



Board Report
September 18, 2025

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1. **Call to Order and Roll Call** (Presenters – Gregory Hahn, Robert Frye)
2. **Awards and Commendations** (Presenter – Jennifer Pyrz)
3. **Regular Agenda** (Presenter – Gregory Hahn)
 1. A-1: Consideration and Approval of Minutes from the Board Meetings held on August 21, 2025
 2. A-2: Consideration and Approval of CSched On-Call Scheduling Services (Presenter – Annette Darrow)
 3. A-3: Consideration and Approval of 6410 Charging Station (Presenter – Annette Darrow)
4. **Information Items** (Presenter – Gregory Hahn)
 1. I-1: Finance Report (Presenter – Bart Brown)
 2. I-2: Department Reports
5. **Adjourn** (Presenter – Gregory Hahn)

BOARD MEMBER'S NAME	APPOINTMENT	TERM
Gregory Hahn	COUNCIL	12/2/2024-8/5/2028
Mary Ann Fagan	MAYOR	8/4/2022-8/4/2026
Adairius Gardner	MAYOR	1/1/2025-12/31/2028
Stephanie Quick	COUNCIL	9/9/2024-8/5/2028
Adrienne Slash	COUNCIL	4/7/2025-3/3/2029
Richard Wilson	COUNCIL	9/27/2021-8/5/2025

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September Board Meeting Awards and Commendations



IndyGo August 2025 Safe Drivers

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



Operator	Years of Safe Driving	Years of Service
Samuel Abebe	11	12
Lakeita Smith	10	12
Reginald Taylor	8	11
Samuel Keller	7	7
Tiana Treadwell	7	8
Angela Williams	7	8
James Gray	5	9
Thurmon Moore	5	6
Kelli Nuckolls	5	10
Roy Shurn	5	6

11 Years of Safe Driving



Samuel Abebe
Coach Operator, Fixed Route
12 years of service to IndyGo

IndyGoSM

September Operations Employee of the Month

JoAnn Sanders
Coach Operator, Fixed Route





September Fleet Employee of the Month

Michael Jones
General Laborer

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Congratulations on
over 46 years of
dedicated service!!

Robert “Robbie” Waggoner
Body Shop

Happy Retirement!!



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Welcome Stan Smith



New Chief Operations Officer



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AUGUST 2025 SAFE DRIVER RECOGNITION AWARDS



In accordance with the National Safety Council's Preventable Accident Standard, we proudly recognize the following operators for demonstrating exemplary safe driving practices throughout August 2025. These individuals have maintained a clean driving record, free of preventable accidents, and have contributed significantly to our commitment to safety and excellence.

Each recognized operator will receive a National Safety Council patch, pin, and certificate as a token of appreciation for their outstanding dedication to safe driving.

Awardees List:

Operator	ID#	Years of Safe Driving	Years of Service
Samuel Abebe	8472	11	12
Lakeita Smith	8557	10	12
Reginald Taylor	8673	8	11
Samuel Keller	9195	7	7
Tiana Treadwell	9008	7	8
Angela Williams	9018	7	8
James Gray	8829	5	9
Thurmon Moore	9683	5	6
Kelli Nuckolls	8809	5	10
Roy Shurn	9435	5	6
Duane Bean	9096	4	7
Keary Bradford	9191	4	7
Angela Heitzman	9603	4	6
Mikia Hicks	9156	4	7



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Robert Lundy	9524	4	6
Rosetta Williams	9329	4	6
Maurice Bowen	10306	3	3
Paul Luckner	9944	3	4
Ashley Roberson	9762	3	5
Douglas Harrell	9533	2	6
Latoya McGill	9931	2	4
Latoine Gibson	11339	1	1
Vincent Green	11231	1	1
Daralice Johnson	11363	1	1
Kevin Kearney	10784	1	2
Krystal Keeylen	11041	1	2
Tiffany Martin	11331	1	1
Brian Pace	11302	1	1
Curtisha Patterson	11362	1	1
Shantoria Taylor	11359	1	1

We commend these operators for their commitment to safety and encourage all team members to continue striving for excellence on every journey. Your dedication keeps our roads safe and our community strong.

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August Board of Directors Minutes

IndyGo

8/21/2025 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, Justin Burcope, Brooke Thomas, Carrie Black, Aaron Vogel, Ryan Wilhite

Guests: Emily Meaux

Absent:

Members: NONE

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

[August Board Cover](#)

[August 2025 Board Agenda](#)

Chairperson Hahn called the meeting to order at 4:01 p.m. Mr. Frye then conducted the roll call. Six members were present, thus establishing a quorum.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards and Commendations](#)

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

3. Regular Agenda (Presenter – Chairperson Hahn)

1. A-1: Consideration and Approval of Minutes from the Board Meeting held on July 17, 2025 and July 31, 2025

(Presenter – Gregory Hahn)

[July 2025 Board of Director Minutes](#)

[July 2025 Public Hearing Board of Director Minutes](#)

Motion: Approval of Minutes from the Board Meeting held on July 17, 2025 and July 31, 2025. Motion made by Director Gardner and seconded by Director Slash. 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: Consideration of Approval of Fiscal 2026 Budget and Resolution No. 2025-07 for a Special Tax Levy

(Presenter – Justin Burcope)

[A-2 2026 Budget Approval](#)

[Board Resolution 2025-07 re 2026 Special Tax Levy](#)

[Form 4 R2021-0877](#)

It was recommended that the Board of Directors adopt the Operating, Capital, and Debt Service Budgets for 2026 and a Resolution for Levy of Special Tax.

Motion: Approval of Fiscal 2026 Budget and Resolution No. 2025-07 for a Special Tax Levy. Motion made by Director Wilson and seconded by Director Slash. Mr. Frye called the roll for votes on the motion. Roll Call 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 of Policy Adoption of Resolution No. 2025-08 Approving the Fare Policy Update and Fare Equity Analysis** (Presenters – Brooke Thomas, Ryan Wilhite, Carrie Black)

[A-3 Fare Policy Update Memo](#)

[Board Resolution 2025-08](#)

[2025 Fare Study Road Show](#)

[Fare Change Equity Analysis Adoption Draft](#)

[Beyond ADA Final Policy](#)

It was recommended that the Board of Directors adopt proposed Resolution Number 2025-08 to approve updates to IndyGo's fare policies and accept the Fare Equity Analyses conducted in connection with the proposed changes. Following discussion, Director Gardner asked if he could make a motion modifying the staff recommendation. Mr. Frye responded that yes, he could, but if the Board does so the proposed resolution presented to them would have to be revised in accordance with whatever change to the recommendation that the Board decides to make.

Motion: Adoption of Resolution No. 2025-08 Approving the Fare Policy Update and Fare Equity Analysis as recommended with the exception of delaying implementation of the paratransit fare rate increase until July 1, 2026. Motion made by Director Gardner and seconded by Director Wilson. Mr. Frye called the roll or votes on the motion. Roll Call 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 Purchase of One 60-Foot Diesel Articulated Bus from New Flyer of America** (Presenter – Aaron Vogel)

[A-4 One BL 60 Ft Diesel Buses](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to place a bus order with New Flyer of America, Inc. for one 60-foot diesel articulated bus, including associated equipment and services to make it revenue ready, for an amount of \$1,615,686.72, which amount includes a 15% contingency to cover a potential price increase due to tariffs.

Motion: Approval of the Purchase of One 60-Foot Diesel Articulated Bus from New Flyer of America. Motion made by Director Wilson and seconded by Director Slash. 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. **Information Items** (Presenter – Chairperson Hahn)

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

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

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

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

2. **I-2: IndyGo Foundation Update** (Presenter – Emily Meaux)

[I-2: IndyGo Foundation Program Analysis](#)

[IndyGo Foundation Theory of Change](#)

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

3. I-3: Fiscal Sustainability Study Update (Presenter – Brooke Thomas)

[I-3: Fiscal Sustainability Study Update](#)

The Board heard the Fiscal Sustainability Study update from Chief Development Officer Brooke Thomas and received the report.

4. I-3: Department Reports

[Foundation Report to IndyGo Board 2025-08](#)

[R-2 Planning and Capital Project Reports 2025-08](#)

[Risk and Safety Report August 2025](#)

[HR Board Report August 2025](#)

[Public Affairs July Report 2025-08](#)

[July Operations Div Board Report 08.15.2025](#)

The Board received Department Reports for review.

5. Adjourn (Presenter –Gregory Hahn)

On the order of Chairperson Hahn and there being no objection, the meeting was adjourned at 5:18 pm.

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Date of Memo: September 10, 2025
Board Meeting: September 18, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Jennifer Pyrz
FROM: Interim Chief Operating Officer, Annette Darrow
SUBJECT: CSched On-Call Scheduling Services

ACTION ITEM A - 2

RECOMMENDATION:

It is recommended that the Board authorize the President/Chief Executive Officer to execute a three-year contract with CSched for on-call scheduling services. The contract shall not exceed \$173,325.

BACKGROUND:

The Service Planning Department at IndyGo oversees operations planning, scheduling, and runcutting—core functions that support IndyGo's core fixed-route bus service. IndyGo utilizes the HASTUS software suite (version 2021), which integrates with external systems such as the Avail CAD/AVL system, Swiftly, Google, and other third-party platforms.

CSched has supported IndyGo by providing training, scheduling, and runcutting services, as well as assistance with HASTUS-related operational needs and special projects.

DISCUSSION:

CSched is a consulting firm with specialized expertise in fixed-route transit scheduling and the HASTUS software system developed by GIRO, Inc. The firm has demonstrated proficiency in:

- Developing and monitoring level-of-service budgets
- Designing organizational plans for scheduling and planning functions
- Benchmarking system performance against peer agencies
- Evaluating operating costs associated with current and alternative scheduling practices

CSched has provided training and support to IndyGo staff to maximize the utility of HASTUS. With anticipated new staff and retirements in the Scheduling Department, the agency faces a potential loss of institutional knowledge. Continued

engagement with CSched will ensure continuity, support ad hoc scenario analysis, and maintain best practices documentation.

FISCAL IMPACT:

The total cost for the three-year contract will not exceed \$173,325. The funding for this procurement will come from the operating budget.

DBE/XBE DECLARATION:

Due to the unique nature of this procurement, including knowledge and experience with the Giro/HASTUS software, no subcontracting opportunities were available to be split out for smaller certified businesses to bid on.



Date of Memo: September 16, 2025
Board Meeting: September 18, 2025

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Interim Chief Operating Officer Annette Darrow

SUBJECT: Consideration and approval of 6410 College bus rapid transit (BRT) charging station improvements

ACTION ITEM A - 3

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter into an agreement with RIDE to make improvements to the 6410 College BRT charging station for an amount not to exceed \$128,000.

BACKGROUND:

To mitigate range issues of the Red Line BRT vehicles, the manufacturer of those vehicles, RIDE (formerly BYD USA), agreed to design and construct inductive vehicle charging stations at several locations along IPTC's Red and Purple BRT lines. The charging equipment for these stations was provided by InductEV, formerly Momentum Dynamics. The first charging station was constructed on a property that IPTC purchased at 6410 N. College Avenue near the north terminus of the Red Line. It was commissioned in 2021. RIDE funded the initial project.

In addition to the in-ground charging equipment installed at the site, RIDE invested in improved pavement and other infrastructure modifications on and adjacent to the property to accommodate the charging station. Additionally, all RIDE vehicles were outfitted with inductive charging panels, which are required for charging. These were also provided and installed at no cost to IPTC. The warranty for the in-ground equipment expired in June 2022.

Beginning in January 2025, IPTC noticed periodic system failures of the in-ground charging equipment at 6410 College, which prompted an investigation by InductEV, RIDE, and their engineering consultant, WSP. The investigation determined that water intrusion had caused the seals of the in-ground charging equipment to become inoperable.

DISCUSSION:

After a thorough evaluation spanning several months, RIDE's consultant has concluded that substantial repairs are required to the equipment at 6410 College. The charging locations that RIDE recently installed for the Purple Line at the Carson Transit Center and Fort Benjamin Harrison utilized updated technology and a new design that shows no signs of water damage to the seals. The consultant has recommended updating the 6410 College charging station to this same design. Proper sealing of the socket tops is expected to effectively eliminate the ongoing water intrusion issue.

The total repair cost is estimated at \$322,000, with RIDE requesting that IndyGo contribute \$128,000 toward this expense due to the warranty on the equipment having expired over three years ago.

An operational charging station is a significant component for maintaining service reliability and providing a satisfactory customer experience on the Red Line. Without on-route charging, buses need to be swapped out more often, including while in revenue service. The associated costs of labor, towing, maintenance, and service disruptions caused by removing buses with a low state of charge would exceed this contribution.

FISCAL IMPACT:

This expense will be funded through the operating budget.

DBE/XBE DECLARATION:

There are no XBE goals for this procurement because RIDE is making the repairs and assuming the cost, with ITPC reimbursing RIDE for a portion of its costs.

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Information Update – August 2025 Financials Summary

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

Revenue

- Federal Assistance Revenue came in over budget for the month by \$173,118 (14.1%). YTD this revenue is over budget by \$2,117,398 (22.7%)
- Other Operating revenue category is under budget by \$37,055 (-56.4%) for the month. YTD for this revenue is under budget by \$796,326 (-35.2%).
- The passenger service revenue is under budget by \$31,337 (-6.3%) for the month. For the year passenger service revenue is under budget by \$259,861 (-6.6%).
- PMTF Grant has been received for the year. Total received is \$11,369,828, which is the exact budget for 2025.
- Property Tax Revenue came in on budget for the month of August. YTD it is over budget by \$1,981,022 (7.2%).
- In August Local Income Tax came in at budget for the month and YTD.
- The Service Reimbursement Program revenue was on budget for the month and the year.

The Total Revenue for the agency is over budget by \$104,726 (1.1%) for the month of August. YTD Total Revenue is over budget by \$3,042,229 (4.0%).

Expenditures

I) Personal Services

- Fringe Benefits are under budget for the month by \$69,215 (-3.8%). YTD it is under budget by \$3,538,830 (-21.6%).
- Overtime expenses were over budget by \$149,726 (45.1%) for the month. For the year this category is over budget by \$1,384,876 (46.4%).
- August Salary expenses are under budget by \$392,078 (-9.2%) for the month. YTD it is under budget by \$3,833,365 (-9.9%)

The Personal Services category is under budget by \$311,567 (-4.8%) for the month of August. It is under budget for the year by \$5,987,319 (-10.3%)

II) Other Services and Charges

- Claims were under budget by \$331,867 (-91.5%) for the month. For the year this category is under budget by \$1,781,879 (-58.3%).

- For the month of August, the Miscellaneous Expense category is over budget by \$43,282 (40.8%). YTD is under budget by \$262,659 (-26.7%).
- In August, the Purchased Transportation category is under budget by \$123,034 (-11.8%). For the year it is over budget by \$478,271 (5.7%)
- For the month the “Services” expense category is under budget by \$323,731 (14.3%). YTD this category is under budget by \$10,262,014 (-41.6%).
- For the month, utility expenses are under budget by \$96,156 (-42.9%). For the year utilities are under budget by \$147,274 (-8.2%).

Overall, the Other Services & Charges category is under budget by \$270,608 (-6.8%) for the month. YTD this category is under budget by \$11,975,556 (-30.9%).

III) Materials & Supplies

- The Fuel and Lubricant category is under budget by \$119,764 (-21.3%). YTD it is under budget by \$1,148,668 (-25.6%).
- For the month of August, the Maintenance Materials category is under budget by \$36,670 (-6.7%). It is under budget for the year by \$43,014 (-1.0%).
- Other Materials and Supplies category is under budget by \$82,989 (-8.2%) for the month. For the year it is under budget by \$701,210 (-71.%).
- Tires & Tubes category is under budget in August by \$30,893 (-46.4%). 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 \$257,608 (-39.8%).

For the month, the Total Materials and Supplies category is under budget by \$270,317 (-21.2%). For the year it is under budget by \$2,150,500 (-20.4%).

In August, the overall, total expenditures came in under budget by \$852,493 (-7.3%). Year to date expenditures are under budget by \$20,113,376 (-18.7%).

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
06/06/2025	Additional engineering for Trench Drain project	Capital Planning & Projects	Contractual Service	\$20,000
06/16/2025	Additional work for Trench Drain project	Capital Planning & Projects	Contractual Service	\$10,060

RECOMMENDATION:

Receive the report.



Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - IndyGo
 For the Eight Months Ending Sunday, August 31, 2025

9/10/2025 2:06 PM
 Period Selected: 8

	Current Month				YTD				
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	PRIOR YTD Actual
Operating Revenue									
Federal Assistance	1,397,234.00	1,224,115.50	173,118.50	14.14	11,910,322.00	9,792,924.00	2,117,398.00	21.62	11,789,230.00
Other Operating Income	245,756.48	282,811.67	(37,055.19)	(13.10)	1,466,166.48	2,262,493.36	(796,326.88)	(35.20)	2,639,075.90
Passenger Service Revenue	462,432.64	493,769.35	(31,336.71)	(6.35)	3,690,294.43	3,950,155.28	(259,860.85)	(6.58)	4,122,216.13
PMTF Revenue				0.00			0.00		11,369,828.00
Local Property & Excise Tax Revenue	3,442,401.50	3,442,401.50		0.00	29,520,233.90	27,539,212.00	1,981,021.90	7.19	28,644,158.98
Local Transit Income Tax Revenue	4,076,242.62	4,076,242.62	0.00	0.00	32,609,940.96	32,609,940.96	0.00	0.00	48,089,143.70
Service Reimbursement Program	22,083.00	22,083.33	(0.33)	(0.00)	176,664.00	176,666.64	(2.64)	(0.00)	176,664.00
Total Operating Revenues	9,646,150.24	9,541,423.97	104,726.27	1.10	79,373,621.77	76,331,392.24	3,042,229.53	3.99	106,830,316.71
Operating Expenses									
Personal Services									
Fringe Benefits	1,749,238.46	1,818,453.97	(69,215.51)	(3.81)	12,859,789.60	16,398,619.74	(3,538,830.14)	(21.58)	13,061,891.10
Overtime	481,455.16	331,728.83	149,726.33	45.14	4,370,435.34	2,985,559.48	1,384,875.86	46.39	3,762,111.28
Salary	3,885,745.83	4,277,824.09	(392,078.26)	(9.17)	34,667,051.73	38,500,416.80	(3,833,365.07)	(9.96)	33,597,956.14
Total Wages and Benefits	6,116,439.45	6,428,006.89	(311,567.44)	(4.85)	51,897,276.67	57,884,596.02	(5,987,319.35)	(10.34)	50,421,958.52
Other Services & Charges									
Claims	30,988.09	362,855.33	(331,867.24)	(91.46)	1,270,963.55	3,052,842.64	(1,781,879.09)	(58.37)	1,921,671.33
Miscellaneous Expenses	62,844.80	106,126.59	(43,281.79)	(40.78)	718,696.13	981,355.27	(262,659.14)	(26.76)	670,592.94
Purchased Transportation	914,298.08	1,037,331.95	(123,033.87)	(11.86)	8,776,926.37	8,298,655.60	478,270.77	5.76	8,712,938.69
Services	2,582,565.42	2,258,834.44	323,730.98	14.33	14,384,277.49	24,646,291.82	(10,262,014.33)	(41.64)	11,927,342.98
Total Utilities	128,009.99	224,166.66	(96,156.67)	(42.90)	1,646,058.99	1,793,333.28	(147,274.29)	(8.21)	1,207,194.18
Total Other Services & Charges	3,718,706.38	3,989,314.97	(270,608.59)	(6.78)	26,796,922.53	38,772,478.61	(11,975,556.08)	(30.89)	24,439,740.12
Materials & Supplies									
Fuel & Lubricants	441,598.92	561,363.58	(119,764.66)	(21.33)	3,342,240.72	4,490,908.64	(1,148,667.92)	(25.58)	4,092,458.84
Maintenance Materials	509,373.30	546,043.39	(36,670.09)	(6.72)	4,369,290.99	4,412,305.12	(43,014.13)	(0.97)	4,508,729.29
Other Materials & Supplies	19,206.66	102,196.26	(82,989.60)	(81.21)	277,000.75	978,211.24	(701,210.49)	(71.68)	445,625.98
Tires & Tubes	35,690.29	66,583.33	(30,893.04)	(46.40)	388,887.86	646,495.85	(257,607.99)	(39.85)	376,388.71
Total Materials & Supplies	1,005,869.17	1,276,186.56	(270,317.39)	(21.18)	8,377,420.32	10,527,920.85	(2,150,500.53)	(20.43)	9,423,202.82
Total Operating Expenses	10,841,015.00	11,693,508.42	(852,493.42)	(7.29)	87,071,619.52	107,184,995.48	(20,113,375.96)	(18.77)	84,284,901.46

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People & Culture (HR) Summary Report – September 2025

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Britt S. Griffin
Date: September 5, 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 employee experience, engagement, and agency culture	Develop processes and tools that result in continually sustainable improvement	Analyze data, identify trends, and develop and implement comprehensive people & culture strategies that turn strategic insight into actionable outcomes



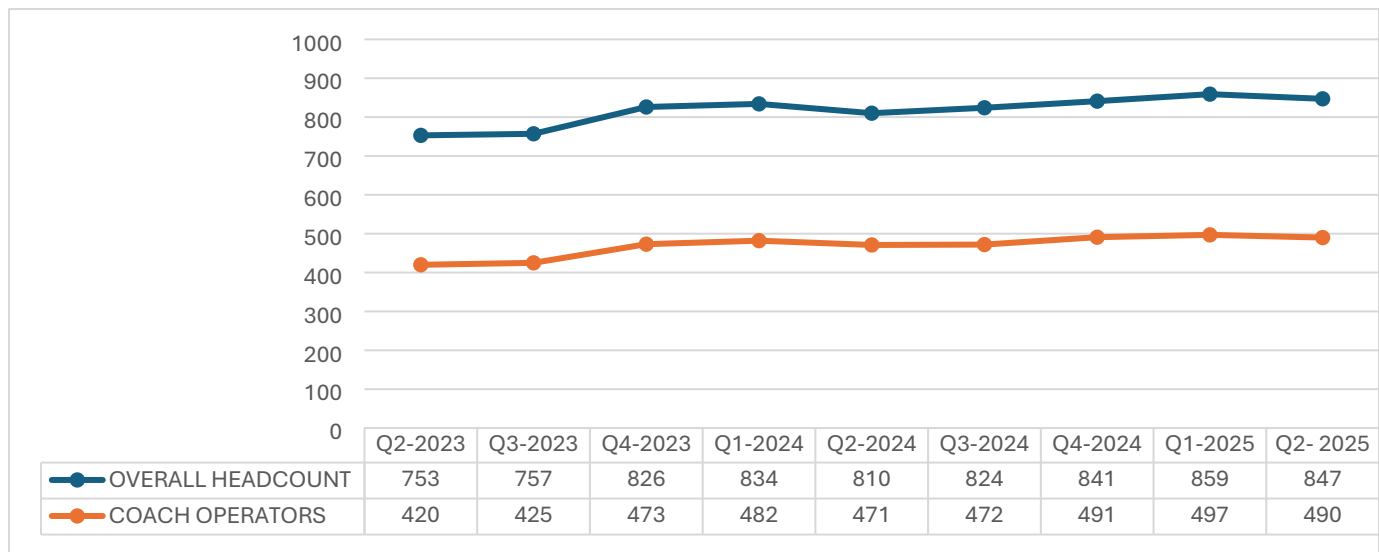
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1. Employee Population Breakdown

IndyGo Employees:	846
Union Employees:	638
Non-Union:	208
Coach Operators:	455
Coach Operator Trainee:	44

As of 09/02/2025

2. Total Headcount by Quarter



Total average headcount (July): 846 employees

Average Coach Operators/Trainees (July): 497 employees

Total Average headcount (August): 841 employees

Average Coach Operators/Trainees (August): 494 employees

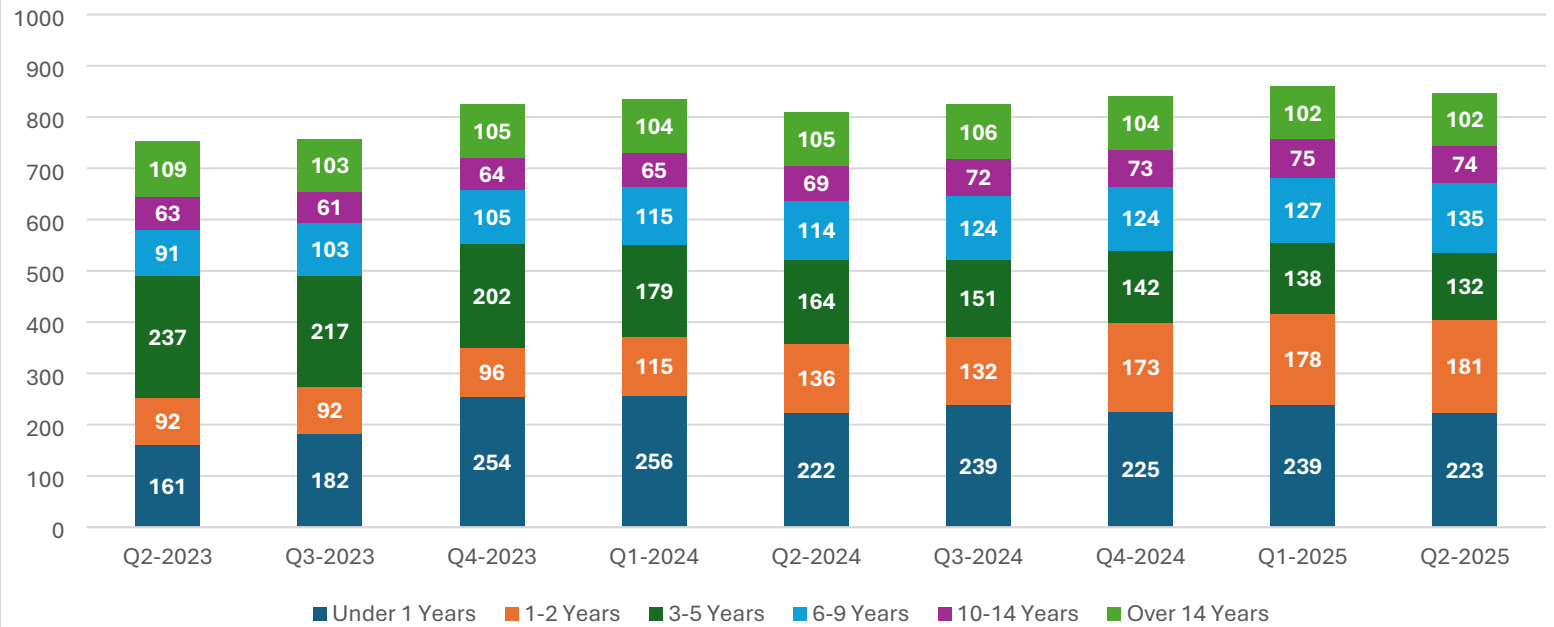
In August, Coach Operators and Trainees made up approximately 58.7% of IndyGo's average total employee headcount.



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3. Headcount by Tenure by Quarter

IndyGo Employee Tenure

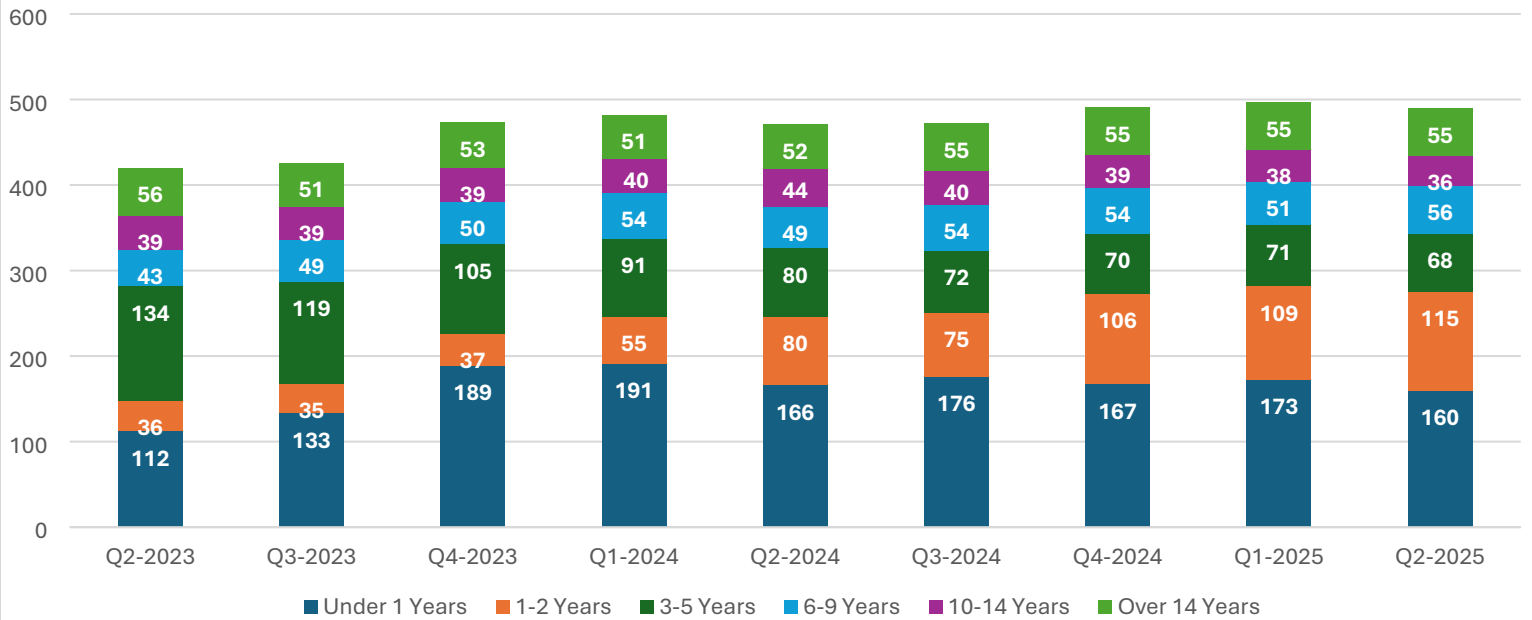


IndyGo Employee Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2023	30.67%	11.64%	24.48%	12.73%	7.76%	12.73%	825
2024	26.75%	20.57%	16.88%	14.74%	8.68%	12.37%	841
Q1-2025	27.82%	20.72%	16.07%	14.78%	8.73%	11.87%	859
Q2-2025	26.33%	21.37%	15.58%	15.94%	8.74%	12.04%	847
July 2025	27.06%	21.32%	13.89%	17.15%	8.85%	11.75%	846
August 2025	26.31%	22.02%	12.98%	18.21%	8.93%	11.55%	841



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Coach Operator Tenure

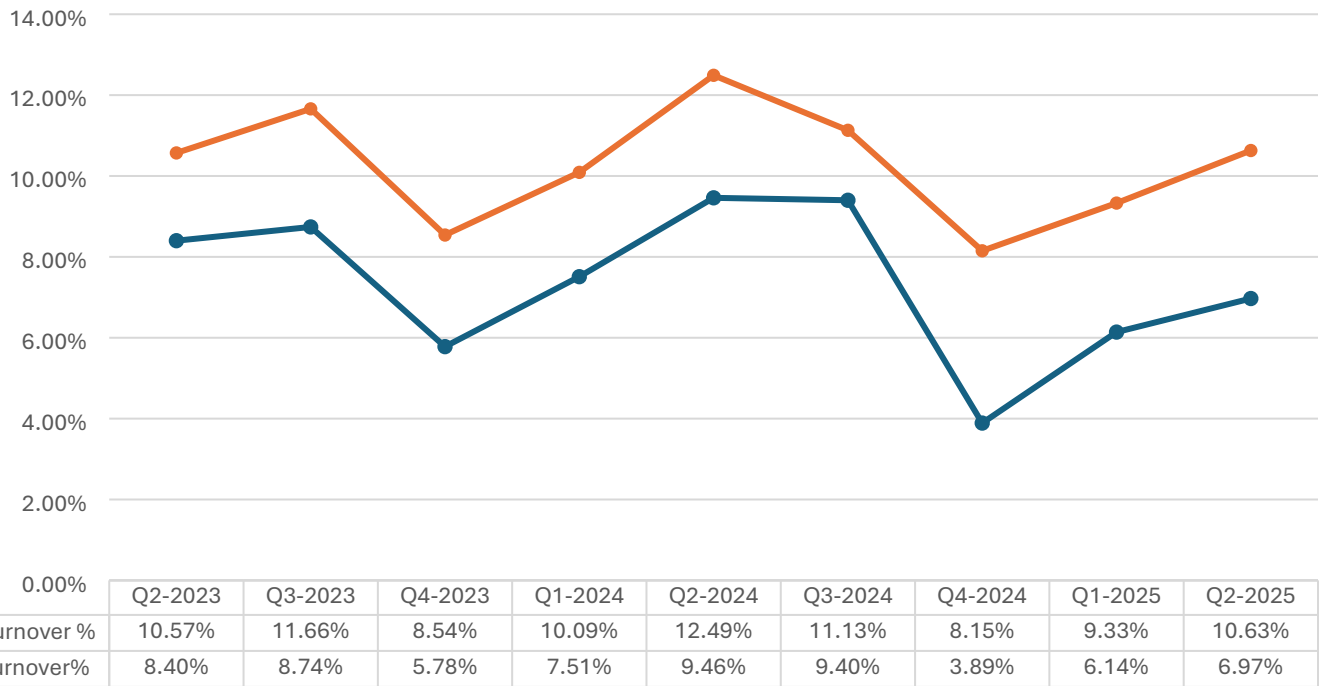


Coach Operator Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2023	39.83%	7.84%	22.25%	10.59%	8.26%	11.23%	472
2024	34.01%	21.59%	14.26%	11.00%	7.94%	11.20%	491
Q1-2025	34.81%	21.93%	14.29%	10.26%	7.65%	11.07%	497
Q2-2025	32.65%	23.47%	13.88%	11.43%	7.35%	11.22%	490
July 2025	34.48%	22.86%	11.16%	13.14%	7.42%	10.87%	497
August 2025	34.21%	23.28%	10.32%	13.77%	7.49%	10.93%	494



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4. Turnover- Coach Operators vs Overall

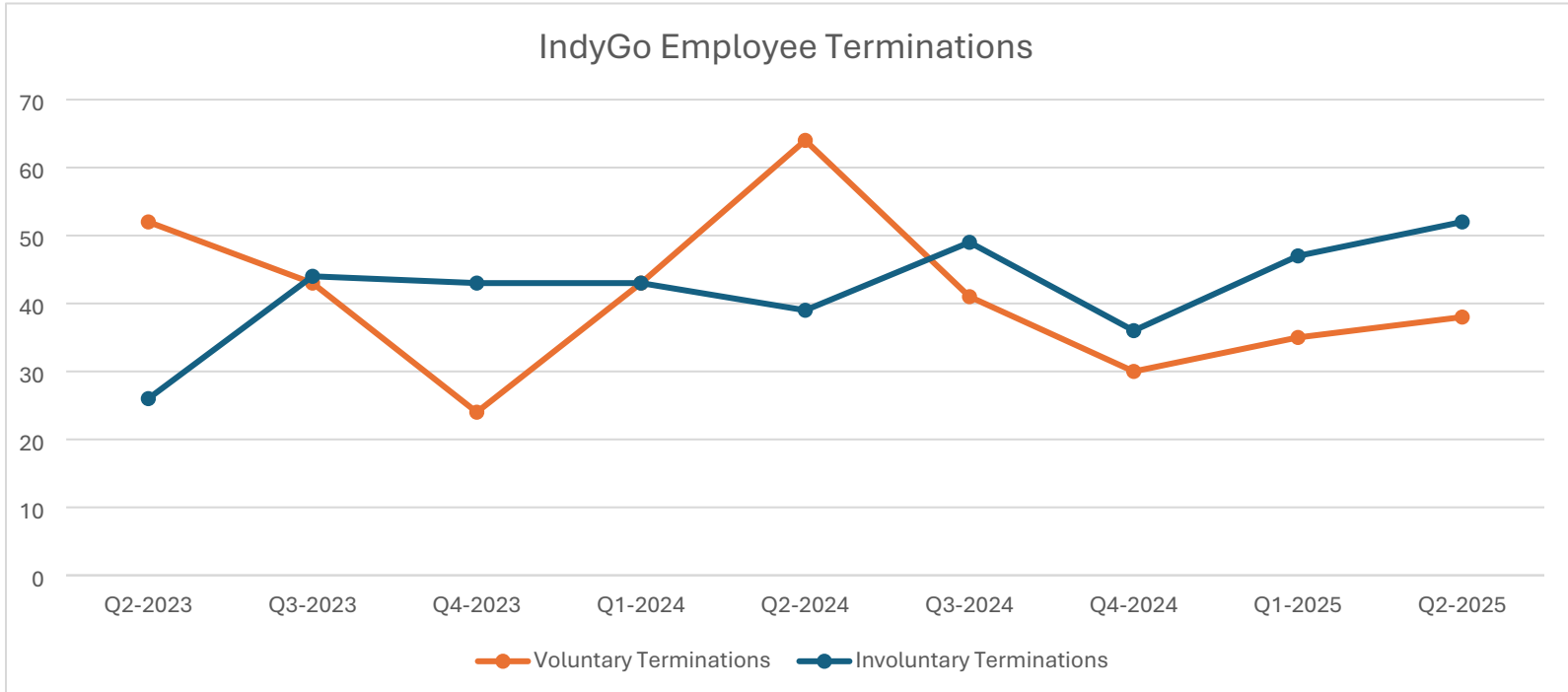


Period	Average Headcount	Overall Terminations	Overall Turnover %	Coach Terminations	Coach Turnover%
Q2-2023	737.84	78	10.57%	62	8.40%
Q3-2023	755.00	87	11.66%	66	8.74%
Q4-2023	795.87	67	8.54%	46	5.78%
Q1-2024	852.14	84	10.09%	64	7.51%
Q2-2024	824.78	103	12.49%	78	9.46%
Q3-2024	808.37	90	11.13%	76	9.40%
Q4-2024	822.52	62	8.15%	32	3.89%
Q1- 2025	846.85	79	9.33%	52	6.14%
Q2-2025	846.78	90	10.63%	59	6.97%
July 2025	846.13	34	4.02%	26	3.07%
August 2025	840.74	23	2.74%	16	1.90%



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5. Voluntary vs. Involuntary Turnover

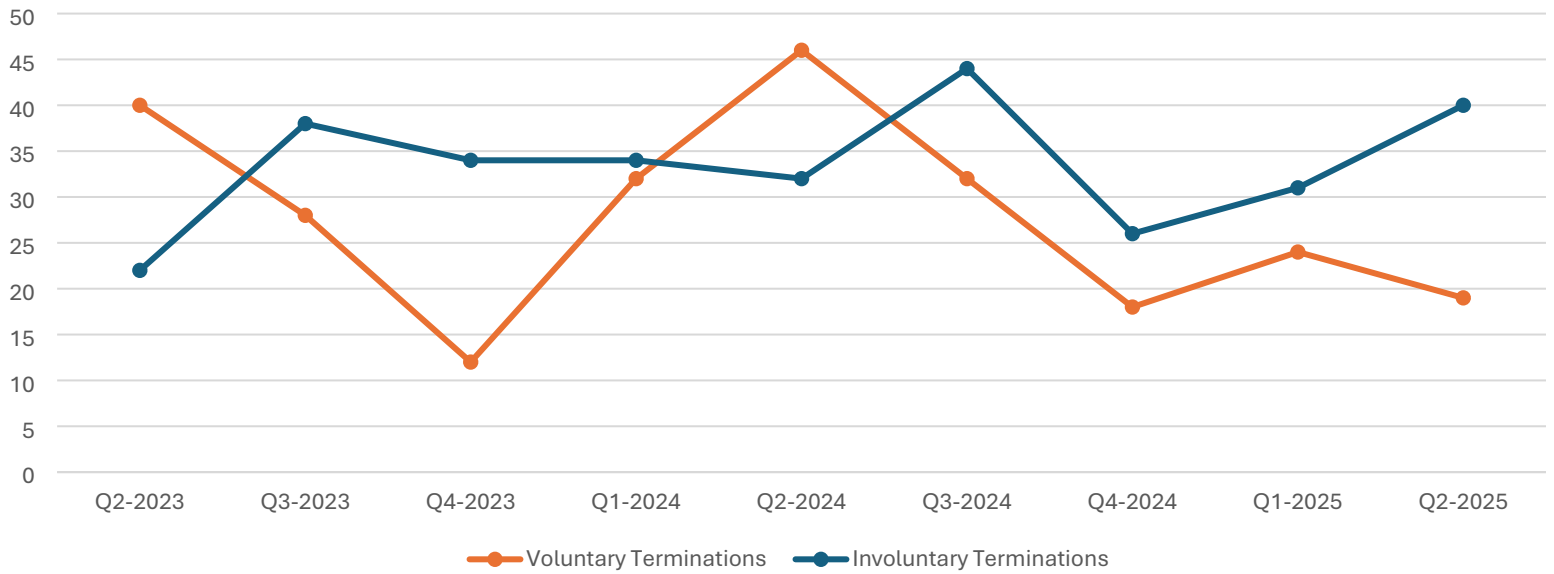


PERIOD	Total Terminations	Voluntary Terminations	Involuntary Terminations	Not Specified
Q2-2023	78	52	26	0
Q3-2023	88	43	44	1
Q4-2023	68	24	43	1
Q1-2024	86	43	43	0
Q2-2024	103	64	39	0
Q3-2024	90	41	49	0
Q4-2024	67	30	36	1
Q1-2025	82	35	47	0
Q2-2025	90	38	52	0
July 2025	34	18	16	0
August 2025	23	10	13	0



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Coach Operators Terminations



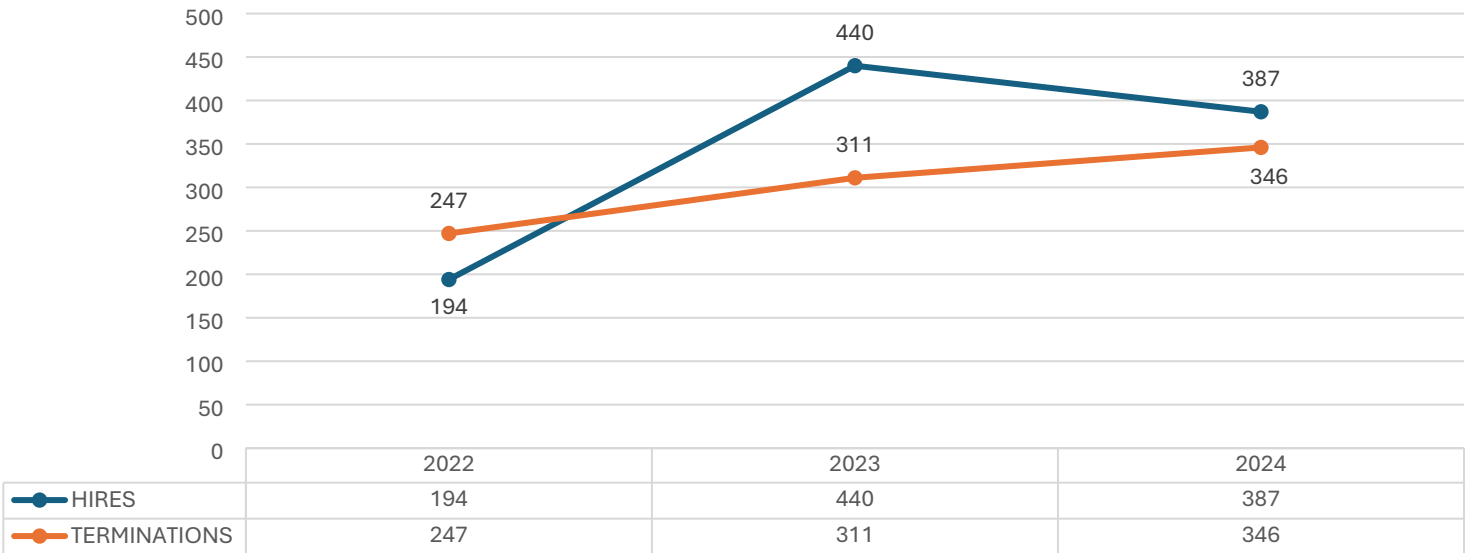
PERIOD	Total Terminations	Voluntary Terminations	Involuntary Terminations	Not Specified
Q2-2023	62	40	22	0
Q3-2023	67	28	38	1
Q4-2023	47	12	34	1
Q1-2024	66	32	34	0
Q2-2024	78	46	32	0
Q3-2024	76	32	44	0
Q4-2024	44	18	26	0
Q1-2025	55	24	31	0
Q2-2025	59	19	40	0
July 2025	26	13	13	0
August 2025	16	5	11	0



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6. Hires vs Terminations

Overall Hires vs. Turnover



PERIOD	HIRES	TERMINATIONS
2023	440	311
2024	387	346
Q1-2025	104	82
Q2-2025	91	90
July 2025	24	34
August 2025	22	23

DATE: September 9, 2025

BOARD MEETING DATE: September 26, 2025

TO: President and Chief Executive Officer Jennifer Pyrz

THROUGH: Chief Legal Officer Robert Frye

FROM: Risk and Safety Manager Kevin Neumann

SUBJECT: Risk and Safety Division Board Report – September 2025

RECOMMENDATION

It is recommended that the Board receive and file this report as an informational update on safety performance, regulatory compliance, and risk management activities for the month of August 2025.

BACKGROUND

The Risk and Safety Division oversees compliance with Federal Transit Administration (FTA) regulations, including the Drug and Alcohol Program (49 CFR Part 655) and the Safety Risk Reduction Program under the Public Transportation Agency Safety Plan (PTASP, 49 CFR Part 673). This report also reflects performance against key performance indicators (KPIs) outlined in the FTA's National Public Transportation Safety Plan (NPTSP).

DISCUSSION

Drug and Alcohol Program

- IndyGo remains in full compliance with FTA and Department of Transportation (DOT) regulations.
- Calendar Year 2025 Random Testing Rates:
 - Drug: 58%
 - Alcohol: 15%
- Two new hire orientation classes completed substance abuse awareness and policy training.
- Year-to-date, 719 drug and alcohol tests have been conducted, including pre-employment, random, post-accident, and reasonable suspicion testing.
- All Marion County Section 5307 subrecipients (Johnson, Hendricks, Hamilton, and Hancock Counties) completed quarterly testing requirements.

Safety Management System (SMS) Activities

- Safety assessments were conducted at all five IndyGo properties.
- Eighteen minor safety findings were identified, primarily related to housekeeping (e.g., unsecured ladders, improper cord usage, oil storage).
- All findings have been assigned for corrective action and are being addressed prior to the next audit.
- Four near-miss hazards were reported in August; two have been resolved, and two are undergoing mitigation in coordination with Central Vehicle Technology (CVT) and Avail.
- Year-to-date, 43 near-miss reports have been submitted.

Safety and Security Committee (SSC)

- The SSC met on August 6, 2025, to review safety performance and risk reduction strategies.
- Topics included:
 - Bus Rapid Transit (BRT) construction and operations
 - Transit worker assault data
 - Operator safety and Ride Safe Program
 - Risk Reduction Plan KPIs
 - Near-miss reports and safety suggestions
 - Fleet and maintenance updates
 - Training initiatives
- The SSC is responsible for setting safety risk reduction targets using a three-year rolling average of National Transit Database (NTD) data, as required under the Bipartisan Infrastructure Law (49 U.S.C. § 5329).

Insurance and Risk

- Thirty-five auto liability, property damage, and general liability claims were submitted to IndyGo's Third Party Administrator (TPA) in August.
- Two subrogation recoveries were received.
- Year-to-date, 270 claims have been submitted for a 9.8% increase over 2024.
- Sixty-three traffic accidents were reported in August, with 35 classified as preventable.
- While overall accidents increased compared to 2024, preventable accidents decreased.
- Year-to-date preventable accidents have increased by 20.3% compared to 2024.

FISCAL IMPACT

There is no direct fiscal impact associated with this report. However, subrogation recoveries and reductions in preventable accidents contribute positively to financial performance and insurance cost containment.

DBE/XBE DECLARATION

This report does not include procurement actions. Therefore, Disadvantaged Business Enterprise (DBE) and XBE (Minority, Women, Veteran, Disability-Owned Business Enterprise) participation is not applicable.

AUGUST 2025 SAFE DRIVER'S RECOGNITION



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions, and for those operators who exemplify excellence in safety, professionalism, and commitment to the highest standards. Through consistent safe driving practices, these individuals are awarded a patch, pin, and certificate as a symbol of their achievement and dedication to a safer community. The following Operators are recognized for their safe driving for August and received the National Safety Council recognition patch, pin, and certificate.

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

Congratulations and Thank You!

Operator	ID#	Years of Safe Driving	Years of Service
Samuel Abebe	8472	11	12
Duane Bean	9096	4	7
Maurice Bowen	10306	3	3
Keary Bradford	9191	4	7
Latoine Gibson	11339	1	1
James Gray	8829	5	9
Vincent Green	11231	1	1
Douglas Harrell	9533	2	6
Angela Heitzman	9603	4	6
Mikia Hicks	9156	4	7
Daralice Johnson	11363	1	1
Kevin Kearney	10784	1	2
Krystal Keeylen	11041	1	2
Samuel Keller	9195	7	7
Paul Luckner	9944	3	4
Robert Lundy	9524	4	6
Tiffany Martin	11331	1	1
Latoya McGill	9931	2	4
Thurmon Moore	9683	5	6
Kelli Nuckolls	8809	5	10
Brian Pace	11302	1	1



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Curtisha Patterson	11362	1	1
Ashley Roberson	9762	3	5
Roy Shurn	9435	5	6
Lakeita Smith	8557	10	12
Reginald Taylor	8673	8	11
Shantoria Taylor	11359	1	1
Tiana Treadwell	9008	7	8
Angela Williams	9018	7	8
Rosetta Williams	9329	4	6



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

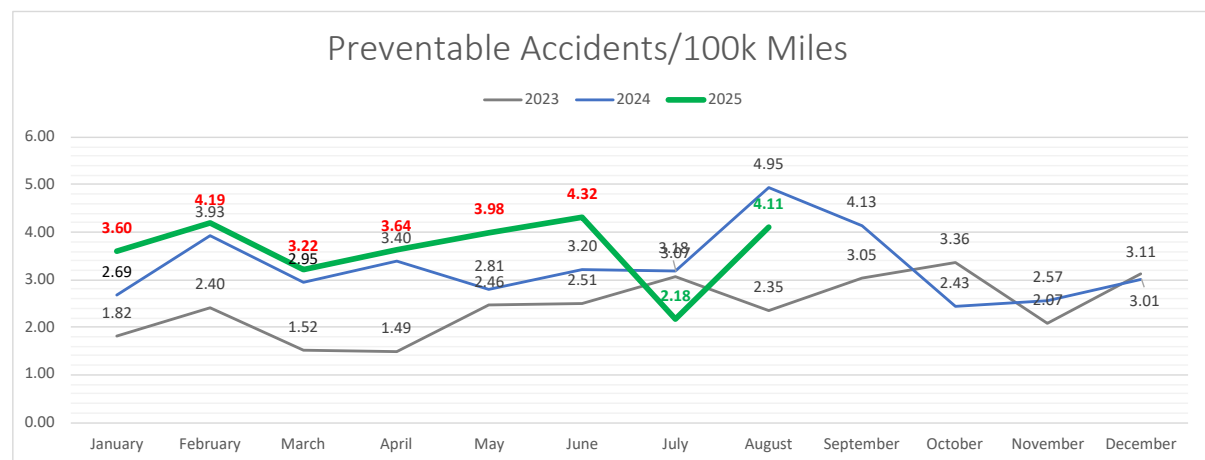
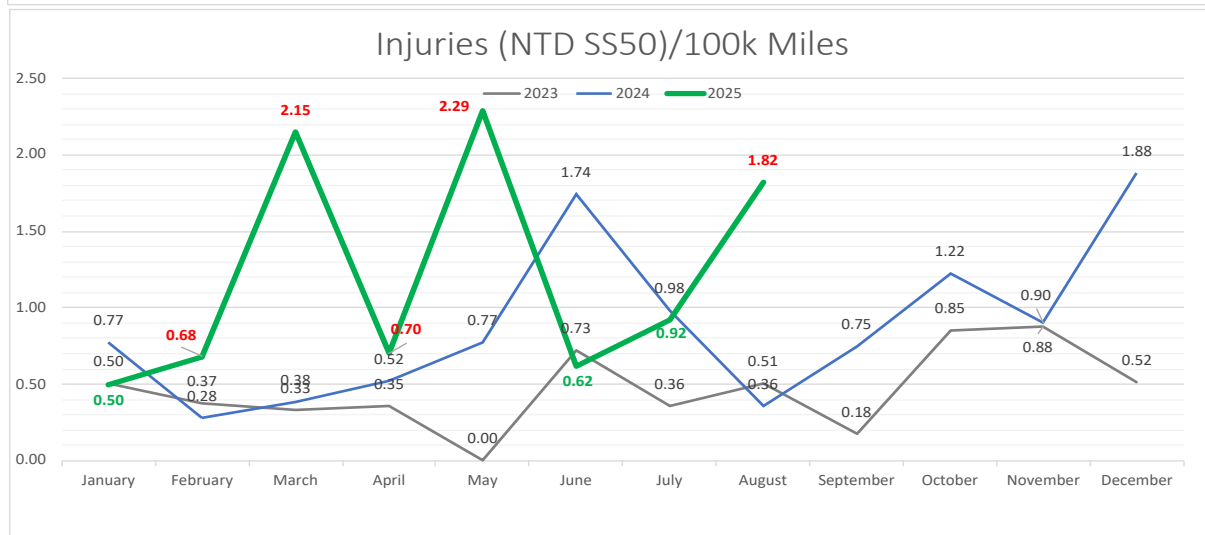
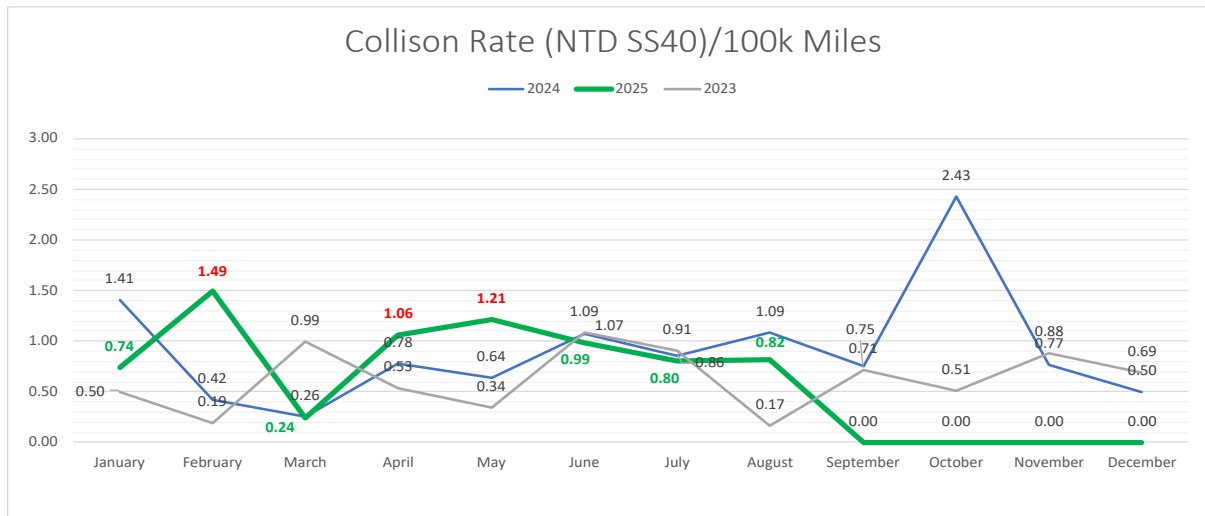
Indianapolis Public Transportation Corporation (IPTC), IndyGo, established a procedure per the FTA National Public Transportation Safety Plan, and the updates from the Bipartisan Infrastructure Law to include in their Agency Safety Plan a safety risk reduction program for transit operations. These safety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

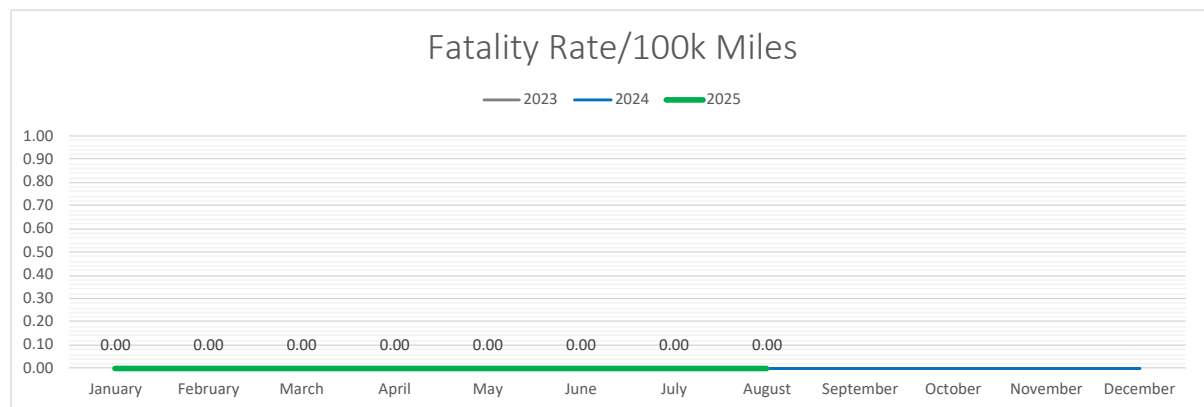
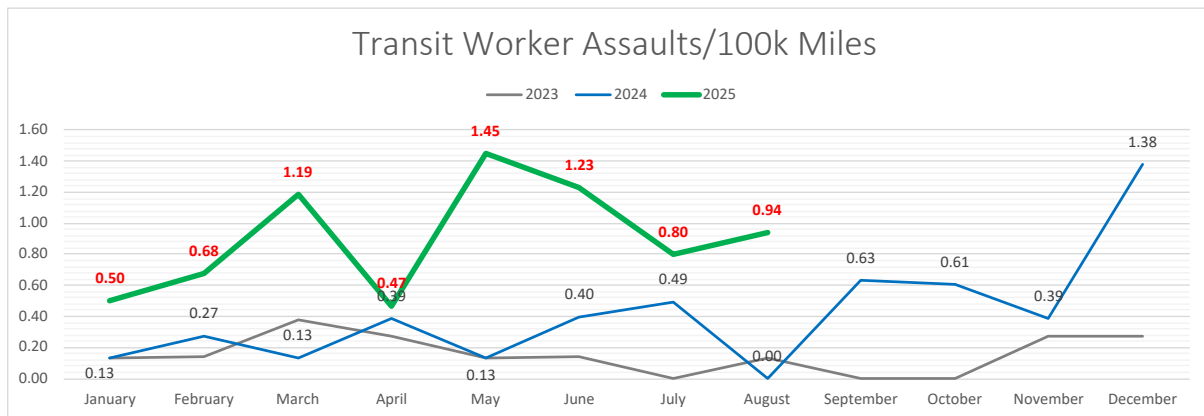
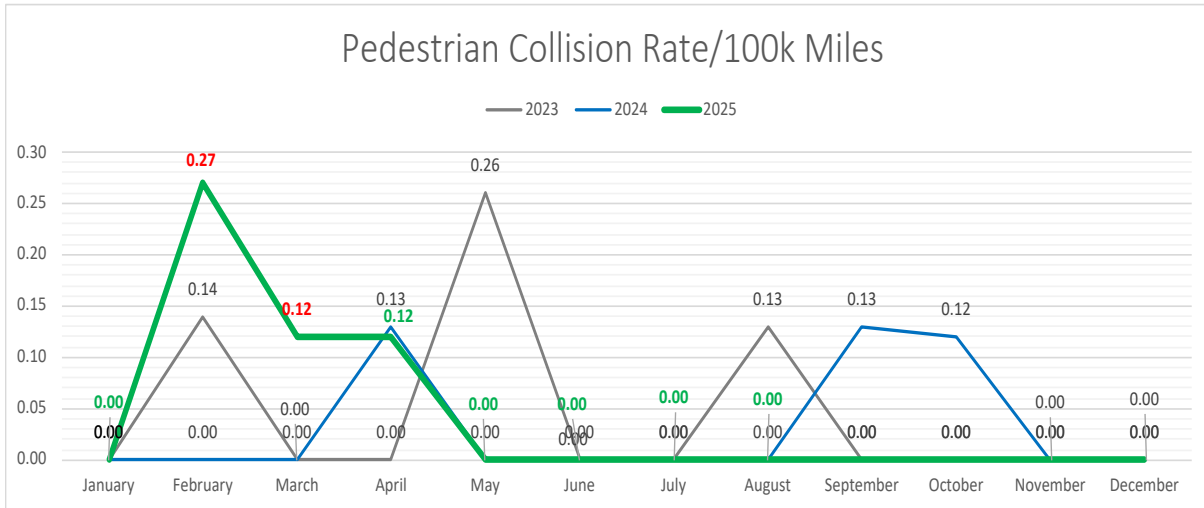
2025 Risk Reduction KPIs			January	February	March	April	May	June	July	August
Measure	Definition	Risk Reduction Goal	January	February	March	April	May	June	July	August
Major Events	This includes all safety and security major events as defined by the NTD.	Reduce NTD Major Events.	10	16	20	15	29	13	15	22
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	NTD Major Events = 5% decrease from the prior year, <1.19	1.24	2.16	2.39	1.76	3.5	1.6	1.72	2.58
Collision Rate	This includes all collisions reported to the NTD, divided by VRM.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.76	0.74	1.49	0.24	1.06	1.21	0.99	0.8	0.82
Pedestrian Collision Rate	This includes all collisions "with a person," as defined by the NTD, divided by VRM.	Target is ZERO Pedestrian Collision's with an IndyGo Vehicle. 5% decrease from the prior year, <0.04.	0.00	0.14	0.12	0.12	0	0	0	0
Vehicular Collision Rate	This includes all collisions "with a motor vehicle," as defined by the NTD, divided by VRM.	Reduce Vehicular Collision Rate. 5% decrease from the prior year, <7.06	7.57	1.22	0.24	1.06	0.96	0.86	0.8	0.7
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities	0	0	0	0	0	0	0	0
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero vehicle and employee fatalities	0.00	0	0	0	0	0	0	0
Transit Worker Fatality Rate	This includes all transit worker fatalities as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Zero vehicle and employee fatalities	0.00	0	0	0	0	0	0	0
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries to workers and passengers.	4	5	18	6	12	1	8	15
Injury Rate	This includes all injuries as defined by the NTD, divided by VRM.	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.43	0.5	0.68	2.15	0.7	1.45	0.12	0.92	1.76
Transit Worker Injury Rate	This includes all transit worker injuries as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Reduce reported Operator Injuries from reported accidents. 5% decrease from the prior year, <1.13.	1.49	1.08	1.79	1.64	1.45	1.23	0.92	1.76
Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD.	Target is ZERO Operator assaults.	4	5	10	4	12	4	7	8
Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD divided by VRM.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.15.	0.5	0.68	1.19	0.47	1.45	0.49	0.8	0.94
Preventable Accidents	This includes all preventable accidents for all mode, per the National Safety Council (NSC) definition of a preventable accident	Reduce Preventable Accidents. 5% decrease from prior year, <294	29	31	27	31	33	35	19	35
Preventable Accidents Rate	This includes all preventable accidents for all mode, per the National Safety Council (NSC) definition of a preventable accident per VRM	Reduce Preventable Accidents Rate. 5% decrease from prior year, <3.11	3.6	4.19	3.22	3.64	3.98	4.32	2.18	4.11

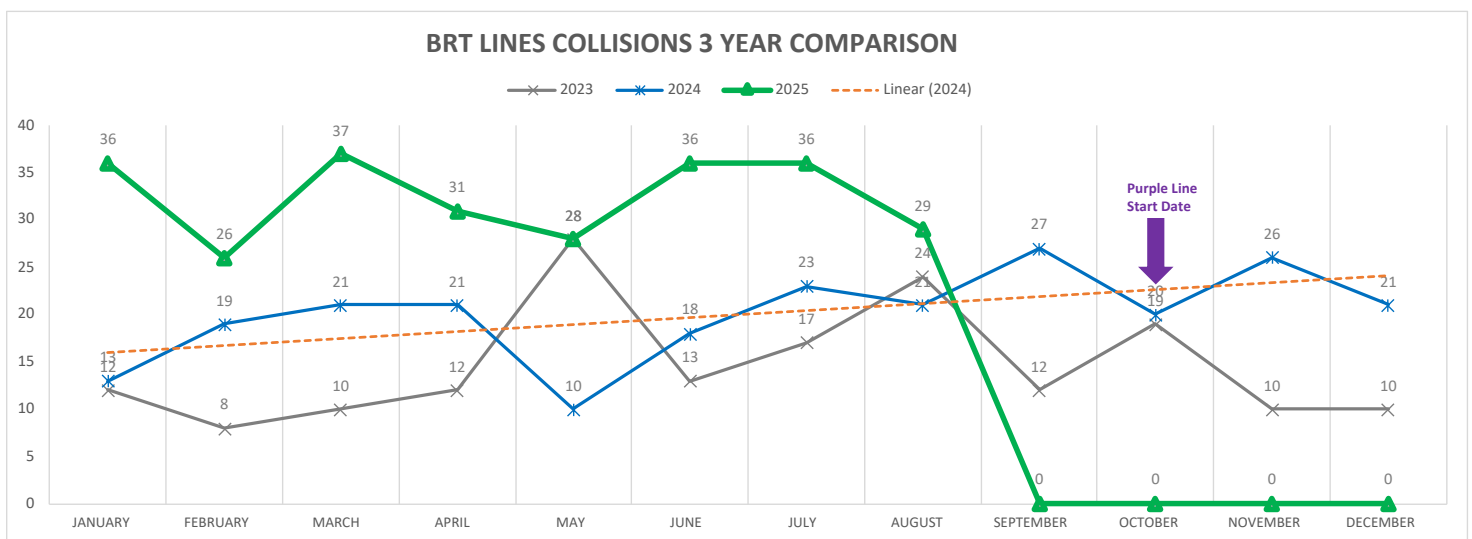
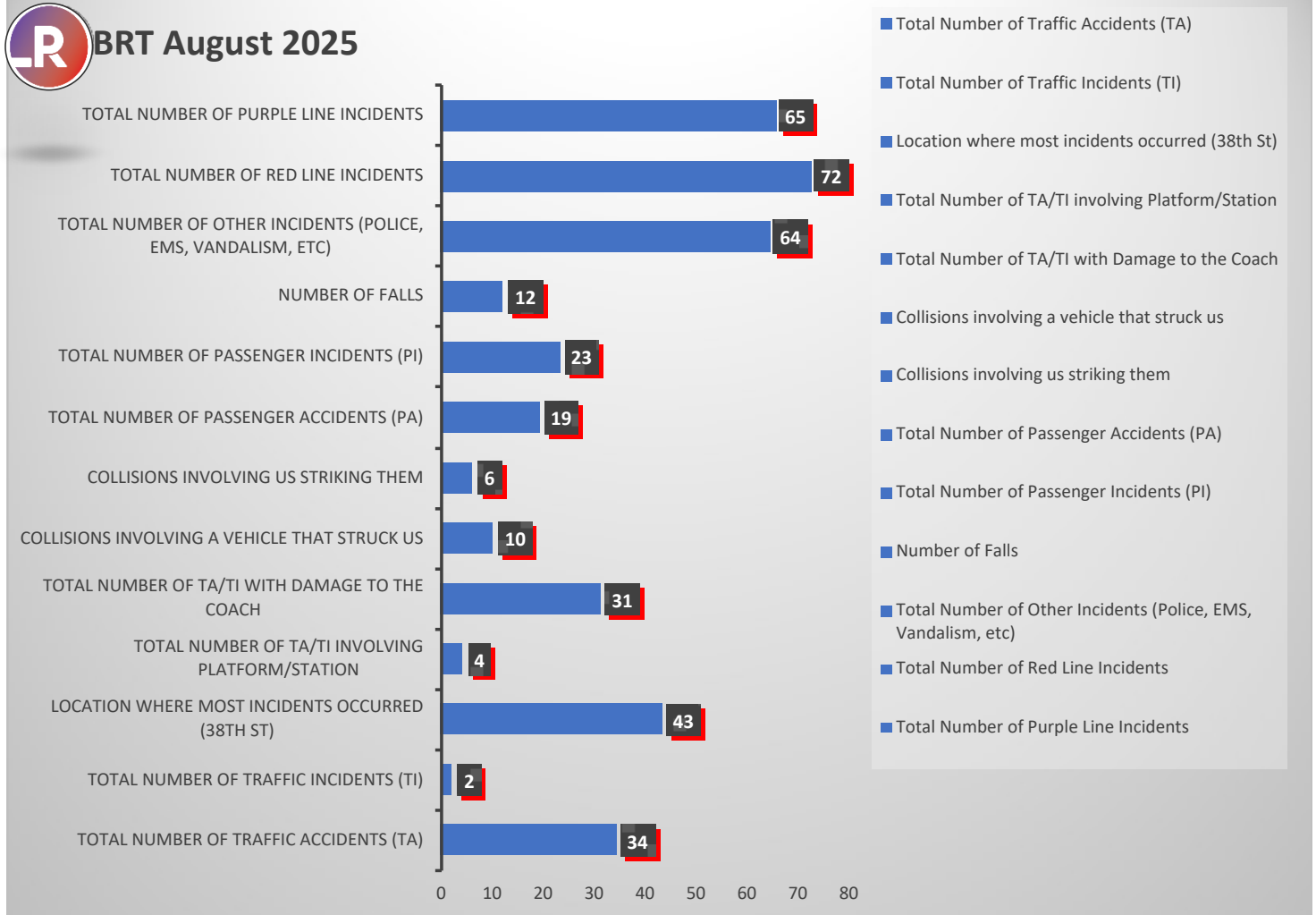
• VRM= Vehicle Revenue Mile

Safety and Accident Data

August - 3-Year Rolling Comparison - All Modes:







End of Report



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Planning & Capital Projects Report, September 2025

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

STRATEGIC PLANNING

Customer Perception Survey – 2025

Data collection for the customer perception survey that is currently underway began on September 14 and runs through September 20. This will be the third customer perception survey and, like the first two, staff will focus on conducting in-person interviews at the Carson Transit Center (CTC) over the course of an entire week. Depending on the number of surveyors available, staff may be able to conduct in-person interviews on buses that are assigned to routes that will not pass through the CTC. Results of this survey, and previous surveys, should be available before the end of the year.

Safe Routes to Transit Survey – 2025

Between September 22 and September 26, IndyGo will conduct a “safe routes to transit” survey. Survey questions are designed to gain insight into what it is like to wait for the bus, and the conditions that exist when walking or biking to and from a bus stop or station. Surveyors will be deployed across six of IndyGo’s local bus routes: 2, 10, 25, 30, 34, and 87. Once completed, the safe routes to transit survey will inform the Safe Streets and Roads for All Near-Miss Analysis that the City of Indianapolis is conducting for six of its high-injury network corridors. More about that project on the following pages. The results of this survey should be available before the end of the year.

Subrecipient Monitoring

IndyGo is the designated recipient for Federal Transit Administration (FTA) funds in the Indianapolis area. IndyGo is responsible for distributing Section 5307, 5310 and Section 5339 funds to eligible agencies. This responsibility includes ensuring that the subrecipients are complying with federal and IndyGo requirements by monitoring their activities. Later this year, IndyGo will provide each subrecipient with a Compliance Review Report that identifies any deficiencies that need to be corrected, should any be found.

ENGINEERING & CONSTRUCTION

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, completing any mandatory warranty work, and collecting the necessary documentation required to close out the project.

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. Much of the construction activity is focused on the downtown area between IndyGo's West Campus and the Central Business District, and east of I-465. The first major closure was along Washington Street between Koehne Street and North White River Parkway. This closure began on July 11 and reopened to traffic on September 2. The next major closure is the westbound closure of Washington Street from Harding Street to Belmont Avenue. This closure will begin once the utility relocations that are needed in this area are complete. Storm sewer work near Pogue's Run will begin before the end of this month and result in lane closures on Washington Street and a complete closure of College Avenue. The I-65/70 Off-Ramp is expected to be closed for a weekend in mid-October to perform work on the storm trunkline in that area.

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 future network improvements. These evaluations will also be used to determine the return on investment for maintaining a system that uses real-time data from the transit vehicle to detect the presence of a bus and make on-demand signal adjustments.

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 early 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 include two bus bays that can accommodate IndyGo's 60' articulated buses. One boarding area will be assigned to the Blue Line when it opens in 2028. The other can be used as a contingency bay for any BRT route. The 100% design package was submitted to IndyGo in late August for review, and IndyGo will soon go before the Regional Center Hearing Examiner to obtain Regional Center approval in anticipation of bidding the construction work before the end of the year.

Local Bus Stop Improvements

IndyGo continues to improve local bus stops with the goal of ensuring that its approximately 2900 bus stops are ADA-compliant. Priority continues to be given to bus stops that are the least compliant. There are currently seventy-eight (78) bus stops on the near eastside that are under construction to be completed this fall. Fifty-nine (59) bus stops on the far east side are in the design phase and are slated for construction in 2026. Both IndyGo and the City of Indianapolis, Department of Public Works continue to pursue grant funding from multiple entities for this ongoing effort. IndyGo was awarded \$350,000

from the 2025 Indianapolis Neighborhood Improvement Partnership Grant Program offered by the city, which it will use to fund the construction of local bus stops on the far east side of Indianapolis.

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

In March, IndyGo began a near-miss analysis project to gather data about road user interactions at key bus stop and intersection locations. Video footage from each location will be combined with survey data to make informed decisions about future infrastructure investments, operational improvements, or both. Recording took place in July and August. A final report will be provided to the USDOT, the grantor that providing much of the funding for this work, before the end of the calendar year.

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

The city'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 complete. The full, two-way segment of Michigan Street is now open, allowing IndyGo Route 3 to operate bi-directional service on E Michigan Street beginning at College Avenue.

FACILITY PROJECTS**1501 - Trench Drains**

This project will replace four catch basin pit drains with narrower trench drains. Subsurface investigations and drain cleaning are currently underway and must be completed before the capital project can resume. The construction phase is anticipated to restart in Q4 2025 and will be performed in three phases to accommodate ongoing operations and maintenance activities. Barring any unforeseen circumstances, it is anticipated that this project can be completed by the end of Q1 of 2026.

1501 - Duesenberg Building Window Restoration

This project is restoring the exterior windows of the historic Duesenberg building. Construction started in April and is scheduled for final completion in October.

1501- Women's Locker Room Improvements

This project is needed to update the Women's locker room at 1501 W Washington Street to make it more accessible, functional, and comfortable for employees. The cost of this work is being spread over two fiscal years to offer flexibility within the capital program budget. Staff anticipate being able to award a contract for construction in Q1 of 2026, on schedule.

1501 - North Parking Lot Asphalt Replacement Project

This project is needed to replace the asphalt surface of the north parking lot at the 1501 W. Washington Street facility. IndyGo is working with the designer of record to reach 100% design and prepare specifications for the bid package. The construction phase isn't expected to begin until Q2 of 2026. This will help to ensure that construction activities in and around IndyGo's only bus depot remain manageable.

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

This project is needed to improve the existing access drive for the south parking lot at 1501 W Washington Street, which includes an area where IndyGo can store the 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 parking lot. Like the Women's locker room project, the cost of this work is being spread over two fiscal years to offer flexibility within the capital program budget. Architectural and engineering services are expected to be completed this year with construction in 2026. Currently, IndyGo is reviewing the 30% design package and is on track for preparing the bid package before the end of the year.

East Campus Fleet Operations and Maintenance Facilities

This project will result in the addition of a bus maintenance and storage facility at IndyGo's East Campus location. This project is funded, in part, by a federal grant awarded under the FTA's Buses and Bus Facilities Program. The formal grant agreement with the FTA was executed on September 5, 2025. The project team is working towards the 30% design package, which is on schedule to be completed before the end of the year. IndyGo is awaiting FTA's concurrence on the property appraisals that were required to make a purchase offer. Staff understand from FTA Region V staff that IndyGo's request is in the final stage of review by FTA. With the executed grant agreement in hand, IndyGo will move forward with a solicitation for a construction manager as constructor who will provide preconstruction and construction services for this project.

East Campus – Building C Demolition Project

As part of the East Campus expansion project, IndyGo needs to demolish the former Cafeteria and Dormitory buildings that are attached to Buildings A and B. This project will be completed in two phases. The first phase includes planning, investigation services, and bid documents, with the goal that all these items are completed by the end of the year. The second phase will require a demolition contractor. This work would occur in the second half of 2026, after IndyGo's paratransit operations have been consolidated at a nearby facility that is being leased by the agency.

East Campus – Modular Trailer Disposition

IndyGo has a buyer for the four-unit modular trailer at its East Campus location. Staff previously determined that this trailer, along the Cafeteria and Dormitory buildings, is not needed and did not fit within IndyGo's plans for the East Campus. The purchaser is required to submit a removal plan and secure certain permits and is expected to remove the trailers before the end of the year.

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: September 12, 2025

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

- The solicitation mailing to 1,600 Indy Chamber members will mail by Monday, September 15. In October we will send current sponsors and a select prospect list the 2026 sponsorship brochure to secure meetings to discuss next year.
- The Golf Outing has raised \$97,600 to date which is 81% to goal. We have 200 golfers

Donor Cycle	Activity	Achievement YTD as of 9/20/2025	Performance Indicator
Prospect Management & Cultivation	Meetings with Donors & Prospects	18 (plus 1 scheduled)	Progressing
	Attendance at Community & Networking Events	21	On Track
Solicitation	Grant Applications Submitted	59 \$1,022,000 in requests	On Track
	Successful Grant Applications	9 \$389,500 granted	Progressing
	Individual Solicitations	228	Progressing
	Corporate Solicitations	1,771	Progressing
Stewardship	Grant Reports & Post-Event Reports	17	On Track
	Routine Communications & Updates	Monthly Newsletters, Weekly Social Posts, Annual Report Mailed	On Track

The metrics above and do not represent the entirety of fundraising activity that has occurred. For example, all golf outing sponsors received 2 solicitation mailings and were sent 2-4 solicitation personalized emails.

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



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Indianapolis, IN 46230
www.IndyGoFoundation.org

2025-26 Nonprofit Grant applications open September 15.
<https://www.indygo.net/foundation/iptf-nonprofit-resources/>

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

We have 15 Board members with the opportunity to go up to 19. We are seeking potential members to join this fall.

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

We posted the Corporate Relationships Manager position last week.
<https://www.indygo.net/foundation/job-openings/>

Upcoming

- September 15-October 31: 2025/26 Transit Fare Grant Application Open
- September 25: 5th Annual Golf Outing



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

Operations Division Report – August 2025

To: Jennifer Pyrz, President and CEO
From: Annette Darrow, Interim COO
Date: September 18, 2025

SERVICE PLANNING

The next operator's bid/schedule changes will take effect on October 12, and timing adjustments have been made to Routes 8, 10, 21, 26, and Red (90) and Purple (92) Lines. In addition, Route 8 will see the lifting of the long-term detour at Little Eagle Creek bridge, due to the anticipated completion of the City's bridge reconstruction project. A new, Blue Line-related detour between Harding and Belmont will be incorporated into Route 8's trips and timing for the period between October and the next bid in February 2026.

Service Planning has almost completed the Route field audits. As of this meeting, 25 routes have been audited (96%), leaving just Route 8 to be audited. The audits were crucial in making many of the updates for the June and October service changes. With the field work wrapping up, Planning will focus on updating bus stop data in HASTUS and Avail. Service Planning continues to assist Capital Projects with land entitlements for the Eastside Mobility Hub. The property owned by IndyGo was successfully rezoned in early June. In late July, the City issued the necessary permits for work to proceed on the parcels IndyGo currently owns. IndyGo has now entered into discussions to purchase the abutting property to the east. That owner has consented to allow access to the parcel as well as consent to move forward with land use entitlements (rezoning) for the Eastside Hub improvements on this parcel. Service Planning will assist with the rezoning of this second parcel to allow for the construction of the planned eastern access drive (to Meijer).

Engineering (75% Drawings) is progressing on the Far Eastside bus stop improvement package (78 stops). Due to the estimated cost of these improvements, the package is expected to be bid in 2026, combining the budget previously set aside for this project in 2025 with proposed new funding for 2026. Construction is wrapping up on the Near Eastside bus stop improvement package (89 stops). The Near Eastside package is all but complete, with only a few stops remaining that have been delayed due to difficulty in obtaining rights-of-entry. Service Planning anticipates requesting Board approval to acquire, and if necessary, condemn temporary right-of-way to allow completion of those final stops in the package.

OPERATION PERFORMANCE:

The Operations Performance Department is advancing several initiatives that strengthen both data reliability and operational efficiency.

We are addressing final development issues in the SolarWinds customer comments tracking system, which will enhance customer feedback visibility and responsiveness. At the same time, we are working on APC certification and developing a validation plan to ensure greater accuracy in ridership reporting, which is foundational to service planning and scheduling decisions. To support these efforts, we are expanding our analytical capacity with two new hires, expected to accelerate delivery of key reporting requests.

Looking ahead, a bus stop inventory management system has been identified as a major upcoming project. This initiative will require active participation from multiple departments, including Facilities, Finance, Service Planning, PMO, and IT, to ensure alignment of data standards, funding, and implementation.

While progress on ABBG data pipeline improvements has been gradual, we anticipate renewed momentum once positions are filled. Finally, Laasya Gannavarapu will represent Operations at the ABBG Annual Meeting in Spokane later this month, alongside Ryan Wilhite, ensuring our active role in shaping industry-wide best practices.

FIXED ROUTE RIDERSHIP:

Aug-24	Aug-25	% Change	IndyGo Fixed Route Ridership	YTD 2024	YTD 2025	% Change
18,847	10,366	-45.0%	2 E. 34th St.	66,245	69,522	4.9%
28,970	27,070	-6.6%	3 Michigan St.	200,227	175,759	-12.2%
9,621	9,445	-1.8%	4 Community North	62,956	60,796	-3.4%
11,533	10,412	-9.7%	5 E. 25th	88,847	69,305	-22.0%
5,214	6,170	18.3%	6 N. Harding	43,108	40,058	-7.1%
91,151	85,080	-6.7%	8 Washington St.	717,963	593,707	-17.3%
70,925	71,594	0.9%	10 10th St.	526,612	495,103	-6.0%
5,640	9,281	64.6%	11 E. 16th St.	28,845	64,198	122.6%
7,014	6,309	-10.1%	13 Raymond	48,221	42,856	-11.1%
13,151	10,861	-17.4%	15 W 34th St	86,880	72,988	-16.0%
7,766	7,365	-5.2%	16 Beech Grove	63,955	59,310	-7.3%
4,371			18 Broad Ripple	35,410		
17,945	12,793	-28.7%	19 Broad Ripple	137,868	84,002	-39.1%
11,503	10,618	-7.7%	21 East 21st St.	83,134	75,554	-9.1%
7,618	8,317	9.2%	24 Mars Hill	56,157	55,306	-1.5%
15,108	17,169	13.6%	25 W. 16th St.	86,962	108,235	24.5%
24,220	24,006	-0.9%	26 Keystone	169,520	166,962	-1.5%
6,991	6,639	-5.0%	28 St. Vincent	56,776	45,929	-19.1%
7,002	5,835	-16.7%	29 County Line Road *	51,275	39,361	-23.2%
6,239	10,687	71.3%	30 30th St. Crosstown	43,934	67,150	52.8%
9,284	10,015	7.9%	31 US 31	75,511	63,756	-15.6%
24,752	20,421	-17.5%	34 ML King/Michigan Rd.	161,557	139,139	-13.9%
27,135	24,535	-9.6%	37 Park 100	204,491	167,972	-17.9%
6,979	6,440	-7.7%	38 W 38th St.	59,040	44,030	-25.4%
58,046			39 E. 38th St.	449,739		
6,059	6,312	4.2%	56 Emerson	46,599	39,790	-14.6%
	11,657		82 East 82nd Street		68,889	
6,510			86 86th Street Crosstown	48,162		
7,631	9,898	29.7%	87 Eastside Connector	61,613	63,628	3.3%
117,376	72,333	-38.4%	90 Red Line - BRT	822,110	634,156	-22.9%
	77,964		92 Purple Line - BRT		723,513	
2,096			901 Nora	12,584		
5,267	6,168	17.1%	Others	29,208	81,120	177.7%
641,964	595,760	-7.2%	Total	4,625,509	4,412,094	-4.6%

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

Note: This data may be updated in the future based on new findings or changes to our data sources. YTD ridership may be updated from prior periods due to buses being probed after the 10th of each month, and this report being published. Monthly changes will not be replaced by the original.

TRANSPORTATION SERVICES

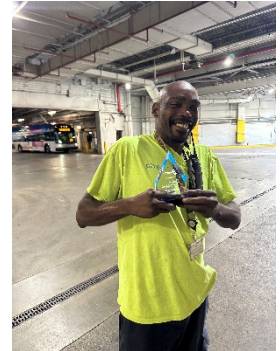
EMPLOYEE OF THE MONTH- COACH OPERATOR: JOANN SANDERS #1035

JoAnn is a team player and is willing to assist whenever needed. Recently, she was the operator for a special event, driving and hosting a cooling bus at the State Fair. During the event and extremely high temperatures, JoAnn displayed consistent patience and fortitude in navigating a detailed situation regarding complications at the entry gate and also with parking the coach. She was an amazing hostess to those who enjoyed the cooling bus, setting up our outreach materials, and making sure that guests were comfortable and welcome. She is a pleasant communicator who exhibits professionalism.



EMPLOYEE OF THE MONTH- WRANGLER: MIKE JONES 10020

Michael Jones is an exceptional team player whose positive attitude and dedication make him a true asset. He consistently picks up shifts and works overtime to ensure our fleet is ready for revenue service. Michael always approaches his work with a smile, engages respectfully with others, and goes the extra mile without hesitation. His performance, professionalism, and strong work ethic reflect his commitment not only to IndyGo, but to the community, who depends on having reliable transportation. We sincerely appreciate his dedication and contributions to the team.



90% CLUB – COACH OPERATOR: LAKISHA CARPENTER

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.



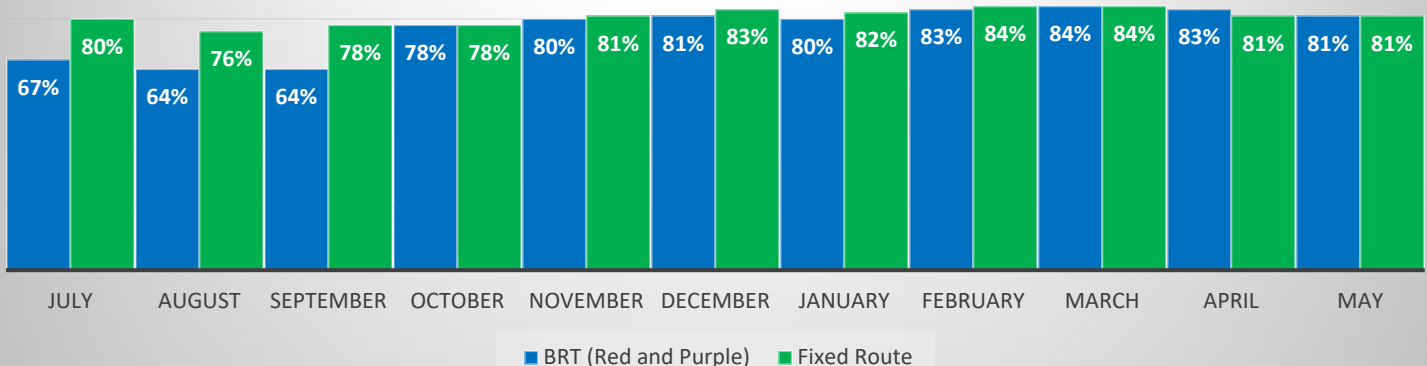
Davis, JC
Hazen, William
Gray, Patrick
Gardner, Charles
Gardner, Onesha
Loller, Ciera
Carpenter Williams, Lakisha
Houston, Floyd

Hurt, Anthony
Wilson, James
McGill, Latoya
Johnson2, Michael
Person, Paul
Rahimi, Baryalai
Sharp, Orion
Gibson, Latoine

Mallory, Kevin
Spain, Antwon
Baine, Tenisha
Jameson, Terrica
Jackson, Calvin
Adkins, Phillip
Passley, Shamika
Hurns, Michelle

Carroll, Lashona
Robinson, Vincent
Scott, Gregory
Jerrell, Dasierra
Mcleod, Timothy
Alexander, Damon
Greene, Jeffery
Niange, Serigne

On Time Performance Last 12 Months



FLEET SERVICES AND VEHICLE MAINTENANCE

FLEET SERVICES:

In August, 39 vehicle requests were received for the motor pool. These are non-revenue vehicles available for business use.

There were 190 buses detailed in August, of the 212 available. This is an 89.62% completion rate, a 5.4% increase versus the prior month. The goal is to detail every bus at least once per month.

IPTC has logged 5,614,000 miles YTD.

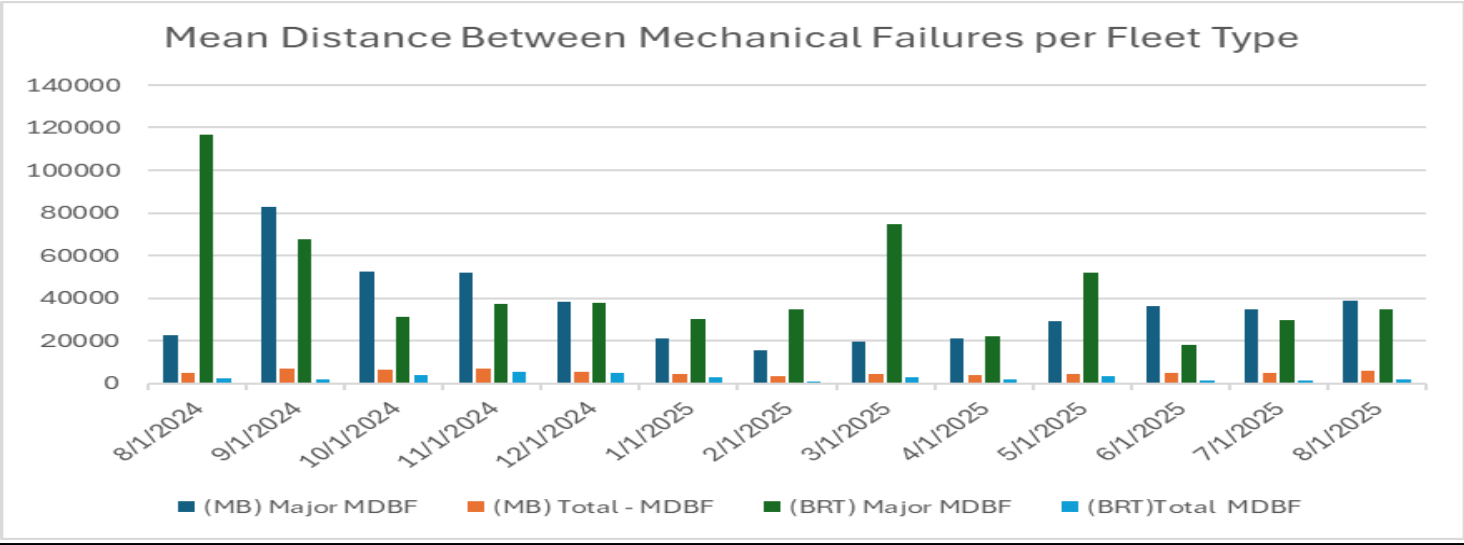
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2025	722,415	648,282	705,071	698,560	706,584	674,750	728,993	729,345					5,614,000
2024	713,970	666,235	711,952	696,374	717,371	720,900	773,466	781,842	741,753	766,270	703,347	716,134	8,013,210
2023	698,209	622,160	710,622	669,945	691,684	654,123	676,722	705,206	676,098	700,044	684,871	715,211	8,204,895

FLUID USAGE SUMMARY:

FLUID TYPE	August 2025	August 2024	August 2023
ATF (qt)	154	147	30*
COOLANT (qt)	1,277	1,009	1,371
ENGINE OIL (qt)	679	832	392
DIESEL (gal)	143,139	155,953	141,289

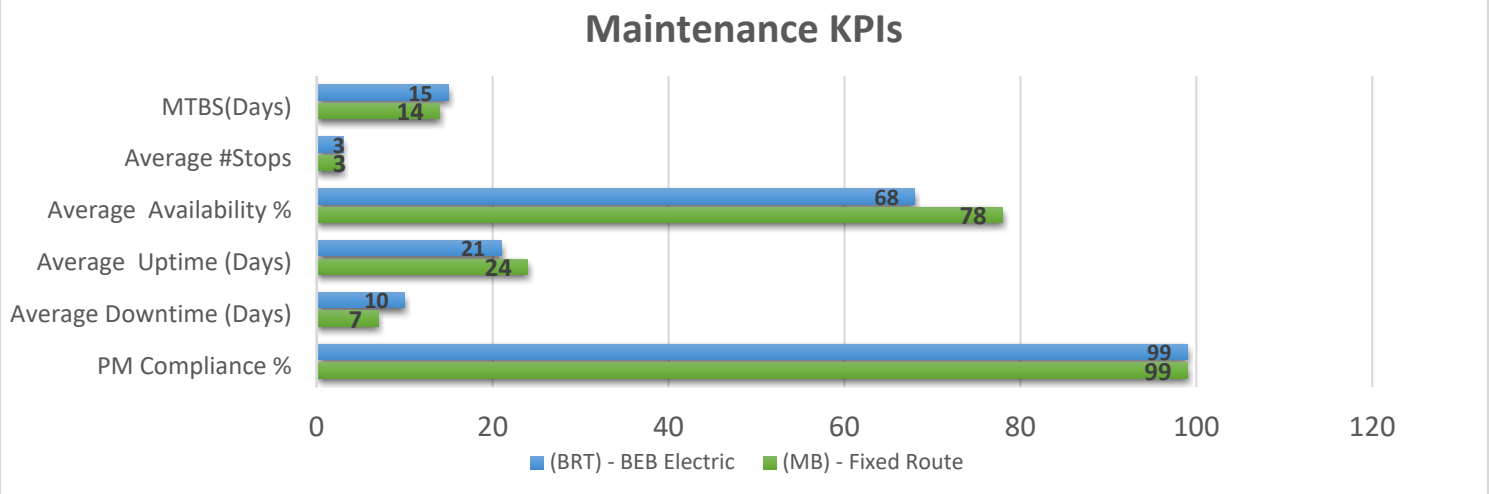
FLUID TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Sep	OCT	NOV	DEC	YTD
ATF	157	72	200	163	139	93	154	154					978
COOLANT	944	903	1,122	1,064	1,087	1,028	986	1,277					7,425
DEF	4,761	4,456	4,455	4,247	4,223	3,949	3,986	4,063					30,154
DIESEL	131,219	119,853	135,505	136,398	133,877	134,572	145,802	143,139					934,563
ENGINE OIL	945	765	841	732	744	683	832	679					5,389
UNLEADED	2,103	1,675	1,644	1,631	1,578	1,786	2,402	2,532					12,949

PREVENTATIVE MAINTENANCE



Mean Distance Between Mechanical Failures per Fleet Type

BRT and MB Mean Distance Between Failures Report				
DATE	(MB) Major MDBF	(MB) Total - MDBF	(BRT) Major MDBF	(BRT)Total MDBF
8/1/2024	22738	4795.0	116949	2166
9/1/2024	82645	6959.5	67566	2047
10/1/2024	52218	6404.1	31046	3881
11/1/2024	51750	6900.0	37264	5140
12/1/2024	38310	5566.4	37991	4749
1/1/2025	21227	4453.2	30090	2839
2/1/2025	15684	3582.1	34709	1006
3/1/2025	19329	4622.1	74928	2629
4/1/2025	21262	3986.6	21937	1944
5/1/2025	29008	4558.4	52120	3327
6/1/2025	36439	4955.6	17920	1581
7/1/2025	34835	5091.2	29662	1369
8/1/2025	38594	6075.0	34618	2013



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:

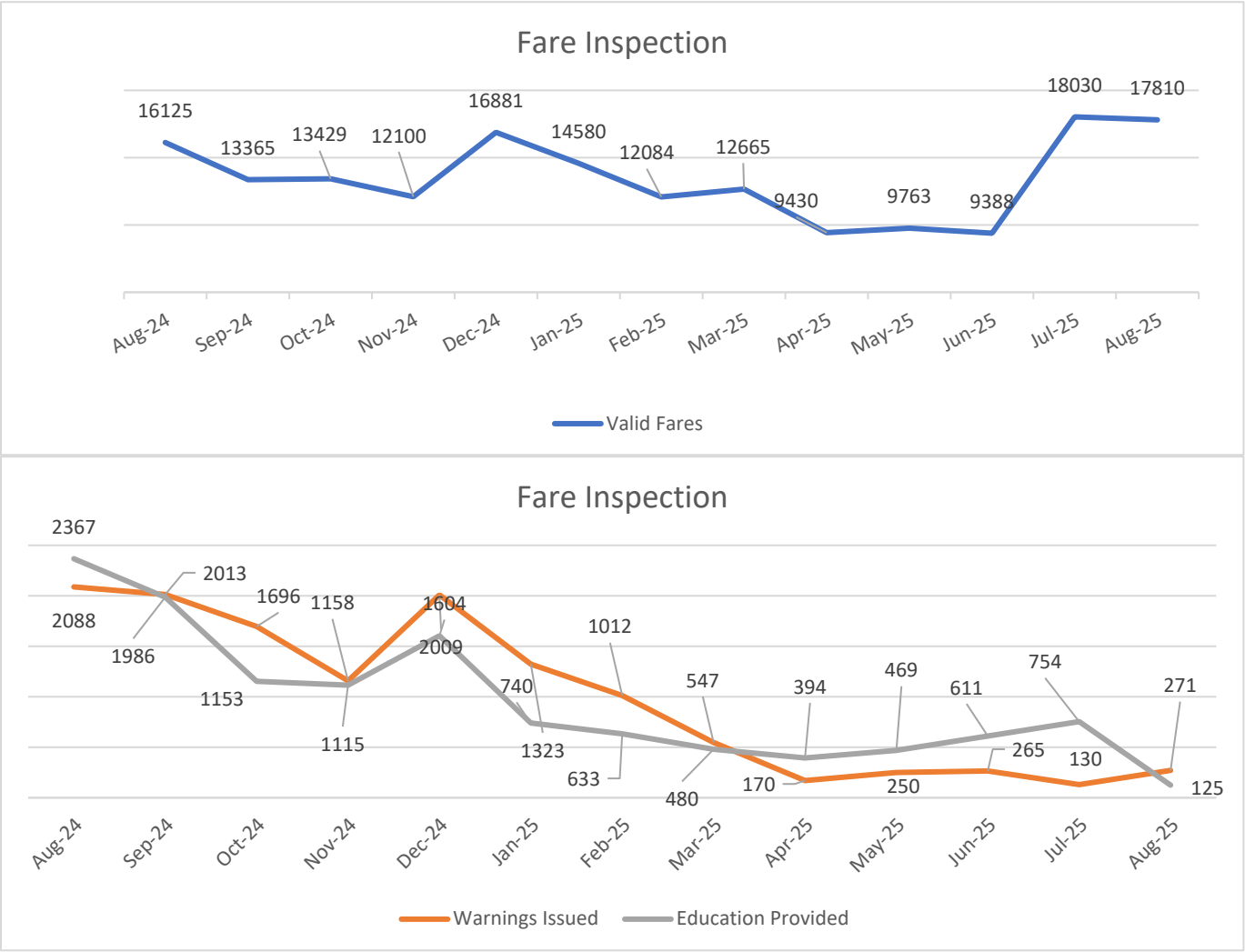
The charts below are the BRT Line Security reports. These charts show the LEO's activity on the BRT Routes. These charts also include any activities the Fixed Route LEO may have performed while assisting the BRT Line LEO.



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.



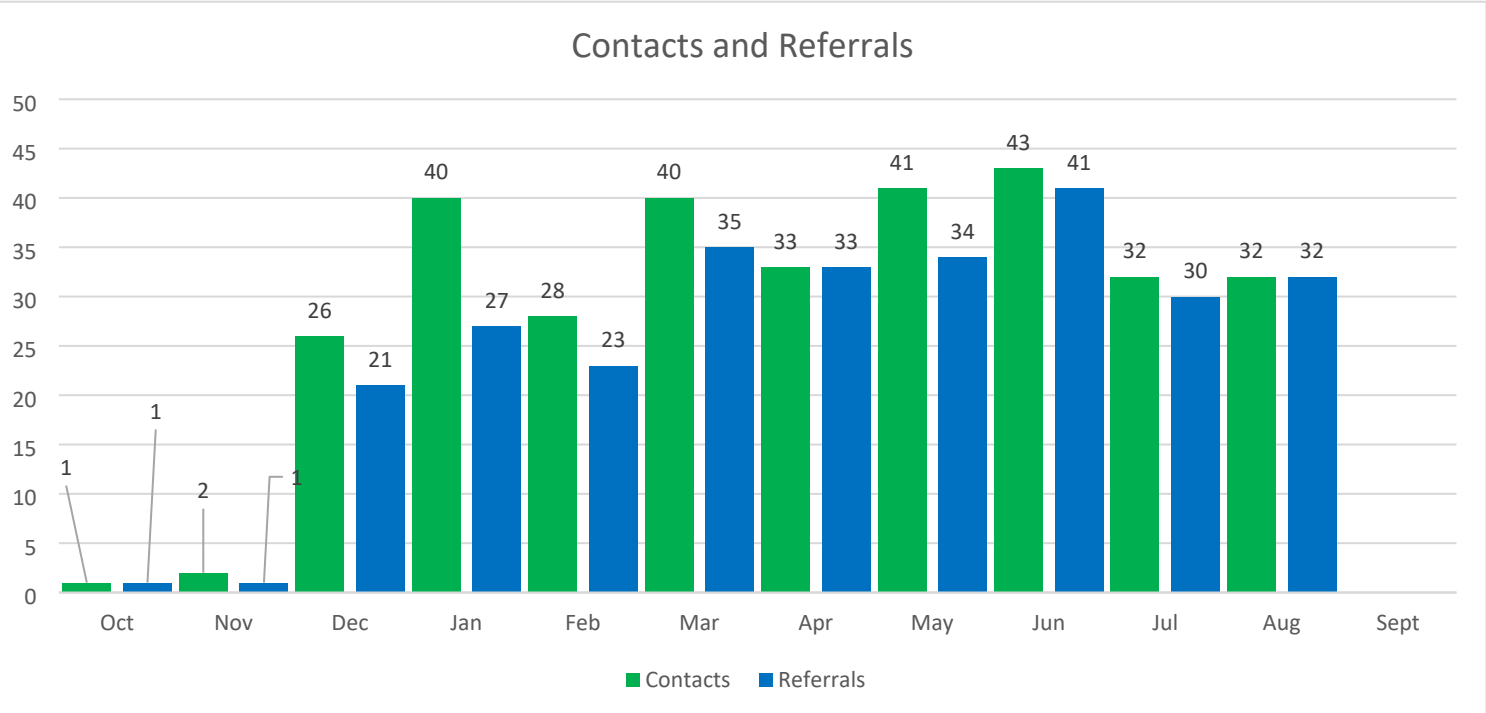
August	Passenger Contact	Notifications	Educations
Monthly	17,810	271	665
Weekday	16,058	264	579
Saturday	117	0	3
Sunday	1,635	80	125

2025 YTD	Passenger Contact	Notifications	Educations
Monthly	103,750	3968	4746
Weekday	93020	3617	4141
Saturday	3454	189	232
Sunday	7212	325	415

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.

JULY 2025 CLASSES:

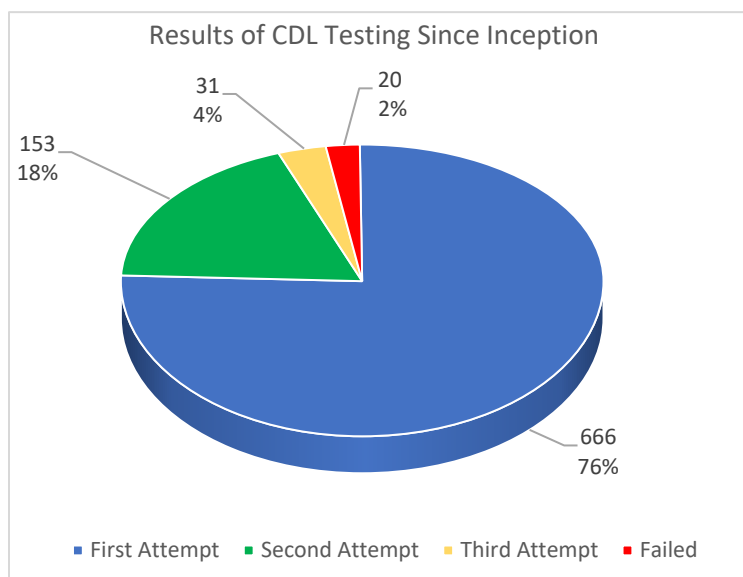
Trainees with Permit – 15

Licensed (CDL) - 1

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	21	13	6	2	0
July	16	15	1	0	0
August	10	10			
September					
October					
November					
December					

July test percentages: Passed on first attempt – **100%**



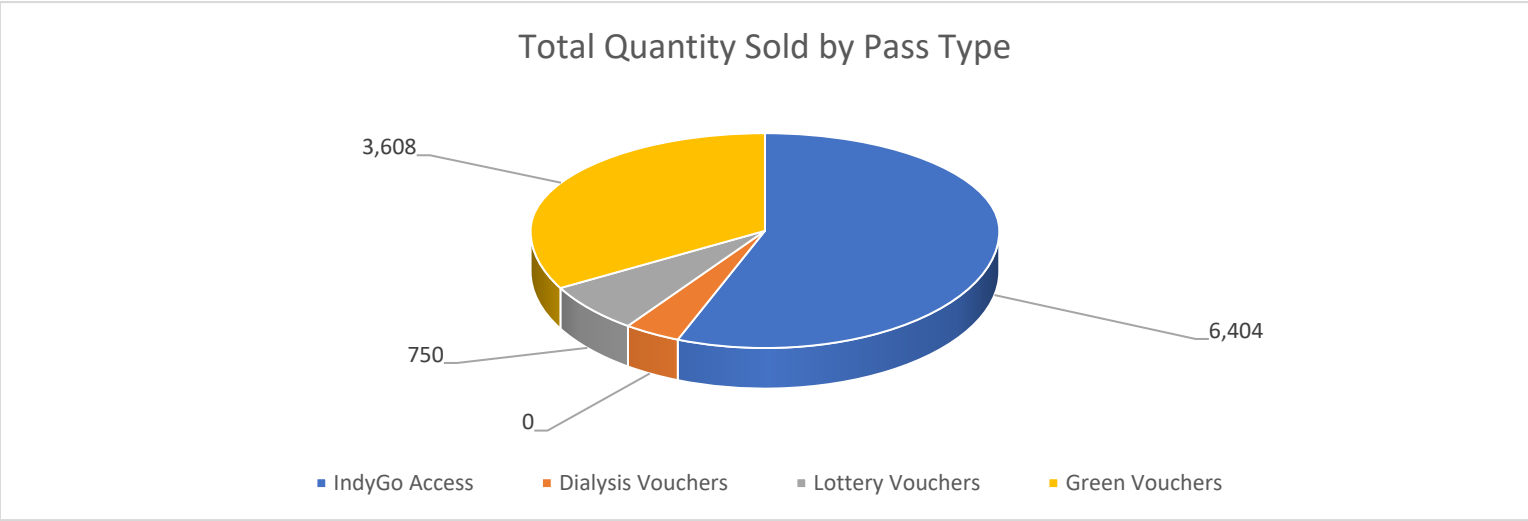
MOBILITY SOLUTIONS

INDYGO ACCESS RIDERSHIP

IndyGo Access recorded a total ridership of 14,104 passengers, marking a 13.7% year-over-year increase. Ensuring adequate operator availability has significantly improved on-time performance, resulting in a more dependable service for our riders.

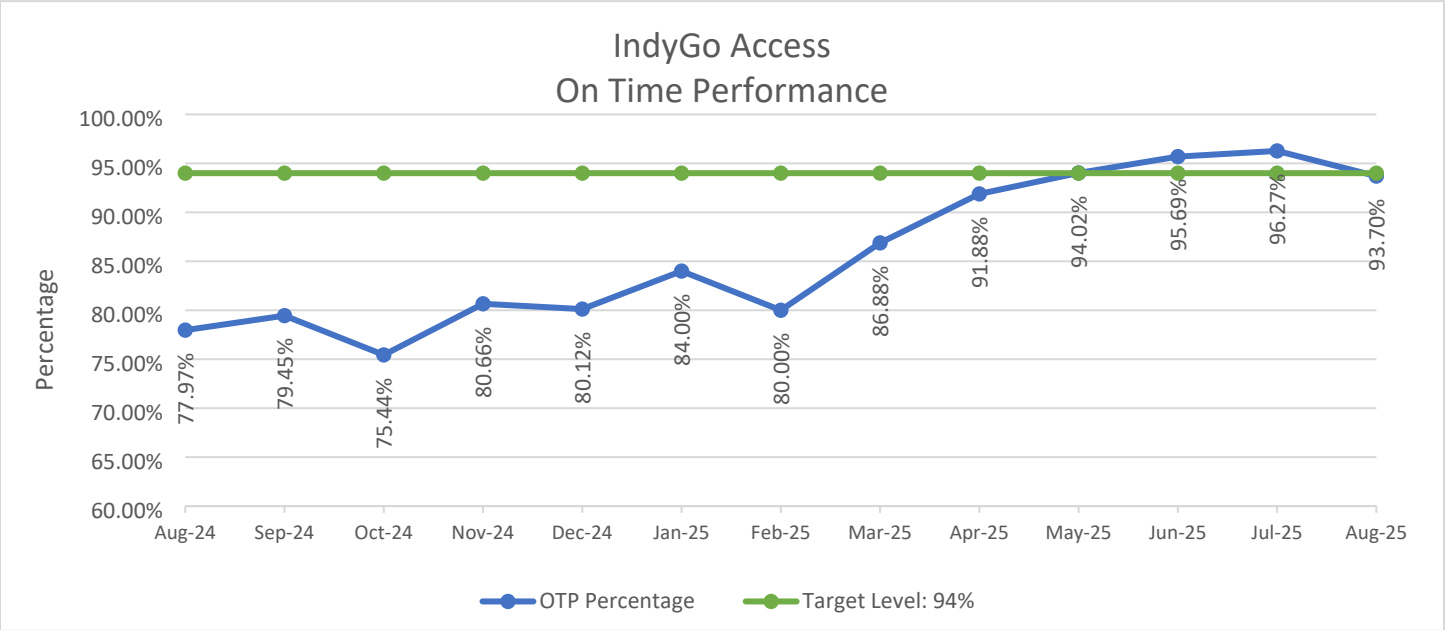
TOTAL QUANTITY OF PASSES PURCHASED

The total number of passes purchased totaled 10,762 a decrease of 3% versus the prior month. The discontinuation of the electronic program used for Dialysis contributed the lower sales. The customers now use one of the following programs: green vouchers, lottery vouchers, or IndyGo Access.



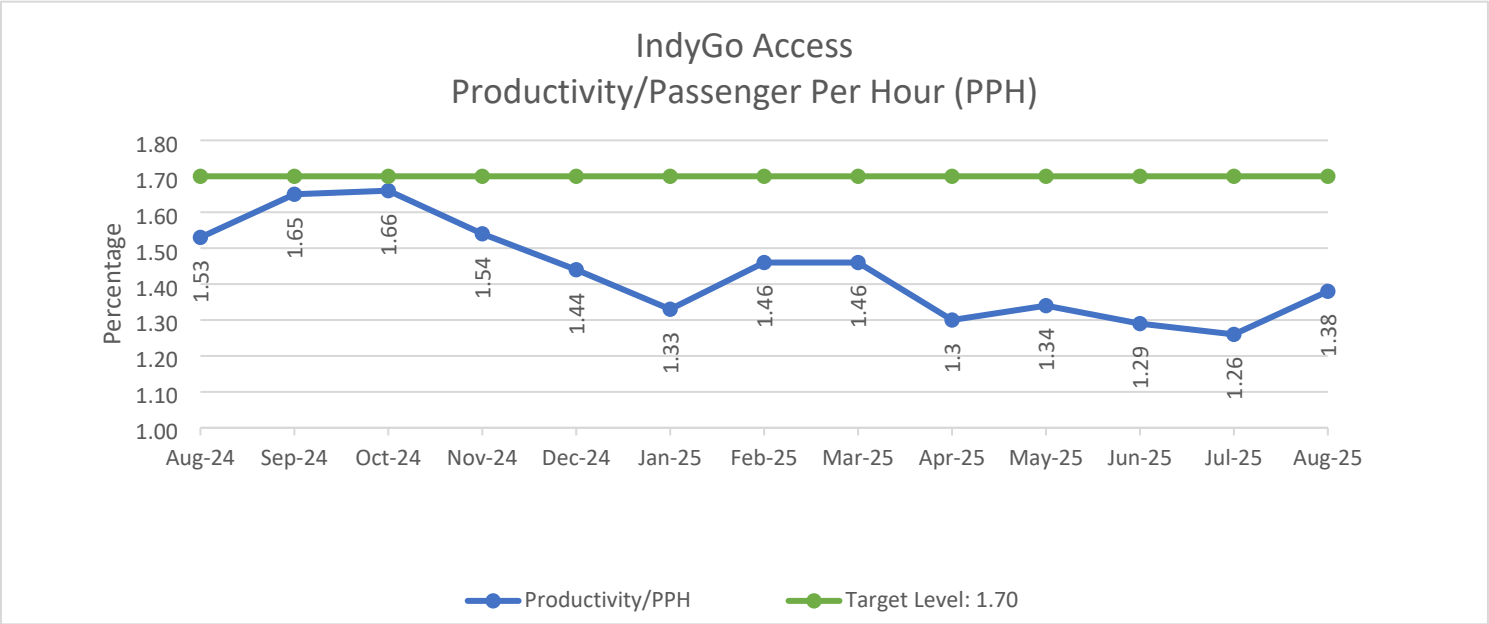
ON-TIME PERFORMANCE (OTP)

MV improved on-time performance (OTP), just slightly under 93.7%, a substantial growth of 16.9% from the previous year. The goal is 94%. Some of the challenges for the month of August included multiple road construction detours, closures, and elevated traffic near the State Fair routes.



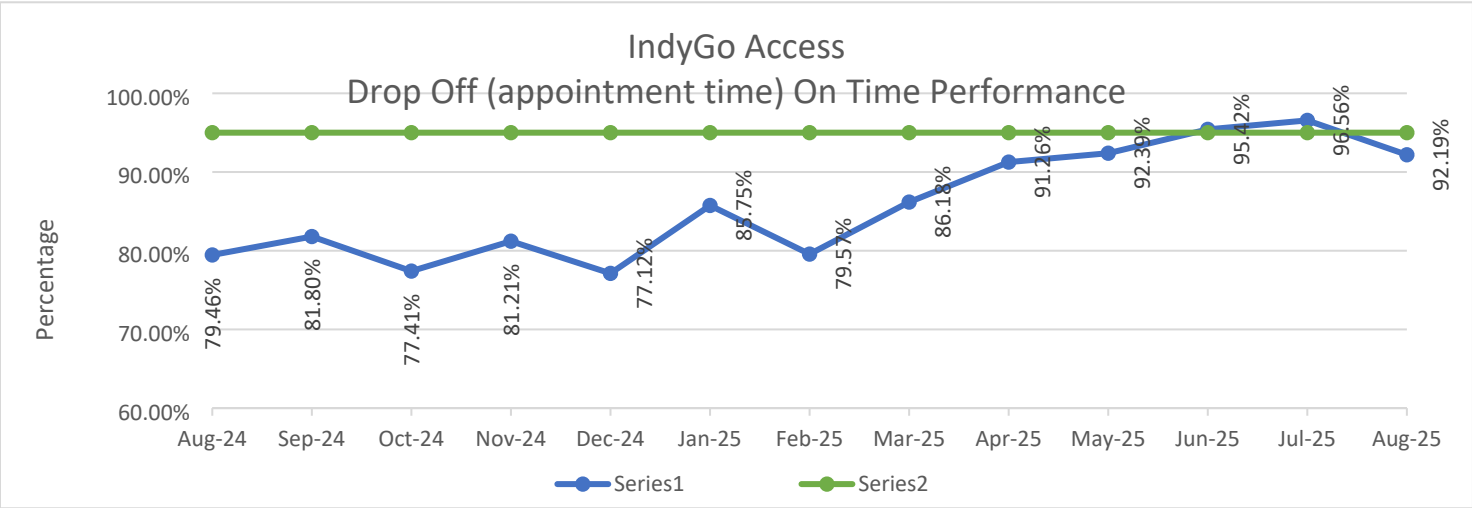
PRODUCTIVITY/PASSENGER PER HOUR (PPH)

The passenger-per-revenue hour (PPH) was 1.38%, slightly higher compared to the previous month. This can be attributed to various factors, including scheduling challenges and ongoing efforts to enhance on-time performance. The monthly goal for PPH is 1.70.

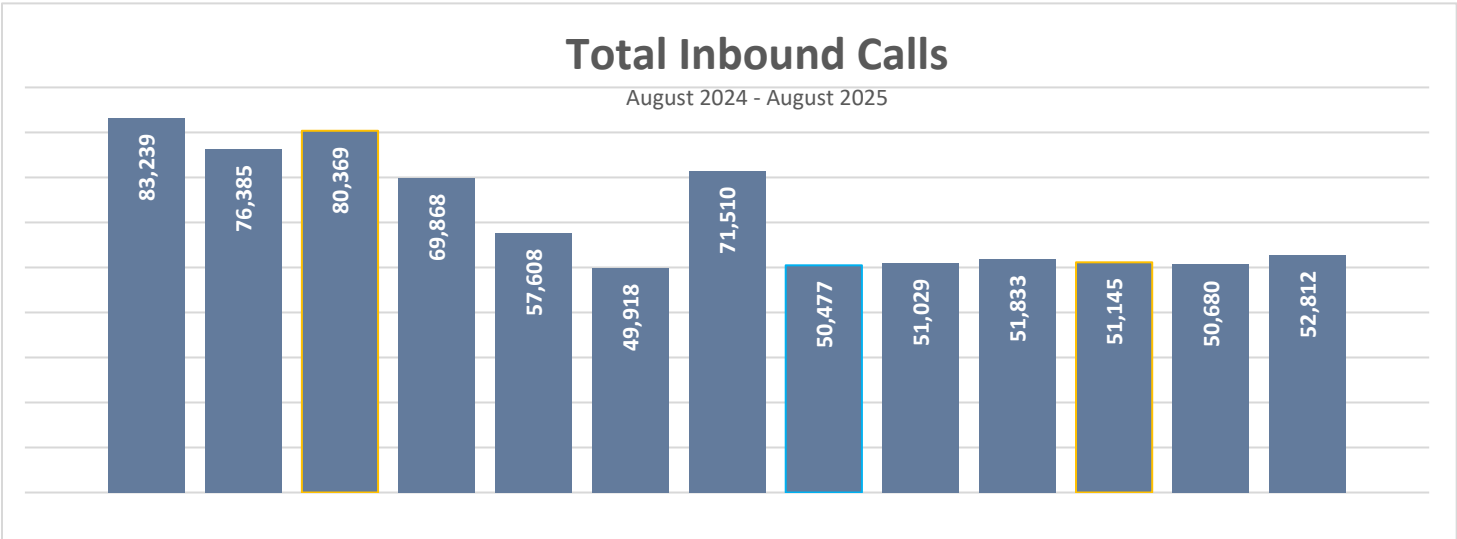


OTP – DROP OFF (APPOINTMENT TIME)

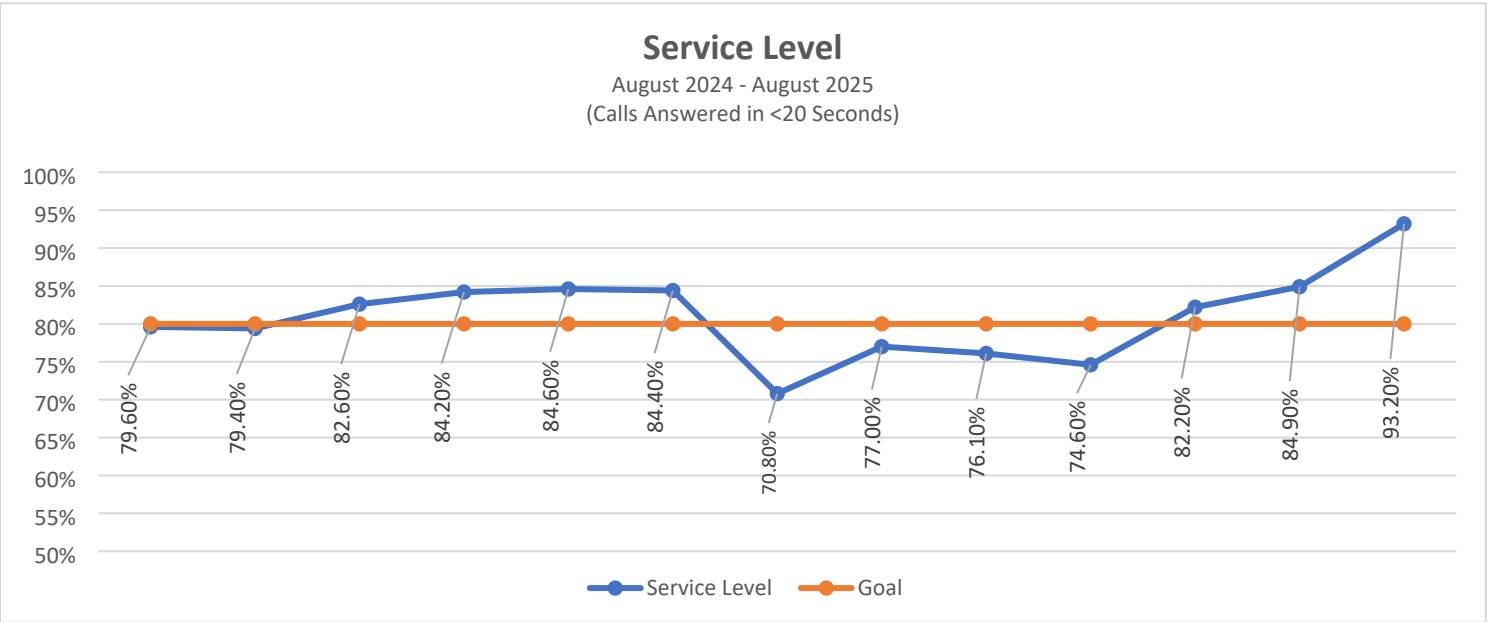
The appointment drop-off time was 92.1%, which was 24.3% increase versus the prior year. However, it was a slight decrease compared to the previous month.



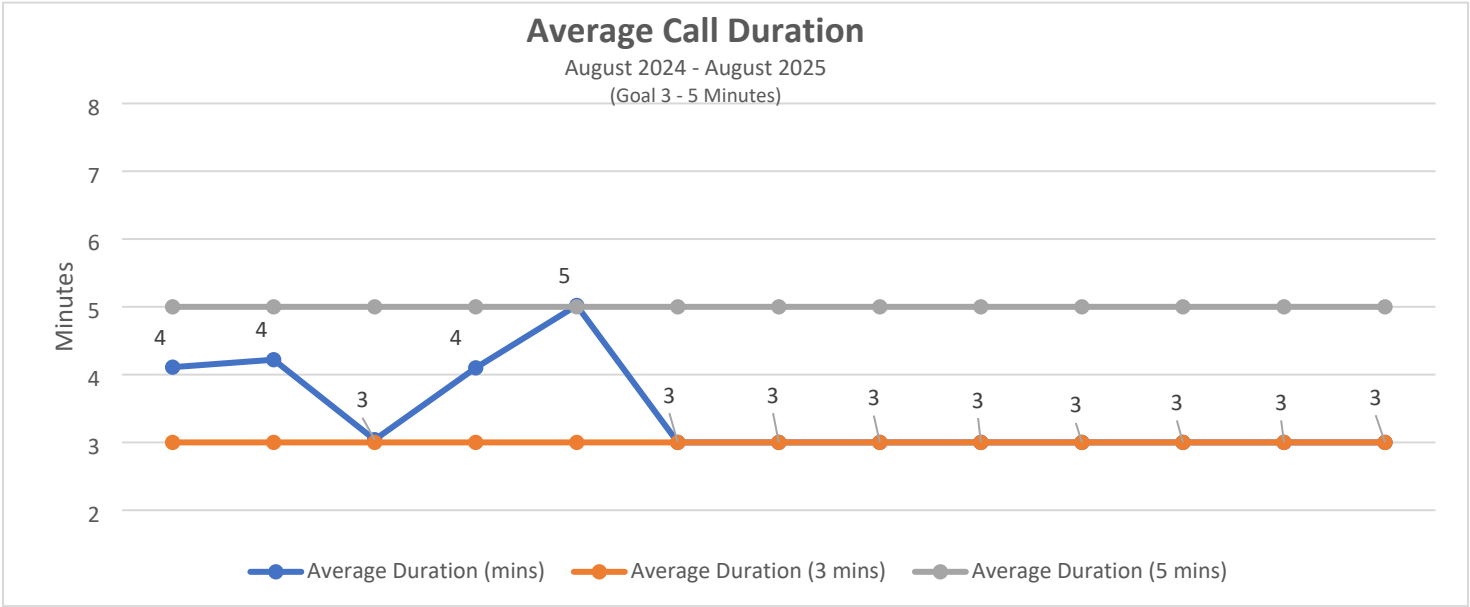
In August, the total call volume rose by 4.2%.



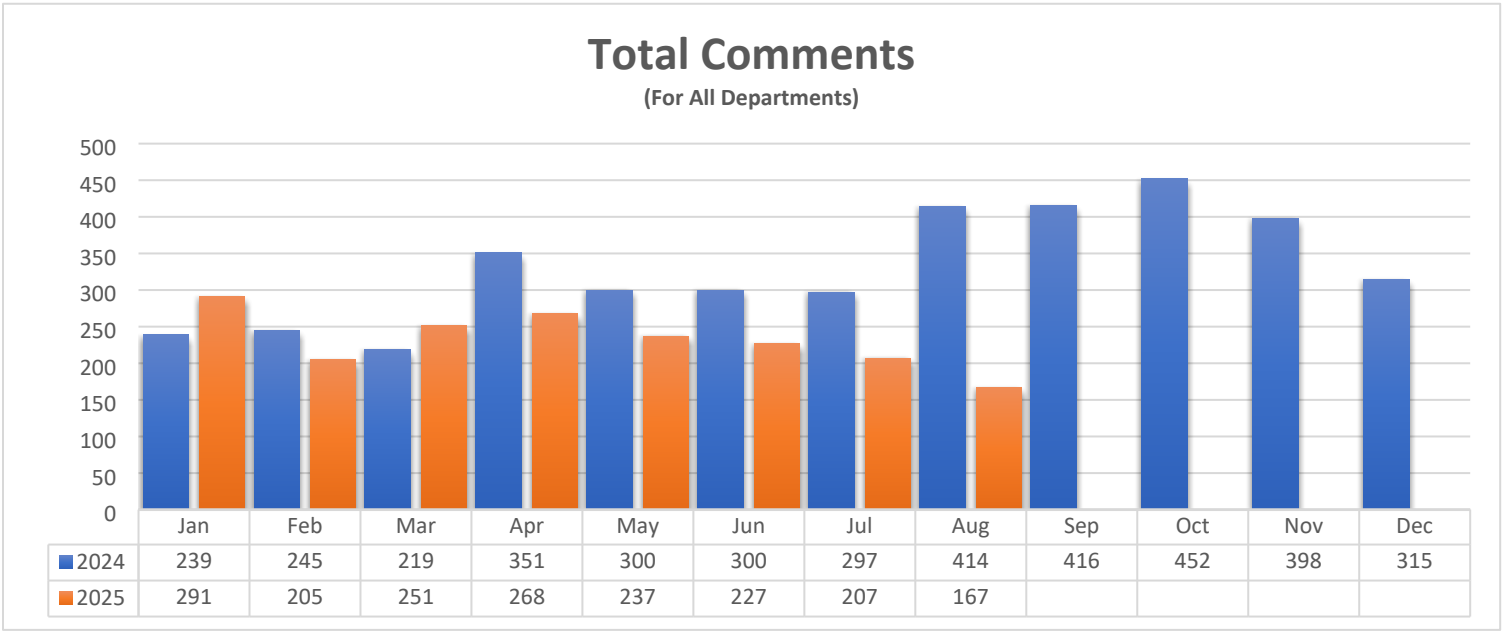
The service level increased to 93.20% in August, representing a 9.8 percent improvement from July's performance. This is well above the minimum threshold of 80%. Service level metrics will continue to be closely monitored to ensure consistent performance and support ongoing efforts to maintain optimal operational efficiency.



The Average Call Duration for August remained consistent with prior months, maintaining an average of 3 minutes, within the established 3–5-minute goal range. Care Center leadership will continue to monitor call duration to ensure it remains optimal.



In August, there were 167 customer comments across all departments.



September 2025 Board Report



IndyGo
SM

To: Chair and Board of Directors

From: Carrie Black, Chief Public Affairs Officer

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR September 2025

ISSUE:

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

RECOMMENDATION:

Receive the report.

SUMMARY:

In August, the Public Affairs Department announced IndyGo's **updated fare policy**, set to begin Jan. 1, 2026, highlighting the benefits of MyKey. The department also shared updates about the next stages of **Blue Line construction** and continued **recruitment** campaigns for coach operators and transit ambassadors. Additionally, Public Affairs encouraged riding the **Purple Line** to the Indiana State Fair and internally promoted In Transit newsletter texts to strengthen communication with coach operators. This is all above and beyond the day-to-day work of completing more than **76 creative requests**, accomplishing more than **340,603 social media engagements and impressions** across platforms and reaching more than **2,000 individuals** through public outreach.

Attachments

Contributing Staff includes:

Carrie Black, Chief Public Affairs Officer

Lisa Soard, Director of Communications

Ari Kasle, Head of Digital Media

Ashlynn Neumeyer, Communications Manager

Kayla Bledsoe, Outreach Specialist

Mara Drown, Public Affairs Specialist

INDYGO.NET WEBSITE STATISTICS:

8/1/2025-8/30/2025

Page Views	213,954
Bounce Rate	43.05%
Total Users	42,176
Average Pa-geviews Per User	5.33
Total Sessions	90,620
Total Monthly Sessions Comparison to Previous Year	(Up) 6.51%

Mobile Share

Date	Mobile	Desktop	Tablet
Aug-25	60%	38%	1%
Jul-25	61%	37.9%	1.1%
June-25	57.9%	41.1%	1%
May-25	57%	42%	1%
April-25	53.3%	45.7%	1%
Mar-25	67%	32%	1%
Feb-25	61%	38%	1%
Jan-25	65%	34%	1%
Dec-24	70%	29%	1%
Nov-24	72%	27%	1%
Oct-24	70%	29%	1%
Sept-24	70%	29%	1%
Aug-24	72%	27%	1%
July-24	75%	24%	1%
June-24	73%	26%	1%
May-24	71%	27%	2%
April-24	70%	29%1%	1%
Mar-24	71%	27%	2%

Media Mention Highlights

TRANSPORTATION

IndyGo approves first fare hike in over 15 years. How much riding the bus will cost in 2026



Jordan Smith
Indianapolis Star

Aug. 21, 2025 | Updated Aug. 22, 2025, 7:15 a.m. ET

Advertisement



IndyGo Access paratransit service offers this man safe, steady and predictable rides
Ryan Malone appreciates IndyGo paratransit rides. He has vision impairments and MS. He talks about the rides and the proposed 57% fare increase.

Home / News

IndyGo's 2026 budget funds Blue Line construction, security upgrades



IndyGo's proposed budget for 2026 totals in at \$432 million, which is about \$90 million more than the approved budget for 2025. (Photo by Jeneca Zody/Mirror Indy)

by: Tyler Fenwick, Mirror Indy
Posted: Aug 19, 2025 / 06:49 AM EST / Updated: Aug 19, 2025 / 06:49 AM EST

Home / News / Local News

Washington Street closures begin for IndyGo Blue Line project



On or after June 16, 2025, the first major Blue Line construction closure will go into effect along Washington Street, between North White River Parkway and Belmont Avenue, for about six months. (Provided Photo/IndyGo via Facebook)

by: Gregg Montgomery
Posted: Sep 1, 2025 / 10:23 PM EST / Updated: Sep 1, 2025 / 10:24 PM EST

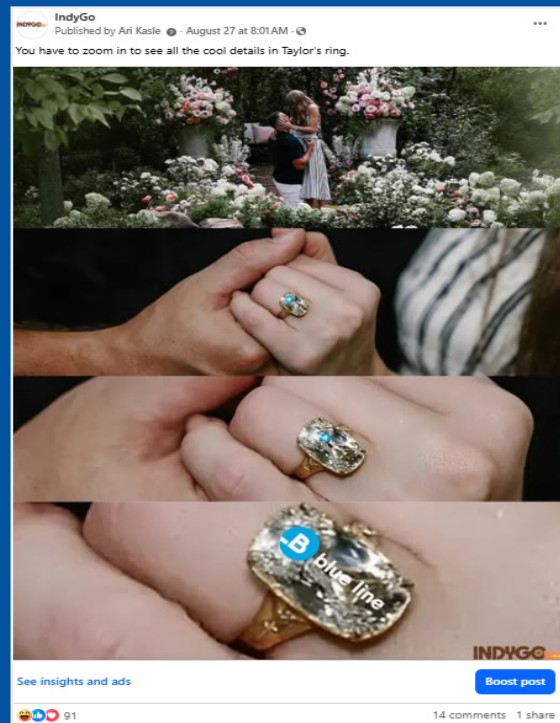
Topics Include:

In August 2025, media coverage of IndyGo featured stories about the approved update to IndyGo’s fare policy, riding the Purple Line to the Indiana State Fair and Blue Line construction. Other coverage highlighted the opening of the two-way conversion project on New York and Michigan streets and IndyGo’s 2026 budget.

Social Performance:

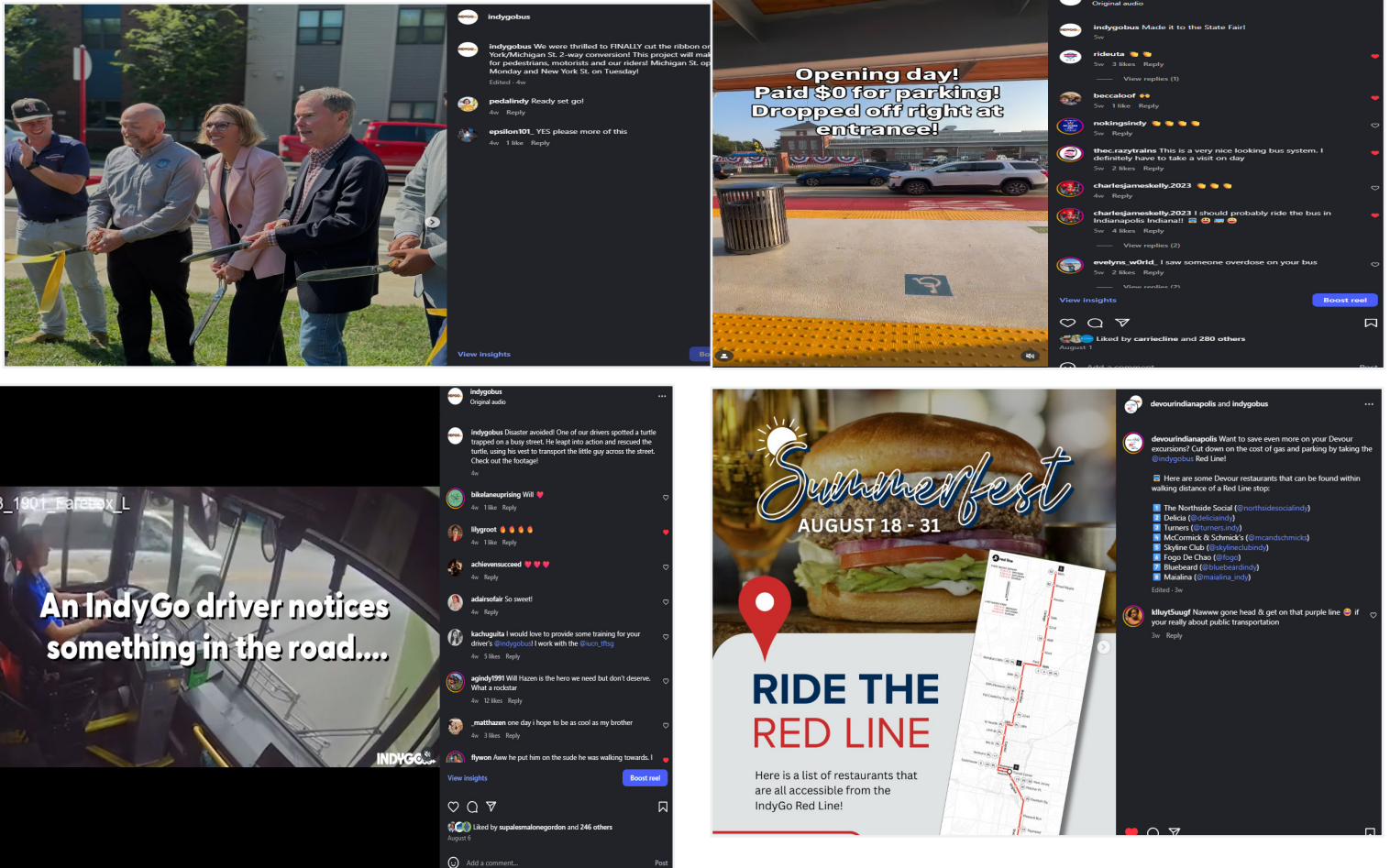
Facebook

- Generated 203,868 impressions (110,168 more than July)
- 8,079 post engagements
- 11,847 page likes
- 14,056 current followers (21 more than July)



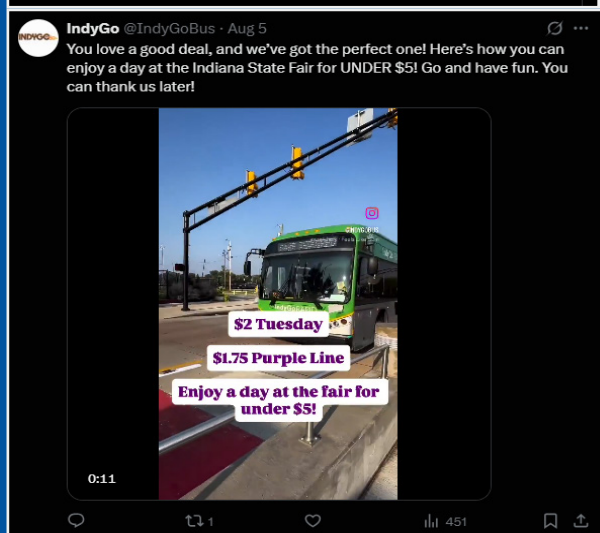
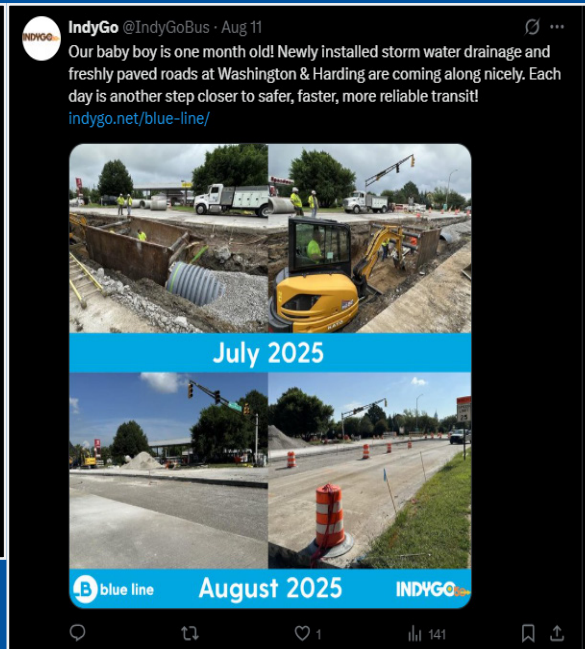
Instagram

- Generated 89,837 impressions (27,037 more than July)
- 2,358 total engagements
- 2.6% engagement rate
- 5,068 current followers (53 more than July)



Twitter

- Generated 19,453 organic impressions (6,853 more than July)
- Earned 165 engagements
- 6,729 current followers



LinkedIn

- Generated 16,275 impressions
- 568 engagements; 9.2% engagement rate
- 70 new followers; 5,062 total followers

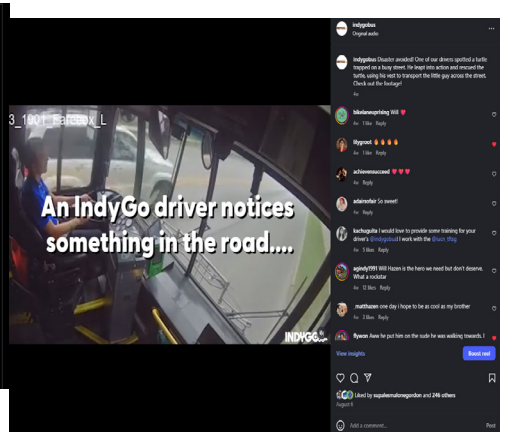
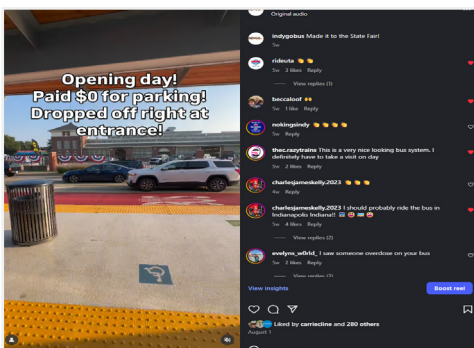


Video Data

Total Video Views: 96,631

Top 3 August Videos

- State Fair Opening Day- 31,300
- BRT is Coming to Washington Street – 22,101
- Driver Saves Turtle- 16,676



Email Marketing:

NEWSLETTER

- 31,903 recipients
- 6.86% click-through rate
- 3.34% open rate



September 2025

IndyGo's New Fares Effective Jan. 1, 2026

The IndyGo Board of Directors approved an update to its fare policy that will further modernize its fare collection system with a fare adjustment and the retirement of outdated fare products. Starting Jan. 1, 2026, base fare for fixed-route service will increase from \$1.75 to \$2.75. IndyGo Access fare changes will follow July 1, 2026, and IndyGo will stop selling 10-trip, 31-day, S-Passes and Summer Youth Passes in favor of MyKey.

IndyGo's MyKey offers a more convenient, equitable payment option by allowing riders to pay as they go and eliminating the need for large upfront payments. MyKey additionally allows frequent riders to automatically earn their way to fare-free rides through daily and weekly fare capping, generally providing the same benefit as paper passes, but in a format that works with more modern fare equipment.

IndyGo hasn't raised fares since 2009, but with rising costs, this adjustment is essential to ensuring our system remains safe, reliable and accessible for all who depend on it now and into the future. Riders will continue to benefit from free two-hour transfers, reduced fares for seniors, youth and individuals with disabilities, and free trips for veterans. Attend an info session or learn more on our website at the button below.

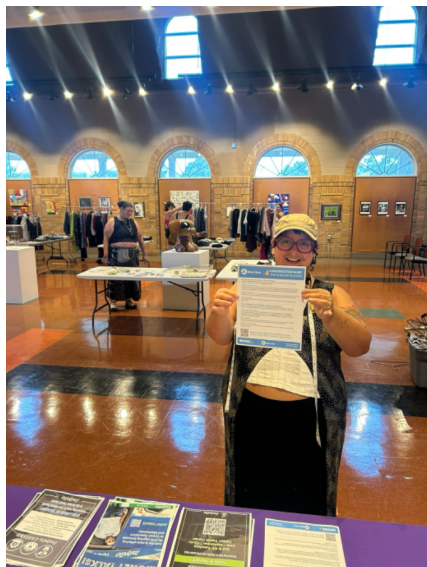
CREATIVE PROJECTS

- 12 requests completed via IndyGo Helpdesk
- 72 requests completed via other mediums
- 84 total creative requests completed

Outreach Summary: August 2025

In August, IndyGo completed its outreach related to the proposed fare increase and encouraged new ridership through travel trainings at well-attended community events, directly engaging nearly 2,000 people. The agency hosted travel trainings with local organizations at major festivals, including the Indiana State Fair, Chreece Music Festival and Downtown Art Market. At these events, transit ambassadors and teammates helped riders learn how to purchase and use MyKey, validate their fare and navigate the system, engaging nearly 200 riders through these opportunities. In addition, 23 individuals from three organizations, HealthNet's Homeless Prevention Team, the Indianapolis Public Library and AARP, learned how to ride local fixed routes and Bus Rapid Transit (BRT).

Bus-based outreach focused on route detours related to Blue Line construction and the fare increase proposal. Transit ambassadors and staff distributed, informed and spoke with commuters on their routes, reaching nearly 750 riders.



Garfield Park Arts Center Clothing Swap

Outreach Specialist Kayla Bledsoe attended a monthly community clothing swap near a Red Line station to help attendees learn how to ride IndyGo. The effort aimed to educate participants on the benefits of transit and encourage its use for future swaps.

Pictured above: Route 8 daily rider and event attendee



H.O.P.E. Team Meeting

IndyGo Transit Ambassador Sahara Polk attended the Helping Others Prosper Economically (H.O.P.E.) team meeting, where she provided key agency updates on the fare proposal, Blue Line construction and transit ambassador recruitment. The group includes several social service organizations, government agencies and service providers.

Pictured above: Polk and IMPD officer



Chreece Festival

At the Chreece festival, transit ambassadors helped attendees navigate bus service, Coach Operator Eriana Owens staffed a cooling station, and IndyGo supervisors managed traffic to minimize disruption to Red Line service through Fountain Square.

Pictured above: (Right) Transit Ambassadors Sahara Polk and Katherine Shr, (middle) New transit riders! Big Car Artist in Residence Dai and friend, (left) Owens

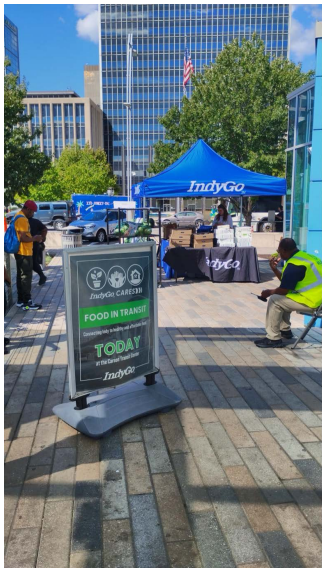


Indianapolis Public Library Travel Training

Indianapolis Public Library staff participated in a travel training, practicing rides on local routes 11 and 25. They also toured the Carson Transit Center (CTC) to learn more about the IndyGo Cares program, including Wellness in Transit and Food in Transit. Regardless of their role at the library, members often assist patrons with navigating bus service.

Pictured above: Indianapolis Public Library staff





Food in Transit

IndyGo and the Office of Public Health and Safety (OPHS) Division of Community and Nutrition and Food Policy continue their eighth season of Food in Transit. This program offers free, fresh, locally-grown produce and meal kits at the Carson Transit Center (CTC) every second and fourth Tuesday at 4 p.m., now through Sept. 30.

Special thanks to Kheprw Institute, OPHS and Indy Peacemakers for their support!

Pictured above: (Right) Outreach Specialist Kayla Bledsoe, IndyGo Security, Food in Transit attendees, Indy Peacemakers staff



Tabling at the Indy Gay Market

Outreach Specialist Kayla Bledsoe was seen tabling at the Indy Gay Market, connecting with attendees and encouraging visitors to use public transit. Her efforts helped spread the word about how safe, reliable and accessible it is to ride IndyGo.

Pictured above: Bledsoe



IndyGo Honorary Team Captain During the Fever vs. Wings Game

Thanks to our partnership with the Indiana Fever, Contract Specialist Taylor Forrest had the opportunity to join both teams on the court during their home game, pose for a photo and enjoy the game with their spouse, Claire Forrest. Thanks, Taylor, for representing IndyGo with enthusiasm and energy.

Pictured above: Dallas Wings Guard Aziha James, Dallas Wings Guard JJ Quinerly, Dallas Wings Guard Paige Buekers, Forrest and her spouse, Indiana Fever Guard Kelsey Mitchell



Tabling at Eskenazi Community Day

Transit Ambassador Sahara Polk was spotted at Eskenazi Community Day near the West 38th Street bus stop. She handed out IndyGo swag and shared valuable information about the Blue Line project. We're grateful to her for helping connect riders with resources and building excitement about the future of transit in Indianapolis!

Pictured above: (Top) Polk (in blue), her child and Eskenazi Community Day participants, (Bottom) Polk and Eskenazi Community Day participants



Rider Outreach

IndyGo Transit Ambassadors rode several routes to gather public feedback on the proposed fare policy changes. Riders had the opportunity to learn more about the proposal, ask questions and share their input directly with IndyGo leaders. Additionally, ambassadors shared information about detours on Route 8 for Blue Line construction.

Pictured above: (Left) Transit Ambassador Umair Kurshid and Route 8 rider, and (right) Transit Ambassador Alesha Peterson



Route 10 Navigation

Transit Ambassador Sahara Polk was out assisting riders near Rabble Coffee, lending a helping hand to riders navigating Route 10. Whether offering directions or answering transit questions, she's making sure IndyGo riders feel supported every step of the way.

Pictured above: Polk (in blue) and Route 10 riders



Indy Gateway Gallop 5K

Several IndyGo teammates took part in the Indy Gateway Gallop 5k, an event proudly sponsored by IndyGo.

These participants have been longtime advocates for health and wellness at IndyGo, and their continued commitment to promoting fitness is appreciated.

Pictured above: Chief Government Affairs Officer Cameron Radford, Coach Operator Jonathan Jackson, Interim COO and Senior Director of Service Planning Annette Darrow, Transportation Supervisor Janae Freeman



AUGUST OUTREACH PROJECTS

8/1/2025 - Fare Proposal Open House

8/2/2025 - Art Market Travel Training

8/2/2025 - Eskenazi Community Day

8/3/2025 - Downtown Art Market Tabling

8/5/2025 - National Night Out

8/7/2025 - Crown Hill Farmer's Market

8/8/2025 - State Fair Rider Support

8/9/2025 - Avondale YMCA Community Day

8/12/2025 - State Fair Rider Support

8/12/2025 - Food in Transit

8/12/2025 - H.O.P.E. Team Meeting

8/15/2025 - Indianapolis Public Library Travel Training

8/15/2025 - Health by Design & IPHA's People Powering the Purpose

8/16/2025 - Clothing Swap

8/17/2025 - State Fair Gospel Concert

8/19/2025 - AARP Travel Training

8/20/2025 - Healthnet Travel Training

8/23/2025 - Chreece Festival Travel Training

8/23/2025 - Indy Labor Fest

8/26/2025 - Food in Transit

8/26/2025 - Fever Activation

8/26/2025 - Marian University Student Activities Fair

Bus Outreach - Fare Proposal on Red Line & Purple Line 300

Bus Outreach - Fare Proposal Construction Detours on Route 8 200

Bus Outreach - Fare Proposal on Route 2 50

Bus Outreach - Fare Proposal on Route 11 & 25 80

Bus Outreach - Wellness in Transit & Food in Transit 100