



Board Report
February 20, 2025

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1. **Call to Order and Roll Call** (Presenters – Adairius Gardner, Robert Frye)
2. **Awards and Commendation** (Presenter – Jennifer Pyrz)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner)
 1. Service Committee – Adairius Gardner
4. **Regular Agenda** (Presenter – Adairius Gardner)
 1. A-1: Consideration and Approval of Minutes from the Board Meeting held on January 16, 2025
 2. A-2: Consideration and Approval of Microsoft Office 365 Licensing (Presenter – Marcus Burnside)
 3. A-3: Consideration and Approval of Avail Annual Maintenance and Cloud Hosting Services (Presenter – Marcus Burnside)
 4. A-4: Consideration and Approval of License Renewal for Construction Program and Project Management Software Platform, e-Builder (Presenter – Sarah Stenz)
 5. A-5: Consideration and Approval of Care Center Contract (Presenter – Michael Roth)
 6. A-6: Consideration and Approval of Care Center Transition Services – Nissi Group Inc. (Presenter – Michael Roth)
 7. A-7: Consideration and Approval of AES Streetlights Utility Relocation Agreements (Presenter – Rachel Wilson)
6. **Information Items** (Presenter – Adairius Gardner)
 1. I-1: Finance Report (Presenter – Bart Brown)
 2. I-2: IndyGo Foundation Feb 2025 IndyGo Board Presentation (Presenter – Emily Meaux)
 3. I-3: Department Reports
7. **Adjourn** (Presenter – Adairius Gardner)

Our next Board Meeting will be Thursday, March 20, 2025

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February Board Meeting Awards and Commendations



IndyGo January 2025 Safe Drivers

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



Operator	Years of Safe Driving	Years of Service
Cameron Irwin	23	28
Quinton Davis	17	25
Lakisha Carpenter	14	16
Jack Wallace	13	20
Lisa Walker	12	25
Carmon Bobbitt	10	12
Tamanika Burke	7	11
Onee Freeman	6	7
DaRell French	5	5
Sheanta Fields	3	3
Dion James	3	3

23 Years of Safe Driving



Cameron Irwin
Coach Operator, Fixed Route
28 years of service to IndyGo



Operations Employee of the Month

Anthony White
Fixed Route Operator

Mechanic of the Month

Chris Porter
Facility Technician



Risk and Safety Division Report

January 2025 Safe Drivers 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 January 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 that have achieved this milestone. Your performance contributes to helping make public transportation safer each day.

Operator	ID#	Years of Safe Driving	Years of Service
Cameron Irwin	2877	23	28
Quinton Davis	1411	17	25
Lakisha Carpenter	8174	14	16
Jack Wallace	6306	13	20
Lisa Walker	6300	12	25
Carmon Bobbitt	8474	10	12
Tamanika Burke	8627	7	11
Onee Freeman	9165	6	7
DaReil French	9719	5	5
Sheanta Fields	10036	3	3
Dion James	11078	3	3
Aaron Ellis	10259	2	3
Shamika Passley	9604	2	6
Shakima Harris-Clark	11091	1	1
Corey Jackson	10882	1	1
Kenneth Stone	11083	1	1

Congratulations and Thank You!

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Service Committee Chairperson Report – February 2025

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrzs
From: Service Committee Chairperson Adairius Gardner
Date: February 13, 2025

ISSUE:

A report of IndyGo February 2025 Service Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
February 13, 2025

The Service Committee met on February 13, 2025, at 8:30am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Committee Members Stephanie Quick and Bill Stinson.

We heard and accepted the following items.

1. I-3: Ride Safe Enhancement (Presenter-Aaron Vogel)
2. I-6: Paratransit Operations and Maintenance Transition Update (Presenter- Michael Roth)
3. I-5: Mobility Advisory Committee (MAC) Update (Presenter – Chris Hollingsworth (MAC))
4. I-4: People & Culture Monthly Report (Presenter- Britt Griffin)

Mr. Chairman, that concludes my report.

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January 2025 Board of Directors & Annual Board of Finance

Meetings Minutes

IndyGo

01/16/2025 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

Staff: Jennifer Pyrz, Bart Brown, Robert Frye, Brian Atkinson, Brooke Thomas, Marcus Burnside

Absent:

Members: N/A

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

[January Board Cover](#)

[January 2025 Agenda](#)

Chairperson Hahn called the meeting to order at 4:01 p.m. Chief Legal Officer Robert Frye called the roll. Five members were present and there was a quorum.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards & Commendations January](#)

President and CEO Jennifer Pyrz gave an update on the Awards and Commendations for December 2024, as well as an announcement that IndyGo had received the fully-executed \$150 Million Small Starts Grant for the Blue Line Project from the Federal Transit Administration.

3. Committee Chairperson Reports (Presenter – Director Hahn)

1. Governance & Audit Committee – Gregory Hahn

[Governance & Audit Chair Report](#)

The reports were received and entered into the record by Chairperson Hahn without objection.

4. Consent Agenda (Presenter – Chairperson Hahn)

1. A-2: Consideration and Approval of Decentralized Operations Review Report Update (Presenter – Chairperson Hahn)

[A-2 January 2025 Decentralized Operations Review Report](#)

[Decentralized-Ops Report Final](#)

Motion: Approval of Consent Agenda. Motion made by Director Wilson and seconded by Director Fagan.

Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

5. Regular Agenda (Presenter – Chairperson Hahn)

1. **A-1: Consideration and Approval of Minutes from Board Meeting held on December 19, 2024**
(Presenter – Gregory Hahn)
[December 2025 Board of Director Minutes](#)

Motion: Approval of Minutes from Board Meeting held on December 19, 2024. Motion made by Director Wilson and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

2. **A-3: Consideration and Approval of Governance and Audit Risk Universe/Heat Map** (Presenter – Brian Atkinson)
[A-3 January Governance & Audit 2025 Risk Review](#)
[Risk Refresh Audit Plan 2025 Final](#)

It was recommended that the Board review and receive the Governance & Audit Risk Universe/Heat Map 2025.

A “heat map” is a way to capture the risks relevant to an entity (also referred to as the entity’s “risk universe”), measured by a combination of how likely each risk is to occur, and how severe the impact would be should the risk occur. In late 2024, the Governance & Audit team, with input through a series of conversations with 60 members of IndyGo management, staff and the Board’s President, compiled a heat map to identify and illustrate agency-wide risks, external risks, and threats to IndyGo’s mission and objectives. The heat map is intended to serve as a basis for design of an audit workplan going forward and has thus informed the workplan presented to the Governance and Audit Committee separately. Additionally, going forward the heat map will be refreshed annually, with adjustments made to the ongoing workplan accordingly. The 14 potential risk areas for audit in 2025 were briefly reviewed.

Motion: Approval of Governance and Audit Risk Universe/Heat Map. Motion made by Director Gardner and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

3. **A-4: Consideration and Approval of RFP # 24-07-524 – Information Technology (IT) Products and Services Contract** (Presenter – Marcus Burnside)
[A-4 Consideration and Approval of IT Products and Services Contract](#)

It was recommended that the Board authorize the President and Chief Executive Officer to enter into a contract agreement for three years, including two optional years with Electronic Strategies, Inc. for IT products and services in an amount not to exceed \$468,000.

In July 2024, IPTC published an RFP for IT products and services. The Evaluation Committee met in November 2024 and determined that the proposal submitted by Electronic Strategies Inc. offered the best value and solution for IndyGo’s IT requirements.

Motion: Approval of the award of a contract for Information Technology (IT) Products and Services to Electronic Strategies Inc. Motion made by Director Gardner and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

4. **A-5: Consideration and approval of IndyGo's 5-year Capital Plan Update** (Presenter – Brooke Thomas)
[A-5 Amendment to the IndyGo 5-year Capital Plan 2025](#)

It was recommended that the Board approve the 2024 update to IndyGo's 5-yr Capital Plan, as amended.

The 5-year Capital Plan has been updated to:

- Reflect the progress that has been made since 2019.
- Document any changes to the scope, scale, or timeline of individual projects and expenses.
- Recognize the most recent grant awards.
- Establish the funding priorities for the next five years.

The following is a summary of this years' substantive changes to the plan.

- The planning horizon has been extended to 2029.
- The total program budget has been updated/adjusted to respond to internal investment decisions and external factors that have caused one or more assumptions to change since the last amendment.
- The annual program summaries have been updated to describe accomplishments between the fall of 2023 and the fall of 2024.
- The description of each funding source has been reviewed for accuracy and, where necessary, updated to reflect the status of things.

The full plan update may be found at the end of the Board Report with the Departmental reports.

Motion: Approval of IndyGo's 5-year Capital Plan Update. Motion made by Director Wilson and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

5. **A-6: Consideration and approval of Resolution No. 2025-01 – Approval of Board Bylaws Update** (Presenter – Robert Frye)
[A-6 Resolution No. 2025-01 – Approval of Board Bylaws Update](#)
[Resolution 2025-01 Board Bylaws Update](#)

It was recommended that the Board adopt Resolution No. 2025-01 approving updated Board Bylaws.

The state statute governing IndyGo requires that the Board adopt rules of procedure under which its meetings are to be held. The Board's Bylaws have not been updated since their adoption over three years ago. Accordingly, at the Board's request, Chief Legal Officer Robert Frye has drafted updates to the Bylaws and those updates have been circulated and discussed among the Board's members, the President and CEO, and the Chief Legal Officer. Changes to the Bylaws include updates to the roles of the Board's committees, clarification of when roll call votes must be taken versus voice votes, and the addition of rules for Board members' participation in meetings by electronic means.

Motion: Approval of Resolution No. 2025-01 – Approval of Board Bylaws Update. The motion was made by Director Quick 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. Motion carried 5-0.

6. **A-7: Consideration and approval of Resolution No. 2025-02 – Approval of Sale of 8905-8915 Madison Avenue Property** (Presenter – Robert Frye)

[A-7 Resolution No. 2025-02 – Approval of Sale of 8905-8915 Madison Avenue Property](#)

It was recommended that the Board adopt Resolution No. 2025-02 authorizing IndyGo to sell the real property it owns located at and commonly known as 8905, 8915 and 8925 Madison Avenue, Indianapolis, Indiana 46227 (the “Property”).

The Board may dispose of real property interests that IndyGo owns for the operation of the public transit system through sale, exchange, transfer or lease in accordance with procedures set forth in state statute. Resolution No. 2025-05 authorizes the sale of the Property, including direction to IndyGo staff to commence the legal process to sell the Property. Any final sale of the Property will have to come back to the Board for approval.

Motion: Approval of Resolution No. 2025-02 – Approval of Sale of 8905-8915 Madison Avenue Property. Motion made by Director Quick 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. Motion carried 5-0.

6. **Information Items** (Presenter – Chairperson Hahn)

1. **I-1: Governance & Audit Workplan Status Report 2020-2025** (Presenter – Brian Atkinson)

[I-2 Jan 2025 GA Workplan Status](#)

The Board heard about the Governance & Audit Report update from Director of Governance & Audit, Brian Atkinson, and received the report.

2. **I-2: Ethics Hotline Summary Report** (Presenter – Brian Atkinson)

[I-3 Jan 2025 GA Ethics Hotline Summary](#)

The Board heard the Ethics Hotline Summary Report from Director of Governance & Audit, Brian Atkinson, and received the report.

3. **I-3: Department Reports**

[NOV OPERATIONS DIV BOARD REPORT](#)

[DEC OPERATIONS DIV BOARD REPORT](#)

[R-2 PLANNING AND CAPITAL PROJECTS REPORT for 2025-01](#)

[HR Board Report People & Culture Jan. 2025](#)

[PA Jan 25 Board Report](#)

[IndyGo 2018-2029 Capital Plan AdoptionDraft](#)

The Board received Department Reports for People & Culture, Operations, Capital Projects, and Public Affairs.

7. **Adjourn** (Presenter – Chairperson Hahn)

On the order of Chairperson Hahn and there being no objection, the meeting was adjourned at 4:35 p

Annual Board of Finance Meeting

Attendance

Present:

Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Mary Ann Fagan, Stephanie Quick

Staff: Jennifer Pyrz, Bart Brown, Robert Frye

Absent:

Members: N/A

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

Chairperson Hahn called the meeting to order at 4:36 p.m. Chief Legal Officer Robert Frye called the roll. Five members were present and there was a quorum.

2. Regular Agenda (Presenter: Chairperson Greg Hahn)

1. A-1: Consideration and approval of Board of Finance Recommendation (Presenter: Bart Brown)

[2024 Board of Finance report letter](#)

[IPTC Investment Policy 2025](#)

The Board heard the annual Board of Finance Report and updates to the Investment Policy for 2025 from Board Treasurer Richard Wilson, Jr. and Chief Financial Officer Bart Brown

Motion: Acceptance of Board of Finance Report and updates to the Investment Policy. Motion made by Director Wilson and seconded by Director Quick. Voice vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

3. Adjourn (Presenter: Chairperson Hahn)

On order of Chairperson Hahn and there being no objection, the meeting was adjourned at 4:42 p.m.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and Approval of Microsoft Office 365 Licensing

ACTION ITEM A – 2

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a purchase agreement to renew our annual Microsoft Office 365 Licensing for the final year of our three-year Microsoft Enterprise Agreement (EA) with Dell Marketing, LLC in an amount not to exceed \$123,809.

BACKGROUND:

IPTC utilizes a Microsoft EA for Microsoft products, including Microsoft Office (Word, Excel, PowerPoint, etc.), multifactor authentication, SharePoint, Office 365 cloud-based email, Windows Server, and Azure Cloud Instance. The purpose of establishing a Microsoft EA for software licensing is to lock in the cost of subscription licenses over three years without inflation if there are no changes in the product license, such as license replacement or obsolescence. The benefits are that IndyGo would not pay for any license listed in the Microsoft EA for more than the stated price during the renewal term, and IndyGo would benefit from decreases in subscription licenses during the term. If the cost per license decreases or increases, the annual costs will reflect those changes.

DISCUSSION:

In January 2022, IPTC leveraged the State of Indiana Quantity Purchasing Agreement (QPA) pricing for a new three-year EA contract with Dell Marketing, LLC. The purchase allowed IPTC to maintain fixed pricing through March 31, 2025. This Microsoft licensing renewal does not include Microsoft Dynamics 365 (D365). This is the final year of our current Microsoft EA. IPTC will enter into a new three-year Microsoft EA contract with a qualified Microsoft 365 vendor incorporating the D365 licensing to leverage the least costs.

FISCAL IMPACT:

This project will be funded by the Information Technology operating budget. Microsoft Office 365 licensing cost \$118,095 in FY2023 and \$119,690 in FY2024. The Microsoft licensing price for FY2025 is \$123,809 based on the fixed pricing negotiated in the current Microsoft EA. The cost increase for FY2025 is due to a change from Microsoft that replaced current licensing with a new higher-cost product.

DBE/XBE DECLARATION:

Not applicable.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and Approval of Avail Annual Maintenance and Cloud Hosting Services

ACTION ITEM A – 3

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to approve the annual maintenance and services purchase with Avail Technologies, Inc., for cloud hosting, equipment maintenance, and vehicle location management in an amount not to exceed \$226,483.

BACKGROUND:

In February 2018, IPTC awarded Avail Technologies to replace the then-end-of-life CAD/AVL (Computer-Aided Dispatch / Automatic Vehicle Location) platform. Avail Technologies CAD/AVL system connects vehicles with their back-office scheduling and dispatching software. It automatically collects vital data dispatchers use, such as bus GPS locations, schedule adherence status, breakdowns, and emergencies. It also integrates with our system to pass essential information to in-vehicle peripherals (head signs, annunciators, etc.) and passenger information systems (website and mobile applications).

DISCUSSION:

The Avail Technologies CAD/AVL contract continues through February 28, 2026. In August 2023, IPTC migrated its Avail production environment from on-premises to a cloud hosting service and implemented a yard management module for fleet location within our garage. This procurement will allow IPTC to purchase licensing, maintenance, support, and cloud hosting services for its production environment from March 1, 2025, to February 28, 2026. The annual maintenance and cloud hosting services may incrementally increase as IPTC leverages additional enhancements to the Avail platform.

FISCAL IMPACT:

This project will be funded from the Information Technology operating budget. The cost for Avail cloud hosting and maintenance for FY2025 through the end of the current contract is \$226,483. IPTC will work with Avail Technologies on a contract extension for cloud hosting, equipment maintenance, and vehicle location management in Q4 2025. The future fiscal impact will be disclosed in Q1 2026.

DBE/XBE DECLARATION:

Not applicable.

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Senior Project Manager Sarah Stentz

SUBJECT: Consideration and Approval of License Renewal for Construction Program and Project Management Software Platform, e-Builder / Unity Construct

ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a one-year renewal contract with e-Builder for the continued use of their construction and project management software in an amount not to exceed \$150,000.

BACKGROUND:

A cloud-based software-as-a-service platform, e-Builder was developed for and is used throughout the construction industry for project documentation and control purposes. Due in large part to the robust nature of our capital investment program, it has become a cornerstone of IPTC's project management practices in that it helps to ensure that all change management, invoice and pay application review/approval, and reporting processes are handled appropriately. Additionally, e-Builder is the repository for all field inspection reports, contracts, and other critical design drawings and construction documents. The visibility that it offers to everyone involved in these open processes ensures that things don't get missed.

The e-Builder platform is currently being used to manage documents and processes on all BRT projects as well as most of our roadway and capital facility projects. IndyGo's license currently allows for unlimited users across unlimited organizations, including consultants and contractors, to use the same platform for document submittals, reviews, and approvals, and for secure file sharing.

DISCUSSION:

In 2017, IPTC selected e-Builder as its construction program and project management software platform provider following its competitive procurement process (RFP 16-12-247). The selection at that time was based on cost, global system and software capabilities, implementation timeline, and maintenance requirements. The original annual cost with implementation was \$113,564.

While the cost to renew the licensing agreement has increased by 47% since 2018, during that same period IPTC has been able to avoid incurring the cost to set up or license such services on a project-by-project basis. When negotiating new contracts for planning, design, and construction services, IPTC can require that all new or returning vendors use the same platform for all change management, invoice and pay application review/approval, and reporting processes. It is for these reasons that IPTC staff may continue to seek to renew this annual licensing agreement through the final construction and close-out of the Blue Line Bus Rapid Transit project in 2029 with the understanding that over the next

year, IndyGo staff will be meeting internally, and with the vendor, to ensure we are getting the best value for the cost of maintaining this service beyond this next renewal period.

FISCAL IMPACT:

This is funded with operating funds, budgeted, and approved for as part of the fiscal year 2025 budget appropriation.

DBE DECLARATION:

Not applicable.



Date of Memo: February 11, 2024
Board Meeting: February 20, 2024

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 the Care Center Contract

ACTION ITEM A – 5

RECOMMENDATION:

It is recommended the IPTC Board of Directors authorize the President and the Chief Executive Officer to enter into a contract with MV Transportation, Inc. to provide care center (call center) services with a three-year term for a price not to exceed \$4,758,657, with two options to extend the term for one year each at a price not to exceed \$1,698,166 in the first option year and \$1,746,801 in the second option year. If both options are exercised, the total amount not to exceed will be \$8,203,624.

BACKGROUND:

The IndyGo Access Care Center is a vital component of our demand response service, dedicated to providing exceptional transportation solutions for both ADA and non-ADA customers. Operating as a centralized hub, it ensures seamless communication and support for our clients. The Care Center offers a comprehensive suite of services, including fixed route information and trip planning, to assist customers in navigating our transit system. Additionally, IndyGo is committed to supporting the community through various initiatives, such as low-income fare assistance, half-fare programs, special passes for veterans, the MyKey program, the Adopt-A-Stop initiative, and access to retail networks.

DISCUSSION:

A Request for Proposals (RFP) for the Care Center was released on November 29, 2024. Three proposals were received, and proposals from the following three companies were determined to be responsive: MJM Innovation.; MV Transportation, Inc.; and Welltrans. RATP Dev USA, Inc. is the incumbent provider. Based on the overall proposal, MV Transportation, Inc., was identified as providing the best overall value.

FISCAL IMPACT:

This service is funded through the Operating Budget and Federal Formula Grant funding.

DBE/XBE DECLARATION:

MV Transportation, Inc. has committed to a 10.5% DBE goal for this solicitation.

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 Care Center Transition Services – Nissi Group Inc.

ACTION ITEM A – 6

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a two-month contract with Nissi Group, Inc., to provide Care Center transitioning services for up to two months in an amount not to exceed \$155,196.

BACKGROUND:

The Nissi Group, Inc. currently provides personnel for the operation of our Care Center through a subcontract agreement with our current paratransit provider. The proposed short-term contract is crucial for maintaining service continuity and operational efficiency during the transition period until the new vendor is onboarded. By securing this arrangement, we aim to prevent disruptions and uphold the quality of our services.

DISCUSSION:

The new vendor's contract will begin on March 1, 2025. We face a gap in dedicated staffing and services, and by engaging the Nissi Group is vital to ensure operational continuity and uphold the quality of our services during this transition.

FISCAL IMPACT:

This is funded with operating funds, budgeted, and approved as part of the fiscal year 2025 budget appropriation.

DBE/XBE DECLARATION:

Nissi Group, Inc. is a certified Disadvantaged Business Enterprise (DBE) in Indiana and will count towards our overall agency DBE goals.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Project Manager Rachel Wilson
SUBJECT: Consideration and approval of AES Streetlights Utility Relocation Agreements

ACTION ITEM A –7

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute four Utility Relocation Agreements (URAs) with AES Indiana (AES) for an amount not to exceed \$830,000 to relocate streetlights that conflict with the proposed Blue Line BRT design.

BACKGROUND:

Blue Line utility relocation coordination is underway. Work plans outlining the scope of work required for each impacted utility are near completion, and utilities are mobilizing in the field to complete the work ahead of or concurrently with IPTC's Blue Line construction schedule. AES streetlights are part of this utility relocation effort, and the work will be ongoing for the duration of the project.

DISCUSSION:

The Blue Line BRT project construction will impact existing streetlights along the Washington Street corridor requiring them to be removed, relocated, or replaced. The work will be performed by AES, and all costs are reimbursable per agreements that AES has with the City of Indianapolis. There will be four URAs in total, grouped together based on geographic location along the corridor.

IPTC, together with the designer on the project, have made design modifications to eliminate or reduce relocations where possible, however, remaining relocations are unavoidable given the location of the utilities. The design team has also worked to understand if there are cost efficiencies to performing the relocation during construction and will coordinate activities as much as possible to save cost.

The URAs bind IPTC to reimburse AES for relocations that the utility agency's contractors perform according to an approved work plan. The utility agency agrees to perform relocations within a specified time and to a maximum agreed-upon cost.

FISCAL IMPACT:

The cost of reimbursing AES for this work is part of the Blue Line project budget.

DBE/XBE DECLARATION:

DBE goals are not applicable to utility relocation work.

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Information Update – December 2024 Financials Summary

To: Chair and Board of Directors
Through: CEO Jennifer Pyrz
From: Bart Brown, CFO and Justin Burcope, Budget Director
Date: February 17, 2025

DECEMBER 2024 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue came in over budget for the year by \$468,786 (3.6%).
- Other Operating revenue category was over budget by \$811,062 (325.1%) for the month. For the year it was over budget by \$1,544,736 (51.6%).
- The passenger service revenue was under budget by \$76,241 (-15.4%) for the month. For the year passenger service revenue was over budget by \$201,271 (3.4%).
- PMTF Grant came in at \$11,369,828 for the year, which was exactly on budget.
- Property Tax Revenue was under budget for the month of December by \$704,066 (-21.2%). For the year property taxes ended over budget by \$1,349,768 (3.4%).
- In December local income tax was over budget by \$1,395,541 (40.8%). For the year it was over budget by \$1,395,541 (3.4%).
- The Service Reimbursement Program revenue was under budget by \$12,500 (-36.1%) for the month. For the year it was under budget by \$17,624 (-4.2%).

The Total Revenue for the agency was under budget by \$1,413,795 (18.8%) for the month of December. Yearly Total Revenue was over budget by \$4,942,479 (4.3%).

Expenditures

I) Personal Services

- Fringe Benefits were under budget for the month by \$323,732 (-17.7%). For the year it was under budget by \$2,457,866 (-11.1%).
- Overtime expenses were over budget by \$132,328 (48.9%) for the month. The increase in the overtime expenses was offset by the under-budget salary expenses. For the year this category was over budget by \$2,705,645 (83.3%).
- December Salary expenses were under budget by \$565,039 (-22.6%) for the month of December. For the year it was under budget by \$4,684,910 (-9.0%)

The Personal Services category was under budget by \$765,444 (-16.5%) for the month of December. It was under budget for the year by \$4,437,131 (-5.7%)

II) Other Services and Charges

- Claims were over budget by \$113,445 (33.4%) for the month. For the year this category was under budget by \$511,236 (-12.5%).

- For the month of December, the Miscellaneous Expense category was under budget by \$15,107 (-18.7%). For the year it was over budget by \$53,050 (5.4%).
- In December, the Purchased Transportation category was over budget by \$677,917 (76.0%). For the year it was over budget by \$2,844,286 (26.6%).
- For the month the “Services” expense category was over budget by \$482,062 (22.0%). For the year this category was under budget by \$3,420,843 (-11.4%).
- For the month, utility expenses were over budget by \$160,648 (79.7%). 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 were under budget by \$385,744 (-15.9%).

Overall, the Other Services & Charges category was over budget by \$1,418,965 (38.3%) for the month. For the year this category was under budget by \$1,420,487 (-2.9%).

III) Materials & Supplies

- The Fuel and Lubricant category was under budget by \$82,254 (-15.4%). For the year it was under budget by \$349,054 (-5.4%).
- For the month of December, the Maintenance Materials category was under budget by \$53,989 (-10.1%). It was over budget for the year by \$76,367 (1.1%).
- Other Materials and Supplies category was over budget by \$203,415 (163.9%) for the month. For the year it was under budget by \$1,097,267 (-55.7%).
- Tires & Tubes category was under budget in December by \$4,857 (-9.0%). 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 it was under budget by \$76,608 (-11.7%).

For the month, the Total Materials and Supplies category was over budget by \$62,315 (5.0%). For the year it was under budget by \$1,466,562 (-9.1%).

In December, the overall, total expenditures were over budget by \$724,837 (7.6%). For the year expenditures were under budget by \$7,304,181 (-9.1%).

FY 2024 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount
03/28/2024	Exhaust fume extraction system	Capital	Character Four – Capital	\$70,000
05/30/2024	Indianapolis XBE Utilization Study contrib.	Operating	Character Three	\$19,761
07/19/2024	Temp Services for Quality Assurance Team	Operating	Character Three	\$46,080

RECOMMENDATION:

Receive the report.

Bart Brown, CFO and Justin Burcope, Budget Director



Indianapolis Public Transportation Corporation
Budget to Actuals (Comparative Statement) - IndyGo
For the Twelve Months Ending Tuesday, December 31, 2024

2/13/2025 8:30 AM
Period Selected: 12

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	
Operating Revenue									
Federal Assistance					13,546,236.00	13,077,450.00	468,786.00	3.58	14,040,175.00
Other Operating Income	1,060,540.20	249,478.34	811,061.86	325.10	4,538,476.09	2,993,740.08	1,544,736.01	51.60	5,842,332.73
Passenger Service Revenue	417,528.06	493,769.48	(76,241.42)	(15.44)	6,126,506.27	5,925,234.71	201,271.56	3.40	5,922,664.95
PMTF Revenue		0.00	0.00	0.00	11,369,828.00	11,369,828.00	0.00	(0.00)	11,369,828.00
Local Property & Excise Tax Revenue	2,619,724.27	3,323,790.59	(704,066.32)	(21.18)	41,235,255.02	39,885,487.08	1,349,767.94	3.38	39,245,150.49
Local Transit Income Tax Revenue	4,812,207.87	3,416,666.67	1,395,541.20	40.85	42,395,541.20	41,000,000.04	1,395,541.16	3.40	63,160,687.72
Service Reimbursement Program	22,083.00	34,583.33	(12,500.33)	(36.15)	397,376.00	414,999.96	(17,623.96)	(4.25)	400,859.00
Total Operating Revenues	8,932,083.40	7,518,288.41	1,413,794.99	18.80	119,609,218.58	114,666,739.87	4,942,478.71	4.31	139,981,697.89
Operating Expenses									
Personal Services									
Fringe Benefits	1,505,205.98	1,828,938.54	(323,732.56)	(17.70)	19,558,742.34	22,016,608.62	(2,457,866.28)	(11.16)	18,522,741.71
Overtime	402,947.19	270,619.17	132,328.02	48.90	5,953,075.20	3,247,430.04	2,705,645.16	83.32	6,689,922.31
Salary	1,929,642.35	2,494,681.64	(565,039.29)	(22.65)	47,251,280.36	51,936,190.68	(4,684,910.32)	(9.02)	43,399,306.46
Total Wages and Benefits	3,837,795.52	4,594,239.35	(756,443.83)	(16.47)	72,763,097.90	77,200,229.34	(4,437,131.44)	(5.75)	68,611,970.48
Other Services & Charges									
Claims	453,051.10	339,606.24	113,444.86	33.40	3,564,038.78	4,075,274.88	(511,236.10)	(12.54)	2,873,172.50
Miscellaneous Expenses	65,373.12	80,480.27	(15,107.15)	(18.77)	1,027,063.75	974,013.24	53,050.51	5.45	824,118.07
Purchased Transportation	1,570,051.08	892,133.67	677,917.41	75.99	13,549,890.44	10,705,604.04	2,844,286.40	26.57	11,998,101.65
Services	2,674,778.07	2,192,716.33	482,061.74	21.98	26,498,288.99	29,919,132.52	(3,420,843.53)	(11.43)	21,140,351.42
Total Utilities	362,127.69	201,479.17	160,648.52	79.73	2,032,005.48	2,417,750.04	(385,744.56)	(15.95)	1,753,109.00
Total Other Services & Charges	5,125,381.06	3,706,415.68	1,418,965.38	38.28	46,671,287.44	48,091,774.72	(1,420,487.28)	(2.95)	38,588,852.64
Materials & Supplies									
Fuel & Lubricants	453,028.86	535,282.66	(82,253.80)	(15.37)	6,074,338.28	6,423,391.92	(349,053.64)	(5.43)	6,043,670.07
Maintenance Materials	478,882.83	532,871.75	(53,988.92)	(10.13)	6,838,126.44	6,761,759.73	76,366.71	1.13	6,118,828.84
Other Materials & Supplies	327,526.39	124,111.23	203,415.16	163.90	872,822.04	1,970,089.03	(1,097,266.99)	(55.70)	1,124,379.05
Tires & Tubes	48,879.61	53,736.75	(4,857.14)	(9.04)	574,598.00	651,206.42	(76,608.42)	(11.76)	538,391.22
Total Materials & Supplies	1,308,317.69	1,246,002.39	62,315.30	5.00	14,359,884.76	15,806,447.10	(1,446,562.34)	(9.15)	13,825,269.18
Total Operating Expenses	10,271,494.27	9,546,657.42	724,836.85	7.59	133,794,270.10	141,098,451.16	(7,304,181.06)	(5.18)	121,026,092.30

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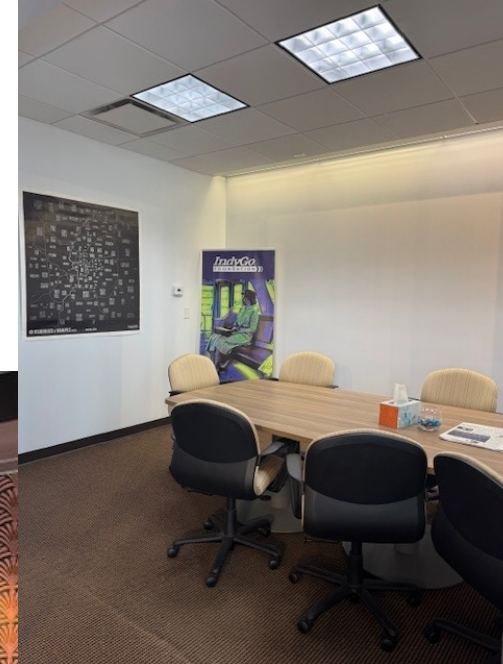
Presentation to IndyGo Board

February 20, 2025



» New Office – 6410 N. College Ave.

Thank you to Fifth Third Bank for donating furniture!



» IndyGo Foundation Board Officer Election



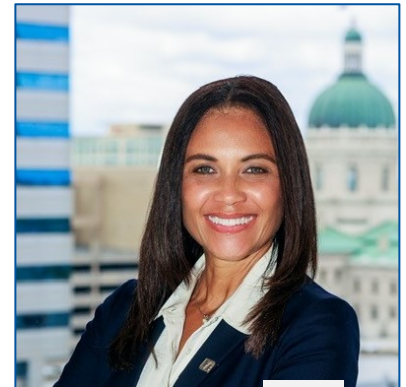
Chair: **Addison Pollock**, AARP Indiana

Vice Chair: **Hardi Shah**, Engaging Solutions



Secretary: **Mekey McAllen**, Girl Scouts of Indiana

Treasurer: **Erica Williams**, Fifth Third Bank



» Transit Equity Day – February 4

- Free Fare Day – 18,410 free rides
- Transit Equity Day Celebration was held at Ivy Tech with nearly 200 donors and grantees in attendance.
- Panel discussion moderated by Lacey Everett (MIBOR Realtor Association), featuring Tedd Grain (Eskenazi Health), Allissa Impink (Glick Philanthropies) and Kraig Kinchin (100 Black Men of Indianapolis)



» Shop.indygofoundation.org

- Launched February 11 to IndyGo staff and February 13 to the public
- Store is managed by the Foundation and net proceeds benefit the Foundation
- The store is a prospecting tool for the Foundation to identify transit enthusiasts and build our individual giving prospect pool



INDYGO5e
SWAG STORE





INDYGO FOUNDATION

Ride&Seek

SCAVENGER HUNT



May 1 - May 11 | Sign up by April 15

Join IndyGo Foundation's newest fundraiser as we take your company team, your family members, or you as a solo participant on a fun-filled adventure riding the IndyGo bus.

You'll explore Indianapolis while navigating the IndyGo system in search of clues that will lead to exciting prizes.

A blue-tinted photograph of an IndyGo RAPID electric bus, viewed from the side. The bus is white with blue accents and has "IndyGo RAPID" and "electric" written on its side. The number "1899" is visible on the front. The background shows a city street with trees and buildings.

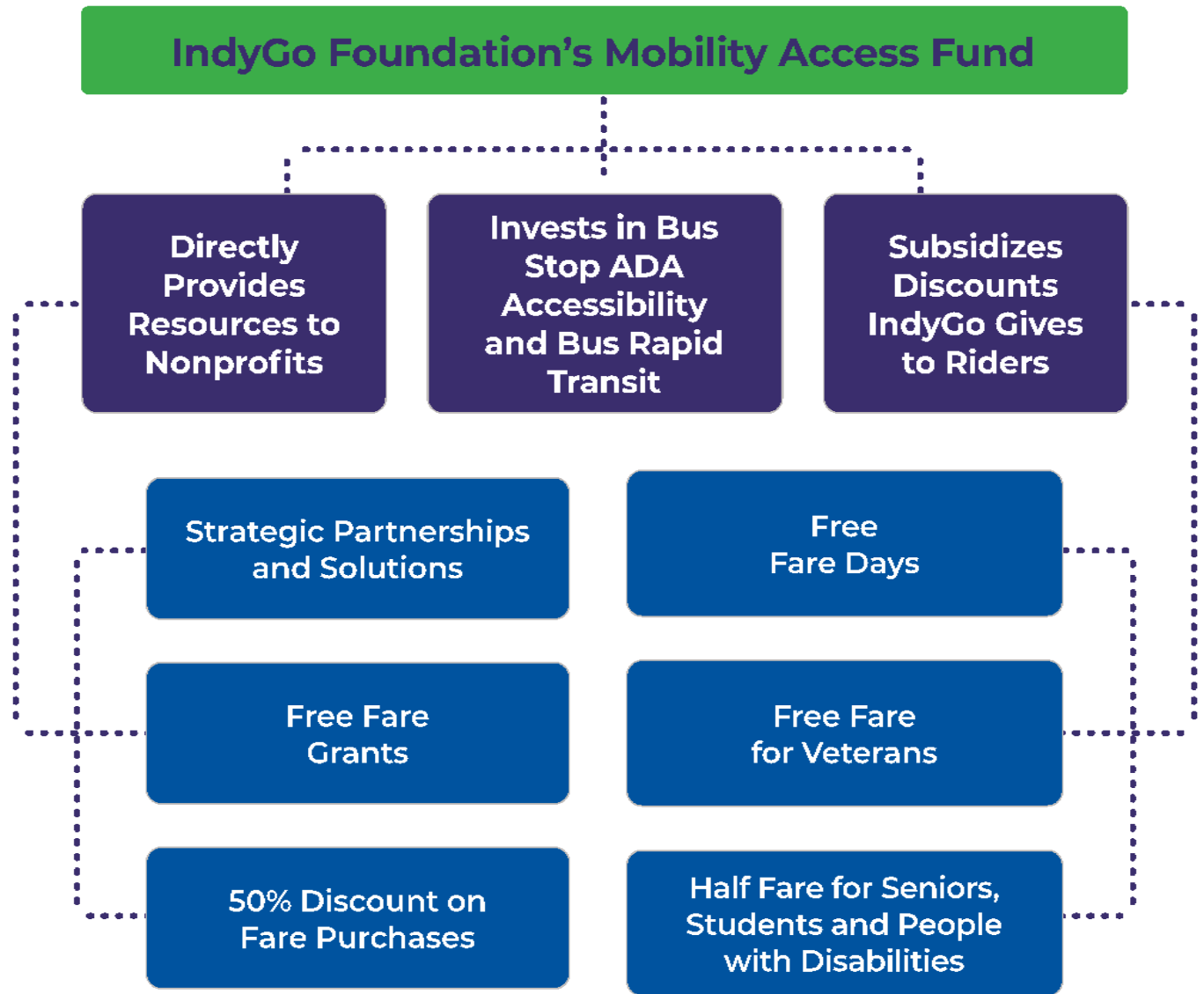
Programs & Impact

.....

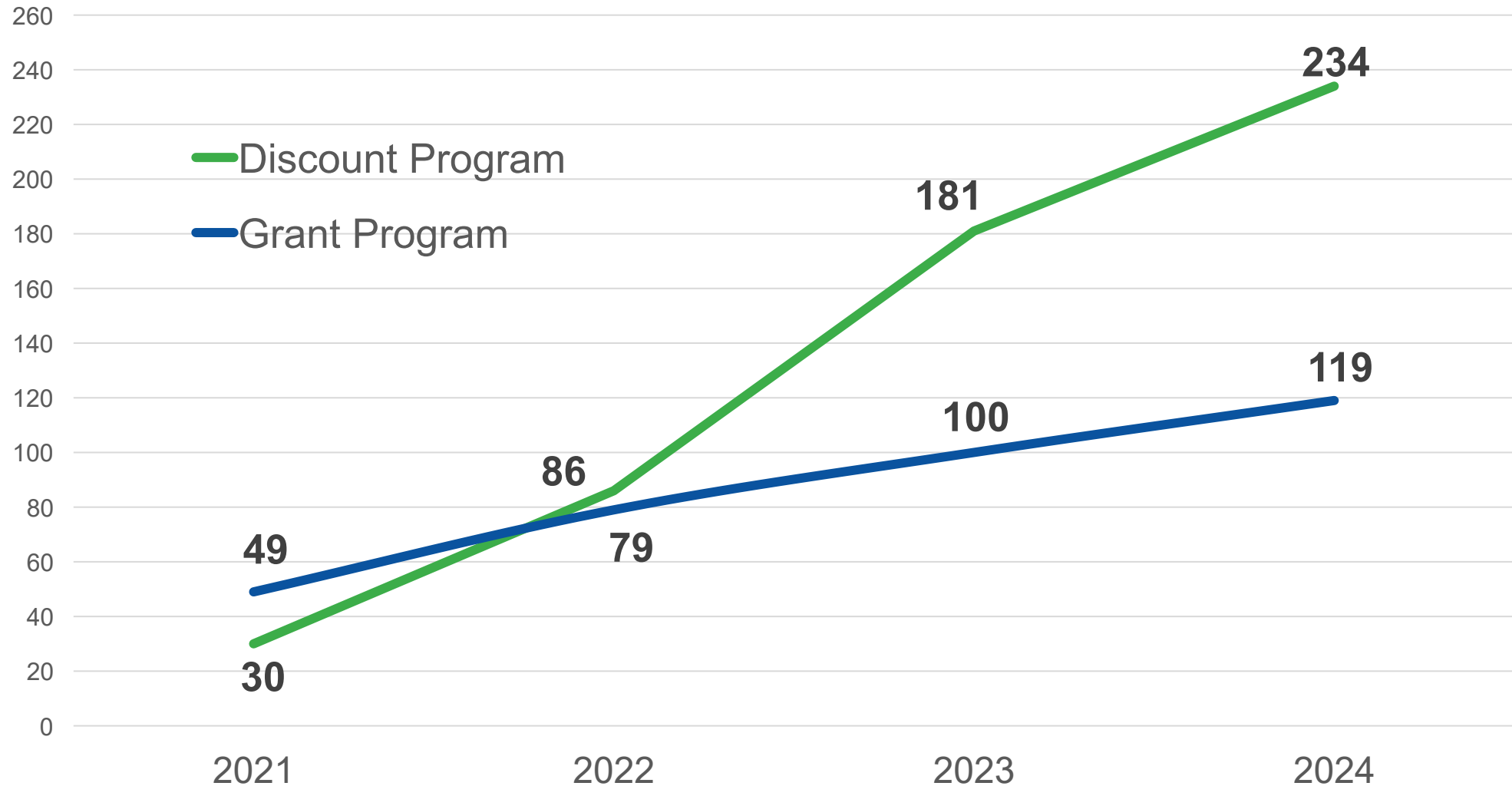
» Our Programs

At the heart of our programs is a commitment to increasing ridership and accessibility by providing equitable and safe access to the IndyGo transit system for as many riders as possible.

Our current programs focus on increasing economic and physical access to transit.



» Nonprofits Served



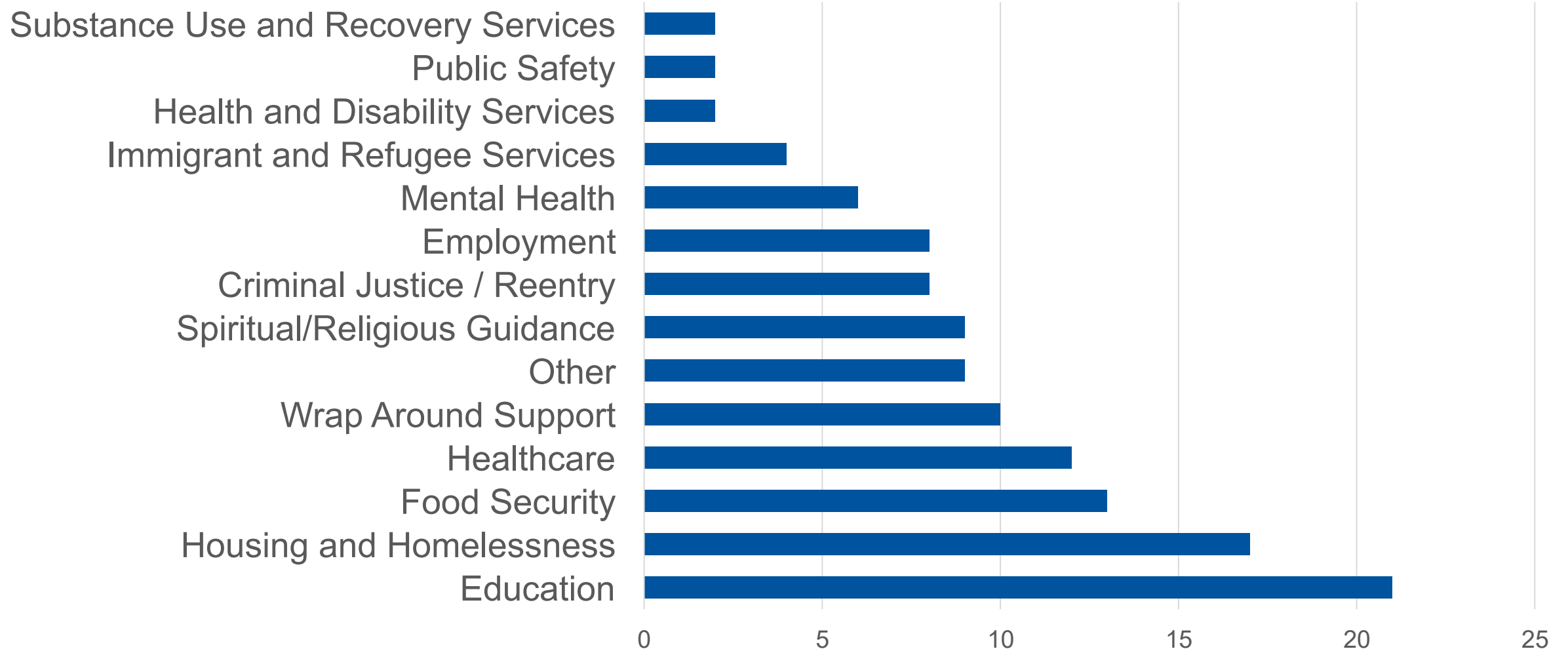
» 2024/2025 Nonprofit Bus Fare Grants

- 124 applications received
- 119 grants funded
- 52 new organizations applied
- 43 organizations have not previously purchased fare
- Fair market value of grants distributed: \$378,630
- Thank you to Herbert Simon Family Foundation and Glick Philanthropies as the lead sponsors for this round of grants



**The Community Health Network
Ryan White Program appreciates the
generosity of the IndyGo Foundation and
their work to eliminate transportation
barriers for those we serve.**

» Primary Focus of Grantee Organizations



» 2024-2025 Grantee Organizations

100 Black Men of Indianapolis Inc.

91 Place

A Better Way Outreach Inc

Adult and Child Health

Aspire Indiana Health

Aspire Indiana, Inc.

Bricks Alliance, Inc

Brightlane Learning DBA School on
Wheels

Brightwood Community Center Inc.

Brookside Community Development
Corporation

BU Wellness Network

Charity Church Ministry

Child Care Answers

Christ Church Cathedral

Christel House Indianapolis

Church World Service Indianapolis

Circle City Dinner Church of the
Presbytery of Whitewater Valley

Circle City Mutual Aid

Coalition for Homelessness

Intervention & Prevention –
Indianapolis (CHIP)

Coburn Place Safe Haven

» 2024-2025 Grantee Organizations

Colonial Square Apartments, a Glick
Housing Foundation community
Community Health Network Foundation,
Inc.

Cornerstone Lutheran Church
Cornerstone Ministries of Indiana

Damien Center

Dayspring Center

Deeply Ingrained, Inc.

DLT Family Counseling & Resources

Dove Recovery House for Women

Early Learning Indiana

Easterseals Crossroads

Eclectic Soul VOICES Corporation

EmployIndy

Englewood Community Development
Corporation

Eskenazi Health Foundation

Exodus Refugee Immigration, Inc.

Faith Church

Firefly Children & Family Alliance

Flanner House of Indianapolis, Inc.

Focus Initiatives LTD

» 2024-2025 Grantee Organizations

Foster Success Inc.

Freewheelin' Community Bikes

Thompson Village, a Glick Housing
Foundation community

Gennesaret Free Clinics

George T. Goodwin Community
Center

Gleaners Food Bank of Indiana

Windsor Park, a Glick Housing
Foundation community

Global Preparatory Academy at
Riverside 44

Grit Into Grace

Hampton Court, a Glick Housing
Foundation community

Hawthorne Community Center

Helpings of Hope, Inc.

Horizon House, Inc.

House of Ruth and Naomi

HVAF of Indiana

Indiana Undocumented Youth
Alliance

Indianapolis Neighborhood Housing
Partnership Inc.

» 2024-2025 Grantee Organizations

Indy Arts Council

Indy Black Chamber of
Commerce, Inc.

Indy Community Pantry, Inc.

Indy Hunger Network

Indy Metro Church

Indy Public Safety Foundation

InteCare, Inc

International District Community
Center

Jewish Federation of Greater Indianapolis,
Inc.

John Boner Neighborhood Centers

Judah Ministries

Laundry & More

Little Red Door Cancer Agency, Inc.

Marian University, Inc.

Martin Luther King Community
Center

Martindale Brightwood Community
Development Corporation

Mid-North Food Pantry

Mount Pleasant Christian Church

Near East Side Community
Organization Inc

» 2024-2025 Grantee Organizations

New Beginnings of Indianapolis
New Direction Christian Church, Inc.
Nextech Org Inc.
Noble Characteristics Inc
Old Bethel & Partners Food Pantry
Outreach, Inc.
Overdose Lifeline, Inc.
Partners in Housing Development
Corporation
Patchwork Indy Inc.
Pretty Passionate Hands Inc
Providence Cristo Rey High School

Public Advocates in Community
Re-Entry (PACE)
Radiant Communities Development
Corporation
RDOOR Housing Corporation
Roberts Park United Methodist Church
Sanctuary Indy, Inc.
Shalom Health Care Center
Society of St. Vincent De Paul
Archdiocesan Council of Indianapolis
Step-Up, Inc.
Still Waters Adult Day Center

» 2024-2025 Grantee Organizations

Susters Inc.

Tabernacle Presbyterian Church

TeenWorks

The Forgotten's Hope

The Indianapolis Public Library
Foundation

The Latino Youth Collective of
Indiana Inc

The Lord's Pantry at Anna's House

The Mind Trust, Inc.

Thomas Ridley's 1 Like Me, Inc

Trinity Haven, Inc.

Trio Homeless Ministries, Inc.

Trusted Mentors, Inc.

United North East Community
Development Corporation

United Schools of Indianapolis

Volunteers of America Ohio & Indiana

Warren Arts & Education Foundation

We Bloom, Inc.

West Morris Free Methodist Church

Westminster Neighborhood Services

Wheeler Mission Ministries

Women in Motion, Inc.

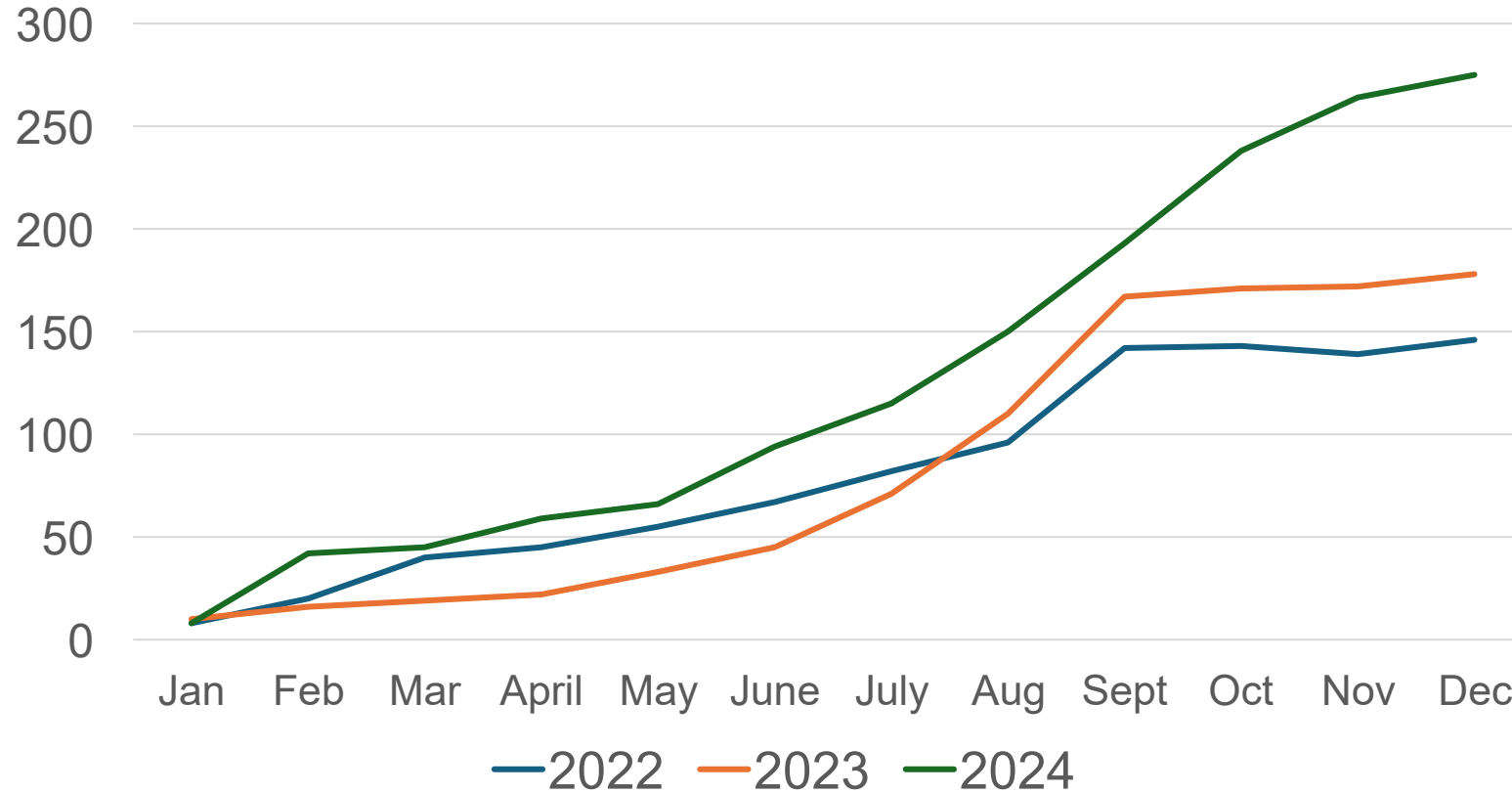
YMCA of Greater Indianapolis

A blue-tinted photograph of an IndyGo RAPID electric bus, viewed from the side. The bus is white with blue accents and has "IndyGo RAPID" and "electric" written on its side. The number "1899" is visible on the front. The background shows a city street with trees and buildings.

Fundraising & Financials



»» Number of Donors



We increased the number of donors by 54% in 2024 totaling 275 donors.

» New Corporate and Foundation Donors

Corporate Event Sponsors

Aspire Johnson County
August Mack Environmental, Inc.
Elevance Health
Hoover Hull Turner LLP
Horizon Bank
INcare Solutions LLC
Indianapolis Neighborhood Housing Partnership
Kimley-Horn and Associates
Masabi LLC
Miller-Eads Co.
MV Transportation
Red Elephant Digital Media
Taft Law
Taylor Advising

Foundations & Grants

Brave Heart Foundation
Eli Lilly & Company Foundation
Herbert Simon Family Foundation
MHS Serves
Nicholas H. Noyes, Jr. Memorial Foundation
Nina Mason Pulliam Charitable Trust

» 2024 Grantwriting Activity

74 grant applications submitted in 2024

\$1,078,000
Requested



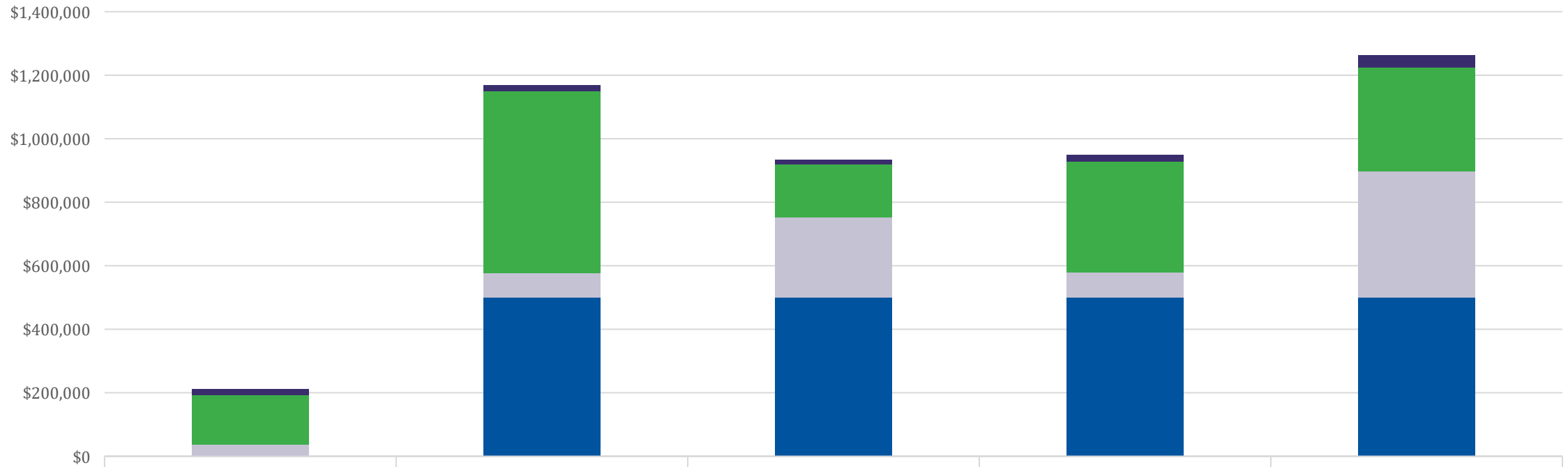
\$35,000
Pending



\$771,300
Secured



» Contributed Revenue (does not include IndyGo, InKind or earned revenue)

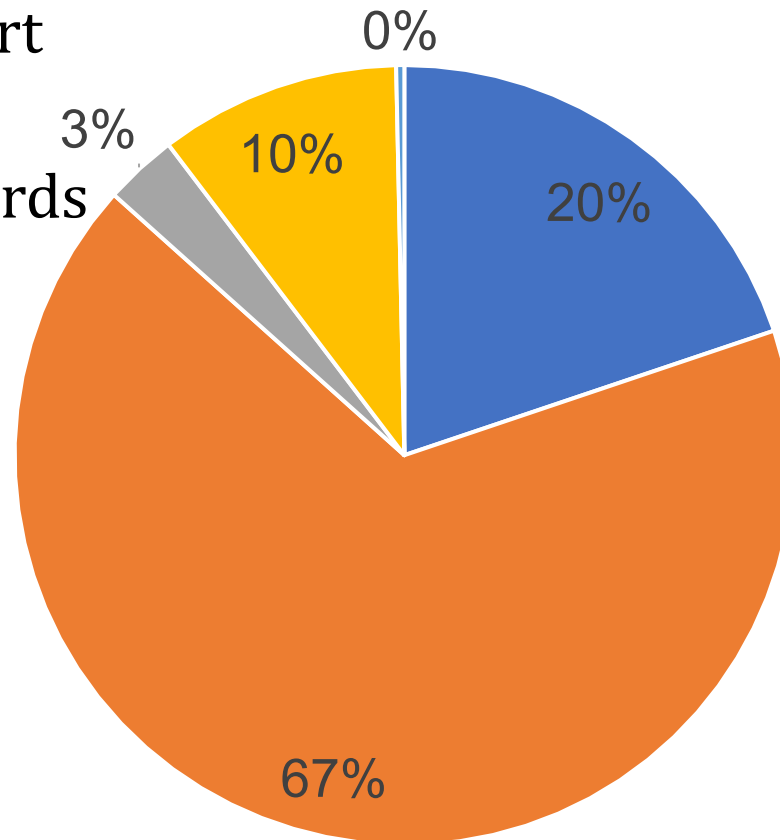


	2021	2022	2023	2024	2025 Budget
Individual	\$18,487	\$18,369	\$13,887	\$21,810	\$38,500
Corporate	\$155,944	\$570,928	\$165,355	\$349,024	\$327,000
Foundation	\$38,000	\$78,190	\$253,294	\$79,521	\$398,000
Government		\$500,000	\$500,000	\$500,000	\$500,000

» 2024 Programs Supported

In 2024, IndyGo Foundation recorded \$1,082,248 to support IndyGo.

Those funds are directed towards the following projects.



- Bus Passes
- Infrastructure
- Free Fare Days
- Recruitment (IAAQLI)
- WIFI (MHS)

»» What's Next

- March 25 at 10am: Virtual Board Meeting
- May 1-11: Ride & Seek Scavenger Hunt
- May 2: Board Retreat
- May 15: Q2 Presentation to IndyGo Board

*IndyGo*SM

Ride Safe Enhancements

IndyGo's Ride Safe Operations Re-Imagined

Aaron Vogel

Chief Operating Officer

02/13/2025



Ride Safe Operations

Background and Plan

- **New Challenges:** The number of negative interactions between our employees and the public have prompted the need to re-imagine safety and security.
- **New Opportunities:** While the agency moves millions of passengers safely each year, we recognize the need to deploy new strategies. We are calling this initiative “Ride Safe”

Ride Safe Operations

Current State

- De-escalation training for new hires, annual re-training
- Operator protective door barriers
- Contracted Security & presence
- Robust camera infrastructure on buses and facilities
- Robust facility access controls

Ride Safe Operations

Current State

- Ability to ban and trespass passengers
- 24/7 on-street response team
- 50+ Emergency blue phones
- Social services coordinator
- CPTED

Ride Safe Operations

Five Key Themes – Future State

1. See Something, Say Something
2. Proactive security surveillance
3. New law enforcement leadership position
4. Zero tolerance for passenger misconduct
5. Laws that impact employee and rider safety

See Something, Say Something

Crowd-Sourced Incident Reporting

- Establish IndyGo webpage for reporting
- Expand to include 24/7 critical review and response
- Data collection for 30-60 days
- Launch marketing campaign: Web, marketing, social media, car cards
- Utilize text messaging and/or live agents

Proactive Surveillance

Focus on Prevention

- Proactively monitor multiple systemwide camera feeds
 - On-site security
 - BRT fare inspectors based in dispatch
- The goal is to achieve faster response times
- Effectively deploy resources

New Law Enforcement Position

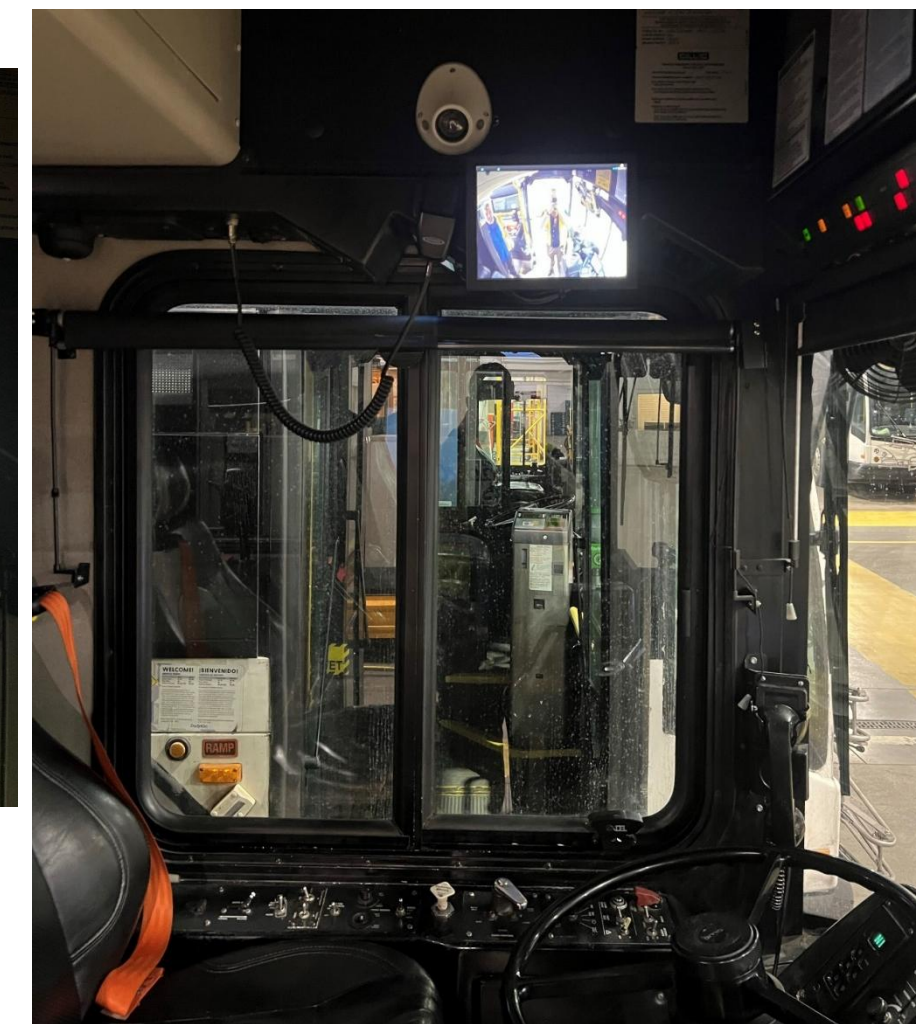
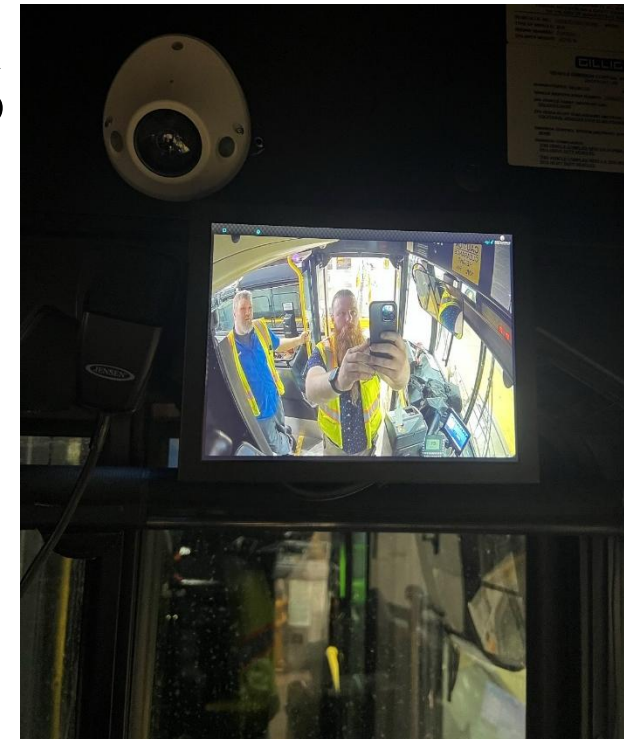
Leadership With Visible Presence and Partnerships

- Hire law enforcement expertise and experience at senior level
- Increase collaboration with community partners
- Re-brand Fare Inspectors to Ambassadors or Transit Security
- Assess security contract standards and define future needs

Zero Tolerance

Rider Guidelines Compliance

- Update and distribute Rider Guidelines
 - Fare collection requirements
 - Proper conduct for comfort
- Expand de-escalation training
- Enforcement by transit security and staff
- Effective technology applications



NOTICE

ANY ASSAULT

ON A

INDYGO EMPLOYEE

IS A CRIME

Any person who commits an act of assault, battery, intimidation, or harassment against an IndyGo employee or damages IndyGo property will be prosecuted to the fullest extent of the law. Punishment can result in incarceration and fines, as well as prohibition from IndyGo property.

IndyGo

Indiana Criminal Codes: IC 35-42, IC 35-43, IC 35-45



IndyGo

Champion Laws to Address Issues

Seek to Understand

- What is needed for a trespass and paid fare zone ordinance?
- What can and cannot be done to limit passengers from bringing guns on buses?
- What is needed to increase penalties for assaults on transit workers?
- Are other public agencies in a similar situation? How are they addressing?

In Summary

By deploying these five key strategies and continuously monitoring and evaluating their effectiveness, IndyGo can create a safer and more welcoming environment for all.



"If You See Something, Say Something®" is a national campaign that raises public awareness of the signs of terrorism and terrorism-related crime, and how to report suspicious activity.



IndyGo seeks to maximize existing technology to proactively identify and respond to concerns before they become issues, increase response time to critical incidents, and reduce incident calls to IMPD.



IndyGo wishes to leverage law enforcement best practices, lessons learned, and relationships in the law enforcement community to improve safety for all users.



IndyGo intends to address passenger misconduct through improved education and increased enforcement of IndyGo's code of conduct.



IndyGo will work to better understand existing laws impacting employee and rider safety and explore opportunities to modify or enact new protections.

IndyGo

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QUESTIONS?



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Charting the Course: MV & IndyGo Access Transition Plan

Presented by Michael Roth Deputy
Chief Transportation Officer

February 5, 2025



MV Transit Startup Status

Key Activities Accomplished

- Introduction to MAC
- Hiring Centers Setup
- Clinic Audits Completed
- CBA MOA Accepted by Union
- Training Schedule established & began training
- Weekly/Daily Startup Meetings established
- Incumbent Training – classroom in progress & driver observations.
- People's Transit DBE contract signed
- New Hire Training Plan finalized – BTW Trainers onboarded
- Reviewed reporting requirements with IndyGo
- Dispatch & Operations Observations have begun
- Initiated offers for Operations Manager, Maintenance Manager & Recruiter.

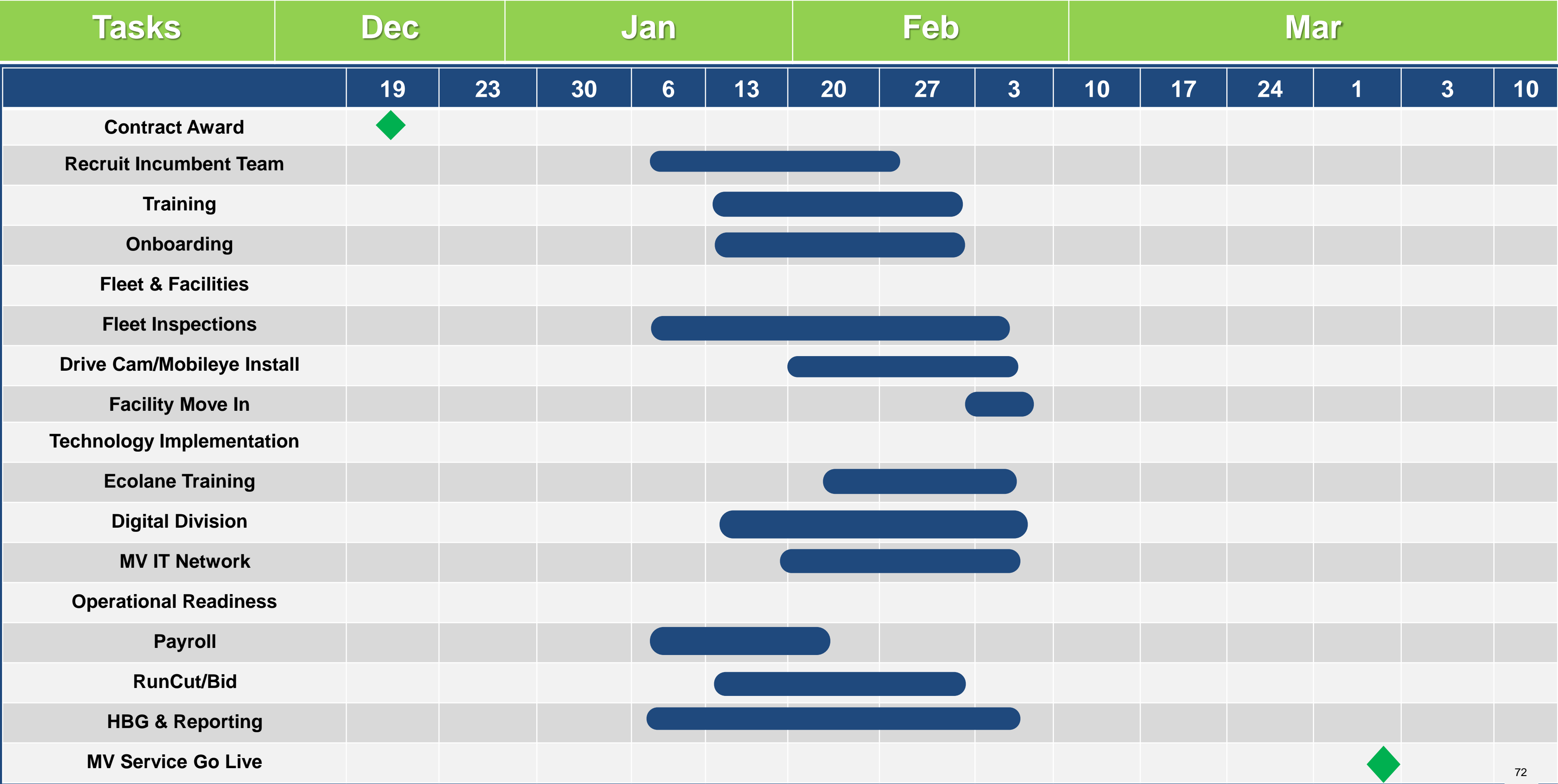
Upcoming Activities

- Discussions – Premium Service Area
- Daily Incumbent Training Sessions
- Continue the incumbent hiring
- New Hire Processing
- Plan for New Hire Training Class – start the week of 2/5
- Continue Incumbent Training
- TNC approach for March/April.
- Fleet Inspections (awaiting start date from IndyGo)
- Equipment & Tooling orders
- Vendor setup
- Uniform ordering
- Staffing Interviews: Dispatch, Maintenance, Administrative Assistant
- People's Transit onboarding (onsite 2/3)

IndyGo Startup Hiring Status

Position	Need	In Progress	In Quals	Qualified	In Training	Trained	Termed /DQ
Operations Manager	1	1	0				
Maintenance Manager	1	1	0				
Recruiter	1	1	0				
Drivers	75	(20-Inc) (67-NH)	32 10	4 4	23 0	0 0	1 6
Dispatchers	5	1	4				
Schedulers	2		1				
Dispatch Supervisor	2	1	0				
Trainer	1	1	1				
Admin Assistant	1	1	0				
Road Sup	5	2	2				1
Shop Foreman	1	2	0				
A Mechanics	2	1	0				
B Mechanics	2	2	0				
C Mechanic	1		0				
Utility	3	3	2				
Maintenance Clerk	1	1	0				71

IndyGo Startup Timeline





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QUESTIONS?



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Mobile Advisory Committee Agenda

Date: January 15, 2025

Time: 5:00pm – 6:30pm

Location: zoom

Roll call

Elections

Presentation of MAC candidates

Discussion of 2025 MAC priorities

- Jennie Pyrz-President and CEO IndyGo-
 - IndyGo's Strategic Plan Initiatives
 - How does the MAC fit into this strategy
- Community outreach
 - Quarterly meetings with disability organizations.
 - Sending MAC representatives to organizations meetings
 - Printed information on the MAC
 - Purpose
 - Makeup
 - Goals
 - Meetings
- Social media

Discussion of meeting times and places

- In person meeting
- Hybrid meetings
- Transportation to and from meetings
- Meetings on non-IndyGo properties

Discussion of vouchers and their usage.

Anthony Hughes-Manager, Mobility Services/IndyGo Access –

- Increasing OTP
- Updated Rider Guidelines
- Our Focus for 2025

Discussion of Fares

- Angela Milroy-General Manager RAPT Dev –
 - Reminder on Access/TNC providers
 - Complaint Procedures
- Fare Updates ADA/Beyond and MyKey payment options.

Discussion of data received from Indygo

- Mike Roth-Deputy Chief Transportation Officer –
 - Data sent to MAC – would it be beneficial to review data that is provided?
 - FINANCIAL DATA

- Staffing – Fixed Route, Red Line, and Blue Line

LaTessa McClendon-Director, Mobility Solutions –

- New paratransit provider – March 1, 2025
 - Transition plan with MV – MAC participation

- January 1, 2025 – Subscription trip – technology issue

Aaron Vogel – Chief Operations Officer/COO-

- New Board Member
- Social Services Counselor

Donna Foreman-Manager of Quality Assurance –

- Customer Service Statistics – Top 3 customer concerns for modes of service.
 - IndyGo Access
 - BRT
 - Fixed Route

Mobility Advisory Committee

January 15, 2025

Name	Roll Call:Present		Approval November		2024 Meeting		Minutes		Elections Chris for		Elections Chris for		Elections Greg for		MAC Candidates					
	Yay		Nay		Yay		Nay		Yay		Nay		Yay		Yay		Nay		Yay	
Chris Hollingsworth	✓												✓							
Amanda Bagwell	✓							✓				✓								
Kristina Hornaday-Alberts	✓																			
Greg Meyer	✓							✓				✓								
Bernadine Wilmer	✓							✓				✓								
Kendall Tilton																				
Mark Earley																				
Erin White	✓							✓				✓								

LaTessa McClendon
LaTessa McClendon

15-Jan-25
Date

Mobility Advisory Committee (MAC)

Meeting Minutes

January 15, 2025

Attendees:

Greg Meyer-MAC

Erin White-MAC

Chris Hollingsworth-MAC

Anthony Hughes-IndyGo

LaTessa McClendon-IndyGo

Aaron Vogel-IndyGo

Donna Foreman-IndyGo

Bernadine Wilmer-MAC

Mike Roth-IndyGo

Amanda Bagwell-MAC

Jennnifer Pyrz-IndyGo

Ryan Wilhite-IndyGo

Adairius Gardner-IndyGo

Angela Milroy-RATP-Dev

Attendance of members by LaTessa McClendon

Agenda Items:

- **MAC Concerns**

- Rider Guidelines Updates
 - Updated guidelines have been approved effective 1/1/2025
 - Rider Guidelines updates do not require public hearing
 - A copy has been emailed to every MAC member
- New Paratransit Providers/Qualifications
 - Proposals submitted for new contract
 - A committee thoroughly reviewed each proposal and voted on
 - MV Transportation was selected as new Paratransit Contractor effective March 1, 2025.
 - Operations and Maintenance will be transferred over to MV Transportation.
 - All current employees with RATP-Dev can interview with MV and transition if selected.
- Timelines regarding Data
 - Data shows OTP for Paratransit, Fixed Route and BRTs
 - Calculated every Monday and will be sent out weekly
 - LaTessa will send out email to MAC Members to set up date and time for tutorials on data.
 - Data shows Customer Comments
 - Calculated Monthly at the end of the month.
 - It will be sent out about 1 to 2 weeks after the prior month has ended.
- Distribution of Board Packets

- Board information is distributed once all documents have been received.
- MAC contributions to Board
 - MAC representation will be needed at February's meeting.
 - Moving forward, add MAC members on RFP as advisory.
- Reinstate Chris Hollingsworth for 2nd term
 - Reinstatement Approved
- Elect Chairman and Vice Chairman
 - Nominations for Chairman- Chris Hollingsworth
 - Nominations for Vice Chairman: Greg Meyer
 - Chairman and Vice Chairman Approved
- **Jennifer Pyrz**
 - Updated Strategic Plan
 - Top 3 Things: Protecting Frontline Workers, Increase Ridership, and Prioritize Long term Sustainability
 - New Board Member
 - William Stinson will start in February 2025.
 - Blue Line Grant Funding
 - Received funding for the final portion of Blue Line.
- **Michael Roth**
 - Social Services Counselor
 - Assist individuals that may have diagnosed or undiagnosed mental health issues that can be referred for additional assistance if needed.
 - Stay tuned for new position
 - Financial Data
 - Trying to determine format for data; updates soon.
 - Staffing
 - Currently 458 operators for fixed route and BRTs
 - MAC Meeting Times & Places
 - Transportation to meetings: TBD
 - In person vs Hybrid: Both are an option
 - Paratransit Vehicles
 - Current fleet: 75
 - 11 vehicles out of service for preventive maintenance (oil changes) and/or defects (broken mirrors, tail lights).
 - 64 active vehicles
- **Anthony Hughes**
 - OTP has increased to 80% over the last few months
 - If updated Rider Guidelines are needed, reach out to Anthony.

- 2025 Focus: Continuously improve in our services
- **Angela Milroy**
 - TNC's
 - Will be used for trips to ensure OTP is met.
 - Feel free to contact Customer Care with any questions.
 - Dispatch will reach out to clients if the vehicle has changed.
 - Complaints
 - All complaints should be called into the Customer Care Center
 - If MAC Members take complaints, please fill out the form on behalf of rider with all necessary information.
 - Fare Updates
 - Beyond ADA charges of \$7.00 began January 1, 2025.
 - MyKey cards can now be used for payment on the paratransit bus.
 - Wages
 - Operators: \$19.66/hr with increases every April and every year on work anniversary.
- **LaTessa McClendon**
 - MV's contract begins March 1, 2025.
 - Ecolane glitch on January 1st with subscription riders but all has been resolved.
- **Donna Foreman**
 - Fixed Route Top Comments
 - Pass-Bys, Safety and Schedule Adherence
 - BRT Top Comments
 - Safety, Pass-Bys and Vehicle Maintenance
 - Paratransit Top Comments
 - Schedule Adherence, Courtesy and Fares

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People & Culture Monthly Report Summary

Service Committee

Britt S. Griffin, Chief People Officer



Our Mission & Vision Statement

Focused on People and Committed to Culture

People and Culture

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 and embraces collaboration, diversity, equity, inclusion & belonging while supporting a balanced attention to work and personal life.

Focus Initiatives 2025

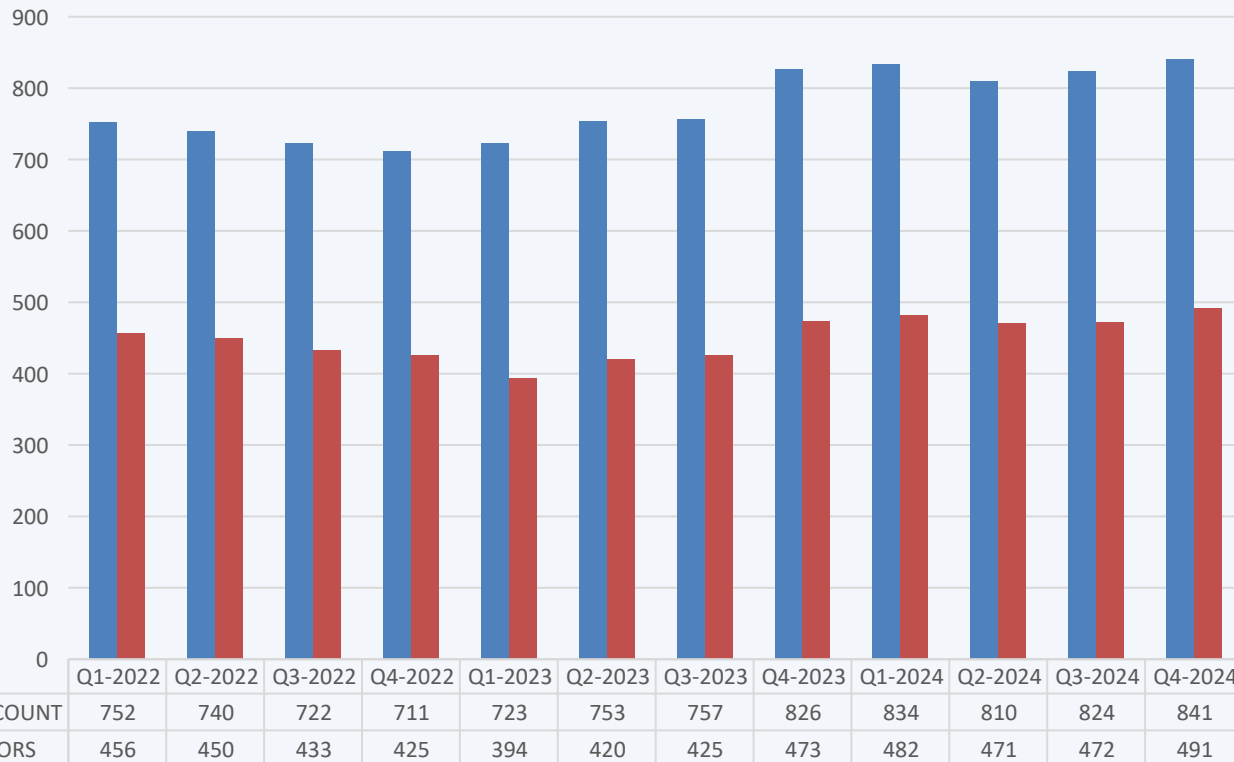
Key Strategic Focus Areas

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, SOP's and tools that result in continual sustainable improvement	Analyze data, identify trends, develop, and implement comprehensive people & culture strategies that turn strategic insight into actionable outcomes



Employee Population

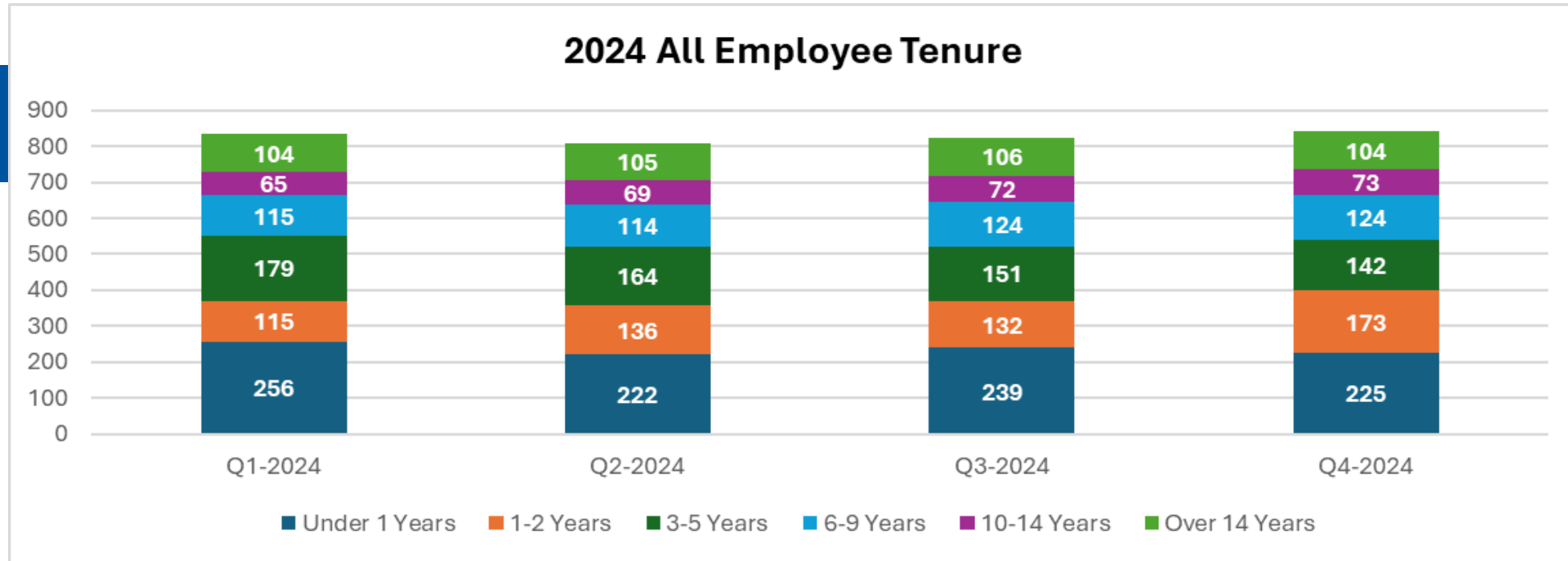
All Employees and Coach Operators



Total IndyGo Employees:	841
Total Union Employees:	622
Total Non-Union:	219
Total Coach Operators:	491

In the fourth quarter of 2024, we had more active Coach Operators (491) than in the past two years.

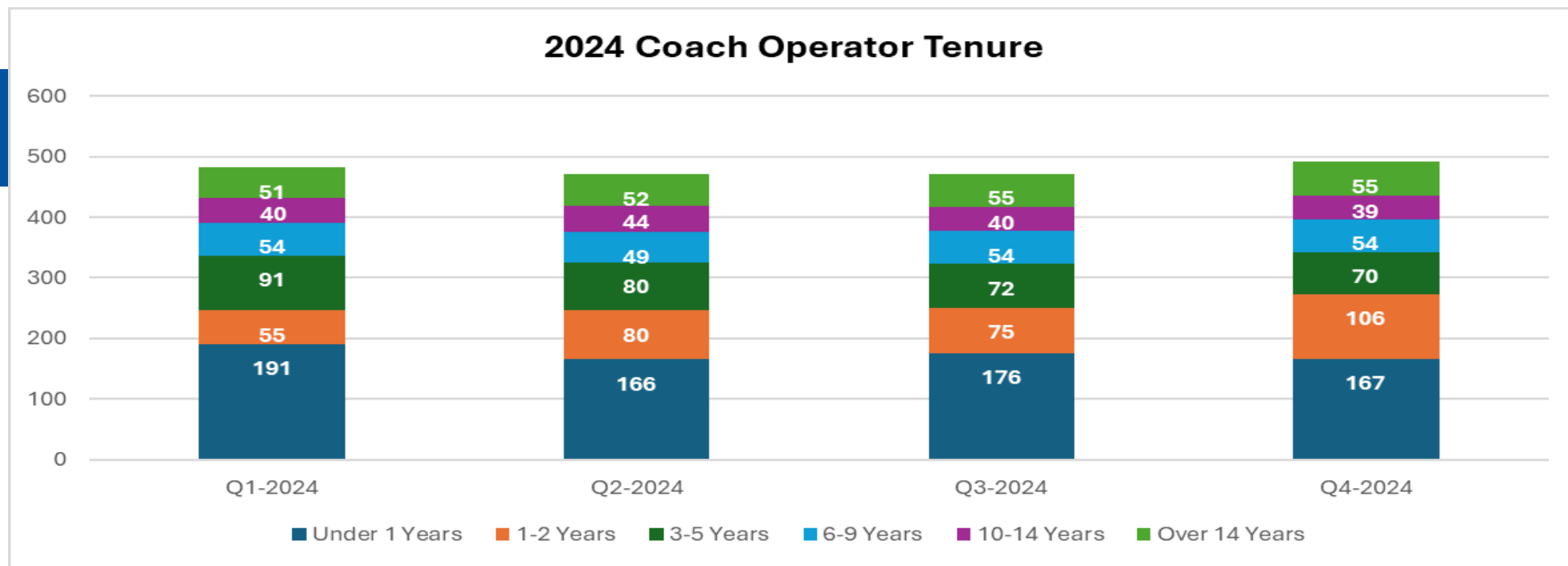
Tenure – All Employees



2024 All Employee Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2022	14.91%	13.92%	35.44%	13.64%	6.19%	15.89%	711
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

In 2024, 47% of all employees had a tenure of 2 years or less.

Tenure – Coach Operators

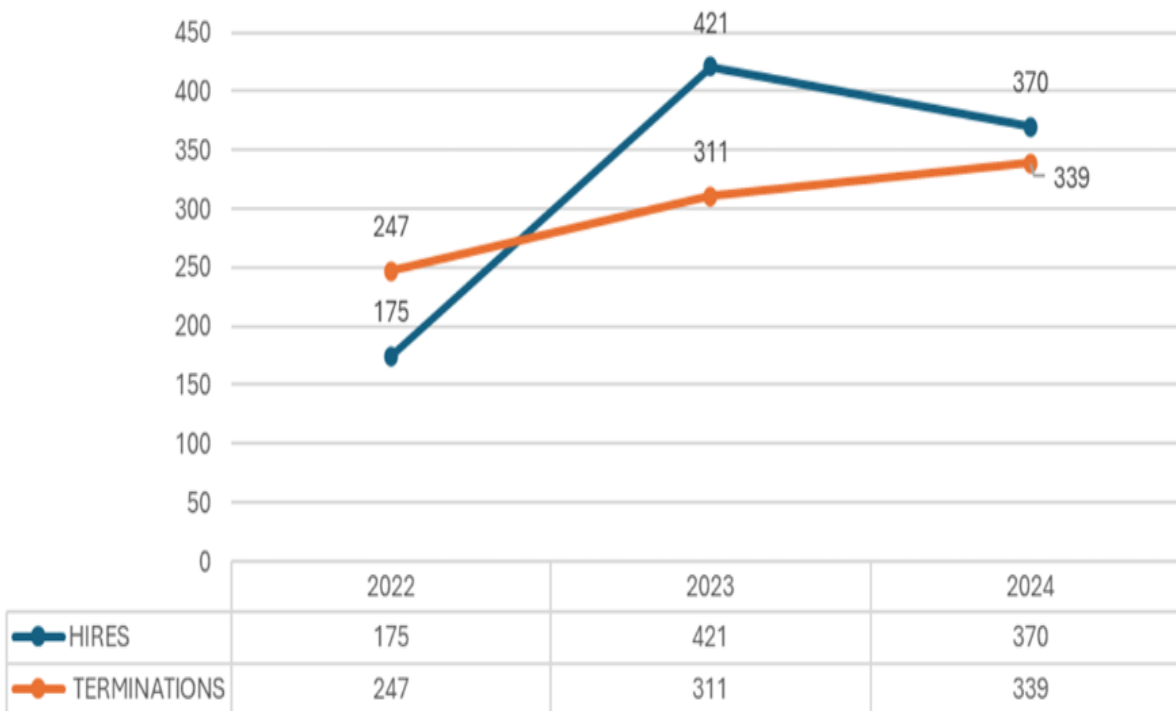


Coach Operator Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2022	15.10%	11.98%	37.24%	13.02%	7.29%	15.36%	384
2023	39.83%	7.84%	22.25%	10.59%	8.26%	11.23%	472
2024	34.01%	21.59%	14.26%	11.00%	7.94%	11.20%	491

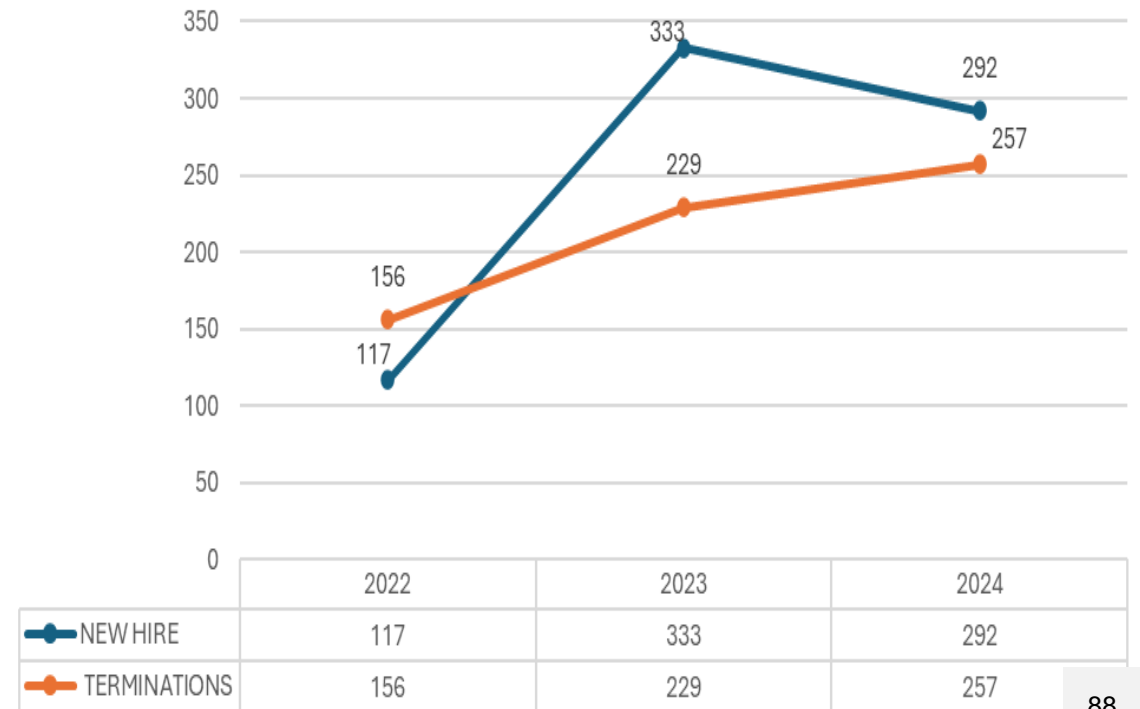
In 2024, 55% of Coach Operators had a tenure of 2 years or less.

Hires vs. Terminations

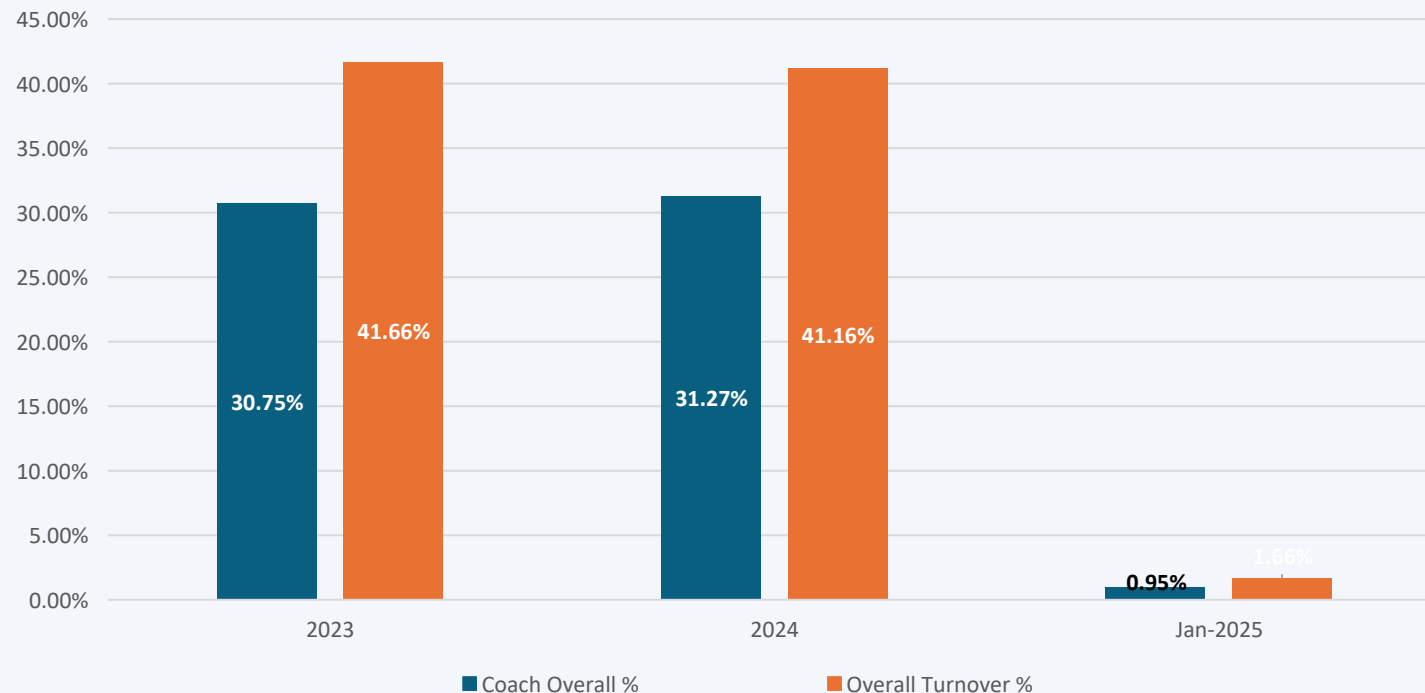
Overall Hires vs. Terminations by Year



Coach Operator Hires vs. Terminations by Year



Turnover



Since 2023:

Total employee turnover on average - 41%

- Voluntary turnover - 21%
- Involuntary turnover - 20%

Coach Operator's total turnover average - 31%

- Voluntary turnover - 25 %
- Involuntary turnover - 29%

*IndyGo*SM

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QUESTIONS?



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

Operations Division Report – January 2025

To: Jennifer Pyrz, President and CEO
From: Aaron Vogel, Chief Operating Officer
Date: February 21, 2025

SERVICE PLANNING

SCHEDULING:

New public schedules took effect on February 9, 2025. Schedule timing adjustments are to Routes 2,5, 11, 16, 19, 26, 28, 29, 30, 31,38, 56, 82, & 87.

Service Planning continues to oversee ongoing projects related to bus stops - the completion of the 2021C, 2022A, and 2022B bus stop improvement packages. A total of 55 bus stops are being upgraded to ADA compliance. All improvements are in place, apart from some of the bus stop signage, which is on hold due to the winter weather. Service Planning has begun attending regular Blue Line project coordination meetings with Capital Projects and the selected vendors. Staff continue to work with DPW to implement the \$19.9M Safe Streets for All grant, which will begin design this year. Finally, Service Planning and Capital Projects is working with our selected engineering firm to finalize plans and acquire right-of-way for the “Far Eastside” bus stop improvement package, a 59-stop project package.



FIXED ROUTE RIDERSHIP:

Jan-24	Jan-25	% Change	IndyGo Fixed Route Ridership	YTD 2024	YTD 2025	% Change
5,681	7,073	24.5%	2 E. 34th St.	5,681	7,073	24.5%
22,651	20,685	-8.7%	3 Michigan St.	22,651	20,685	-8.7%
6,448	6,127	-5.0%	4 Community North	6,448	6,127	-5.0%
9,727	6,526	-32.9%	5 E. 25th	9,727	6,526	-32.9%
5,000	3,722	-25.6%	6 N. Harding	5,000	3,722	-25.6%
81,842	66,517	-18.7%	8 Washington St.	81,842	66,517	-18.7%
56,670	52,037	-8.2%	10 10th St.	56,670	52,037	-8.2%
2,439	7,204	195.4%	11 E. 16th St.	2,439	7,204	195.4%
5,183	4,316	-16.7%	13 Raymond	5,183	4,316	-16.7%
9,150	8,456	-7.6%	15 W 34th St	9,150	8,456	-7.6%
6,481	6,656	2.7%	16 Beech Grove	6,481	6,656	2.7%
4,098			18 Broad Ripple	4,098		
15,139	7,889	-47.9%	19 Broad Ripple	15,139	7,889	-47.9%
8,851	8,802	-0.6%	21 East 21st St.	8,851	8,802	-0.6%
5,870	5,334	-9.1%	24 Mars Hill	5,870	5,334	-9.1%
8,400	10,818	28.8%	25 W. 16th St.	8,400	10,818	28.8%
17,961	17,490	-2.6%	26 Keystone	17,961	17,490	-2.6%
6,447	4,446	-31.0%	28 St. Vincent	6,447	4,446	-31.0%
5,098	4,112	-19.3%	29 County Line Road *	5,098	4,112	-19.3%
4,987	6,298	26.3%	30 30th St. Crosstown	4,987	6,298	26.3%
8,243	6,728	-18.4%	31 US 31	8,243	6,728	-18.4%
16,879	15,282	-9.5%	34 ML King/Michigan Rd.	16,879	15,282	-9.5%
22,739	17,243	-24.2%	37 Park 100	22,739	17,243	-24.2%
6,808	4,311	-36.7%	38 W 38th St.	6,808	4,311	-36.7%
49,686			39 E. 38th St.	49,686		
5,488	3,841	-30.0%	56 Emerson	5,488	3,841	-30.0%
	6,497		82 East 82nd Street		6,497	
5,002			86 86th Street Crosstown	5,002		
6,243	6,415	2.8%	87 Eastside Connector	6,243	6,415	2.8%
90,856	73,881	-18.7%	90 Red Line - BRT	90,856	73,881	-18.7%
	86,453		92 Purple Line - BRT		86,453	
1,589			901 Nora	1,589		
4,856	28,023	477.1%	Others	4,856	28,023	477.1%
506,512	503,182	-0.7%	Total	506,512	503,182	-0.7%

**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 December:

COACH OPERATOR: # 3334 ANTHONY WHITE

Coach Operator Anthony White is an exceptional professional who consistently exemplifies professionalism and punctuality in his role. His commitment to providing a positive experience for passengers is evident in the respectful way he interacts with them. Anthony approaches each day with a bright and optimistic attitude, taking great pride in his work as a representative of IndyGo. His calm demeanor and articulate tone of voice have proven effective in de-escalating any potential issues that may arise during his shifts, ensuring a smooth and pleasant journey for all passengers.

Beyond his day-to-day responsibilities, Anthony embodies the qualities of humility and dedication. He consistently strives to give his best, setting an example for his peers through his outstanding work ethic. His leadership qualities are evident not just in how he conducts himself, but also in the respect he earns from both passengers and colleagues alike while wearing his IndyGo uniform. Anthony White truly stands out as a model employee, committed to enhancing the experience of everyone he serves.

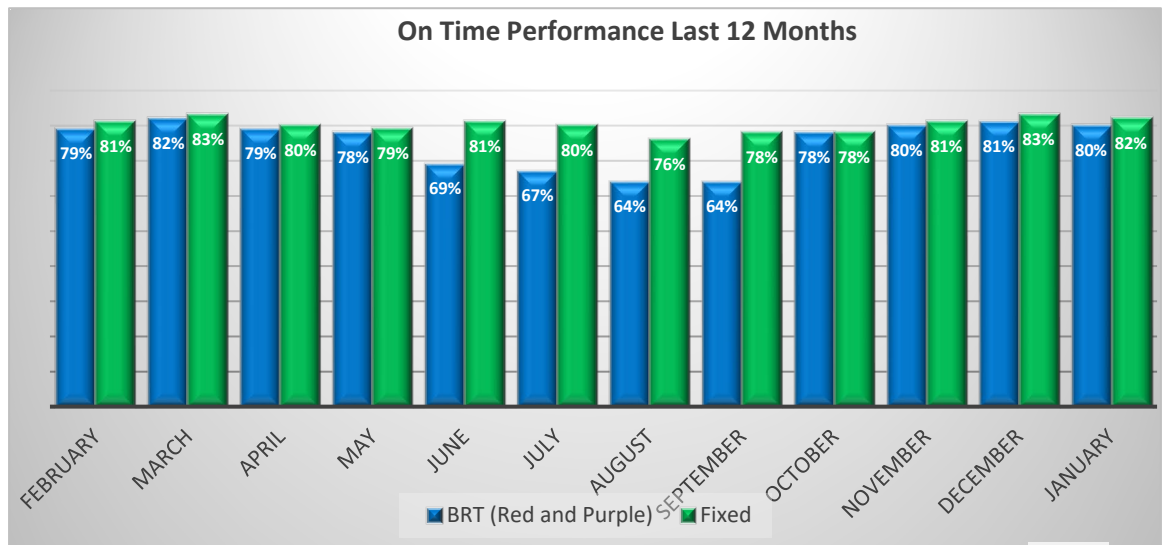


FACILITY TECHNICIAN: #10696 CHRIS PORTER

Mr. Porter holds himself to best-in-class standards for the quality of his work. He is a self-starter and very reliable. His dedication to safety is world class, he never leaves anything to chance while working on an issue. Chris responds to numerous demands from multiple departments and locations during his shift, he is always courteous and does a very good job of communicating with his internal customers. His dedication to high standards, reliability and safety are key to Chris being selected as the employee of the month.



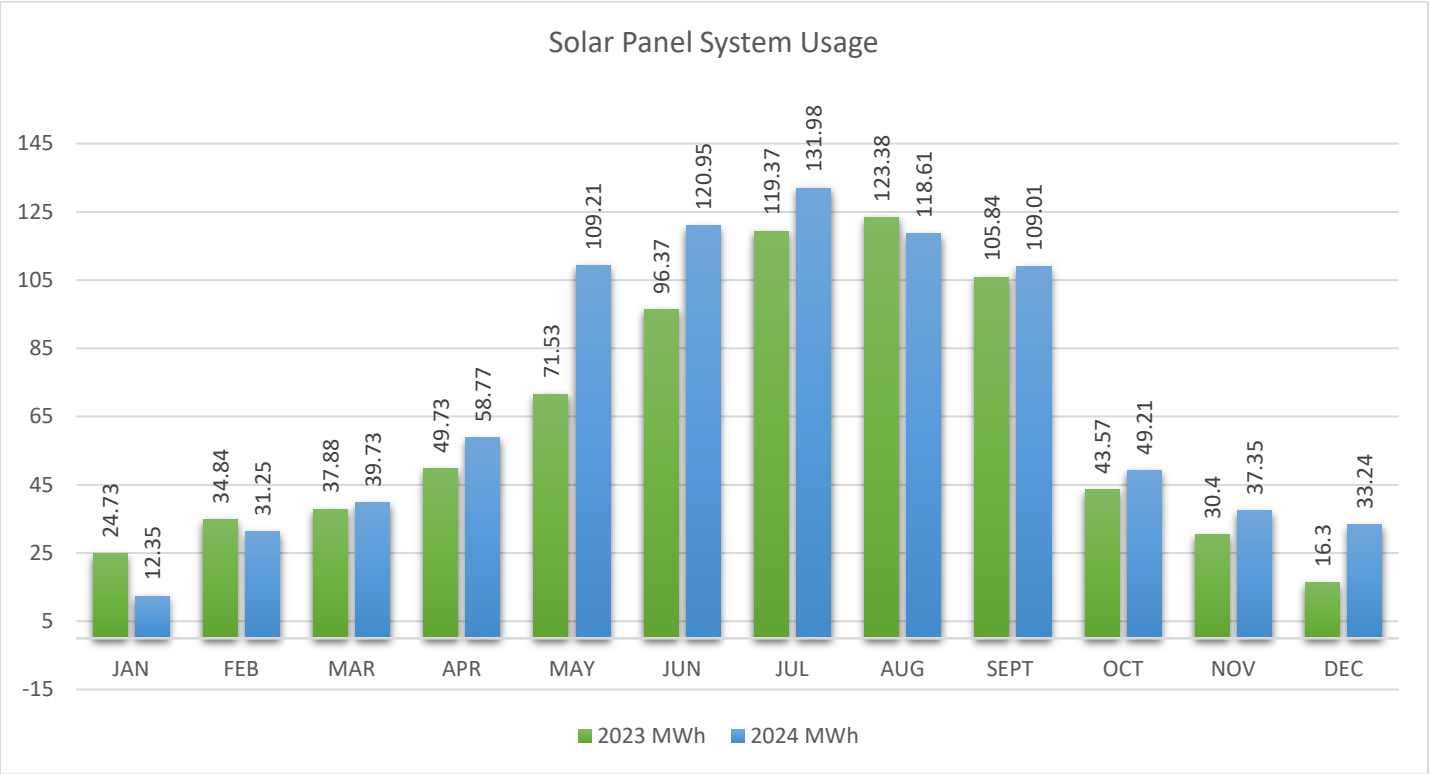
The winner selected for the January 2025 90% Club is Angela Williams 9018.



FACILITY SERVICES AND VEHICLE MAINTENANCE

FACILITIES:

Total saving for 2024 were \$80,908



FLEET SERVICES:

In January, there were 14 vehicles requested for the motor pool. These are non-revenue vehicles available for business use. There were 165 buses detailed in January. The completion rate for the month was 76.74%. The goal is to detail every bus at least once per month.

IPTC has logged 722,415 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2025	722,415												
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

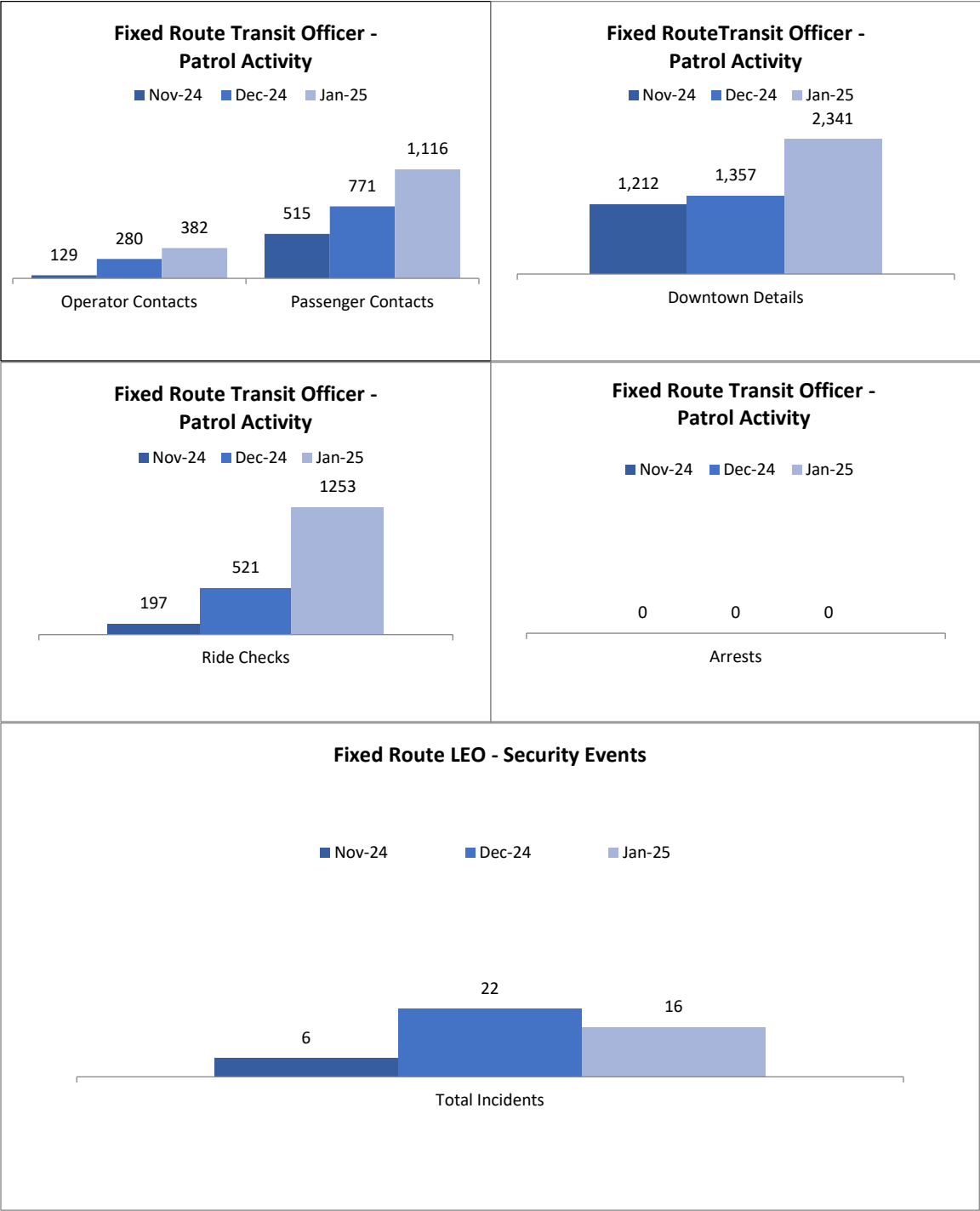
FLUID USAGE SUMMARY:

FLUID TYPE	JAN 2025	JAN 2024	JAN 2023
ATF (qt)	157	110	95
COOLANT (qt)	944	2,731	1,639
ENGINE OIL (qt)	945	379	311
DIESEL (gal)	131,219	128,645	124,904

SECURITY

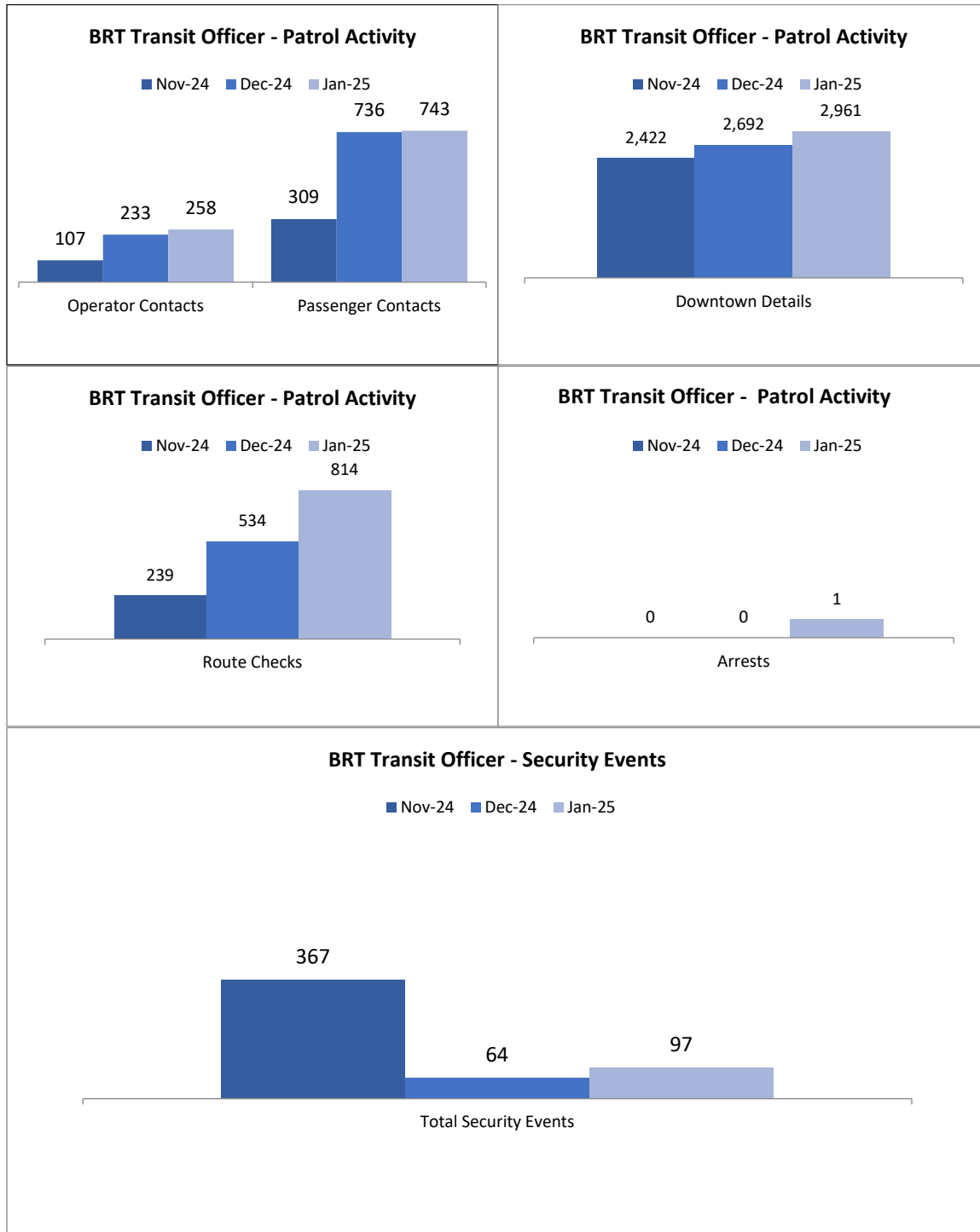
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



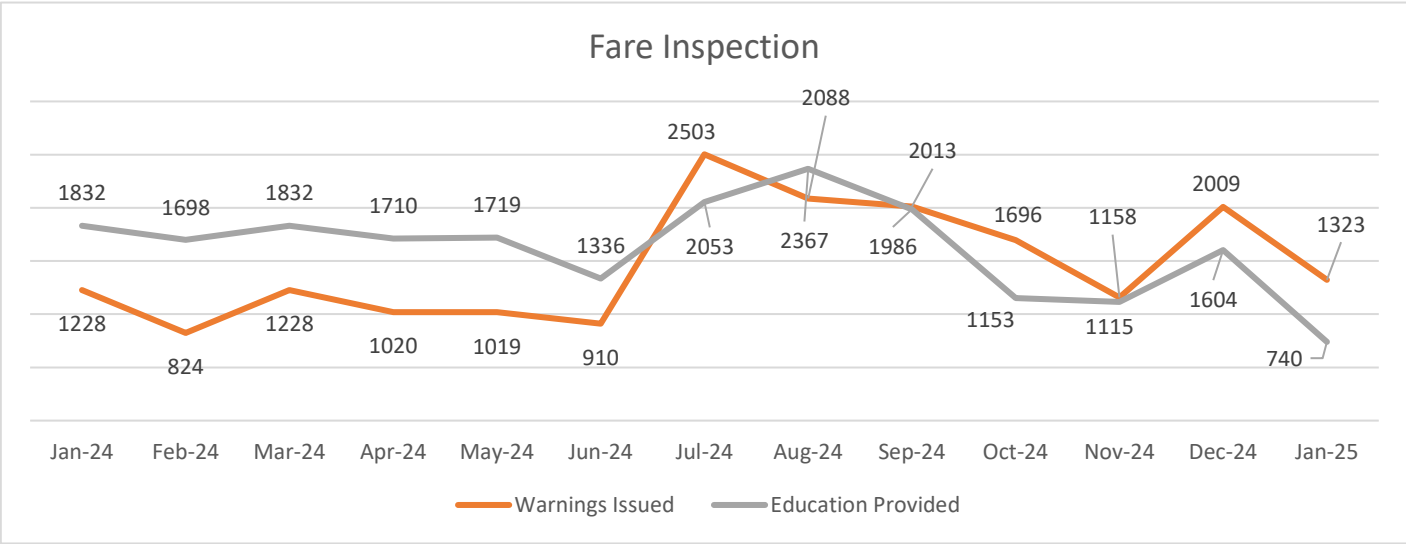
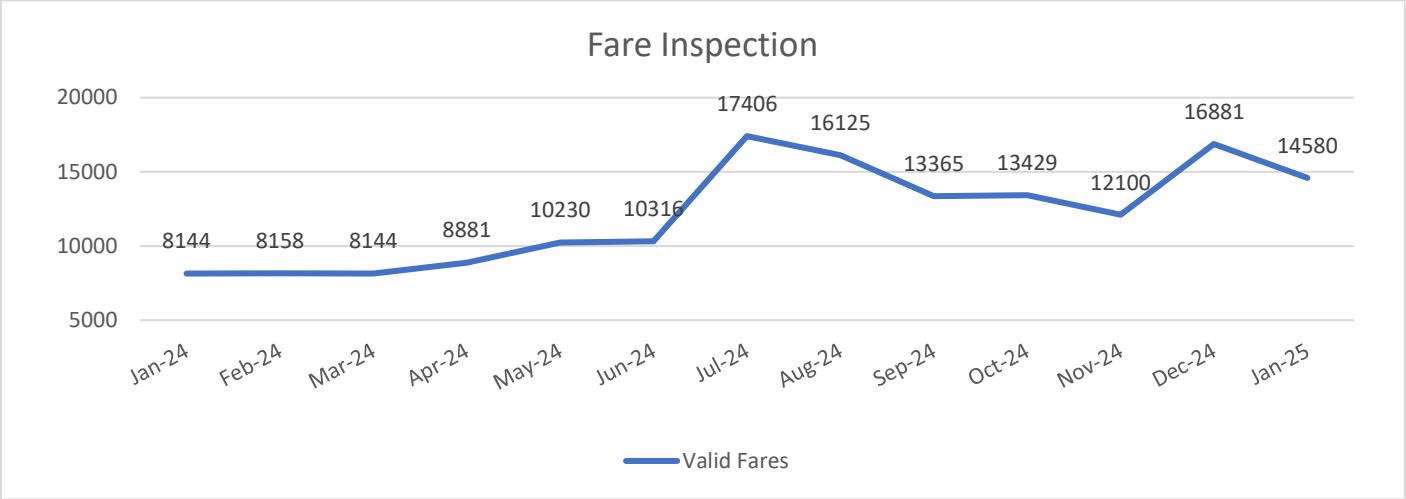
BRT LINE SECURITY:

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 when 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.



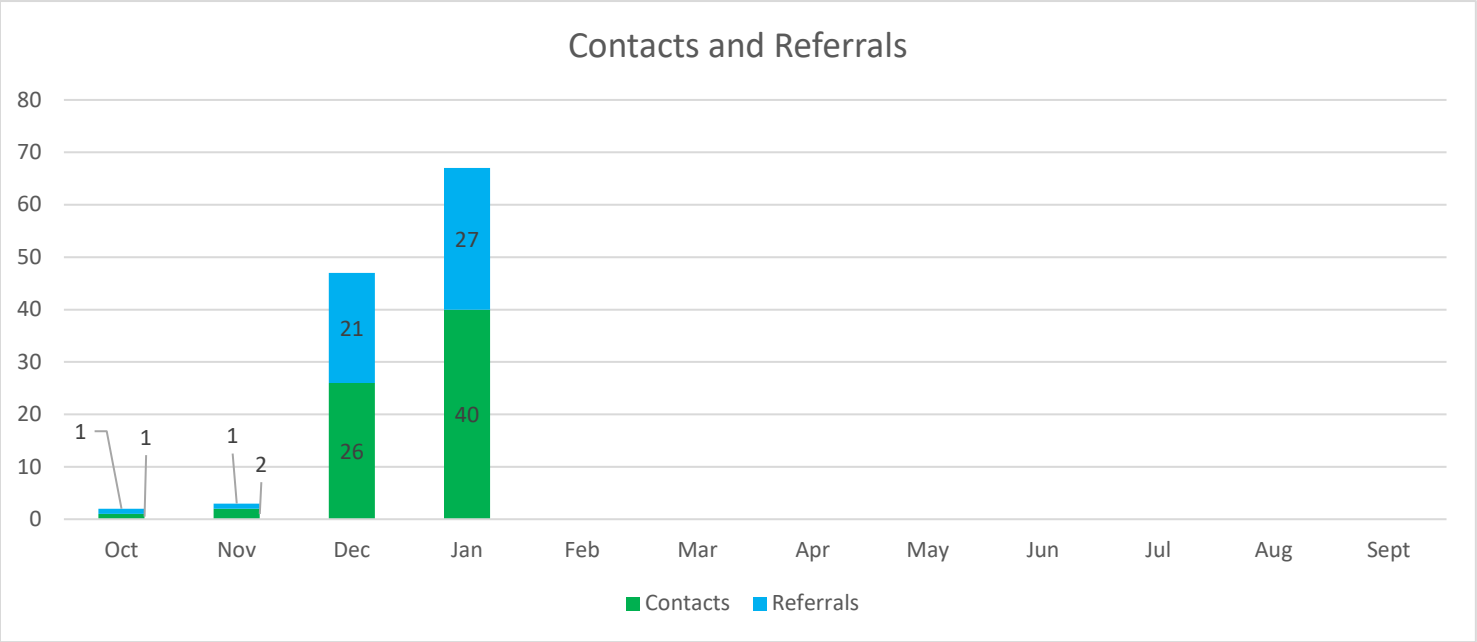
January	Passenger Contact	Notifications	Educations
Monthly	14,580	1,323	740
Weekday	12,886	1,122	668
Saturday	856	142	23
Sunday	838	59	49

2025 YTD	Passenger Contact	Notifications	Educations
Monthly	14,580	1,323	740
Weekday	12,886	1,122	668
Saturday	856	142	23
Sunday	838	59	49

SOCIAL SERVICES COORDINATOR REPORT:

The information below will show statistical information for those who have been assisted. The bottom number is the total number of contacts made with passengers. The top number represents the number of referrals made to those contacts. Referrals are where the passenger was referred to places such as the Horizon House, Rdoor, Wheelers Outreach, etc. Some passengers did not want a referral or just wanted general information about the bus system.

The information below will show demographic information for those who have been assisted since the position was implemented in late 2024.



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.

December 2025 Classes:

Trainees with Permit – 15

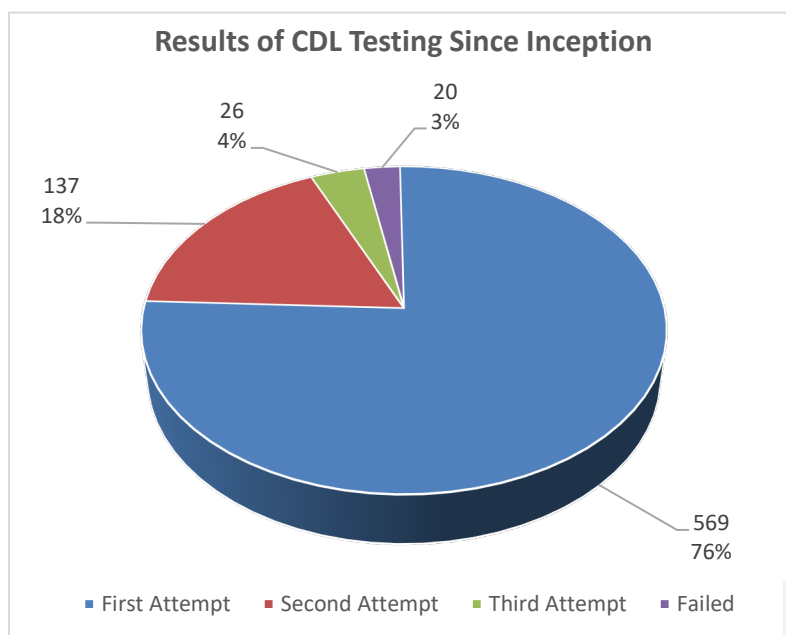
Licensed (CDL) - 0

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					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

November Test percentages:

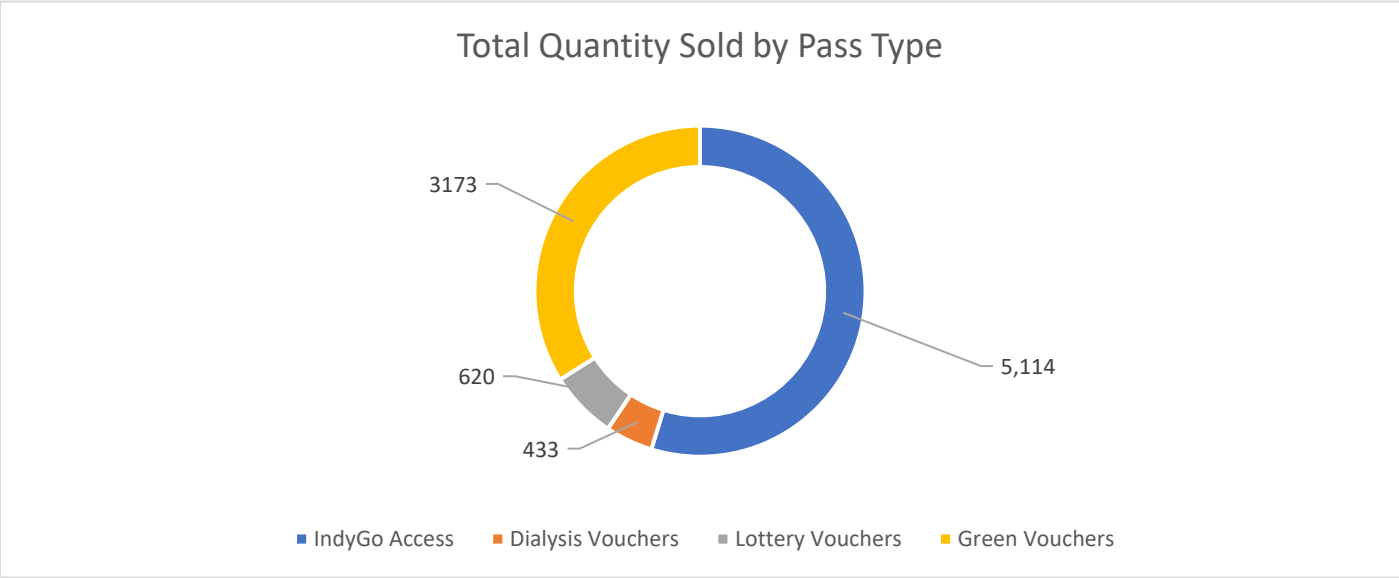
- Passed on first attempt – **76.92%**



IndyGo Access – January 2025

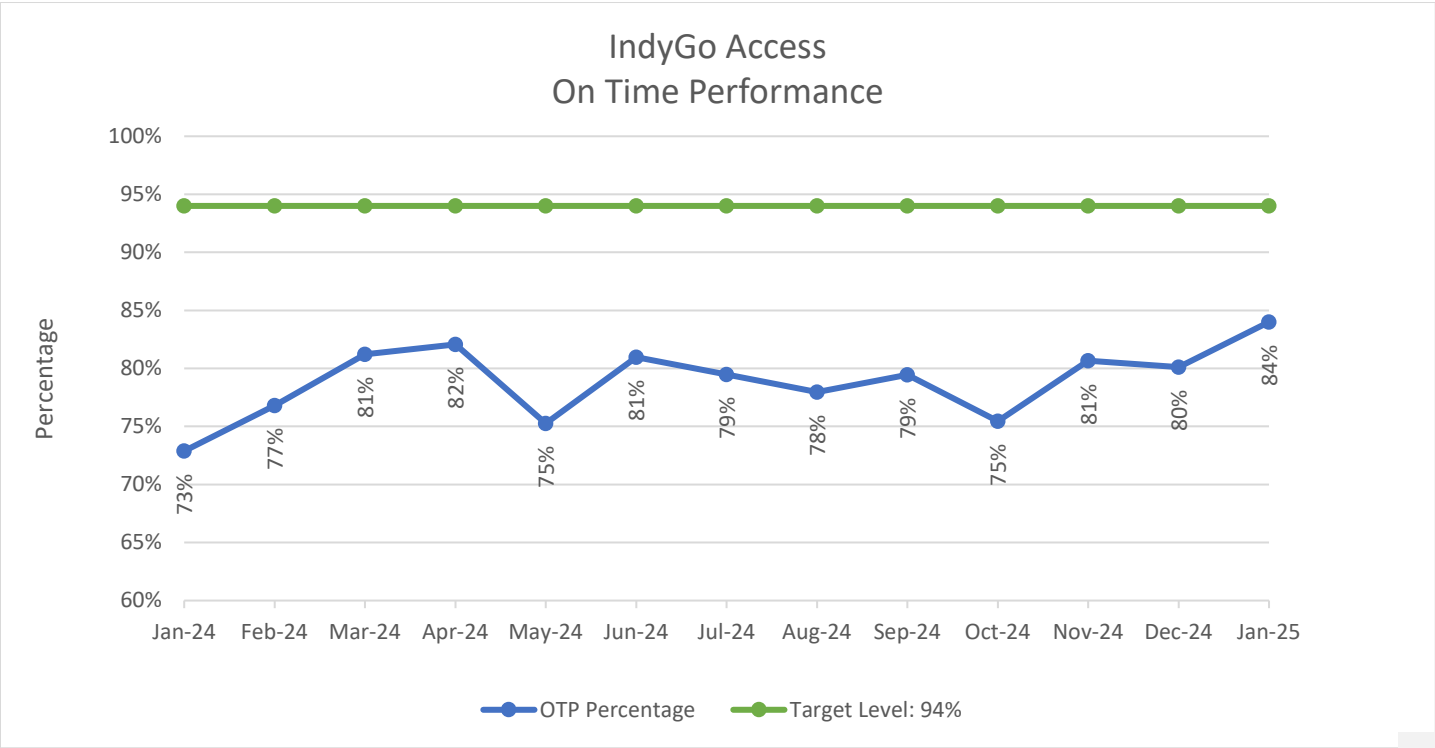
Total Quantity of Passes Purchased

In January 2025, there was a 5% year-over-year increase in passes sold, totaling 9,340.



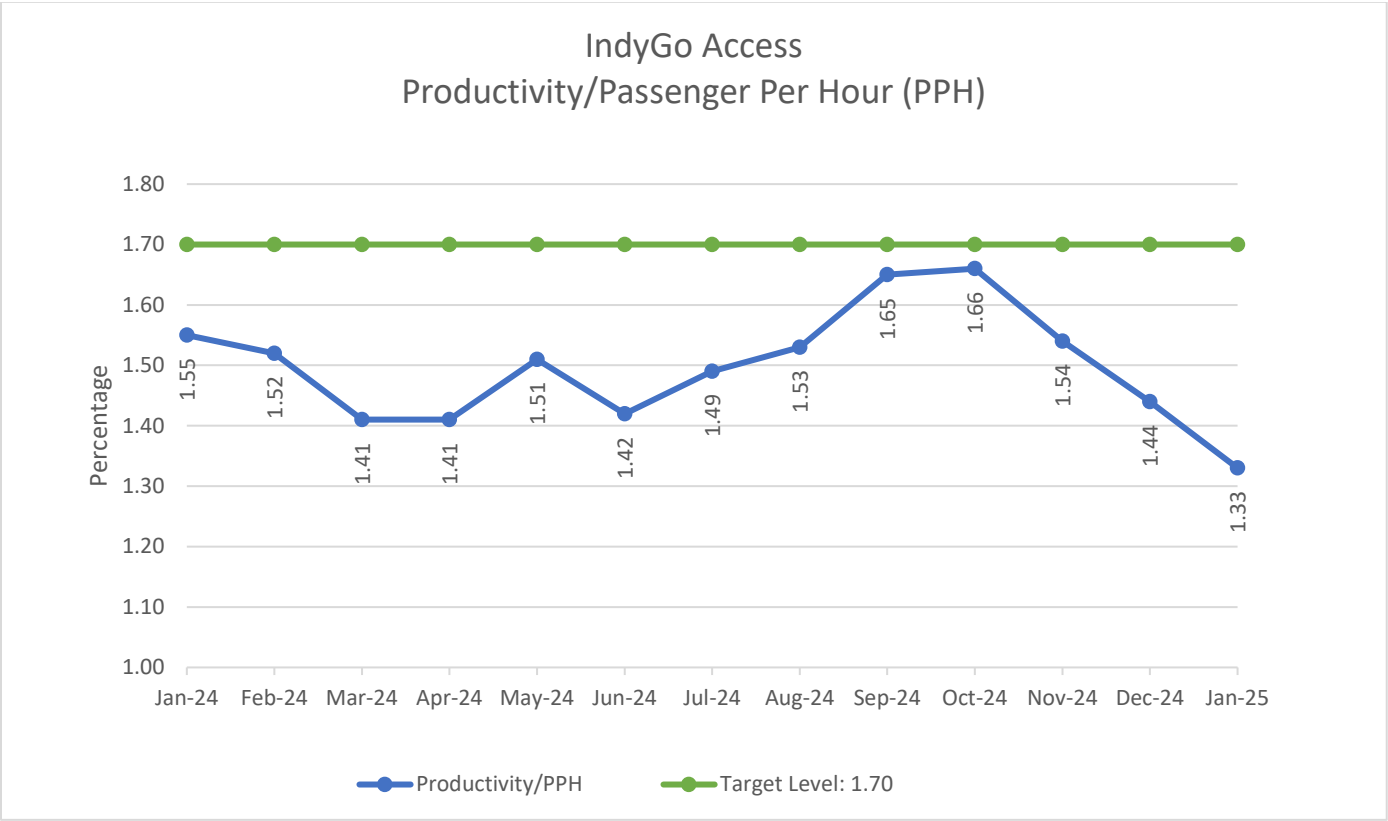
On Time Performance (OTP)

We achieved an OTP of 84%, an increase of 15% compared to the previous year. The Mobility Services team collaborates with the RATP Dev team to address challenges. In January 2025, due to frigid weather, ridership was lower, increasing OTP.



Productivity/Passenger Per Hour (PPH)

Our PPH was 1.33 passengers, reflecting a 14% decrease year over year. This drop can be attributed to extreme weather conditions experienced in January 2025, which had a notable impact. However, improvements in on time performance have led to increased bus usage, ultimately contributing to the decline in overall productivity.

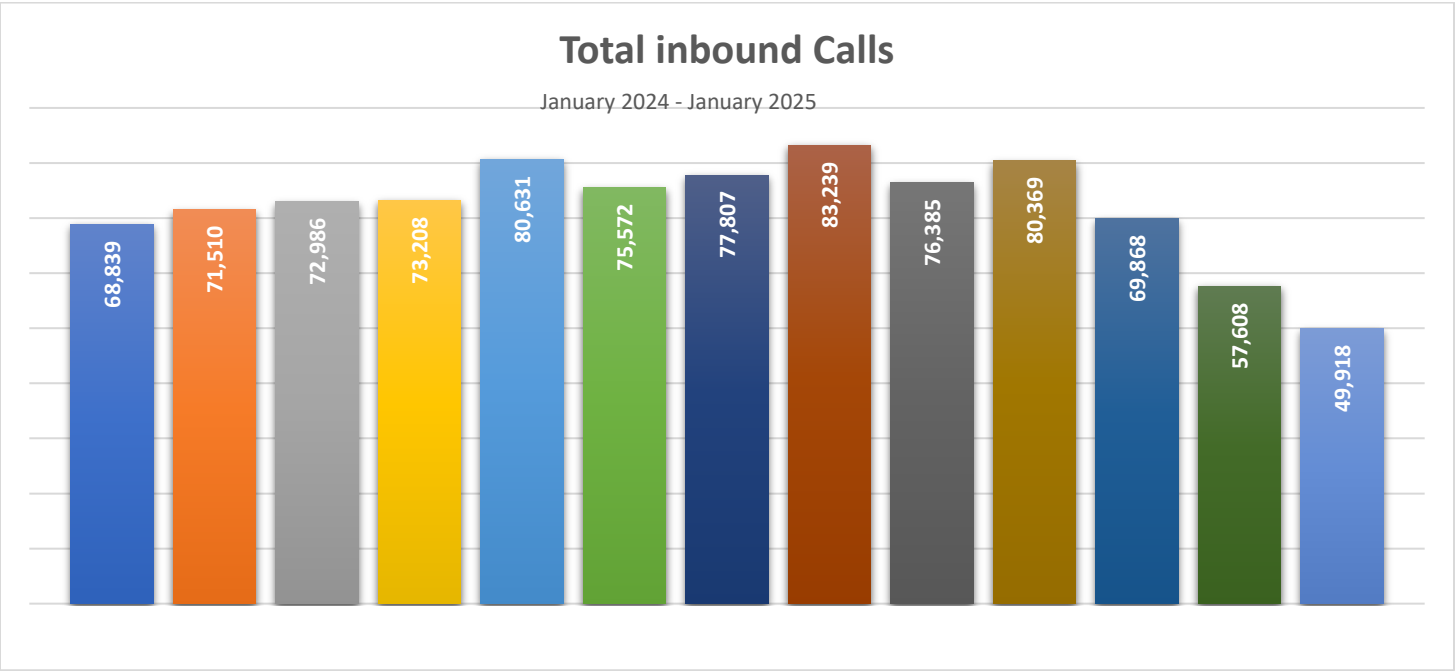


IndyGo Access Ridership

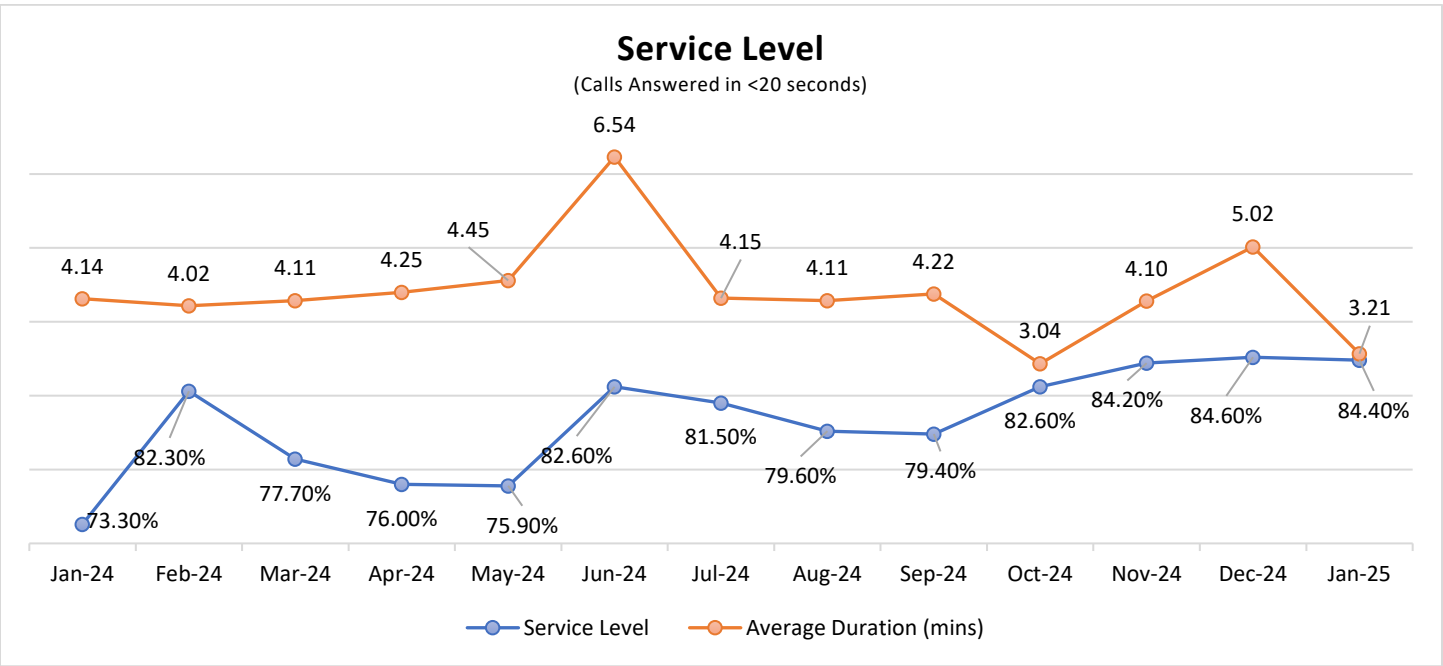
Our total ridership reached 8,565 passengers for January 2025, representing a 14% decline from the previous year. This decline is attributed to the extreme weather conditions in January.

Customer Care – January 2025

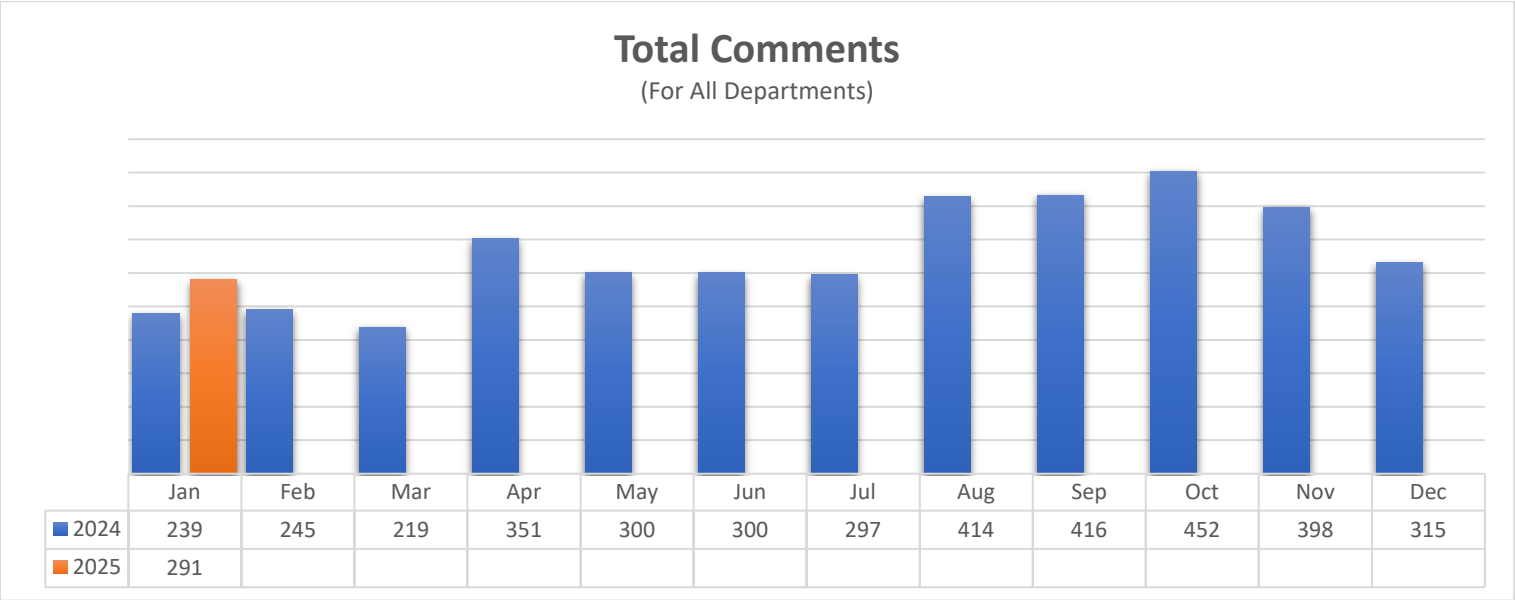
The total call volume decreased by 13.35% from December 2024 to January 2025. Further analysis is being conducted to identify the underlying factors behind this decline. One factor that involved reduced calls was the inclement weather in January 2025. In addition, the Mobility Services team has been encouraging using the mobility app so that customers can schedule and cancel trips as necessary.



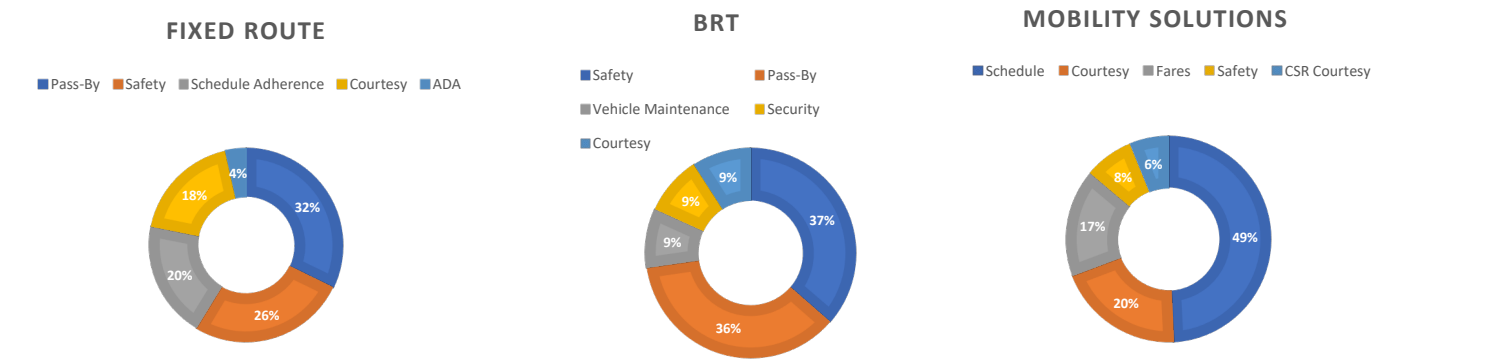
The service level remains steady at 84%, surpassing the minimum requirement of 80%. The average call duration has decreased from 5 to 3 minutes, within the target range of 3-5 minutes. Care Centers Leadership continues to monitor these metrics to ensure ongoing optimal performance.



In January, 291 comments were collected across all departments, reflecting a 21.77% increase compared to the same period last year. This growth indicates significant communication to our customers to “see something, say something,” and submit issues or concerns so IndyGo can continue improving our services.



Most valid fare comments for Mobility Solutions related to MyKey, where customers reported being charged the premium ADA fares instead of standard ADA fare. The necessary account adjustments have been made, and management is working with our technology partner to resolve the issue.



Fixed Route	Total	BRT (Rapid Transit)	Total	Mobility Solutions	Total
Pass-By	28	Safety	16	Schedule	32
Safety	23	Pass-By	16	Courtesy	13
Schedule Adherence	17	Vehicle Maintenance	4	Fares	11
Courtesy	16	Security	4	Safety	5
ADA	3	Courtesy	4	CSR Courtesy	4

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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: February 13, 2025

Risk and Safety

- Jan 13th Risk and Safety Department team members participated in an APTA webinar about Human Trafficking Prevention. The month of January is the call to action for public transportation to bring awareness to this topic. Participants were educated on signs and indicators that could help identify a person in crisis. Human Trafficking can impact all ages, genders, races, and nationalities. IPTC employees will be doing their part to identify and support the elimination of human trafficking in our community.
- Jan 14th A meeting was hosted by the Risk and Safety Department with team members from Operations, Security, and Facilities on a new product being acquired to treat areas associated with drug use. The new product will be demo 'ed and tested and has a 7 to 8 log kill rate. Other public transit corporations such as LA Metro are currently using the product to treat areas where Fentanyl use may be present. Staff continue to research the best practices and products to keep our riders and the public safe.
- Jan 21st Five Team members for various departments participated in an American Red Cross, CPR/AED, and basic first aid Train-The-Trainer class. Team members were certified as trainers that allow IndyGo to teach and certify front-line employees in this life-saving skill. Having trainers allows us to set our schedules at a fraction of the cost of using a contractor. IPTC trainers will be offering the classes and certification to all IPTC employees throughout this year. We recognize our newest certified trainers; Geneisha Moorehouse, Exzneair Williams, Tareese Bouye, Mark Emmons, and Cafante Jackson.
- Jan 22nd IndyGo Risk and Safety team members Brian Clem, Director of Risk and Safety, and Kevin Neumann continued to perform research and interviews with other large bus public transit providers learning more about their risk reduction and safety best practices. In collaboration with working with various IndyGo leadership, the best practices and plans were incorporated into the new enhanced IPTC Ride-Safe initiative. The objective of enhancing current safety and security plans is underway at involves, bus camera monitors for boarding, notices for assaults on buses, increased plans for real-time CCTV monitoring, increased enforcement of rules, better supporting our operators in the field, enhanced crisis awareness and de-escalation training to front-line employees, collaborative partnerships with law enforcement, utilizing law enforcement experience for newly created rolls, public reporting tools for safety and security events, and utilizing new technology for better data collection and sharing to law enforcement and our employees. There is much more to come that is bringing positivity and confidence with safe riding IndyGo.

Risk and Safety Division Report

January 2025 Safe Drivers 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 January 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 that have achieved this milestone. Your performance contributes to helping make public transportation safer each day.

Operator	ID#	Years of Safe Driving	Years of Service
Cameron Irwin	2877	23	28
Quinton Davis	1411	17	25
Lakisha Carpenter	8174	14	16
Jack Wallace	6306	13	20
Lisa Walker	6300	12	25
Carmon Bobbitt	8474	10	12
Tamanika Burke	8627	7	11
Onee Freeman	9165	6	7
DaRell French	9719	5	5
Sheanta Fields	10036	3	3
Dion James	11078	3	3
Aaron Ellis	10259	2	3
Shamika Passley	9604	2	6
Shakima Harris-Clark	11091	1	1
Corey Jackson	10882	1	1
Kenneth Stone	11083	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

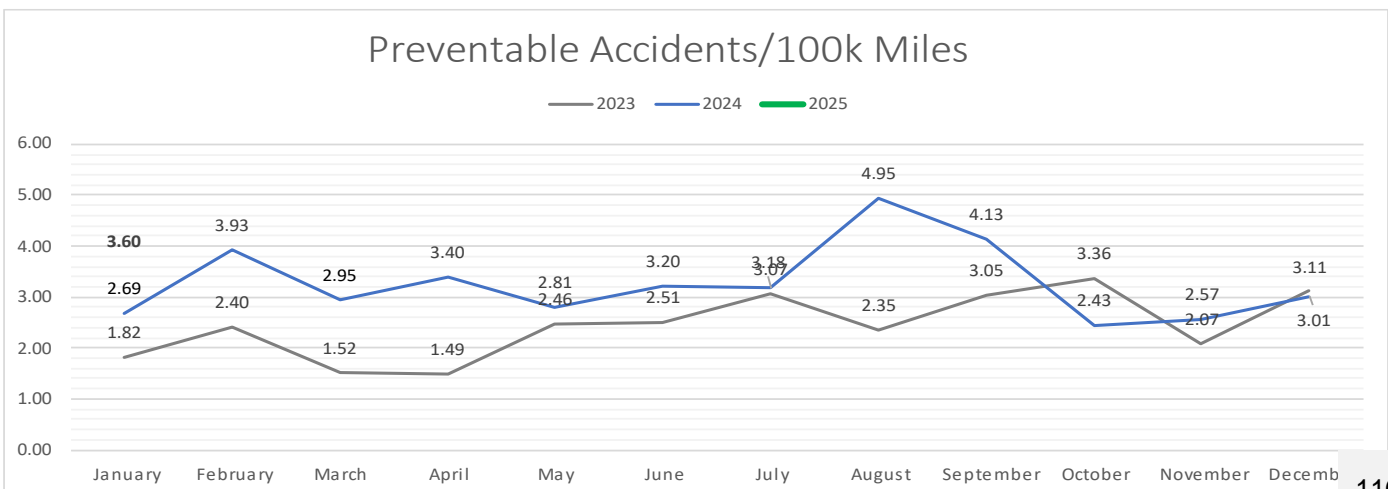
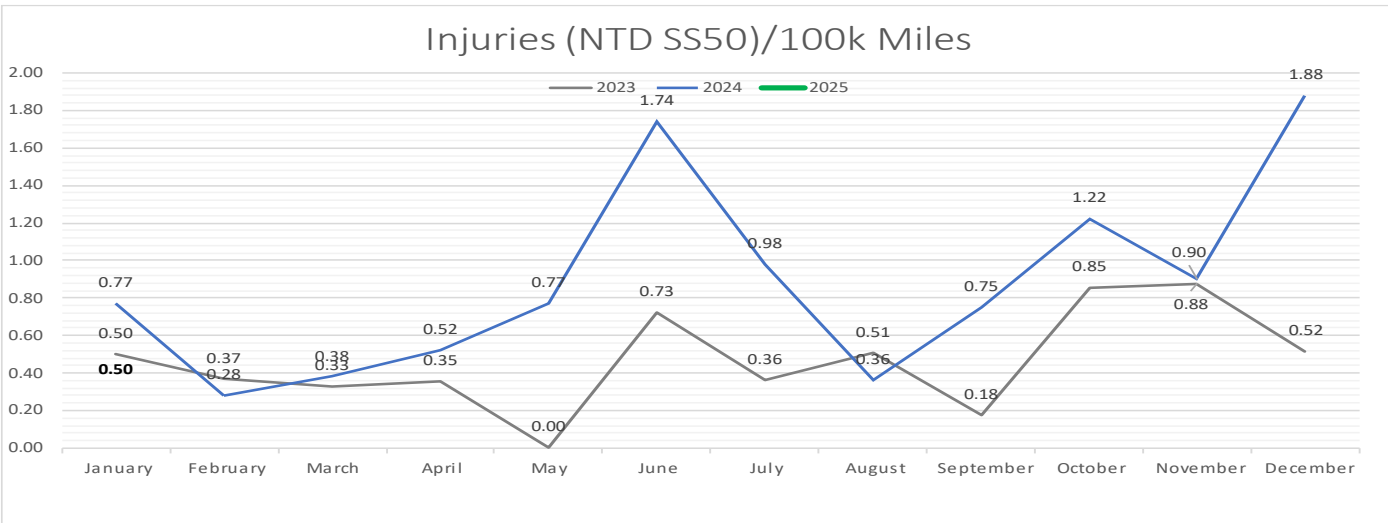
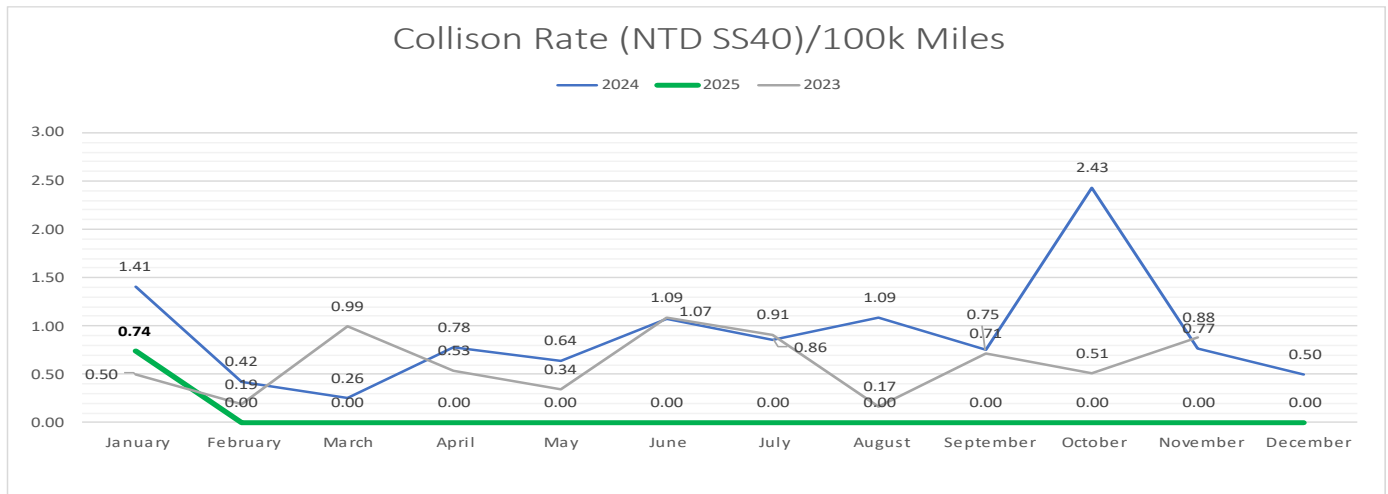
Measure	Definition	Risk Reduction Goal	January
Major Events	This includes all major safety and security events as defined by the NTD.	Reduce NTD Major Events.	10
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	NTD Major Events = 5% decrease from the prior year, <1.19	1.24
Collision Rate	This includes all collisions reported to NTD, divided by VRM.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.76	0.74
Pedestrian Collision Rate	This includes all collisions "with a person," as defined by the NTD, divided by VRM.	Target is ZERO Pedestrian Collisions with an IndyGo Vehicle. 5% decrease from the prior year, <0.04.	0.00
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, <7.06	7.57
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities	0
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero vehicle and employee fatalities	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
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries to workers and passengers.	4
Injury Rate	This includes all injuries as defined by NTD, divided by VRM.	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.43	0.5
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, <1.13.	1.49
Assaults on Transit Workers	This includes all assaults on transit workers as defined by NTD.	The target is ZERO Operator assaults.	4
Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD divided by VRM.	The target is ZERO Operator assaults. Have a 5% decrease from the prior year, <0.15.	0.5
System Reliability	This includes Major Mechanical System failures as defined by the NTD.		

Risk and Safety Division Report

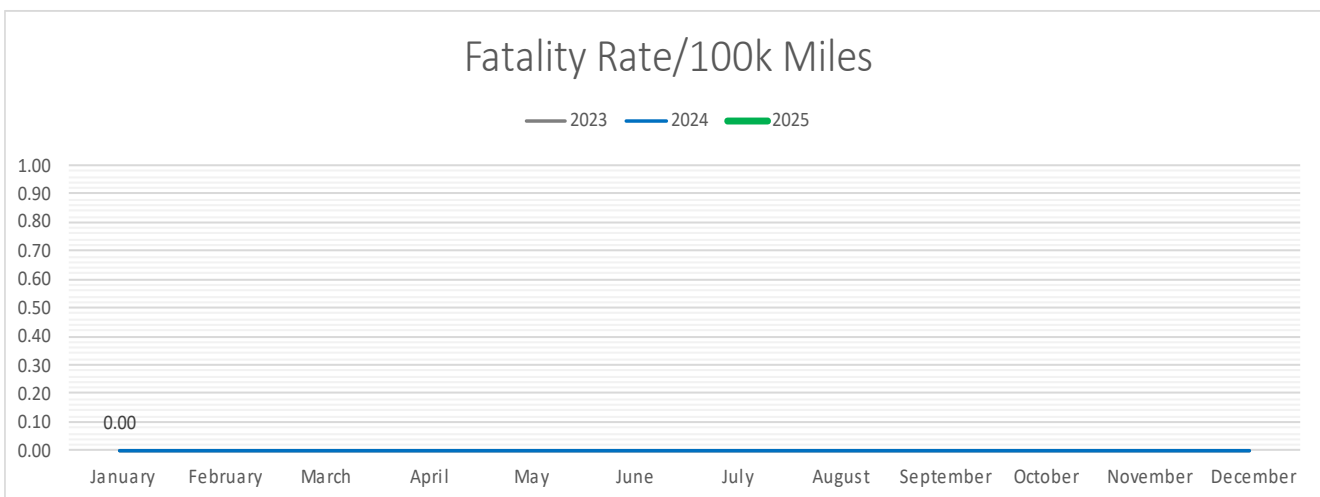
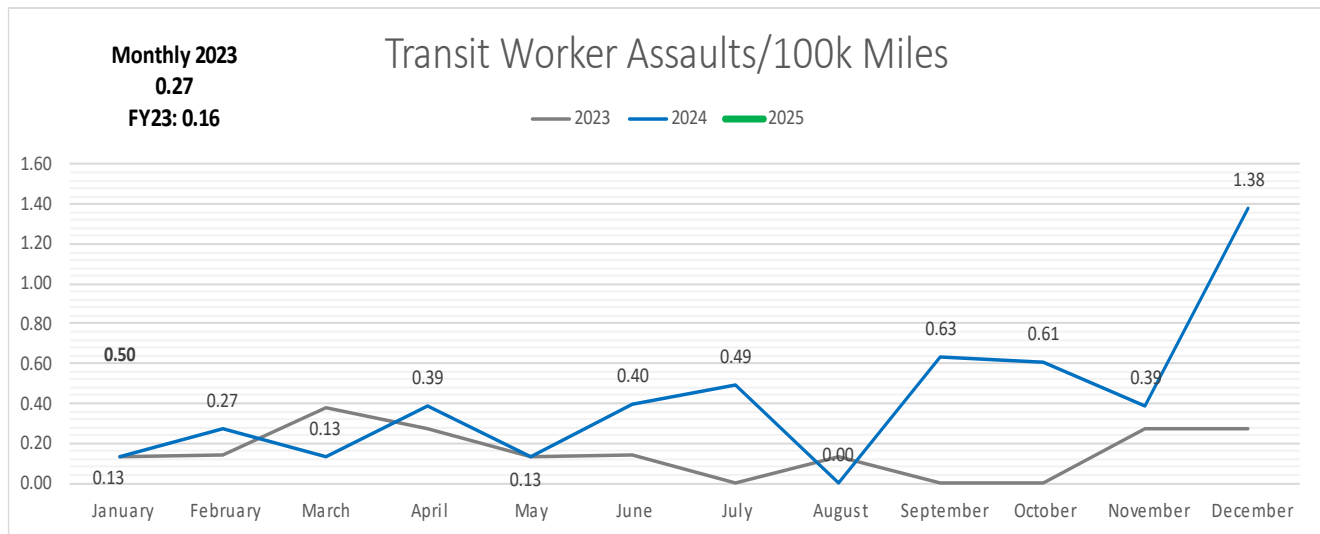
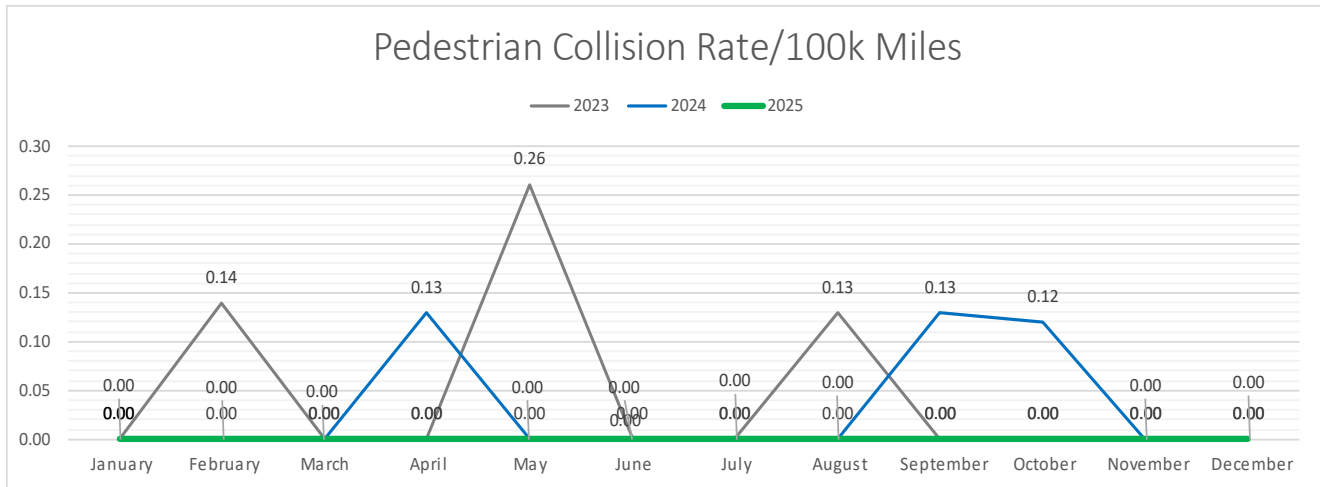
• VRM= Vehicle Revenue Mile

Safety and Accident Data

January - 3 Year Rolling Comparison - All Modes:



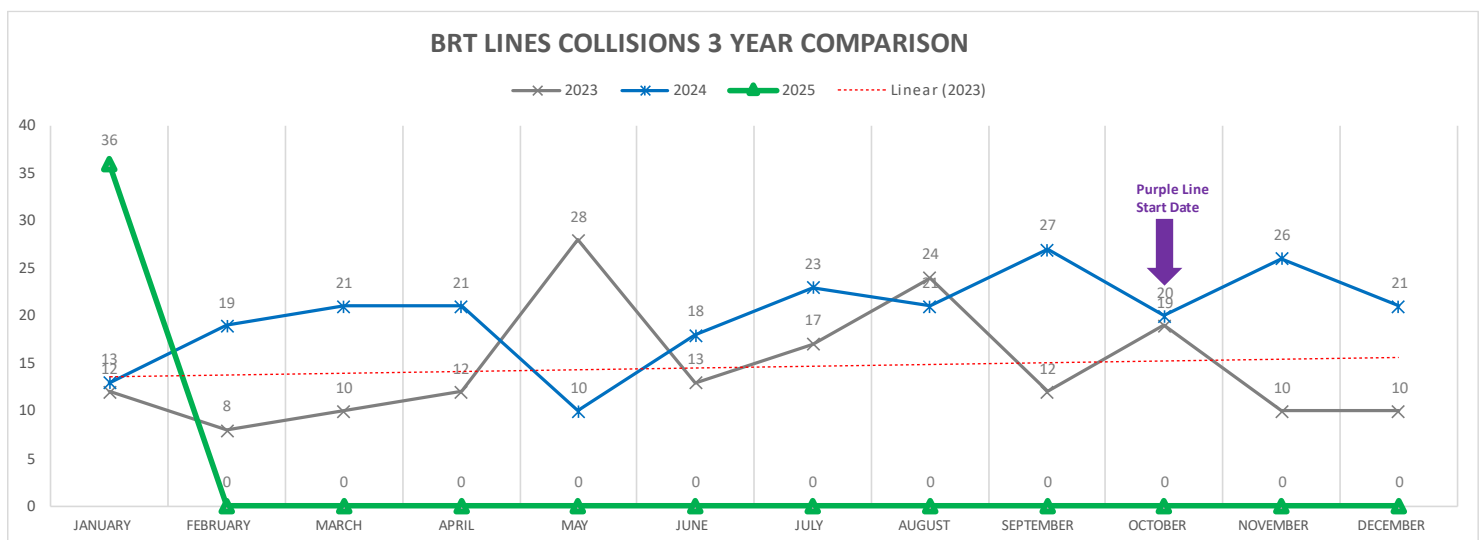
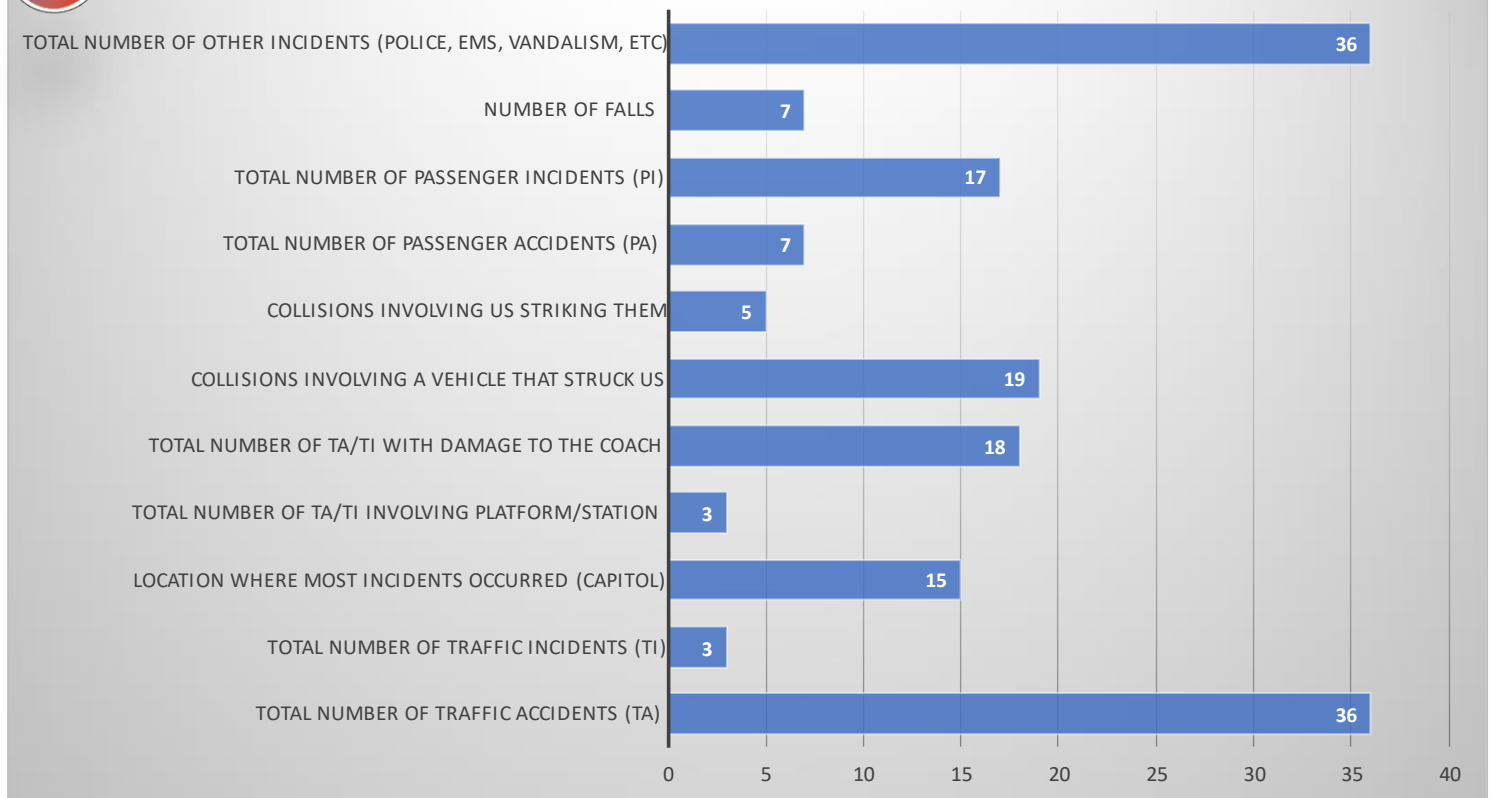
Risk and Safety Division Report



Risk and Safety Division Report



BRT January 2025



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

Planning & Capital Projects Report, February 2025

To: President & CEO Jennifer Pyrz
From: Chief Development Officer Brooke Thomas
Date: February 14, 2025

STRATEGIC PLANNING

Subrecipients

2023 CFP – The vehicles for the 2023 CFP, both Section 5310 and Section 5339, were delivered in December and January. IndyGo staff are executing grant agreements and subrecipients have begun picking the vehicles up from IndyGo.

2024 CFP – Applications for the 2024 CFP, both Section 5310 and Section 5339, were due on February 7. IndyGo staff will work to review the applications, request any needed information, and pull together a board action item for awarded projects, as needed.

2024 Special CFP – IndyGo opened a rare Special CFP for four vehicles that are owned by a current IndyGo subrecipient that no longer needs the vehicles. These vehicles are offered to other IndyGo Section 5310 subrecipients. The applications are due by the end of February.

Student Sponsored Rides

During the fall semester of the 2024-25 school year, more than 1,800 high school students from 15 different schools or programs took over 102,000 trips on IndyGo. This is equivalent to \$86,940 (102,287 x \$0.85 per trip¹) in transit value for these students and their families.

2024-2025 School Year, Fall Semester		
Program Partners	Trips	Students
Believe Circle City High School	1,638	58
Herron Classical Schools	12,149	346
Indianapolis Metropolitan High School	12,094	131
Indianapolis Public Schools	56,906	908
Purdue Polytechnic High School	19,500	383

¹ Per IndyGo's fare policy, persons 18 years or younger can ride at a reduced fare rate of \$0.85 per trip.

ENGINEERING & CONSTRUCTION

Blue Line Bus Rapid Transit

A Notice to Proceed was issued for the roadway contractor, Gradex, and the BRT station contractor, Wilhelm Construction, in early February. The notice to proceed for the Eastside Mobility Hub will be issued to RL Turner within the next two months. Utility relocations have begun and will continue along the corridor in anticipation of construction beginning in the next few weeks. Public outreach occurred in mid-February with the primary intent to communicate 2025 closures, detours, and impacts to residents and businesses. Outreach events were held along the corridor. The community engagement team will continue to conduct one-on-one outreach coordination with stakeholders, businesses, and residents along the corridor ahead of and through construction.

Purple Line Bus Rapid Transit

The construction management team is in the process of finalizing all open contract items and necessary documents required to close out the project, ensuring compliance with contractual obligations. The only major work remaining is related to the CSX railroad crossing on Post Road. Once completed, the new crossing will enhance transit operations, contributing to the overall reliability of the Purple Line.

Local Route Transit Signal Priority

In the next several months, IndyGo will begin implementing cloud-based TSP at select intersections along Route 37 using the same vendor and system that exists along the Purple Line BRT corridor. It is anticipated that this work will be completed in Q4 2025 and in close coordination with DPW Engineering and Operations.

Local (Non-BRT) Bus Stop Improvements

IndyGo continues to improve local bus stops with the goal of making its approximately 2900 bus stops ADA-compliant in accordance with the adopted ADA Transition Plan. As a reminder, there are a variety of factors influence which stops are improved and when, such as routing changes, usage, and connection to closest pedestrian infrastructure. Priority is often given to bus stops that are least compliant. As of this update, approximately one third of IndyGo's local bus stops are considered ADA compliant. As we begin 2025, seventy-seven (77) bus stops on the near east side are starting construction activities and will be completed in fall 2025. Fifty-nine (59) bus stops are in design on the far east side and are slated for construction in 2026. The Indianapolis Department of Public Works remains a crucial partner in the effort to increase the number of ADA-compliant stops with several stops being improved by city-led projects. DPW was awarded a "Safe Streets for All" grant in 2024, which alone includes improvements to 80 bus stops. The IndyGo team continues to pursue grant funding from multiple entities toward this ongoing effort.

Julia M. Carson Transit Center Washington Street BRT Docking

Construction for 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 CTC and offer 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. The project is past the 60 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

IndyGo is reviewing proposals for a near-miss analysis and a related rider safety survey. The near-miss analysis will gather valuable data about the interactions between pedestrians, motorists, cyclists, and other street users at key bus stop and intersection locations around Indianapolis. The chosen vendor will report on their findings and recommend safety countermeasures where applicable.

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

DPW is converting Michigan Street and New York Street into two-way facilities 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 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, Franklin Road, Post Road, 42nd Street, Thompson Road, and Lynhurst Drive. 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

The capital facilities team is focused on completing the construction of several projects that began in 2024 and is initiating several new capital investments per the agency's 5-yr capital plan.

The facilities projects that began in 2024 and will be completed in 2025 include the following:

Project	Project Description	Primary Project Purpose(s)	Current Phase(s)
1501- Garage Bay Expansion	Demolition and reconstruction of precast concrete block walls near the tire bay and near the electrical room	Increase the number of maintenance bays that can accommodate 60' buses to improve safety and gain operational efficiencies	Construction
1501- Duesenberg Masonry Work	Tuckpointing and brick replacement of exterior masonry facade	Comply with <i>State of Good Repair</i> requirements and preserve the historic structure	Construction
1501-Duesenberg Window Framing Renovations	Repair and painting of exterior window frames	Comply with <i>State of Good Repair</i> requirements and preserve the historic structure	Pre-construction
1501- Maintenance Garage Trench Drains	Conversion of four catch basin pit drains into narrower trench drains	Better convey wastewater while meeting and improve safety	Pre-construction

The facilities projects that have, or will, begin this year include the following:

Project	Project Description	Primary Project Purpose(s)	Current Phase(s)
CTC-Interior Renovations	New public restrooms and reconfiguration of interior spaces as needed	Improve space utilization, functionality, security, and safety	Planning
East Campus, Bldg. B, HVAC Replacement	Replacement of 4-HVAC roof top units that reached the end of their useful life	Comply with <i>State of Good Repair</i> requirements, modernize our facilities, and achieve greater energy efficiency	Planning and Procurement of professional architectural and engineering services
East Campus, Fleet Operations and Maintenance Facility	Design and construction of a new bus maintenance and storage facility; IndyGo's second bus depot.	Increase fleet operations and storage capacity and introduce redundancies for business continuity	Land acquisition, Final concept development, and Procurement of Construction Management services
East Campus, Building C Demolition	Demolition of two obsolete structures (an office building and dormitory) and site restoration	Prepare for East Campus expansion	Planning and Procurement of professional architectural and engineering services
1501 North Parking Lot Resurfacing	Resurfacing and restriping of employee & visitor parking lot	Comply with <i>State of Good Repair</i> requirements	Planning and Procurement of professional architectural and engineering services
1501 South Parking Lot Access Drive Replacement	Replacing asphalt drive with concrete	Comply with <i>State of Good Repair</i> requirements	Planning and Procurement of professional architectural and engineering services
1501 Women's Locker Room Improvements	Improvements to fixtures, finishes, and space configurations	Comply with <i>State of Good Repair</i> requirements, ensure compliance with the ADA, and accommodate future workforce needs	Procurement of professional architectural and engineering services

Respectfully submitted,

Brooke Thomas, AICP
Chief Development Officer

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Information Update I.P.T.C. 2025 Insurance Policy Renewal Extension

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Brian Clem, Director of Risk and Safety
Date: February 3rd, 2025

SUBJECT:

This report is to update the IPTC Board of Directors on the 2025 insurance renewal placement and future strategies and alignment for the placement or renewal of coverages moving forward. The alignment of the following strategies is intended to best align with fiscal budgeting, better forecast market fluctuation, align yearly policy renewals with future Insurance Broker Services, invest more time and focus on IPTC accounts with more availability to markets, and avoid the end-of-year holidays. This is believed to open market competition, assist in driving down costs and budgeting, and increase the efficiency of staff and administration burdens.

BACKGROUND:

IPTC leadership has committed to providing the I.P.T.C. Board of Directors with yearly insurance renewal updates. The current insurance broker Aon, reached out to the insurance markets in early October of 2024 to solicit risk with the intent to extend currently placed lines of coverage. Based on Aon's renewal strategy, current lines of coverage were extended six months from January 1st through July 31st, 2025. Historically, policy coverage was written from January 1st through Dec 31st of that year. Moving forward, renewals will cover one full year that will commence on July 1st of each year. A solicitation for Insurance broker services will be released in quarter two of this year for services to begin on January 1st, 2026. This alignment will allow the broker to market coverage six months before the yearly policies elapse.

IPTC selected to opt into a \$200k credit savings by removing vehicle coverage while in service. Results ended in a property rate increase of 0.21 to 0.23 per dollar. IPTC's insurable values for property increased 22% from \$307M to \$375M. The retained limits liability policy (Munich) increased by 11% related to the number of buses which was up from 213 to 230 (8%). The remaining lines (Liability, Directors & Officers, Crime, Employment Practices, Cyber) were favorable due to clean loss history and good carrier relationships. Crime (AIG), Fiduciary (Travelers), Directors, and Officers along with Employment Practices (RSUI) were flat extensions with no increase in premium. Cyber (TMHCC) decreased by 35%.

The lines of insurance coverage for the first six months of 2025 renewed to \$643,600.53 resulting in an estimated 24% increase year over year with most of the increase coming from the property value increase and recent bus fire claim. Attached below are the current lines of coverage and a year-over-year comparison of pricing. For 2025, the values show the six-month pricing up to July 1st of this year.

RECOMMENDATION:

Receive the report.

I.P.T.C. 2025 Insurance Policy Renewal Extension

Coverage	January 1, 2023-24	January 1, 2024-25	January 1, 2025- July 1, 2025	% Change
Property	Layered Tower Program	Single Carrier - RCV	Single Carrier - RCV	
Total Insured Values	\$ 351,139,477	\$ 306,880,404	\$ 374,856,814	22.15%
Property Rate	\$0.28	\$ 0.21	\$ 0.23	9.12%
Liberty Mutual Premium		\$ 650,000	\$ 433,192	
Great American premium	\$ 522,855			
rate per \$100 of value	\$ 0.15			
RSUI premium	\$ 69,955			
Homeland premium	\$ 99,546			
Hallmark premium	\$ 44,000			
Mitsui premium	\$ 83,967			
Scottsdale premium	\$ 75,289			
Markel premium	\$ 104,119			
Total Premium w/o TRIA	\$ 999,731	\$ 650,000	\$ 433,192	
TRIA Premium (Optional)	Declined	\$ 100,000	\$ 50,000	
Estimated Taxes/Fees	\$9,355	\$ 16,250	\$ 10,829.80	
Total Premium w/ TRIA	Declined	Declined	Declined	
Coverage	January 1, 2023-24	January 1, 2024-25	January 1, 2025- July 1, 2025	% Change
Retained Limits Liability w/ Sexual Abuse Coverage	Munich	Munich	Munich	
Premium	\$302,000	\$309,850	\$173,981	
Surplus Lines Tax	\$7,550	\$7,746	\$4,350	
Total Premium with TRIA	\$312,250	\$320,366	\$178,331	
Crime	AIG	AIG	AIG	
Premium	\$5,594	\$5,594	\$2,774	
Fiduciary	Travelers	Travelers	Travelers	
Premium	\$7,890	\$7,878	\$3,907	
Public Officials - D&O/EPL	RSUI	RSUI	RSUI	
Premium	\$42,440	\$42,440	\$21,348	
Management Liability Premium	\$55,924	\$55,912	\$28,029	
Cyber	Coalition	TMHCC	TMHCC	
Premium	\$12,417.00	\$12,417.00	\$4,049.00	
Total Premium w/o TRIA	\$1,377,622	\$1,035,925.00		
2025, 6-month Insurance Purchase Price		TOTAL:	\$643,600.53	

End Of Report

Brian Clem
 Director of Risk and Safety (CSO)(TSSP)
 Department #24 Risk and Safety



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January 2025 Board Report



IndyGo SM

To: Chair and Board of Directors
From: Carrie Black, Chief Public Affairs Officer

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR January 2025

ISSUE:

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

RECOMMENDATION:

Receive the report.

Carrie Black
Chief Public Affairs Officer

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:

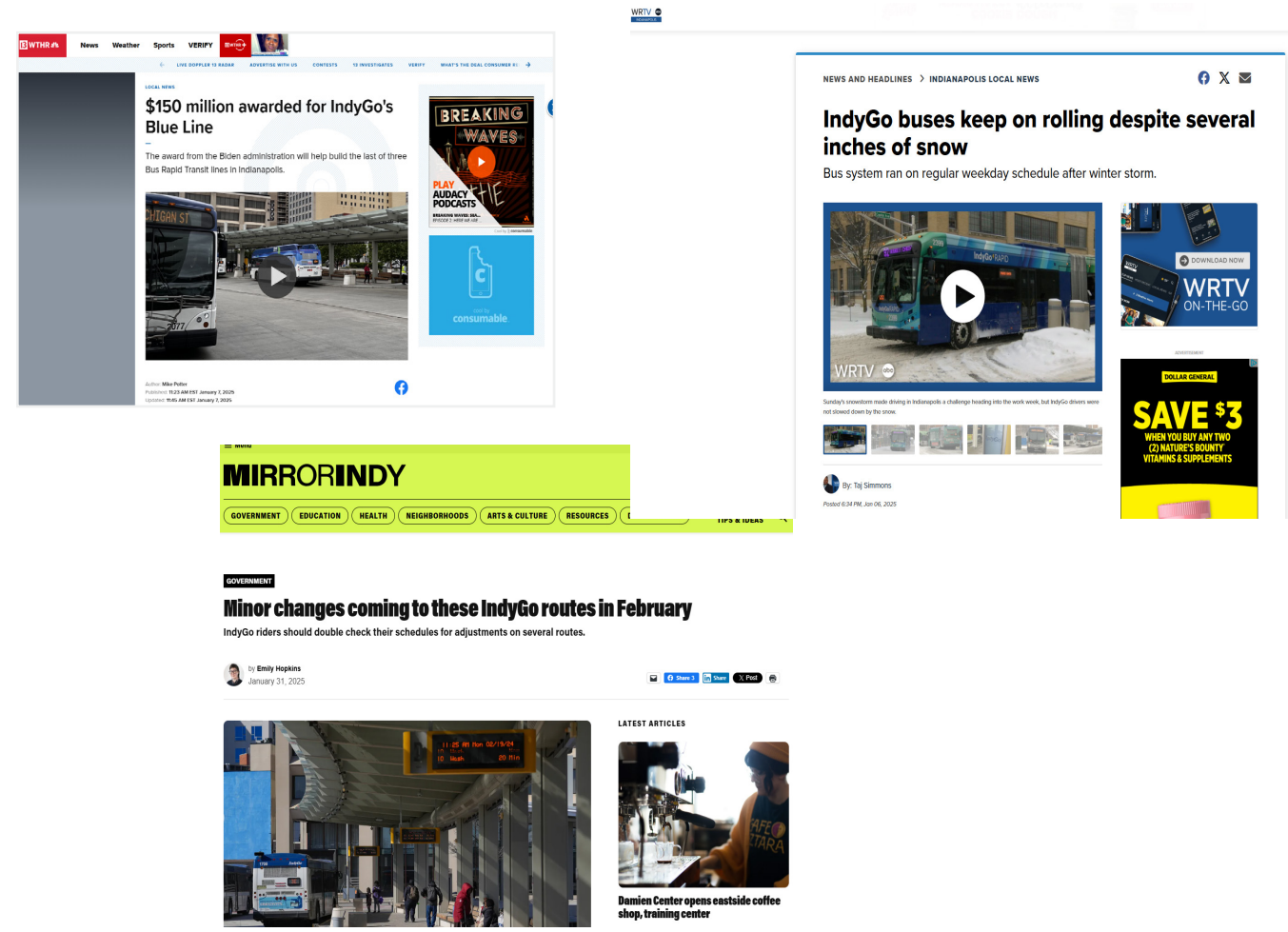
1/1/2025-1/31/2025

Page Views	172,376
Bounce Rate	43.54%
Total Users	32,883
Average Pa-geviews Per User	5.5
Total Sessions	43,525
Total Monthly Sessions Comparison to Previous Year	(Down) 14.44%

Mobile Share

Date	Mobile	Desktop	Tablet
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%
Sept-23	83%	16%	1%
Aug-23	83%	16%	1%

Media Mention Highlights



Topics Include:

Media coverage for January 2025 shared news about the agency receiving a \$150 million federal capital grant for construction of the Blue Line Bus Rapid Transit (BRT) route, IndyGo buses reliably transporting riders in a snowstorm and the minor February schedule adjustments.

IndyGo was in the news frequently toward the start of 2025 when the U.S. Department of Transportation’s Federal Transit Administration (FTA) Small Starts Capital Investment Grant was awarded to the agency. This \$150 million grant contribution represents nearly 40% of the Blue Line’s estimated project budget. The topic was mentioned more than 45 times in the media last month.

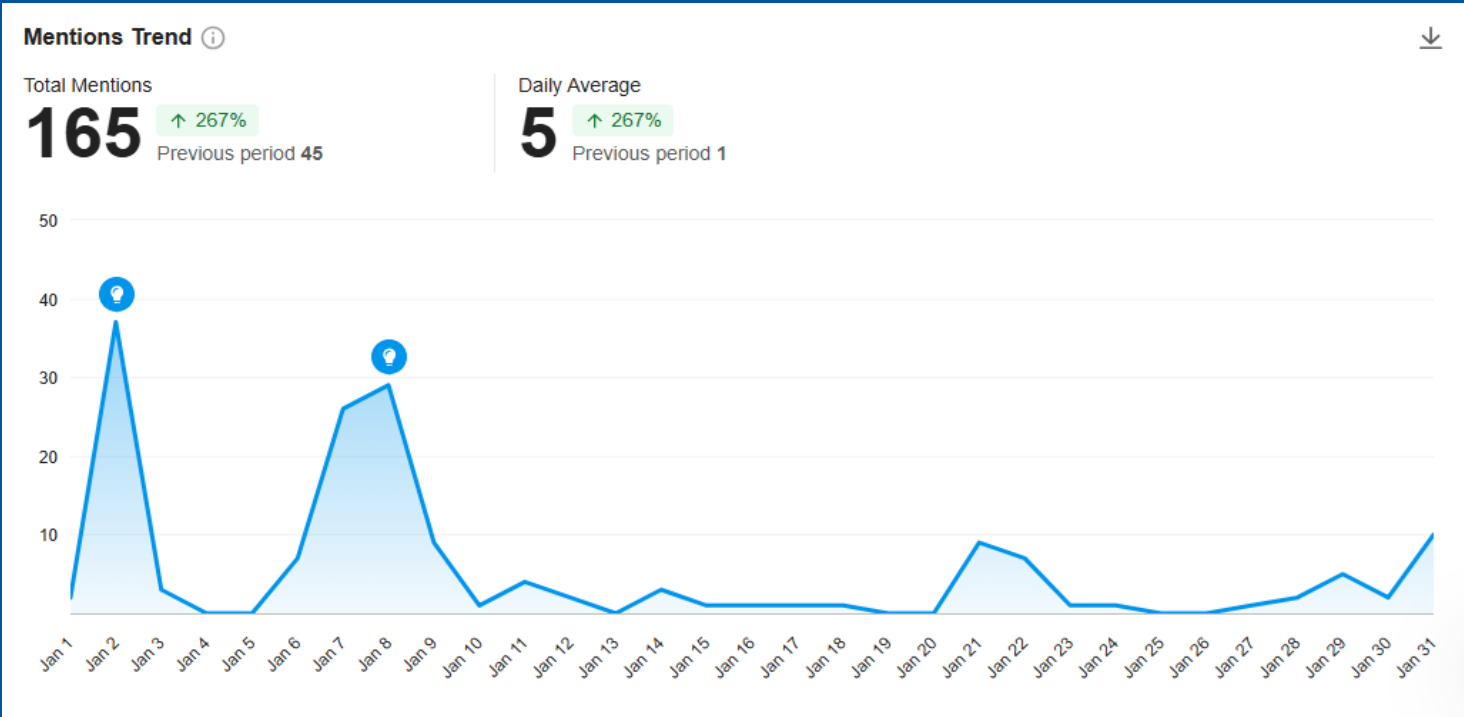
Another frequently shared topic was IndyGo providing transportation service during the snowstorm that hit in early January. Multiple articles communicated the benefits of riding the bus rather than driving a personal vehicle in bad weather conditions, while others described IndyGo’s maintenance efforts to keep the buses on schedule during these times. This topic was mentioned in the media at least 10 times.

Finally, Mirror Indy amplified the agency’s messaging about minor schedule adjustments for February through an online article. These changes affected 13 IndyGo routes.

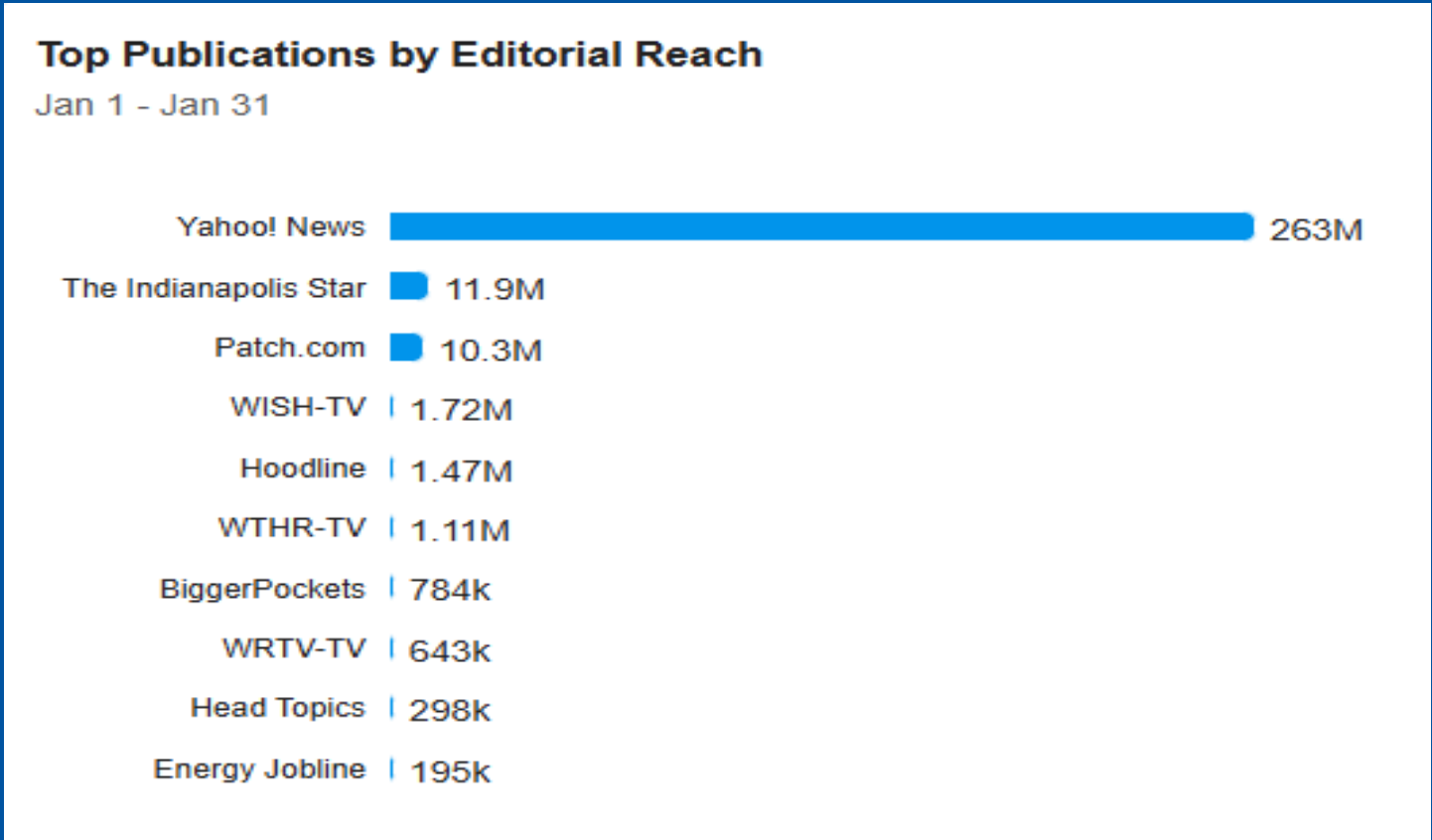
Altogether, IndyGo was mentioned 165 times in January. This was a 267% increase from December 2024.

Here’s a brief coverage summary of IndyGo’s media presence:

Here's a brief coverage summary:



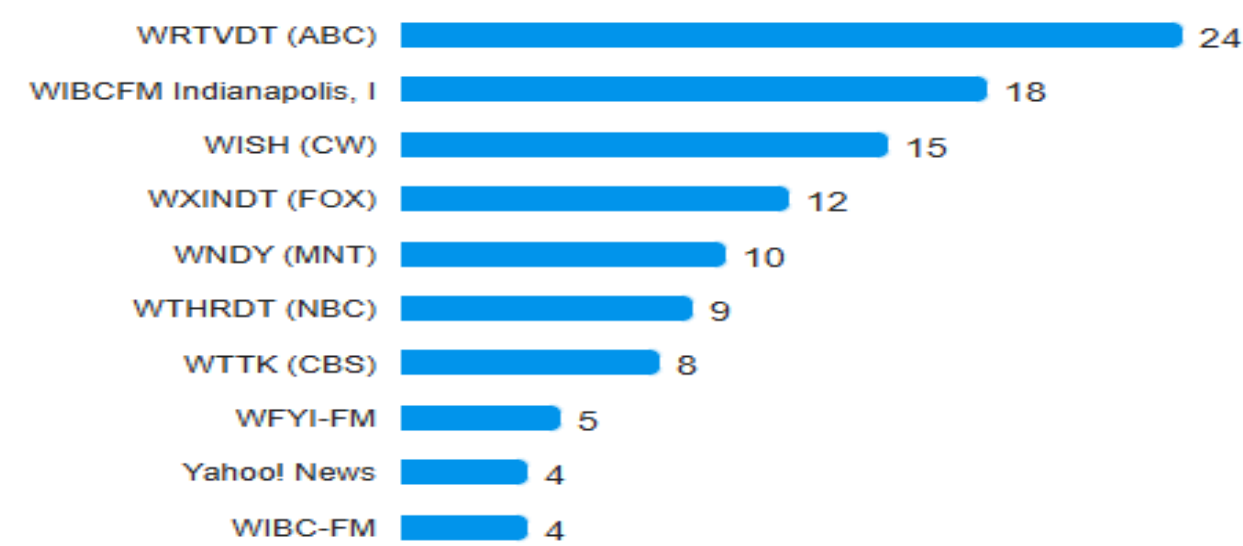
The graph below shows the top media outlets that published stories about IndyGo in January and the total potential viewership for each station or publication.



The graph below shows the top media outlets that published stories about IndyGo in January and the total potential viewership for each station or publication. The agency reached nearly 70 million viewers through these channels.

Top Publications by Volume

Jan 1 - Jan 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 \$2,698,530.

Top Publications by AVE

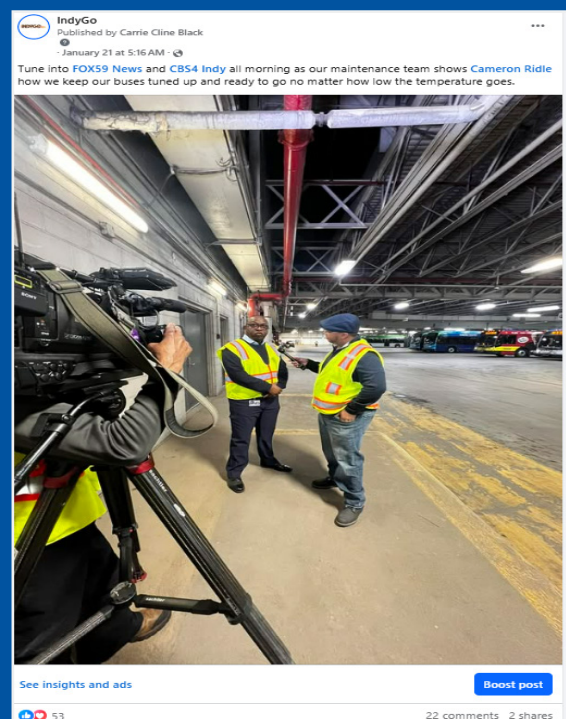
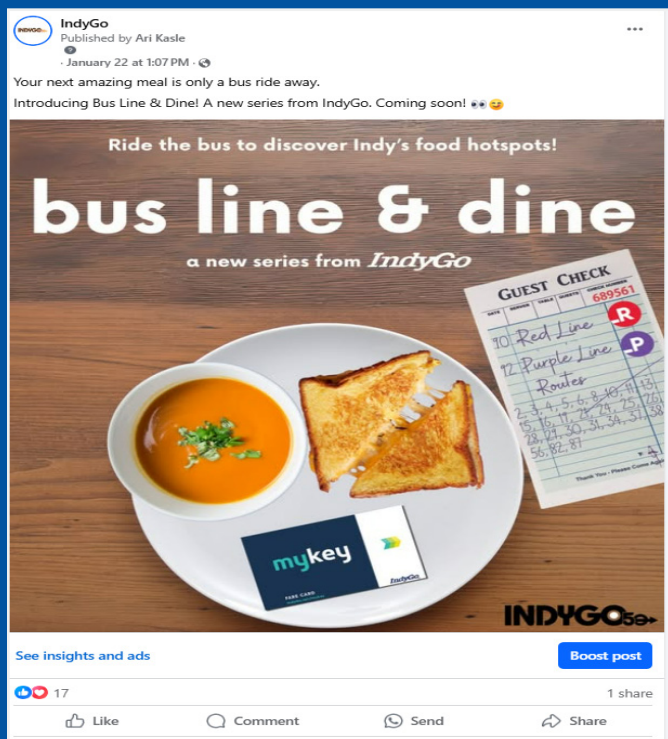
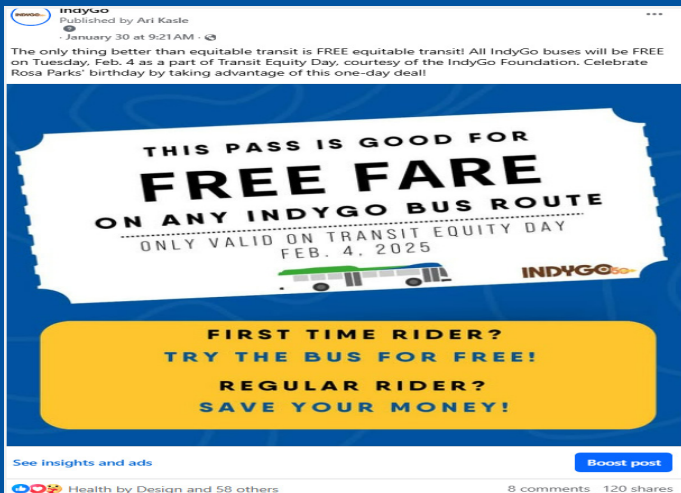
Jan 1 - Jan 31



Social Performance:

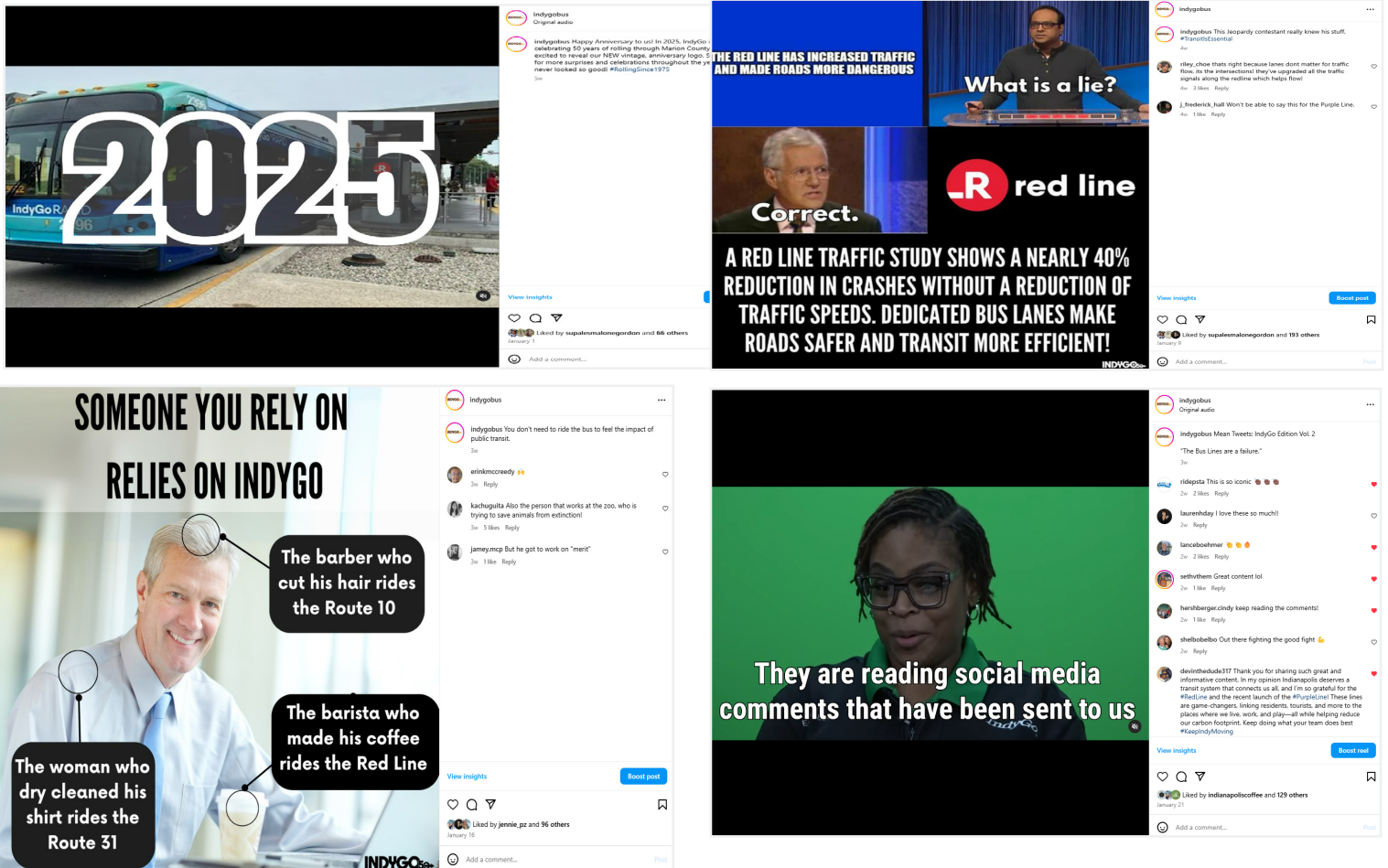
Facebook

- Had a total of 160,000 impressions (99,600 more than December)
- 13,800 post engagements (8,921 more than December)
- 11,854 page likes
- 14,035 current followers




Instagram

- Generated 28,500 impressions
- 1,810 total engagements (120 more than December)
- 6.3% engagement rate
- 4,811 current followers (40 more than December)

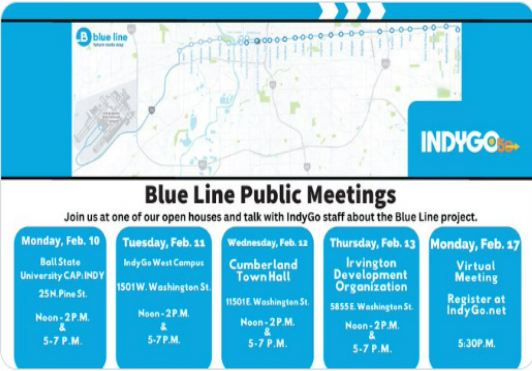


Twitter

- Had a total of 26,700 organic impressions (600 more than December)
- Earned 536 impressions
- 6,780 current followers



IndyGo @IndyGoBus · Jan 29

IndyGo will host a series of public meetings starting the week of Feb. 10, before kicking off construction of the Blue Line Bus Rapid Transit (BRT) route. indygo.net/indygo-to-host...




Monday, Feb. 10	Tuesday, Feb. 11	Wednesday, Feb. 12	Thursday, Feb. 13	Monday, Feb. 17
Ball State University CAP, INDY 25N Pine St.	IndyGo West Campus 1501W Washington St.	Cumberland Town Hall 11501E Washington St.	Irvington Development Organization 5855E Washington St.	Virtual Meeting Register at IndyGo.net
Noon - 2 P.M. & 5-7 P.M.	Noon - 2 P.M. & 5-7 P.M.	Noon - 2 P.M. & 5-7 P.M.	Noon - 2 P.M. & 5-7 P.M.	5:30P.M.


4 6 664


IndyGo @IndyGoBus · Jan 27


Traffic? Never heard of it.




1 1 15 442


IndyGo @IndyGoBus · Jan 28

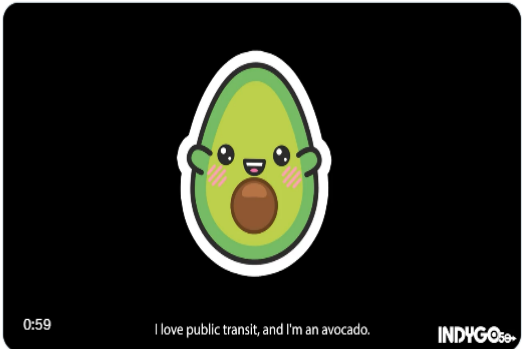
Taking a top rope elbow drop is tough. Riding to the 2025 Royal Rumble with IndyGo is easy. Trust us...



3 7 384


IndyGo @IndyGoBus · Jan 22

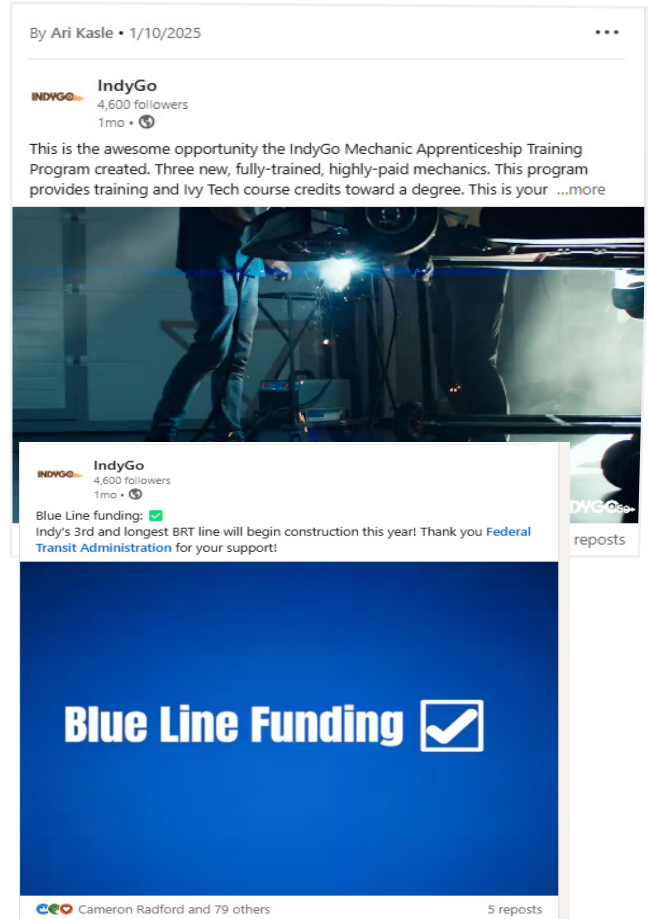
Uh oh! You forgot something on the bus! What do you do? Fear not; we know a talking avocado who loves public transit and is here to help. Rupert the IndyGo Avocado is back for this week's rider guideline- Lost & Found.



2 1 307

LinkedIn

- Generated 20,900 impressions (900 more than December)
- 1,600 total engagements, 7.6% engagement rate
- 87 new followers, 4,578 total followers

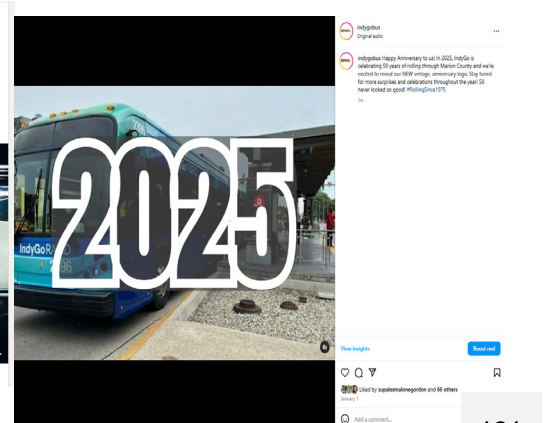
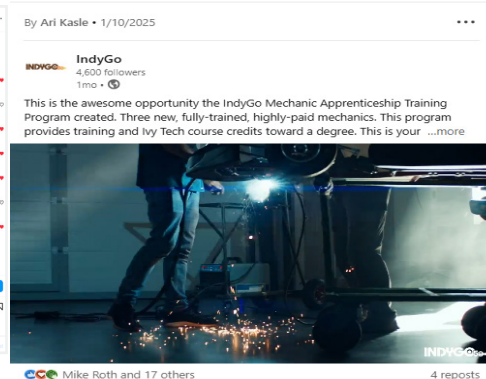
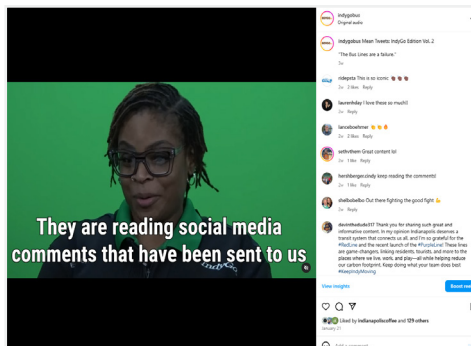


Video Data

Total Video Views: 37,422

Top 3 December Videos

- 50th Logo Reveal- 8,329 views
- Mean Tweets- 6,719 views
- Apprenticeship Graduation- 2,723 views



Email Marketing:

NEWSLETTER

- 28,186 recipients (2,595 more than December)
- 44.32% click-through rate (40.5% more than December)
- 5.4% open rate



CREATIVE PROJECTS

- 12 requests completed via IndyGo Helpdesk
- 69 requests completed via other mediums
- 81 total creative requests completed

Outreach Summary: January 2025

In January, IndyGo engaged more than 500 community members through in-person outreach, focusing on Travel Trainings and Transit Ambassador interactions with riders on routes affected by minor service changes in February.

Outreach efforts included educating riders about upcoming changes and distributing updated Wellness in Transit information. Transit Ambassadors also participated in an event at the Frederick Douglass Community Center, teaching attendees how to use IndyGo's services. Additionally, they helped identify signage errors and the absence of temporary stops for detours on routes 26 and 56 along Southeastern Avenue.

Finally, IndyGo partnered with Carriage House East Apartments to host a community dinner, where residents learned about MyKey and IndyGo's Future Service Plan.



IndyGo Transit Ambassadors attended the Really Free Market at Frederick Douglass Community Center last month! During the event, they taught guests how to ride the bus and use IndyGo account-based fare system, MyKey! Pictured above: Transit Ambassadors Monica Peterson and Courtney Hawk and Hawk's child



IndyGo Transit Ambassadors were hitting the streets, performing outreach along many of the agency's routes throughout January. They spent their time educating riders on routes impacted by minor service changes in February, distributing updated Wellness in Transit information and much more! Pictured above: Transit Ambassadors Ryan Bird, Patrick Woods, Hernan Blas Aquino, Umair Khurshid, Seth Johnson, Charles Motley, Courtney Hawk and Jon Albertson

JANUARY OUTREACH PROJECTS

Date:	Event:
1/28/2025	Bus Outreach: Route 56
1/9/2025	Community Meeting: Carriage House East Community Center
1/29/2025	Travel Training: Shepherd Community Center
1/27/2025	Bus Outreach: Route 5
1/28/2025	Bus Outreach: Route 56
1/27/2025	Bus Outreach: Route 37
1/1/2025	Bus Outreach: Red Line
1/18/2025	Booth: Frederick Douglass Community Center
1/28/2025	Bus Outreach: Purple Line
1/1/2025	Bus Outreach: Route 4
1/23/2025	Bus Outreach: Route 8
1/28/2025	Information: Wellness in Transit
1/31/2025	Bus Outreach: Route 11