



Board Report  
March 20, 2025

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
2. **Awards and Commendation** (Presenter – Jennifer Pyrz)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson)
  1. Finance Committee (Presenter – Richard Wilson)
4. **Regular Agenda** (Presenter – Greg Hahn)
  1. A-1: Consideration and Approval of Minutes from the Board Meeting held on February 20, 2025
  2. A-2: Consideration of Board of Directors 2025 Election of Officers (Presenter – Robert Frye)
  3. A-3: Consideration and Approval of Microsoft Dynamics 365 (D365) Licensing (Presenter – Marcus Burnside)
  4. A-4: Consideration and Approval of Near-Miss Analysis Project Contract Award (Presenter – Christian Cambron)
  5. A-5: Consideration and Approval of Procurement of Transit Vehicles for Section 5339 Grantees (Presenter – Ryan Wilhite)
  6. A-6: Consideration and Approval Procurement of Transit Vehicles for FTA’s Section 5310 Grantees – 2024 Call for Projects Contract (Presenter – Ryan Wilhite)
  7. A-7: Consideration and Approval of Extending the Shelter Cleaning & Maintenance Contract (Presenter – Aaron Vogel)
  8. A-8: Consideration and Approval to Extend Janitorial Contract (Presenter – Aaron Vogel)
  9. A-9: Consideration and Approval of Amendment to the Fineline Printing Contract (Presenter – Carrie Black)
  10. A-10: Consideration and Approval of Free Fares on WNBA All-Star Weekend, July 18-19, 2025 (Presenter – Carrie Black)
5. **Information Items** (Presenter – Greg Hahn)
  1. I-1: Finance Report (Presenter – Bart Brown)
  2. I-2: OPPI Coverage Blue Line (Presenter – Brian Clem)
  3. I-2: Department Report
6. **Adjourn** (Presenter-Greg Hahn)

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Our next Board Meeting will be Thursday, April 17, 2025

In accordance with the Americans with Disabilities Act, the Indianapolis Public Transportation Corporation is obligated to provide reasonable accommodations for individuals with disabilities who wish to attend public meetings. These accommodations are available upon request and may include alternately formatted materials, auxiliary aids, or reasonable adjustments to policies and procedures to ensure effective communication and access.

Accommodations are also available for individuals with limited English proficiency (LEP). If you need assistance to attend the meeting or access the materials, please contact Carrie Black via email at [Carrie.Black@indyGo.net](mailto:Carrie.Black@indyGo.net). We kindly ask that you allow at least two business days to arrange for these accommodations.

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# March Board Meeting Awards and Commendations



# IndyGo February 2025 Safe Drivers

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



Operator	Years of Safe Driving	Years of Service
Anthony White	23	28
Sean Cox	14	24
Shunderline Merritt	7	7
Akiella Bounds	6	8
Earl Kimbrough	5	8
Ardis Griffin	4	7



# 23 Years of Safe Driving



**Anthony White**  
**Coach Operator, Fixed Route**  
**28 years of service to IndyGo**



# Operations Employee of the Month

**Joseph Edwards**  
**Fixed Route Operator**

*IndyGo*



# Garage Employee of the Month

**Tyrone Stephenson**  
**General Laborer**



# State of Good Repair Conference

## Transition To Zero Emission Bus Fleet Case Study

Presentation by Thierno Balde





# IndyGo Training Highlight



**Erica Harden  
sharing her  
exceptional  
training skills  
with WeGo!**

## FEBRUARY 2025 SAFE DRIVER'S RECOGNITION



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

Operator	ID#	Years of Safe Driving	Years of Service
Anthony White	3334	23	28
Sean Cox	1190	14	24
Shundreline Merritt	9106	7	7
Akiella Bounds	8947	6	8
Earl Kimbrough	9003	5	8
Ardis Griffin	9194	4	7
Damon Alexander	10970	1	2
Joshua Thompson	10458	1	2
James Wagner	10652	1	2
Deante Taylor	11129	1	1
Erika Turner	11122	1	1
Terrica Jamison	11127	1	1
Lashelle Hampton	11133	1	1



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## Finance Committee Chairperson Report – February 2025

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**To:** Chair and Board of Directors  
**Through:** President and CEO Jennifer Pyrz  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** February 20, 2025

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**ISSUE:**

A REPORT OF THE INDYGO FEBRUARY 2025 FINANCE COMMITTEE MEETING WILL BE PRESENTED AT THE BOARD MEETING.

**RECOMMENDATION:**

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
February 20, 2025

The Finance Committee convened on February 20, 2025, at 3:00 PM. Rick Wilson, the Chairman of the Finance Committee, along with Committee member Mary Ann Fagan were present.

We heard and accepted the following information items:

1. I-1: AES Streetlights Utility Relocation Agreements (Presenter – Rachel Wilson)
2. I-2: Yearly Insurance Renewal Extension (Presenter – Brian Clem)
3. I-3: Finance Report (Presenter- Bart Brown)

The Committee also heard a financial update from Chief Financial Officer Bart Brown.  
Mr. Chairman, that concludes my report.

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# February 2025 Board of Directors Meetings Minutes

IndyGo  
02/20/2025 4:00 PM EDT  
@ 9503 E 33rd St- IndyGo HQ

## **Attendance**

### **Present:**

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

Staff: Jennifer Pyrz, Bart Brown, Robert Frye, Sarah Stentz, Rachel Wilson, Marcus Burnside, Michael Roth

### **Absent:**

Members: N/A

## **1. Call to Order and Roll Call** (Presenters – Vice Chairperson Gardner; Robert Frye)

[February Board Cover](#)

[February 2025 Agenda](#)

Vice Chairperson Gardner called the meeting to order at 4:04 p.m. Chief Legal Officer Robert Frye announced that two Directors, Chairperson Hahn and Director Stinson, are participating in the meeting virtually and because he is virtual Chairperson Hahn delegated to Vice-Chairperson Gardner the duty to chair the meeting. Mr. Frye then conducted the roll call. Four members were present in person and two members attended online, thus establishing a quorum.

## **2. Awards and Commendation** (Presenter – Jennifer Pyrz)

[Awards & Commendations February](#)

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

## **3. Committee Chairperson Reports** (Presenter – Director Gardner)

### **1. Service Committee – Adairius Gardner**

[Service Committee Chairperson Reports](#)

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

## **4. Regular Agenda** (Presenter – Chairperson Hahn)

### **1. A-1: Consideration and Approval of Minutes from Board Meeting held on January 16, 2025** (Presenter – Adairius Gardner)

[January Board of Director Minutes](#)

**Motion:** Approval of Minutes from the Board Meeting held on January 16, 2025. Motion made by Director Fagan and seconded by Director Hahn. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

2. **A-2: Consideration and Approval of Microsoft 365 Licensing** (Presenter – Marcus Burnside)

Microsoft 365 Licensing

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

IPTC utilizes a Microsoft EA to lock in subscription license costs for various Microsoft products, including Office 365, multifactor authentication, SharePoint, and Azure Cloud. This agreement ensures that IndyGo will not pay more for any listed license than the fixed price during the renewal term, and it will benefit from potential decreases in subscription costs.

In January 2022, IPTC entered the current three-year EA contract with Dell, which allows for fixed pricing through March 31, 2025. The renewal for the final year excludes Microsoft Dynamics 365 (D365), but a new three-year Microsoft EA will be negotiated with a qualified Microsoft 365 vendor to include D365 licensing at the lowest possible cost. The renewal cost for FY2025 is \$123,809, reflecting a price increase due to Microsoft replacing current licenses with a higher-cost product. This renewal will be funded through the Information Technology operating budget, with previous costs for Microsoft Office 365 licensing being \$118,095 in FY2023 and \$119,690 in FY2024.

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

3. **A-3: Consideration and Approval of Avail Annual Maintenance and Cloud Hosting Services** (Presenter – Marcus Burnside)

Avail of Annual Maintenance and Cloud Hosting Services

It was 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.

In February 2018, IPTC awarded Avail Technologies a contract to replace the end-of-life CAD/AVL (Computer-Aided Dispatch / Automatic Vehicle Location) platform, which connects vehicles to back-office scheduling and dispatching software. The system collects vital data such as bus GPS locations, schedule adherence, and emergency information, while also integrating with in-vehicle peripherals and passenger information systems.

The current Avail Technologies CAD/AVL contract runs through February 28, 2026. In August 2023, IPTC transitioned its Avail production environment to a cloud hosting service and implemented a yard management module. This procurement will allow IPTC to purchase necessary licensing, maintenance, support, and cloud hosting services for the period from March 1, 2025, to February 28, 2026. The cost for these services is \$226,483 for FY2025, with potential incremental increases as additional platform enhancements are leveraged. IPTC will collaborate with Avail Technologies on a contract extension for future services, with the fiscal impact to be disclosed in Q1 2026. The project will be funded through the Information Technology operating budget.

**Motion:** Approval of Avail Annual Maintenance and Cloud Hosting System. Motion made by Director Fagan and seconded by Director Quick. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

4. **A-4: Consideration and Approval of License Renewal for Construction Program and Project Management Software Platform, e-Builder** (Presenter – Sarah Stentz)

[License Renewal for Construction Program and Project Management Software Platform, e-Builder](#)

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

e-Builder is a cloud-based software-as-a-service platform widely used in the construction industry for project documentation and control. The platform is used to manage all BRT projects and most of IPTC's roadway and capital facility projects, with a license that allows unlimited users across organizations, including consultants and contractors.

IPTC selected e-Builder in 2017 following a competitive procurement process (RFP 16-12-247), based on cost, system capabilities, and implementation timeline. IPTC has leveraged the platform to require all vendors to use it for key processes, thereby streamlining project management. The staff intends to continue renewing the licensing agreement until the completion of the Blue Line Bus Rapid Transit project in 2029 while evaluating the value of maintaining the service beyond the next renewal period.

**Motion:** Approval of License Renewal for Construction Program and Project Management Software Platform, e-Builder. 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, Bill Stinson-AYE. Motion carried 6-0.

5. **A-5: Consideration and Approval of Care Center Contract** (Presenter – Michael Roth)

[A-5: Consideration and Approval of Care Center Contract](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to enter a contract with MV Transportation, Inc. to provide Care Center (call center) services for a three-year term, at a price not to exceed \$4,758,657. The contract includes two one-year extension options: \$1,698,166 for the first option year and \$1,746,801 for the second option year. If both options are exercised, the total contract value will not exceed \$8,203,624.

The IndyGo Access Care Center is a key component of our demand response service, providing essential support for ADA and non-ADA customers. It serves as a centralized hub offering a range of services, including fixed route information, trip planning, and customer assistance. A Request for Proposals (RFP) was issued on November 29, 2024, for the Care Center services. Three companies responded: MJM Innovation, MV Transportation, Inc., and Welltrans. MV Transportation, Inc. was selected as the best overall value provider. RATP Dev USA, Inc. is the incumbent provider.

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

**Motion:** Approval of Care Center Contract. Motion made by Director Quick and seconded by Director Stinson. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

6. **A-6: Consideration and Approval of Care Center Transition Services – Nissi Group Inc.** (Presenter – Michael Roth)

[A-6: Consideration and Approval of Care Center Transition Services – Nissi Group Inc.](#)

It was 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.

Nissi Group, Inc. currently provides personnel for the operation of the Care Center through a subcontract agreement with the current paratransit provider, RATP Dev USA, Inc. This proposed short-term contract is essential for maintaining service continuity and operational efficiency during the transition period until the new vendor is onboarded, preventing disruptions and ensuring the continued high quality of services. The new vendor's contract will begin on March 1, 2025, but a staffing and service gap exists during the transition. Engaging Nissi Group is critical to ensure uninterrupted operations and maintain service quality during this time. Nissi Group, Inc. is a certified Disadvantaged Business Enterprise (DBE) in Indiana and will count toward the agency's overall DBE goals.

**Motion:** Approval of Care Center Transition Services – Nissi Group Inc. Motion made by Director Fagan and seconded by Director Hahn. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

7. **A-7: Consideration and approval AES Streetlights Utility Relocation Agreements** (Presenter – Rachel Wilson)

[A-7: Consideration and Approval of AES Streetlights Utility Relocation Agreements](#)

It was 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.

The Blue Line utility relocation coordination is in progress, with work plans nearly complete and utilities mobilizing to begin their work in alignment with the Blue Line construction schedule. AES streetlights are part of this utility relocation effort, and the work will continue throughout the project.

AES will perform this work, with all costs being reimbursable according to streetlighting agreements AES has with the City of Indianapolis. The URAs are grouped based on geographic locations along the corridor, with a total of four URAs required. While design modifications have been made to minimize relocations, some relocations remain unavoidable due to the location of existing utilities. The design team has also worked to identify cost efficiencies for performing the relocations during construction and will coordinate activities to reduce costs. The URAs obligated IPTC to reimburse AES for relocation work performed by the utility's contractors according to an approved work plan. AES is obligated to complete the work within a specified timeframe and to a maximum agreed-upon cost.

**Motion:** Approval of AES Streetlights Utility Relocation Agreements. Motion made by Director Wilson and seconded by Director Hahn. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr. – AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Bill Stinson-AYE. Motion carried 6-0.

6. **Information Items** (Presenter – Vice Chairperson Gardner)

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

[I-1: December 2024 Financial Summary](#)

[I-1: Budget to Actuals 2024](#)

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

2. **I-2: IndyGo Foundation February 2025 IndyGo Board Presentation** (Presenter – Emily Meaux)

[I-2 IndyGo Foundation Feb 2025 IndyGo Board Presentation](#)

The Board heard from Emily Meaux, Executive Director of the IndyGo Foundation and received the report.

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

[IndyGo Ride Save Re-Imagined](#)

[Transition Plan PowerPoint](#)

[People & Culture Board Report Summary](#)

[Jan Operations Div Board Report 2.21.2025](#)

[Jan Risk & Safety Div Board Report 2.2025](#)

[Feb 2025 Planning & Capital Projects Board Report](#)

[2025 Board Report Insurance Renewal Extension](#)

[MAC Agenda 1.15.2025](#)

[MAC Roll Call January 2025](#)

[MAC Minutes 1.2025](#)

The Board received Department Reports for review.

**7. Adjourn** (Presenter – Vice Chairperson Gardner)

On the order of Vice-Chairperson Gardner and there being no objection, the meeting was adjourned at 5:03 pm.

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**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Chief Legal Officer Robert Frye  
**SUBJECT:** Board of Directors 2025 Election of Officers

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

It is requested that the Board of Directors approve the nominations for its officer positions.

**BACKGROUND:**

In accordance with its Bylaws, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer each year. Board members elected to an office will serve from the date of election through the Board's meeting in January 2026.

**DISCUSSION:**

Nominations for Board offices were completed through surveying Board members. The resulting slate of officers is as follows:

<b>Chair</b>	Greg Hahn
<b>Vice-Chair</b>	Adairius Gardner
<b>Treasurer</b>	Richard Wilson
<b>Secretary</b>	Mary Ann Fagan

## 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 Dynamics 365 (D365) Licensing

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### ACTION ITEM A – 3

#### **RECOMMENDATION:**

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

#### **BACKGROUND:**

In May 2022, IPTC migrated its Enterprise Resource Planning (ERP) platform from Microsoft Dynamics AX (on-premises) to D365 (cloud-based). An ERP environment manages day-to-day business activities such as accounting, procurement, project management, risk management and compliance, and supply chain operations. Crowe LLP was selected as our Cloud Service Provider (CSP) at the December 2020 Board of Directors Meeting. The cloud-based platform allows IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity, and reduced cybersecurity threats to the ERP platform. D365 also integrates with our enterprise asset management (EAM) software, Dynaway, creating a centralized financial and asset management environment.

#### **DISCUSSION:**

The D365 environment is licensed for production use through April 30, 2025. This procurement will allow IPTC to license its production environment from May 1, 2025, to April 30, 2026. As with all Microsoft cloud products, D365 licenses are purchased annually, and the cost and quantity may change due to additional license usage or individual license costs.

#### **FISCAL IMPACT:**

The funding for this project will come from the Information Technology operating budget. Our D365 licensing was \$134,393 for FY2022, \$150,018 in FY2023, and \$165,691 in FY2024. The cost for our D365 licensing for FY2025 is \$224,544. The cost increase for FY2025 was the result of the following factors: 1) Microsoft no longer supports the grandfathered less expensive "AX Upgrade" licenses, 2) Microsoft increased the cost of the Full Finance license, and 3) IndyGo changed its user quantities. IPTC will work to identify opportunities to decrease the increasing D365 licensing costs by re-evaluating end-user requirements for access to specific modules within D365.

#### **DBE/XBE DECLARATION:**

This software licensing renewal was completed using local funds as a special procurement request; therefore, XBE participation is not available for this procurement.

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Project Manager Christian Cambron  
**SUBJECT:** Consideration and Approval of Near-Miss Analysis Project Contract Award

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**ACTION ITEM A – 4**

**RECOMMENDATION:**

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

**BACKGROUND:**

In 2023, IndyGo was awarded a USDOT Safe Streets and Roads for All (SS4A) Planning and Demonstration Grant to collect and analyze near-miss data, a process that examines close calls between bus riders and motorists and other road users. The scope of work for the project includes an on-board passenger survey. Most of the intersections chosen for this project are part of the Indianapolis Metropolitan Planning Organization’s High Injury Network. The remaining locations were chosen due to their relatively high ridership numbers, or their proximity to schools or places of employment.

**DISCUSSION:**

If awarded via RFP 24-07-498, CHA will temporarily place cameras at predetermined locations illustrated on the maps on the following pages. The cameras will record road user interactions at intersections and bus stops. The cameras will be placed only for the duration of their use at a location, after which point they will be removed. Video processing software will calculate the time that passes between road users sharing the same position in intersecting physical trajectories, among other data points. During the same period of time, a subconsultant to CHA will administer on-board surveys to better understand riders’ feelings of safety at and around the same locations.

Once completed, IndyGo will use the findings of this project to make informed decisions about future infrastructure investments, operational improvements, or both.

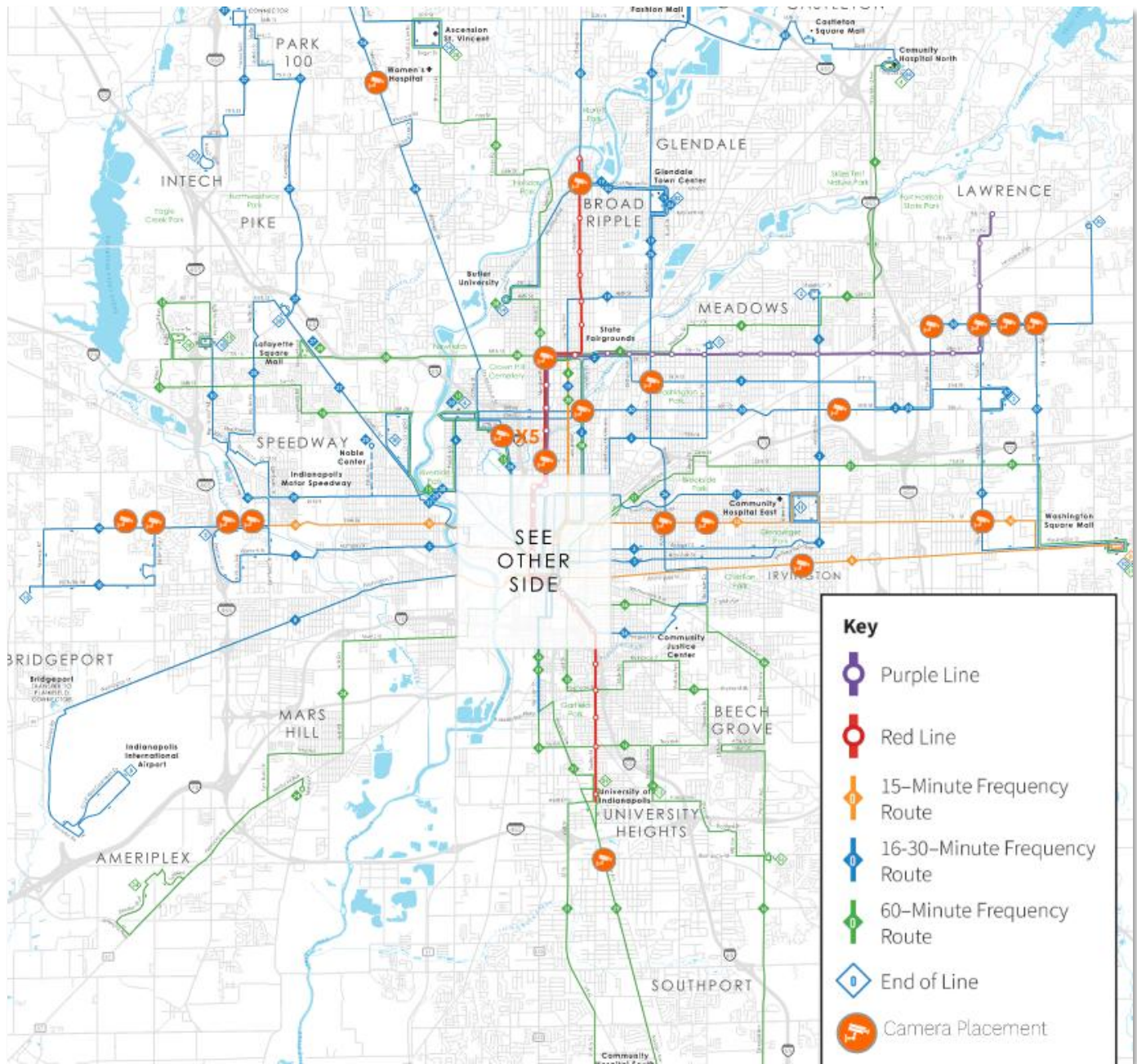
**FISCAL IMPACT:**

This project is federally funded. A USDOT SS4A grant makes up 80 percent of the \$298,080 total. The remaining 20 percent (\$59,616) is funded locally as part of the Fiscal Year 2025 operating budget appropriation.

**DBE/XBE DECLARATION:**

The DBE participation goal for this project is 17%. The contract includes DBE participation from local firm JQOL at 17%.

## Near Miss Analysis Locations - IndyGo System Map, Network Map





Near Miss Analysis Locations – IndyGo System Map, Downtown Inset Map





Date of Memo: March 12, 2025  
Board Meeting: March 20, 2025

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and Approval of Procurement of Transit Vehicles for Section 5339 Grantees

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### ACTION ITEM A - 5

#### **RECOMMENDATION:**

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

#### **BACKGROUND:**

Commonly referred to as Section 5339, the Bus & Bus Facilities grant program is administered by the Federal Transit Administration (FTA) and is intended to help transit agencies within the Indianapolis urbanized area with capital expenditures, such as purchasing vehicles, related equipment, or bus facility projects. In addition to being a transit service provider, IPTC serves as the region's designated recipient of Section 5339 discretionary grant funds and is therefore responsible for distributing and overseeing the use of these funds at the local level.

Prior to 2022, IPTC was the only eligible recipient of the Section 5339 funding allocated by the FTA to the Indianapolis urbanized area. Beginning in 2022, transit providers operating in Hamilton, Hancock, Hendricks, and Johnson Counties became ineligible to receive rural funding because the boundary of the Indianapolis urbanized area has grown to the point that most of the trips that they provide are categorized as urban trips.

To accommodate this rural to urban transition, transit providers operating in the surrounding counties are now eligible to receive Section 5339 discretionary grant funds, which IPTC makes available through a competitive grant process. When IPTC issues a call for projects, the amount available is provided to potential applicants. If the total awarded amount is less than the amount made available, IPTC staff must then decide how to proceed with the remaining FTA funds. IPTC can reserve all or some of the remaining funds for a future call for projects or it can use some or all of the remaining funds to cover its own capital expenses, provided they are eligible expenses under the Section 5339 program.

To ensure that the use of this funding is compliant with federal and state procurement rules and regulations, which IPTC must do as part of its responsibilities as the region's designated recipient, IPTC has assumed responsibility for all vehicle purchases made with discretionary grant funds. Specifically, IPTC routinely orders vehicles on behalf of subrecipients using the Indiana Department of Administration's (IDOA) Quantity Purchase Agreement (QPA), wherein the subrecipient

is responsible for the local match requirement and the full cost of any accessories. Vehicles are delivered to IPTC's West Campus and then picked up by the subrecipients. IPTC requires that the transit agency is listed as a lienholder on the vehicle title. Subrecipients are also required to list IPTC as an insured on all vehicles. Prior to placing a vehicle order, IPTC requires subrecipients to deliver a local match check and before delivery, subrecipients sign a grant agreement with IPTC that outlines the terms of the Section 5339 sub-grant award.

### **DISCUSSION:**

While funding made available under 49 U.S.C. Section 5339 can be used by transit agencies to replace, rehabilitate, or purchase buses and related equipment and to construct bus-related facilities, IPTC elected to limit the call for projects to vehicles and related equipment. The decision was made because of the relatively high demand for vehicle purchases. IPTC staff conducted an official CFP that opened December 15, 2024, with submissions due February 7, 2025. The 2024 CFP vehicle purchases for Section 5339 are as follows. The federal share is based on the base vehicle price. The local match is based on the 15% of the base vehicle plus 100% of any options added.

*Table 1: 2024 Section 5339 Call for Projects Vehicle Order*

<b>Subrecipient</b>	<b>Vehicle Type</b>	<b>No. of Vehicles</b>	<b>Total Estimated Cost</b>	<b>Federal Share</b>	<b>Local Match</b>	<b>Options Added</b>
<b>Hamilton County</b>	Body on Chassis	3	\$376,839	\$320,313	\$56,526	Yes – No Cost (a change from the base vehicle, but at no cost)
<b>Total</b>		<b>3</b>	<b>\$376,839</b>	<b>\$320,313</b>	<b>\$56,526</b>	

The 2024 CFP includes rollover funds from the 2023 CFP. The total amount of federal funding that IPTC made available was \$600,000 and the total of the subrecipients' federal funding requests totaled \$326,516, including non-vehicle requests. Again, the typical split for a base vehicle is 80% federal and 20% local but Federal rules allow a higher federal share for ADA accessible vehicles, such as these. With the undersubscription of the available funds, IPTC staff decided to increase the federal match for the base vehicle to 85%, reducing the local requirement for the base vehicle to 15%. All options added are funded by the subrecipient at 100%. IPTC staff anticipate carrying the remaining \$270,000 to the next Section 5339 Call for Projects in 2025.

### **FISCAL IMPACT:**

There is no direct fiscal impact for IPTC for these vehicle and equipment purchases. IPTC intends to use the IDOA QPA to make these vehicle purchases. Based on the current QPA, MTE is the approved vendor for this order. The costs contained herein are the amounts listed in the current QPA. The QPA will expire in August and IPTC staff wishes to order these vehicles as soon as possible to avoid any price adjustments in a new QPA. If the final cost to purchase the vehicles is above the IPTC board threshold, then IPTC staff will seek the Boards' approval a second time. If the total estimated cost is less than approved and the local match is therefore less, then IPTC will issue a check to the subrecipients.

### **DBE/XBE DECLARATION:**

Transit vehicle manufacturers are required to maintain their own DBE program in accordance with 49 CFR 26.49. MTE is a vehicle dealer, so it must obtain the vehicles from a transit vehicle manufacturer and provide evidence that the manufacturer met the DBE requirement.



Date of Memo: March 12, 2025  
Board Meeting: March 20, 2025

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and Approval of Procurement of Transit Vehicles for FTA's Section 5310 Grantees

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### ACTION ITEM A - 6

#### **RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer, on behalf of the subrecipients listed herein, to enter into an agreement with Midwest Transit Equipment, Inc. (MTE) for the purchase of five accessible transit vehicles for a total not to exceed amount of \$465,162.

#### **BACKGROUND:**

Commonly referred to as Section 5310, the Enhanced Mobility of Seniors and Individuals with Disabilities is administered by the Federal Transit Administration (FTA) and provides funding assistance for projects that provide transportation support for the elderly and persons with disabilities where public transportation is unavailable or otherwise insufficient. Eligible entities include public, private not for profit, and private for profit. Eligible projects include vehicles, equipment, mobility management, and operations. IPTC serves as the region's designated recipient for Section 5310 funds and is responsible for distribution and oversight of the FTA funds. To be eligible for funding, any request submitted to IPTC must fill an identified need within the Coordinated Public Transit-Human Services Transportation Plan (aka Coordinated Plan), which was last updated in 2021 by the Indianapolis Metropolitan Planning Organization (IMPO).

To ensure that the use of this funding is compliant with federal and state procurement rules and regulations, IPTC has assumed responsibility for the vehicle purchases made with these funds. Specifically, IPTC routinely orders vehicles on behalf of subrecipients using the Indiana Department of Administration's (IDOA) Quantity Purchase Agreement (QPA), wherein the subrecipient is responsible for the local match requirement and the full cost of any accessories. Vehicles, when they are delivered, are shipped to IPTC's West Campus, and then picked up by the subrecipients. IPTC requires that the transit agency is listed as a lienholder on the vehicle title. Subrecipients are also required to list IPTC as an insured on all vehicles. Prior to placing a vehicle order, IPTC requires subrecipients to deliver a local match check and before delivery, subrecipients sign a grant agreement with IPTC that outlines the terms of the Section 5310 award.

When IPTC issues a call for projects (CFP), the amount available is provided to potential applicants. If the total awarded amount is less than the amount made available, IPTC staff decide how to proceed with the remaining FTA funds. IPTC



can reserve all or some of the remaining funds for a future call for projects or it can use some or all of the remaining funds to cover its own capital expenses, provided they are eligible expenses under the Section 5310 program.

## **DISCUSSION:**

The 2024 CFP for Section 5310 combines unused funds from the 2023 CFP. Eligible projects include vehicles, equipment, mobility management, and operating expenses.

To facilitate the process of distributing grant funds IPTC staff conducted a CFP that opened December 16, 2024, with submissions due February 7, 2025. A committee of IPTC staff reviewed the applications from four agencies. PrimeLife, Hancock County Senior Services, and Access Johnson County identified a need to replace existing vehicles. There was one applicant (Bosma) that sought and has been awarded financial support for mobility management. The awards are contingent upon completion of all required documents, including grant agreements and applications.

The 2024 CFP vehicle purchases for Section 5310 are as follows. The federal share is based on the base vehicle price. The local match is based on the 15% of the base vehicle plus 100% of any options added. Therefore, for agencies adding options to vehicles, the percentage split between federal and non-federal share will not be 85% and 15%, respectively.

*Table 1: 2024 Section 5310 Call for Projects Vehicle Order*

<b>Agency</b>	<b>Vehicle Type</b>	<b>No. of Vehicles</b>	<b>Total Estimated Cost</b>	<b>Federal Share</b>	<b>Local Match</b>	<b>Options Added</b>
<b>Access Johnson County</b>	Body on Chassis	2	\$253,304	\$206,575	\$46,729	Yes
<b>Hancock County Senior Services</b>	Low-floor minivan	1	\$72,346	\$59,293	\$13,053	Yes
<b>PrimeLife</b>	Low-floor minivan	2	\$139,512	\$118,585	\$20,927	No
<b>Total</b>		<b>5</b>	<b>\$465,162</b>	<b>\$384,452</b>	<b>\$80,709</b>	

The amount of federal funding available in the CFP was \$850,000 and the subrecipients project submissions federal request totaled \$460,404, including non-vehicle requests. Federal rules allow a higher federal share for ADA accessible vehicles, such as those being ordered. Normally, the base vehicle is matched at 80% federal and 20% local. With the undersubscription of the available funds, IPTC staff decided to increase the federal match for the base vehicle to 85%, reducing the local requirement for the base vehicle to 15%. All options added are funded by the subrecipient at 100%. IndyGo staff anticipate carrying approximately \$390,000 to the next Section 5310 CFP in 2025.

## **FISCAL IMPACT:**

This action item has no fiscal impact for IPTC. IPTC intends to use the IDOA QPA to make these vehicle purchases. Based on the current QPA, MTE is the approved vendor for this order. The costs contained herein are the amounts listed in the current QPA. The QPA will expire in August and IPTC staff wishes to order these vehicles as soon as possible to avoid any price adjustments in a new QPA. If the final cost to purchase the vehicles is above the IPTC board threshold, then IPTC staff will seek the Boards' approval a second time. If the total estimated cost is less than approved and the local match is therefore less, then IPTC will issue a check to the subrecipients.

**DBE/XBE DECLARATION:**

Transit vehicle manufacturers are required to maintain their own DBE program in accordance with 49 CFR 26.49. MTE is a vehicle dealer, so it must obtain the vehicles from a transit vehicle manufacturer and provide evidence that the manufacturer met the DBE requirement.

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Director of Facilities, Dan Hendrix  
**SUBJECT:** Consideration and approval of extending the Shelter Cleaning & Maintenance Contract

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**ACTION ITEM A - 7**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and CEO to extend the current contract with Shuck Corporation for the cleaning and maintenance of bus stops and shelters for an amount not to exceed \$200,000.

**BACKGROUND:**

This service is essential for IPTC to provide clean and safe public bus stops, shelters, and station areas for the community. The contractor is responsible for cleaning, maintaining, repairing, and replacing approximately 3,000 bus stop signs, 215 shelters, 52 BRT stations, and more than 500 amenities, including trash receptacles, benches, and bike racks for BRT stations and fixed routes. IPTC has utilized contractors to perform the cleaning and maintenance services due to the specialized equipment and manpower needed.

**DISCUSSION:**

In April of 2021, Schuck Corporation was awarded the contract for the cleaning and maintenance of bus stops and shelters along the service corridor as the lowest, responsive and responsible bidder. The contract will expire on May 31, 2025. IPTC is requesting to extend the contract an additional two months, through July 31, 2025. A new solicitation for the shelter cleaning and maintenance services is being prepared for release. The extension will ensure that services will not be interrupted due to any vendor transition. With this extension, the new contract will total \$5,254,842.

**FISCAL IMPACT:**

The funding source for this procurement is provided by the Operating Budget.

**DBE/XBE DECLARATION:**

The Shuck Corporation has committed to 17.5 % XBE participation under the current contract.

## IFB 21-02-382 Bus/BRT Shelter Cleaning and Maintenance Project

### XBE Subs/Suppliers:

- WBE - Greene's Roll Off Service - 1.7% (Supplier)
- MBE - Country Auto Center (Martin Country Chevrolet) - 2.0 % (Supplier)
- WBE - M.J. Schuetz Insurance Services, Inc. - 3.9% (Supplier)
- WBE - Platinum Level Construction Services – 8.5% (Subcontractor)
- VOBE - Architectural Glass & Metal Company, Inc. – 1.4% (Supplier)

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Chief Operating Officer, Aaron Vogel  
**SUBJECT:** Consideration and Approval to Extend Janitorial Contract

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**ACTION ITEM A - 8**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and CEO to extend the current contract with Pristine Image International LLC (Pristine Image), for three months for an amount not to exceed \$150,000.

**BACKGROUND:**

In 2021, Pristine Image was awarded the deep cleaning contract for the Julia Carson Transit Center. In 2023, the contract was amended to include East Campus, North College, and Madison charging layover locations. The Deep Cleaning Janitorial Service contract provides the following:

- Cleaning and polishing all hard surface flooring throughout the building.
- Sanitizing and stocking all restrooms
- Cleaning and sanitizing all carpeted floors throughout the buildings
- Operate walk-behind scrubbers for floor cleaning at CTC for inside and outside walkways and driveways.
- Emptying all trash receptacles in offices, breakrooms, and common areas, and outside of buildings.

**DISCUSSION:**

Janitorial and cleaning services are required for clean and safe operations. Unfortunately, IPTC does not have the manpower to effectively provide these services across their multiple locations. The current contract will expire on March 31, 2025. IPTC is requesting to extend the contract for an additional three months, through June 30, 2025. A new solicitation for the services is being prepared for release and the extension will ensure that current services will not be interrupted due to any vendor transition.

**FISCAL IMPACT:**

The funding source for this procurement is provided by the Operating Budget.

**DBE/XBE DECLARATION:**

Pristine is an XBE performing all the work themselves. Pristine is a certified MBE and WBE. There are no subcontractors.

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Chief Public Affairs Officer Carrie Black  
**SUBJECT:** Consideration and Approval of Amendment to the Finline Printing Contract

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**ACTION ITEM A – 9**

**RECOMMENDATION:**

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

**BACKGROUND:**

The Public Affairs Department is responsible for printing all marketing collaterals, route and system maps, rider alert information, promotional pieces, and other communications tools for internal and external messaging for the agency. In 2022, Finline Printing was awarded a three-year contract with two one-year options.

**DISCUSSION:**

The Public Affairs team anticipates the need for printed materials to reflect construction outreach for the Blue Line Bus Rapid Transit (BRT) route, new route maps to reflect routine route changes and schedule adjustments, promotional materials for the agency's 50<sup>th</sup> anniversary and much more.

**FISCAL IMPACT:**

The printing contract is funded through the Operating Budget.

**DBE/XBE DECLARATION:**

Finline is a certified MBE committed to using All American Express Solutions for 3% VBE participation and Via Marketing for up to 8% WBE participation.

**BOARD MEMORANDUM**

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

**THROUGH:** President/CEO Jennifer Pyrz

**FROM:** Chief Public Affairs Officer Carrie Black

**SUBJECT:** Consideration and approval of free fares on WNBA All-Star Weekend, July 18-19, 2025

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**ACTION ITEM A –10**

**RECOMMENDATION:**

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

**BACKGROUND AND DISCUSSION:**

IPTC has supported free fares over the past four years for various holidays, election days, sponsored days and special events. The agency places top priority on removing the barrier of transportation costs and promoting safe travel and alternatives during these very important times in our city. Through this promotion, we can help support and attract new riders to our service.

**FISCAL IMPACT:**

Pacers Sports and Entertainment will underwrite the cost of providing fare-free rides in the amount of \$37,000 for the 2025 WNBA All-Star Weekend, July 18-19. This is the anticipated revenue lost for providing free fares on those two days, Friday and Saturday.

**DBE/XBE DECLARATION:**

N/A

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## Information Update – February 2025 Financials Summary

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**To:** Chair and Board of Directors  
**Through:** CEO Jennifer Pyrz  
**From:** Bart Brown, CFO and Justin Burcope, Budget Director  
**Date:** March 14, 2025

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### FEBRUARY 2025 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue came in over budget for the month by \$251,585 (20.7%). YTD this revenue is over budget by \$498,287 (20.5%)
- Other Operating revenue category is over budget by \$91,180 (32.2%) for the month. YTD for this revenue is over budget by \$15,378 (2.7%).
- The passenger service revenue is under budget by \$67,655 (-13.7%) for the month. For the year passenger service revenue is under budget by \$155,935 (-15.8%).
- PMTF Grant came in at budget for the month and YTD.
- Property Tax Revenue came in at budget for the month and YTD.
- In February Local Income Tax came in at budget for the month and YTD.
- The Service Reimbursement Program revenue was over budget by \$961 (2.8%) for the month. For the year it is over budget by \$1,168 (1.7%).

*The Total Revenue for the agency is over budget by \$276,073 (2.6%) for the month of February. YTD Total Revenue is over budget by \$358,898 (1.7%).*

#### Expenditures

##### I) Personal Services

- Fringe Benefits are under budget for the month by \$455,812 (-25.1%). YTD it is under budget by \$1,185,377 (-26.9%).
- Overtime expenses were over budget by \$77,945 (23.5%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. For the year this category is over budget by \$310,078 (37.4%).
- February Salary expenses are under budget by \$333,955 (-7.8%) for the month. YTD it is under budget by \$1,589,126 (-14.8%)

*The Personal Services category is under budget by \$711,821 (-11.1%) for the month of February. It is under budget for the year by \$2,464,425 (-15.3%)*

##### II) Other Services and Charges

- Claims were under budget by \$129,935 (-35.8%) for the month. For the year this category is under budget by \$475,721 (-54.3%).

- For the month of February, the Miscellaneous Expense category is over budget by \$20,671 (19.5%). YTD is under budget by \$211,865 (-61.5%).
- In February, the Purchased Transportation category is over budget by \$140,888 (13.6%). For the year it is over budget by \$140,888 (6.8%).
- For the month the “Services” expense category is under budget by \$20,150 (-0.9%). YTD this category is under budget by \$5,927,670 (-63.4%).
- For the month, utility expenses are over budget by \$78,232 (34.9%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are over budget by \$69,465 (15.5%).

*Overall, the Other Services & Charges category is over budget by \$89,706 (2.2%) for the month. YTD this category is under budget by \$6,404,903 (-48.9%).*

### III) Materials & Supplies

- The Fuel and Lubricant category is under budget by \$204,553 (-36.4%). YTD it is under budget by \$318,378 (-28.3%).
- For the month of February, the Maintenance Materials category is under budget by \$34,413 (-6.3%). It is under budget for the year by \$102,623 (-9.0%).
- Other Materials and Supplies category is under budget by \$78,872 (-77.2%) for the month. For the year it is under budget by \$157,618 (-63.5%).
- Tires & Tubes category is under budget in February by \$34,778 (-52.2%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. YTD it is under budget by \$148,607 (-60.2%).

*For the month, the Total Materials and Supplies category is under budget by \$352,617 (-27.6%). For the year it is under budget by \$727,227 (-26.4%).*

*In February, the overall, total expenditures came over budget by \$974,732 (-8.3%). Year to date expenditures are under budget by \$9,596,555 (-30.0%).*

## FY 2025 NON-BUDGETED REQUESTS

Date	Expenditure Description	Department	Expense Category	Amount
01/31/2025	Paratransit Fleet Inspection	Mobility Services	Contractual Services	\$33,420
02/25/2025	Extend Ecolane Agreement	Mobility Services	Contractual Services	\$142,742.50

### RECOMMENDATION:

Receive the report.

Bart Brown, CFO and Justin Burcope, Budget Director



Indianapolis Public Transportation Corporation  
Budget to Actuals (Comparative Statement) - IndyGo  
For the Two Months Ending Friday, February 28, 2025

/11/2025 8:05 AM  
Period Selected: 2

	Current Month				YTD				PRIOR
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	YTD Actual
<b>Operating Revenue</b>									
Federal Assistance	1,463,201.00	1,211,615.50	251,585.50	20.76	2,921,518.00	2,423,231.00	498,287.00	20.56	2,703,644.00
Other Operating Income	373,992.07	282,811.67	91,180.40	32.24	581,001.16	565,623.34	15,377.82	2.72	1,135,720.61
Passenger Service Revenue	426,114.76	493,769.35	(67,654.59)	(13.70)	831,603.95	987,539.18	(155,935.23)	(15.79)	929,653.95
PMTF Revenue	947,485.67	947,485.67	0.00	0.00	1,894,971.34	1,894,971.34	0.00	0.00	1,894,971.34
Local Property & Excise Tax Revenue	3,442,401.50	3,442,401.50	0.00	0.00	6,884,803.00	6,884,803.00	0.00	0.00	6,647,581.18
Local Transit Income Tax Revenue	4,076,242.62	4,076,242.62	0.00	0.00	8,152,485.24	8,152,485.24	0.00	0.00	9,624,415.66
Service Reimbursement Program	35,545.00	34,583.33	961.67	2.78	70,335.00	69,166.66	1,168.34	1.69	64,942.00
<b>Total Operating Revenues</b>	<b>10,764,982.62</b>	<b>10,488,909.64</b>	<b>276,072.98</b>	<b>2.63</b>	<b>21,336,717.69</b>	<b>20,977,819.76</b>	<b>358,897.93</b>	<b>1.71</b>	<b>23,000,928.74</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,362,641.97	1,818,453.97	(455,812.00)	(25.07)	3,393,292.20	4,578,668.92	(1,185,376.72)	(25.89)	3,663,046.20
Overtime	409,674.26	331,728.83	77,945.43	23.50	1,139,399.87	829,322.08	310,077.79	37.39	1,055,729.29
Salary	3,943,869.04	4,277,824.09	(333,955.05)	(7.81)	9,105,434.07	10,694,560.22	(1,589,126.15)	(14.86)	9,682,595.91
<b>Total Wages and Benefits</b>	<b>5,716,185.27</b>	<b>6,428,006.89</b>	<b>(711,821.62)</b>	<b>(11.07)</b>	<b>13,638,126.14</b>	<b>16,102,551.22</b>	<b>(2,464,425.08)</b>	<b>(15.30)</b>	<b>14,401,371.40</b>
<b>Other Services &amp; Charges</b>									
Claims	232,919.92	362,855.33	(129,935.41)	(35.81)	399,989.20	875,710.66	(475,721.46)	(54.32)	158,198.67
Miscellaneous Expenses	126,797.71	106,126.59	20,671.12	19.48	132,730.91	344,595.73	(211,864.82)	(61.48)	131,916.66
Purchased Transportation	1,178,220.15	1,037,331.95	140,888.20	13.58	2,215,552.10	2,074,663.90	140,888.20	6.79	1,911,488.03
Services	2,238,684.34	2,258,834.44	(20,150.10)	(0.89)	3,425,128.38	9,352,798.73	(5,927,670.35)	(63.38)	2,787,598.34
Total Utilities	302,399.19	224,166.66	78,232.53	34.90	517,798.60	448,333.32	69,465.28	15.49	329,568.20
<b>Total Other Services &amp; Charges</b>	<b>4,079,021.31</b>	<b>3,989,314.97</b>	<b>89,706.34</b>	<b>2.25</b>	<b>6,691,199.19</b>	<b>13,096,102.34</b>	<b>(6,404,903.15)</b>	<b>(48.91)</b>	<b>5,318,769.90</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	356,810.33	561,363.58	(204,553.25)	(36.44)	804,348.80	1,122,727.16	(318,378.36)	(28.36)	833,984.62
Maintenance Materials	511,629.86	546,043.39	(34,413.53)	(6.30)	1,033,422.08	1,136,044.78	(102,622.70)	(9.03)	981,972.16
Other Materials & Supplies	23,324.38	102,196.26	(78,871.88)	(77.18)	90,715.37	248,333.68	(157,618.31)	(63.47)	68,602.22
Tires & Tubes	31,805.14	66,583.33	(34,778.19)	(52.23)	98,388.47	246,995.87	(148,607.40)	(60.17)	96,038.54
<b>Total Materials &amp; Supplies</b>	<b>923,569.71</b>	<b>1,276,186.56</b>	<b>(352,616.85)</b>	<b>(27.63)</b>	<b>2,026,874.72</b>	<b>2,754,101.49</b>	<b>(727,226.77)</b>	<b>(26.41)</b>	<b>1,980,597.54</b>
<b>Total Operating Expenses</b>	<b>10,718,776.29</b>	<b>11,693,508.42</b>	<b>(974,732.13)</b>	<b>(8.34)</b>	<b>22,356,200.05</b>	<b>31,952,755.05</b>	<b>(9,596,555.00)</b>	<b>(30.03)</b>	<b>21,700,738.84</b>

Capital Project Group	Capital Project	2024 Budget	2023 Budget Carried into 2024	Total 2024 Appropriation	YTD Expenses	YTD Encumbrances	YTD Expenses and Encumbrances	Remaining 2024 Appropriations
BRT & On-Street Infrastructure	Blue Line BRT	37,060,000	1,037,800	38,097,800	10,090,349	24,595,986	34,686,335	3,411,465
BRT & On-Street Infrastructure	CTC - BRT Docking Solution	600,000	-	600,000	-	-	-	600,000
BRT & On-Street Infrastructure	CTC - Purple Line Inductive Charging	525,000	878,481	1,403,481	728,522	934,535	1,663,057	(259,576)
BRT & On-Street Infrastructure	Purple Line BRT	17,400,000	41,908,503	59,308,503	29,081,614	14,738,507	43,820,121	15,488,382
BRT & On-Street Infrastructure	East Washington Mobility Hub	1,740,000	-	1,740,000	-	-	-	1,740,000
BRT & On-Street Infrastructure	South Madison Park-n-Ride	530,000	-	530,000	-	-	-	530,000
BRT & On-Street Infrastructure	Red Line Signal Modifications - APB and BRT	-	372,718	372,718	189,653	360,741	550,394	(177,676)
BRT & On-Street Infrastructure	Red Line HMA & PCCP Patching	-	412,172	412,172	35,388	391,511	426,899	(14,727)
BRT & On-Street Infrastructure	Red Line Phase I Closeout	350,000	438,467	788,467	103,059	365,385	468,443	320,023
BRT & On-Street Infrastructure	Rural Street Underpass Clearance (Design and NEPA)	-	327,192	327,192	120,466	206,726	327,192	-
BRT & On-Street Infrastructure	Super Stops 2.0 Alabama, Ft. Wayne and Vermont Stations	-	1,679,590	1,679,590	505,750	1,455,293	1,961,043	(281,453)
BRT & On-Street Infrastructure	Transit Signal Priority	1,075,000	95,440	1,170,440	134,609	700,758	835,367	335,073
BRT & On-Street Infrastructure	Transit Stop Amenities	2,260,700	3,127,699	5,388,399	2,509,807	2,603,974	5,113,781	274,618
BRT & On-Street Infrastructure	29th & 30th Streets Two-Way Conversion	2,171,889	-	2,171,889	-	16,927	16,927	2,154,962
<b>BRT &amp; On-Street Infrastructure Total</b>		<b>63,712,589</b>	<b>50,278,062</b>	<b>113,990,651</b>	<b>43,499,217</b>	<b>46,370,342</b>	<b>89,869,560</b>	<b>24,121,091</b>
Facilities	1501 Garage Renovation & Fuel Line	-	291,402	291,402	199,820	91,582	291,402	-
Facilities	1501 - Masonry Repair, Windows, Door Frames & More	700,000	-	700,000	25,313	78,186	103,499	596,501
Facilities	1501 - Locker Room Improvements	355,000	-	355,000	1,817	30,083	31,900	323,100
Facilities	1501 - Maintenance Area Garage Renovations	340,000	-	340,000	24,298	216,602	240,900	99,100
Facilities	1501 - Fuel Island and Wash Rack Drain Repair	50,000	-	50,000	33,218	7,355	40,573	9,427
Facilities	Fuel Island Exhaust Reel	-	-	-	48,785	10	48,795	(48,795)
Facilities	Land Acquisition	9,000,000	-	9,000,000	-	-	-	9,000,000
Facilities	CTC - Interior Renovations	570,000	-	570,000	-	-	-	570,000
Facilities	EV Charge Management System	400,000	-	400,000	-	100,000	100,000	300,000
Facilities	Depot Charging - Equipment Installation	260,000	571,784	831,784	226,935	580,370	807,305	24,479
Facilities	East Campus - Facilities	-	631,550	631,550	635,642	95,393	731,035	(99,485)
Facilities	East Campus - New Garage Construction	6,000,000	-	6,000,000	70,999	346,725	417,724	5,582,276
Facilities	Fuel Management System Upgrade	-	77,490	77,490	-	77,490	77,490	-
Facilities	West Michigan Street - Fleet Parking	1,900,000	-	1,900,000	-	-	-	1,900,000
Facilities	West Michigan Street - Assessment Center Facility Renovation	110,000	101,264	211,264	6,022	95,242	101,264	110,000
Facilities	West Michigan Street - Exterior Improvements, Vehicle Wash, & Solar Array Installation	-	32,338	32,338	-	32,338	32,338	-
Facilities	South Madison Facilities	-	22,214	22,214	-	22,214	22,214	-
Facilities	Miscellaneous Capital Purchase	-	-	-	14,982	-	14,982	(14,982)
<b>Facilities Total</b>		<b>19,685,000</b>	<b>1,728,041</b>	<b>21,413,041</b>	<b>1,287,830</b>	<b>1,773,589</b>	<b>3,061,420</b>	<b>18,351,621</b>
Finance	Farebox Maintenance / Replacement	673,000	387,029	1,060,029	387,029	1,250	388,279	671,750
<b>Finance Total</b>		<b>673,000</b>	<b>387,029</b>	<b>1,060,029</b>	<b>387,029</b>	<b>1,250</b>	<b>388,279</b>	<b>671,750</b>

Fleet	Fixed-Route Bus Replacement, BYD Electric Buses for Purple Line	-	48,539,089	48,539,089	18,253,765	32,964,953	51,218,718	(2,679,629)
Fleet	Paratransit Bus Replacement	2,246,496	1,453,315	3,699,811	1,407,130	2,682,882	4,090,012	(390,201)
Fleet	Support Vehicle Replacement	275,000	-	275,000	242,410	-	242,410	32,590
Fleet	UV Filtration	-	8,833	8,833	187,028	218,957	405,984	(397,151)
Fleet	Fixed-Route Bus Replacement/Expansion, 40' Buses	23,000,000	970,624	23,970,624	975,552	23,900,520	24,876,072	(905,448)
Fleet	Bike Rack Modification	-	136,951	136,951	50,899	70,645	121,544	15,407
<b>Fleet Total</b>		<b>25,521,496</b>	<b>51,108,812</b>	<b>76,630,308</b>	<b>21,116,784</b>	<b>59,837,956</b>	<b>80,954,740</b>	<b>(4,324,432)</b>
Information Technology	Distributed Antenna System	-	113,308	113,308	110,308	-	110,308	3,000
Information Technology	Fare Validator Replacement	-	240,000	240,000	208,740	758,410	967,150	(727,150)
Information Technology	Mobility- or Software-as-a-Service	-	112,808	112,808	50,706	62,102	112,808	-
Information Technology	Wireless Vehicle Communications Replacement	-	709,640	709,640	348,978	506,332	855,310	(145,670)
Information Technology	CTC - Real Time Passenger Information System	-	-	-	96,019	-	96,019	(96,019)
Information Technology	Document Imaging and Retention	1,732,000	-	1,732,000	-	-	-	1,732,000
Information Technology	Miscellaneous Capital Purchase - IT	-	-	-	-	45,027	45,027	(45,027)
<b>Information Technology Total</b>		<b>1,732,000</b>	<b>1,175,757</b>	<b>2,907,757</b>	<b>814,752</b>	<b>1,371,871</b>	<b>2,186,623</b>	<b>721,134</b>
Safety & Security	1501 - West Gates Upgrade	-	2,890	2,890	2,889	-	2,889	1
Safety & Security	Vehicle CCTV Replacement	-	423,721	423,721	-	414,292	414,292	9,429
Safety & Security	Training Simulators	-	7,500	7,500	-	-	-	7,500
Safety & Security	1501 - Alertus Building Mass Notification System	450,000	-	450,000	151,873	-	151,873	298,127
Safety & Security	Mass Notification System	-	-	-	19,934	-	19,934	(19,934)
Safety & Security	CTC - Camera Replacement Project	310,000	-	310,000	33,708	9,202	42,910	267,090
<b>Safety &amp; Security Total</b>		<b>760,000</b>	<b>434,111</b>	<b>1,194,111</b>	<b>208,405</b>	<b>423,494</b>	<b>631,899</b>	<b>562,212</b>
<b>Grand Total</b>		<b>112,084,085</b>	<b>105,111,812</b>	<b>217,195,897</b>	<b>67,314,018</b>	<b>109,778,503</b>	<b>177,092,521</b>	<b>40,103,376</b>

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## Information Update – Purchase of OPPI Coverage for Blue Line

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**To:** Chair and Board of Directors  
**Through:** President and CEO Jennifer Pyrz  
**From:** Brian Clem, Director of Risk & Safety  
**Date:** March 14, 2025

---

### **BACKGROUND:**

An Owner's Protective Professional Indemnity (OPPI) insurance policy was recently purchased from Distinguished Programs Insurance Brokerage, LLC for the Blue Line Bus Rapid Transit (BRT) project. OPPI is a type of insurance that protects project owners, such as IndyGo, from damages incurred as a result of the negligence of design professionals. It provides first-party indemnity to the owner as the insured. It does not extend coverage to the design team, so the possibility of defense costs eroding the limit of liability is drastically reduced. It is contingent coverage that sits in excess of the design team's professional liability insurance coverage. The design team's professional liability coverage for the Blue Line design and engineering work is \$10M. The OPPI coverage is an additional \$10M. The coverage was brokered through Aon Risk Services Central, Inc. and the total premium paid for the policy was \$237,800. Premium costs were covered by the Blue Line Capital Investment Grant from the Federal Transit Administration (FTA). This premium covers a 4-yr policy term with a 10-yr extended reporting period. OPPI coverage was also purchased for the Red and Purple Line BRT projects.

### **RECOMMENDATION:**

Receive the report.

Brian Clem  
Director of Risk & Safety

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# February 2025 *Board Report*



*IndyGo* SM



To: Chair and Board of Directors

From: Carrie Black, Chief Public Affairs Officer

## **CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR February 2025**

### **ISSUE:**

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

### **RECOMMENDATION:**

Receive the report.

### **SUMMARY:**

The month of February was all about Building the Blue Line! The Public Affairs Department had an exceptional month that began by hosting **Blue Line construction open houses** and concluded with celebrating the historic **groundbreaking of the Blue Line**. Throughout the month, we also supported the launch of the **Blue Line Baseline Survey**, we helped create and unveil the **IndyGo50 Swag Shop**, which has received 50 orders in just the first month, and we honored **Transit Equity Day** with IndyGo Foundation. This is all above and beyond the day-to-day work of completing more than **80 creative requests**, generating **151 media mentions**, accomplishing **122,000 overall social media engagements** and recruiting **14 Transit Ambassadors** to the team.

### 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:

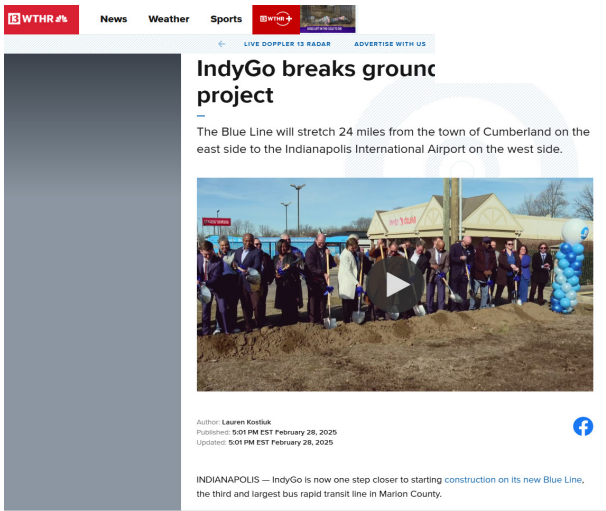
2/1/2025-2/28/2025

Page Views	151,911
Bounce Rate	42.1%
Total Users	31,637
Average Pa-geviews Per User	5.06
Total Sessions	70,432
Total Monthly Sessions Comparison to Previous Year	(Down) 18.91%

Mobile Share

Date	Mobile	Desktop	Tablet
Feb-25	61%	38%	1%
Jan-25	65%	34%	1%
Dec-24	70%	29%	1%
Nov-24	72%	27%	1%
Oct-24	70%	29%	1%
Sept-24	70%	29%	1%
Aug-24	72%	27%	1%
July-24	75%	24%	1%
June-24	73%	26%	1%
May-24	71%	27%	2%
April-24	70%	29%1%	1%
Mar-24	71%	27%	2%
Feb-24	69%	29%	2%
Jan-24	70%	28%	2%
Dec-23	68%	30%	2%
Nov-23	70%	29%	1%
Oct-23	72%	26%	2%
Sept-23	83%	16%	1%

# Media Mention Highlights



## Topics Include:

Media coverage for February 2025 surrounded the Blue Line Bus Rapid Transit (BRT) route. It was an exciting month, with the Public Affairs team hosting a series of Blue Line construction open houses, the agency launching its Blue Line Baseline Survey and last, but definitely not least, the celebration of the Blue Line Groundbreaking!

To kick the month off, the media shared more than 30 articles and broadcast mentions about the series of open houses IndyGo hosted to keep the public informed about upcoming Blue Line construction plans. Broadcast media dominated this coverage.

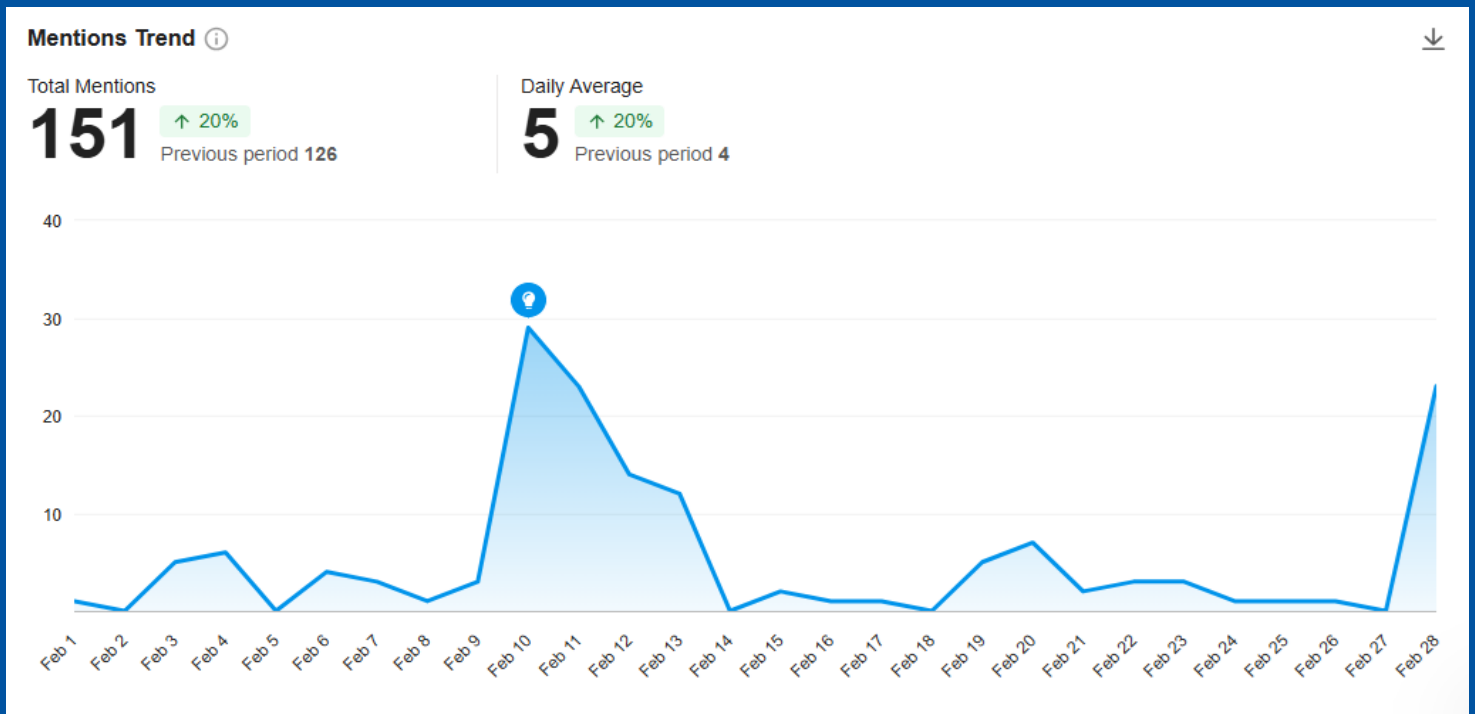
Multiple outlets also spread the word about the Blue Line Baseline Survey, which is aiding in the agency's efforts to assess travel behaviors and opinions of residents, employers and employees within the corridor before the Blue Line project officially starts.

Lastly, we closed the month out with the biggest celebration of all, the Blue Line Groundbreaking! Local media outlets mentioned the event more than 20 times through online and broadcast mediums, as they amplified the messages of IndyGo and the local and state dignitaries in attendance.

Altogether, IndyGo was mentioned 151 times in February.

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

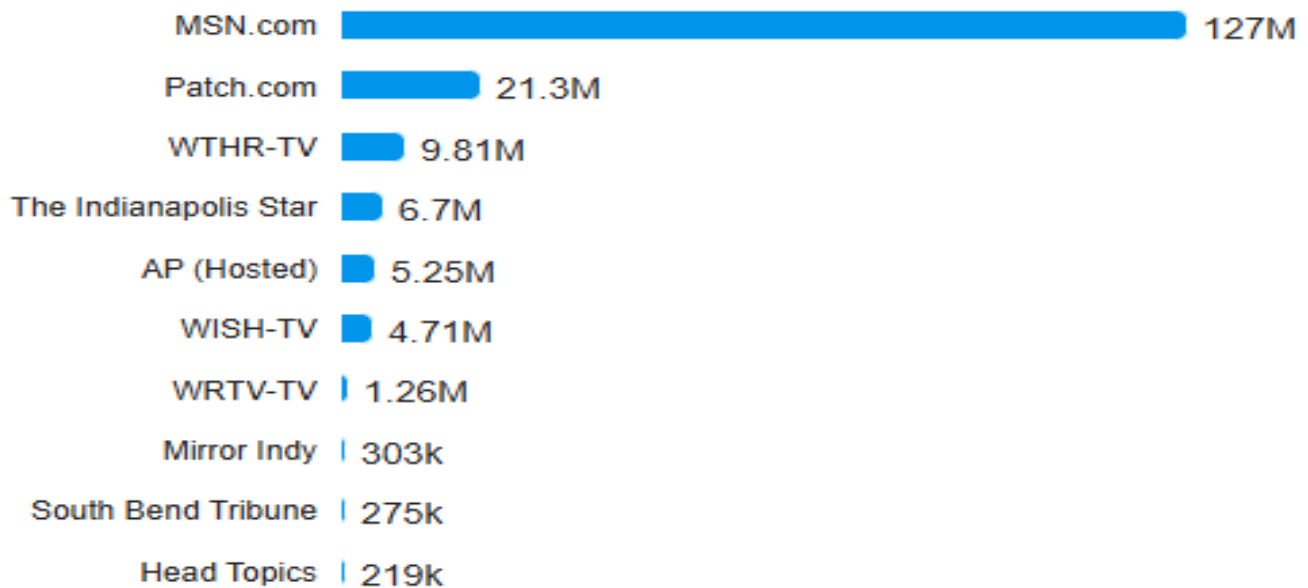
## Here's a brief coverage summary:



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

### Top Publications by Editorial Reach

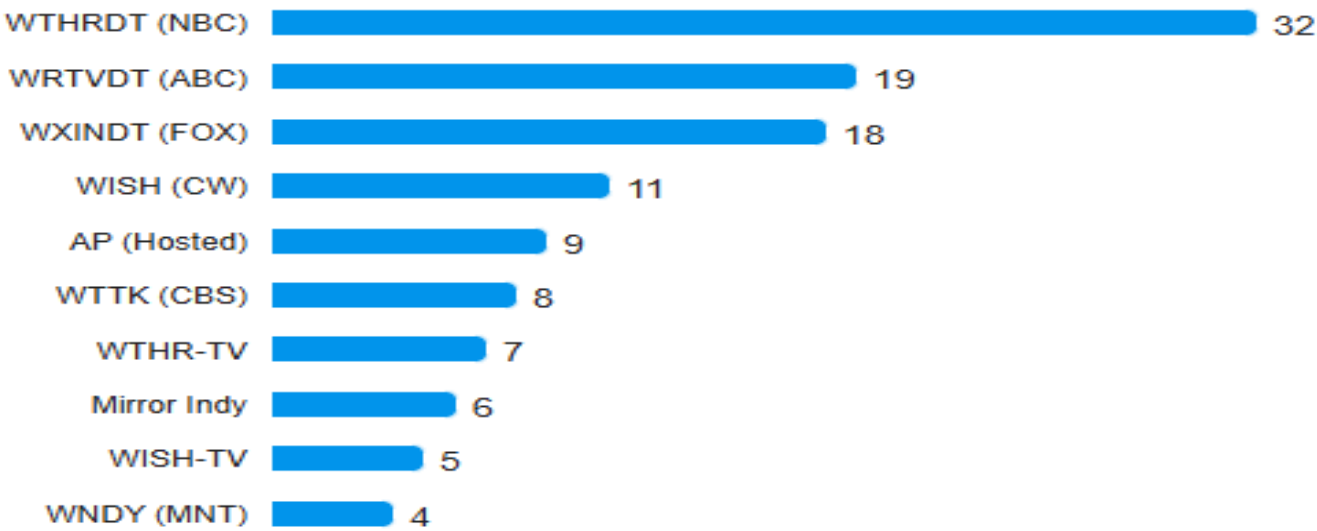
Feb 1 - Feb 28



The graph below shows the top media outlets that published stories about IndyGo in February and the total potential viewership for each station or publication. The agency reached more than 176 million viewers through these channels.

**Top Publications by Volume**

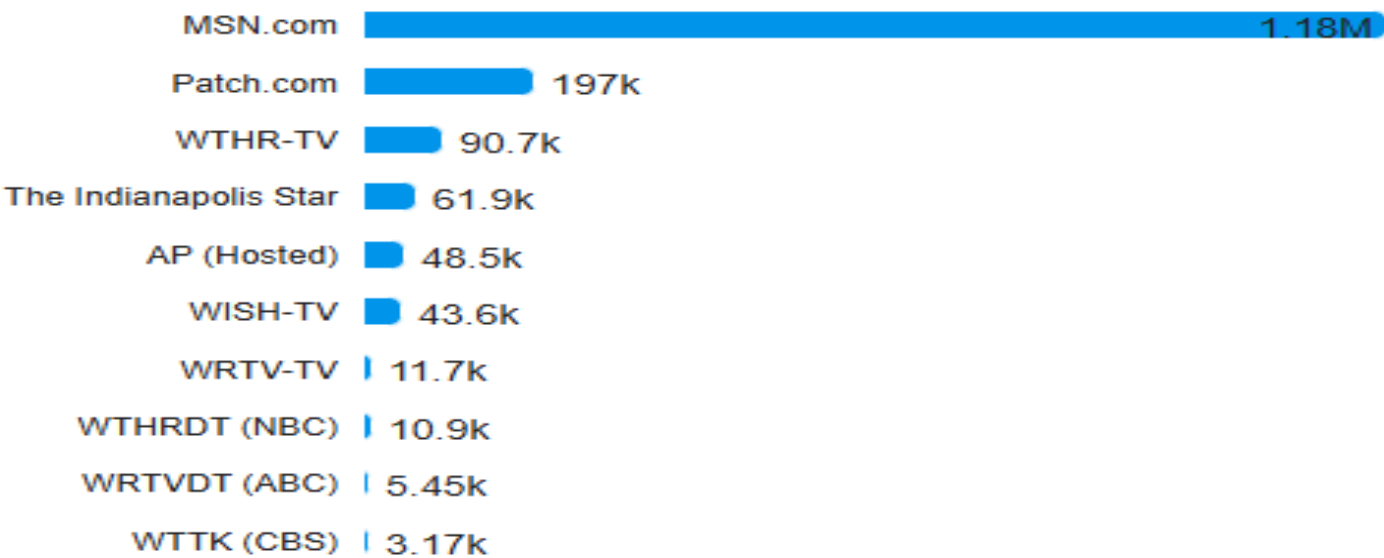
Feb 1 - Feb 28



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 \$1,652,920.

**Top Publications by AVE**

Feb 1 - Feb 28

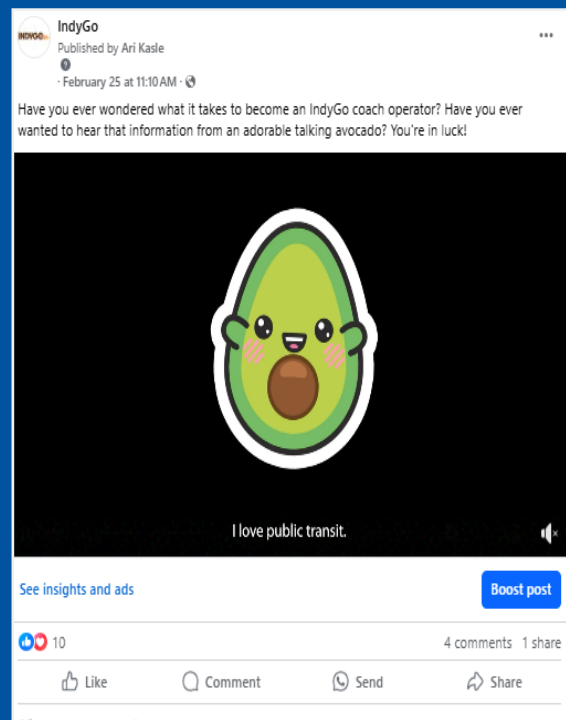
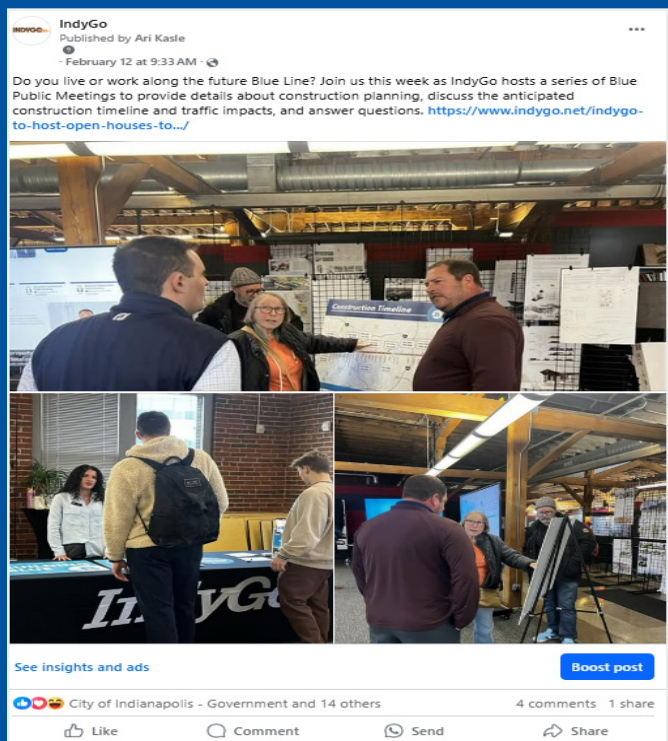
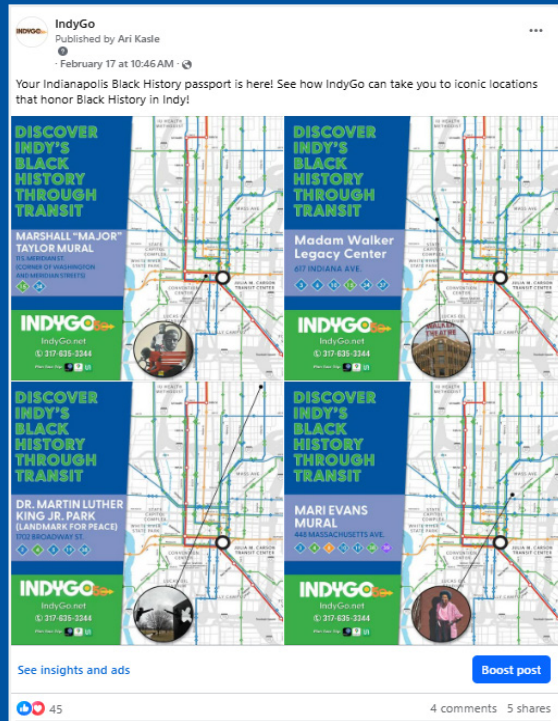
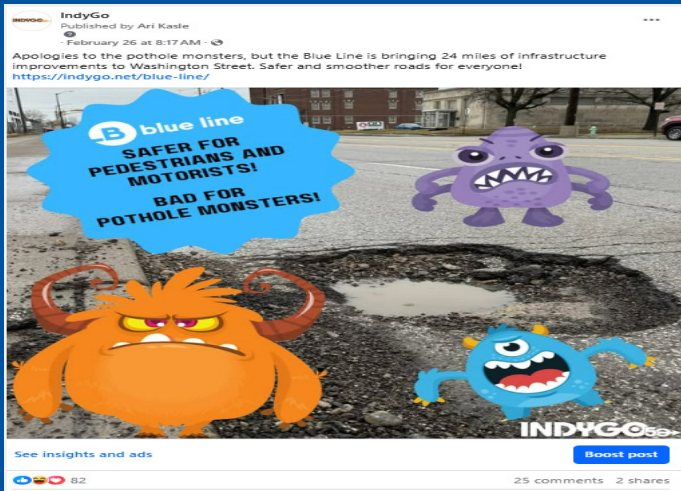




## Social Performance:

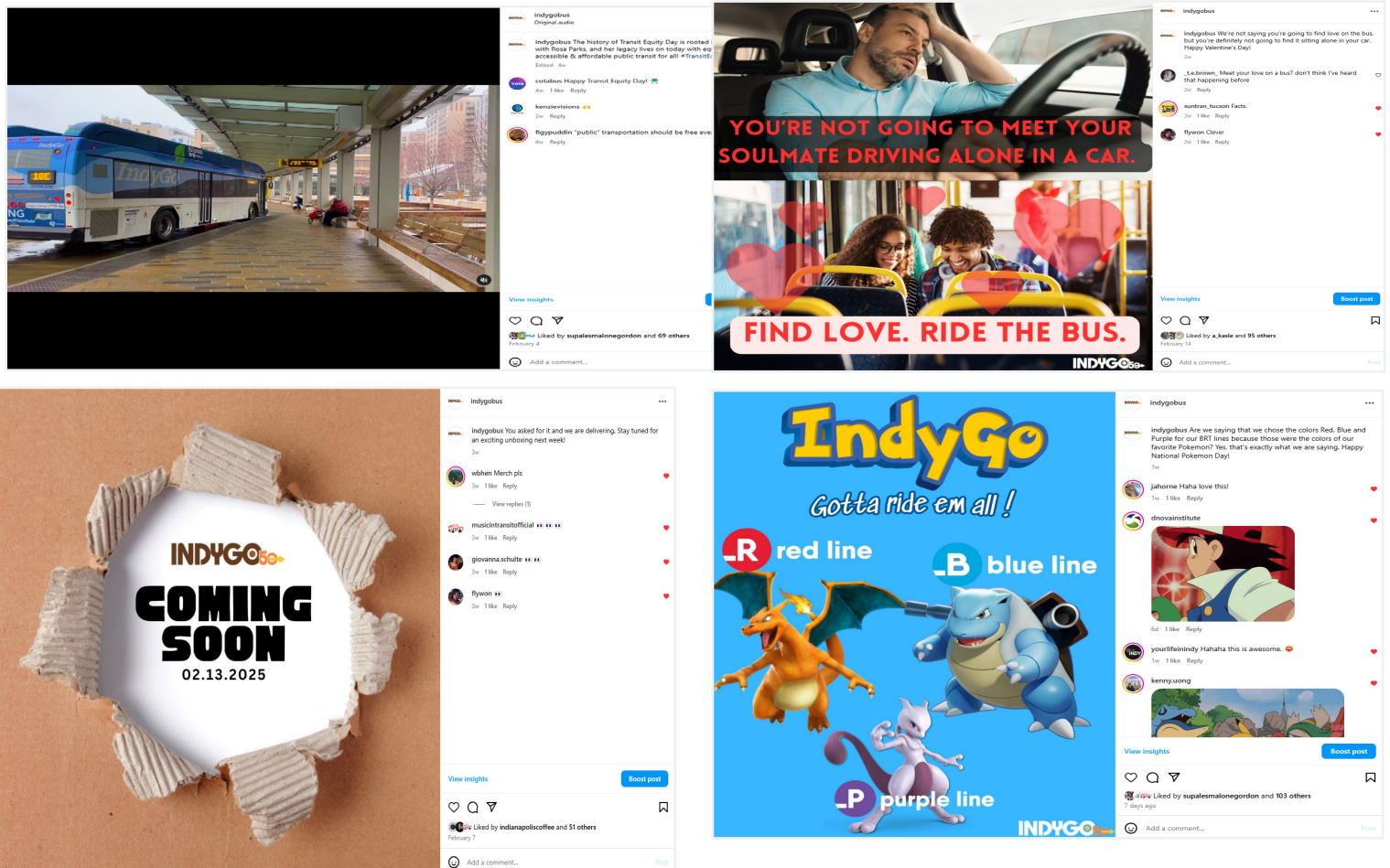
### Facebook

- Had a total of 67,900 impressions
- 6,290 post engagements
- 11,854 page likes
- 14,035 current followers



# Instagram

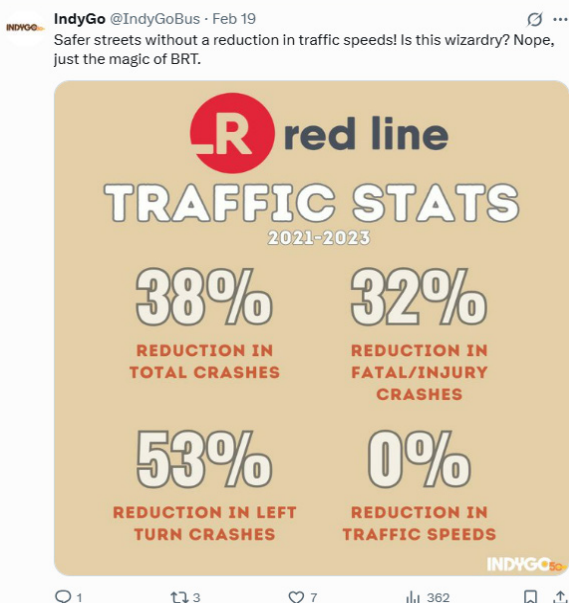
- Generated 24,500 impressions
- 1,340 total engagements
- 5.4% engagement rate
- 4,837 current followers (26 more than January)





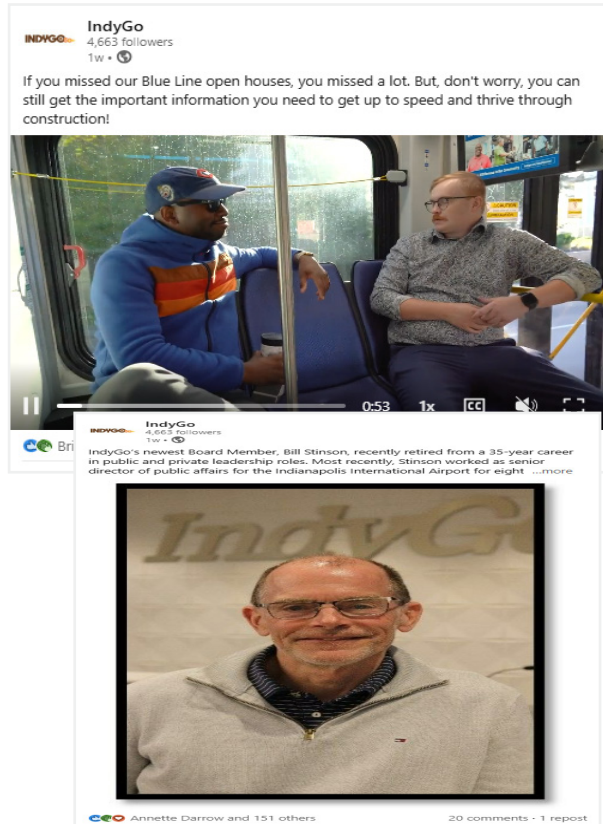
## Twitter

- Had a total of 11,900 organic impressions
- Earned 262 impressions
- 6,762 current followers



## LinkedIn

- Generated 17,700 impressions
- 1,410 total engagements, 7.9% engagement rate
- 75 new followers; 4,642 total followers

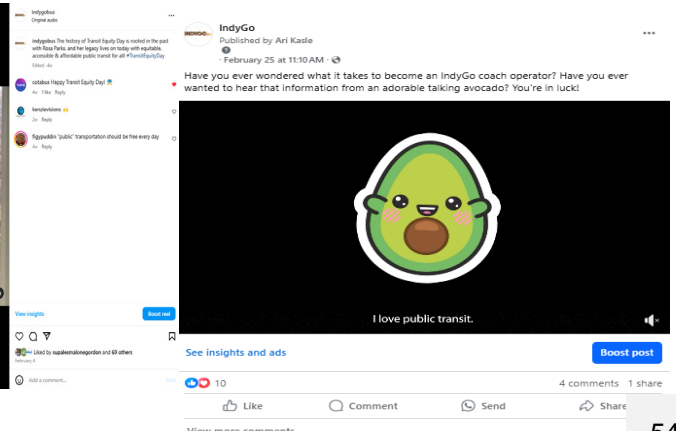


## Video Data

**Total Video Views: 27,136**

### Top 3 February Videos

- Blue Line Ribbon Cutting- 11,032 views
- Transit Equity Day- 4,036 views
- Rupert: The IndyGo Avocado- 2,116 views



## Email Marketing:

### NEWSLETTER

- 30,581 recipients
- 31.78% click-through rate
- 5% open rate



### CREATIVE PROJECTS

- 14 requests completed via IndyGo Helpdesk
- 73 requests completed via other mediums
- 87 total creative requests completed



## Outreach Summary: February 2025

In February, IndyGo focused its outreach efforts on minor service adjustments and preparations for the upcoming Blue Line construction. The Blue Line is Indianapolis' third and largest bus rapid transit (BRT) line.

Eight in-person open houses were held at various locations along Washington Street, as well as one virtual session, to educate community members, business owners and transit riders about the Blue Line project. This included sharing details about the project's benefits and construction timeline.

IndyGo also hosted a groundbreaking event to mark the start of Blue Line construction. The event, held in Irvington along the route of the future Blue Line, was attended by more than 150 stakeholders and community members. The event also included an open house element, which offered a chance for participants to speak with representatives about the expected construction schedule and details if they had lingering questions.

This month, the Transit Ambassador program grew by 14 volunteers, bringing the total to 35 active participants.

Existing ambassadors greeted guests and answered transit-related questions at the Blue Line Groundbreaking and the project's open house events. Additionally, volunteers conducted general outreach on routes affected by the minor schedule adjustments that were implemented.



IndyGo hosted a series of open houses in February to help the public prepare for the upcoming Blue Line construction.



IndyGo Transit Ambassadors also attended the Patchworks Indy East Side Community Resource Fair last weekend. They continued to promote IndyGo's Purple Line Bus Rapid Transit (BRT) route and share the many benefits this project brings to the east side community. Pictured above, beginning from left to right: Transit Ambassadors Hernan Blas Aquino, Iris Ramirez and Tiffany Tabb-Maitre



Finally, Transit Ambassadors supported IndyGo staff and representatives during the series of public meetings and at the Blue Line Groundbreaking celebration last month! They helped greet guests, answer general IndyGo questions and raised awareness about the ambassador program. (Top) Transit Ambassadors Sahara Polk and Jay Shelbourne at the Blue Line Groundbreaking (Bottom, left) Transit Ambassador Ryan Bird and Blue Line Outreach Coordinator Alexis Craft at a Blue Line Public Meet-

## FEBRUARY OUTREACH PROJECTS

2/4/2025	Transit Equity Day
2/10/2025	Ball State CAP Blue Line Open House - Afternoon Session
2/10/2025	Ball State CAP Blue Line Open House - Evening Session
2/11/2025	West Campus Blue Line Open House - Afternoon Session
2/11/2025	West Campus Blue Line Open House - Evening Session
2/12/2025	Cumberland Town Hall Blue Line Open House - Evening Session
2/13/2025	Irvington Development Org Blue Line Open House - Afternoon Session
2/18/2025	Wellness in Transit Outreach-Transit Ambassadors
2/21/2025	Neighbor Power Indy Panelist Preparation
2/25/2025	Transit Ambassador Orientation
2/26/2025	Neighbor Power Indy Panelist Preparation
2/26/2025	Transit Ambassador Orientation
2/26/2025	New Direction Community Townhall
2/28/2025	Blue Line Groundbreaking
February	Route 4 Outreach-Transit Ambassadors
February	<a href="#">Route</a> 56 & 16 Outreach-Transit Ambassadors
February	Route 26 Outreach

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## People & Culture (HR) Summary Report – March 2025

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**To:** Chair and Board of Directors  
**Through:** President/CEO Jennifer Pyrz  
**From:** Britt S. Griffin  
**Date:** March 5, 2025

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### Mission & Vision Statement

#### Mission

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

#### Vision

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

### Key Strategic Focus Areas

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

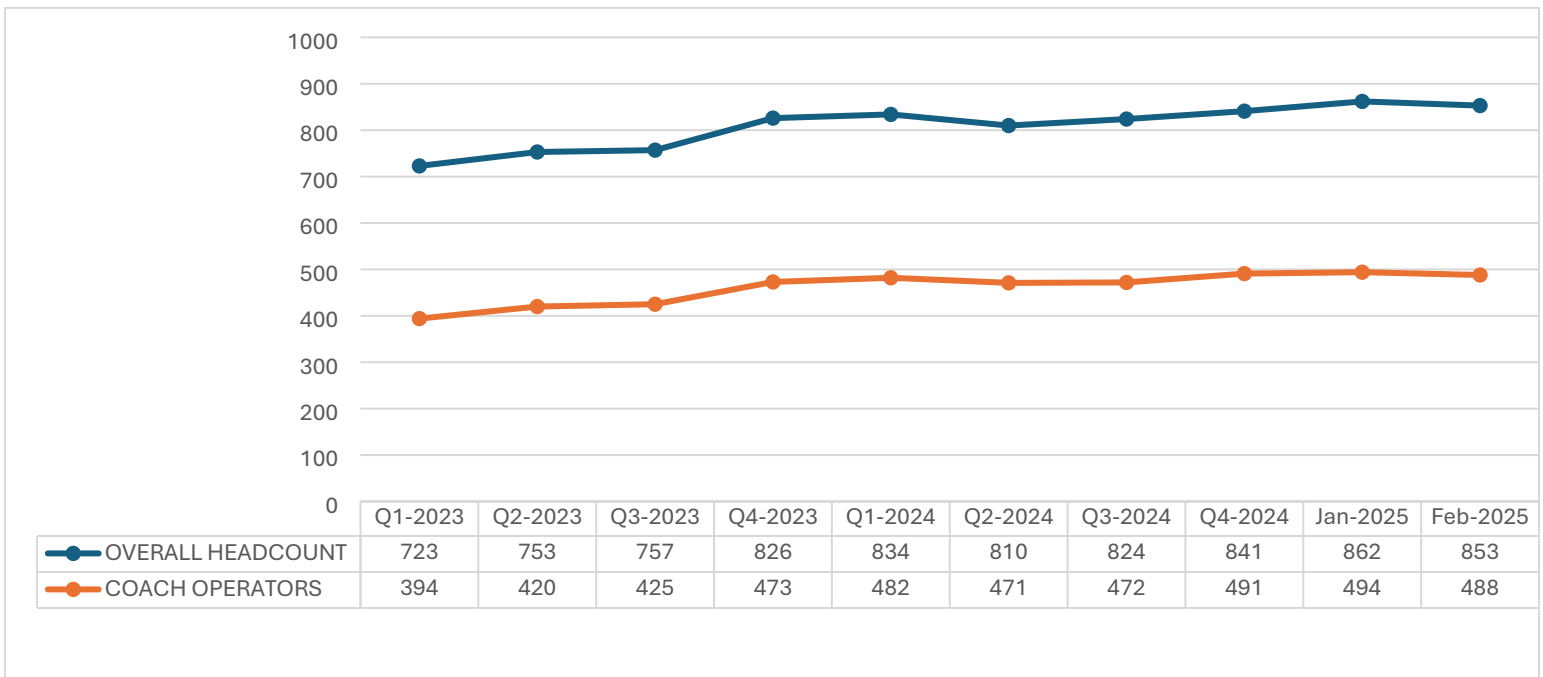


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## 1. Employee Population Breakdown

Total Indy Employees:	865
Total Union Employees:	629
Total Non-Union:	236
Total Coach Operators:	462
Total Coach Operator Trainee:	38

## 2. Total Headcount by Quarter

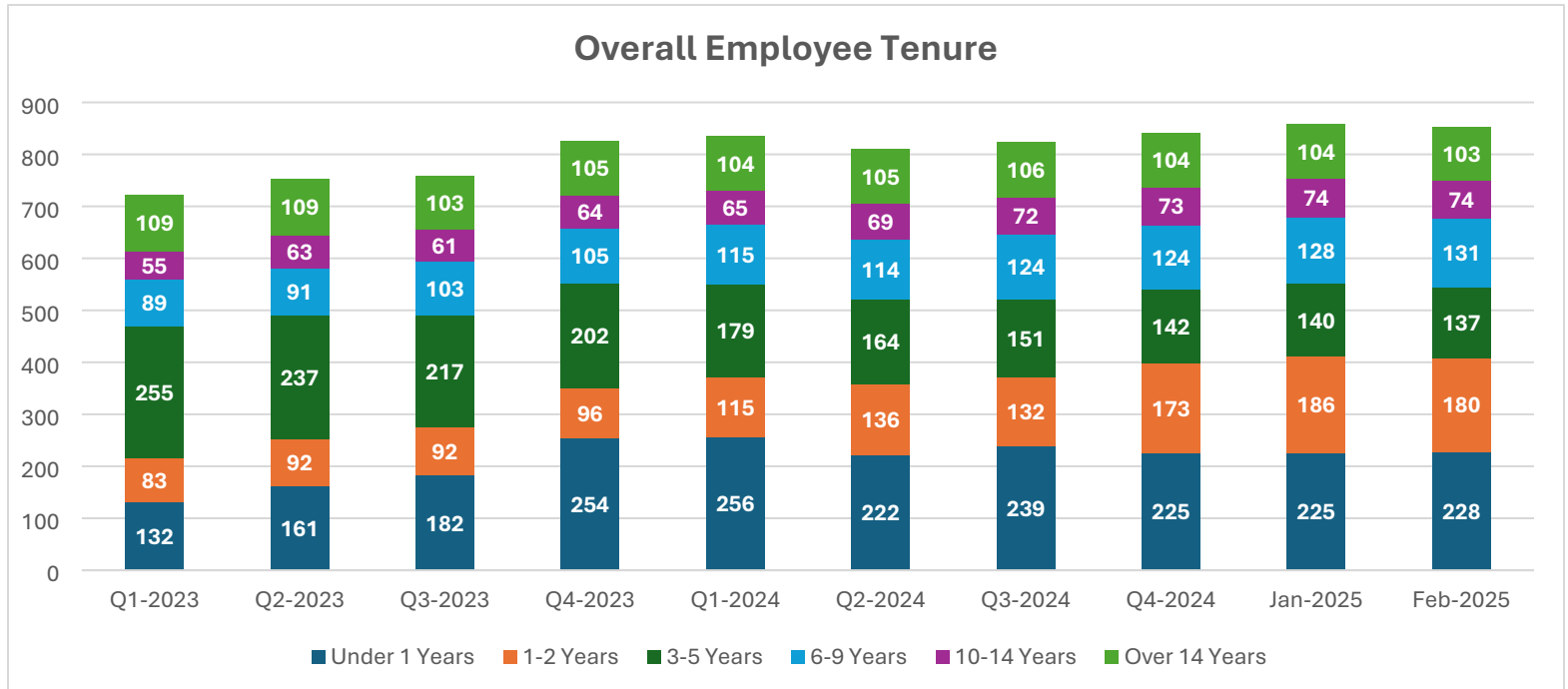






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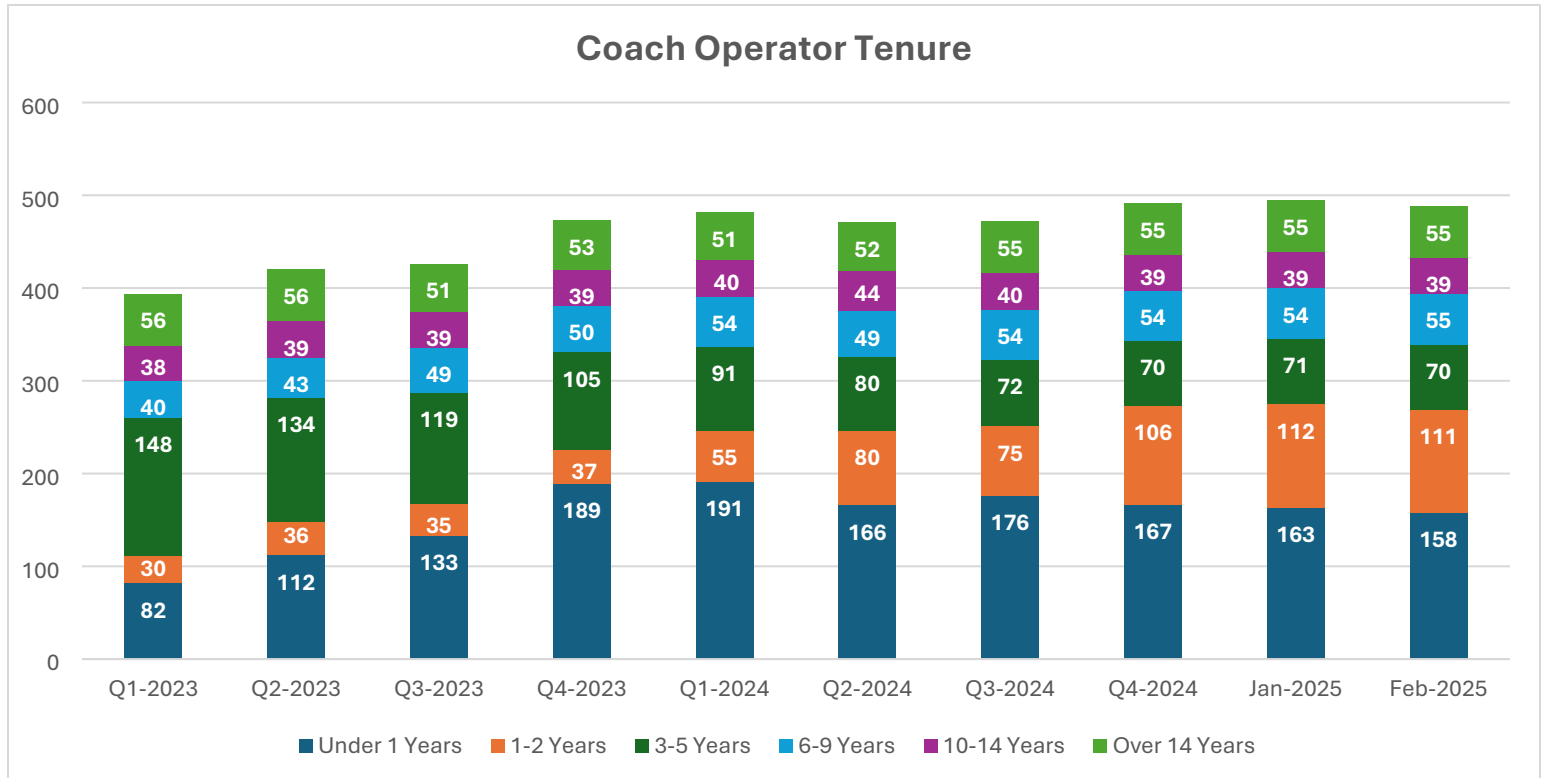
### 3. Headcount by Tenure by Quarter



All Employee Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2023	30.67%	11.64%	24.48%	12.73%	7.76%	12.73%	825
2024	26.75%	20.57%	16.88%	14.74%	8.68%	12.37%	841
Jan-2025	26.25%	21.70%	16.34%	14.94%	8.63%	12.14%	857
Feb-2025	26.73%	21.10%	16.06%	15.36%	8.68%	12.08%	853



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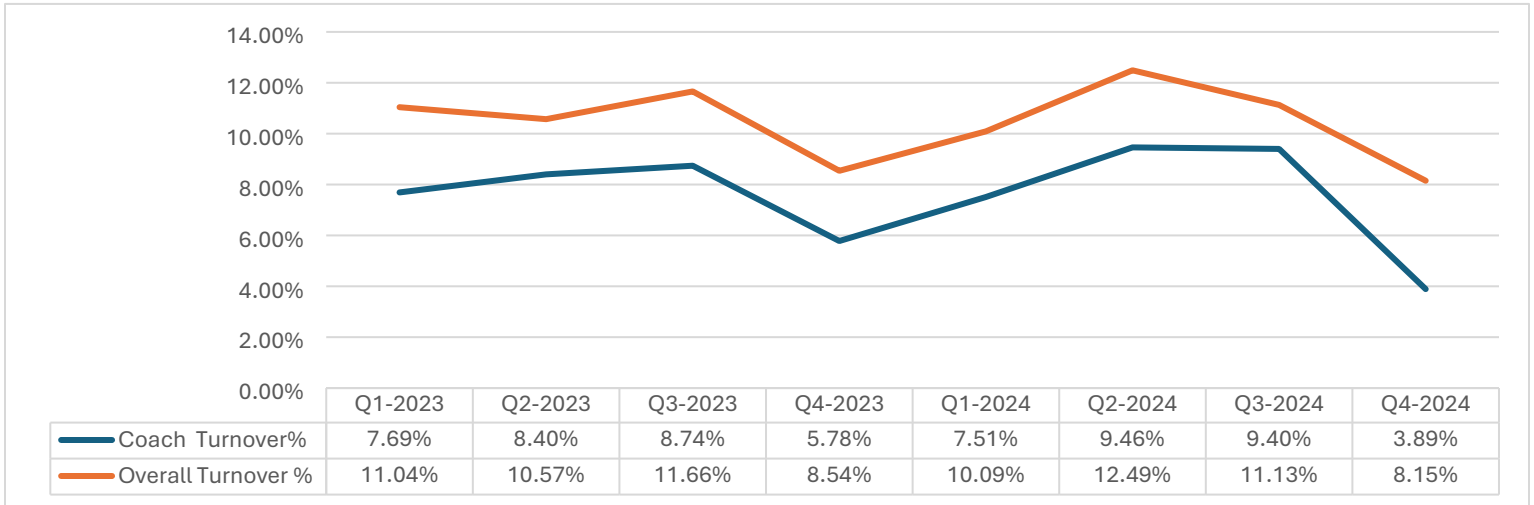


Coach Operator Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2022	15.10%	11.98%	37.24%	13.02%	7.29%	15.36%	384
2023	39.83%	7.84%	22.25%	10.59%	8.26%	11.23%	472
2024	34.01%	21.59%	14.26%	11.00%	7.94%	11.20%	491
Jan-2025	33.00%	22.67%	14.37%	10.93%	7.89%	11.13%	494
Feb-2025	32.38%	22.75%	14.34%	11.27%	7.99%	11.27%	488



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#### 4. Turnover- Coach Operator vs. Overall



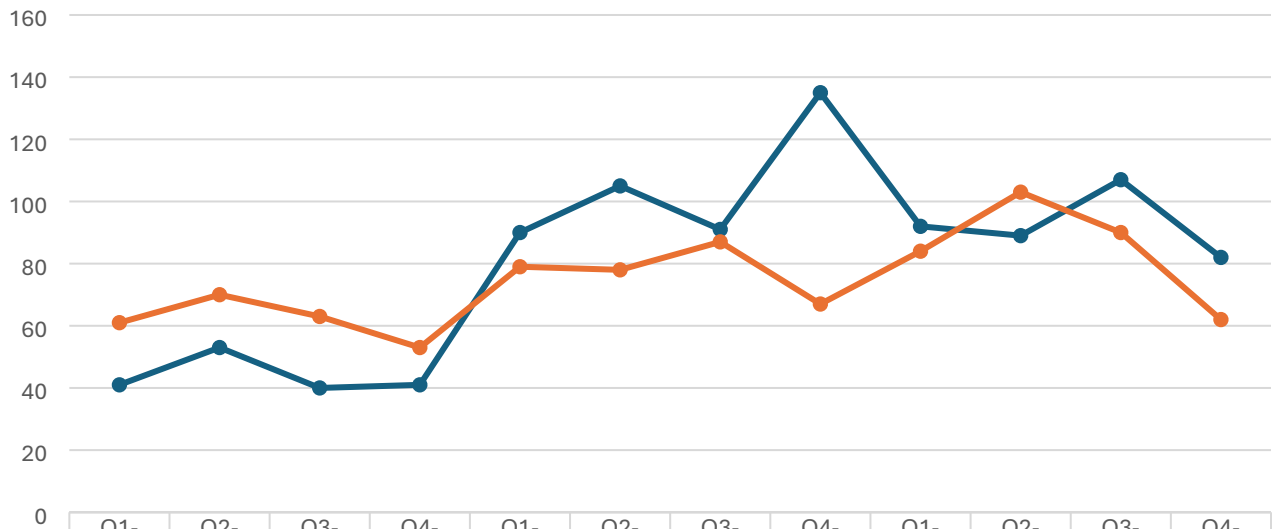
	Average Headcount	Overall Terminations	Overall Turnover %	Coach Terminations	Coach Turnover%
Q1-2023	715.50	79	11.04%	55	7.69%
Q2-2023	737.84	78	10.57%	62	8.40%
Q3-2023	755.00	87	11.66%	66	8.74%
Q4-2023	795.87	67	8.54%	46	5.78%
Q1-2024	852.14	84	10.09%	64	7.51%
Q2-2024	824.78	103	12.49%	78	9.46%
Q3-2024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



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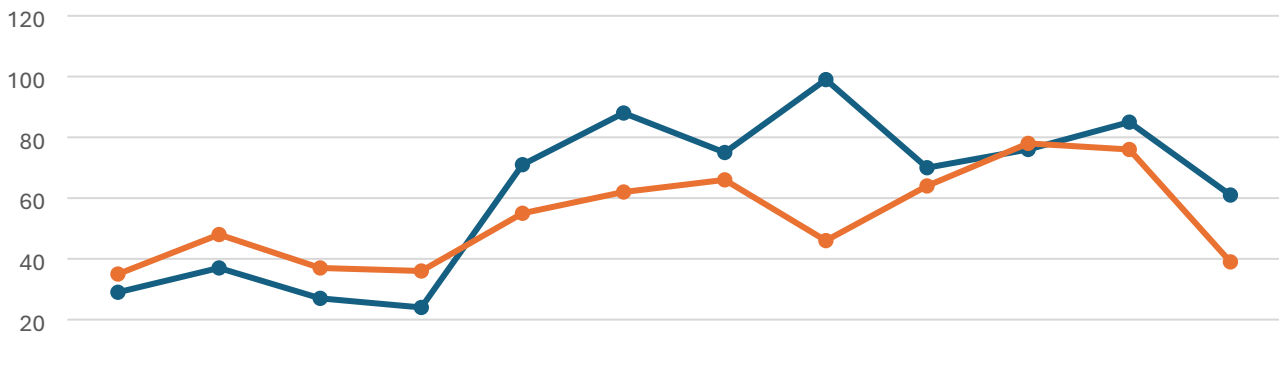
## 5. Hires vs Terminations

Overall Hires vs. Terminations



	Q1-2022	Q2-2022	Q3-2022	Q4-2022	Q1-2023	Q2-2023	Q3-2023	Q4-2023	Q1-2024	Q2-2024	Q3-2024	Q4-2024
New Hires	41	53	40	41	90	105	91	135	92	89	107	82
Terminations	61	70	63	53	79	78	87	67	84	103	90	62

Coach Operator Hires vs. Terminations



	Q1-2022	Q2-2022	Q3-2022	Q4-2022	Q1-2023	Q2-2023	Q3-2023	Q4-2023	Q1-2024	Q2-2024	Q3-2024	Q4-2024
New Hires	29	37	27	24	71	88	75	99	70	76	85	61
Terminations	35	48	37	36	55	62	66	46	64	78	76	39

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## Supplier Diversity Division Report – March 2025

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**To:** Chair and Board of Directors  
**Through:** President/CEO Jennifer Pyrz  
**From:** Nikeshia Fomby, Supplier Diversity Program Manager  
**Date:** March 20, 2025

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### DISCUSSION:

In January 2025, the Supplier Diversity Department welcomed two new team members, Supplier Diversity Program Manager Nikeshia Fomby and Supplier Diversity Analyst Kayla Williams.

For more than 20 years, Ms. Fomby has contributed her expertise to organizations such as the City of Fort Wayne's Economic and Community Development Division, the Indiana Family Social Services Administration, the Fort Wayne Housing Authority, and Parkview Regional Medical Center. Ms. Fomby has an MBA from Western Governors University and BS in Sociology from Grand Canyon University. Additionally, she is a graduate of the Ball State Communities Institute.

Ms. Williams has eight years of experience in diverse roles in the healthcare and fitness sectors. She recently transitioned into the field of analytics. Ms. Williams holds a BA in Exercise Science from Hope College and BS in Mathematics from Indiana University East. She has a strong foundation in data analytics and database management.

On February 28, 2025, Supplier Diversity submitted its updated DBE Program to the Federal Transition Administration (FTA). As a Tier I recipient, under 49 CFR § 26.21(a), which went into effect May 9, 2024, IndyGo was responsible for submitting an updated DBE Program to the FTA by March 1, 2025.

### RECOMMENDATION:

Receive the report.

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## Report to the IndyGo Board

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**To:** IndyGo Chair and Board of Directors  
**From:** IndyGo Foundation Executive Director, Emily Meaux  
**Date:** March 12, 2025

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### **Administration:**

The Foundation is fully staffed for the first time with 6 FTE! New employees are:

#### Aaron Carmichael, Director of Development & Communications

Aaron brings 26 years of fundraising experience including serving as the VP of Development for Helping Veterans and Families (HVAF), The Sportsmen's Alliance Foundation and Indiana Youth Institute. He specializes in start-up and "restart" mission advancement through resource growth and diversification, leveraging relationships with high-net-worth individuals, foundations, and corporations. He has his Bachelors degrees in Communications and Mathematics, a Masters in Youth & Family and a Certificate in Fundraising Management.

#### Hannah Pierce, Database & Administration Coordinator

Hannah has 5 years of experience in grantwriting, donor relations, and database administration. She previously worked at Sheltering Wings, IndyHumane and Aspire Indiana Health. She has her B.S. in Public Affairs from Indiana University.

### **Development:**

- This week we mailed the 2025 Corporate Partnership Guide to 80 of our previous sponsors.
- Our focus is on soliciting support for our newest event, the Ride & Seek scavenger hunt happening in May.

### **2025 Events**

- May 1-??: Ride & Seek Scavenger Hunt
- September 25: 5<sup>th</sup> Annual Golf Outing



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## Planning & Capital Projects Report, March 2025

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

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### **STRATEGIC PLANNING**

#### **Blue Line Transit Impact Study, Baseline Report**

In partnership with the Indianapolis Metropolitan Planning Organization (IMPO), IndyGo is conducting a baseline study for the Blue Line BRT route like the studies that were conducted ahead of the construction of the Red Line and Purple Line BRT routes. The FTA encourages recipients of Small Starts grant funding to conduct these studies because of the unique opportunity that exists right before a major upgrade is made to the system, the opportunity to measure the BRT projects impact on travel behaviors, land use development, and job creation, over time. Included as part of the Blue Line baseline report are several surveys that will help IndyGo assess peoples' opinions about the service upgrade, as well as their travel behaviors, before construction begins. In February, postcards were mailed to residents and employers within ½ mile of the Blue Line corridor inviting them to participate in the surveys that are most applicable to them. A consultant of the IMPO is also reaching out directly to interview companies and stakeholders to gain an even greater understanding of these baseline conditions.

#### **Subrecipient Program**

Section 5310 and 5339, 2023 Call for Projects – All subrecipient vehicles were picked up by the end of February. A total of 20 vehicles were awarded between the Section 5310 and Section 5339 programs.

Section 5310 and 5339, 2024 Call for Projects – Subrecipients submitted applications to the 2024 CFP in February. IndyGo staff have reviewed the application requests and will bring an action item before the full Board of Directors this month, to ensure the vehicles that have been requested are ordered in a timely manner.

Section 5310, 2024 Special Call for Projects – All applications for the 2024 Special CFP for Section 5310 were due at the end of February. IndyGo staff are working to complete the transfer of vehicles by the beginning of the Summer of 2025.

## **ENGINEERING & CONSTRUCTION**

### **Blue Line Bus Rapid Transit**

A Notice to Proceed for the construction of the Blue Line BRT project has been sent to all three prime contractors on the project: roadway, BRT stations, and Eastside Mobility Hub. Utility relocations and other preconstruction activities continue with the most recent addition of tree removal within the right-of-way along Washington Street and at the Indianola Park and Willard Park project areas. More detailed construction schedules are due to be delivered by the contractors in early April. The community engagement team continues to conduct one-on-one outreach coordination with stakeholders, businesses, and residents along the corridor ahead of and through construction, as well as broader outreach meetings.

### **Purple Line Bus Rapid Transit**

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

### **Julia M. Carson Transit Center Washington Street BRT Docking**

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

### **Local Route Transit Signal Priority**

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

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

IndyGo is currently in the contract negotiation phase for a near-miss analysis project that will gather data about road user interactions at key bus stop and intersection locations around Indianapolis. Video data at each location and survey data will be processed to inform safety-related infrastructure changes. This project is expected to be completed this year.

### **Local Bus Stop Improvements**

IndyGo continues to improve local bus stops year after year with the goal of making its approximately 2900 bus stops ADA-compliant in accordance with the adopted ADA Transition Plan. A variety of factors influence which stops are improved and when, such as routing changes, usage, and connection to closest pedestrian infrastructure. Priority is 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-eight (78) 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.

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

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

*SS4A Complete Streets Improvements — DPW-led Project*

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

## **FACILITY PROJECTS**

### **1501-Garage Bay Expansion Project**

This project consists of demolition and reconstruction of portions of the tire bay and battery room located within the 1501 garage maintenance area. This project began in 2024, with construction into 2025. It is nearing completion with substantial completion. The punch list inspection is scheduled for this month, with final completion no later than April 4, 2025.

### **1501- Duesenberg Building Tuckpointing & Masonry Restoration**

This project consists of exterior masonry tuckpointing and masonry restoration of the historic Duesenberg Building. This project also began in 2024, with construction into 2025. This project is also nearing substantial completion. The punch list inspection scheduled for the end of this month, with final completion no later than April 11, 2025.

### **1501- Trench Drains**

This project consists of the conversion of four catch basin pit drains into narrower trench drains. Work for this project began in 2024. The preconstruction period is nearing completion, and the anticipated start of construction is anticipated to be April 28, 2025. Construction will be performed in three phases to accommodate ongoing operations and activities within the garage and should be completed within 180 days.

**1501-Duesenberg Building Window Restoration**

This project includes the restoration of the exterior windows of the historic Duesenberg building. Planning for this project began in 2024. The construction phase is expected to start in mid-April and be completed within 74 days.

**East Campus Fleet Operations and Maintenance Facilities**

This project will expand IndyGo's East Campus operations to include fixed route services and establish a second base for IndyGo fleet operations and maintenance providing the needed redundancy and capacity to meet IndyGo's current and planned growth. This project is expected to be funded, in part, by a federal grant awarded under the FTA's Buses and Bus Facilities Program. For construction to begin in late-2026/early-2027, IndyGo needs to execute an agreement with the FTA, acquire the property located at 9625 E. 33<sup>rd</sup> Street, advance the design concept, and solicit the services of a construction manager and owner's representative before summer begins.

Respectfully submitted,

**Brooke Thomas, AICP**

Chief Development Officer

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## Risk and Safety Division Report

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**To:** President and CEO Jennifer Pyrz  
Chief Legal Officer, Robert Frye  
**From:** Brian Clem, Director of Risk and Safety  
**Date:** March 10, 2025

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### Risk and Safety

- During February, IPTC's risk and safety department prepared air permit documentation for the Indiana Department of Environmental Management. This task is due every five years or when there is a change to the facility's air emissions all in relationship to the auto painting and coating operations of the paint booth. IPTC repairs and paints all vehicle damage in-house to save money. With this type of operation, employee safety and environmental protection are regulated at the highest levels. The submittal of the application has various steps and involves an air inventory for any equipment that can produce emissions into the air. Details regarding IndyGo's permit to operate can be found at the Marion County Public Library (Hallsville branch).
- On February 25<sup>th</sup> through the 27<sup>th</sup>, IPTC's Risk and Safety department partnered with Insite Strategies to host Crisis Awareness and De-escalation training. This was the first of its kind for IPTC employees. There was a total of six different classes that were eight hours each. Each class had 20+ employees attending from all levels of the organization from IPTC board members, executive leadership, Union (ATU) leadership, IPTC chiefs, directors, managers, supervisors, operators, and mechanics. In total over 140 employees participated in this unique training course. The course was led by a retired transit law enforcement officer and trainer of 30+ years, Curtis Boyd. The class combined PowerPoint, classroom demonstrations, and hands on interactions and scenarios centered around all aspects of employee safety and recognizing people that exhibit signs of crisis. Mental health is a subject that affects our employees and our community. Being able to identify and how to properly use de-escalation has been proven to reduce transit employee assaults. This new training and knowledge have already started to be built into the IPTC employee yearly Inservice training. The feedback, classroom interaction, and the interactive learning exercises made this serious topic and training impactful. This is one of many new objectives that is being rolled out within the IPTC 2025 (RIDE-SAFE) initiative. The Risk and Safety team will be prepared and excited to share a detailed report with reviews, pictures, and video as an informational item next month.
- During February, IPTC's Drug and Alcohol Program Administrator, Michael Bunnell, hosted and instructed three classes for reasonable suspicion and post-accident training. This training is geared to front-line employees that supervise, manage, or direct other employees. The training consists of knowledge to identify use and abuse, signs, symptoms, and behaviors of drug and alcohol use. Seventeen new employees attended the training with the focus on the safety of our employees and our community. Each 120-minute class is required for all new leaders of management with a refresher every 2 years.



## Risk and Safety Division Report

# FEBRUARY 2025 SAFE DRIVER'S RECOGNITION



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for February 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.

### ***Congratulations and Thank You!***

Operator	ID#	Years of Safe Driving	Years of Service
Anthony White	3334	23	28
Sean Cox	1190	14	24
Shundreline Merritt	9106	7	7
Akiella Bounds	8947	6	8
Earl Kimbrough	9003	5	8
Ardis Griffin	9194	4	7
Damon Alexander	10970	1	2
Joshua Thompson	10458	1	2
James Wagner	10652	1	2
Deante Taylor	11129	1	1
Erika Turner	11122	1	1
Terrica Jamison	11127	1	1
Lashelle Hampton	11133	1	1

## Risk and Safety Division Report

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

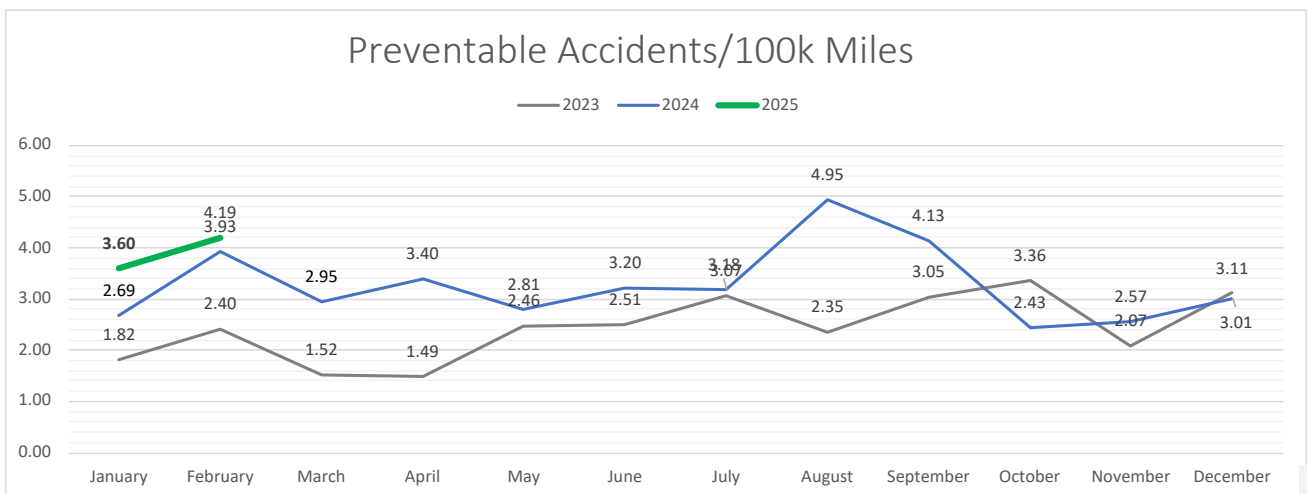
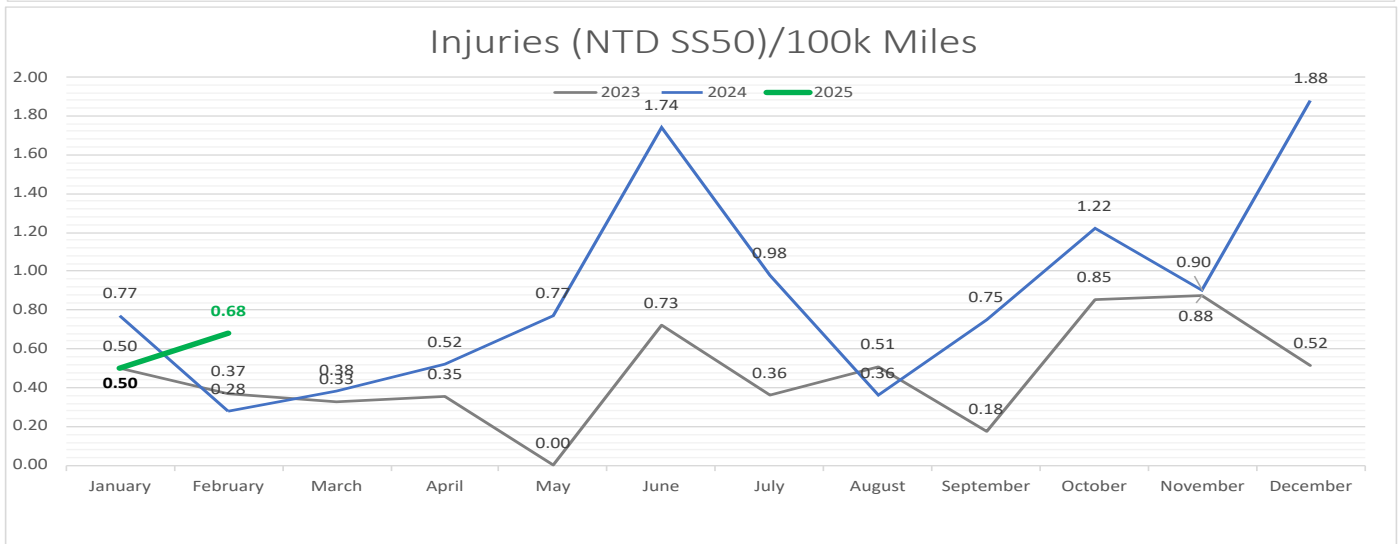
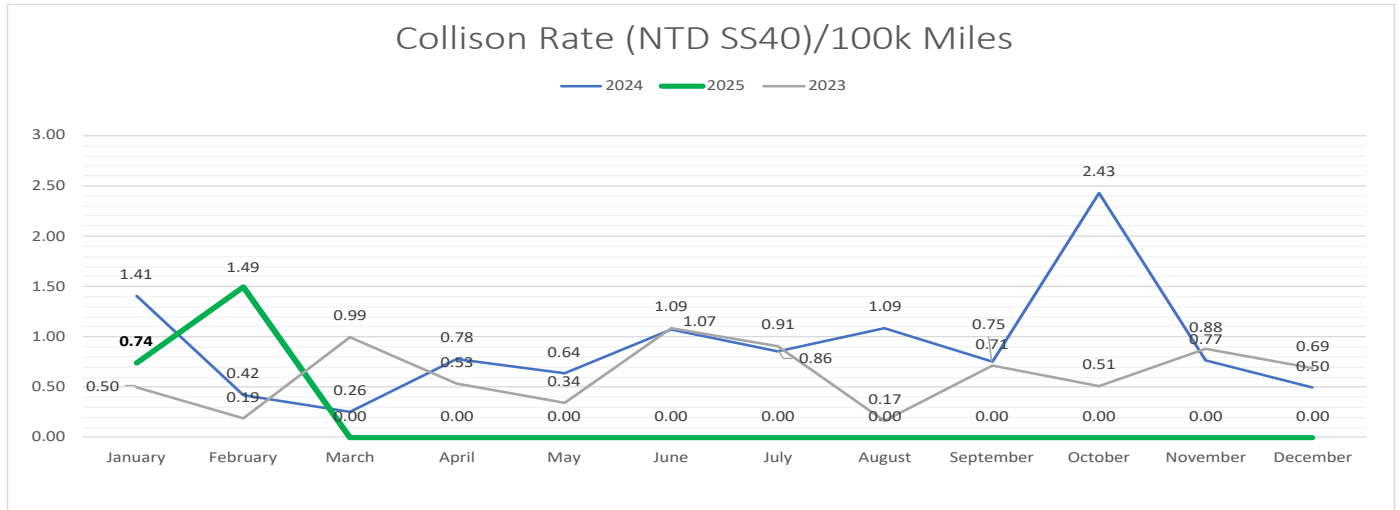
Indianapolis Public Transportation Corporation (IPTC), IndyGo, established a procedure per the FTA National Public Transportation Safety Plan, and the updates from the Bipartisan Infrastructure Law to include in their Agency Safety Plan a safety risk reduction program for transit operations. These safety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

2025 Risk Reduction KPIs					
Measure	Definition	Risk Reduction Goal	1st Qtr	January	February
Major Events	This includes all safety and security major events as defined by the NTD.	Reduce NTD Major Events. = 5% decrease from the prior year, <170	26.00	10	16
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	NTD Major Events = 5% decrease from the prior year, <1.80	1.70	1.24	2.16
Collision Rate	This includes all collisions reported to the NTD, divided by VRM.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.88	1.12	0.74	1.49
Pedestrian Collision Rate	This includes all collisions "with a person," as defined by the NTD, divided by VRM.	Target is ZERO Pedestrian Collision's with an IndyGo Vehicle. 5% decrease from the prior year, <0.03.	0.07	0.00	0.14
Vehicular Collision Rate	This includes all collisions "with a motor vehicle," as defined by the NTD, divided by VRM.	Reduce Vehicular Collision Rate. 5% decrease from the prior year, <5.34	0.92	0.62	1.22
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities	0.00	0	0
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero vehicle and employee fatalities	0.00	0.00	0.00
Transit Worker Fatality Rate	This includes all transit worker fatalities as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Zero vehicle and employee fatalities	0.00	0.00	0.00
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries to workers and passengers. = 5% decrease from the prior year, <83	4.50	4	5
Injury Rate	This includes all injuries as defined by the NTD, divided by VRM.	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.88	0.59	0.50	0.68
Transit Worker Injury Rate	This includes all transit worker injuries as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Reduce reported Operator Injuries from reported accidents. 5% decrease from the prior year, <1.33.	1.29	1.49	1.08
Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD.	Target is ZERO Operator assaults.	4.50	4	5
Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD divided by VRM.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.41.	0.59	0.50	0.68

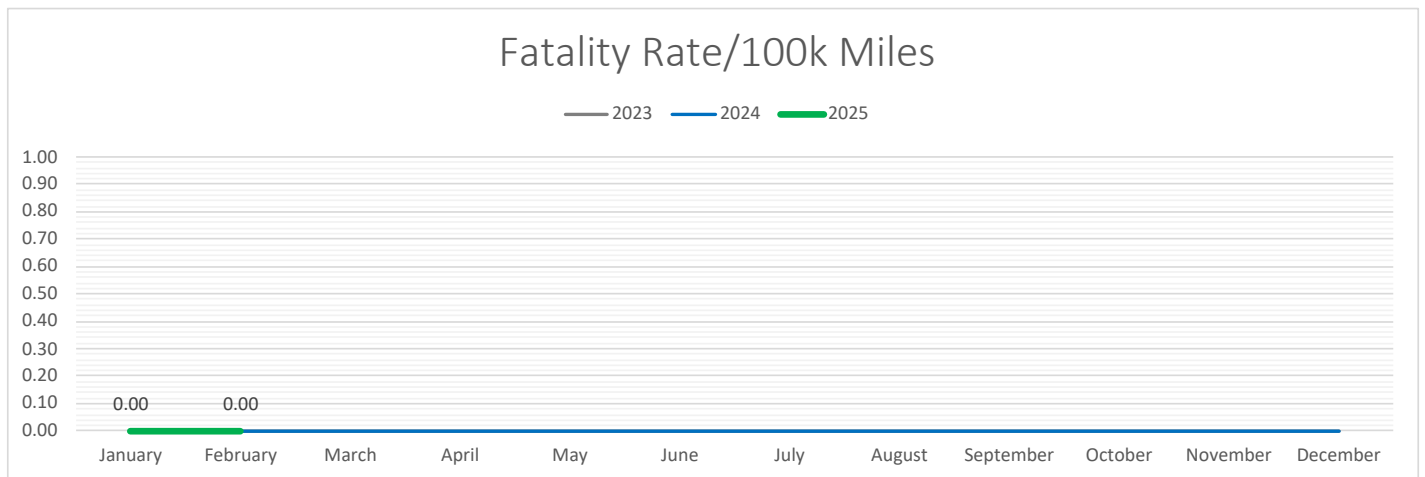
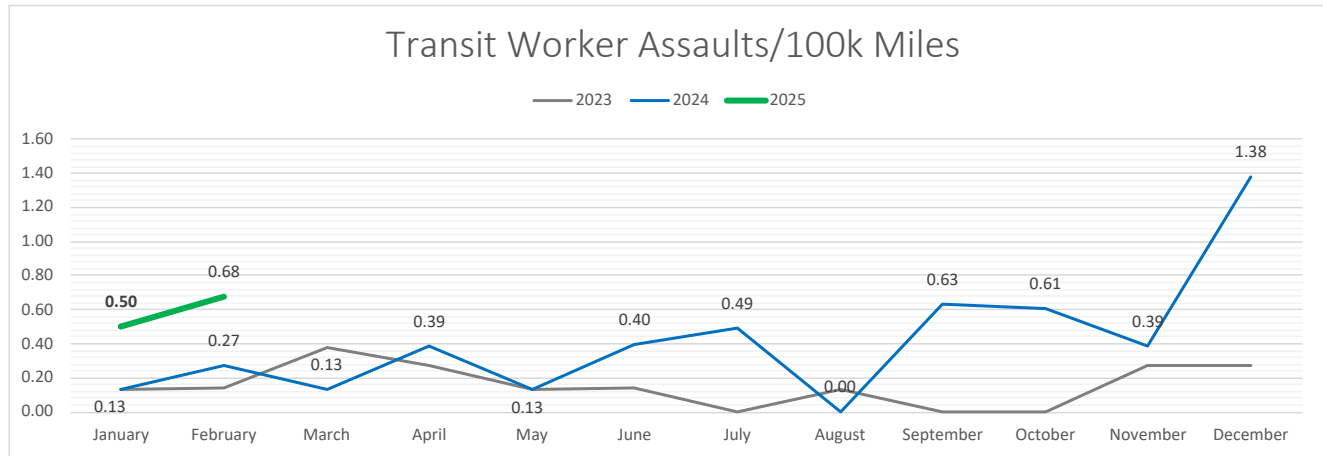
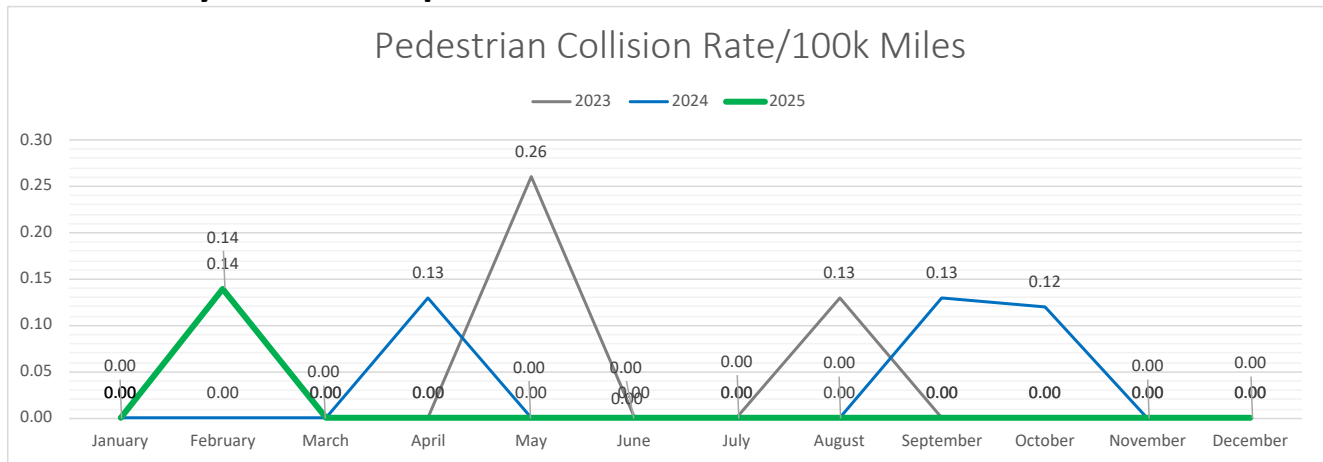
## Risk and Safety Division Report

### Safety and Accident Data

#### February - 3-Year Rolling Comparison - All Modes:



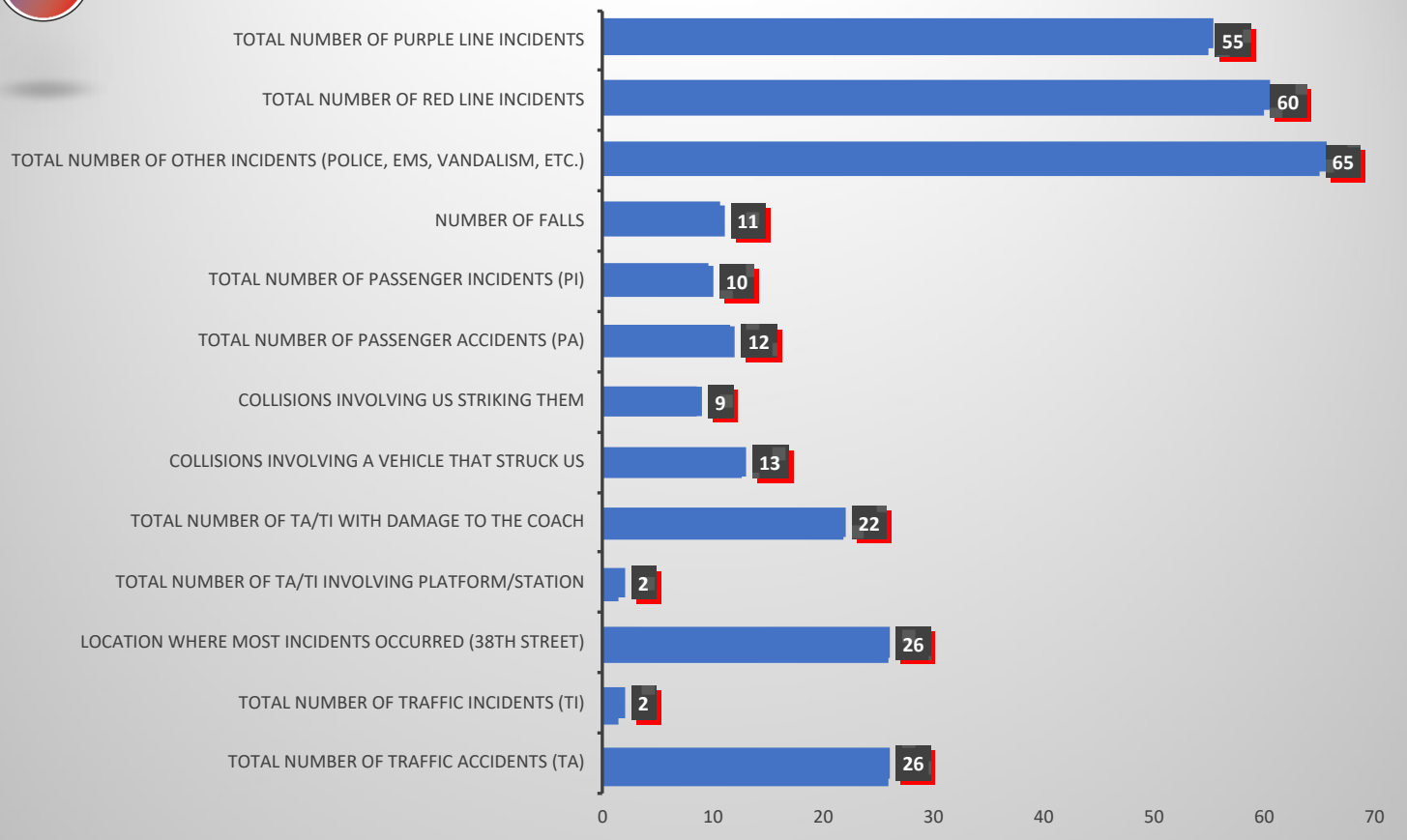
## Risk and Safety Division Report



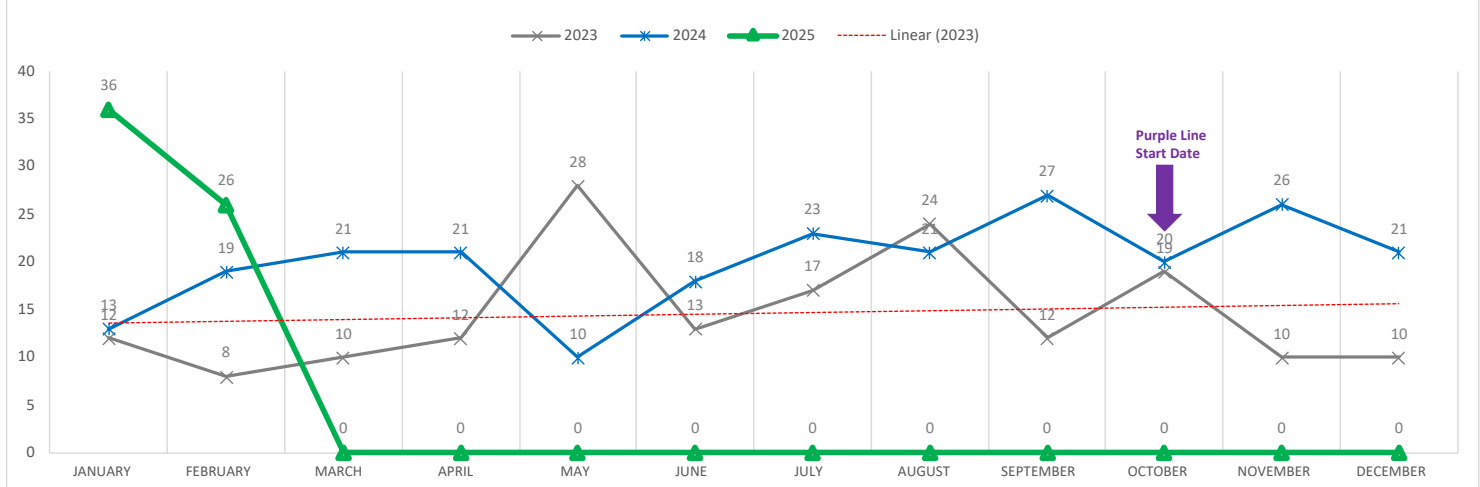
## Risk and Safety Division Report



### BRT February 2025



### BRT LINES COLLISIONS 3 YEAR COMPARISON



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Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

## Operations Division Report – February 2025

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**To:** Jennifer Pyrz, President and CEO  
**From:** Aaron Vogel, Chief Operating Officer  
**Date:** March 20, 2025

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## 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, and 87. Staff are now beginning work on routes and schedules that need timing adjustment for the June 2025 operator Bid. The most significant change expected is that Route 3 will begin two-way service on Michigan Street in early July. This change will provide better route legibility and reliability for customers and operators.

The thawing weather has allowed Service Planning to resume Route field audits. The team will plan to audit at least three routes per month to finish the project by next fall.

Service Planning is also assisting Capital Projects with the land use approvals and community outreach for the Eastside Mobility Hub project and working with Facilities on the next three-year maintenance contract for bus stops and stations.

Engineering is progressing on the Far Eastside bus stop improvement package (78 stops), and construction is underway on the Near Eastside bus stop improvement package (89 stops).



FIXED ROUTE RIDERSHIP:

<b>Feb-24</b>	<b>Feb-25</b>	<b>% Change</b>	<b>IndyGo Fixed Route Ridership</b>	<b>YTD 2024</b>	<b>YTD 2025</b>	<b>% Change</b>
6,055	7,748	28.0%	<b>2 E. 34th St.</b>	11,736	14,821	26.3%
25,184	19,680	-21.9%	<b>3 Michigan St.</b>	47,835	40,365	-15.6%
7,500	6,812	-9.2%	<b>4 Community North</b>	13,948	12,939	-7.2%
10,831	6,545	-39.6%	<b>5 E. 25th</b>	20,558	13,071	-36.4%
5,524	3,931	-28.8%	<b>6 N. Harding</b>	10,524	7,653	-27.3%
85,057	65,171	-23.4%	<b>8 Washington St.</b>	166,899	131,688	-21.1%
63,851	54,327	-14.9%	<b>10 10th St.</b>	120,521	106,364	-11.7%
2,794	6,986	150.0%	<b>11 E. 16th St.</b>	5,233	14,190	171.2%
6,153	4,911	-20.2%	<b>13 Raymond</b>	11,336	9,227	-18.6%
10,641	7,897	-25.8%	<b>15 W 34th St</b>	19,791	16,353	-17.4%
7,686	6,745	-12.2%	<b>16 Beech Grove</b>	14,167	13,401	-5.4%
4,792			<b>18 Broad Ripple</b>	8,890		
17,099	8,790	-48.6%	<b>19 Broad Ripple</b>	32,238	16,679	-48.3%
9,764	8,930	-8.5%	<b>21 East 21st St.</b>	18,615	17,732	-4.7%
6,619	5,647	-14.7%	<b>24 Mars Hill</b>	12,489	10,981	-12.1%
8,901	10,515	18.1%	<b>25 W. 16th St.</b>	17,301	21,333	23.3%
19,973	18,434	-7.7%	<b>26 Keystone</b>	37,934	35,924	-5.3%
7,199	4,727	-34.3%	<b>28 St. Vincent</b>	13,646	9,173	-32.8%
5,953	4,360	-26.8%	<b>29 County Line Road *</b>	11,051	8,472	-23.3%
5,444	6,895	26.7%	<b>30 30th St. Crosstown</b>	10,431	13,193	26.5%
9,196	7,139	-22.4%	<b>31 US 31</b>	17,439	13,867	-20.5%
18,795	15,708	-16.4%	<b>34 ML King/Michigan Rd.</b>	35,674	30,990	-13.1%
24,411	18,251	-25.2%	<b>37 Park 100</b>	47,150	35,494	-24.7%
7,531	4,565	-39.4%	<b>38 W 38th St.</b>	14,339	8,876	-38.1%
54,111			<b>39 E. 38th St.</b>	103,797		
5,904	3,338	-43.5%	<b>56 Emerson</b>	11,392	7,179	-37.0%
	6,681		<b>82 East 82nd Street</b>		13,178	
5,755			<b>86 86th Street Crosstown</b>	10,757		
7,272	6,543	-10.0%	<b>87 Eastside Connector</b>	13,515	12,958	-4.1%
95,504	70,988	-25.7%	<b>90 Red Line - BRT</b>	186,360	144,869	-22.3%
	93,080		<b>92 Purple Line - BRT</b>		179,533	
1,239			<b>901 Nora</b>	2,828		
3,296	22,960	596.6%	<b>Others</b>	8,152	50,983	525.4%
<b>550,034</b>	<b>508,304</b>	<b>-7.6%</b>	<b>Total</b>	<b>1,056,546</b>	<b>1,011,486</b>	<b>-4.3%</b>

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

## TRANSPORTATION SERVICES

Employee of the Month February:

### COACH OPERATOR: # 11343 JOSEPH EDWARDS

Joseph was nominated by Supervisor Rachel Comer.

Joseph consistently demonstrates exceptional support to Rachel and fellow supervisors whenever they seek his assistance. He willingly offers his help and often volunteers for overtime, showcasing his commitment to the team. She personally observed numerous instances where he goes above and beyond to guide and assist the newer drivers, ensuring they feel confident and well-prepared for their roles. His patience and dedication not only foster a positive work environment but also serve to instill essential skills in those he mentors. Joseph embodies the qualities we aspire to see in all IndyGo employees, making him an asset to our organization.



### FLEET SERVICES – GENERAL LABORER: #8853 TYRONE STEPHENSON

Tyrone has consistently exceeded his daily expectations and performance standards on multiple occasions, as demonstrated by his results in our KPIs. He consistently arrives dressed in proper uniform and ready to work each day. This level of preparedness is crucial and highly valued within our department. Recently, Tyrone proactively approached leadership to help with running buses, recognizing that we had a need to fill for the day. He not only identified the need but also took the initiative to propose a solution. This demonstrates his willingness to step in and support the team whenever necessary, showcasing his commitment to the success of the operation.

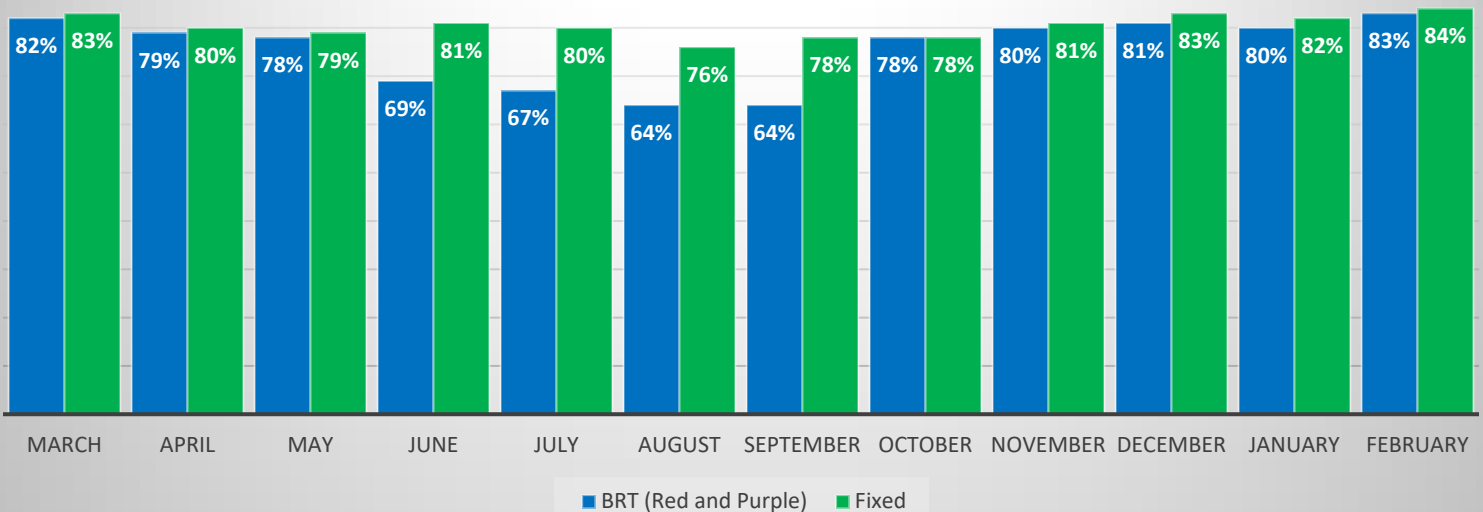


### 90% Club – Coach Operator: Angela Williams #9018

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



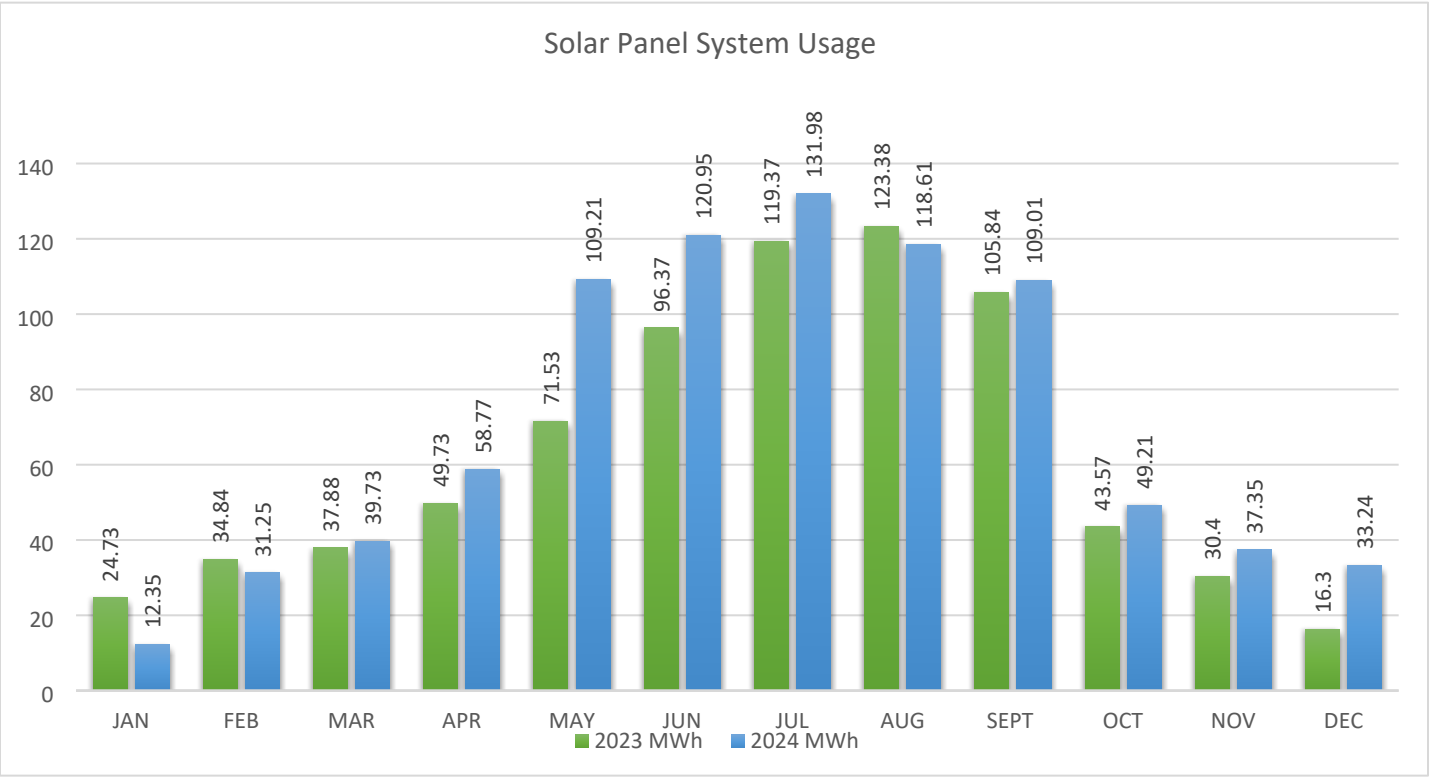
## On Time Performance Last 12 Months



FACILITY SERVICES AND VEHICLE MAINTENANCE

FACILITIES:

Total saving for 2024 were \$80,908



FLEET SERVICES:

In January, there were 17 vehicles requested for the motor pool. These are non-revenue vehicles available for business use. There were 156 buses detailed in February. The completion rate for the month was 73.24%. The goal is to detail every bus at least once per month.

IPTC has logged 1,370,697 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2025	722,415	648,282											1,370,697
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	FEB 2025	FEB 2024	FEB 2023
ATF (qt)	72	234	83
COOLANT (qt)	903	2,393	1,429
ENGINE OIL (qt)	765	443	408
DIESEL (gal)	119,853	122,433	115,251

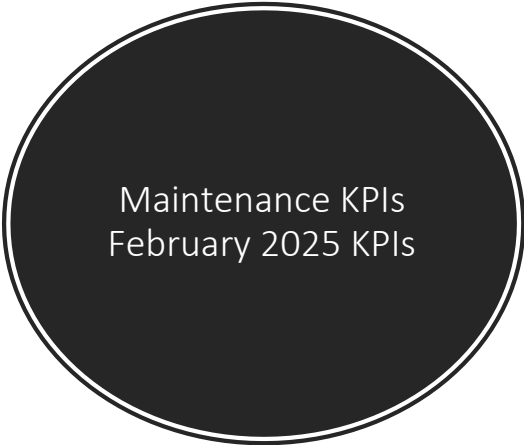
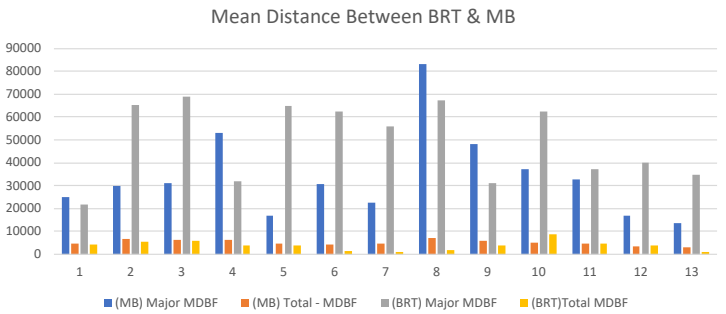


PREVENTATIVE MAINTENANCE



Mean Distance Between Mechanical Failures per Fleet Type

BRT and MB Mean Distance Between Failures Report				
DATE	(MB) Major MDBF	(MB) Total - MDBF	(BRT) Major MDBF	(BRT)Total MDBF
2/1/2024	25020	4549	21730	4074
3/1/2024	30024	6526.8	65191	5433
4/1/2024	31290	6385.8	68848	5737
5/1/2024	52967	6293.01	31961	3674
6/1/2024	16818	4651.7	65008	4063
7/1/2024	30552	4109.3	62467	1487
8/1/2024	22738	4795.0	55704	1032
9/1/2024	83058	6994.4	67150	2035
10/1/2024	48358	5930.7	30936	3867
11/1/2024	37071	4942.8	62511	8622
12/1/2024	32850	4773.1	37188	4649
1/1/2025	16968	3559.6	39963	3770
2/1/2025	13548	3094.3	34694	1006

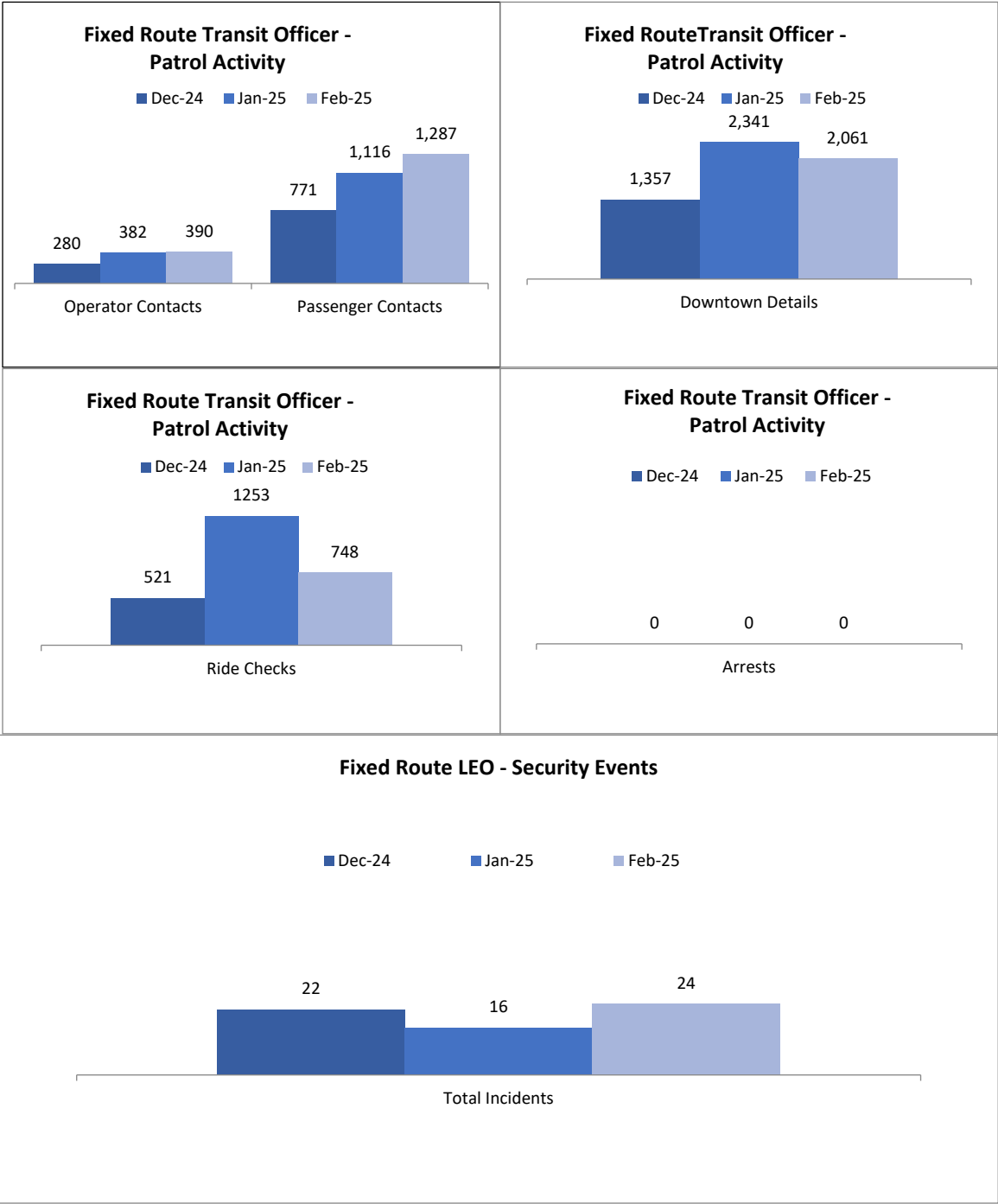


	Availability	Average MTBS	Avg. Uptime (Days)	Avg. Downtime (Days)	PM Compliance
BRT Battery Electric Bus	84%	16	23	5	97%
MB Motor Bus Fixed Route	80%	13	22	6	99%



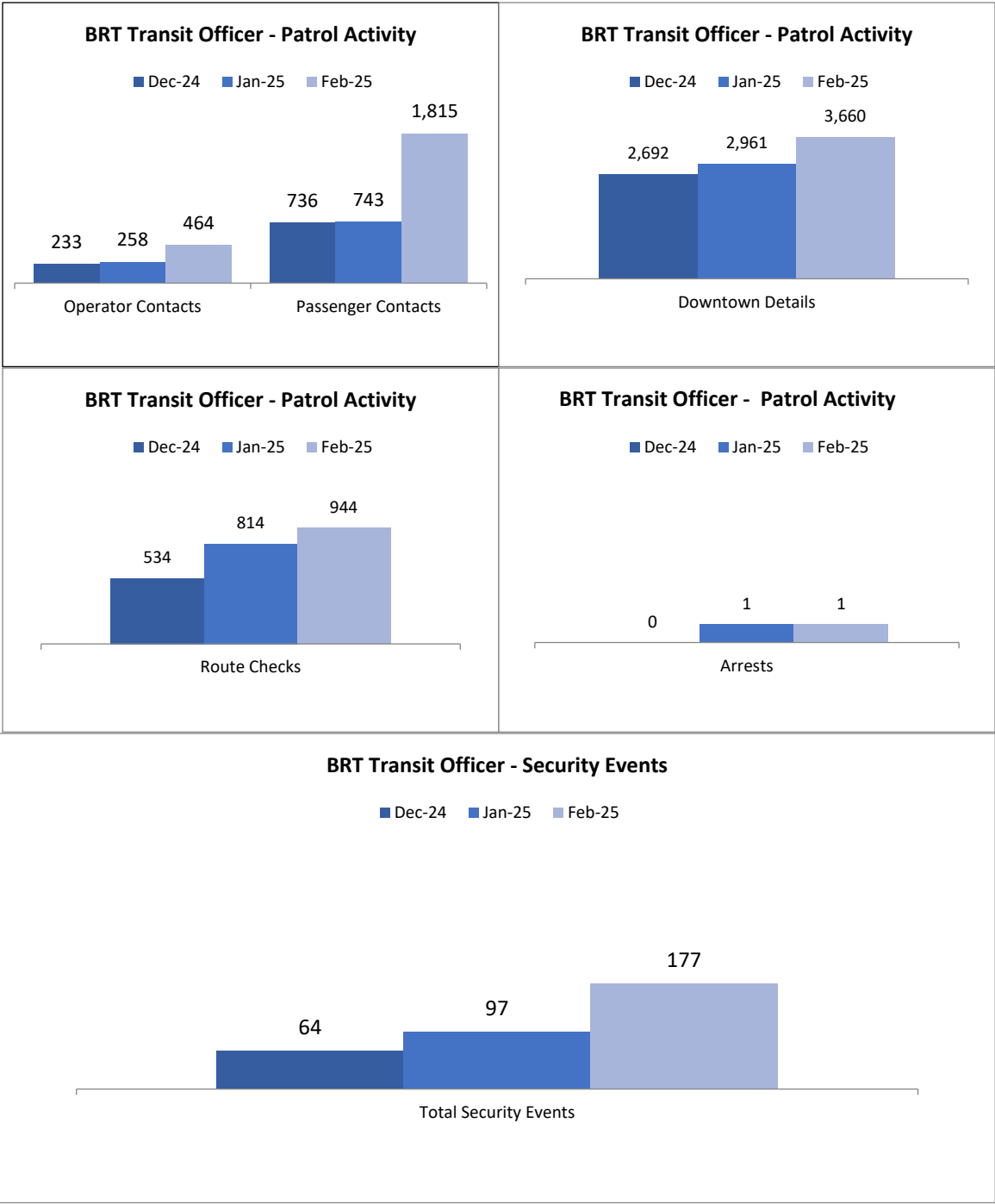
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



BRT LINE SECURITY:

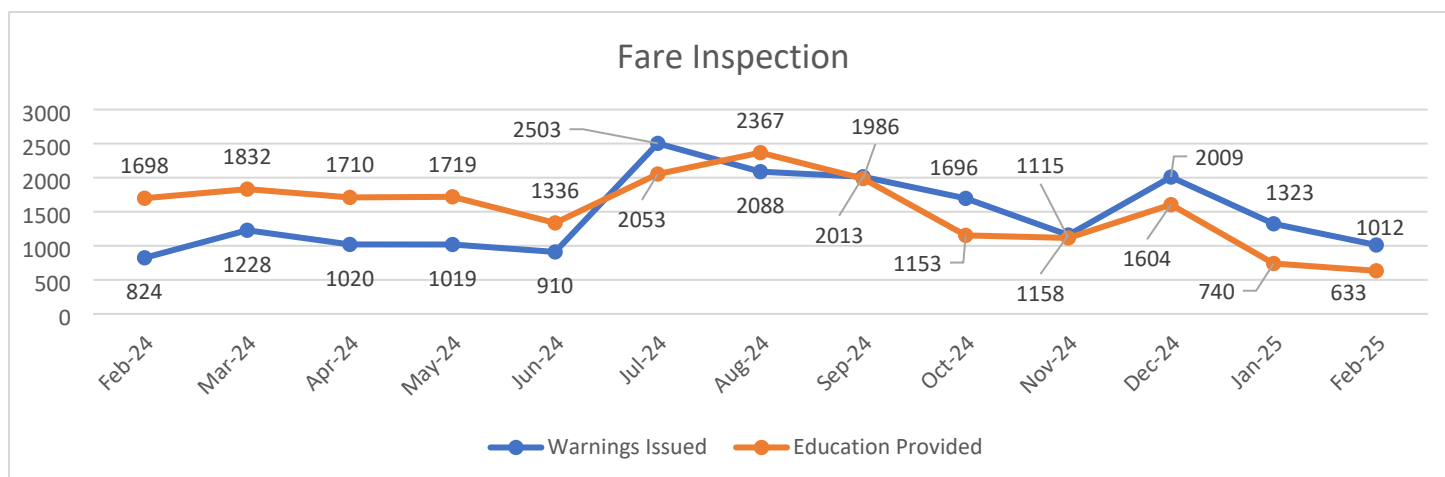
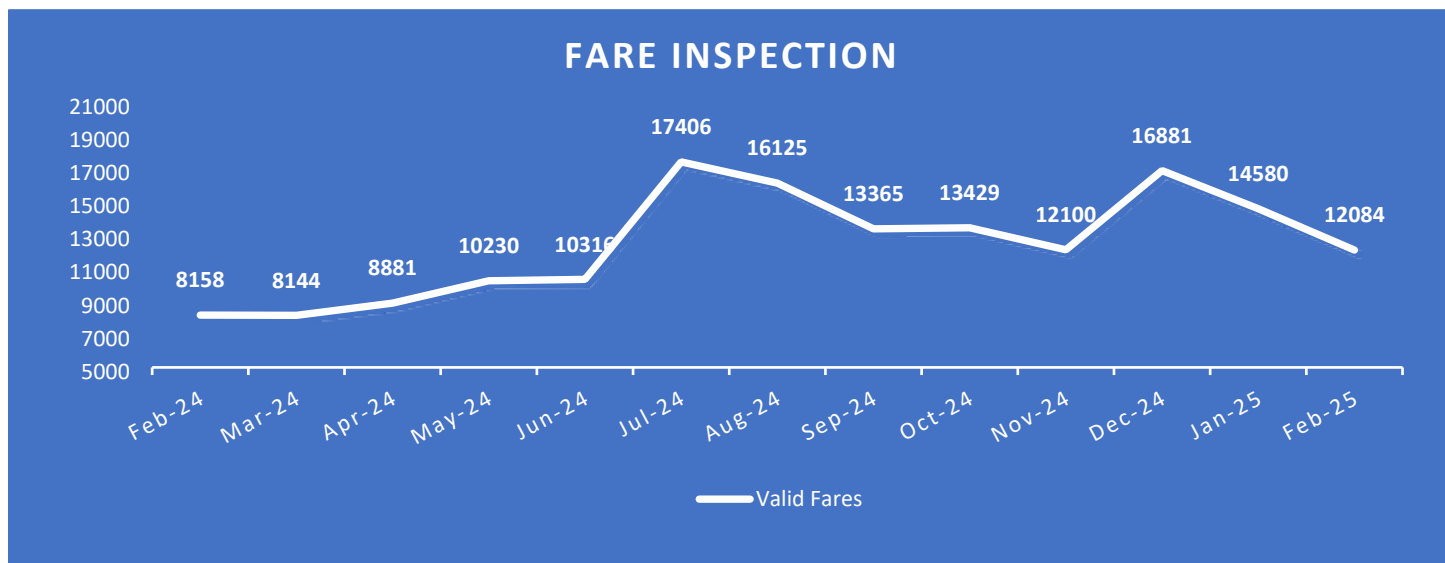
The charts below are the BRT Line Security reports. These charts show the LEO's activity on the BRT Routes. These charts also include any activities the Fixed Route LEO may have performed while assisting the BRT Line LEO.



FARE INSPECTION REPORT:

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

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.



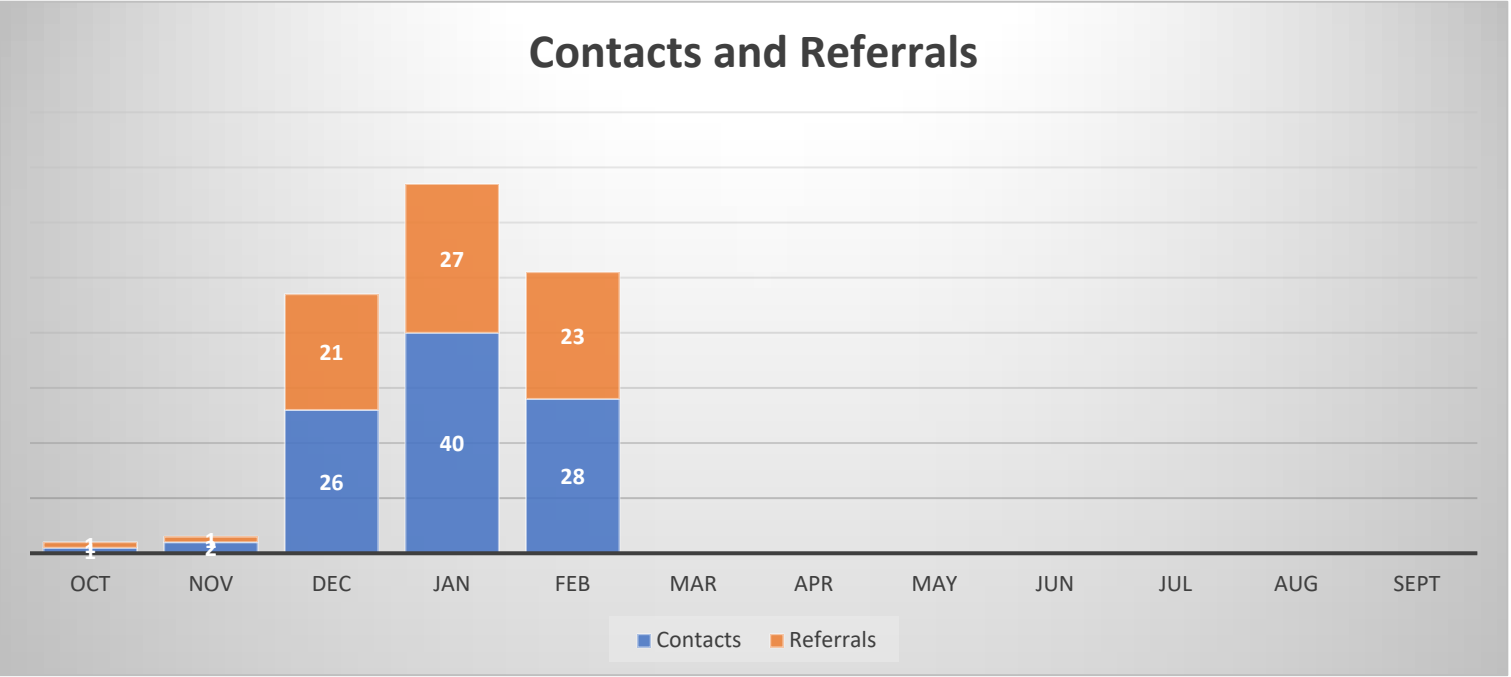
February	Passenger Contact	Notifications	Educations
<b>Monthly</b>	12084	1012	633
<b>Weekday</b>	10559	908	556
<b>Saturday</b>	486	21	30
<b>Sunday</b>	1039	83	47

2025 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	26664	2335	1373
<b>Weekday</b>	23445	2030	1224
<b>Saturday</b>	1342	163	53
<b>Sunday</b>	1877	142	96

#### SOCIAL SERVICES COORDINATOR REPORT:

The information below will show statistical information for those who have been assisted since the implementation of the program. The bottom number is the total number of contacts made with

passengers. The top number represents the number of referrals made during those contacts. Referrals are where the passenger was referred to places such as the Horizon House, Rdoor, Wheelers Outreach, etc., for services. Some passengers declined a referral or just wanted general information about the bus system.



**TRAINING**

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

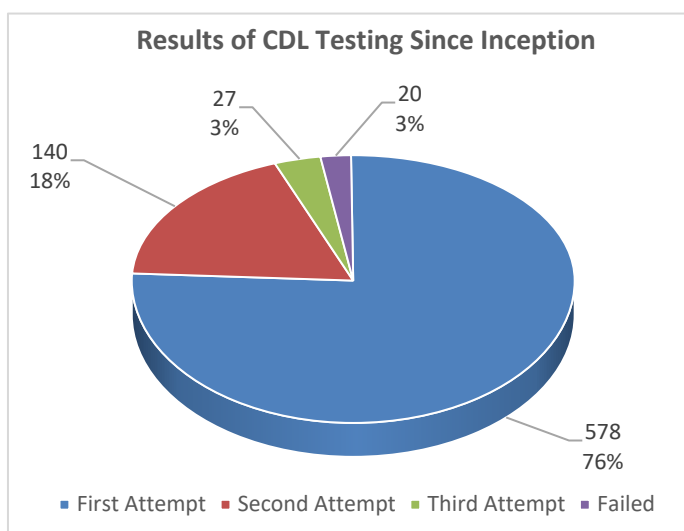
February 2025 Classes:  
 Trainees with Permit – 7  
 Licensed (CDL) - 0

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	9	5	3	1	0
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

February Test percentages:

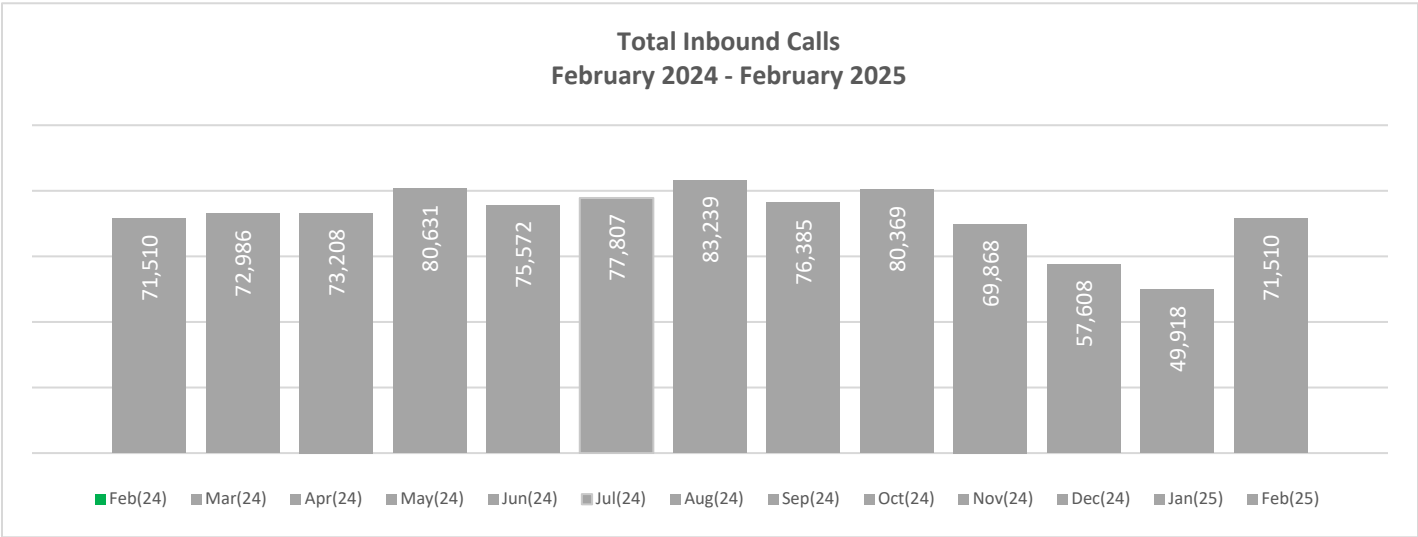
- Passed on first attempt – **55.55%**



**MOBILITY SOLUTIONS**

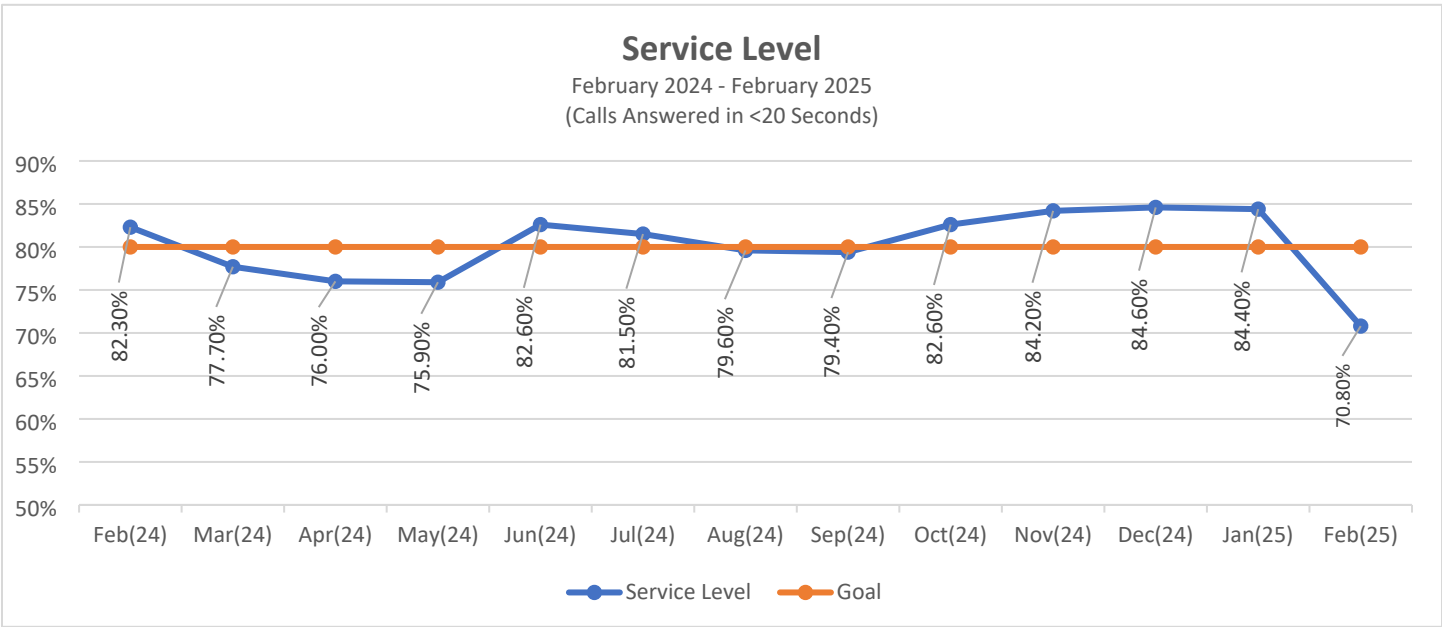
**Customer Care**

The call volume increased by 30.19% from January 2025 to February 2025. Several factors that contributed to the increased calls, with the overarching contributor, were comments stating customers did not receive their taxi vouchers. The Mobility Solutions team contacted Haughville post office. Due to geographic changes in the Haughville area, mail processing has significantly slowed down. To remedy the situation and mitigate the impact to the riders, mail is now taken directly to the downtown post office hub.



**Service Level**

The service level has decreased to 73.70%, just below the established goal of 80%. A contributing factor to this decline was a series of incidents involving TalkDesk performance issues, leading to many dropped calls. Management addressed the issues with TalkDesk support and resolved the issue. The care center leadership will monitor the service level closely for any anomalies.



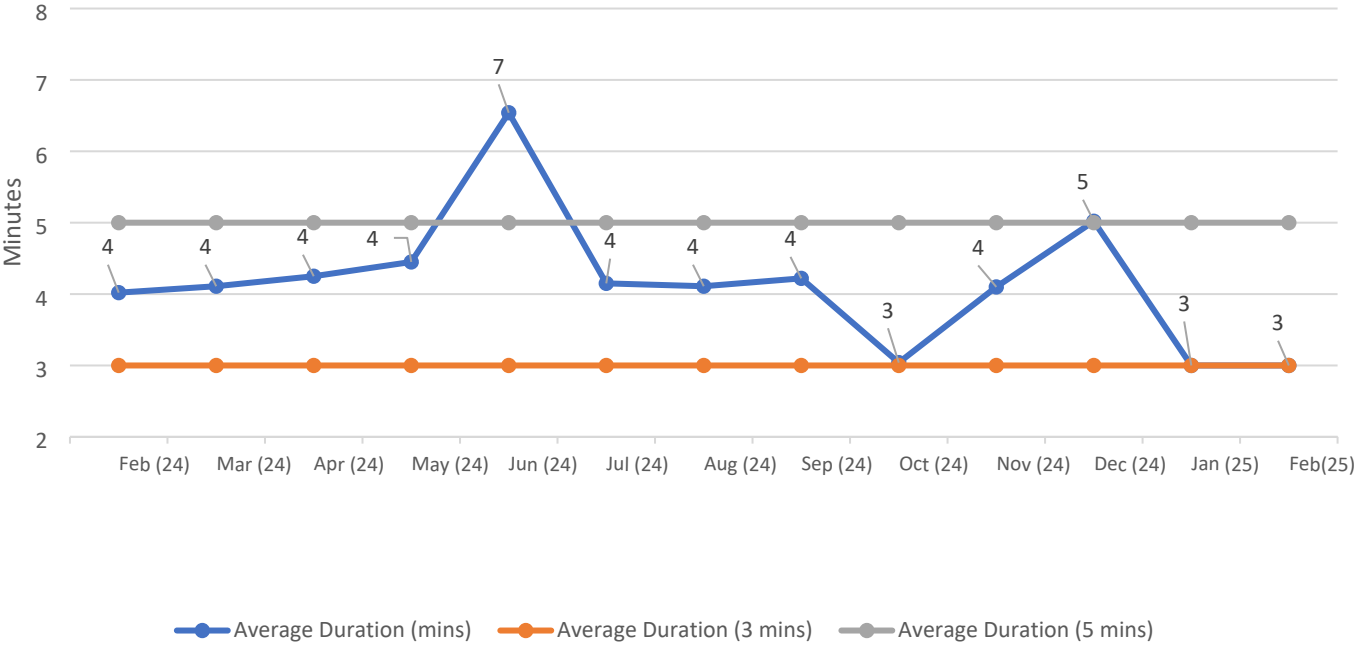
**Average Call Duration**

For February average call duration remained consistent, maintaining an average of 3 minutes, within the established 3–5-minute goal range. Care Center Leadership will continue to monitor call duration to ensure it remains optimal.



Average Call Duration

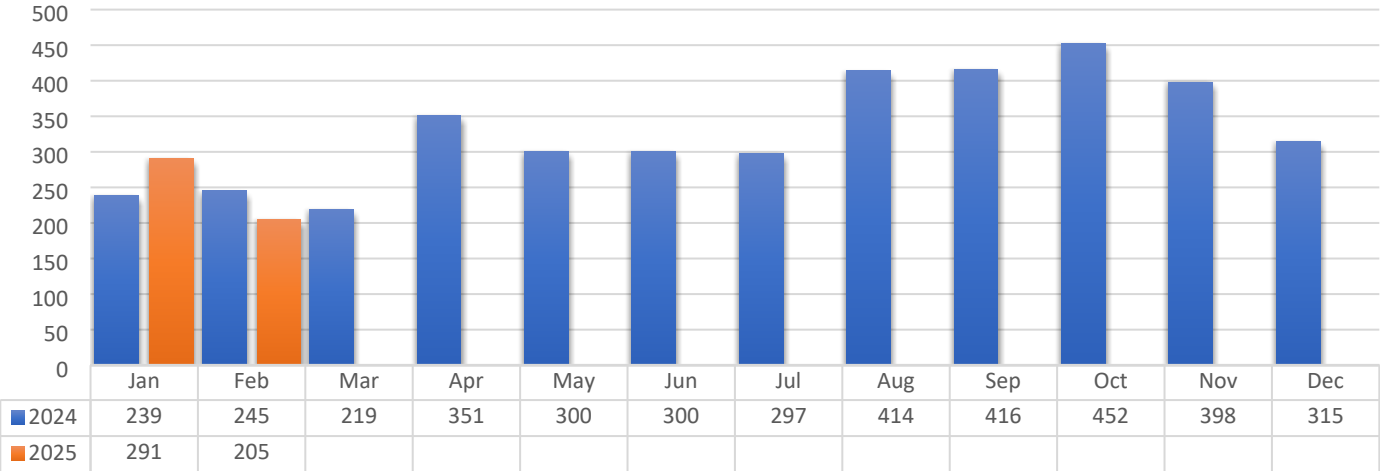
February 2024 - February 2025  
(Goal 3 - 5 Minutes)



Customer Comments

A total of 205 comments were collected in February, this was a 16% decrease versus prior year.

Total Comments  
(For All Departments)

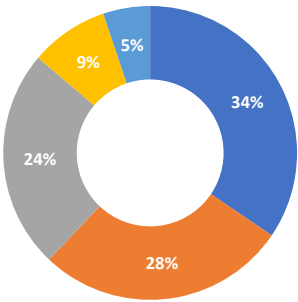


Most valid fare-related comments for Mobility Solutions centered around customers not receiving their taxi vouchers. Other valid comments were regarding schedule adherence. A new contractor has partnered with IndyGo, and management is actively working to address and resolve any future challenges that may arise.

Pass-By	20	Safety	10	Schedule Adherence	22
Courtesy	16	Courtesy	4	Courtesy	10
Safety	14	Pass-By	3	Fares	10
Schedule Adherence	5	Facility Maintenance	1	Safety	8
ADA	3	Security	1	Request	4

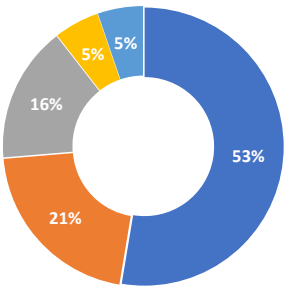
FIXED ROUTE

Pass-By
 Courtesy
 Safety
 Schedule Adherence
 ADA



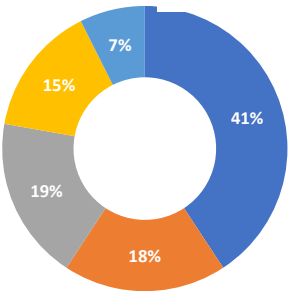
BRT

Safety
 Courtesy
 Pass-By
 Facility Maintenance
 Security



MOBILITY SOI

Schedule Adherence
 Courtesy



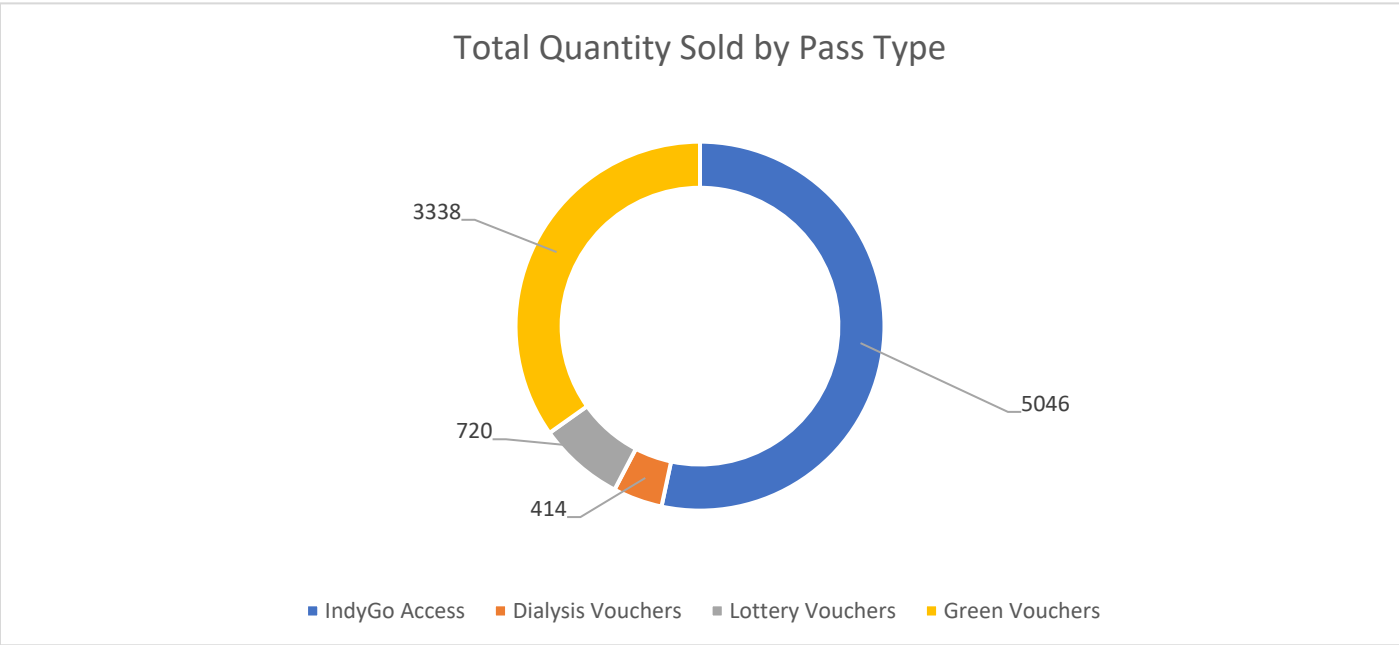
**Ridership**

In February 2025, we recorded a total ridership of 9,026 passengers, representing an 18.87% decrease compared to last year. This decline can be attributed to several factors, most notably the unusually prolonged spell of colder weather that has persisted longer than typical seasonal patterns. Additionally, we faced significant staffing challenges with our partner, RATP Dev, which required redirecting some passengers to transportation network companies and increasing vouchers sold to our customers to ensure they had access to reliable transportation services.

The mobility services team is actively collaborating with our new vendor, MV Transportation, to address these issues. Together, we are working diligently to resolve the staffing challenges that have arisen and to tackle any past concerns that may have affected service quality. Our commitment remains strong to enhance our operations and ridership as we strive to provide dependable and efficient transportation solutions for our community.

**Total Quantity of Passes Purchased**

In February 2025, there was a 21% year-over-year increase in the number of passes sold, totaling 9,337. This surge in sales can be attributed to several factors, primarily the challenges faced by RATP Dev in staffing operators. As a result of this staffing issue, customers experienced unreliable transportation services, prompting them to purchase additional vouchers to ensure they reach their destinations on time. This situation significantly influenced the increase in voucher sales.

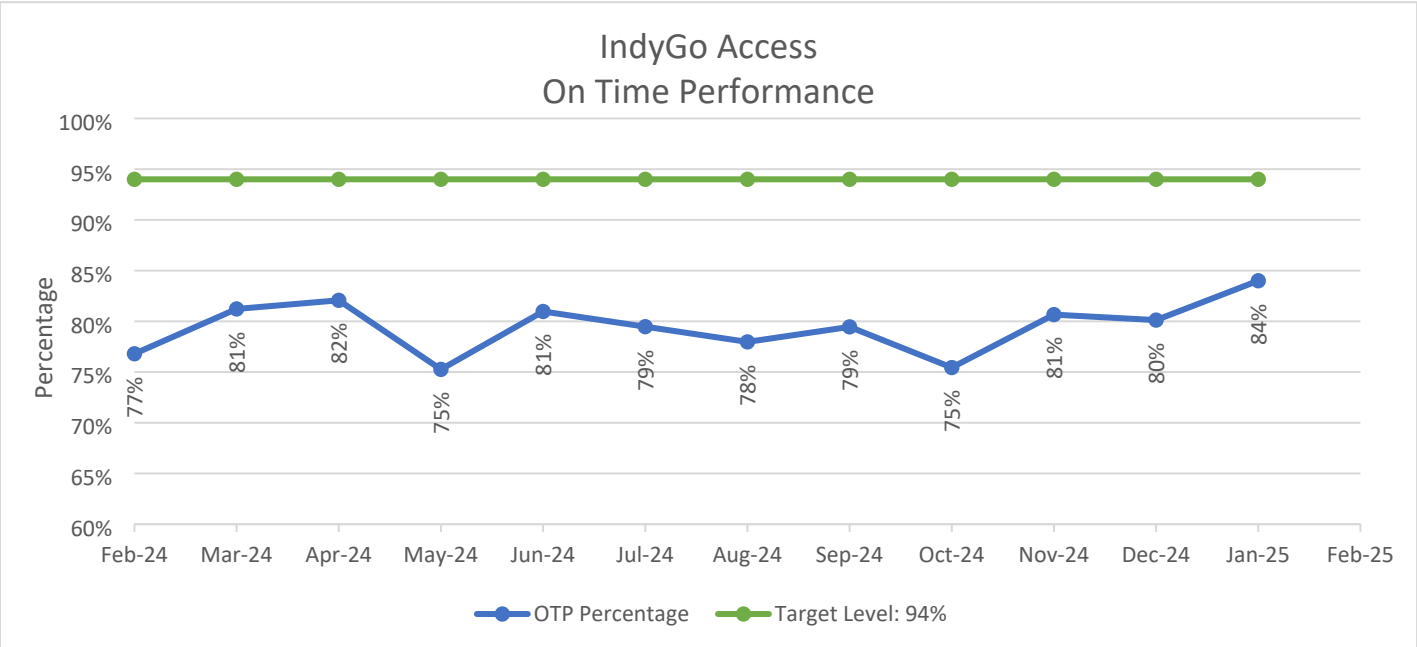


**On-Time Performance (OTP)**

In February, we recorded an on-time performance (OTP) of 80.65%, which marks a notable increase of 4.76% compared to last year. However, despite this progress, we did not meet our target of achieving a 94% OTP. The mobility services team works with the vendor to navigate and resolve several ongoing challenges.

One significant issue we faced was a shortage of operators, which, although it showed some improvement year-over-year, remains a hurdle in maintaining optimal service levels. Additionally, adverse weather conditions played a critical role in impacting our ridership numbers. For instance, heavy snowfall and persistent rain during thi

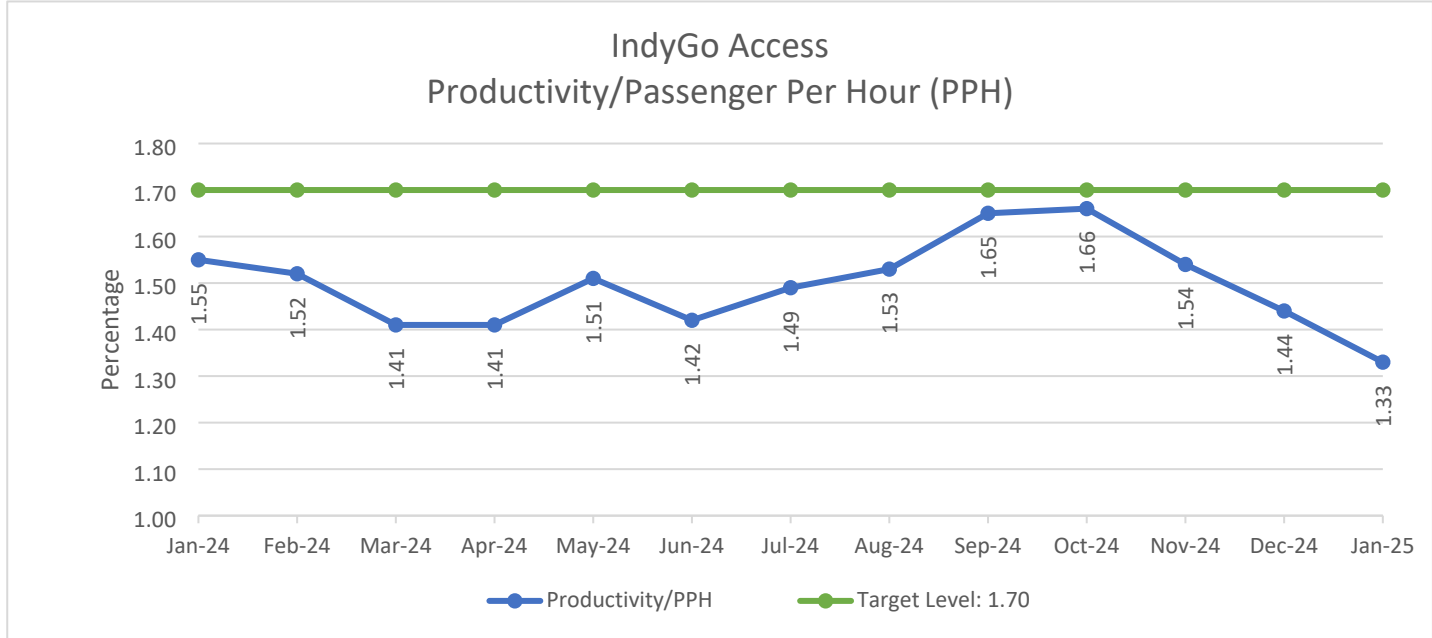
period led to a noticeable decline in passengers utilizing our services. These factors underscore the importance of developing flexible strategies to adapt to fluctuating conditions and ensure reliable service delivery.



**Productivity/Passenger Per Hour (PPH)**

In February 2025, our passenger-per-hour rate was 1.33, reflecting a 28.57% decrease year-over-year. This decline can largely be attributed to the weather conditions we faced, which significantly impacted ridership. Although we observed improvements in our on-time performance, leading to increased bus usage, this has ultimately contributed to a drop in overall productivity.

The decrease in passengers per hour is directly related to the ratio of open runs to the number of passengers carried on each vehicle. While having more vehicles can enhance on-time performance, it may also result in lower productivity, as we are not achieving the target of 1.7 passengers per revenue hour.



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