



Board Report
March 19, 2026

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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** (Presenter – Rick Wilson)
 - 1. Finance Committee Report – Rick Wilson
- 2. **Regular Agenda** (Presenter – Greg Hahn)
 - 1. A-1: Consideration and approval of minutes from the Board meetings held on February 19, 2026
 - 2. A-2: Consideration and approval of Microsoft Dynamics 365 license (Presenter – Marcus Burnside)
 - 3. A-3: Consideration and approval of SmallPC Computer contract (Presenter – Marcus Burnside)
 - 4. A-4: Consideration and approval of amendment to the Fineline printing contract (Presenter – Carrie Black)
- 3. **Information Items** (Presenter – Greg Hahn)
 - 1. I-1: Finance Report (Presenter – Justin Burcope)
 - 2. I-2: 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
Adrienne Slash	COUNCIL	4/7/2025-3/3/2029
Stan Smith	MAYOR	9/1/2025-12/31/2028
Richard Wilson	COUNCIL	9/22/2025-9/22/2029

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March Board Meeting
Awards and Commendations



IndyGo February 2026 Safe Drivers

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



Operator	Years of Safe Driving	Years of Service
Anthony White	24	29
Patricia Wilson	17	27
Sean Cox	15	25
Shundreline Merritt	8	8
Earl Kimbrough	6	9
Pierre Burnaugh	5	7
Damon Alexander	2	3
Cindy Marr	1	2

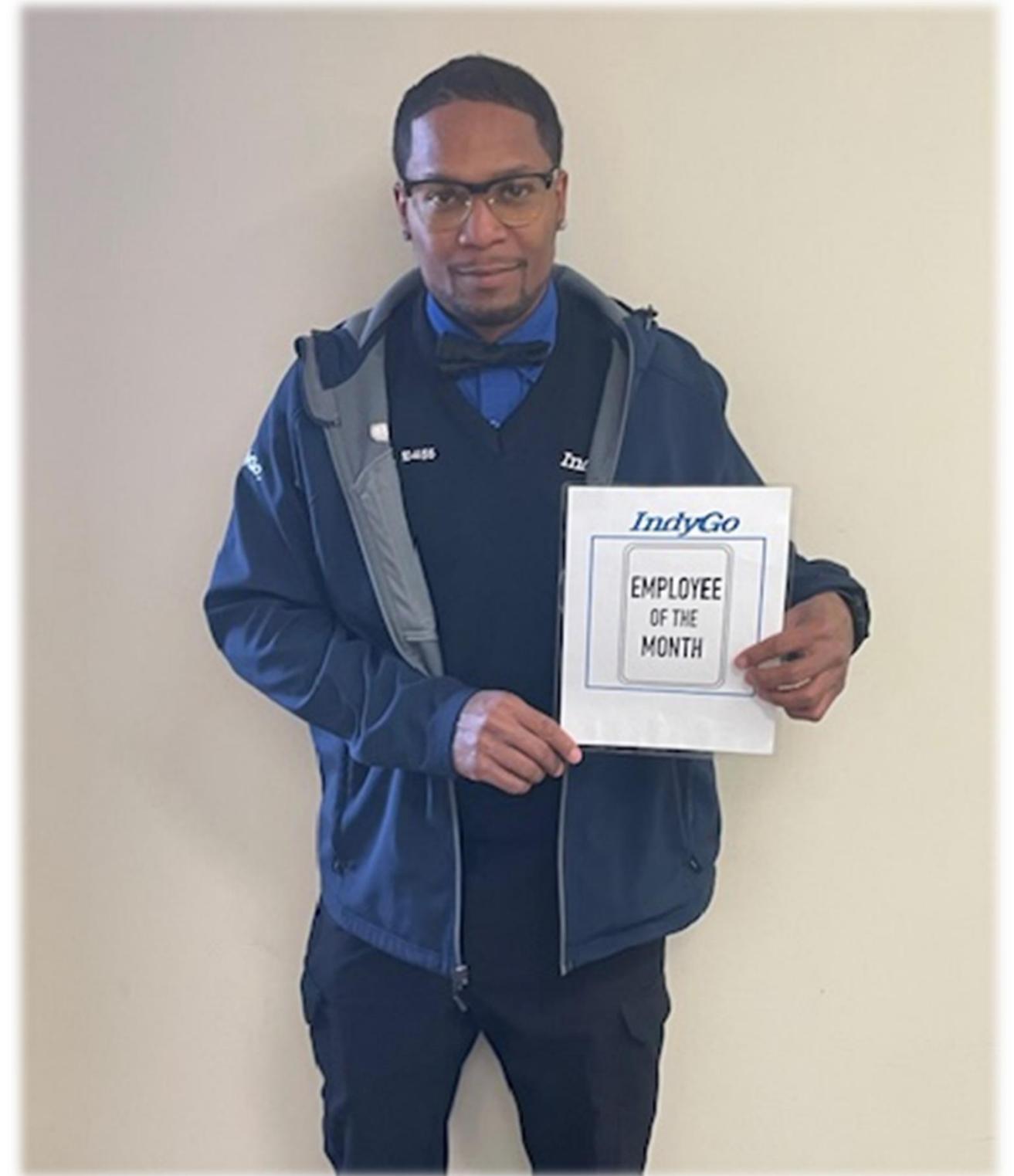
24 Years of Safe Driving



Anthony White
Coach Operator, Fixed Route
29 years of service to IndyGo

March Operations Employee of the Month

Elja Clay
Coach Operator, Fixed Route



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FEBRUARY 2026 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 February. 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
Anthony White	3334	24	29
Patricia Wilson	6792	17	27
Sean Cox	1190	15	25
Shundreline Merritt	9106	8	8
Earl Kimbrough	9003	6	9
Pierre Burnaugh	9640	5	7
Damon Alexander	10970	2	3
Cindy Marr	11490	1	2
Jessica Rayner	11730	1	1
Dior Turner	11588	1	1
Dawnetta Wilkins	11831	1	1
Angela Womble	10996	1	3
Tony Wooden	11593	1	1

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

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

Finance Committee Chairperson Report – February 2026

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Finance Committee Chairperson Richard Wilson, Jr.
Date: March 19, 2026

ACTION:

A report of the meeting of the Finance Committee held on February 19, 2026, presented at the Board of Directors meeting on March 19, 2026.

RECOMMENDATION:

Receive the report.

Richard Wilson, Jr.
Finance Committee Chairperson's Report
March 19, 2026

The Finance Committee met on February 19, at 3:00 PM. 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: Budget Process Overview & 2025 Budget Lookback (Presenter – Justin Burcope)

Mr. Chair, that concludes the report.

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February 2026 Board of Directors Meeting Minutes

IndyGo

2/19/2026 4:00 PM EDT

@ 9503 E 33rd St- IndyGo HQ

Attendance

Present:

Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Mary Ann Fagan, Adrienne Slash and Stephanie Quick
Staff: Jennifer Pyrz, Robert Frye, Kevin Neuman, Marcus Burnside, Sarah Stentz, Matthew Duffy, Cirsten Secrest and Justin Burcope

Absent:

Members: Stan Smith

Guests:

Emily Meaux,

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

[February Board Cover](#)

[February 2026 Board Agenda](#)

Chairperson Hahn called the meeting to order at 4:01 p.m. Mr. Frye then conducted roll call. Five members were present, thus establishing a quorum. Director Gardner arrived at 4:02 p.m., thus making six members present.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

[Awards and Commendations](#)

[January 2026 Safe Drivers Recognition](#)

President and CEO Jennifer Pyrz gave an update on the Awards and Commendations for January 2026.

3. Committee Chairperson Reports (Presenter – Adairius Gardner)

1. Service Committee Report – Adairius Gardner

[Service Committee Chairperson Report](#)

The Service Committee Report for its meeting on February 12, 2026 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 of Directors & Annual Board of Finance meeting held on January 15, 2026 (Presenter – Gregory Hahn)

[A-1 January 2026 Board of Directors & Annual Board of Finance Minutes](#)

Motion: Approval of Minutes from the Board of Directors & Annual Board of Finance Meeting held on January 15, 2026. Motion made by Director Wilson and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

2. A-2: Consideration and approval of slate of nominees for 2026 Board Officer positions (Presenter – Robert Frye)

[A-2 2026 Board Officer Slate Nominees](#)

It was recommended that the Board of Directors approve the following slate of nominees for the positions of Board Chair, Vice Chair, Treasurer, and Secretary for 2026:

2026 Board Officer Election Slate

Board Office	Nominee
President	Gregory Hahn
Vice President	Adairius Gardner
Treasurer	Richard Wilson, Jr.
Secretary	Mary Ann Fagan

Motion: Approval of slate of nominees for 2026 Board Officer positions. Motion made by Director Slash and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

3. **A-3: Consideration of approval of contract for fractional executive support** (Presenter – Jennifer Pyrz)
[A-3 Fractional executive support - Human Zone Biz](#)

It was recommended that the Board of Directors authorize the President and CEO to execute a contract with Human Zone Biz LLC for fractional executive support, in an amount not to exceed \$200,000, for a period of up to six months.

Motion: Approval of contract for fractional executive support. Motion made by Director Fagan 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. Motion carried 6-0.

4. **A-4: Consideration of approval of new Foundation Board Member** (Presenter – Emily Meaux)
[A-4 Approval of new Board Member for IndyGo Foundation](#)

It was recommended that the Board of Directors approve the appointment of Mark Young to the IndyGo Foundation Board.

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

5. **A-5: Consideration and approval of 2026 Public Transportation Agency Safety Plan revisions**
(Presenter – Kevin Neuman)
[A-5 2026 PTASP revisions](#)
[IndyGo PTASP 2026](#)

It was recommended that the Board of Directors approve updates and revisions to the IndyGo Public Transportation Agency Safety Plan for 2026.

Motion: Approval of 2026 Public Transportation Agency Safety Plan revisions. 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. Motion carried 6-0.

6. **A-6: Consideration and approval of Avail Technologies contract** (Presenter – Marcus Burnside)
[A-6 Avail Technologies Contract](#)

It was recommended that the Board of Directors authorize the President and CEO to approve a five-year contract with Avail Technologies, Inc., for cloud hosting, equipment maintenance, and vehicle location management in an amount not to exceed \$2,146,637.

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

7. **A-7: Consideration of approval of Microsoft 365 licensing purchase** (Presenter – Marcus Burnside)

[A-7 Microsoft 365 licensing purchase](#)

It was recommended that the Board of Directors authorize the President and CEO to enter into a purchase agreement to renew our annual Microsoft 365 Licensing with Dell Marketing, LLC in an amount not to exceed \$124,579.

Motion: Approval of Microsoft 365 licensing purchase. Motion made by Director Gardner and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

8. **A-8: Consideration and approval of license renewal for construction program and project management software platform, e-Builder / Unity Construct** (Presenter – Sarah Stentz)

[A-8 e-Builder Construction Management software renewal](#)

It was recommended that the Board of Directors authorize the President and CEO to execute a one-year renewal contract with e-Builder for the continued use of their construction and project management software in an amount not to exceed \$220,500.

Motion: Approval of license renewal for construction program and project management software platform, e-Builder / Unity Construct. Motion made by Director Fagan and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

9. **A-9: Consideration and approval West Washington Street Agreement with City of Indianapolis Department of Public Works** (Presenter – Matthew Duffy)

[A-9 DPW W Washington St ILA](#)

It was recommended that the Board of Directors authorize the President and CEO to execute an Interlocal Cooperation Agreement (ICA) with the City of Indianapolis Department of Public Works (DPW) to define the terms for coordination of IPTC's Blue Line project with DPW's West Washington Street project that includes a contribution of \$6,000,000.

Motion: Approval of West Washington Street Agreement with City of Indianapolis Department of Public Works. 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. Motion carried 6-0.

10. **A-10: Consideration of Adoption of Resolution No. 2026-03 approving and ratifying the updated IPTC Cafeteria Plan** (Presenter – Cirsten Secrest)

[A-10 Resolution No. 2026-03](#)
[Board Resolution 2026-03](#)

It was recommended that the Board of Directors adopt Resolution Number 2026-03 approving and ratifying updates to the corporation's Cafeteria Plan effective January 1, 2026.

Motion: Adoption of Resolution No. 2026-03 approving and ratifying the updated IPTC Cafeteria Plan. Motion made by Director Fagan and seconded by Director Gardner. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE. Motion carried 6-0.

5. Information Items (Presenter – Gregory Hahn)

1. I-1: Finance Report (Presenter – Justin Burcope)

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

The Board heard the Finance Report from Interim Chief Financial Officer Justin Burcope and received the report.

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

[I-2: Feb 2026 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 February 2026](#)
[PA Board Report February 2026](#)
[R-2 Planning and Capital Projects Report 2026-2](#)
[Risk and Safety Board February 2026](#)
[January 2026 Operations Division 2.2026](#)

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 5:30 p.m.

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Date of Memo: March 10, 2026
Board Meeting: March 19, 2026

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 Microsoft Dynamics 365 (D365) licensing

ACTION ITEM A – 2

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter a purchase agreement with Crowe LLP to provide D365 licensing for one year in an amount not to exceed \$238,715.

BACKGROUND:

In May 2022, IPTC migrated its Enterprise Resource Planning (ERP) platform from Microsoft Dynamics AX (on-premises) to D365 (cloud-based). An ERP environment manages day-to-day business activities such as accounting, procurement, project management, risk management and compliance, and supply chain operations. Crowe LLP was selected as our Cloud Service Provider (CSP) at the December 2020 Board of Directors Meeting. The cloud-based platform allows IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity, and reduced cybersecurity threats to the ERP platform. D365 also integrates with our enterprise asset management (EAM) software, Dynaway, creating a centralized financial and asset management environment.

DISCUSSION:

The D365 environment is licensed for production use through April 30, 2026. This procurement will allow IPTC to license its production environment from May 1, 2026, to April 30, 2027. As with all Microsoft cloud products, D365 licenses are purchased annually, and the cost and quantity may change due to additional license usage or individual license costs.

FISCAL IMPACT:

The funding for this project will come from the Information Technology operating budget. Our D365 licensing was \$224,544 in FY2025. The cost for our D365 licensing for FY2026 is \$238,715. The cost increase for FY2026 was the result of the following factors: 1) Adjustments to Microsoft’s new D365 licensing model including an additional required license type, 2) A small addition of contingency licenses, and 3) Adjustments to required user quantities. IPTC will work to identify opportunities to decrease the increasing D365 licensing costs by continuing the re-evaluation of end-user requirements for access to specific modules within D365.

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.

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Date of Memo: March 10, 2026
Board Meeting: March 19, 2026

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and Chief Executive Officer Jennifer Pyrz
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and approval of contract with SmallPC Computer

ACTION ITEM A – 3

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a contract with SmallPC Computer for passenger information display signs (PIDS) in an amount not to exceed \$532,700.

BACKGROUND:

IPTC uses SmallPC for its PIDS technology to communicate real-time arrival information to riders of the Red and Purple Bus Rapid Transit (BRT) lines. SmallPC Computers specializes in rugged computing solutions designed for the most demanding environments, providing waterproof displays, industrial computers, and artificial-intelligence graphics processing unit (GPU) enabled computers. PIDS information is delivered using data from IPTC’s contracted web developer Lelander LLC, vehicle location information from Swiftly, and communications supported by Cradlepoint onboard modems. SmallPC display units have provided a reliable and cost-effective platform for real-time arrival data throughout IPTC’s BRT system.

DISCUSSION:

The PIDS for the BRT Red Line have been in service since 2019 and have a five-year lifecycle. This procurement will replace all end-of-life units along the Red Line with new SmallPC devices that include a four-year extended warranty. Additionally, this procurement will establish an inventory of spare units and parts to replace future damaged units (i.e., vandalism, accidents, etc.) or malfunctioning existing units not covered under warranty. This inventory is expected to meet the systems needs through the planned Blue Line launch in October 2028.

Due to increasing global costs for components such as hard drives, computer memory and central processing units (CPUs), IPTC has leveraged fixed bulk pricing to mitigate exposure to inflation, supply chain volatility, and tariff-related cost escalation.

FISCAL IMPACT:

This project will be funded from the Information Technology operating budget. The cost for the SmallPC PIDS and associated services will be \$532,700 for fiscal year 2026. The display units are covered by a four-year warranty. IPTC may incur additional shipping costs in the event of faulty, damaged or incorrect products requiring repair, replacement, or refund. These situations will be handled through the return merchandise authorization (RMA) process defined in the contract.

DBE/XBE DECLARATION:

There is no XBE participation for this procurement because there are no certified firms and no subcontracting opportunities associated with this scope of work.

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Date of Memo: March 10, 2026
Board Meeting: March 19, 2026

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Chief Public Affairs Officer Carrie Black
SUBJECT: Consideration and approval of amendment to the Finline printing contract

ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board authorize the President and Chief Executive Officer to exercise the Year Two option on the Finline printing contract and amend it to increase the amount from \$650,000 not to exceed \$775,000, effective April 1, 2026.

BACKGROUND:

In March 2022, the IndyGo Board of Directors approved \$525,000 for a three-year contract with two one-year option years. In March 2025, the Board approved \$125,000 for the first option year not to exceed a total of \$650,000. The Public Affairs Department is responsible for printing all marketing collateral, route and system maps, rider alert information, bus stop and station signage and other communications tools for internal and external agency messaging.

DISCUSSION:

The Public Affairs team anticipates the need for printed materials to reflect construction outreach for the Blue Line Bus Rapid Transit (BRT) route, new route maps to reflect significant route changes and schedule adjustments in accordance with the Comprehensive Operational Analysis (COA), promotional and educational materials for the new MyKey+ fare payment system, including tap to pay and much more.

FISCAL IMPACT:

The printing contract is funded through the Operating Budget.

DBE/XBE DECLARATION:

Finline is a certified MBE committed to using All American Express Solutions for 3% VBE participation and Via Marketing for 8% WBE participation.

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Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - IndyGo
 For the Two Months Ending Saturday, February 28, 2026

3/17/2026 8:43 AM
 Period Selected: 2

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
		\$	%			\$	%		
Operating Revenue									
Federal Assistance	1,389,002.00	1,218,833.16	170,168.84	13.96	2,757,517.00	2,437,666.32	319,850.68	13.12	2,947,687.00
Other Operating Income	165,353.12	299,478.33	(134,125.21)	(44.79)	344,126.21	598,956.66	(254,830.45)	(42.55)	581,001.16
Passenger Service Revenue	475,225.84	493,769.37	(18,543.53)	(3.76)	977,315.72	987,538.74	(10,223.02)	(1.04)	831,603.95
PMTF Revenue	947,485.67	947,485.67		0.00	1,894,971.34	1,894,971.34		0.00	1,894,971.34
Local Property & Excise Tax Revenue	3,558,425.83	3,558,425.83		0.00	7,116,851.66	7,116,851.66		0.00	6,884,803.00
Local Transit Income Tax Revenue	5,479,766.33	4,122,551.32	1,357,215.01	32.92	10,959,532.66	8,245,102.64	2,714,430.02	32.92	10,362,616.50
Service Reimbursement Program	22,083.00	22,083.53	(0.53)	(0.00)	44,166.00	44,166.86	(0.86)	(0.00)	44,166.00
Total Operating Revenues	12,037,341.79	10,662,627.21	1,374,714.58	12.89	24,094,480.59	21,325,254.22	2,769,226.37	12.99	23,546,848.95
Operating Expenses									
Personal Services									
Fringe Benefits	1,530,284.90	1,767,217.67	(236,932.77)	(13.41)	3,298,681.06	4,417,940.41	(1,119,259.35)	(25.33)	3,393,292.20
Overtime	715,714.70	262,356.21	453,358.49	172.80	1,302,276.79	655,890.52	646,386.27	98.55	1,139,399.87
Salary	4,029,178.03	4,430,630.43	(401,452.40)	(9.06)	8,089,939.01	11,076,576.09	(2,986,637.08)	(26.96)	9,105,434.07
Total Wages and Benefits	6,275,177.63	6,460,204.31	(185,026.68)	(2.86)	12,690,896.86	16,150,407.02	(3,459,510.16)	(21.42)	13,638,126.14
Other Services & Charges									
Claims	846,374.46	372,899.99	473,474.47	126.97	1,013,389.24	745,800.00	267,589.24	35.88	399,989.20
Miscellaneous Expenses	47,789.60	120,376.99	(72,587.39)	(60.30)	150,932.47	240,753.84	(89,821.37)	(37.31)	131,138.91
Purchased Transportation	1,014,069.38	991,457.50	22,611.88	2.28	1,901,100.46	1,982,915.00	(81,814.54)	(4.13)	2,215,552.10
Services	3,403,157.25	2,759,261.50	643,895.75	23.34	4,687,695.51	6,534,764.27	(1,847,068.76)	(28.27)	3,426,720.38
Total Utilities	335,855.95	291,193.07	44,662.88	15.34	619,390.47	582,386.14	37,004.33	6.35	517,798.60
Total Other Services & Charges	5,647,246.64	4,535,189.05	1,112,057.59	24.52	8,372,508.15	10,086,619.25	(1,714,111.10)	(16.99)	6,691,199.19
Materials & Supplies									
Fuel & Lubricants	383,820.08	566,458.34	(182,638.26)	(32.24)	768,307.49	1,132,916.68	(364,609.19)	(32.18)	804,348.80
Maintenance Materials	462,023.91	569,861.79	(107,837.88)	(18.92)	959,174.98	1,139,723.58	(180,548.60)	(15.84)	1,030,660.44
Other Materials & Supplies	37,117.56	90,610.89	(53,493.33)	(59.04)	55,906.58	209,433.98	(153,527.40)	(73.31)	90,715.37
Tires & Tubes	48,391.08	61,348.03	(12,956.95)	(21.12)	109,739.11	122,696.06	(12,956.95)	(10.56)	98,388.47
Total Materials & Supplies	931,352.63	1,288,279.05	(356,926.42)	(27.71)	1,893,128.16	2,604,770.30	(711,642.14)	(27.32)	2,024,113.08
Total Operating Expenses	12,853,776.90	12,283,672.41	570,104.49	4.64	22,956,533.17	28,841,796.57	(5,885,263.40)	(20.41)	22,353,438.41
OPERATING INCOME/(LOSS)	(816,435.11)	(1,621,045.20)	804,610.09		1,137,947.42	(7,516,542.35)	8,654,489.77		
GAIN/LOSS ON ASSET DISPOSAL	(2,350.30)		(2,350.30)	0.00	(4,246.50)		(4,246.50)	0.00	(21,059.00)
NET INCOME/(LOSS)	(814,084.81)	(1,621,045.20)	806,960.39	(49.78)	1,142,193.92	(7,516,542.35)	8,658,736.27	(115.20)	1,214,469.54

Miscellaneous Expenses - February 2026

LEASES AND RENTALS	35,039.42
March 2026 Lease Payment for 9350 E. 30th Street, Unit 1	31,539.42
Ground Rent & Ring Road Maintenance - February 2026	3,500.00
MEMBERSHIPS AND DUES	8,755.55
ZEBRA 2026 Membership Dues	5,500.00
Memberships and Subscriptions for team members	3,255.55
TRAVEL	1,163.78
CONFERENCE REGISTRATION EXPENSES	934.00
Conference Registrations (Legal)	934.00
MEALS AND ENTERTAINMENT	864.05
MISCELLANEOUS	787.54
Team Refreshments - Severe weather and supplies.	787.54
DRIVER LICENSE FEES	245.26
Grand Total	47,789.60

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MARCH 2026

Public Affairs Board Report

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

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR MARCH 2026

ISSUE:

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

RECOMMENDATION:

Receive the report.

SUMMARY:

In February, the Public Affairs Department launched IndyGo's **Good Vibes Guide** campaign, outlining expectations for rider behavior on IndyGo buses and at its properties, and continued outreach related to IndyGo's **updated fare policy** and **Blue Line construction** progress. The department announced fare-free service in recognition of **Transit Equity Day** and highlighted IndyGo's partnership with Ivy Tech Community College to launch the **Design-a-Bus Student Art Contest**.

Internally, the department also supported agency initiatives by promoting upcoming IndyGo All-Star Week events, including Transit Teammate Appreciation Day, the 2025 Excellence Awards and this year's Roadeo, helping drive awareness, participation and excitement for these teammate-focused events.

These efforts were in addition to the department's ongoing work managing creative projects, generating more than **215,675 social media engagements and impressions** across all platforms and reaching more than **1,643 individuals** through public outreach.

Attachments

Contributing staff includes:

Carrie Black, Chief Public Affairs Officer

Lisa Soard, Director of Communications

Destiny Chamorro, Graphic Design Manager

Kayla Bledsoe, Ridership Experience & Outreach Manager

Noah Sandel, Digital Media Manager

Mara Drown, Public Affairs Specialist

Website Insights: IndyGo.Net

(FEBRUARY 2026)



Page Views:	164,950
Bounce Rate:	44.57%
Total Users:	26,581
Avg. Pageviews Per User	6.63
Total Sessions:	63,502
Total Monthly Session Comp.	(Down) 13.68%
ADA Widget Usage:	0

Viewing Metrics:



Public Media

(FEBRUARY 2026)

Topics Covered:

In February 2026, media coverage of IndyGo highlighted the agency's fare-free service in recognition of Transit Equity Day and its partnership with Ivy Tech Community College to launch the Design-a-Bus Student Art Contest. Coverage also focused on Indianapolis expanding its transit infrastructure through IndyGo's Bus Rapid Transit (BRT) system, as well as IndyGo Cares' Food in Transit program.

Overall, coverage positioned IndyGo as a community-centered and forward-looking public service, advancing equitable access, strengthening local partnerships and investing in long-term infrastructure.



Home / News / Local News

Ivy Tech and IndyGo launch Design-a-Bus contest for student artists



(Provided Photos/ivytech.edu)



by: Kendall Pierson
Posted: Feb 3, 2026 / 02:13 PM EST /

INDIANAPOLIS (WISH) – Ivy Tech Community College and IndyGo are launching a Design-a-Bus contest to celebrate creativity, education, and transit.

The contest, which is centered on the then Marion County to submit original artwork.

The winning design will be professionally printed on the side of an IndyGo bus.

A panel of judges from Ivy Tech Indianapolis will select the winning design in late March. The final design will be on a bus for the month-long journey.

THE WIRECUT

Filmogaz

Home / News / IndyGo Honors Rosa Parks with Free Rides on February 4th

IndyGo Honors Rosa Parks with Free Ride February 4th

by Casey Halston | Published: February 2, 2026 12:37 PM ET



February 4th marks a significant day as it is both the birthday of Rosa Parks and Transit Equity Day. To honor this occasion, IndyGo is offering free rides across their bus services in Indianapolis.

IndyGo Celebrates Rosa Parks

The IndyGo Foundation, under the leadership of Executive Director Emily Meaux, is committed to keeping the memory of Rosa Parks alive in Central Indiana. The foundation collaborates with numerous local organizations to ensure accessibility in public transit.

Efforts to Provide Accessible Transit

IndyGo's initiatives include providing free and reduced bus fares to thousands of residents. On average, 136 nonprofit organizations in the area receive between \$1,000 and \$2,000 each to support the distribution of free bus fare.



Get free, fresh food at the Julia M. Carson Transit Center

IndyGo and Second Helpings' Food in Transit events offer fruits, vegetables and other groceries twice a month.

by Sophie Young
February 25, 2026



Emma Ryan (left), who works for Second Helpings, explains how to select vegetables during IndyGo's Food in Transit event Feb. 24, 2026, at the Julia M. Carson Transit Center in Indianapolis. Credit: Sophie Young/Mirror Indy

Inside the Julia M. Carson Transit Center on Feb. 24, a line of people grabbed blue insulated grocery bags and stuffed them with lettuce, cucumbers, sweet potatoes and juice. Across the folding tables, workers from [IndyGo](#) and [Second Helpings](#) gave suggestions on how to cook the food and passed out brochures with more information on what IndyGo offers.

Anyone is welcome to go to the transit center at 3:30 p.m. on the second and fourth Tuesdays of each month for IndyGo's free food pantry. If you go, show up early. People start lining up before it opens.

The [Food in Transit program](#) started as a partnership between IndyGo and Second Helpings for a one-day event, and it has turned into year-round events. Along with the pop-up food pantries, you can also check out a [selection of healthy recipes online](#).



LATEST ARTICLES

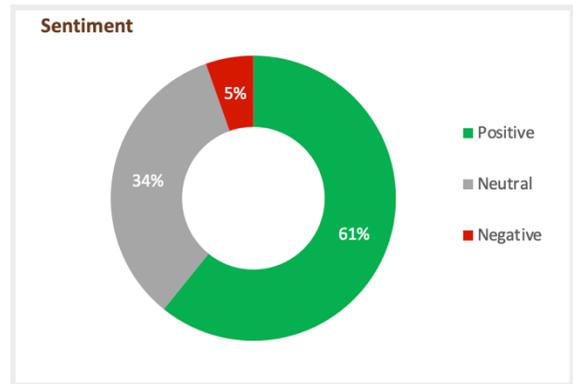


Free Press Indiana hires statewide editor in chief

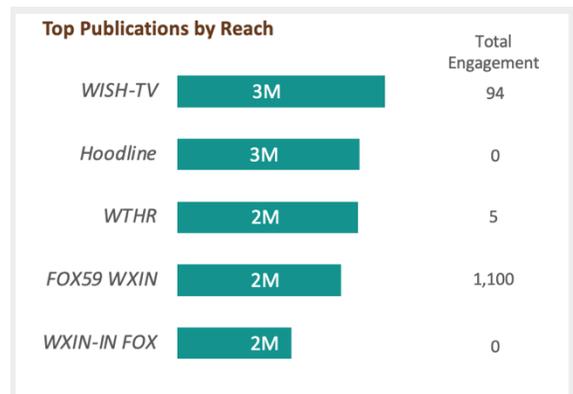


Metrics:

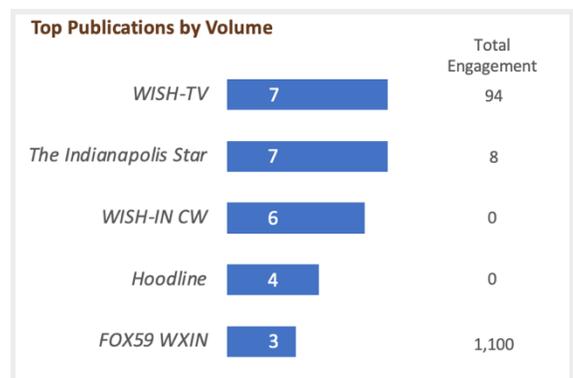
The above graph shows media story sentiments about IndyGo. 61% of media mentions were positive toward the agency. 5% were considered negative, with the rest neutral, meaning mostly informative.



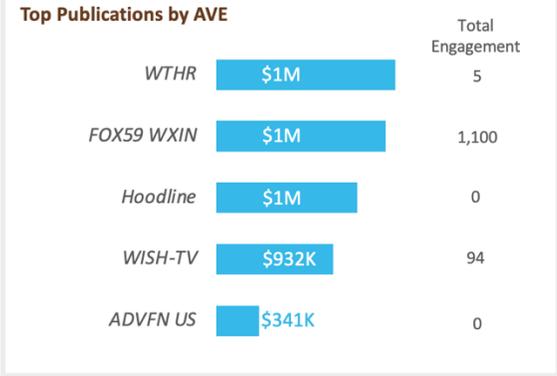
The graph above shows the top media outlets that published stories about IndyGo in February and the total potential viewership/readership for each station or publication. The agency reached approximately 12,000,000 viewers through these channels.



This graph shows the media outlets that mentioned IndyGo the most in February and the number of engagements related to the new stories they published.



This graph 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 \$4,000,200.



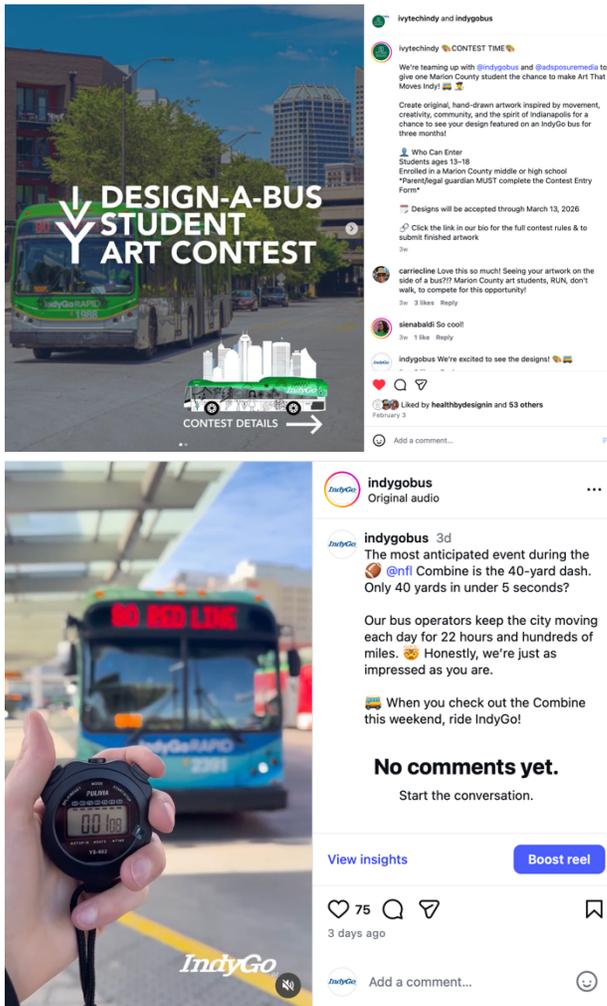
Social Performance

(FEBRUARY 2026)



Instagram

- 40,895 views (up 63.9%)
- 1,348 interactions (up 197.6%)
- 5,191 followers



X(Twitter)

- 7,406 organic impressions (up 75.5%)
- 195 engagements
- 6,679 followers





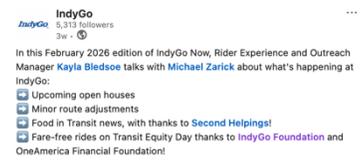
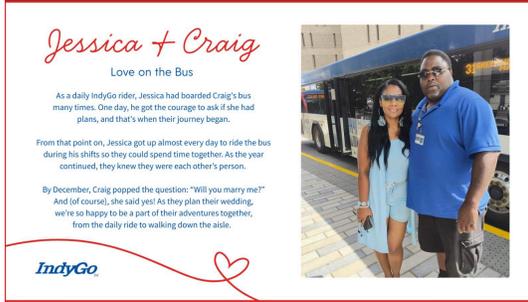
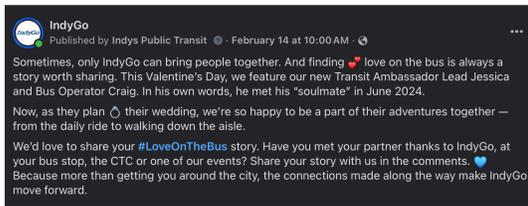
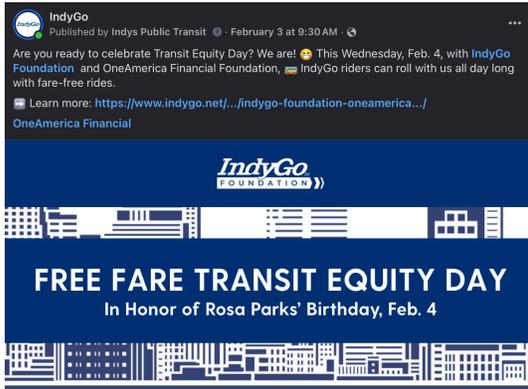
Facebook

- 147,037 views
- 2,232 post engagements (up 12.3%)
- 40,668 potential readers
- 14,323 current followers



LinkedIn

- 11,348 impressions (up 15.7%)
- 450 engagements (up 49%)
- 7% engagement rate
- 51 new followers
- 5,315 total followers



IndyGo Now - February 2026



A. The Major Taylor Mural, right off Washington & Meridian. Taylor was an Indianapolis-born 🏃 professional cyclist and sports superstar. His legacy is also cemented in Indy at the Major Taylor Velodrome by Marian University.

B. The Mari Evans Mural on Mass Ave. Evans was ✍️ a poet, playwright and author associated with the Black Arts Movement who lived in Indy for nearly 70 years. In 2015, she received the Indiana Authors Award Lifetime Achievement Award from The Indianapolis Public Library Foundation.

C. The Crispus Attucks Museum on Dr. MLK Jr. Street houses memorabilia and documents from the school's nearly 100-year history as the first all-Black high school in Indiana, including the famous 🏀 1955 basketball team led by future Hall of Famer Oscar Robertson.

D. The Madam Walker Legacy Center on Indiana Avenue was once home to the famous hair care and 💄 beauty products brand that made Madam CJ Walker the first female self-made millionaire before it transformed into a place for heritage and the arts.

E. Dr. Martin Luther King Jr. Park on Broadway Street honors the icon for his work in leading civil rights 🗳️ and advancing Black freedoms. In 1968, Robert F. Kennedy gave an impassioned speech about Dr. King that is captured in the Landmark for Peace Memorial.

F. Julia M. Carson is the namesake for our transit center downtown, and for good reason. As the 🗳️ first woman and first African American to represent Indianapolis in Congress, she was the heart of Indy for decades and her legacy lives on in so many ways in the city today.

Take a ride with 🚍 IndyGo and experience Indy's Black history by planning your trip: <https://lnkd.in/eP6zTDE>



 **YouTube**

- 4,764 total views
 - Route 2 -East 34th St- Outbound – 133 views
 - Blue Line Drone Footage – 112 views
 - Transit Equity Day Celebration | IndyGo Foundation – 105 views



Transit Equity Day Celebration | IndyGo Foundation
IndyGo 828 subscribers [Subscribe](#) [4](#) [Share](#) [Ask](#) [Save](#) [Download](#) [...](#)



IndyGo Now - March 2026
IndyGo 828 subscribers [Subscribe](#) [3](#) [Share](#) [Ask](#) [Save](#) [Download](#) [...](#)



Social Performance Cont'd

(FEBRUARY 2026)



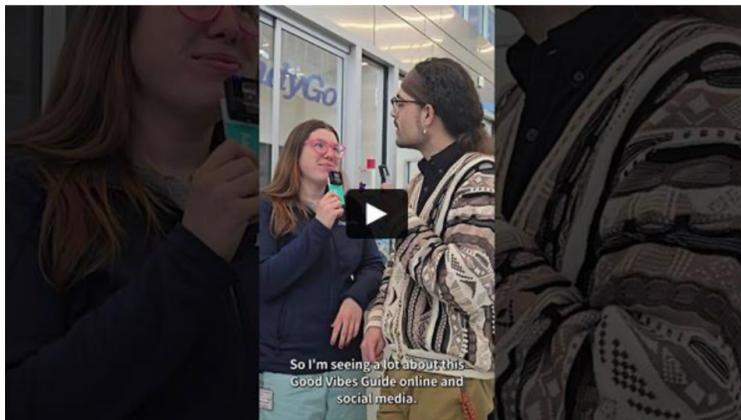
Email Marketing

- 30,352 recipients
- 32.96% click-to-open rate
- 6.99% open rate



This month's Inside IndyGo includes Blue Line construction updates, IndyGo's new updated Good Vibes Guide and IndyGo Access' new fares virtual public meeting.

Watch the latest video linked below for update snippets. Scroll down to see additional details about what's to come and what we've achieved in the last month.



Creative Services

(FEB 2026)

MyKey+

Starting in June, the fare payment system across all IndyGo will be upgraded. As part of this transition, the MyKey system will be rebranded as MyKey+.

The goal of this project is to communicate this change to the public. The original MyKey branding was refreshed to better align with IndyGo's visual identity and incorporate more of the organization's brand elements. Additional updates and information will be shared as the project progresses.



IndyGo Good Vibes Guide

The largest campaign in February was the launch of the updated Good Vibes Guide. This initiative supports IndyGo's ongoing focus on rider safety and security, and is designed to clearly communicate expectations, rules and guidelines for riding.

The campaign includes:

- A new bus wrap scheduled for debut in March
- Interior bus signage highlighting new updated rules
- A multi-month advertising campaign supported by multiple partnerships
- Additional outreach efforts



Month Recap

We worked on 12 total projects in February. Seven have been completed and five remain in progress. We also began a light refresh of several collateral pieces to ensure consistency and maintain clarity as updates from IndyGo occur.

Outreach Summary

(FEBRUARY 2026)



In February, IndyGo concluded outreach for fixed route riders regarding the new fares, informed the community of pick scheduling changes, shared IndyGo's new updated Good Vibes Guide and gathered feedback from riders and Transit Ambassadors to improve service.

IndyGo hosted the final open houses of the five-month series to ensure riders were aware of the new fare updates and could receive answers to their questions about MyKey. Information about updates to the Service Standards and Public Involvement Plan were also shared, with opportunities for community feedback and questions. No feedback was received via phone, online customer comment forms or in person, verbally or in writing.

Outreach staff focused their efforts on reaching riders affected by the February pick, while connecting with riders across multiple routes to share the new, updated Rider Code of Conduct also known as the Good Vibes Guide. Routes 5, 6, 8, 10, 26, Red Line and Purple Line underwent minor schedule timing changes. Route 26, however, was an exception due to the significantly positive impact from a 75-minute frequency to 30-minutes, creating a consistent 30-minute frequency every day. Good Vibes Guides, along with IndyGo headphones, were shared with nearly 200 riders in the first two weeks of the launch, generating overwhelmingly positive feedback and engagement.

As part of a cross-departmental collaboration, IndyGo surveyed riders on Routes 5 and 21 to gather data and feedback while also conducting audits on routes experiencing detours. The rider surveys were conducted to inform potential route changes aligned with the Future Service Plan. Responses indicated the proposed changes would have a positive impact on many riders. To better understand rider experiences during detours and identify opportunities for improvement, Transit Ambassadors began providing detailed feedback through an official detour route audit. A total of seven audits were conducted across four routes.

Event Reach:

Date:	Event Name:	People Reached:
02/02/2026	Mayor's Neighborhood Advocates Monthly Meeting	10
02/03/2026	Transit Ambassador Coffee Meetup	2
02/03/2026	Overdose Lifeline Kit Packaging	50
02/04/2026	Tabling at Transit Equity Day at the Eiteljorg	200
02/07/2026	Winter Farmers Market	100
02/10/2026	Food in Transit	90
02/10/2026	HOPE Meeting	20
02/12/2026	New Fares, Service Standards, & Public Involvement Plan Updates Morning Open House	50
02/12/2026	New Fares, Service Standards, & Public Involvement Plan Updates Afternoon Open House	50
02/14/2026	New Fares, Service Standards & Public Involvement Plan Updates Open House	50
02/17/2026	IndyGo Outreach Celebration	35
02/21/2026	Winter Farmers Market	150
02/22/2026	EarthReels Film Fest	50
02/24/2026	Food in Transit	80
02/24/2026	Transit Ambassador Monthly Meeting	23

Bus Outreach:

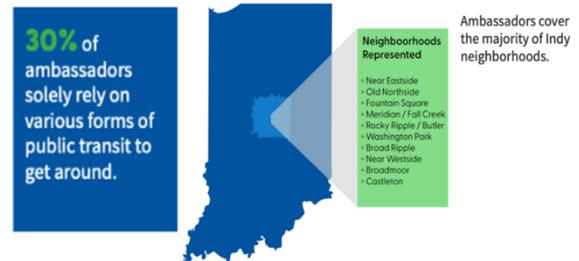
Type:	Routes:	Riders Reached:
Rider Guidelines	2, 3, 5, 8, 10, 11, 16, 21, 24	170
New Fares	34, Red Line	160
Food in Transit	8, Red Line	100
Route Detours	8, 37	155
Pick Changes	5, 6, 8, 10, 26, 37	250
Route Change Feedback	5, 21	48
Route Detour Audit	3, 5, 8, Red Line	
Bus Stop Audit	2, 19, 28, Red Line	

Program Recap

(FEBRUARY 2026)

Transit Ambassador Report: Building Community Through Trust:

IndyGo's Transit Ambassador Program continues to be a cornerstone of community engagement, helping residents navigate our city with confidence while strengthening connections across neighborhoods. The latest Transit Ambassador Annual Report showcases the impact of our Transit Ambassadors - frequent riders with deep system knowledge - who volunteer their time to support riders, guide newcomers and participate in neighborhood events (see image below).



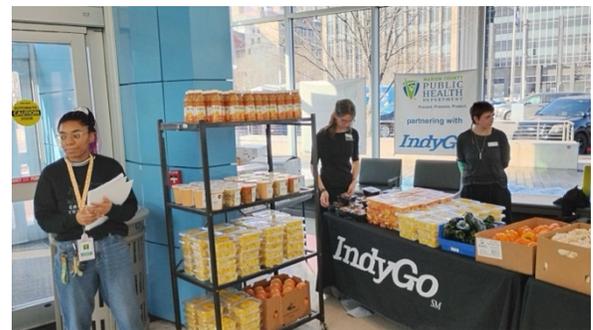
The program's strong volunteer retention, high satisfaction and meaningful contributions to community life show how public transit can be more than a service. It's a platform for leadership, education and engagement. Several ambassadors have transitioned into full-time IndyGo roles, further emphasizing the initiative's growth opportunities.

The annual report identifies ways to enhance training in outreach, customer service resources and service updates. For community leaders and residents alike, the Transit Ambassador Program demonstrates how volunteer-driven initiatives create safer, more informed and better-connected communities.

Food in Transit:

IndyGo's Food in Transit program continues to connect riders with fresh groceries and staple items the second and fourth Tuesday of every month, thanks to the dedication of our Transit Ambassadors and partners at Second Helpings.

Together, we make it possible for riders to pick up nutritious items as part of their daily routine, advancing IndyGo's commitment to equity, access and service beyond transportation.



Pictured above: Transit Ambassadors Bri Garr-Bland (left) and Second Helpings staff

Informational Sessions at the Transit Center:

IndyGo Transit Ambassadors were on site at the Transit Center connecting directly with riders and sharing important system updates. They provided information on new base fares and MyKey, upcoming fare changes to IndyGo Access, updates to service standards and the Public Involvement Plan, helping riders understand what's changing, how decisions are made and how to stay engaged.



Pictured above: Transit Ambassador Patrick Woods

Transit Equity Day:

IndyGo Transit Ambassadors and teammates were proud to table at IndyGo Foundation's Transit Equity Day event at the Eiteljorg Museum of American Indians and Western Art. It was a chance to connect with community members about the vital role public transportation plays in advancing access and opportunity. We're grateful to everyone who stopped by our table and joined in the conversation about building a more connected community.



Pictured above: Ridership Experience and Outreach Manager Kayla Bledsoe and Transit Ambassadors Elyza Sarver and LaTonya Barnett

Indy Winter Farmers Market:

IndyGo recently hosted a table at the Indy Winter Farmers Market event, participating in a shared community-driven commitment to expanding food access and affordability. Teammates connected with residents, shared information about transit options, IndyGo Cares initiatives and highlighted how reliable public transportation helps community members reach grocery stores, markets and essential services.



Pictured above: Bledsoe and Transit Ambassadors Elizabeth Vos and Steve Labra



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

Planning & Capital Projects Report, March 2026

To: President & CEO Jennifer Pyrz
From: Chief Development Officer Brooke Thomas
Date: March 11, 2026

STRATEGIC PLANNING

IndyGo Strategic Plan

Efforts to revisit and update IndyGo's Strategic Plan continue. This work includes collaborating with department leadership to identify strategies aligned with the agency's three priorities - Protect Frontline Workers, Increase Ridership, and Prioritize Long-Term Stability - and creating detailed objectives that will guide staff actions toward those priorities and strategies. Emphasis is being given to incorporating recommendations from the Fiscal Sustainability Study directly into the Strategic Plan framework.

Sponsored Rides Program Development and Technology Upgrade

The Strategic Planning team continues to define the future state of the Sponsored Rides program. This work includes determining how the program will be integrated into the Masabi e-fare collection system's Partner Portal and establishing the processes required for implementation. The team is prioritizing the transition of existing school partners and participating students to the new MyKey+ fare system by the start of the 2026–2027 school year. In parallel, the team is planning for the transition of employers and organizations who currently use IndyGo's House Accounts, including the IndyGo Foundation, to purchase paper fare passes for their employees or clients.

Section 5310 & 5339 Call for Projects

IndyGo released the application packet for these call for projects late in 2025, with a deadline in early February 2026. IndyGo is currently reviewing applications with a planned deadline for April to tentatively award funds from the latest CFP. For Section 5310 funds, IndyGo received nine applications, including three new subrecipients. The total request is being confirmed, but at present, the requests exceed the amount advertised for the 2025 CFP. IndyGo staff will work to prioritize these requests over the next couple of months. For Section 5339 funds, IndyGo received one application. The request does not exceed the amount advertised.

IU-Indy SPEA Peterson Fellowship – Interviews for School Year 2026-2027

The partnership between IndyGo and IU-Indy School of Public and Environmental Affairs (SPEA) continues for school year 2026 –2027. IndyGo staff will review submitted applications and cover letters

and interview selected candidates to serve for the school year. Selected candidates rotate between IndyGo, the Indianapolis Airport Authority, and the City of Indianapolis over the course of a school year, including the summer semester. Applicants are graduate students who are interested in public service after they graduate. IndyGo has participated in this fellowship since the 2020-2021 school year. Projects that Peterson Fellows have supported include the Customer Perception Survey.

ENGINEERING & CONSTRUCTION

Purple Line Bus Rapid Transit

The construction management team continues to work with each vendor to ensure that they have fully complied with all contractual obligations. The team is 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. Regular meetings with key stakeholder groups continue as well. Construction west of Harding St to Eagle Creek is underway. Roadway work has been mobilized at the intersection of Southeastern Avenue and Washington Street, and a 90-day eastbound closure is in place. With weather warming up concrete and asphalt plants have resumed their operations resulting in greater productivity on the construction work. This trend is expected to continue with a busy 2026 construction season. BRT station work is progressing, with many stations beginning to take shape. 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

IndyGo is on track to activate TSP along local Route 37 – Park 100 in May. 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.

Capital Avenue Pavement Marking Modification Pilot

Over the past several years, there have been numerous incidents between IndyGo buses and motorists along the Capitol Avenue segment of the BRT network. After viewing video footage and reviewing incident reports, it was determined that the primary issue is when motorists who are traveling southbound turn into or in front of a southbound BRT bus. Along this corridor, anyone traveling southbound and needing to turn east is supposed to use the Bus and Turn (BAT) lane. Instead, motorists stay in the general traffic lane – a thru lane – until they reach or enter the intersection where they abruptly turn east crossing over the BAT lane and the dedicated lane used by northbound buses.

Throughout 2025, IndyGo worked with the Department of Public Works to identify ways to modify the corridor to mitigate or eliminate the issue. The proposed solution requires removing and redoing some of the pavement markings to make things more intuitive for motorists. Changes will be made along several blocks of Capitol Avenue this year. The team will continue to monitor the incidents that occur along this entire corridor to determine if more areas along Capitol Avenue need to be modified in the same way.

Julia M. Carson Transit Center Washington Street BRT Docking

Construction of two BRT docking bays on the Washington Street side of the CTC is still anticipated to begin in 2026. IndyGo put this project out to bid in November 2025 in anticipation of selecting a contractor before the end of the year; however, only one bid was received, and it included a project total that was over IndyGo's independent cost estimate. The project team has revised their solicitation approach and plans to re-bid the project in April 2026.

Pavement Asset Management Plan

In 2025, IndyGo identified a need for improved measurement and management of bus-only lane assets in its BRT and local route network. A pavement asset management planning effort is underway. It will produce a standalone report of IndyGo's on-street pavement assets with a suite of options for rehabilitation and repair in the near term. Using the consultant's software program, it will also result in an inventory of existing pavement conditions and actionable plans for best-practice maintenance strategies over multiple years based on budget constraints. This planning phase is anticipated to be completed in June 2026.

On-Call Pavement and Pavement Markings Maintenance

In accordance with the Interlocal Coordination Agreement between IndyGo and the City of Indianapolis, IndyGo plans to solicit services for on-call pavement maintenance and on-call pavement markings maintenance in the second half of 2026. Informed by the Pavement Asset Management Plan (see above), these services will allow IndyGo to secure multi-year contract rates for best-practice pavement life cycle maintenance activities. Additionally, the services will help IndyGo maintain the specialized pavement markings associated with BRT and bus-only lanes.

Real Time Signage Without Grid Power

By design, IndyGo's Super Stops locations are higher-quality, multi-amenity bus stops. The costs to extend power from the electrical grid to some of the stops in the Super Stops 2.0 project were so high, real-time signage was removed from the scope of work. This introduced an inconsistent customer experience that IndyGo would like to correct, provided that the agency can find a cost-effective way to add real-time signs. Technological advancements for transit passenger signage solutions (sometimes referred to as passenger information displays, or PIDs) have advanced to the point that some solutions do not require grid power to function. IndyGo staff are preparing a Request for Information and Demonstration Project to learn more about the solutions that exist in the market today. It is anticipated that the RFI will be issued in the second half of this year.

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 of the Near Eastside Bus Stop project, which included improvements to 76 bus stops, is now complete. The next package of bus stop improvements will begin construction in mid-2026 to include improvements to 43 bus stops on the far eastside.

FACILITY PROJECTS**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. This project is currently out for solicitation with

bids due mid-March. If successful, the lowest responsive and responsible contractor will be presented to the IPTC Board of Directors at their regularly scheduled meeting in April.

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. Construction is planned to begin in April and should take less than two months to complete.

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

This project will improve the access drive from Harding Street back to the salt barn near the 1501 West Washington Street property from asphalt to heavy duty concrete. Staff are updating the bid package for release in Q2 of 2026 with construction occurring into Q3 of this year.

East Campus Fleet Operations and Maintenance Facilities

This project will result in the addition of a bus maintenance and storage facility at IndyGo's East Campus location. The project is progressing design from 30% to 60% level of design. Staff have completed the interview process for the Construction Manager as Constructor and are prepared to present an action item for award of the CMc contract at the regularly scheduled IPTC Board of Director's meeting on April 16, 2026. As a reminder, on February 20, 2026, the FTA approved IndyGo's request to exercise its eminent domain authority to acquire the project site. In accordance with the FTA's and the Board's prior authorizations, IndyGo is in the process of filing an action for condemnation.

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 has preliminary drawings complete with technical specifications being developed. The work will be put out for solicitation near the second half of the year. The actual demolition cannot begin until IndyGo's paratransit operations have been relocated to a nearby facility, which is expected to occur over the next several months.

CTC-Interior Renovations Project

This project will evaluate and reprogram interior spaces within the CTC to better serve passengers, enhance safety, and improve the functionality of staff operational areas. The effort will focus on ensuring the building works more effectively for both transit riders and the staff who operate the facility by addressing physical constraints and improving separation between public and operational spaces. Staff will engage an architectural and engineering team through a request for qualifications process and intend to submit the professional services contract for Board approval in May. Planning and design services are anticipated to occur throughout 2026, with construction of the renovations planned for 2027.

Respectfully submitted,

Brooke Thomas, AICP
Chief Development Officer

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

Report to the IndyGo Board

To: IndyGo Chair and Board of Directors
From: IndyGo Foundation Executive Director, Emily Meaux
Date: March 12, 2026

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

- IndyGo Foundation is launching a giving campaign in conjunction with Transit Teammate Appreciation week next week.
- Registration for the *2026 IndyGo Foundation Golf Outing: Driving Access* is open. <https://www.indygo.net/foundation/iptf-golf-outing/>

2026 Solicitations Summary as of 3/12/26 (digital communications not included):

Donor Meetings: 14

Mailed Solicitation Letters: 70 (plus 199 will be mailed next week)

Grant Applications: 8 requesting \$736,000 (plus 3 letters of inquiry/concept applications)

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

- In January/February our Program Manager, Jennifer Griggs completed 5 visits with nonprofit partners and attended 3 Indy Chamber events.
- Nonprofit bus pass sales through February are \$60,771 (25% to goal for the year).
- Nonprofits continue to ask about the transition to MyKey+ and our team looks forward to seeing the Partner Portal soon.

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

- The Foundation Board's next meeting is virtual on March 27 at 11am.

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

- Foundation Staff all have annual performance goals that are measured monthly and have had their first quarterly performance check in with the Executive Director.
- Fundraising team is using Raiser's Edge to guide weekly moves management meetings.
- We purchased this year's subscription to Quickbooks through TechSoup to save over \$2,000 and have successfully transitioned financial data to the new account.

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

Operations Division Report – February 2026

To: Jennifer Pyrz, President and CEO
From: Annette Darrow, COO
Date: March 19, 2026

SERVICE PLANNING

SCHEDULING AND PLANNING:

Service Scheduling has completed the development of new schedules and run cuts for Bid 2606, establishing updated operator needs for upcoming service changes. The team is now finalizing bus requirements and collaborating with Training to assess potential turning constraints on Routes 5 and 21. Additionally, an analysis is underway to determine the appropriate allocation of buses to the East Campus based on current fleet bookings. Further updates will follow as Bid 2606 data is fully integrated

BUS AND OPERATOR NEEDS

Bid	Operators				Coaches				
	Total Operators	Bidding Operators	Extra Board Operators	Estimated Sick List	Total Buses	40' Diesel Buses	40' Hybrid Electric Buses	60' Electric BRT	60' Diesel BRT
Bid 2602	468	423	70	45	151	70	43	38	0

Definitions

Total Operators:	Total number of employed bus operators, including those on leave, suspension, or in training.
Bidding Operators:	Employed bus operators who are approved to work.
Extra Board:	Biddable work duties that are not assigned to specific blocks generally 15% of bid blocks.
Estimated Sick List:	Number of Total Bus Operators that are not assumed to bid in the upcoming Bid.

Service Planning and Capital Projects completed the land entitlements and rezoning process for the Eastside Mobility Hub, including securing City approvals and initiating discussions to acquire an adjacent parcel needed for planned access improvements. Concurrently, engineering work for the Far Eastside bus stop improvement package has been finalized. Phase One bid documents are now being prepared for spring, while Phase Two will require additional funding and right-of-way acquisition. To support this effort, Service Planning is pursuing external grants, including a recent AARP request to help fund improvements near senior living facilities.

OPERATION PERFORMANCE:

A significant amount of time has been dedicated to identifying operational opportunities within the Paratransit Department. Findings have been documented and are being used to develop an action plan to review multiple areas, including the Voucher Program, Green and White voucher programs, the RFP for new software procurement, reporting, and fare-related challenges.

Work has also begun on the Statement of Work for new paratransit scheduling software. We are working closely with the PMO team to gather stakeholder pain points and translate them into system requirements.

Another key effort is the Fare Transition Plan in preparation for the new fare collection system scheduled to launch in July. An action plan has been developed and will be presented to leadership for review, with a tentative timeline of the end of March.

FIXED ROUTE RIDERSHIP:

Feb-25	Feb-26	% Change	IndyGo Fixed Route Ridership	YTD 2024	YTD 2025	% Change
7,748	8,533	10.1%	2 E. 34th St.	14,821	16,618	12.1%
19,680	26,128	32.8%	3 Michigan St.	40,365	49,747	23.2%
6,812	8,207	20.5%	4 Community North	12,939	16,858	30.3%
6,545	8,304	26.9%	5 E. 25th	13,071	16,603	27.0%
3,931	5,915	50.5%	6 N. Harding	7,653	11,147	45.7%
65,171	73,008	12.0%	8 Washington St.	131,688	145,498	10.5%
54,327	63,528	16.9%	10 10th St.	106,364	123,310	15.9%
6,986	9,301	33.1%	11 E. 16th St.	14,190	18,055	27.2%
4,911	4,743	-3.4%	13 Raymond	9,227	9,453	2.4%
7,897	8,594	8.8%	15 W 34th St	16,353	17,019	4.1%
6,745	7,043	4.4%	16 Beech Grove	13,401	14,005	4.5%
8,790	11,000	25.1%	19 Broad Ripple	16,679	21,524	29.0%
8,930	9,270	3.8%	21 East 21st St.	17,732	18,395	3.7%
5,647	8,348	47.8%	24 Mars Hill	10,981	16,964	54.5%
10,515	15,573	48.1%	25 W. 16th St.	21,333	30,522	43.1%
18,434	24,605	33.5%	26 Keystone	35,924	46,680	29.9%
4,727	5,867	24.1%	28 St. Vincent	9,173	11,824	28.9%
4,360	4,314	-1.1%	29 County Line Road	8,472	8,579	1.3%
6,895	9,784	41.9%	30 30th St. Crosstown	13,193	18,831	42.7%
7,139	9,048	26.7%	31 US 31	13,867	18,350	32.3%
15,708	17,690	12.6%	34 ML King/Michigan Rd.	30,990	35,049	13.1%
18,251	21,183	16.1%	37 Park 100	35,494	40,849	15.1%
4,565	4,969	8.8%	38 W 38th St.	8,876	9,526	7.3%
3,338	5,430	62.7%	56 Emerson	7,179	10,640	48.2%
6,681	8,371	25.3%	82 East 82nd Street	13,178	16,607	26.0%
6,543	6,658	1.8%	87 Eastside Connector	12,958	13,701	5.7%
70,988	59,905	-15.6%	90 Red Line - BRT	144,869	119,203	-17.7%
93,080	70,152	-24.6%	92 Purple Line - BRT	179,533	140,923	-21.5%
22,960	4,783	-79.2%	Others	50,983	8,821	-82.7%
508,304	520,254	2.4%	Total	1,011,486	1,025,301	1.4%

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

TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH-

COACH OPERATOR 10455 ELJA CLAY

Elja Clay has been selected as IndyGo’s March 2026 Employee of the Month for his outstanding dedication, professionalism, and unwavering commitment to safe and reliable service. Elja is a steadfast Coach Operator who brings a quiet, focused presence to his work every day. He demonstrates confidence in his routes, supports fellow Operators in their success, and consistently avoids negativity—choosing instead to model positivity and professionalism. Riders and colleagues alike can trust that they are in good hands when Elja is behind the wheel. Mr. Clay also exemplifies humility and a commitment to continuous improvement. He accepts feedback from supervisors and managers with openness, applying it to strengthen his performance and service. His reliability, kindness, and consistent dedication make him a valued member of the IndyGo team.



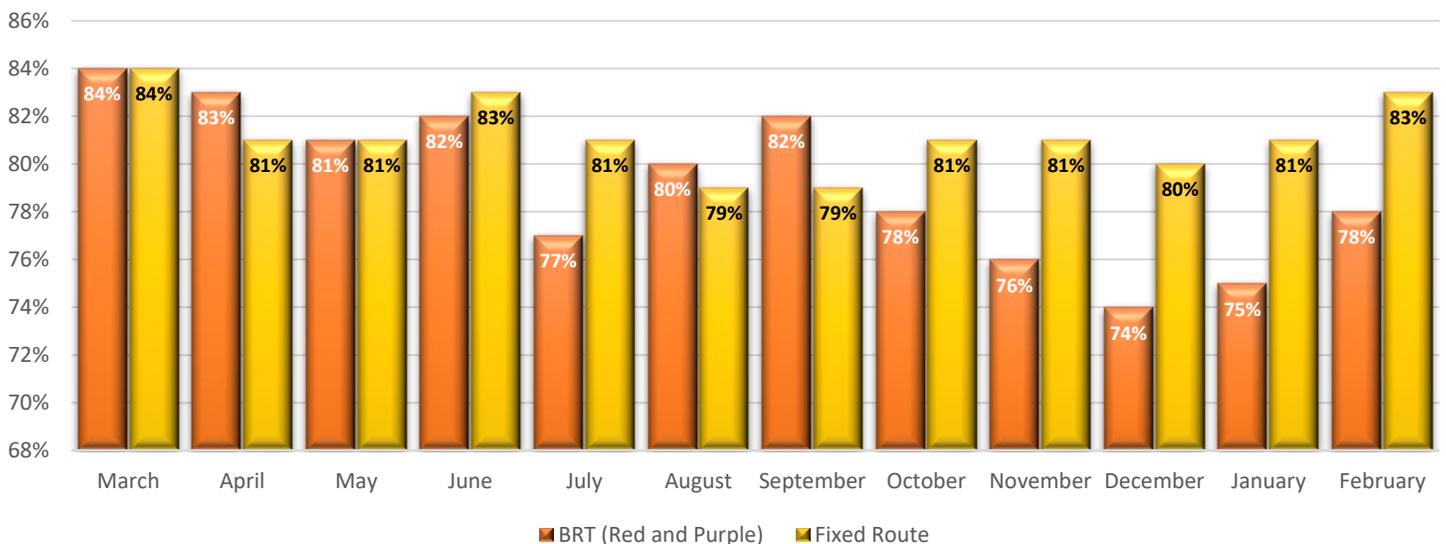
90% CLUB – COACH OPERATOR:

COACH OPERATOR 9191, KEARY BRADFORD

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

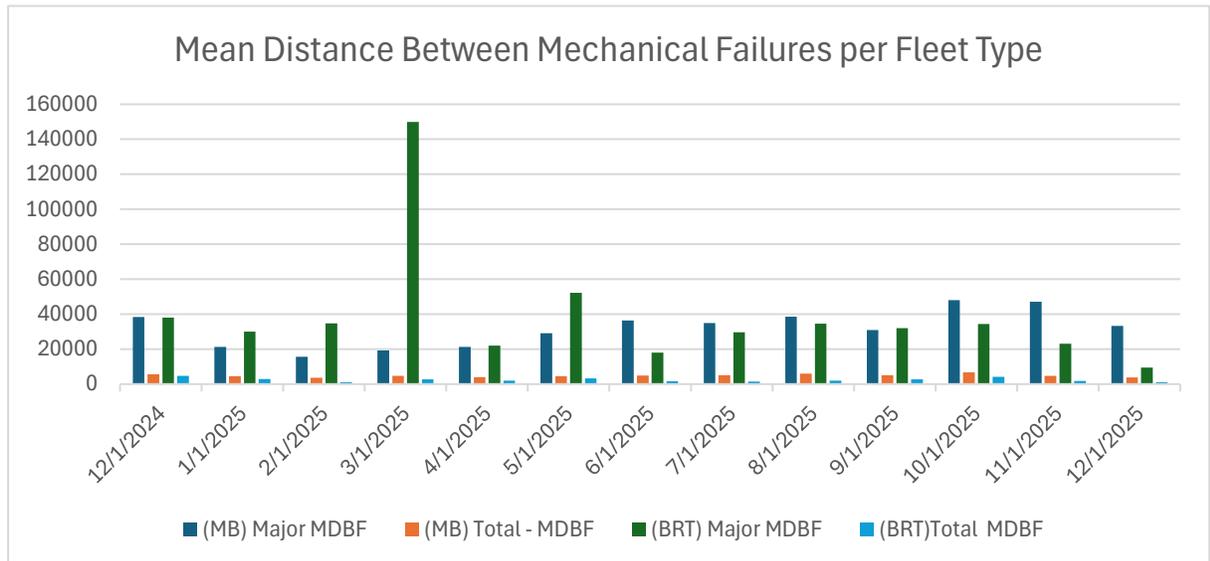
FLEET SERVICES:

In December, 45 vehicle requests were received for the motor pool. These are non-revenue vehicles available for business use.

There were 170 buses detailed of the 210 available in February. This gives the detail team a 80.95% completion rate. The goal is to detail every bus at least once per month.

IPTC has logged 8,600,256 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2026	529,102*	626,149*											1,155,251
2025	722,415	648,282	705,071	698,560	706,584	674,750	728,993	729,345	697,687	787,670	737,299	763,600	8,600,256
2024	713,790	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	645,123	676,722	705,206	676,098	700,044	684,871	715,211	8,204,895



*****TRACKING SYSTEM DOWN DUE TO CONSTRUCTION, UPDATES WILL BE PROVIDED ONCE RESTORED.**

SECURITY

Operations Division Report – February 2026

Security Dashboard

Overview of security and fare enforcement activity for February 2026 across the transit system.

Key Security Metrics – February 2026

Metric	February 2026	2026 YTD	Notes
Fare Inspections Conducted	12,992	31,521	Inspections on Red Line and Purple Line services
Fare Compliance Rate	90.2%	89.3%	Riders possessing a valid fare at inspection
Fare Notifications Issued	224	656	Riders without a valid fare who declined to purchase
Fare Education Interactions	1,049	2,718	Riders who purchased fares after receiving education
Social Service Contacts	32	58	Individuals engaged by the Social Services Coordinator
Social Service Referrals	32	53	Referrals to partner support agencies

High Fare Compliance

Fare compliance remained strong in February at 90.2%, indicating that the majority of passengers inspected possessed valid fare.

Education Supporting Compliance

Over 1,000 riders purchased fares after receiving fare education from inspectors, demonstrating the effectiveness of fare education in improving compliance.

Inspection Focus During Weekday Service

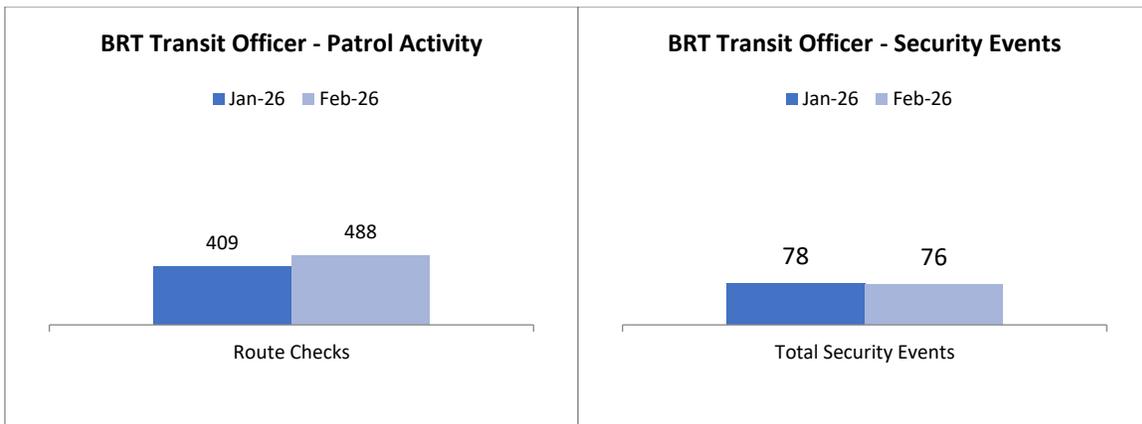
Approximately 78% of inspections occurred on weekdays, aligning with the system's highest ridership periods.

Referrals

Individuals who were referred to partner service organizations such as Horizon House, RDOOR, and Wheeler Mission Outreach. Not all individuals requested referrals; some contacts involved general assistance or transit-related information only.

The charts below show a breakdown of all activities performed by Law Enforcement Officers (LEOs) to monitor the Julia Carson Transit Center, BRT Stations, and Fixed Routes.





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.

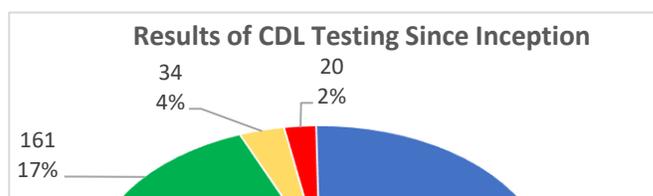
NOVEMBER 2025 CLASSES:

Trainees with Permit – 4
 Licensed (CDL) - 2

The IndyGo Academy provides training for new employees who join the organization without a CDL license. The table details the number of trainees who have successfully passed the CDL exam on their first, second, or third attempt, as well as those who were unable to pass after three attempts. The chart below shows the success rate from the inception of the program. February test percentage of cadets who passed on first attempt 2026 – **40.00%**

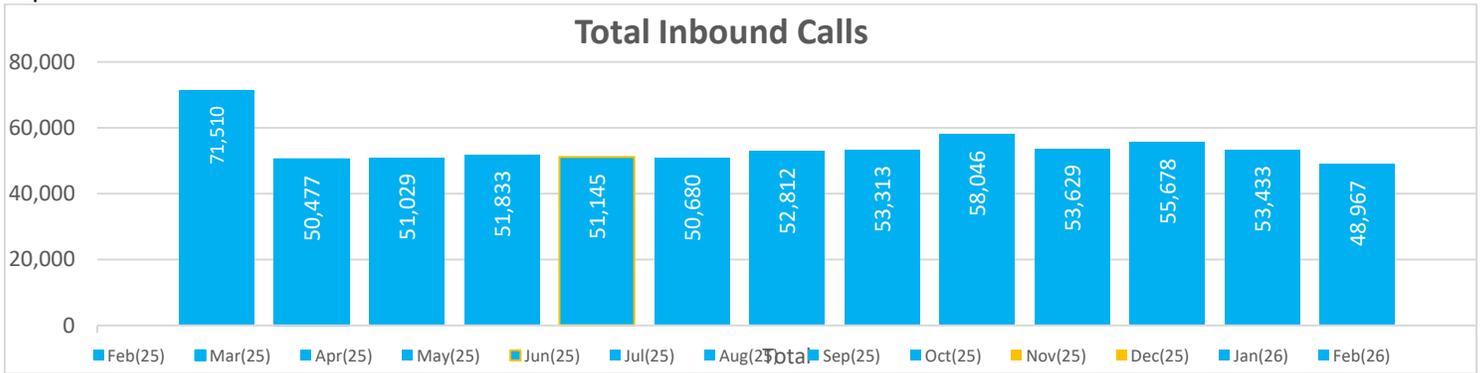
MONTH	SCHEDULED	1ST ATTEMPT	2ND ATTEMPT	3RD ATTEMPT	FAILED
January	4	2	2	0	0
February	5	2	2	1	0
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

February test percentage of cadets who passed on first attempt 2026 – **40.00%**

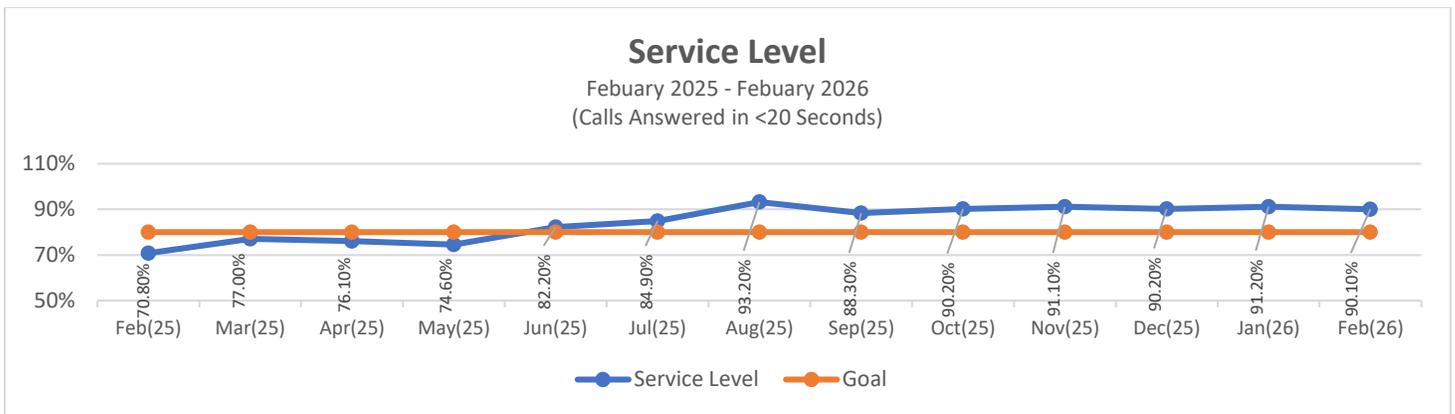


MOBILITY SOLUTIONS

February customer engagement trends demonstrate continued progress toward IndyGo’s digital-first support strategy. Call volume declined 8.36% from January and 31.52% year-over-year, while online complaint submissions increased and detour-related inquiries stabilized—clear indicators that riders are increasingly adopting self-service tools and reducing reliance on phone support. This shift continues to support long-term operational efficiency and improved customer experience outcomes.

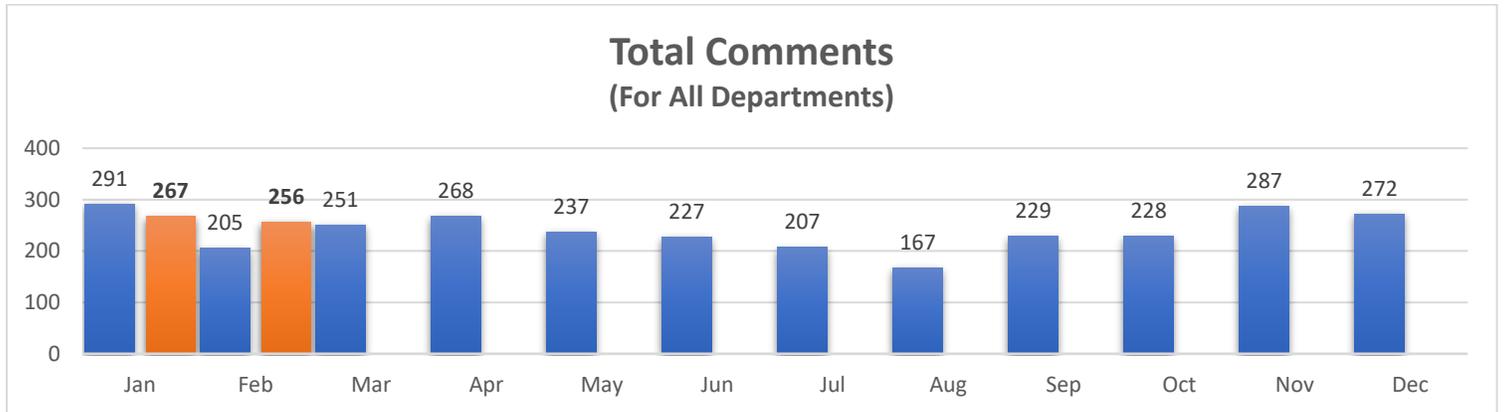


February Service Levels decreased slightly to 90.10%, down from 91.20% in January—a 1.21% reduction. Despite this change, performance remained well above the 80% minimum requirement throughout the month. These results reflect effective utilization of the Talkdesk platform and strong operational oversight. Care Center leadership will continue to prioritize consistent monitoring to maintain performance stability and ensure the delivery of reliable, high-quality service.



In February, IndyGo received 256 customer comments, reflecting a 19.92% year-over-year increase and a 4.12% decrease from January. Feedback was primarily concentrated within Fixed Route services, with themes centered on pass-by incidents, safety, schedule adherence, and operator courtesy. Mobility Solutions experienced a modest reduction in schedule- and courtesy-related concerns. Despite these issues, compliment levels remained steady across both service areas, signaling continued positive customer experiences. The ongoing shift toward digital self-service tools also contributed to reduced

reliance on phone-based support, supporting IndyGo’s broader goals to enhance efficiency and improve the customer experience.



IndyGo Access Ridership

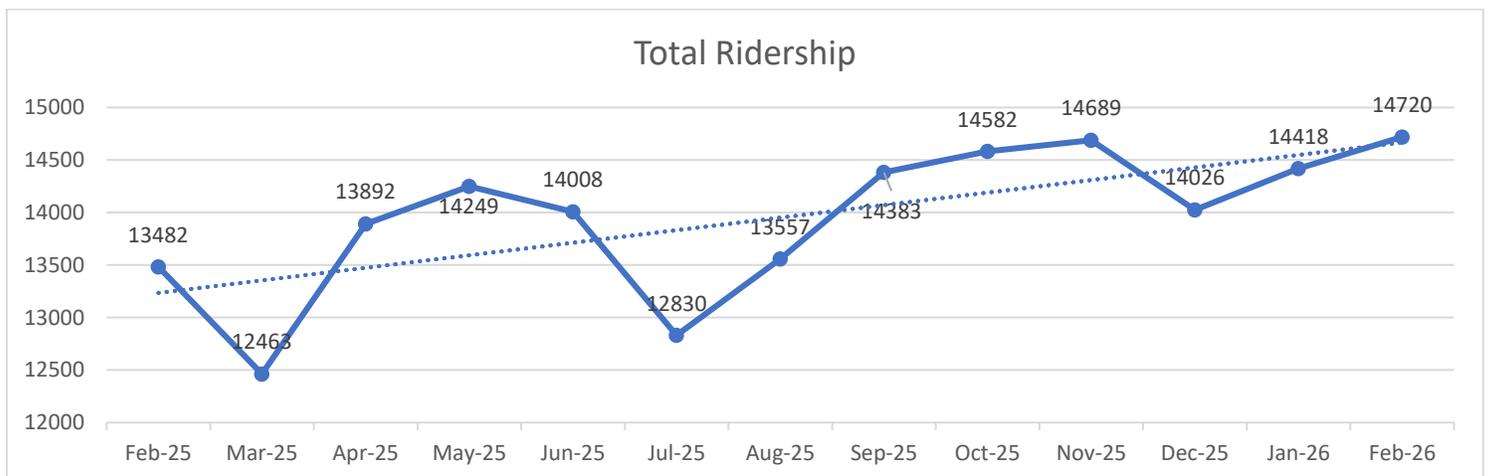
IndyGo Access continues to demonstrate strong performance in February, with ridership and key service quality metrics reflecting positive momentum across the system. Total ridership increased in February, extending the upward trend observed across the past year. This consistent growth suggests stable demand and effective service delivery for paratransit riders.

Operational reliability also remained high. On-Time Performance (OTP) reached 97.7%, a notable improvement from December’s 96%, and well above typical industry benchmarks. The 12-month rolling OTP has risen to 94.58%, reinforcing sustained operational discipline and trip-timeliness.

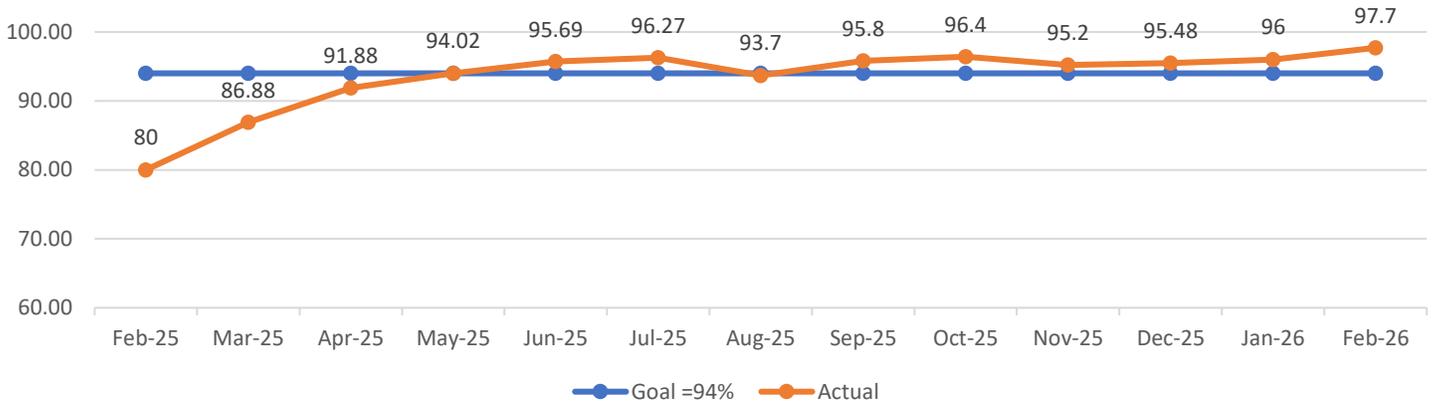
Productivity levels remained steady, with Passengers Per Hour (PPH) at 1.37, consistent with the longstanding 12-month average of 1.36. While relatively flat, this stability indicates efficient resource utilization amid fluctuating ridership patterns.

A particularly strong performance area is Drop-Off Appointment Time, which achieved 97.78%, exceeding the 95% target by a wide margin. The 12-month average of 92.59% also continues to improve, highlighting effective coordination and customer-focused scheduling.

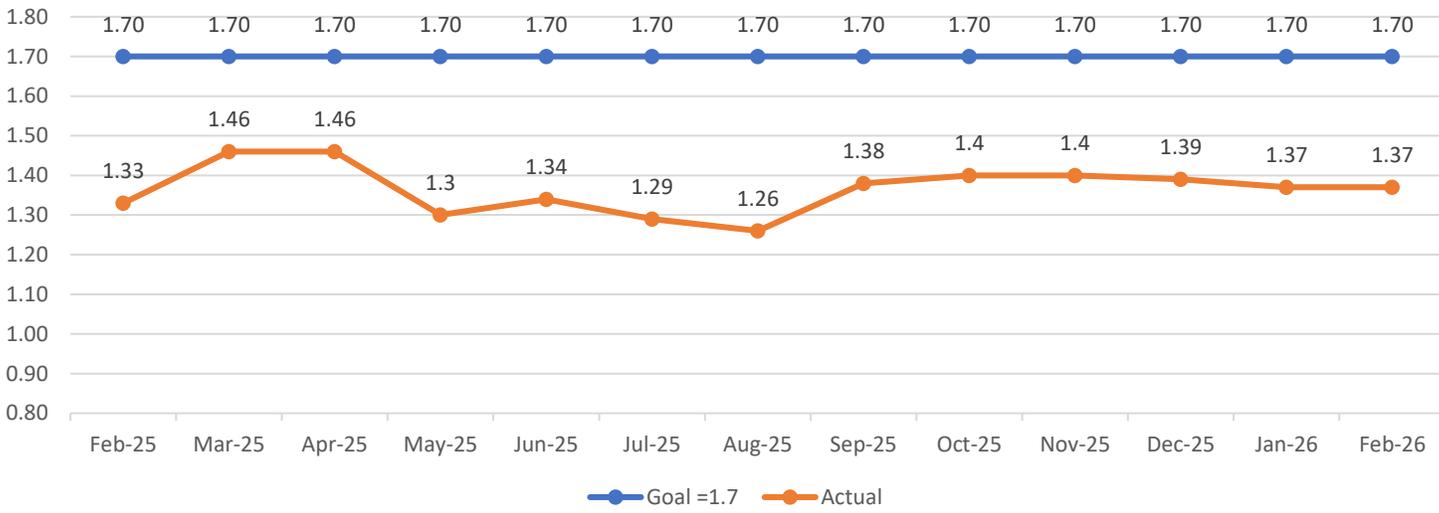
Overall, February’s results reflect a system operating with high reliability, stable productivity, and rising ridership—signaling strong performance and continued support for customer mobility needs.



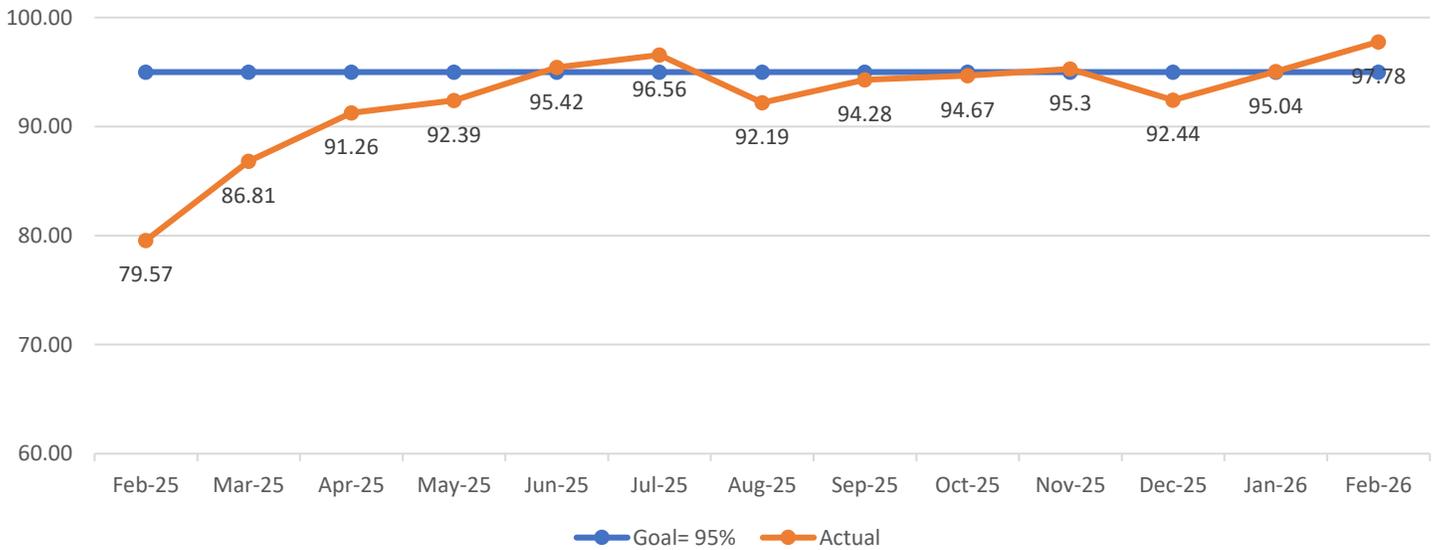
On Time Performance



Productivity/Passenger Per Hour (PPH)



Drop off Appointment Time



DATE: March 13, 2026
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 – February 2026

The Risk and Safety Division is responsible for ensuring agency-wide compliance with all Federal Transit Administration (FTA) safety and risk-related requirements. This includes oversight of the Drug and Alcohol Program (49 CFR Part 655) and implementation of the Safety Risk Reduction Program under the Public Transportation Agency Safety Plan (PTASP, 49 CFR Part 673). The Division's work is central to maintaining safe operations, reducing risk exposure, and fostering a strong safety culture across the organization. This Board Report provides an overview of current safety compliance activities and highlights our performance against key safety and risk-related performance indicators established in alignment with the FTA's National Public Transportation Safety Plan.

- On February 5th, the IPTC Safety and Security Committee met to discuss the agency's 2026 Key Performance Indicators (KPI's) and safety targets. Several of the measures are targeted at a three to five percent reduction for continued safety performance. The 2025 end of year metrics showed improvement in some categories, and others reported that additional emphasis is needed. The current measurable goals and their definitions are included below within this report.
- During February of 2026, two Federal Transportation Administration (FTA), Reasonable Suspicion Drug and Alcohol training classes were held. During these two-hour classes, supervisors and directors are educated about the signs and symptoms in behavior observation to determine if an employee is fit for duty. This training is given to supervisors every two years or to recertify. Performing these assessments can be challenging due to emotions and compassion; however, these factors are to be removed from the process to only use facts and reasonable evaluations in determining if an employee is fit for duty. This is a necessary daily part of supervision to help keep our employees, riders, community, and public transportation safe.
- On February 20th, the IPTC risk and Safety and Security departments conducted a planned exercise with staff for an active shooter or workplace violence event. The drills were conducted at the 1501 Headquarters and at 9503 E 33rd Street IndyGo locations. During the planning and drill, several outside agencies were notified and or participated in the event, including the Indianapolis Metropolitan Police Department (IMPD), Indianapolis Fire Department (IFD), Indianapolis Emergency Medical Services (EMS), Lawrence Police Department, Nolan Security, and several others. During the exercise, knowledge, response, and actions were tested and evaluated by staff. This coordinated exercise, with safety being the primary focus, involved safety and security staff, actors, and an evaluation team to document responses. The confidential data collected will be valuable in promoting and reeducating staff for the preparation of such an event if it were to occur. More information will be shared internally with leaders when available.

FEBRUARY 2026 SAFE DRIVER'S RECOGNITION



We proudly recognize the following operators for demonstrating exemplary safe driving practices throughout February 2026. 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
Anthony White	3334	24	29
Patrcia Wilson	6792	17	27
Sean Cox	1190	15	25
Shundreline Merritt	9106	8	8
Earl Kimbrough	9003	6	9
Pierre Burnaugh	9640	5	7
Damon Alexander	10970	2	3
Cindy Marr	11490	1	2
Jessica Rayner	11730	1	1
Dior Turner	11588	1	1
Dawnetta Wilkins	11831	1	1
Angela Womble	10996	1	3
Tony Wooden	11593	1	1

Safety is at the core of IndyGo's mission and values. We congratulate the above-mentioned professional coach operators on achieving this milestone. Your performance helps make public transportation safer every day.

Thank you!



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 by 3% of the 3-Year Rolling Target Calculation (61) = <59
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	Reduce NTD Major Event Rate by 3% of the 3-Year Rolling Target Calculation (0.64) = <0.62
Collision Rate	This includes all collisions reported to NTD, divided by VRM.	Reduce NTD Collision Rate by 3% of 2025 (0.63) = <0.61
Pedestrian Collision Rate	This includes all collisions "with a person," as defined by the NTD, divided by VRM.	Zero collisions
Vehicular Collision Rate	This includes all collisions "with a motor vehicle," as defined by the NTD, divided by VRM.	Reduce NTD Vehicular Collision Rate by 3% of 2025 (0.61) = <0.59
Fatalities	This includes all fatalities as defined by the NTD	Zero fatalities
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero 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 fatalities
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries by <23 from 2025
Injury Rate	This includes all injuries as defined by NTD, divided by VRM.	Reduce NTD Injury Rate by <0.23 from 2025
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 NTD Transit Worker Injury Rate by <0.07 from 2025
Assaults on Transit Workers	This includes all assaults on transit workers as defined by NTD.	Zero assaults
Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD, divided by VRM.	Reduce NTD Transit Worker Assault Rate by 5% of the 3-Year Rolling Target Calculation (0.41) = <0.39
Preventable Accidents	This includes all preventable accidents for all modes, per the National Safety Council (NSC) definition of a preventable accident.	Reduce Preventable Accidents by 5% <319 from 2025
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 Accident Rate by 5% <3.17 from 2025

• VRM= Vehicle Revenue Mile



Risk Reduction Plan Key Performance Indicator's (KPIs) Data

3-Year Rolling Comparison - All Modes: (2023-2026)

