



Board Report  
May 15, 2025

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
  2. **Awards and Commendations** (Presenter – Jennifer Pyrz)
  3. **Regular Agenda** (Presenter – Greg Hahn)
    1. A-1: Consideration and Approval of Minutes from the Board Meeting held on April 17, 2025
    2. A-2: Public Hearing for Consideration and Approval of Resolution No. 2025-03 Authorizing the Lease of Real Property Located at 9350 East 30th Street (Presenter – Robert Frye)
    3. A-3: Consideration and Approval of Resolution No. 2025-04 Authorizing the Sale of Real Property at 8905, 8915 and 8925 Madison Avenue (Presenter – Robert Frye)
    4. A-4: Consideration and Approval of the ADP Contract (Presenter – Britt Griffin)
    5. A-5: Consideration and Approval of Talkdesk Phone Services (Presenter – Michael Roth)
    6. A-6: Consideration and Approval of 2025 Revisions to the Public Transportation Agency Safety Plan (PTASP) (Presenter – Brian Clem)
    7. A-7: Consideration and Approval of IFB# 25-01-536 Janitorial Services (Presenter – Daniel Hendrix)
    8. A-8: Consideration and Approval to extend Shuck Shelter Cleaning & Maintenance Contract (Presenter – Daniel Hendrix)
    9. A-9: Consideration and Approval of the ISA Utility Reimbursement Agreement (Presenter – Rachel Wilson)
    10. A-10: Consideration and Approval of Contract with Reliable Transmission Service (RTS) (Presenter – Thierno Balde)
    11. A-11: Consideration and Approval of New Task Order with Burgess & Niple (B&N) for Construction Management Services on the Washington Street BRT Docking Project (Presenter – Christian Cambron)
    12. A-12: Consideration and Approval of a Design Allowance for WSP for Design Services on the Blue Line BRT Project (Presenter – Matthew Duffy)
    13. A-13: Introduction of Ordinance 2025-01 (Presenter – Rachel Wilson)
  5. **Information Items** (Presenter – Greg Hahn)
    1. I-1: Finance Report (Presenter – Bart Brown)
    2. I-2: Fare Policy Update (Presenters – Brooke Thomas, Bart Brown & Carrie Black)
    3. I-3: Department Report
  1. **Adjourn** (Presenter-Greg Hahn)
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# May Board Meeting Awards and Commendations



# IndyGo April 2025 Safe Drivers

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



Operator	Years of Safe Driving	Years of Service
Amon-Ra Sanders	10	11
Christopher Fletcher	8	11
Irwin Devers	4	6
Arthur Glinsey	1	2
Sheila Johnson	1	4
Kelvin Mahone	1	3
Jai Malone	1	2
Destiny Cleveland	1	1



# 10 Years of Safe Driving



**Amon-Ra Sanders**  
**Coach Operator, Fixed Route**  
**11 years of service to IndyGo**

***IndyGo***





# Operations Employee of the Month

**Angela Heitman**  
**Coach Operator, Fixed Route**



# Garage Employee of the Month

**Jarrett Guynn**  
**General Laborer - Facility Maintenance**



***IndyGo***





Welcome  
Adrianne Slash

*IndyGo*



## APRIL 2025 SAFE DRIVER'S RECOGNITION



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

Operator	ID#	Years of Safe Driving	Years of Service
Amon-Ra Sanders	8642	10	11
Christopher Fletcher	8701	8	11
Irvin Devers	9433	4	6
Arthur Glinsey	10802	1	2
Sheila Johnson	9907	1	4
Kelvin Mahone	10085	1	3
Jai Malone	10912	1	2
Destiny Cleveland	11173	1	1

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# April Board of Directors Minutes

IndyGo

4/17/2025 4:00 PM EDT

@ 9503 E 33rd St- IndyGo HQ

## **Attendance**

### **Present:**

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

Staff: Jennifer Pyrz, Bart Brown, Robert Frye, Aaron Vogel, Michael Roth

### **Absent:**

Members: Bill Stinson

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

[April Board Cover](#)

[April 2025 Board Agenda](#)

Chairperson Hahn called the meeting to order at 4:03 p.m. Chief Legal Officer Robert Frye announced that one Director, Stephanie Quick, is participating in the meeting virtually. Mr. Frye then conducted the roll call. Five members were present in person and one member attended online, thus establishing a quorum.

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

[Awards & Commendations April](#)

[March 2025 Safe Drivers Recognition](#)

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

## **3. Committee Chairperson Reports** (Presenters – Adairius Gardner, Gregory Hahn)

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

[Service Committee Chairperson Reports](#)

### **2. Governance & Audit Committee – Gregory Hahn**

[Governance & Audit Committee Chairperson Reports](#)

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

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

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

(Presenter – Greg Hahn)

[March Board of Director Minutes](#)

**Motion:** Approval of Minutes from the Board Meeting held on March 20, 2025. Motion made by Director Gardner and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

2. **A-2: Consideration and Approval of Amendment Number 1 to the Legal Services Contract with Hoover Hull Turner LLP** (Presenter – Robert Frye)  
[Amend No. 1 to Hoover Hull Turner Contract](#)

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

In 2025, the Board and Chief Legal Officer determined that it was advisable to engage the services of outside legal counsel to provide legal advice and direction to the Board in instances where the legal work may present a conflict of interest or an appearance of a conflict of interest for IPTC staff attorneys to handle, or which may be outside of the expertise or capacity of IPTC staff attorneys to handle. The law firm Hoover Hull Turner LLP was engaged to provide such services with a one-year contract that expires on May 1, 2025. Hoover Hull Turner LLP has agreed to extend the term of the contract for one year, through and including May 1, 2026, on the same terms and conditions.

**Motion:** Approval of Amendment Number 1 to the Legal Services Contract with Hoover Hull Turner LLP. Motion made by Director Wilson and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

3. **A-3: Consideration and Approval of Ecolane Operations Technology – IndyGo Access** (Presenter – Michael Roth)  
[Ecolane Operations Technology 2025](#)

It was recommended the Board of Directors authorize the President and the Chief Executive Officer to enter into a one-year contract extension from August 12, 2025 to August 12, 2026, with Ecolane for essential software services to support the daily operations of IndyGo Access, including the Care Center. The extension carries an additional contract value of \$228,779. The original contract value was 940,489, and the new not to exceed the contract's total value of \$1,169,268. **Motion:** Approval of Ecolane Operations Technology – IndyGo Access. Motion made by Director Quick and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

4. **A-4: Consideration and Approval of IFB# 25-02-541 Landscaping Services** (Presenter – Aaron Vogel)  
[IFB# 25-02-541 Landscaping Services](#)

It was recommended that the Board of Directors authorize the President and CEO to enter a three-year contract with BrightView Landscapes and Green Thumb Landscape, the lowest responsive and responsible bidders on IFB #25-541 for landscaping services at various IPTC locations. BrightView was awarded work at eight locations for an amount not to exceed \$258,228, and Greene Thumb Landscape was awarded work at two locations for an amount not to exceed \$32,100. Each contract gives IPTC the option to exercise a one-year extension, which for BrightView would be for a total amount not to exceed \$349,519, and Greene Thumb for a total amount not to exceed \$43,448. If the one-year options are exercised on both contracts the total amount not to exceed would be \$392,970. **Motion:** Approval of IFB# 25-02-541 Landscaping Services. Motion made by Director Fagan and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE. Motion carried 5-0.

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

1. **I-1: Finance Report** (Presenter – Bart Brown)  
[I-1: March 2025 Financial Summary](#)  
[I-1: March 2025 Board Operating Financial Report](#)

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

2. **I-2: Department Reports**  
[HR Board Report April 2025](#)  
[Foundation Report to IndyGo Board April 2025](#)  
[Public Affairs Report April 2025](#)  
[R-2 PLANNING AND CAPITAL PROJECTS REPORT for 2025-04](#)  
[March Operations Board Report 4-2025](#)  
[Risk and Safety Board Report April 2025](#)

The Board received Department Reports for review.

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

On the order of Chairperson Hahn and there being no objection, the meeting was adjourned at 4:36 pm.

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**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors

**THROUGH:** President & Chief Executive Officer Jennifer Pyrz

**FROM:** Chief Legal Officer Robert Frye

**SUBJECT:** Resolution No. 2025-03 Authorizing the Lease of Real Property Located at 9350 East 30th Street

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

It is recommended that the Board of Directors, after holding a public hearing, approve and adopt Resolution No. 2025-03 authorizing IPTC to enter into a lease agreement with Terminal Holdings 3, LLC, an Indiana limited liability company (the “Lessor”), to lease the real property located at 9350 East 30th Street, Indianapolis, Indiana (the “Property”), for a term of 10 years, with the first year’s rent being \$27,500 per month, triple net, with 3% annual increases thereafter, for the operation of IndyGo Access, IPTC’s federally required paratransit service.

**BACKGROUND:**

As a recipient of FTA funding, IPTC is required to provide paratransit services for individuals with disabilities who cannot independently navigate or access fixed route bus service. IPTC’s service, known as IndyGo Access, is a reservation-based, shared-ride service providing services to those who meet the criteria established by the U.S. Department of Transportation under the Americans with Disabilities Act of 1990. Although federal regulation requires service within only  $\frac{3}{4}$  of a mile of existing fixed routes, IndyGo Access operates throughout all of Marion County, seven days a week and with the same hours as local service. IPTC currently lacks suitable facilities to house and operate this service. Currently, the administrative offices and customer eligibility assessment center for IndyGo Access and the IPTC customer call center are located at IPTC’s West Michigan Street facility, and the IndyGo Access vehicle storage and fleet operations are temporarily operating out makeshift facilities at the IPTC East Campus. None of IndyGo’s existing properties can currently house the entirety of IPTC’s paratransit operations.

IPTC has determined that the Property, which is adjacent to IPTC’s East Campus location, is suitable for IndyGo Access operations. The Property comprises approximately 7.6 acres, is fully fenced, and contains existing office and maintenance buildings that can house IndyGo Access administrative and maintenance operations with relatively little investment required to prepare the buildings for use as compared to constructing an entirely new facility or further investing in the West Michigan Street location.

**DISCUSSION:**

The Board may lease a building for use in connection with its operations if: (1) the Board receives a petition signed by 50 or more taxpayers of Marion County; (2) the Board determines that the structure is needed; (3) the Board holds a public hearing on the lease terms; and (4) public notice of the execution of the lease is published. Ind. Code §§ 36-1-10-7 and -13.

IPTC began engaging in lease discussions with the Lessor in January 2025. On February 14, 2025, IPTC received a petition signed by 50 or more taxpayers of Marion County supporting IPTC’s effort to lease the Property. IPTC has since reached a tentative agreement on the terms of a 10-year lease, subject to Board approval, to commence between January 1 and May 1, 2026. In considering whether to approve the proposed lease, the Board is holding a public hearing on M

2025, at which any persons attending may be heard as to whether the execution of the lease is necessary and whether the rent is fair and reasonable. After the hearing, which may be adjourned from time to time, the Board may modify, confirm, or rescind the proposed lease, but the rent as set out in the proposed lease may not be increased.

Accordingly, it is requested that the Board, following the public hearing and having received any public comment on the proposed lease, adopt Resolution Number 2025-03 making the determination that the lease of the Property is necessary, approving the terms and conditions of the lease, authorizing the President and CEO to execute the lease, and directing the publication of notice of the execution of the lease.

**FISCAL IMPACT:**

The lease expenditure will be budgeted in the operating budget of the Facilities Department starting in 2026.



**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
BOARD OF DIRECTORS**

**RESOLUTION NO. 2025-03**

A RESOLUTION of the Board of Directors of the Indianapolis Public Transportation Corporation approving the lease of real property located at 9350 East 30th Street in Indianapolis, Indiana, to wit:

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC) is an Indiana municipal corporation created pursuant to Ind. Code § 36-9-4-1 et seq. and Revised Code of Indianapolis and Marion County § 116-402 to operate and maintain an urban mass transportation system (the “System”) to serve Indianapolis for the welfare of the general public, to expand the economic and social opportunities available to its residents, and to render adequate service essential to relieve traffic congestion which would otherwise prevent the rapid and efficient movement of persons and goods in and about the city; and

WHEREAS, the IPTC Board of Directors (the “Board”) is charged with the management of IPTC and is authorized to exercise the executive and legislative powers of the corporation pursuant to Ind. Code §§ 36-9-4-2, -14 and -29; and

WHEREAS, pursuant to Ind. Code §§ 36-1-10-7 and -13, IPTC may lease a structure for use in connection with its operations if (1) the Board receives a petition signed by 50 or more taxpayers of Marion County; (2) the Board, as IPTC’s fiscal body, determines that the structure is needed; (3) the Board holds a public hearing on the lease terms; and (4) public notice of the execution of the lease is published; and

WHEREAS, IPTC is in need of a facility for the operation of its federally required paratransit service, IndyGo Access, including space for administrative services, eligibility assessment services, customer services, and paratransit vehicle maintenance and storage; and

WHEREAS, IPTC has identified a property located at 9350 East 30th Street, Indianapolis, Indiana 46235 (the “Property”) which is suitable to house the IndyGo Access operations; and

WHEREAS, IPTC has received a petition signed by 50 or more taxpayers on Marion County supporting the lease of the Property; and

WHEREAS, IPTC and the owner of the Property, Terminal Holdings 3, LLC, an Indiana limited liability company (the “Lessor”), have reached a tentative agreement on the terms and conditions of a 10-year lease of the Property (the “Proposed Lease”); and

WHEREAS, on April 17, 2025, the Board held a duly noticed public hearing on the proposed lease at which all persons attending were given the opportunity to be heard as to whether the execution of the Proposed Lease is necessary and whether the rent is fair and reasonable.

NOW, THEREFORE, IT IS HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION THAT:

Section 1. The Board finds that the lease of the Property is necessary for the operation of IPTC's paratransit operations, IndyGo Access.

Section 2. The Board finds that the rent for the Property as set forth in the Proposed Lease is fair and reasonable.

Section 3. The Board approves the terms and conditions of the Proposed Lease.

Section 4. IPTC's President & Chief Executive Officer is authorized to execute the Proposed Lease on behalf of IPTC.

Section 5. IPTC's President & Chief Executive Officer is directed to give notice of the execution of the lease by publication in accordance with Ind. Code § 36-1-10-13(e) and Ind. Code 5-3-1.

Section 6. This Resolution shall be in full force and effect from and after its adoption by the Board.

Section 7. If any section, paragraph, or provision of this Resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this Resolution.

ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation on this 15th day of May 2025.

BOARD OF DIRECTORS  
INDIANAPOLIS PUBLIC  
TRANSPORTATION CORPORATION

By: \_\_\_\_\_  
Gregory F. Hahn, Board Chair

ATTEST:

By: \_\_\_\_\_  
Robert M. Frye, Chief Legal Officer

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## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors

**THROUGH:** President & Chief Executive Officer Jennifer Pyrz

**FROM:** Chief Legal Officer Robert Frye

**SUBJECT:** Resolution No. 2025-04 Authorizing the Sale of Real Property at 8905, 8915 and 8925 Madison Avenue

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### ACTION ITEM A – 3

#### **RECOMMENDATION:**

It is recommended that the Board of Directors approve and adopt Resolution No. 2025-04 authorizing IPTC to hire a real estate broker to market and sell the real property it owns located at and commonly known as 8905, 8915, and 8925 Madison Avenue, Indianapolis, Indiana 46227 (the “Property”).

#### **BACKGROUND:**

At its meeting on January 16, 2025, the Board adopted Resolution Number 2025-02, by which it found that the sale of the Property is in IPTC’s best interests and is in the public interest, and by which it authorized IPTC to have two appraisals performed and to publish a public notice seeking bids for a period of 60 days, all as required by statute. IPTC had a public notice published on February 21, 2025, by which it gave the required notice that bids would be accepted for the purchase of the Property at a minimum price of the average of the two appraisals for a 60-day period, through April 22, 2025. No bids have been received in response to the public notice.

#### **DISCUSSION:**

Because no bids were received, IPTC would like to proceed with having the Property listed for sale on the open market by real estate broker Gordon Hendry of HRE Advisors. IPTC has utilized Mr. Hendry’s services to advise IPTC on real estate matters and to serve as its broker in several transactions, including the purchase of the East Campus property. Accordingly, it is requested that the Board adopt Resolution No. 2025-04, by which it will (1) authorize IPTC’s President and CEO to engage the services of HRE Advisors to market and sell the Property and to compensate the broker a reasonable amount out of the gross proceeds of the sale; and (2) direct the President and CEO to publish a notice of the Board’s determination to hire a broker to sell the Property. Any sale of the Property must be approved by the Board following a public hearing, and so the Board will be hearing about this matter again.

#### **FISCAL IMPACT:**

There will otherwise be no fiscal impact because compensation of the real estate broker will be paid from the gross proceeds of a sale of the Property.

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

Not applicable.

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
BOARD OF DIRECTORS**

**RESOLUTION NO. 2025-04**

A RESOULTION authorizing the sale of real property located at and commonly known as 8905, 8915 and 8925 Madison Avenue, Indianapolis, Indiana 46227 (the “Property”) without bids, to wit:

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC) is an Indiana municipal corporation created pursuant to Ind. Code § 36-9-4-1 et seq. and Revised Code of Indianapolis and Marion County § 116-402 to operate and maintain an urban mass transportation system (the “System”) to serve Indianapolis for the welfare of the general public, to expand the economic and social opportunities available to its residents, and to render adequate service essential to relieve traffic congestion which would otherwise prevent the rapid and efficient movement of persons and goods in and about the city; and

WHEREAS, the IPTC Board of Directors (the “Board”) is charged with the management of IPTC and is authorized to exercise the executive and legislative powers of the corporation pursuant to Ind. Code §§ 36-9-4-2, -14 and -29; and

WHEREAS, pursuant to Ind. Code § 36-9-4-30, the Board may acquire by grant, purchase, gift, lease, or otherwise, and may hold, use, sell, lease, or dispose of real property interests necessary or convenient for the exercise of its powers and operation of the System; and

WHEREAS, pursuant to Ind. Code § 36-1-11-4(c), to sell real property, the Board must first obtain two appraisals to establish the minimum bid at which the property will be offered for sale, and then must advertise the sale by publishing a public notice setting forth the terms and conditions of the sale, including the minimum bid, the date on which bids will begin to be received, and that the sale will continue from day-to-day for a period of not more than 60 days; and

WHEREAS, pursuant to Ind. Code § 36-1-11-4(g), if the property has been up for bid for at least 60 days and either no bids were received or all bids received have been rejected, and a public notice is issued, the Board may hire a broker or auctioneer to sell the property directly rather than through the bid process; and

WHEREAS, IPTC owns certain real property located at and commonly known as 8905, 8915 and 8925 Madison Avenue, Indianapolis, Indiana 46227 (the “Property”), which it no longer needs for operation of the System; and

WHEREAS, at its meeting on January 16, 2025, the Board adopted Resolution Number 2025-02, by which it found that the sale of the Property is in IPTC’s best interests and is in the public interest, and authorized IPTC to have two appraisals performed and to publish a public notice seeking bids at an amount equal to the average of two appraisals for a period of 60 days; and

WHEREAS, IPTC had a public notice of the sale of the Property published on February 21, 2025, by which it gave notice that bids would be accepted for the purchase of the Property until April 22, 2025; and

WHEREAS, IPTC has received no bids for the purchase of the Property.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION:

Section 1. The Board finds that because no bids were received following a duly noticed bid process that the Property should be put up for sale directly rather than through the bid process.

Section 2. IPTC's President and CEO is authorized to hire a real estate broker to market and sell the Property and to pay the broker a reasonable compensation out of the gross proceeds of the sale of the Property.

Section 3. IPTC's President and CEO is directed to cause a public notice to be published in accordance with Ind. Code § 36-1-11-4(g) and Ind. Code 5-3-1 of the determination to hire a broker to market and sell the Property.

Section 4. Pursuant to Ind. Code § 36-1-11-3, a sale of the Property must be approved by the Board following a public hearing.

Section 5. This Resolution shall be in full force and effect from and after its adoption by the Board.

Section 6. If any section, paragraph, or provision of this Resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this Resolution.

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ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation this 15th day of May 2025.

BOARD OF DIRECTORS  
INDIANAPOLIS PUBLIC  
TRANSPORTATION CORPORATION

By: \_\_\_\_\_  
Gregory F. Hahn, Board Chair

ATTEST:

By: \_\_\_\_\_  
Robert M. Frye, Chief Legal Officer

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**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Britt S. Griffin, Chief Human Resources Officer  
**SUBJECT:** Consideration and Approval of the ADP Contract

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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 enter into a four-year contract extension with ADP from June 1, 2025, to May 31, 2029, to provide IPTC with Payroll, Human Resources, and Time Labor Management systems services.

**BACKGROUND:**

ADP entered into an agreement with IPTC on May 26, 2011, to provide Payroll and HR Benefits Software System services. The ADP Human Resources Information System (HRIS) integrates payroll, benefits administration, talent management, and compliance into one platform. This reduces redundancy and ensures data accuracy across all Payroll and HR functions. The system reduces the labor costs associated with payroll, time tracking, and other administrative tasks. In addition, IPTC employees can access their payroll, benefits, and personal information anytime, day or night, through ADP's desktop and mobile applications.

**DISCUSSION:**

ADP is the incumbent vendor providing Payroll, Human Resources, and Time Labor Management systems and services. The current integration between Hastus, ADP, and D365 is complex, and switching providers would result in substantial additional cost and risk. The current contract expires May 31, 2025. The Payroll and HR Department is requesting a four-year extension to avoid a disruption of service starting June 1, 2025, and ending May 31, 2029.

- Current Annual Spend: \$251,057.32 ends 5/31/25.
- 48 Month Agreement: Effective June 1, 2025 through May 31, 2029 (Total Increase in fee's of \$4,913.55 over the terms of the agreement)

Pricing for Four-Year Contract Extension:

Year	Guaranteed Price Period	Increase %	New Price	Increase Date
1	06/01/2025 to 05/31/2026	0.0%	\$244,455.12	06/01/2025
2	06/01/2026 to 05/31/2027	0.0%	\$244,455.12	06/01/2026
3	06/01/2027 to 05/31/2028	1.0%	\$246,899.67	06/01/2027
4	06/01/2028 to 05/31/2029	1.0%	\$249,368.67	06/01/2028

**FISCAL IMPACT:**

The total cost of this procurement for the ADP contract is within the approved 2025 operating budget.

**DBE/XBE DECLARATION:**

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

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**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Jennifer Pyrz  
**FROM:** Deputy Chief Transportation Officer Michael L. Roth  
**SUBJECT:** Consideration and approval of Talkdesk phone services

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**ACTION ITEM A – 5**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and the Chief Executive Officer to enter into a one-year contract extension from July 31, 2025-July 30, 2026, with Talkdesk for essential software services to support the daily operations of IndyGo Access' Care Center, the extension carries an additional contract value of \$98,001 and a new contract total amount not to exceed \$396,397.

**BACKGROUND:**

Currently, Talkdesk is our cloud-based contact center solution for our fixed route, BRT, and IndyGo Access, which consists of a knowledge base and telephone service that meets our current requirements, including software scalability. This contact solution provides telephone services to our customers through our delivery service and commitment to effective communication with our customers.

**DISCUSSION:**

The Board of Directors approved the original Talkdesk contract in 2019. Staff is proposing a one-year extension of our contract with Talkdesk, set to expire on July 31, 2025. The extension aligns with the start of several critical agreements in early 2025. It aims to mitigate risks associated with simultaneous transitions by allowing additional time for onboarding the new paratransit, maintenance, and care center vendors to ensure a seamless transition and avoid potential disruptions to our customers' services.

**FISCAL IMPACT:**

This service is funded through the local operating budget.

**DBE/XBE DECLARATION:**

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

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Board of Directors on May 15, 2025.

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## BOARD MEMORANDUM

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

**THROUGH:** President and CEO Jennifer Pyrz

**FROM:** Director of Risk and Safety Brian Clem (CSO)

**SUBJECT:** Consideration and Approval of 2025 revisions to the **Public Transportation Agency Safety Plan (PTASP)**

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### ACTION ITEM A-6

#### **RECOMMENDATION:**

It is recommended that the Board of Directors accept and approve the 2025 revisions to the IndyGo Public Transportation Agency Safety Plan (PTASP).

#### **BACKGROUND:**

This plan is to be approved annually, set forth by the requirements of the Federal Transit Administration (FTA) under 49 CFR § 673. The FTA finalized the PTASP rule on July 19, 2018, requiring transit systems receiving federal funds to develop and implement safety plans. PTASP is a formal, top-down, organization-wide approach to managing safety, risk, and assuring the effectiveness of a transit agency's safety practices and culture. The plan aims to enhance transit safety by establishing a framework for agencies to manage safety risks and continuously improve their safety performance targets. This defines safety accountability at all levels throughout the agency, defines the structure of the Safety and Security Committee (SSC) and provides protections for infectious disease exposure, and assault awareness and prevention for transit operators.

#### **DISCUSSION:**

The PTASP plan is audited and revised annually to include updated federal agency requirements and any changes from the SSC. A proposed draft with updated 2025 safety performance targets was completed in late February and presented to the SSC for review and input. With no recommendation for change, the plan has been endorsed by the SSC, the Chief Safety Officer, and President & CEO. The plan is ready for the IPTC Board of Directors' adoption and signature.

#### **FISCAL IMPACT:**

Failure to comply with this requirement subjects IPTC to a range of FTA enforcement options, including being ineligible to receive FTA grant funds until the recipient satisfies compliance.

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## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Jennifer Pyrz

**FROM:** Director of Facilities Daniel Hendrix

**SUBJECT:** Consideration and approval of IFB# 25-01-536 Janitorial Services

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### ACTION ITEM A – 7

#### RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter into multiple three-year contracts for Janitorial services at multiple IPTC locations.

• Contractor Enterprises Inc.	\$72,000	1501 W. Washington St.	Maintenance Garage
• Pristine Image	\$23,868	8925 S. Madison	Driver Layover
• Well-Done Services	\$384,134	9503 E. 33 <sup>rd</sup> St.	East Campus A, B, C
• Luxe Commercial	\$ 31,200	6410 N. College Ave.	Foundation / Driver Layover
• Luxe Commercial	\$655,200	201 W. Washington St.	Carson Transit Center
• Luxe Commercial	\$ 6,240	9255 Rising Road	Purple line Terminus

The total amount for the 3-year contract is \$1,172,642.

Each contract gives IPTC the option to exercise (2) one-year extensions. Total amount not to exceed for each contract:

• Contractor Enterprises Inc.	\$120,000	1501 W. Washington St.	Maintenance Garage
• Pristine Image	\$39,780	8925 S. Madison	Driver Layover
• Well-Done Services	\$643,639	9503 E. 33 <sup>rd</sup> St.	East Campus A, B, C
• Luxe Commercial	\$ 57,200	6410 N. College Ave.	Foundation / Driver Layover
• Luxe Commercial	\$1,144,000	201 W. Washington St.	Carson Transit Center
• Luxe Commercial	\$ 11,960	9255 Rising Road	Purple line Terminus

If both one-year options are exercised on all four contracts, the total for five years not to exceed is \$2,016,579.

#### BACKGROUND:

The janitorial services scope consists of:

- Ensure compliance with safety and hygiene standards (OSHA/IOSHA).
- Maintain a clean, sanitary, and welcoming environment across all facilities.
- Ensure timely and accurate completion of cleaning tasks.
- Collaborate with IPTC staff to address and resolve any facility-specific challenges.
- Support long-term preservation and maintenance of IPTC facilities by adhering to best practices.



The selected vendors are required to supply all labor, materials, and equipment needed to perform services. IPTC will supply the cleaning chemicals for all locations. The janitorial services contract will apply to the IPTC properties list below.

**DISCUSSION:**

IPTC's procurement department released a solicitation for janitorial services on February 24, 2025. IPTC provided detailed required services spreadsheet and scope of work for all locations to potential vendors. The procurement department received seven responses and found that Contractor, Pristine, Luxe, and Well-Done bids were responsive and responsible.

Locations covered in the contract:

1501 West Washinton Street  
201 East Washington Street  
9503 East 33<sup>rd</sup> Street  
6410 North College Avenue  
8925 Madison Avenue  
9255 Rising Rd. Purple Line Terminus

**FISCAL IMPACT:**

The contract will be funded from the Operations budget

**DBE/XBE DECLARATION:**

The goals set are as follows: MBE 15%, WBE 8%, VBE 3% and DOBE 1%

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**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 to extend the Shelter Cleaning & Maintenance 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 3 months with Shuck Corporation for the cleaning, maintenance and repair of bus stops, BRT stations, Shelters and other transit amenities by an amount not to exceed \$620,000 for a new contract total of \$5,674,842.

**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 by an additional three months, through August 31, 2025. A new solicitation for the shelter cleaning and maintenance services is currently on the street with bids due later this month. The extension will ensure that services will not be interrupted due to any vendor transition.

**FISCAL IMPACT:**

The funding source for this procurement is provided by the Operations 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:** Project Manager Rachel Wilson  
**SUBJECT:** Consideration and approval of a reimbursement agreement with the ISA

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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 execute a reimbursement agreement with the City of Indianapolis Information Services Agency (ISA) for an amount not to exceed \$341,210 to relocate fiber optic lines that conflict with the proposed Blue Line BRT design.

**BACKGROUND:**

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

**DISCUSSION:**

There are fiber optic lines owned by ISA that conflict with Blue Line project construction, requiring them to be supported or relocated. ISA is the enterprise provider of information technology services and solutions for the City of Indianapolis and Marion County. The work is reimbursable since this is a city-county agency and not a public utility. The work will be performed by ISA's contractor, Clawson Communications.

The reimbursement agreement binds IPTC to reimburse ISA for relocations that their contractor performs according to their approved relocation work plan. ISA agrees to perform relocations within a specified time and a maximum agreed-upon cost.

**FISCAL IMPACT:**

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

**DBE/XBE DECLARATION:**

This is a reimbursement agreement and not a procurement of goods or services with subcontracting opportunities; therefore, DBE goals are not applicable.

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**BOARD MEMORANDUM**

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
THROUGH: President and CEO Jennifer Pyrz  
FROM: Director Of Preventive Maintenance and Repair, Thierno Balde  
SUBJECT: Consideration and Approval of a Contract with Reliable Transmission Service (RTS)

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**ACTION ITEM A – 10**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a two-year contract with Reliable Transmission Service (RTS) to Rebuild IndyGo Gillig Fleet B400 Transmissions for an amount not to exceed \$349,000.

**BACKGROUND:**

The transmission is an essential component of a bus that requires a specialized technician to rebuild in case of failure. IndyGo, with a bus fleet equipped with the Allison B400 transmissions, needs an experienced and qualified contractor to provide rebuild services for its Gillig diesel bus fleet to align with its goal of the long-term stability of its bus service. RTS has had over 40 years of specialized experience in heavy-duty transmission overhaul and rebuild, with an exclusive focus on Allison transmissions since 1981. The company has dedicated its expertise to servicing the B400 Allison transmission, the same used on the IndyGo fixed-route Gillig bus fleet.

**DISCUSSION:**

IndyGo operates a fleet of 123 Gillig Diesel buses with B400 transmissions. Based on internal statistics, in 2024, we rebuilt 35 transmissions for both the bus midlife program and the unpredictable failures. To comply with IndyGo's procurement process and ensure optimal performance, sustainable services, and longevity, it is in IndyGo's best interest to establish a transmission service contract with Reliable Transmission Services. RTS, an Allison Certified vendor, remains IndyGo's preferred transmission service provider due to its longstanding experience, cost-effectiveness, and consistent high-quality service.

RTS will provide a two-year Allison manufacturing service warranty and can perform warranty repair at our location to keep the fleet operating with minimal downtime and with maximum service life.

**FISCAL IMPACT:**

The funding source for this service is Local Operating Funds.

**DBE/XBE DECLARATION:**

There are no XBE goals for this procurement because this is a locally funded special procurement with only one approved local certified Allison Transmission vendor.

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## 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 New Task Order and Contract Term Extension with Burgess & Niple (B&N) for Construction Management Services on the Washington Street BRT Docking Project

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### ACTION ITEM A – 11

#### **RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a new task order and extend the contract term with B&N under Request for Qualifications (RFQ) No. 23-03-474 that includes construction management services on the Washington Street BRT Docking Project for an amount not to exceed \$420,000.

#### **BACKGROUND:**

The Board of Directors approved the award of a construction management (CM) contract under RFQ No. 23-03-474 in 2023. This is a task order-based contract with specific scope and fee determinations for each new task order negotiated individually. To date, there have been two task orders totaling \$184,271 issued for construction management on the CTC Inductive Charging Project and the Near Eastside Bus Stop Improvements Phase I Project. If executed, this task order will include construction management services leading up to construction, during construction, and during the project closeout period. This task order will extend the end of the on-call contract from October 31, 2026, to October 31, 2028.

#### **DISCUSSION:**

CM services for the Washington Street BRT Docking Project will confirm constructability of the design and ensure that construction meets contract plans, specifications, terms, and applicable ADA standards. Construction management services will include design review, project controls, change management, independent cost estimates, daily construction inspection/oversight, utility coordination, material testing, risk management, and monthly and quarterly reporting.

#### **FISCAL IMPACT:**

This work is locally funded under the 2025 capital budget allocated for the Project.

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

The XBE participation to date on this contract is 32.8%. This Task Order includes XBE participation totaling 27.8% from:

- JQOL, Inc. (MBE) at 15.8%
- LADS Consulting (WBE) at 6.8%
- Northpointe Engineering & Surveying (VBE) at 4.5%
- Project Photo Docs (DOBE) at 0.8%

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## BOARD MEMORANDUM

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

**THROUGH:** President and CEO Jennifer Pyrz

**FROM:** Director of Capital Projects Matt Duffy

**SUBJECT:** Consideration and Approval of a Design Allowance for WSP for Design Services on the Blue Line BRT Project

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### ACTION ITEM A – 12

#### **RECOMMENDATION:**

It is recommended that the Board of Directors authorize a design allowance in the amount of \$375,000 for Blue Line construction phase design services from WSP under Request for Qualifications (RFQ) No. 17-11-279.

#### **BACKGROUND:**

The Board of Directors approved the award of a design and engineering contract for the Blue Line to WSP in 2018. This is a task order-based contract with specific scopes and fees for each new task order negotiated individually. To date, there have been sixteen task orders executed with fees totaling \$20,683,428. WSP's current task orders cover construction administration services through the completion of the Blue Line project.

#### **DISCUSSION:**

This design allowance would provide funds for the negotiation of future task orders for urgent design services required to address changes arising during construction including, but not limited to, relating to stormwater drainage, utility conflicts, and changes required by stakeholders such as the City of Indianapolis Department of Public Works (DPW) and the State of Indiana. An approved design allowance, rather than the individual review and approval of each task order by the Board, will allow construction activities to continue and the construction schedule to be maintained as much as possible without additional delays that would occur due to accommodation of the Board meeting schedule. This approach also minimizes consultants working at risk on our behalf without executed task orders. The scope and fees for each task order will undergo the same level of scrutiny by IPTC staff prior to execution and each task order executed utilizing this allowance will be reported informationally to the Board of Directors.

#### **FISCAL IMPACT:**

Funding for the Blue Line project is provided from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and local funds, as documented in the Capital Plan.

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

The overall DBE goal on this contract with WSP was 15%. Participation to date is 16%. As task order(s) are finalized and additional DBE participation is determined, updated amounts will be communicated to the Board of Directors.

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**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors

**THROUGH:** Board Chair Greg Hahn

**FROM:** Project Manager Rachel Wilson and Chief Legal Officer Robert Frye

**SUBJECT:** Introduction of Ordinance 2025-01 Authorizing the Acquisition of Real Property for Local Bus Stop Improvement Projects

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**ACTION ITEM A – 13**

**RECOMMENDATION:**

It is recommended that the Board of Directors approve and adopt proposed Ordinance No. 2025-01 authorizing IPTC to acquire certain real property interests necessary for local bus stop improvement projects undertaken in accordance with IPTC's ADA Transition Plan.

**BACKGROUND:**

IndyGo is implementing the ADA Transition Plan, presented to the Board of Directors in June 2021, for the improvement of local bus stops for compliance with ADA guidelines. The goal of the ADA Transition Plan is to make IPTC's bus network accessible to all users by bringing bus stops into compliance with the ADA. There are three local bus stop packages in various stages of design and construction where certain real property interests, both temporary and permanent, will need to be acquired by IPTC to construct the project as designed. If IPTC is not able to reach agreement with any individual property owner for the acquisition of the portion of their property needed for the project, then it will have to resort to eminent domain to appropriate the property. Before doing so, however, the Board must first adopt an ordinance authorizing the exercise of the power of eminent domain.

**DISCUSSION:**

Property acquisitions for construction of the local bus stop improvements will include permanent partial property acquisitions for public right-of-way and temporary easements for construction. It is not anticipated that there will be any total property acquisitions, or acquisitions that involve the relocation of buildings or property users. There are 13 parcels from which an acquisition will be necessary. Many of the acquisitions consist of small areas where eight feet off the back of curb is required to fit a compliant boarding pad, and existing right-of-way is only four or five feet to the back of existing sidewalk. All permanent rights-of-way acquired will be transferred to the City of Indianapolis Department of Public Works.

Where applicable, IPTC will comply with Federal Transit Administration and state statutory requirements for the acquisition of the needed property interests. Statutorily, the Board may acquire real property interests necessary or convenient for the operation of the transit system by grant, purchase, gift, lease, eminent domain, or otherwise. Ind. Code §§ 36-9-4-30 and -32. Although it would be a last resort, it is possible that IPTC may need to exercise the power of eminent domain to acquire some of the necessary property interests. However, before eminent domain proceedings may be instituted the Board must adopt an ordinance which: (1) generally describes the property to be acquired, (2) declares that the public interest and necessity require the acquisition, and (3) declares that the acquisition is necessary for the establishment, development, extension, or improvement of the transit system. Ind. Code § 36-9-4-32.

Accordingly, Ordinance No. 2025-01 is being introduced at the Board's May 15, 2025, meeting to authorize IPTC to institute eminent domain proceedings, if necessary, to acquire any of the necessary property interests required for the loc

stop improvement projects. A list generally describing those properties from which an interest is needed is attached to Ordinance 2025-01. It is not known at this time which of these properties will require eminent domain proceedings.

A copy of proposed Ordinance No. 2025-01 is attached to this memorandum.

Following introduction at the Board's May meeting, IPTC will publish a public notice to include (1) reference to the subject matter of the proposed ordinance, (2) that it is pending final action by the Board, (3) that the Board will hold a public hearing in June at which any person present will be given an opportunity to give testimony or evidence for or against the proposed ordinance, and (4) that the proposed ordinance is available for public inspection at the office of the Board, all as required by statute. Ind. Code § 36-9-4-24. The Board will then hold a public hearing at its meeting scheduled for June 18, 2025, to hear any testimony or evidence for or against the proposed ordinance, after which it may take final action, as required by Ind. Code § 36-9-4-25.

**FISCAL IMPACT:**

Property acquisitions and professional services associated therewith will come from the annual capital budget appropriation for local bus stop improvements.

**DBE/XBE DECLARATION:**

DBE/XBE goals are not applicable to real estate acquisitions.

# INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

## ORDINANCE NO. 2025-01

An ordinance of the Indianapolis Public Transportation Corporation (IPTC) authorizing the acquisition of real property interests for local bus stop improvements.

WHEREAS, pursuant to Ind. Code §§ 36-9-4-30 and -32, the IPTC Board of Directors (the “Board”) may acquire by grant, purchase, gift, lease, eminent domain, or otherwise, real property interests necessary or convenient for the operation of IPTC’s urban mass transportation system (the “System”); and

WHEREAS, the Board may institute proceedings to acquire real property interests by eminent domain upon adoption of an ordinance as provided for in Ind. Code §§ 36-9-4-24, -25 and -32; and

WHEREAS, in its ADA Transition Plan, IPTC has committed to making its bus network accessible to all users by bringing bus stops into compliance with the Americans With Disabilities Act (ADA) (the “Project”); and

WHEREAS, the development and construction of the Project requires the acquisition of certain real estate interests, both temporary and permanent; and

WHEREAS, the Board finds that it is in the public interest and necessity that IPTC acquire those real property interests required to develop and construct the Project.

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF DIRECTORS  
OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION:

SECTION 1. Findings and Purpose. The Board finds and declares that the public interest and necessity require the acquisition by IPTC of real property interests from those parcels identified on Attachment A, which is attached to and incorporated herein by reference, and that the acquisition thereof is necessary for improvement of the local bus stops and compliance with ADA regulations.

SECTION 2. Delegation of Authority. The Board authorizes and directs IPTC’s Chief Executive Officer to take all actions on behalf of IPTC, including the execution of all documents, instruments, certificates and other papers required, which are necessary and proper on the advice and direction of IPTC’s legal counsel to acquire the real property interests identified on Attachment A, including by the exercise of the power of eminent domain.

SECTION 3. Evidence of Public Necessity. In accordance with Ind. Code § 36-9-4-32, the adoption of this Ordinance shall be conclusive evidence of the public necessity of the acquisition interests from those parcels of real property identified on Attachment A, and that the acquisition

of said property interests has been planned in a manner most compatible with the greatest public good and the least private injury.

SECTION 4. Severability. If any provision of this Ordinance shall be held invalid or unenforceable by a court or other authority of competent jurisdiction, the provision shall be stricken from the Ordinance and all other provisions shall continue in full force and effect.

SECTION 5. Effective Date. This Ordinance shall be in full force and effect upon and after its adoption by the Board in accordance with Ind. Code §§ 36-9-4-24 and -25.

\* \* \* \* \*

PASSED AND ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation this \_\_\_\_ day of \_\_\_\_\_ 2025.

BOARD OF DIRECTORS  
INDIANAPOLIS PUBLIC  
TRANSPORTATION CORPORATION

By: \_\_\_\_\_  
Gregory F. Hahn, Board Chair

ATTEST:

By: \_\_\_\_\_  
Robert M. Frye, Chief Legal Officer



**ATTACHMENT A  
TO  
ORDINANCE NO. 2025-01  
OF THE  
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

Parcel #	Address
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PROJECT: Near Eastside Bus Stops Phase 1

1	1651 N. Campbell Avenue
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2	2804 N. Keystone Avenue
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PROJECT: Near Eastside Bus Stops Phase 2

2	3604 N. Keystone Avenue
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3	2502 Central Avenue
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4	4420 E. 21 <sup>st</sup> Street
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PROJECT: Far Eastside Bus Stops

1	10940 E. 42 <sup>nd</sup> Street
---	----------------------------------

2	2135 N. Post Road
---	-------------------

3	3250 N. Post Road
---	-------------------

4	956 N. Mitthoefer Road
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5	4020 N. Sherman Drive
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6	2185 N. Sherman Drive
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7	2205 N. Sherman Drive
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8	3455 Orchard Avenue
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## Information Update – April 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:** April 12, 2025

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### APRIL 2025 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue came in over budget for the month by \$207,607 (17.1%). YTD this revenue is over budget by \$1,002,891 (20.7%)
- Other Operating revenue category is under budget by \$132,867 (-47.0%) for the month. YTD for this revenue is under budget by \$214,213 (-18.9%).
- The passenger service revenue is under budget by \$25,483 (-5.1%) for the month. For the year passenger service revenue is under budget by \$265,613 (-13.4%).
- PMTF Grant came in at budget for the month and YTD.
- Property Tax Revenue came in at budget for the month and YTD.
- In April Local Income Tax came in at budget for the month and YTD.
- The Service Reimbursement Program revenue was over budget by \$3,108 (9.0%) for the month. For the year it is over budget by \$6,244 (4.5%).

*The Total Revenue for the agency is over budget by \$52,366 (0.1%) for the month of April. YTD Total Revenue is over budget by \$529,309 (0.1%).*

#### Expenditures

##### I) Personal Services

- Fringe Benefits are under budget for the month by \$122,492 (-6.7%). YTD it is under budget by \$1,653,543 (-20.1%).
- Overtime expenses were over budget by \$148,155 (44.6%) 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 \$553,685 (37.9%).
- April Salary expenses are under budget by \$357,451 (-8.4%) for the month. YTD it is under budget by \$2,334,097 (-12.1%)

*The Personal Services category is under budget by \$331,788 (-5.2%) for the month of April. It is under budget for the year by \$3,433,955 (-11.8%)*

##### II) Other Services and Charges

- Claims were under budget by \$11,346 (-3.3%) for the month. For the year this category is under budget by \$775,111 (-48.4%).

- For the month of April, the Miscellaneous Expense category is over budget by \$54,064 (-50.9%). YTD is under budget by \$178,788 (-32.1%).
- In April, the Purchased Transportation category is over budget by \$53,453 (5.1%). For the year it is over budget by \$218,922 (5.3%)
- For the month the “Services” expense category is under budget by \$363,731 (-16.1%). YTD this category is under budget by \$8,832,951 (-56.7%).
- For the month, utility expenses are over budget by \$31,250 (13.9%). 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 \$129,441 (14.4%).

*Overall, the Other Services & Charges category is under budget by \$236,310 (-5.9%) for the month. YTD this category is under budget by \$9,438,488 (-41.4%).*

### III) Materials & Supplies

- The Fuel and Lubricant category is under budget by \$219,704 (-39.1%). YTD it is under budget by \$698,998 (-31.3%).
- For the month of April, the Maintenance Materials category is under budget by \$16,794 (-3.1%). It is under budget for the year by \$51,971 (-2.3%).
- Other Materials and Supplies category is under budget by \$76,914 (-75.2%) for the month. For the year it is under budget by \$422,411 (-74.2%).
- Tires & Tubes category is under budget in April by \$791 (-1.2%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse the next month. YTD it is under budget by \$170,102 (-44.7%).

*For the month, the Total Materials and Supplies category is under budget by \$314,205 (-24.6%). For the year it is under budget by \$1,343,481 (-24.7%).*

*In April, the overall, total expenditures came in under budget by \$882,303 (-7.5%). Year to date expenditures are under budget by \$14,215,924 (-24.8%).*

## FY 2025 NON-BUDGETED REQUESTS

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

### RECOMMENDATION:

Receive the report.

Bart Brown, CFO and Justin Burcope, Budget Director



Indianapolis Public Transportation Corporation  
Budget to Actuals (Comparative Statement) - IndyGo  
For the Four Months Ending Wednesday, April 30, 2025

5/9/2025 11:32 AM  
Period Selected: 4

	Current Month				YTD				
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	PRIOR YTD Actual
<b>Operating Revenue</b>									
Federal Assistance	1,419,223.00	1,211,615.50	207,607.50	17.13	5,849,353.00	4,846,462.00	1,002,891.00	20.69	5,617,360.00
Other Operating Income	149,944.90	282,811.67	(132,866.77)	(46.98)	917,033.88	1,131,246.68	(214,212.80)	(18.94)	1,610,826.19
Passenger Service Revenue	468,286.69	493,769.35	(25,482.66)	(5.16)	1,709,464.32	1,975,077.88	(265,613.56)	(13.45)	1,924,580.94
PMTF Revenue	947,485.67	947,485.67		0.00	3,789,942.68	3,789,942.68		0.00	3,789,942.68
Local Property & Excise Tax Revenue	3,442,401.50	3,442,401.50		0.00	13,769,606.00	13,769,606.00		0.00	13,295,162.36
Local Transit Income Tax Revenue	4,076,242.62	4,076,242.62	0.00	0.00	16,304,970.48	16,304,970.48	0.00	0.00	19,248,831.32
Service Reimbursement Program	37,691.00	34,583.33	3,107.67	8.99	144,578.00	138,333.32	6,244.68	4.51	128,228.00
<b>Total Operating Revenues</b>	<b>10,541,275.38</b>	<b>10,488,909.64</b>	<b>52,365.74</b>	<b>0.005</b>	<b>42,484,948.36</b>	<b>41,955,639.04</b>	<b>529,309.32</b>	<b>0.01</b>	<b>45,614,931.49</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,695,961.66	1,818,453.97	(122,492.31)	(6.74)	6,562,034.03	8,215,576.86	(1,653,542.83)	(20.13)	6,592,235.80
Overtime	479,884.00	331,728.83	148,155.17	44.66	2,046,465.13	1,492,779.74	553,685.39	37.09	1,709,291.53
Salary	3,920,372.96	4,277,824.09	(357,451.13)	(8.36)	16,916,110.86	19,250,208.40	(2,334,097.54)	(12.13)	16,996,377.38
<b>Total Wages and Benefits</b>	<b>6,096,218.62</b>	<b>6,428,006.89</b>	<b>(331,788.27)</b>	<b>(5.16)</b>	<b>25,524,610.02</b>	<b>28,958,565.00</b>	<b>(3,433,954.98)</b>	<b>(11.86)</b>	<b>25,297,904.71</b>
<b>Other Services &amp; Charges</b>									
Claims	351,509.51	362,855.33	(11,345.82)	(3.13)	826,310.52	1,601,421.32	(775,110.80)	(48.40)	748,935.41
Miscellaneous Expenses	160,190.75	106,126.59	54,064.16	50.94	378,060.44	556,848.91	(178,788.47)	(32.11)	363,926.83
Purchased Transportation	1,090,784.72	1,037,331.95	53,452.77	5.15	4,368,249.60	4,149,327.80	218,921.80	5.28	4,182,296.06
Services	1,895,103.35	2,258,834.44	(363,731.09)	(16.10)	6,745,845.80	15,578,797.38	(8,832,951.58)	(56.70)	6,621,366.64
Total Utilities	255,416.69	224,166.66	31,250.03	13.94	1,026,107.60	896,666.64	129,440.96	14.44	633,465.56
<b>Total Other Services &amp; Charges</b>	<b>3,753,005.02</b>	<b>3,989,314.97</b>	<b>(236,309.95)</b>	<b>(5.92)</b>	<b>13,344,573.96</b>	<b>22,783,062.05</b>	<b>(9,438,488.09)</b>	<b>(41.43)</b>	<b>12,549,990.50</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	341,658.86	561,363.58	(219,704.72)	(39.14)	1,546,456.39	2,245,454.32	(698,997.93)	(31.13)	1,909,603.86
Maintenance Materials	529,249.16	546,043.39	(16,794.23)	(3.08)	2,176,160.86	2,228,131.56	(51,970.70)	(2.33)	2,181,127.93
Other Materials & Supplies	25,281.83	102,196.26	(76,914.43)	(75.26)	147,015.47	569,426.20	(422,410.73)	(74.18)	217,799.96
Tires & Tubes	65,791.36	66,583.33	(791.97)	(1.19)	210,060.85	380,162.53	(170,101.68)	(44.74)	188,535.21
<b>Total Materials &amp; Supplies</b>	<b>961,981.21</b>	<b>1,276,186.56</b>	<b>(314,205.35)</b>	<b>(24.62)</b>	<b>4,079,693.57</b>	<b>5,423,174.61</b>	<b>(1,343,481.04)</b>	<b>(24.77)</b>	<b>4,497,066.96</b>
<b>Total Operating Expenses</b>	<b>10,811,204.85</b>	<b>11,693,508.42</b>	<b>(882,303.57)</b>	<b>(7.55)</b>	<b>42,948,877.55</b>	<b>57,164,801.66</b>	<b>(14,215,924.11)</b>	<b>(24.87)</b>	<b>42,344,962.17</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>835,136.16</b>	<b>(1,204,598.78)</b>	<b>2,039,734.94</b>		<b>3,956,333.33</b>	<b>(15,209,162.62)</b>	<b>19,165,495.95</b>		
GAIN/LOSS ON ASSET DISPOSAL				0.00	(24,864.00)		(24,864.00)	0.00	116,274.74
<b>NET INCOME/(LOSS)</b>	<b>835,136.16</b>	<b>(1,204,598.78)</b>	<b>2,039,734.94</b>	<b>(169.33)</b>	<b>3,981,197.33</b>	<b>(15,209,162.62)</b>	<b>19,190,359.95</b>	<b>(126.18)</b>	<b>3,153,694.58</b>

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## Information Item – Proposed Fare Policy Update

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**To:** Board of Directors  
**Through:** President and CEO Jennifer Pyrz  
**From:** Chief Financial Officer Bart Brown, Chief Development Officer Brooke Thomas, and Chief Public Affairs Officer Carrie Black  
**Date:** May 15, 2025

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### BACKGROUND:

Efforts to modernize IndyGo’s fixed-route fare collection program began in 2019 with the adoption of a Fare Policy that introduced e-fare collection, accompanied by other fare policy changes. IndyGo made these changes to improve the customer experience with the launch of bus rapid transit service. Since the adoption of the 2019 Fare Policy, IndyGo has gained experience in operating and maintaining an e-fare collection system beyond just the bus rapid transit service. IndyGo is proposing updates to its fare policies as a continuation of its efforts to modernize the fare collection program.

On September 23, 2021, following a multi-year planning and community outreach effort, the Board approved the Beyond the ADA Policy, which established the current structure for paratransit service area from the federal requirement of  $\frac{3}{4}$  of a mile from fixed routes to include service to all of Marion County, which is considered by the Federal Transit Administration (FTA) to be a “premium” service. Fares for trips within the required area had long been established at two times the fixed-route base fare, the maximum level permissible by the FTA, and the Beyond the ADA Policy established a fare for service for the premium area at four times the fixed-route base fare and a flat fare rate of \$10.00 for same-day service within the premium area.

IndyGo is now proposing to update the 2019 Fare Policy and the 2021 Beyond the ADA Policy, including an adjustment to the fixed-route base fare for the first time in 15 years. The fare adjustments are largely in response to inflationary increases in the costs of goods and services IndyGo requires to provide its transit services. The proposed fare adjustments for both the fixed-route and paratransit services are as follows:

Fare Types	Existing	Proposed (w/ a proposed effective date of Jan 1, 2026)
Local Bus & BRT (fixed-route)		
2-hr unlimited (i.e., base fare)	\$1.75 (\$0.85 half-fare)	\$2.75 (\$1.35 half-fare)
1-day	Up to \$4.00 (\$2.00 half-fare)	Up to \$6.00 (\$3.00 half-fare)

Fare Types	Existing	Proposed (w/ a proposed effective date of Jan 1, 2026)
1-week, Mon-Sun	Up to \$15.75 (up to \$7.50 half-fare)	Up to \$24.75 (up to \$12.15 half-fare)
IndyGo Access (paratransit)		
ADA area	\$3.50 (2 x base fare)	\$5.50 (2 x base fare)
Premium area, scheduled	\$7.00 (4 x base fare)	\$11.00 (4 x base fare)
Premium area, same day	\$10.00	\$15.00

Included with this memorandum in the packet for the Board’s meeting on May 15, 2025 is a draft of a new fixed-route fare policy that outlines the proposed new fare rates if approved by the Board along with an explanation of the proposed changes from the 2019 fare policy and a Title VI fare equity analysis that details our findings, both of which are predicated on the proposed policy being adopted as proposed. The only proposed change to the Beyond the ADA Policy is the adjustment of the same-day premium area service as outlined in the above table.

Below are the major Board milestones related to this effort:

- May 15, 2025 – Introduce the proposed fare policy changes to the Board of Directors and kickoff a public outreach process designed to inform the public of the recommended changes.
- June 18, 2025 – Hold a public hearing before the Board of Directors to solicit feedback from the general public.
- July 31, 2025 – Conclude the public outreach process and prepare the fare policy changes and fare equity analysis for adoption.
- August 21, 2025 – Consideration and approval of the fare policy changes and fare equity analysis by the Board.
- September through December 2025 – Renewed public outreach process to inform the public of the adopted policy and how to prepare for the changes.
- January 1, 2026 – Proposed effective date of the new fare policy.

#### **RECOMMENDATION:**

Receive the proposal and officially launch IndyGo’s community outreach process.

Bart Brown  
Chief Financial Officer

Brooke Thomas  
Chief Development Officer

Carrie Black  
Chief Public Affairs Officer



# **Fixed-Route Fare Policy**

## Fare Pricing 3 Enforcement

**DRAFT: MAY 15, 2025**

**ADOPTED BY IPTC BOARD OF DIRECTORS: [Insert date]**

**EFFECTIVE: [Insert date]**



## BACKGROUND

Efforts to modernize IndyGo's fare collection program began in 2019 with the introduction of e-fare collection, accompanied by other fare policy changes. IndyGo made these policy changes to improve the customer experience with the launch of bus rapid transit service. Since the adoption of the 2019 Fare Policy, IndyGo has gained experience in operating and maintaining an e-fare collection system beyond just the bus rapid transit service. IndyGo's vision for its fare program is as follows:

*IndyGo will foster transit ridership through an equitable, reliable, and customer-centered fare payment experience. In so doing, IndyGo will optimize its fare program by committing to efficient and cost-effective solutions that are convenient and intuitive to our riders.*

The fare policy described on the following pages is a continuation of IndyGo's efforts to modernize its fare collection program.

The fare policy described below includes two major changes.

- Adjust the current base fare of \$1.75 to \$2.75 and adjust the costs of other fares accordingly, effective January 1, 2026.
- After January 1, 2026, introduce pay-as-you go, contactless payment types including contactless credit/debit cards and mobile wallets.

In accordance with federal civil rights requirements, major fare policy changes require IndyGo to examine whether major fare policy changes are equitable among minority, low-income, non-minority, and non-low-income populations. The methodology and findings of this analysis are included in the 2025 Fare Equity Analysis, and described further in the Fixed-Route Fare Policy Update for 2025.



## Fare Pricing: What to Buy

IndyGo offers customers several fare products, but its overall fare structure is designed to provide a customer with the best value based on the number of trips taken by the rider. IndyGo offers customers a variety of fare media, including cards, paper passes, and digital media. The price to purchase bus fare, which is the fee paid by a passenger for using a public bus or transit system, is a flat fare where the price illustrated in Table 1, *Fare Structure*, below remains the same regardless of the distance of one's trip. IndyGo's 2-hr unlimited access and daily and weekly fare capping options are all priced to provide a lower cost per trip for anyone that takes multiple trips on a given day or in a given week.

**Table 1 Fare Structure**

Fare Types	Full Fare Rate	Half Fare Rate
<b>Local Bus &amp; BRT (fixed-route)</b>		
<b>2-Hr Unlimited (i.e., base fare)</b>	\$2.75	\$1.35
<b>1-Day</b>	Up to \$6.00	Up to \$3.00
<b>1-Week, Mon-Sun</b>	Up to \$24.75	Up to \$12.15

## 2-hr Unlimited Rides

2-hr unlimited rides are automatically applied when the following are used to pay for the first trip:

- Cash onboard the bus, provided the rider requests a transfer ticket from the operator
- Reloadable MyKey tap card, provided the same card is used to ride each time
- Digital MyKey mobile app, provided the same mobile device is used to ride each time
- Mag-stripe paper passes, provided the pass remains valid
- Pay-as-you-go, contactless credit/debit card (once implemented)
- Pay-as-you-go, mobile wallet (once implemented)

## 1-Day & 1-Week

Fare capping offers the automatic best value for the customer where passengers spend towards a maximum fare amount (the ‘cap’) within a specific time period, ensuring the customer never pays more than a predetermined amount, regardless of how many trips they take within a given period.

### Daily Fare Capping

Daily fare capping is based on a “transit day,” which is defined as 4AM to 4AM the next day. Daily fare capping is automatically applied when the following are used to pay for each trip:

- Reloadable MyKey tap card, provided the same card is used to ride each time
- Digital MyKey mobile app, provided the same mobile device is used to ride each time
- Pay-as-you-go, contactless credit/debit card provided the same card is used to ride each time (once implemented)
- Pay-as-you-go, mobile wallet provided the same media is used to ride each time (once implemented)

### Weekly Fare Capping

Weekly fare capping is based on a transit week, which begins at 4AM Monday and ends at 2AM the next Monday. Weekly fare capping is automatically applied when a registered MyKey user pays for each trip:

- Reloadable MyKey tap card, provided the same card is used to ride each time
- Digital MyKey mobile app, provided the same mobile device is used to ride each time
- Pay-as-you-go, contactless credit/debit card provided the same card is used to ride each time (once implemented)
- Pay-as-you-go, mobile wallet provided the same media is used to ride each time (once implemented)

More information about becoming a registered MyKey user is available at [IndyGo.net](http://IndyGo.net).



## Payment Methods: Ways to Purchase Bus Fare

IndyGo accepts multiple payment methods at multiple locations; however, all sales are final. Any funds added to a customer's MyKey account are not refundable and can only be used to ride transit. MyKey cards and mag-stripe passes are non-refundable; they cannot be resold to other riders.

### Cash

Cash is accepted at the following locations, or in the following instances, to purchase bus fare:

- Julia M. Carson Transit Center at 201 East Washington Street, both at the customer service desk and at one of several ticket vending machines
- Ticket vending machines located at each bus rapid transit (BRT) station, and one of several Super Stops locations<sup>1</sup>
- At a farebox onboard the bus (exact change is required, no change will be issued)
- At partner locations, as listed on the IndyGo website, [indygo.net](http://indygo.net)

### Credit/Debit Card

Credit/debit cards can be used at the following locations, or in the following instances, to purchase bus fare:

- Julia M. Carson Transit Center at 201 East Washington Street, both at the customer service desk and at one of several ticket vending machines
- Ticket vending machines located at each BRT station and one of several Super Stops locations
- By phone
- Online at [IndyGo.net](http://IndyGo.net)
- At partner locations, as listed on the IndyGo website

See also *Open Payment Media* below.

### Open Payment Media

Upon implementation, IndyGo will be able to accept payment methods that, when used to ride transit, are their own fare type. Contactless open payment media include bank-issued contactless debit/credit cards and digital wallets, such as Apple Pay and Google Pay.

## Reduced & Fare Free Rides

IndyGo offers discounts for individuals who meet certain eligibility criteria, and who go through an eligibility review process. Riders who ride at a discounted fare rate may be asked by operators or fare inspectors to provide proof of eligibility in addition to proof of payment.

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<sup>1</sup> To speed up and enhance local service through the downtown area, and to secure operational efficiencies where these routes overlap, IndyGo introduced a series of "Super-Stops" that have many of the same characteristics as its bus rapid transit stations. They are longer than traditional bus stops making it possible for more than one bus to unload and load passengers at the same time and include many of the same passenger amenities as the BRT stations do.

## Half Fare

Because IndyGo receives funding from the Federal Transit Administration (FTA), IndyGo is required to offer a half-fare rate to the following individuals<sup>2</sup>:

- Individuals who are 65 and older with a government issued Medicare card or a valid personalized, reduced fare MyKey media
- Individuals with qualifying disabilities with a government issued Medicare card or a valid personalized, reduced fare MyKey media
- Individuals eligible to use IndyGo Access with a valid personalized, reduced fare MyKey card

Other individuals who are eligible to ride IndyGo's fixed-route bus service at the half-fare rate include:

- Youth 18 years or younger with a valid K-12 student ID or a valid personalized, reduced fare MyKey media

## Fare Free

The following groups of individuals are eligible to ride IndyGo's fixed-route bus service, fare free, using a personalized reduced fare MyKey media:

- IndyGo employees
- Immediate family members of IndyGo employees
- Current members of the IPTC Board of Directors
- Select IndyGo contractors
- IndyGo retirees

Other individuals who are eligible to ride IndyGo's fixed-route bus service, fare free, include:

- Children five and under with a paying adult, limit two
- Participants of a Sponsored Rides Program<sup>3</sup> with a valid, personalized MyKey media

## Incentives

Whether purchasing with cash or credit/debit cards, deposit bonuses are automatically applied to the balance of a MyKey account anytime someone spends \$20.00 or more to load or reload their MyKey account balance.

- \$1 deposit bonus for purchases between \$20.00 and \$39.99
- \$2 deposit bonus for purchases between \$40.00 and \$59.99
- \$3 deposit bonus for purchases \$60.00 or more

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<sup>2</sup> See 49 USC 5307 (c)(1)(D). The following individuals qualify for half-fare for non-peak hours: seniors (aged 65 and older), individuals who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability, cannot use a public transportation service; and individual presenting a Medicare card.

<sup>3</sup> IndyGo's Sponsored Rides program offers groups of riders, such as students or employees, access to IndyGo's entire bus network where, rather than the individual rider paying on a per trip basis, the sponsoring entity pays IndyGo a program fee for each participant.

## Fare Inspection & Enforcement

### Proof of Payment Required

It is the policy of IndyGo that anyone onboard a bus or within a paid fare zone must have valid bus fare.

IndyGo defines fare evasion as the act of traveling, or preparing to travel, without valid bus fare. It defines a fare evader as someone who is on an IndyGo bus, or at a BRT station or a Super Stops location without valid bus fare.

A person is considered to have valid bus fare if they can produce proof—visually or through electronic means—of having validated their media within the last two hours, or when they are in possession of a valid paper pass. A valid paper pass is either a two-hour transfer ticket vended from an onboard farebox, or a pass that has been validated by an onboard farebox and includes a timestamp that has not yet expired.

Anyone using a half-fare pass as valid bus fare must also be able to provide proof of eligibility to ride at the half-fare rate. The inability to do so is considered to be intentionally evading fare collection.

Anyone using a personalized MyKey card other than the person pictured on the front, and anyone using a personalized MyKey card that has expired is also considered to be intentionally evading fare collection.

### Fare Inspection & Enforcement

IndyGo deploys and maintains a fare inspection team to monitor customer compliance on services that use off-board fare collection. The fare inspection and enforcement policies of IndyGo may be adopted in separate IPTC Board of Directors' action and/or maintained as business documents.

## Fare Policy Maintenance

IPTC Board of Directors will review this fare policy, at a minimum, every three years. Any updates to this fare policy must be presented to the public for review and comment and the IPTC Board of Directors must approve the new policy following a public hearing.

## **Appendix A**

Explanation of the Changes Between the кийс Fare  
Policy Update and Fixed Route Fare Policy їкикнъ

**DRAFT: May 15, 2025**



## FIXED -ROUTE FARE POLICY – 2025 UPDATE

The following vision statement illustrates IndyGo’s desired future state for its fare collection program.

*IndyGo will foster transit ridership through an equitable, reliable, and customer-centered fare payment experience. In so doing, IndyGo will optimize its fare program by committing to efficient and cost-effective solutions that are convenient and intuitive to our riders.*

The changes described on the following pages are reflective of this vision and the need to maintain current services and project long-term financial stability. These represent the substantive policy changes from the 2019 Fare Policy.

It should be noted that, to administer the 2025 Fare Policy, IndyGo staff may need to create or revise existing practices and procedures to ensure efficient and effective management of the 2025 Fare Policy. In doing so, those new or revised policies and procedures should also be guided by this vision.

## Fare Structure

### Fare Rates

#### Fixed-Route Base Fare Rate Adjustment

Upon adoption, IndyGo’s base fare rate would change from \$1.75 to \$2.75 for full fare and the half fare rate would increase from \$0.85 to \$1.35. The primary reason for this increase is the need to account for the fact that the cost to provide services – both fixed-route bus service and on demand paratransit services – have increased significantly since the last fare rate increase over 15 years ago. Today, \$1.75 can buy roughly 66 percent of what it could in 2009. The proposed \$1.00 increase would substantially restore the value of IndyGo’s base fare rate, bringing it close to what it would be if the fare had been adjusted for inflation at some point between 2009 and today.

#### ADA Paratransit Service Fare Rate Adjustments

As a fixed-route provider that receives funding from the Federal Transit Administration (FTA), IndyGo is required to operate complementary ADA paratransit service. Previously referred to as Open Door service, IndyGo rebranded the on-demand paratransit services *IndyGo Access* in 2021.

The price of a trip on IndyGo Access is based on the price of the agency’s base fare rate, meaning that when the price of the base fare rate changes, the price of a trip on IndyGo Access changes.

As of September 2021, the policy of IndyGo is that the cost of a trip on IndyGo Access be determined as follows:

- Twice the fixed-route base fare rate for trips that begin and end within the required ADA area, which is generally defined as the area that is  $\frac{3}{4}$  of a mile from a bus route.
- Four times the fixed-route base fare rate for trips that begin, end, or are entirely within the premium service area, which is generally defined as the area between the ADA area and Marion County.
- A flat rate of \$10.00 for same day trips within the premium service area.

Based on the recommended increase to the fixed-route base fare rate and according to the adopted 2021 policy, the fare rate of IndyGo Access services would increase and the new fare structure would be as follows:

**Table 2 ADA Client Fare Rates**

<b>Fare Type</b>	<b>Existing Fare Rate</b>	<b>Proposed Fare Rate</b>
<b>ADA Area</b>	\$3.50	\$5.50
<b>Premium Area</b>	\$7.00	\$11.00
<b>Premium Area, Same-Day</b>	\$10.00	\$15.00

For more information, including a map illustrating the ADA and premium service areas, visit [indygo.net](http://indygo.net).

## Fare Products

### Retained

For this update, IndyGo is recommending a proportional increase to nearly all fare products, the daily rate being the only exception. IndyGo decided to not proportionally increase the 1 day and daily fare capping rates because the resulting fare would have been \$6.28 rather than an even \$6.00. Because IndyGo does not grant change on board, \$0.50 increments were viewed as preferable for day passes and IndyGo opted to select the lesser fare of \$6.00 rather than a higher fare.

### Discontinued

In 2019, IndyGo decided to phase out the 7-day, 10-trip and the 31-day fare products to simplify the fare collection system and work to ensure that more riders benefit from the best value offered by the MyKey fare collection system. While 7-day passes remain in circulation today, IndyGo stopped selling them to the general public in 2021. With this update, IndyGo has decided to stop selling the 10-trip and 31-day fare products to the general public July 1, 2026, and to no longer accept previously purchased 7-trip, 10-trip, or 31-day fare products as valid bus fare after July 1, 2027.

The Summer Youth Pass, or S-Pass, is a 31-day pass that is only available to youth during certain months of the year. In keeping with the decision that was made in 2019 to discontinue the sale of the 31-day pass and in response to relatively low utilization of this fare product, IndyGo has decided as part of this update to discontinue the sale and distribution of the Summer Youth Pass effective July 1, 2026. Instead, individuals between the ages of six and 18 will remain eligible for the half-fare youth rate, year-round. IndyGo will not accept Summer Youth Passes and S-Passes after July 1, 2027.

Lastly, continuing to sell paper passes has presented several challenges to the agency over the past five years. Paper passes are not compatible with the MyKey fare collection system and their use has greatly undermined IndyGo's ability to accurately determine the rate of fare evasion on the BRT system. Also, passes can be shared or resold, which can undermine the fairness and effectiveness of the public transit system. Paper passes have hindered IndyGo's ability to demonstrate the benefits of its MyKey fare collection system to its customers, slowing the rate of adoption.

**Table 3. Fixed-route Fare Products, Retained and Retired**

<b>Fare Product</b>	<b>Existing Fare Rate</b>	<b>Proposed Fare Rate</b>	<b>Additional Eligibility Criteria?</b>
<b>2 Hour Unlimited, full fare (i.e. base fare)</b>	\$1.75	\$2.75	No.
<b>2 Hour Unlimited, half fare</b>	\$.85	\$1.35	Yes. Seniors, youth, individuals with disabilities.
<b>One Day, full fare</b>	\$4.00	\$6.00	No.
<b>One Day, half fare</b>	\$2.00	\$3.00	Yes. Seniors, youth, individuals with disabilities.
<b>10 Trip</b>	\$17.50	<i>Retire</i>	
<b>31 Day</b>	\$60.00	<i>Retire</i>	
<b>Summer Youth Pass</b>	\$30.00	<i>Retire</i>	Yes. Individuals aged 6-18.
<b>College S-Pass</b>	\$30.00	<i>Retire</i>	Yes.
<b>MyKey, Daily Fare Cap, full fare</b>	\$4.00	\$6.00	No.
<b>MyKey, Daily Fare Cap, half fare</b>	\$2.00	\$3.00	Yes. Seniors, youth, individuals with disabilities.
<b>MyKey, Weekly Fare Cap, full fare</b>	\$15.75	\$24.75	Yes. Registered MyKey users.
<b>MyKey, Weekly Fare Cap, half fare</b>	\$7.85	\$12.15	Yes. Seniors, youth, individuals with disabilities.

## New Fare Media: Contactless Open-Loop Payment Options

Fare media are physical or digital payment instruments used to pay fares on board vehicles and at BRT stations.

As technology improves and IndyGo continues to refine and enhance its e-fare payment system, IndyGo will continue to review and evaluate alternate fare payment methods and fare types. One such fare payment method is contactless open-loop payment. Contactless open loop payments are defined as NFC-chip or contactless credit/debit cards and digital wallets (e.g. Google Wallet).

With this update, IndyGo is introducing contactless open-loop payment as both a payment method and a fare type. Contactless open loop payment as a fare type permits users to access the transit system without needing to obtain a MyKey card, download and familiarize themselves with the MyKey app, or have cash on hand. IndyGo hopes this new payment method (and fare type) will reduce the barrier for riders, including visitors and infrequent riders who might not otherwise use the MyKey system.

## Other Charges & Fees

With this update, IndyGo seeks to permanently suspend some charges/fees and retain others.

### Card Issuance Fee

As of October 2024, IndyGo will no longer charge a fee when issuing a new MyKey card, including personalized and non-personalized hard cards as well as the soft cards issued by the ticket vending machines. It has been determined that the financial barrier to the customer is greater than the potential benefits to the agency. The card issuance fee of \$2.00 was put in place with the initial rollout of the new MyKey system in the fall of 2019. This fee was primarily intended to cover the cost of producing and distributing the physical fare cards, but also to extend MyKey card holders an automatic \$2.00 credit when they added their card to their online user account.

Riders who exclusively use their mobile ticketing app to purchase transit value and ride have never been charged a \$2.00 issuance fee.

### Card Replacement Fee

Like the card issuance fee, the card replacement fee was put in place with the initial rollout of the new MyKey system in the fall of 2019. This fee was primarily intended to encourage card holders to hold on to and reload their MyKey card so that they could be sure to benefit from such things as fare capping and balance protection. As of this update, the \$5.00 replacement fee will only apply to personalized MyKey media. Personalized MyKey media include the card holder's name, photo and other identifying information.

## Retail Network

In its *2019 Proposed Fare Policy and Fare Equity Analysis*, IndyGo proposed a network of retail locations where customers would be able to purchase and reload fare media. The recommendation was a direct response to the finding of a disparate impact and disproportionate burden for geographic access to the soft cards issued by the ticket vending machines that were introduced throughout the network as part of the rollout of the bus rapid transit network. Since the adoption of the 2019 fare policy, several events have required a closer review of the mitigation measure.

First, COVID-related supply-chain issues drastically hindered IndyGo's ability to stand up the retail network in a timely manner. The microchips embedded in the MyKey cards were in short supply, creating an issue in placing an order for new fare cards with a bar code that retailers could scan to activate and load or reload transit value on. Second, IndyGo staff initially believed that the integration between its e-fare vendor and the retail network vendor would be relatively straightforward. This integration proved to be difficult and the existing contracts for both the e-fare vendor and the retail vendor were silent on how to overcome the challenges to implementing this change. Finally, surveys of IndyGo's riders have shown that MyKey adoption has grown, despite limited efforts by IndyGo to promote the MyKey system to new or existing riders. IndyGo's customers have demonstrated that there are ample opportunities to acquire and (re)load MyKey fare cards from IndyGo and its partners.

Therefore, as of this update, IndyGo is no longer pursuing a retail network to mitigate the finding of a disparate impact and disproportionate burden in 2019. The previously assumed geographic challenges posed by the introduction of MyKey soft cards issued by ticket vending machines throughout the BRT network are unfounded based on how little the ticket vending machines on the BRT platforms have been used to obtain MyKey cards over the past five years. IndyGo staff will continue to evaluate the potential to expand the opportunities for riders to obtain or (re)load their MyKey accounts, whether that be through a retail network or a network of community-based organizations.

DRAFT

# Appendix B

## Title VI Fare Equity Analysis Fixed-Route Fare Policy Update

**DRAFT: May 15, 2025**



## FARE EQUITY ANALYSIS

### IndyGo's Title VI Policy

Title VI of the Civil Rights Act of 1964 requires public transportation providers that receive federal funds to operate services and programs in a non-discriminatory manner. Race, color, and national origin are protected classes under Title VI. IndyGo's Title VI policy, adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from major changes to fare policy. IndyGo conducted public outreach in June 2013 prior to adoption.<sup>4</sup>

The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

**Disparate Impact:** A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

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<sup>4</sup>IndyGo Title VI Public Hearings Outreach Summary, July 13, 2013, The McCormick Group. The summary outlines the activities conducted as part of the public outreach for the Title VI Policy adoption. IndyGo held three public hearings to receive public input on its Title VI policies: one at the Indiana History Center on June 24, 2013 and two at the IndyGo headquarters at 1501 W. Washington Street on June 25, 2013. These public hearings were advertised in various media outlets, thru e-mail, meeting flyers at 33 different sites, press releases, public notices, and the IndyGo website.



Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

In practice, this means that a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations outside that range may be categorized as a disparate impact or disproportionate burden. For the tables that follow within this section, the threshold for a burden is represented as the *Title VI Acceptable Range*.<sup>5</sup>

The IndyGo DI/DB policies consider a beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit discrimination based on race, color, or national origin by recipients of federal funding, including practices that may have the effect of adversely impacting minority populations. Therefore, if an analysis were to find a beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not having a DI and/or DB. IndyGo will acknowledge when beneficial effects occur but will not consider the effects a finding of DI and/or DB.

The Federal Transit Administration (FTA) provides guidance for conducting a fare equity analysis in Federal Circular 4702.1B. The guidance describes subjects of analysis and procedures to be used if proposed fare changes result in disparate impacts or disproportionate burdens to Title VI protected populations. For more details about FTA requirements, see Appendix D. A fare equity analysis is required for any major service changes. IndyGo's Title VI Program defines "major service change" to include any increase or decrease in fare. The current recommendations include an increase in fares, specifically an increase in the base fare from \$1.75 to \$2.75, with proportional or nearly proportional increases in other fare types. IndyGo may also introduce contactless open-loop payment options; this new fare payment method should be evaluated for any disparate impacts and/or disproportionate burdens.

According to IndyGo's practices, if a disparate impact or disproportionate burden are found in the initial proposal, then IndyGo must:<sup>6</sup>

- Analyze any proposed modifications, in order to avoid, minimize or mitigate the impacts;
- If a disparate impact and/or disproportionate burden is still found if the proposal is modified, "propose a substantial legitimate justification for the proposed fare change AND... show there

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<sup>5</sup> While this methodology excels at assessing relative impacts across IndyGo's ridership and enables group comparisons, it has a tendency to identify disparate impacts or disproportionate burdens in products and/or policies with very low utilization. When a fare product or policy is used by a very small number of individuals, slight differences in utilization can exceed IndyGo's +/- 20 percent standard. To address this, IndyGo applies the methodology only to fare types used by at least one percent of ridership; changes to fare types below this threshold are considered immaterial as a 'Major Policy Change.

<sup>6</sup> The FTA Circular 4702.1B does not require transit agencies to provide a substantial legitimate justification for the proposed fare change for findings of disproportionate burden, unlike findings for disparate impact. However, IndyGo has chosen to apply the same standard for disproportionate burden.



are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.”<sup>7</sup>

IndyGo evaluated its recommended major fare policy changes in early 2025. The methodology for that analysis is contained in the FARE EQUITY METHODOLOGY section. An overview of the initial proposal, and the results of the analysis, follows.

## Overview of Major Fare Policy Changes

The fare policy change considered as part of this analysis has two major components: Changes to IndyGo's fare structure, including proposed fare increases and the discontinuation of certain payment methods, and the introduction of new fare payment media. (see previous section for additional detail):

- Adjust the current base fare of \$1.75 to \$2.75 and adjust the costs of other fares accordingly, effective January 1, 2026.
- After January 1, 2026, introduce pay-as-you go, contactless payment types including contactless credit/debit cards and mobile wallets.

## Major Fare Policy Changes Analysis

### Changes to IndyGo's Fare Structure

The Fare Equity Analysis considered the combined impact of changes in fare costs and pass availability on minority riders (relative to non-minority riders) and low-income riders (relative to non-low-income riders). A summary of these results is presented in Table 4. Impacts associated with individual fare types were also analyzed and are presented in Table 5.

To determine fare cost, IndyGo riders were categorized into one of three fare types: “Regular fare” (full price), “Reduced fare” (half price), or “Sponsored ride” (no direct cost to the rider).<sup>8</sup> Because the fare products have differing costs and some riders qualify for discounts, the average fare paid by IndyGo riders is less than the amount at which IndyGo sets the base fare. IndyGo's analysis of the combined impacts of the proposed Major Fare Policy Change is based on the average fare paid. The average cost of a fare was estimated by applying fare costs by fare type to utilization data from IndyGo's most recent On-board Survey. For period passes (e.g., 1-day or 31-day), the cost-per-trip was calculated by dividing the pass cost by the average number of trips taken. Riders who currently use discontinued fare types were conservatively assumed to shift to full-fare, per-trip payments. These assumptions were applied consistently to both the current and proposed fare structures to compare average cost impacts across Title VI populations (see Table 4).

<sup>7</sup> FTA Circular 4702.1B, Chap. IV-20.

<sup>8</sup> Fare Type” and “Payment Method” in this analysis reflect the terminology and structure of IndyGo's 2022 On-board Survey. *Fare Type* is based on the response to “What type of fare is this?”—with options including Regular, Senior, Disabled, and Veteran. Because the latter three share the same cost structure, within this analysis they were grouped under a single “Reduced” category. *Payment Method* refers to how the rider validated or paid for their trip (e.g., 1-trip cash, 1-day pass, 31-day pass, MyKey).

**Table 4. Fare Equity Analysis: Combined Impacts**

	Avg. current cost of a single trip	Avg. future cost of a single trip	Change	DI/DB Threshold <sup>9</sup>	DI/DB <sup>10</sup>
<b>Minority</b>	\$1.26	\$2.08	<b>66.0%</b>	82.5%	<b>NO</b>
<b>Non-Minority</b>	\$1.26	\$2.12	68.7%		
<b>Low-Income</b>	\$1.29	\$2.15	<b>67.1%</b>	80.5%	<b>NO</b>
<b>Non-Low-Income</b>	\$1.27	\$2.11	67.1%		

The average cost of a single trip increases by 66.0 percent for minority riders, compared to 68.7 percent for non-minority riders, and by 67.1 percent for low-income riders, compared to 67.1 percent for non-low-income riders. These increases do not exceed the 20 percent relative difference threshold used to identify a disparate impact or disproportionate burden (DI/DB); therefore, *no DI/DB is attributable to the combined effects of the proposed fare policy change.*

IndyGo also analyzed each fare type and payment method individually to assess the potential for disparate impacts or disproportionate burdens (DI/DB) attributable to changes affecting any specific fare type and payment method combination. A three-part test was applied to fare types and payment methods that are currently available and will remain available following the fare policy change:

1. Is the combination of fare type and payment method used by at least one percent of IndyGo riders?
2. If so, is this combination used by the minority or low-income population at least 20 percent more than by the non-minority or non-low-income population?
3. If so, does the cost to riders currently using this pass increase by more than 20 percent relative to the average cost increase across all passes if the proposed Major Fare Policy Change is implemented?

If a fare type and payment method combination meet all three criteria, a DI/DB would be identified.

For combinations that are being discontinued, only the first two criteria apply. In these cases, a DI/DB would be identified if both questions were answered affirmatively.

<sup>9</sup> Per IndyGo's adopted Title VI policy, this threshold represents 20 percent of the benefits/burdens borne by the non-minority/non-low-income population.

<sup>10</sup> Determination of disparate impact or disproportionate burden.

**Table 5. Fare Equity Analysis: Fare Type and Payment Method Combinations: Disparate Impact**

Fare Type	Payment Method*	Future State	Utilization >1%	Dispropor tionate use	Cost increase >20% of avg cost increase?	DI?
<b>Regular</b>	Single-Trip (w/Transfer) - Cash	Retained	YES	YES	NO	NO
	Single Ride Ticket	Retained	NO	YES	NO	NO
	1-Day Pass	Retained	YES	YES	NO	NO
	10-Trip Ticket	Discontinued	YES	NO	--	NO
	31-Day Pass	Discontinued	YES	NO	--	NO
	MyKey Single Trip	Retained	YES	NO	NO	NO
	Other/Unknown	Retained	NO	NO	NO	NO
<b>Reduced</b>	Single-Trip (w/Transfer) - Cash	Retained	YES	NO	NO	NO
	Single Ride Ticket	Retained	NO	NO	NO	NO
	1-Day Pass	Retained	YES	NO	NO	NO
	10-Trip Ticket	Discontinued	NO	NO	--	NO
	31-Day Pass	Discontinued	YES	NO	--	NO
	MyKey Single Trip	Retained	YES	YES	NO	NO
	S-Pass	Discontinued	NO	YES	--	NO
<b>Sponsored Ride</b>	Veteran	Retained	YES	NO	NO	NO
	Student	Retained	YES	NO	NO	NO
	Other	Retained	YES	NO	NO	NO

\* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

**Table 6 Fare Equity Analysis: Fare Type and Payment Method Combinations: Disproportionate Burden**

Fare Type	Payment Method*	Future State	Utilization >1%	Dispropor- tionate use	Cost increase >20% of avg cost increase?	DB?
<b>Regular</b>	Single-Trip (w/Transfer) - Cash	Retained	YES	NO	NO	NO
	Single Ride Ticket	Retained	NO	YES	NO	NO
	1-Day Pass	Retained	YES	NO	NO	NO
	10-Trip Ticket	Discontinued	YES	NO	--	NO
	31-Day Pass	Discontinued	YES	NO	--	NO
	MyKey Single Trip	Retained	YES	NO	NO	NO
	Other/Unknown	Retained	NO	NO	NO	NO
<b>Reduced</b>	Single-Trip (w/Transfer) - Cash	Retained	YES	YES	NO	NO
	Single Ride Ticket	Retained	NO	NO	NO	NO
	1-Day Pass	Retained	YES	YES	NO	NO
	10-Trip Ticket	Discontinued	NO	YES	--	NO
	31-Day Pass	Discontinued	YES	YES	--	YES
	MyKey Single Trip	Retained	YES	NO	NO	NO
	S-Pass	Discontinued	NO	NO	--	NO
<b>Sponsored Ride</b>	Veteran	Retained	YES	NO	NO	NO
	Student	Retained	YES	NO	NO	NO
	Other	Retained	YES	NO	NO	NO

\* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

Of the fare types and payment methods analyzed, only one combination was found to meet IndyGo's criteria for a disproportionate burden. Specifically, *the elimination of the reduced-fare 31-day pass was identified as a disproportionate burden for low-income riders*, as it is used by more than one percent of riders and is disproportionately used by low-income riders compared to riders without low incomes. *No disparate impacts were identified for minority riders, and no other disproportionate burdens were identified for low-income riders under the proposed fare policy change.*

## Introduction of Contactless Open-Loop Payment Technologies

IndyGo also evaluated the other proposed major fare change: the introduction of contactless open-loop payment technologies (i.e., contactless credit or debit cards and mobile wallets). These payment technologies represent an additional way for riders to access fare capping benefits that are not available when paying with cash. Because these payment methods represent a new way to access an existing benefit, the analysis focused on the share of riders who could gain access to fare capping under this policy change.

The assessment centered on riders who do not currently have access to fare capping and who pay for their own transit use—i.e., excluding MyKey users and Sponsored Ride participants. This subpopulation represents 73.0 percent of riders according to IndyGo’s 2022 On-Board Survey (OBS). Within this group, IndyGo assessed the share of riders who reported access to the payment technologies needed for tap-to-pay: smartphones or tablets with a data plan, debit or credit cards, or any of the above.

To determine whether a disparate impact or disproportionate burden exists, the percent of non-minority or non-low-income riders with access to each payment method was used to establish a reference point. A threshold was then set at 20 percent below that benchmark for the comparison group. In each case, the percentage of minority and low-income riders with access to the relevant technology exceeded the threshold. For example, while 80.4 percent of non-minority riders reported access to a smart device, 87.1 percent of minority riders reported access—well above the DI threshold of 64.3 percent. Results for card access and any alternate payment method showed similar patterns. Full results are presented in Tables 7 through 8.

**Table 7 Fare Equity Analysis: DI/DB with respect to Smart Devices**

	Non-Minority	Minority	Non-Low Income	Low-Income
<b>Has a Smart Device</b>	80.4%	87.1%	89.2%	82.1%
<b>Threshold for DI/DB</b>	64.3%		71.4%	
<b>DI/DB?</b>	NO		NO	

**Table 8 Fare Equity Analysis: DI/DB with respect to Credit/Debit Cards**

	Non-Minority	Minority	Non-Low Income	Low-Income
<b>Has a Credit/Debit Card</b>	61.3%	59.2%	67.2%	57.1%
<b>Threshold for DI/DB</b>	49.0%		53.7%	
<b>DI/DB?</b>	NO		NO	

**Table 9. Fare Equity Analysis: DI/DB with respect to Any Alternate Payment Method**

	Non-Minority	Minority	Non-Low Income	Low-Income
<b>Has any alternate payment method</b>	92.3%	94.9%	96.9%	93.1%
<b>Threshold for DI/DB</b>	73.9%		77.5%	
<b>DI/DB?</b>	NO		NO	

*No disparate impact or disproportionate burden was identified across any of the Title VI populations for the tap-to-pay policy change, regardless of payment method analyzed.*

## Other Changes Not Analyzed

IndyGo did not analyze the Card Issuance Fee or the Card Replacement Fee changes. Modifications to these policies are included in the Fixed-Route Fare Policy and the update. The existing data available to IndyGo does not permit an analysis of these fees.

## Summary of Initial Proposal Analyses

IndyGo evaluated the major fare policy changes. For the Changes to IndyGo's Fare Structure, *only the discontinuation of the 31-Day pass had a finding of disproportionate burden*. There was no finding related to the introduction of contactless open-loop payment technology. Any policy with a disparate impact and/or disproportionate burden needs to be analyzed further to understand alternatives and any potential mitigation. The additional analysis is discussed in the following section.

## Evaluation of Alternatives

As part of the fare equity analysis, the initial proposal to recommend increasing the fixed-route base fare from \$1.75 to \$2.75 in addition to changes in other fare products was analyzed to determine disproportionate burden and/or disparate impact for the changes to the fares and the introduction of contactless open-loop payment. The discontinuation of the reduced fare 31-Day pass resulted in a disproportionate burden. IndyGo is required to consider alternatives that might eliminate the disproportionate burden.

## Proposal Modifications

IndyGo staff did not modify the initial proposal based upon the finding of a disproportionate burden for the reduced fare 31-Day pass.

## Alternatives Available

IndyGo is not introducing an alternative to the discontinuation of the full and reduced fare 31-Day pass that would still allow IndyGo to accomplish its program goals. Specifically, IndyGo's major fare policy changes seek to create a more intuitive and cost-effective program. Maintaining duplicative fare types run counter to the stated goals. IndyGo could maintain the 31-Day paper pass, but the pass benefits are duplicative to the weekly fare capping policy applied to certain fare media and require IndyGo purchase and maintain costly paper passes. IndyGo could introduce a new fare type that mimics the 31-Day pass but the availability of weekly fare capping for certain fare media is similar to the 31-Day pass; the new fare type would be largely duplicative and counter to IndyGo's program goals.

## Staff Recommendation

It remains IndyGo's recommendation to discontinue the 31-Day pass, both full and reduced fare types. The pass is largely duplicative of the benefits available through a registered MyKey account, where frequent riders automatically receive weekly fare capping. Since 31-Day pass users are generally regular riders, they are likely to benefit from this feature. The proposed change aligns with IndyGo's

goals of simplifying the fare structure and encouraging broader adoption of MyKey. For these reasons, IndyGo will proceed with its plan to eliminate the 31-Day pass.

## Mitigation Strategies

IndyGo will mitigate the disproportionate burden found in the policy of discontinuing the reduced fare 31-Day pass. The following actions will be reviewed and considered:

- Public outreach to riders on the bus and at the Carson Transit Center about the discontinuation of the 31-Day pass and the benefits of the contactless closed-loop payments; and
- Accepting 31-Day passes, including reduced fare 31-Day passes, until January 1, 2027.

## Public Input

[Provide summary of public input, with specific focus on the item that is a DI/DB.]

### Results of Public Input

[Provide any supporting information about public input here. Detailed outreach information should be included in the Appendix.]

## Next Steps

[Insert next steps based on public comment]

**Table 10. Schedule of Fare Changes**

Phase	Activity Description	Jan. 1, 2026	Jan. 1, 2027
Stop selling of 10 trip, 31 day pass	Stop selling all period passes.	X	
Effective Date of Policy Change	New fare policy enforced.	X	
Cease Accepting 10 trip, 7 day pass, 31 day pass	IndyGo customers no longer can use the 10-trip, 7-day, or 31-day passes.		X

# **Appendix C**

## **Title VI Fare Equity Analysis Fare Equity Analysis Methodology**

**DRAFT: May 15, 2025**



## FARE EQUITY ANALYSIS METHODOLOGY

### Proposed Fare Changes

The fare policy change considered as part of this analysis has two major components: changes to IndyGo's Fare Structure, including proposed fare increases and the discontinuation of certain payment methods, and the introduction of new fare payment media (see previous section for additional detail). The following changes are proposed:

- Adjust the current base fare of \$1.75 to \$2.75 and adjust the costs of other fares accordingly, effective January 1, 2026.
- After January 1, 2026, introduce pay-as-you go, contactless payment types including contactless credit/debit cards and mobile wallets.

IndyGo's methodology for evaluating fare equity, in assessing any benefits or impacts associated with these policies, is outlined within this memo.

### Federal Guidance

The Federal Transit Administration (FTA) provided guidance for conducting a Fare Equity Analysis in Federal Circular 4702.1B (2012). This guidance describes subjects of analysis and procedures to be used if proposed fare changes result in disparate impacts or disproportionate burdens to riders. The Circular also requires that transit providers use ridership surveys for their analysis and specifies certain categories of information to be included in their final equity documentation. For a detailed checklist of FTA requirements, see Appendix D.

Title VI does not include income as a protected class but the FTA Circular 4702.1B (2012) requires transit agencies to evaluate income "recognizing the inherent overlap of environmental justice principles in this area." (FTA C4702.1B, Chap. IV-12).

### IndyGo Title VI Policy

IndyGo adopted disparate impact and disproportionate burden policies in 2013 to meet federal requirements for the 2013 Title VI Program. The policies in effect are defined in Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

IndyGo's Title VI Program defines "major service change" to include any increase or decrease in fare.

In practice, this means that a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations

must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations outside that range may be categorized as a disparate impact or disproportionate burden. For the tables that follow within this section, this range is represented as the *Title VI Acceptable Range*.<sup>1</sup>

The IndyGo DI/DB policies consider a beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit discrimination based on race, color, or national origin by recipients of federal funding, including practices that may have the effect of adversely impacting minority populations. Therefore, if an analysis were to find a beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not having a DI and/or DB. IndyGo will acknowledge when beneficial effects occur but will not consider the effects a finding of DI and/or DB.

According to IndyGo's practices, if a disparate impact or disproportionate burden are found in the initial proposal, then IndyGo must:<sup>2</sup>

- Analyze any proposed modifications, in order to avoid, minimize or mitigate the impacts;
- If a disparate impact and/or disproportionate burden is still found if the proposal is modified, "propose a substantial legitimate justification for the proposed fare change AND... show there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals."<sup>3</sup>

## Definitions

The following definitions will apply to the fare equity analysis.

**Disparate Impact:** A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population. This policy was established in IndyGo Board Resolution 2013-03.

**Disproportionate Burden:** A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population. This policy was established in IndyGo Board Resolution 2013-03.

**Fare Type:** As defined in the On-Board Survey conducted in 2022, the fare type is whether a customer pays a full fare, half fare or no fare for the fare media.

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<sup>1</sup> While this methodology excels at assessing relative impacts across IndyGo's ridership and enables group comparisons, it has a tendency to identify disparate impacts or disproportionate burdens in products and/or policies with very low utilization. When a fare product or policy is used by a very small number of individuals, slight differences in utilization can exceed IndyGo's +/- 20 percent standard. To address this, IndyGo applies the methodology only to fare types used by at least one percent of ridership; changes to fare types below this threshold are considered immaterial as a 'Major Policy Change.'

<sup>2</sup> The FTA Circular 4702.1B does not require transit agencies to provide a substantial legitimate justification for the proposed fare change for findings of disproportionate burden, unlike findings for disparate impact. However, IndyGo has chosen to apply the same standard for disproportionate burden.

<sup>3</sup> FTA Circular 4702.1B, Chap. IV-20.

**Low-Income:** Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for the 2023 Title VI Program. The Service Monitoring Report is an FTA-required analysis of service provided by FTA-funded agencies in an urban area over 200,000 persons and that operate 50 or more fixed route vehicles in peak service.<sup>4</sup> The analysis requires comparing actual service provided by the agency to minority and non-minority populations and low-income and non-low-income populations.<sup>5</sup>

**Minority:** Minorities is defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with the definition applied in the Service Monitoring Report completed for the 2023 Title VI Program.

**Payment Method:** As defined in the On-Board Survey conducted in 2022, payment methods are those fares purchased by a customer and used to access IndyGo.

## MAJOR FARE POLICY CHANGES

The following section outlines the methodology, including data, used to conduct the analysis of potential Title VI impacts of IndyGo's fare policy changes for the Fixed-Route Fare Policy, as proposed on May 15, 2025.

### General Methodology

Per IndyGo's adopted Title VI Policy, all major fare policy changes are assessed for the benefits or, if applicable, the burdens borne by minority, non-minority, low-income, and non-low-income riders. If the proportion of minority or low-income riders receiving benefits or burdens differs by more than +/- twenty percent relative to their respective comparison groups, then a disparate impact or disproportionate burden may exist.

This analysis of fare policies of the Fare Equity Analysis relies upon the *2022 On-Board Ridership Survey* for data on ridership characteristics. That survey allowed respondents to identify their race, ethnicity, household size, and household income. For the purposes of this analysis, minority riders are those riders who identified as any of the following: American Indian/Alaska Native, Asian, Black/African-American, Hispanic/Latino, Native Hawaiian/Pacific Islander, or "other" as applicable; non-minority riders are those who identified as White, alone, in the survey. Survey respondents who refused to identify their race or ethnicity are not included in the analysis concerning disparate impact.

Low-income riders are those riders who described their total annual household income in ranges that are within the thresholds set by Department of Health and Human Services (DHHS) poverty guidelines

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<sup>4</sup> See FTA Circular C4702.1b, Chapter IV-9 (October 1, 2012).

<sup>5</sup> An equity analysis, whether fare, facility, or service, is intended to evaluate potential adverse impacts before the modification is made. The Service Monitoring Report evaluates the potential adverse impacts of service being provided. For IndyGo, these analyses should share the same definitions and methodologies to avoid discrepancies between a service equity analysis and the SMR, for example.

in 2022 (see Table 11 for details). Survey respondents who refused to identify their income or household size are not included in the analysis concerning disproportionate burden.

**Table 11. Low-Income Guidelines**

Number of People in Household	DHHS 2022 Poverty Limit	2022 On-Board Survey Income Bracket
1	\$13,590	\$10,000 - \$14,999
2	\$18,310	\$15,000 - \$24,999
3	\$23,030	\$15,000 - \$24,999
4	\$27,750	\$25,000 - \$34,999
5	\$32,470	\$25,000 - \$34,999
6	\$37,190	\$35,000 - \$39,999
7	\$41,910	\$40,000 - \$49,999
8	\$46,630	\$40,000 - \$49,999
9	\$51,350	\$50,000 - \$59,999
10	\$56,070	\$50,000 - \$59,999

## Specific Methodologies

### Increase the base fare and increase the costs of other fares accordingly

IndyGo assessed the comparative impacts of the proposed base fare increase and related fare policy changes both overall and by combinations of fare types and payment methods. This approach provided insights into the general impacts of the fare change as well as those experienced by individuals using specific fare products.

**Segmentation:** Individual records within the On-Board Survey (OBS) were categorized as Minority / Non-Minority / Unknown and Low-income / Non-low-income / Unknown. The fare types and payment methods available in the survey were segmented into the following categories:

- Fare type: Regular, Reduced, Sponsored
- Payment Method: 1-trip cash, 1-trip ticket, 1-day pass, 10-trip ticket, 31-day pass, MyKey Single Trip (physical fare card or phone app), S-Pass, and/or type of Sponsored Ride (e.g., student, veteran, other).

Using this segmentation, IndyGo assigned a fare type/payment method combination to more than 99 percent of riders represented in the OBS data. Riders for whom this assignment could not be made were presumed to be regular, pay-per-trip riders for the purposes of analysis.<sup>6</sup>

<sup>6</sup> Fare Type” and “Payment Method” in this analysis reflect the terminology and structure of IndyGo’s 2022 On-board Survey. *Fare Type* is based on the response to “What type of fare is this?”—with options including Regular, Senior, Disabled, and Veteran. Because the latter three share the same cost structure, within this analysis they were grouped under a single “Reduced” category. *Payment Method* refers to how the rider validated or paid for their trip (e.g., 1-trip cash, 1-day pass, 31-day pass, MyKey).

When the OBS was conducted, IndyGo Access paratransit eligible riders were able to access IndyGo fixed-route services at no cost; however, that practice has since been discontinued, and those riders now ride at the reduced fare rate. For the purposes of this analysis, individuals who previously reported using that payment method were assumed to ride at the same frequency but pay the \$0.85 reduced fare.

Riders who indicated they were using the Veteran fare type were included in the Veteran sponsored rides program, even if they also listed a payment method. Likewise, respondents who reported that their MyKey account was reloaded by a third party (e.g., work, school, or a social service agency) were assumed to be part of a Sponsored Ride program. In both cases, it was assumed that these individuals were currently riding, or had the ability to ride, at no direct cost to themselves. Users of IndyGo's S-Pass program were included as a reduced fare type, as its cost and the access it provides mirrors the reduced-fare 31-day pass.

While IndyGo riders are able to reduce the cost of transit through daily and weekly fare capping, these benefits are not incorporated into the following analysis due to data limitations. The OBS is not structured in a way that allows IndyGo to reliably determine whether a respondent's travel behavior would have met fare capping thresholds. IndyGo reviewed other potential data sources—most notably, data from its e-fare system—which do indicate how frequently fare caps are reached. However, those e-fare system records do not include the demographic or income information needed to apply them within a Title VI analysis. IndyGo recognizes that achieving either fare cap lowers the effective cost of transit for riders; as such, excluding fare capping from this analysis should be viewed as a conservative approach.

Using this approach, IndyGo identified current utilization (as of the 2022 OBS) of each market segment (see Table 12).

**Table 12. IndyGo Ridership Segmentation: Fare Type x Payment Method**

Fare Type	Payment Method*	Overall	Minority	Non-Minority	Low Income	Not Low Income
Regular	1-Trip Cash	31.5%	33.6%	26.7%	33.7%	29.4%
Regular	1-Ride Ticket	0.2%	0.3%	0.2%	0.5%	0.0%
Regular	1-Day Pass	13.3%	14.2%	10.9%	12.9%	13.2%
Regular	10-Trip Ticket	1.3%	1.0%	1.9%	1.3%	1.9%
Regular	31-Day Pass	10.6%	10.1%	11.7%	10.8%	11.4%
Regular	MyKey Single Trip	12.2%	10.0%	17.6%	10.1%	16.3%
Regular	Other/Unknown	0.9%	0.7%	1.4%	0.9%	1.1%
Reduced	1-Trip Cash	5.7%	5.3%	6.0%	7.8%	2.6%
Reduced	1-Ride Ticket	0.0%	0.0%	0.0%	0.0%	0.0%
Reduced	1-Day Pass	4.1%	4.3%	3.7%	5.0%	3.2%
Reduced	10-Trip Ticket	0.2%	0.2%	0.2%	0.4%	0.1%
Reduced	31-Day Pass	4.0%	3.3%	5.7%	4.7%	3.5%
Reduced	MyKey Single Trip	2.2%	2.6%	1.4%	2.1%	1.8%
Reduced	S-Pass	0.8%	1.1%	0.3%	0.7%	0.6%

Fare Type	Payment Method*	Overall	Minority	Non-Minority	Low Income	Not Low Income
Sponsored	Veteran	5.5%	5.8%	4.9%	4.5%	8.3%
Sponsored	Student	4.2%	4.3%	4.1%	1.8%	2.7%
Sponsored	Other	3.2%	3.2%	3.3%	2.8%	3.8%

\* Because the **Fare Equity Analysis** draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

**Assessing Changes by Fare Type / Payment Method.** The proposed increase in IndyGo's base fare and other fare types was examined to estimate the average cost increase experienced by IndyGo riders, including the Title VI subgroups described above. For payment methods that would persist under the revised fare policy, the current and future costs were compared.

For payment methods that would be discontinued, the current cost was listed and these users were assigned to a new payment method in the future. To remain conservative, it was assumed future riders would become single-trip payors (either via cash or MyKey), the effect of which is that they were presumed to be paying the maximum amount within their fare type in the future. To the degree that these individuals adopt more cost-effective approaches, our analysis may over-estimate the impacts to those individuals.

When users access a trip-based payment method (e.g., single-trip cash or ticket, 10-trip ticket, or MyKey), the current and future costs are defined. For period passes (day passes, 31-day passes, S-Passes), the cost of a single trip is equivalent to the cost of the pass divided by the number of trips taken using that pass. Trip counts were estimated using the following approaches:

- **1-Day Passes:** Weekday data from October 2023 was used to calculate pass utilization. For each day, the total number of day passes sold and redeemed (i.e., used after being vended) was recorded. The total redeemed was divided by the total sold to estimate the average number of redemptions per pass. Because every redeemed pass must first be sold, one was added to this ratio to determine the average number of times a single pass was used.

$$\frac{\text{Day Passes Redeemed}}{\text{Day Passes Sold}} + 1 = \text{Average Uses per Pass}$$

The cost of a single day pass was divided by this average to calculate a cost-per-trip. Separate estimates were produced for full- and half-fare day passes.

- **31-Day Passes:** The analysis used 31-day pass data from September 2023. To isolate usage to this period, passes first activated during the week of September 4 (but not used prior) were identified. Data from August 15 through October 15 was used to confirm first-time use during that week. For these passes, the median number of trips taken was calculated by fare type/payment method (e.g., regular, reduced, S-Pass). This median trip count was then used to calculate a cost-per-trip by dividing the pass price by the median number of trips.

Notably, because IndyGo offers an unlimited number of transfers within two-hours of an initial transit trip and because period pass users would present their period pass as proof of valid fare, it is possible that some of the trips captured in the above analysis would have been eligible for free transfers and should not be captured as a paid trip. As a result, the above approach may overstate the number of paid trips taken on a period pass—and therefore understate the actual cost-per-trip for those riders.

Based on the above assumptions and calculations, Table 13 presents the current and future cost-per-trip values used in this analysis.

**Table 13. Current and Future Cost per Trip, by Fare Type and Payment Method**

Future Availability	Fare Type	Payment Method*	Current Cost / Trip	Future Cost / Trip	Percent Change
Retained	Regular	1-Trip Cash	\$1.75	\$2.75	57.1%
Retained	Regular	1-Ride Ticket	\$1.75	\$2.75	57.1%
Retained	Regular	1-Day Pass	\$1.49	\$2.23	50.0%
Discontinued	Regular	10-Trip Ticket	\$1.75	\$2.75	57.1%
Discontinued	Regular	31-Day Pass	\$1.11	\$2.75	147.5%
Retained	Regular	MyKey Single Trip	\$1.75	\$2.75	57.1%
Retained	Regular	Other/Unknown	\$1.75	\$2.75	57.1%
Retained	Reduced	1-Trip Cash	\$0.85	\$1.35	58.8%
Retained	Reduced	1-Ride Ticket	\$0.85	\$1.35	58.8%
Retained	Reduced	1-Day Pass	\$1.01	\$1.52	50.0%
Discontinued	Reduced	10-Trip Ticket	\$0.85	\$1.35	58.8%
Discontinued	Reduced	31-Day Pass	\$0.41	\$1.35	233.0%
Retained	Reduced	MyKey Single Trip	\$0.85	\$1.35	58.8%
Discontinued	Reduced	S-Pass	\$0.67	\$1.35	102.5%
Retained	Sponsored	Veteran	\$0.00	\$0.00	0.0%
Retained	Sponsored	Student	\$0.00	\$0.00	0.0%
Retained	Sponsored	Other	\$0.00	\$0.00	0.0%

\* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

By combining the current and future cost-per-trip estimates (Table 13) with the user segmentation results (Table 13), we calculated the average fare paid under the current and future fare structures for all users and for each user group relevant to the DI/DB analysis.

Applying the +/-20 percent relative difference threshold to the percent change experienced by non-minority and non-low-income groups establishes the upper limit of change that minority and low-income groups can experience without triggering a finding of DI or DB.



The differences in cost changes between groups are not large enough to constitute a disparate impact or disproportionate burden attributable to the proposed fare policy change. These results are summarized in Table 14.

**Table 14. Overall DI/DB Comparison**

	Avg. current cost of a single trip	Avg. future cost of a single trip	Change	DI/DB Threshold <sup>7</sup>	DI/DB <sup>8</sup>
<b>Overall</b>	\$1.26	\$2.10	66.8%	<b>N/A</b>	<b>N/A</b>
<b>Minority</b>	\$1.26	\$2.08	66.0%	82.5%	<b>NO</b>
<b>Non-Minority</b>	\$1.26	\$2.12	68.7%		
<b>Low-Income</b>	\$1.29	\$2.15	67.1%	80.5%	<b>NO</b>
<b>Non-Low-Income</b>	\$1.27	\$2.11	67.1%		

**Assessing Impacts by Individual Fare Type and Payment Method.** In addition to evaluating the overall impacts of the proposed fare change, the analysis also assessed potential impacts associated with each combination of fare type and payment method. This sub-analysis distinguished between combinations that are being retained and those that are being discontinued.

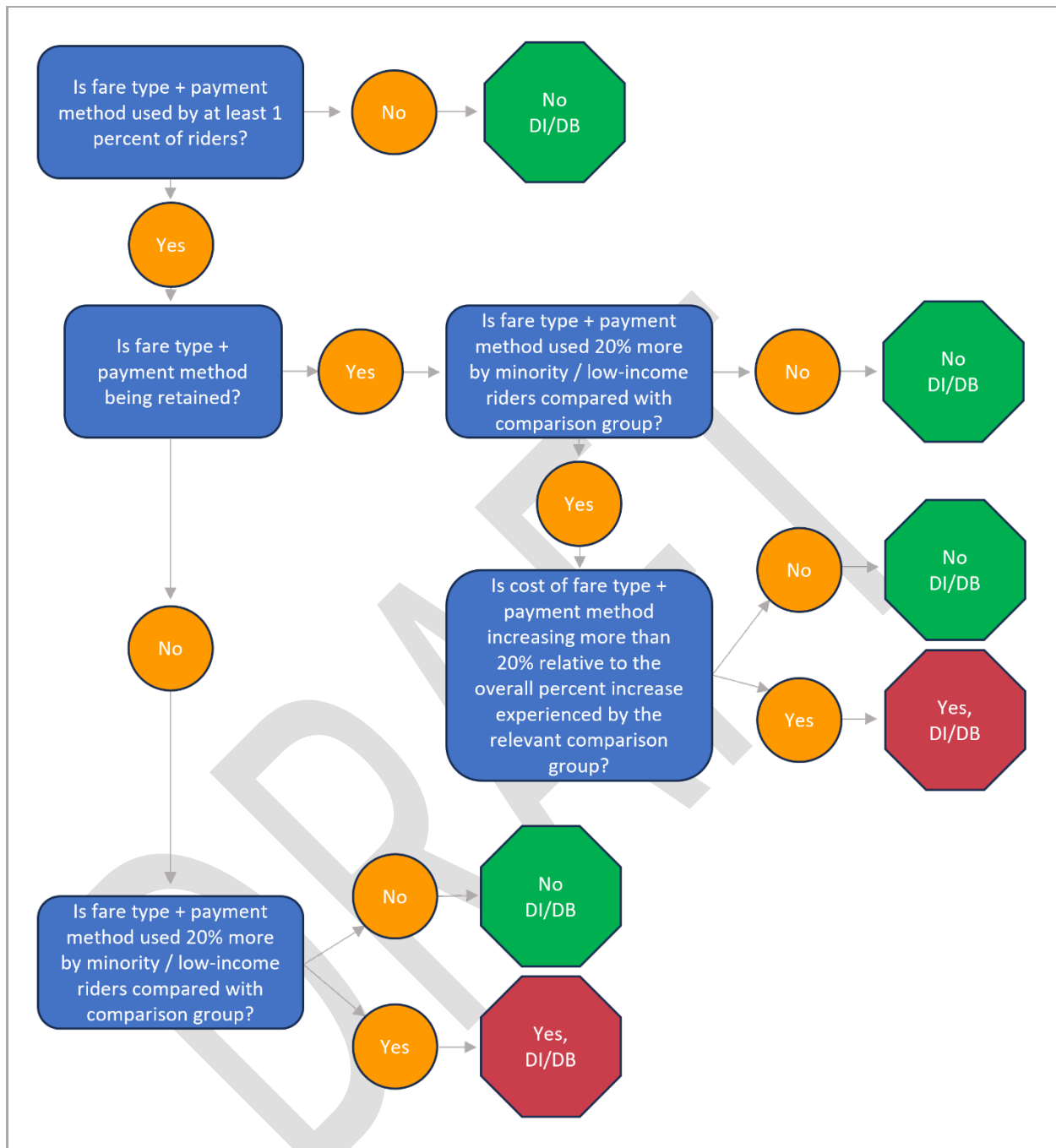
To avoid identifying a disparate impact or disproportionate burden based on trivial differences, IndyGo applied a minimum utilization threshold in this analysis. Fare type and payment method combinations used by less than one percent of riders were excluded. Although a higher threshold could reasonably be justified—given that fare types used by such a small share of riders may not meet the definition of a Major Policy Change—IndyGo selected a one-percent cutoff to maintain a conservative approach. Figure A-1 shows a conceptual decision tree that was applied in determining DI/DB by individual fare type and payment method. Table 15 and Table 16 show the application of this decision tree in finding a DI/DB analysis by fare type.

<sup>7</sup> Per IndyGo's adopted Title VI policy, this threshold represents 20 percent of the benefits/burdens borne by the non-minority/non-low-income population.

<sup>8</sup> Determination of disparate impact or proportionate burden.



**Figure 1. Fare Equity Analysis: Fare Type/Payment Method DI/DB Decision Tree**



**Table 15. Fare Equity Analysis: Fare Type and Payment Method Combinations: Disparate Impact**

Fare Type	Payment Method*	Future State	Current Cost	Future Cost	Minority Utilization	Non-Minority Utilization	Utilization >1% (all riders)	Disproportionate use	Cost increase >20% of avg cost increase?	DI?
<b>Regular</b>	Single-Trip (w/Transfer) - Cash	Retained	\$1.75	\$2.75	33.6%	26.7%	YES	YES	NO	NO
	Single Ride Ticket	Retained	\$1.75	\$2.75	0.3%	0.2%	NO	YES	NO	NO
	1-Day Pass	Retained	\$1.49	\$2.23	14.2%	10.9%	YES	YES	NO	NO
	10-Trip Ticket	Discontinued	\$1.75	\$2.75	1.0%	1.9%	YES	NO	--	NO
	31-Day Pass	Discontinued	\$1.11	\$2.75	10.1%	11.7%	YES	NO	--	NO
	MyKey Single Trip	Retained	\$1.75	\$2.75	10.0%	17.6%	YES	NO	NO	NO
	Other/Unknown	Retained	\$1.75	\$2.75	0.7%	1.4%	NO	NO	NO	NO
<b>Reduced</b>	Single-Trip (w/Transfer) - Cash	Retained	\$0.85	\$1.35	5.3%	6.0%	YES	NO	NO	NO
	Single Ride Ticket	Retained	\$0.85	\$1.35	0.0%	0.0%	NO	NO	NO	NO
	1-Day Pass	Retained	\$1.01	\$1.52	4.3%	3.7%	YES	NO	NO	NO
	10-Trip Ticket	Discontinued	\$0.85	\$1.35	0.2%	0.2%	NO	NO	--	NO
	31-Day Pass	Discontinued	\$0.41	\$1.35	3.3%	5.7%	YES	NO	--	NO
	MyKey Single Trip	Retained	\$0.85	\$1.35	2.6%	1.4%	YES	YES	NO	NO
	S-Pass	Discontinued	\$0.67	\$1.35	1.1%	0.3%	NO	YES	--	NO
<b>Sponsored Ride</b>	Veteran	Retained	\$0.00	\$0.00	5.8%	4.9%	YES	NO	NO	NO
	Student	Retained	\$0.00	\$0.00	4.3%	4.1%	YES	NO	NO	NO
	Other	Retained	\$0.00	\$0.00	3.2%	3.3%	YES	NO	NO	NO

\* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

**Table 16. Fare Equity Analysis: Fare Type and Payment Method Combinations: Disproportionate Burden**

Fare Type	Payment Method*	Future State	Current Cost	Future Cost	Low-Income Utilization	Non-Low-Income Utilization	Utilization >1%	Disproportionate use	Cost increase >20% of avg cost increase?	DB?
<b>Regular</b>	Single-Trip (w/Transfer) - Cash	Retained	\$1.75	\$2.75	33.7%	29.4%	YES	NO	NO	NO
	Single Ride Ticket	Retained	\$1.75	\$2.75	0.5%	0.0%	NO	YES	NO	NO
	1-Day Pass	Retained	\$1.49	\$2.23	12.9%	13.2%	YES	NO	NO	NO
	10-Trip Ticket	Discontinued	\$1.75	\$2.75	1.3%	1.9%	YES	NO	--	NO
	31-Day Pass	Discontinued	\$1.11	\$2.75	10.8%	11.4%	YES	NO	--	NO
	MyKey Single Trip	Retained	\$1.75	\$2.75	10.1%	16.3%	YES	NO	NO	NO
	Other/Unknown	Retained	\$1.75	\$2.75	0.9%	1.1%	NO	NO	NO	NO
<b>Reduced</b>	Single-Trip (w/Transfer) - Cash	Retained	\$0.85	\$1.35	7.8%	2.6%	YES	YES	NO	NO
	Single Ride Ticket	Retained	\$0.85	\$1.35	0.0%	0.0%	NO	NO	NO	NO
	1-Day Pass	Retained	\$1.01	\$1.52	5.0%	3.2%	YES	YES	NO	NO
	10-Trip Ticket	Discontinued	\$0.85	\$1.35	0.4%	0.1%	NO	YES	--	NO
	31-Day Pass	Discontinued	\$0.41	\$1.35	4.7%	3.5%	YES	YES	--	YES
	MyKey Single Trip	Retained	\$0.85	\$1.35	2.1%	1.8%	YES	NO	NO	NO
	S-Pass	Discontinued	\$0.67	\$1.35	0.7%	0.6%	NO	NO	--	NO
<b>Sponsored Ride</b>	Veteran	Retained	\$0.00	\$0.00	4.5%	8.3%	YES	NO	NO	NO
	Student	Retained	\$0.00	\$0.00	1.8%	2.7%	YES	NO	NO	NO
	Other	Retained	\$0.00	\$0.00	2.8%	3.8%	YES	NO	NO	NO

\* Because the Fare Equity Analysis draws its data inputs from the OBS, the fare types / payment methods generally reflect those listed within the OBS, except as otherwise specified. The 1-Trip Cash, 1-Ride Ticket, and MyKey Single Trip payment methods each correspond with the 2-hr unlimited fare type listed in IndyGo's proposed fare policy.

Because the reduced-fare 31-day pass is used by more than one percent of riders, is proposed for elimination, and is disproportionately used by low-income riders (4.7%) compared to riders without low incomes (3.5%), its removal meets IndyGo's criteria for a disproportionate burden.

No other individual combination of fare type and payment method meets the threshold for a finding of disparate impact or disproportionate burden.

## **Introduction of Contactless Open-Loop Payment Technology**

The second major change within the proposed fare policy update states, IndyGo will introduce Contactless Open-Loop payment technology on board IndyGo vehicles, including credit cards, debit cards and mobile payments via smartphones. It is presumed that riders using these technologies will be able to access benefits not available to cash-paying riders—primarily daily and weekly fare capping—and as such, differences in access to these among Title VI populations, could result in a disparate impact or disproportionate burden.

Relying on OBS data—which includes questions about whether respondents have a debit card, credit card, or smartphone / tablet with a data plan—IndyGo analyzed potential differences across Title VI groups in access to these payment technologies.

Because the proposed policy change introduces a new benefit—an additional way to access fare capping—the analysis centers on populations who could potentially gain access through one of these alternate payment technologies. Assessing the population that potentially benefits from this policy change is consistent with the manner in which IndyGo assessed geographic considerations in its 2019 Fare Policy update.

The analysis was limited to riders who do not already have access to fare capping and who pay for their own transit use. In other words, it excludes MyKey users (who already have access to fare capping) and Sponsored Ride participants (who access transit at no direct cost to themselves). As such, this analysis is based on the 73.0 percent of riders who could benefit from the adoption of the policy.

Respondents in the OBS were asked to check all that apply from a list that included smartphones with data plans, tablets with data plans, debit cards, credit cards, and other options. For this analysis, smartphones and tablets with data plans were combined into a single “smart device” category, while debit and credit cards were grouped as well. These categories were analyzed both individually and in combination to assess whether respondents had access to any of the alternate payment methods required for tap-to-pay.

As in the previous analysis, the percentages of non-minority and non-low-income riders with access to each technology were used to establish the reference point. A threshold was then calculated at 20 percent below these reference values to determine whether a disparate impact or disproportionate burden existed for Title VI groups. For example, as shown in Table 17, 80.4 percent of non-minority riders reported access to a smart device, establishing the disparate impact threshold at 64.3 percent

(i.e., 20 percent below the non-minority rate). Because 87.1 percent of minority riders have a smart device (above the threshold), no disparate impact is found.

**Table 17. Fare Equity Analysis: DI/DB with respect to Smart Devices**

	Non-Minority	Minority	Non-Low Income	Low-Income
<b>Has a Smart Device</b>	80.4%	87.1%	89.2%	82.1%
<b>Threshold for DI/DB</b>	64.3%		71.4%	
<b>DI/DB?</b>	NO		NO	

**Table 18. Fare Equity Analysis: DI/DB with respect to Credit/Debit Cards**

	Non-Minority	Minority	Non-Low Income	Low-Income
<b>Has a Credit/Debit Card</b>	61.3%	59.2%	67.2%	57.1%
<b>Threshold for DI/DB</b>	49.0%		53.7%	
<b>DI/DB?</b>	NO		NO	

**Table 19. Fare Equity Analysis: DI/DB with respect to Any Alternate Payment Method**

	Non-Minority	Minority	Non-Low Income	Low-Income
<b>Has any alternate payment method</b>	92.3%	94.9%	96.9%	93.1%
<b>Threshold for DI/DB</b>	73.9%		77.5%	
<b>DI/DB?</b>	NO		NO	

No disparate impact or disproportionate burden was identified across any of the Title VI populations for the Contactless Open-Loop payment technologies policy change, regardless of payment method analyzed.

# **Appendix D**

## FTA Requirement Checklist

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## FTA REQUIREMENT CHECKLIST

The following table is derived from the checklist “Considerations for a Fare Equity Analysis” from the FTA Circular 4702.1B, page K-10.

**Table 20 FTA Requirement Checklist**

<b>Appendix K Checklist</b>	<b>Location in the Fare Equity Analysis</b>
Briefly and clearly state policy to determine when a “disparate impact” occurs in the context of fare changes.	See Appendix B “Fare Equity Analysis”, specifically the section IndyGo Title VI Policy.
Specify how we engaged the public in developing our policy for measuring disparate impacts.	See Appendix B “Fare Equity Analysis”, specifically the section IndyGo Title VI Policy.
Briefly and clearly stated our disproportionate burden policy, and our policy describes how we engaged the public in developing the developing the disproportionate burden policy.	See Appendix B “Fare Equity Analysis”, specifically the section IndyGo Title VI Policy
Analyzed fare media generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or fare media that would be subject to the fare increase or decrease.	IndyGo does not provide fare types limited to specific service modes. For the analysis by payment type and fare media, see Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.
Determined the number and percent of users of each fare media proposed for increase or decrease, including a profile of fare usage by group – minority, low-income, and overall ridership.	See Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.
Depict fare media comparing the existing cost, the percent change, and usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. Clearly analyze fare media for minority groups distinct from low-income.	See Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.

Appendix K Checklist	Location in the Fare Equity Analysis
Compare the differences in impacts between minority users and overall users.	See Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.
Compare the differences in impacts between low-income users and overall users.	See Appendix B “Fare Equity Analysis”, specifically the section Changes to IndyGo’s Fare Structure.
Analyzed any alternative transit modes, fare payment types, or fare media available for people affected by the fare change. The analysis compared the fares paid by the proposed changes with fares that would be paid through available alternatives. Analysis shows whether vendors that distribute/sell the fare media are located in areas that would be convenient to impacted populations.	There are no geographic considerations with respect to the fare changes that have been proposed here, thus the locations of vendors and their convenience to riders is not analyzed. There is no alternative proposed for the customers affected by the fare change. As there were no proposed alternatives, no additional analysis was conducted.
Identify whether minority populations will experience disparate impacts.	No DI found. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.
If a disparate impact exists, we considered modifying our proposal. If we modified our proposal, we analyzed the modified proposal to determine whether minority populations will experience disparate impacts.	No DI found. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.
If a disparate impact exists, we provided a meaningful opportunity for public comment on any proposed mitigation measures. <sup>1</sup>	No DI found. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.
If a disparate impact exists and we will continue to make the fare changes, we demonstrated a substantial legitimate justification and demonstrated that we analyzed the alternatives	No DI found. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.

<sup>1</sup> The public comment requirement is not included in Appendix K but can be found in FTA C4702.1B on Chap.IV-21.



Appendix K Checklist	Location in the Fare Equity Analysis
to determine whether the proposed fare changes are the least discriminatory alternative.	
If there is a documented a disparate impact or disproportionate burden, we explored alternatives and mitigation, including timing of fare increases, discounts to social agencies, and other alternatives.	See Appendix B “Fare Equity Analysis”, specifically the sections on Summary of Initial Proposal Analyses for discussion of alternatives and staff recommendations and Mitigation Strategies for mitigations proposed.

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# **Appendix E**

## **SUMMARY OF POLICY CHANGES AFTER PUBLIC INVOLVEMENT**

## SUMMARY OF POLICY CHANGES AFTER PUBLIC INVOLVEMENT

[Insert when public review and comment was released and a summary of changes (if applicable), along with the IPTC Board of Directors' approval date.]

The changes outlined below do not include minor edits to the draft document, including any corrections of spelling or grammar.

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# **Appendix F**

## **SUMMARY OF PUBLIC INVOLVEMENT**

## PUBLIC COMMENTS AND PRESENTATIONS

INDYGO WILL UPDATE THIS SECTION WITH INFORMATION ON PUBLIC COMMENTS, INCLUDING WHEN COMMENTS WERE COLLECTED AND A SUMMARY OF RESPONSES.

IndyGo collected public comments from XXX to XXX.

### Public Meetings and In-Person Engagement

[The following table outlines the date, time, location, and individuals present for each public meeting and in-person engagement]

#### Board of Directors Public Hearing

#### Public Testimony

PUBLIC TESTIMONY WILL BE INSERTED FOLLOWING THE BOARD OF DIRECTORS' MEETING

#### Sign-In Sheet for XXX Board Meeting

SIGN IN SHEET WILL BE INSERTED FOLLOWING THE MEETING

#### IndyGo Board of Directors Comments

BOARD OF DIRECTORS COMMENTS WILL BE INSERTED AFTER THE ADOPTION MEETING

### Public Hearing Presentation

PUBLIC HEARING PRESENTATION WILL BE INSERTED AFTER THE ADOPTION MEETING.



*IndyGo*<sup>SM</sup>

# FARE Policy Proposal

OUTREACH & ENGAGEMENT PLAN

1





# Fare Policy Proposal

## *2025 Fare Policy Implementation Timeline*

- **May 15**– Introduce fare policy recommendations to IPTC Board
- **June 18** – Hold public hearing during IPTC Board meeting
- **July** – Conclude the public outreach process
- **August 21** – Vote on new Fare Policy and Fare Equity Analysis
- **January 2026** – Implement new fare rates, effective 01/01/2026

# Fare Policy Proposal

## *2025 Fare Policy Outreach*

- ***Elected Official Briefings***
- ***Internal Briefings:***
  - ***Team Leadership***
  - ***ATU Local 1070 Leadership***
  - ***Teammate Town Hall***



# Fare Policy Proposal

## *2025 Fare Policy Outreach*

- ***Partner Briefings:***
  - ***IndyGo Foundation Grant Partners***
  - ***IndyGo Access Paratransit Partners***
  - ***Limited English Proficiency Partners***
  - ***Transit Drives Indy Advocates***
- ***Virtual and in-person Public Meetings throughout Indianapolis***
- ***Outreach to riders at CTC and onboard buses***
- ***Neighborhood organizations***

# Fare Policy Proposal

## *2025 Fare Policy Communications*

- “Value of Transit” web page
- **Media release**
- Deskside chats and interviews with media – print, radio, television
- **Audio announcements on buses and at CTC**
- **Social media content and event reminders**
- **Feedback and Outreach information cards**
- **Multi-lingual community toolkit for partner agencies**

*IndyGo*<sup>SM</sup>

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

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**To:** Chair and Board of Directors  
**Through:** President/CEO Jennifer Pyrz  
**From:** Britt S. Griffin  
**Date:** May 15, 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

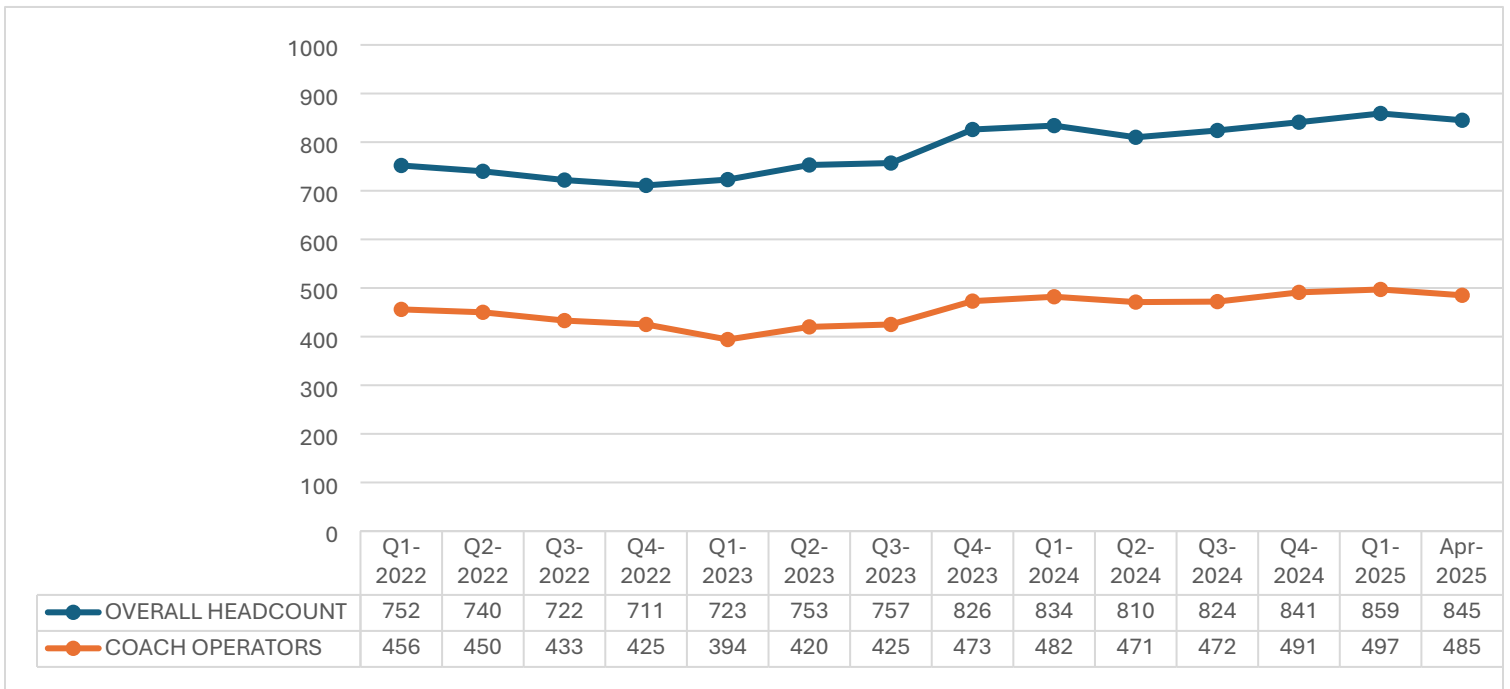


Indianapolis Public Transportation Corporation  
 dba IndyGo  
 1501 W. Washington Street  
 Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

## 1. Employee Population Breakdown

Total IndyGo Employees:	845
Total Union Employees:	613
Total Non-Union:	232
Total Coach Operators:	437
Total Coach Operator Trainee:	48

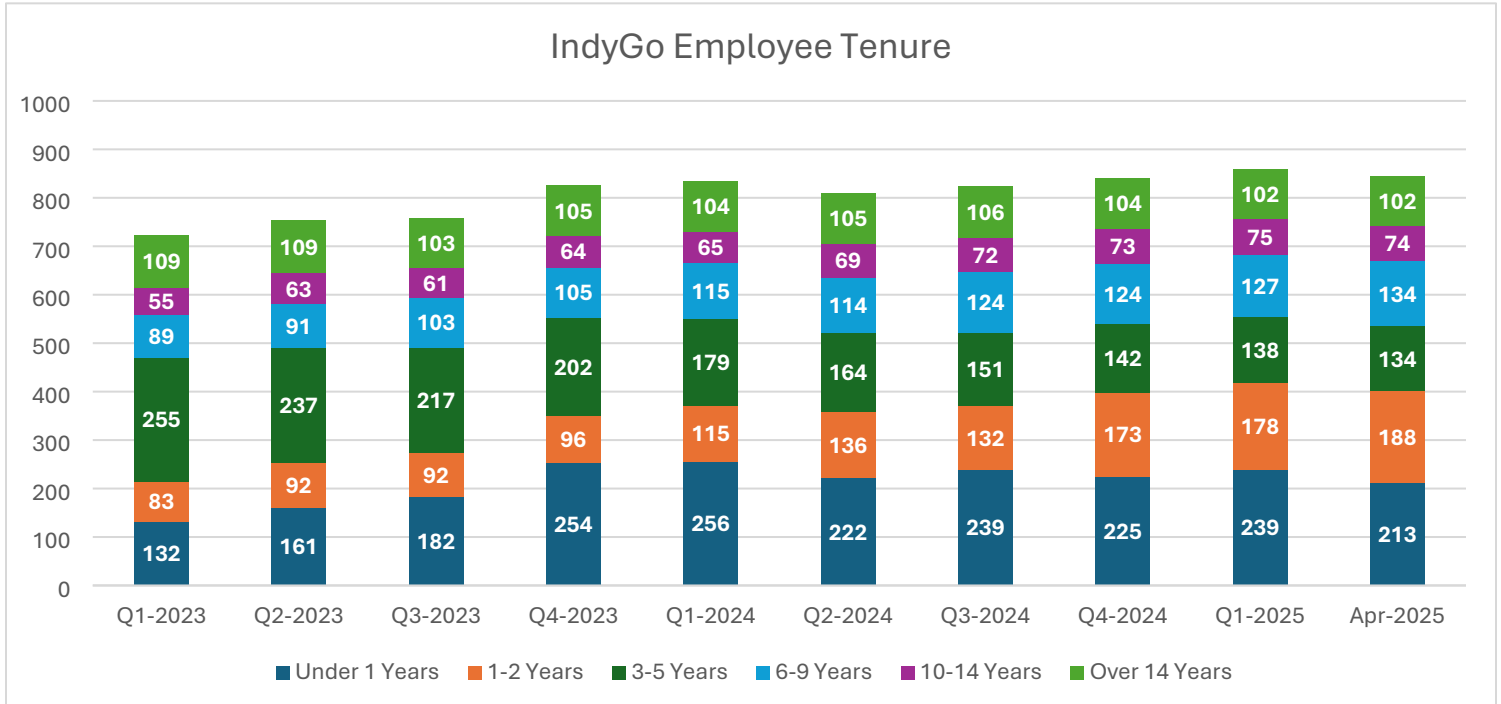
## 2. Total Headcount by Quarter





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### 3. Headcount by Tenure by Quarter



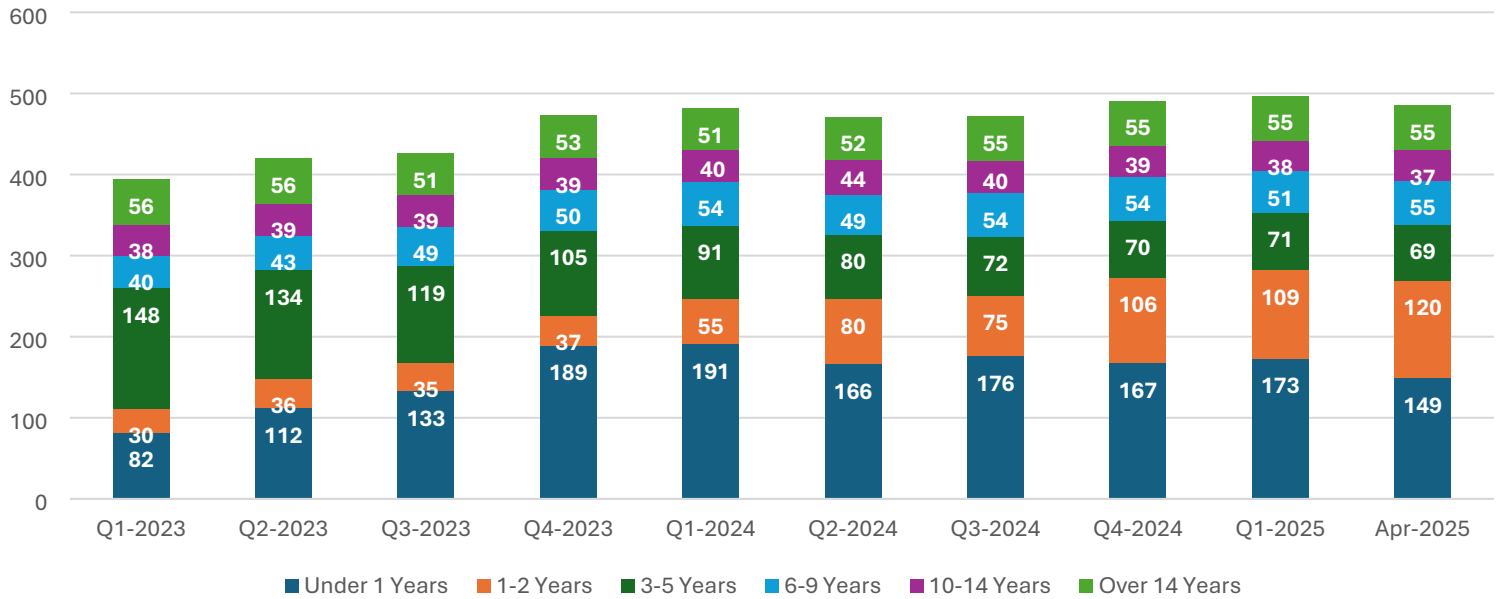
#### All Employee Tenure

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
Q1-2025	27.82%	20.72%	16.07%	14.78%	8.73%	11.87%	859
Apr- 2025	25.21%	22.25%	15.86%	15.86%	8.76%	12.07%	845



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### Coach Operator Tenure



### Coach Operator Tenure

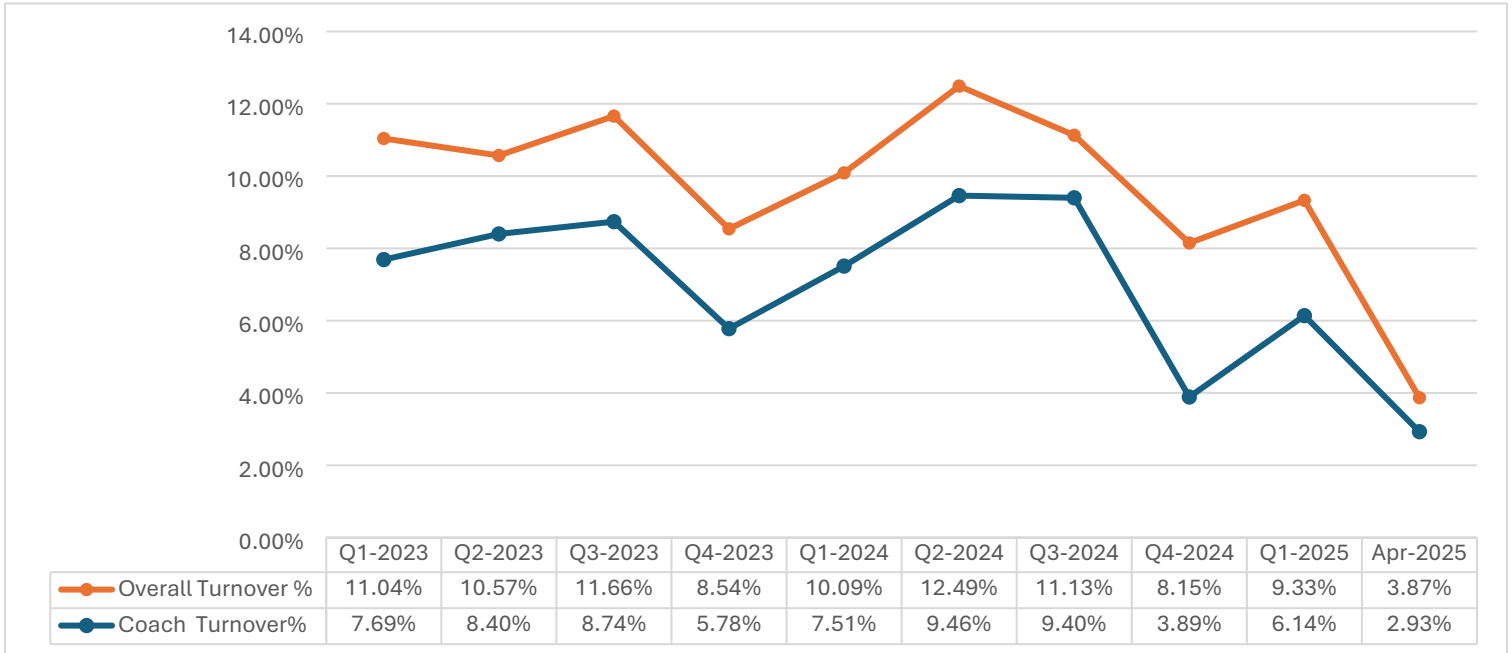
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2023	39.83%	7.84%	22.25%	10.59%	8.26%	11.23%	472
2024	34.01%	21.59%	14.26%	11.00%	7.94%	11.20%	491
Q1- 2025	34.81%	21.93%	14.29%	10.26%	7.65%	11.07%	497
Apr- 2025	30.72%	24.74%	14.22%	11.34%	7.63%	11.34%	485





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

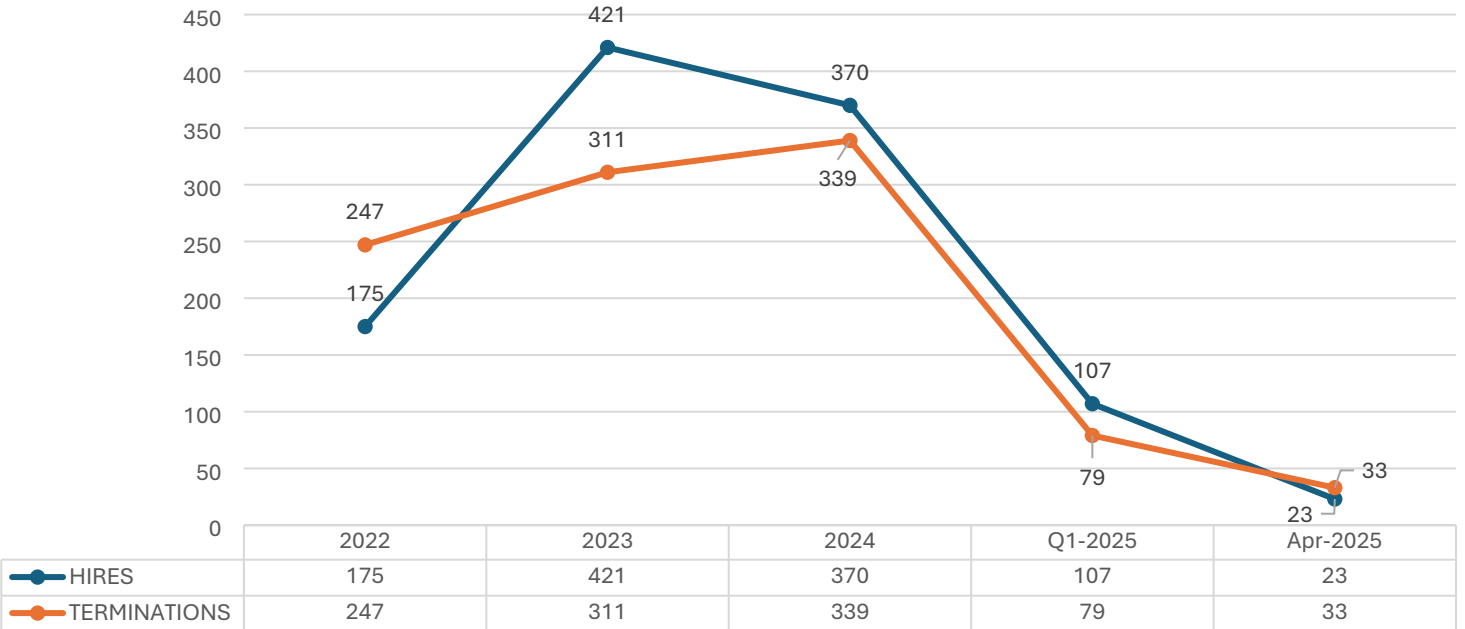


Period	Average Headcount	Overall Terminations	Overall Turnover %	Coach Terminations	Coach Turnover%
Q1-2023	715.50	79	11.04%	55	7.69%
Q2-2023	737.84	78	10.57%	62	8.40%
Q3-2023	755.00	87	11.66%	66	8.74%
Q4-2023	795.87	67	8.54%	46	5.78%
Q1-2024	852.14	84	10.09%	64	7.51%
Q2-2024	824.78	103	12.49%	78	9.46%
Q3-2024	808.37	90	11.13%	76	9.40%
Q4-2024	822.52	62	8.15%	32	3.89%
Q1- 2025	846.85	79	9.33%	52	6.14%
Apr-2025	852.57	33	3.87%	25	2.93%

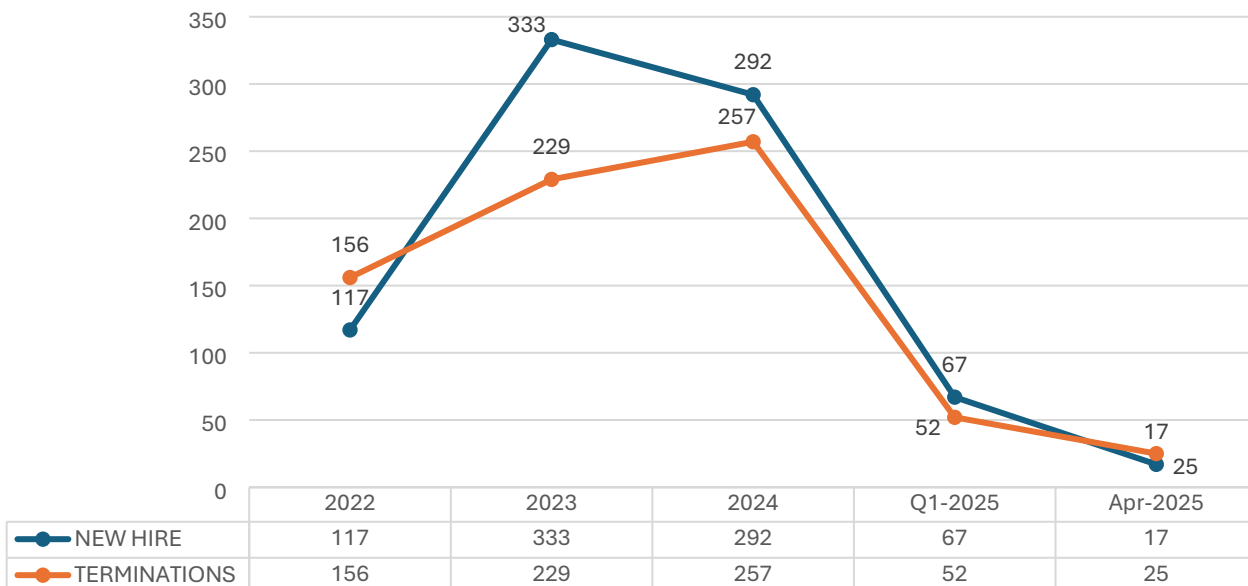


## 5. Hires vs Terminations

Overall Hires vs. Terminations



Coach Operator Hires vs. Terminations





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## **Planning & Capital Projects Report, May 2025**

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**To:** President & CEO Jennifer Pyrz  
**From:** Chief Development Officer Brooke Thomas  
**Date:** May 9, 2025

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### **STRATEGIC PLANNING**

#### **American Bus Benchmarking Group Site Visit**

IndyGo recently hosted staff from the Imperial College who support the activities of the American Bus Benchmarking Group (ABBG), of which IndyGo is a member. Imperial College staff provided IndyGo leadership and staff with an overview of the ABBG. They reviewed the many key performance indicators available through the group and toured several facilities and select IndyGo routes. Working closely with Service Planning staff, IndyGo's Strategic Planning staff will be sharing published reports and information gathered by the ABBG throughout this year.

#### **Spring 2025 Customer Satisfaction Survey**

IndyGo's next customer satisfaction survey for its fixed-route service is currently underway and is being administered by the American Bus Benchmarking Group (ABBG). The survey became available online on April 22 with flyers posted inside buses and at the Julia Carson Transit Center (CTC). Representatives from IndyGo will be at the CTC conducting in-person surveys May 11 through May 17, and the online survey will close on May 19. The last customer perception surveys for fixed-route were conducted by IndyGo in the fall of 2023 and fall of 2024. In June 2025, together with the ABBG, IndyGo will survey its paratransit customers about key aspects of that service and how it is used.

### **ENGINEERING & CONSTRUCTION**

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

Utility relocations and other preconstruction activities continue throughout the project corridor, as do the community engagement team's outreach meetings. Construction is currently underway in the downtown area and east of I-465 on the east side. The first major closure is planned in July. More detailed construction schedules are due to be delivered by the contractors this month. These schedules will further detail the construction activities that are expected to occur through 2028.

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

The construction management team is in the process of ensuring compliance with contractual obligations by finalizing all open contract items and collecting the necessary documentation required to close out the project. The only major work that remains to be completed is the rehabilitation of the CSX

railroad crossing on Post Road, which will be performed by CSX. IndyGo is coordinating with CSX to obtain the final documentation needed to schedule and proceed with the crossing rehabilitation.

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

A cloud-based transit signal priority (TSP) system, the same system that was installed along the Purple Line corridor, is being installed along 43 signalized intersections along Route 37 - Park 100. 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 divisions. Once implemented, IndyGo will closely monitor, evaluate, and publish route metrics to inform route improvements and guide future decision-making about additional TSP deployment projects.

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

Construction of two BRT docking bays on the Washington Street side of the CTC is anticipated to begin in 2026. Once completed, the bays will complement the award-winning architectural design of the transit center and offer passenger amenities like those found at IndyGo BRT stations. The platform will be long enough to accommodate two bays for 60-ft, articulated buses. One boarding area is planned to be used by the Blue Line when it opens in 2028. The other boarding area is planned to be used as a contingency bay for any BRT route. Currently in the design phase, this project is on schedule to reach 90 percent complete by late-June/early-July.

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

DPW's conversion of Michigan and New York streets from one-way to two-way roads between College Avenue and Ellenberger Park on the near east side is nearly completion. IndyGo is preparing to operate two-way service on Michigan Street as early as June, which is when the next service changes will be made.

## **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. The demolition and construction work has concluded, and the newly expanded bays have been put back into use. The wall crack repairs, and installation of the new boiler room door are expected to be completed within the next thirty days.

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

This project consists of exterior masonry tuckpointing and masonry restoration of the historic Duesenberg Building. This project began in 2024 but recently reached substantial completion and is now in project closeout.

### **1501 - Trench Drains**

This project consists of the conversion of four catch basin pit drains into narrower trench drains. The demolition work and subsurface investigations are currently underway. The construction phase will be performed in three phases to accommodate ongoing operations and activities within the garage and should be completed within the next 180 days.

**1501 - Duesenberg Building Window Restoration**

This project includes the restoration of the exterior windows of the historic Duesenberg building. Construction started in April and is anticipated to be completed in July.

**East Campus Fleet Operations and Maintenance Facilities**

This project will expand IndyGo's East Campus to include a bus maintenance and storage facility. 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 still 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

## Report to the IndyGo Board

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**To:** IndyGo Chair and Board of Directors  
**From:** IndyGo Foundation Executive Director, Emily Meaux  
**Date:** May 15, 2025

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The Foundation's Q2 presentation to the Board has been postponed allowing our new Director of Development, Aaron Carmichael, to present the Foundation's Fundraising Plan to the Board in person rather than virtually.

I've organized this report to highlight updates in each of the Strategic Plan goal areas.

**1. Raise \$2 million in sustainable, community-supported annual revenue that equally supports IndyGo and the IndyGo Foundation's operations and programming**

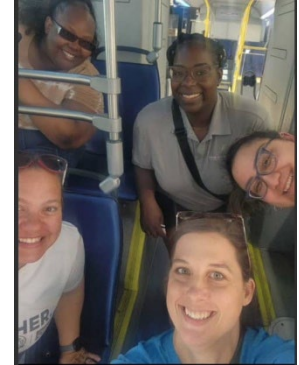
- Our new Director of Development, Aaron Carmichael, started March 10 and has revised the organization's Fundraising Plan. He has met with IndyGo Chairman Greg Hahn and Foundation Board Chair, Addison Pollock and looks forward to meeting the rest of the Board in the coming weeks.
- The IndyGo Swag Store launched in February as a donor prospecting tool. To date it has generated 57 orders, 31 of those are from new contacts.
- In February, we started working with Green Loop Marketing on our digital communications. We encourage you to follow IndyGo Foundation on Facebook, LinkedIn and X.
- We are working with IndyGo leadership to identify fundable projects and needs over the coming years.

Below are some of the metrics we are tracking in our Fundraising Plan. This is through March, meaning it includes Aaron's first 3 weeks on the job. This is more of a baseline report and to share with you the metrics we will be reporting.

	Annual Activity Goal	Year-To-Date (3/31/25)	Performance Indicator
Grant Proposals Written	76	23	
Successful Proposals	20	2	
Donor Prospect Meetings	96	3	
Board Hosted Briefings	4	0	
Stewardship Events	4	1	

## 2. Operate sustainable, measurable programs focused on increasing community awareness, funding, and ridership

The Ride & Seek Scavenger Hunt kicked off May 1 and runs through May 11. We have 5 companies supporting the event and several teams and individuals participating. We are learning it takes time for people to understand how the event works. But once participants give it a try, they seem to be enjoying the experience while learning how to ride IndyGo.



Our Program Manager, Jennifer Griggs, is establishing service provider cohorts for our 279 nonprofit partners to have discussions about public transit within their focus area.

In June/July we are working with Taylor Advising on a Program Evaluation to create logic models for all of our programs. This process will also include IndyGo to determine how our programs can best complement each other and identify any efficiencies in program delivery for both IndyGo Foundation and IndyGo.

Our Director of Programs & Operations, Rachel Moss will present a full programming presentation at the August meeting following the completion of the Program Evaluation. Below are updates on three program areas to demonstrate how IndyGo Foundation programs are growing beyond service to nonprofit organizations and supporting various departments at IndyGo.

### Free WiFi on Purple Line Buses Update

*IndyGo Department Partner: IT*

The IndyGo Foundation through a grant from MHS Serves, has provided all 28 Purple Line buses with free WiFi from October 2024 through October 2025. This initiative supports digital inclusion and access by connecting more than 58,000 projected IndyGo riders to essential online services like telehealth, job applications, and education. It is particularly impactful for the 30% of Purple Line riders living on low incomes. Through March 2025, 41,994 individuals have accessed this WIFI service.

### Workforce Recruitment & Development Update

*IndyGo Department Partner: Department of People and Culture (HR)*

The Foundation's IAAQLI-funded Workforce Development Program has already connected 320 individuals—many from historically excluded communities—to careers with IndyGo. Now, a reallocation of funds is allowing the hiring of a Workforce Subject Matter Expert to build on this success. New programming will include internship pathways, support for justice-involved individuals, and enhanced school partnerships.

### Accessible Bus Stop Construction Update

#### *IndyGo Department Partner: Service Planning*

The IndyGo Foundation, in partnership with IndyGo and multiple funders, has secured funding to construct a total of 78 ADA-accessible bus stops across the Near East Side. These improvements support safer, more dignified transit access for riders who use mobility devices, seniors, and others who benefit from enhanced stop infrastructure. Construction is scheduled to be completed by the end of 2025.

### 3. Solidify the board of directors' governance structure and role and to accelerate the Foundation's vision

The Board met on May 2 for a full day retreat. The retreat included time on the bus participating in the Ride & Seek as well as a hands-on presentation by the Indianapolis Metropolitan Planning Organization.

The Board also voted to revise the fundraising expectations for each member to contribute or fundraise \$1,000 each year. The Board also agreed on a more robust Board orientation plan.



### 4. Streamline annual operations to seamlessly execute programming and fulfill fundraising responsibilities

The Foundation has struggled with turnover particularly in the Director of Development position, which has set back our fundraising efforts. Now that we have a full team of six, the Executive Director is leading intentional activities to build trust and ensure all staff have clarity in their expectations. For example, each staff member has a functional job description and annual performance goals tied to the strategic plan. We dedicate one day a month for a team centering day where we report on our performance metrics, have in-depth discussions on timely topics, and do a team building activity. For example, the team is currently reading *The Advantage* by Patrick Lencioni which focuses on organizational health, building a cohesive team and creating clarity in expectations.

### Upcoming

- June 24: Foundation Board Meeting (virtual)
- September 25: 5<sup>th</sup> Annual Golf Outing



# April 2025 *Board Report*



**IndyGo**  
SM

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

## CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR May 2025

### ISSUE:

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

### RECOMMENDATION:

Receive the report.

### SUMMARY:

In April, the Public Affairs Department highlighted the Value of Transit as we launched our **“Someone You Rely On, Relies on IndyGo”** campaign. This campaign features the people we encounter throughout the day (e.g., teacher, librarian, cafe worker) and highlights the fact that they rely on IndyGo to arrive at work. Showing that while you may not ride the bus, the people you rely on do. Additionally, we spotlighted IndyGo’s **near-miss analysis** project that examines close calls between pedestrians, cyclists and motorists at some of the most dangerous intersections in the city. The goal of the project is to identify future improvements that could increase safety for all road users. This is all above and beyond the day-to-day work of completing more than **115 creative requests**, generating **64 media mentions**, accomplishing more than **444,000 social media engagements and impressions** across platforms, and reaching more than **1,100 individuals** through public outreach.

### Attachments

Contributing Staff includes:

Carrie Black, Chief Public Affairs Officer  
Lisa Soard, Director of Communications  
Jordan Patterson, Special Programs Manager  
Ari Kasle, Head of Digital Media  
Ashlynn Neumeyer, Communications Manager  
Ashley Wright, Creative Design Specialist  
Kayla Bledsoe, Outreach Specialist  
Mara Drown, Public Affairs Specialist

INDYGO.NET WEBSITE STATISTICS:

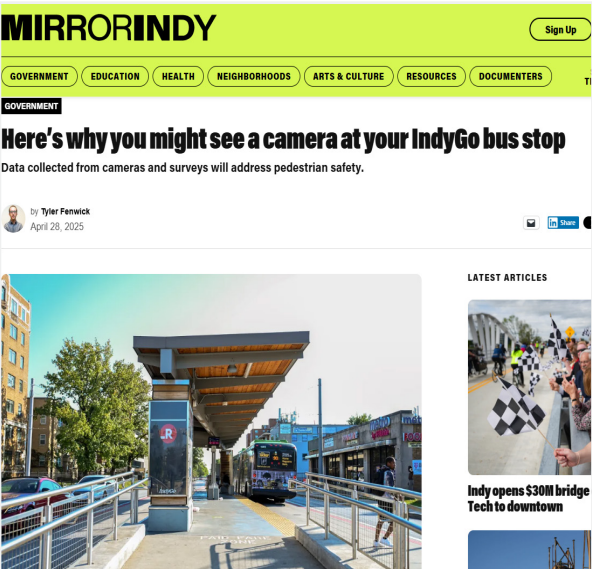
4/1/2025-4/30/2025

Page Views	170,613
Bounce Rate	46,83%
Total Users	37,239
Average Pa-geviews Per User	4.79
Total Sessions	83,148
Total Monthly Sessions Comparison to Previous Year	(Down) 5.79%

Mobile Share

Date	Mobile	Desktop	Tablet
April-25	53.3%	45.7%	1%
Mar-25	67%	32%	1%
Feb-25	61%	38%	1%
Jan-25	65%	34%	1%
Dec-24	70%	29%	1%
Nov-24	72%	27%	1%
Oct-24	70%	29%	1%
Sept-24	70%	29%	1%
Aug-24	72%	27%	1%
July-24	75%	24%	1%
June-24	73%	26%	1%
May-24	71%	27%	2%
April-24	70%	29%1%	1%
Mar-24	71%	27%	2%
Feb-24	69%	29%	2%
Jan-24	70%	28%	2%
Dec-23	68%	30%	2%
Nov-23	70%	29%	1%

Media Mention Highlights



Topics Include:

Media coverage for April 2025 was centered around the goal of IndyGo’s near-miss analysis project and the Purple Line Bus Rapid Transit (BRT) route’s ridership success since its launch. As safety continues to be the agency’s number one priority, we worked hard to ensure the most mentioned topic in the media last month was IndyGo’s near-miss analysis. IndyGo is placing cameras at some of the city’s most dangerous intersections and bus stops to analyze times when drivers come close to hitting pedestrians and cyclists. The project also includes a survey asking riders about safety. The combined data will lead to safer bus stops around the city. Additionally, the IndyStar published a deep dive on the agency’s BRT ridership, sharing that the Purple Line quickly became the agency’s highest ridership route month-over-month after launching. It also mentioned the potential reasons for its robust ridership, such as the route traveling a long distance and past many dense, lower-income neighborhoods on Indy’s northeast side. Altogether, IndyGo was mentioned 64 times in April.

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

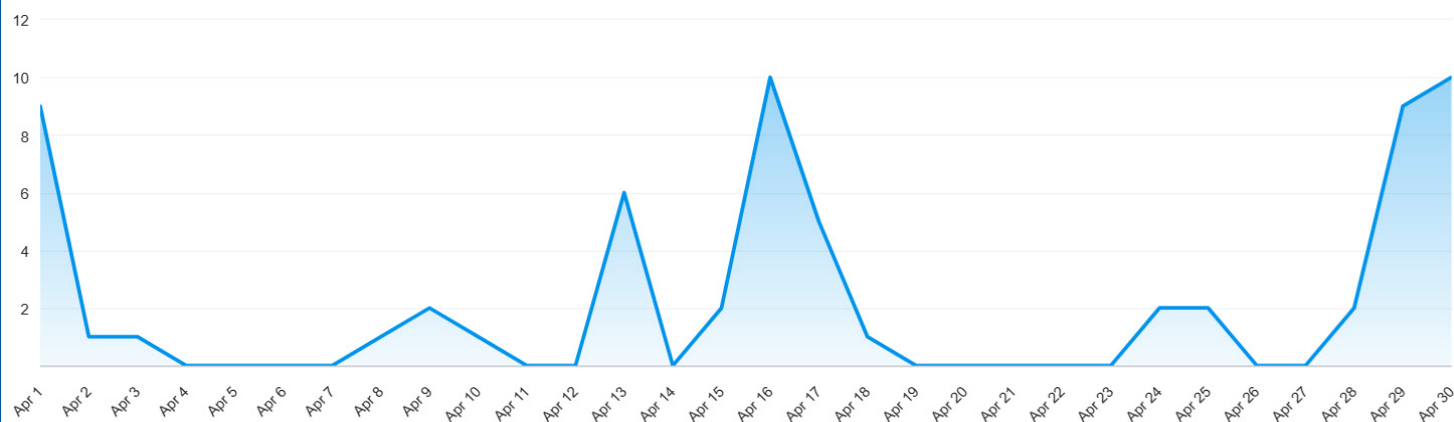
## Mentions Trend

Total Mentions

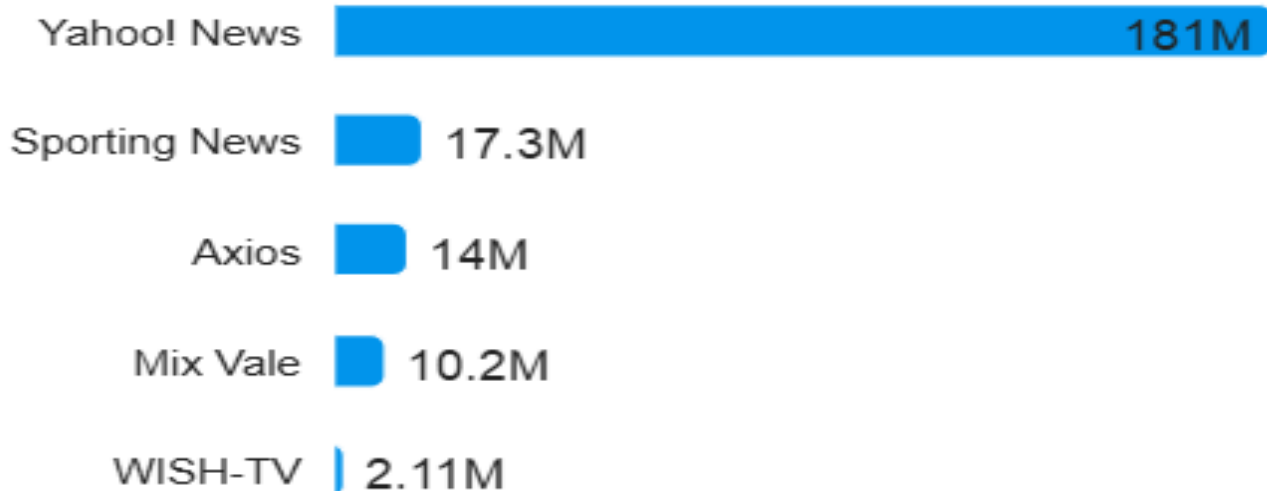
**64** ↓ 70%  
Previous period 214

Daily Average

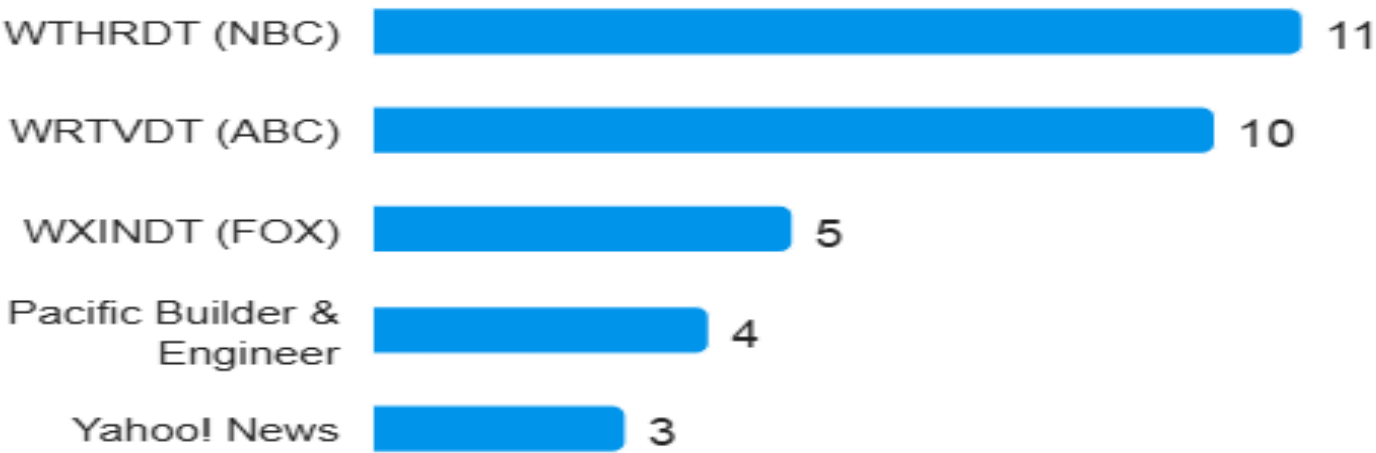
**2** ↓ 70%  
Previous period 7



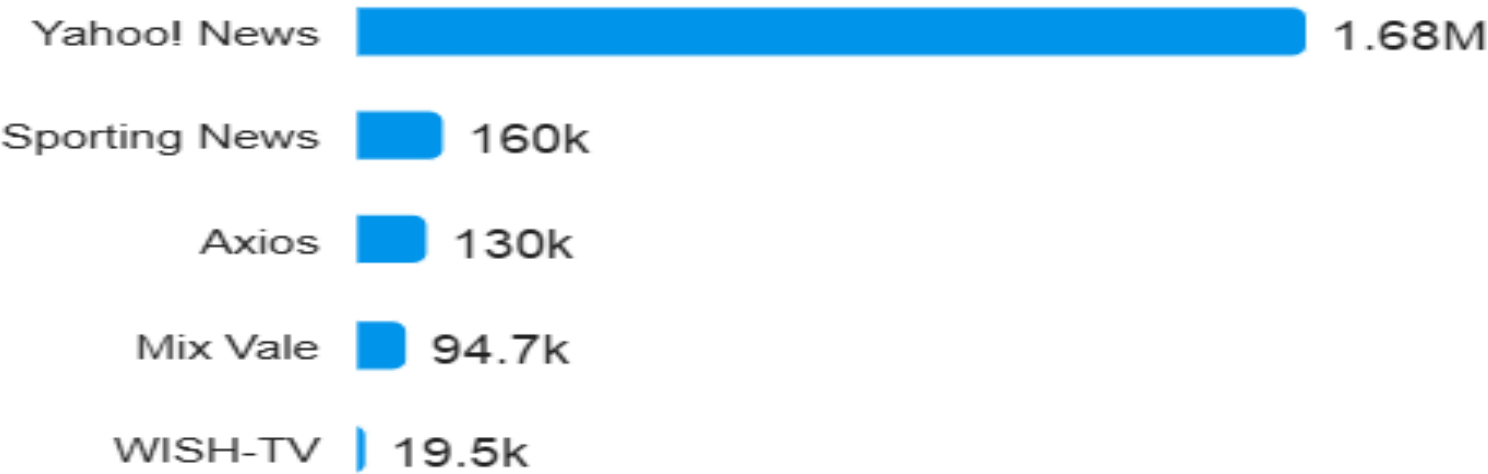
The graph below shows the top media outlets that published stories about IndyGo in April and the total potential viewership for each station or publication.



The graph below shows the top media outlets that published stories about IndyGo in April and the total potential viewership for each station or publication. The agency reached more than 224 million viewers through these channels.



The graph below shows the earned media value for IndyGo’s top news publications. The total equivalent cost of this exposure last month, if the agency were to pay for it, would be approximately \$2,084,000.

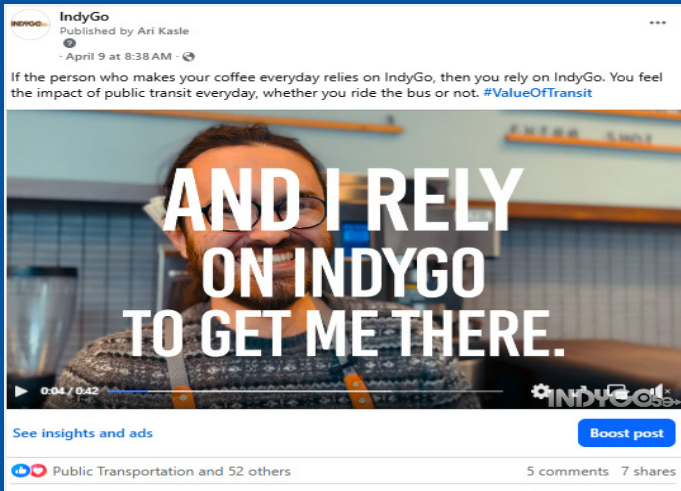




## Social Performance:

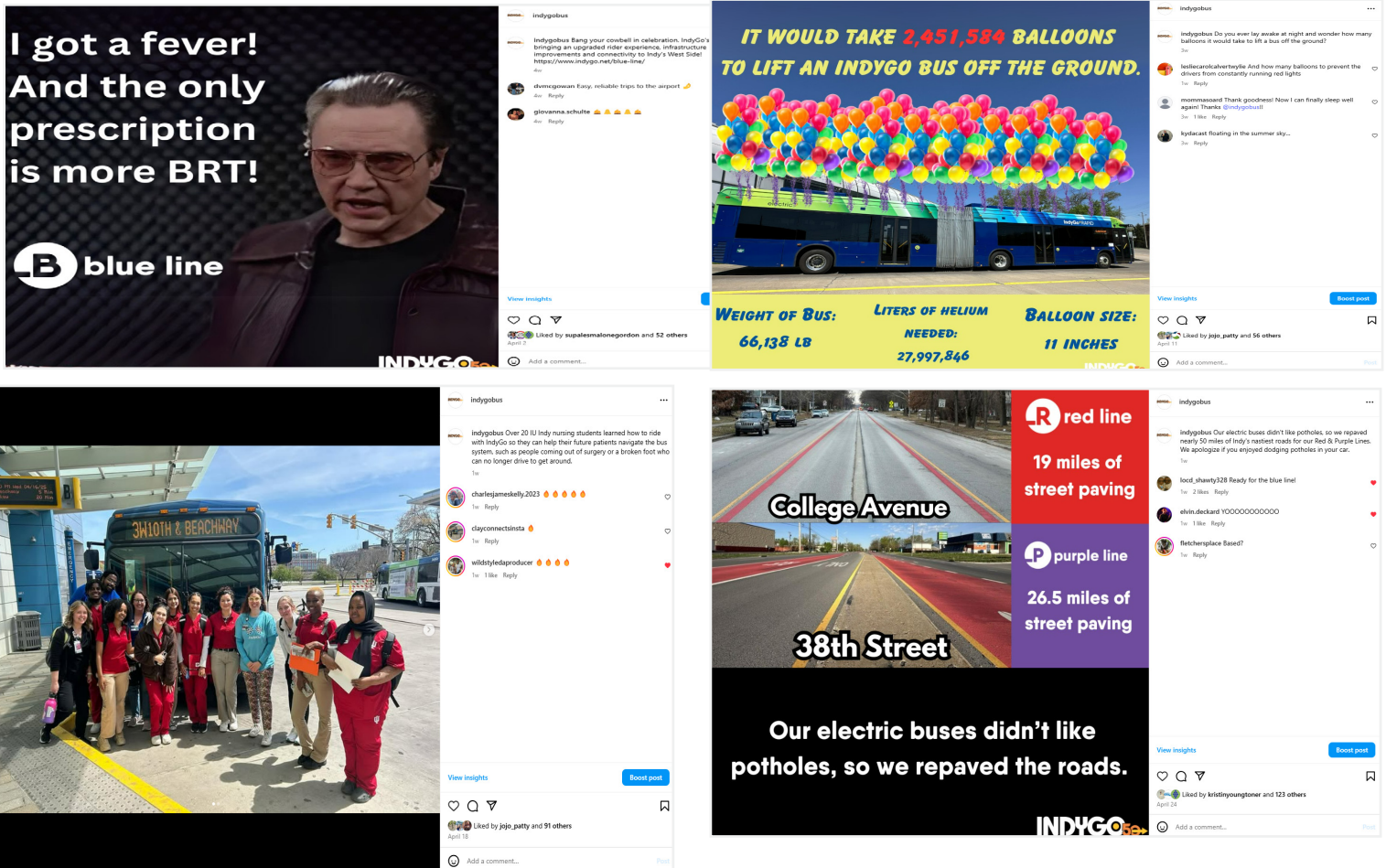
### Facebook

- Had a total of 317,000 impressions (306,000 more than March)
- 29,900 post engagements (20,440 more than March)
- 11,854 page likes
- 14,035 current followers



## Instagram

- Generated 65,400 impressions (41,000 more than March)
- 1,340 total engagements
- 2% engagement rate
- 4,894 current followers (16 more than March)





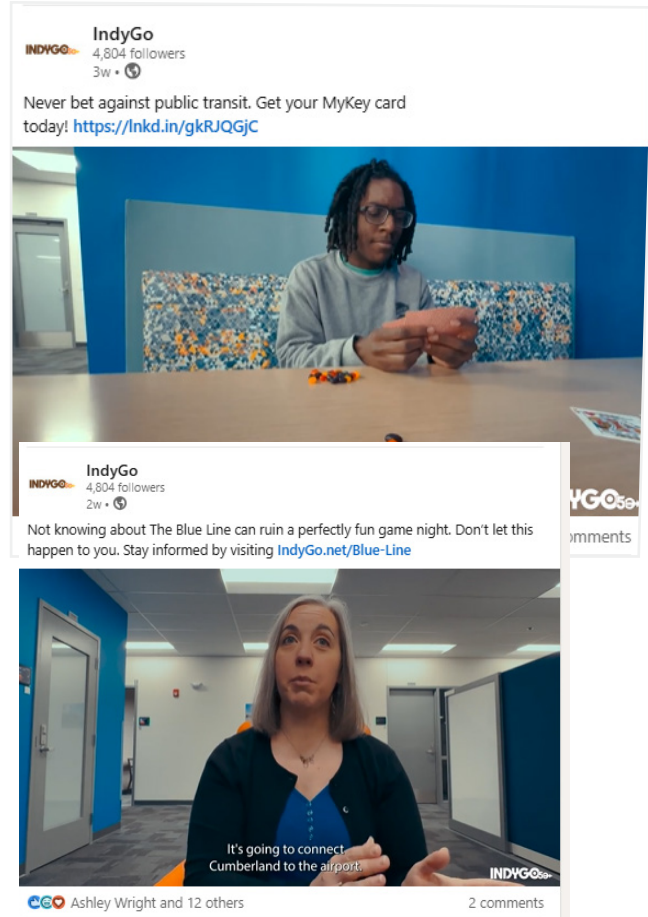
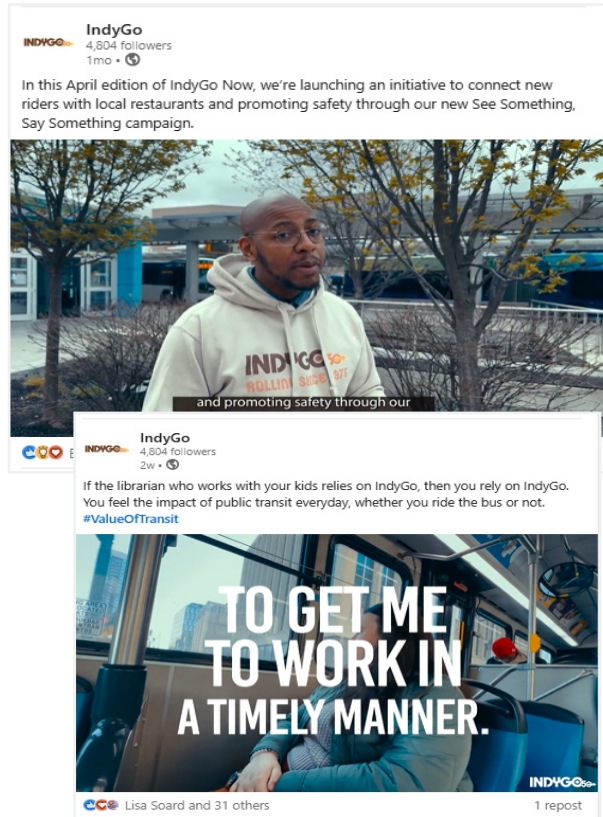
## Twitter

- Had a total of 9,260 organic impressions
- Earned 182 engagements
- 6,754 current followers



## LinkedIn

- Generated 19,800 impressions
- 2,001 total engagements, 10% engagement rate
- 74 new followers; 4,798 total followers

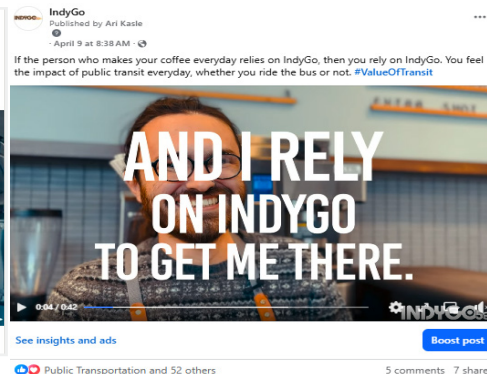
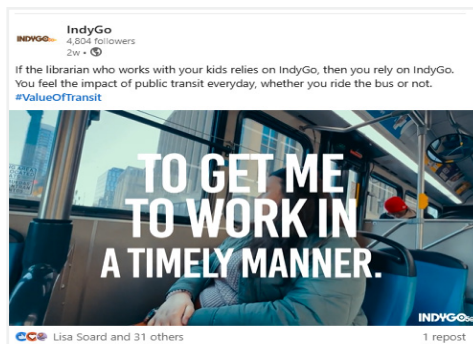


## Video Data

**Total Video Views: 27,467**

### Top 3 April Videos

- Someone You Rely On\_Tressa - 6,705
- Someone You Rely On\_Josh - 5,957
- How to Pay with Italian Music - 4,314



## Email Marketing:

### NEWSLETTER

- 33,090 recipients
- 11.45% click-through rate
- 2.56% open rate



### CREATIVE PROJECTS

- 24 requests completed via IndyGo Helpdesk
- 91 requests completed via other mediums
- 115 total creative requests completed



## Outreach Summary: April 2025

In April, IndyGo focused its outreach efforts on engaging new riders by attending community events and conducting Travel Trainings. IndyGo participated in six community events and led four Travel Trainings with local groups.

Indy Lunch for Parks, Symphony on the Circle and the CreativeMornings breakfast lecture series event had the highest reach, with more than 1,600 attendees combined.

Transit Ambassadors supported Travel Trainings for Indiana University (IU) Indianapolis nursing students and Ivy Tech students participating in the annual "Mystery Trip." IndyGo also partnered with the Indianapolis Symphony Orchestra's youth program, the Metropolitan Youth Orchestra, to teach students and parents how to use public transit. The Travel Training ended with an ice cream outing. Each student received their own reduced-fare card, which is valid until their 19th birthday.



Transit Ambassadors helped IndyGo spread the word about its projects and community benefits during the Symphony on the Circle! Ambassadors promoted IndyGo Cares programming and the agency's Bus Rapid Transit (BRT) lines. Pictured above: Transit Ambassadors Patrick Woods and Thanh Arhin



Coach Operator William Hazen represented IndyGo during a recent CreativeMornings event, where he discussed his passion for public transportation and the importance of pedestrian safety. Hazen continues to take action to improve conditions for pedestrians, cyclists and transit riders in Indianapolis through education and his generosity distributing bike lights to those in need.



IndyGo teammates attended Indy's Lunch for Parks presented by AES Indiana, where they shared information about the agency's various initiatives and offered a fun activity showcasing IndyGo's proximity to Indianapolis' parks. Pictured above: City-County Councillors Jesse Brown, Andy Nielsen, John Barth and Crista Carlino



During the MYO travel training, Outreach Specialist Kayla Bledsoe guided students through how to use IndyGo to reach their desired destinations. The group traveled from Butler University to Graeter's Ice Cream shop and back during their time together.



Additionally, IndyGo hosted a travel training with more than 20 IU Indianapolis nursing students recently, where they learned how to ride IndyGo as part of an effort to better assist future patients who rely on public transportation. Pictured above: Bledsoe, Peterson, Woods, Griggs and the group of IU Indianapolis nursing students

# MARCH OUTREACH PROJECTS

Date:	Event Name:
4/8/2025	Transit Ambassador Bus Outreach Training
4/9/2025	Boots on the Ground Meeting
4/10/2025	Community Information Night at Providence Cristo Rey High School
4/11/2025	Indy's Lunch for Parks presented by AES Indiana
4/12/2025	Beyond the Bubble at Butler
4/12/2025	Metropolitan Youth Orchestra Travel Training
4/16/2025	IU Indianapolis Nursing Students Travel Training

## 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:** May 15, 2025

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### Risk and Safety

- During the Month of April, IPTC Drug and Alcohol Program Administrator, Michael Bunnell hosted and performed three different training secessions for Drug and Alcohol Reasonable Suspicion Determination. Michael is doing a great job keeping up on society's trends, behaviors, education, and helping leaders to become confident when making these difficult decisions. During this 120-minute training, managers and supervisors are educated on the effects and behaviors of people that may be under the influence. This is a critical part of our safety program within to educate and protect the safety of our employees and the public.
- The IPTC Risk and Safety Members comprised of Brian Clem, Director of Risk and Safety (CSO) and Kevin Neumann, Manager of Risk and Safety, who continued to work on data throughout the organization to present to our current Insurance Broker (Aon) for insurance yearly renewals. The program has multiple policies that cover various risks of loss to include, D&O, ELP, Cyber, Excess Liability, Property, and Crime. As details through the organization change, the IPTC team is in a consistent evaluation of risk and needed coverages. This year's renewal will shift to July 1<sup>st</sup> renewal to best align with the agency's fiscal budget and to increase efficiency. The renewal information will be presented to the IPTC Board of Director during the June 2025 Board meeting for adoption.

## Risk and Safety Division Report

# APRIL 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 April 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 to make public transportation safer each day.

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

Operator	ID#	Years of Safe Driving	Years of Service
Amon-Ra Sanders	8642	10	11
Christopher Fletcher	8701	8	11
Irvin Devers	9433	4	6
Arthur Glinsey	10802	1	2
Sheila Johnson	9907	1	4
Kelvin Mahone	10085	1	3
Jai Malone	10912	1	2
Destiny Cleveland	11173	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.

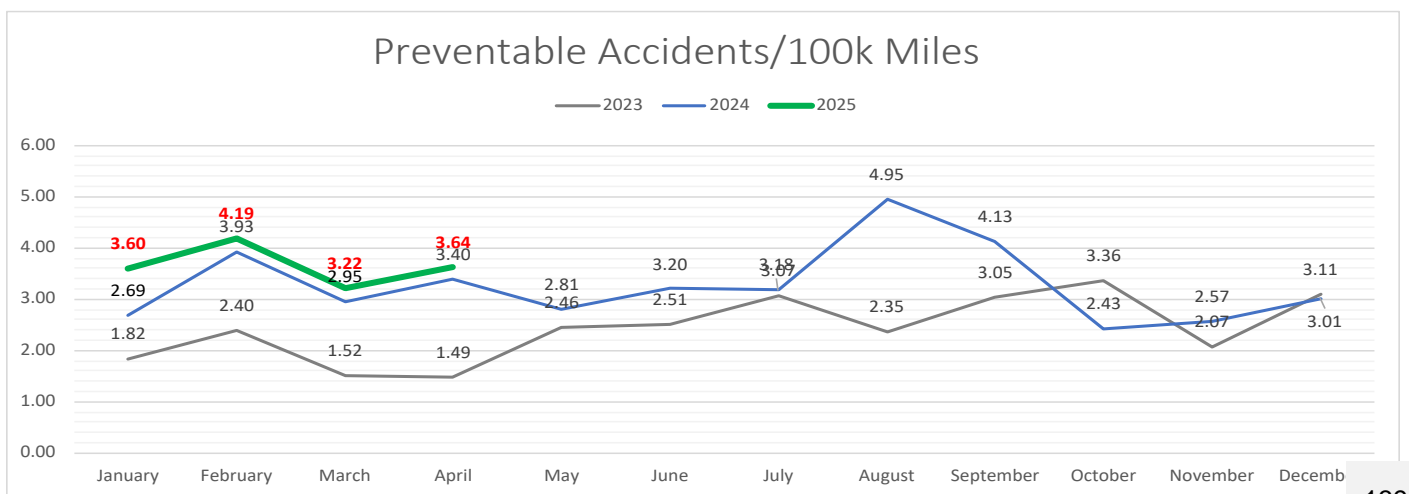
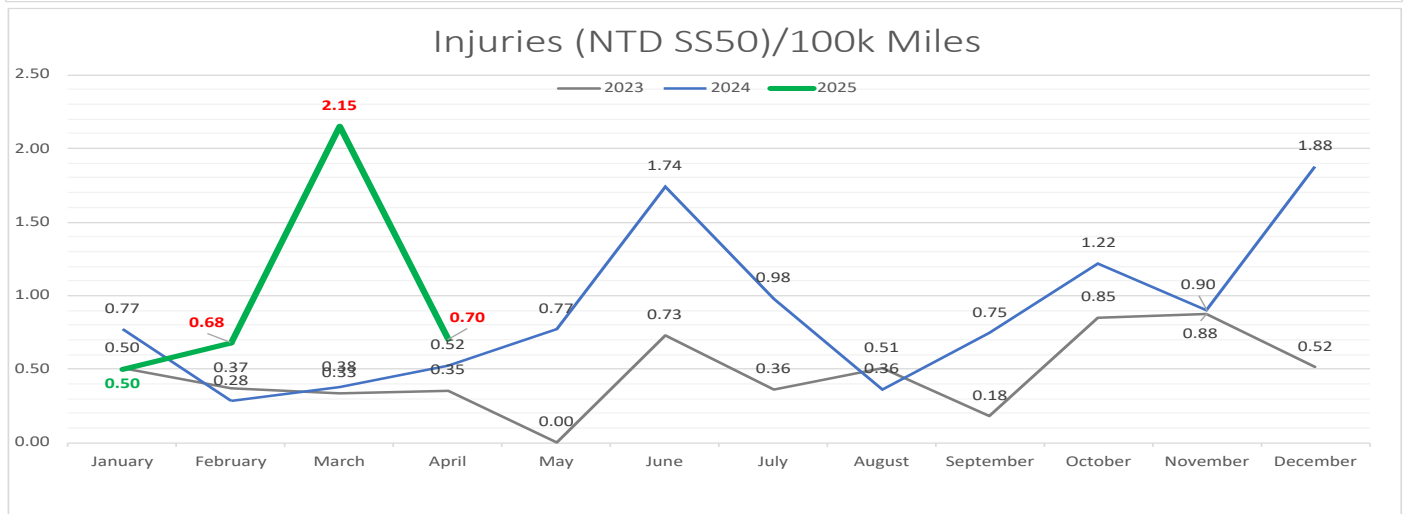
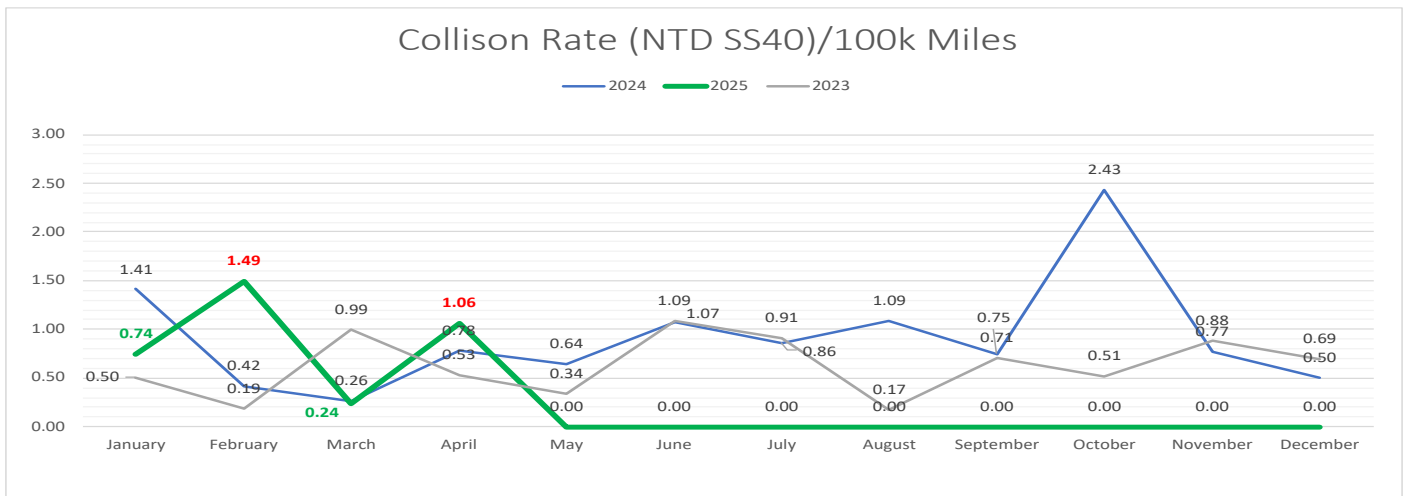
2025 Risk Reduction KPIs						
Measure	Definition	Risk Reduction Goal	January	February	March	April
Major Events	This includes all safety and security major events as defined by the NTD.	Reduce NTD Major Events.	10	16	20	15
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	NTD Major Events = 5% decrease from the prior year, <1.19	1.24	2.16	2.39	1.76
Collision Rate	This includes all collisions reported to the NTD, divided by VRM.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.76	0.74	1.49	0.24	1.06
Pedestrian Collision Rate	This includes all collisions "with a person," as defined by the NTD, divided by VRM.	Target is ZERO Pedestrian Collisions with an IndyGo Vehicle. 5% decrease from the prior year, <0.04.	0.00	0.14	0.12	0.12
Vehicular Collision Rate	This includes all collisions "with a motor vehicle," as defined by the NTD, divided by VRM.	Reduce Vehicular Collision Rate. 5% decrease from the prior year, <7.06	7.57	1.22	0.24	1.06
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities	0	0	0	0
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero vehicle and employee fatalities	0.00	0	0	0
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	0	0
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries to workers and passengers.	4	5	18	6
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, <0.43	0.5	0.68	2.15	0.7
Transit Worker Injury Rate	This includes all transit worker injuries as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Reduce reported Operator Injuries from reported accidents. 5% decrease from the prior year, <1.13.	1.49	1.08	1.79	1.64
Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD.	Target is ZERO Operator assaults.	4	5	10	4
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, <0.15.	0.5	0.68	1.19	0.47
Preventable Accidents	This includes all preventable accidents for all mode, per the National Safety Council (NSC) definition of a preventable accident	Reduce Preventable Accidents. 5% decrease from prior year, <294	29	31	27	31
Preventable Accidents Rate	This includes all preventable accidents for all mode, per the National Safety Council (NSC) definition of a preventable accident per VRM	Reduce Preventable Accidents Rate. 5% decrease from prior year, <3.11	3.6	4.19	3.22	3.64



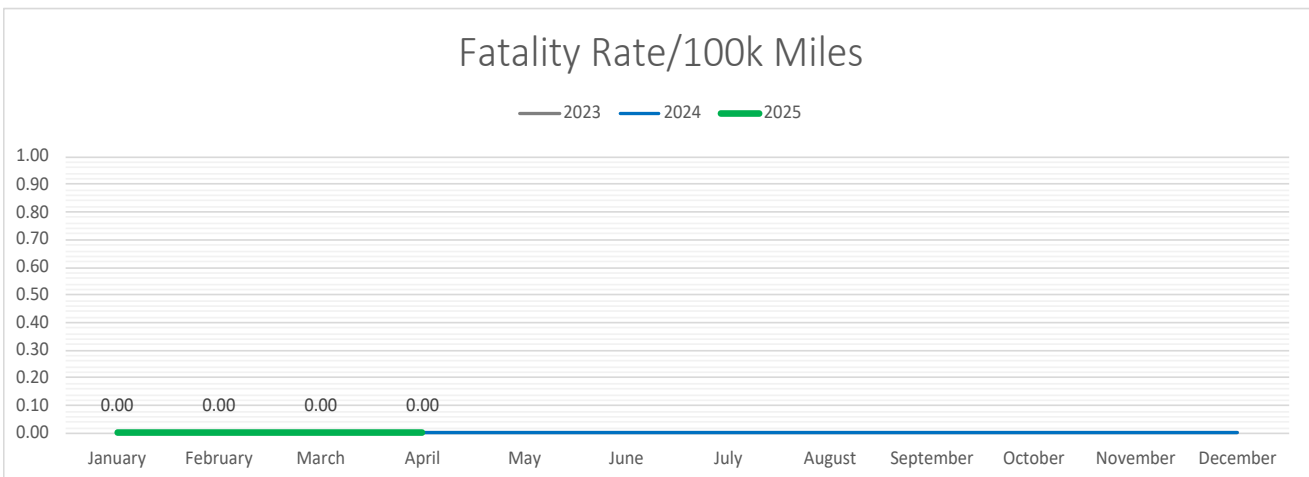
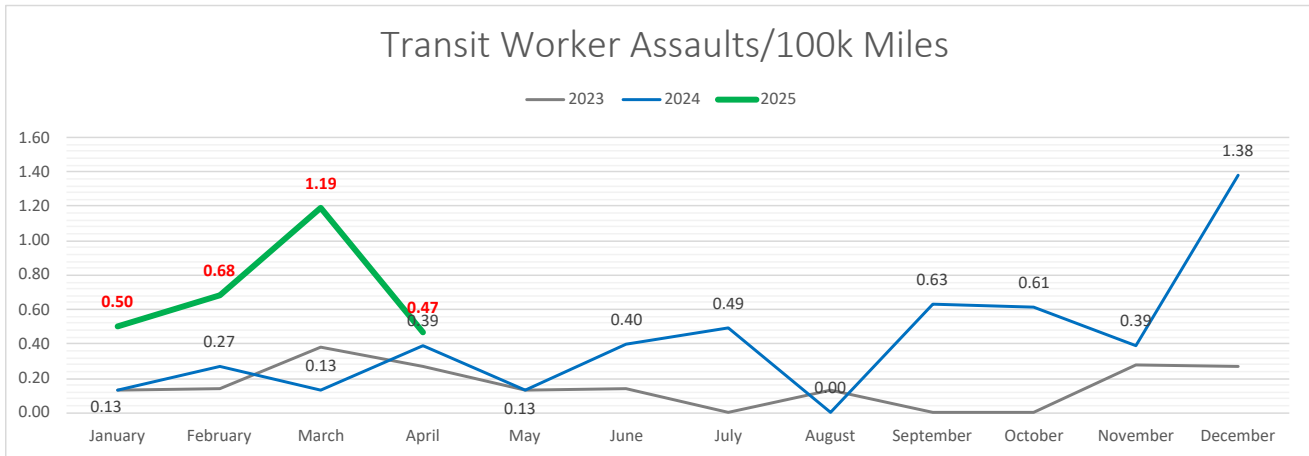
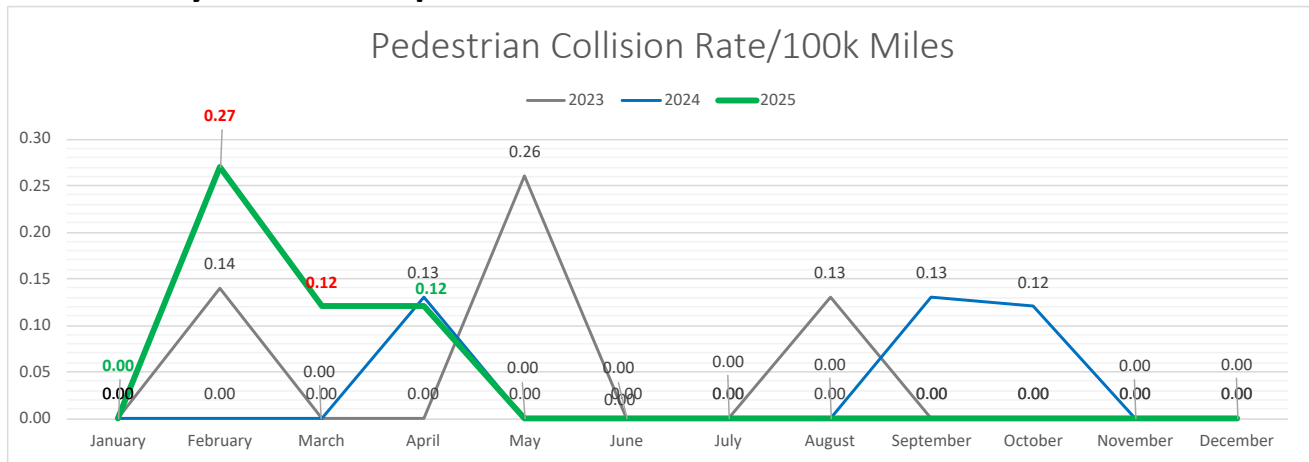
## Risk and Safety Division Report

### Safety and Accident Data

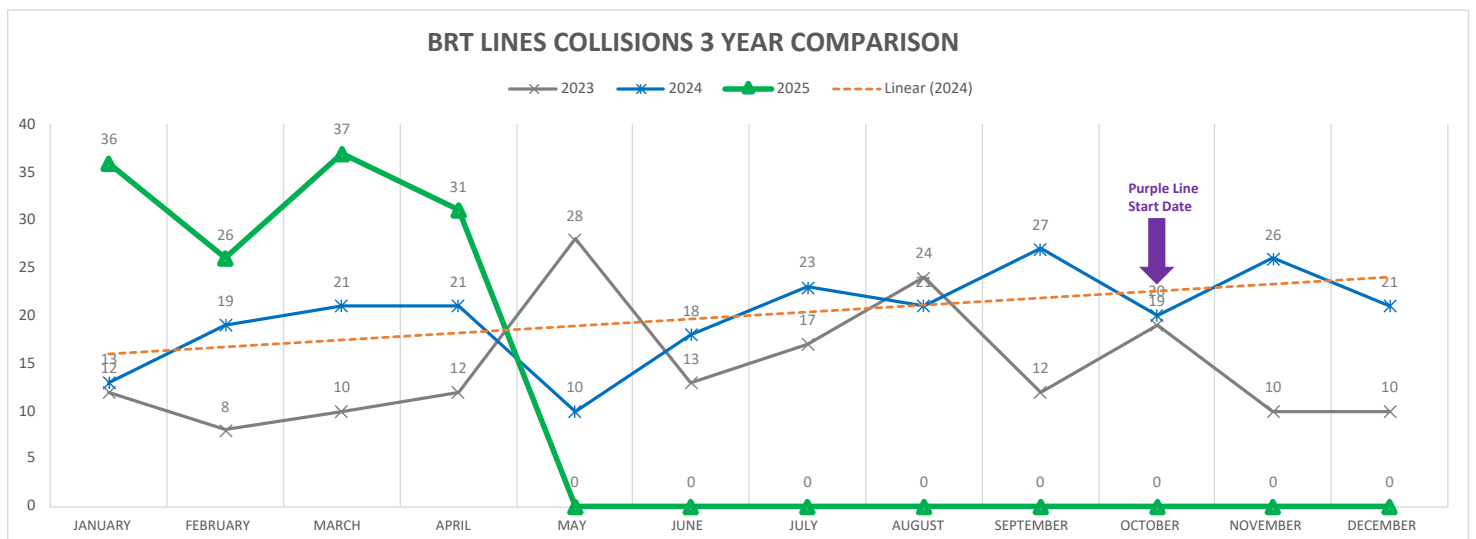
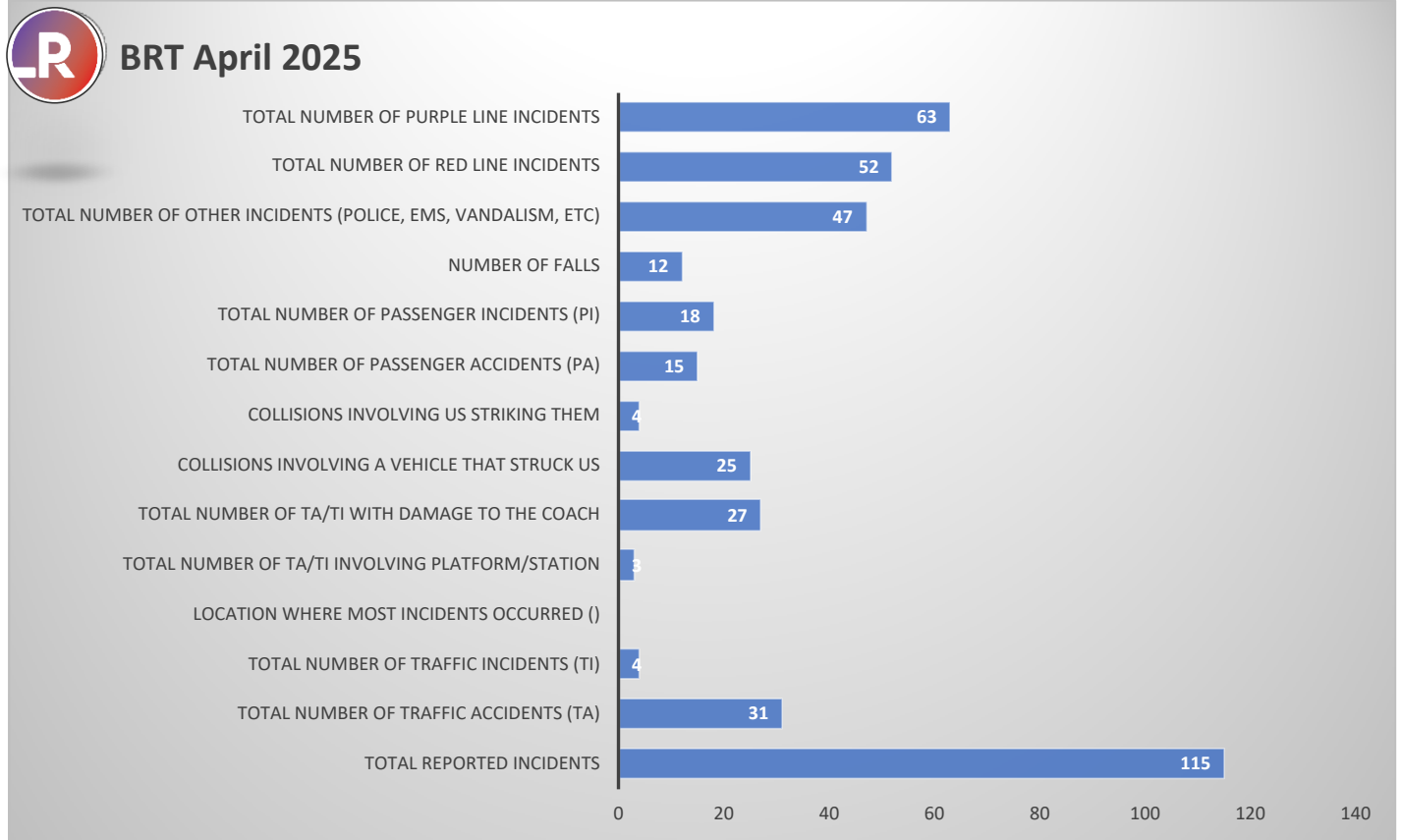
#### April - 3-Year Rolling Comparison - All Modes:



## Risk and Safety Division Report



## Risk and Safety Division Report



End of Report



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

## Operations Division Report – April 2025

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**To:** Jennifer Pyrz, President and CEO  
**From:** Aaron Vogel, Chief Operating Officer  
**Date:** May 15, 2025

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## SERVICE PLANNING

### SCHEDULING:

The June 8, 2025, operator bid is underway. The Scheduling staff finalized schedule time adjustments to Routes 3, 8, 38, 56, and 90. The most significant change expected is that Route 3 will begin two-way service on Michigan Street this summer. This change will provide better route legibility and reliability for customers and operators. There will also be new shelters and stops throughout the corridor.

Service Planning continues to work on Route field audits. As of this meeting, 12 routes have been audited (46%), putting the team on pace to finish the project this year.

Service Planning continues to assist Capital Projects with entitlements for the Eastside Mobility Hub. The first public hearing on the project occurred on April 24<sup>th</sup>, and the rezoning was approved despite one remonstrating neighbor. The next step in the process is a hearing before the Metropolitan Development Commission on May 21<sup>st</sup> and adoption by the City-County Council in June. These are expected to be non-controversial hearings. Planning and Facilities also released the RFP for the next three-year maintenance contract for bus stops and stations and held the pre-bid meeting on April 29<sup>th</sup>.

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). About 50 new Near Eastside bus stops should be completed in time to be activated for the June service update, with the remainder completed by August 2025.

### Operations Performance:

As part of a recent collaboration with Indiana University's Luddy School of Informatics, Computing, and Engineering, IndyGo partnered with a group of master's students enrolled in the Information Visualization course. The class was offered real-world projects submitted by various organizations, and IndyGo proposed two: ridership and on-time performance. While we initially hoped one team would choose one of the topics, we were excited to see that eleven teams selected our projects - seven focused on on-time performance and four on ridership.

Inspired by dashboards from other transit agencies, the students developed prototype dashboards centered on key performance metrics. We had the opportunity to attend their final presentations and hear their findings and insights. It was exciting to see their enthusiasm for public transportation and explore ideas that could potentially enhance our own data reporting. The project yielded interesting outcomes and provided a fresh perspective on how transit data can be presented to support planning and performance evaluation. We look forward to future collaborations with other universities.



**FIXED ROUTE RIDERSHIP:**

<b>Apr-24</b>	<b>Apr-25</b>	<b>% Change</b>	<b>IndyGo Fixed Route Ridership</b>	<b>YTD 2024</b>	<b>YTD 2025</b>	<b>% Change</b>
6,237	8,751	40.3%	<b>2 E. 34th St.</b>	24,504	32,307	31.8%
25,450	22,610	-11.2%	<b>3 Michigan St.</b>	98,796	84,789	-14.2%
7,325	7,503	2.4%	<b>4 Community North</b>	29,031	27,771	-4.3%
10,108	9,378	-7.2%	<b>5 E. 25th</b>	41,815	31,214	-25.4%
6,245	5,522	-11.6%	<b>6 N. Harding</b>	22,527	18,270	-18.9%
90,577	77,576	-14.4%	<b>8 Washington St.</b>	348,471	285,270	-18.1%
66,345	64,462	-2.8%	<b>10 10th St.</b>	252,997	234,305	-7.4%
3,111	8,352	168.5%	<b>11 E. 16th St.</b>	11,316	30,565	170.1%
5,757	5,250	-8.8%	<b>13 Raymond</b>	23,025	19,470	-15.4%
11,605	9,998	-13.8%	<b>15 W 34th St</b>	41,863	35,092	-16.2%
8,351	7,956	-4.7%	<b>16 Beech Grove</b>	31,047	28,970	-6.7%
4,902			<b>18 Broad Ripple</b>	18,525		
17,058	11,398	-33.2%	<b>19 Broad Ripple</b>	65,706	38,963	-40.7%
10,314	9,573	-7.2%	<b>21 East 21st St.</b>	38,782	36,992	-4.6%
7,162	7,340	2.5%	<b>24 Mars Hill</b>	26,530	25,211	-5.0%
10,010	13,204	31.9%	<b>25 W. 16th St.</b>	37,795	47,321	25.2%
21,252	21,633	1.8%	<b>26 Keystone</b>	79,335	79,590	0.3%
7,726	6,196	-19.8%	<b>28 St. Vincent</b>	28,683	20,836	-27.4%
6,195	4,960	-19.9%	<b>29 County Line Road *</b>	23,488	18,538	-21.1%
5,571	8,685	55.9%	<b>30 30th St. Crosstown</b>	21,373	29,910	39.9%
9,325	7,667	-17.8%	<b>31 US 31</b>	36,699	29,650	-19.2%
19,686	18,447	-6.3%	<b>34 ML King/Michigan Rd.</b>	75,030	67,012	-10.7%
27,525	22,128	-19.6%	<b>37 Park 100</b>	101,097	78,864	-22.0%
7,634	5,741	-24.8%	<b>38 W 38th St.</b>	29,573	20,270	-31.5%
57,666			<b>39 E. 38th St.</b>	220,207		
5,606	5,327	-5.0%	<b>56 Emerson</b>	22,616	17,773	-21.4%
	8,434		<b>82 East 82nd Street</b>		29,758	
5,802			<b>86 86th Street Crosstown</b>	22,299		
7,500	8,273	10.3%	<b>87 Eastside Connector</b>	28,897	28,700	-0.7%
100,064	88,277	-11.8%	<b>90 Red Line - BRT</b>	388,364	314,233	-19.1%
	102,596		<b>92 Purple Line - BRT</b>		384,591	
1,455			<b>901 Nora</b>	5,785		
2,832	5,265	85.9%	<b>Others</b>	14,322	63,002	339.9%
<b>576,396</b>	<b>582,502</b>	<b>1.1%</b>	<b>Total</b>	<b>2,210,498</b>	<b>2,159,237</b>	<b>-2.3%</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:

### COACH OPERATOR: ANGELA HEITZMAN

Angela consistently demonstrates an outstanding attitude when interacting with both passengers and fellow drivers. In one notable instance, I had the opportunity to observe her during a response to an accident in which she was involved. Despite the stressful situation, Angela maintained her composure and immediately shifted her focus to calming the other driver, who was understandably shaken after her first accident. She approached the driver with kindness and empathy, providing reassurance that everything would be alright. Angela's ability to convey calmness not only eased the other driver's anxiety but also helped to establish a more positive atmosphere at the scene of the incident. After the situation was resolved, the other driver expressed her deep appreciation for Angela's professionalism and compassion, making a point to highlight how exceptional she was at her job. It was a testament to Angela's dedication to her role and her ability to positively impact those around her, even in challenging circumstances.



### PREVENTATIVE MAINTENANCE – GENERAL LABORER, JARETT GUYNN 9390

Jarett Guynn is a general laborer in the facilities department who works alongside a counterpart, to maintain the bus tracks and fleet maintenance area. He has taken initiative to cover the area and help keep operations running during the current staffing shortage. Mr. Guynn holds himself to a high standard and takes pride in his work. He is always willing to lend a helping hand when and where it is needed. Jarett strives to keep the large areas assigned to him clean and organized, and is always on the watch for any potential safety issues. We appreciate all of his efforts.



### 90% CLUB – COACH OPERATOR: DARREN WYATT 8944

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.



Gray, Patrick  
Cox, Sean  
Reed, Byron  
Tealer, Lavelle  
Murray, Beth  
Boston, Joel  
Djezzare, Yassine  
Scott, Gregory  
Hazen, William  
Davis, JC  
Mallory, Kevin  
Johnson, Michael  
Robinson, Latesia  
Sims, Dewayne  
Jackson, Calvin

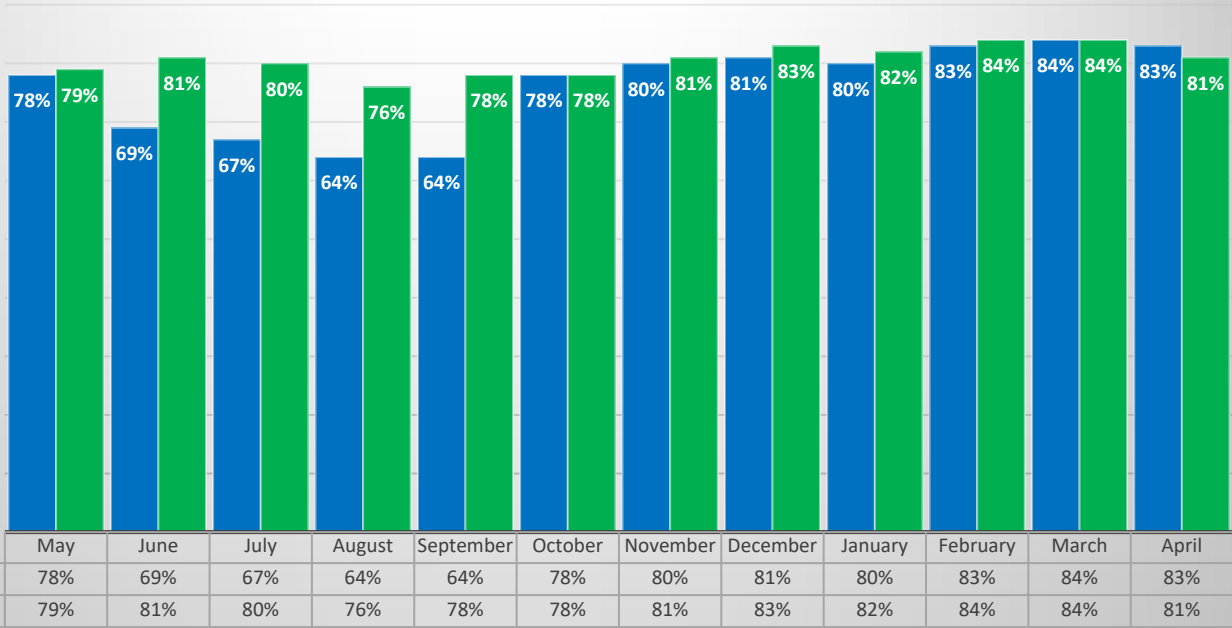
Singh, Satwant  
Hurt, Anthony  
Thomas, Myron  
Wilson, James  
Thomas, Jennifer  
Sims, Tonya  
Blue, Tenicia  
Sanders, Christen  
Sharp, Orion  
Passley, Shamika  
Baine, Tenisha  
Garrett, Victor  
Gardner, Onesha  
Pace, Brian  
Robinson, Brittany

Johnson2, Michael  
Turentine, Shelya  
Clarke-Harris, Shakima  
Brown, Troy  
Gardner, Charles  
Hartwell, Geneva  
Robinson, Vincent  
Brown, Ryan  
Vaden, Johnathan  
Carroll, Lashona  
McLeod, Timothy  
Hall, Monya  
English, Clifford  
Corwin, Christopher  
Wyatt, Darren

Carpenter Williams, Lakisha  
Bean, Duane  
Cornett, Myron  
Dugan, Otha  
Brown, Shawna  
Vance, Isaac  
Sanders, Joann  
Overton, Tamika  
Ford, Wanda  
Jones, Shirley  
Jerrell, Dasierra  
Hutchinson, Donaven  
Booker, Thomas  
Clark, Keana  
Green, Nichelle



# On Time Performance Last 12 Months



FLEET SERVICES AND VEHICLE MAINTENANCE

FLEET SERVICES:

In April, there were seventeen vehicles requested for the motor pool. These are non-revenue vehicles available for business use.

There were 130 buses detailed of the available 208. This is a 62.5 % completion rate. The goal is to detail every bus at least once per month.

IPTC has logged 2,774,328 miles YTD.

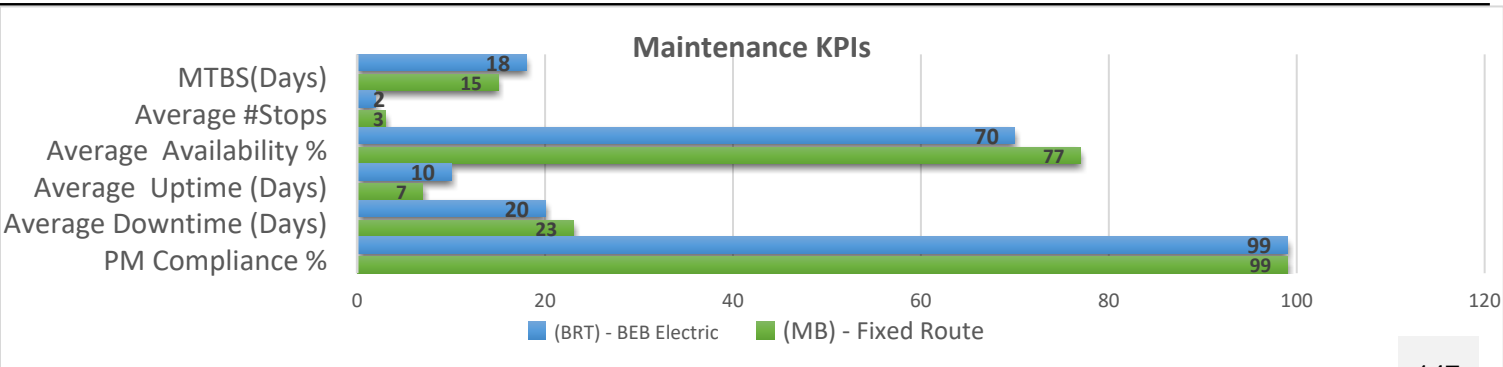
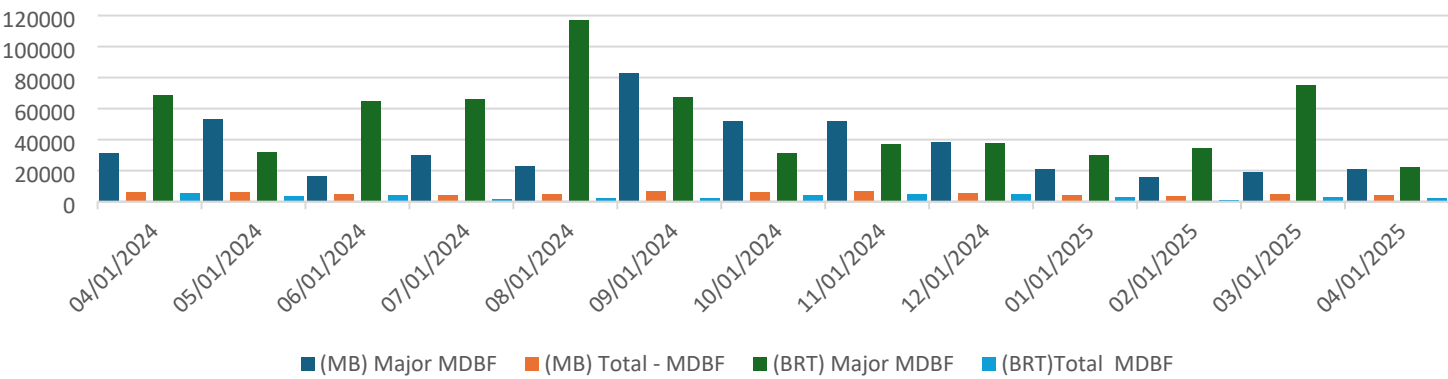
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2025	722,415	648,282	705,071	698,560									2,774,328
2024	713,970	666,235	711,952	696,374	717,371	720,900	773,466	781,842	741,753	766,270	703,347	716,134	8,013,210
2023	698,209	622,160	710,622	669,945	691,684	654,123	676,722	705,206	676,098	700,044	684,871	715,211	8,204,895

FLUID USAGE SUMMARY:

FLUID TYPE	April 2025	April 2024	April 2023
ATF (qt)	163	144	48
COOLANT (qt)	1,064	2,426	1,564
ENGINE OIL (qt)	732	1,264	54,
DIESEL (gal)	136,398	129,484	126,756

PREVENTATIVE MAINTENANCE

Mean Distance Between Failures



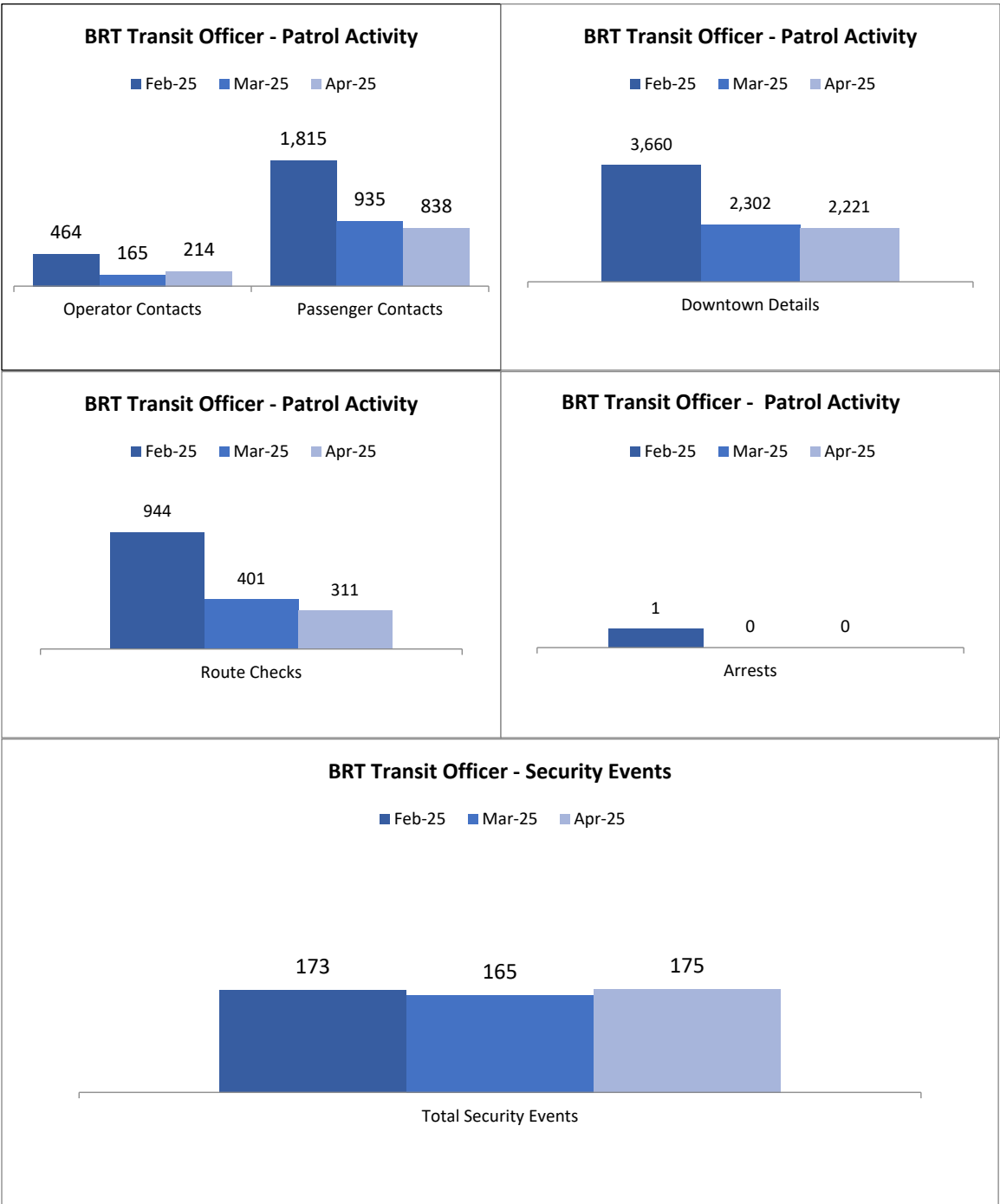
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



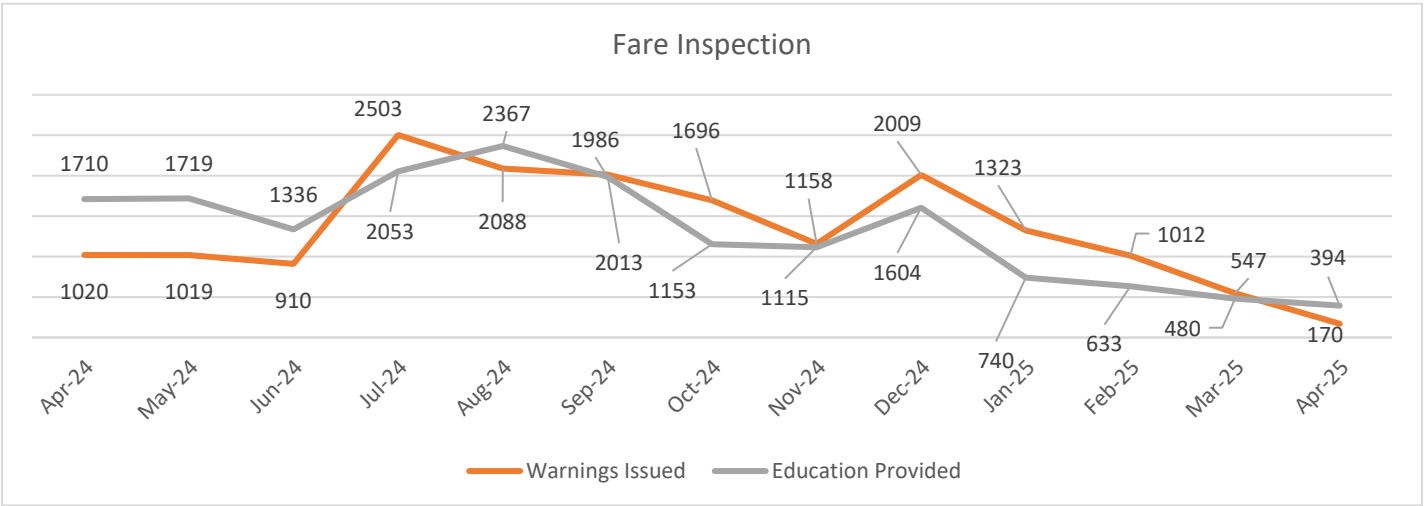
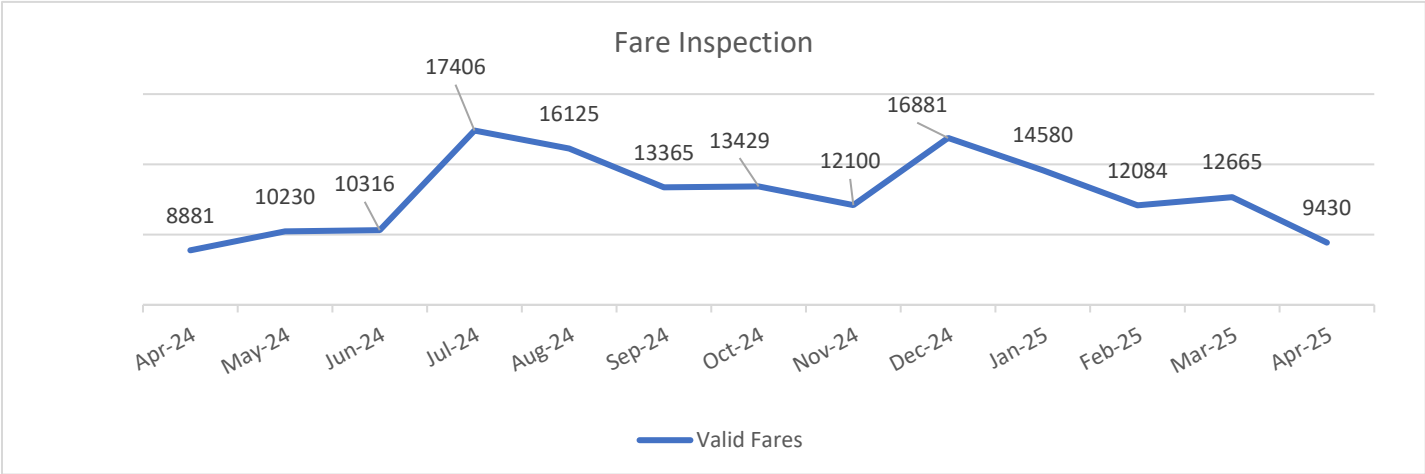
BRT LINE SECURITY:

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



FARE INSPECTION REPORT:

The information below shows the fare inspection information, the chart shows passenger contacts representing passengers who had a fare when checked, notifications representing passengers who did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it shows education represents passengers who did not have fare when checked but purchased a valid fare after being shown the proper procedures.

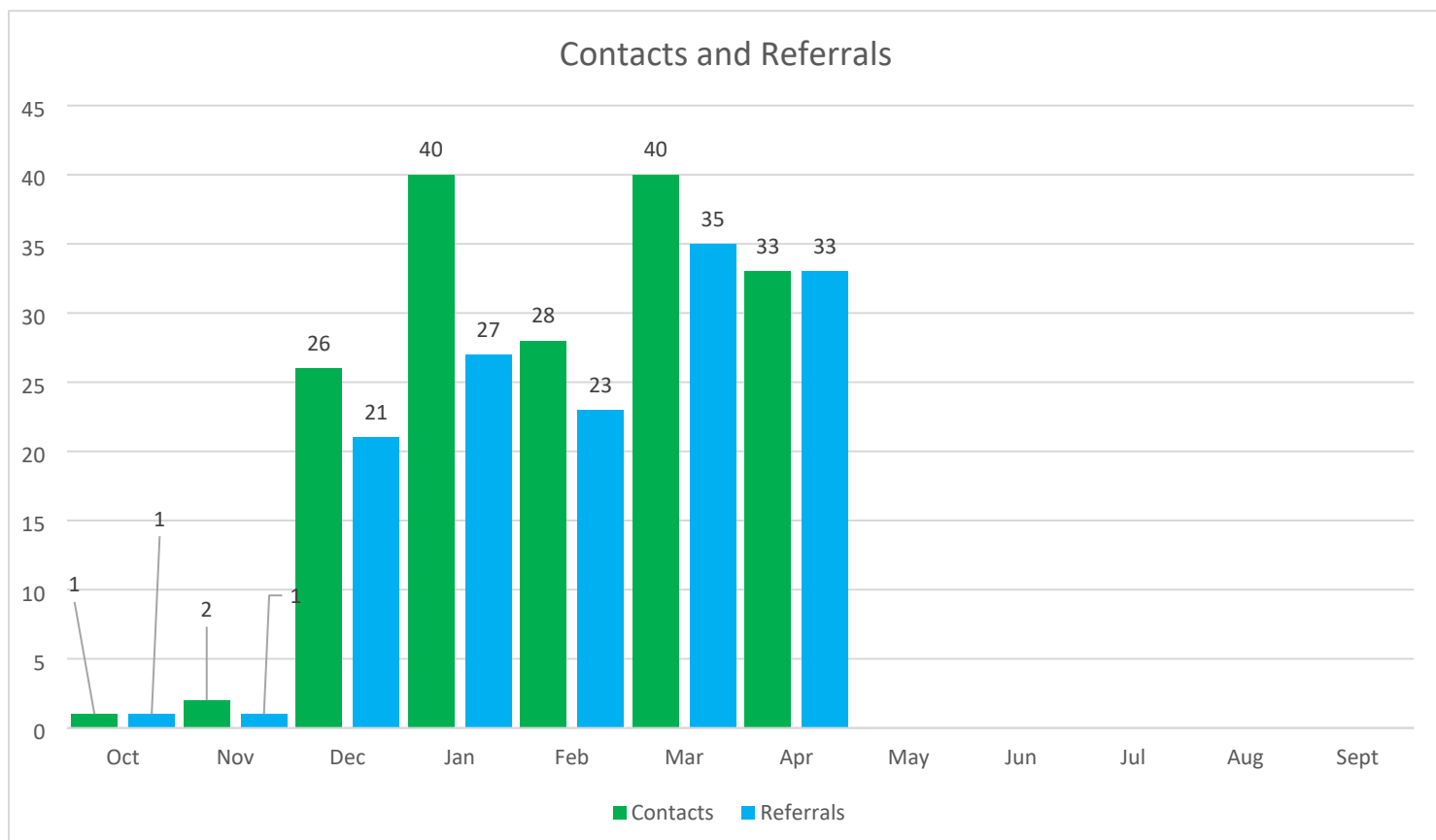


April	Passenger Contact	Notifications	Educations
Monthly	9430	170	394
Weekday	8427	155	329
Saturday	306	9	38
Sunday	697	6	27

2025 YTD	Passenger Contact	Notifications	Educations
Monthly	48759	3052	2247
Weekday	43135	2663	1970
Saturday	2169	178	122
Sunday	3455	211	155

## 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.



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.

April 2025 Classes:

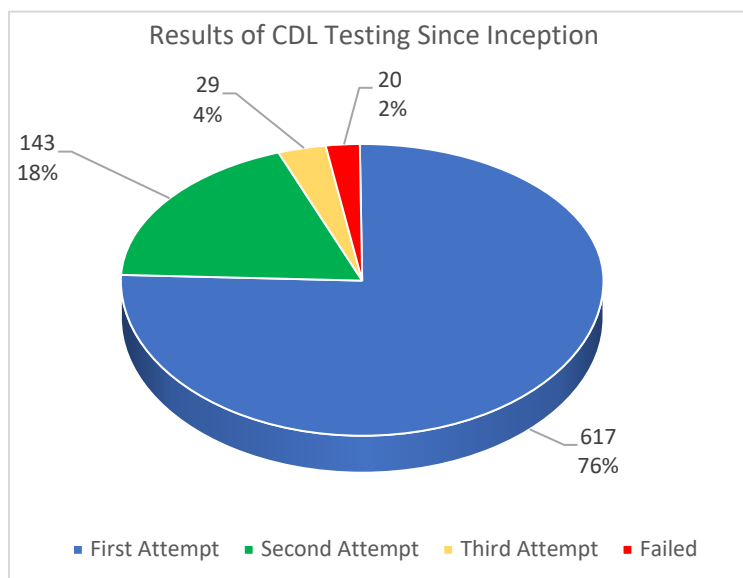
Trainees with Permit – 14

Licensed (CDL) - 1

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

MONTH	SCHEDULED	1ST ATTEMPT	2ND ATTEMPT	3RD ATTEMPT	FAILED
January	13	10	3	0	0
February	9	5	3	1	0
March	15	13	1	1	0
April	30	26	2	1	0
May					
June					
July					
August					
September					
October					
November					
December					

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

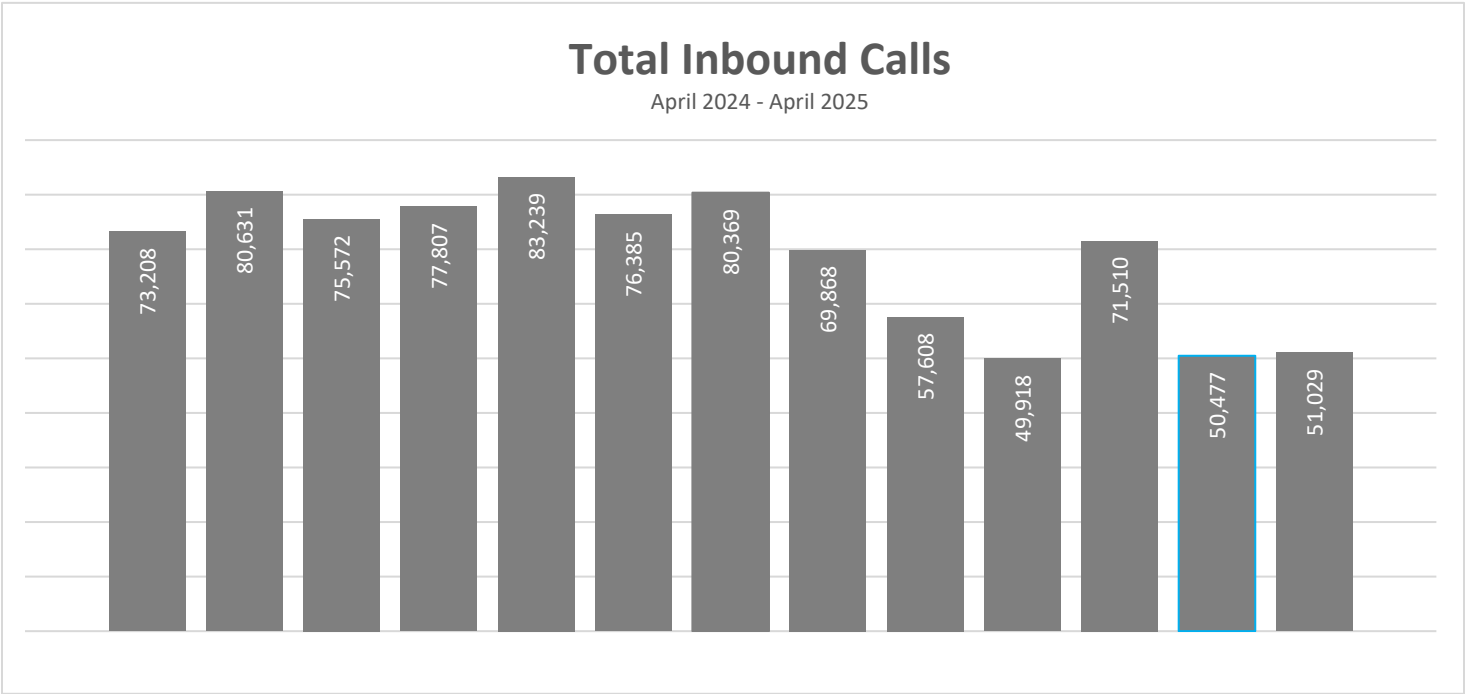


**MOBILITY SOLUTIONS**

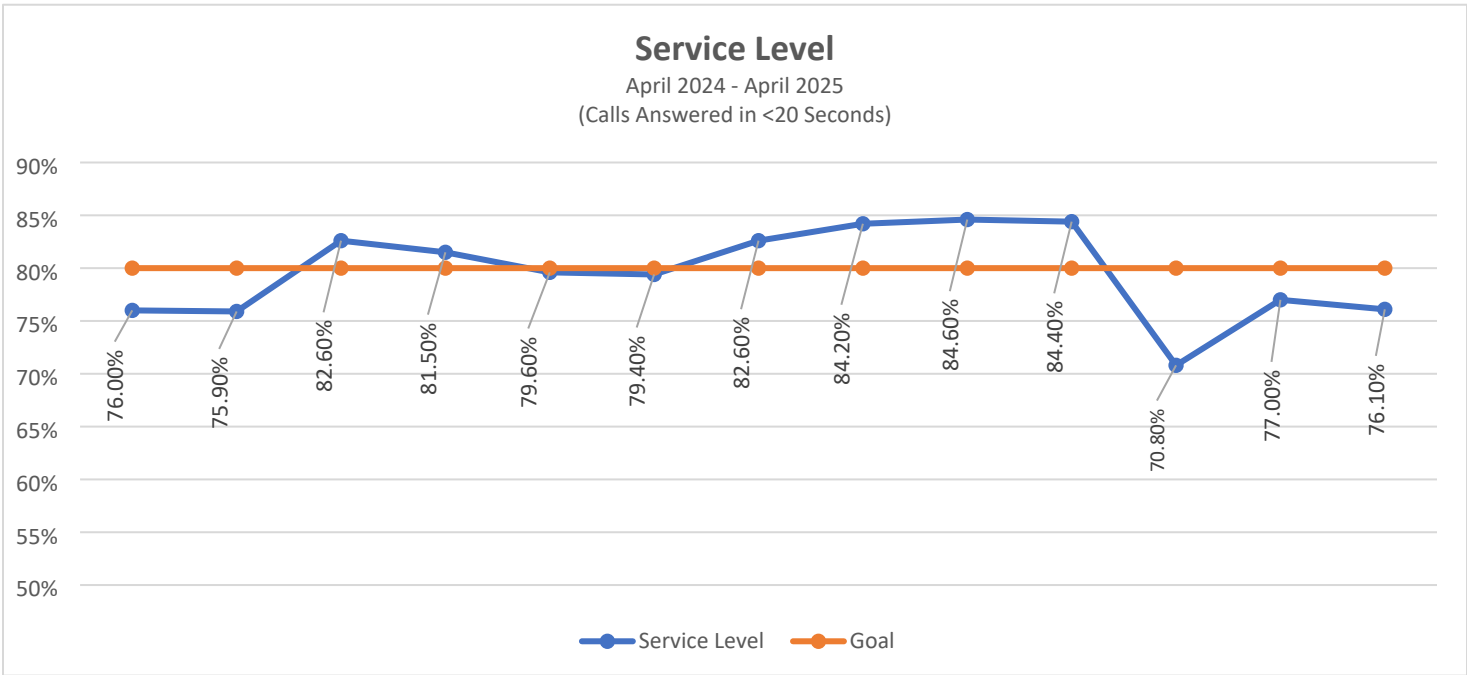
CUSTOMER CARE



In April 2025, total call volume rose 1.2% from March, driven by increased passenger inquiries about bus routes and real-time arrival information. However, compared to earlier months, there has been a noticeable decline in overall call volume, mainly due to the growing adoption of the mobile app, which enables customers to schedule rides and manage their MyKey accounts independently. This trend is further compounded by our current contractor, MV Transit, utilizing fewer alternative transportation options, resulting in a higher volume of calls directed to the care center.

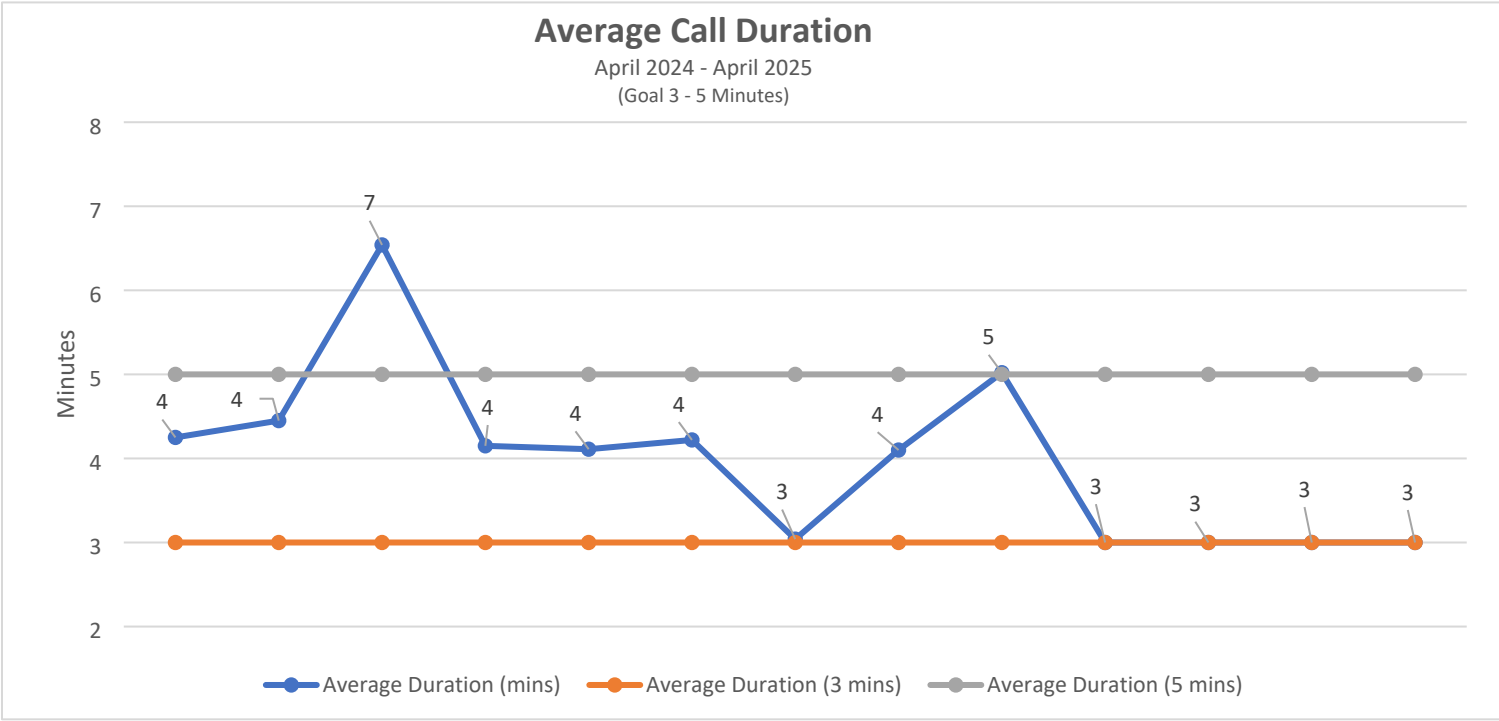


The Service Level has declined to 76.01%, falling below the required threshold of 80%, mainly due to a staffing shortage in the care center, which has significantly impacted service levels. While management is actively working with Talkdesk support to address technical issues, the improvement in staffing levels as of May 1, 2025, offers hope for recovery. Care Center Leadership remains committed to restoring high-performance standards, and Service Level metrics will be closely monitored to ensure a return to optimal performance.

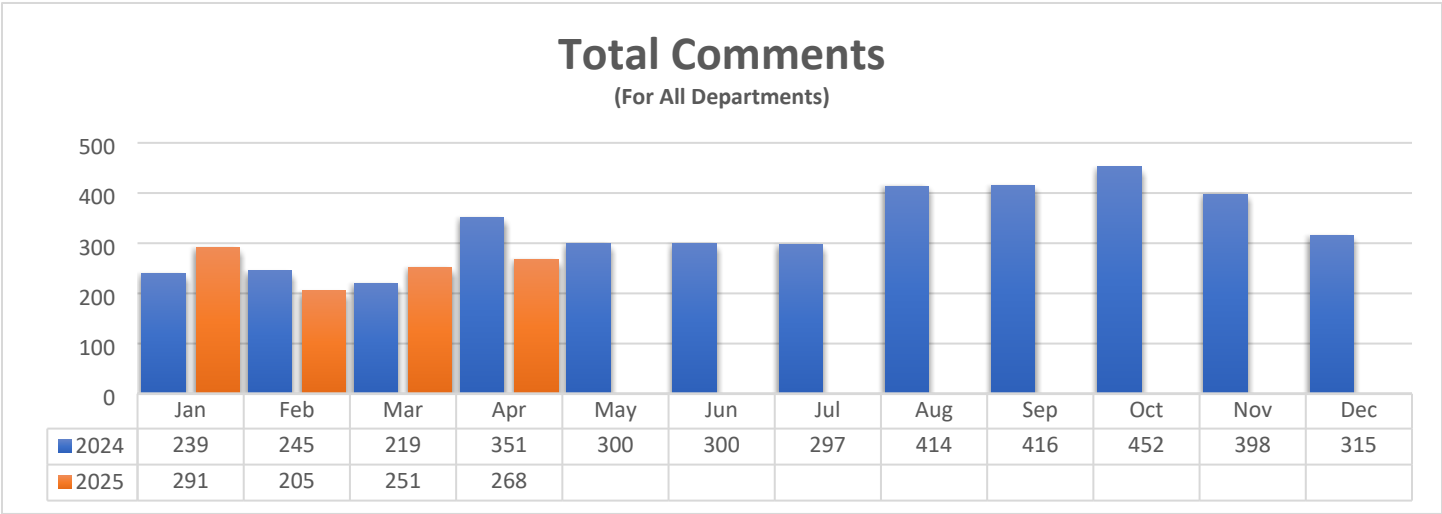


In April 2025, the Average Call Duration was consistent with the previous month, March, maintaining an average length of 3 minutes. This duration comfortably aligns with the established target range of 3 to 5 minutes, indicating that call han

remains efficient. Care Center Leadership is committed to ongoing oversight of call duration metrics to ensure they continue to meet optimal standards and effectively serve customer needs.



In April, 268 comments were collected from various departments, representing a decrease of 23.64% compared to the same month in the previous year. This reduction in the overall number of comments may suggest changes in employee engagement levels or communication practices that could benefit from further exploration and analysis.



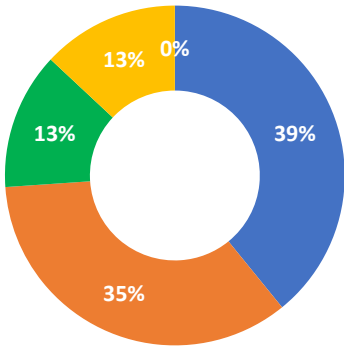
Most valid fare-related feedback from customers instances experienced double charging—once through MyKey or cash and again via their OD balance. In response, IndyGo has implemented a solution to eliminate the OD-Balance system, ensuring that customers are charged only once, regardless of their payment method, which aims to enhance the rider experience and prevent future billing complications. Additionally, feedback regarding Courtesy predominantly pertained to MV Transportation, which began its contract with IndyGo on March 1, 2025. This feedback highlights challenges faced while onboarding new drivers who are still familiarizing themselves with IndyGo’s policies, procedures, and designated passenger pick-up and drop-off locations. IndyGo Management remains committed to proactively addressing these concerns and will continue to monitor operations closely to support ongoing improvements.

Below are the total numbers of valid comments that were validated by the IndyGo Service Quality department.

Fixed Route	Total	Bus Rapid Transit	Total	Mobility Solutions	Total
Pass-By	42	Safety	9	Schedule Adherence	16
Courtesy	29	Pass-By	8	Courtesy	14
Safety	26	Courtesy	3	Request	9
Schedule Adherence	8	Security	3	Schedule Adherence	8
ADA	2	ADA	0	Safety	4

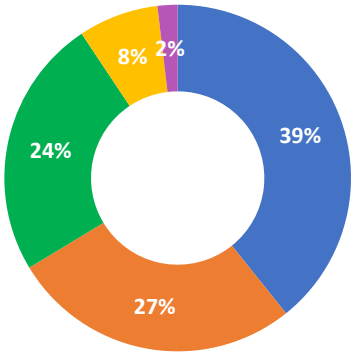
BRT

Safety Pass-By Courtesy Security ADA



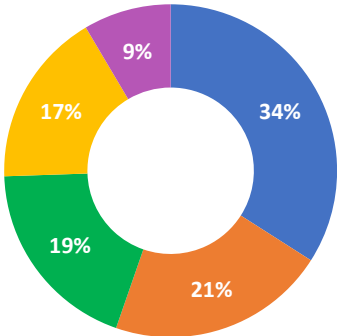
FIXED ROUTE

Pass-By Courtesy Safety Schedule Adherence ADA



MOBILITY SOLUTIONS

Fares Courtesy Request Schedule Adherence Safety

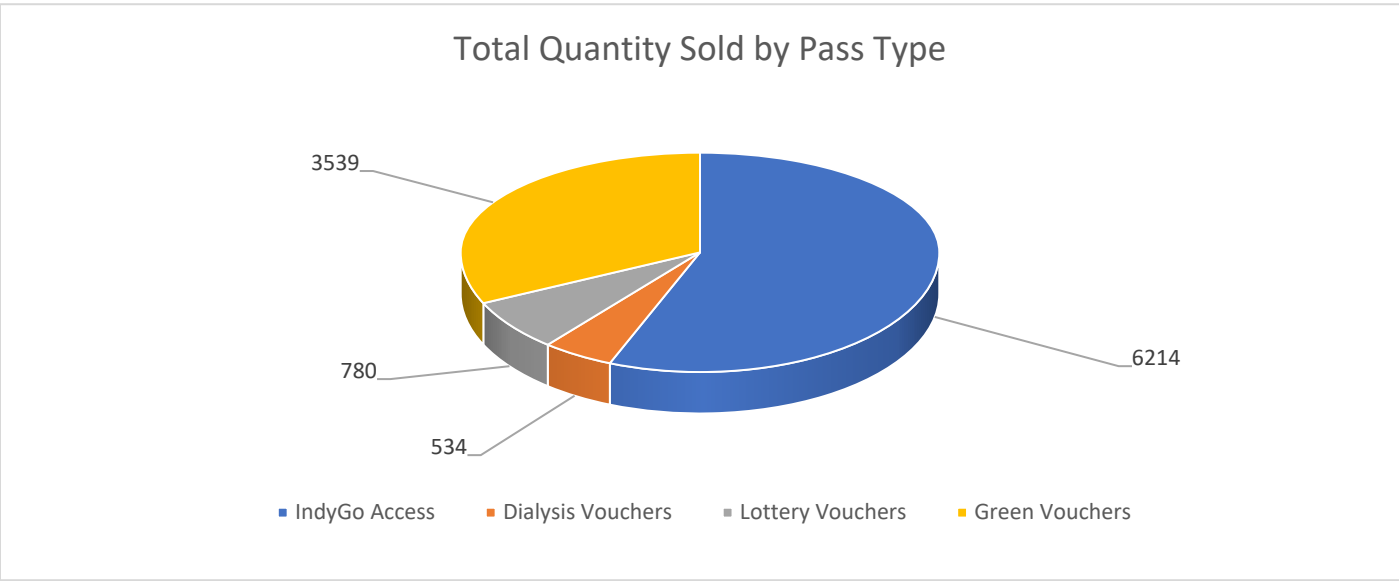


ACCESS RIDERSHIP

In April 2025, the total ridership of 13,245 passengers represented a 10.2% increase compared to the prior year. This growth can be attributed to several key factors, including our partnership with the new contractor, MV Transportation. MV Transportation has made substantial strides in enhancing service reliability through a strong commitment to our customers and working closely with the community. By ensuring an adequate number of operators are available, on-time performance and service reliability has significantly improved, allowing us to meet our riders' demands and expectations better. This increase in staffing has directly contributed to a more dependable service, fostering a positive experience for our passengers. Our dedication to improving operational efficiency and addressing past challenges is crucial in providing reliable and efficient transportation solutions. As we continue to build on this momentum, we remain focused on ensuring every ride is a step towards better mobility for our community.

TOTAL QUANTITY OF PASSES PURCHASED

In March 2025, the total quantity of passes purchased decreased by 13.1% month-over-month, totaling 11,067. This decline is primarily attributed to MV Transportation's improved service reliability, strengthening customer confidence and reducing the need for additional passes or vouchers.



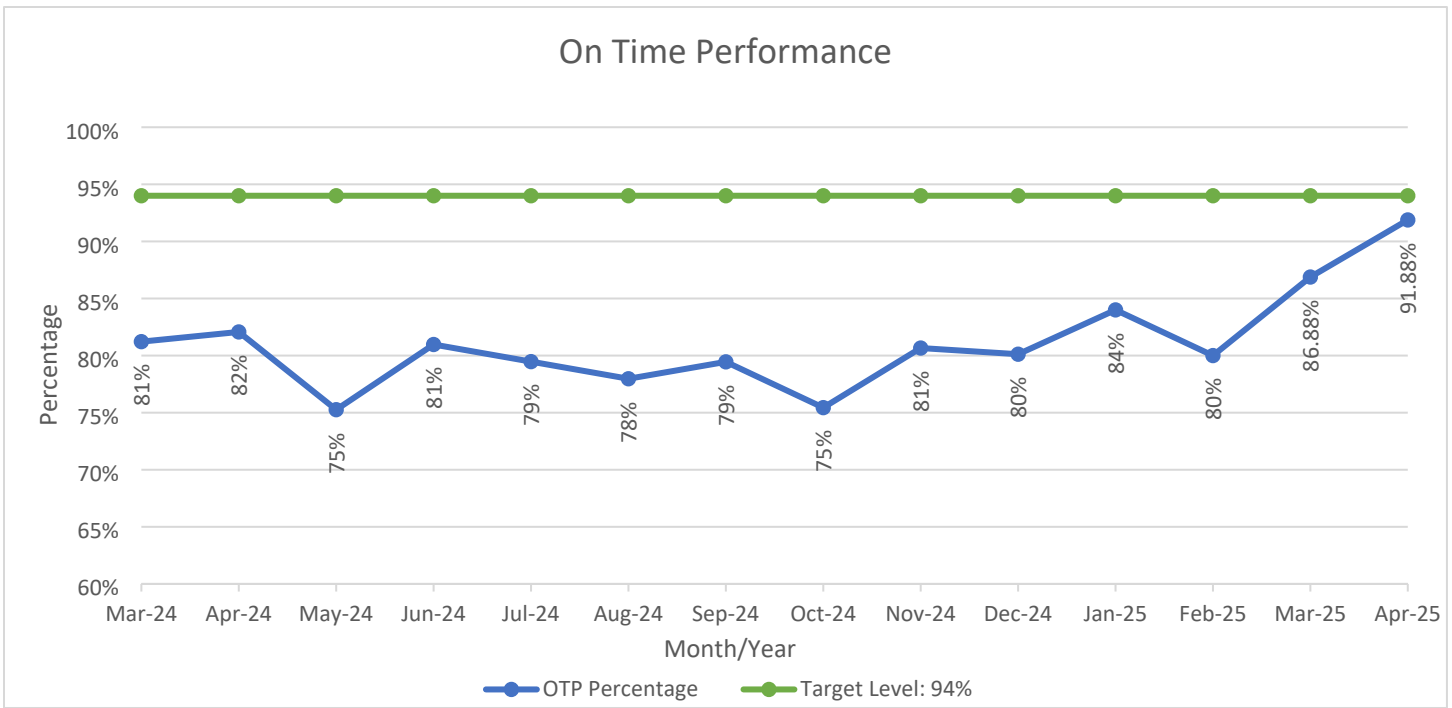
ON-TIME PERFORMANCE (OTP)

In April, our on-time performance (OTP) reached 91.88%, reflecting a significant 10.7% increase compared to the prior year, although we fell short of our 94% target. The mobility services team collaborates with MV Transportation to address service challenges.

MV has made commendable progress in hiring and retaining qualified operators, surpassing staffing goals, which enhances service reliability. Additionally, partnering with our software vendor has improved our understanding of the Ecolane scheduling software, optimizing operations and service quality.

MV has prioritized flexibility and responsiveness, implemented contingency plans, and improved communication with riders. These efforts boost ridership numbers and demonstrate our commitment to dependable transportation solutions for the community. We remain dedicated to refining our operations and enhancing the customer experience.

### On Time Performance



### PRODUCTIVITY/PASSENGER PER HOUR (PPH)

In April 2025, our passenger-per-revenue hour (PPH) reached 1.30%, down from 1.41% at the same time last year, representing a 7.80% year-over-year decrease. This change can be attributed to various factors, including scheduling challenges and ongoing efforts to improve on-time performance. MV Transportation is actively working to enhance service reliability, and we aim to increase the PPH to 1.70 passengers per revenue hour moving forward. By focusing on these aspects, we are confident in our ability to enhance operational efficiency and provide a better transportation experience for our customers.

### Productivity/Passenger Per Hour (PPH)

