



Board Report
December 18, 2025

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- 1. Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
- 2. Awards and Commendations** (Presenter – Jennifer Pyrz)
- 1. Committee Reports** (Presenters – Rick Wilson, Stephanie Quick)
 1. Finance Committee Report – Rick Wilson
 2. Service Committee Report – Stephanie Quick
- 2. Regular Agenda** (Presenter – Greg Hahn)
 1. A-1: Consideration and Approval of Minutes from the Board Meetings held on November 20, 2025
 2. A-2: Consideration and Approval of Resolution 2025-10 to Transfer in Appropriations and Carry Forward of Outstanding Encumbrances for FY2025 (Presenter – Andrea Carroccia)
 3. A-3: Consideration and Approval of Change Order for the 1501 Trench Drains Replacement Project (Presenter – Sarah Stentz)
 4. A-4: Consideration and Approval of Change Order for the CTC Handrails Project (Presenter – Sarah Stentz)
 5. A-5: Consideration and Approval of North Parking Lot Repaving Contractor (Presenter – Sarah Stentz)
 6. A-6: Consideration and Approval of AES Indiana Utility Relocation Reimbursement (Presenter – Matthew Duffy)
 7. A-7: Consideration and Approval of a Professional Services Contract for BRT Reliability Study (Presenter – Matthew Duffy)
 8. A-8: Consideration and Approval of a New Task Order with Kimley-Horn & Associates for Transit Signal Priority on the Purple Line (Presenter – Matthew Duffy)
 9. A-9: Consideration and Approval of Authorization to Enter into Software Renewal with HASTUS by GIRO (Presenter – Annette Darrow)
 10. A-10: Consideration and Approval of the Purchase of 11 40-Foot Gillig eGen Flex Hybrid Buses for Fixed-Route Services (Presenter – Devon Smith)
 11. A-11: Consideration and Approval of Contract Extension for StepCG, LLC for Revenue Service Vehicle Wireless Communications (Presenter – Marcus Burnside)
 12. A-12: Consideration and Approval of a Tow Service Contract with Hanna’s Wrecker Services Inc. (Presenter – Thierno Balde)
- 3. Information Items** (Presenter – Greg Hahn)
 1. I-1: Finance Report (Presenter – Bart Brown)
 2. I-2: ILA Amendment #3: Cash Contribution for 29th/30th Street Conversion Project (Presenter – Matthew Duffy)
 3. I-3: Annual Election of Board Officers for 2026 (Presenter – Robert Frye)
 4. I-4: Department Reports
- 4. 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
Adrianne 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

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December Board Meeting Awards and Commendations



IndyGo November 2025 Safe Drivers

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



Operator	Years of Safe Driving	Years of Service
Ricardo Oxley	16	26
Robert Feiock	11	11
Timothy McLeod	10	11
Devona Hollowell	6	6
Nakia King	6	6
Enrique San Pedro	6	6
Terrill Lewis	5	8
Ibrahima Fall	3	6
Deandre Honaker	2	2

16 Years of Safe Driving



Ricardo Oxley
Coach Operator, Fixed Route
26 years of service to IndyGo



November Operations Employee of the Month

Sylvia Walker
Radio Control Dispatcher
Dispatch

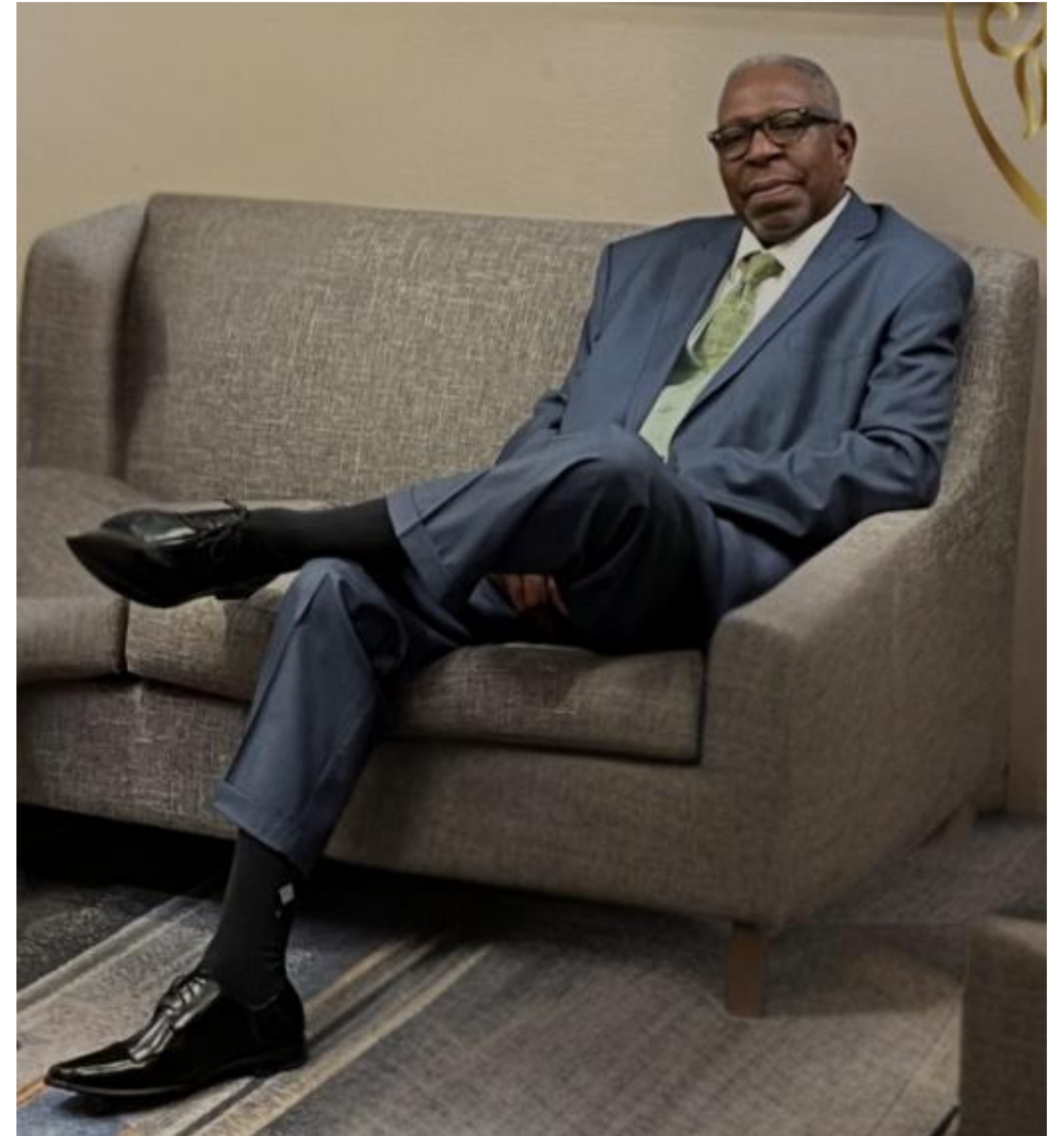
IndyGoSM

Congratulations on 28 years of dedicated service, including 18 years of distinguished leadership as President of ATU Local 1070

Roy Luster

President – ATU

Happy Retirement!!



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dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
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NOVEMBER 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 November 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
Ricardo Oxley	4538	16	26
Robert Feiock	8620	11	11
Timothy McLeod	8651	10	11
Devona Hollowell	9659	6	6
Nakia King	9372	6	6
Enrique San Pedro	9391	6	6
Terrill Lewis	8968	5	8
Ibrahima Fall	9606	3	6
Deandre Honaker	10567	2	2
Cherron Anderson	11492	1	1
Ashlee Jones	11464	1	1
Shanese Owens	11501	1	1
Baryalai Rahimi	10427	1	1



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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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Finance Committee Chairperson Report – December 2025

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrzs
From: Finance Committee Chairperson Richard Wilson, Jr.
Date: December 18, 2025

ACTION:

A report of the meeting of the Finance Committee held on December 11, 2025 presented at the Board of Directors meeting on December 18, 2025.

RECOMMENDATION:

Receive the report.

Richard Wilson, Jr.
Finance Committee Chairperson's Report
December 11, 2025

The Finance Committee met on December 11, 2025, at 8:30 AM. In attendance were Committee Chair Richard Wilson, Jr., Member Mary Ann Fagan and Member Adrienne Slash, establishing a quorum.

The Committee heard and accepted the following items:

1. I-1: 2025 Roll Over Update (Presenter – Andrea Carroccia)
2. I-2: Masabi Transition Update (Presenters – Brooke Thomas, Marcus Burnside)
3. I-3: January 2026 Fare Communications Updates (Presenter – Carrie Black)

Mr. Chair, that concludes the report.



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Service Committee Chairperson Report – December 2025

To: Board of Directors
Through: President/CEO Jennifer Pyrz
From: Service Committee Acting Chairperson Stephanie Quick
Date: December 18, 2025

ACTION:

A report of the meeting of the Service Committee held on December 12, 2025 presented at the Board of Directors meeting on December 18, 2025.

RECOMMENDATION:

Receive the report.

Stephanie Quick
Service Committee Acting Chairperson's Report
December 12, 2025

The Service Committee met on December 12, 2025, at 8:30 AM. In attendance were Committee Acting Chair Stephanie Quick, Member Stan Smith, and Member Adairius Gardner, who attended virtually, establishing a quorum.

The Committee heard and accepted the following items:

1. I-1: January 2026 Communications Updates (Presenter – Carrie Black)
2. I-2: Ridesafe Updates (Presenters – Annette Darrow, Tony Craig)

Mr. Chair, that concludes the report.

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November Board of Directors Minutes

IndyGo

11/20/2025 4:00 PM EDT

@ 9503 E 33rd St- IndyGo HQ

Attendance

Present:

Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Mary Ann Fagan, Stephanie Quick, Adrienne Slash, and Stan Smith

Staff: Jennifer Pyrz, Bob Frye, Britt Griffin, Jon Mann, Rachel Wilson, Brian Clem, Carrie Black, Devon Smith, and Bart Brown

Absent:

Members: N/A

Guests:

Bob Piha – LHD Benefit Advisors; Emily Meaux – IndyGo Foundation

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

[November Board Cover](#)

[November 2025 Board Agenda](#)

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

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards and Commendations](#)

[October 2025 Safe Drivers Recognition](#)

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

3. Committee Chairperson Report (Presenter – Gregory Hahn)

1. Governance & Audit Committee Report – Gregory Hahn

[Governance & Audit Committee Chairperson Report](#)

The Governance & Audit Committee Report was entered into the record by Chairperson Hahn without objection.

4. Regular Agenda (Presenter – Gregory Hahn)

1. A-1: Consideration and Approval of Minutes from the Board Meeting held on October 16, 2025.

(Presenter – Gregory Hahn)

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

Motion: Approval of Minutes from the Board Meeting held on October 16, 2025. Motion made by Director Wilson and seconded by Director Gardner. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

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)

[A-2 for November Board re Public Hearing Vote on Ordinance 2025-02](#)

Ordinance 2025-02 – Local Bus Stops Blue Line Property Acquisition

It was 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.

Motion: Approval of Adoption of Ordinance 2025-02 – Authorizing the Acquisition of Real Property for the Blue Line and Local Bus Improvement Projects. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

3. **A-3: Consideration of Approval of contract with Anthem for Group Health, Dental and Stop-Loss Insurance**
(Presenter – Britt Griffin)

A-3 Employee insurance Renewal

It was 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.

Motion: Approval of contract with Anthem for group health, dental and stop-loss insurance. Motion made by Director Fagan and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

4. **A-4: Consideration of Approval of new Foundation Board Members.** (Presenter – Emily Meaux)

A-4 Approval of new IndyGo Foundation Board Members

It was recommended that the Board of Directors appoint Keith Johnson, Hardik Shah and Jeff Pellin to the IndyGo Foundation Board.

Motion: Approval of new Foundation Board Members. Motion made by Director Gardner and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

5. **A-5: Consideration and Approval for the Purchase of 20 new Genfare Fastfare Fareboxes.** (Presenter – Jon Mann)

A-5 2025 Farebox Purchase

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

Motion: Approval for the purchase of 20 new Genfare Fastfare fareboxes. Motion made by Director Quick and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

6. **A-6: Consideration and Approval to Extend the Current Brinks Cash Collection Contract Through 2026.** (Presenter – Jon Mann)

A-6 2025 Brinks Contract Extension

It was 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.

Motion: Approval of extension of contract with Brinks Cash Collection. Motion made by Director Wilson and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

7. **A-7: Consideration of Approval of Task Order for Construction Engineering Services – Far Eastside Bus Stop Improvements** (Presenter – Rachel Wilson)

[A-7 Far Eastside Bus Stops CE Services](#)

It was recommended that the Board of Directors authorize the President and CEO 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.

Motion: Approval of Task Order for Construction Engineering Services – Far Eastside Bus Stop Improvements. Motion made by Director Gardner and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

8. **A-8: Consideration of Approval of Authorization to Enter into Insurance Brokerage Services Contract with Aon Risk Services** (Presenter – Brian Clem)

[A-8 Insurance Broker](#)

It was 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. 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.

Motion: Approval of Authorization to Enter into Insurance Brokerage Services Contract with Aon Risk Services. Motion made by Director Gardner and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

9. **A-9: Consideration of Approval of Resolution for Free Fare Days for 2026** (Presenter – Carrie Black)

[A-9 Free Fare Days 2026](#)

[Free Fare Days 2026 Resolution No. 2025-09](#)

It was recommended the Board of Directors adopt Resolution Number 2025-09 authorizing the President and CEO to allow free rides for the below listed days during the 2026 calendar. -

- 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)

Motion: Approval of Resolution Number 2025-09 approving free fare days for 2026. Motion made by Director Gardner and seconded by Director Slash. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

10. **A-10: Consideration of Approval of Fuel Supplier Contract for the 2026 Calendar Year** (Presenter – Devon Smith)

[A-10 USLD Fuel Supplier Contract](#)

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

Motion: Approval of Fuel Supplier Contract for the 2026 Calendar Year. Motion made by Director Gardner and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

11. **A-11: Consideration of Approval of Two 40-foot Battery Electric Buses for Fixed-Route Services.** (Presenter – Devon Smith)

[A-11 BEB for Fixed-Route Services](#)

It was recommended that the Board of Directors authorize the President and CEO to purchase one 40-foot battery electric bus, 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.

Motion: Approval of Two 40-foot Battery Electric Buses for Fixed-Route Services. Motion made by Director Quick and seconded by Director Gardner. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

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

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

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

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

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

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

[I-2: Nov IndyGo Board Presentation](#)

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

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

[HR Board Report November 2025](#)

[PA Board Report November 2025](#)

[R-2 Planning and Capital Projects Report 2025-11](#)

[Risk and Safety Board November 2025](#)

[October 2025 Operations Division 11.13.25](#)

The Board received Department Reports for review.

5. **Adjourn** (Presenter – Gregory Hahn)

On the order of Chairperson Hahn and there being no objection, the meeting was adjourned at 5:25 p.m.

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Date of Memo: December 05, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Chief Financial Officer Bart Brown and Manager of Budget Andrea Carroccia

SUBJECT: Consideration and approval of Resolution 2025-10 – Transfer in Appropriations and Carry Forward of Outstanding Encumbrances for FY2025

ACTION ITEM A – 2

RECOMMENDATION:

It is recommended that the IPTC Board of Directors authorize the approval of Resolution 2025-10 – Transfer in Appropriations and Carry Forward of Outstanding Encumbrances for Fiscal Year 2025.

BACKGROUND:

With the opening of a new budget year and a new set of ledgers, it is advantageous to review the unpaid purchase orders and contracts which remain on the ledgers as “encumbered.” Whenever a valid appropriation has been lawfully encumbered by a contract or by the issuance of a purchase order, the appropriation to the extent of the encumbrance may be carried forward to the succeeding year and made available for payment of the obligation which encumbered it. Only so much of the appropriation as is lawfully encumbered may be carried forward.

As part of the year-end review process, IPTC requests to allow for a transfer in appropriations between the operating budget and the capital budget.

DISCUSSION:

State guidelines allow the Board to carry forward outstanding purchase orders at year-end. These outstanding purchase orders were not paid prior to December 31, 2025. Therefore, it is prudent and sound financial practice to carry them forward into the next fiscal year (2026), pending available cash balances at the close of the fiscal year 2025. The appropriations to cover these purchase orders, once expensed, will come from the 2025 budget.

Under the same guidelines, budget adjustments to the operating and capital budgets will be necessary to make sure that major expense categories are in alignment within IPTC’s overall budget. This action does not change the 2025 total appropriation authority for the already approved and adopted budget.

FISCAL IMPACT:

There is no fiscal impact on fiscal year 2026’s budget as appropriations were provided for these purchase orders in fiscal year 2025’s budget.

DBE/XBE DECLARATION:

N/A

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS**

RESOLUTION 2025-10

A RESOLUTION approving the transfers in appropriations and the encumbered balances of outstanding purchase orders of the Indianapolis Public Transportation Corporation (IPTC) for the fiscal year ending December 31, 2025.

WHEREAS, certain changes and realignment of certain budget categories in the adopted 2025 budget are required in response to IPTC's needs; and

WHEREAS, accounting guidelines established by the State of Indiana require the approval of outstanding purchase orders at year-end.

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

Section 1. The Board finds that the following changes and realignment in the following 2025 budget categories are required and are hereby approved:

OPERATING AND CAPITAL FUNDS

Capital Outlay

Capital Expenditures	No change
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Personal Services

Salaries	Decrease	\$(3,000,000)
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Materials and Supplies

Maintenance Materials	No change
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Other Services and Charges

Increase	\$3,000,000
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Net Change in 2025 Appropriations	\$ -0-
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Section 2. The Board finds that the list attached to this Resolution includes all purchase orders encumbering budgeted funds (including funds 8001, 8090, 9500 and 9502) unpaid at year-end 2025, and hereby approves of these purchase orders, totaling an amount not to exceed \$334,411,056.20, be carried forward from 2025 to the 2026 budget year and be paid from 2025 appropriations.

Section 3. This Resolution shall be in full force and effect from and after its adoption by the Board and in accordance with all laws pertaining to IPTC's fiscal affairs.

Section 4. 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 18th day of December 2025.

BOARD OF DIRECTORS
INDIANAPOLIS PUBLIC
TRANSPORTATION CORPORATION

By: _____
Gregory F. Hahn, Board Chair

ATTEST:

By: _____
Robert M. Frye, Chief Legal Officer

Existing Encumbrances

Operating	4,207,826.42
HNTB Corporation	1,585,703.27
Nelson Nygaard Consu	490,778.08
CHA Consulting Inc.	206,978.38
American Structurepoint, Inc	174,987.26
HDR Engineering, Inc.	143,279.28
R.A.S.K. & ASSOCIATES, INC.	139,803.26
CityStrategies LLC	125,680.37
Kimley-Horn & Associates, Inc.	116,700.00
IDIS Americas, Inc.	108,944.00
Advanced Restoration Contractors, Inc.	102,121.73
ELECTRONIC STRATEGIES,INC	88,000.00
TRC Engineering Services	85,556.00
FINELINE PRINTING GROUP	80,405.67
Egis BLN USA, Inc.	75,000.00
Woolpert, Inc.	68,552.40
RIETH-RILEY CONST CO.,INC	66,523.00
SIMME LLC	61,398.00
The Red Elephant Agency, LLC	58,444.00
DORIS Research	49,980.00
CARRIER & GABLE INC	33,300.00
NetLogx, LLC	32,694.00
CROWE HORWATH LLP	27,698.49
General Restoration Corporation	25,780.00
S & A SYSTEMS	25,500.00
SHI International	20,581.00
BURGESS & NIPLE INC	19,586.00
R.L. Turner Corporat	18,300.00
The Mobility House, LLC	17,962.80
Avail Technologies,	15,687.00
GIRO	15,030.00
Johnson Controls	14,115.00
Vertiv Corporation	12,525.00
TRUSTEES OF INDIANA	12,000.00
Geyer Fire Protectio	11,080.00
COMMERCIAL SEWER CLEANING	10,060.00
ADP, INC.	10,000.00
Globe Asphalt Paving	9,599.55
Global Traffic Techn	9,580.12
Xuehao Chu	8,000.00
NGT CORP dba COVERALL SERVICE COMPANY	6,537.00
CPR Training	5,000.00
Paragon ID High Point US, Inc.	4,600.00
OPS Leadership Training	3,835.71
SHARPS COMPLIANCE, INC.	3,589.65
SIMPLEX GRINNELL/Johnson Controls	3,350.40
Chad C. Harvey	3,000.00

Capital	311,329,161.28
Gradex, Inc.	191,269,198.59
F.A. Wilhelm Constru	35,153,275.29
New Flyer of America	26,693,954.43
Butler, Fairman & Seufert, Inc.	17,816,935.08
BYD Coach & Bus LLC	15,953,392.95
R.L. Turner Corporat	6,007,112.16
WSP USA, INC.	3,253,866.97
CRIDER & CRIDER	3,005,199.86
HNTB Corporation	2,521,330.92
Masabi LLC	2,165,000.00
Kimley-Horn & Associates, Inc.	1,736,071.88
CDM SMITH, INC.	1,647,832.34
SHUCK CORPORATION	743,808.15
AES INDIANA	564,271.00
BURGESS & NIPLE INC	525,657.16
Avail Technologies,	506,332.00
RIETH-RILEY CONST CO.,INC	386,139.00
GENFARE, LLC	381,366.00
Marion county	341,210.00
Midwestern Electric	182,733.06
Lochmueller Group, I	163,362.90
S & A SYSTEMS	77,490.00
Clevor Consulting Gr	62,102.08
Woolpert, Inc.	46,878.17
CARRIER & GABLE INC	44,955.00
Heritage Ford of Indiana, Inc.	36,865.00
OLCO Inc	18,854.78
The Blakley Corporation	14,745.90
HDR Engineering, Inc.	4,720.61
TOLAR MANUFACTURING CO. INC	4,500.00

Grand Total	315,536,987.70
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Encumbrances to be created by 12.31.2025

Operating	461,753.00
BRT Reliability Study	170,000.00
CO - 1501 Drain Replacement - RL Turner	150,000.00
Snow Melt Repairs	96,000.00
Giro/hastus	31,305.00
CO - Globe Asphalt Paving	10,000.00
CO - General Restoration - Windows Project	4,448.00
Capital	18,412,315.50
QTY 11 40' Gilligs	14,436,674.00
QTY 1 40' BEB = Gillig	1,426,916.00
QTY 1 40' BEB = New Flyer	1,409,441.00
Far Eastside Bus Stop Inspection - Burgess	288,121.00
AES Blue Line Utility Reimbursement	284,000.00
1501 North Lot Repaving	218,443.50
TO - WSP - Purple Line	84,498.00
Automated Gate - South Drive	65,000.00
Purple Line TSP TO	64,000.00
JCI - Automated Gate	60,000.00
Scrubbers (2/EA)	25,990.00
HDR TO - Locker Room Design	24,698.00
TO # 20 - WSP - Blue Line	12,534.00
WSP - Blue Line TO (Landscaping)	12,000.00
Grand Total	18,874,068.50

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Date of Memo: December 09, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Senior Project Manager Capital Facilities Projects, Sarah Stentz

SUBJECT: Consideration and Approval of Change Order for the 1501 W. Washington Street Trench Drains Replacement Project

ACTION ITEM A – 3

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute Change Order No. 3 with RL Turner for the amount of \$126,395.50. If approved, this change order would bring the project total to \$444,808.90.

BACKGROUND:

This project began in early 2025 to address the deteriorating drainage system at the fuel islands in the garage at W. Washington Street. If approved, this change order will allow RL Turner to complete the replacement and repair of all the existing fuel lane drainage systems. In its completion the project will provide a better solution for the fleet services department when taking buses through their evening routine of fueling and washing.

DISCUSSION:

During the initial excavation activities, it was discovered that the existing fuel line is much higher than originally anticipated, and its depth was not shown on record drawings. This discovery caused IndyGo's designer of record to have to update the plans and drawings. This also resulted in IndyGo needing to return materials and then modify the means and methods for excavation going forward. If approved, these funds will help support the more laborious excavation approach necessary to avoid further utility strikes, as well as the purchase of the drain units called for in the new design. It is anticipated that, with the execution of this change order, this project will be completed in Q1 of 2026. To date we have approved Change Order No. 1 for a value of \$6,634.90 to cover investigative camera work of the plumbing lines as well as soil mitigation efforts. Change Order No. 2 was for a value of \$23,604.50 to purchase new trench drains for the project to accommodate the shallower depth of the fuel line.

FISCAL IMPACT:

This request will cover the work necessary to complete the new design. If approved, the funding for this change order would come from underspending from the 2025 operating budget allocation. If approved, this requested change order will bring the project total to less than the independent cost estimate.

DBE/XBE DECLARATION:

This contract currently has a DBE participation of 9.28%.



Date of Memo: December 09, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Senior Project Manager Capital Facilities Projects Sarah Stentz
SUBJECT: Consideration and Approval of Change Order for the CTC Handrails Project

ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a change order with Advanced Restoration Contractors Inc. for an amount of \$67,988.02. If approved, this change order would bring the project total to \$475,567.46.

BACKGROUND:

This project was initiated in the summer of 2023 to enhance safety around the rain gardens at the Julia M. Carson Transit Center. Advanced Restoration Contractors Inc. competed for this work and was awarded the project as the lowest, responsive and responsible bidder. The original contract amount to fabricate and install the handrails was \$354,000 to be paid for out of IPTCs operating budget, which the IPTC Board of Directors approved in July 2023.

DISCUSSION:

Their initial scope of work presumed that IPTCs as-built drawings accurately reflected existing conditions, however, there were several concealed and unforeseeable conditions that resulted in some added costs for the project. During the installation of the handrails, changes had to be made to the scope of work to address the differing site conditions and the contractor incurred additional costs in completing the project. An example was a conflict between the bolt fasteners and preexisting rebar in the concrete slab. As-built drawings showed the rebar starting much farther back than actual existing conditions. To address some of these issues, in December 2023, IPTC issued Change Order No. 1 in the amount of \$53,579.44 to cover changes in materials. If approved, this Change Order No. 2 would cover the remaining additional costs for the project, bringing the project total to \$475,567.46.

FISCAL IMPACT:

Funding for this change order would come from local dollars as part of this year's operating budget allocation.

DBE/XBE DECLARATION:

Goals for this project were set as noted below. Due to the lack of subcontracting opportunities for this work, the project did not have any participation.

Minority-Owned Business Enterprise (MBE): 15%
Women-Owned Business Enterprise (WBE): 8%
Veteran-Owned Business Enterprise (VBE): 3%
Disabled-Owned Business Enterprise (DOBE): 1%



Date of Memo: December 09, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Senior Project Manager Capital Facilities Projects, Sarah Stentz
SUBJECT: Consideration and Approval of Construction Contract for the 1501 North Parking Lot Repaving Project

ACTION ITEM A – 5

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a contract with Howard Companies for the value of \$218,443.50 for the complete repaving and restriping of the North Parking Lot located at 1501 W. Washington Street.

BACKGROUND:

The North Parking Lot at 1501 W. Washington Street is mainly used by administrative staff in addition to members of the public who visit the facility. Over time the lot has begun to spall and crack leaving uneven sections of asphalt.

DISCUSSION:

Howard Companies competed for this work and was awarded the project as the lowest, responsive and responsible bidder. They will be contracted to mill the top four inches of asphalt, replacing it with new asphalt. This milling depth will allow for a more robust solution to the degrading pavement and provide a longer useful life of the lot going forward. In addition, line striping and curb painting will be refreshed with this project. Work is expected to begin in Spring of 2026.

FISCAL IMPACT:

The funding for this project is budgeted and will come from the 2025 & 2026 Capital Budget.

DBE/XBE DECLARATION:

This contract currently has 11.49% WBE participation and 9.29% MBE participation.

- DWD Company (WBE) at 5.49%
- E-Z Transport (MBE) at 9.29%
- Indiana Sign & Barricade (WBE) at 3.16% on base bid
- Indiana Sign & Barricade (WBE) at 2.84% on alternate



Date of Memo: December 09, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Director of Capital Projects Matt Duffy
SUBJECT: Consideration and Approval of AES Utility Relocation Reimbursement for the Blue Line BRT Project

ACTION ITEM A – 6

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to reimburse AES Indiana for utility relocation work on the Blue Line near the intersection of West and Maryland streets, in an amount not to exceed \$284,000.

BACKGROUND:

Blue Line BRT project utility relocations are well underway with approximately 40% of the relocations completed to date. Work plans outlining the scope of work required for each impacted utility are near completion, and utilities are mobilized in the field to complete the work ahead of, or alongside, IPTC's Blue Line construction activities.

Early in 2025, following the change in administration, the Blue Line project team was re-engaged by the State of Indiana's Department of Administration and the Indianapolis Indians, who requested that the proposed Blue Line stations located near the intersections of Maryland & West streets and Washington & West streets be moved. These discussions led the project team to pause all relocation and construction activities in this area to allow time to revisit earlier design concepts and assumptions with area stakeholders. IPTC consulted the Federal Transit Administration's (FTA) project development team and, after taking into consideration a number of factors, IPTC agreed to modify the Blue Line design to construct station pairs at Schumacher Way, rather than move forward with constructing a pair of stations near the intersections of Maryland & West streets (eastbound station) and Washington & West streets (westbound station). See Figure 1 on the following page. Before the decision was made to pause all relocation and construction activities, AES had completed the majority of relocating their utilities near the intersection of Maryland & West streets according to their approved work plan.

DISCUSSION:

The FTA approved these station adjustments with the understanding that the design changes would result in increased costs to the project. Based on how the City of Indianapolis Department of Public Works as well as the Indiana Department of Transportation handle reimbursements for this situation it is IPTC staff's recommendation that AES be reimbursed for relocation costs incurred near the intersection of Maryland & West streets.

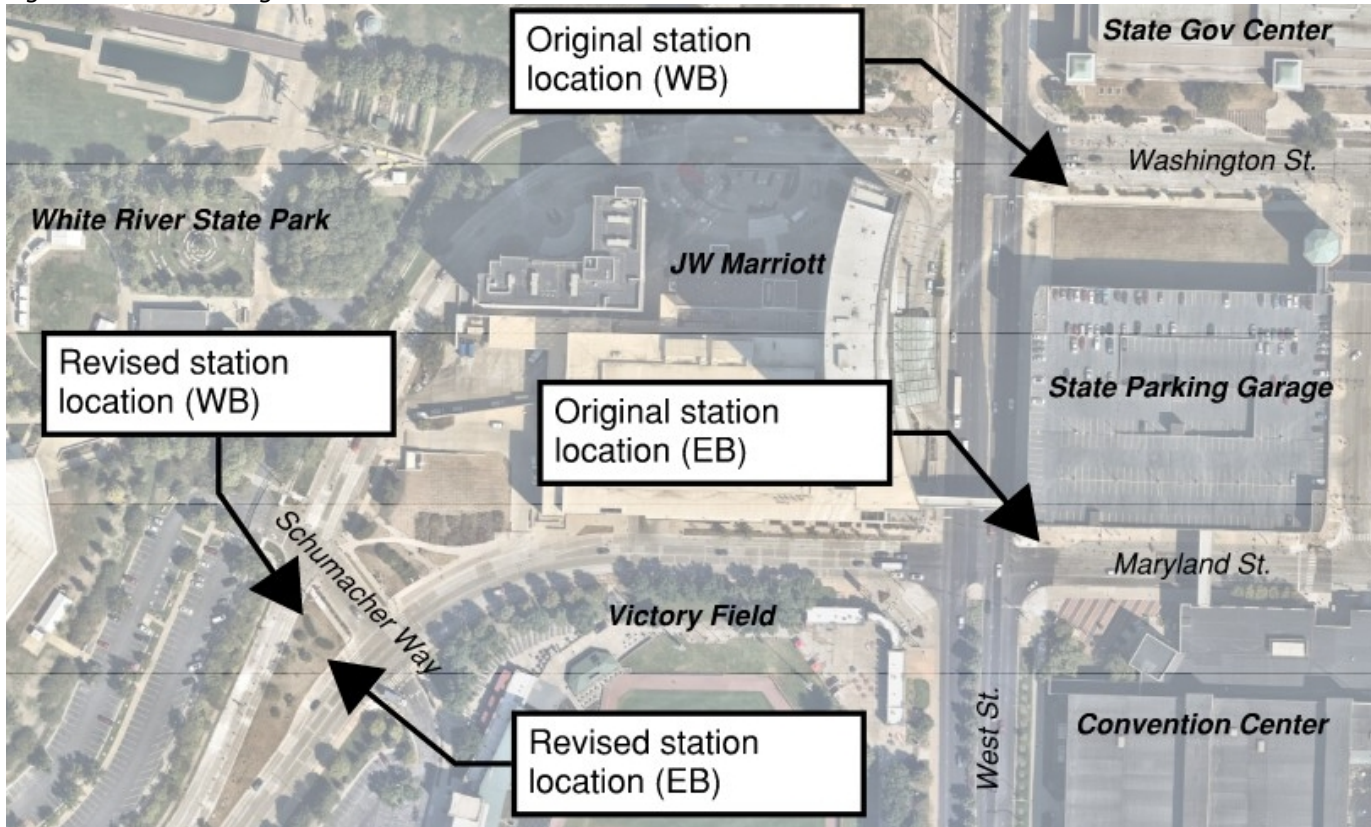
FISCAL IMPACT:

This expense would come out of the Blue Line project contingency budget.

DBE/XBE DECLARATION:

Not applicable.

Figure 1: Station Siting Alternatives





Date of Memo: December 09, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Director of Capital Projects Matt Duffy

SUBJECT: Consideration and Approval to enter into a Contract with Parsons Transportation Group to perform a Bus Rapid Transit (BRT) Reliability Study

ACTION ITEM A – 7

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a contract with Parsons Transportation Group for an amount not to exceed \$170,000 for a BRT Reliability Study.

BACKGROUND:

IPTC has implemented two BRT projects that include several different forms of transit priority treatments (dedicated lanes, transit signal priority (TSP), level boarding, pre-board fare collection etc.).

DISCUSSION:

The project's goal is to assess IPTC's BRT system management to improve daily operations management. The tasks required to complete this project are as follows:

- Document a process to identify, evaluate, monitor, and report on Key Performance Indicators (KPIs)
- Evaluate existing BRT performance against these KPIs
- Identify transit and roadway operational modifications to improve KPIs
- Conduct a before-and-after analysis following chosen operational modifications

There were two responses to RFP 25-09-562 released on October 22, 2025. Parsons Transportation Group was found to be the only responsive and responsible bidder.

FISCAL IMPACT:

If approved, this project would be funded locally with 2025 operating dollars.

DBE/XBE DECLARATION:

The contract includes XBE participation totaling 24% from the following firms:

- LSM Analytics (MBE) at 15%
- Northpointe Engineering and Surveying (WBE) at 8%
- Redemption Engineering (DOBE) at 1%



Date of Memo: December 09, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Director Of Capital Projects Matt Duffy

SUBJECT: Consideration and Approval of a new Task Order with Kimley-Horn & Associates (Kimley-Horn) for Transit Signal Priority (TSP) on the Purple Line

ACTION ITEM A – 8

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to execute a new Task Order with Kimley-Horn that includes implementation of TSP at the intersection of Pendleton Pike & Post Road on the Purple Line for an amount not to exceed \$64,000, bringing the total project amount to \$944,480.

BACKGROUND:

The Board of Directors approved the award of a task-order based contract under Request for Proposal (RFP) 23-01-465 to Kimley-Horn in August 2023 that included \$830,000 to implement TSP on the Purple Line. A second Task Order specific to the Purple Line in the amount of \$50,480 was executed in August 2024 to develop event timing plans and modify corridor signal timings. The combination of the previous Task Order along with this Task Order on the same project totals \$114,480, requiring approval by the IPTC Board of Directors.

The Purple Line TSP system consists of a hardware-light, cloud-based system that ingests readily available transit vehicle location data and virtually places a signal priority request (if needed) to traffic signals along the vehicles' route. The system uses estimated time of arrival (ETA) to predict transit vehicle arrivals well in advance of the downstream traffic signals.

DISCUSSION:

This Task Order consists of procurement, deployment, and integration of supplemental technology to be able to implement TSP at the intersection of Pendleton Pike & Post Road, which is an Indiana Department of Transportation (INDOT) controlled intersection. INDOT's ownership and use of the signal requires the project team to explore an alternate TSP solution compared to the other intersections along the Purple Line which are controlled by the City of Indianapolis Department of Public Works (DPW). This solution will be replicated in the future at other INDOT intersections that IndyGo traverses. It is anticipated that this scope of work will be completed in 2026.

FISCAL IMPACT:

This project is federally funded and budgeted through the Purple Line Small Starts Grant Agreement.

DBE/XBE DECLARATION:

A DBE goal of 5% was established for this project. Utilization to date (through October) on the contract is 6.3%. This Task Order does not include DBE participation.



Date of Memo: December 03, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Chief Operations Officer, Annette Darrow
SUBJECT: Consideration and Approval of Authorization to Enter into Software Renewal with HASTUS by GIRO

ACTION ITEM A – 9

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and CEO to enter into a one-year contract with HASTUS by Giro to provide the required licensing, maintenance, cloud hosting, and software support, in an amount not exceeding \$368,380. The annual licensing fee is \$202,852, and the cloud hosting fee is \$165,528.

BACKGROUND:

IPTC has utilized HASTUS by GIRO since 2005, transitioning to the cloud-based 2021 version in 2022. HASTUS is an integrated platform that supports key operational functions through modules for Planning, Scheduling, Operator Bidding, Bid Web, Daily Operations, and web-based route planning.

- Daily Operations: Manages operator payroll, attendance, and day-to-day service adjustments.
- Planning: Maintains comprehensive data, including bus stops, shelters, route schedules, operator work assignments, and bidding processes.
- Customer Service: Leverages HASTUS for trip planning and real-time information through Avail, Swiftly, and other platforms.

This system is critical for ensuring efficient service delivery and supporting both internal operations and customer-facing tools. This software platform runs the Transportation and Service Planning Departments.

DISCUSSION:

HASTUS is a specialized software platform designed for public transit that integrates multiple operational functions into a single system. It supports everything from service planning and scheduling to work distribution and daily operations management, enabling IPTC to achieve efficient run cuts, optimal staffing levels, streamlined operator bidding, and accurate vehicle requirements.

Additionally, HASTUS facilitates sharing schedule information with the public across multiple platforms, including Google Transit, third-party apps, Avail, Swiftly, and digital signage at the Carson Transit Center, ensuring riders have access to real-time and reliable information.

FISCAL IMPACT:

The funding for this project is budgeted and will come from the Operating Budget.

DBE/XBE DECLARATION:

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



Date of Memo: December 02, 2025
Board Meeting: December 18, 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 11 40-foot Gillig eGen Flex Hybrid Buses for Fixed-route Service

ACTION ITEM A – 10

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to purchase 11 40-foot Gillig Low Floor eGen Flex Hybrid buses for fixed-route revenue service for a total not to exceed cost of \$14,436,474, including all associated equipment, services and a 3-15% contingency for tariffs.

BACKGROUND:

IPTC has 16 fixed-route buses that will age out of revenue service in 2026. These new buses will ensure IPTC can sustain regular and reliable fixed-route services. Pending the final Gillig quote, the total number of buses may be adjusted to stay within the \$14.4 million budget for this procurement. Encumbering the purchase order before January 1, 2026, will secure the funds to move forward with the procurement.

DISCUSSION:

These vehicles will be purchased through the Washington State Department of Enterprise Services' Cooperative Purchasing Agreement for Transit Buses (Contract Number 06719-01). Through this purchasing cooperative, which IPTC joined in April 2024, the state of Washington holds the master contract with Gillig. This contract was competitively solicited and awarded in compliance with FTA regulations. Accordingly, IPTC may utilize federal funds to purchase buses through the master contract. The individual purchase cost from Gillig is estimated at \$1,195,026 per vehicle and includes delivery costs and all necessary add-on technology and components such as the AVAIL CAD/AVL system, radios, and video surveillance systems.

FISCAL IMPACT:

This purchase utilizes \$8.7 million in MPO funds with a \$5.7 million local IndyGo match.

DBE/XBE DECLARATION:

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



Date of Memo: December 09, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and Approval of StepCG LLC Contract Extension

ACTION ITEM A – 11

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to approve the two optional years in the contract with StepCG, LLC, for wireless vehicle communications in an amount not exceeding \$188,000, for a total contracted amount not to exceed \$979,677.

BACKGROUND:

Since 2018, IPTC has utilized mobile routers in all revenue service vehicles to facilitate cellular communication for public and private network access. These routers are comparable to the wireless home routers supplied and installed by Internet Service Providers (Xfinity, Spectrum, etc.). The mobile routers are the central communication point for CAD/AVL, information screens, traffic signal prioritization, fare validation, and public Wi-Fi on the buses.

DISCUSSION:

In October 2022, the IPTC Board of Directors awarded StepCG, LLC, a three-year contract with two optional one-year extensions for RFP 22-04-441 Wireless Vehicle Communications Replacement. The initial three years of the contract is expiring. IPTC has elected to exercise the additional two years defined in the contract, which will extend the contract to December 5, 2027. IPTC has incurred \$791,677 during the initial three years of the contract and is projected to spend \$188,000 over the two optional years, totaling \$ 979,677.

FISCAL IMPACT:

This project will be funded from the Information Technology operating budget. The cost for StepCG equipment, licensing, and support will be budgeted at \$35,914 in FY2026 (licensing and support are included as part of the original contract) and \$152,085 for FY2027 (equipment, licensing, and support), totaling \$188,000.

DBE/XBE DECLARATION:

There is no DBE/XBE goal associated with this procurement.



Date of Memo: December 04, 2025
Board Meeting: December 18, 2025

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Pyrz Jennifer
FROM: Director Of Preventive Maintenance and Repair Thierno Balde
SUBJECT: Authorization to execute a Tow service Contract with Hanna's Wrecker Services Inc.

ACTION ITEM A – 12

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a two-year contract with Hanna's Wrecker Services to provide towing services for the Indianapolis Public Transportation Corporation (IPTC) fleet, at a total cost not to exceed \$257,800.

BACKGROUND:

IPTC operates a fleet of more than 229 diesel, hybrid, and electric buses and requires a dependable towing provider to remove disabled vehicles caused by mechanical failures, accidents, or weather-related incidents. The previous contractor, Zore's Towing, declined to extend its contract for an additional option year due to inflationary pressures within the transportation sector. As a result, IPTC initiated a new solicitation through an Electronic Quote (EQ) process.

DISCUSSION:

Historical data indicate that the IPTC fleet averages one tow per day. The proposed agreement with Hanna's Towing establishes a flat rate of \$275 per tow, applicable to both 40-foot and 60-foot buses, regardless of propulsion type. Hanna's Towing was selected through a competitive procurement process based on offering the lowest towing cost per vehicle.

FISCAL IMPACT:

The funding for this contract is budgeted and will be supported through the Vehicle Maintenance approved Operating budget.

DBE/XBE DECLARATION:

There are no DBE goals for this project because the DBE Interim Final Rule, effective October 3, 2025, requires all DBEs to be recertified. Currently, there are no recertified DBEs available.

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Information Update – November 2025 Financials Summary

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

Revenue

- Federal Assistance Revenue came in under budget for the month by \$869,332 (-71.0%). 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 \$504,660 (3.7%)
- Other Operating revenue category is under budget by \$131,811 (-46.6%) for the month. YTD for this revenue is over budget by \$4,599,452 (147.8%).
- The passenger service revenue is under budget by \$122,075 (-24.72%) for the month. For the year passenger service revenue is under budget by \$342,123 (-6.3%).
- 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 November. YTD it is over budget by \$1,981,022 (5.2%).
- In November 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 under budget by \$1,123,219 (-11.8%) for the month of November. YTD Total Revenue is over budget by \$6,743,007 (5.8%).

Expenditures

I) Personal Services

- Fringe Benefits are under budget for the month by \$281,342 (-15.5%). YTD it is under budget by \$4,714,872 (-21.6%).
- Overtime expenses were over budget by \$76,935 (23.2%) for the month. For the year this category is over budget by \$1,894,489 (47.6%).
- November Salary expenses are under budget by \$350,201 (-8.2%) for the month. YTD it is under budget by \$4,211,276 (-8.2%)

The Personal Services category is under budget by \$554,609 (-8.6%) for the month of November. It is under budget for the year by \$7,031,659 (-9.1%)

II) Other Services and Charges

- Claims were over budget by \$55,697 (15.3%) for the month. For the year this category is under budget by \$890,092 (-21.5%).

- For the month of November, the Miscellaneous Expense category is under budget by \$29,617 (-27.9%). YTD is under budget by \$344,385 (-26.5%).
- In November, the Purchased Transportation category is over budget by \$10,266 (1.0%). For the year it is over budget by \$602,736 (5.3%)
- For the month the “Services” expense category is under budget by \$1,023,155 (-45.3%). YTD this category is under budget by \$12,031,865 (-38.3%).
- For the month, utility expenses are under budget by \$10,343 (-4.6%). For the year utilities are under budget by \$108,726 (-4.4%).

Overall, the Other Services & Charges category is over budget by \$997,151 (25.0%) for the month. YTD this category is under budget by \$12,772,332 (-25.2 %).

III) Materials & Supplies

- The Fuel and Lubricant category is under budget by \$184,118 (-32.8%). YTD it is under budget by \$1,644,613 (-26.6%).
- For the month of November, the Maintenance Materials category is under budget by \$33,046 (-6.1%). It is over budget for the year by \$19,948 (0.3%).
- Other Materials and Supplies category is under budget by \$76,239 (-74.6%) for the month. For the year it is under budget by \$901,826 (-70.2%).
- Tires & Tubes category is under budget in November by \$12,028 (-18.1%). 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 \$306,463 (-36.2%).

For the month, the Total Materials and Supplies category is under budget by \$305,431 (-23.9%). For the year it is under budget by \$2,832,953 (-19.7%).

In November, the overall, total expenditures came in under budget by \$1,857,191 (15.9%). Year to date expenditures are under budget by \$22,636,944 (-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 Eleven Months Ending Sunday, November 30, 2025

12/9/2025 1:51 PM
 Period Selected: 11

	Current Month				YTD				
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	PRIOR YTD Actual
Operating Revenue									
Federal Assistance	354,783.00	1,224,115.50	(869,332.50)	(71.02)	13,969,931.00	13,465,270.50	504,660.50	3.75	13,678,616.00
Other Operating Income	151,000.63	282,811.67	(131,811.04)	(46.61)	7,710,380.63	3,110,928.37	4,599,452.26	147.85	3,477,935.89
Passenger Service Revenue	371,693.99	493,769.35	(122,075.36)	(24.72)	5,089,339.75	5,431,463.33	(342,123.58)	(6.30)	5,708,978.21
PMTF Revenue				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	39,847,438.40	37,866,416.50	1,981,021.90	5.23	38,615,530.75
Local Transit Income Tax Revenue	4,076,242.62	4,076,242.62	0.00	0.00	44,838,668.82	44,838,668.82	0.00	0.00	62,525,767.19
Service Reimbursement Program	22,083.00	22,083.33	(0.33)	(0.00)	242,913.00	242,916.63	(3.63)	(0.00)	242,913.00
Total Operating Revenues	8,418,204.74	9,541,423.97	(1,123,219.23)	(11.77)	123,068,499.60	116,325,492.15	6,743,007.45	5.80	135,619,569.04
Operating Expenses									
Personal Services									
Fringe Benefits	1,537,111.75	1,818,453.97	(281,342.22)	(15.47)	17,139,109.20	21,853,981.65	(4,714,872.45)	(21.57)	18,053,536.36
Overtime	408,663.66	331,728.83	76,934.83	23.19	5,875,235.60	3,980,745.97	1,894,489.63	47.59	5,550,128.01
Salary	3,927,622.68	4,277,824.09	(350,201.41)	(8.19)	47,122,612.51	51,333,889.07	(4,211,276.56)	(8.20)	45,321,638.01
Total Wages and Benefits	5,873,398.09	6,428,006.89	(554,608.80)	(8.63)	70,136,957.31	77,168,616.69	(7,031,659.38)	(9.11)	68,925,302.38
Other Services & Charges									
Claims	418,552.34	362,855.33	55,697.01	15.35	3,251,316.97	4,141,408.63	(890,091.66)	(21.49)	3,110,987.68
Miscellaneous Expenses	76,509.90	106,126.59	(29,616.69)	(27.91)	955,349.83	1,299,735.04	(344,385.21)	(26.50)	961,690.63
Purchased Transportation	1,047,598.61	1,037,331.95	10,266.66	0.99	12,013,388.11	11,410,651.45	602,736.66	5.28	11,979,839.36
Services	1,235,679.11	2,258,834.44	(1,023,155.33)	(45.30)	19,390,929.64	31,422,795.14	(12,031,865.50)	(38.29)	23,823,510.92
Total Utilities	213,823.78	224,166.66	(10,342.88)	(4.61)	2,357,107.20	2,465,833.26	(108,726.06)	(4.41)	1,669,877.79
Total Other Services & Charges	2,992,163.74	3,989,314.97	(997,151.23)	(25.00)	37,968,091.75	50,740,423.52	(12,772,331.77)	(25.17)	41,545,906.38
Materials & Supplies									
Fuel & Lubricants	377,245.13	561,363.58	(184,118.45)	(32.80)	4,530,386.58	6,174,999.38	(1,644,612.80)	(26.63)	5,621,309.42
Maintenance Materials	512,996.86	546,043.39	(33,046.53)	(6.05)	6,070,383.91	6,050,435.29	19,948.62	0.33	6,359,243.61
Other Materials & Supplies	25,958.17	102,196.26	(76,238.09)	(74.60)	382,974.27	1,284,800.02	(901,825.75)	(70.19)	544,300.65
Tires & Tubes	54,555.13	66,583.33	(12,028.20)	(18.06)	539,783.04	846,245.84	(306,462.80)	(36.21)	525,718.39
Total Materials & Supplies	970,755.29	1,276,186.56	(305,431.27)	(23.93)	11,523,527.80	14,356,480.53	(2,832,952.73)	(19.73)	13,050,572.07
Total Operating Expenses	9,836,317.12	11,693,508.42	(1,857,191.30)	(15.88)	119,628,576.86	142,265,520.74	(22,636,943.88)	(15.91)	123,521,780.83

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

Information Update – Amendment to IPTC and City Interlocal Cooperation Agreement

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Director of Capital Projects Matt Duffy
Date: December 18, 2025

BACKGROUND:

In May 2018, the Board approved execution of an Interlocal Cooperation Agreement (ICA) with the City of Indianapolis by and through their Department of Public Works (DPW). The ICA established a coordinated approach for the financing, design, construction, operation, and maintenance of projects planned to fully implement the Marion County Transit Plan. The primary emphasis of the ICA was for the design, construction and maintenance of the Red Line Bus Rapid Transit (BRT) Line.

Future projects were also acknowledged in the ICA including non-BRT projects that support improvements to the local bus service including local bus stop improvements, transit signal priority implementation, the Downtown Super Stops project, and several one-way to two-way roadway conversions.

These roadway conversion projects were included in the ICA in large part because local routes operating on one-way streets reduce the usefulness of the transit service for riders. Those not familiar with the transit system and its operations may not easily discern that the route they are looking at can only take them in one direction. Converting these roadways from one-way to two-way allows IndyGo to operate its services more efficiently and effectively.

The ICA memorialized the funding contributions the City has and will make toward the BRT lines and documented the anticipated financial contributions and responsibilities for certain specified non-BRT projects. There have been two previous amendments to the ICA to clarify the respective roles and responsibilities for the Super Stops (Amendment 1) and Michigan and New York Street two-way conversion (Amendment 2) projects. The latter project, funded in part by IPTC, completed construction on the eastside earlier this year.

This amendment (Amendment 3) is needed to support the 29th & 30th Street conversion project, which is similar in scope to the Michigan and New York Street two-way conversion project. It includes new traffic signals, pavement markings, pavement restoration, ADA-compliant bus stop improvements, and other pedestrian and bicycle infrastructure improvements. Like the Michigan and New York Street conversion project, this project will be administered by DPW in close coordination with IPTC.

IPTC's maximum contribution amount toward construction of the 29th and 30th Street two-way conversion project is \$2,171,889. This amount is included in the original ICA, which was approved by the IPTC Board of

Directors in May 2018. Funding is included in IPTC's 2026 operating budget, which was approved by the IPTC Board of Directors in July of this year.

The ICA Amendment 3 is currently under review by DPW and is pending execution. Construction is expected to begin early in 2026. It is anticipated that the project will be completed in 2027.

RECOMMENDATION:

Receive the report.



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

Information Update – Annual Election of Board Officers for 2026

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Chief Legal Officer Robert Frye
Date: December 18, 2025

BACKGROUND:

The Board's Bylaws, updates to which were approved by the Board at its meeting on January 16, 2025, provide that the Board shall annually elect from its membership a Chair, a Vice-Chair, a Secretary, and a Treasurer at its regular meeting held in February. Any Board member may self-nominate or nominate another Board member for an officer position, and a majority vote is sufficient to elect each Board officer. No two Board offices shall be held by the same person.

Elected officers serve in such office for one year or until the officer's successor is duly elected, unless the officer is removed from office by a majority vote of the Board, resigns the office, is no longer a member of the Board, or dies. If any officer position becomes vacant more than 90 days prior to the Board's regular meeting in February of any given year, the Board shall hold a special election no later than 90 days following the vacancy to fill the vacant position for the remainder of the term. If the vacancy occurs 90 days or fewer prior to the Board's regular meeting in February, then the Board may hold a special election to fill the position for the remainder of the term, or it can choose to wait for the annual election at the February meeting.

There is no formal nomination process provided for in the Bylaws. Rather, at the time it approved the most recent updates to the Bylaws, the Board left it to the discretion of the IPTC's Chief Legal Officer (CLO), as the Board's parliamentary advisor, to determine a nomination process. Accordingly, absent any objection by the Board and based on past custom of this Board, the nomination process will be a hybrid of the optional processes suggested by Robert's Rules of Order Newly Revised (Third Edition, 2020) (those being floor nominations or a nominating committee), as follows:

- Board Members shall make nominations for each office in writing (email acceptable) to the CLO no later than January 9, 2026 at 12:00 p.m.
- The CLO will announce the nominations for each office at the Board's regular meeting on January 15, 2026.
- The Board will hold an election for each office by paper ballot at its regular meeting on February 19, 2026.
- Following submission of the ballots to the CLO, the Board will take a short recess to allow the CLO time to tally the votes.
- Following the tally, the meeting will be called back into order, and the CLO will announce the results.

RECOMMENDATION:

Receive the report.

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DATE: December 9, 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 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, 48 near-miss reports have been submitted, 10 under investigation, and 38 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.
 - Safety Management System (SMS) Activities: Monthly facility safety assessments were conducted at all five IndyGo properties.
 - IndyGo remains in full compliance with FTA and Department of Transportation (DOT) regulations for the IndyGo Drug and Alcohol Program.
-
- The IndyGo Safety and Security Committee (SSC) met on November 18, 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. 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). The Dashboard and Charts are provided below.

NOVEMBER 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 November 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
Ricardo Oxley	4538	16	26
Robert Feiock	8620	11	11
Timothy McLeod	8651	10	11
Devona Hollowell	9659	6	6
Nakia King	9372	6	6
Terrill Lewis	8968	5	8
Ibrahima Fall	9606	3	6
Deandre Honaker	10567	2	2
Cherron Anderson	11492	1	1
Ashlee Jones	11464	1	1
Shanese Owens	11501	1	1
Baryalai Rahimi	10427	1	1
Enrique San Pedro	9391	6	6



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

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

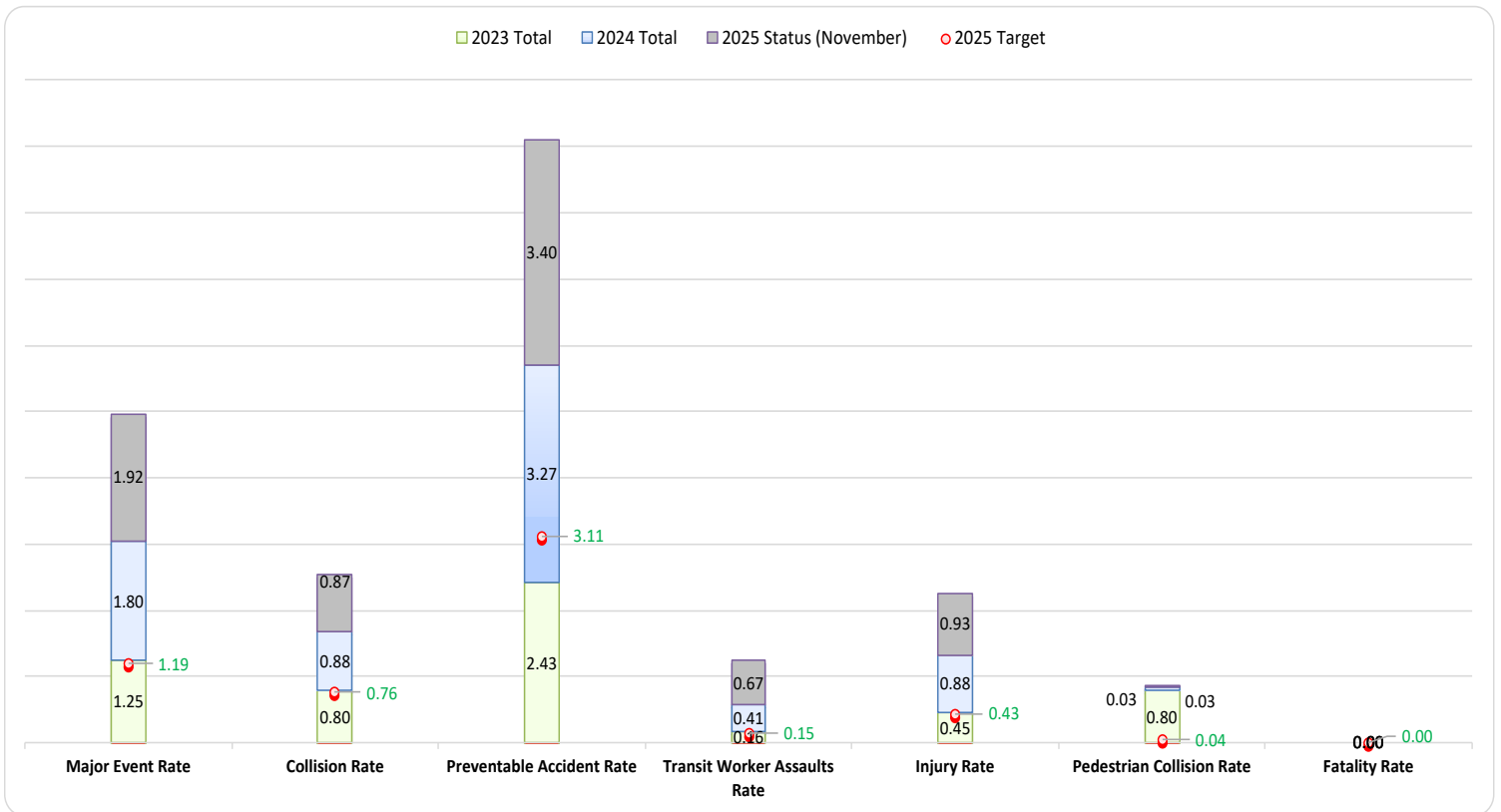
Measure	Definition	Risk Reduction Goal
Major Events	This includes all major safety and security events as defined by the NTD.	Reduce NTD Major Events.
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	NTD Major Events = 5% decrease from the prior year, <1.19
Collision Rate	This includes all collisions reported to NTD, divided by VRM.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.76
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.
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
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero vehicle and employee fatalities
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
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries to workers and passengers.
Injury Rate	This includes all injuries as defined by NTD, divided by VRM.	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.43
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.
Assaults on Transit Workers	This includes all assaults on transit workers as defined by NTD.	Target is ZERO Operator assaults.
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.
Preventable Accidents	This includes all preventable accidents for all modes, per the National Safety Council (NSC) definition of a preventable accident	Reduce Preventable Accidents. 5% decrease from prior year, <294
Preventable Accidents Rate	This includes all preventable accidents for all modes, per the National Safety Council (NSC) definition of a preventable accident per VRM	Reduce Preventable Accidents Rate. 5% decrease from prior year, <3.11

• VRM= Vehicle Revenue Mile

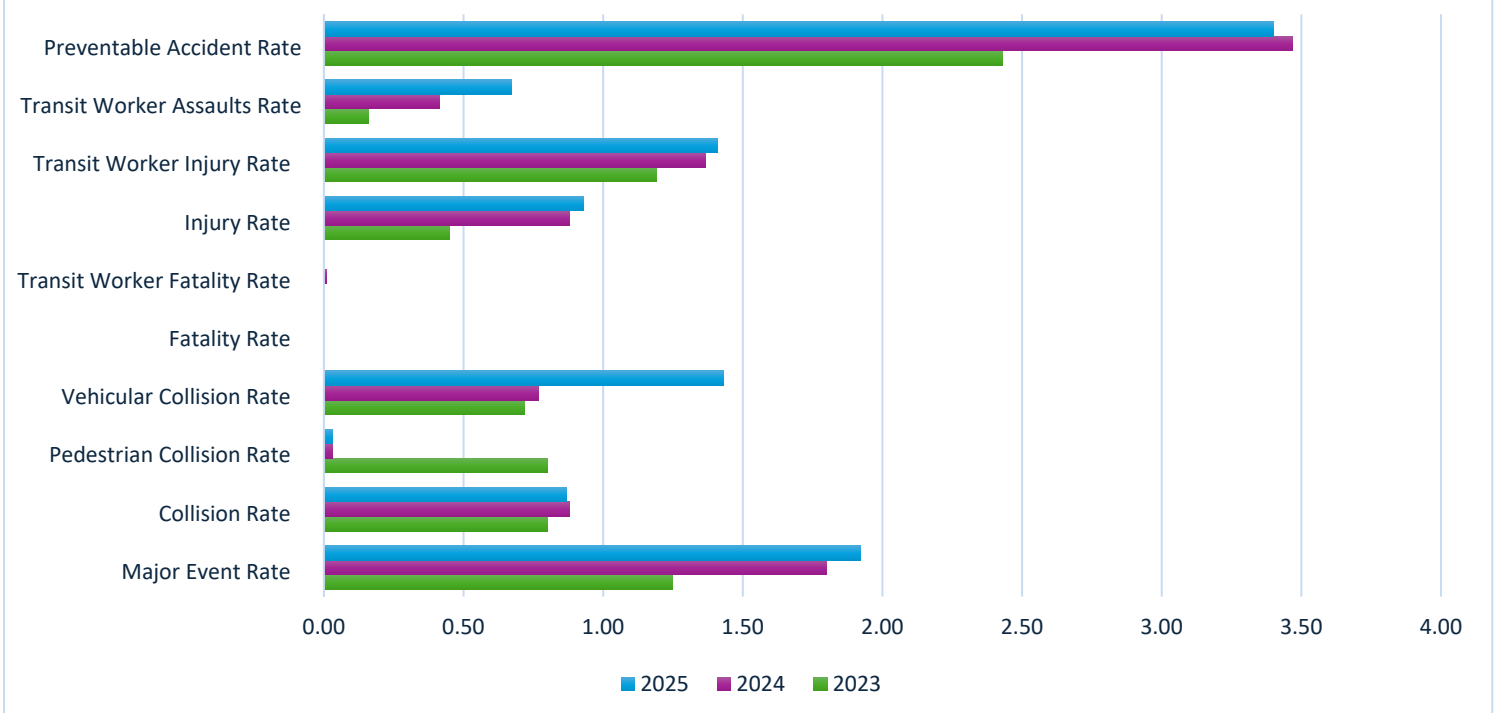
Heatmap: Monthly KPI Performance (2025)							
Month	Major Event Rate	Collision Rate	Preventable Accident Rate	Transit Worker Assaults Rate	Injury Rate	Pedestrian Collision Rate	Fatality Rate
January	1.24	1.41	2.69	0.13	0.77	0	0
February	2.16	0.42	3.93	0.27	0.28	0.27	0
March	2.39	0.26	2.95	0.13	0.38	0.12	0
April	1.76	0.78	3.4	0.39	0.52	0.12	0
May	3.5	0.64	2.81	0.13	0.77	0	0
June	1.6	1.07	3.2	0.4	1.74	0	0
July	1.72	0.86	3.18	0.49	0.98	0	0
August	2.58	1.09	4.95	0	0.36	0	0
September	1.7	0.75	4.13	0.63	0.75	0	0
October	1.32	2.43	2.43	0.61	1.22	0	0
November	1.19	0.77	2.57	0.39	0.9	0	0
December							
	Below Target	At Target	Above Target				

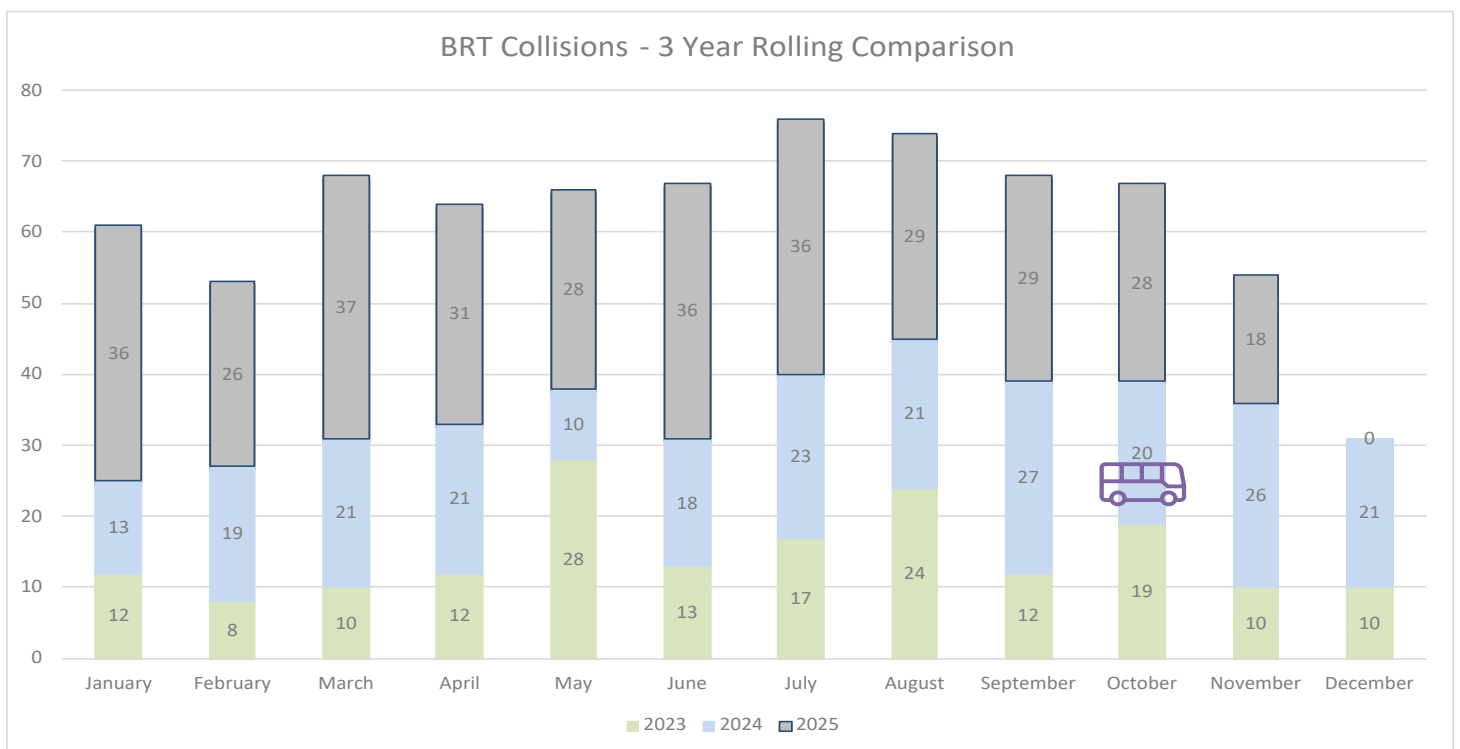
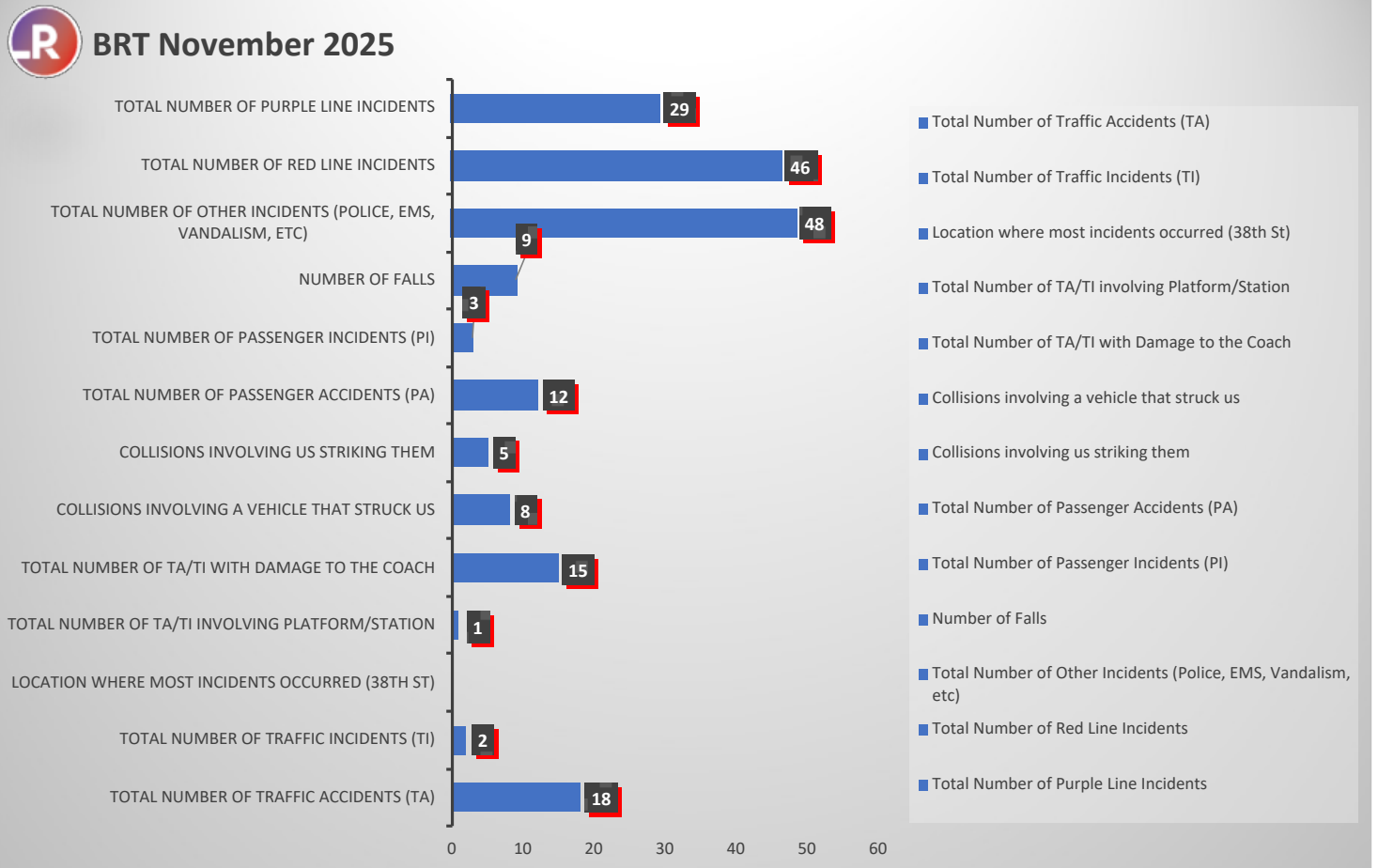
Safety and Accident Data

3-Year Rolling Comparison - All Modes: (November)



Risk Reduction KPIs 3 Year Comparison per VRM





Report to the IndyGo Board

To: IndyGo Chair and Board of Directors
From: IndyGo Foundation Executive Director, Emily Meaux
Date: December 10, 2025

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

- We are still short of our annual operating goal
- In the past month, IndyGo Foundation has transferred \$1,000,000 to IndyGo to support the construction of the near east bus stops. Before the end of the year, Emily will provide IndyGo Board with a detail of funds given to IndyGo over the past several years.

Donor Cycle	Activity	Achievement YTD as of 12/10/25	Performance Indicator
Prospect Management & Cultivation	Meetings with Donors & Prospects	40	Progressing
	Attendance at Community & Networking Events	33	On Track
Solicitation	Grant Applications Submitted	70 \$1,455,500 in requests	On Track
	Successful Grant Applications	13 \$464,500 granted (\$385,000 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 Golf TY letters w/pictures	On Track

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

2025-26 Nonprofit Grant applications closed on October 31. We had 139 organization apply requesting 20% more fare value than last year. Grant amounts will be less than in previous years. Grantees will be notified by the end of the year.



Indianapolis Public Transportation Foundation
PO Box 30072
Indianapolis, IN 46230
www.IndyGoFoundation.org

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

At the Foundation Board's December 5 meeting, it was requested that both Boards meet in January to ensure alignment on the strategic plan and organizational purpose.

2026 Foundation Board meetings:

Board Meetings	Location
Friday, January 23 at 11 am-12 pm	IndyGo East Campus
Friday, March 27 at 11 am-12 pm	Zoom
Friday, May 1 at 9 am-4 pm (Retreat)	In-Person (Location TBD)
Friday June 26 at 11 am-12 pm	Zoom
Friday August 28 at 11 am-12 pm	IndyGo East Campus
Friday October 30 at 11 am-12 pm	Zoom
Friday December 4 at 11 am-12 pm	IndyGo East Campus

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

Per the MOU, a goal was to be off of IndyGo's IT services and network by the end of 2025. All systems have been transferred with the exception of the website. We are working with a contractor and the new site will be ready in early 2026. We confirmed with IndyGo staff that keeping the Foundation pages on the IndyGo site for a few more months does not cost IndyGo any additional funds.

At the December 5 Board meeting, the Foundation Board approved the 2026 budget. The Program Expense line of \$828,000 represents the amount of the budget expected to be paid to IndyGo in the form of fare purchases, grants or sponsorships. 47% of cash expenditures in this budget go back to IndyGo. We are planning a larger net than usual to build reserves so we can be more sustainable and independent.

Income	2026 Budget
Individual Contributions	\$43,845
Corporate Contributions	\$671,100
Foundation Contributions	\$292,500
Government Contributions	\$580,000
Bus Pass & SWAG Store Sales	\$243,000
InKind Goods & Services	\$522,600
Previous Years Income	\$411,000

Total Income	\$2,764,045
Expenditures	2026 Budget
Program Expenses	\$828,000
Operations	\$171,926
Contract Services	\$167,500
Events	\$33,750
Payroll Expenses	\$577,128
In-Kind Expenses	\$522,600
Total Expenditures	\$2,300,904
Net Income	\$463,141

Upcoming

February 4: Transit Equity Day Celebration

Tickets are on sale for \$20 and sponsorships start at \$1,000.

Contact hannah.pierce@indygofoundation.org if interested in purchasing tickets.



February 4, 2026
2:00 pm - 4:00 pm

[Click here
to register!](#)



The Eiteljorg Museum
500 W Washington St Indianapolis, IN 46204

DECEMBER 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 DECEMBER 2025

ISSUE:

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

RECOMMENDATION:

Receive the report.

SUMMARY:

In November, the Public Affairs Department continued outreach on IndyGo's **updated fare policy**, hosted more open houses at the Carson Transit Center (CTC) and continued to conduct bus outreach. The department announced **holiday service hours** for Veterans Day, Thanksgiving, Christmas and New Year's, as well as fare-free days throughout the holiday season. Additionally, the Public Affairs Department issued updates that included the appointment of new board member Stanley Smith, President and CEO Jennifer Pyrz being named the WTS Indianapolis Chapter Woman of the Year, progress on **Blue Line construction** and Red Line operational changes. Public Affairs also **released the new Winter Collection**, now available on the IndyGo Swag Store. These efforts were in addition to the department's ongoing work managing creative projects, generating more than **121,330 social media engagements and impressions** across all platforms and reaching more than **1,200 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





INDYGO.NET WEBSITE STATISTICS
(11/01/2025-11/30/2025)

Page Views	195,786
Bounce Rate	45.05%
Total Users	33,252
Average Pageviews Per User	6.20
Total Sessions	41,508
Total Monthly Sessions Comparison to Previous Year	(Down) 12.93%
Accessibility Widget Use	0

	Mobile	Desktop	Tablet
Nov-25	55.6%	42.3%	1.0%


NOVEMBER 2025 MEDIA HIGHLIGHTS

Share



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APTA'S NEWS CENTER

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IndyGo Completes Major Bus Stop Upgrades on Near Eastside, Advancing Accessibility and Community Connectivity

12/2/2025




Additional Content



Federal Transit Investment Boosts Local Economies, Creates Jobs, Improves Service

12/4/2025


[Read More →](#)




Tobias Bauer Appointed President and CEO of Siemens Mobility North America

12/3/2025

[Read More →](#)

13 WTHR News Weather Sports 


RIGHT NOW Indianapolis, IN **28°** 

← ADVERTISE WITH US LIVE DOPPLER 13 RADAR 13 INVESTIGATES OPERATION FOOTBALL WHAT'S THE DEAL CONSUMER REPORTS →


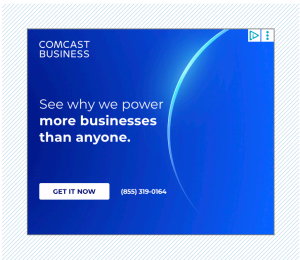
LOCAL NEWS

IndyGo offering free rides for Thanksgiving, Christmas

The agency will also offer fare-free service after 8 p.m. on New Year's Eve.



Credit: IndyGo
One of IndyGo's hybrid electric buses.



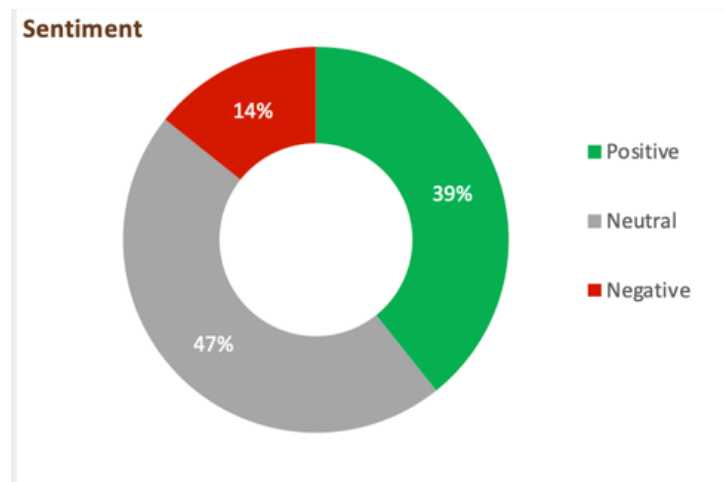
Topics Covered

In November 2025, media coverage of IndyGo featured the completion of major bus stop upgrades on the Near Eastside, holiday service hours during Veterans Day, Thanksgiving, Christmas and New Year's, and fare-free holiday promotion.

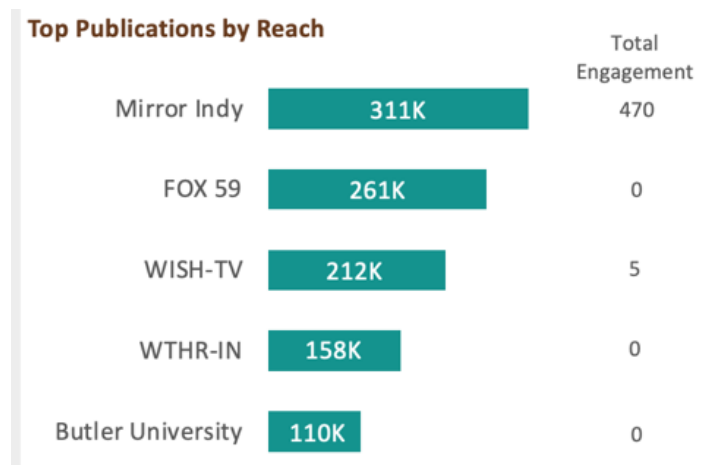
Other coverage highlighted the one-year mark for IndyGo's Purple Line - noting it as the agency's highest ridership route, and emphasized IndyGo's positive impact on easing traffic and enhancing the overall flow of transportation in Indianapolis.

Summary of IndyGo's Media Presence

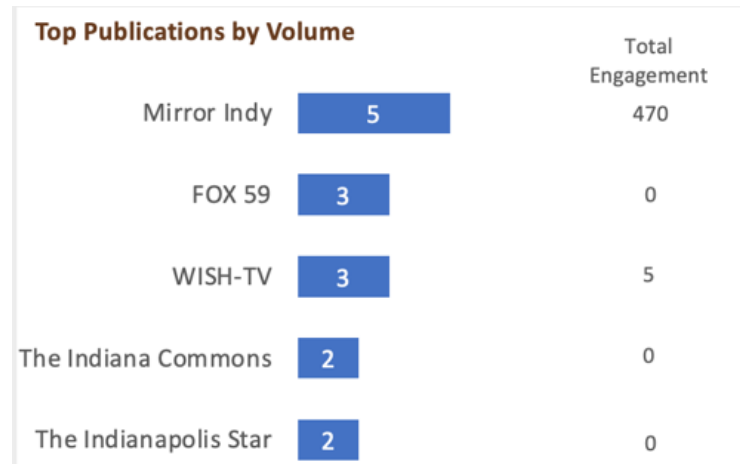
The graph below shows media story sentiments about IndyGo. 39% of media mentions were positive toward the agency.



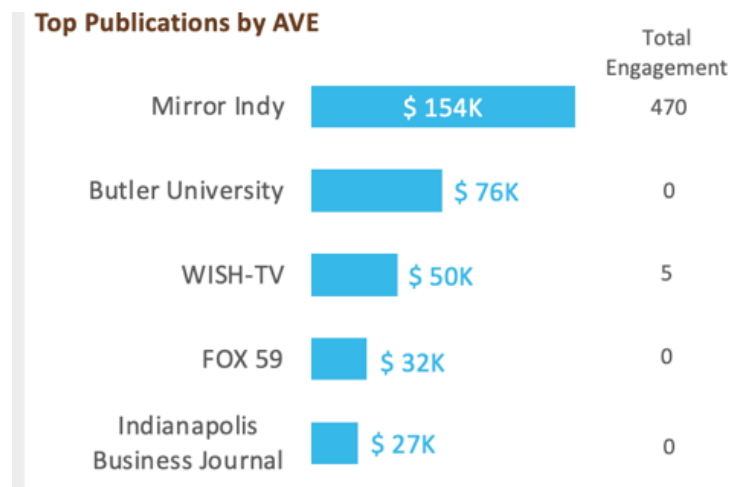
The graph below shows the top media outlets that published stories about IndyGo in November and the total potential viewership/readership for each station or publication. The agency reached more than 1 million viewers through these channels.



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



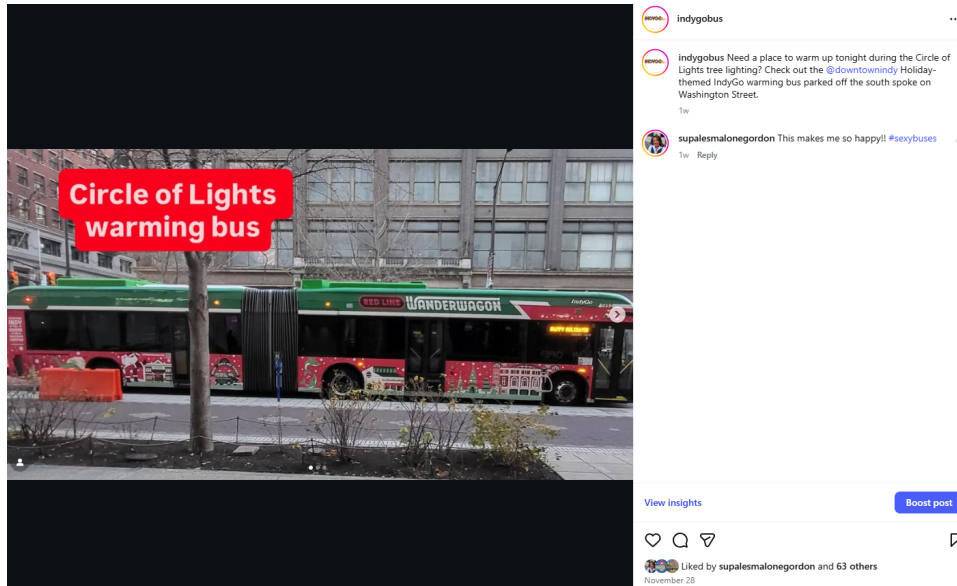
The graph below shows the earned media value for IndyGo's top news publications. The total equivalent cost of this exposure last month, if the agency were to pay for it, would be approximately \$339,000.



SOCIAL PERFORMANCE

Instagram:

- 43,513 views
- 527 interactions
- 5,125 followers



Facebook:

- 57,874 views
- 1,193 post engagements
- 18,716 potential readers reached
- 14,132 current followers

IndyGo
Published by Adobe Express · November 26 at 3:10 PM · 🌐

We're happy to celebrate the season of giving with fare-free rides tomorrow!

THANKSGIVING DAY SERVICE HOURS
HORARIOS DE SERVICIO DEL DÍA DE ACCIÓN DE GRACIAS

Fixed Routes
Ruta Fija

IndyGo Access
Acceso a IndyGo

Customer Care Center
Centro de Atención al Cliente

Care Center Desk
Mostrador Centro de Atención

Sunday Schedule
Horario del Domingo

7 am - 4 pm
7 am - 4 pm

9 am - Noon
9 am - Mediodía

INDYGO

[See insights and ads](#) [Boost post](#)

👍❤️ 9 3 comments 2 shares

IndyGo
Published by Adobe Express · November 26 at 8:54 AM · 🌐

Take IndyGo for your #BlackFriday shopping! Then, you can worry about the deals instead of the parking.

Holiday shopping?
Get to the **Cumberland** with Routes
8 10 21 & 87

Holiday shopping?
Get to the **Keystone Fashion Mall** with Routes
26 & 82

Holiday shopping?
Get to the **Speedway Super Center** with Routes
10 & 25

Holiday shopping?
Get to the **Greenwood Park Mall** with Routes
29 & 31

[IndyGo.net/plan-your-trip/](#) **IndyGo**

[See insights and ads](#) [Boost post](#)

👍❤️ 11 4 comments 3 shares

IndyGo
Published by Adobe Express · November 27 at 9:26 AM · 🌐

Happy Thanksgiving from IndyGo!

[See insights and ads](#) [Boost post](#)

👍❤️👤 MIBOR Realtor Association and 18 others 4 comments

IndyGo
Published by Adobe Express · November 28 at 9:30 AM · 🌐

Ready. Set. Shop the new merch in our Winter Collection!... See more

NEW INDYGO MERCH
JUST DROPPED
IndyGo
INDY TRANSIT CREW

[See insights and ads](#) [Boost post](#)

👍❤️ 13 1 comment 1 share

Twitter:

- 2,963 organic impressions
- 45 engagements
- 6,692 followers



LinkedIn:

- 7,914 impressions
- 299 engagements
- 9.5% engagement rate (up from 6.7% in October)
- 46 new followers
- 5,195 total followers



ATTEND AN EVENT
NEW FARE POLICY EFFECTIVE JAN. 1, 2026

DATE	TIME	LOCATION
10/9/25	5-7 p.m.	Transit Center Open House*
10/11/25	10 a.m.-12 p.m.	Transit Center Open House*
11/6/25	10 a.m.-12 p.m.	Transit Center Open House*
11/13/25	5-7 p.m.	Transit Center Open House*
12/11/25	7-9 a.m.	Transit Center Open House
12/13/25	10 a.m.-12 p.m.	Transit Center Open House
1/8/26	7-9 a.m.	Transit Center Open House
1/10/26	10 a.m.-12 p.m.	Transit Center Open House
2/12/26	7-9 a.m.	Transit Center Open House
2/14/26	10 a.m.-12 p.m.	Transit Center Open House

*Spanish & Haitian Creole interpretation offered at select info sessions. Attend an event.

IndyGo is offering a series of open houses and information sessions

Annette Darrow and 5 others · 2 comments · 1 repost

Total Video Views: 7,002

- Route 25-West 16th St-Inbound – 258
- CDL Pre Trip – 247
- IndyGo Training - 221

EMAIL MARKETING

- 30,395 recipients
- 31.92% click-to-open rate
- 3.58% open rate



Learn more about the IndyGo Fare Increase

New fares are coming in the new year. 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 prepare for the fare changes and save with MyKey. Riders have two opportunities to attend an open house at the Julia M. Carson Transit Center in December, on Thursday, Dec. 11, from 7 to 9 a.m., and Saturday, Dec. 13, from 10 a.m. to noon. During the open houses, attendees will have the chance to ask questions and review details about the new base fare, learn about 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.

[IndyGo New Fares](#)



NOVEMBER 2025 CREATIVE PROJECTS

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

NOVEMBER 2025 OUTREACH SUMMARY

In November, Public Affairs continued outreach efforts related to the new fare policy and attended community events to increase the agency's visibility. Outreach teammates and transit ambassadors directly connected with nearly 1,200 riders and community members.

The agency also continued hosting New Fare Policy Open Houses at the CTC, where riders received information about upcoming fare changes and guidance on using MyKey. In addition, transit ambassadors and outreach teammates provided in-person engagement on buses, conducting full-route rides to reach riders living or working farther out on the lines, as well as at the CTC bays. Teammates distributed flyers and answered questions during rider commutes and transfer times.

Transit Ambassadors also supported learning opportunities in the community. At the New Direction Church food giveaway, ambassadors taught attendees how to ride the Purple Line and shared information about IndyGo Cares programs, including the upcoming Food in Transit: Winter Edition.

Additionally, IndyGo outreach staff and transit ambassadors presented to a variety of community groups, including neighborhood associations and Damien Center caseworkers. Presentations covered MyKey usage, updates about new fare pricing, and opportunities available through IndyGo Cares programming.

Outreach Events: November 2025

Date	Event Name	Number of People Reached
11/08/2025	Fare Increase Open House	150
11/08/2025	Growing Places Indy Garden Prep	25
11/11/2025	HOPE Team Meeting	50
11/12/2025	Boots on the Ground Meeting	20
11/13/2025	Fare Increase Open House	150
11/16/2025	Day of Remembrance for Road Traffic Victims Vigil	50
11/20/2025	Damien Center Lunch & Learn	25
11/22/2025	New Direction Food Giveaway	200

Bus Outreach: November 2025

Bus Outreach Type	Bus Route(s)	Number of Riders Reached
Fare Increase & Blue Line Construction Route Detours - Route 8		100
Fare Increase Outreach - Route 2, 25		100
Fare Increase - Route 34		30
Fare Increase - Route 26		60
Fare Increase - Route 16		30
Fare Increase - Red Line		100
Fare Increase - Bay Outreach at CTC		300

Outreach Pictures: November 2025

How to Ride Purple Line at the New Direction Food Giveaway

Transit ambassadors distributed flyers to educate attendees at a Thanksgiving food giveaway on how to ride the Purple Line, answered questions about new fares and shared about the upcoming Food in Transit: Winter Edition.



Pictured above: **Transit Ambassadors Patrick Woods and Monica Peterson**, and Church volunteers

Day of Remembrance for Road Traffic Victims

Transit ambassadors attended a vigil hosted by Central Indiana Cycling and Health by Design to honor and remember the lives of pedestrians who were hit by motorists. The vigil was hosted across the street from a Red Line platform station, where Ambassadors helped encourage the safety precautions taken at Red Line stations. They explained that the center-running platforms create pedestrian islands, creating a safer experience for cyclists, pedestrians, IndyGo riders and motorists.



Pictured above: **Transit Ambassadors Ryan Bird, Katherine Shr, Courtney Hawk** and vigil attendees

Food in Transit Prep with Growing Places Indy

Transit Ambassadors Umair Khurshid and Katherine Shr volunteered to support Food in Transit partner Growing Places Indy for the winter. They worked alongside other volunteers to help with composting, cleaning, sharing information and answering questions about riding the bus.



Pictured above (from left to right): Khurshid, Growing Places Indy volunteers and Shr

New Fare Open Houses

IndyGo offered a series of open houses at the CTC to help riders and community members learn more about the new fares and retirement of older fare products in favor of MyKey.



Pictured above: Transit Ambassadors Hernan Blas-Aquino, Ryan Bird and riders



Indianapolis Public Transportation Corporation
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1501 W. Washington Street
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Planning & Capital Projects Report, December 2025

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

STRATEGIC PLANNING

2025 Capital Plan Update

Strategic Planning staff, in coordination with Finance Division staff, are finalizing this year's update to IndyGo's 5-year Capital Plan. This plan summarizes the agency's near-term capital needs and is a companion document to the Board adopted 'Budget Book.' Staff will present this year's update to the IPTC Board of Directors, for their consideration and approval, during their regularly scheduled meeting on January 15, 2026.

2025 Section 5310 and Section 5307 Call for Projects

As the region's administrator for Section 5310 and Section 5307 formula funding, IndyGo will issue two calls for projects before the end of the year; one for projects that support mobility for individuals with disabilities and seniors using Section 5310 funds, and the other for projects that support existing public transportation services using Section 5307 funds.

The amount of Section 5310 funding that can be made available to eligible sub-recipients from the Indianapolis region is approximately \$1 million. Eligible projects include vehicles, IT equipment, mobility management programs, and new operating services. Applications are due in February 2026. The amount of Section 5307 funding that can be made available to eligible sub-recipients from the Indianapolis region is approximately \$600,000. Eligible projects include vehicles, IT equipment, mobility management programs, and new operating services. Applications for this call for projects are also due in February 2026.

2025 Customer Surveys

A customer satisfaction survey was conducted in May of this year, and a customer perception survey was conducted in September. The results of these surveys have been published to 'the hub,' IndyGo's internal website. Staff anticipate presenting the results of the customer satisfaction survey to the IPTC Service Committee in February 2026, followed by the results of the customer perception survey in April 2026.

ENGINEERING & CONSTRUCTION

Purple Line Bus Rapid Transit

The construction management team is in the process of ensuring that each vendor has fully complied 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 just east of I-465. As of December 1st, the westbound closure of Washington Street from Harding Street to Belmont Avenue is in place with an anticipated duration of up to 180 days. Storm sewer work near Pogue's Run (College Avenue) is 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; pavement restoration is expected to occur once asphalt work can resume. In the meantime, 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 on track to begin this work in the first quarter of 2026. Once implemented, IndyGo will closely monitor, evaluate, and publish key performance indicators to inform future route and 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 aimed at improving on-time performance and service reliability.

Julia M. Carson Transit Center Washington Street BRT Docking

Construction of two BRT docking bays on the Washington Street side of the CTC is anticipated to begin in 2026. IndyGo put this project out to bid in November in anticipation of selecting a contractor before the end of the year; however, only one bid was received at it included a project total that was well over IndyGo's independent cost estimate. The project team will reach out to area contractors to receive feedback before putting the project back out to bid.

Local Bus Stop Improvements

IndyGo continues to improve local bus stops with the goal of making the agency's approximately 2,400 local bus stops accessible. Construction for the Near Eastside Bus Stop projects is nearing completion. The next package of bus stop improvements will go out for bid in mid-2026 and should support the improvement of up to 55 stops on the far eastside.

On November 20, 2025, the IndyGo Foundation organized a bus tour for corporate donors that supported the near eastside bus stop improvements. Foundation staff and board members were joined by staff from IndyGo, IndyGo Board members, and city staff.

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. The recording took place in July and August. The final report was provided to the USDOT, the grantor that provided much of the funding for this work, in November. The next step will be to present the analysis findings to the City of Indianapolis, Department of Public Works and the Indianapolis Metropolitan Planning Organization. Going forward, in addition to referencing the report, the video footage from each location will be cross-referenced with survey data to make informed decisions about future infrastructure investments, operational improvements, or both.

FACILITY PROJECTS**1501 - Trench Drain Replacement**

This project will replace four collection pits with narrower trench drains. The replacement of the first lane is complete, and construction on the second lane began in November. Staff anticipate that concrete work on the second lane can be completed by the third week of December, and that the lane would be back in use after the first of the year. The next and final phase requires that the last fuel line be excavated, along with an adjacent drain that is beyond its useful life. This entire project is expected to be completed in Q1 2026.

1501- Women's Locker Room Improvements

This project will update the women's locker room at 1501 West Washington Street to make it more accessible, functional, and comfortable for employees. The planning and design phase is complete. Once IndyGo receives the necessary permits from the city, staff will put this project out for bid. It is anticipated that this will occur in Q1 of 2026.

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. Bids were received on November 20, 2026, and staff is prepared to present a recommendation to the IPTC Board of Directors at this month's meeting. If approved, work could begin as early as this Spring.

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

This project is intended to update the access drive from Harding Street back to the salt barn near the 1501 West Washington Street property from asphalt to heavy duty concrete. IndyGo recently received three bids; however, staff couldn't deem any of them responsive or responsible. Staff is preparing to put the work back out for bid in Q1 of 2026.

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 a formal purchase offer to the Owner and have entered 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 is currently in the planning and design phase with consultants reviewing existing conditions to establish a work package that will ultimately go out for bid mid-2026. Work is anticipated to take place after the relocation of the paratransit services that currently occupy the building.

Respectfully submitted,

Brooke Thomas, AICP

Chief Development Officer



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Operations Division Report – November 2025

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

SERVICE PLANNING

SCHEDULING AND PLANNING:

Service Scheduling is currently finishing the booking for the 2602 schedule adjustments, along with creating duties and rosters for the driver's bid. Scheduling adjusted the run time on Route 10 for weekdays. Route 5 and Route 6 will have a dwell time of ten minutes at the CTC to improve transferring and allow drivers access to the CTC for breaks. Route 26, Sunday service will improve from 75-minute frequency to 30-minute frequency.

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. IndyGo has been engaged in discussions to purchase a portion of the abutting property to the east. The owner consented to allow access to the parcel and to move forward with land use entitlements (rezoning) for the Eastside Hub improvements. 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 second hearing is on hold until the current property owner executes the zoning commitments.

Engineering (90% 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 100% drawings are expected in Q1 2026, and the package is expected to be bid later 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 were delayed due to difficulty in obtaining rights-of-entry. The Board approved the acquisition, if necessary, by condemnation, of 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 held a "donor tour" of the Near Eastside bus stops on November 20th. This event was well received and allowed the organizations that provided funds to support the project an opportunity to see the result of their donations. Acknowledgement signage was created and posted at 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 phase of the SolarWinds Customer Comments portal has now been completed. We are transitioning into documenting both the development and investigation processes, and we will be incorporating the recommendations provided by the Auditing team into the overall workflow.

A new process to better track inductive charging remains in development, with an expected rollout by January 2026. In parallel, we are working closely with the Fleet and Maintenance teams on a new daily fleet utilization report that will track fleet status, issues, and pullouts to more effectively manage vehicle availability and road service. As part of this effort, we are piloting a report focused specifically on replacement buses dispatched during pullouts caused by low State of Charge.

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. An offer has been extended for the Data Analyst I role. Data Analyst II position still remains open.

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:

Nov-24	Nov-25	% Change	IndyGo Fixed Route Ridership	YTD 2024	YTD 2025	% Change
9,362	7,512	-19.8%	2 E. 34th St.	97,413	97,291	-0.1%
23,902	24,756	3.6%	3 Michigan St.	278,259	259,408	-6.8%
7,198	8,068	12.1%	4 Community North	86,942	88,529	1.8%
8,299	8,163	-1.6%	5 E. 25th	118,138	98,908	-16.3%
4,719	5,151	9.2%	6 N. Harding	58,609	57,130	-2.5%
77,951	65,881	-15.5%	8 Washington St.	979,955	819,400	-16.4%
62,365	59,709	-4.3%	10 10th St.	731,018	699,230	-4.3%
7,498	6,644	-11.4%	11 E. 16th St.	50,507	90,499	79.2%
5,613	5,220	-7.0%	13 Raymond	66,932	61,292	-8.4%
10,218	9,388	-8.1%	15 W 34th St	120,506	104,808	-13.0%
7,083	6,149	-13.2%	16 Beech Grove	86,869	80,995	-6.8%
			18 Broad Ripple	41,115		
10,463	10,564	1.0%	19 Broad Ripple	180,065	120,071	-33.3%
9,635	9,242	-4.1%	21 East 21st St.	115,427	106,199	-8.0%
6,768	6,635	-2.0%	24 Mars Hill	77,823	79,162	1.7%
13,503	13,952	3.3%	25 W. 16th St.	132,812	155,280	16.9%
19,647	20,217	2.9%	26 Keystone	235,249	237,175	0.8%
5,381	5,538	2.9%	28 St. Vincent	75,805	65,005	-14.2%
5,230	4,472	-14.5%	29 County Line Road *	69,469	54,598	-21.4%
8,178	8,346	2.1%	30 30th St. Crosstown	65,540	97,768	49.2%
8,452	7,905	-6.5%	31 US 31	103,678	91,482	-11.8%
20,234	17,983	-11.1%	34 ML King/Michigan Rd.	226,689	198,899	-12.3%
22,417	20,287	-9.5%	37 Park 100	280,177	238,667	-14.8%
5,531	4,436	-19.8%	38 W 38th St.	77,589	60,536	-22.0%
			39 E. 38th St.	530,597		
4,978	4,815	-3.3%	56 Emerson	63,173	56,024	-11.3%
7,776	9,073	16.7%	82 East 82nd Street	12,807	99,603	
			86 86th Street Crosstown	56,660		
8,510	6,706	-21.2%	87 Eastside Connector	87,285	88,729	1.7%
76,941	74,647	-3.0%	90 Red Line - BRT	1,098,487	877,608	-20.1%
83,662	78,037	-6.7%	92 Purple Line - BRT	136,674	973,111	
			901 Nora	16,129		
15,815	5,512	-65.1%	Others	68,005	96,370	41.7%
557,329	515,008	-7.6%	Total	6,426,403	6,153,777	-4.2%

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 9249, SYLVIA WALKER

Sylvia Walker has an excellent attendance record and consistently takes the initiative to assist new operators who may be lost on their routes. Her work ethic is exceptional, and she collaborates effectively with her coworkers. Sylvia provides guidance to help streamline operations in the Radio Room. Her dedication to her job sets a standard for her peers, and she maintains a high level of professionalism in every aspect of her work on the radio.

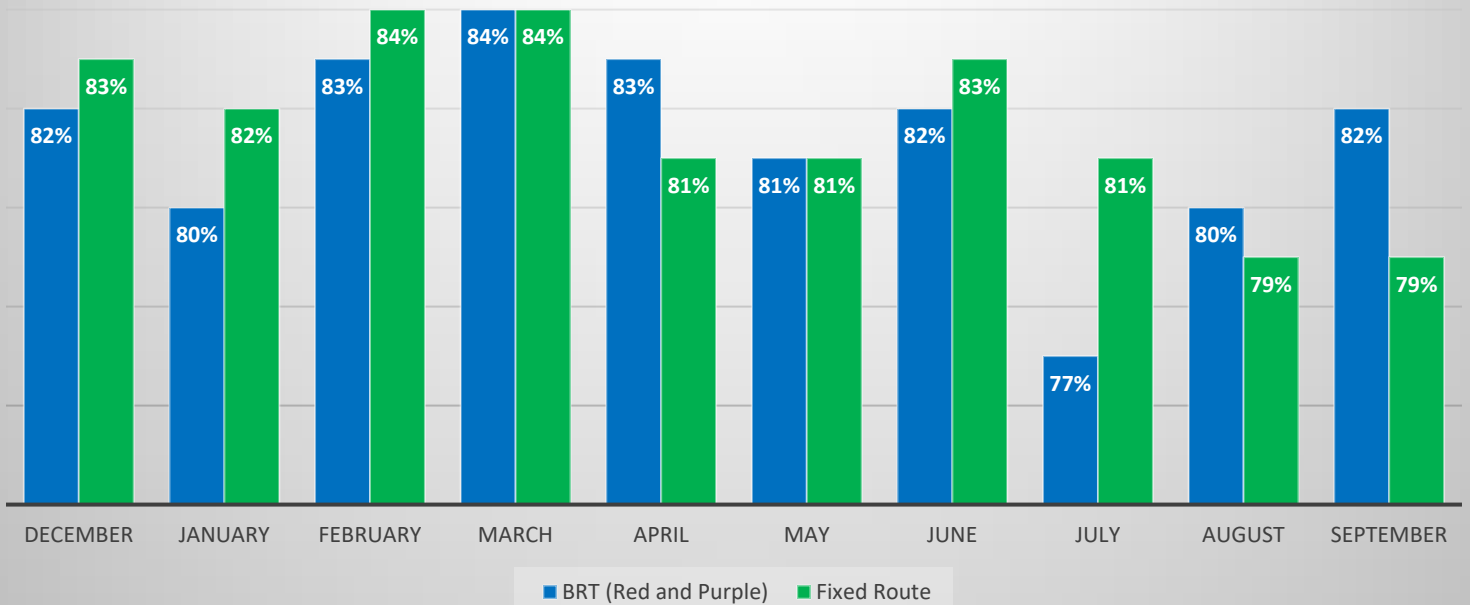


90% CLUB – COACH OPERATOR:

SCOTT DUNCAN #8523

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

On Time Performance Last 12 Months



FLEET SERVICES AND VEHICLE MAINTENANCE

FLEET SERVICES:

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

There were 165 buses detailed in November, of the 209 available. This is an 78.94% completion rate, a 10% decrease versus the prior month. The goal is to detail every bus at least once per month.

IPTC has logged 7,836,656 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	737,299		7,836,656
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:

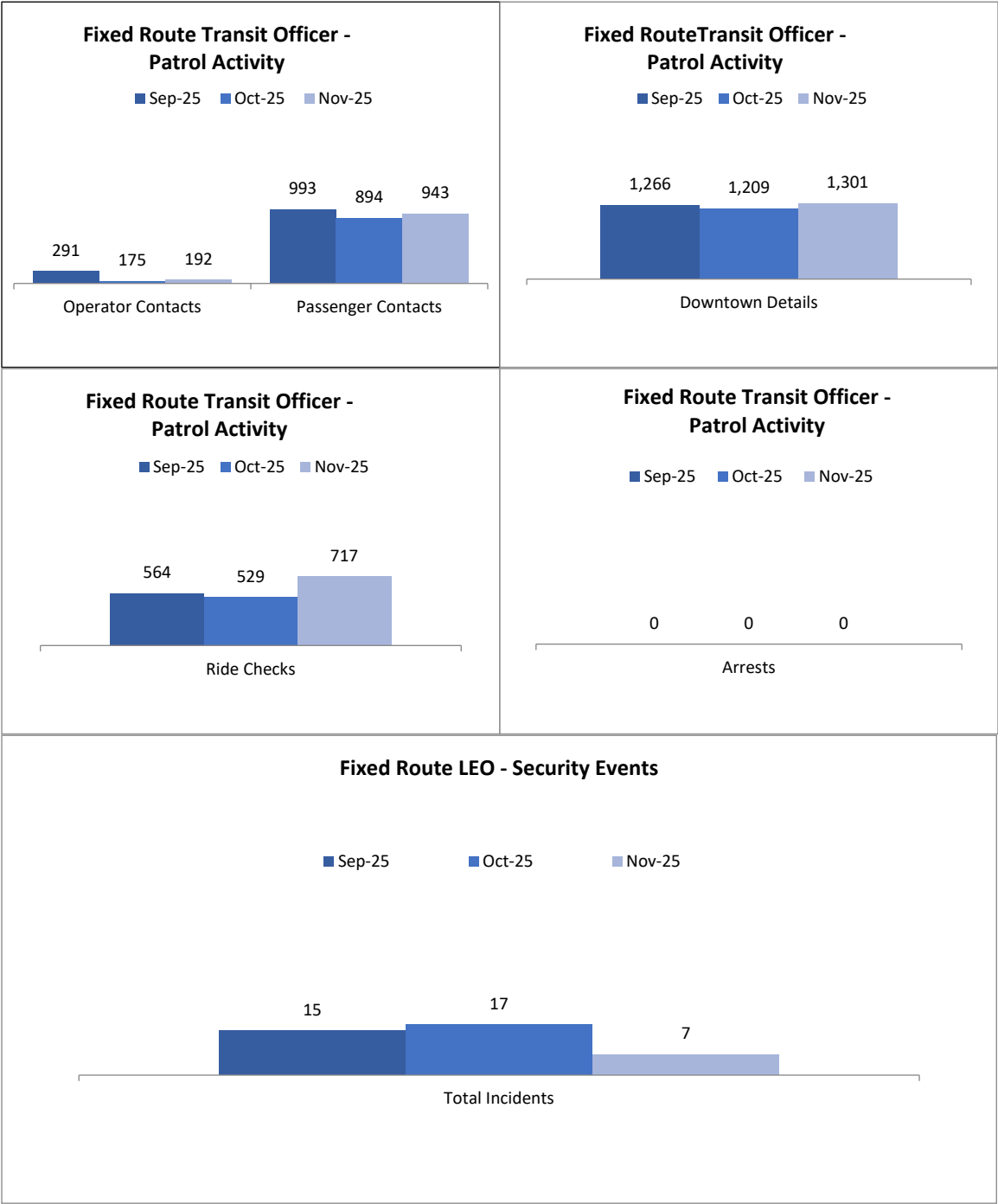
FLUID TYPE	November 2025	November 2024	November 2023
ATF (qt)	147	132	100
COOLANT (qt)	1,085	959	2,018
ENGINE OIL (qt)	725	827	440
DIESEL (gal)	123,229	126,918	123,967

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	147		1,265
COOLANT	944	903	1,122	1,064	1,087	1,028	986	1,277	932	839	1,085		9,196
DEF	4,761	4,456	4,455	4,247	4,223	3,949	3,986	4,063	3,935	4,142	3,959		38,231
DIESEL	131,219	119,853	135,505	136,398	133,877	134,572	145,802	143,139	133,827	135,582	123,229		1,203,972
ENGINE OIL	945	765	841	732	744	683	832	679	777	708	725		6,874
UNLEADED	2,103	1,675	1,644	1,631	1,578	1,786	2,402	2,532	1,961	1,686	17,859		16,596

SECURITY

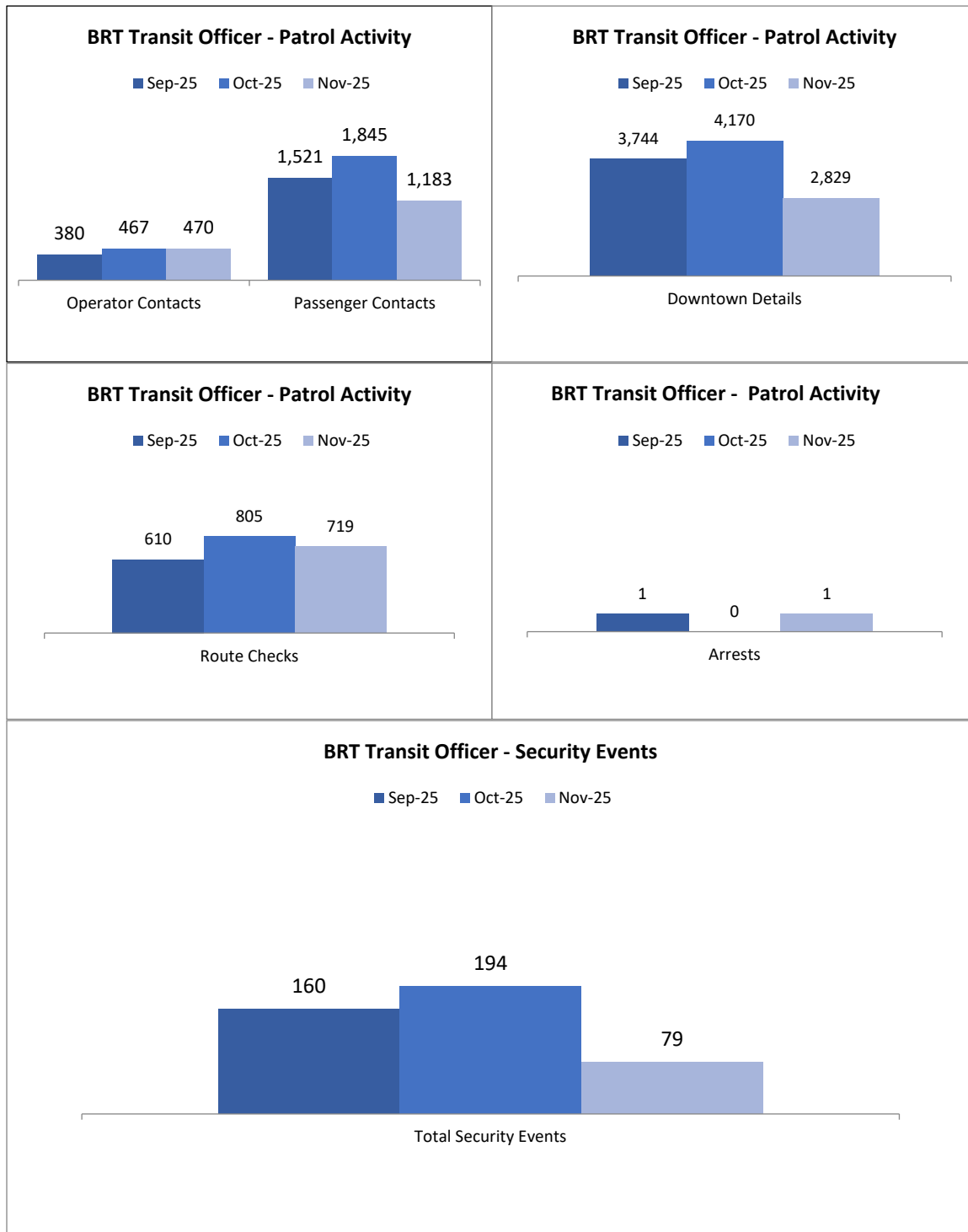
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



BRT LINE SECURITY:

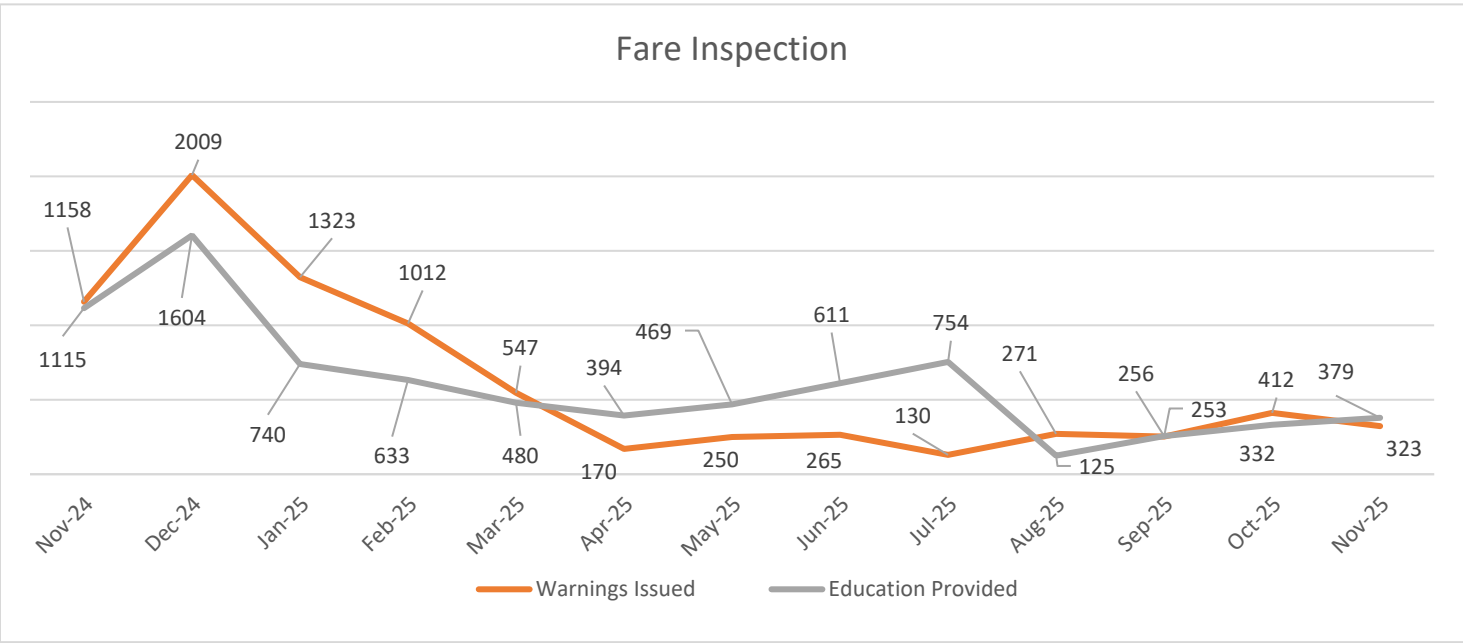
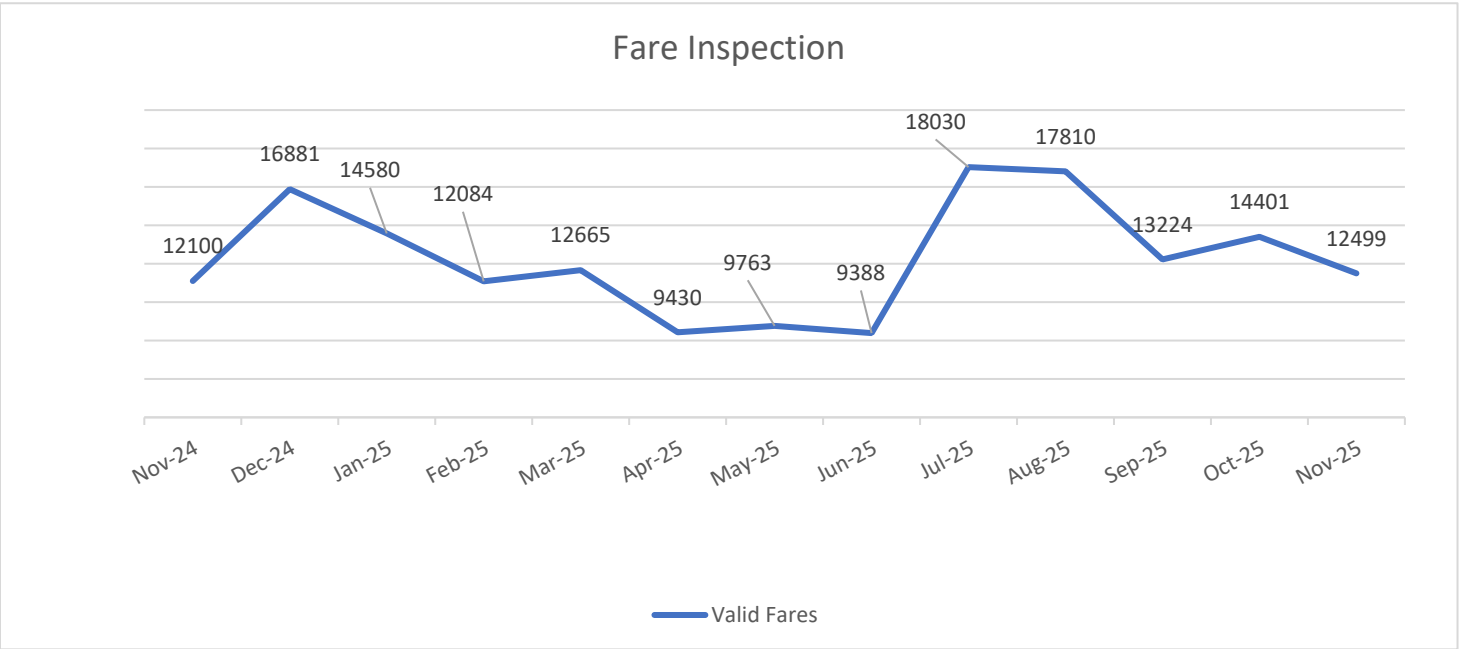
The charts below are the BRT Line Security reports. These charts show the LEO's activity on the BRT Routes. These charts also include any activities the Fixed Route LEO may have performed while assisting the BRT Line LEO.



FARE INSPECTION REPORT:

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

checked and did not/would not purchase a valid fare. Lastly, it shows education represents passengers who did not have fare when checked but purchased a valid fare after being shown the proper procedures.

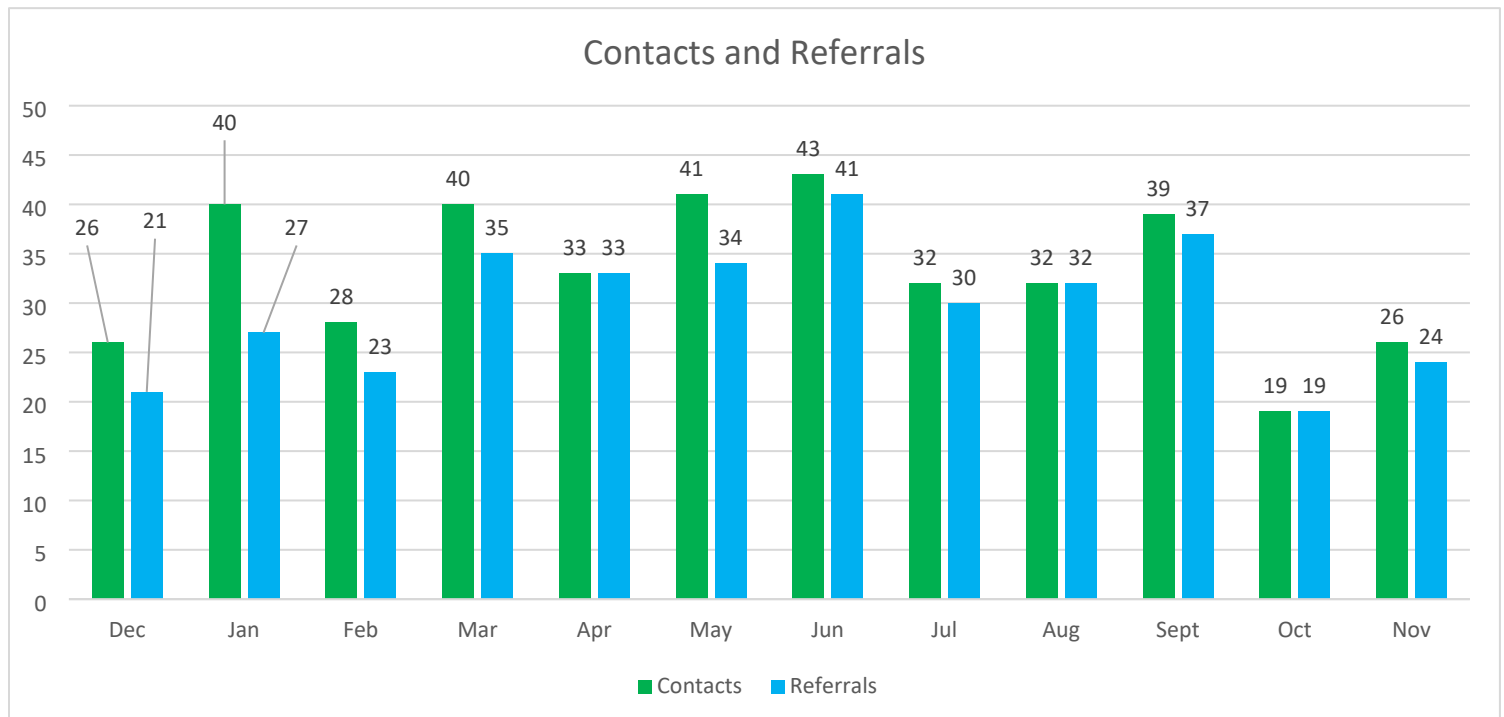


November	Passenger Contact	Notifications	Educations
Monthly	12,499	323	379
Weekday	10,895	252	338
Saturday	1,404	66	41
Sunday	200	5	0

2025 YTD	Passenger Contact	Notifications	Educations
Monthly	143,874	4,956	5,713
Weekday	127,149	4,459	4,945
Saturday	8,114	387	384
Sunday	8,547	339	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.



TRAINING

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

NOVEMBER 2025 CLASSES:

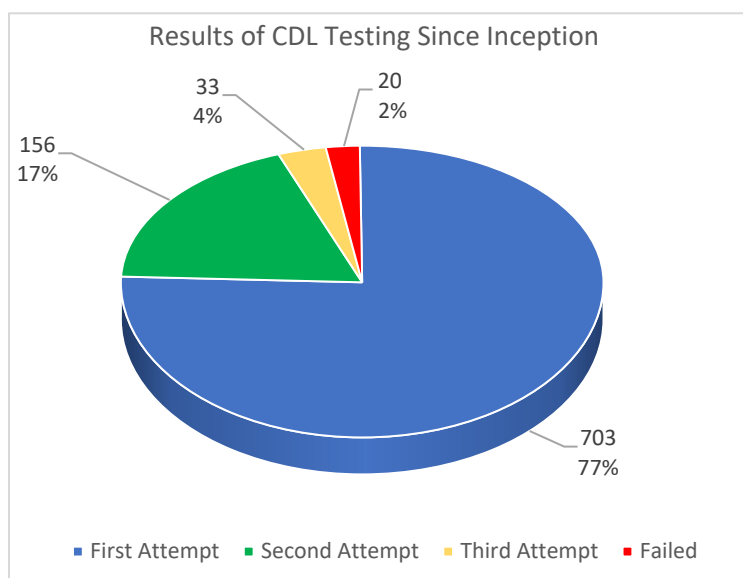
Trainees with Permit – 15

Licensed (CDL) - 0

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	4	4	0	0	0
December					

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

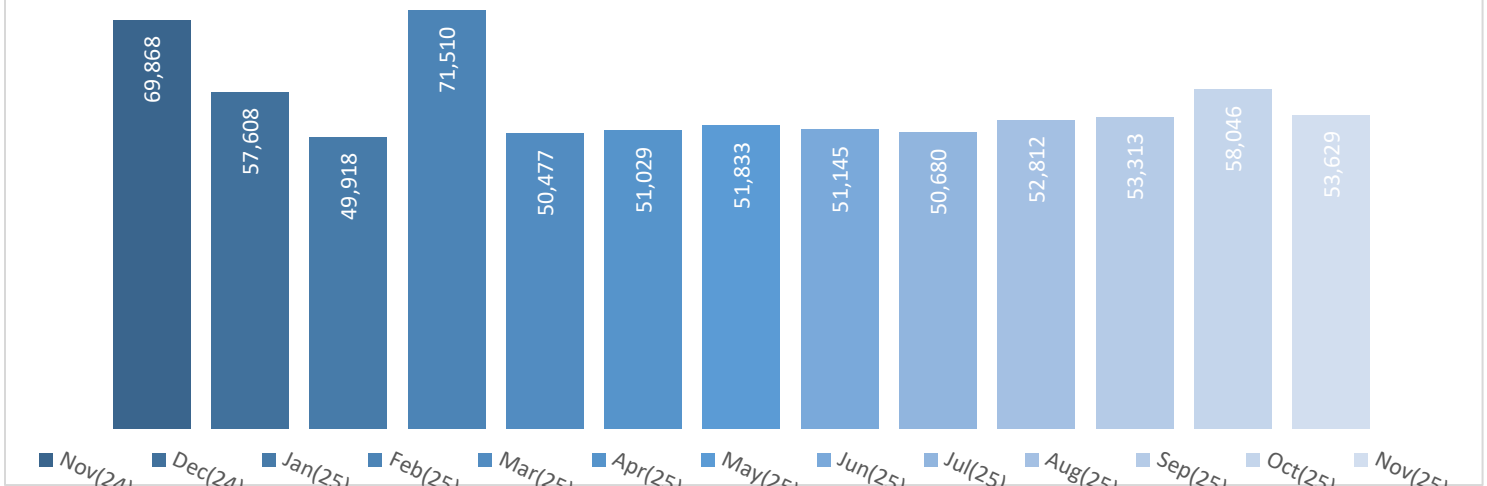


MOBILITY SOLUTIONS

November call center activity reflected a 7.6% decline from October. The increased use of our online customer comment form and the stabilizing pace of detour-related complaints suggest that riders are shifting toward more efficient digital channels. This ongoing migration to self-service tools is effectively reducing reliance on phone-based support, and aligns with IndyGo's strategic priorities to improve operational efficiency, enhance the rider experience, and sustain lower call volumes compared to earlier in the year.

Total Inbound Calls

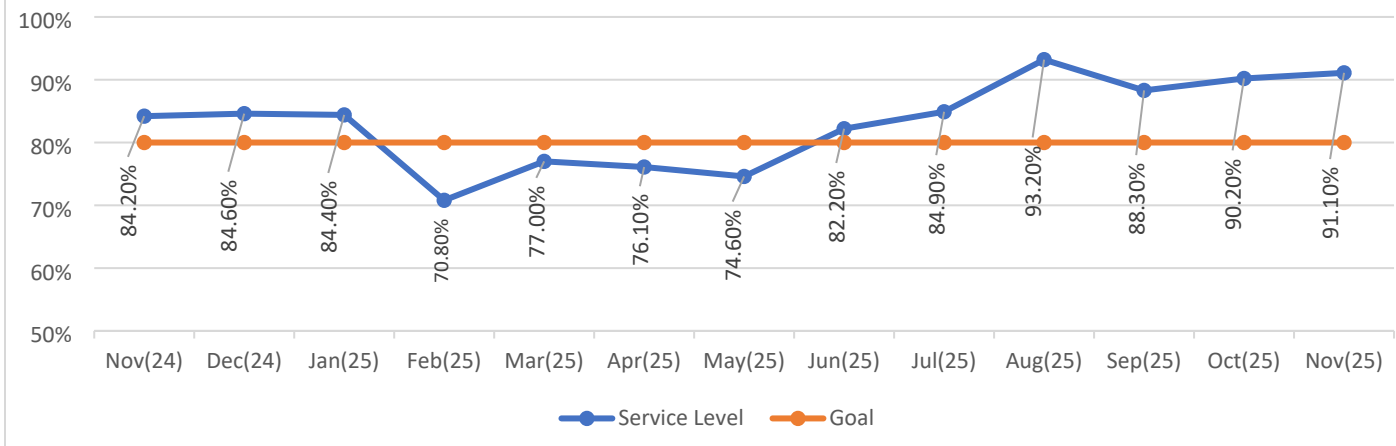
November 2024 - November 2025



In November, the Service Level increased to 91.10%, representing a 1% percentage point improvement from October's 90.20% performance. MV Management ensured the call center remained fully staffed, enabling Service Levels to consistently exceed the minimum threshold of 80%. This improvement reflects the effective use of the Talkdesk platform and proactive operational oversight by MV Management. 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.

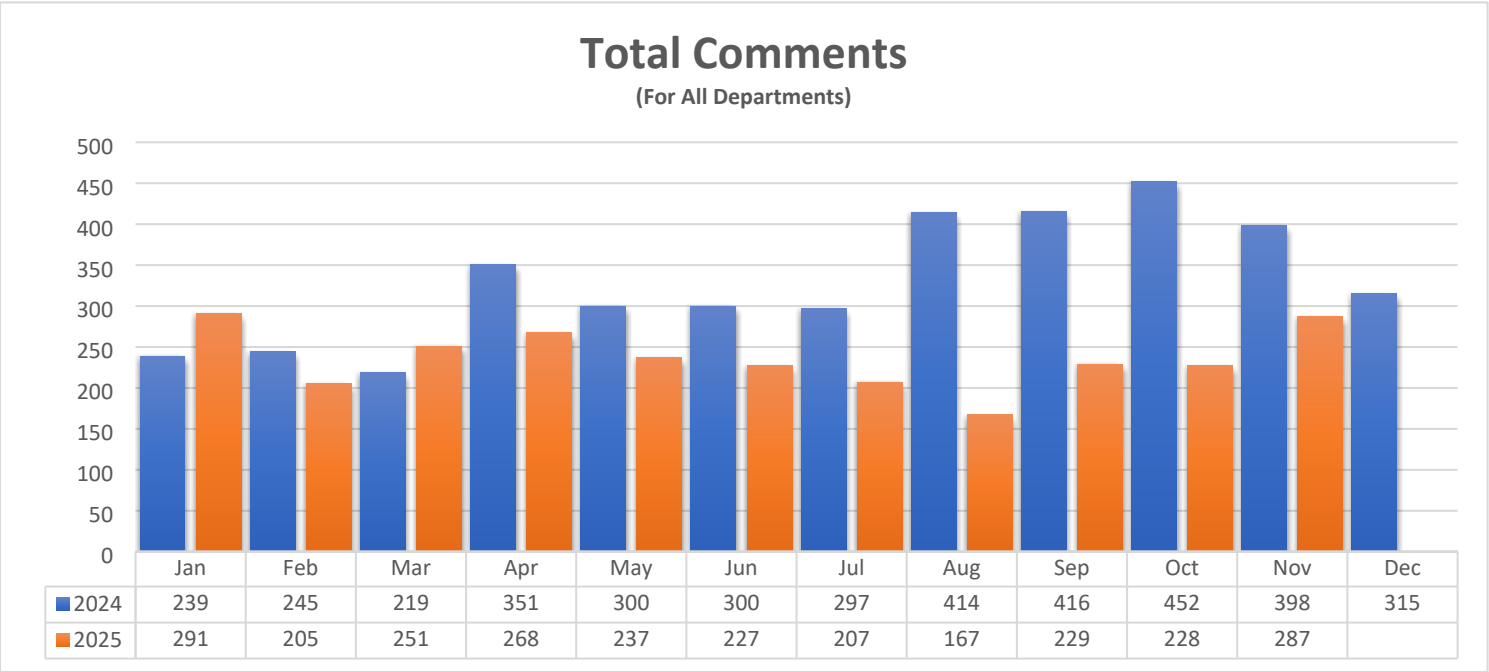
Service Level

November 2024 - November 2025
(Calls Answered in <20 Seconds)



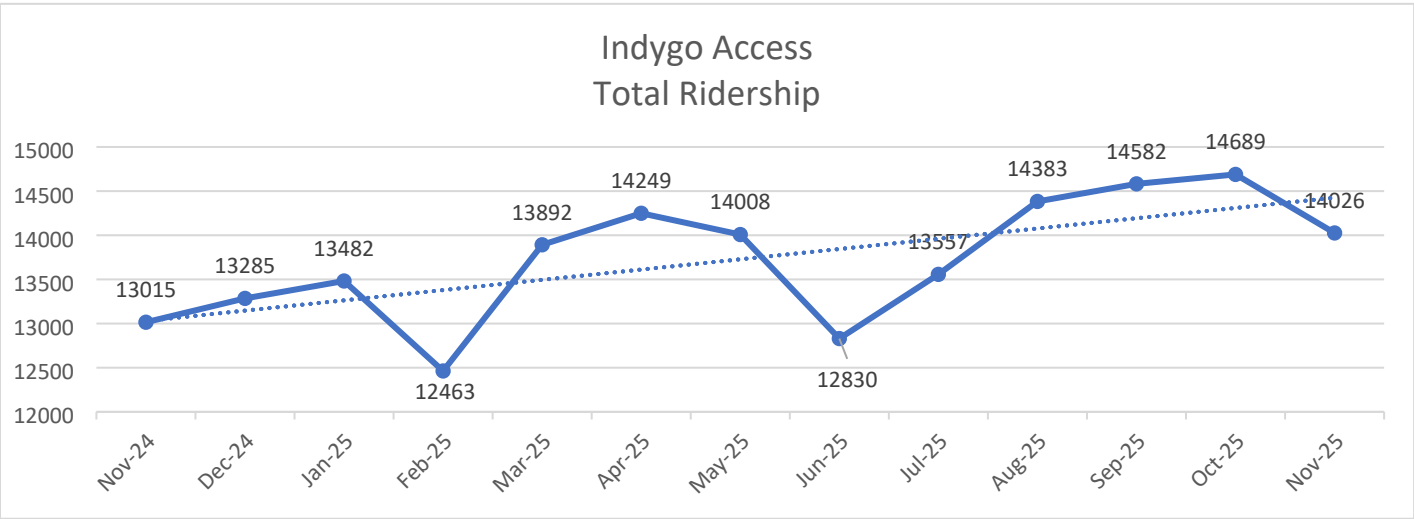
In November 2025, IndyGo received 287 customer comments across all departments—a 28% decrease from the same period last year and a 26% increase from October. Most feedback was directed towards Fixed Route service, with concerns focused on pass-by incidents, schedule adherence challenges related to ongoing detours and construction, and safety issues such as accidents and reports of reckless driving. Congruently, compliments across Fixed Route and Mobility Solutions increased by 33%, reflecting positive customer experiences. Mobility Solutions experienced a 13.33% reduction in complaints compared to October. Ongoing adoption of digital self-service tools further reduced reliance on phone-based support, supporting

IndyGo’s strategic goals to enhance operational efficiency, elevate the customer experience, and maintain lower call volumes compared to earlier in the year.



IndyGo Access Ridership

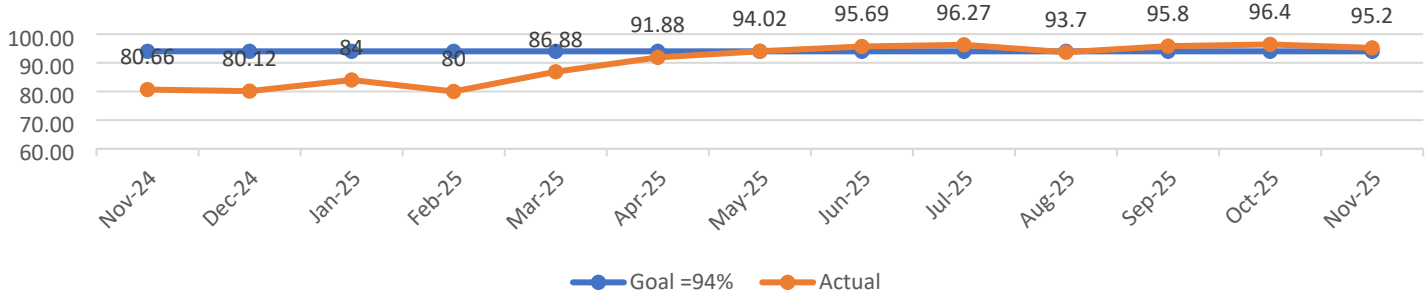
We experienced a slight decline in total ridership for November when compared to October, however the numbers are trending upward when reviewing the last 12 months of activity. Improved customer focus continues to make our riders feel comfortable and welcome.



On-Time Performance (OTP)

November came in at 95.2% above the expected goal of 94%. We have seen a positive service trend develop over the past 7 months averaging out at 95.29%. Overall OTP average over past 12 months comes in at 90%, indicating that a solid effort is being made towards sustainability and consistency.

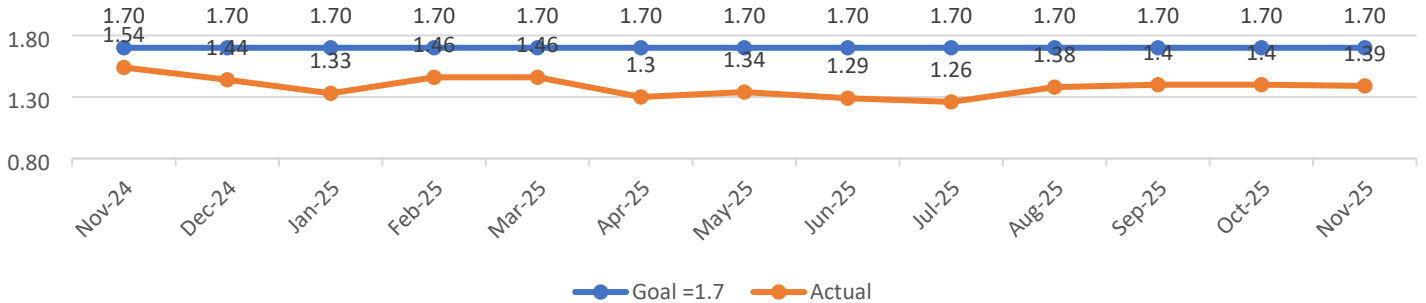
Indygo Access On Time Performance



Productivity/Passenger Per Hour (PPH)

PPH has remained flat over the past 4 months at 1.39 for November. MV is actively working to improve this metric to increase capacity and decrease costs associated with diminished productivity. Goal remains at 1.7.

Indygo Access Passenger Per Hour



OTP – Drop Off (Appointment Time)

November came in at 95.3%, exceeding the goal of 95%. We have seen an improvement in this metric over the past 6 months. The average is coming in at 94.7%. Comparatively, the 12-month average is 89.4%.

Indygo Access Drop off Appointment Time

