



Board Report
November 20, 2025

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
2. **Awards and Commendations** (Presenter – Jennifer Pyrz)
3. **Committee Report** (Presenter – Greg Hahn)
 1. Governance & Audit Committee Report - Greg Hahn
4. **Regular Agenda** (Presenter – Greg Hahn)
 1. A-1: Consideration and Approval of minutes from the Board Meeting held on October 16, 2025
 2. A-2: Public Hearing for Consideration and Approval of Adoption of Ordinance 2025-02 – Authorizing the Acquisition of Real Property for the Blue Line and Local Bus Improvement Projects (Presenter – Robert Frye)
 3. A-3: Consideration and Approval of contract with Anthem for group health, dental and stop-loss insurance (Presenter – Britt Griffin)
 4. A-4: Consideration and Approval of new Foundation Board Members (Presenter – Emily Meaux)
 5. A-5: Consideration and Approval of purchasing 20 New Genfare Fastfare Fareboxes (Presenter – Jon Mann)
 6. A-6: Consideration and Approval to extend the current Brinks Cash Collection contract through 2026 (Presenter – Jon Mann)
 7. A-7: Consideration and Approval of Task Order for Construction Engineering Services – Far Eastside Bus Stop Improvements (Presenter – Rachel Wilson)
 8. A-8: Consideration and Approval to enter into Insurance Brokerage Services Contract (Presenter – Brian Clem)
 9. A-9: Consideration and Approval of Resolution No. 2025-09 for free fare days for 2026 (Presenter – Carrie Black)
 10. A-10: Consideration and Approval of Fuel Supplier Contract for the 2026 calendar year (Presenter – Devon Smith)
 11. A-11: Consideration and Approval of Two 40-foot Battery Electric Buses for Fixed Route Services (Presenter – Devon Smith)
5. **Information Items** (Presenter – Greg Hahn)
 1. I-1: Finance Report (Presenter – Bart Brown)
 2. I-2: IndyGo Foundation Quarterly Report (Presenter – Emily Meaux)
 3. I-2: Department Reports
6. **Adjourn** (Presenter – Greg 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
Stan Smith	MAYOR	9/1/2025-12/31/2028
Richard Wilson	COUNCIL	9/22/2025-9/22/2029

*IndyGo*SM

November Board Meeting Awards and Commendations



IndyGo October 2025 Safe Drivers

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



Operator	Years of Safe Driving	Years of Service
Michael Flowers	34	39
Phillip Boicourt	28	41
Gerry Poindexter	27	36
Joe Monaghan	19	22
Tonya Penn	16	18
Laura Beck	11	13
Salaha Keita	7	8
William Hazen	6	6
Richard Taylor	6	7
Phillip Adkins	5	7

34 Years of Safe Driving



Michael Flowers
Coach Operator, Fixed Route
39 years of service to IndyGo



October Garage Employee of the Month

Shane Treesh

Mechanic Defect

Preventative Maintenance Repairs

IndyGoSM

October Fleet Employee of the Month

Derric Payne
Facility General Laborer
Facilities



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SM

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OCTOBER 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 October 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
Michael Flowers	1963	34	39
Phillip Boicourt	580	28	41
Gerry Poindexter	9631	27	36
Joe Monaghan	4142	19	22
Tonya Penn	8040	16	18
Laura Beck	8445	11	13
Salaha Keita	9041	7	8
William Hazen	9613	6	6
Richard Taylor	9205	6	7
Phillip Adkins	9164	5	7
Bryant Brown	9441	5	6
Frank White	9617	4	6
Lashona Carroll	9746	3	5
Dax Roberts	10895	2	2



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Tonya Sims	8885	2	9
Cornelius Ingram	11443	1	1
Terrance Jolly	11447	1	1
Craig Moore	11000	1	2
Ebonie Osborne	10459	1	1
Angel Smith	10515	1	2

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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Governance and Audit Committee Chairperson Report – November 2025

To: Board of Directors
Through: President and CEO Jennifer Pyrz
From: Governance and Audit Committee Vice-Chair Adairius Gardner
Date: November 20, 2025

ACTION:

A report of the meeting of the Governance & Audit Committee held on November 20, 2025 presented at the Board of Directors meeting on November 20, 2025.

RECOMMENDATION:

Receive the report.

Adairius Gardner
Governance and Audit Committee Chairperson's Report
November 20, 2025

The Governance and Audit Committee met on November 20, 2025, at 2:00 PM. In attendance were Committee Vice-Chair, Adairius Gardner, and Member Richard Wilson Jr., establishing a quorum.

The Committee heard and accepted the following items:

Audit Reports:

1. 2025-10: Customer Comments Review (Presenter – Amy Summers)
2. 2025-11: Fleet Management Review (Presenter – Brian Atkinson)
3. 2025-12: BMV Checks Review (Presenter – Amy Summers)
4. 2025-13: Assessment Placement Testing Review (Presenter – Brian Atkinson)

Information Items:

1. I-2: Governance & Audit Workplan Status Report 2020-2025 (Presenter – Amy Summers)
2. I-3: Ethics Hotline Summary Report (Presenter – Brian Atkinson)

Mr. Chair, that concludes the report.

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October Board of Directors Minutes

IndyGo

10/16/2025 4:00 PM EDT

@ 9503 E 33rd St- IndyGo HQ

Attendance

Present:

Members: Adairius Gardner, Richard Wilson, Jr., Adrienne Slash, Stan Smith, Gregory Hahn (virtual) and Stephanie Quick (virtual)

Staff: Jennifer Pyrz, Bart Brown, Latosha N. Higgins, Brooke Thomas, Brian Atkinson, Annette Darrow, Christian Cambron, Devon Smith

Absent:

Members: Mary Ann Fagan

Guests:

Emily Balbach – Forvis Mazars LLP

Note: Chairperson Gregory Hahn participated in the meeting virtually; therefore, Vice Chairperson Adairius Gardner, who was present in person, served as acting chair for this meeting.

1. Call to Order and Roll Call (Presenters – Adairius Gardner, Latosha N. Higgins)

[October Board Cover](#)

[October 2025 Board Agenda](#)

Acting Chairperson Gardner called the meeting to order at 4:04 p.m. Deputy Chief Legal Officer Latosha N. Higgins then conducted roll call. Four members were present, and two members were virtual, thus establishing a quorum.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards and Commendations](#)

[September 2025 Safe Drivers Recognition](#)

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

3. Committee Chairperson Report (Presenter – Adairius Gardner)

1. Service Committee Report – Adairius Gardner

[Service Committee Chairperson Report](#)

The Service Committee Report was entered into the report by Acting Chairperson Gardner without objection.

4. Regular Agenda (Presenter – Adairius Gardner)

1. A-1: Consideration and Approval of Minutes from the Board Meeting held on September 18, 2025.

(Presenter – Adairius Gardner)

[A-1 September 2025 Board of Director Minutes](#)

Motion: Approval of Minutes from the Board Meeting held on September 18, 2025. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

2. **A-2: Consideration of Approval of Introduction of Ordinance 2025-02 Authorizing the Acquisition of Real Property** (Presenter – Brooke Thomas)

[A-2 Ordinance 2025-02 Acquisition of Real Property for the Blue Line Project and Local Bus Stop Ordinance 2025-02 Local Bus Stops & Blue Line Property Acquisition](#)

It was recommended that the Board of Directors approve and adopt proposed Ordinance No. 2025-02 authorizing IPTC to acquire certain real property interests necessary for local bus stop improvement projects and for the Blue Line Bus Rapid Transit Project.

Motion: NONE. Proposed Ordinance No. 2025-02 was introduced.

3. **A-3: Consideration and Approval of Professional Services Workplace Utilization Study** (Presenter – Brooke Thomas)

[A-3 Workplace Utilization Study](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a contract with DORIS in amount not to exceed \$150,000 to conduct a workplace utilization study.

Motion: Approval of Professional Services Workplace Utilization Study. Motion made by Director Slash and seconded by Director Wilson. Roll Call Vote: Gregory Hahn-recused himself, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 5-0 with one abstention.

4. **A-4: Consideration and Approval of 2026 Committee and Board Meeting Dates** (Presenter – Jennifer Pyrz)

[A-4 2026 Board Meeting Dates](#)

It was recommended that the Board of Directors approve the dates for its regular and committee meetings in 2026.

Motion: Approval of 2026 Committee and Board Meeting Dates. Motion made by Director Smith and seconded by Director Wilson. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

5. **A-5: Consideration of Approval of 2024 Annual Financial External Audit Report** (Presenter – Brian Atkinson, Emily Balbach – Forvis Mazars LLP)

[A-5 2025 Forvis LLP 2024 IPTC](#)

It was recommended that the Board of Directors receive the 2024 Annual Financial External Audit Report.

Motion: Approval of 2024 Annual Financial External Audit Report. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

6. **A-6: Consideration of Approval of Swiftly Contract for Fleet Tracking Data** (Presenter – Annette Darrow)

[A-6 Swiftly Contract for Fleet Tracking](#)

It was recommended the Board of Directors authorize the President and Chief Executive Officer to enter into a three-year contract with two optional one-year extensions with Swiftly for fleet tracking and transit signal priority (TSP) data services. The total cost of the three-year contract shall not exceed \$1,318,833. If both option years are exercised, the total contract amount shall not exceed \$2,493,462.

Motion: Approval of Swiftly Contract for Fleet Tracking Data. Motion made by Director Slash and seconded by Director Wilson. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

7. **A-7: Consideration of Approval of Far Eastside Bus Stop Improvements Design Services Task Order** (Presenter – Christian Cambron)

[A-7 Far Eastside Bus Stop Improvements Design Services Task Order](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to execute Supplement #2 to the existing contract with Kimley-Horn and Associates Inc. for design and engineering services related to the Far Eastside Bus Stop Improvements Project in an amount not to exceed \$234,233. If approved, the total design cost for the project will be \$889,180.

Motion: Approval of Far Eastside Bus Stop Improvements Design Services Task Order. Motion made by Director Slash and seconded by Director Wilson. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

8. **A-8: Consideration of Approval of Business Process Mapping and Procurement Services for Payroll and Human Resources** (Presenter – Bart Brown)

[A-8 Netlogix Payroll HR](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a one-year contract with Netlogix for Business Process Mapping and Procurement Services, in an amount not to exceed \$124,680.

Motion: Approval of Business Process Mapping and Procurement Services for Payroll and Human Resources. Motion made by Director Wilson and seconded by Director Quick. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

9. **A-9: Consideration of Approval of Commitment for 2026 Annual Diesel Supply** (Presenter – Devon Smith)

[A-9 Commitment for 2026 Diesel Supply](#)

It was recommended that the Board of Directors authorize the President and Chief Executive Officer to offer a commitment with the pre-qualified low bidder for a maximum of 1,710,000 gallons of premium ultra-low sulfur (ULS) diesel fuel to be delivered over a 12-month period starting January 1, 2026, through December 31, 2026.

Motion: Approval of Commitment for 2026 Annual Diesel Supply. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

5. **Information Items** (Presenter – Adairius Gardner)

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

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

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

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

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

[10.9.25 Foundation Report to IndyGo Board](#)

[HR Board Report October 2025](#)

[R-2 Planning and Capital Projects Report 2025-10](#)
[Risk and Safety Board October 2025](#)
[September 2025 Operations Division 10.14.25](#)
[PA Board Report October 2025](#)

The Board received Department Reports for review.

5. Adjourn (Presenter – Adairius Gardner)

On the order of Acting Chairperson Gardner and there being no objection, the meeting was adjourned at 5:14 p.m.

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Date of Memo: November 03, 2025
Board Meeting: November 20, 2025

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 2025-02 Authorizing the Acquisition of Real Property for the Blue Line Project and Local Bus Stop Improvement Projects

ACTION ITEM A – 2

RECOMMENDATION:

It is recommended that the Board of Directors adopt proposed Ordinance No. 2025-02 authorizing IPTC to acquire certain real property interests necessary for local bus stop improvement projects and for the Blue Line Bus Rapid Transit Project.

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.

IndyGo is also constructing the Blue Line, which will provide bus rapid transit (BRT) service along a 24-mile corridor between the Town of Cumberland, through Downtown, to the Indianapolis International Airport.

The Board has previously adopted ordinances approving the acquisition of real property interests for both the Blue Line and the local bus stop improvement projects. Since then, however, it has been determined that certain additional real property interests, both temporary and permanent, will need to be acquired by IPTC to construct these projects as designed.

DISCUSSION:

For construction of local bus stop improvements, there are 14 parcels from which an acquisition will be necessary, including permanent partial property acquisitions for public right-of-way and/or temporary easements for construction. For the Blue Line, the property acquisitions are for the construction of three new fixed route bus stops to replace existing Route 8 stops on Washington Street that will serve fixed routes 3 and 26 in the future. It is not anticipated that there will be any total property acquisitions, or acquisitions that involve the relocation of buildings or property users. These 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.

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

interest and necessity require the acquisition, and (3) declares that the acquisition is necessary for the establishment, development, extension, or improvement of the transit system. Ind. Code § 36-9-4-32.

Accordingly, Ordinance No. 2025-02 was introduced at the Board's meeting on October 16, 2025 to authorize IPTC to institute eminent domain proceedings, if necessary, to acquire any of the necessary property interests required for the local bus stop improvement projects and for the Blue Line project. A copy of proposed Ordinance No. 2025-02 is attached to this memorandum. A list generally describing those properties from which an interest is needed is attached to proposed Ordinance 2025-02.

As required by statute, IPTC published notice in *The Indianapolis Star* and *The Court & Commercial Record* of a public hearing to be held at the Board's meeting on November 20, 2025. 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 associated professional services will come from the annual capital budget appropriation for local bus stop improvements or the Blue Line project budget, as applicable.

DBE/XBE DECLARATION:

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

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

ORDINANCE NO. 2025-02

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, pursuant to Ind. Code § 8-25-4-2 and § 116-405 of the Revised Code of Indianapolis and Marion County, IPTC is developing and constructing a bus rapid transit (BRT) line known as the “Blue Line” in furtherance of the implementation of the Marion County Transit Plan to develop, extend and improve the System; and

WHEREAS, pursuant to its ADA Transition Plan, IPTC is constructing improvements at several local bus stops in order to make its bus network accessible to all users by bringing bus stops into compliance with the Americans With Disabilities Act (ADA) (the Blue Line and local bus stop improvement projects together referred to as the “Projects”); and

WHEREAS, the development and construction of the Projects require 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 Projects.

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 November 2025.

BOARD OF DIRECTORS
INDIANAPOLIS PUBLIC
TRANSPORTATION CORPORATION

By: _____
Gregory Hahn, Chair

ATTEST:

By: _____
Robert M. Frye, Chief Legal Officer

**ATTACHMENT A
TO
ORDINANCE NO. 2025-02
OF THE
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

Far Eastside

- 4375 N Arlington Ave
- 6063 Williamsburg Ct
- 4402 N Arlington Ave
- 4366 N Arlington Ave
- 3201 N Arlington Ave
- 3202 N Arlington Ave
- 4007 N Sherman Dr
- 2601 Brookside Pkwy Dr

Near Eastside Phase 2

- 3575 N Keystone Ave
- 4420 E 21st Street
- 1101 N Arlington Ave
- 1105 N Arlington Ave
- 1134 N Rural Street
- 1138 N Rural Street

Blue Line

- 2802 E Washington Street
- 2822 E Washington Street
- 5901 E Washington Street



Date of Memo: November 03, 2025
Board Meeting: November 20, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Chief People Officer Britt S. Griffin
SUBJECT: Approval of Contract with Anthem for Group Health, Dental, and Stop-Loss Insurance Coverage

ACTION ITEM A – 3

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter into a contract with Anthem for employee group health, dental, and vision insurance and stop-loss insurance coverage for current member enrollment at an annual estimated cost of \$12,754,678 (Medical), \$391,346 (Dental), and \$80,750 (Vision), respectively, subject to increase or decrease based on future enrollment.

BACKGROUND:

IPTC takes a progressive approach to create a healthier workforce and as such provides a comprehensive benefits package to our employees. As part of this benefits package, IPTC provides its workforce with insurance coverage to help employees offset the cost of health care and to help the employee maintain good overall well-being.

DISCUSSION:

Anthem is the incumbent vendor providing group health, dental, and vision insurance coverage for IndyGo. The health plan with Anthem is self-funded. IndyGo's benefits advisory firm, LHD Benefits Advisors, was able to secure a rate hold on Anthem's administration fees for the health plan and a rate hold on stop-loss reinsurance premiums. LHD sent out a request for proposals (RFP) to reinsurance carriers, but Anthem's stop-loss offer provided the best overall financial and coverage for IndyGo's health plan. New for 2026, IndyGo will offer a new high deductible health plan (HDHP) option for employees, which will have slightly lower premiums for employees compared to the current HDHP plan. The dental plan will incur a 5% increase in premiums for the 2026 plan year, which is in its last year of contract with Anthem Dental. The vision plan is a rate hold for 2026 with rates guaranteed until 2029. There will be no provider network disruption on medical, dental, and vision plans for the 2026 plan year.

The following are the total monthly premium costs for employees under the new plans:

Health Insurance

PPO plan (assuming wellness discount)

- Employee Only \$157.82 per month
- Employee + Spouse \$381.61 per month
- Employee + Child(ren) \$302.00 per month
- Employee + Family \$544.92 per month

HDHP (assuming wellness discount)

- Employee Only \$140.61 per month

- Employee + Spouse \$346.52 per month
- Employee + Child(ren) \$274.52 per month
- Employee + Family \$495.10 per month

NEW HDHP (assuming wellness discount)

- Employee Only \$136.90 per month
- Employee + Spouse \$337.36 per month
- Employee + Child(ren) \$267.27 per month
- Employee + Family \$482.02 per month

Dental

- Employee Only \$5.34 per month
- Employee + Spouse \$10.24 per month
- Employee + Child(ren) \$14.34 per month
- Employee + Family \$21.21 per month

Vision

- Employee Only \$1.39 per month
- Employee + Spouse \$2.35 per month
- Employee + Child(ren) \$2.49 per month
- Employee + Family \$3.74 per month

Wellness Discount Criteria

IndyGo will continue to provide a wellness discount option for employees who participate in IndyGo's health plan options. The wellness plan incentive requires employees to complete quarterly visits with a Marathon Health coach either on-site or virtually to achieve the wellness premium discount on medical premiums for the 2026 plan year. Plan participants must complete their annual physical with labs, the health risk assessment, and one or more healthy activity of their choice to receive the medical premium discount for 2026.

In summary, IPTC believes that Anthem is the best overall value for the quality and level of services it provides to IPTC employees and their families.

FISCAL IMPACT:

The total cost for the insurance coverage are within the approved budgeted amounts in the 2026 budget.

DBE/XBE DECLARATION:

There were no XBE goals set for this procurement because there are no certified firms and no subcontracting opportunities.



Memo Date: November 13, 2025
Board Meeting: November 20, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: IndyGo Foundation Executive Director Emily Meaux
SUBJECT: Consideration and approval of new Foundation Board Members

ACTION ITEM A – 4

RECOMMENDATION:

Approval of appointing Keith Johnson, Hardik Shah and Jeff Pellin to the IndyGo Foundation Board.

BACKGROUND:

The bylaws of the Indianapolis Public Transportation Foundation (dba IndyGo Foundation) require the Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) to approve Board Members for the Foundation.

Over the past year, the Foundation has had two Board members (David Holt and Adam Burtner) resign due to increased responsibilities as a result of changing jobs. The Foundation Board currently consists of 14 members and Bylaws allow the Board to grow to 19. At their October 29 meeting, the IndyGo Foundation Board approved recommending Keith Johnson and Hardik Shah for consideration by the IndyGo Board. Jeff Pellin's nomination was approved by an email vote on November 13.

Keith Johnson is President of Post Road Development, a management and business development consultancy. Keith has 20 years of experience working in government, issue advocacy, and community development. Much of Keith's time in public service focused on making government more efficient and more effective. As a city controller and deputy trustee, Keith guided fiscal reforms that included: the merger of a township fire department, contracting for sanitation services, long-term cell tower leases, updating purchasing and insurance policies, and department reorganizations. As Chairman of the Marion County Election Board, Keith led a bipartisan effort to establish early voting satellite locations and vote centers across Indianapolis.

He is a northern California native, IU grad, and father of two.

Hardik Shah is the National Practice Director and Traffic Group Leader at American Structurepoint, a 750+ person architecture and engineering consulting firm headquartered in Indianapolis. With more than 21 years of professional experience he has contributed technical expertise to more than 500 transportation projects of varying scales across the country. He currently serves as Secretary of the Executive Committee for the Hindu Temple of Central Indiana (2022–2025) and as part of the Executive Team for Blood Cancer United's Visionary of the Year fundraising campaign (2024–Present), formerly part of the Leukemia & Lymphoma Society.

Hardik resides in Fishers, Indiana, with his wife (Hardi Shah) and two children.

Jeff Pellin serves as VP, General Auditor, overseeing the internal audit and fraud risk management functions for OneAmerica Financial. This is Pellin's second stint as General Auditor, having previously maintained the role 4 years ago. Pellin re-assumed this role in November 2023 after spending two years as VP, Treasury & FPA, providing practical oversight of many aspects of corporate finance including treasury, investor relations, and financial planning and analysis.

A licensed CPA in Indiana, Pellin holds a master's of business administration in accounting and a bachelor's in accounting from Indiana University's Kelley School of Business. He serves on the board of directors and finance committee for IndyHumane (Humane Society of Indianapolis) currently acting as treasurer and finance committee chair.

DISCUSSION: The prospective Foundation Board Members presented for your consideration are Keith Johnson, Hardik Shah and Jeff Pellin.



Date of Memo: November 04, 2025
Board Meeting: November 20, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Treasury Manager, Jon Mann
SUBJECT: Consideration and approval for the purchase of 20 new Genfare Fastfare fareboxes

ACTION ITEM A – 5

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter into a purchase agreement with Genfare for 20 new Fastfare fareboxes for a total cost of \$381,365.63.

BACKGROUND:

Our current fleet of Fixed Route fareboxes consists of approximately 100 Fastfare fareboxes and 128 Odyssey fareboxes. The Odyssey farebox was introduced to IndyGo in 2007. In December 2022, Genfare ceased production of the Odyssey farebox and replaced it with the manufacturing of its newest farebox type, the Fastfare. This purchase will be the fourth purchase of our annual partial replacement of fareboxes, which was included in the 5-year Capital Plan.

DISCUSSION:

IndyGo will continue to operate with both Odyssey and Fastfare fareboxes for the next several years. All fare processes will remain the same for everyone involved including IndyGo Riders, Coach Operators, and Treasury personnel. These fareboxes typically have a 10-year life expectancy.

FISCAL IMPACT:

The cost for replacement of fareboxes was included in the capital budget.

DBE/XBE DECLARATION:

There are no XBE goals for this procurement because there are no certified firms and no subcontracting opportunities.



Date of Memo: November 04, 2025
Board Meeting: November 20, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Treasury Manager, Jon Mann
SUBJECT: Consideration and approval to extend the current Brinks Cash Collection contract through 2026.

ACTION ITEM A – 6

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to extend the current Brinks Cash Collection contract to the end of 2026 at a cost of \$135,000.

BACKGROUND:

This cash collection contract is for the daily (Monday-Friday) collection of fixed route revenue at the West Campus and CTC Retail Desk revenue, as well as the monthly revenue collections of the 64 ticket vending machines located at our BRT platforms and CTC.

DISCUSSION:

Extending IndyGo's current Brinks contract minimizes operational risk, maintains continuity of service, and provides the opportunity to evaluate how the transition to Masabi's fare validation system may affect TVM usage, revenue handling, and future armored transport requirements. This approach will ensure that our next procurement strategy aligns with both current operational realities and future system changes. The original board approval was in August 2019 for the amount not to exceed \$1,535,637 for a five-year agreement. As of now, we've only spent \$831,018.50.

FISCAL IMPACT:

This extension will avoid potential transition costs associated with rebidding or onboarding a new vendor prematurely, while also ensuring accurate financial forecasting as IndyGo prepares for the 2026 Masabi implementation.

DBE/XBE DECLARATION:

There are no XBE goals for this procurement because there are no certified armored car vendors and no subcontracting opportunities.



Date of Memo: October 30, 2025

Board Meeting: November 20, 2025

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Project Manager Rachel Wilson

SUBJECT: Authorization of Task Order for Construction Engineering Services – Far Eastside Bus Stop Improvements

ACTION ITEM A – 7

RECOMMENDATION:

It is recommended that the Board of Directors authorize the Indianapolis Public Transportation Corporation's President and Chief Executive Officer to execute a task order with Burgess & Niple for construction engineering and inspection services related to the Far Eastside Bus Stop Improvements project, in an amount not to exceed \$288,121.

BACKGROUND:

The Indianapolis Public Transportation Corporation has developed a long-range plan to improve accessibility at bus stops throughout the city. The Far Eastside Bus Stop Improvements project represents the next phase of this initiative and is scheduled for construction in calendar years 2026 and 2027. A map of the project area is included on the following page.

DISCUSSION:

In 2023, IPTC established an on-call master services agreement with Burgess & Niple for construction engineering and inspection services under Request for Qualifications (RFQ) 23-03-474. Under this task order, Burgess & Niple will provide full-time inspection services and coordinate with contractors and subcontractors to ensure compliance with contract documents. Their responsibilities will include documenting changes through IPTC's change management process, maintaining daily field reports, and overseeing quality control and material testing.

FISCAL IMPACT:

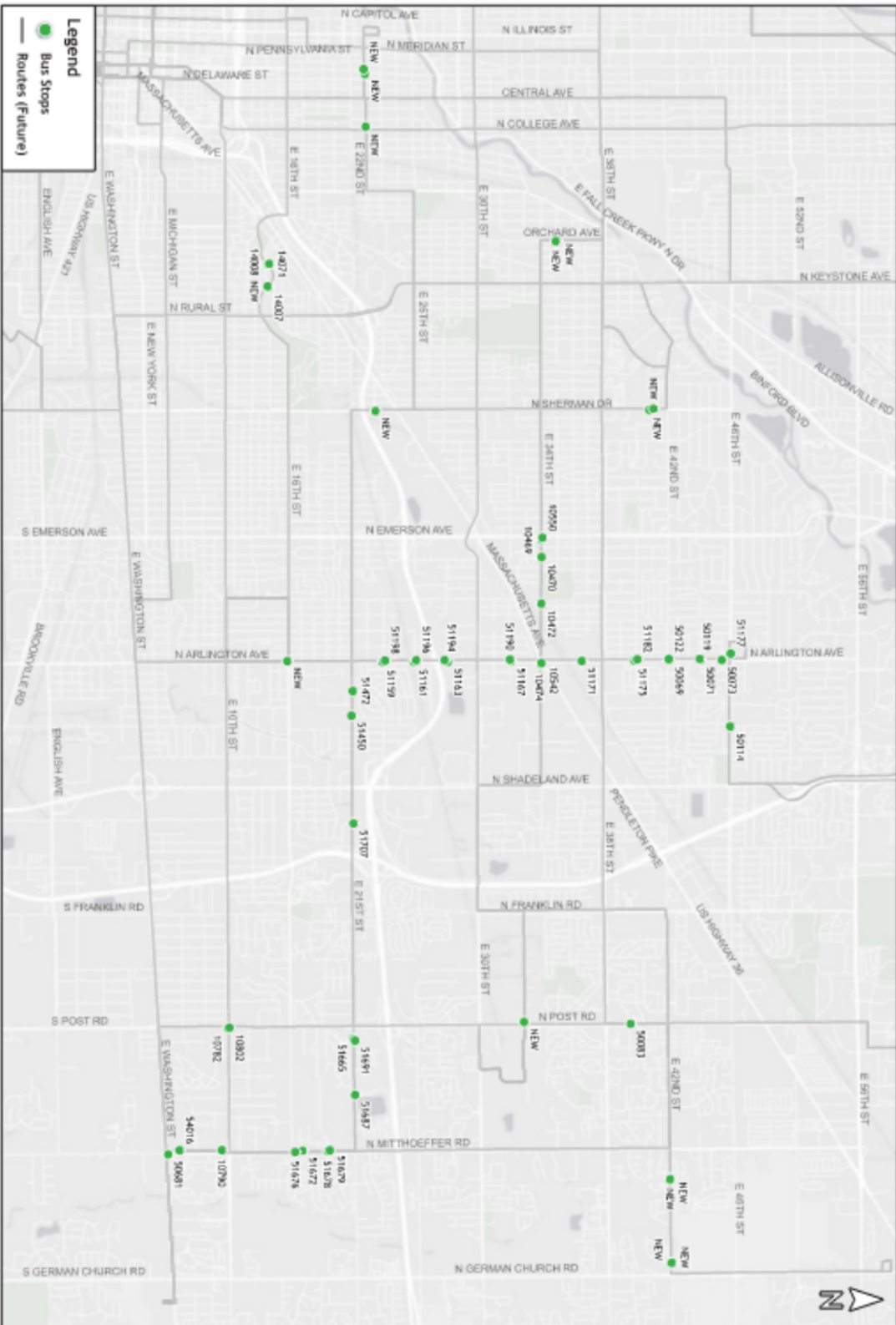
Funding for this task order is included in the Fiscal Year 2025 capital budget and will be supported through local funding sources.

XBE DECLARATION:

Burgess & Niple's proposal for this task order includes 2.4% XBE commitment with participation from:

- JQOL (MBE) at 1.0%
- LADS Consulting (WBE) 1.1%
- Project Photo Docs (DOBE) at 0.3%

IndyGoSM





Date of Memo: November 06, 2025
Board Meeting: November 20, 2025

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Director of Risk and Safety Brian Clem

SUBJECT: Consideration and Approval of Authorization to Enter into Insurance Brokerage Services Contract with Aon Risk Services

ACTION ITEM A – 8

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter a three-year contract with two option years with Aon Risk Services Central, Inc. (Aon) for insurance brokerage services. The total cost of the contract is not to exceed \$182,364 for the initial three years or \$318,459 for all five years if each option year is exercised.

Year	Yearly Cost	Contracted Accumulated Cost
Year 1	\$60,000	\$60,000
Year 2	\$61,800	\$121,800
Year 3	\$63,564	\$185,364
Option Year 1	\$65,564	\$250,928
Option Year 2	\$67,531	\$318,459

BACKGROUND:

IPTC is currently under contract with Aon to broker insurance coverage through commercial insurance and self-insurance programs for auto liability. Current lines of coverage include Property, Fiduciary Liability, Public Officials/Employment Practices, Cyber, Crime, and Builders Risk.

DISCUSSION:

On September 5, 2025, IPTC published a request for proposals (RFP #25-07-550) for insurance broker services. Four proposals were received and were evaluated by a panel of five IndyGo employees, and the firms that submitted the top two proposals were asked to submit a best and final offer (BAFO). Upon receiving the BAFOs, the evaluation committee selected the proposal submitted by Aon for contract award as the best value.

FISCAL IMPACT:

The funding for this service is budgeted yearly from the IndyGo Operating Budget.

DBE/XBE DECLARATION:

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



Date of Memo:	November 04, 2025
Current Meeting:	November 06, 2025
Board Meeting:	November 20, 2025

BOARD MEMORANDUM

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

THROUGH: President/CEO Jennifer Pyrz

FROM: Chief Public Affairs Officer Carrie Black

SUBJECT: Consideration and approval of Resolution for free fare days for 2026

ACTION ITEM A-9

RECOMMENDATION:

It is recommended the Board of Directors authorize the President and CEO to approve free rides for the below listed days during the 2026 calendar year consistent with previous year's free fare days for fixed routes and IndyGo Access services.

- Transit Equity Day (Wednesday, Feb. 4) – *pending funding*
- Election Day (Tuesday, Nov. 3) – *pending funding*
- Thanksgiving Day (Thursday, Nov. 26)
- Christmas Day, (Friday, December 25)
- New Year's Eve after 8 p.m. (Thursday, Dec. 31)

BACKGROUND:

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

DISCUSSION:

N/A

FISCAL IMPACT:

The IndyGo Foundation is finalizing plans with sponsors to fund fare-free rides on Transit Equity Day, Wednesday, Feb. 4, and on Election Day on Tuesday, Nov. 3.
Average daily revenue is approximately \$17,000 per day of service.

DBE/XBE DECLARATION:

N/A

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS**

RESOLUTION 2025-09

A RESOLUTION approving the Indianapolis Public Transportation Corporation (IPTC) to offer free fares for riding a bus on select days in 2026.

WHEREAS, IPTC is an Indiana municipal corporation established to operate an urban mass transportation system to serve Indianapolis for the welfare of the general public, to expand the economic and social opportunities available to its residents, and to render adequate service essential to relieve traffic congestion which would otherwise prevent the rapid and efficient movement of persons and goods in and about the city; and

WHEREAS, free fare days reduce barriers to transportation experienced by many of IPTC's riders, thus expanding their economic and social opportunities, particularly during the holidays.

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

Section 1. The Board hereby authorizes IPTC to offer free public transit fares on the following days in 2026:

- Transit Equity Day (Wednesday, Feb. 4) – *pending funding*
- Election Day (Tuesday, Nov. 3) – *pending funding*
- Thanksgiving Day (Thursday, Nov. 26)
- Christmas Day, (Friday, December 25)
- New Year's Eve after 8 p.m. (Thursday, Dec. 31)

Section 2. This Resolution shall be in full force and effect from and after its adoption.

Section 3. If any section, paragraph, or provision of this Resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this Resolution.

ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation this 20th day of November 2025.

BOARD OF DIRECTORS
INDIANAPOLIS PUBLIC
TRANSPORTATION CORPORATION

By: _____
Gregory F. Hahn, Board Chair

ATTEST:

By: _____
Robert M. Frye, Chief Legal Officer



Date of Memo: November 05, 2025
Board Meeting: November 20, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Director of Fleet Services Devon Smith
SUBJECT: Consideration and Approval of Fuel Supplier Contract for the 2026 Calendar Year

ACTION ITEM A – 10

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a contract to purchase 1,710,000 gallons of premium ultra-low sulfur diesel (ULSD) fuel from Gresham Petroleum at a total cost of \$4,031,667 to fuel IPTC's bus fleet through the 2026 calendar year.

BACKGROUND:

Through a Request for Qualification (RFQ) process conducted earlier this year, IPTC established a list of pre-qualified fuel suppliers eligible to competitively bid on fuel contracts for a three-year qualification period from 2026 through 2028. Keystone Cooperative and Gresham Petroleum were deemed to be qualified fuel suppliers. Keystone Cooperative is the incumbent fuel supplier. On October 24, both companies submitted their bids, and Gresham Petroleum won with a bid of \$2.36 per gallon. Given Board approval from the October 16 Board Meeting, a commitment was made to Gresham Petroleum, allowing them to make a bulk purchase of ULSD fuel on IPTC's behalf to secure pricing.

DISCUSSION:

The annual contractual guaranteed amount is 1,710,000 gallons. At the quoted rate, the cost for this fuel purchase totals \$4,031,667. This represents an annual saving to IPTC of \$60,879 over the second bid of \$2.39 per gallon. When monthly fuel consumption exceeds the monthly guaranteed quantity, IPTC will purchase additional fuel at the market rate from the awarded supplier. Upon final approval, this ULSD fuel will be delivered over a 12-month period from January 1, 2026, through December 31, 2026.

FISCAL IMPACT:

The funding source for this procurement is through the Operating Budget.

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 there are only two qualified vendors and there are no subcontracting opportunities.



Date of Memo: November 06, 2025
Board Meeting: November 20, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Director of Fleet Services, Devon Smith
SUBJECT: Consideration and Approval of Two 40-foot Battery Electric Buses for Fixed-Route Services

ACTION ITEM A – 11

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to purchase one 40-foot battery electric bus (BEB), including associated equipment and services, each from New Flyer of America Inc. and Gillig LLC at a total cost of \$2,836,356.94, plus an additional 3 to 15% for potential tariff cost increases.

BACKGROUND:

In 2022, IPTC received funding through the Indianapolis Metropolitan Planning Organization (IMPO) to facilitate the purchase of two 40-foot BEBs to determine the viability and feasibility of incorporating them into IPTC's fleet by testing the range and reliability of these vehicles in real-world operating environments. The funding is from IMPO's federal flex funding exchange program and, therefore, will be administered as a grant through the Federal Transit Administration (FTA).

DISCUSSION:

IPTC identified two BEB products that meet the Buy America requirements required by the FTA: the New Flyer XE40 and the Gillig Electric Low Floor Plus. The New Flyer BEB is quoted at \$1,409,440.94 with the 660 kWh battery pack option. The Gillig BEB is quoted at \$1,426,916 and includes a 588 kWh battery pack. Both vehicles will be purchased through the Washington State Department of Enterprise Services' Cooperative Purchasing Agreement for Transit Buses (Contract Number 06719). Through this purchasing cooperative, which IndyGo joined in April 2024, the state of Washington holds master contracts with both New Flyer and Gillig. These contracts were competitively solicited and awarded in compliance with FTA regulations. Accordingly, IPTC may utilize federal funds to purchase buses through these master contracts.

FISCAL IMPACT:

The purchase of these BEBs is 80% funded by the IMPO federal flex funding and 20% through the capital budget.

DBE/XBE DECLARATION:

Transit vehicle manufacturers are required by the FTA to maintain their own DBE programs.

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Information Update – October 2025 Financials Summary

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

Revenue

- Federal Assistance Revenue came in under budget for the month by \$848,795 (-69.3%). All Preventive Maintenance reimbursements have been received for the year. The remainder of reimbursement remaining are for ADA and paratransit operations. YTD this revenue is over budget by \$1,373,993 (11.2%)
- Other Operating revenue category is over budget by \$5,386,675 (1,904.7%) for the month. \$5 million was received from DPW for the Blue Line Project and \$500,000 for East Side bus stop improvements. YTD for this revenue is over budget by \$4,731,263 (167.3%).
- The passenger service revenue is over budget by \$6,525 (1.3%) for the month. For the year passenger service revenue is under budget by \$220,048 (-4.4%).
- 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 October. YTD it is on budget.
- In October Local Income Tax came in at budget for the month and YTD.
- The Service Reimbursement Program revenue was on budget for the month and is on budget for the year.

The Total Revenue for the agency is over budget by \$4,701,984 (49.3%) for the month of October. YTD Total Revenue is over budget by \$7,866,230 (7.4%).

Expenditures

I) Personal Services

- Fringe Benefits are under budget for the month by \$460,585 (-25.3%). YTD it is under budget by \$4,433,530 (-22.1%).
- Overtime expenses were over budget by \$235,927 (71.1%) for the month. For the year this category is over budget by \$1,817,555 (49.8%).
- October Salary expenses are over budget by \$267,256 (6.2%) for the month due to fifth payroll week for union employees. YTD it is under budget by \$3,861,075 (-8.2%)

The Personal Services category is over budget by \$42,598 (0.7%) for the month of October. It is under budget for the year by \$6,477,050 (-9.2%)

II) Other Services and Charges

- Claims were over budget by \$181,400 (50.0%) for the month. For the year this category is under budget by \$945,789 (-25.0%).

- For the month of October, the Miscellaneous Expense category is over budget by \$23,196 (21.8%). YTD is under budget by \$314,768 (-26.4%).
- In October, the Purchased Transportation category is over budget by \$106,450 (10.2%). For the year it is over budget by \$592,470 (5.7%)
- For the month the “Services” expense category is under budget by \$80,031 (-3.5%). YTD this category is under budget by \$11,008,710 (-37.7%).
- For the month, utility expenses are under budget by \$16,828 (-7.5%). For the year utilities are under budget by \$98,383 (-4.4%).

Overall, the Other Services & Charges category is over budget by \$214,187 (5.4%) for the month. YTD this category is under budget by \$11,775,180 (-25.2 %).

III) Materials & Supplies

- The Fuel and Lubricant category is under budget by \$163,812 (-29.2%). YTD it is under budget by \$1,460,494 (-26.0%).
- For the month of October, the Maintenance Materials category is over budget by \$220,164 (40.3%). It is over budget for the year by \$51,734 (0.9%).
- Other Materials and Supplies category is under budget by \$42,732 (-41.8%) for the month. For the year it is under budget by \$825,587 (-69.8%).
- Tires & Tubes category is under budget in October by \$19,680 (-29.5%). 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 \$294,434 (-37.7%).

For the month, the Total Materials and Supplies category is under budget by \$6,062 (-0.5%). For the year it is under budget by \$2,528,783 (-19.3%).

In October, the overall, total expenditures came in over budget by \$250,723 (2.1%). Year to date expenditures are under budget by \$20,781,014 (-15.9%).

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 Ten Months Ending Friday, October 31, 2025

11/12/2025 3:46 PM
Period Selected: 10

	Current Month				YTD				
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	PRIOR YTD Actual
Operating Revenue									
Federal Assistance	375,320.00	1,224,115.50	(848,795.50)	(69.34)	13,615,148.00	12,241,155.00	1,373,993.00	11.22	13,340,689.00
Other Operating Income	5,669,486.72	282,811.67	5,386,675.05	1904.69	7,559,380.00	2,828,116.70	4,731,263.30	167.29	3,244,588.24
Passenger Service Revenue	500,294.70	493,769.35	6,525.35	1.32	4,717,645.76	4,937,693.98	(220,048.22)	(4.46)	5,263,588.19
PMTF Revenue		0.00	0.00	0.00	11,369,828.00	11,369,828.00	0.00	0.00	11,369,828.00
Local Property & Excise Tax Revenue	3,442,401.50	3,442,401.50	0.00	0.00	36,405,036.90	34,424,015.00	1,981,021.90	5.75	35,291,740.16
Local Transit Income Tax Revenue	4,076,242.62	4,076,242.62	0.00	0.00	40,762,426.20	40,762,426.20	0.00	0.00	57,713,559.36
Service Reimbursement Program	22,083.00	22,083.33	0.00	0.00	220,830.00	220,833.30	0.00	0.00	220,830.00
Total Operating Revenues	14,085,828.54	9,541,423.97	4,701,984.53	49.28	114,650,294.86	106,784,068.18	7,866,229.98	7.37	126,444,822.95
Operating Expenses									
Personal Services									
Fringe Benefits	1,357,869.06	1,818,453.97	(460,584.91)	(25.33)	15,601,997.45	20,035,527.68	(4,433,530.23)	(22.13)	16,300,132.46
Overtime	567,656.34	331,728.83	235,927.51	71.12	5,466,571.94	3,649,017.14	1,817,554.80	49.81	4,981,988.72
Salary	4,545,079.72	4,277,824.09	267,255.63	6.25	43,194,989.83	47,056,064.98	(3,861,075.15)	(8.21)	41,581,315.77
Total Wages and Benefits	6,470,605.12	6,428,006.89	42,598.23	0.66	64,263,559.22	70,740,609.80	(6,477,050.58)	(9.16)	62,863,436.95
Other Services & Charges									
Claims	544,255.65	362,855.33	181,400.32	49.99	2,832,764.63	3,778,553.30	(945,788.67)	(25.03)	2,793,252.88
Miscellaneous Expenses	129,322.80	106,126.59	23,196.21	21.86	878,839.93	1,193,608.45	(314,768.52)	(26.37)	878,007.11
Purchased Transportation	1,143,781.89	1,037,331.95	106,449.94	10.26	10,965,789.50	10,373,319.50	592,470.00	5.71	10,961,290.29
Services	2,178,803.15	2,258,834.44	(80,031.29)	(3.54)	18,155,250.53	29,163,960.70	(11,008,710.17)	(37.75)	14,636,176.75
Total Utilities	207,338.40	224,166.66	(16,828.26)	(7.51)	2,143,283.42	2,241,666.60	(98,383.18)	(4.39)	1,510,006.36
Total Other Services & Charges	4,203,501.89	3,989,314.97	214,186.92	5.37	34,975,928.01	46,751,108.55	(11,775,180.54)	(25.19)	30,778,733.39
Materials & Supplies									
Fuel & Lubricants	397,551.06	561,363.58	(163,812.52)	(29.18)	4,153,141.45	5,613,635.80	(1,460,494.35)	(26.02)	5,133,405.72
Maintenance Materials	766,207.19	546,043.39	220,163.80	40.32	5,556,125.61	5,504,391.90	51,733.71	0.94	5,774,114.32
Other Materials & Supplies	59,463.68	102,196.26	(42,732.58)	(41.81)	357,016.10	1,182,603.76	(825,587.66)	(69.81)	482,133.28
Tires & Tubes	46,902.72	66,583.33	(19,680.61)	(29.56)	485,227.91	779,662.51	(294,434.60)	(37.76)	475,925.11
Total Materials & Supplies	1,270,124.65	1,276,186.56	(6,061.91)	(0.48)	10,551,511.07	13,080,293.97	(2,528,782.90)	(19.33)	11,865,578.43
Total Operating Expenses	11,944,231.66	11,693,508.42	250,723.24	2.14	109,790,998.30	130,572,012.32	(20,781,014.02)	(15.92)	105,507,748.77

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Presentation to IndyGo Exec Team

November 20, 2025



» 5th Annual Golf Outing

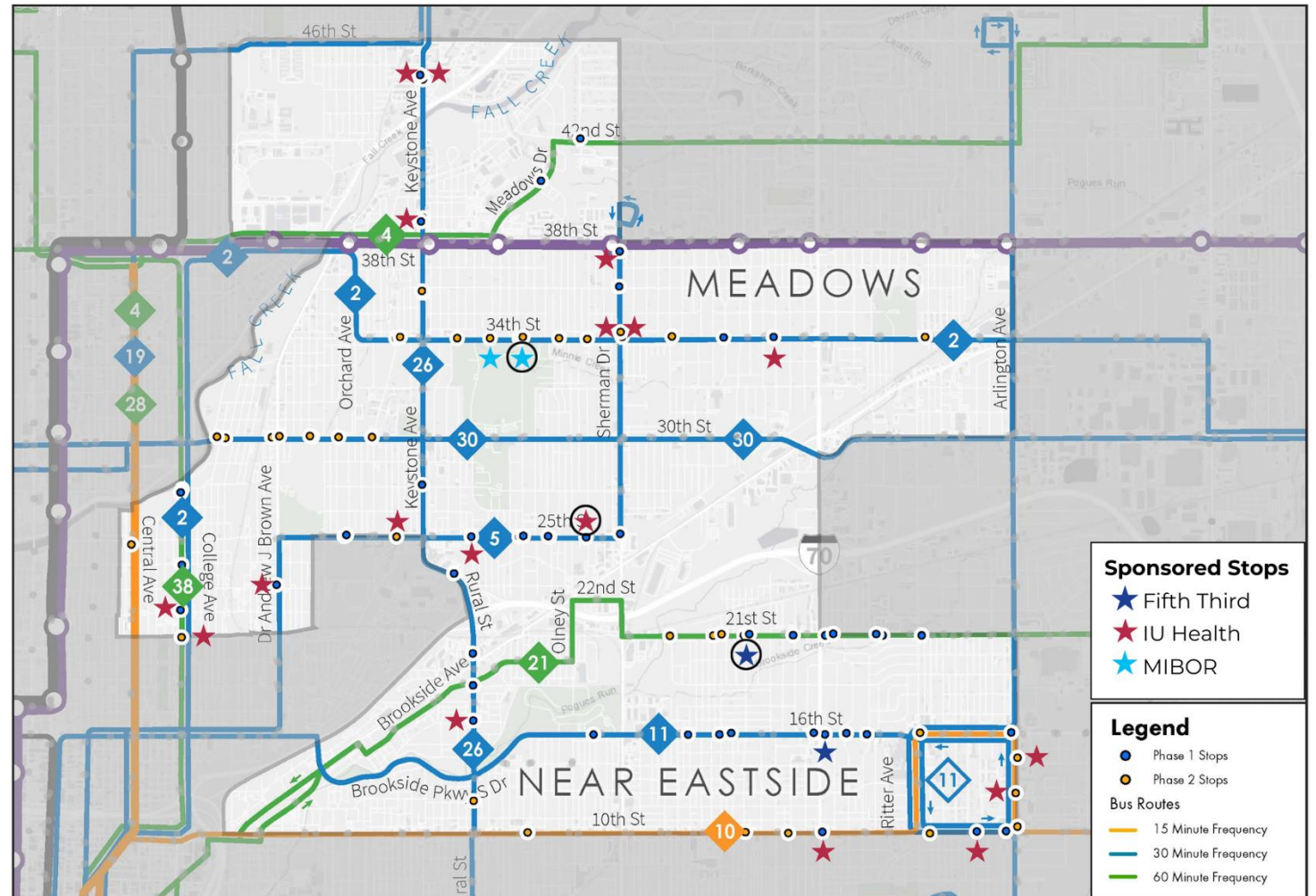
- Net \$85,000
- 175 golfers
- 100 companies involved (sponsors, foursomes and auction donations)
- Event follow up was heavier than usual to increase individual donations.
 - Prior to event, we identified attendees with highest propensity to give and ensured we had photos with them.
 - We sent thank you letters with printed 4x6 photos within two weeks after event
 - Golf Impact Report was emailed to participants 6 weeks after the event



» Near East Bus Stop Tour

This morning we hosted our first bus stop tour to celebrate the reconstruction of 79 stops on the near East Side.

Near Eastside Bus Stop Improvements



» Near East Bus Stop Tour

Funding for this project was a public/private partnership with a mix of funds secured by IndyGo and IndyGo Foundation.



Indiana University Health

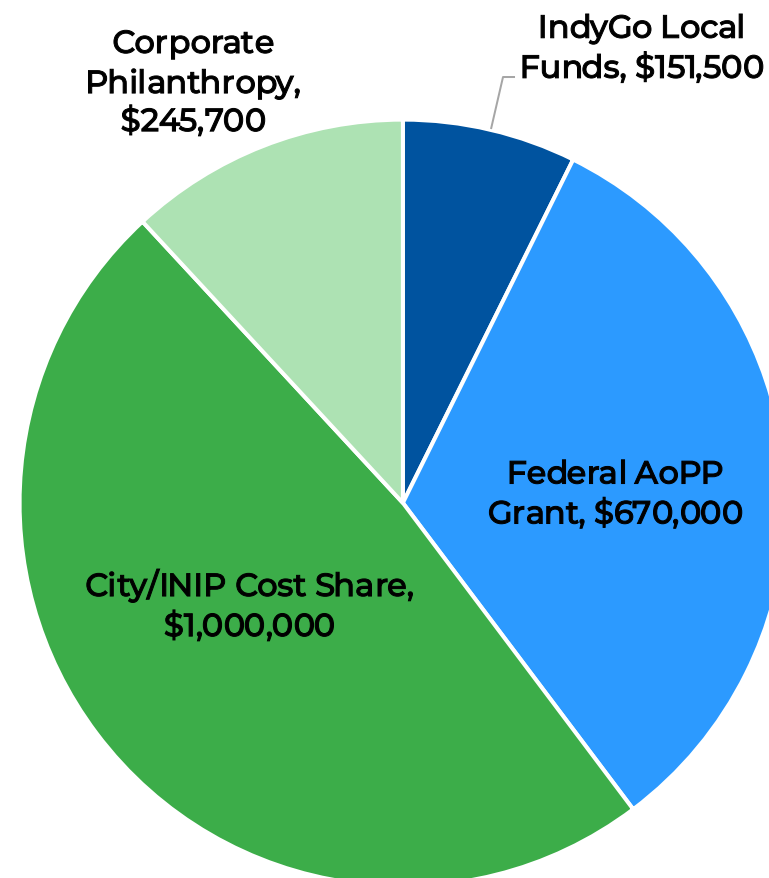


U.S. Department
of Transportation

Federal Transit
Administration



FIFTH THIRD FOUNDATION



» Q4 Communications

Activity	Week of	Audience	Purpose
Golf thank you letter w/ pictures	10/6/25	Volunteers, sponsors, donors, bidders with addresses	Stewardship
Solicitation letter to Family Foundations	10/6/25	targeted list	Solicitation
Sept/October enews	10/6/25	Golf, grants	Multi
Golf Impact Report emailed	10/27/25	All Golf donors, sponsors, auction donors, volunteers	Stewardship
Solicitation Letter	10/20/25	2023 and 2024 donors who have not given in 2025	Solicitation
First time donor handwritten thank you card from board	11/15/25	first time donor (not golf)	Stewardship
Bus stop ribbon cutting	11/20/25		Stewardship
Corporate sponsorship packet	12/2/25	2024/2025 corporate donors and prospects	Solicitation
Holiday Card	12/2/25	All donors, volunteers, NP partners, Boards, VIPs	Cultivation
November/December enews	12/2/25	End of year ask, Transit Equity Day save the date, sponsorship packet	Multi
Giving Tuesday video	12/2/25	Social, sent via enews and to IndyGo employees	Solicitation
Lapsed letter - second round	12/8/25	2023/2024 donors who have not yet given in 2025	Solicitation

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

Fundraising & Financials



» Fundraising Activity

Donor Cycle	Activity	Achievement YTD as of 11/10/2025	Performance Indicator
Prospect Management & Cultivation	Meetings with Donors & Prospects	36	Progressing
	Attendance at Community & Networking Events	22	On Track
Solicitation	Grant Applications Submitted	63 \$1.473M requested	Progressing
	Successful Grant Applications	11 \$409,500 granted \$576k pending	Progressing
	Individual Solicitations	382	Progressing
	Corporate Solicitations	1,878	Progressing
Stewardship	Grant Reports & Post-Event Reports	22	On Track
	Routine Communications & Updates	Monthly Newsletters, Weekly Social Posts, Annual Report Mailed	On Track

» Donor Highlight – OneAmerica Financial Foundation

- Gave \$10,000 in 2021
- OneAmerica staff changed over but continued to request meetings annually
- In May, Yvonne and Emily met with them which led to further meetings including Public Affairs as they were interested in BRT station advertising and business sponsored rides
- Several meetings later we have a \$10,000 commitment to support the Transit Equity Day Celebration and a \$20,000 verbal pledge (pending confirmation in January) for free fare on Transit Equity Day
- They recommended an executive leader for membership on the Foundation Board (Jeff Pellin)

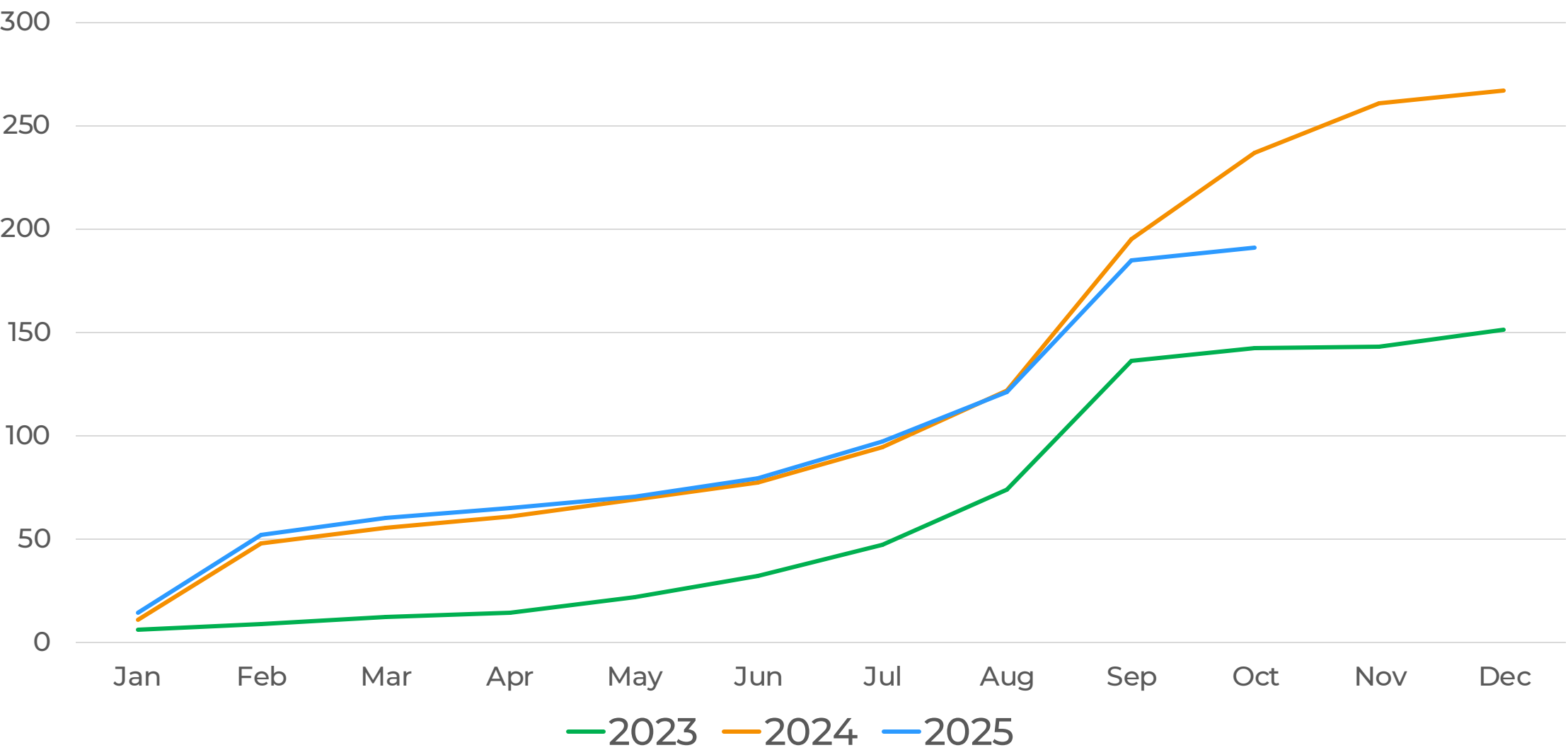
OneAmericaSM
Financial

» Donor Highlight – Midwest Presort Service / Scales Family

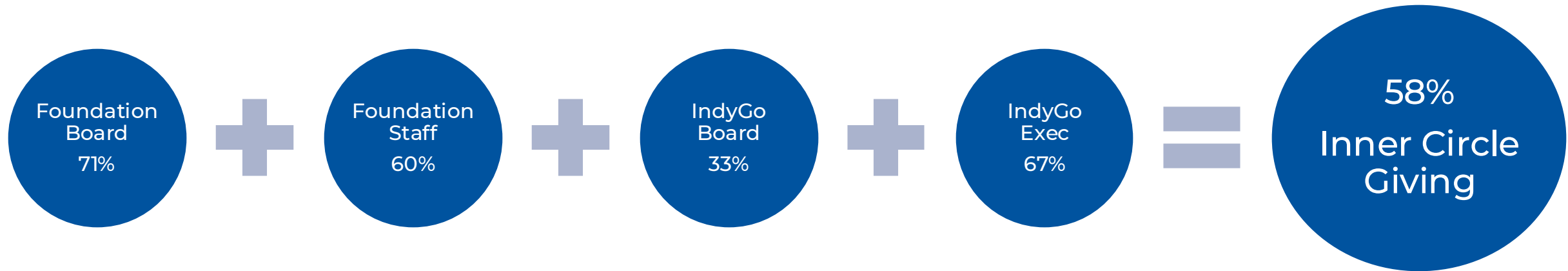
- Midwest Presort Service is a WBE small business operating in Indianapolis since 1988.
- 2021: Responded to an Indy Chamber mailing with a \$5,000 gift
- 2022: Attended Transit Equity Day event
- 2023: Gave another \$5,000
- 2024: They renewed the \$5,000 gift and the Foundation started using their services periodically
- 2025: Increased gift to \$10,000



»» Number of Donors



» 2025 Inner Circle Giving



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

Programs & Impact



» University of Indianapolis Social Determinants of Health Project

Goal: Pilot an experiential education activity for the UIndy Community Health Nursing course where BSN students will learn about the intersection of transportation and social determinants of health. The series of activities aims to help students understand barriers patients may encounter and the importance of connecting them to resources.

- September 15 & 25: IndyGo's Mobility Manager led travel trainings for students
- November 4 & 6: Foundation's Program Manager & UIndy's Professor of Service Learning organized a panel discussion for students who participated in the travel training.



» 2025/26 Mobility Access Fund Grants

- Grant applications closed October 31
- Received applications from 139 organizations
- Total amount requested in FMV is \$475,050, 20% increase over last year
- IndyGo Foundation is awaiting several grants but currently \$111,000 short of being able to full fund this year's grant requests
- Factoring in the 2026 fare increase, Foundation needs additional \$95,000 to have the same impact as it did with the 2024/25 grants
- Applicants will be notified by the end of the year

» Transit Equity Day Celebration – February 4 from 2-4pm

- Transit Equity Day will be celebrated this year at the Eiteljorg Museum with an afternoon reception and presentation.
- Mobility Access Fund sponsors and 2025/26 nonprofit grantees will receive complimentary tickets
- We are asking other attendees to purchase tickets for \$20 or event sponsorships starting at \$1,000
- In the future, we envision this to become a fundraiser event with an annual state of transit equity presentation
- The event will be promoted and registration will be open by the Giving Tuesday newsletter on December 2.

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www.IndyGo.net

People & Culture (HR) Summary Report – November 2025

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Britt S. Griffin
Date: November 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



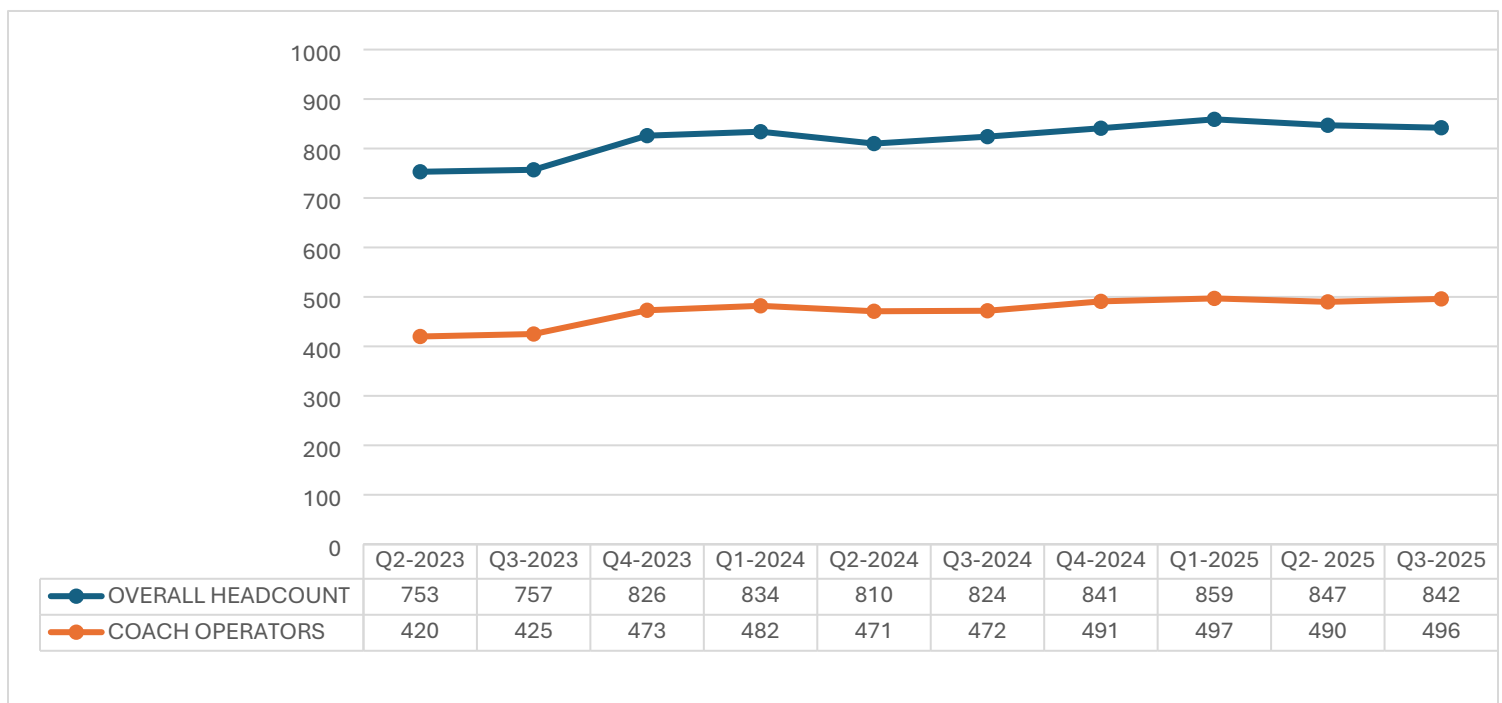
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1. Employee Population Breakdown

IndyGo Employees:	840
Union Employees:	634
Non-Union:	206
Coach Operators:	457
Coach Operator Trainee:	32

As of 11/04/2025

2. Total Average Headcount by Quarter

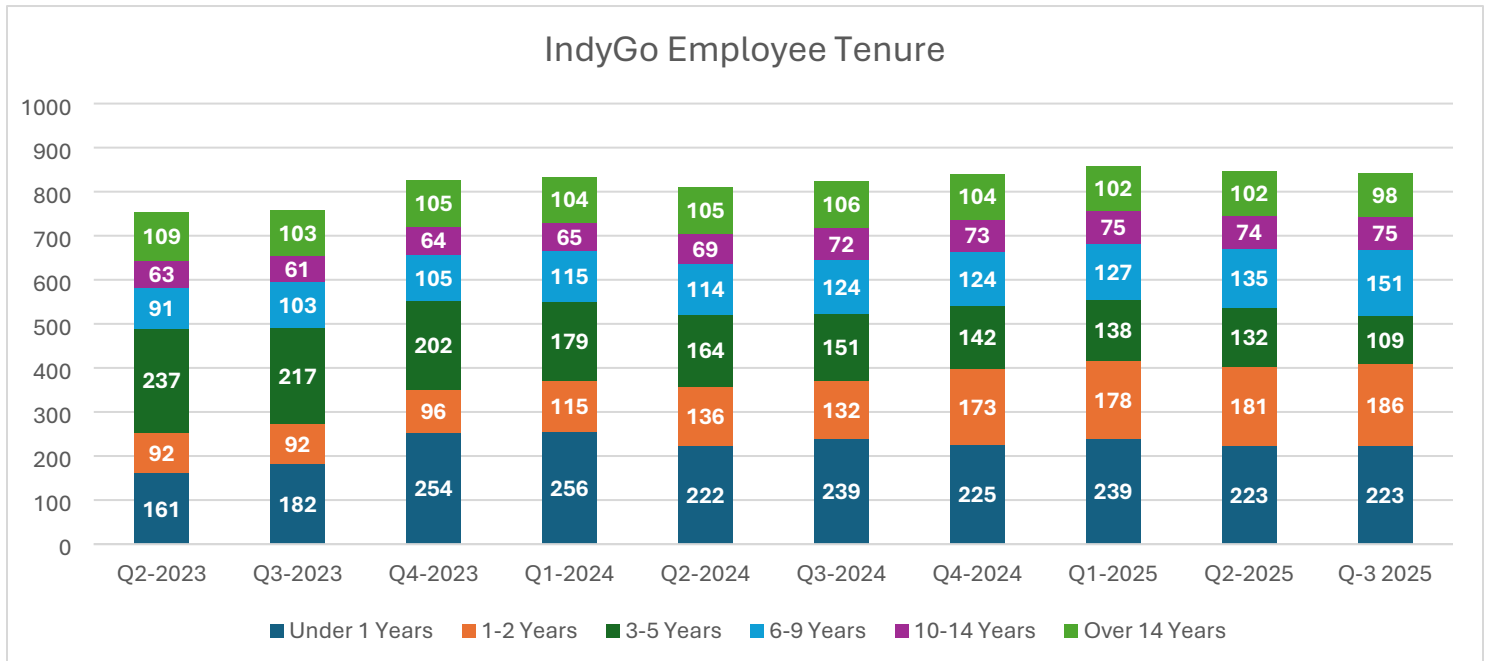


In the first month of the fourth quarter (October), IndyGo averaged 492 Coach Operators and Trainees, representing 58.7% of the organization's total headcount.



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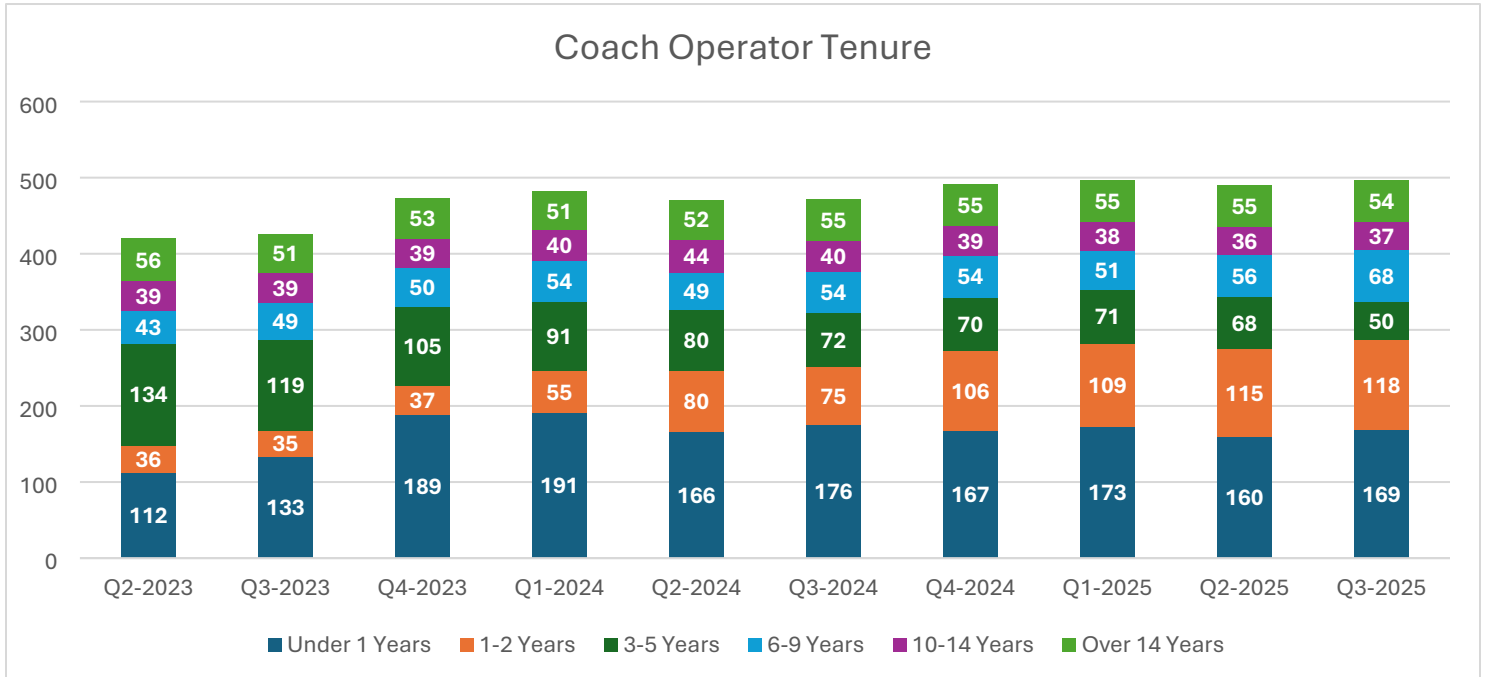
3. Headcount by Tenure by Quarter



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
Q3- 2025	26.48%	22.10%	12.95%	17.93%	8.90%	11.64%	842
October 2025	25.27%	24.67%	10.37%	19.55%	9.18%	11.08%	839



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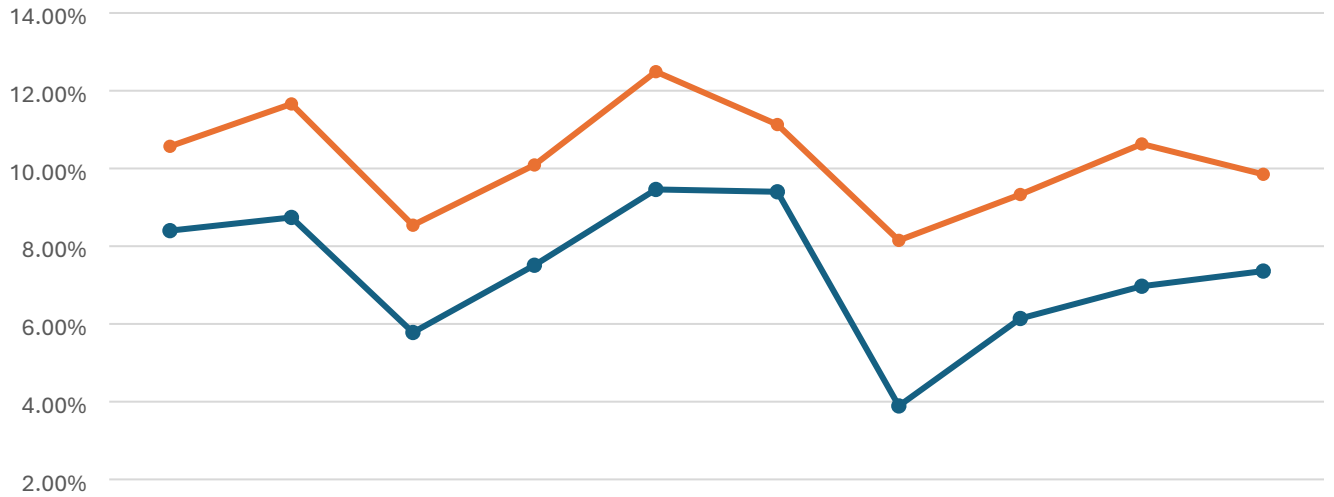


Coach Operator Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2023	39.83%	7.84%	22.25%	10.59%	8.26%	11.23%	472
2024	34.01%	21.59%	14.26%	11.00%	7.94%	11.20%	491
Q1-2025	34.81%	21.93%	14.29%	10.26%	7.65%	11.07%	497
Q2-2025	32.65%	23.47%	13.88%	11.43%	7.35%	11.22%	490
Q3-2025	34.07%	23.79%	10.08%	13.71%	7.46%	10.89%	496
October 2025	31.50%	27.24%	7.72%	15.45%	7.52%	10.57%	492



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4. Turnover-Coach Operators vs Overall



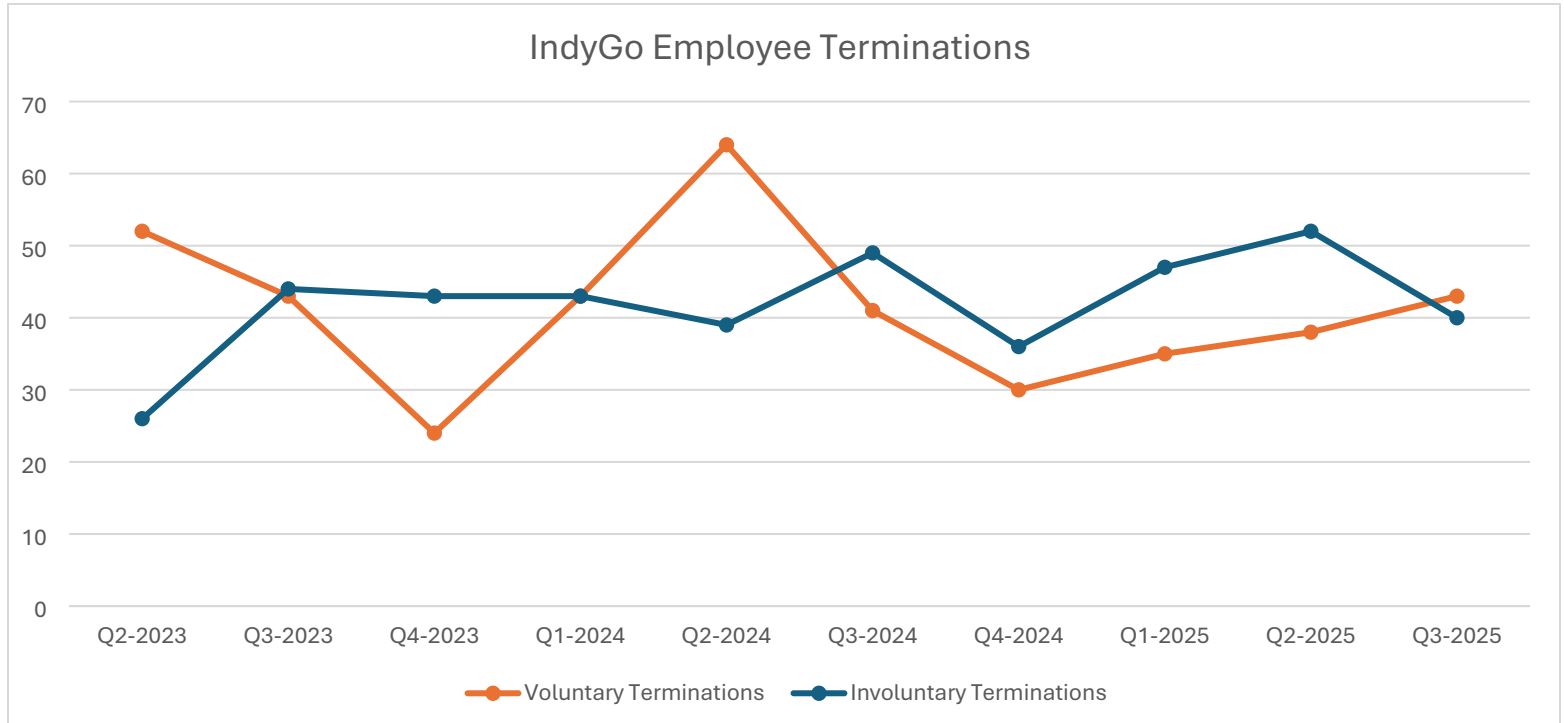
	Q2-2023	Q3-2023	Q4-2023	Q1-2024	Q2-2024	Q3-2024	Q4-2024	Q1-2025	Q2-2025	Q3-2025
Overall Turnover %	10.57%	11.66%	8.54%	10.09%	12.49%	11.13%	8.15%	9.33%	10.63%	9.85%
Coach Turnover%	8.40%	8.74%	5.78%	7.51%	9.46%	9.40%	3.89%	6.14%	6.97%	7.36%

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%
Q3-2025	842.35	83	9.85%	61	7.36%
October 2025	838.71	26	3.10%	18	2.14%



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5. Voluntary vs. Involuntary Turnover

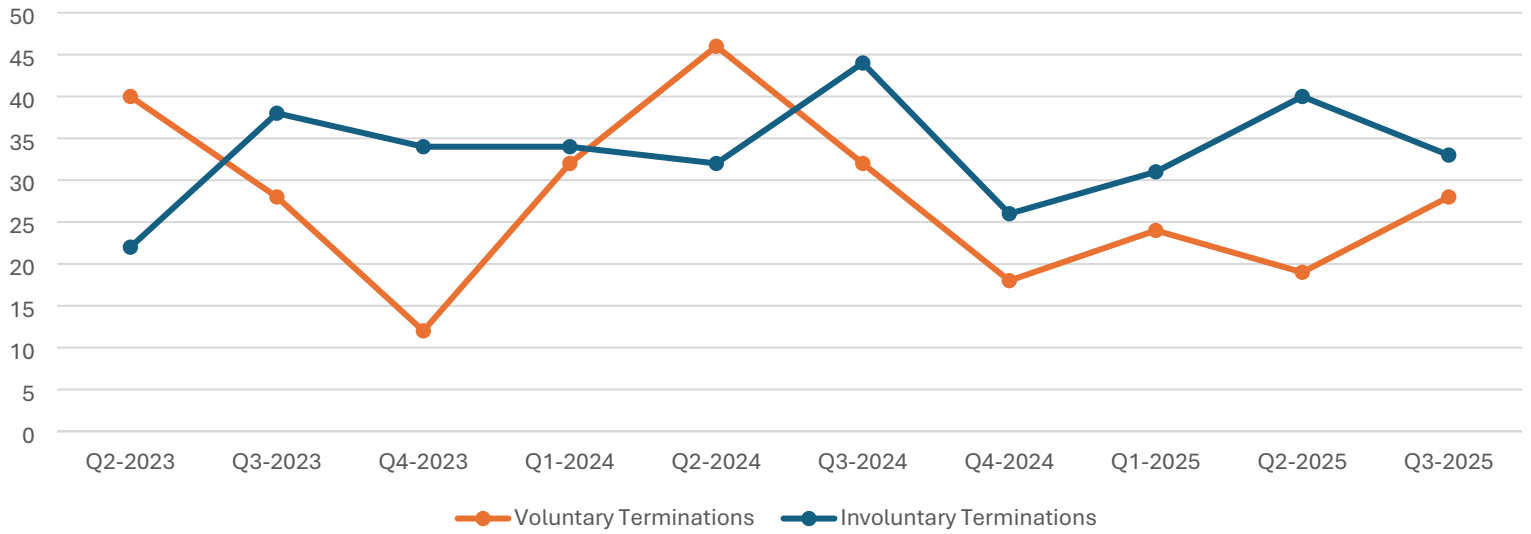


PERIOD	Total Terminations	Voluntary Terminations	Involuntary Terminations	Not Specified
Q2-2023	78	52	26	0
Q3-2023	88	43	44	1
Q4-2023	68	24	43	1
Q1-2024	86	43	43	0
Q2-2024	103	64	39	0
Q3-2024	90	41	49	0
Q4-2024	67	30	36	1
Q1-2025	82	35	47	0
Q2-2025	90	38	52	0
Q3-2025	83	43	40	0
October 2025	26	11	15	0



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Coach Operators Terminations



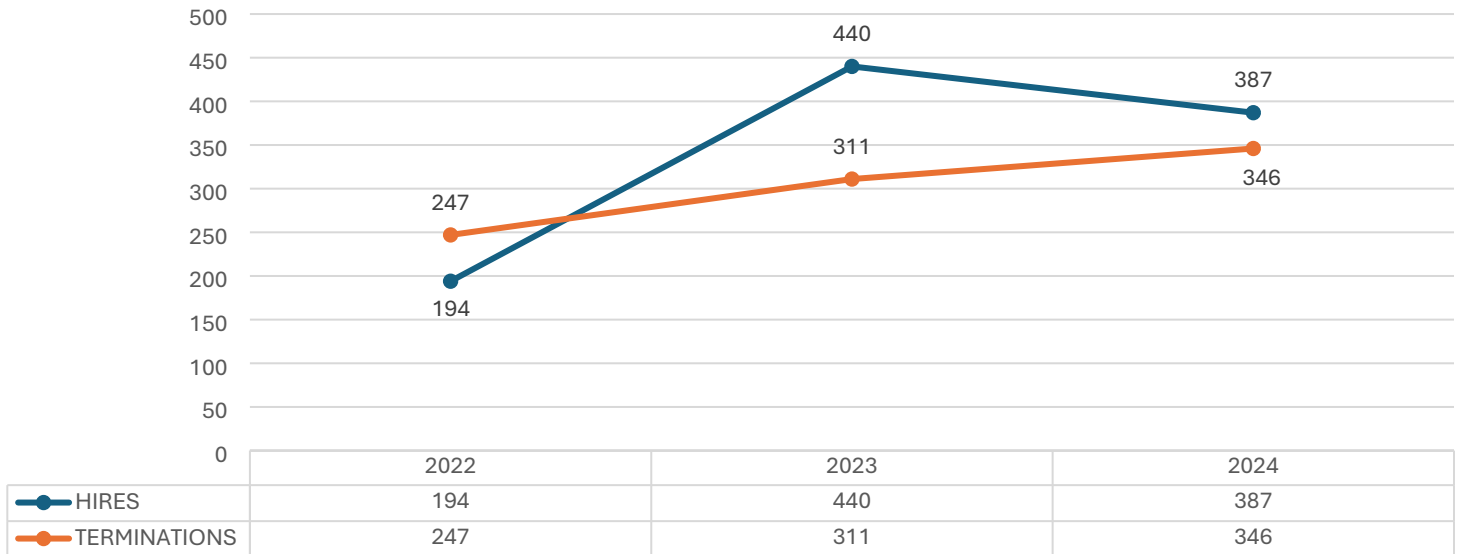
PERIOD	Total Terminations	Voluntary Terminations	Involuntary Terminations	Not Specified
Q2-2023	62	40	22	0
Q3-2023	67	28	38	1
Q4-2023	47	12	34	1
Q1-2024	66	32	34	0
Q2-2024	78	46	32	0
Q3-2024	76	32	44	0
Q4-2024	44	18	26	0
Q1-2025	55	24	31	0
Q2-2025	59	19	40	0
Q3-2025	61	28	33	0
October 2025	18	6	12	0



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6. Hires vs Turnover

Overall Hires vs. Turnover



PERIOD	HIRES	TERMINATIONS
2023	440	311
2024	387	346
Q1-2025	104	82
Q2-2025	91	90
Q3-2025	78	83
October 2025	17	26

NOVEMBER 2025 PUBLIC AFFAIRS BOARD REPORT



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

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR NOVEMBER 2025

ISSUE:

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

RECOMMENDATION:

Receive the report.

SUMMARY:

In October, the Public Affairs Department continued outreach about IndyGo's **updated fare policy**, hosting open houses at the Carson Transit Center (CTC) and conducting bus outreach. The department also supported the announcement and implementation of IndyGo's **October service adjustments**, ensuring riders and stakeholders were informed of the changes. Additionally, Public Affairs continued **Blue Line construction outreach**, announced IndyGo's new chief operations officer and concluded participation in the **National Week Without Driving** initiative. These efforts were in addition to the department's ongoing work managing creative projects, generating more than **125,000 social media engagements and impressions** across all platforms and reaching more than **6,000 individuals** through public outreach.

Attachments

Contributing staff includes:

Carrie Black, Chief Public Affairs Officer

Lisa Soard, Director of Communications

Kayla Bledsoe, Ridership Experience & Outreach Manager

Mara Drown, Public Affairs Specialist


Ari Kasle, Digital Media Specialist

INDYGO.NET WEBSITE STATISTICS
(10/01/2025-10/31/2025)

Page Views	218,951
Bounce Rate	45.84%
Total Users	37,275
Average Pageviews Per User	6.21
Total Sessions	84,831
Total Monthly Sessions Comparison to Previous Year	(Down) 27.3%
Accessibility Widget Use	0

	Mobile	Desktop	Tablet
Oct-25	55.6 %	43.4%	1.0%






OCTOBER 2025 MEDIA HIGHLIGHTS

WISHTV.COM

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Music in Transit series hits high notes on IndyGo buses, spotlighting local artists






MUSIC IN TRANSIT RETURNS FOR SEASON 7

REALTALK:
UNSAID WORDS
#YOUTHTRUTH
ON WISHTV AND WISHTV.COM
MONDAY NOVEMBER 10TH AT 6:30 PM
   

WISHTV.COM TRENDING STORIES

**WHITESTOWN POLICE INVESTIGATE FATAL SHOOTING**
17,140 Views   

WISH-TV BIDS FAREWELL TO LONGTIME NEWS 8 ANCH...   

3,000 CHILDREN REPEATING THIRD GRADE UNDER A...

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WISH-TV's youth violence campaign announces partnership with IndyGo



YOUTH ALTERNATIVES TO VIOLENCE & CRIME
MAJOR NEW PARTNERSHIP WITH INDYGO

REALTALK:
UNSAID WORDS
#YOUTHTRUTH
ON WISHTV AND WISHTV.COM
MONDAY NOVEMBER 10TH AT 6:30 PM
   

WISHTV.COM TRENDING STORIES

**WHITESTOWN POLICE INVESTIGATE FATAL SHOOTING**
17,133 Views   

WISH-TV BIDS FAREWELL TO LONGTIME NEWS 8 ANCH...   

3,000 CHILDREN REPEATING THIRD GRADE UNDER A...

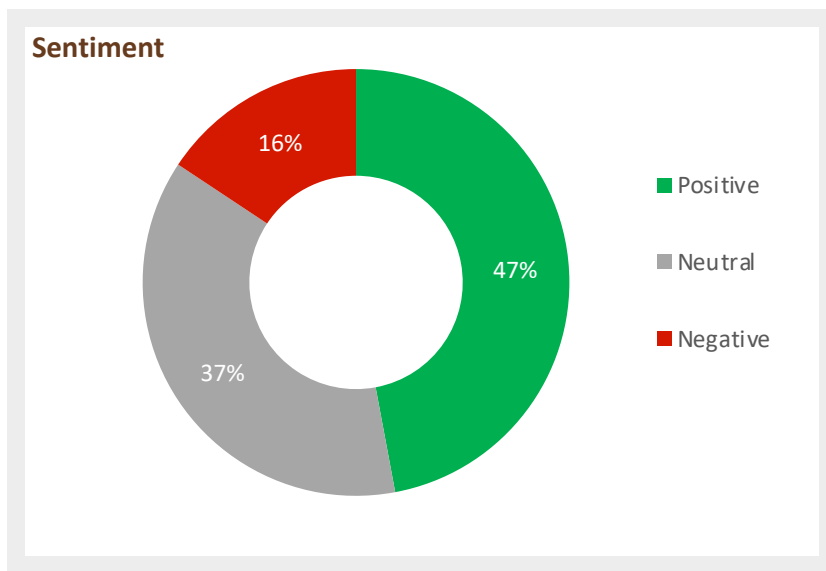
Topics Covered

In October 2025, media coverage of IndyGo featured stories about Music in Transit's Season Seven return, WISH-TV's youth violence campaign announcing a partnership with IndyGo and the agency's announcement of our new chief operations officer.

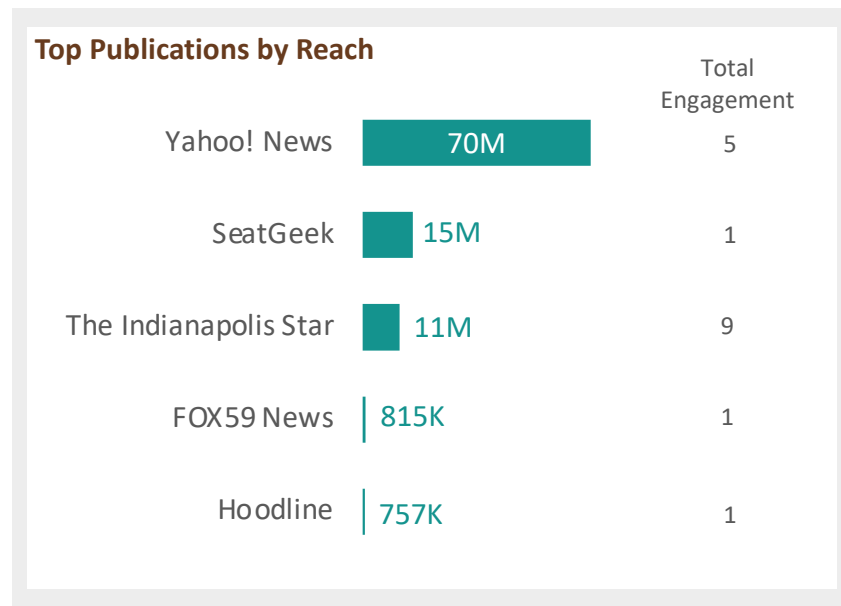
Other coverage highlighted the one-year mark for IndyGo's Purple Line, noting it as the agency's highest ridership route. Other news emphasized IndyGo's positive impact on easing traffic and enhancing the overall flow of transportation in Indianapolis.

Summary of IndyGo's Media Presence

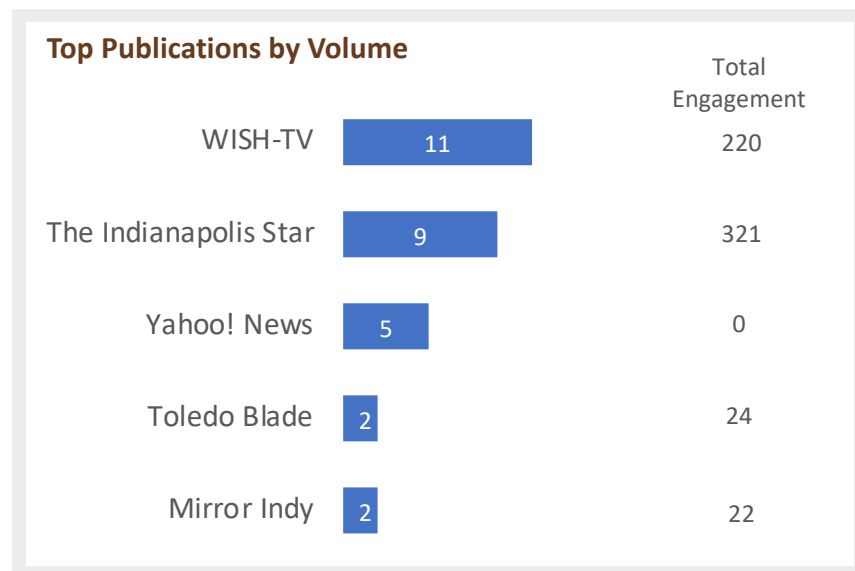
The graph below shows media story sentiments about IndyGo. 47% of media mentions were positive toward the agency.



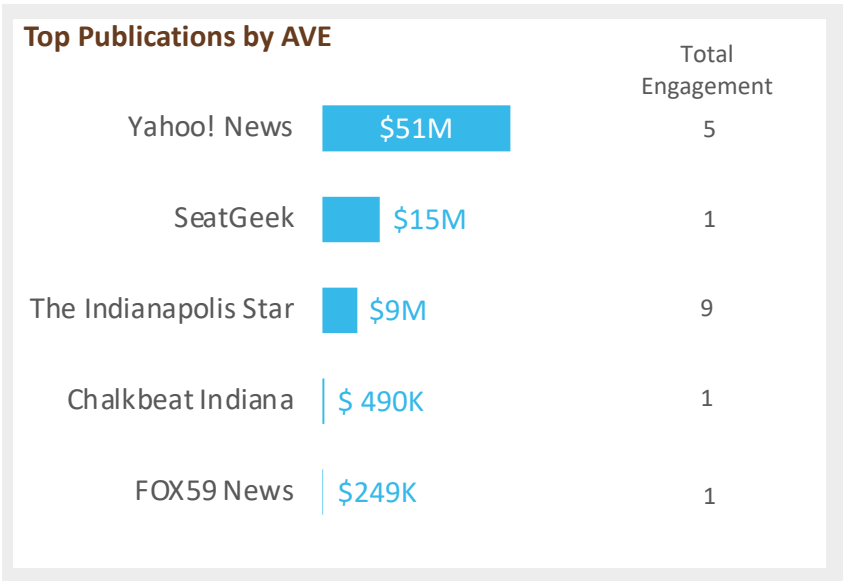
The graph below shows the top media outlets that published stories about IndyGo in October and the total potential viewership/readership for each station or publication. The agency reached more than 190 million viewers through these channels.



The graph below shows the media outlets that mentioned IndyGo the most in October and the number of engagements related to the news stories.



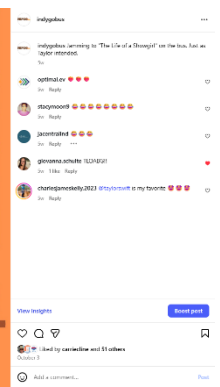
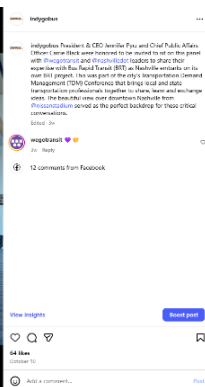
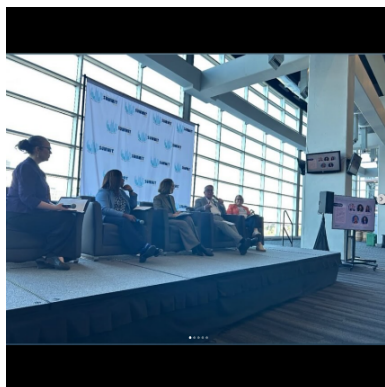
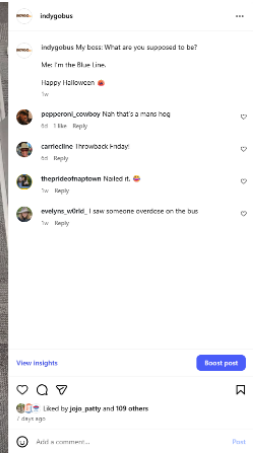
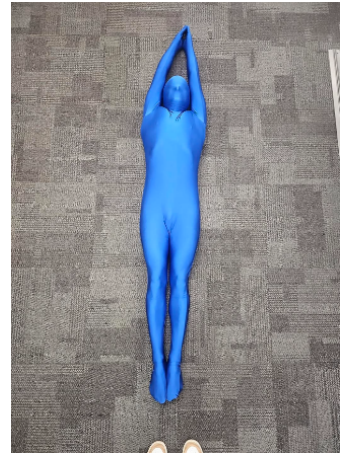
The graph below shows the earned media value for IndyGo’s top news publications. The total equivalent cost of this exposure last month, if the agency were to pay for it, would be approximately \$75,739,000.



SOCIAL PERFORMANCE

Instagram:

- 46,143 views
- 677 interactions
- 5,094 followers



Facebook:

- 66,599 views
- 1,302 post engagements
- 20,772 potential readers reached
- 14,104 current followers

IndyGo
Published by Ari Kastle · October 2 · 🌐

IndyGo's 10-Day and 31-Day Passes are going away in 2026. Fear not, because you'll be able to get the exact same benefits on your MyKey card. Make the move to MyKey today so you'll be ready to ride in 2026!

Same benefits. New look.

2025 10 Trips 31 Days

2026 mykey MyKey

Make the move to MyKey today!

See insights and ads [Boost post](#)

19 31 comments 4 shares

IndyGo
Published by Instagram · October 14 at 8:45 AM · 🌐

We love safety. You know who else loves it? The Blue Line. Dance along to all of the amazing safety upgrades we're making along Washington Street. #BlueLine #SafetyDance

New or Replaced Sidewalks: 9.7 Miles

See insights and ads [Boost post](#)

44 13 comments 1 share

IndyGo
Published by Ari Kastle · October 22 at 10:07 AM · 🌐

There have been ZERO vampire sightings on IndyGo buses since we implemented our \$3,000 signing bonuses for new coach operators and mechanics. Coincidence? We think not.... See more

Vampires don't like two things. Garlic and \$3,000 signing bonuses for bus drivers and mechanics.

AMHHH!

IndyGo \$3,000 signing bonus

How do we know?
Since implementing our new \$3,000 signing bonuses, IndyGo has received ZERO reports of vampires.

See insights and ads [Boost post](#)

19 3 comments 1 share

IndyGo
Published by Ari Kastle · October 30 at 3:06 PM · 🌐

Studies have shown that every \$1 invested in public transportation generates \$5 in economic returns.... See more

88th and Meridian Family Apartments	1833 to 1835 N. Meridian St.	\$25,000,000	Parkside @ Tarkington	Parkside @ Tarkington	\$15,600,000
887 Lofts	1807 N. Meridian St.	\$45,000,000	Masters	64th & Ferguson	\$17,000,000
Link	921 Virginia Ave.	\$60,000,000	Gulford	6220 Gulford Ave.	\$72,500,000
Hall Place Apartments	1710 N. Illinois St.	\$85,000,000	Monon 46	46th & Monon	\$16,000,000
8th Parking Garage	College & Broad Ripple Ave.	\$12,000,000	Origa & East	1140 E. 46th St.	\$18,000,000
Monon Place 1	Monon/Vander Riser	\$15,000,000	Broadway Park BRT	Broadway Park BRT	\$10,000,000
LOH Dev	1001 Broad Ripple Ave.	\$2,100,000	Concord	3802 Illinois	\$750,000
Colt	College/Canal	\$37,000,000	Herron Prep Academy	3100 N Meridian	\$4,000,000
Tarkington Park	30th & Illinois	\$6,000,000	Tarkington Park	39th and Illinois	\$3,000,000
HG	1733 Meridian	\$2,600,000	Mid North Area	34th, 18th and Park St stops	\$3,500,000
Park 66	66th & Ferguson	\$17,000,000	Near North Area		\$3,500,000
River House	Gulford/Winterburg	\$22,000,000	TWIG	Meridian & 18th	\$66,000,000
WE	College Ave and Kessler Blvd	\$23,000,000	TWIG	Meridian & 34th	\$17,000,000
Big Al/Double B	46th St. and College Ave.	\$2,000,000	Wesley Place	Illinois & 18th	\$43,000,000
The Ripple	1429 8th Ave.	\$10,000,000			
The Line	950 E 64th	\$23,000,000			
611 Group	61st & College	\$36,000,000			

Economic Development Along Red Line as of 2024:

\$708,550,000

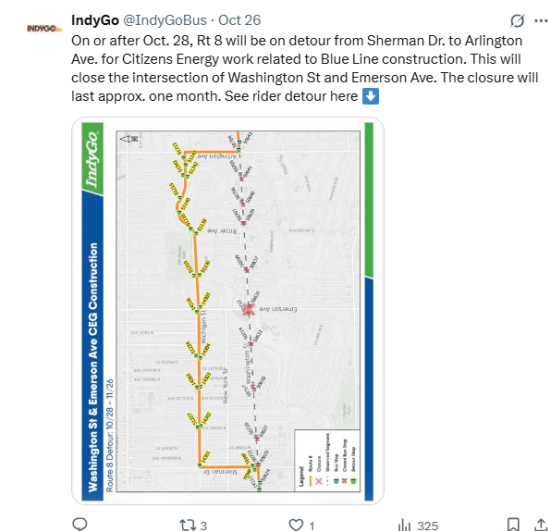
INDYGO

See insights and ads [Boost post](#)

52 20 comments 2 shares

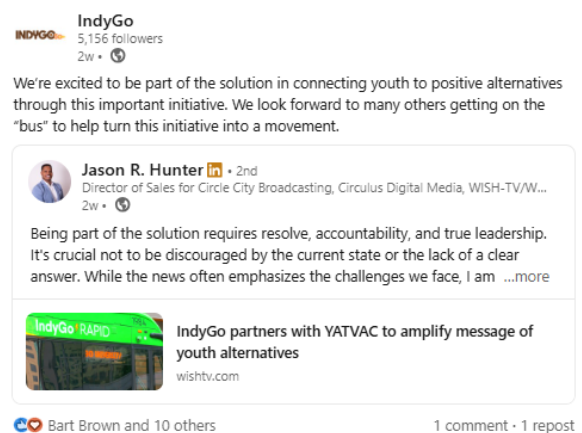
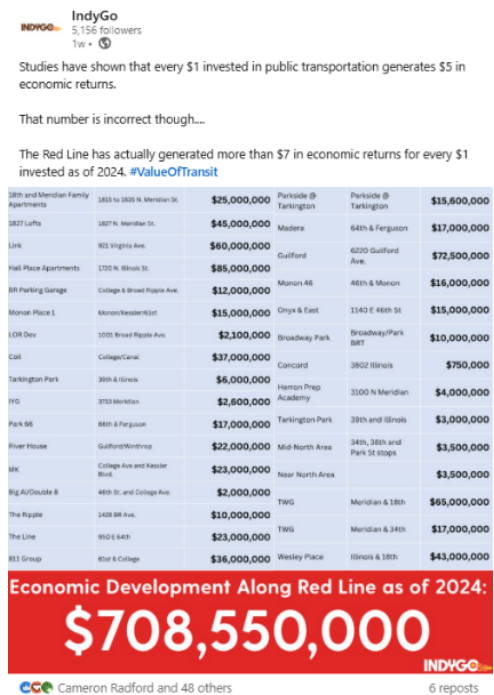
Twitter:

- 8,315 organic impressions (2,996 more than September)
- 191 engagements (131 more than September)
- 6,716 followers



LinkedIn:

- 15,245 impressions (3,275 more than September)
- 516 engagements
- 6.7% engagement rate (up from 5.9% in September)
- 68 new followers (42 more than September)
- 5,156 total followers



Total Video Views: 37,928

- Earn Free Rides with MyKey – 30,764
- Route 2-East 34th St.-Outbound – 254
- CDL Pre Trip – 218

EMAIL MARKETING

- 30,563 recipients
- 4.31% click-to-open rate
- 4.48% open rate



Learn more about the IndyGo Fare Increase

IndyGo's basic fare is going up from \$1.75 to \$2.75 starting Jan. 1, 2026. To learn more, IndyGo is offering a series of open houses and information sessions to help riders and community members learn more about the fare changes and how to save with MyKey. Riders have two opportunities to attend an open house at the Julia M. Carson Transit Center in November, on Saturday, Nov. 8, from 10 a.m. to noon, and Thursday, Nov. 13, from 5 to 7 p.m. During the open houses, attendees will have the chance to ask questions and review details about the new base fare, updates to IndyGo Access and the retirement of older fare products in favor of MyKey.

Additionally, IndyGo has created a Community Toolkit available on our website, designed to help riders, partners and neighborhood groups share information about the new policy. The toolkit, which is also translated into Spanish and Haitian Creole, includes fact sheets, FAQs, social media tools and other resources to make sure everyone is prepared for the transition.

Visit our website at the button below for dates, locations and materials.



AUGUST 2025 CREATIVE PROJECTS

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

OCTOBER 2025 OUTREACH SUMMARY

In October, IndyGo continued outreach efforts related to the new fare policy, sponsored community events and wrapped up the National Week Without Driving initiative to promote ridership. IndyGo reached nearly 6,000 riders and community members.

The agency continued to host its New Fare Policy Open Houses at the CTC, where riders received information about the upcoming changes and guidance on using MyKey. Transit Ambassadors and outreach staff also engaged riders directly on buses, distributing flyers and answering questions during rider commutes.

IndyGo was proud to sponsor the Parks Alliance Par for Parks golf outing and the Historic Irvington Halloween Festival. At both events, IndyGo's outreach team and Transit Ambassadors shared information about the benefits of the Blue Line, upcoming construction and trip planning resources. Additionally, Transit Ambassadors taught attendees at a community resource giveaway how to ride the Purple Line. The event hosts were recipients of the IndyGo Foundation's bus pass grants, which provided attendees with transportation access and support learning how to ride.

The agency also wrapped up participation in National Week Without Driving, a partnership-based initiative with Central Indiana Cycling, the Indianapolis Metropolitan Planning Organization, Health by Design, Pacers Bikeshare and the Central Indiana Regional Transportation Authority. New riders were encouraged to participate in a bingo sheet to receive giveaways from IndyGo and Central Indiana Cycling, with five participants receiving special prizes from IndyGo. Outreach staff also participated in a book club discussion about the writings that inspired the initiative, answering questions about integrating public transportation into daily life.

Outreach Events: October 2025

Date	Event Name	Number of People Reached
10/2/2025	Parks Alliance Par for Parks Golf Outing	100
10/8/2025	Boots on the Ground Meeting	30
10/9/2025	Fare Increase Open House	120
10/10/2025	Floating Farmer's Market	60
10/11/2025	Fare Increase Open House	70
10/11/2025	Health Fair	30
10/18/2025	DV Resource Event	600
10/21/2025	Book Club: When Driving is not an Option	15
10/25/2025	Irvington Halloween Festival	4000

Bus Outreach: October 2025

Bus Outreach Type	Bus Route(s)	Number of Riders Reached
Fare Increase Bus Outreach	Route 90 & 92	100
Fare Increase Bus Outreach	Route 10, 24	30
Fare Increase Bus Outreach	Route 8	100
Fare Increase Bus Outreach	Route 38	25
Fare Increase Bus Outreach	Route 37, 19	50
Bus Stop Audit	Route 19	1
Bus Stop Audit	Meridian/14 th Detour	3

Outreach Pictures: October 2025

Parks Alliance Par for Parks Golf Outing

IndyGo was a sponsor of the Parks Alliance Par for Parks golf outing, where attendees learned more about IndyGo initiatives before teeing off at hole seven.



Pictured above (left photo from left to right): IndyGo Chief Financial Officer Bart Brown,
IndyGo Budget Director Justin Burcope and golf teammates

Pictured above (right photo from left to right): Blue Line Construction Contractors BF&S
Employees

National Week Without Driving Book Club: Health by Design & Tomorrow Bookstore

IndyGo participated in a multi-partnership initiative for the Week Without Driving Challenge, encouraging new ridership throughout Indianapolis. Transit Ambassadors and Ridership Experience & Outreach Manager Kayla Bledsoe attended a book club to participate in discussions about the week and answer new rider questions to help them ride with IndyGo more regularly. Some participants of the challenge were eligible to receive a prize for completing the challenge!



Pictured above (left photo): Transit Ambassadors Courtney Hawk & Ryan Bird, IndyGo Foundation Nonprofits Relationship Manager Jennifer Griggs. Bledsoe, Transit Ambassador Mark Petrison
 Pictured above (right photo): Week Without Driving Challenge participant

Blue Line Outreach at the Historic Irvington Halloween Festival

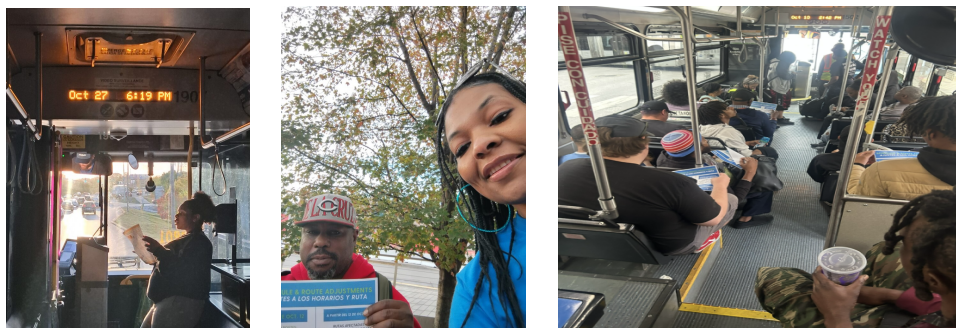
IndyGo was proud to sponsor and attend the Historic Irvington Halloween Festival this year! Transit Ambassadors informed attendees about Blue Line construction, answered questions about the benefits of the Blue Line and encouraged new ridership by teaching neighbors how to plan their ride.



Pictured above: Transit Ambassadors Courtney Hawk, Jessica Cofield, Bri Garr-Bland, Elizabeth Vox, Umair Khurshid and Irvington Halloween Festival participants

Bus Outreach

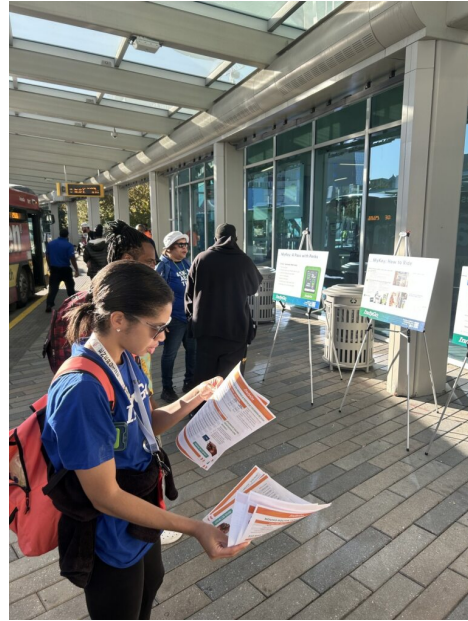
Transit ambassadors have been out on the streets and buses, connecting with riders, sharing helpful information and making sure everyone has a smooth experience on IndyGo's transit system. Whether it's answering questions, providing resources or just offering a friendly smile, they're dedicated to keeping our community moving confidently. October outreach focused on the new fare policy, Blue Line construction and October service adjustments.



Pictured above: IndyGo rider, Transit Ambassador Jessica Cofield and more riders

New Fare Policy Open House

IndyGo hosted a series of open houses at the CTC to help riders and community members learn more about the new fare changes effective Jan. 1, 2026. Attendees asked questions and reviewed details about the new fares and retirement of older fare products in favor of MyKey.



Pictured above: Transit Ambassadors Jowanna Peterson and Alesha Peterson



Pictured above: Transit Ambassador Sahara Polk and her son

National Week Without Driving

IndyGo participated in a National Week Without Driving event at Upland Brewing Company in Fountain Square! Many attendees rode an IndyGo bus to the event, including a first-time rider. Transit Ambassadors Courtney Hawk and Seth Johnson represented our riders on a panel of multi-model transportation users and shared their experiences with public transportation.

Led by the nonprofit organization America Walks, Week Without Driving encourages people to acknowledge the experiences faced by non-drivers and advocate for more accessible and inclusive transportation.



Pictured above (listed left to right and back to front): Event attendees, Transit Ambassadors Hawk, Johnson, Transit Ambassadors Pat Sebanc, Umair Khurshid and Sahara Polk, Moderator Wildstyle Paschall, and Ridership Experience and Outreach Manager Kayla Bledsoe



Pictured above: Hawk, Johnson, Sebanc, Khurshid, Polk and various event participants

Domestic Violence Resource & Gas Giveaway

Transit Ambassadors answered questions about MyKey and shared information about how to ride the Purple Line at the Domestic Violence Resource & Gas Giveaway. The event was hosted by the Indy Public Safety Foundation through its Indy Champions program. The foundation was a recipient of the IndyGo Foundation 2024-2025 Bus Fare Grant, providing attendees with free bus passes.



Pictured above: Domestic Violence Resource & Gas Giveaway participants and Transit Ambassadors Patrick Woods, Mark Petrisson and Sahara Polk



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

Planning & Capital Projects Report, November 2025

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

STRATEGIC PLANNING

Transit Asset Management – Inventory Update

Regular Transit Asset Management activities resume this month. One of the first activities to complete is an update of the agency's TAM Inventory, which IndyGo maintains to ensure its policies and practices meet the minimum requirements for satisfactory continuing control, as outlined by the FTA. IPTC staff hope to conclude the update by the end of January 2026.

Transit Asset Management – Software Solution

IndyGo's TAM Inventory is currently housed within a Microsoft Excel workbook, at no additional cost to the agency. This workbook is also used to calculate additional data and information required by the FTA. The purpose of this project is to find ways to optimize the use of IndyGo's existing software, such as Microsoft D-365, and reduce the need to maintain a separate Excel workbook for TAM activities at no extra cost to the agency. The first step in this assessment is to gather feedback from executives and asset owners about the metrics that are necessary for their work, and to align this effort with similar efforts like the payroll and accounting process mapping that is being led by the Finance and HR divisions.

ENGINEERING & CONSTRUCTION

Purple Line Bus Rapid Transit

The construction management team is in the process of ensuring compliance with all 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 east side of downtown, and east of I-465. **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 completed in mid-December. Storm sewer work near Pogue's Run is largely complete with the new trunkline continuing to the east on Washington Street. The team managed to complete construction activities

within allowable timeframes at critical intersections of College Avenue as well as the I-65/70 off ramp. The project team is actively monitoring traffic on detour routes and working with the Indianapolis Department of Public Works to adjust signal timing to minimize delays where possible.

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. IndyGo is still on track to begin this work in the first quarter of 2026. 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. The Indianapolis Metropolitan Development Commission granted this project Regional Center approval in October. An invitation for bid for the construction contract has been released, and bids are due November 20th. A construction contract award is anticipated to be awarded in December. Once completed, the bays will offer passenger amenities like those found at IndyGo BRT stations. There will be one platform that is long enough to add two new bus bays, both of which are designed to accommodate IndyGo's 60' articulated buses. One boarding area is expected to be used by the Blue Line BRT route when it opens in 2028. The other can be used as a contingency bay for any BRT route.

Local Bus Stop Improvements

IndyGo continues to improve local bus stops with the goal of ensuring that the agency's approximately 2,400 local bus stops are accessible. IndyGo has an ADA Transition Plan document that lays out the long-range strategy for meeting this goal. The plan was originally adopted by INDOT in 2021, and a 2025 update was completed in October 2025 to show that IndyGo is meeting the milestones that were set in 2021. An in-depth presentation about the ADA Transition Plan update was provided to the Service Committee at their regularly scheduled meeting in October.

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 stops 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. The recording took place in July and August. The final report will be provided to the USDOT, the grantor that provided much of the funding for this work, before the end of this year.

FACILITY PROJECTS

1501 - Trench Drains

This project will replace four collection pits with narrower trench drains. Construction on the center drain resumed on October 23rd with a concrete pour to restore the lane. Staff anticipate that this lane will be available to the operations team for their use beginning on Monday, November 17th. The next phase will include the shutdown and excavation of the third fuel lane, which is currently scheduled to begin on Tuesday, November 18th, followed by the first fuel lane and an adjacent drain that is beyond its useful life. The entire project is expected to be completed by the end of Q1 2026.

1501- Women's Locker Room Improvements

This project will 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 still anticipate being able to award a contract for construction in Q1 of 2026, which would keep this project on schedule.

1501 - North Parking Lot Asphalt Replacement Project

This project will replace the asphalt surface of the north parking lot at the 1501 W. Washington Street facility. Project bid opening is scheduled for November 20th. Pending a successful bid, the winning contractor will be presented to the December Board. Work is anticipated to start in the spring of 2026 between the months of April and June.

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

This project will improve the existing access drive and gated entrance for the south parking lot at 1501 W Washington Street. 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. Project bid opening is scheduled for November 24th. Pending a successful bid, the winning contractor will be presented to the December Board. Work is anticipated to start in the spring of 2026 between the months of April and June.

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. The project team is on track to reach the 30% design phase before the end of the year. Another task/change order is needed to advance from 30% to 100% design. Staff anticipate being able to bring a request before the Board at its regularly scheduled meeting on January 15, 2026. IndyGo recently received FTA's concurrence on the property appraisals and extended an offer to purchase to the Owner and have entered into negotiations for the property. Staff further anticipate being able to move forward with a solicitation for a construction manager as constructor to provide preconstruction and construction services early next year.

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 Building B. This project will be completed in two phases. The current stage, phase one, includes preparing an independent cost estimate for the project as well as a set of project plans. The next phase will require procuring 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.

Respectfully submitted,

Brooke Thomas, AICP

Chief Development Officer



DATE: November 13, 2025

TO: President and Chief Executive Officer Jennifer Pyrz

THROUGH: Chief Legal Officer Robert Frye

FROM: Director of Risk and Safety, Brian Clem

SUBJECT: Risk and Safety Division Board Report – November 2025

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).

- IndyGo Staff members to include Brian Clem, Director of Risk and Safety, and Kevin Neumann, Manager of Risk and Safety, met with insurance underwriters from Liberty Mutual Insurance to evaluate physical property at the Julia Carson Transit Center at 201 E Washington St. During the evaluation various parts of the property were reviewed, including HVAC, Electric, mechanical, office, and public spaces. This collaboration is intended to establish a property value to reinsure against losses and for input on how IndyGo can implement additional loss measures that drive down premiums to avoid over-insuring property. A report is expected to be delivered to IndyGo by late November 2025.
- IndyGo has implemented a "Near-Miss" safety reporting system that is designed for employees to report hazards and or incidents that has not yet caused a loss or injury. This program encourages employees to get involved and interact with IndyGo's safety culture to drive down injuries, accidents, and to prevent loss or claim. In all of 2024, 33 reports were submitted and resolved. As of October 2025, 47 near-miss reports have been submitted, 11 under investigation, and 36 involved action and were closed. This is a 24% increase in employee reporting over last year. This is a leading indicator that the more reports that are generated relate to more employee involvement and action to reduce risk and losses.
- The IndyGo Safety and Security Committee (SSC) met on October 30, 2025, to review safety trends and current risk reduction strategies. This committee is comprised of five union members represented by local ATU 1070 and five management directors from different divisions within IndyGo. The committee is a guiding voice in improving safety performance for IndyGo. Information and conversations were held for concerns impacting safety and security for staff. One keynote to highlight was the rebranding of fare collectors to Safety Ambassadors that will be employed by IndyGo to support the Ride Safe Program. Charter members of the SSC are tasked and 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).

OCTOBER 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 October 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.

Awardees List:

Operator	ID#	Years of Safe Driving	Years of Service
Michael Flowers	1963	34	39
Phillip Boicourt	580	28	41
Gerry Poindexter	9631	27	36
Joe Monaghan	4142	19	22
Tonya Penn	8040	16	18
Laura Beck	8445	11	13
Salaha Keita	9041	7	8
William Hazen	9613	6	6
Richard Taylor	9205	6	7
Phillip Adkins	9164	5	7
Bryant Brown	9441	5	6
Frank White	9617	4	6
Lashona Carroll	9746	3	5
Dax Roberts	10895	2	2
Tonya Sims	8885	2	9
Cornelius Ingram	11443	1	1
Terrance Jolly	11447	1	1
Craig Moore	11000	1	2
Ebonie Osborne	10459	1	1
Angel Smith	10515	1	2



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

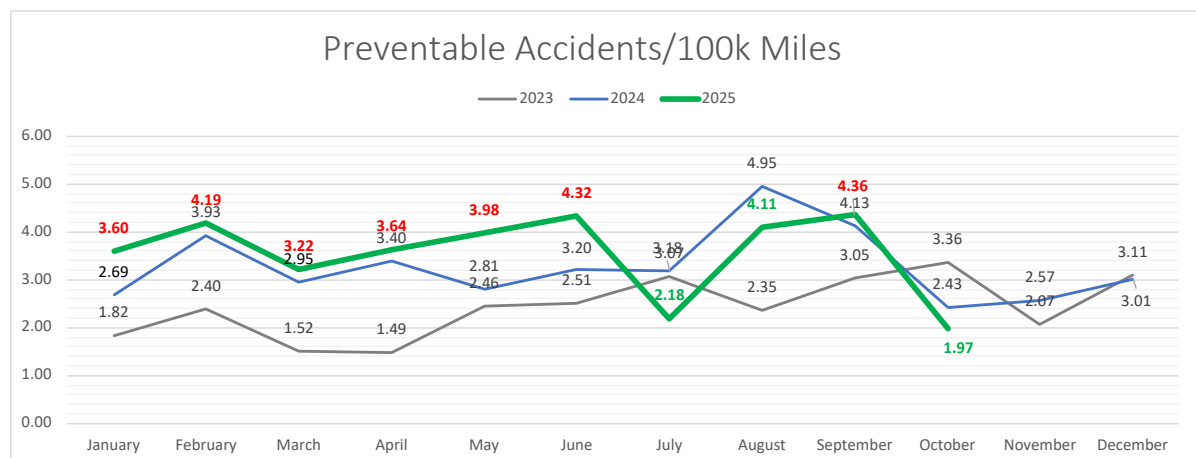
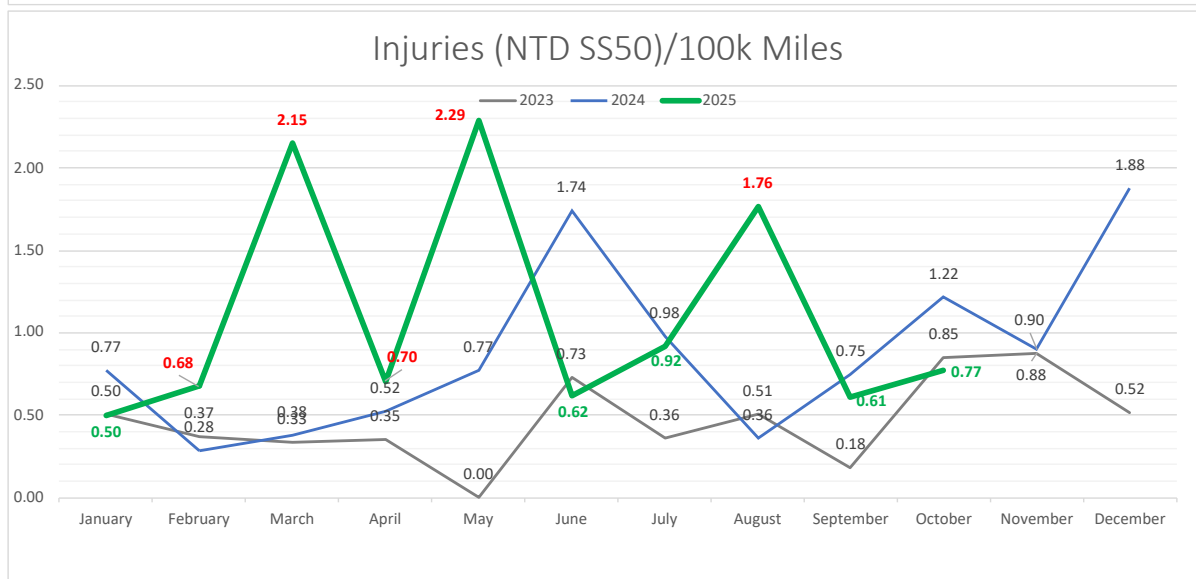
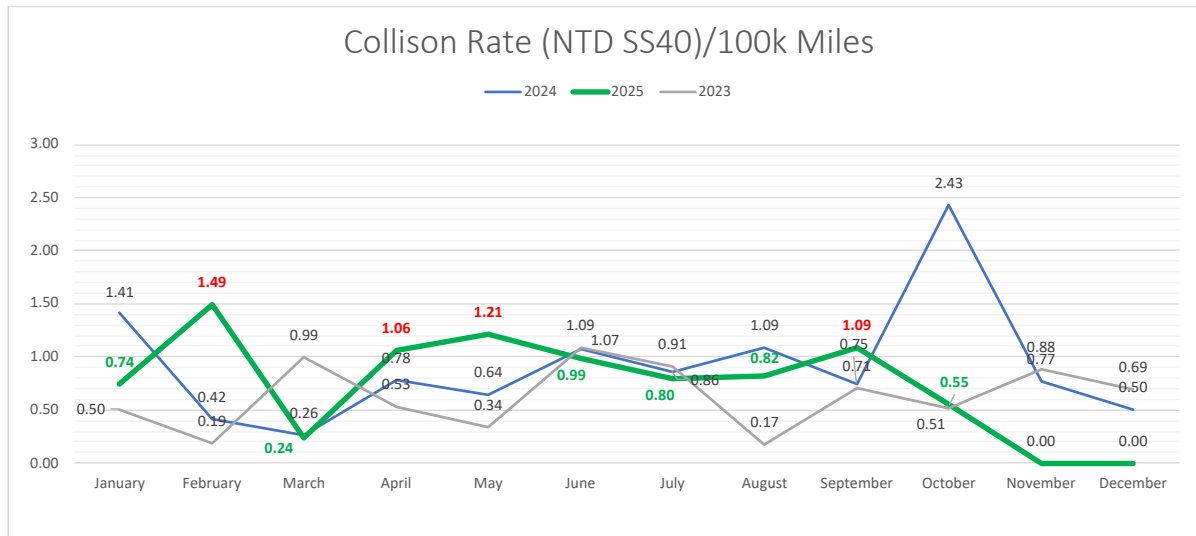
Indianapolis Public Transportation Corporation (IPTC), IndyGo, established a procedure per the FTA National Public Transportation Safety Plan, and the updates from the Bipartisan Infrastructure Law, to include in their Agency Safety Plan a safety risk reduction program for transit operations. These safety 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.

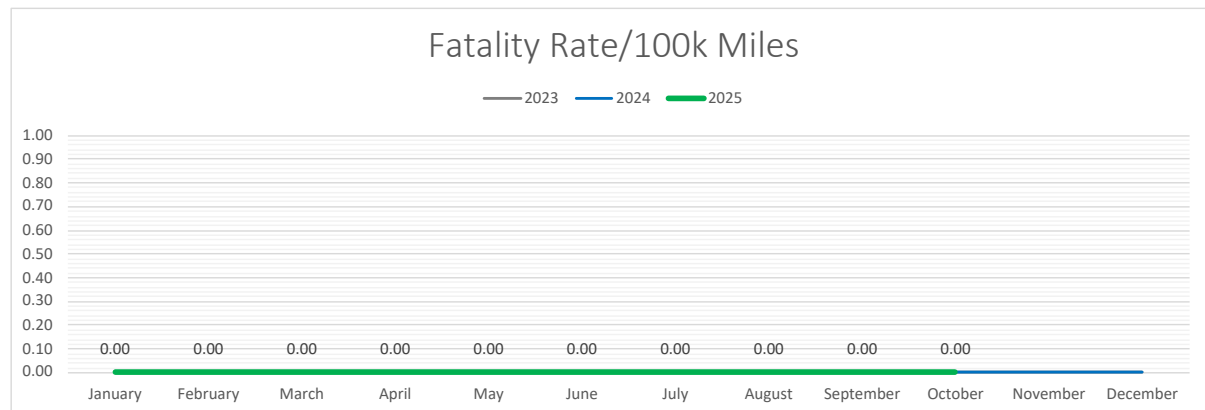
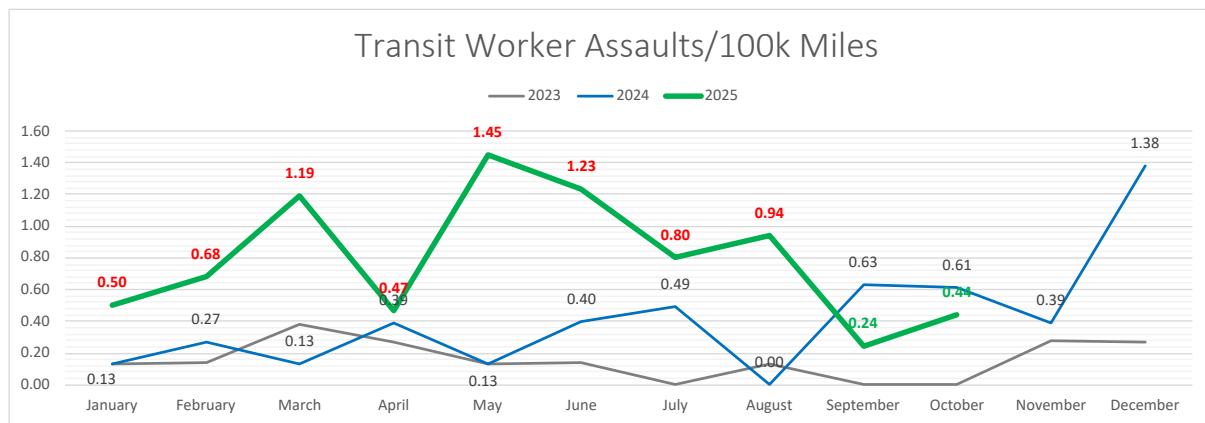
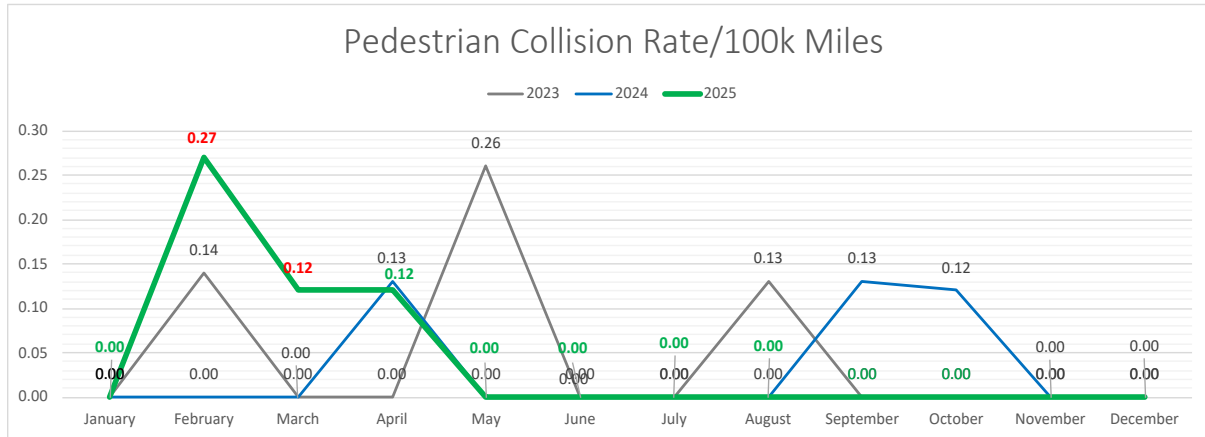
Measure	Definition	Risk Reduction Goal	January	February	March	April	May	June	July	August	September	October
Major Events	This includes all safety and security major events as defined by the NTD.	Reduce NTD Major Events.	10	16	20	15	29	13	15	22	14	12
Major Event Rate	This includes all major safety and 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	1.7	1.32
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	1.09	0.55
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	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	1.09	0.55
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities	0	0	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	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	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	5	7
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	0.61	0.77
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	1.57	0.77
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	2	4
Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD divided by VRM.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.15.	0.5	0.68	1.19	0.47	1.45	0.49	0.8	0.94	0.24	0.44
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	36	18
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	4.36	1.97

• VRM= Vehicle Revenue Mile

Safety and Accident Data

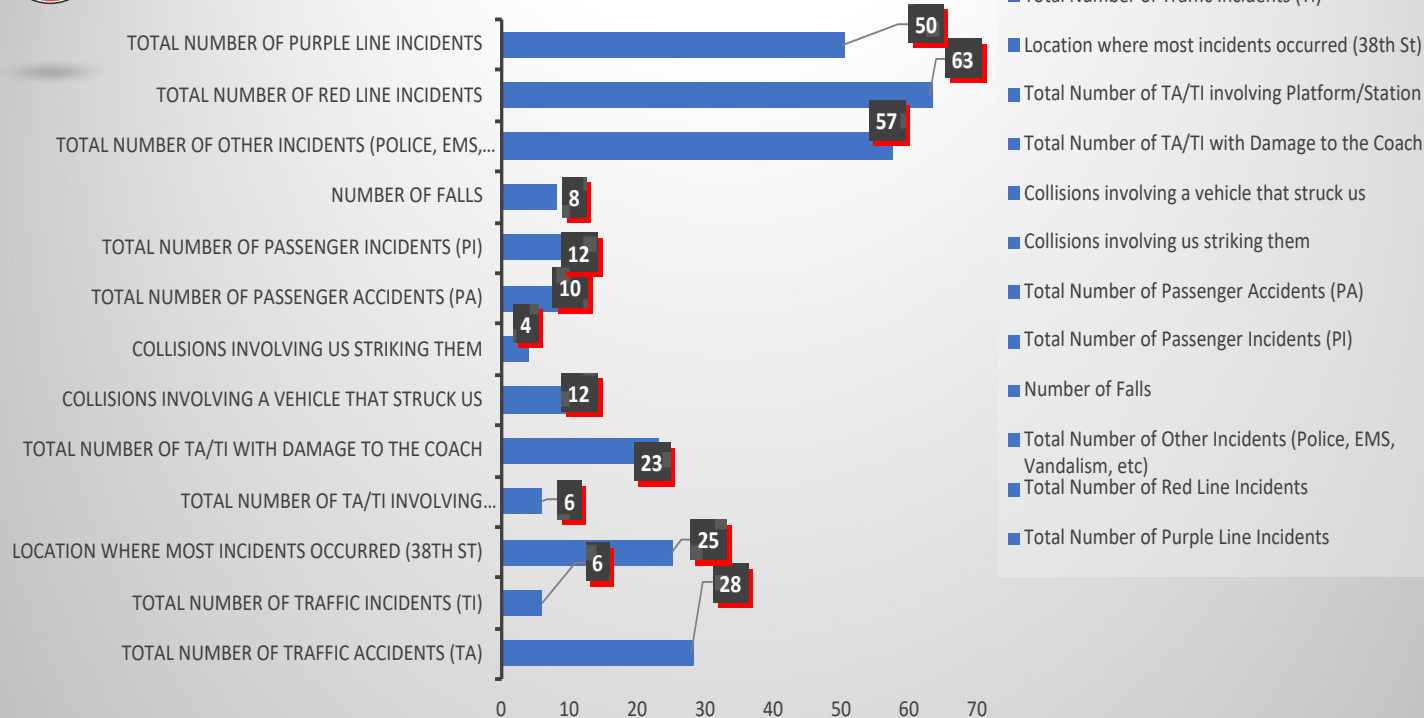
August - 3-Year Rolling Comparison - All Modes:



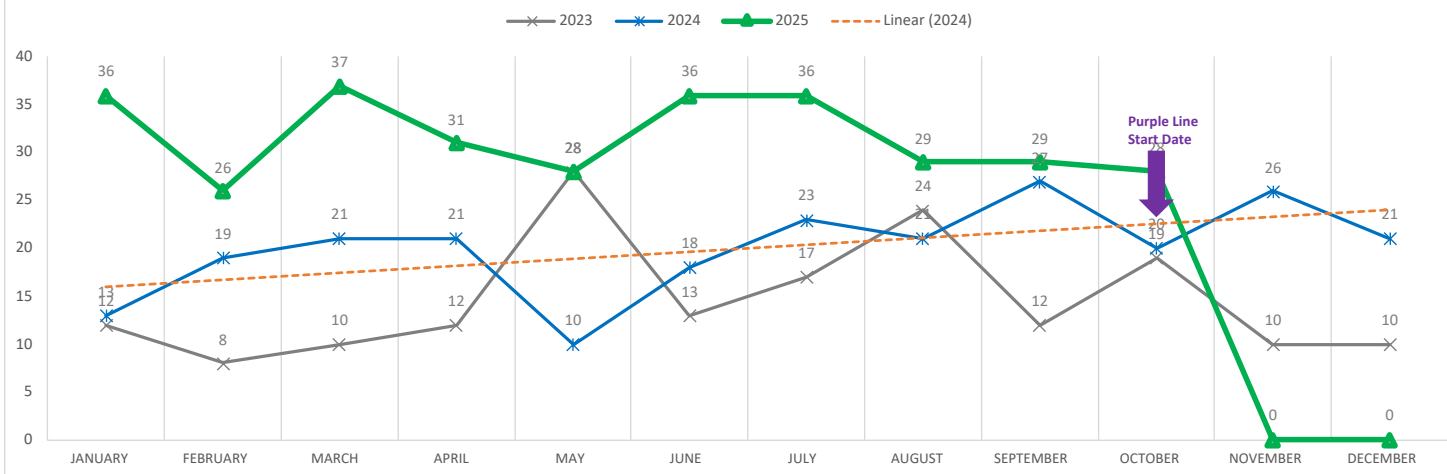




BRT October 2025



BRT LINES COLLISIONS 3 YEAR COMPARISON



End of Report



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Operations Division Report – October 2025

To: Jennifer Pyrz, President and CEO
From: Annette Darrow, COO
Date: November 20, 2025

SERVICE PLANNING

SCHEDULING AND PLANNING:

Service Scheduling recently completed the driver's Vacation Bid for 2026. Work is underway for booking 2602 (February 8, 2026). Currently, Service Scheduling is reviewing through Swiftly, the on-time performance for each fixed route. Once the review is completed, we will determine routes that may need to have runtime scheduling adjustments. Service Scheduling is creating the bids for Christmas, New Year's, and M L King Jr holidays, which will start on December 1, 2025, and will be completed by December 5, 2025.

Service Planning continues to assist Capital Projects with land entitlements for the Eastside Mobility Hub. The property currently 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 a portion of 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 is assisting with the rezoning of this second parcel to allow for the construction of the planned eastern access drive (to Meijer). The rezoning was recommended for approval at the first hearing in this second zoning process on October 23rd, and the next hearing is likely to occur in December.

Engineering (75% Drawings) is progressing on the Far Eastside bus stop improvement package (59 stops). This package required supplemental design to accommodate rear door alighting at most of the proposed stops as well as three mid-block pedestrian crossings. The package is expected to be bid in 2026, combining the budget previously set aside for the construction of 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 is requesting Board approval to acquire, if necessary, by condemnation, *temporary* right-of-way to allow completion of those final stops in the package, as well as some fixed route stop upgrades in the Blue Line corridor and upcoming Far Eastside stops.

Service Planning and the IndyGo Foundation are holding a "donor tour" of the Near Eastside bus stops on November 20th. This event will allow the organizations that provided funds to support this project an opportunity to see the result of their donations. Acknowledgement signage has been created for 22 stops to recognize the financial supporters.

OPERATION PERFORMANCE:

The Operations Performance Department is advancing several initiatives that strengthen both data reliability and operational efficiency. The development of the SolarWinds Customer Comments portal is now in its final phase. We have enhanced previously generated reports to enable more robust analysis of comment resolution timeframes and to better identify areas of customer concern. With most of the tool development completed, we are transitioning into the process documentation phase. Additionally, we have been collaborating closely with the Auditing team on their report on the Comment Resolution process.

A new process to better track inductive charging is also in development, with an expected rollout by January 2026. This system will help the Fleet, Maintenance, and Transportation teams identify bottlenecks in inductive charging sessions and take timely corrective or preventive actions. The current process requires extensive manual effort, which we aim to reduce by 75% - 80% through automation. And it will also include the introduction of data-driven recommendations for improving charging efficiency.

Other ongoing initiatives, including APC validation, the bus stop inventory management system, and a new ridership analysis tool, continue to progress, though at a slower pace. A significant focus at this stage is on hiring new Data Analysts, as a Pilot Interview Process is underway to make DA assessments more technically focused. This effort involves multiple departments and is shaping how future assessments for these roles will be conducted.

We are also working closely with the Capital Planning, Fleet, and Maintenance teams on external consultant-led studies that contain rich data with significant analytical potential. The goal is to generate insights and recommendations that can meaningfully reduce operating costs across the organization.

FIXED ROUTE RIDERSHIP:

Oct-24	Oct-25	% Change	IndyGo Fixed Route Ridership	YTD 2024	YTD 2025	% Change
11,353	10,280	-9.5%	2 E. 34th St.	88,051	89,779	2.0%
27,606	29,165	5.6%	3 Michigan St.	254,357	234,652	-7.7%
8,322	10,192	22.5%	4 Community North	79,744	80,461	0.9%
9,888	10,946	10.7%	5 E. 25th	109,839	90,745	-17.4%
5,729	6,250	9.1%	6 N. Harding	53,890	51,979	-3.5%
91,484	83,112	-9.2%	8 Washington St.	902,004	753,519	-16.5%
72,392	72,454	0.1%	10 10th St.	668,653	639,521	-4.4%
8,164	9,764	19.6%	11 E. 16th St.	43,009	83,855	95.0%
7,150	6,460	-9.7%	13 Raymond	61,319	56,072	-8.6%
12,058	10,868	-9.9%	15 W 34th St	110,288	95,420	-13.5%
7,723	7,920	2.6%	16 Beech Grove	79,786	74,846	-6.2%
1,662			18 Broad Ripple	41,115		
15,023	12,778	-14.9%	19 Broad Ripple	169,602	109,507	-35.4%
11,844	11,197	-5.5%	21 East 21st St.	105,792	96,957	-8.4%
7,802	8,663	11.0%	24 Mars Hill	71,055	72,527	2.1%
16,871	16,919	0.3%	25 W. 16th St.	119,309	141,328	18.5%
23,668	25,516	7.8%	26 Keystone	215,602	216,958	0.6%
6,648	6,734	1.3%	28 St. Vincent	70,424	59,467	-15.6%
6,332	5,323	-15.9%	29 County Line Road *	64,239	50,126	-22.0%
8,023	11,248	40.2%	30 30th St. Crosstown	57,362	89,422	55.9%
9,927	10,019	0.9%	31 US 31	95,226	83,577	-12.2%
23,263	21,524	-7.5%	34 ML King/Michigan Rd.	206,455	180,916	-12.4%
27,402	25,114	-8.3%	37 Park 100	257,760	218,380	-15.3%
6,341	6,218	-1.9%	38 W 38th St.	72,058	56,100	-22.1%
23,636			39 E. 38th St.	530,597		
5,706	5,657	-0.9%	56 Emerson	58,195	51,209	-12.0%
5,031	11,116		82 East 82nd Street	5,031	90,530	
2,450			86 86th Street Crosstown	56,660		
9,589	8,516	-11.2%	87 Eastside Connector	78,775	82,023	4.1%
96,906	92,231	-4.8%	90 Red Line - BRT	1,021,546	802,961	-21.4%
53,012	91,388		92 Purple Line - BRT	53,012	895,074	
906			901 Nora	16,129		
16,299	5,255	-67.8%	Others	52,190	90,858	74.1%
640,210	632,827	-1.2%	Total	5,869,074	5,638,769	-3.9%

*** 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-

DISPATCHER: TIANA DUNLAP 9624

Tiana Dunlap consistently demonstrates strong ethical standards in every aspect of her role as a dispatcher. She upholds integrity, fairness, and respect in all interactions, ensuring that decisions are made transparently and responsibly. Her unwavering commitment to doing what's right sets a powerful example for the team and reinforces a culture rooted in trust and professionalism.



FACILITIES: DERRIC PAYNE #8920

Mr. Payne takes great pride in his work and consistently strives to keep the areas tasked to him well-maintained. He is proactive in identifying and addressing issues before they become problems and is always willing to lend a helping hand when needed. Derric's strong work ethic and team-player attitude make him a valuable part of our Facilities Team.



90% CLUB – COACH OPERATOR: ARDIS GRIFFIN #9194

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

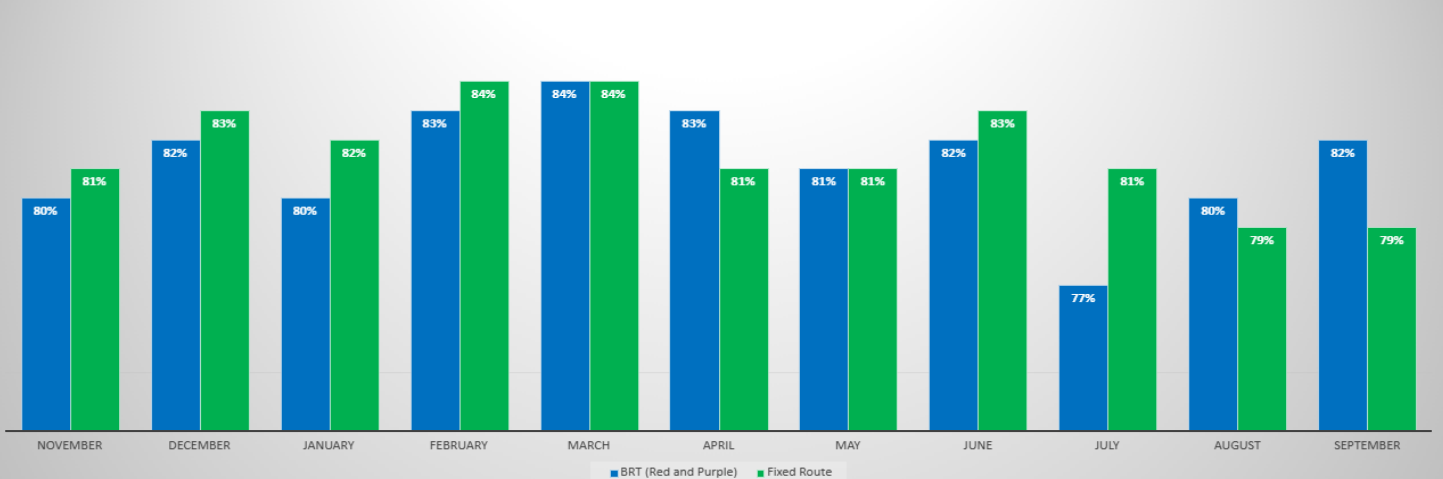
Gray, Patrick
McGhee, Lashanda
Niange, Serigne
Loller, Ciera
Cox, Sean
Hazen, William
Davis, JC
Griffin, Ardis
Baine, Tenisha
Mallory, Kevin
Wilson, James
Blow, Royetta
Scott, Gregory

Reed, Byron
Sharp, Orion
Mitchell, Anthony
Houston, Floyd
Reed, Bryant
Jackson, Calvin
Jones, Shirley
Hartwell, Geneva
Ballinger, John
Sims, Dewayne
White, Frank
Rainey, Mckensey
Motley, Dontesz

Williams, Angela
Johnson2, Michael
Overton, Tamika
Gardner, Onesha
Adkins, Phillip
Taylor, Reginald
Pittman, Ronald
Clark, Lanoshia
Wyatt, Darren
Passley, Shamika
Evans, Lawrence
Sturdivant, Jeran
Fletcher, Christopher

Lewis, Adrian
White, Aundrea
Rosario Gonzalez,
Dilexi
Joiner, Justin
Glinsey, Arthur
Sherman, Jackson
Jacobs, Thomas
Davis, Elisa
Hook, Sandra
Greene, Jeffery
Garrett, Victor

On Time Performance Last 12 Months



FLEET SERVICES AND VEHICLE MAINTENANCE

FLEET SERVICES:

In October, 43 vehicle requests were received for the motor pool. These are non-revenue vehicles available for business use.

There were 181 buses detailed in September, of the 209 available. This is an 86.60% completion rate, a 2% increase versus the prior month. The goal is to detail every bus at least once per month.

IPTC has logged 7,099,357 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	697,687	787,670			7,099,357
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

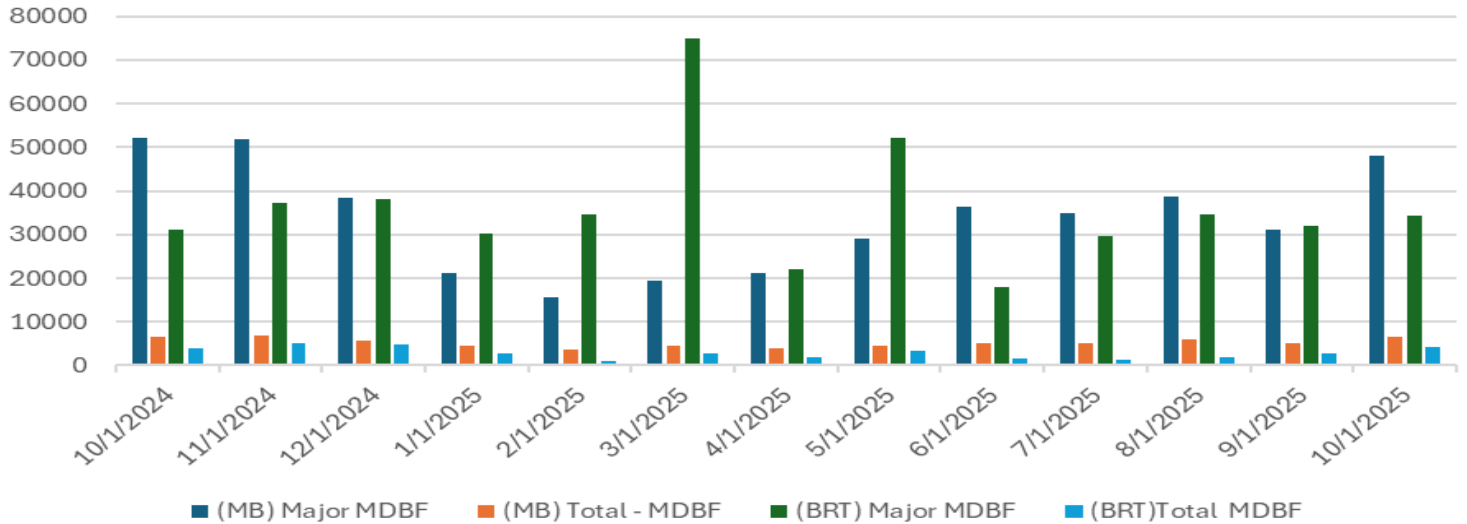
FLUID USAGE SUMMARY:

FLUID TYPE	October 2025	October 2024	October 2023
ATF (qt)	120	142	87
COOLANT (qt)	839	1,057	2,253
ENGINE OIL (qt)	708	945	368
DIESEL (gal)	135,582	142,955	130,259

FLUID TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Sep	OCT	NOV	DEC	YTD
ATF	157	72	200	163	139	93	154	154	167	120			1,265
COOLANT	944	903	1,122	1,064	1,087	1,028	986	1,277	932	839			9,196
DEF	4,761	4,456	4,455	4,247	4,223	3,949	3,986	4,063	3,935	4,142			38,231
DIESEL	131,219	119,853	135,505	136,398	133,877	134,572	145,802	143,139	133,827	135,582			1,203,972
ENGINE OIL	945	765	841	732	744	683	832	679	777	708			6,874
UNLEADED	2,103	1,675	1,644	1,631	1,578	1,786	2,402	2,532	1,961	1,686			16,596

PREVENTATIVE MAINTENANCE

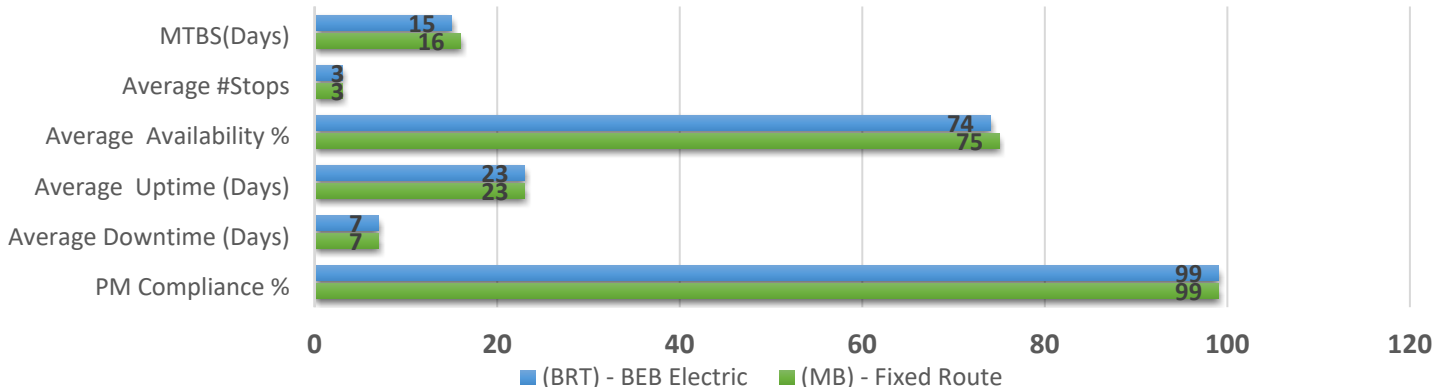
Means Distance Between Mechanical Failure Per Fleet Type



BRT and MB Mean Distance Between Failures Report

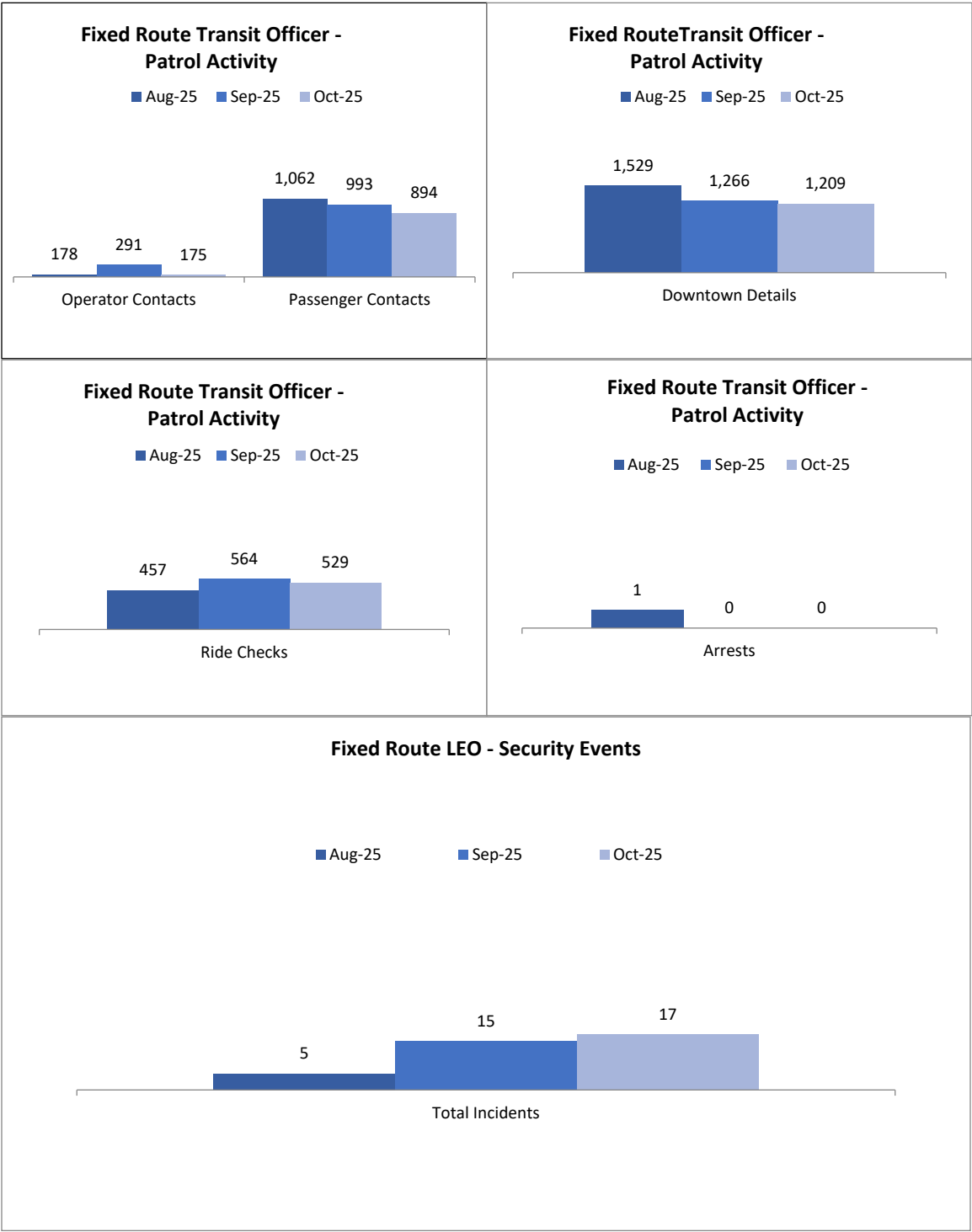
DATE	(MB) Major MDBF	(MB) Total - MDBF	(BRT) Major MDBF	(BRT)Total MDBF
10/1/2024	52218	6404.1	31046	3881
11/1/2024	51750	6900.0	37264	5140
12/1/2024	38310	5566.4	37991	4749
1/1/2025	21227	4453.2	30090	2839
2/1/2025	15684	3582.1	34709	1006
3/1/2025	19329	4622.1	74928	2629
4/1/2025	21262	3986.6	21937	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
9/1/2025	31001	5000.1	32059	2709
10/1/2025	48033	6658.1	34356	4090

Maintenance KPIs



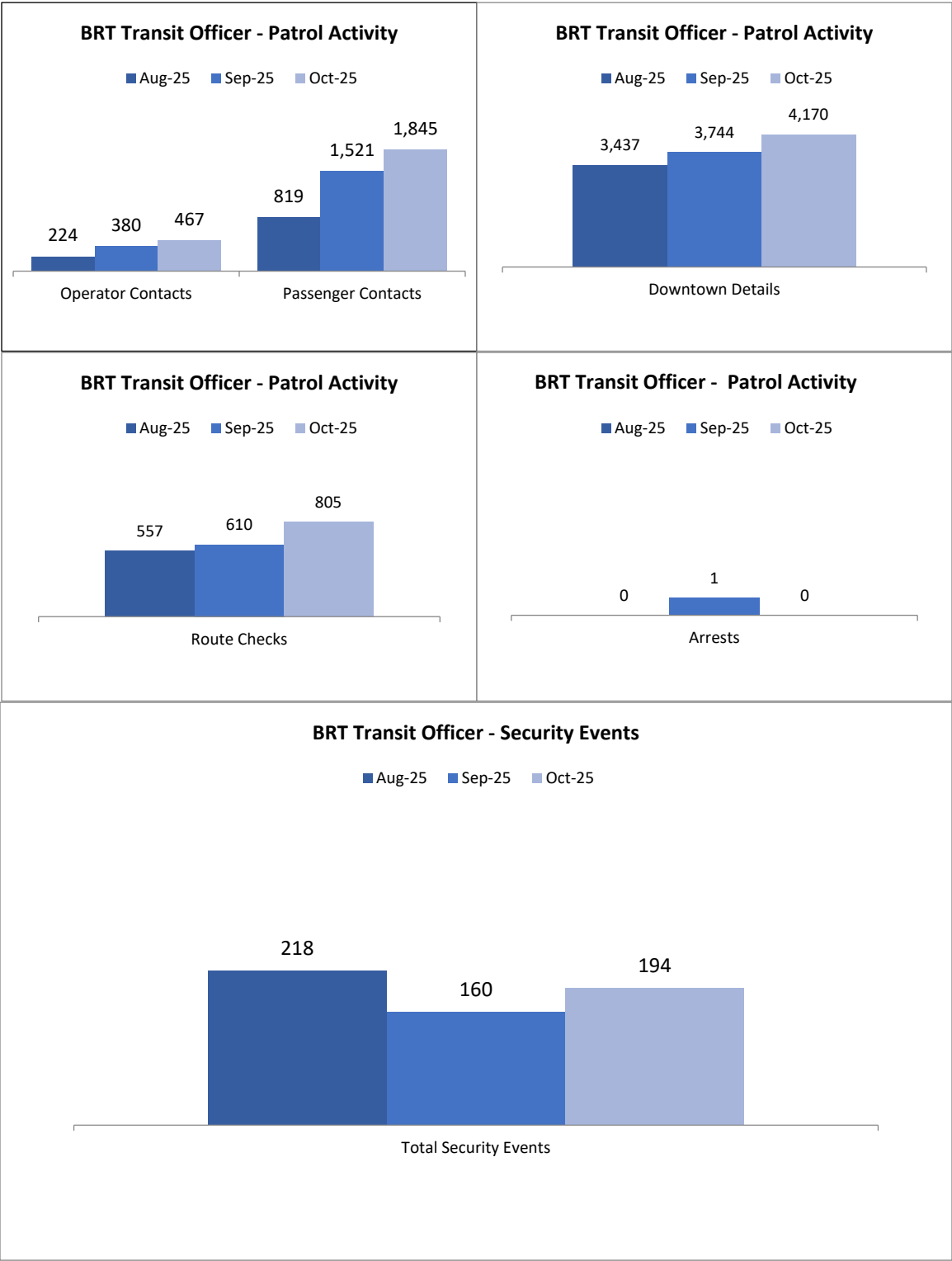
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



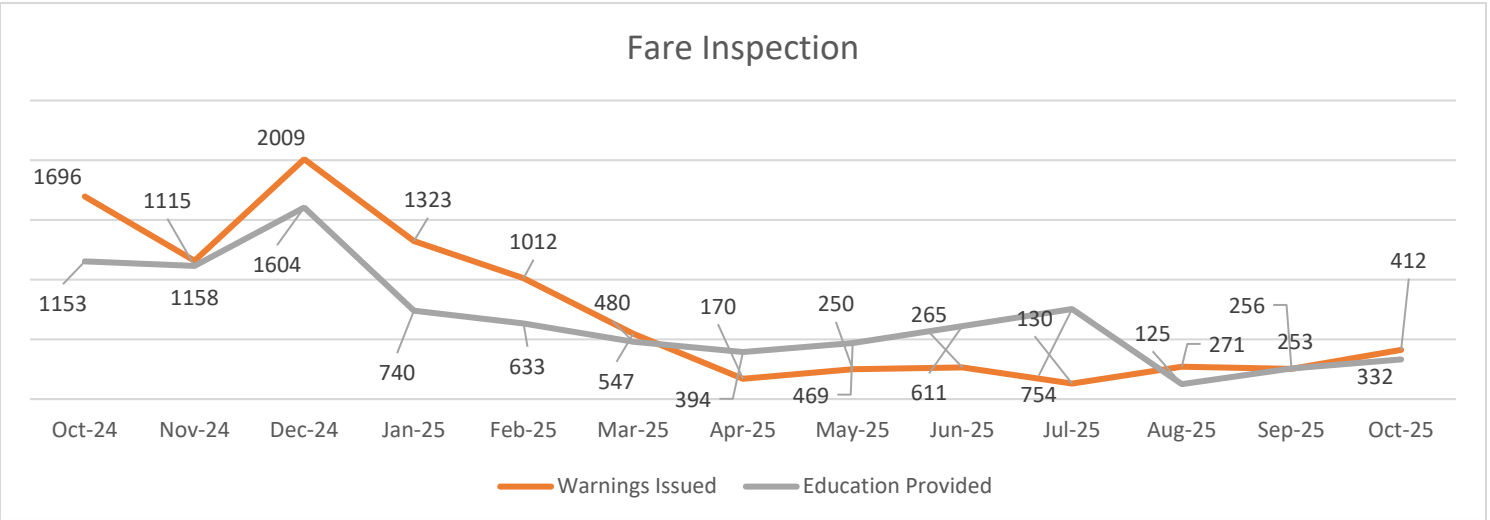
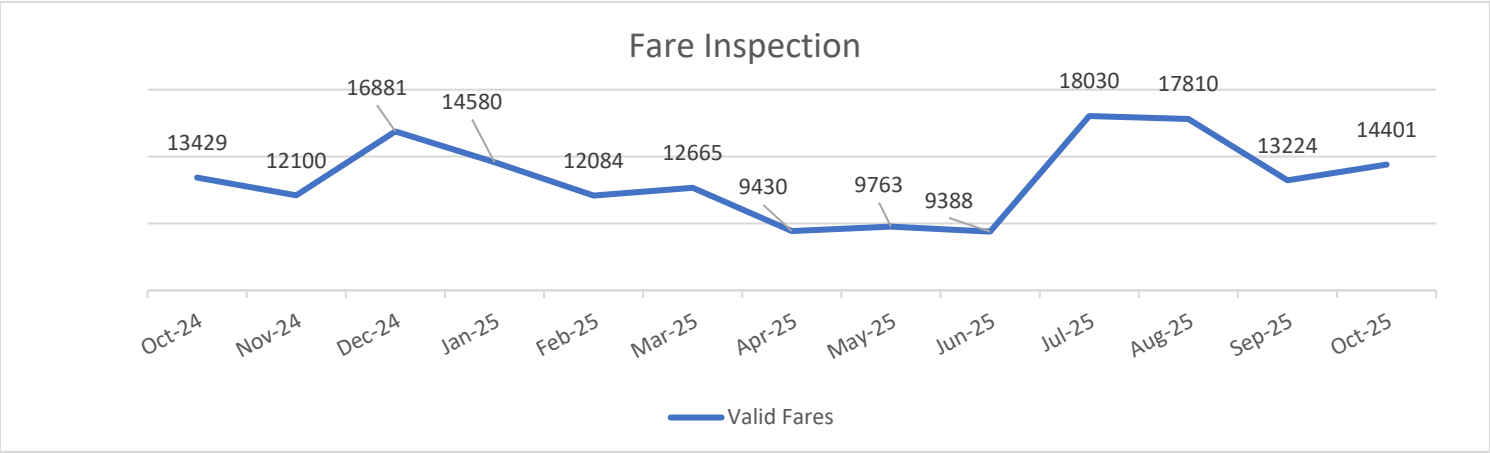
BRT LINE SECURITY:

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.

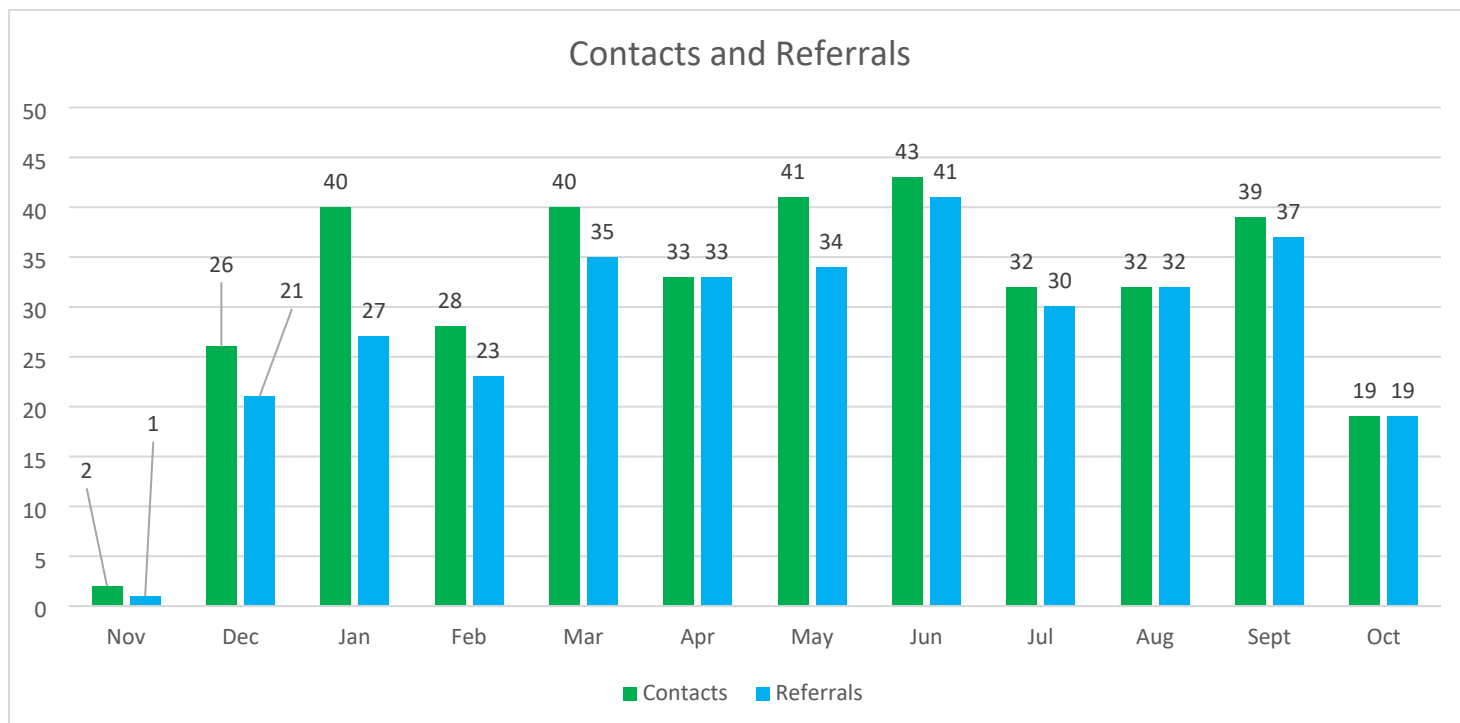


October	Passenger Contact	Notifications	Educations
Monthly	14,401	412	332
Weekday	11,816	353	265
Saturday	2,135	59	65
Sunday	450	0	2

2025 YTD	Passenger Contact	Notifications	Educations
Monthly	131,375	4,633	5,334
Weekday	11,6254	4,207	4,607
Saturday	6,710	255	343
Sunday	8,3347	334	426

SOCIAL SERVICES COORDINATOR REPORT:

The information below will show statistical information for those who have been assisted since the implementation of the program. The bottom number is the total number of contacts made with passengers. The top number represents the number of referrals made during those contacts. Referrals are where the passenger was referred to places such as the Horizon House, Rdoor, Wheelers Outreach, etc., for services. Some passengers declined a referral or just wanted general information about the bus system.



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

SEPTEMBER 2025 CLASSES:

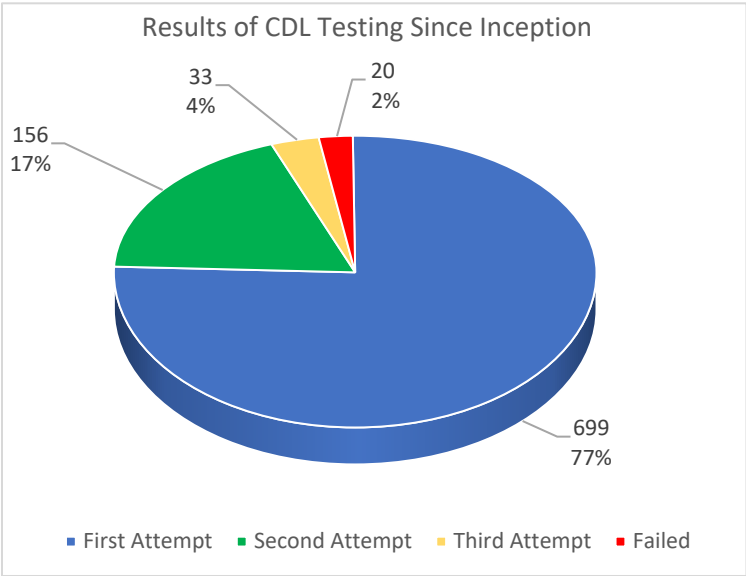
Trainees with Permit – 12

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	21	18	2	0	0
October	18	15	2	2	0
November					
December					

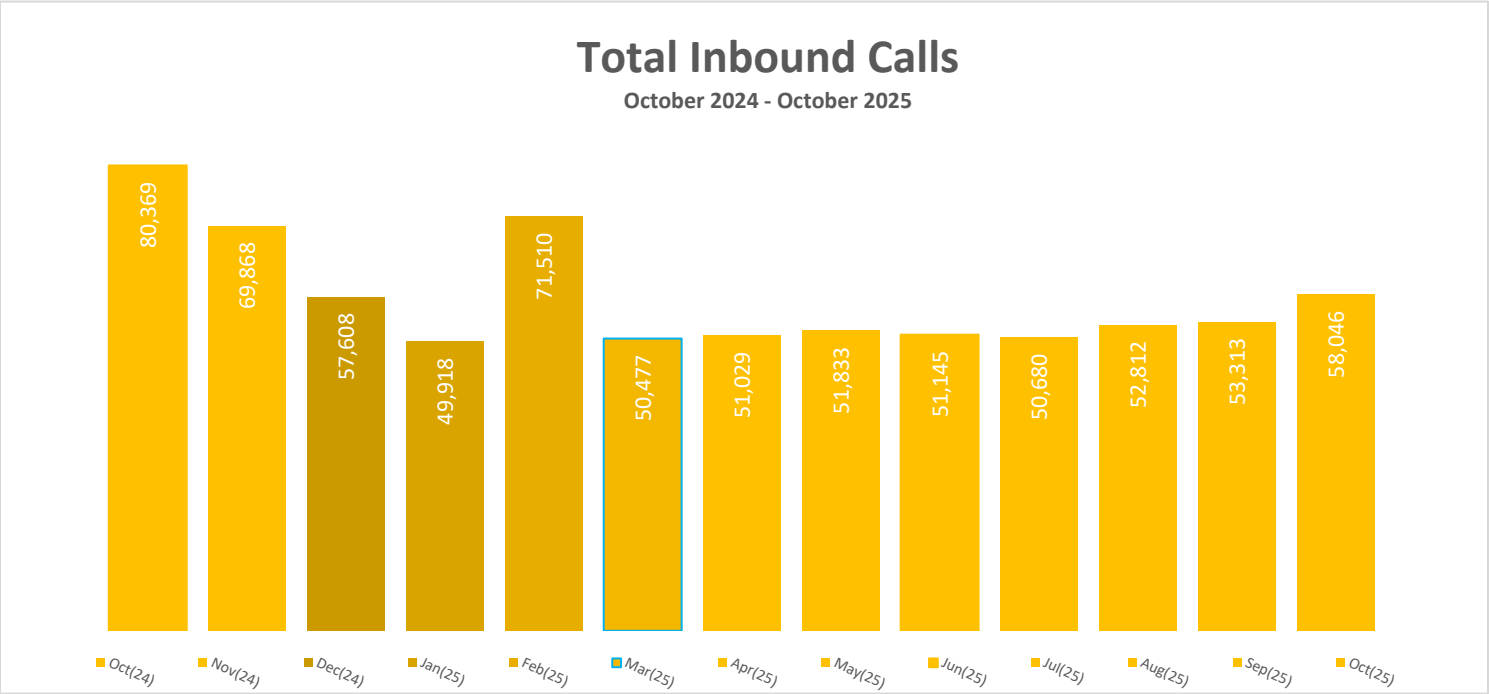
September test percentages: Passed on first attempt – 83.33%



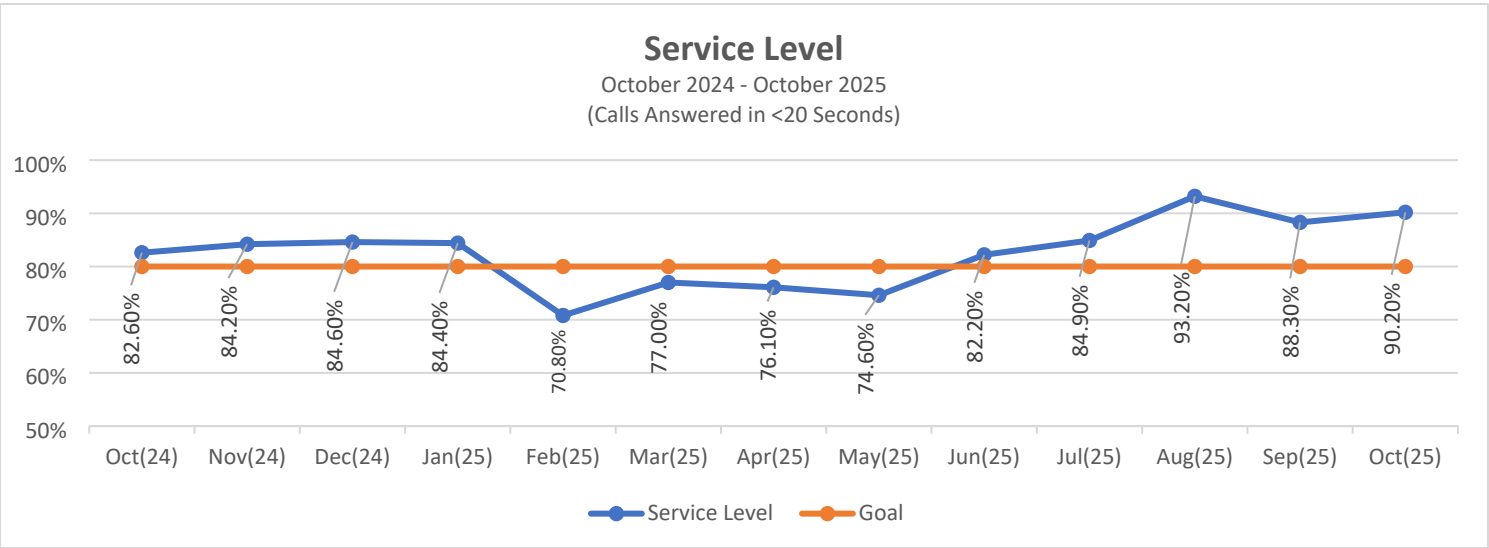
MOBILITY SOLUTIONS

In October 2025, the total call volume experienced a modest 8.9% increase compared to September, accompanied by a noticeable uptick in customer complaints related to Fixed Route services. Key areas of concern include pass-by incidents,

schedule disruptions caused by ongoing detours and construction, and safety-related reports such as accidents and reckless driving. Additionally, Mobility Solutions experienced a slight increase in complaints regarding schedule adherence, specifically due to late arrivals and drop-offs. Meanwhile, the ongoing shift toward digital self-service tools is successfully reducing dependence on phone-based support, aligning with IndyGo’s broader goals of boosting operational efficiency, enhancing the rider experience, and sustaining lower call volumes compared to earlier in the year.



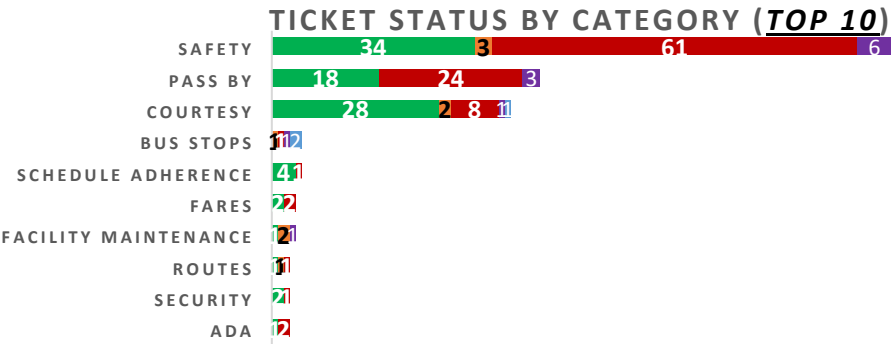
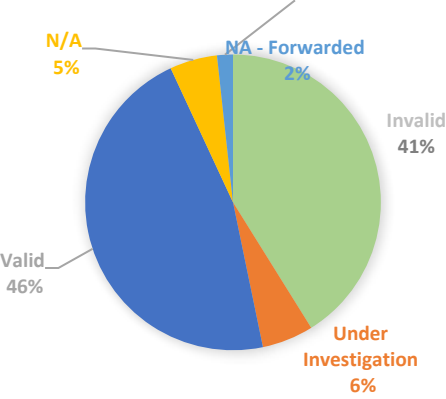
In October, the service level increased to 90.20%, a 2.15 % improvement from September’s 88.30% performance. This improvement reflects the effective use of the Talkdesk platform. The Care Center leadership remains committed to sustaining high-performance standards, with service level metrics continuously monitored to ensure consistency, operational stability, and the ongoing delivery of optimal service efficiency.



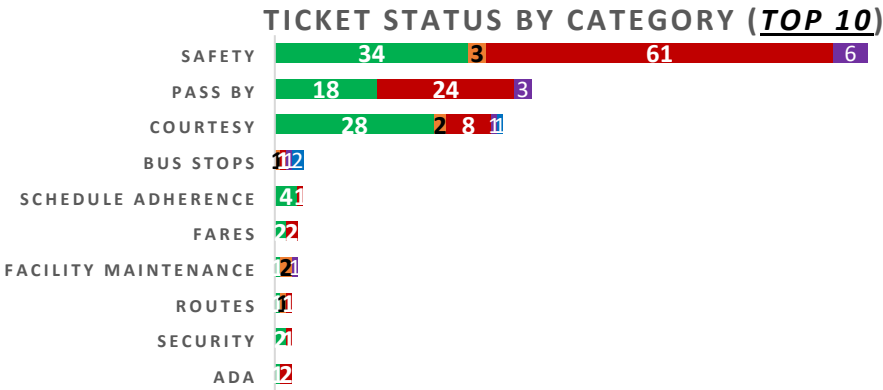
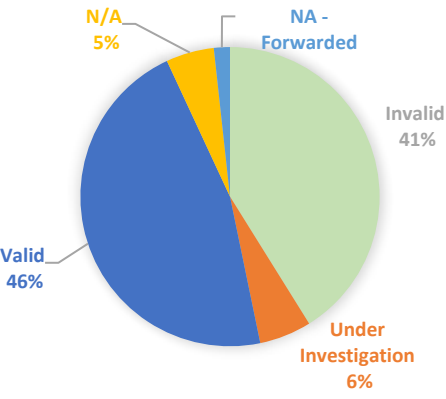
In October 2025, IndyGo received 228 customer comments across all departments. The majority of feedback focused on Fixed Route service complaints, primarily pass-by incidents, schedule adherence issues related to ongoing detours and construction, and safety concerns. Mobility Solutions experienced a slight increase in complaints related to schedule

adherence for pick-ups and drop-offs, as well as courtesy-related concerns involving MV Transportation’s Silverside contract service provider. Despite these challenges, MV Transportation maintained a reliable paratransit service, contributing positively to overall system performance. The continued adoption of digital self-service options has reduced reliance on phone-based support, aligning with IndyGo’s strategic objectives to enhance operational efficiency, improve customer experience, and sustain lower call volumes relative to earlier in the year.

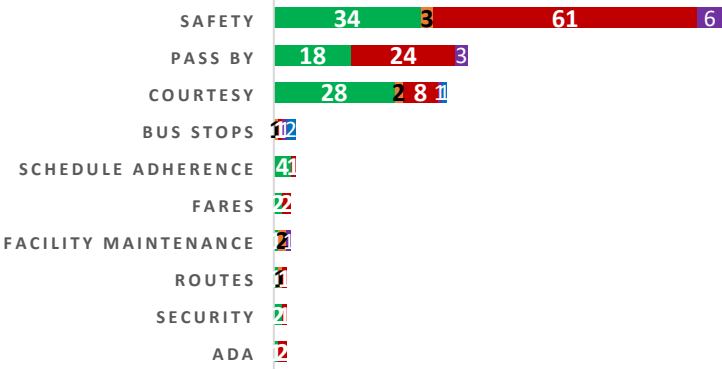
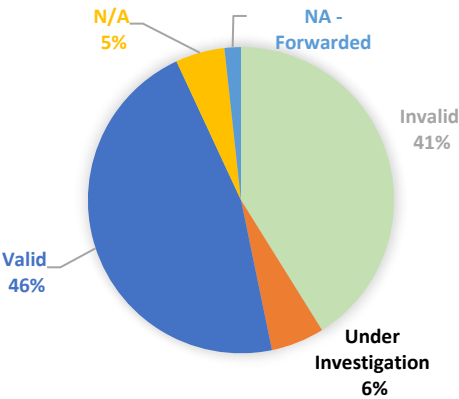
PARATRANSIT



FIXED ROUTE



BRT ROUTE

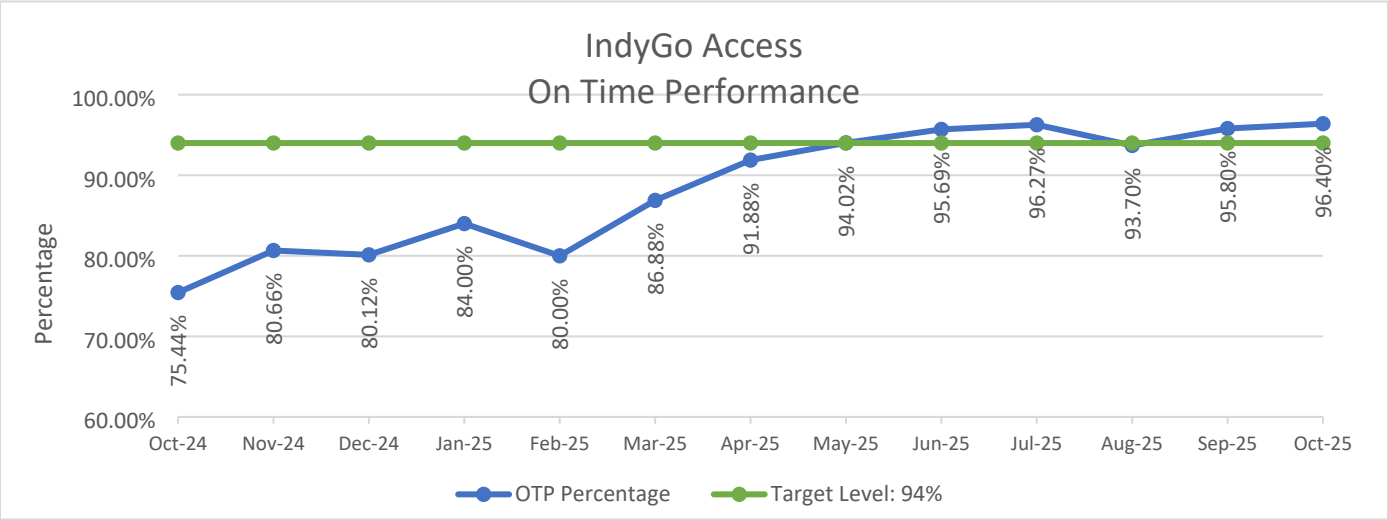


IndyGo Access Ridership

In October, IndyGo Access recorded a total ridership of 14,689, representing an increase in rides from the previous month. The focus on customer service has fostered a positive experience for riders, encouraging repeat usage.

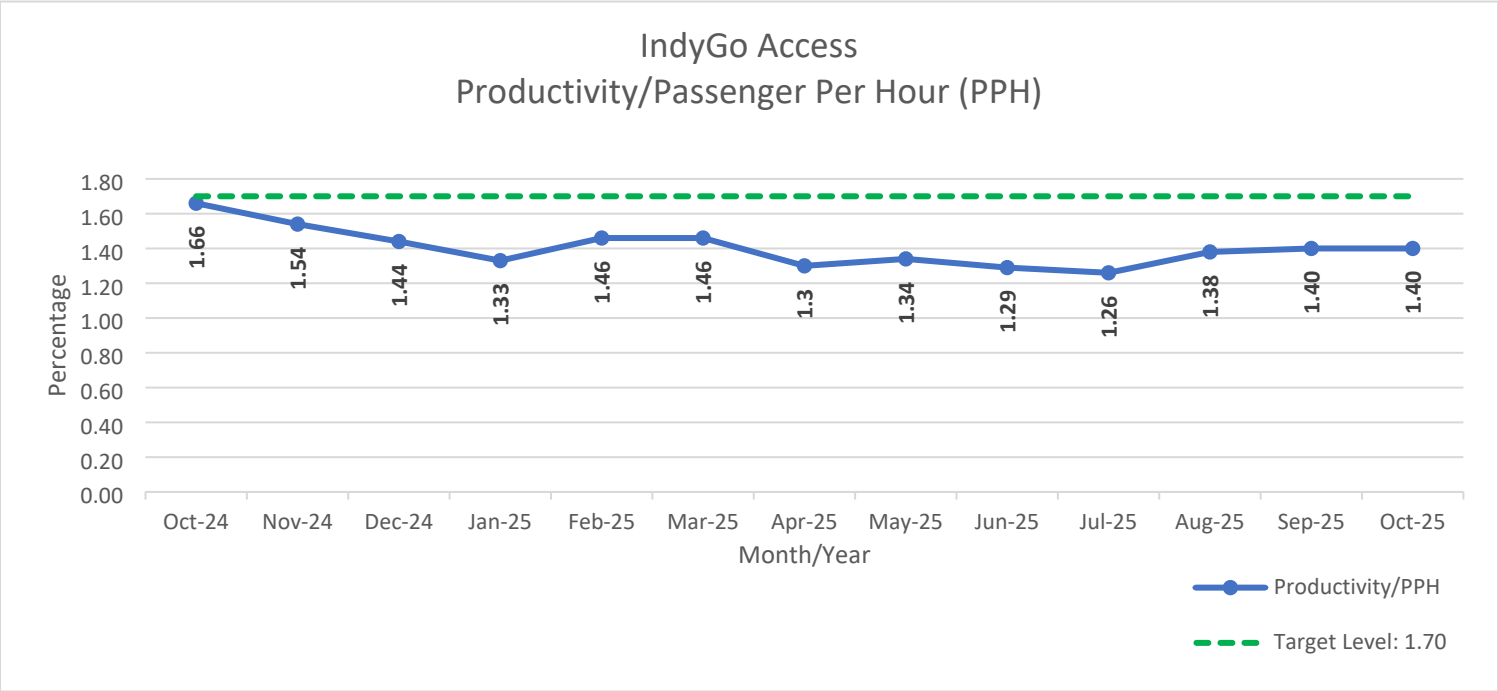
On-Time Performance (OTP)

MV has remarkably improved on-time performance (OTP), reaching 96.4%, a significant improvement versus the prior year OTP of 77.41% and above the target KPI of 94.0%.



Productivity/Passenger Per Hour (PPH)

The passenger-per-revenue-hour (PPH) ratio remained static at 1.40, which is a slight decrease compared to the prior year. The target KPI goal is set at 1.70 PPH.



OTP – Drop Off (Appointment Time)

The drop-off for appointment time OTP for October was 94.67%, approximately a 13% increase versus the prior year. This significant progress reflects service reliability through better scheduling and ongoing enhancements in drop-off on-time performance.

