



Board Report
June 18, 2025

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1. **Call to Order and Roll Call** (Presenters – Adairius Gardner, Robert Frye)
 2. **Awards and Commendations** (Presenter – Adairius Gardner)
 3. **Regular Agenda** (Presenter – Adairius Gardner)
 1. A-1: Consideration and Approval of Minutes from the Board Meeting held on May 15, 2025
 2. A-2: Public Hearing for Fare Proposal Policy Update (Presenter – Jennifer Pyrz)
 3. A-3: Public Hearing for Consideration and Approval of Ordinance 2025-01 - Local Stops Property Acquisition (Presenter – Robert Frye)
 4. A-4: Consideration and Approval of Fare Policy Adoption and Implementation Support Services (Presenter – Brooke Thomas)
 5. A-5: Consideration and Approval of an Amendment to the Program Management Support Services Contract (Presenter – Matthew Duffy)
 6. A-6: Consideration and Approval of Shelter Cleaning & Maintenance Contract (Presenter – Daniel Hendrix)
 7. A-7: Consideration and Approval of Janitorial Services Contracts (Presenter – Daniel Hendrix)
 8. A-8: Consideration and Approval Waste Removal and Recycling Contract (Presenter – Daniel Hendrix)
 9. A-9: Consideration and Approval to Amend Parts Washer & Paint Supplies Contract (Presenter – Daniel Hendrix)
 10. A-10: Consideration and Approval of Extension of Government Consulting Contract with Cardinal Infrastructure, LLC (Presenter – Jennifer Pyrz)
 11. A-11: Consideration and Approval of Contract to Upgrade Electronic Fare Collecting System (Presenter – Marcus Burnside)
 12. A-12: Consideration and Approval of IPTC Yearly 2025 Insurance Renewals (Presenter – Brian Clem)
 4. **Information Items** (Presenter – Adairius Gardner)
 1. I-1: Finance Report (Presenter – Bart Brown)
 2. I-2: Department Report
 5. **Adjourn** (Presenter- Adairius Gardner)
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May Board of Directors Minutes

IndyGo

5/15/2025 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, Adrienne Slash

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

Absent:

Members: N/A

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

[May Board Cover](#)

[May 2025 Board Agenda](#)

Chairperson Hahn called the meeting to order at 4:00 p.m. Chief Legal Officer Robert Frye announced that one Director, Adairius Gardner, 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 May](#)

[April 2025 Safe Drivers Recognition](#)

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

3. Regular Agenda (Presenter – Chairperson Hahn)

1. A-1: Consideration and Approval of Minutes from the Board Meeting held on April 17, 2025

(Presenter – Greg Hahn)

[April Board of Director Minutes](#)

Motion: Approval of Minutes from the Board Meeting held on April 17, 2025. 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, Adrienne Slash-AYE. Motion carried 6-0.

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)

[Resolution 2025-03 for Lease of 9350](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer, 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

Motion: Approval of Resolution No. 2025-03 Authorizing the Lease of Real Property Located at 9350 East 30th Street. Motion made by Director Quick and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

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)

[Resolution No. 2025-04 Authorizing the Sale of Real Property at 8905, 8915 and 8925 Madison Avenue](#)

It was 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”).

Motion: Approval of Resolution No. 2025-04 Authorizing the Sale of Real Property at 8905, 8915 and 8925 Madison Avenue. Motion made by Director Wilson and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

4. **A-4: Consideration and Approval of the ADP Contract** (Presenter – Britt Griffin)

[ADP Contract](#)

It was 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.

Motion: Approval of the ADP Contract. Motion made by Director Slash and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash. Motion carried 6-0.

5. **A-5: Consideration and Approval of Talkdesk Phone Services** (Presenter – Michael Roth)

[Talkdesk Phone Services](#)

It was 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 to 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.

Motion: Approval of Talkdesk Phone Services. Motion made by Director Quick and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

6. **A-6: Consideration and Approval of 2025 revisions to the Public Transportation Agency Safety Plan (PTASP)** (Presenter – Brian Clem)

[2025 PTASP](#)

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

Motion: Approval of 2025 revisions to the Public Transportation Agency Safety Plan (PTASP). 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, Adrienne Slash. Motion carried 6-0.

7. **A-7: Consideration and Approval of IFB# 25-01-536 Janitorial Services** (Presenter – Daniel Hendrix)

[IFB# 25-01-536 Janitorial Services](#)

It was recommended that the Board of Directors authorize the President and CEO to enter into three-year contracts with two 1-year extension options for janitorial services at multiple IPTC locations.

Motion: Approval of the Janitorial Services Contracts. 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, Adrienne Slash. Motion carried 6-0.

8. **A-8: Consideration and Approval to extend the Shelter Cleaning & Maintenance Contract** (Presenter – Daniel Hendrix)

[Shuck Shelter Contract Extension](#)

It was recommended that the Board of Directors authorize the President and CEO to extend the current contract with Shuck Corporation for the cleaning, maintenance and repair of bus stops, BRT stations, shelters and other transit amenities for three months with an amount not to exceed \$620,000 for a new contract total amount not to exceed of \$5,674,842.

Motion: Approval to extend the Shelter Cleaning & Maintenance Contract. 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, Adrienne Slash. Motion carried 6-0.

9. **A-9: Consideration and Approval of a Reimbursement Agreement with ISA** (Presenter – Rachel Wilson)

[ISA Utility Reimbursement Agreement](#)

It was 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.

Motion: Approval of a reimbursement agreement with the ISA. 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, Adrienne Slash. Motion carried 6-0.

10. **A-10: Consideration and Approval of a Contract with Reliable Transmission Service (RTS)** (Presenter – Thierno Balde)

[Contract with Reliable Transmission Service \(RTS\)](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a two-year contract with RTS to rebuild Gillig Fleet B400 transmissions for an amount not to exceed \$349,000.

Motion: Approval of a Contract with Reliable Transmission Service. Motion made by Director Fagan and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash. Motion carried 6-0.

11. **A-11: 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** (Presenter – Christian Cambron)

[Construction Mgmt Task Order for Wash. St BRT Docking Project](#)

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 No. 23-03-474 that includes construction management services on the Washington Street BRT Docking Project for an amount not to exceed \$420,000.

Motion: 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. 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, Adrienne Slash. Motion carried 6-0.

12. **A-12: Consideration and Approval of a Design Allowance for WSP for Design Services on the Blue Line BRT Project** (Presenter – Matthew Duffy)

[WSP Design Allowance for the Blue Line BRT Project](#)

It was 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. This design allowance would provide funds for negotiation of future design services task orders. It is anticipated that urgent design services will be required at times to address changes arising during construction including, but not limited to, stormwater drainage, utility conflicts, and modifications required by third party stakeholders.

Motion: Approval of a Design Allowance for WSP for Design Services on the Blue Line BRT Project. 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, Adrienne Slash. Motion carried 6-0.

13. **A-13: Consideration and Adoption of Ordinance 2025-01 authorizing the acquisition of real property for local bus stop improvement Projects** (Presenter – Rachel Wilson)

[Ordinance 2025-01](#)

It was 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.

Motion: No vote was taken.

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

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

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

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

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

2. **I-2: Fare Policy Update** (Presenter – Brooke Thomas, Carrie Black)

[Proposed Fare Policy Update](#)

[Fare Change Equity Analysis Board Distribution](#)

[2025 Fare Proposal Outreach Board Proposal](#)

3. **I-2: Department Reports**

[People & Culture Board Report May 2025](#)

[R-2 Planning and Capital Project Reports 2025-05](#)

[Foundation Report to IndyGo Board 2025](#)

[Public Affairs April Report 2025-04](#)
[April Operations Div Board Report 05.13.2025](#)
[Risk and Safety Board Report May 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 5:27 pm.

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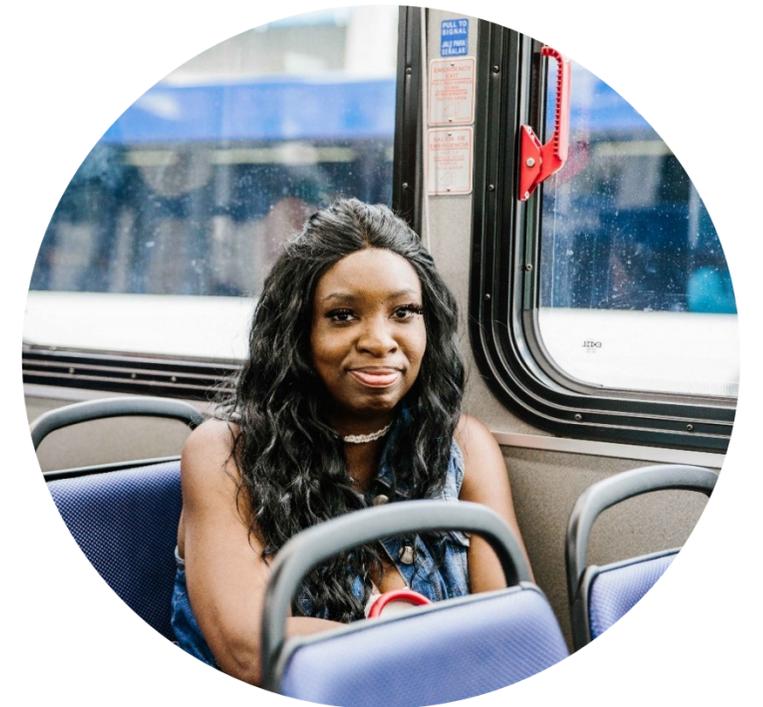
FARE POLICY PROPOSAL

JUNE 2025

IndyGo

INDYGO'S PURCHASING POWER

- 15+ years since the last increase
- The purchasing power of \$1.75 is **67%** of what it was in 2009
- 58% increase in operating expenses/vehicle revenue hour from \$105 (2013) to \$180 (2023)
- **\$1.75 in January 2009 = \$2.61 today**



FIXED ROUTE FARE ADJUSTMENTS

Fare Type	Current		Proposed	
	Full Fare	Half Fare	Full Fare	Half Fare
2-hour unlimited	\$1.75	\$0.85	\$2.75	\$1.35
1-day	\$4.00	\$2.00	\$6.00	\$3.00
1-week	\$15.75	\$7.65	\$24.75	\$12.15



RETIREMENT OF OUTDATED FARE PASSES

Sales End July 1, 2026

- 10-Trip
- 31-Day
- S-Pass
- Summer Youth Pass

No Longer Accepted July 1, 2027

- 7-Day
- 10-Trip
- 31-Day
- S-Pass
- Summer Youth Pass

INDYGO ACCESS FARE ADJUSTMENTS

Fare Type

ADA area (2 x base fare)

Premium area, scheduled (4 x base fare)

Premium area, same day

Current

Proposed

\$3.50

\$5.50

\$7.00

\$11.00

\$10.00

\$15.00



IndyGo ACCESS

IndyGo

FARE RELIEF

- Bulk Passes
- Daily and weekly fare capping using MyKey
- Free and half-fare rides



* Federally required to provide this discount.

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BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: Board Chair Greg Hahn

FROM: Chief Legal Officer Robert Frye

SUBJECT: Public hearing and consideration of adoption of Ordinance 2025-01 Authorizing the Acquisition of Real Property for Local Bus Stop Improvement Projects

ACTION ITEM A – 3

RECOMMENDATION:

It is recommended that the Board of Directors 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. The acquisitions generally 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 property interests needed. 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 was introduced at the Board’s meeting on May 15, 2025 to IPTC to institute eminent domain proceedings, if necessary, to acquire any of the necessary property interests required for the local bus

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.

As required by statute, IPTC published notice of a public hearing to be held at its meeting on June 18, 2025 in *The Indianapolis Star*, *The Indianapolis Recorder*, and *The Court & Commercial Record*. Any person may attend the public hearing and be given an opportunity to give testimony or evidence for or against the proposed ordinance. Following the public hearing, the Board may take final action on the proposed ordinance.

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
<u>PROJECT: Near Eastside Bus Stops Phase 1</u>	
1	1651 N. Campbell Avenue
2	2804 N. Keystone Avenue
<u>PROJECT: Near Eastside Bus Stops Phase 2</u>	
2	3604 N. Keystone Avenue
3	2502 Central Avenue
4	4420 E. 21 st Street
<u>PROJECT: Far Eastside Bus Stops</u>	
1	10940 E. 42 nd Street
2	2135 N. Post Road
3	3250 N. Post Road
4	956 N. Mitthoefer Road
5	4020 N. Sherman Drive
6	2185 N. Sherman Drive
7	2205 N. Sherman Drive
8	3455 Orchard Avenue

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BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pysz
FROM: Chief Development Officer Brooke Thomas
SUBJECT: Consideration and Approval of Fare Policy Adoption and Implementation Support Services

ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to amend IndyGo’s contract with CityStrategies, LLC. to ensure that staff is adequately supported through the adoption and implementation of IndyGo’s new fare policy. If approved, the amount for the contract amendment would be up to \$124,950, the contract total would be an amount not to exceed \$219,900, and the expiration date would be extended to December 31, 2026.

BACKGROUND:

In April 2023, IndyGo retained the services of CityStrategies, LLC for a total of \$94,950 to complete a review of the agency’s 2019 fare policy and assist IndyGo staff in recommending changes to the 2019 policy by July 31, 2025. Contracting with CityStrategies provided IndyGo with the continuity and experience needed to undertake this effort in that one of the principals of the firm performed the research and analytic work that resulted in the 2019 fare policy, making him uniquely qualified to perform the review and propose recommended changes alongside IndyGo staff. Also, at that time, IndyGo lacked enough staff with the expertise and capacity to perform this work entirely in-house.

DISCUSSION:

If approved, IndyGo will extend its contract with CityStrategies to support the adoption and implementation of a new fare policy. For this next phase, in addition to regular progress meetings with IndyGo’s strategic planning staff, CityStrategies will assist with overall project management, strategic advising, special projects, as well as monitoring, evaluation, and reporting on matters relating to IndyGo’s fare policy changes.

FISCAL IMPACT:

If approved, the new total contract total would be \$219,900 for services provided between December 2023 and December 2026. The entire \$124,950 is included in IndyGo’s 2025 operating budget appropriation.

DBE/XBE DECLARATION:

The established goals for this procurement are 15% MBE, 8% WBE, 3% VBE, and 1% DOBE; however, XBE participation is unavailable because no subcontracting opportunities are available.

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 an Amendment to the Program Management Support Services Contract

ACTION ITEM A –5**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute an amendment to the Program Management Support Services contract with HNTB Corporation (HNTB) for an amount not to exceed \$2,265,000 (bringing the new contract total not to exceed amount to \$9,673,000) along with an extension through June 30, 2029.

BACKGROUND:

IPTC's Capital Project and Planning Department is dedicated to delivering the infrastructure improvements needed to support the Marion County Transit Plan. Following a competitive Request for Proposals (RFP) process, the Board approved a contract with HNTB in June 2020 to provide project management support services for locally and federally funded projects with embedded staff and subject matter experts (SMEs) as-needed. The original contract not to exceed amount was \$6,557,977 and is set to expire on June 30, 2025, unless extended. In October 2021, the Board approved a contract amendment to increase the not to exceed amount to \$7,407,977. Actual costs incurred through May 2025 on the contract total \$5,732,454.

DISCUSSION:

Over the life of the contract, embedded and SME assistance has primarily been used to assist with delivering the Purple Line, Blue Line, Super Stops, Red Line maintenance and traffic modifications, transit signal priority (TSP) implementation, public outreach, and oversight of the local bus stop design and construction projects. It is anticipated that assistance for open projects will continue until they are closed out, which will occur at varying times between now and June 30, 2029. The requested four-year extension for the contract corresponds to when the Blue Line is anticipated to close out. Maintaining currently assigned personnel is desired to retain knowledge base developed over the last five years working on the projects, avoid re-work and/or a gap in services, and avoid the need to train new personnel. IPTC will not assign new work to HNTB that hasn't already been started prior to the end of the initial contract term and project management support services for new/future projects will be competitively procured.

The projected total cost based on embedded and SME assistance from June 30, 2025, through June 30, 2029, is \$3,661,000, bringing the new contract total not to exceed amount to \$9,673,000. Contract amounts for local and federally funded projects have been and will continue to be projected and reconciled on an annual basis. IPTC staff will set budgets annually based on anticipated usage one year at a time and adjust based on actual expenses from the prior year.

FISCAL IMPACT:

This contract is funded through a combination of local and federal sources. The Purple Line and Blue Line budgets cover professional services. The Operating Budget will be used to cover staff time spent on locally funded projects.

DBE/XBE DECLARATION:

This solicitation included a 2% DBE goal, current actual DBE utilization is 1.09% with commitments totaling 1.9%. HNTB's teaming partners are Dodd Title, Keramida, JQOL, and Illumine Transportation.



BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Director of Facilities Dan Hendrix
SUBJECT: Consideration and Approval of Contract Award for Shelter Cleaning & Maintenance

ACTION ITEM A - 6

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter into a three-year contract with the Shuck Corporation for the cleaning, maintenance and repair of bus stops, BRT stations, shelters, and other transit amenities for a contract total amount not to exceed of \$4,243,076.00.

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 workforce needed.

DISCUSSION:

The primary objective of this project is to ensure that all IPTC bus stations, shelters, and stops reflect a high standard of stewardship, functionality, and cleanliness. IPTC released an invitation for bids, IFB# 25-02-534, for these services. Two bids were received, and the Shuck Corporation was found to be the lowest responsive and responsible bidder for the contract and is recommended for award.

FISCAL IMPACT:

This contract will be funded by the Operations budget.

DBE/XBE DECLARATION:

The established goals for this procurement are 15% MBE, 8% WBE, 3% VBE, and 1% DOBE. Shuck Corporation has committed to XBE participation as follows:

WBE -- Greene's Roll Off Service	0.90% (Supplier)
MBE -- Heritage Ford	2.00 % (Supplier)
WBE -- Safety Resources	0.21% (Supplier)
WBE -- Platinum Level Construction Services	8.01% (Subcontractor)
VOBE -- Architectural Glass & Metal Company, Inc.	0.18% (Supplier)
Total	11.30%



BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and Chief Executive Officer Jennifer Pyrz
FROM: Director of Facilities Daniel Hendrix
SUBJECT: Consideration and Approval of Contract Awards for Janitorial Services

ACTION ITEM A – 7

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter into three-year contracts with two 1-year options for janitorial services at the following locations:

• R Plus Solutions LLC	\$142,267	1501 W. Washington St.	Maintenance Garage
• Pristine Image	\$1,153,152	201 W. Washington St.	Carson Transit Center
• Pristine Image	\$ 72,540	6410 N. College Ave.	Foundation / Driver Layover
• Well Done Services	\$ 31,843	9255 Rising Road	Purple line Terminus

The above pricing are the amounts not to exceed at each location over the five-year term of the contract if the options are exercised. The total amount not to exceed for all of these contracts if both 1-year options are exercised is \$1,399,802.

BACKGROUND:

The scope of services for janitorial contracts 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.

DISCUSSION:

In February 2025, IPTC released an invitation for bid, IFB # 25-01-536, for janitorial services. IPTC provided details of the required services and scope of work for 12 locations in the IFB. At its May meeting, the Board approved the award of contracts for each location. However, one vendor awarded a contract backed out and would not accept a contract. Another vendor began work at its awarded locations but has requested compensation in addition to its bid price to do the work, which IPTC cannot do because in the context of an invitation for bid the award must go to the lowest bid

which is responsive to the bid specifications and deemed responsible enough to perform the work. As a result of these developments, IPTC is recommending award of contracts for the locations originally awarded to those two contractors to the next lowest bidder on those locations, as listed above.

FISCAL IMPACT:

This contract will be funded from the Operations budget.

DBE/XBE DECLARATION:

The established XBE goals for this procurement are as follows: 15 % MBE, 8 % WBE, 3% VBE, and 1 % DOBE.



BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and Chief Executive Officer Jennifer Pyrz
FROM: Director of Facilities Dan Hendrix
SUBJECT: Consideration and Approval of Contract Award for Waste Removal and Recycling

ACTION ITEM A - 8

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter into a three-year contract with GHW Waste Services for an amount not to exceed \$48,000 per year for a contract total amount not to exceed of \$144,000. The contract gives IPTC the option to exercise two 1-year extensions for a total amount not to exceed \$97,200. If both one-year extensions are exercised, the total amount not to exceed would be \$241,200.

BACKGROUND:

The primary objective of this contract is to ensure that all IPTC campuses and offices reflect a high standard of stewardship, functionality, and cleanliness. This service will provide waste disposal and recycling services for IPTC’s East Campus, West Campus, Carson Transit Center, and Madison Avenue, West Michigan Street and North College Avenue properties.

DISCUSSION:

In February 2025, IPTC released an invitation for bids for waste removal and recycling services, but no responsive bids were received. Public procurement laws allow in such an instance for the utilization of a special procurement method based on quoted costs. GHW Waste Services provided the only quote.

FISCAL IMPACT:

This contract will be funded by the Operations budget.

DBE/XBE DECLARATION:

The established XBE goals for this procurement are 15% MBE, 8% WBE, 3% VBE, and 1% DOBE; however, XBE participation is unavailable because there are no subcontracting opportunities.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and Chief Executive Officer Jennifer Pyrz
FROM: Director of Facilities Dan Hendrix
SUBJECT: Consideration and Approval of Amendment to Contract for Parts Washer & Paint Supplies Cleaning and Maintenance

ACTION ITEM A - 9

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to amend the contract with Safety-Kleen Systems, Inc. for the cleaning and maintenance of parts washers and paint supplies to increase the contract amount by \$145,000 for a new contract total amount not to exceed of \$232,600.

BACKGROUND:

This service is essential for IPTC Maintenance to degrease and clean bus parts during emergency repairs and scheduled preventative maintenance work. IPTC has utilized contractors to perform the cleaning and maintenance services of the parts washers and provide paint thinner, paint gun cleaner, and recycling services.

DISCUSSION:

In August 2023, the Board approved an award to Safety-Kleen Systems, Inc. for a two-year contract with one option year for the cleaning and maintenance of parts washers and paint gun service and supplies. IPTC exercised its one-year option in April 2025, so the expiration date of the contract is June 30, 2026. Staff is requesting \$145,000 of additional funding to support this contract through the end of the option year.

FISCAL IMPACT:

This contract will be funded from the Operations budget.

DBE/XBE DECLARATION:

The established XBE goals for this procurement are 15% MBE, 8% WBE, 3% VBE, and 1% DOBE; however, XBE participation is unavailable because no subcontracting opportunities are available.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President and Chief Executive Officer Jennifer Pyrz
FROM: Chief Government Affairs Officer Cameron Radford
SUBJECT: Consideration and Approval of Extension of Government Consulting Contract with Cardinal Infrastructure, LLC

ACTION ITEM A – 10

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President & CEO to enter into an amendment to the agreement with Cardinal Infrastructure, LLC (“Cardinal”) government consulting and advisory services related to the Federal Transit Administration (FTA) to extend the term of the agreement for eight months at a cost of \$96,000, for a total contract amount not to exceed of \$204,000.

BACKGROUND:

In August 2024, the Board approved a contract with Cardinal with a nine-month term to advise IPTC as to relations with the FTA, in particular assisting IPTC with execution of the conditionally awarded SSGA for the Blue Line BRT project. Sherry Little, managing partner at Cardinal, spent more than 15 years working on Capitol Hill in both the legislative and executive branches of government. During that time, she served as both deputy administrator and acting administrator of the FTA under President George W. Bush. Her experience and expertise in the field of public transportation, along with that of her colleagues, has ensured that IPTC has been provided with expert guidance while navigating the statutory and regulatory components of FTA infrastructure requirements. Cardinal’s consultation directly resulted in the timely execution of the FTA SSGA grant for the Blue Line BRT project.

DISCUSSION:

With a new administration taking office earlier this year, Cardinal has provided valuable guidance to IPTC on a multitude of issues related to various policies and procedures that are being prioritized by federal officials. Given their history with IPTC, Cardinal is uniquely positioned to provide ongoing consultation. Accordingly, IPTC staff would like to extend Cardinal’s agreement for an additional eight months, through December 31, 2025.

FISCAL IMPACT:

This contract is funded through the operations budget.

DBE/XBE DECLARATION:

This is a government consulting contract for which there are no subcontracting opportunities.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and Approval of Contract to Upgrade Electronic Fare Collecting System

ACTION ITEM A – 11

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a contract with Masabi LLC for the upgrade of our electronic fare collection system for three years in an amount not to exceed \$2,165,000.

BACKGROUND:

In March 2018, IPTC released solicitation RFP #18-02-286 Fare Collection System to deploy a new electronic fare collection system as part of its Marion County Transit Plan. The goal of the solicitation was to modernize the system and provide more accessible, convenient, and streamlined service to passengers. Throughout 2017, individuals across IPTC were engaged in an internal fare study to review and inform stakeholders about the future of fare collection across IPTC operations. This process resulted in the determination that the desired solution would be a single, comprehensive account-based fare collection system that will enable passengers to move across IPTC services—local fixed route transit service, and bus rapid transit service—in a convenient and accessible manner. A mobile ticketing application was envisioned as a core component of this future system. Front-end devices—NFC cards, QR or barcode readers, or similar technologies—were anticipated to be available from IndyGo facilities, ticket vending machines, and, perhaps, third-party vendors to provide access to the system for those without a smartphone.

At the June 2018 IPTC Board of Directors Meeting, Flowbird Group (formerly Parkeon, Inc.) was awarded a five-year contract with two optional years to provide IPTC’s electronic fare system, including fare validation devices, ticket vending machines (TVMs), physical and electronic fare media (cards and Android/iOS app dba MyKey), fare inspection devices, and an online customer portal. IPTC elected to exercise the two optional years of the original contract in FY2023.

DISCUSSION:

The current contract with Flowbird Group expires December 31, 2025. At the December 2024 IPTC Board of Directors Meeting, IPTC was approved as a member of NEORide, a Regional Council of Governments, which provided coordinated cooperative actions among its members. NEORide provides services and resources to its members, including but not limited to transit-related resources, seeking procurements for the benefit of its members, and applying for grants for the benefit of its members. IPTC has elected to leverage NEORide’s master service agreement (MSA) with Masabi LLC to replace the electronic fare collection system, specifically the software platform, onboard and offboard fare validators, fare inspection devices, and the mobile app.

In addition to the components listed above, Masabi LLC is able to provide IPTC with enhanced mobile application features, including trip planning, a versatile partnership portal, the ability to offer fare incentives programs, a way for third-party entities to purchase and distribute fare value, electronic fare tickets, credit/debit card “tap-to-pay” capabilities, and a retail point-of-sale (POS) network. The only component that IPTC will retain is the Flowbird Group TVMs.

FISCAL IMPACT:

The funding for this project will come from the capital budget. The cost for the electronic fare collection system upgrade will not exceed \$2,165,000, which includes 10% contingency funding. The annual operating cost for this project is estimated to be \$35,964 for FY2026, \$37,763 for FY2027, and \$39,651 for FY2028. The contract is up for renewal in March 2029. Annual costs include licensing fees, reward program license fees, maintenance, and support fees. The operating cost may increase as MyKey usage increases since the transaction revenue share estimate is based on MyKey usage and percentage-based fees (payment processing fees) for credit card sales. Operating costs may also increase if IPTC chooses to launch a retail network that allows customers to reload MyKey card media at selected retail locations (i.e., CVS, Walgreens, etc.). The retail network cost is based on a percentage of the retail network sales channel costs.

DBE/XBE DECLARATION:

Masabi LLC has committed to using Quality Mobile Installations, LLC, for 3% WBE participation.



Date of Memo: June 18, 2025
Date of Meeting: June 18, 2025

BOARD MEMORANDUM

To: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
Through: Chief Executive Officer Jennifer Pyrz
From: Director of Risk and Safety Brian Clem
Subject: Consideration and Approval of Annual Insurance Renewals for 2025-2026

ACTION ITEM A – 12

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to bind insurance coverages for IPTC for the term of one year, from July 1, 2025 through June 30, 2026, for an amount not to exceed \$1,473,874.

BACKGROUND:

IPTC procures insurance coverage through an insurance broker (Aon) to market and bind coverage. At its meeting in November 2025, a move from calendar year to mid-year insurance renewal to better align with the agency's fiscal budget year, promote competition, and decrease administrative challenges. Accordingly, at that time the Board approved a six-month extension of insurance coverage through June 30, 2025.

DISCUSSION:

The best financial option quoted was the replacement cost value (RCV). Lines for Employment Liability Practices, Directors and Officers, Crime, Fiduciary, and Cyber insurance coverage returned relatively flat at a 0.998% increase, for a total of \$64,565, from the last six-month renewal. Property coverage remained at a steady rate of \$0.23 on the dollar, a - 0.68% change from the last 6-month renewal. However, total premiums increased for property coverage because asset values increased by 13.15% over the previous year, mainly due to the increased quantity and value of fleet vehicles. Retained limits coverage also returned an increase of 17.83% due to an increase in the fleet size in 2025.

Included in your agenda packet is a chart showing each line of insurance coverage and the corresponding year-over-year percentage change in premium cost and total dollar amount for the 2025-2026 renewals.

FISCAL IMPACT:

The costs of insurance are funded through the Operations budget.

DBE/XBE DECLARATION:

Insurance premiums are paid with local funds and so the local XBE goals of 15% MBE, 8% WBE, 3% VBE, and 1% DOBE are applicable; however, there is XBE participation because there are no subcontracting opportunities available.

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Information Update – May 2025 Financials Summary

To: Chair and Board of Directors
Through: CEO Jennifer Pyrz
From: Bart Brown, CFO and Justin Burcope, Budget Director
Date: June 12, 2025

MAY 2025 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue came in over budget for the month by \$356,805 (29.4%). YTD this revenue is over budget by \$1,359,969 (22.4%)
- Other Operating revenue category is under budget by \$133 (-47.0%) for the month. YTD for this revenue is under budget by \$348,175 (-24.6%).
- The passenger service revenue is under budget by \$29,898 (-6.0%) for the month. For the year passenger service revenue is under budget by \$295,512 (-12.0%).
- PMTF Grant came in at budget for the month and YTD.
- Property Tax Revenue came in at budget for the month and YTD.
- In May Local Income Tax came in at budget for the month and YTD.
- The Service Reimbursement Program revenue was over budget by \$5,121 (14.8%) for the month. For the year it is over budget by \$11,366 (6.6%).

The Total Revenue for the agency is over budget by \$198,066 (1.9%) for the month of May. YTD Total Revenue is over budget by \$727,375 (1.4%).

Expenditures

I) Personal Services

- Fringe Benefits are under budget for the month by \$238,554 (-13.1%). YTD it is under budget by \$1,892,097 (-18.8%).
- Overtime expenses were over budget by \$196,957 (59.4%) for the month. For the year this category is over budget by \$750,643 (41.4%).
- May Salary expenses are over budget by \$271,770 (6.3%) for the month. There were five weekly pay periods in May for represented employees instead of the usual four pay periods. YTD it is under budget by \$2,062,327 (-8.7%)

The Personal Services category is over budget by \$230,173 (3.6%) for the month of May. It is under budget for the year by \$3,203,781 (-9.0%)

II) Other Services and Charges

- Claims were under budget by \$428,476 (-118.1%) for the month, mainly due to refund from Liberty Insurance for \$360,851. For the year this category is under budget by \$1,203,587 (-61.3%).

- For the month of May, the Miscellaneous Expense category is under budget by \$27,471 (-25.9%). YTD is under budget by \$206,259 (-31.1%).
- In May, the Purchased Transportation category is under budget by \$203,292 (-19.6%). For the year it is over budget by \$15,630 (0.3%)
- For the month the “Services” expense category is under budget by \$754,740 (-33.4%). YTD this category is under budget by \$9,619,848 (-53.8%).
- For the month, utility expenses are under budget by \$71,184 (-31.7%). We received a refund of 79,000 from AES for an overcharge in a previous month. For the year utilities are over budget by \$58,257 (5.2%).

Overall, the Other Services & Charges category is under budget by \$1,485,163 (-37.2%) for the month. YTD this category is under budget by \$10,955,808 (-40.9%).

III) Materials & Supplies

- The Fuel and Lubricant category is under budget by \$70,864 (-12.6%). YTD it is under budget by \$769,862 (-27.4%).
- For the month of May, the Maintenance Materials category is over budget by \$13,065 (2.4%). It is under budget for the year by \$42,354 (-1.5%).
- Other Materials and Supplies category is under budget by \$88,927 (-87.0%) for the month. For the year it is under budget by \$511,338 (-76.1%).
- Tires & Tubes category is under budget in May by \$18,884 (-28.3%). 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 \$188,986 (-42.3%).

For the month, the Total Materials and Supplies category is under budget by \$165,610 (-28.4%). For the year it is under budget by \$1,512,540 (-22.6%).

In May, the overall, total expenditures came in under budget by \$1,420,599 (-12.1%). Year to date expenditures are under budget by \$15,672,129 (-22.7%).

FY 2025 NON-BUDGETED REQUESTS

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

RECOMMENDATION:

Receive the report.

Bart Brown, CFO and Justin Burcope, Budget Director



Indianapolis Public Transportation Corporation
Budget to Actuals (Comparative Statement) - IndyGo
For the Five Months Ending Saturday, May 31, 2025

6/11/2025 12:44 PM
Period Selected: 5

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	
Operating Revenue									
Federal Assistance	1,568,421.00	1,211,615.50	356,805.50	29.45	7,417,774.00	6,058,077.50	1,359,696.50	22.44	7,201,316.00
Other Operating Income	148,848.91	282,811.67	(133,962.76)	(47.37)	1,065,882.79	1,414,058.35	(348,175.56)	(24.62)	1,804,256.86
Passenger Service Revenue	463,871.11	493,769.35	(29,898.24)	(6.06)	2,173,335.43	2,468,847.23	(295,511.80)	(11.97)	2,467,829.68
PMTF Revenue	947,485.67	947,485.67		0.00	4,737,428.35	4,737,428.35		0.00	4,737,428.35
Local Property & Excise Tax Revenue	3,442,401.50	3,442,401.50		0.00	17,212,007.50	17,212,007.50		0.00	16,618,952.95
Local Transit Income Tax Revenue	4,076,242.62	4,076,242.62	0.00	0.00	20,381,213.10	20,381,213.10	0.00	0.00	24,061,039.15
Service Reimbursement Program	39,705.00	34,583.33	5,121.67	14.81	184,283.00	172,916.65	11,366.35	6.57	165,509.00
Total Operating Revenues	10,686,975.81	10,488,909.64	198,066.17	1.89	53,171,924.17	52,444,548.68	727,375.49	1.39	57,056,331.99
Operating Expenses									
Personal Services									
Fringe Benefits	1,579,899.88	1,818,453.97	(238,554.09)	(13.12)	8,141,933.91	10,034,030.83	(1,892,096.92)	(18.86)	8,357,952.14
Overtime	528,686.27	331,728.83	196,957.44	59.37	2,575,151.40	1,824,508.57	750,642.83	41.14	2,136,332.24
Salary	4,549,594.34	4,277,824.09	271,770.25	6.35	21,465,705.20	23,528,032.49	(2,062,327.29)	(8.77)	21,266,095.03
Total Wages and Benefits	6,658,180.49	6,428,006.89	230,173.60	3.58	32,182,790.51	35,386,571.89	(3,203,781.38)	(9.05)	31,760,379.41
Other Services & Charges									
Claims	(65,620.75)	362,855.33	(428,476.08)	(118.08)	760,689.77	1,964,276.65	(1,203,586.88)	(61.27)	1,012,884.41
Miscellaneous Expenses	78,655.46	106,126.59	(27,471.13)	(25.89)	456,715.90	662,975.50	(206,259.60)	(31.11)	415,051.15
Purchased Transportation	834,040.14	1,037,331.95	(203,291.81)	(19.60)	5,202,289.74	5,186,659.75	15,629.99	0.30	5,332,924.21
Services	1,504,094.61	2,258,834.44	(754,739.83)	(33.41)	8,249,940.41	17,869,788.50	(9,619,848.09)	(53.83)	7,969,519.38
Total Utilities	152,982.60	224,166.66	(71,184.06)	(31.75)	1,179,090.20	1,120,833.30	58,256.90	5.20	777,290.28
Total Other Services & Charges	2,504,152.06	3,989,314.97	(1,485,162.91)	(37.23)	15,848,726.02	26,804,533.70	(10,955,807.68)	(40.87)	15,507,669.43
Materials & Supplies									
Fuel & Lubricants	490,499.78	561,363.58	(70,863.80)	(12.62)	2,036,956.17	2,806,817.90	(769,861.73)	(27.43)	2,467,006.65
Maintenance Materials	559,108.61	546,043.39	13,065.22	2.39	2,731,820.58	2,774,174.95	(42,354.37)	(1.53)	2,919,471.24
Other Materials & Supplies	13,268.70	102,196.26	(88,927.56)	(87.02)	160,284.17	671,622.46	(511,338.29)	(76.13)	239,707.81
Tires & Tubes	47,699.31	66,583.33	(18,884.02)	(28.36)	257,760.16	446,745.86	(188,985.70)	(42.30)	233,714.24
Total Materials & Supplies	1,110,576.40	1,276,186.56	(165,610.16)	(12.98)	5,186,821.08	6,699,361.17	(1,512,540.09)	(22.58)	5,859,899.94
Total Operating Expenses	10,272,908.95	11,693,508.42	(1,420,599.47)	(12.15)	53,218,337.61	68,890,466.76	(15,672,129.15)	(22.75)	53,127,948.78

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People & Culture (HR) Summary Report – June 2025

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Britt S. Griffin
Date: June 18, 2025

Mission & Vision Statement

Mission

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

Vision

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

Key Strategic Focus Areas

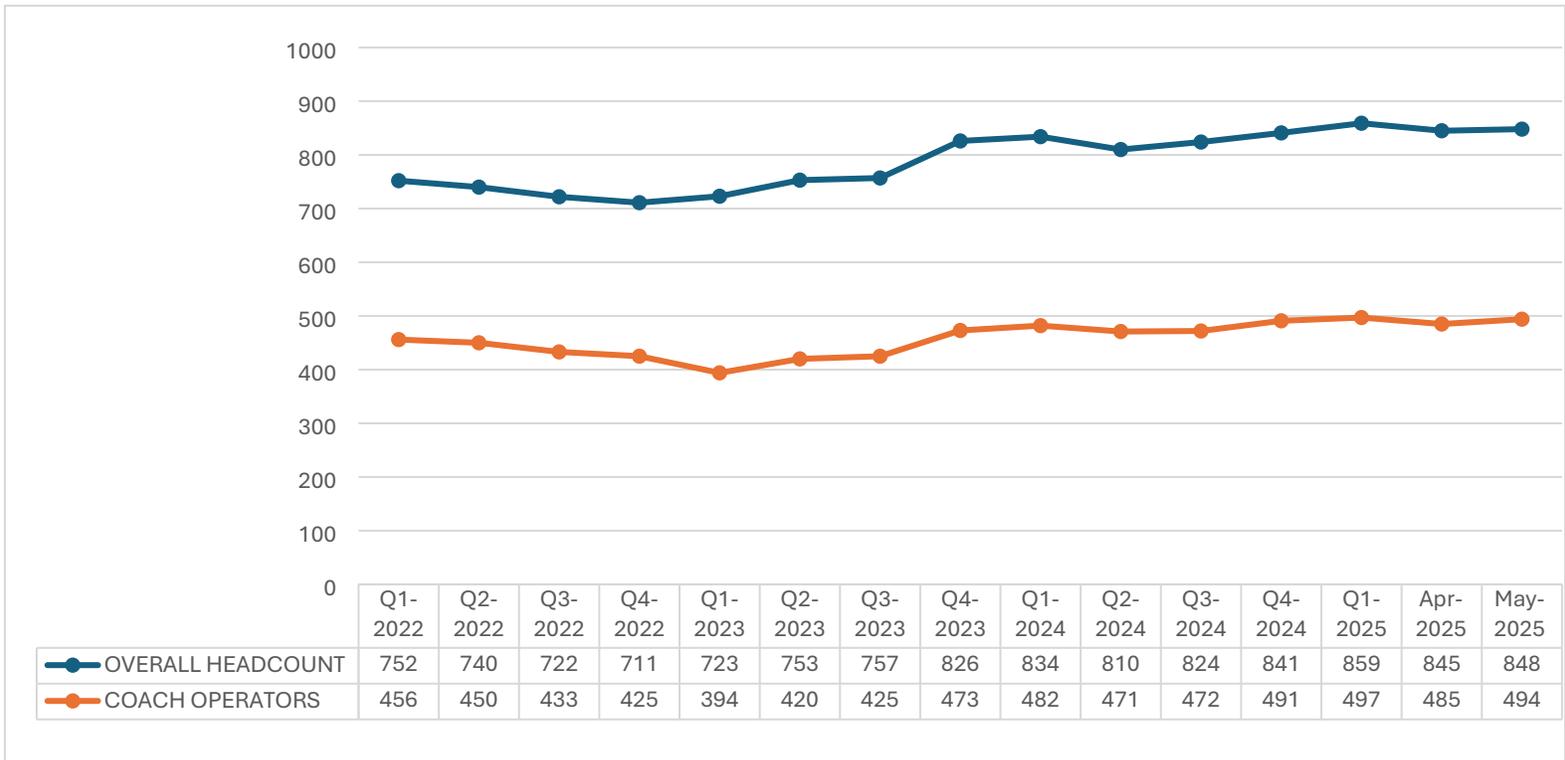
Our People	Our Culture	Operational Excellence	Data-Driven Decision Making
Develop strategies focused on attracting, developing, and retaining our people	Develop and implement programs and initiatives that enhance the employee experience, engagement, and agency culture	Develop processes and tools that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



1. Employee Population Breakdown

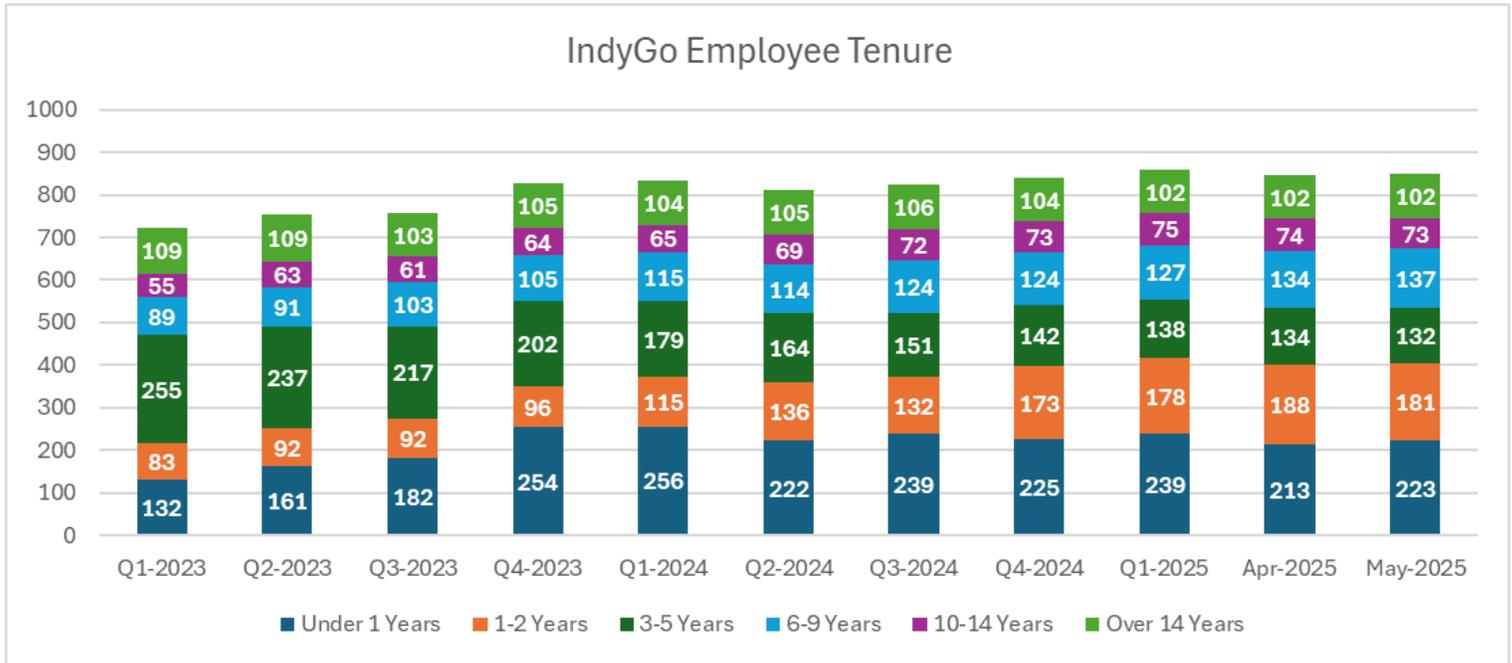
Total Indy Employees:	848
Total Union Employees:	635
Total Non-Union:	213
Total Coach Operators:	437
Total Coach Operator Trainee:	57

2. Total Headcount by Quarter

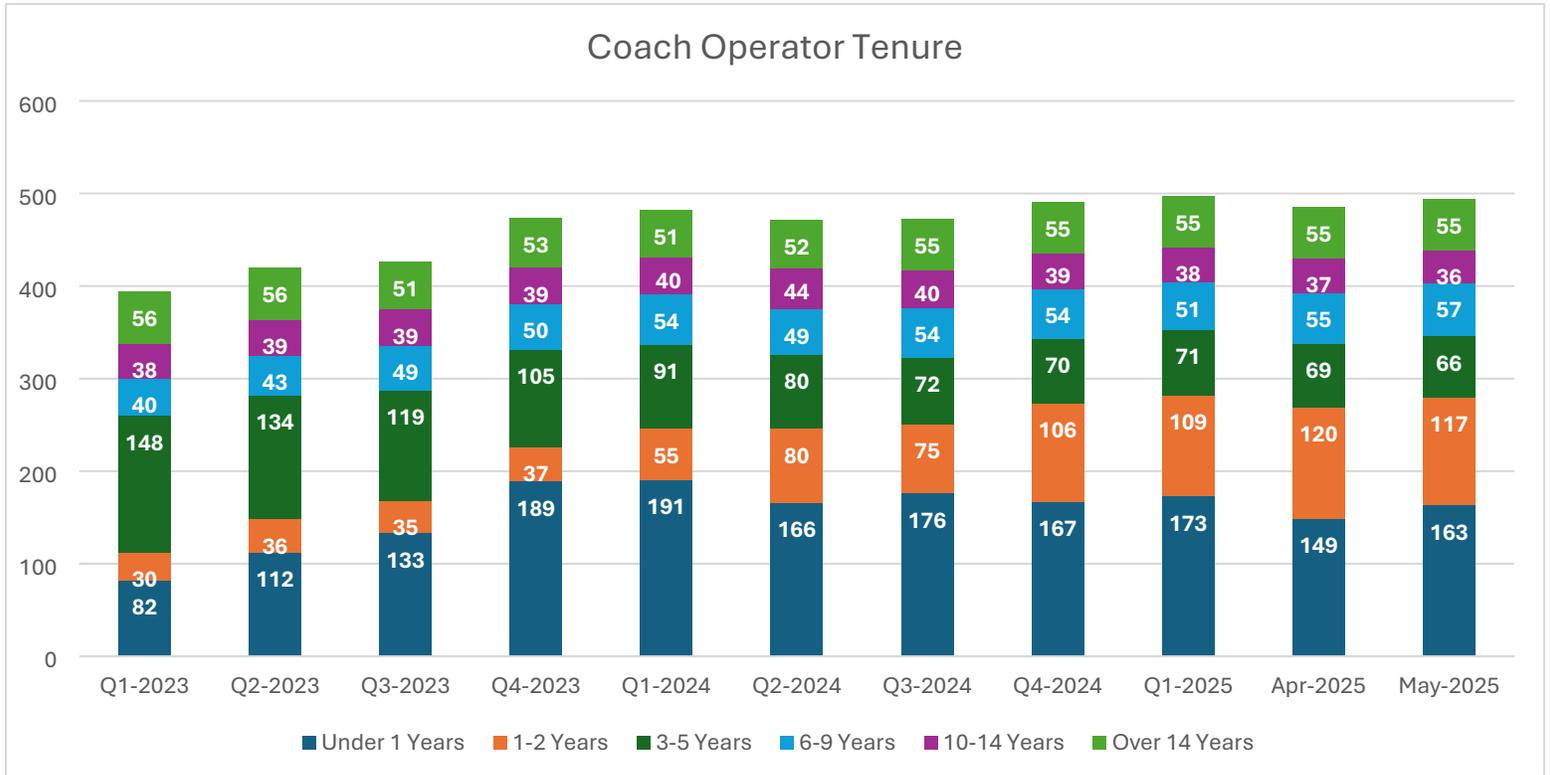




3. Headcount by Tenure by Quarter



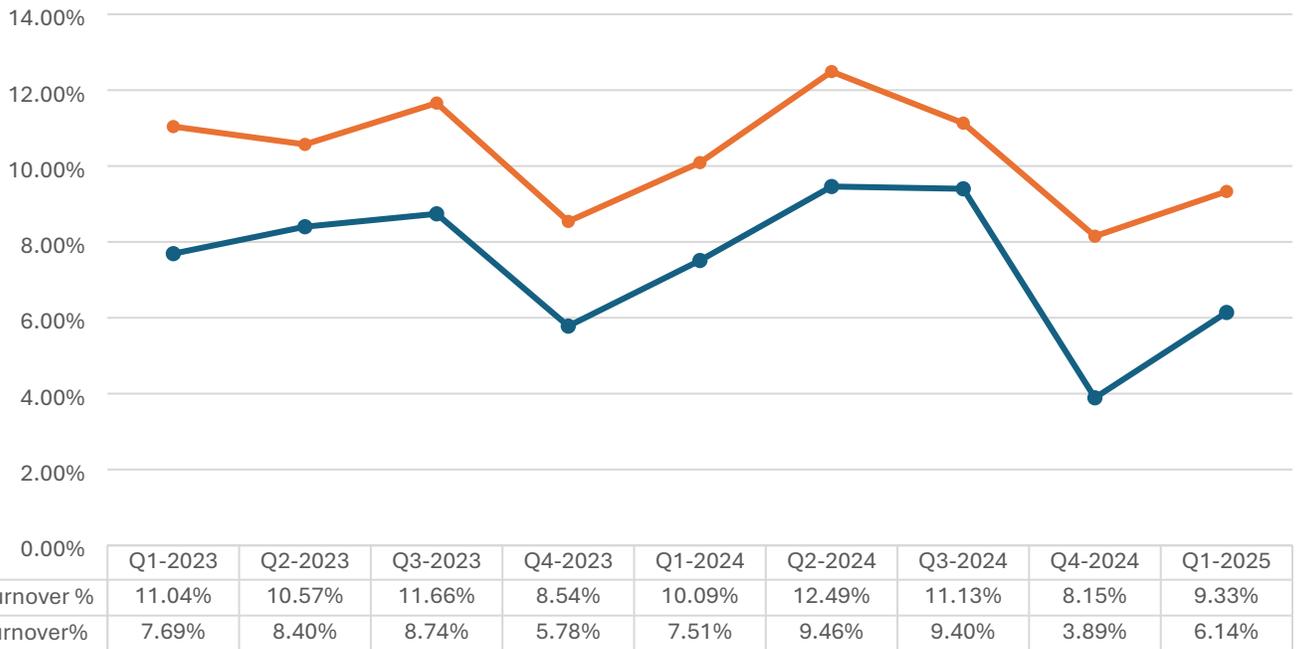
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2023	30.67%	11.64%	24.48%	12.73%	7.76%	12.73%	825
2024	26.75%	20.57%	16.88%	14.74%	8.68%	12.37%	841
Q1-2025	27.82%	20.72%	16.07%	14.78%	8.73%	11.87%	859
Apr- 2025	25.21%	22.25%	15.86%	15.86%	8.76%	12.07%	845
May- 2025	26.27%	21.44%	15.55%	16.14%	8.6%	12.01%	848



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
May- 2025	33%	23.68%	13.36%	11.54%	7.29%	11.13%	494



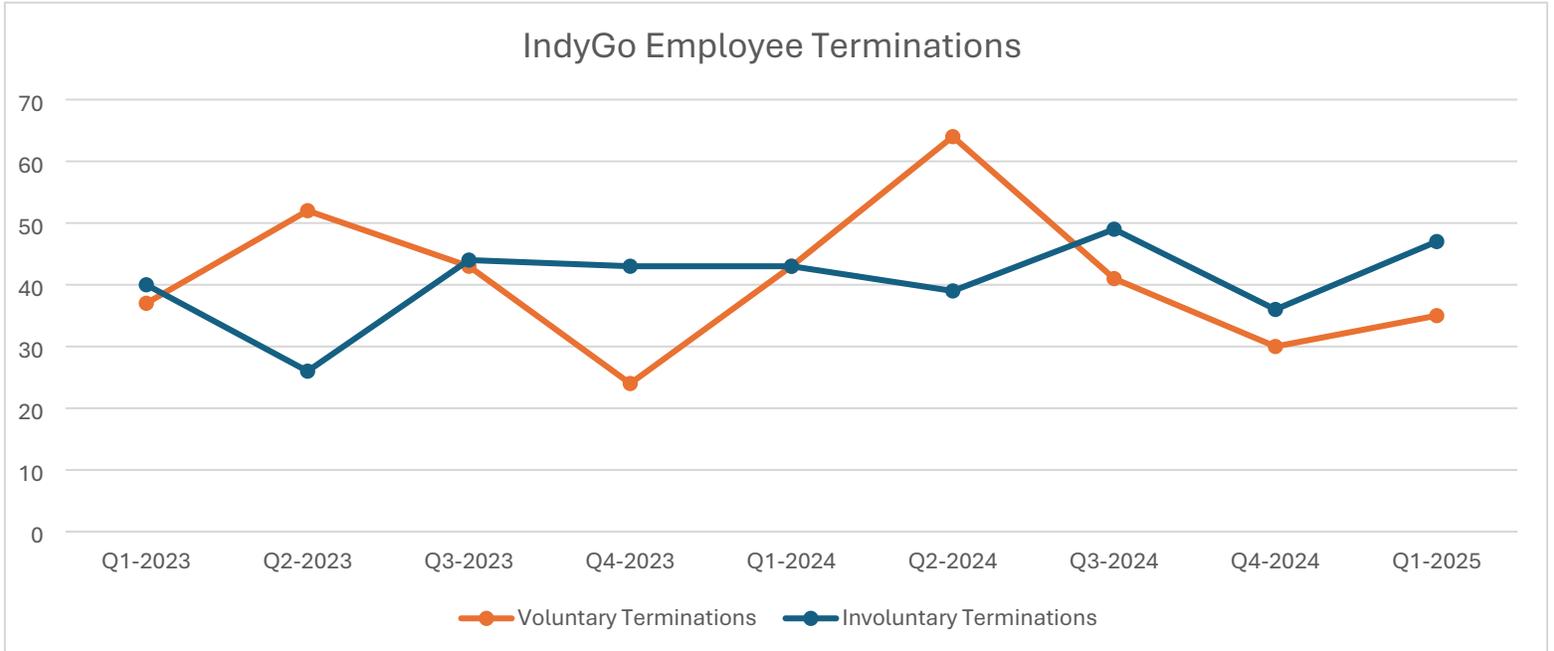
4. Turnover- Coach Operators vs Overall



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%
May-25	842.61	25	2.97%	17	2.02%



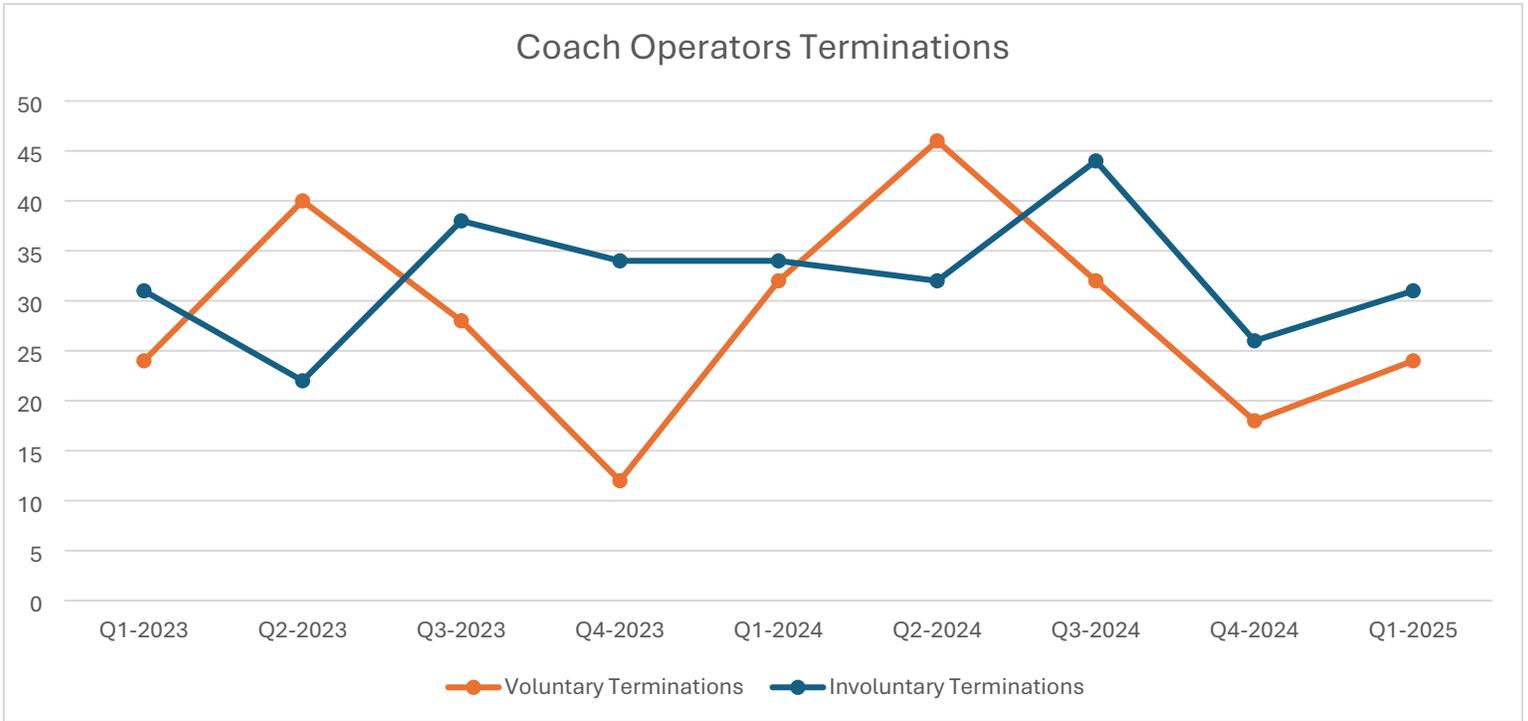
5. Voluntary vs. Involuntary Turnover



PERIOD	Total Terminations	Voluntary Terminations	Involuntary Terminations	Not Specified
Q1-2023	79	37	40	2
Q2-2023	78	52	26	0
Q3-2023	88	43	44	1
Q4-2023	68	24	43	1
Q1-2024	86	43	43	0
Q2-2024	103	64	39	0
Q3-2024	90	41	49	0
Q4-2024	67	30	36	1
Q1-2025	82	35	47	0
Apr-25	34	14	20	0
May-25	25	8	17	0



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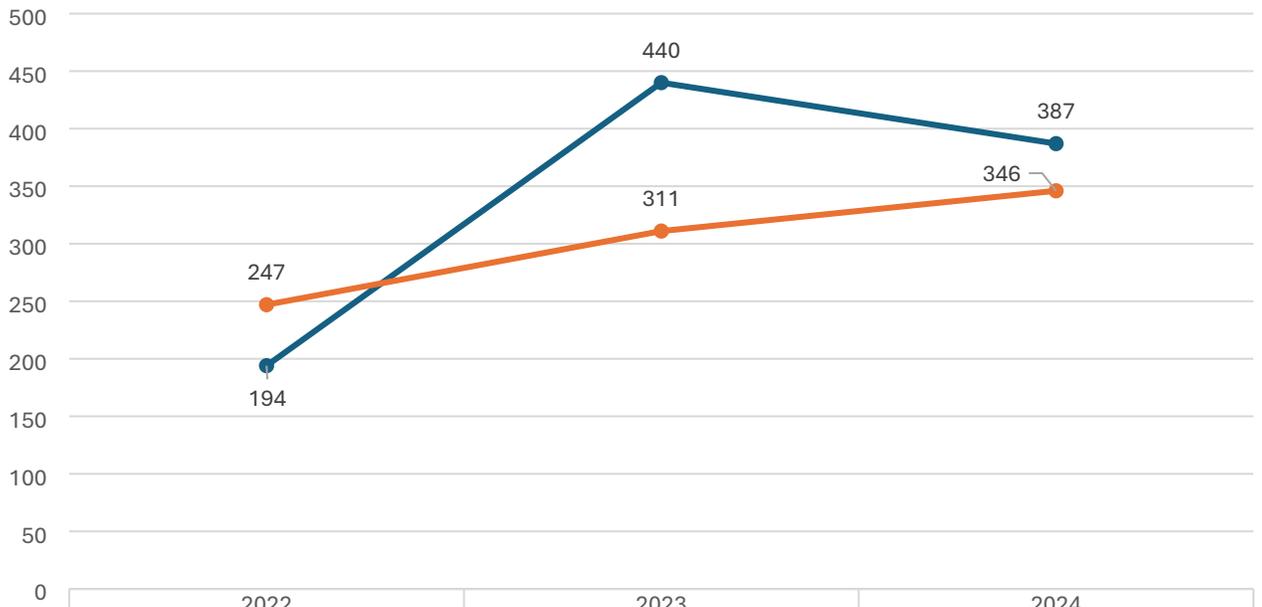
PERIOD	Total Terminations	Voluntary Terminations	Involuntary Terminations	Not Specified
Q1-2023	55	24	31	0
Q2-2023	62	40	22	0
Q3-2023	67	28	38	1
Q4-2023	47	12	34	1
Q1-2024	66	32	34	0
Q2-2024	78	46	32	0
Q3-2024	76	32	44	0
Q4-2024	44	18	26	0
Q1-2025	55	24	31	0
Apr-25	25	10	15	0
May-25	17	5	12	0



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6. Hires vs Terminations

Overall Hires vs. Turnover

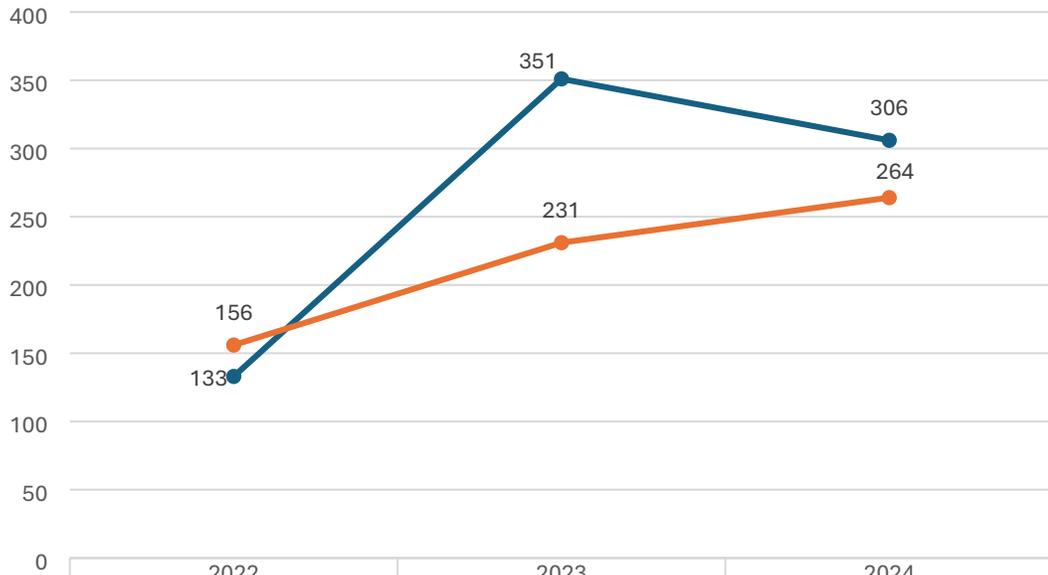


	2022	2023	2024
HIRES	194	440	387
TERMINATIONS	247	311	346

PERIOD	HIRES	TERMINATIONS
2022	194	247
2023	440	311
2024	387	346
Q1-2025	104	82
Apr-2025	23	34
May-2025	32	25



Coach Operator Hires vs. Terminations



	2022	2023	2024
NEW HIRE	133	351	306
TERMINATIONS	156	231	264

PERIOD	NEW HIRE	TERMINATIONS
2022	133	156
2023	351	231
2024	306	264
Q1-2025	65	55
Apr-2025	17	25
May-2025	28	17



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Planning & Capital Projects Report, June 2025

To: President & CEO Jennifer Pyrz
From: Chief Development Officer Brooke Thomas
Date: June 13, 2025

STRATEGIC PLANNING

Spring 2025 Customer Satisfaction Survey

The Spring 2025 Customer Satisfaction Survey closed on May 26. IndyGo advertised the survey on its buses and at the Julia Carson Transit Center (CTC). For a single week, IndyGo also deployed independent contractors to conduct in-person surveys at the CTC. The American Bus Benchmarking Group (ABBG), which IndyGo is a member of, will clean the survey data and prepare a report for its participating members. The last customer 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 also launched a survey for its paratransit customers about key aspects of that service and how it is used.

Bus and Bus Facilities and Low/No Emission Discretionary Grant – FY2025

The Federal Transit Administration (FTA) released notices of funding opportunity (NOFO) for two discretionary grant opportunities, Bus and Bus Facilities and Low/No Emission for FY2025. These discretionary grant programs are staples for the transit industry. IndyGo has been successful in applying for these programs to support its capital projects over the past several years. For FY2025, IndyGo is planning on applying funding from both programs. In each instance, IndyGo will be asking for funding to replace up to 14 of its 40' local fixed route buses. Ideally, these vehicles will be delivered in two orders of seven to stagger the rate at which the agency will replace its fleet over time. The grants are due on July 16, 2025.

Indiana University Indianapolis – American Studies PhD Candidate Fellowship

Over the past several years, Indiana University-Indianapolis School of Liberal Arts – American Studies and IndyGo have worked to establish a fellowship program in that their desired skills and attributes sought by the American Studies PhD Candidate program align with the work that IndyGo's Planning and Capital Projects division does on a regular basis. The program will allow the PhD candidate to gain valuable, real-world experience at a transit agency in exchange for a stipend to cover the cost of their graduate studies. The program is designed to last for four years, with IndyGo paying for two years and IUI paying for two years. The chosen candidate will begin their fellowship program at the start of the 2025-2026 school year.

Indiana University Indianapolis – Peterson Fellowship

Alongside the Indianapolis International Airport and the City of Indianapolis, IndyGo hosts three graduate students from the IUI School of Public and Environmental Affairs (SPEA). Each student spends a semester with one of the three sponsoring agencies, rotating among them throughout the school year. IUI SPEA advertises the opportunity to current and incoming graduate students, provides candidates to the sponsors, and then the sponsors interview and select candidates for the next school year. The candidates for SY2025-2026 were recently interviewed and three were selected. Like the IUI American Studies PhD Candidate Fellow, the Peterson Fellows are housed in the Capital Projects and Planning division. Work can differ from one Fellow to the next but recently they've been assisting with IndyGo's customer surveys.

Blue Line Baseline Study (IMPO-led Project)

The Blue Line Baseline Study is nearly complete. Staff at the Indy MPO and IndyGo are currently reviewing the results of the resident and employee/employer surveys, and stakeholder interviews that were conducted earlier this year.

ENGINEERING & CONSTRUCTION**Blue Line Bus Rapid Transit**

Utility relocations and other construction 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 will begin in July. IndyGo is expecting to receive more detailed construction schedules from the contractors and construction management team any day now. These schedules will further define 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 IndyGo expects to 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 that can accommodate 60' articulated buses. One boarding area is planned to be used by the Blue Line when it opens in 2028. The other 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.

Local Bus Stop Improvements

IndyGo continues to improve local bus stops with the goal of making its approximately 2900 bus stops ADA-compliant. A variety of factors influence which stops are improved and when, such as routing changes, usage, and whether a connection can be made to a nearby sidewalk. Priority is given to bus stops that are the least compliant. Approximately one third of IndyGo's local bus stops are ADA compliant. There are currently seventy-eight (78) bus stops on the near eastside that are under construction and will be completed in fall 2025. Fifty-nine (59) bus stops on the far east side are in the design phase and are slated for construction in 2026.

The Indianapolis Department of Public Works (DPW) remains a crucial partner in the effort in that they are including bus stop improvements in several city-led projects. DPW was awarded a "Safe Streets for All" grant in 2024, which alone includes improvements to 80 bus stops. Both agencies continue to pursue grant funding from multiple entities for this ongoing effort. IndyGo was recently awarded the 2025 INIP (Indianapolis Neighborhood Improvement Partnership) Grant for \$350,000 to fund local bus stop construction.

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 complete. IndyGo is prepared to begin operating two-way service on Michigan Street as soon as the project is completed. The service changes needed to make this happen were part of the June 2026 service changes. Until then, IndyGo will operate the service as a detour.

FACILITY PROJECTS

1501 - Garage Bay Expansion Project

The garage bay expansion project is complete, and the newly expanded bays have been put back into use. The only work that remains is wall crack repairs and the installation of the new boiler room door, all of which is expected to be completed by the end of July.

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 on schedule to be completed in July.

1501- Women's Locker Room Improvements

This project is needed to update the space to make it more accessible, functional, and comfortable for employees. The preliminary design phase is complete. The consulting team is currently preparing construction bid documents with the goal of having them finalized by the end of September. Staff is prepared to bid the construction phase in the final quarter of this year. If successful, the work could start as early as Q1 2026.

1501 - North Parking Lot Asphalt Replacement Project

This project is needed to replace the asphalt surface of the north parking lot located at IndyGo's 1501 W. Washington Street facility. The geotechnical and survey work needed for the project is currently underway. Staff anticipate receiving the civil construction drawings by the end of July 2025, in which case construction could be completed before the end of the year.

1501 - Access Drive to South Parking Lot and Storage Area Asphalt Replacement Project

This project is needed to improve the existing access drive for the south parking lot, which includes an area where IndyGo can store buses that no longer fit inside the garage. The asphalt surface will be replaced with concrete, providing a more durable and sustainable surface for IndyGo buses moving to and from the area. The geotechnical and survey work needed for the project is currently underway. Staff anticipate receiving the civil construction drawings and bid documents by the end of 2025. The construction phase is expected to be able to be completed in 2026.

East Campus Fleet Operations and Maintenance Facilities

This project is needed to expand IndyGo's East Campus to include a bus maintenance and storage facility. This project is still expected to be funded, in part, by a federal grant awarded under the FTA's Buses and Bus Facilities Program. IndyGo recently selected a design concept that best aligns with the agency's needs and available budget. IndyGo's appraisal package has been submitted to the FTA for their review. Staff are preparing a new task order to advance the concept to the 30% design stage, which they hope to bring before the Board of Directors at their regularly scheduled meeting in July. To solicit construction services before the end of 2025, staff would like to have an executed grant agreement with the FTA.

East Campus – Building C Demolition Project

This project is needed to demolish the "C" buildings (former Cafeteria and Dormitory structures) at the East Campus. This project would be completed in phases. The first phase includes planning, investigation services, and bid documents, which should be able to be completed this year. The second phase would require a demolition contractor. The demolition would occur in 2026 after IndyGo's paratransit operations are relocated to a nearby facility.

East Campus – Modular Trailer Disposition

IndyGo intends to sell or otherwise remove the four-unit modular trailer at its East Campus location. Staff previously determined that this trailer, along with Building C, was not needed and did not fit within IndyGo's plans for the East Campus. IndyGo's procurement department listed the trailer for sale online. Offers are due by June 17, 2025. The Planning and Capital Projects team will continue to work with the Procurement Department to facilitate the sale and removal of the trailer from this location.

Respectfully submitted,

Brooke Thomas, AICP

Chief Development Officer

Report to the IndyGo Board

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

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

- The 2024 Annual Report was mailed to 609 donors and nonprofit partners in the first week of June. The mailing included renewal solicitations to 213 individuals and 89 companies. The report is available here: <https://www.indygo.net/foundation/impact/>
- Golf Outing solicitations are in progress. 9 of 53 sponsors have renewed to date. Sponsorship deadline to get on signage is August 15.

Donor Cycle	Activity	Achievement YTD as of 6/12/2025	Performance Indicator
Prospect Management & Cultivation	Phone Calls	25	On Track
	Meetings with Donors & Prospects	8	Progressing
	Attendance at Community & Networking Events	12	On Track
Solicitation	Grant Applications Submitted	30	On Track
	Successful Grant Applications	5	Progressing
	Individual Solicitations	213	Progressing
	Corporate Solicitations	89	Progressing
Stewardship	Grant Reports & Post-Event Reports	13	On Track
	Routine Communications & Updates	Monthly Newsletters, Weekly Social Posts, Annual Report Mailed	On Track

The metrics above are conservative and based on what has been recorded in our donor management system but do not represent the entirety of fundraising activity that has occurred.

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

For the first time, IndyGo Foundation is included in IndyGo's annual in-service training, ensuring all IndyGo employees know the Foundation exists.

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

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

- Our Director of Development, Aaron Carmichael, resigned June 6 after 3 months on the job citing a lack of fit with the position and organization. We are working on how to structure our fundraising department differently to better insulate ourselves from turnover. In less than 4 years, we have had 4 Directors of Development. The average tenure of individuals in the Director of Development is 9 months while the average tenure of all other IndyGo Foundation staff members is 23 months.

Upcoming

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



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Operations Division Report – May 2025

To: Jennifer Pyrz, President and CEO
From: Aaron Vogel, Chief Operating Officer
Date: June 18, 2025

SERVICE PLANNING

The June 8, 2025, operator bid took effect. Time adjustments were made to Routes 3, 8, 19, 38, 56, 90, and 92. The most significant change expected in July 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. As part of this service change, Planning updated, moved, and improved over 140 bus stops. This included the activation of 29 new stops, removal of 15 stops, 72 stop moves, with the remaining changes being less public in nature (changes to Hastus such as ADA level, sign type, etc.)

Service Planning continues to work on Route field audits. As of this meeting, 16 routes have been audited (62%), putting the team on pace to finish the project this year. The audits were crucial in making many of the updates for the June service change.

Service Planning continues to assist Capital Projects with entitlements for the Eastside Mobility Hub. The first public hearing on the project occurred on April 24th, and the rezoning was approved despite one remonstrating neighbor. The case was then approved by the Metropolitan Development Commission on May 21st without any opposition. The City-County Council provided its final approval on June 9th. The City's Department of Metropolitan Development has approved the plans for the project; now, the construction management team should be able to obtain necessary permits from the City to proceed.

Service Planning worked with Facilities and Operations to release an RFP for the next three-year maintenance contract for bus stops and stations. Shuck Corporation was the lowest and most responsive bidder.

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). The Near Eastside package should be completed by August 2025.

FIXED ROUTE RIDERSHIP:

May-24	May-25	% Change	IndyGo Fixed Route Ridership	YTD 2024	YTD 2025	% Change
6,835	8,940	30.8%	2 E. 34th St.	31,339	41,247	31.6%
26,809	22,727	-15.2%	3 Michigan St.	125,605	107,516	-14.4%
8,436	7,760	-8.0%	4 Community North	37,467	35,531	-5.2%
12,212	9,397	-23.1%	5 E. 25th	54,027	40,611	-24.8%
5,499	5,540	0.7%	6 N. Harding	28,026	23,810	-15.0%
96,074	77,183	-19.7%	8 Washington St.	444,545	362,453	-18.5%
69,964	66,609	-4.8%	10 10th St.	322,961	300,914	-6.8%
3,465	8,110	134.1%	11 E. 16th St.	14,781	38,675	161.7%
5,941	6,181	4.0%	13 Raymond	28,966	25,651	-11.4%
11,301	10,291	-8.9%	15 W 34th St	53,164	45,383	-14.6%
8,774	8,314	-5.2%	16 Beech Grove	39,821	37,284	-6.4%
4,810			18 Broad Ripple	23,335		
18,930	11,066	-41.5%	19 Broad Ripple	84,636	50,029	-40.9%
10,975	10,011	-8.8%	21 East 21st St.	49,757	47,003	-5.5%
7,458	7,699	3.2%	24 Mars Hill	33,988	32,910	-3.2%
9,707	15,084	55.4%	25 W. 16th St.	47,502	62,405	31.4%
23,343	21,933	-6.0%	26 Keystone	102,678	101,523	-1.1%
7,361	6,200	-15.8%	28 St. Vincent	36,044	27,036	-25.0%
7,014	4,998	-28.7%	29 County Line Road *	30,502	23,536	-22.8%
5,807	9,626	65.8%	30 30th St. Crosstown	27,180	39,536	45.5%
10,553	8,019	-24.0%	31 US 31	47,252	37,669	-20.3%
21,087	17,895	-15.1%	34 ML King/Michigan Rd.	96,117	84,907	-11.7%
26,668	22,561	-15.4%	37 Park 100	127,765	101,425	-20.6%
8,622	5,987	-30.6%	38 W 38th St.	38,195	26,257	-31.3%
62,692			39 E. 38th St.	282,899		
6,212	4,981	-19.8%	56 Emerson	28,828	22,754	-21.1%
	8,999		82 East 82nd Street		38,757	
6,553			86 86th Street Crosstown	28,852		
8,843	8,304	-6.1%	87 Eastside Connector	37,740	37,004	-2.0%
109,793	87,974	-19.9%	90 Red Line - BRT	498,157	402,207	-19.3%
	104,168		92 Purple Line - BRT		488,759	
1,578			901 Nora	7,363		
3,075	4,060	32.0%	Others	17,397	67,062	285.5%
616,391	590,617	-4.2%	Total	2,826,889	2,749,854	-2.7%

*** Route 902 has been renumbered to Route 29, effective with the 2410 pick**

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

TRANSPORTATION SERVICES

Employees of the Month: COACH OPERATOR: GABRIEL EMMONS

Gabriel, Coach Operator 10192, approaches the Service Center cage with purpose, eagerly inquiring if any runs need coverage. His proactive nature demonstrates his commitment to the job and his willingness to support the team whenever possible. Over the past six months, Gabriel has been exceptionally responsible with his time off, using only his allotted three days. This level of dedication underscores his respect for IndyGo's operational guidelines and the importance of maintaining service reliability. Gabriel has established the habit of arriving at work early, which gives him ample time to prepare for the day ahead. He takes this initiative not only to complete his tasks but also to assist his coworkers as needed, fostering a cooperative atmosphere. His attitude is consistently positive, radiating enthusiasm that is palpable to colleagues and passengers alike. This bright disposition not only enhances his work but also uplifts those around him, reinforcing a sense of community within the IndyGo team.



PREVENTATIVE MAINTENANCE – GENERAL LABORER, JOHNNIE ROOT #11474

Johnnie Root is an overall team player with a great attitude who goes above and beyond to help. Johnnie consistently maintains an impressive KPI of over 21 buses serviced per night and he does not mind training new employees. His conduct and work ethic reflect a high level of professionalism and dedication, making him an asset to the team. Multiple new GLs have started, and Johnnie was able to assist in a portion of the training for all four new GLs. Johnnie Root consistently arrives dressed in his uniform and ready to work each day. This level of preparedness is crucial and highly valued within our department. Johnnie has consistently exceeded his daily expectations and performance standards on multiple occasions, this level of performance has been consistently recognized and reflects his strong commitment to IndyGo

90% CLUB – COACH OPERATOR: SERIGNE NIANG #10958

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.



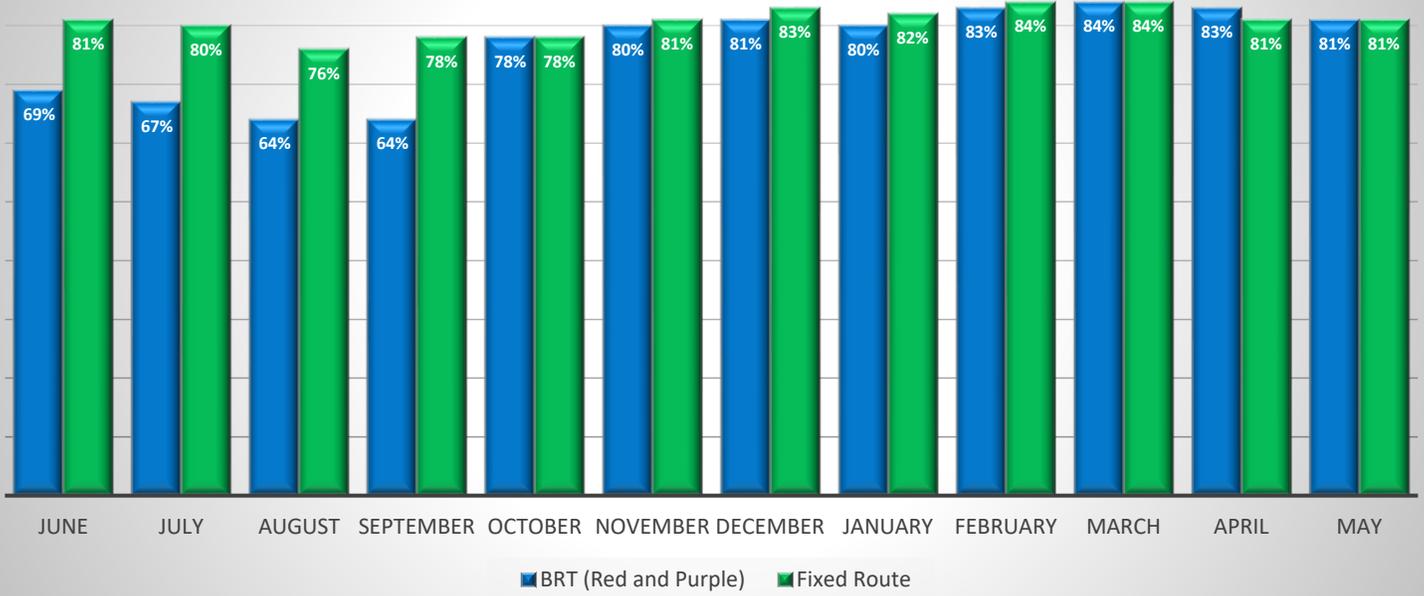
Djezzare, Yassine
Gray, Patrick
Harrell, Douglas
Cox, Sean
Jackson, Calvin
Davis, JC
Griffin, Ardis
Murray, Beth
Reed, Byron
Johnson, Michael
Singh, Satwant
Wilson, James
Ford, Wanda
Gardner, Onesha
Hazen, William
Mitchell, Anthony

Cornett, Myron
Robinson, Brittany
Hurt, Anthony
Sanders, Christen
Booker, Thomas
Robinson, Vincent
Rowe, Patrick
Scott, Gregory
Spain, Antwon
Clark, Keana
Ellison, Donald
Goudiaby, Mamadou
Jameson, Terrica
Johnson2, Michael
Thomas, Myron
White, Frank

Bailey, Anthony
Brown, Ryan
Carroll, Lashona
Davis, Dexter
Fields, Sheanta
Gardner, Charles
McLeod, Timothy
Sharp, Orion
Wyatt, Darren
Anthony, Makiyo
Brown, Troy
Hall, Monya
Harrison, Michael
Sanders, Joann
Anderson, Cherron
Gibson, Latoine

Niange, Serigne
Overton, Tamika
Rahimi, Baryalai
Brown, Shawna
Keller, Samuel
Louis, Carine
Saint-Rose, Wolman
Turentine, Shelya
Williams, Angela
Lingham, Kendall
Motley, Dontesz
Singh, Arvinder
Garrett, Victor
Green, Vincent
Jerrell, Dasierra
Steele, Ronald

On Time Performance Last 12 Months



FLEET SERVICES AND VEHICLE MAINTENANCE

FLEET SERVICES:

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

There were 152 buses detailed of the available 209. This is a 72.7 % completion rate. The goal is to detail every bus at least once per month.

IPTC has logged 3,480,912 miles YTD.

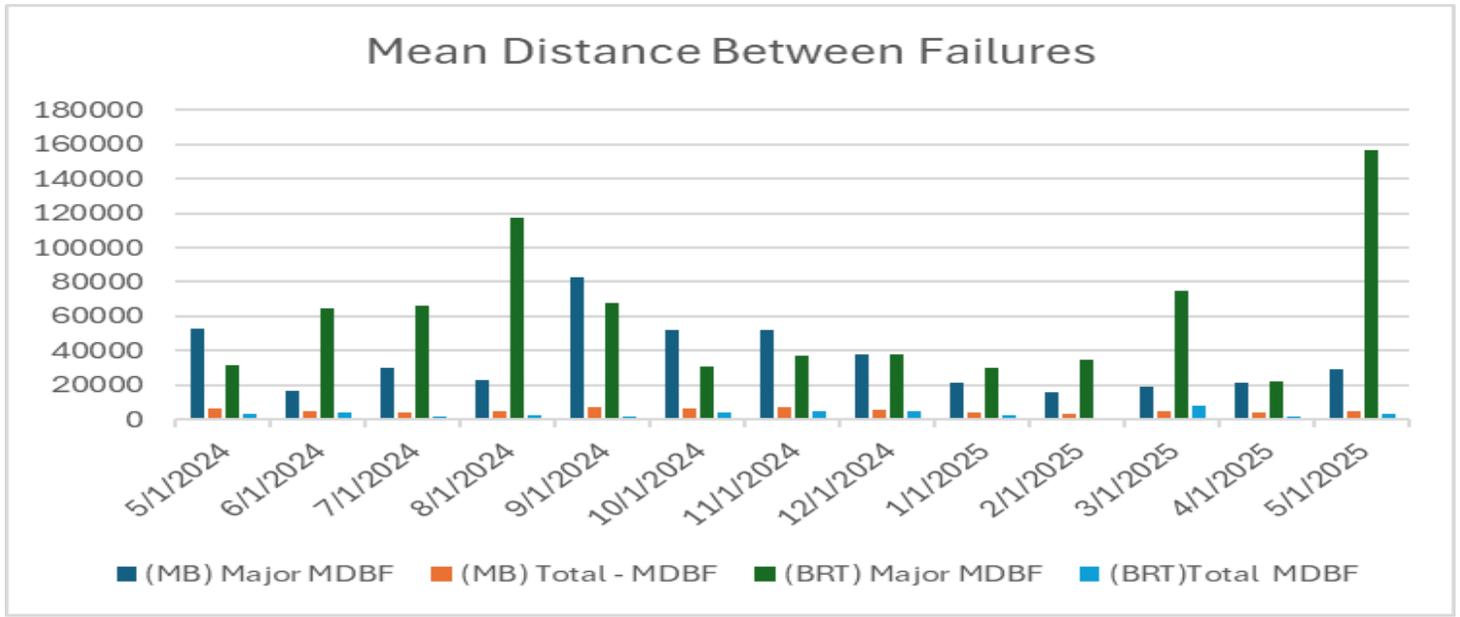
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2025	722,415	648,282	705,071	698,560	706,584								3,480,912
2024	713,970	666,235	711,952	696,374	717,371	720,900	773,466	781,842	741,753	766,270	703,347	716,134	8,013,210
2023	698,209	622,160	710,622	669,945	691,684	654,123	676,722	705,206	676,098	700,044	684,871	715,211	8,204,895

FLUID USAGE SUMMARY:

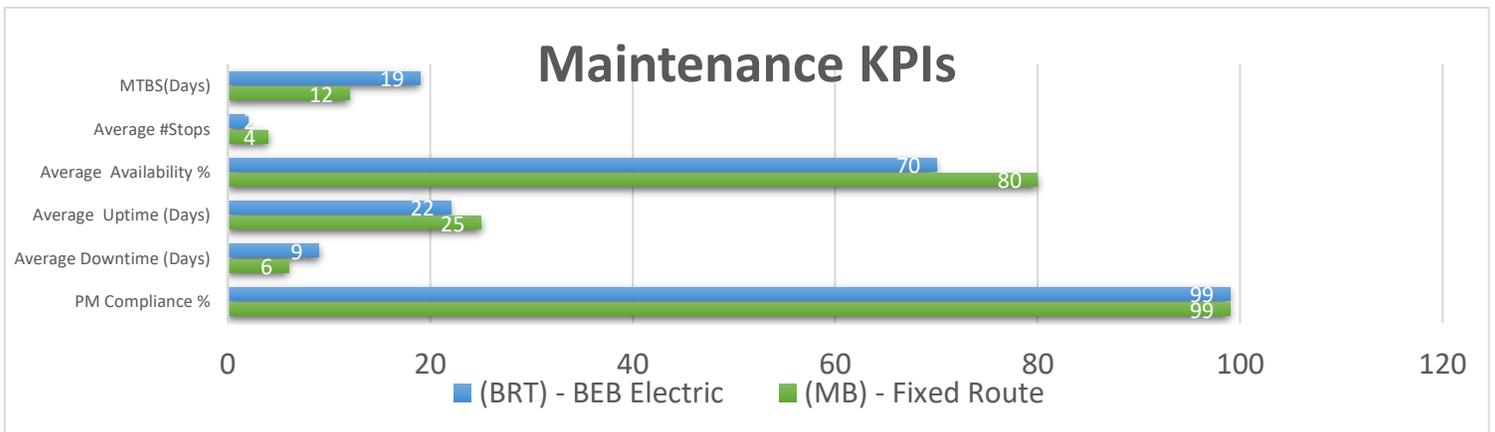
FLUID TYPE	May 2025	May 2024	May 2023
ATF (qt)	139	383	45
COOLANT (qt)	1,087	3,504	1,935
ENGINE OIL (qt)	744	2,950	268
DIESEL (gal)	133,877	138,718	135,903

FLUID TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Sep	OCT	NOV	DEC	YTD
ATF	157	72	200	163	139								731
COOLANT	944	903	1,122	1,064	1,087								5,120
DEF	4,761	4,456	4,455	4,247	4,223								22,142
DIESEL	131,219	119,853	135,505	136,398	133,877								656,852
ENGINE OIL	945	765	841	732	744								4,027
UNLEADED	2,103	1,675	1,644	1,631	1,578								8,631

PREVENTATIVE MAINTENANCE



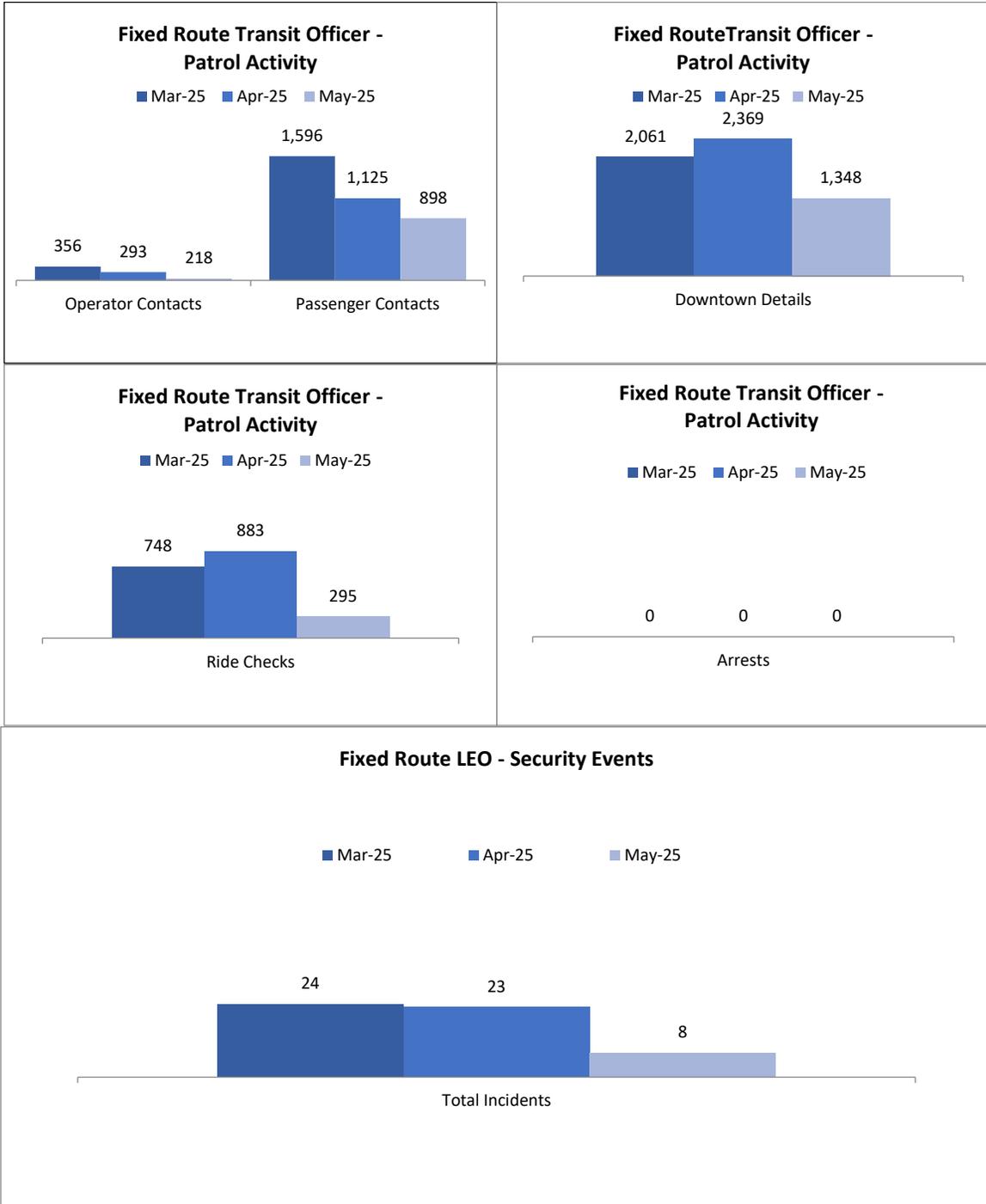
BRT AND MB MEAN DISTANCE BETWEEN FAILURES REPORT				
DATE	(MB) MAJOR MDBF	(MB) TOTAL - MDBF	(BRT) MAJOR MDBF	(BRT) TOTAL MDBF
5/1/2024	52967	6293.01	31961	3674
6/1/2024	16694	4617.5	64752	4047
7/1/2024	30241	4067.6	65889	1569
8/1/2024	22738	4795.0	116949	2166
9/1/2024	82645	6959.5	67566	2047
10/1/2024	52218	6404.1	31046	3881
11/1/2024	51750	6900.0	37264	5140
12/1/2024	38310	5566.4	37991	4749
1/1/2025	21227	4453.2	30090	2839
2/1/2025	15684	3582.1	34709	1006
3/1/2025	19329	4622.1	74928	8264
4/1/2025	21262	3986.6	21937	1944
5/1/2025	29008	4558.4	156361	3327



SECURITY

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

FIXED ROUTE SECURITY:



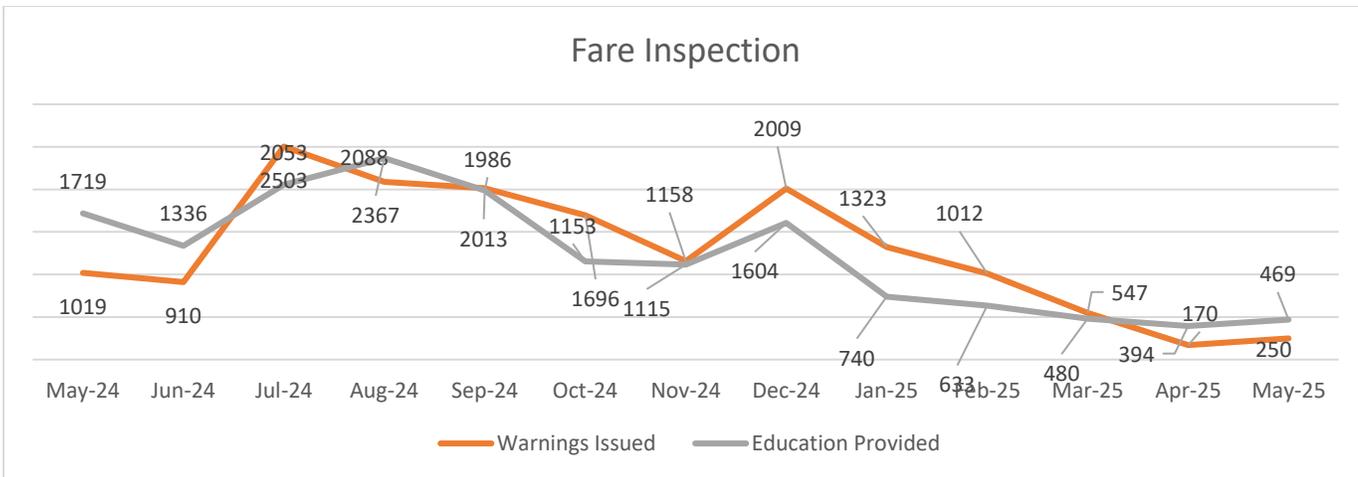
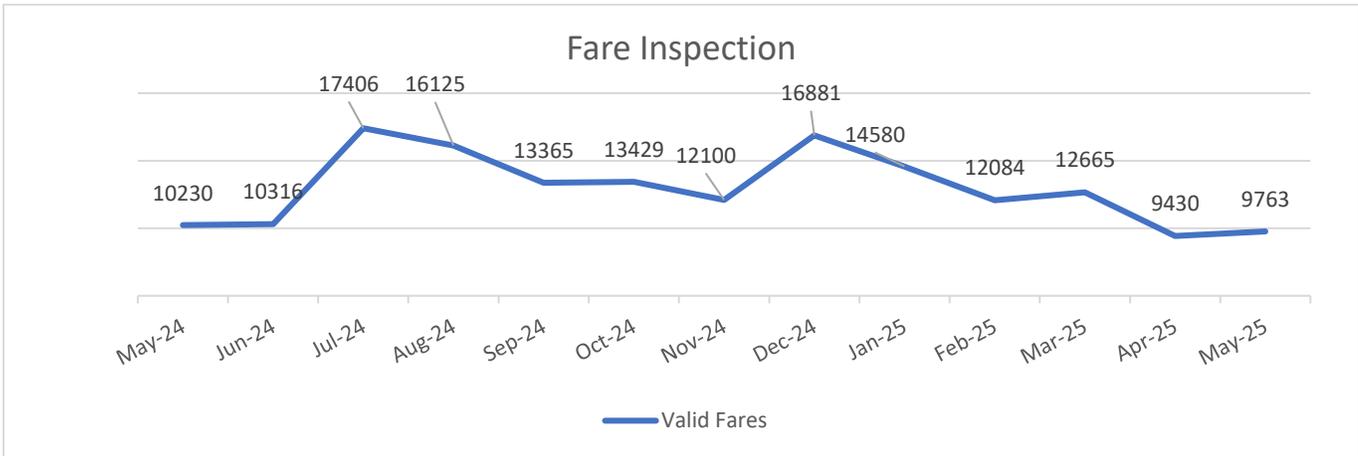
BRT LINE SECURITY:

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



FARE INSPECTION REPORT:

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

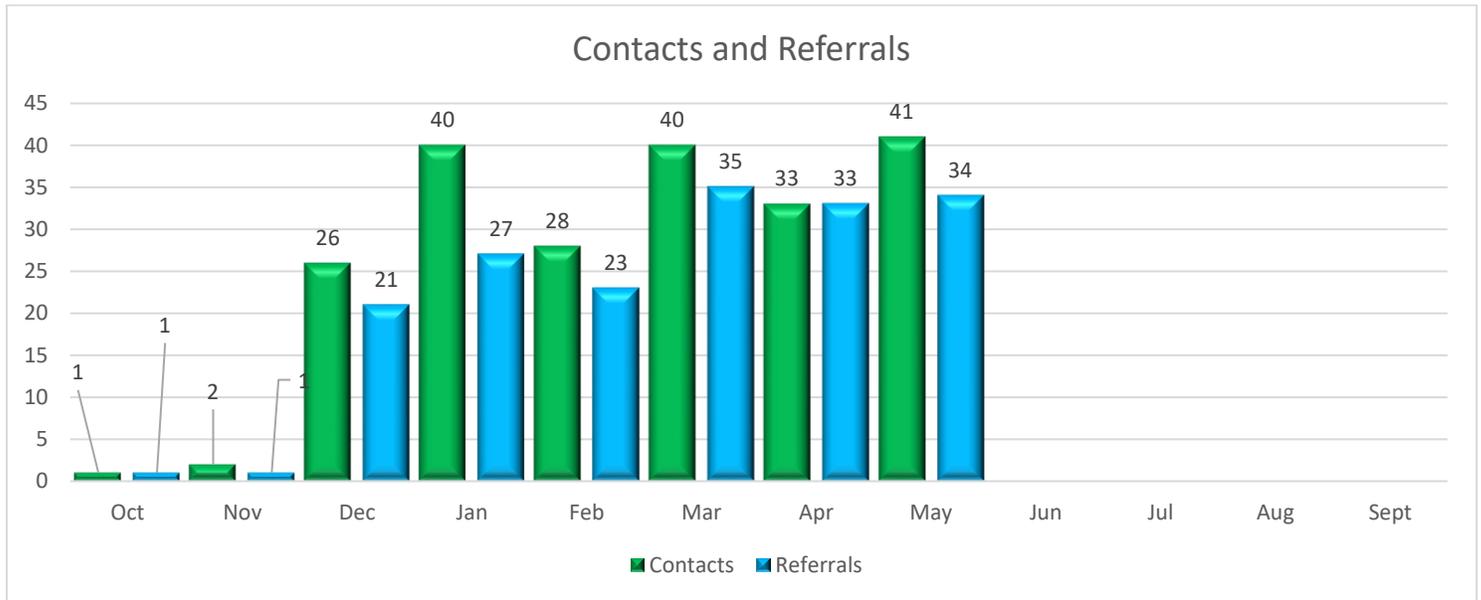


May	Passenger Contact	Notifications	Educations
Monthly	9763	250	469
Weekday	8921	228	427
Saturday	468	11	38
Sunday	374	11	4

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.



TRAINING

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

May 2025 Classes:

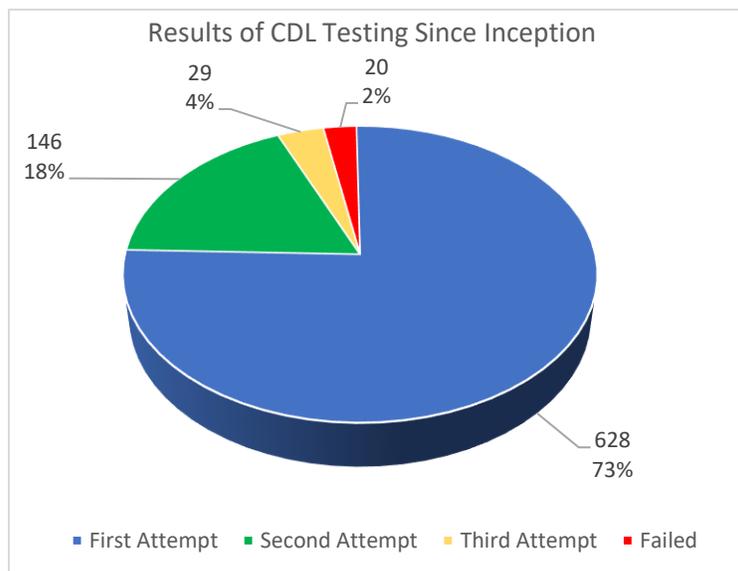
Trainees with Permit – 21

Licensed (CDL) - 6

The IndyGo Academy trains new employees who 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	15	11	3	0	0
June					
July					
August					
September					
October					
November					
December					

May test percentages: Passed on first attempt – **73.33%**.



Graduation of Class 2504 & Class 2505



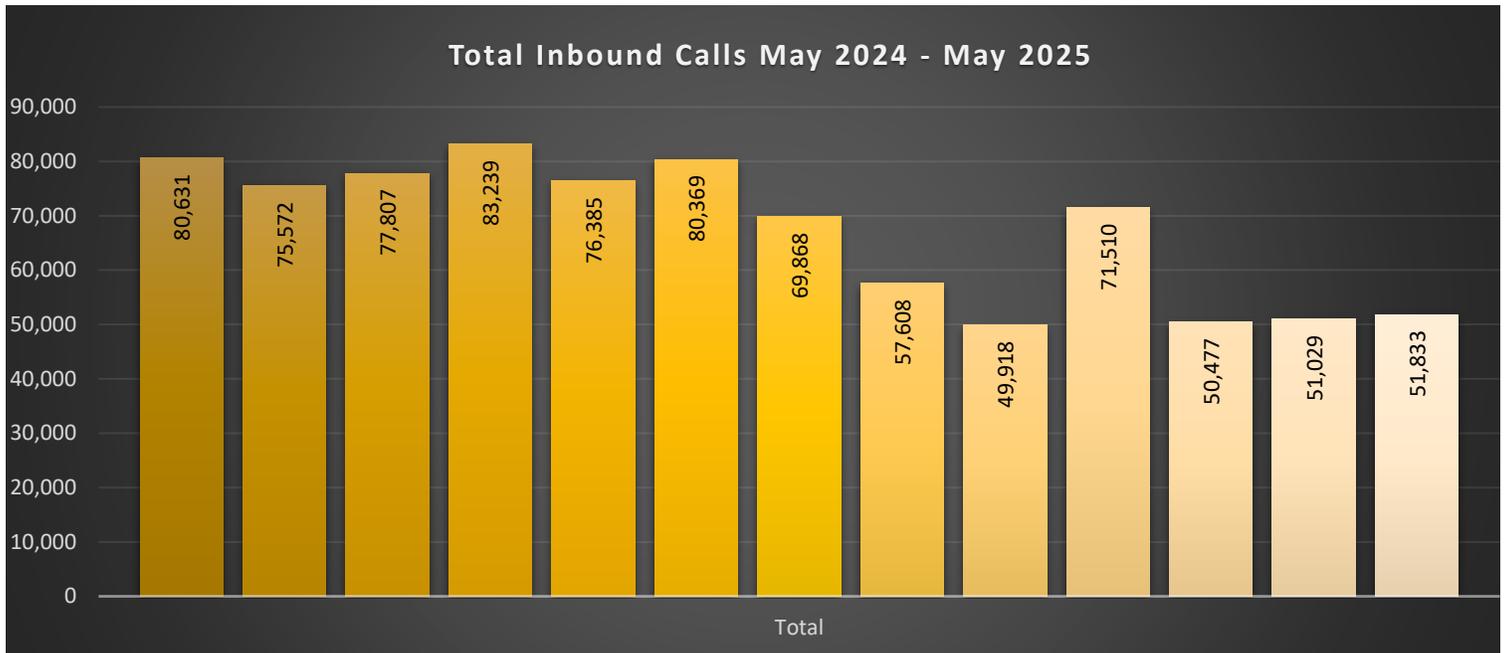
Graduation of Class 2506 & Class 2507



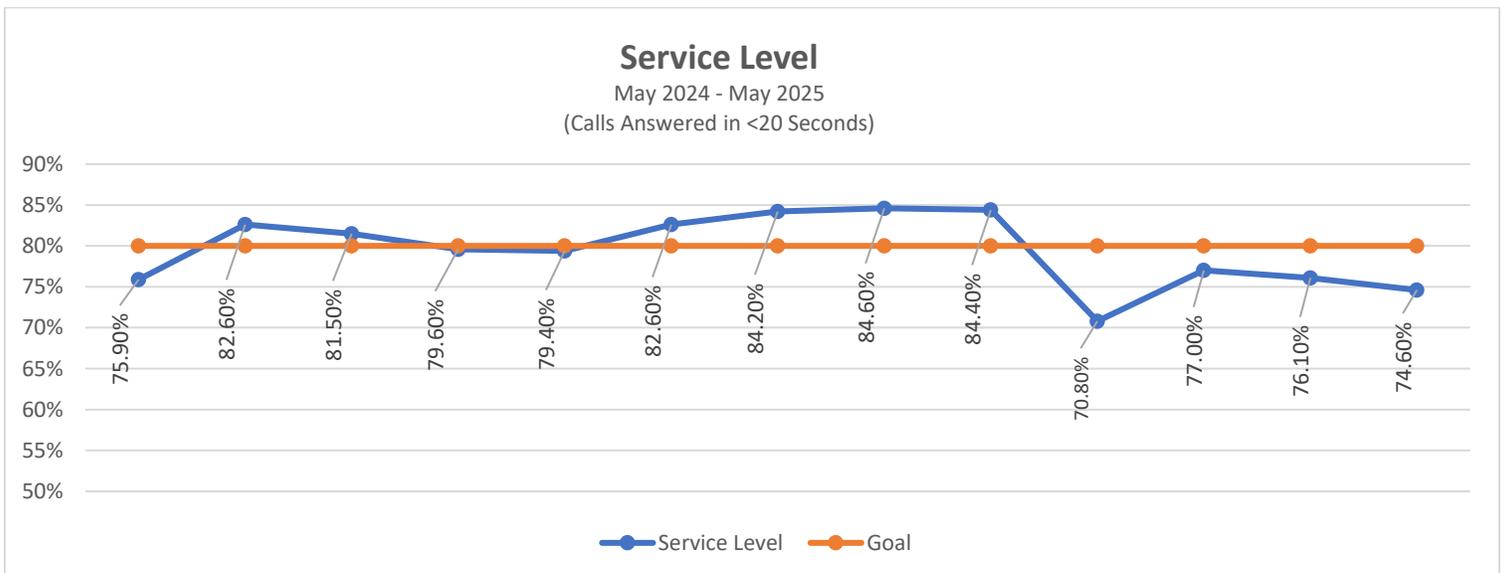
MOBILITY SOLUTIONS

CUSTOMER CARE – MAY 2025

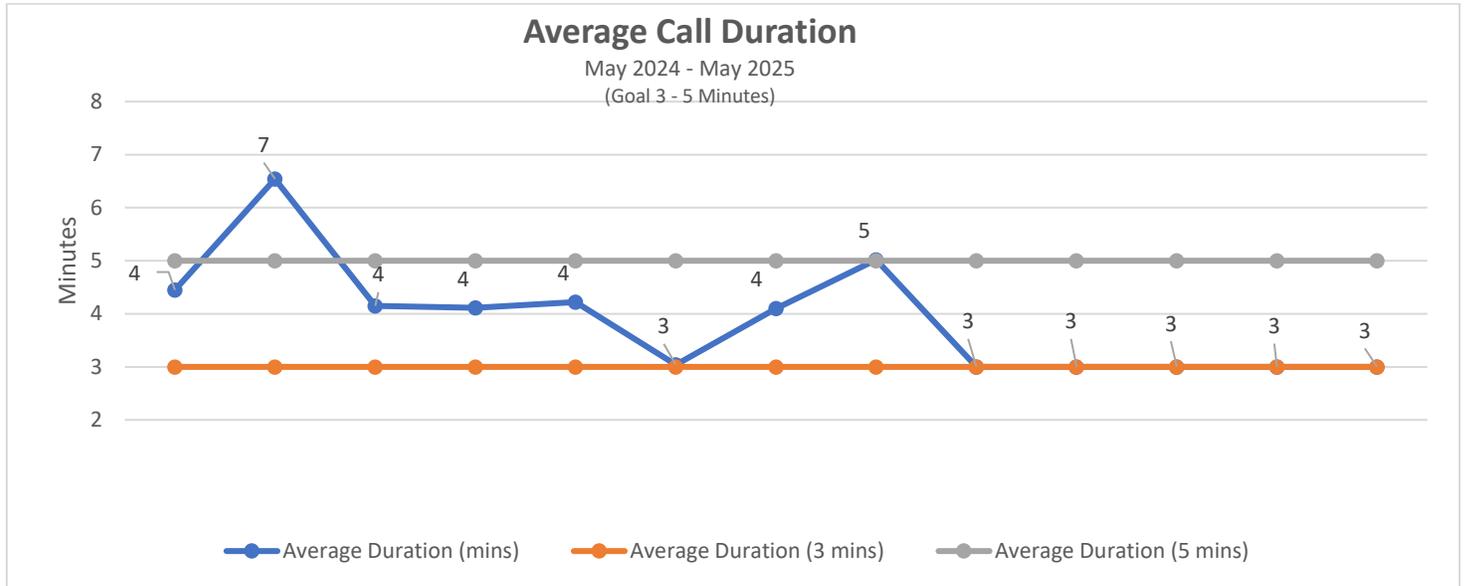
In May 2025, customer care experienced a 1.6% increase in total call volume compared to April, mainly due to factors like warmer weather, increased detours, and ongoing construction. These elements increased passenger inquiries regarding bus routes and real-time arrival information. Despite this month-to-month increase, a significant decline in overall call volume was observed compared to earlier months. This trend highlights the growing adoption of mobile apps, which empower customers to schedule rides and manage their MyKey accounts independently, reducing their dependence on phone support.



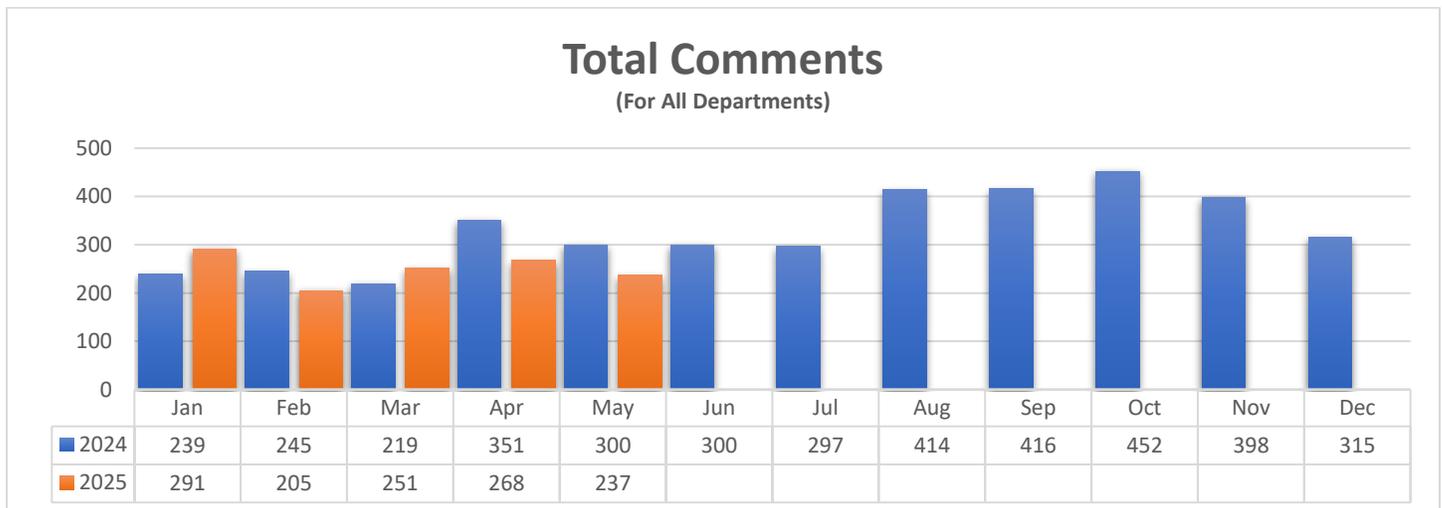
Service Level declined to 74.60%, falling below the minimum threshold of 80%. This decrease is attributed to a staff restructuring at the care center, which includes additional training for newer employees. Management is actively working to address these issues and is committed to restoring high-performance standards. Continuous monitoring of Service Level metrics will ensure a return to optimal performance.



In May 2025, the Average Call Duration remained consistent at 3 minutes, perfectly aligning with the figures from January to April. This duration falls within the established goal range of 3 to 5 minutes, indicating that the call-handling process is operating effectively. Care Center Leadership will oversee this metric closely to ensure that performance meets expectations and remains optimal. This ongoing monitoring is essential for identifying potential improvement areas and ensuring that customer interactions are efficient and satisfactory if you have any further questions or need additional insights regarding this metric.



During May, a comprehensive collection of 237 customer comments was gathered from all departments, showcasing a significant reduction of 21% compared to the same period last year. This notable decline may suggest a shift in customer interaction or satisfaction levels, warranting further investigation into the factors contributing to this trend. Understanding the reasons behind this decrease could prove essential for developing targeted strategies to enhance customer engagement and improve feedback.



**As of May 1st, IndyGo has embarked on a new journey by adopting its latest program, SolarWinds, specifically designed to improve the management of customer comments. Our dedicated IT team is working diligently to identify and implement an effective solution for generating and extracting comprehensive reports from SolarWinds. We greatly appreciate your continued patience and understanding during this crucial transition period, and we are committed to enhancing our capabilities to serve our customers better.*

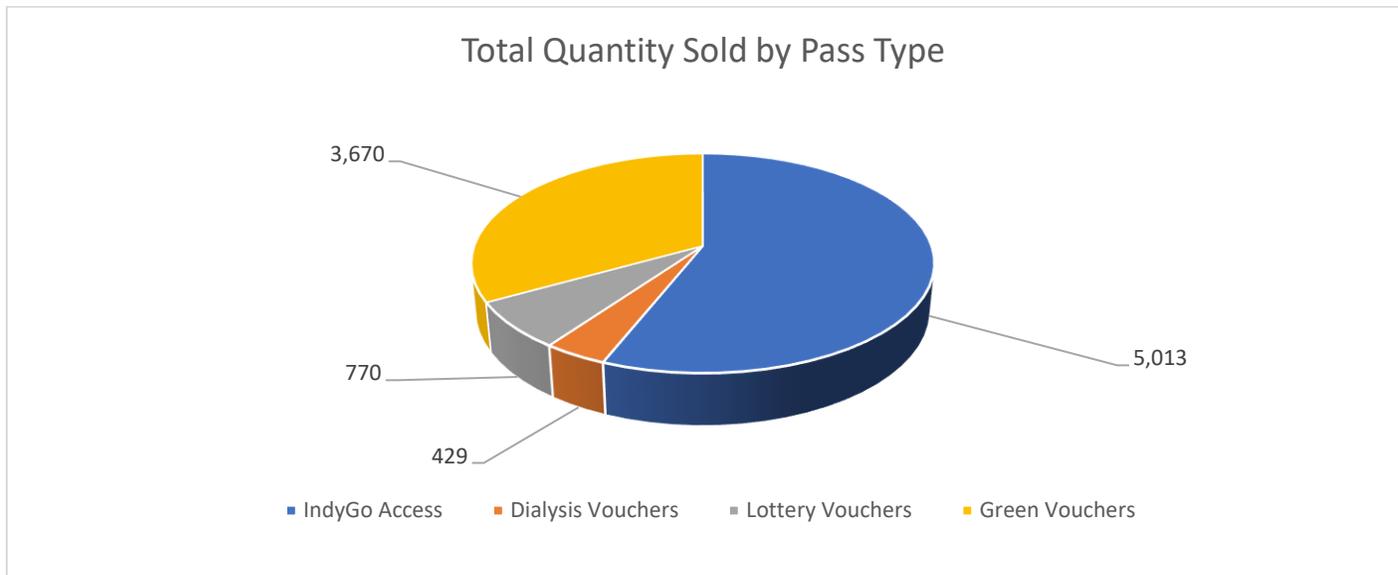
ACCESS RIDERSHIP

In May 2025, we recorded a total ridership of 13,004 passengers, representing a 15.4% increase compared to last year. This growth can be attributed to several key factors, including our partnership with the new contractor, MV Transportation.

MV Transportation has made substantial strides in enhancing service reliability through a strong commitment to our customers and working closely with the community. By ensuring an adequate number of operators are available, we've significantly improved on-time performance and service reliability, allowing us to better meet the demands and expectations of our riders. 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 plays a crucial role in providing reliable and efficient transportation solutions. As we continue to build on this momentum, we remain focused on ensuring that every ride is a step towards better mobility for our community.

TOTAL QUANTITY OF PASSES PURCHASED

In May 2025, the total quantity of passes purchased decreased by 10.7% month-over-month, totaling 9,882. This decline is primarily attributed to improved service reliability by MV Transportation, which has strengthened customer confidence and reduced the need for additional passes or vouchers.

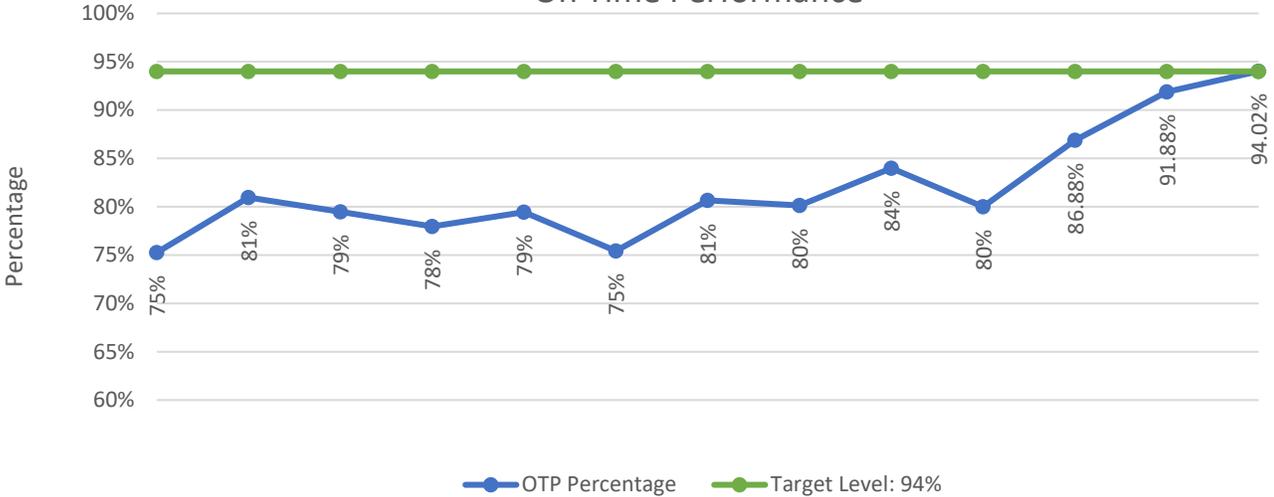


ON-TIME PERFORMANCE (OTP)

In May, our on-time performance (OTP) reached 94.02%, reflecting a significant 18.7% increase compared to last year, reaching the target goal of 94%. MV has made commendable progress in hiring and retaining qualified operators, surpassing staffing goals, which enhances service reliability. Additionally, a partnership with our software vendor has improved our understanding of the Ecolane scheduling software, optimizing operations and service quality.

MV has made it a priority to focus on flexibility and responsiveness, implementing contingency plans and improving communication with riders. These efforts not only boost ridership numbers but also demonstrate our commitment to dependable transportation solutions for the community. We remain dedicated to refining our operations and enhancing the customer experience.

IndyGo Access On Time Performance



PRODUCTIVITY/PASSENGER PER HOUR (PPH)

In May 2025, our passenger-per-revenue hour (PPH) reached 1.34%, down from 1.51% at the same time last year, representing a 11.3% 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.

IndyGo Access Productivity/Passenger Per Hour (PPH) May 2024-May 2025

