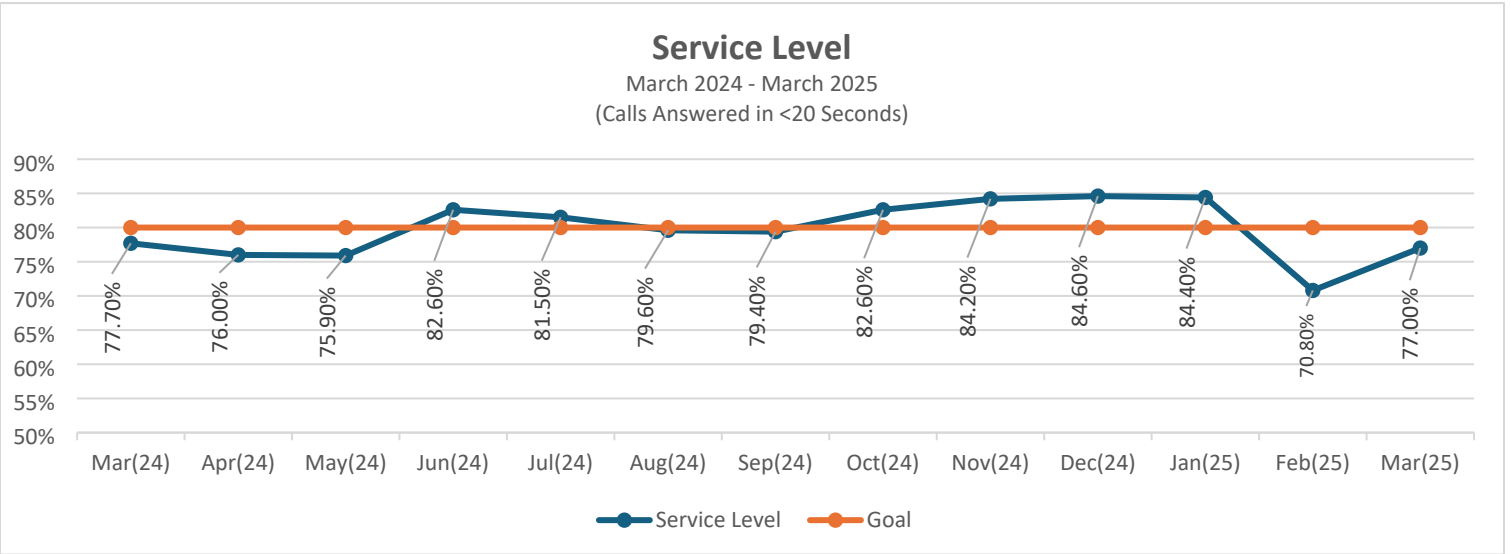
CUSTOMER CARE

In March 2025, the Customer Care department experienced a 29.41% decrease in call volume compared to February, primarily due to performance issues with Talkdesk, which hindered the successful routing of customer calls to the service center. Additionally, this decline can be attributed to a growing trend among customers who are increasingly utilizing the mobile app to schedule rides and add funds to their MyKey, thereby reducing their reliance on phone

based interactions for customer support. Addressing the Talkdesk issues is essential to improve call routing while further promoting the app, which could enhance customer engagement and alleviate pressure on the call center.



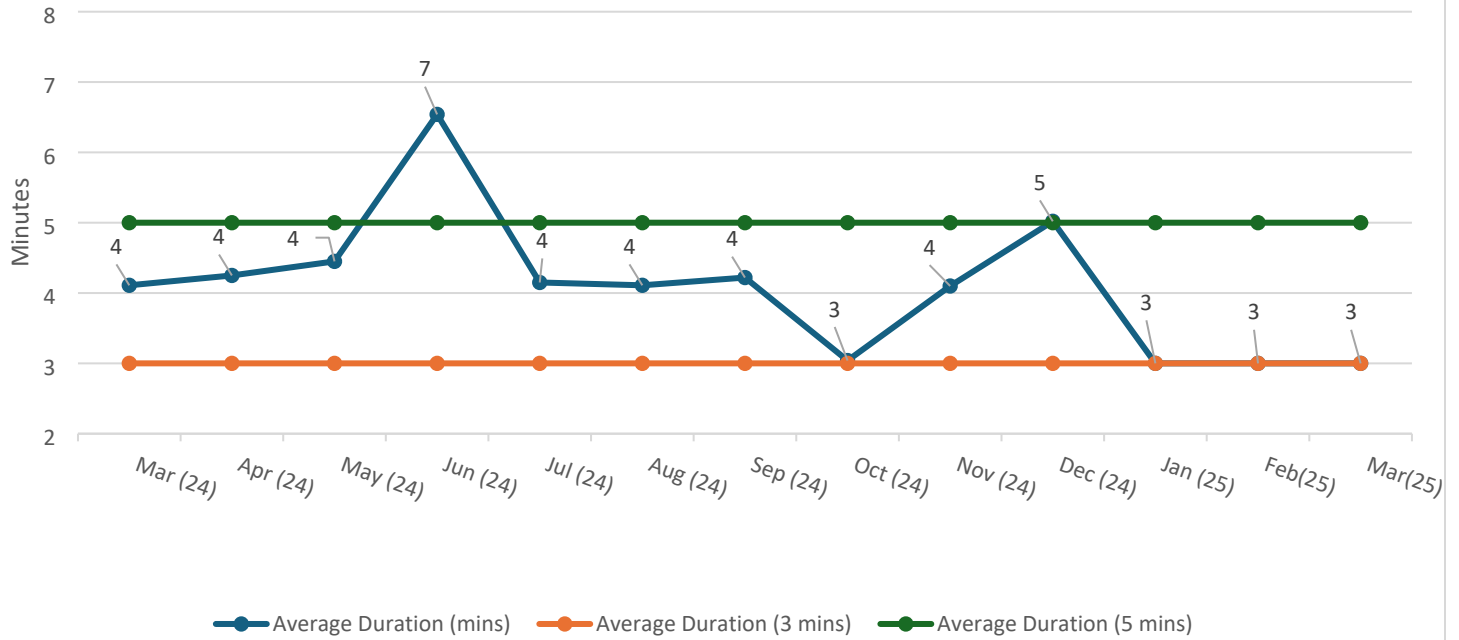
The Service Level has increased to 77%, though it remains below the required threshold of 80%. This shortfall is primarily due to performance issues with Talkdesk, resulting in dropped calls. However, there has been an improvement of 8.75% compared to the previous month. Management has engaged Talkdesk support to address these issues. Care Center Leadership will monitor and provide additional training to the service center agents. The service level must be closely monitored to ensure it meets and sustains optimal performance moving forward.



In March 2025, the Average Call Duration remained stable at 3 minutes, mirroring the figure recorded in February 2025. This consistent average is within the target range of 3 to 5 minutes, signifying that customer calls are being addressed efficiently and on time. Care Center Leadership is committed to closely monitoring call durations to ensure they remain optimal, fostering effective customer interactions, and maintaining high service quality standards. This ongoing oversight will help identify potential areas for improvement in call-handling processes.

Average Call Duration

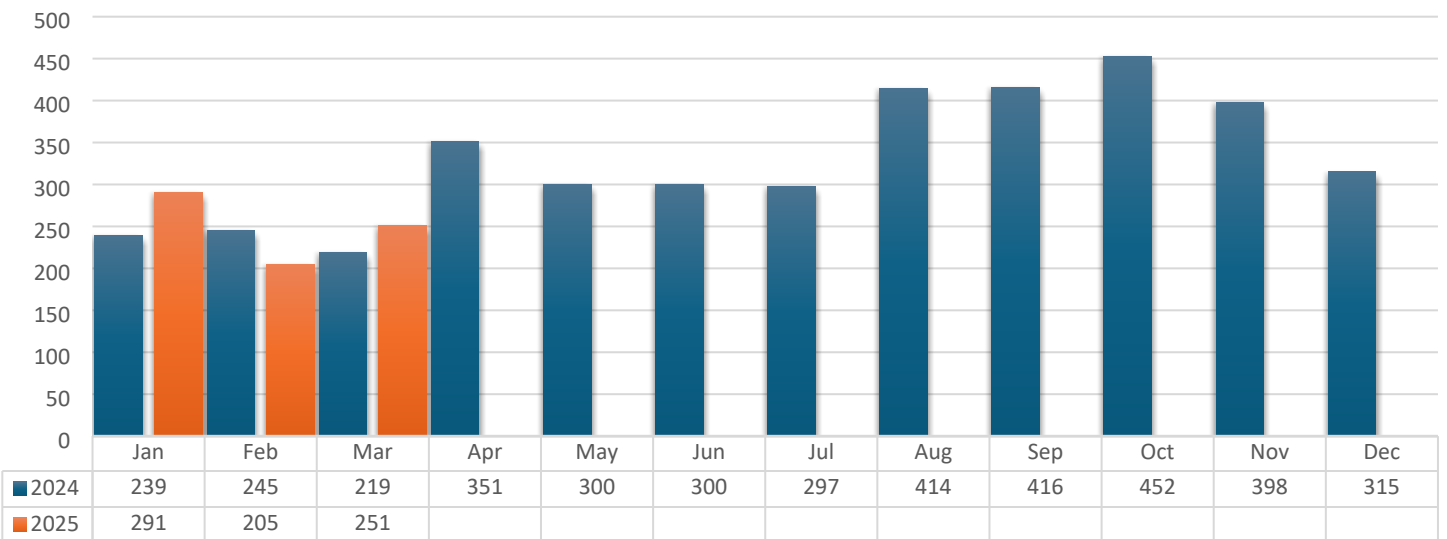
March 2024 - March 2025
(Goal 3 - 5 Minutes)



During this month, 251 comments were gathered from across all departments, marking a notable increase of 14.61% compared to the previous year. This rise in the volume of feedback signals an enhanced level of engagement from customers, indicating their willingness to share insights and perspectives. Such valuable input will be instrumental in guiding improvements and refining our services moving forward.

Total Comments

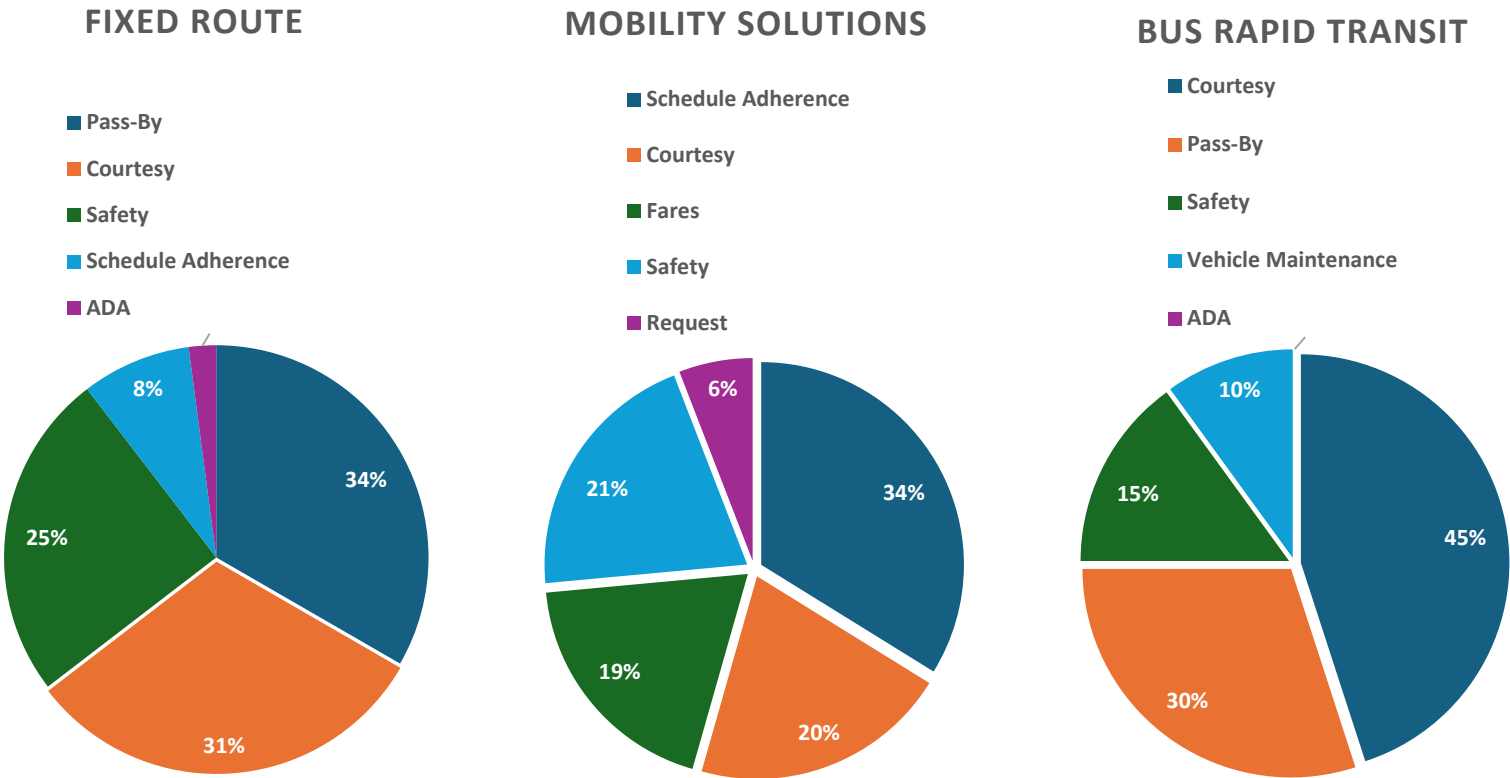
(For All Departments)



Most valid fare-related feedback for Mobility Solutions centered on instances where customers experienced double charges—once when using their MyKey or paying with cash and again from their OD-Balance. Regarding Schedule Adherence, the majority of the comments were directed at MV Transportation, which commenced its contract with IndyGo on March 1, 2025, following the transition from Rapt Dev Transportation. In response to the fare issue, IndyGo has implemented a solution to eliminate the OD-Balance system, enabling customers to pay using either MyKey

cash without the risk of incurring double charges. Management proactively addresses these concerns to ensure potential issues are resolved promptly and effectively moving forward.

Fixed Route	Total	BRT	Total	Mobility Solutions	Total
Pass-By	32	Courtesy	9	Schedule Adherence	23
Courtesy	30	Pass-By	6	Courtesy	14
Safety	24	Safety	3	Fares	13
Schedule Adherence	8	Vehicle Maintenance	2	Safety	14
ADA	2	ADA	0	Request	4



INDYGO ACCESS – MARCH 2025

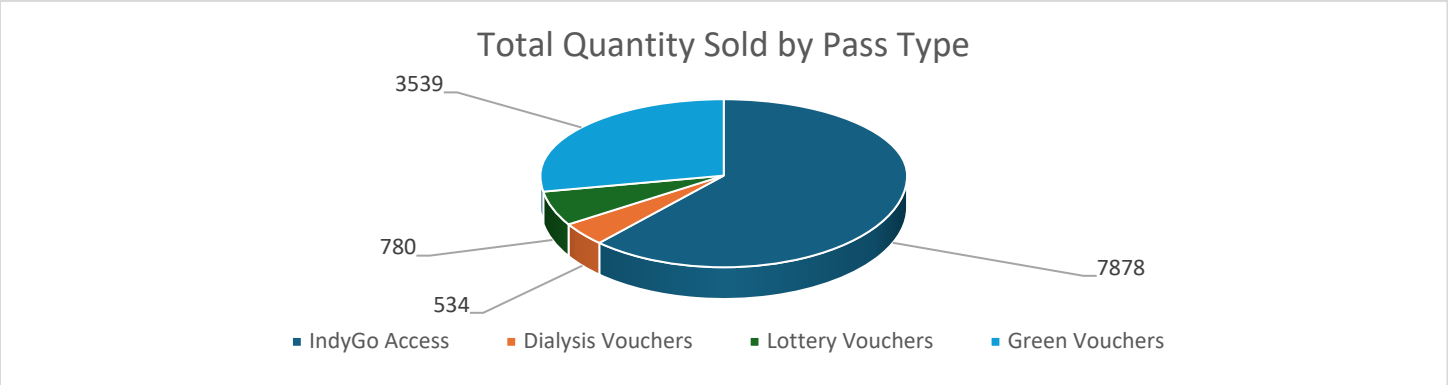
Ridership

In March 2025, we recorded a total ridership of 11,892 passengers, representing a 14.7% increase compared to last year. This growth can be attributed to several key factors, including our partnership with the new contractor, MV Transportation. MV Transportation has made substantial strides in enhancing service

reliability by ensuring an adequate number of operators are available to meet the demands of our customers. This increase in staffing has directly contributed to a more dependable service, allowing us to accommodate our riders' needs and expectations better. The commitment to improving operational efficiency and addressing past challenges has played a crucial role in fostering a positive experience for our passengers.

Total Quantity of Passes Purchased

In March 2025, there was a 26.7% year-over-year increase in passes sold, totaling 12,731, primarily driven by staffing challenges faced by RATP Dev that resulted in unreliable transportation services. This led customers to purchase additional vouchers to ensure timely travel. While MV Transportation has demonstrated its ability to provide reliable services, customer reliance on vouchers is expected to persist until they regain complete confidence in the system.



On-Time Performance (OTP)

In March, we recorded an on-time performance (OTP) of 86.08%, which marks a notable increase of 5.84% compared to last year. However, despite this progress, we did not meet our target of achieving 94% OTP. The mobility services team continues to work with MV to navigate and resolve service challenges.

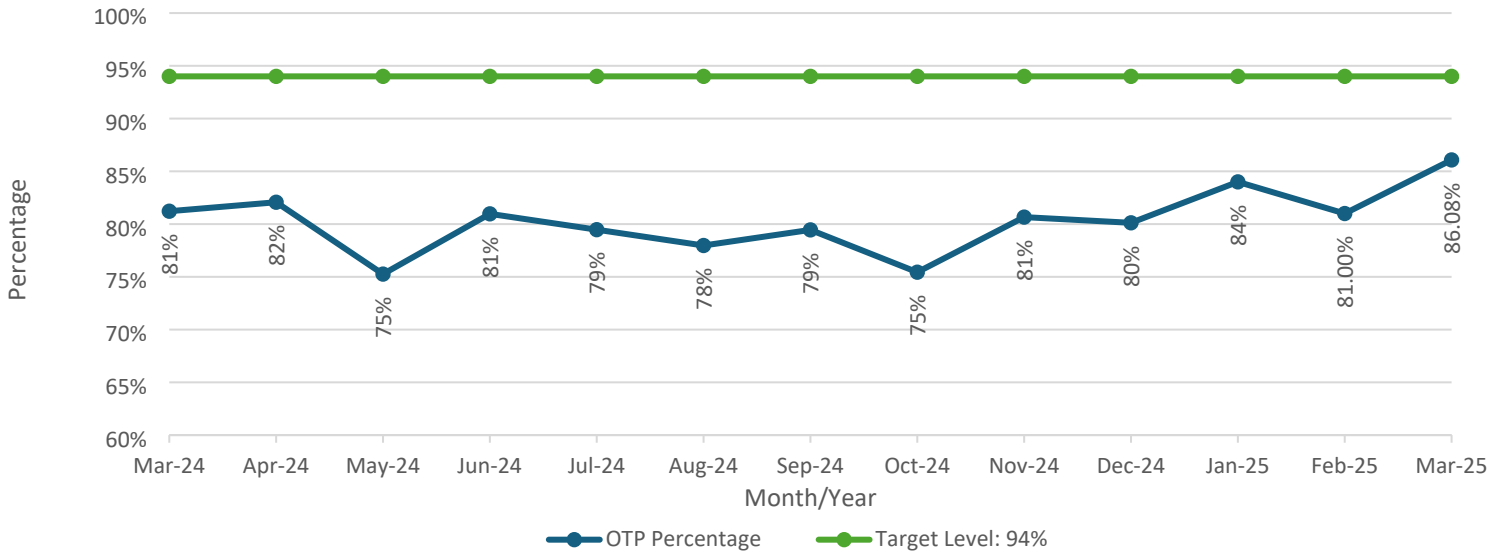
We are pleased to report that MV Transportation has made significant strides in hiring and retaining qualified operators, effectively meeting and exceeding staffing goals. This initiative-taking approach is helping to enhance our service reliability and maintain optimal service levels.

In addition to bolstering our workforce, MV Transportation has successfully collaborated with our software vendor to understand the Ecolane scheduling software better. This partnership has enabled us to streamline operations and optimize scheduling, further improving our customers' service quality.

Moreover, as we adapt to fluctuating weather conditions, our focus on flexibility and responsiveness has been instrumental in mitigating the impact of adverse weather on ridership. By implementing robust contingency plans and enhancing communication with our riders, we have ensured that our services remain reliable, even during challenging conditions.

These combined efforts improve our ridership numbers and underscore our commitment to providing dependable transportation solutions for our community. We remain dedicated to continuously refining our operations and enhancing customer experience.

IndyGo Access On Time Performance

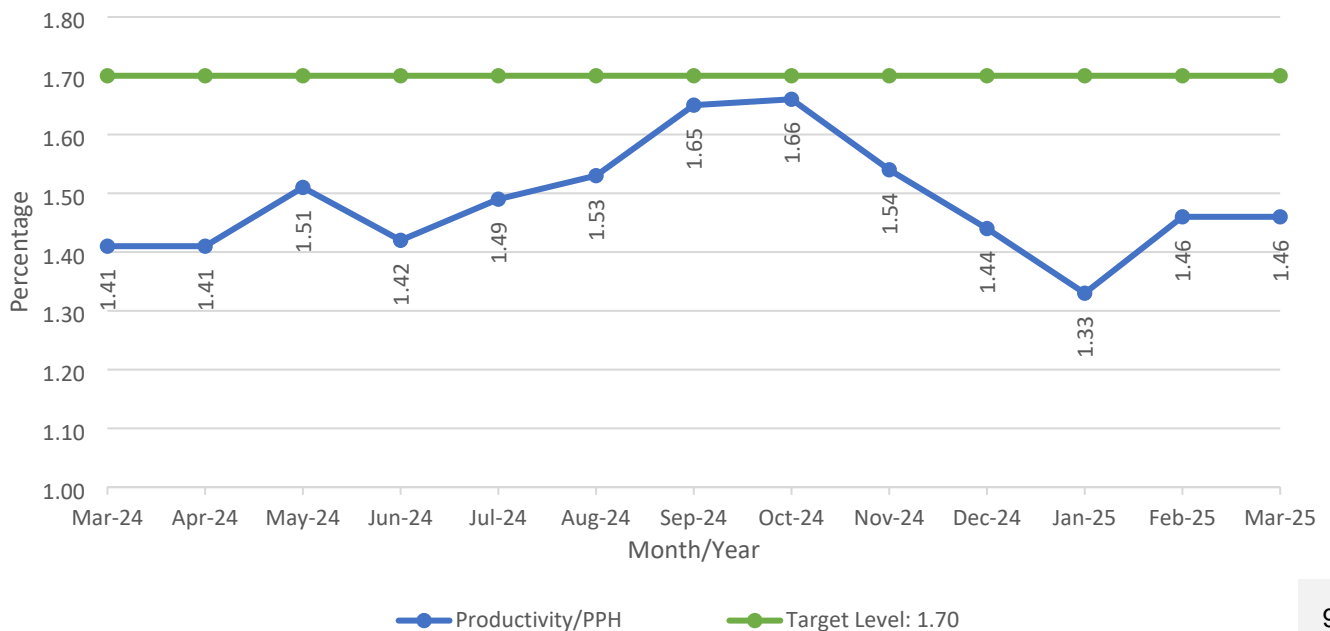


Productivity/Passenger Per Hour (PPH)

In March 2025, our passenger-per-hour (PPH) rate reached 1.46%, a 3.42% year-over-year increase. This improvement can be primarily attributed to MV Transportation's efforts to enhance staffing levels, which have significantly boosted service reliability. Improved on-time performance is essential, as it typically correlates with higher productivity; MV Transportation has successfully implemented the necessary improvements to achieve this.

We aim to increase the PPH to 1.70 passengers per revenue hour as we move forward. By continuing to focus on staffing and service reliability, we are confident that we can further improve our operational efficiency and provide an even better transportation experience for our customers.

IndyGo Access Productivity/Passenger Per Hour (PPH)



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Risk and Safety Division Report

To: President and CEO Jennifer Pyrz
Chief Legal Officer, Robert Frye
From: Brian Clem, Director of Risk and Safety
Date: April 15th, 2025

Risk and Safety

- On March 11th-12th, IPTC's Risk and Safety department partnered with Insite Strategies to host the second week of Crisis Awareness and De-escalation training. The course was led by a retired transit law enforcement officer and trainer of 30+ years, Curtis Boyd. Being able to identify and properly use de-escalation has been proven to reduce transit employee assaults. This is one of many new objectives that are being rolled out within the IPTC 2025 (RIDE-SAFE) initiative. The Risk and Safety team has prepared a presentation for the IndyGo board's service committee representatives detailing the training experience, reviewing pictures, and including a video of one of the employee exercises.
- On March 19th, IPTC's Safety and Security Committee met for the Q1 2025 meeting. Members of this committee are represented by 5 union and 5 management employees from different departments within IndyGo. It is the mission of the committee to analyze and discuss safety and security data and events to reduce risk, injuries, claims, and transit worker assaults. The committee is also responsible for reviewing the yearly updates to the agency safety plan, setting KPI's for safety, and identifying unsafe actions or procedures that could create risk within the workplace. These meetings are historically convened once a quarter; however, in 2025, the committee is looking to meet around every two months or sooner when there is a need to address a serious safety concern that could impact injuries or life. This committee is championed by IndyGo senior leadership, Bob Frye, Aaron Vogel, Jenny Pyrz, and ATU-1070 Leadership of Rachael Hill and Roy Luster. The committee's next meeting will be held around the end of May.
- On March 23rd through the 28th, IndyGo's Director of Risk and Safety, Brian Clem was requested from the American Public Transportation Association (APTA) to join a team of four transit professionals across the country to perform a safety and security peer review for transit provider Sunline Transit in Palm Springs Ca. The disciplines for review specifically included the following: organizational structure of the Safety and Security Department, review the agencies public transportation agency safety plan (PTASP), review of safety and security employee training and provide input and feedback for optimizing safety culture, and evaluating physical safety and security procedures, facility property, and the fleet of buses and the hydrogen fueling generators and fueling on property. The experience and knowledge learned from this process were priceless. Knowing current regulations, understanding what the host was doing, comparing them to our agency, and then enhancing practices to industry best practices, all at the same time, was a true workout for the brain. The hosting agency, Sunline Transit, and their staff were beyond accommodating and a true pleasure to work with. This was a great indicator of their eagerness to learn and strive to become even better. This experience was made possible by a few key people: IndyGo's CEO, Jenny Pyrz; Sunlines' CEO, Mona Babauta; IndyGo's Chief Counsel, Bob Frye; and APTA's Senior Director of Safety and Advisory Services, Brian Alberts. Thank you for allowing Brian Clem to participate in this experience to excel public transportations safety focus.

Risk and Safety Division Report

MARCH 2025 SAFE DRIVER'S RECOGNITION



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for March and received the National Safety Council recognition patch, pin, and certificate.

Safety is at the core of IndyGo's mission and values. We congratulate the above professional coach operators who have achieved this milestone. Your performance contributes to helping to make public transportation safer each day.

Operator	ID#	Years of Safe Driving	Years of Service
Thomas Jacobs	2979	27	40
Tenisha Baine	6978	17	17
Jeffrey Howard	8141	15	16
Loc Nguyen	8325	12	14
Paul Person	8128	12	17
Hardin Besley	8794	8	8
Kylee Garrett	8949	7	8
Jonathan Jackson	8739	7	10
Tamara Smith	8629	7	11
Danny Bell	9355	6	6
Brian Hunter	8775	3	10
Sonia Jenkins	9286	3	7
Janice Williams	10066	3	3
Tenicia Blue	10490	2	2
Ryan Brown	10210	2	2
Najieb Murphy	9908	2	4
Tamika Overton	10309	2	3
Vincenzo Libertini	11148	1	1

Congratulations and Thank You!

Risk and Safety Division Report

Public Transportation Agency Safety Plan (PTASP) Required Safety Risk Reduction Program Measures:

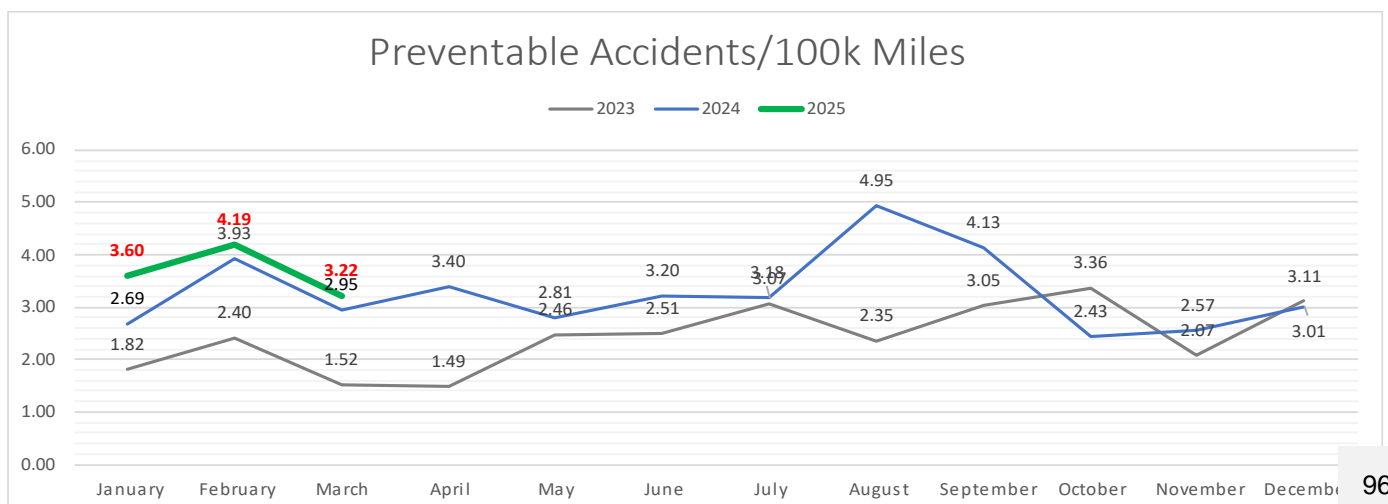
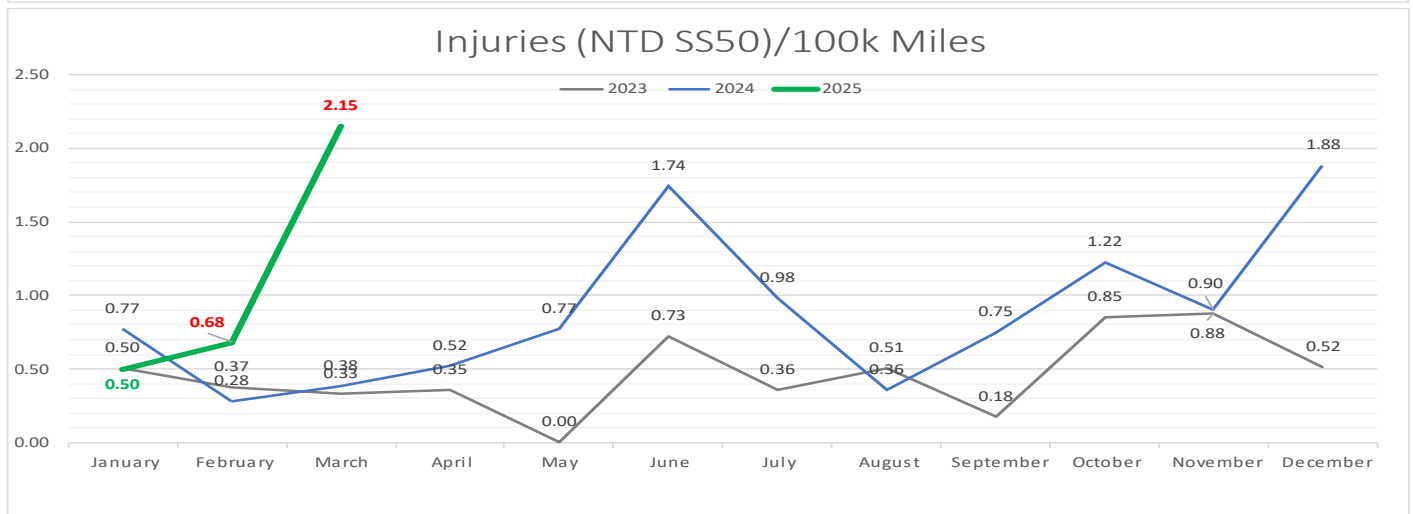
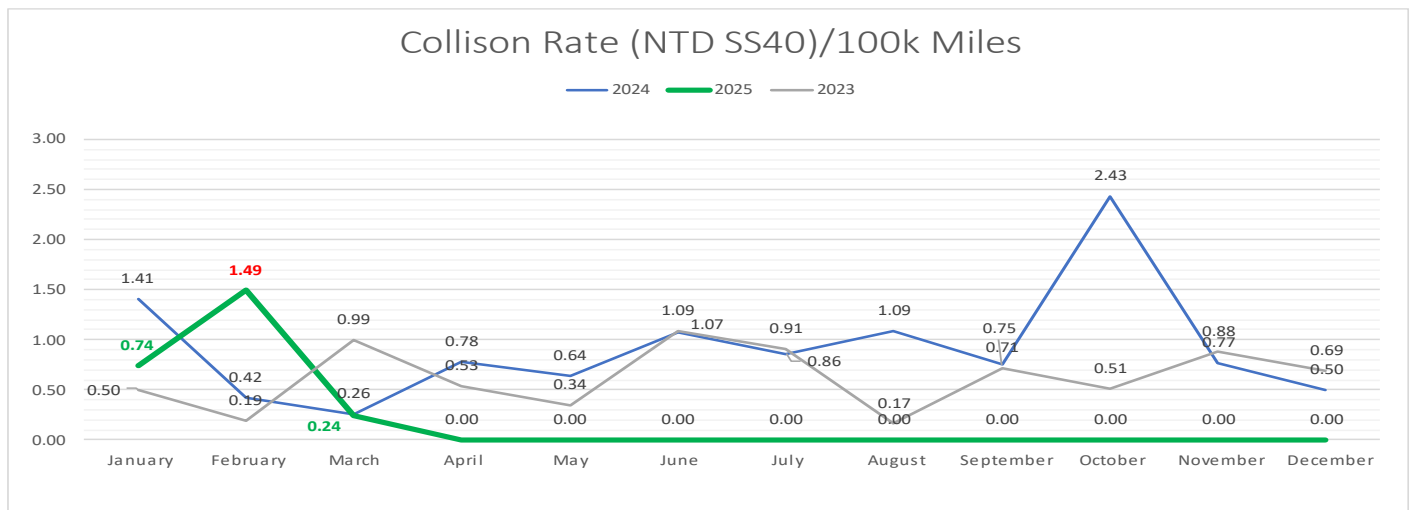
Indianapolis Public Transportation Corporation (IPTC), IndyGo, established a procedure per the FTA National Public Transportation Safety Plan, and the updates from the Bipartisan Infrastructure Law, to include in their Agency Safety Plan a safety risk reduction program for transit operations. These safety risk reduction programs aim to improve safety performance by reducing the number and rates of accidents, injuries, and assaults on transit workers based on data submitted to the National Transit Database.

2025 Risk Reduction KPIs							
Measure	Definition	Risk Reduction Goal	1st Qtr	January	February	March	
Major Events	This includes all safety and security major events as defined by the NTD.	Reduce NTD Major Events. = 5% decrease from the prior year, <170	46.00	10	16	20	
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	NTD Major Events = 5% decrease from the prior year, <1.80	1.93	1.24	2.16	2.39	
Collision Rate	This includes all collisions reported to the NTD, divided by VRM.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.88	0.82	0.74	1.49	0.24	
Pedestrian Collision Rate	This includes all collisions "with a person," as defined by the NTD, divided by VRM.	Target is ZERO Pedestrian Collision's with an IndyGo Vehicle. 5% decrease from the prior year, <0.03.	0.09	0.00	0.14	0.12	
Vehicular Collision Rate	This includes all collisions "with a motor vehicle," as defined by the NTD, divided by VRM.	Reduce Vehicular Collision Rate. 5% decrease from the prior year, <5.34	0.69	0.62	1.22	0.24	
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities	0.00	0	0	0	
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero vehicle and employee fatalities	0.00	0.00	0.00	0.00	
Transit Worker Fatality Rate	This includes all transit worker fatalities as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Zero vehicle and employee fatalities	0.00	0.00	0.00	0.00	
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries to workers and passengers. = 5% decrease from the prior year, <83	9.00	4	5	18	
Injury Rate	This includes all injuries as defined by the NTD, divided by VRM.	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.88	1.11	0.50	0.68	2.15	
Transit Worker Injury Rate	This includes all transit worker injuries as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Reduce reported Operator Injuries from reported accidents. 5% decrease from the prior year, <1.33.	1.45	1.49	1.08	1.79	
Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD.	Target is ZERO Operator assaults.	6.33	4	5	10	
Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD divided by VRM.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.41.	0.79	0.50	0.68	1.19	
Preventable Accidents	This includes all preventable accidents for all mode, per the National Safety Council (NSC) definition of a preventable accident	Reduce Preventable Accidents. 5% decrease from prior year, <294	29.00	29.00	31	27	
Preventable Accidents Rate	This includes all preventable accidents for all mode, per the National Safety Council (NSC) definition of a preventable accident per VRM	Reduce Preventable Accidents Rate. 5% decrease from prior year, <3.11	3.67	3.60	4.19	3.22	

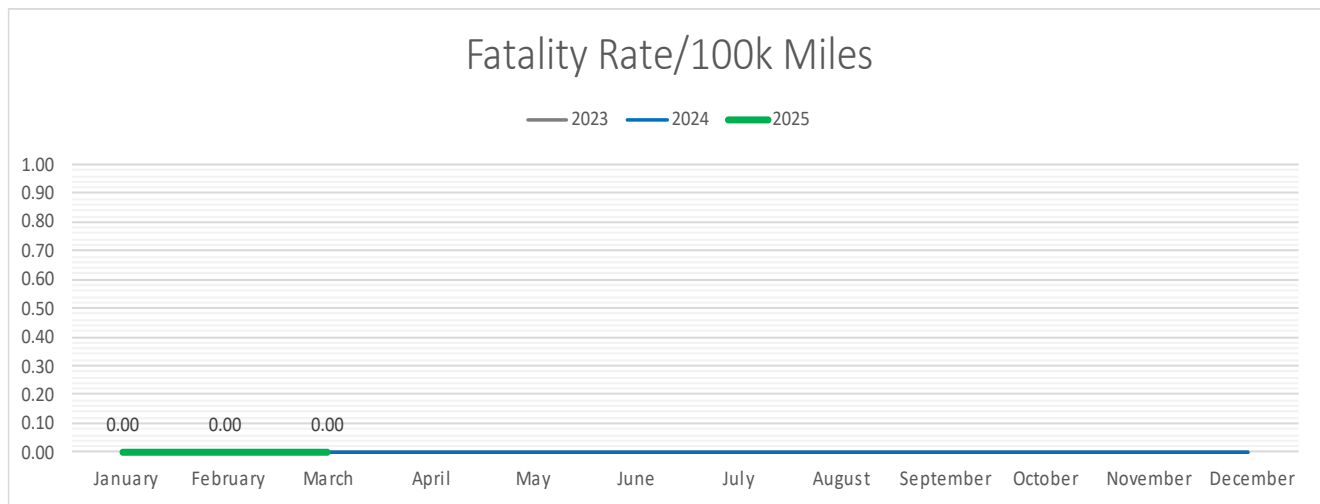
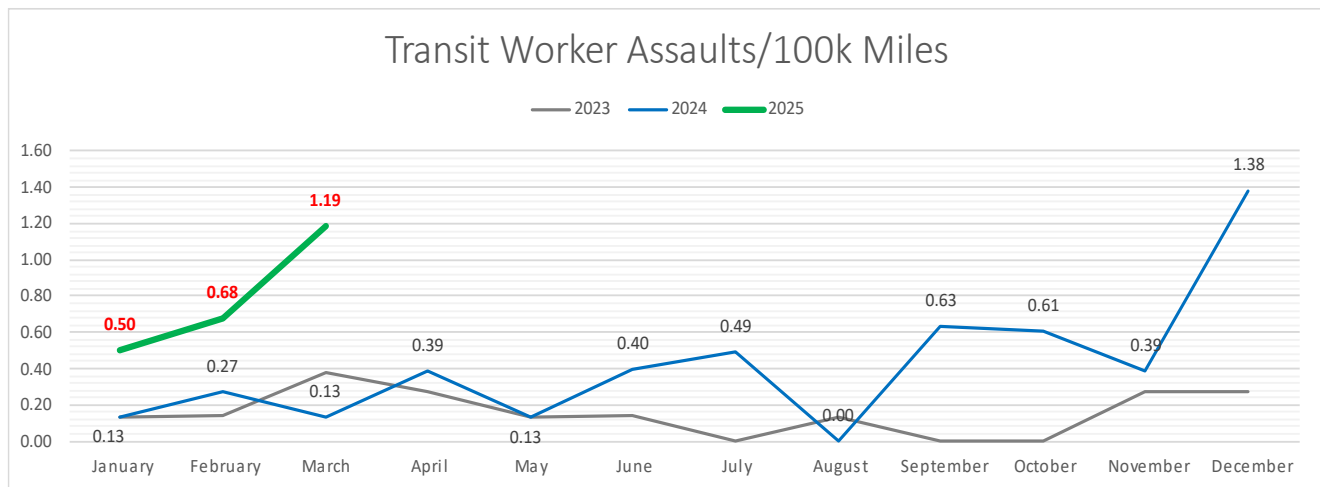
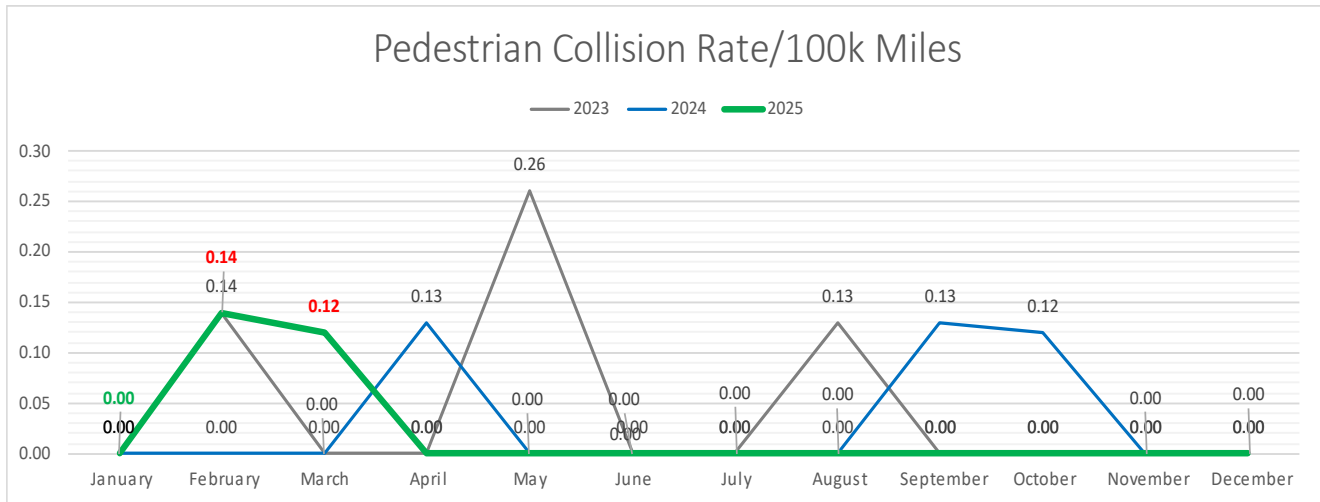
Risk and Safety Division Report

Safety and Accident Data

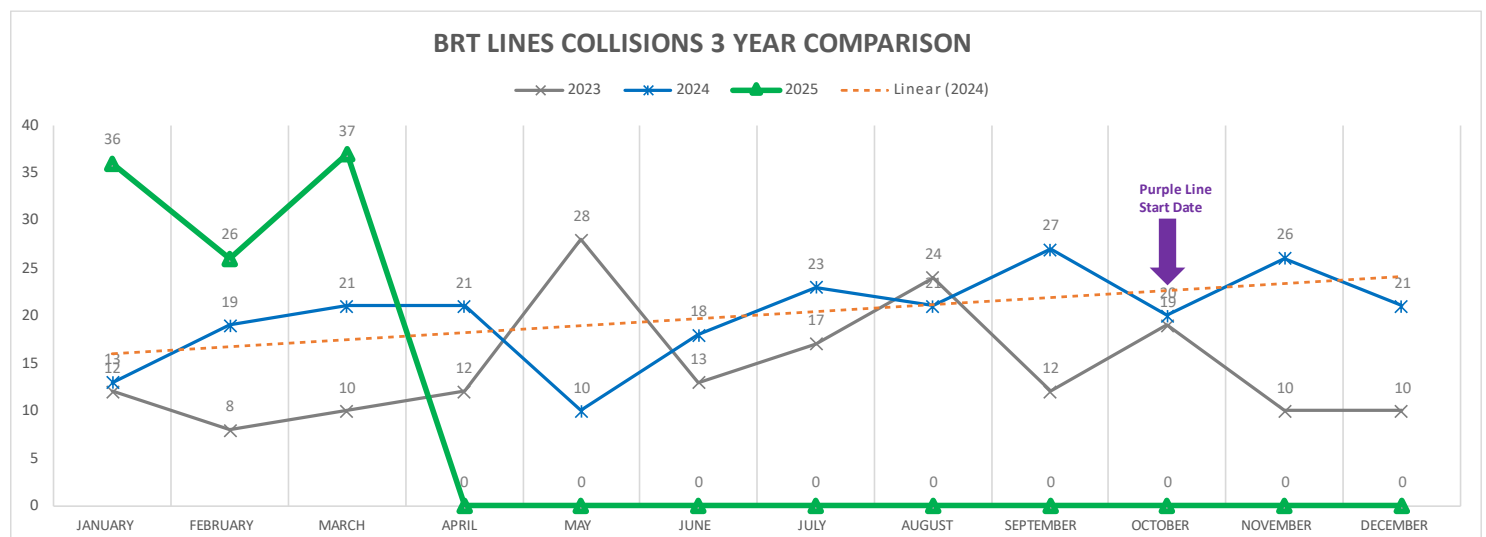
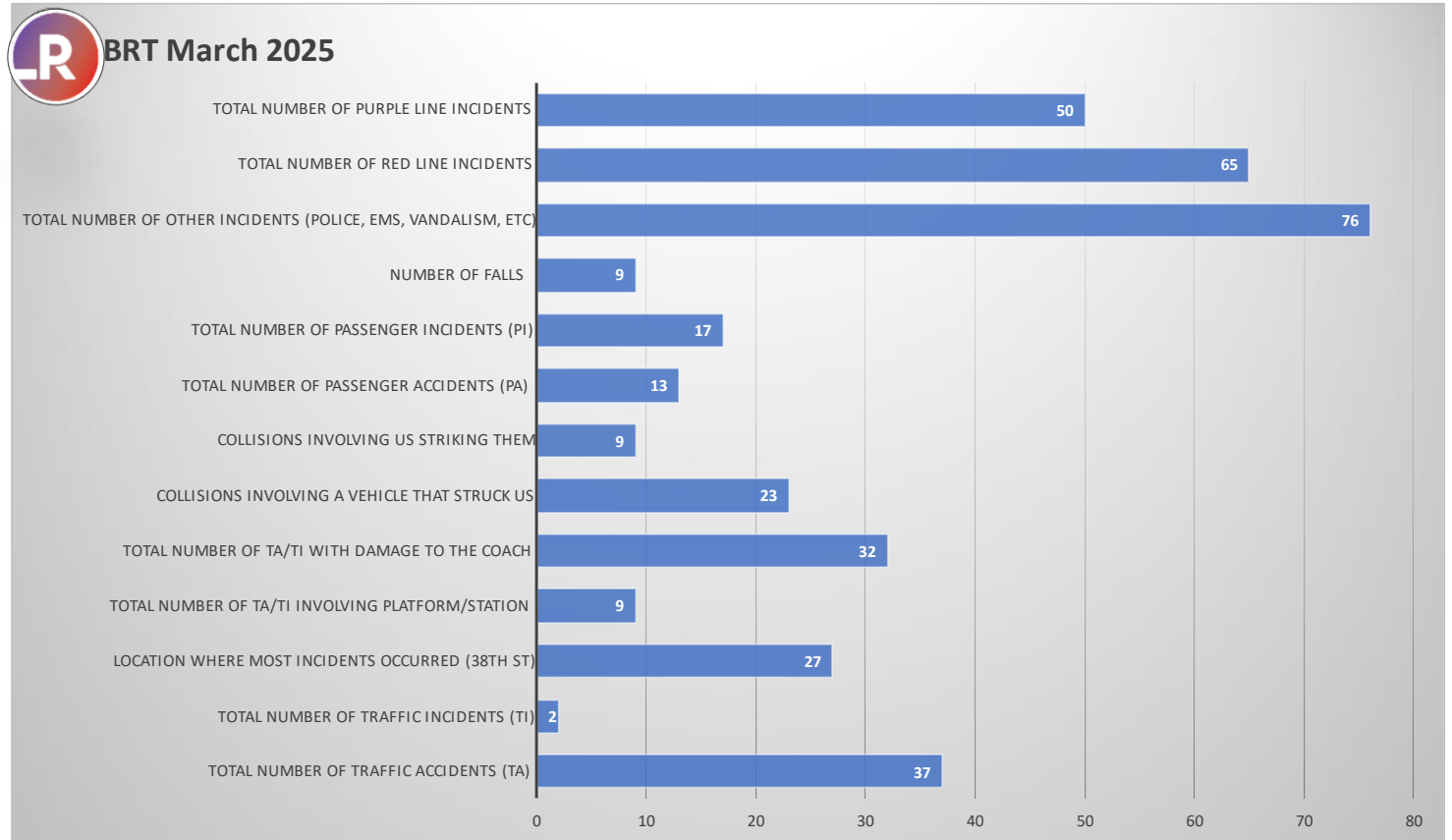
March - 3-Year Rolling Comparison - All Modes:



Risk and Safety Division Report



Risk and Safety Division Report



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