IndyGo SM

Board Report
April 16, 2026

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS AGENDA
Thursday, April 16, 2026, 4:00 PM

1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
2. **Awards and Commendations** (Presenter – Jennifer Pyrz)
1. **Committee Reports** (Presenters – Adairius Gardner, Greg Hahn)
    1. Service Committee Report – Adairius Gardner
    2. Governance and Audit Committee Report – Greg Hahn
2. **Regular Agenda** (Presenter – Greg Hahn)
    1. A-1: Consideration and approval of minutes from the Board Meetings held on March 19, 2026
    2. A-2: Consideration and approval of CMc contract – EC Garage construction (Presenter – Andrea Hermer)
    3. A-3: Consideration and approval of Amendment to IndyGo's Bus/BRT Shelter Cleaning & Maintenance Contract (Presenter – Andrea Hermer)
    4. A-4: Consideration and approval of Utility Reimbursement Agreement for Washington Street BRT Station Project (Presenter – Christian Cambron)
    5. A-5: Consideration and approval of new Board Member (Presenter – Emily Meaux)
    6. A-6: Consideration and approval of Amendment to the IndyGo 2018 Service Standards (Presenter – Ryan Wilhite)
    7. A-7: Consideration and approval of Amendment Number 2 to the Legal Services Contract with Hoover Hull Turner LLP (Presenter – Robert Frye)
    8. A-8: Consideration and approval of Bus Camera Equipment Contract (Presenter – Marcus Burnside)
    9. A-9: Consideration and approval of contractor for 1501 women's locker room renovation (Presenter – Sarah Stentz)
3. **Information Items** (Presenter – Greg Hahn)
    1. I-1: Finance Report (Presenter – Justin Burcope)
    2. I-2: Flowbird Extension (Presenter – Justin Burcope)
    3. I-3: Blue Line Design Services Allowance Update (Presenter – Matthew Duffy)
    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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April Board Meeting
Awards and Commendations

IndyGo March 2026 Safe Drivers

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

Operator	Years of Safe Driving	Years of Service
Calvin Cargile	21	32
Efrain Amaya	20	23
Tenisha Baine	18	26
Jeffrey Howard	16	17
Mamadou Goudiaby	13	17
Loc Nguyen	13	15
Paul Person	13	18
Michael Williams	13	24
Calvin Jackson	10	17

21 Years of Safe Driving

Calvin Cargile
Coach Operator, Fixed Route
32 years of service to IndyGo

April Operations Employee of the Month

Nakia Anne King
Coach Operator, Fixed Route

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March 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 March. 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
Calvin Cargile	869	21	32
Efrain Amaya	224	20	23
Tenisha Baine	6978	18	26
Jeffrey Howard	8141	16	17
Mamadou Goudiaby	8185	13	17
Loc Nguyen	8325	13	15
Paul Person	8128	13	18
Micheal Williams	6710	13	24
Calvin Jackson	8213	10	17
Jonathan Jackson	8739	8	11
Tamara Smith	8629	8	12
Danny Bell	9355	7	7
Joel Boston	8758	5	11
Janice Williams	10066	4	4
Najieb Murphy	9908	3	5
Tamika Overton	10309	3	4

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Vincenzio Libertini	11148	2	2
Dejuan Hurt	10977	1	2
Semaj Wright	11458	1	2

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

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Service Committee Chairperson Report – April 2026

To: Board of Directors
Through: President and Chief Executive Officer Jennifer Pyrz
From: Service Committee Chair Adairius Gardner
Date: April 16, 2026

ACTION:
A report of the meeting of the Service Committee held on April 9, 2026, presented at the Board of Directors meeting on April 16, 2026.

RECOMMENDATION:
Receive the report.

Adairius Gardner
Service Committee Chair's Report
April 9, 2026

The Service Committee met on April 9, 2026, at 8:30 AM. In attendance were Committee Chair Adairius Gardner, Member Stephanie Quick, and Member Stan Smith, who attended virtually, establishing a quorum.

The Committee heard and accepted the following items:

1. I-1: Mentorship & Apprenticeship Program (Presenters – Cheryl Purefoy, Beth Bowling)
2. I-2: Customer Perception Survey Results (Presenter – Molly Freeman)
3. I-3: June Bus Service Changes (Presenter – Annette Darrow)
4. I-4: Near Miss Safety Study (Presenter – Christian Cambron)

Mr. Chair, that concludes the report.

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Governance and Audit Committee Chairperson Report – April 2026

To: Board of Directors
Through: President and Chief Executive Officer Jennifer Pyrz
From: Governance & Audit Committee Chair Gregory Hahn
Date: April 16, 2026

ACTION:
A report of the meeting of the Governance & Audit Committee held on April 9, 2026, presented at the Board of Directors meeting on April 16, 2026.

RECOMMENDATION:
Receive the report.

Gregory Hahn
Governance and Audit Committee Chair's Report
April 9, 2026

The Governance & Audit Committee met on April 9, 2026 at 10:00 a.m. In attendance were Chair Gregory Hahn and Members Adairius Gardner and Richard Wilson Jr., establishing a quorum.

The Committee heard and accepted the following items:

Audit Reports:
1. 2026-1: Motor Pool Vehicle Request Review (Presenter – Amy Summers)
2. 2026-2: Training Review (Presenter – Brian Atkinson)
3. 2026-3: Active Shooter Training Review Summary (Presenter – Amy Summers)
4. 2026-4: Payroll Review (Presenter – Brian Atkinson)

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

Mr. Chair, that concludes the report.

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March 2026 Board of Directors Meeting Minutes

IndyGo
3/19/2026 4:00 PM EDT
@ 9503 E 33rd St- IndyGo HQ

Attendance

Present:
Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Mary Ann Fagan, Adrianne Slash, Stan Smith and Stephanie Quick
Staff: Jennifer Pyrz, Robert Frye, Carrie Black, Marcus Burnside and Justin Burcope

Absent:
Members: NONE

Guests:
NONE

1. **Call to Order and Roll Call** (Presenters – Gregory Hahn, Robert Frye)
   March Board Cover
   March 2026 Board Agenda

   Chairperson Hahn called the meeting to order at 4:07 p.m. Mr. Frye then conducted roll call. All seven members were present, thus establishing a quorum.

2. **Awards and Commendation** (Presenter – Jennifer Pyrz)
   Awards and Commendations
   February 2026 Safe Drivers Recognition

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

3. **Committee Chairperson Reports** (Presenter – Rick Wilson)

   1. Finance Committee Report – Rick Wilson
      Finance Committee Chairperson Report

      The Finance Committee Report for its meeting on February 19, 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 meeting held on February 19, 2026** (Presenter – Gregory Hahn)
   A-1 February 2026 Board of Directors Meeting Minutes

   Motion: Approval of Minutes from the Board of Directors held on February 19, 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, Adrianne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

2. **A-2: Consideration and approval of Microsoft Dynamics 365 license** (Presenter – Marcus Burnside)
   A-2 Microsoft Dynamics 365

It was recommended that the Board of Directors authorize the President & CEO to enter an agreement with Crowe LLP to provide D365 licensing for one year in an amount not to exceed $238,715

Motion: Approval of Microsoft Dynamics 365 license agreement. 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, Adrianne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

3. **A-3: Consideration of approval of contract with SmallPC Computer contract** (Presenter – Jennifer Pyrz)
   A-3 Small PC Computer

   It was recommended that the Board of Directors authorize the President & CEO to execute a contract with SmallPC Computer for passenger information display signs (PIDS) in an amount not to exceed $532,700.

   Motion: Approval of SmallPC Computer contract. Motion made by Director Wilson and seconded by Director Fagan. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrianne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

4. **A-4: Consideration of approval of amendment to the Fineline printing contract** (Presenter – Carrie Black)
   A-4 Fineline Option Year 2026

   It was recommended that the Board authorize the President & CEO to exercise the Year Two option on the Fineline printing contract and amend it to increase the amount from $650,000 not to exceed $775,000, effective April 1, 2026.

   Motion: Approval of amendment to the Fineline printing contract. Motion made by Director Slash and seconded by Director Gardner. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrianne Slash-AYE, Stan Smith-AYE. Motion carried 7-0.

5. Information Items (Presenter – Gregory Hahn)

1. **I-1: Finance Report** (Presenter – Justin Burcope)
   I-1: Budget to Actuals (Comparative Statement) 2.28.26
   Misc. Breakdown – February 2026

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

2. **I-2: Department Reports**
   PA Board Report March 2026
   R-2 Planning and Capital Projects Report 2026-3
   Foundation Report to IndyGo Board 3.12.2026
   Risk and Safety Board March 2026
   FEB 2026 Operations Division 3.2026

   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 4:28 p.m.

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Date of Memo: April 06, 2026
Board Meeting: April 16, 2026

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Sr. Director Capital Facilities Modernization and Asset Management Andrea Hermer

SUBJECT: Consideration and approval of award of construction manager as constructor contract to Shiel Sexton for the East Campus Fleet Operations and Storage Facilities Project

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ACTION ITEM A – 2

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a contract with Shiel Sexton to serve as the construction manager as constructor (CMc), and provide preconstruction services in an amount not to exceed $98,490 for the East Campus Fleet Operations and Storage Facilities Project.

BACKGROUND:

This project is to renovate an existing truck maintenance facility, along with constructing new fleet covered storage and fueling facilities on property adjacent to IndyGo's East Campus. This project increases IndyGo's fleet maintenance and service capacity while establishing a second operations base to serve IndyGo's expanding service routes.

The Board, through its prior adoption of Resolution 2023-1, approved IndyGo's use of the CMc delivery method, also referred to Construction Manager at Risk, for this project. This delivery method is advantageous as it enables progressive, integrated development through continuous, real-time input on constructability, cost, schedule, and risks, while allocating appropriate construction-related risks to the contractor. Having completed 30% design, the project is ready to benefit from input from the CMc.

DISCUSSION:

IndyGo issued a request for proposals for CMc services and received multiple qualified submissions. A structured evaluation process was conducted, including review of written proposals and interviews with shortlisted firms. Based on demonstrated experience, project approach, and overall value, Shiel Sexton was selected to be the CMc for this project.

As the selected CMc, Shiel Sexton will provide, over a 12-month period, preconstruction services in close collaboration with IndyGo and CDM Smith. Preconstruction services include cost estimating, constructability reviews, scheduling, and value engineering, to progressively develop the project and establish a guaranteed maximum price (GMP) at or near 100% design. Following agreement on the GMP, an amendment to the contract will be brought to the Board for approval authorizing construction services and pricing for the project.

FISCAL IMPACT:

This contract will be funded by local and federal dollars with budgeted funds included in the FY2026 capital budget appropriation.

DBE/XBE DECLARATION:

Shiel Sexton is partnering with Apogee Construction, a certified DBE, on this project. Shiel Sexton also submitted an open-ended DBE Performance Plan, as permitted under federal regulations, recognizing that under the CMc delivery method the project scope is not yet fully defined and DBE participation opportunities will be developed progressively through preconstruction and procurement.

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Date of Memo: April 06, 2026
Board Meeting: April 16, 2026

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Sr. Director Capital Facilities Modernization and Asset Management Andrea Hermer

SUBJECT: Consideration and approval of amendment to IndyGo's Bus/BRT Shelter Cleaning & Maintenance Contract

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ACTION ITEM A – 3

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute an amendment to the contract awarded to Shuck Corporation for Bus/BRT Shelter Cleaning & Maintenance pursuant to IFB 25-02-534. The amendment price is an amount not to exceed $135,000 and, with an approved amendment, increase the total contract price to $4,378,076.

BACKGROUND:

The IPE wood panels are a component of each Red Line station serving as a highly durable exterior cladding system. IPE wood is a hardwood known for its density, durability, and resistance to weather conditions. These panels also serve as a design feature presenting a fine-grained, natural wood appearance with rich reddish-brown tones. These panels require periodic maintenance to maintain their attractive color and finish. If not maintained, the wood panels weather, over time, and turn from their original color to a silver-gray appearance.

The Red Line stations were constructed in 2018-2019, and the IPE wood panels have not been treated since original construction. As a result, the wood panels have lost their original color and turned to a "weathered" and "grayed" appearance.

DISCUSSION:

The awarded contract is for cleaning, maintaining, and repairing IndyGo's bus shelters and BRT stations. The contract provides for a 3-year term, expiring August 31, 2028, and a total contract price in the amount of $4,243,076. The purpose of this amendment is to add specific responsibilities, specifications, and pricing for maintaining the Red Line Station IPE wood panels.

The added services include recommended cleaning, brightening, and applying transparent oil-based stains to all 34 of the Red Line stations. This work will be completed in 2026 with the goal of achieving a uniform baseline condition and appearance. Shuck will also develop a forward-looking maintenance plan to prevent these panels from reaching a weathered gray condition going forward. The scope and pricing for future maintenance of these stations, which is anticipated to be less, will be established in a subsequent amendment to this contract.

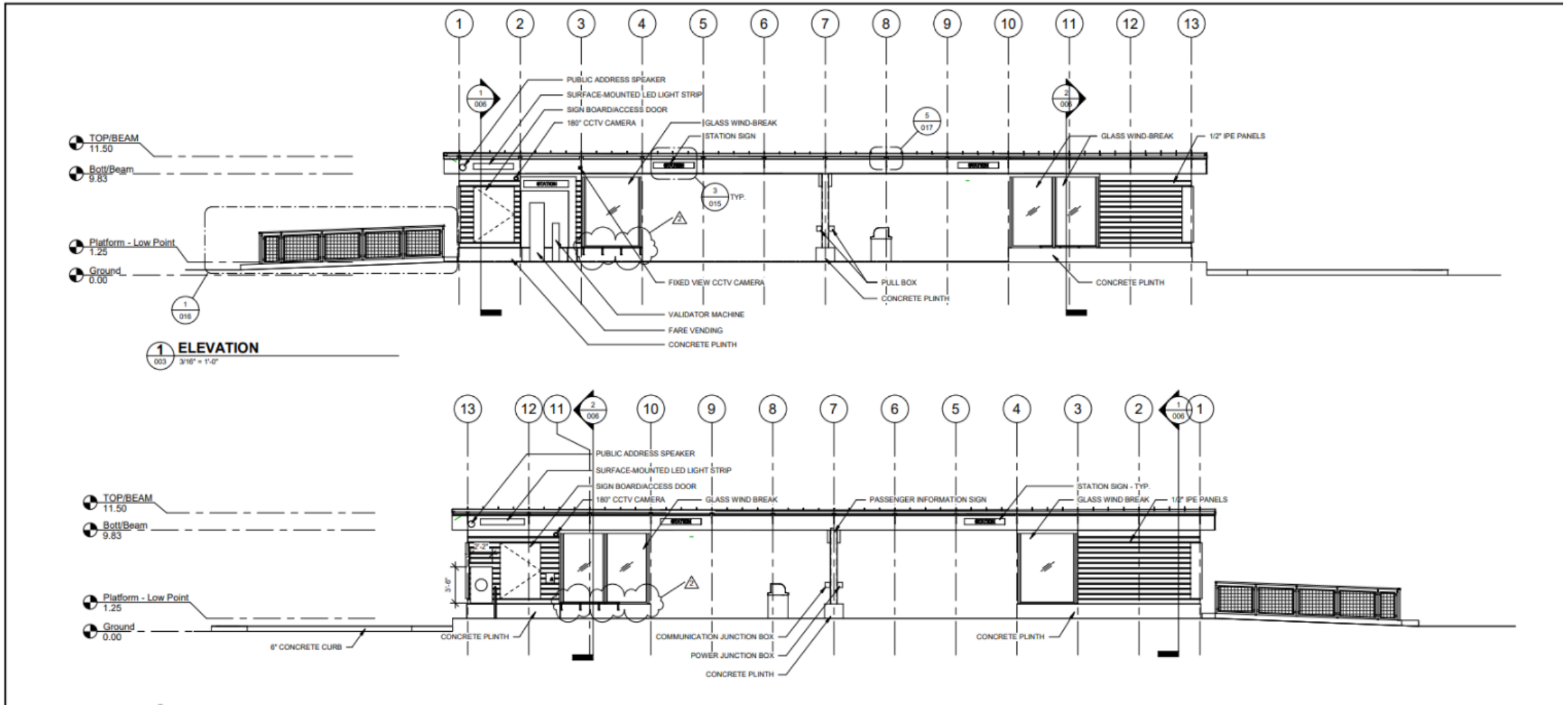
FISCAL IMPACT:

This amendment will be funded by budgeted funds included in the FY2026 operating budget appropriation.

DBE/XBE DECLARATION:

The amendment will incorporate XBE participation commitment consistent with that established in the existing contract stated as: MBE (2%), WBE (9.12%), VBE .77%, and DOBE (0%).

Red Line Center Station Elevation



Red Line Station Comparison – Treated vs. Untreated

RL-SB Troy Station

Photo taken 11/26/24

RL-SB University Station

Photo taken 11/26/24

Red Line – SB Troy Station
Before and After Wood Treatment Photos

Before

Photo taken 10/2/24

After

Photo taken 10/8/24

Red Line- SB Troy Station

50+Days After Wood Treatment Photos

Photo taken 11/26/24

Photo taken 11/26/24

Red Line – SB Troy Station

50+ Days After Wood Treatment Photos

Photo taken 11/26/24

Photo taken 11/26/24

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Date of Memo: April 07, 2026
Board Meeting: April 16, 2026

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Project Manager Christian Cambron

SUBJECT: Consideration and approval of a utility reimbursement agreement with Citizens Energy Group for the Washington Street Bus Rapid Transit (BRT) Station project

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ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a reimbursement agreement with Citizens Energy Group (Citizens) for an amount not to exceed $95,600 to relocate Citizens' facilities that conflict with the proposed Washington Street BRT Station project.

BACKGROUND:

The Washington Street BRT Station project (Project) will add two BRT bays with covered waiting areas on the north side of the Julia M. Carson Transit Center (CTC), on the south side of Washington Street near Delaware Street. The Project will be released for bid this month. Project utility relocation coordination to identify conflicts is well underway. A work plan outlining the scope of work required for the utility relocation is near completion.

The Revised Code of the Consolidated City and County of Indianapolis/Marion provides in Sec. 645-702 that the relocation of facilities for projects financed by the City's Department of Public Works (DPW) shall be done at the expense of the utility. DPW is not a funding partner on this Project. As such, it is IPTC's responsibility to reimburse the utility for the relocation.

DISCUSSION:

There is a fire hydrant owned by Citizens that conflicts with the Project design, requiring it to be removed or relocated. Citizens is the primary water, wastewater, and stormwater provider for the City of Indianapolis and Marion County. The relocation work is reimbursable and will be performed by Citizens.

The reimbursement agreement binds IPTC to reimburse Citizens for the relocation they perform according to their approved relocation work plan. Citizens agrees to complete the relocation within a specific time and under a maximum agreed-upon cost.

FISCAL IMPACT:

The cost of reimbursing Citizens for this work is part of the locally funded Project capital budget.

DBE/XBE DECLARATION:

Citizens is the utility owner and is performing the work itself. This is a reimbursement agreement and not a procurement of goods or services with subcontracting opportunities. Therefore, XBE goals are not applicable.

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Date of Memo: April 01, 2026
Board Meeting: April 16, 2026

BOARD MEMORANDUM

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

THROUGH: President/CEO Jennifer Pyrz

FROM: IndyGo Foundation Executive Director Emily Meaux

SUBJECT: Consideration and approval of new Foundation Board Member

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ACTION ITEM A – 5

RECOMMENDATION:

It is recommended that the IndyGo Board approve the appointment of Darryl Lockett to the IndyGo Foundation Board.

BACKGROUND:

The bylaws of the Indianapolis Public Transportation Foundation (dba IndyGo Foundation) require the Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) to approve Board Members for the Foundation. At their March 27th Board meeting, the IndyGo Foundation Board approved recommending Darryl Lockett for consideration by the IndyGo Board. Mr. Lockett would be replacing Jean Caster who has asked to step down from the Board due to not having the time to dedicate to the organization. Both Darryl and Jean work for Anthem. This change would keep the Foundation Board at 16 members.

Darryl Lockett is the Director of Whole Health & Health Equity, advancing strategies that improve outcomes for more than 700,000 Anthem Medicaid members and communities across Indiana. A recognized civic leader, Lockett has chaired the Steering Committee of the Central Indiana Racial Equity Fund, served as convening host of the Indianapolis Commission on African American Males, and contributed to the Business Equity Indy Impediments to Health Taskforce. In 2020, he propelled the Indy Day of Solidarity, a citywide convening of business, civic, faith, and community leaders, generating more than $75 million in commitments to advance racial equity in Indianapolis.

Previously, Lockett served as Executive Director of The Kennedy King Memorial Initiative (KKMI), leading initiatives to address racial disparities and expand civic participation. He secured a multiyear partnership with Pacers Sports & Entertainment to launch the Marvelous Potential program, developed the Good Trouble Program with Robert F. Kennedy Human Rights, led a $5.2 million capital campaign to redevelop Dr. Martin Luther King Jr. Park, and advanced federal legislation to secure National Park Service recognition for the Landmark for Peace Memorial.

Named to the Indianapolis Business Journal's Forty Under 40 Class of 2023, Lockett is a graduate of Howard University with graduate studies at Johns Hopkins University, executive education from Harvard T.H. Chan School of Public Health, and leadership training from McKinsey & Company. He and his wife, Dr. Amanda Washington Lockett, are proud parents of four children.

DISCUSSION: The prospective IndyGo Foundation Board Member presented for your consideration is Darryl Lockett.

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Date of Memo: April 02, 2026
Board Meeting: April 16, 2026

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite

SUBJECT: Consideration and approval of amendment to the IndyGo 2018 Service Standards

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ACTION ITEM A – 6

RECOMMENDATION:

It is recommended that the Board of Directors to amend the IndyGo Service Standards.

BACKGROUND:

IndyGo's Service Standards is a formal policy document that defines the agency's fixed route service, directs improvements, and helps guide future service decisions. Standards for service are used throughout the transit industry to monitor and measure service effectiveness. Standards and policies are also required and applied during the federally-required Title VI Program Update, specifically the Service Monitoring Report. IndyGo is required to update its Title VI Program every three years. IndyGo's last Title VI Program Update was submitted to the FTA in 2023. IndyGo is currently reviewing its policies, procedures and service to submit to the FTA its Title VI Program Update for 2026. Service standards are required for IndyGo, as part of the agreement for receiving Federal Transit Administration (FTA) funds.

The Service Standards was approved by the board on October 25, 2018. IndyGo updated its Service Standards to reflect the direction and philosophy of the Marion County Transit Plan. The document was amended in 2019 to rectify minor issues.

DISCUSSION:

IndyGo staff review and propose updates to the Service Standards following a comprehensive operational analysis (COA). The last COA, *2027 Transit Network,* was adopted by the Board of Directors at the end of 2023. In 2024, IndyGo staff reviewed the Service Standards with the assistance of a consultant. Proposed modifications were recommended and some of those recommendations are included in the proposed Service Standards.

Changes to the Service Standards for 2026 include updates to the productivity table, definition of off-peak and peak for certain metrics, modifications to the on-time performance standards, edits to process statements to reflect current practice, and general copy edits to improve readability. The modified productivity table is the most substantial change. The changes will better reflect how IndyGo customers are using the network and allow IndyGo to better benchmark its performance against the standards.

IndyGo held three public meetings to share the changes to the Service Standards, and other topics, to riders. The meetings were held at the Julia M. Carson Transit Center (CTC) on February 12 and February 14. Approximately 50

people attended each session, for a total of 150 attendees. There were no public comments or feedback verbally or provided online.

FISCAL IMPACT:

There is no expected fiscal impact for this action item.

DBE/XBE DECLARATION:

Not applicable.

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WHAT ARE SERVICE STANDARDS?

- Service Standards are **the goals that transit agencies set for transit services provided.**
- IndyGo uses its Service Standards to **monitor how well the agency is performing in its delivery of service**.

SERVICE STANDARDS CATEGORIES

IndyGo's Service Standards are organized within three categories:

DEFINING FEATURES

FREQUENCY

How often a bus arrives at a stop

DAILY & WEEKLY SPAN

The hours of the day and days of the week that service operates

STOP SPACING

The average distance between bus stops

SERVICE TARGETS

TRAVEL SPEED

The average travel speed of buses along a route or route segment

RELIABILITY

The percentage of on-time bus arrivals

STOP AMENITIES

The type of amenities available at a bus stop, including shelters, seating, trash cans, etc.

PASSENGER LOAD

The maximum load of passengers on a bus, in proportion to the number of seats

OUTPUTS

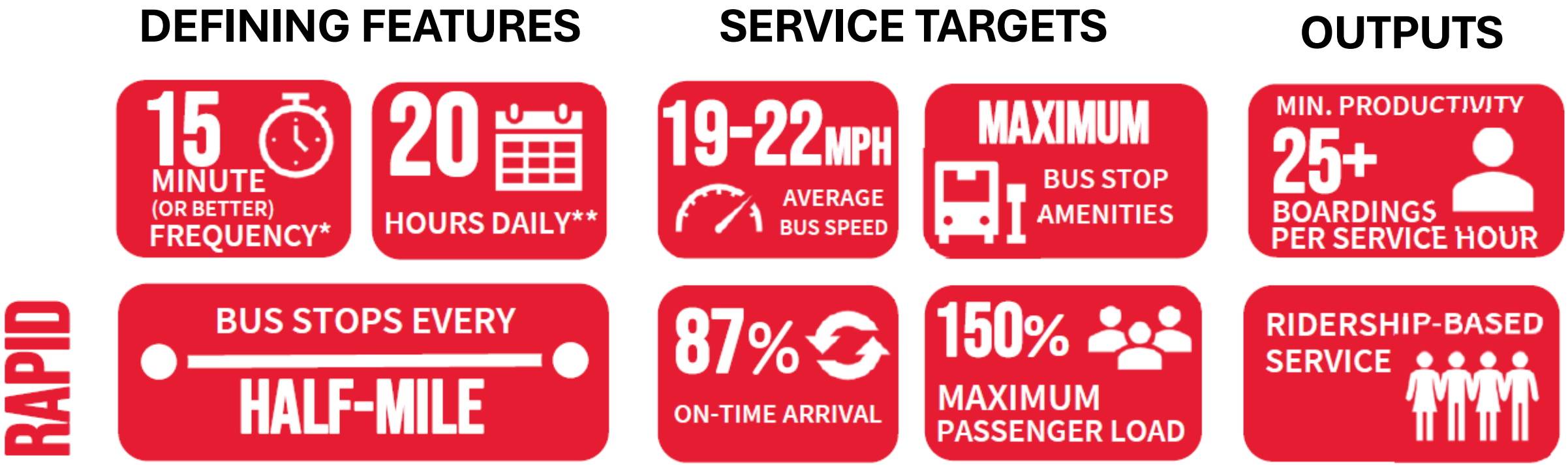
PRODUCTIVITY

The number of boardings per hour of revenue service; a measure of cost-efficiency

COVERAGE

Service that is provided without the expectation of a high level of ridership

SERVICE STANDARDS EXAMPLE: RAPID SERVICE



Rapid service includes: Red Line, Purple Line, and the future Blue Line.

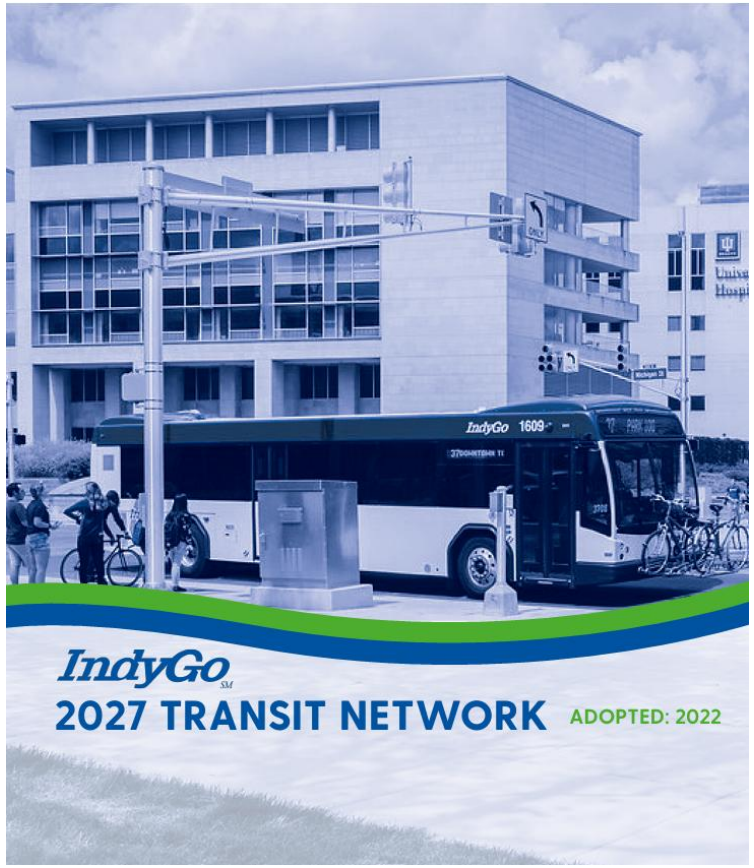
** weekday frequency*

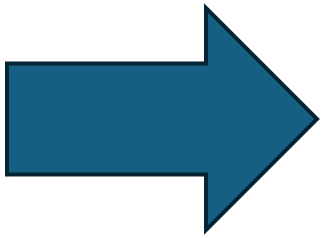
*** 16 hours on Sundays*

Background

- Service Standards are required as part of complying with Title VI.
- We plan to review and update (as needed) following an update to our transit plan – also known as comprehensive operational analysis (COA) – and latest is known as the 2027 Transit Network
- Standards are used to inform other processes and plans:
  - Service Monitoring Report (Title VI Program Update)
  - Transit Operational Performance Report (TOPR)
- Standards are applied in other situations:
  - Decision to upgrade amenities at a bus stop;
  - Decision to adjust service in between operational analyses

Service Standards are reviewed after every major planning effort, to confirm that the philosophy / designing used in the planning effort is reflected in the _Standards_.





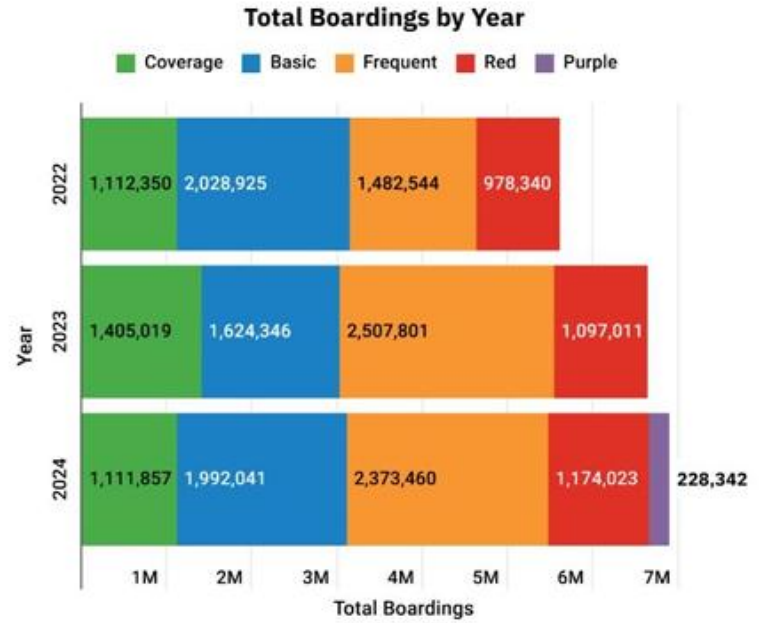
IndyGo SM

TRANSIT OPERATIONS PERFORMANCE REPORT

Dated: 04/16/2025

FY 2024

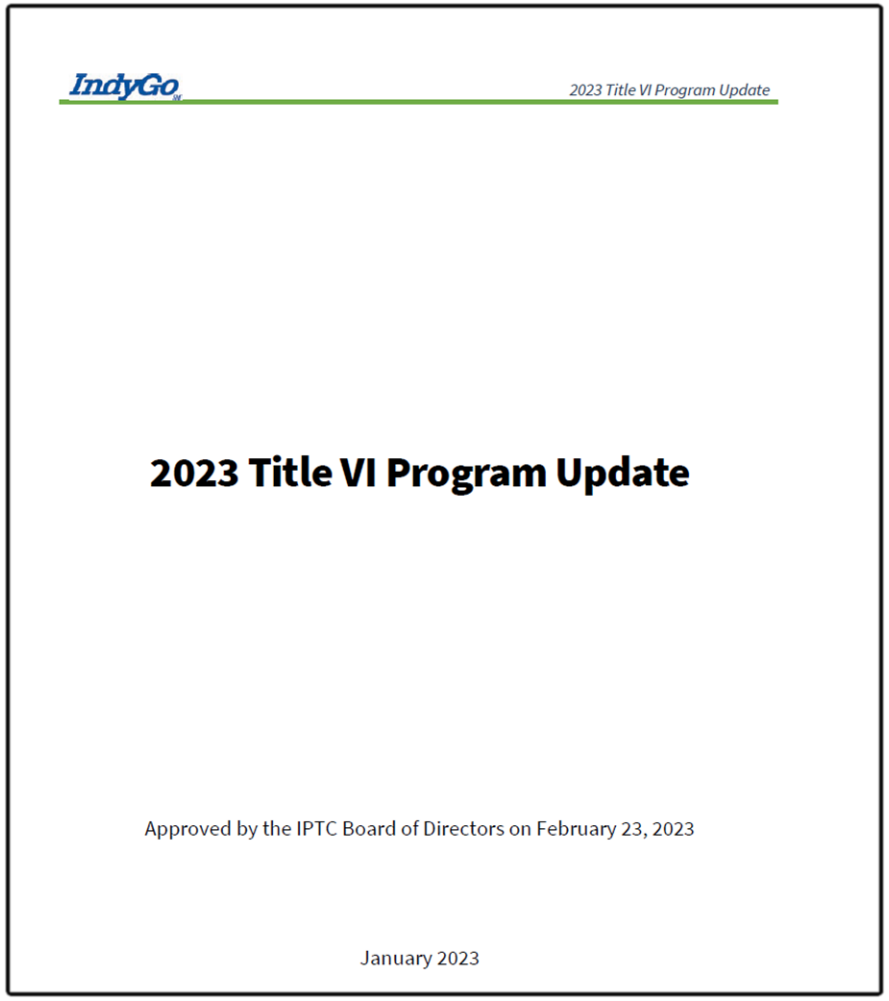
TOPR is informed by the *Service Standards*.



Service Standards reference:

Service Category	Frequency
Rapid	10 min.
Frequent	15 min. or better
Basic	30 min. or better
Coverage	60 min. or better

Table 2. Frequency by Service Category



Title VI Program Update and the Service Monitoring Report refer to the *Service Standards*, using the standards to analyze service.

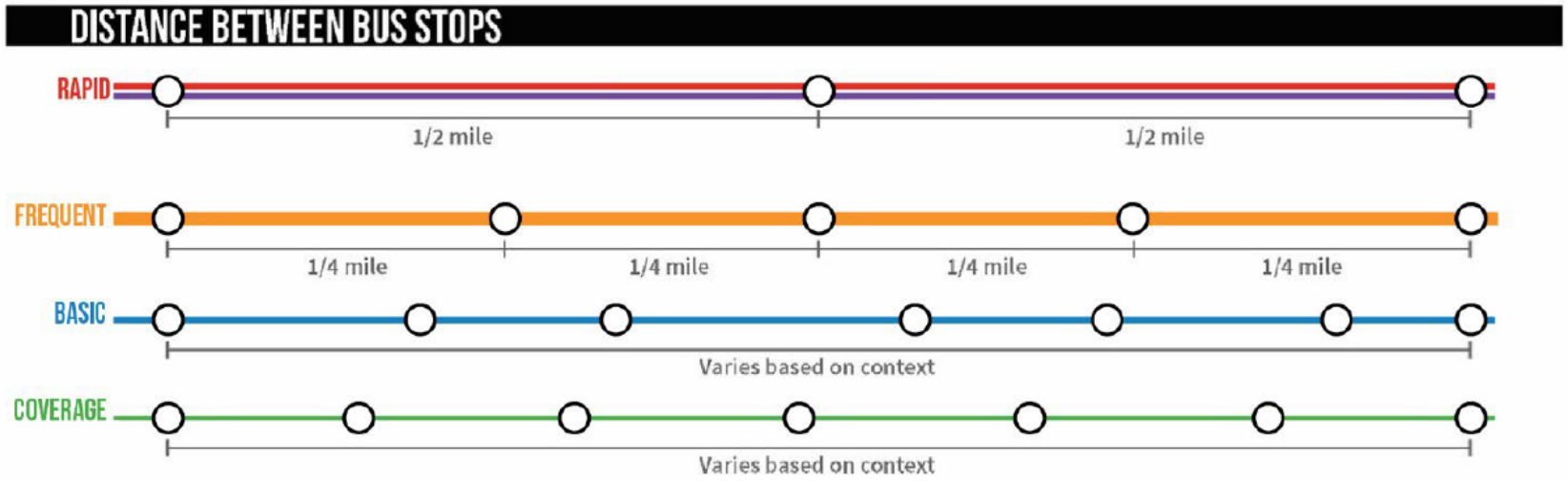
Service Standards reference:

Category	Passenger Load
Rapid	150%
Frequent	120%
Basic	120%
Coverage	120%

Table 8. Passenger load by Service Category.

	Amenities	Typical Ridership
Basic Bus Stop	Bus Stop Sign Boarding Pad (if possible)	Default
Bus Stop with Bench	**Basic Bus Stop Amenities and:** Seating (Bench or Simme-Seat)	10-20 Boardings Per Day
Sheltered Bus Stop	**Basic Bus Stop Amenities and:** Shelter Lighting Waste Receptacle Seating Bike Racks	20+ Boardings Daily
Super Stop	**Sheltered Bus Stop Amenities and:** Larger Shelter Near-Level Boarding Real-Time Information Display Security Cameras Off-Board Fare Payment	Based on Route Service Category
Rapid Transit Station	**All Super Stop Amenities and:** Station Signage	Determined by Planning Effort

Service Standards **provides information on how we determine investments in bus stop amenities and bus stop placement.**



APPENDIX B: Responding to Service Requests

Step 1. Will the requested service increase productivity in the near term?

Does meeting this request achieve ridership comparable to that of the ridership network? This can be assessed by asking if the request improves or worsens the following features of the high-ridership network:

- **Density.** The network's stops are surrounded by a high density of residents, jobs, or other trip-generating land uses.
- **Walkability.** The network is focused on areas where it is easy and safe to walk between bus stops and the surrounding development.
- **Linearity.** The network's routes are as straight as possible, so that they are perceived as a reasonably direct path between any two points on the route.
- **Continuity.** Service does not need to cross areas with long spans of undeveloped or underdeveloped land.
- **Uniqueness.** Parallel routes are far enough apart that they do not compete for the same riders.

If a service request would not be a clear net improvement in the feature of the ridership network, then it is a coverage request. Meeting a coverage request will predictably lead to lower ridership (shifting resources anyway from higher productivity routes), so coverage requests must be met out of the portion of the budget assigned to coverage.

Service Standards provides staff and the Board with a framework for evaluating service requests.

What did we change?

- Revised our on-time performance (reliability) standard
- Included off-peak standards for some metrics
- Reviewed and revised our productivity standard
  - Boardings per vehicle revenue hour
- Included reference to the Transit Operations Performance Report (TOPR)
- Added a Community Route definition when addressing productivity concerns

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Service Standards

Board Adopted: October 25, 2018
Board Amended: October 24, 2019

Revised Draft: February 25, 2026

WHAT ARE SERVICE STANDARDS?

Transit agencies set goals for transit services provided, which are called Service Standards. These standards enable a transit agency and its partners to monitor how well the agency is performing in its delivery of service. IndyGo's Service Standards are organized within three overarching categories: Defining Features, Service Targets, and Outputs.

DEFINING FEATURES

Service features considered during designation of a route as either Rapid, Frequent, Basic, or Coverage.

FREQUENCY

How often a bus arrives at a stop

DAILY & WEEKLY SPAN

The hours of the day and days of the week that service operates

STOP SPACING

The average distance between bus stops

SERVICE TARGETS

Desired outcomes for service categories. These four targets often have a significant impact on whether or not someone chooses to rides transit.

TRAVEL SPEED

The average travel speed of buses along a route or route segment

RELIABILITY

The percentage of on-time bus arrivals

STOP AMENITIES

The type of amenities available at a bus stop, including shelters, seating, trash cans, etc.

PASSENGER LOAD

The maximum load of passengers on a bus, in proportion to the number of seats

OUTPUTS

Metrics that IndyGo uses to understand how a route is performing.

PRODUCTIVITY

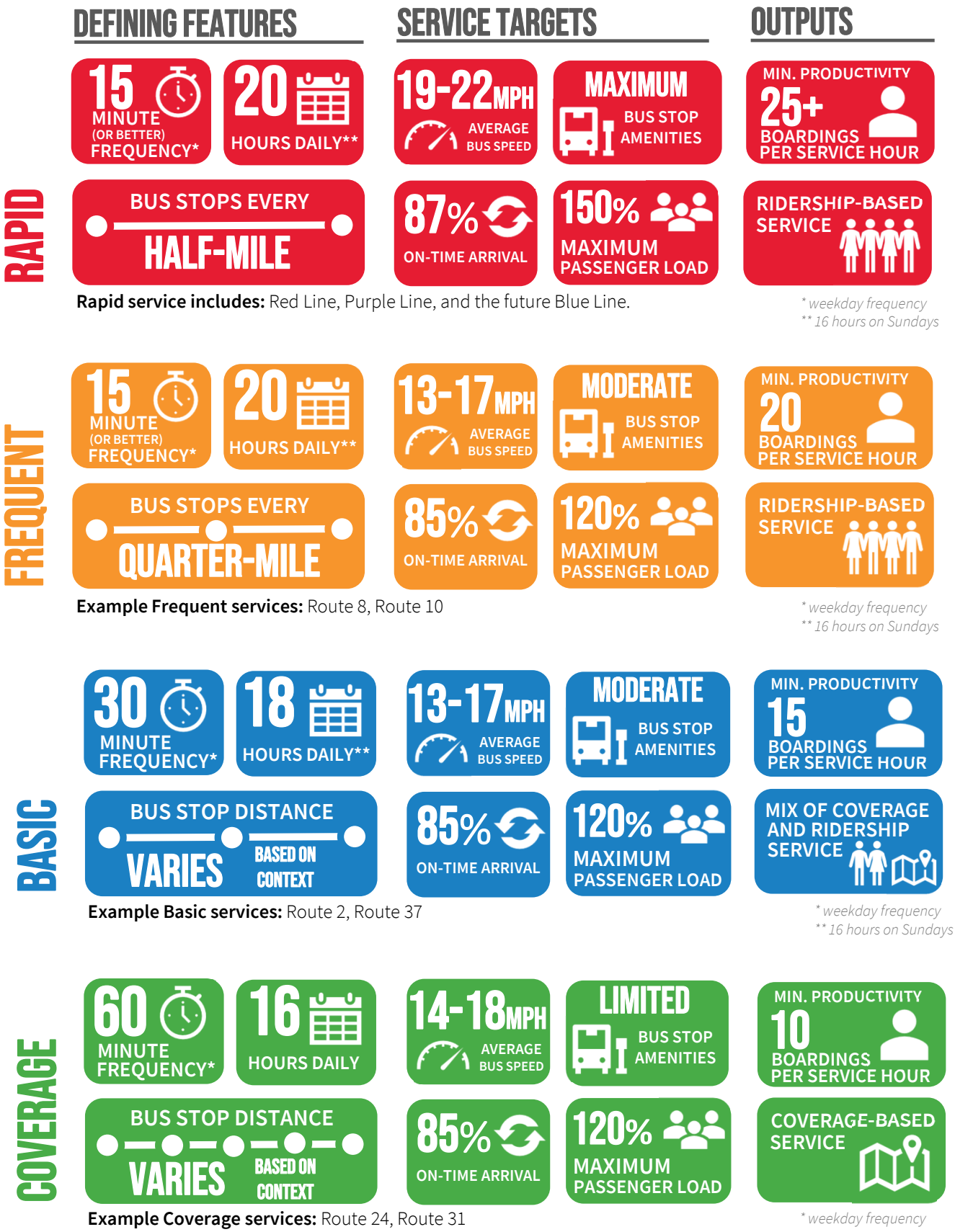
The number of boardings per hour of revenue service; a measure of cost-efficiency

COVERAGE

Service that is provided without the expectation of a high level of ridership

SERVICE CATEGORIES

IndyGo's bus service consists of four Service Categories: Rapid, Frequent, Basic, and Coverage. Each Service Category has unique defining features, service targets, and productivity measures.



FREQUENTLY ASKED QUESTIONS

Why can't a bus stop be located closer to my home or workplace?
Bus stops are located strategically along routes. More bus stops located along a route mean the bus has to stop more frequently. This slows the overall bus travel speed and makes bus trips longer for all passengers. IndyGo must balance bus stop access and passenger convenience with the desire to keep the bus in motion. *See page 8 for more information.*

Why can't my bus route be changed to be closer to my home or workplace?
For transit to be useful and efficient for the greatest number of people, bus routes need to be linear, with a straight direction of travel and limited turning movements. IndyGo is not able to make major bus route adjustments based on individual rider requests. Door-to-door local bus service is neither financially efficient nor operationally possible for IndyGo to provide. *See page 8 for more information.*

Why is my bus running late?
Traffic delays along a bus route, the number of times a bus needs to stop to pick up passengers, and the length of time a bus spends at each stop are the most common reasons why a bus may be running late. IndyGo has several options available to improve reliability, including traffic signal timing adjustments, dedicated bus lanes in congested areas, addressing bus stop spacing, adding more off-board fare collection options, and more. *See pages 11-12 for more information.*

Why is my bus full or over capacity?
High demand for bus service along a route can be a reason for a full bus. IndyGo monitors how full a bus is in order to make informed decisions on whether or not larger capacity buses are needed, or if additional buses need to be added along a route. *See page 14 for more information.*

Why does my bus stop not have a shelter or bench?
Shelters and benches require significant capital and operating expense. This means that IndyGo must be selective about where shelters or benches are placed. Stops with higher ridership are more likely to have amenities. Additionally, in many locations there is not enough space for shelters or benches within the public right-of-way (the street space owned by the City). IndyGo is constantly evaluating its existing bus stops in order to identify opportunities to add seating and shelters. *See page 13 for more information.*

Why don't buses run 24 hours per day, 7 days per week?
IndyGo is limited to its available resources, so 24/7 service is not an option at this time. However, IndyGo is increasing the hours of service for many routes on weekdays and weekends. Bus service also runs 7 days per week on all bus routes. If additional funding becomes available, or if ridership increases, individual routes will be evaluated for possible service improvements.

FREQUENTLY ASKED QUESTIONS

Why does my bus only arrive every hour?
IndyGo weighs a number of factors when determining how frequently a bus travels on a route. These factors include existing ridership, proximity to jobs, residential population, adjacent land use and development characteristics, and other factors. *See pages 4-6 for more information.*

Why is the bus so slow?
Buses are often affected by the same traffic conditions as all other vehicles, plus the added time needed to let riders on and off. IndyGo and the City of Indianapolis can collaborate to increase bus speeds by prioritizing buses using dedicated transit lanes or traffic signal controls. *See pages 11-12 for more information.*

Why is the bus empty?
IndyGo buses may have fewer passengers on them when they are just starting or completing a trip, or when they are heading to and from the garage.

Why are there only three Rapid transit lines?
As part of the Marion County Transit Plan, resources were identified for three rapid transit lines. Frequent transit routes also provide high-quality transit service and serve many areas of Marion County. Frequent routes will be individually evaluated to better understand if an upgrade to Rapid transit service is warranted. *See page 5 for more information.*

How does IndyGo evaluate its own performance?
IndyGo has access to many data points to understand and evaluate how each bus route is performing. However, the primary way is to calculate the number of boardings per service hour, also known as Productivity. If a route is performing well, then Productivity will meet the established standard for its service category. If not, IndyGo staff will review to better understand why it is not meeting the standard. *See pages 19-21 for more information.*

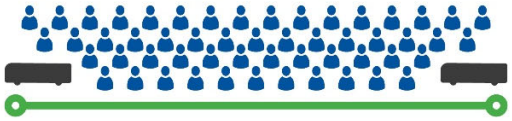
Why can't I ride the bus to Plainfield or other cities and towns outside of Marion County?
IndyGo only operates bus service in Marion County, with some limited exceptions. For IndyGo to run in other areas, those areas will need to either contract with IndyGo for service or identify a funding source to cover the capital and operating expenses required for new connecting transit service.

QUALITIES FOR GROWING TRANSIT RIDERSHIP

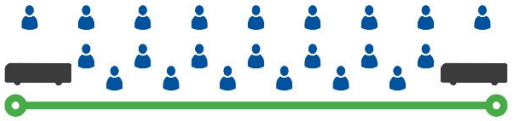
A transit provider can grow its ridership and improve the efficiency and reliability of transit by investing in a frequent and connected network serving areas of:

DENSITY

More people going to and from areas around each stop increases ridership.



HIGH RIDERSHIP

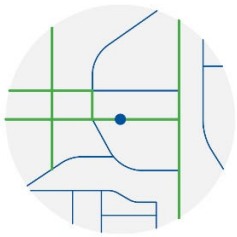


LOW RIDERSHIP

WALKABILITY

Ridership is higher in areas with better pedestrian facilities and a connected street grid.

HIGH RIDERSHIP



LOW RIDERSHIP

CONTINUITY

Transit that doesn't cross long low-density gaps increases ridership.

HIGH RIDERSHIP

LOW RIDERSHIP

LINEARITY

Transit that runs frequently and in straight lines attracts higher ridership.

HIGH RIDERSHIP

LOW RIDERSHIP

Contents

Definitions

Bus Rapid Transit (BRT) - Bus Rapid Transit is a fixed route mass transit system designed to emulate the service features of light rail, but in a more cost-effective way. BRT provides regular service that is fast, frequent, reliable and comfortable using features including dedicated bus lanes, transit signal priority, elevated platforms, covered waiting areas, and real time arrival information.

Community Route – A transit route that is specifically identified and prioritized based on its role in serving communities that are highly dependent on public transit and may have historically experienced disparities in access to transportation. For these purposes, prioritization means priority when making decisions about service levels, investments, and adjustments, including but not limited to: restoring service, improvements, and mitigation during service disruptions.

Comprehensive Operational Analysis – Commonly referred to as the COA, this analysis examines existing conditions and routes future service plans. Typically updated every five years, although the scope of the analysis and magnitude of proposed changes can vary.

Coverage service – Transit service that has a purpose of providing geographic coverage of an area in order to provide transit access to as many people and jobs as possible.

Farebox recovery – Fare revenue from a service relative to the cost to operate a service; calculated by dividing fare revenue by the operating cost.

Frequency – The number of buses that operate per hour along a route for a period of time, or span, which is expressed by the number of minutes between bus arrivals.

Key Transfer Locations – Scheduled connections between routes to allow individuals to transfer from one route to another. These are key components of a grid-based system as the transfers allow the system to maintain frequency and riders to move easily from one part of town to another.

Major Trip Generator – A concentration of land uses with sufficient density and activity levels to produce or attract substantial daily passenger travel, thereby justifying the need for a direct transit connection. Major trip generators typically include regional employment centers, educational institutions, regional healthcare complexes, high-density residential, and regional retail and entertainment attractions. Land uses that typically do not increase transit use include low-density residential, industrial, manufacturing, and smaller retail developments.

Marion County Transit Plan (MCTP) – The Future Transit Network, as updated from time to time.

Minimum Productivity – The ideal level at which a route should perform at its defining (or peak) frequency, as determined by the Service Category of a route (or route segment).

Off-Peak – The time of lower demand for transportation. Off-peak occurs outside the peak periods, in the early morning, midday, night and evening hours.

Paratransit – Paratransit is federally-required door-to-door service for qualified individuals; in Indianapolis in accordance with the Americans with Disabilities Act (ADA) and IndyGo policy; the service is called Access and is operated by a contractor selected and managed by IndyGo.

Passenger Load – The number of passengers on a bus relative to the number of seats on a bus; presented as a percentage.

Peak – The times of greatest demand for transportation throughout the day. IndyGo recognizes two peak periods: morning and evening. Morning peak is from 6 a.m. to 9 a.m. and evening period is from 3p.m. to 6 p.m.

Predominant Frequency – The frequency of a route during the weekday peak times. For analytical purposes, IndyGo staff may use the standards of service for a different frequency if the weekend (Saturday/Sunday) peak frequencies are different than the weekday frequencies.

Productivity – Productivity measures the ridership of a service relative to the cost of providing that service. Typically, productivity is measured by dividing revenue hours into ridership.

Productivity Threshold - The Productivity Threshold is defined as two-thirds of the defined Minimum Productivity of a Service Category.

Reliability – A measurement of on-time performance, or how often a bus adheres to its scheduled time; calculated as a percentage of time points on a route when a vehicle arrived on time.

Revenue hour – One transit vehicle and its driver operating in revenue service for one hour.

Ridership service – Transit service with the purpose of attracting high ridership numbers.

Route – A specific and fixed path of travel of a transit vehicle.

Route segment – A portion of a transit route.

Service Area – The area served by public transit, typically a measure of a distance from a fixed route. In Indianapolis, the Service Area is the entirety of Marion County, with service to excluded cities.

Service category – A sub-type of transit service, based on the frequency of service; for IndyGo service categories include Rapid, Frequent, Basic, and Coverage.

Service span – The hours of the day and the days of the week that a transit service operates.

Service Standards – Measurable benchmarks for key areas of transit service performance.

Stop Amenity – An object located at a bus stop that improves the rider experience, including seating, shelters, boarding pads, lighting, waste receptacles, bike racks, real-time arrival information, wi-fi, and more.

Stop Spacing – The distance between bus stops.

Time Point – A specified location along a route assigned a time of arrival for vehicles.

Travel Speed – The average speed of a bus from the beginning of a route (or route segment) to the end of the route (or route segment).

Purpose

Service standards are intended to provide measurables for a transit system that can then be monitored. The standards serve as indicators when performance falls below or exceeds the benchmark. The indicators will trigger a service evaluation and action plan to resolve identified performance issues. In addition to transit service performance reviews, the Service Standards will also be used to support service evaluation as part of IndyGo's Title VI reporting process.

The Service Standards presented in this document are a direct result of significant public involvement as part of the 2015 *Comprehensive Operational Analysis* (COA) and the ***Marion County Transit Plan.*** IndyGo continues to update the standards to reflect the most current operational conditions of IndyGo's fixed route service.

Marion County Transit Plan: Outlines significant service improvements to local routes and the construction of three rapid transit routes.

The benchmarks expressed in the Service Standards are related to two kinds of goals:

- Ridership goals, which are met through transit being used by more people.
- Coverage goals, which are met through transit being available regardless of how much it is used.

As has been the case since the adoption of the Marion County Transit Plan, IndyGo seeks to spend 80 percent of its budget pursuing the highest possible ridership per unit of cost and 20 percent of its budget providing coverage service.

Principles Governing these Standards

There are several principles that are being used to govern the standards identified in this document. First, the performance of services is best measured against their intended purposes. Since not all transit services are designed to achieve the same goals, the service standards will differ for each service category based on the intended service goals.

Second, while service standards are conventionally applied to entire transit routes, there are instances where the application of some standards will be different along certain segments of a route. A route may comprise multiple segments that differ in purpose. Therefore, each route segment may be assigned a Service Category and may be evaluated based on the service standard assigned to that Service Category.

Third, while communication of these standards is important for transparency, staff discretion is an important part of any policy document. Therefore, as part of an evaluation, staff may recommend no changes because of factors outside the control of IndyGo that have an unforeseen and/or unavoidable impact on service performance, such as long-term road closures, detours, or traffic congestion.

Service Area

IndyGo's service area primarily covers the City of Indianapolis, which is approximately 368 square miles of the total 403 square miles of Marion County. By special arrangement, IndyGo provides service to portions of the approximately 35 square miles of excluded jurisdictions that do not contribute to its local funding through property taxes. However, all working Marion County residents contribute local funding through the 0.25% income tax that is funding transit expansion across the IndyGo service area.

Network Design Principles

The real benefits of transit present themselves at the systemwide level. This is especially true of high-frequency services, where the interdependence between routes is key to the system design.

Directness

IndyGo bus routes are designed for travel along paths that can be perceived as reasonably linear, providing efficient service to passengers while controlling operating costs.

Simplicity

IndyGo will design and maintain a network of routes that are simple to learn, navigate, and remember for new passengers. Simplicity must be emphasized and safeguarded by IndyGo, as many service requests fielded can introduce increased and unnecessary network complexity.

Density

IndyGo will prioritize service to areas where there are more people going to and coming from key destinations located near bus stops. Ensuring service is emphasized in areas with higher densities of population and jobs helps to expand IndyGo's potential ridership base.

Walkability

IndyGo bus routes are best suited in areas where riders have access to sidewalks, safe street crossings, and a connected street grid. Since all transit trips begin and end with a walk, access to safe pedestrian infrastructure is critical to make IndyGo's service safe and comfortable for riders.

Service Categories

IndyGo has four defined Service Categories for its fixed route bus network. As noted in Table 1, this includes categories for Rapid, Frequent, Basic, and Coverage. Each of these four Service Categories are primarily defined by their service frequency and purpose. The following subsections describe the unique characteristics of each Service Category.

Service Category	Map Representation	Predominant Frequency*	Purpose
Rapid	Color reflecting name of route (e.g. red for Red Line)	15 minutes or better	Ridership
Frequent	Orange	15 minutes or better	Ridership
Basic	Blue	30 minutes	Mix of ridership and coverage
Coverage	Green	60-120 minutes	Coverage

*Table 1: Service Categories and their associated map colors, predominant frequencies and purposes. * The "predominant frequency" is the frequency that is sustained throughout the weekday peak period.*

Rapid (BRT)

Rapid services (typically 10- to 15-minute frequency) must be ridership-justified. The concentration of resources on these corridors is essential for achieving the higher ridership and productivity expected of these corridors. In IndyGo's current service, the Rapid category applies only to bus rapid transit (BRT) lines.

While IndyGo's Rapid services almost always operate frequently (i.e. 15-minute service frequency or better), Rapid service differs from Frequent service due to its speed and amenities. The higher speeds of Rapid transit are achieved through wider stop spacing, dedicated lanes, transit signal priority (TSP), level boarding, and off-board fare collection. Rapid service is generally perceived by transit riders as being more useful than other service categories because of the overall faster average vehicle speed.

Frequent

Frequent services (~15-minute frequency) must also be ridership-justified. Generally, Frequent service has high ridership, but not high enough to warrant the resources and unique amenities committed to Rapid transit. Top performers in this category will be reviewed for potential upgrade to Rapid service as soon as a full analysis can be completed and as resources become available.

Basic

Basic Services (typically 30-minute frequency) can be categorized as either ridership or coverage. Basic services that are considered ridership-justified are high performance routes (or route segments) which may be upgraded to frequent service if/when resources permit. Basic services that are coverage-justified generally have high enough ridership to justify frequency greater than one trip

every hour; however, because conditions for very high ridership are not present (e.g. the route passes through low-density land uses, there are limited adjacent jobs/employment, and/or there is a lack of pedestrian amenities, etc.), coverage-justified Basic routes are unlikely to be upgraded into the Frequent service category.

Coverage

Coverage services (typically 60- to 120-minute frequency) are intended to provide transit in places that are harder to serve due to lower population density or other characteristics which make transit less productive. However, in some of these harder to serve places, community characteristics (including income and vehicle ownership, among others) require additional considerations for the need for some level of service. Coverage services achieve low levels of ridership relative to service cost, but that is accepted as ridership is not the purpose of providing service.

Paratransit

The fixed route services described above are complemented with paratransit service, called IndyGo Access (formerly Open Door), throughout the service area. When running fixed route, complementary paratransit is required by the Americans with Disabilities Act (ADA) and is operated in accordance with federal statutes and regulations. IndyGo is required to provide door-to-door services for individuals who qualify within ¾ miles of fixed route service. IndyGo currently serves all of Marion County with IndyGo Access service. The ADA Area adheres to the mandatory ADA requirements. The area within Marion County but outside the ADA Area, which can change based on routing adjustments to the fixed route bus network, is the Premium Service Area, which is where IndyGo provides paratransit service above and beyond ADA requirements. The service levels for the different service areas and/or services are outlined in other IndyGo planning and policy documents. For the Premium Service Area, those policies are outlined in the board-adopted Beyond the ADA Policy, which can be found on IndyGo's website.

Elements for Service Categories

Defining Features

These describe features that must be present for the service to be in the given category. If a service does not have these features, it should not be in this category. These features include:

- Frequency
- Daily and Weekly Span
- Stop Spacing

The following section describes each Defining Feature, with the characterization required for a route to be considered in a service category.

Frequency

Frequency is the number of buses that operate per hour along a route for a majority of the day, which is expressed by the number of minutes between bus arrivals. Service during the periods in the early morning and late evening are often less frequent than peak hour service due to reduced demand.

Service Category	Peak Frequency	Off Peak Frequency
Rapid	15 min. or better	20 min. or better
Frequent	15 min. or better	30 min. or better
Basic	30 min. or better	45 min. or better
Coverage	60 min. or better	90 min. or better

Table 2. Frequency by Service Category

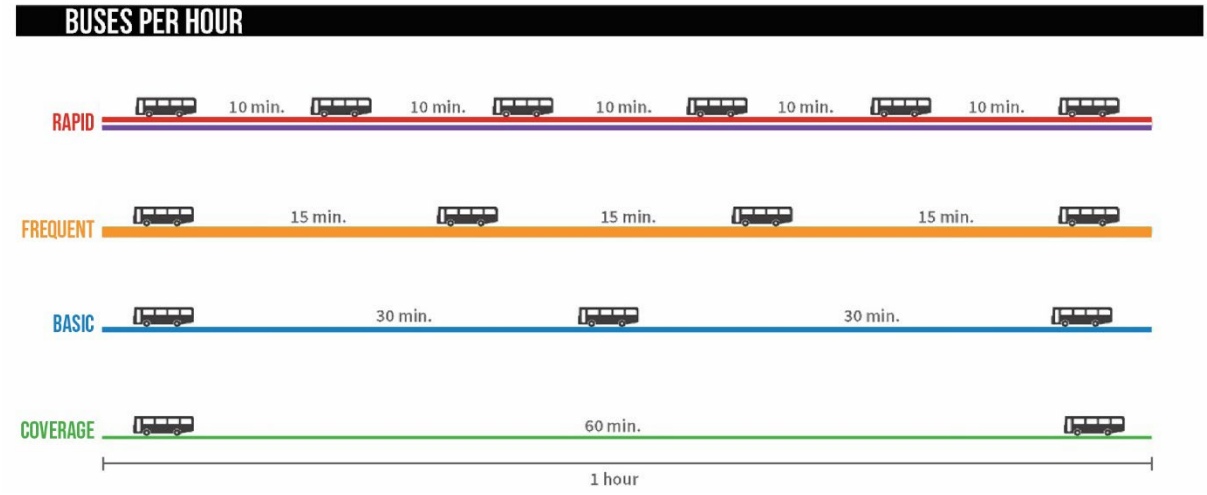


Figure 1: Graphic representing the frequency presented by the different Service Categories.

Daily and Weekly Span

Span refers to the hours of day and the days in the week that a service operates, and the hours that it runs at its defining, or peak, frequency. Routes meant to drive ridership should have longer spans of service because the service is more useful, providing trips for work and entertainment.

Service Category	Weekdays			Saturdays		Sundays & Holidays	
	Total Hours	*Service hours at defining frequency*	*Service hours at lower frequency*	*Service hours at defining frequency*	*Service hours at lower frequency*	*Service hours at defining frequency*	*Service hours at lower frequency*
Rapid	*20*	14	6	14	6	0	16
Frequent	*20*	14	6	14	6	0	16
Basic	*18*	16	2	16	2	0	16
Coverage	*16*	16	0	16	0	0	16

Table 3. Service span by service category.

Stop Spacing

Stop Spacing is the distance between bus stops. Stop spacing is a key contributor to the operational efficiency and productivity of a transit route.

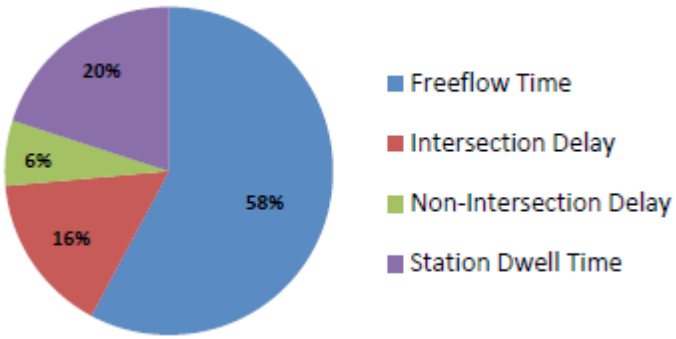


Figure 2. How buses on Route 8, on Washington Street, spend their time.

Serving passengers at a stop takes time, regardless of the number of people boarding or alighting. The more stops a bus makes, the slower its average operating speed is, the less useful it is to passengers, and the costlier it is to operate. To achieve higher travel speeds and ridership, IndyGo regularly evaluates bus stop spacing to consolidate boardings and alightings. Although fewer stops can be inconvenient, the increased frequency and speed of routes is intended to mitigate it.

Stop spacing standards are mostly motivated by the need to reduce delay, as delay can discourage ridership and make service more expensive to operate. However, wider stop spacing has other advantages:

- **Safer pedestrian environment.** Wider stop spacing increases the likelihood that every stop can be located at a place where it is safe to cross the street. Any round trip will require using stops on both sides of the street, but stops are less useful if crossing the street is difficult, dangerous, or impossible for most riders. Because of this, IndyGo prioritizes placing and improving bus stops at locations where safe pedestrian crossings are possible.
- **Better stop amenities.** Wider stop spacing increases the percentage of riders who will have access to higher quality bus stop amenities at their typical bus stop locations. These amenities may include benches, shelters, real-time bus arrival information, off-board fare collection, and other amenities. The fewer stops there are, the greater the proportion of stops that will have these amenities.

Stop spacing for Rapid and Frequent routes must be managed carefully to ensure that stops are not too close, resulting in the bus stopping too frequently. The Marion County Transit Plan (MCTP) recommended Rapid service stopping, on average, twice per mile (approximate distance of a half-mile between stops). The expectation during planning of the MCTP was that Rapid service would be fast and frequent enough that riders will be willing to walk further to access it. The industry standard for Frequent service is to space stops approximately four times per mile (approximate distance of a quarter-mile between stops). Basic and Coverage route stop spacing varies based on the physical context of an area and whether the pedestrian infrastructure provides a safe walking environment. Often times, additional stops need to be provided due to unsafe or non-existent pedestrian infrastructure or a disconnected street network.

Factors staff consider when evaluating stop spacing include:

- Land use and development pattern
- Presence and condition of pedestrian infrastructure
- Geographic and right of way considerations
- Connecting routes
- Ridership of the stop

Service Category	Stops per mile	Ideal distance between stops
Rapid	2 stops	½ mile
Frequent	4 stops	¼ mile
Basic	4 to 6 stops	Varies based on context
Coverage	4 to 6 stops	Varies based on context

Table 4 Stop spacing by service category

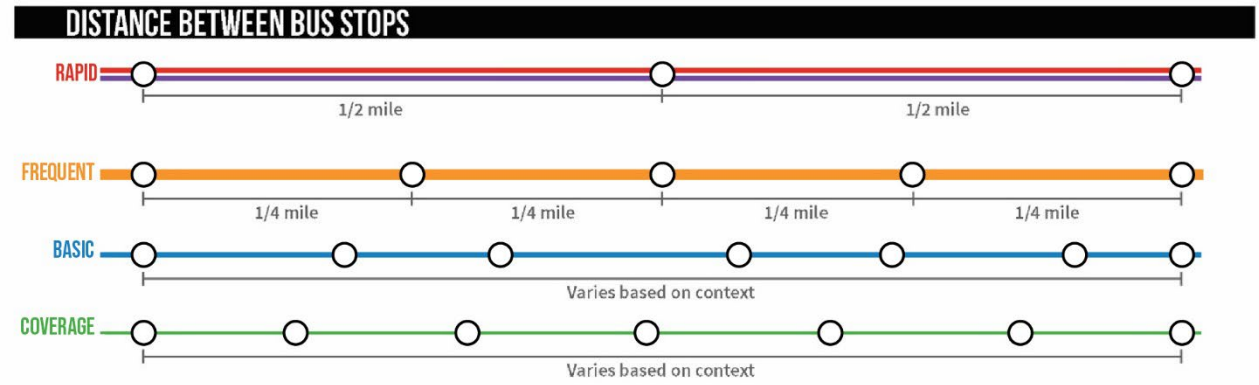


Figure 3. Stop spacing by service category.

The service standards in the table refer to averages, with an understanding that actual stop spacing will reflect local context, challenges, and needs. The average for each category should be within the stop spacing range for that category.

Flexibility in bus stop spacing is required for low-ridership Coverage services. Coverage routes may change over time and riders' access to bus stops may vary across different urban forms, posing unique safety and accessibility challenges. However, stop spacing that is too frequent may also result in issues associated with travel speed and reliability. Access and service reliability must both be taken into consideration, which requires greater flexibility in determining stop spacing for Coverage services.

Service Quality Targets

The following Service Quality Targets describe outcomes that result from other features, but they also can greatly influence peoples' decisions to use transit. These include:

- Travel Speed
- Reliability
- Stop Amenities
- Passenger Load
- Vehicle Assignment

The following subsections describe each Service Quality Target and the target anticipated for each route in any given service category.

Travel speed

The travel speed of a bus route has a direct impact on its usefulness and its operating cost: slower service requires more buses to deliver a given frequency and also results in longer travel time for riders. Maximizing ridership requires services that maintain high average operating speeds relative to alternative transportation options.

Service Category	Scheduled Speed Standard
Rapid	19 to 22 mph
Frequent	13 to 17 mph
Basic	13 to 17 mph
Coverage	14 to 18 mph

Table 5. Scheduled speed by Service Category

Travel speed standards determine scheduled speed, which is in turn used to build route schedules. When actual speeds do not adhere to scheduled speeds, schedule adherence (as measured through on-time performance) will suffer.

Routes often have varying service categories along different segments of the route. Because of this, scheduled speed may be evaluated for each unique route segment.

Operating speeds are affected by:

- **Ridership-related delays.** These types of delays result from increased ridership and therefore slower boarding and alighting times. A transit agency has tools to improve travel speeds despite high ridership, including reducing the number of stops per mile. Other tools available to improve travel speed include all-door boarding, off-board fare collection, or upgrading to digital fare payment systems (which process payments more quickly than cash payment methods).
- **Traffic congestion and signals.** Transit agencies often collaborate with City engineering departments on methods to reduce the amount of time buses spend at red lights. These methods can include transit signal priority systems and/or physical roadway infrastructure that allows transit vehicles to either bypass or "queue jump" other vehicles at congested intersections. Transit-only lanes can also be incorporated along longer sections of congested roadways.

On-Time Performance

On-time performance measures how often the bus adheres to its scheduled time. The better the on-time performance, the more reliable a system will be for riders. This reliability provides confidence and comfort to transit riders that the bus will arrive on time and take them to their destination as intended.

IndyGo's current standard for on-time performance is as follows: if a bus is less than one minute early or less than five minutes late at a time point, it is considered on-time. The table below outlines the Reliability standard, which is expressed as the percentage of buses that arrive on-time.

Service Category	Reliability Standard
Rapid	87%
Frequent	85%
Basic	85%
Coverage	85%

Table 6. Reliability by Service Category. Reliability is measured as percentage of buses that arrive on-time.

Under normal conditions, Rapid and Frequent services are likely to experience the greatest delays (because of their high ridership and more congested operating environments), and it can be tempting to set lower standards for them. However, Rapid and Frequent services also carry the most people and are meant to maximize the number of riders they attract, so their delay has a greater influence on the overall percentage of IndyGo's riders who experience delays.

Because routes often have varying service categories along different segments of the route, reliability may be evaluated for each unique route segment as opposed to being evaluated as full routes.

It is impossible to achieve and maintain 100 percent on-time performance due to variable traffic and weather conditions, road construction, detours, collisions, and other unforeseen service interruptions. Nevertheless, every effort should be made to identify ways to improve on-time performance, while also ensuring that any improvements are implemented without compromising the safety of operators or riders.

Stop Amenities

IndyGo considers multiple factors when determining what amenities to place at bus stops. These factors, many of which are outside of IndyGo's control, often limit what types of amenities can be included at a bus stop. The factors IndyGo considers during stop amenity improvement decisions include:

- Existing ridership numbers (boardings and alightings)
- Availability of public right-of-way (ROW)
- Land use activities and development patterns of adjacent and nearby properties
- Access to popular destinations
- Proximity to stops with existing amenities
- Pedestrian infrastructure (connecting sidewalks, curb-ramps, crosswalks, etc.)
- ADA accessibility
- Proximity to key transfer locations and where routes connect

Not all amenities listed in the following table will be present at every stop type.

	Amenities	Typical Ridership Threshold
Basic Bus Stop	Bus Stop Sign Boarding Pad (if possible)	Default
Bus Stop with Bench	**Basic Bus Stop Amenities and:** Seating (Bench or Simme-Seat)	10-20 Boardings Per Day
Sheltered Bus Stop	**Basic Bus Stop Amenities and:** Shelter Lighting Waste Receptacle Seating Bike Racks	20+ Boardings Daily
Super Stop	**Sheltered Bus Stop Amenities and:** Larger Shelter Near-Level Boarding Real-Time Information Display Security Cameras Off-Board Fare Payment	Based on Route Service Category
Rapid Transit Station (BRT)	**All Super Stop Amenities and:** Station Signage Level Boarding Fully Covered Platform	Determined by Planning Effort
Transit Center / Mobility Hub	**All Rapid Transit Station Amenities and may include:** Indoor Seating Public Restrooms On-Site Security Staffed Information Desk	Determined by Planning Effort

Table 7. Stop Amenities by Boardings.

Passenger Load

In managing bus crowding, there is a balance between maximizing the number of passengers on a bus and providing a comfortable passenger experience. The intent of passenger load standards, then, is to identify a quantifiable balance between passenger comfort (and safety) and operating efficiency. These standards define maximum passenger loads to ensure acceptable levels of rider comfort and safety while promoting efficiency.

Passenger load is defined as the percentage above seated capacity of a vehicle. Passenger load is measured by evaluating average ridership per trip against vehicle capacity. A passenger load of 120

percent (which means there are 20 percent more passengers than the number of seats on the bus) generally reflects a comfortable standing load and is recommended as a balance point between maximizing passenger comfort and productivity. However, for Rapid service, a passenger load of 150 percent is set, as it is expected that riders will be more accepting of increased passenger loads due to increased service speed, shorter trip times, and overall service efficiency.

Service Category	Peak Passenger Load	Off Peak Passenger Load
Rapid	150%	150%
Frequent	120%	120%
Basic	120%	120%
Coverage	120%	120%

Table 8. Passenger load by Service Category.

If the load standard is exceeded, IndyGo should evaluate whether improved service frequency is warranted.

Vehicle Assignment

IndyGo policy is to distribute vehicles equitably amongst its routes based on the age of the vehicle. High ridership routes are more likely to be assigned vehicles with higher capacity. Rapid routes are only assigned 60-ft. articulated vehicles. Vehicles may also be assigned to routes based on additional factors beyond vehicle age; an example of this is vehicle height, as certain routes must navigate low clearance bridges or other obstacles that limit which vehicles can be used to provide service.

Outputs

Outputs measure achievement towards the highest-level goals of the IndyGo network, productivity (ridership per unit of cost) and coverage (provision of service to socially important places and people).

Output: Productivity

Productivity measures the ridership on a service relative to the cost of providing that service. Productivity is measured as boardings per service revenue hour. A *revenue hour* represents one transit vehicle and its driver operating in service for one hour.

IndyGo has two productivity standards that are used to evaluate routes and determine if a route is underperforming or overperforming its Service Category. Minimum Productivity is the ideal level at which a route should perform at its defining (or peak) frequency, as determined by the Service Category of a route (or route segment). The Minimum Productivity is typically set after a COA and is based on the average of productivity in that category for several years.

The Productivity Threshold is defined as two-thirds of the defined Minimum Productivity of a Service Category. Productivity Threshold is the target used to determine when a route (or route segment) should be evaluated to understand why the route or segment is underperforming and what actions IndyGo could take in response. This occurs when a route consistently fails to meet the Productivity Threshold standard. The Productivity Threshold for a route is also determined based on the route's Service Category.

Productivity will be measured as an annual average that includes a complete cycle of seasons and school years. Because routes often have varying service categories along different segments of the route, productivity should be evaluated for each segment of a route based on its service category; these are called major segments.

In evaluating a route's productivity outputs, IndyGo may consider the Minimum Productivity to represent the expected productivity for the Service Category at its defining (or peak) frequency. However, when evaluating a route during a non-peak period, a Minimum Productivity standard that is appropriate to the level of service provided should be used. For example, the Frequent route minimum productivity may be used when a Frequent route is operating at its defining frequency, such as during the weekday. But for weekend service analysis, even by segment, IndyGo may use the lower productivity standards to reflect the lower frequency.

Service Category	Minimum Productivity	Productivity Threshold
Rapid	> 25*	16
Frequent	20	14
Basic	15	10
Coverage	10	7
System-wide	19	12

Table 9. Productivity by Service Category.

While some transit agencies also track farebox recovery (fare revenue / operating cost) as an output in their Service Standards, IndyGo has historically not included farebox recovery as a Service Standard output. Generally, productivity tracks in line with farebox recovery, eliminating the need to track both metrics. Farebox revenue is based on productivity, but also on average fare per boarding.

Output: Coverage

The goal of a coverage service is to provide transit access to as many people and jobs as possible, acknowledging that the purpose of the route is to provide geographic coverage. While IndyGo has set a long-term goal of 20 percent of its operating budget to go towards coverage services, that

percentage will be higher in the short-term until the full implementation of the MCTP is completed. IndyGo will work towards achieving 80 percent ridership and 20 percent coverage levels by implementing additional ridership-based service, not necessarily by cutting coverage service.

Service Category	Minimum Coverage
Rapid	None
Frequent	None
Basic	None
Coverage	Maximize residents and jobs near coverage services

Table 10. Coverage by Service Category.

One measure of the outcome of both decisions - to dedicate up to 20 percent of the transit budget to providing coverage and to run those coverage services as close to as many people and jobs as possible - is the percentage of Marion County residents and jobs that are within a half-mile of service.

Service Plans and Review Processes

The following table (Table 11) provides an overview of different IndyGo service review processes, including the frequency and purposed of each process. The Productivity Review is described in additional detail further in the *Using the Service Standards* section of this document.

Review Process	Process Frequency	General Process Purpose
Comprehensive Operational Analysis (COA)	Every four to five years.	A comprehensive review of existing operations and suggestions for service changes.
Corridor Planning	As Needed	Typically prompted by a COA, corridor planning evaluates transit demand for a particular corridor, analyzing demand and providing recommendations for service or infrastructure enhancements.
Transit Operational Performance Report (TOPR)	Annually	Review of existing transportation performance.

Productivity Review	As Needed	Review of Service Standards for the existing network and modification recommendations for any underperforming or overperforming routes.
Staff Discretion	Ongoing	Staff continually reviews service data and rider and employee feedback. Staff may decide to make minor changes to a route based on their information-gathering.

Table 11 Service review processes

Updating the Service Standards

These standards should be evaluated, refined, and modified only after a Comprehensive Operational Analysis or other significant, comprehensive transit planning effort has been completed. While corridor plans may affect a single or multiple routes, they will not provide a comprehensive picture of standards for all service categories, and thus should not trigger an update to the agency's Service Standards.

Service Standards Review Process

The following table (Table 12) identifies the review process for a service standard and when staff may recommend modifications based on the review; these are all subject to the professional discretion of IndyGo staff.

	Standard	Review Process	Modifications Recommended
DESIGN FEATURE	Frequency	• Corridor Planning • COA	Plan recommendations*
	Daily and Weekly Span	• Corridor Planning • COA	Plan recommendations
	Stop Spacing	• Corridor Planning • COA • Productivity Review	Plan recommendations**
SERVICE QUALITY	Travel Speed	• Productivity Review • COA	Below standard
	Reliability	• Productivity Review	Below standard

		• COA	
	Stop Amenities	• Staff discretion	Increase in boardings, or street redesign process
	Passenger Load	• Productivity Review • COA • Staff discretion	Exceeding maximum load for a Service Category
OUTPUTS	Productivity	• Productivity Review	< 2/3 of Service Category Productivity
	Coverage	• COA • Staff discretion **	(Consult Appendix B of this document) ***

Table 12. Standard timing and change table.
**Frequency changes should be done only during a rigorous and comprehensive transit planning process. The process for evaluating frequency is identified in the Appendix.*
***Stop spacing may change as a result of the annual review of network and route productivity.*
****New service requests are likely to be for Coverage routes. There are steps outlined in these Service Standards to evaluate whether additional Coverage is justified.*

Frequency, span, and stop spacing are all outcomes of service planning activities. They can be measured and checked against the standards at the time any plan (corridor or short-range network plan) is proposed and adopted. The Service Quality Targets (Travel speed, reliability, stop amenities, passenger load) may be evaluated on a more regular basis, as part of the Productivity Review.

Using the Service Standards

Service standards provide measurable benchmarks from which performance can be monitored and evaluated. The standards indicate when an aspect of performance is not what the agency or its partners intended. Such indication should trigger an evaluation of the problem and a plan of action for resolving it.

Transit Operations Performance Report

IndyGo evaluates its network and route performance according to these Service Standards on an annual basis. This occurs through IndyGo's annual Transit Operations Performance Report (TOPR) which reviews key facets of service delivery, including boardings per revenue hour (productivity) and on-time performance.

Frequency Change Due to High Productivity

The TOPR evaluation may reveal a route which is overperforming the average performance of its Service Category or performing at the level of another Service Category. These overperforming routes should be considered for a frequency upgrade in the next COA.

Productivity Review

It is best practice for transit agencies to evaluate their network and route performance according to the agency's Service Standards on at least an annual basis. This process is defined as the "Productivity Review." In IndyGo's case, the TOPR serves as the analysis process through which IndyGo completes its annual review of service productivity. This review encompasses evaluation at the route (and potentially segment) level of productivity of the network. Any new service or network element should be allowed to run an entire year before judgements are made about its productivity.

The application of productivity standards to existing routes, as is done through a Productivity Review, should be viewed as a flexible and collaborative process. The purpose of the standards is to help identify routes that are underperforming (or overperforming), which is then followed by analyzing any underlying service quality issues and identifying recommendations for potential service modifications that may help to resolve the issues. The Productivity Review process is outlined as follows:

1. Review services relative to associated service standards
2. Identify underperforming services
3. Evaluate deficiencies causing performance issues
4. Recommend modifications
5. Obtain approval from appropriate decision-makers
6. Implement the modifications
7. Monitor route performance

Review Services (relative to associated service standards)

Ideally, the productivity of each major segment in each route will be determined. Staff have the discretion to determine how major segments are defined, but typically the points were a route's Service Category changes is used for the beginning (or end) of a major segment. As Figure 4 conveys, a route may have several major segments.

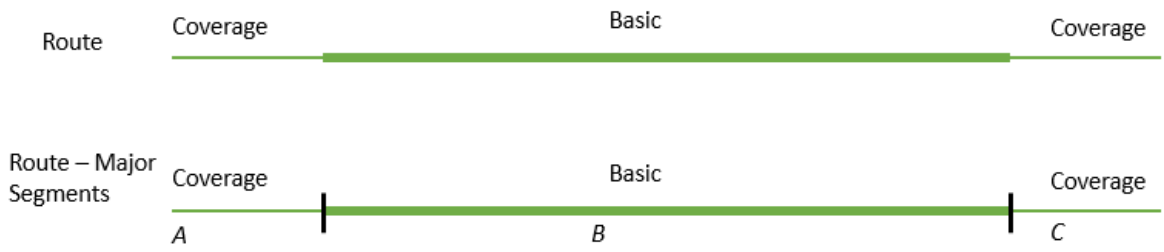


Figure 4. Example of Major Segment determination process.

Identify Underperforming Services

Productivity outcomes are the result of an entire network layer of a given frequency. Thus, the productivity standards presented in Table 9 are for the *average across the entire category*. A deficiency

occurs when a single major segment for a route drops below Productivity Threshold standard outlined in Table 9. This recognizes the interdependence found in a public transit network. The entire route is then analyzed, with particular focus paid to the major segment considered deficient. Community routes should be identified, as per the methodology in the appendix.

Evaluate Deficiencies Causing Performance Issues

Once a deficiency is identified, the Service Quality Targets (speed, reliability, and passenger load), as well as stop spacing and other underlying metrics, should be evaluated. On-time performance data is available to IndyGo daily, though the most advanced transit information systems allow for it to be monitored in real time. Automatic Vehicle Location data should also be queried to diagnose potential speed and reliability problems. Through a detailed analysis it may be possible to determine whether a delay problem correlates with a particular route segment or a particular time of day, or other factors.

All Service Quality Targets should be investigated equally throughout this evaluation process.

Recommend Modifications

Following the evaluation of service, modifications to service (that align with the issues identified) should be identified, considered, and recommended. This can include potential modifications such as restructuring to eliminate lower-productivity segments or branches, adjusting service frequency to better reflect the demand for service, or providing additional promotion of low ridership routes. Elimination of routes is only intended as a last resort, when it has been determined that no cost-effective actions are able to improve the productivity of the route.

A more comprehensive list of potential solutions to resolve performance issues includes, but is not limited to:

- Alter bus stop spacing or adjust bus stop placement (farside or nearside of intersection)
- Install transit signal priority
- Implement off-board fare collection and/or all door boarding
- Add dedicated transit lanes or intersection queue jumps
- Create public campaigns about helpful passenger practices for fast operation
- Adjust bus schedule
- Add additional buses to improve frequency
- Improve bus stop amenities
- Simplify bus routing

Obtain Approval from Appropriate Decision Makers

Present recommendations to IndyGo leadership and refine and adjust the recommendations, as needed. If required, the changes should then be presented to any appropriate stakeholders (such as the City of Indianapolis Department of Public Works), IndyGo subcommittee(s), and/or the Board of Directors for approval.

Implement Modifications

Modifications may be implemented once the appropriate internal (staff) decision maker and/or decision-making body (such as the IndyGo Board of Directors) has approved the recommended action(s), dependent on the required budget and/or resources being available. If budget and/or resources are unavailable, any non-resource dependent modifications, as determined by staff, should be prioritized. For any resource-dependent modifications, staff should work to identify the necessary budget and resources to advance future implementation.

Monitor Route Performance

Modified routes should be monitored closely, but do not need to be fully analyzed until a year after modifications or changes occur. The same approach should be taken for COA, Corridor Planning, and any other comprehensive transit planning implementation. Any route performance monitoring should follow the Productivity Review process, as approved by the Board of Directors, or any other review process deemed appropriate by staff.

Title VI Service Monitoring Report

IndyGo is also required to evaluate its service using these Service Standards to determine if the service delivered has a disparate impact and/or disproportionate burden on minority and/or low-income individuals in its service area. The Service Monitoring Report is required as part of a Title VI Program Update that is completed every three years by IndyGo. IndyGo's analysis of its Service Standards as part of the Service Monitoring Report must include categorizing routes into minority/non-minority and low-income/non-low-income categories. This effort is defined in the Service Monitoring Report.

Analysis of IndyGo's service for the purpose of the Title VI Program Update will not consider the following parts of these defined Service Standards:

- **Route segments.** Routes will be analyzed at the route level, not the segment level as outlined in these standards.
- **Outputs.** These standards and policies are designed to document the planning process required for the network. The standards define Output metrics: Productivity and Coverage. These outputs are relevant only to the network planning and not to the Title VI analysis.

Responding to Service Requests

IndyGo routinely receives requests to operate new or modified service. The cost of implementing and operating any of these service requests would typically be paid for out of the agency's existing operating budget. The majority of these requests will be for expanding or modifying service to reach currently unserved areas, which likely have lower ridership potential. If IndyGo were to implement these types of requests regularly, it would almost certainly result in a reduction of the overall productivity of the transit network.

In light of this, IndyGo must continually balance the need to serve every resident within its service area against the public's support (as determined by the 2016 transit referendum) for a highly productive, efficient, and useful transit service, all within a constrained budget. Service requests should be evaluated with this balance in mind. Details on how IndyGo staff will respond to service requests can be found in Appendix B.

APPENDIX A: Additional Considerations for the Productivity Review

Frequency Changes Due to Low Productivity

Productivity standards are segment-based, so they will require segment-level assessment of boardings and revenue hours. Once a route is divided into meaningful segments, automated queries of Automated Passenger Count (APC) data can be developed for ease of reporting.

Rapid and frequent routes are strongly interdependent (because their higher frequencies increase the number of available transfer opportunities). Any low-performing frequent route should be analyzed as follows before considering reducing its frequency:

- Does the route have an inner segment that connects with other frequent routes, and outer segments that do not? If so, look at the productivity of these outer segments in isolation to see if they have markedly lower productivity than the inner segment. If they do, the segmentation of the route can be revised; the outer segment can be considered for demotion to the basic or coverage service categories.
- Does the route show evidence of high transfer volumes at key network intersections? If so, assume that any service reduction will cause ridership drops not just on the route in question but also on the intersecting route(s).

Community Routes

Before modifying a route - whether through modification to frequency, span, or other service characteristic - as a result of a below the threshold productivity score, IndyGo should first review whether the route (or a segment of the route) is considered transit dependent. Community Routes , those with communities depending on transit, may also be used by IndyGo staff in other service standard applications, such as transit amenities.

Community Route – Blended Methodology

Variables from the On-Board Survey (OBS) and Transit Critical Populations (TCP) are used to create a two-part score. The OBS reflects riders who use the routes while the household data reflects the data from those living along a route (TCP).

ACS Household Survey

- If less than 1/3 of the route's vehicle revenue miles (VRM) are in an area identified as minority (as defined by Title VI Program Update), then the score is 0 for the metrics; otherwise, the score is the actual percentage recorded.
- Metrics
    - Low-income household (income less than $35,000);
        - Not normalized by household member;
    - Minority population

    - Zero-vehicle household

On-Board Survey

- System-wide average for each statistic used should be calculated. Any route with an average below the system-wide average would score a 0; others would score the actual percentage.
- Metrics considered:
    - Zero-vehicle household;
    - Low-income household (income less than $35,000);
        - Not normalized by household member;
    - Minority population

Final Score Aggregations

For final ranking, the range of scores across all routes should be ordered from least to greatest and assigned a rank; 1 represents the highest rank. The scores should be distributed into equal sized tiers (e.g. three) ; the top tier would be a transit dependent route.

This methodology can be modified by staff, as needed. The methodology should be explicitly contained in any completed analysis.

APPENDIX B: Responding to Service Requests

Step 1. Will the requested service increase productivity in the near term?

Does meeting this request achieve ridership comparable to that of the ridership network? This can be assessed by asking if the request improves or worsens the following features of the high-ridership network:

- **Density.** The network's stops are surrounded by a high density of residents, jobs, or other trip-generating land uses.
- **Walkability.** The network is focused on areas where it is easy and safe to walk between bus stops and the surrounding development.
- **Linearity.** The network's routes are as straight as possible, so that they are perceived as a reasonably direct path between any two points on the route.
- **Continuity.** Service does not need to cross areas with long spans of undeveloped or underdeveloped land.
- **Uniqueness.** Parallel routes are far enough apart that they do not compete for the same riders.

If a service request would not be a clear net improvement in the feature of the ridership network, then it is a coverage request. Meeting a coverage request will predictably lead to lower ridership (shifting resources away from higher productivity routes), so coverage requests must be met out of the portion of the budget assigned to coverage.

Step 2. Will the requested service increase productivity in the long term?

Sometimes, developers or advocates ask transit agencies to fund a service because they believe it will help a community develop in a certain way, leading to a long-term ridership outcome. Transit agencies must view these arguments with caution because it puts the transit agency in the position of gambling on the land use outcome using its operating budget. There is almost always a way to invest service toward a shorter-term ridership outcome, one that depends on fewer uncertain factors, so investing in these possible futures comes at a cost to potential riders in the present.

The actual policy toward a developing area must reflect the degree of likelihood that the development will occur as planned. Development under construction should be treated as existing land use, but development in earlier planning stages requires the cautions outlined above.

Step 3. Will the requested service increase the number of people or jobs near service?

If the request substantially improves the system's performance on the coverage output target, and does so at a modest cost, it should be identified as a possible coverage improvement. Possible coverage improvements should be prioritized for allocation from the portion of the operating budget that is dedicated to the coverage goal. Coverage improvements on this list can be implemented if and when:

- The budget grows to the point that more total funding can be devoted to coverage.

- The Board elects to shift the policy split of the budget between ridership and coverage purposes.
- Other coverage services are discontinued, possibly including those that provide coverage less efficiently.

Step 4. If the answer to the above questions is "no"

IndyGo should be very reluctant to introduce services that do not satisfy one of the above tests. If there is a strong desire on the part of the Board to add the service for other reasons, options can include:

- Seeking external funding for the service, ideally from the parties most likely to benefit from it.
- As a last resort, creating a third slice of the budget, distinct from the ridership and cover slices, called "discretionary." This slice could be devoted to any services the Board desires, regardless of objective policy justification.

Short-term operational solutions when proposed new services do not satisfy the previously mentioned tests include alternative forms of mobility, such as ride-matching, vanpools, and subsidized taxis.

The preferred long-term solution when proposed new services do not satisfy the previously mentioned tests include coordinating with businesses, the City of Indianapolis Department of Metropolitan Development, and others to encourage people, businesses, institutions, and future developments to locate along corridors with existing transit service.

APPENDIX C: Updating Route Purposes

Individual routes are assigned a category based on the route's purpose; either to maximize ridership or provide transit access to as many jobs and residents as possible. IndyGo may wish to revise the purpose of each route; this process of this determination is outlined below:

Route Purpose

Rapid and frequent services are all ridership-justified. Coverage services are all, by definition, coverage-justified. **The primary challenge is the basic category.**

In certain cases:

- If there are clear reasons to expect ridership to dramatically improve soon (for example, as a result of an imminent development or redevelopment of a property to become a major trip generator), IndyGo may provisionally assign the route to the ridership purpose. Any such imminent improvement should be an improvement in one or more of the necessary features for ridership that arise from the built form: density, walkability, linearity, and continuity.
- If the built environment is mostly unfavorable to transit (in terms of generally low density, walkability, linearity, and continuity) and shows little signs of changing in character to become more transit-supportive, assign the route to the coverage purpose.
- In a small number of cases, a route may be running at 30-minute frequency and its purpose is ideally just coverage or just ridership, yet some constraint prevents it from running at higher or lower frequency.

Segment Purpose

One challenge of using frequency-based or purpose-based standards is that part of a route may be in one category and part in another.

Many routes in the recommended networks have an inner frequent segment which is clearly ridership-seeking and less frequency tails or branches which are meant to provide coverage.

In these cases, we recommend that:

- If the low-frequency portion of a route is less than 10 percent of the total revenue hours, the entire route can be analyzed in the higher-frequency category.
- Otherwise, the frequent and infrequent segments should be separated and assigned to separate categories.
- If a low frequency segment is part of a short mid-route split or minor variation in route, the route should be identified in the higher-frequency category.

Measuring Productivity of Outer Segments

Separately analyzing the productivity of inner and outer route segments (where the inner segment has higher frequency) requires an extra step. One analytical method is as follows:

- Ridership: Using APC data, identify the total inbound boardings and outbound alightings that occur on the *outer* segment. Add these two numbers together to get the total ridership that makes some use of the outer segment (This method counts each trip once and does not double-count trips that are entirely within the outer segment. If there are difficulties with counting alightings, simply count the total inbound boardings and double, presuming most trips are round trips, to capture the trips alighting in the segment.)
- Subtract that number from the total route ridership to get boardings assignable entirely to the inner segment.
- Cost (revenue hours): Using a costing tool to estimate the revenue hours required to operate the frequent inner segment, as if the outer segment did not exist. Assign those revenue hours to the inner segment.
- Assign the difference between the inner segment's revenue hours and the route's full cost to the outer segment.
- Calculate productivity of the outer segment by dividing its boardings by its revenue hours.

When evaluating the purpose of a Basic service's segments, consider the following:

- If the segment's productivity is in the range of rapid or frequent services, then it is probably a ridership segment.
- If the segment's productivity is within the range of the other coverage routes or segments, then it is probably a coverage segment.
- If ridership is clearly very different on one part of a segment than another, divide it into smaller pieces and think about them separately. (Sometimes this process inspires the redesign of a route, so that high-ridership segments can be served by a more frequent route.)

When a 30-minute segment is assigned to a ridership or coverage purpose, it should be reviewed in the following terms:

- Half-hourly segments categorized as ridership may be in route for promotion to the Frequent network as resources permit.
- There may be cases—such as segments driven by a strongly day-time-only or peak demand – where a 30-minute base frequency may yield very high productivity, and productivity would fall if they were promoted.
- There may be extenuating circumstances that argue against increasing or decreasing the frequency of a basic route. For example, reducing the frequency might save no money, due to the route's cycle time; or the frequency may be created by hourly branches at the end of the segment whose frequency should not be reduced to bi-hourly.

APPENDIX D: Assessing Compliance with the Ridership/Coverage Split

The frequency of routes is a key ingredient for public transportation. IndyGo should routinely evaluate the percentage split between service that could be considered frequent and that considered infrequent.

For the service under review, each route is to be identified as frequent if it provides service every 30 minutes or better during the weekday. Any route providing service 31 minutes or greater is to be considered an infrequent or coverage route. Demand response service may be handled at the discretion of IndyGo staff at the time of determination. Vehicle revenue hours should be the datapoint measured.

APPENDIX E: MODIFICATIONS TO THESE STANDARDS

This is a summary of modifications to these standards.

Version	Modifications
October 2018 Version	Board approved.
October 2019 Version (Draft)	• Minor grammatical changes • Added "Vehicle Assignment" section • Added section on the "Title VI Service Monitoring Report" • Retroactive to February 1, 2018
October 2019 Version (Final)	Board approved.
February 2026 (Draft)	- Added "peak" and "non-peak" to the following standards: - Added Federal Requirements Checklist - Edited the Standards for Productivity - Identified Rapid as a separate, distinct mode – bus rapid transit. - Modified the Productivity Review and Replaced it with the TOPR. - Added key definitions.

APPENDIX E: Federal Requirements Checklist

This checklist outlines the federal requirements for Service Standards. The area that fulfills the requirement is identified in the table below.

From FTA Circular C4702.1B (2012)

Requirement	Additional Information	Document Reference
Vehicle Load for Each Mode.	Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. Generally expressed in peak and off-peak times.	Passenger Load.
Vehicle headway for Each Mode.	The amount of time between two vehicles traveling in the same direction. Generally expressed for peak and off-peak, per mode.	Frequency.
On-time Performance for Each Mode.	Measure of runs completed as scheduled.	On-Time Performance.
Service Availability for Each Mode.	Measure of distribution of routes within a provider's service area. Could also be a maximum distance between stops or stations.	Stop Spacing.
Distribution of Transit Amenities by Mode.	Items of comfort, convenience, and safety available to the general riding public. Amenities include, but are not limited to: seating, shelters, information, escalators, elevators, and waste receptacles.	Stop Spacing.

Vehicle Assignment by Mode	Process by which transit vehicles are placed into service in depots and on routes. May be based on age, type of vehicle, and/or type of service.	Vehicle Assignment.

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Date of Memo: April 09, 2026
Board Meeting: April 16, 2026

BOARD MEMORANDUM

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

THROUGH: Board Chair Gregory Hahn

FROM: Chief Legal Officer Robert Frye

SUBJECT: Consideration and approval of Amendment Number 2 to the contract for legal services with Hoover Hull Turner LLP

ACTION ITEM A – 7

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute Amendment Number 2 to the contract for legal services with law firm Hoover Hull Turner LLP (HHT) to extend the term for one year, through May 1, 2027.

BACKGROUND:

In 2024, the Board determined that it was advisable to engage the services of outside legal counsel to provide legal advice and direction to the Board as requested and required in instances where the legal work may present a conflict of interest or an appearance of a conflict of interest for IPTC's Chief Legal Officer or staff attorneys to handle, or which may be outside of their expertise or capacity to handle. Accordingly, the Board elected to engage the services of HHT to provide such outside legal advice as needed based on its prior experience with the firm. At its meeting in May 2024, the Board approved a contract with HHT to provide legal services with a one-year term from May 1, 2024 through May 1, 2025. At its meeting in April 2025, the Board approved Amendment Number 1 to the contract to extend its term for one year through May 1, 2026.

DISCUSSION:

The contract with HHT expires on May 1, 2026. The law firm has agreed to extend the term of the contract for one additional year, through and including May 1, 2027, at the same rates and on the same terms and conditions as the original contract.

FISCAL IMPACT:

The annual fiscal impact will depend upon the utilization of the law firm's services. For context, total expenditures under the contract from May 1, 2024 to date have been $19,048.78. Any costs that may be incurred through the extended contract term will be covered by the Board's operating budget.

DBE/XBE DECLARATION:

There are no subcontracting opportunities because legal services cannot be subcontracted.

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Date of Memo: April 07, 2026
Board Meeting: April 16, 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 IDIS Americas

---

ACTION ITEM A – 8

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a three-year contract with IDIS Americas to purchase bus camera equipment and accessories in an amount not to exceed $124,385.

BACKGROUND:

According to the Transportation Security Administration (TSA), a robust, resilient, and effective motor coach security plan requires clearly defined threat mitigation, prevention, protection, response, and recovery goals designed to reduce risk. Chief among these goals is the ability to deter or defeat a range of existing and emerging threats to transportation security. Unaddressed vulnerabilities could result in significant harm to the organization, resources, passengers, and other citizens connected to the transportation infrastructure. IPTC has utilized motor coach security for its fixed route, bus rapid transit (BRT), and mobility solutions fleet since 2010. For IPTC, implementing and maintaining a sound bus camera system on its coaches is essential for effective security planning, incident and risk management, and training.

In December 2020, IPTC awarded Luminator Technology Group a three-year contract with two optional years as our bus camera system vendor. Luminator licensed IDIS Americas' bus camera equipment as a reseller and rebranded the equipment under the Luminator name. The contract with Luminator expired on December 10, 2025, and all equipment purchased from Luminator is out of warranty.

DISCUSSION:

When Luminator's contract expired, it was determined that it would not be worthwhile to stay with Luminator because it would no longer warrant the equipment. IPTC was able to purchase software licenses for its 330 cameras directly from IDIS Americas. However, there is currently no contract in place for IPTC to be able to purchase bus camera equipment and/or accessories to support the entire fleet. Without an equipment contract to accompany the IDIS Americas software purchase, IPTC runs the risk of having no established vendor to purchase additional cameras to outfit new buses, replacement cameras, or accessories. Accordingly, we propose entering into a contract with IDIS Americas pursuant to a special procurement (compatibility of systems), under which IPTC will have prices for additional cameras and accessories locked in for three years, while also receiving continued support for the existing cameras. This is a fiscally responsible decision because replacing the entire camera system would cost $8 to $10 million, and the market globally is experiencing rising costs for computing memory, hard drives, CPUs, and semiconductors.

FISCAL IMPACT:

This project will be funded by the Information Technology operating budget. Bus camera equipment and accessories will cost $44,245 in FY2026, $23,340 in FY2027, and $56,800 in FY2028.

DBE/XBE DECLARATION:

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

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Date of Memo: April, 08 2026
Board Meeting: April, 16 2026

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 contractor for 1501 women's locker room renovation

---

ACTION ITEM A – 9

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a contract with the Shuck Corporation, for a price not to exceed $216,390 for the complete scope of renovations in the women's locker room, located at 1501 W. Washington St.

BACKGROUND:

The women's locker room at 1501 W. Washington St. serves the female mechanics and fleet team in addition to other IndyGo staff. As the building has aged, the state of the facility has seen extensive signs of wear and tear. In addition, the layout of the space no longer serves staff or provides adequate ADA access. Renovations will address these needed upgrades to the facility as well as bring the space to full ADA compliance.

DISCUSSION:

This project will include the demolition of several non-load bearing walls in addition to the removal of old toilet partitions, sinks and lockers. The space will receive new casework, lockers, paint, tiling and restroom facilities throughout.

FISCAL IMPACT:

This project is funded through the Capital Budget and will be reimbursed with Federal funds.

DBE/XBE DECLARATION:

Due to the Interim Final Rule impacting the DBE Program, there are currently no certified vendors available. As a result, DBE goal-setting activities have been temporarily paused, and no participation goal has been established for this project at this time.

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Indianapolis Public Transportation Corporation

Budget to Actuals (Comparative Statement) - IndyGo

For the Three Months Ending Tuesday, March 31, 2026

4/13/2026 8:39 AM

Period Selected: 3

	Current Month				YTD				
	Actual	Budget	Budget Variance $	Budget Variance %	Actual	Budget	Budget Variance $	Budget Variance %	PRIOR YTD Actual
Operating Revenue									
Federal Assistance	1,689,943.00	1,218,833.16	471,109.84	38.65	4,447,460.00	3,656,499.48	790,960.52	21.63	4,470,768.00
Other Operating Income	295,939.65	299,478.33	(3,538.68)	(1.18)	640,065.86	898,434.99	(258,369.13)	(28.76)	767,088.98
Passenger Service Revenue	532,147.98	493,769.37	38,378.61	7.77	1,509,463.70	1,481,308.11	28,155.59	1.90	1,241,177.63
PMTF Revenue	947,485.67	947,485.67	0.00	0.00	2,842,457.01	2,842,457.01	0.00	0.00	2,842,457.01
Local Property & Excise Tax Revenue	3,558,425.83	3,558,425.83	0.00	0.00	10,675,277.49	10,675,277.49	0.00	0.00	10,327,204.50
Local Transit Income Tax Revenue	4,122,551.33	4,122,551.32	0.01	0.00	12,367,654.00	12,367,653.96	0.04	0.00	12,228,727.75
Service Reimbursement Program	22,083.00	22,083.33	(0.33)	(0.00)	66,249.00	66,250.19	(1.19)	(0.00)	66,249.00
Total Operating Revenues	**11,168,576.46**	**10,662,627.01**	**505,949.45**	**0.05**	**32,548,627.06**	**31,987,881.23**	**560,745.83**	**0.02**	**31,943,672.87**
Operating Expenses									
Personal Services									
Fringe Benefits	1,967,104.93	1,767,218.11	199,886.82	11.31	5,265,785.99	6,185,158.52	(919,372.53)	(14.86)	4,866,072.37
Overtime	489,224.39	262,356.21	226,868.18	86.47	1,791,501.18	918,246.73	873,254.45	95.10	1,566,581.13
Salary	3,945,571.09	4,430,630.43	(485,059.34)	(10.95)	12,035,510.10	15,507,206.52	(3,471,696.42)	(22.39)	12,995,737.90
Total Wages and Benefits	**6,401,900.41**	**6,460,204.75**	**(58,304.34)**	**(0.90)**	**19,092,797.27**	**22,610,611.77**	**(3,517,814.50)**	**(15.56)**	**19,428,391.40**
Other Services & Charges									
Claims	350,343.79	372,899.99	(22,556.20)	(6.05)	1,363,733.03	1,118,699.99	245,033.04	21.90	474,801.01
Miscellaneous Expenses	176,642.25	120,376.99	56,265.26	46.74	327,068.84	361,130.83	(34,061.99)	(9.43)	160,252.72
Purchased Transportation	1,080,717.51	991,457.50	89,260.01	9.00	2,981,817.97	2,974,372.50	7,445.47	0.25	3,277,464.88
Services	3,061,023.40	2,759,261.50	301,761.90	10.94	7,736,077.91	10,955,594.85	(3,219,516.94)	(29.39)	4,908,359.42
Total Utilities	289,151.07	291,193.07	(2,042.00)	(0.70)	908,541.54	873,579.21	34,962.33	4.00	770,690.91
Total Other Services & Charges	**4,957,878.02**	**4,535,189.05**	**422,688.97**	**9.32**	**13,317,239.29**	**16,283,377.38**	**(2,966,138.09)**	**(18.22)**	**9,591,568.94**
Materials & Supplies									
Fuel & Lubricants	341,163.45	566,458.34	(225,294.89)	(39.77)	1,131,758.83	1,699,375.02	(567,616.19)	(33.40)	1,204,797.53
Maintenance Materials	596,058.74	569,861.79	26,196.95	4.60	1,552,977.12	1,709,585.37	(156,608.25)	(9.16)	1,662,281.69
Other Materials & Supplies	41,703.26	90,610.89	(48,907.63)	(53.98)	97,499.84	416,744.87	(319,245.03)	(76.60)	121,733.64
Tires & Tubes	53,440.34	61,348.03	(7,907.69)	(12.89)	163,179.45	184,044.09	(20,864.64)	(11.34)	144,269.49
Total Materials & Supplies	**1,032,365.79**	**1,288,279.05**	**(255,913.26)**	**(19.86)**	**2,945,415.24**	**4,009,749.35**	**(1,064,334.11)**	**(26.54)**	**3,133,082.35**
Total Operating Expenses	**12,392,144.22**	**12,283,672.85**	**108,471.37**	**0.88**	**35,355,451.80**	**42,903,738.50**	**(7,548,286.70)**	**(17.59)**	**32,153,042.69**

Miscellaneous Expenses - March 2026	
MEMBERSHIPS AND DUES	**116,172.16**
2026 Q2 payment - Foundation	82,500.00
Annual ABBG Benchmarking Group Membership	31,400.00
YMCA Member Discounts	1,449.46
APA-AICP Membership (National and State)	822.70
LEASES AND RENTALS	**35,039.42**
Lease Payment for 9350 E. 30th Street, Unit 1	31,539.42
Ground Rent/Ring Road Maintenance - Greenwood Park Mall	3,500.00
CONFERENCE REGISTRATION EXPENSES	**11,875.00**
Conference Registrations - APTA	11,875.00
TRAVEL	**7,697.51**
Lodging	7,697.51
MEALS AND ENTERTAINMENT	**2,124.50**
NTI Course Lunch - Risk & Safety	1,524.50
Supply Diversity Breakfast	600.00
TRAINING AND STAFF DEVELOPMENT	**1,975.00**
Project Management Course	1,975.00
MISCELLANEOUS	**1,635.27**
IndyGo Apparel - Fleet Dept.& Flower Arrangements	1,635.27
DRIVER LICENSE FEES	**123.39**
Total	**176,642.25**

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

Information Update – Contract Extension for Parkeon, Inc. dba Flowbird

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Interim Chief Financial Officer Justin Burcope
Date: April 16,2026

BACKGROUND:

IPTC is transitioning to Masabi LLC (Masabi) as its new fare collection technology provider, with the system scheduled to go live on July 1, 2026. This new platform will modernize fare payment capabilities, improve customer experience, and provide enhanced operational flexibility.

The contract with IPTC's current fare collection technology partner, Parkeon, Inc. dba Flowbird (Flowbird), was originally set to expire on June 30, 2026. A contract extension (Change Order 16) was executed on March 13, 2026, extending the term through December 31, 2026.

This extension is primarily intended to reduce implementation risk by establishing operational redundancy during the transition period. By maintaining the existing Flowbird system in parallel with the rollout of the Masabi platform, IPTC ensures continuity of fare collection services while the new system is stabilized and validated in a live environment.

Running both systems concurrently provides critical safeguards, including backup fare collection capabilities, contingency options in the event of system issues, and flexibility to address unforeseen challenges without disrupting service. This redundancy allows IPTC to proceed with system configuration, integration validation, testing, and staff training with greater confidence and reduced operational risk.

RECOMMENDATION:

Receive the report.

Justin Burcope
Interim Chief Financial 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: April 2, 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

- The Transit Teammate Appreciation campaign exceeded our initial goal of $1,500. It brought in 16 gifts including 6 recurring gifts. Total raised was $1,978
- We have a strong start of the year in terms of number of donors. Through March we have 96 donors. In 2024 and 2025, we had closer to 60 donors at this time of year.
- Thank you to all Board members who have made a contribution to IndyGo Foundation. Between the Foundation and IndyGo Boards, we are already at 73% giving for the year!
- Endowment Feasibility Study interviews are taking place this month. Results from the study will be available in May.
- Registration for the *2026 IndyGo Foundation Golf Outing: Driving Access* is open and has raised 31% to goal. https://www.indygo.net/foundation/iptf-golf-outing/

2026 Goal	Actual Through March 26th Based on Raisers Edge Entry
Host 8 donor meetings a month	20
Raise $1M from Corporate, Foundation & Individuals	$77,965 (7.8%)
Raise $712k in General/Special Event Income	$57,965 (8.1%)
OTHER FUNDRAISING METRICS	
Grant Solicitations	13 applications requesting $836,000 Secured to date: $21,000 Pending: $795,000
Mailed Solicitations	241 individuals and 76 companies
Email & Social Solicitations	8 social posts and 6 emails

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

Strategic Plan Goal 2. Operate sustainable, measurable programs focused on increasing community awareness, funding, and ridership

- Nonprofit bus pass sales through March are up. We have sold $34,000 more over this time last year.
- IndyGo Foundation offered IndyGo employees a 20% discount on the Swag Store during Transit Teammate Appreciation week. 8 employees took advantage of the discount offer.

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

- The Foundation's Board retreat is on Friday, May 1.
- Jarvis Jointer has stepped down from the Board.
- Jean Caster has requested to be replaced by Darryl Lockett who is also an Anthem employee.

Strategic Plan Goal 4. Streamline annual operations to seamlessly execute programming and fulfill fundraising responsibilities.

- IndyGo Foundation is planning to conduct its next strategic plan in the beginning of 2027 to cover 2028-2030. The current plan covered 2025-2027.

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IndyGo SM

APRIL 2026

Public Affairs Board Report

Item I –

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

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR APRIL 2026

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

RECOMMENDATION:
Receive the report.

SUMMARY:
In March, the Public Affairs Department supported internal and external communications for IndyGo's **Human Trafficking Awareness Campaign**, while continuing outreach related to the Good Vibes Guide, service detours and travel trainings.

The department also led communications related to several **service updates and detours**, including impacts from Blue Line construction, Routes 15 and 30's return to regular routing, a Route 10 eastbound detour, and multiple detours associated with March Madness and Final Four events, while also promoting IndyGo's services during these high-attendance events.

These efforts were in addition to the department's ongoing work managing creative projects, generating more than **157,649 social media engagements and impressions** across all platforms and reaching more than **1,000 individuals** through public outreach.

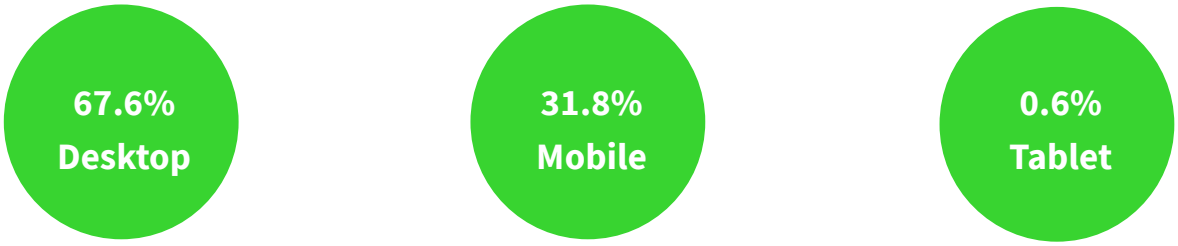
CONTRIBUTING STAFF INCLUDES:
Contributing staff includes:
Carrie Black, Chief Public Affairs Officer
Lisa Soard, Director of Communications
Destiny Chamorro, Graphic Design Manager
Kayla Bledsoe, Ridership Experience & Outreach Manager
Noah Sandel, Digital Media Manager
Mara Drown, Public Affairs Specialist

Website Insights: IndyGo.Net

(MARCH 2026)

Page Views:	189,065
Bounce Rate:	44.93%
Total Users:	37,342
Avg. Pageviews Per User	5.30
Total Sessions:	45,560
Total Monthly Session Comp.:	(Up) 4.78%
ADA Widget Use:	199

Viewing Metrics:



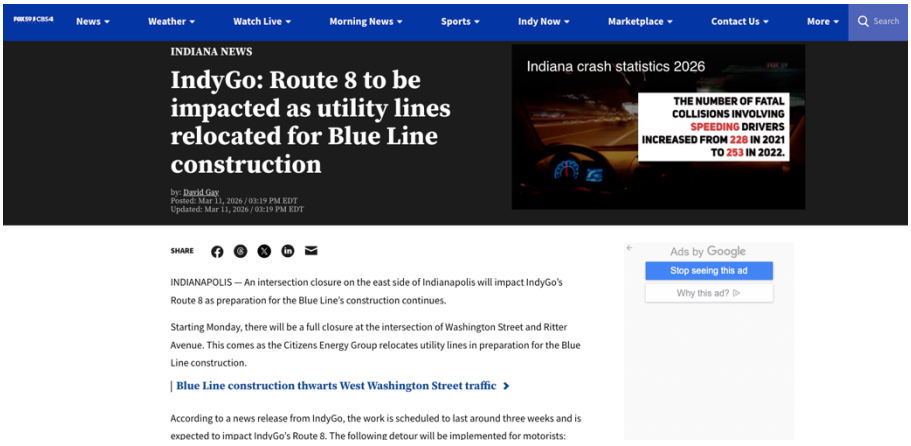
Public Media

(MARCH 2026)

Topics Covered:

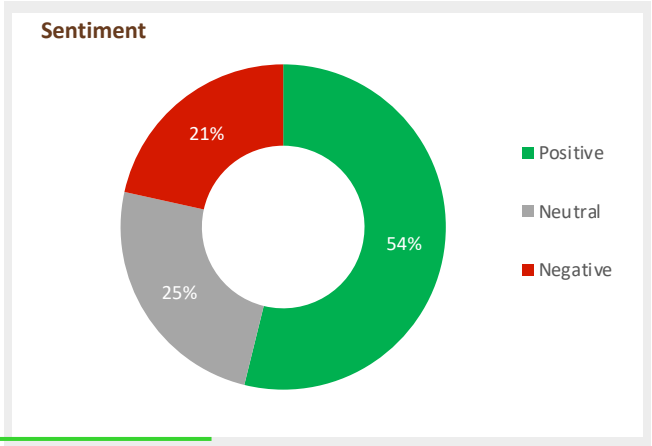
In March 2026, media coverage of IndyGo focused on service updates and infrastructure progress, including the completion of construction on the 30th Street Bridge, resulting in the end of the related bus detours. Reporting also highlighted temporary service impacts to Route 8 as progress continued with Blue Line construction. Additional coverage noted community-focused initiatives, including IndyGo's partnership in promoting youth alternatives to violence through the YATVAC program.

Overall, coverage positioned IndyGo as an agency actively managing construction-related challenges while maintaining a commitment to community engagement and long-term transit development.

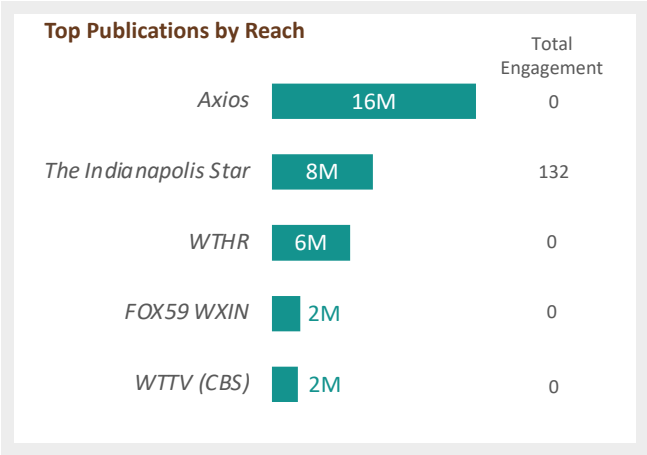


Metrics:

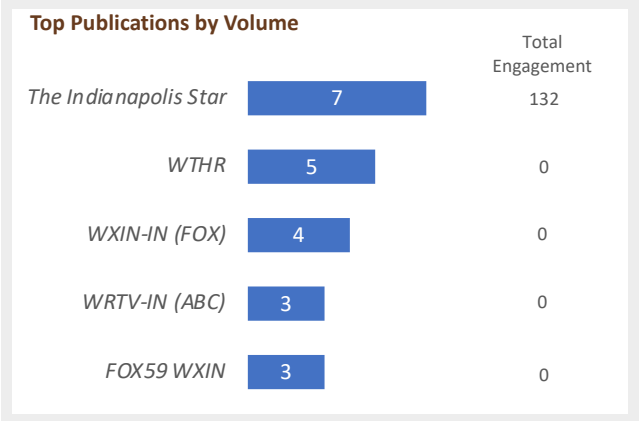
The graph to the right shows media story sentiments about IndyGo. 79% media mentions were positive or neutral (meaning mostly informative) toward the agency.



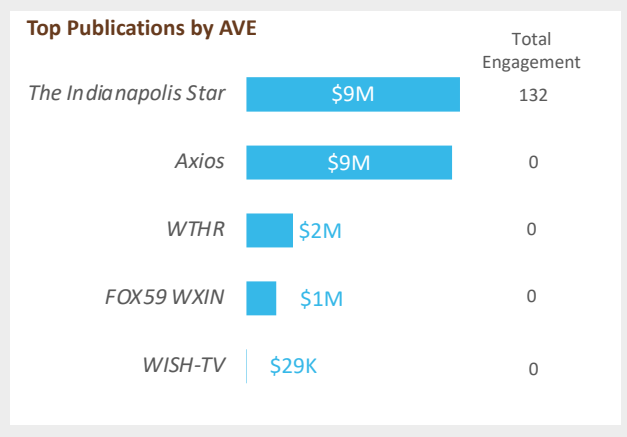
This graph highlights the top media outlets that published stories about IndyGo in March and the total potential viewership/readership for each station or publication. The agency reached approximately 34,000,000 viewers through these channels.



This graph features the media outlets that mentioned IndyGo the most in March and the number of engagements related to the news stories they published.



This graph spotlights 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 $21,005,800.

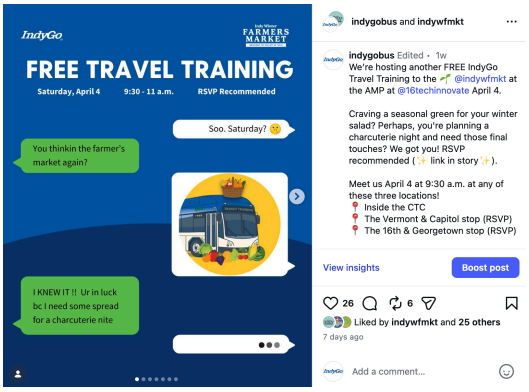


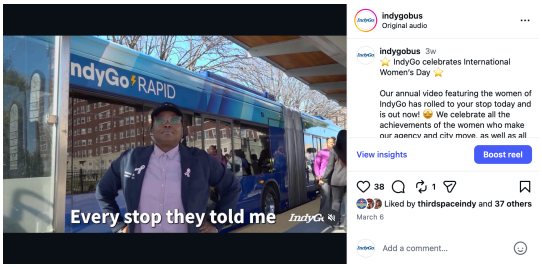
Social Media Performance

(MARCH 2026)

Instagram

- 39,791 views
- 981 interactions
- 5,229 followers



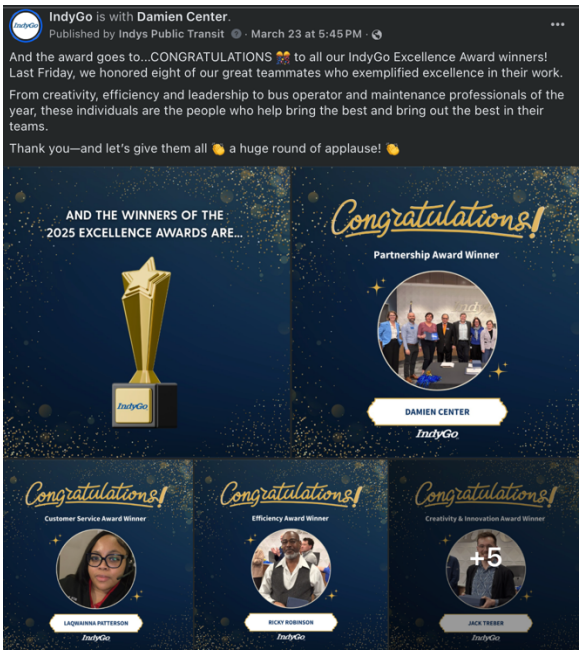


X(Twitter)

- 5,020 organic impressions
- 178 engagements
- 6,667 followers

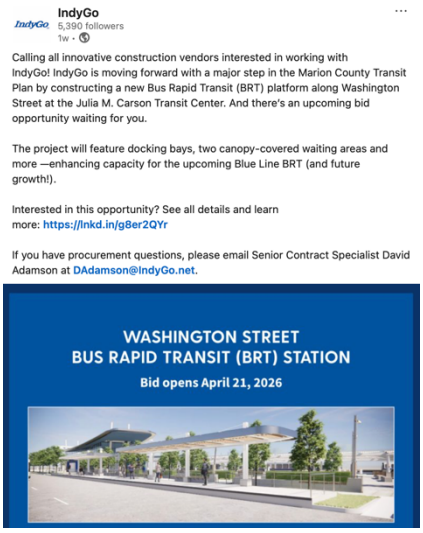
Facebook

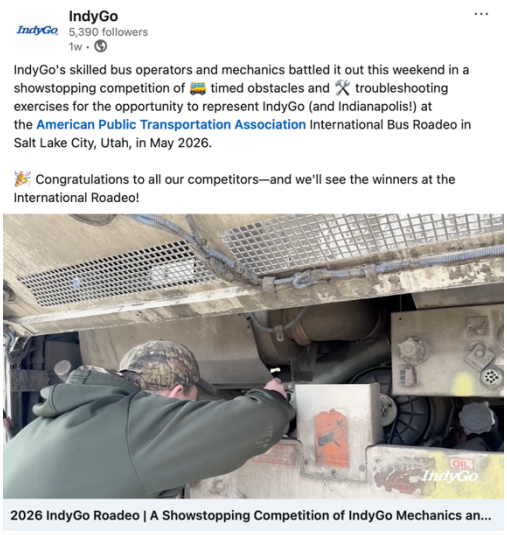
- 90,105 views
- 1,621 post engagements
- 20,947 potential viewers
- 14,370 followers



LinkedIn

- 14,471 impressions
- 562 engagements
- 9.4% engagement rate
- 79 new followers
- 5,390 followers





YouTube

- 4,920 total views
  - 2026 International Women's Day | IndyGo – 190
  - CDL Pre Trip – 183 views
  - IndyGo All-Star Week 2026 | A Message from IndyGo President & CEO Jennifer Pyrz– 163 views

IndyGo All-Star Week 2026 | A Message from IndyGo President & CEO Jennifer Pyrz

2026 International Women's Day | IndyGo

Email Marketing Performance

(MARCH 2026)

Email Marketing

- 30,200 recipients
- 4.92% click-to-open rate
- 3.90% open rate

Creative Services

(MARCH 2026)

National Human Trafficking Awareness Campaign:

Public Affairs assisted the Risk and Safety team in implementing their Human Trafficking Awareness campaign ahead of the Final Four in Indianapolis.

The campaign included signage and outreach initiatives to raise awareness of the signs of human trafficking and provide information on how to report suspected activity.

Monthly Recap

Creative services received fewer tickets across the organization this month and used the time to focus on upcoming initiatives and get ahead on key campaigns. These include the MyKey+ fare equipment transition, IndyGo outreach, June service adjustments and the Spring Rider Survey.

Outreach Summary

(MARCH 2026)

In March, IndyGo informed riders about upcoming detours and agency initiatives, including the Good Vibes Guide Rider Code of Conduct, in addition to partnering with the Indy Winter Farmers Market to increase ridership.

IndyGo teammates and transit ambassadors tabled and led travel training to the Indy Winter Farmers Market at the AMP at 16 Tech on Indianapolis' near northwest side. Six individuals participated, including first-time market visitors, and learned how to ride the bus. Participants received a MyKey card to re-load and gained the skills needed to navigate the system independently. Each participant also received a $3 coupon, provided by 16 Tech, to use with a market vendor.

Outreach focused on year round initiatives and riders affected by temporary detours on Routes 8, 10 and the Red Line, as well as the permanent changes to Routes 15 and 30. Teammates engaged nearly 1,000 riders, answering questions and distributing maps to help them navigate service changes. Transit ambassadors also conducted 11 detour audits to gather feedback, improve communication and enhance accessibility during service disruptions.

Event Reach:

Date:	Event Name:	People Reached:
03/07/2026	Winter Farmers Market Travel Training	8
03/10/2026	Food in Transit	100
03/10/2026	HOPE Team Meeting	30
03/12/2026	Bike Lunch & Learn	20
03/17/2026	Overdose Lifeline Kit Packing	50
03/21/2026	Winter Farmers Market	100
03/24/2026	Food in Transit	100
03/28/2026	Winter Farmers Market	100

Bus Outreach:

Type:	Routes:	Riders Reached:
Bus Stop, Route and Detour Audits	2, 8, 10, 11, 21, 25, 26, 82 & Red Line	N/A
Temporary Route Detours	8, 10 & Red Line	900
Permanent Route Changes	15, 30	40
IndyGo Cares – Wellness Food in Transit	10, 26, 34	120
Good Vibes Guide (Rider Code of Conduct)	10, 15, 30, 37, Red & Purple lines	300

Events Recap

(MARCH 2026)

Topics Covered: Good Vibes Bus Outreach

Transit ambassadors traveled along IndyGo routes to share the news about IndyGo's new updated Good Vibes Guide. They handed out booklets outlining expectations for rider behavior while on IndyGo buses and at the Transit Center, Bus Rapid Transit stations, Super Stops and bus stops. Transit ambassadors, like LaTonya Barnett, play a critical role in transit education and ensuring positive rider experiences.

Pictured above: Barnett

Topics Covered: Travel Training to the Indy Winter Farmers Market

IndyGo recently offered free travel training sessions to the Indy Winter Farmers Market, helping new riders build confidence using public transit. Transit ambassadors and Mobility Manager Molly Freeman taught participants how to read route maps, use MyKey and navigate the system with ease, empowering them to travel more independently throughout the city.

Pictured above: Freeman, transit ambassadors and travel training participants

Topics Covered: Routes 15 and 30 Changes

Transit ambassadors took to the streets to share that Routes 15 and 30 have returned to regular routing following the completion of construction on the 30th Street Bridge. We truly appreciate them for helping keep our riders updated.

Pictured above: Transit Ambassador Steve Labra

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Planning & Capital Projects Report, April 2026

To:	President & CEO Jennifer Pyrz
From:	Chief Development Officer Brooke Thomas
Date:	April 9, 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 create detailed objectives that will guide staff actions toward those priorities. The implementation is already underway and will be ongoing while the plan is being completed. Emphasis is being given to certain objectives and initiatives which are viewed as being more urgent and which may also have the greatest impact on achieving meaningful progress toward the three agency priorities.

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 supported by the Masabi e-fare collection system hub and establishing the processes required for acclimating our partners to the new system. 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. Less urgent but as important is the need to transition employers and other organizations who currently buy magnetic-stripe fare passes in bulk, including the IndyGo Foundation, to purchase comparable fare products that are compatible with the new MyKey+ fare system.

Transit Asset Management Inventory

The inventory for 2025 is nearly complete. As a recipient of federal funds, IndyGo is required to provide the FTA with the legal and physical assurance that IndyGo maintains control over federally funded property, facilities, and equipment. Strategic Planning facilitates an inventory of transit assets each year, typically in the fall. This inventory is also needed to maintain the agency's Transit Asset Management Plan. Together, the asset inventory and Transit Asset Management Plan help demonstrate to the FTA that the agency's federally funded assets are being used for their authorized transit purpose throughout their useful life.

Customer Satisfaction Survey – 2026
This year's Customer Satisfaction Survey will be conducted between April 13 and May 10. The purpose of this survey is to gain insights into several areas of importance, such as rider safety and bus cleanliness, directly from our riders. This data is collected and analyzed by the American Bus Benchmarking Group (ABBG), which IndyGo is a member. The ABBG provides agencies with both the raw data and cleaned data, as well as a final report summarizing the findings of the survey. This year's survey will be the second one that IndyGo has participated in since joining the ABBG.

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. Underground 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. 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 this month. 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
Throughout 2025, IndyGo worked with the Department of Public Works to identify ways to modify the Capital Avenue BRT corridor to mitigate or eliminate issues between buses and motorists. 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 total cost that was over IndyGo's independent cost estimate. The project team has revised their solicitation approach and is re-bidding the project this month.

Pavement Asset Management Plan

In 2025, IndyGo identified a need for improved measurement and management of bus-only lanes and elsewhere throughout the 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.

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 pavement maintenance and 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 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. Staff still anticipate being able to issue the RFI 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. The next package of bus stop improvements will begin construction in mid-2026 to include improvements to 42 bus stops on the far east side. The procurement process is currently underway. Bids are due on April 29th, 2026.

FACILITY PROJECTS

East Campus Fleet Operations and Maintenance Facilities

This project will result in the construction of a bus maintenance and storage facility at IndyGo's East Campus. The design phase has advanced past 30% complete and the team is now working towards the 60% design stage. At this month's Board meeting, staff will be seeking approval of a contract for preconstruction services with Shiel Sexton who, if approved, will serve as the construction manager as constructor for this project having submitted the best overall value proposal. While communication with the property owner and tenant remain open, to stay on schedule, IndyGo's outside legal counsel filed a complaint seeking condemnation of the project site this week.

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. Staff continue to work on the preliminary drawings and technical specifications needed to bid the work, which is anticipated to occur later this 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

A direct result of the BRT Docking Study completed in 2023, this project will advance the recommendations to construct two new public restrooms within the CTC. The scope of this project includes re-evaluating and, if feasible, renovating interior spaces within the CTC with the overarching goal being to better serve passengers, enhance safety and security, and to improve the functionality of the areas that are crucial to everyday operations. Staff are preparing to issue a Request for Qualifications for an architectural/engineering firm capable of assisting staff with the planning and design of the restroom project, specifically. With the Board's approval, the planning and design phase could take place throughout the second half of the year and the agency would be in a position to undertake renovations in 2027.

1501- Women's Locker Room Improvements

This project will improve the women's locker room at 1501 West Washington Street to make it more accessible, functional, and comfortable for employees. Staff will present an action item to the IPTC Board of Directors at their regularly scheduled meeting this month. If approved, construction would begin in May or June.

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 scheduled to begin this month and should take less than one month 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 in Q3 of this year.

Red Line Station – IPE Wood Maintenance

The IPE wood panels installed on the Red Line BRT stations have not been retreated since their original construction in 2018-2019. This project is needed to maintain the Red Line station wood panels and restore them to their original, reddish-brown appearance. If left untreated, the wood panels will continue to weather and gray over time. At this month's meeting, staff will seek the Board approval to amend IndyGo's existing BRT/Bus Shelter maintenance contract with Shuck Corporation to include this type of work. If approved, this work would be performed between May and September of this year, giving the contractor the flexibility to ensure that this work does not negatively impact IndyGo's service operations while at the same time contending with weather events.

Respectfully submitted,

Brooke Thomas, AICP
Chief Development Officer

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DATE: April 9, 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 – March 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 March 10th, the IPTC Risk and Safety department hosted visitors from the city of Lexington, Kentucky, Lextran Public Transportation for their risk and safety division. During the day, staff collaborates and shares policy, procedures, and data collection on various topics. The intent was to build a support network and share best practices and lessons learned in several subject matters to reduce risk and enhance safety practices. A future follow-up trip is planned to attend the Lextran facility and bus system to further foster a partnership. Various team members have already been invited to Lextran's bus roadeo in the fall.

- On March 12th, additional Reasonable Suspicion Drug and Alcohol evaluation 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 or under the influence of drugs or alcohol, and how to handle these situations.

- On March 12th, the IPTC Risk and Safety and Security department held an after-action meeting for the recent active shooter drill conducted on Feb 20th. The confidential data is being prepared for leadership and the board of directors later. There were many success stories throughout the day, and each will be highlighted in the full report. Items to enhance emergency response will also be identified, and work or communication is underway to further enhance the safety of IPTC employees.

- Throughout March, IPTC's Risk and Safety department, in collaboration with many other divisions, continued the plan in rolling out a system-wide "Human Trafficking" awareness campaign in advance of the NCAA final four in downtown Indianapolis. This is the first for the agency on this subject matter. The objective is to bring awareness to employees and the community, to educate. Part of the planning included bus stop posters, audio and video announcements throughout the transit system and onboard the buses, sandwich board displays at the Carson Transit Center, Coach Operator information sheets, IndyGo.net web page information, and internal employee newsletter content. When the program is rolled out in April, the message will be, See Something-Say Something, in bringing awareness to the city and public transportation.

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MARCH 2026 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 March 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
Calvin Cargile	869	21	32
Efrain Amaya	224	20	23
Tenisha Baine	6978	18	26
Jeffrey Howard	8141	16	17
Mamadou Goudiaby	8185	13	17
Loc Nguyen	8325	13	15
Paul Person	8128	13	18
Micheal Williams	6710	13	24
Calvin Jackson	8213	10	17
Jonathan Jackson	8739	8	11
Tamara Smith	8629	8	12
Danny Bell	9355	7	7
Joel Boston	8758	5	11
Janice Williams	10066	4	4
Najieb Murphy	9908	3	5
Tamika Overton	10309	3	4
Vincenzio Libertini	11148	2	2
Dejuan Hurt	10977	1	2
Semaj Wright	11458	1	2

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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 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**

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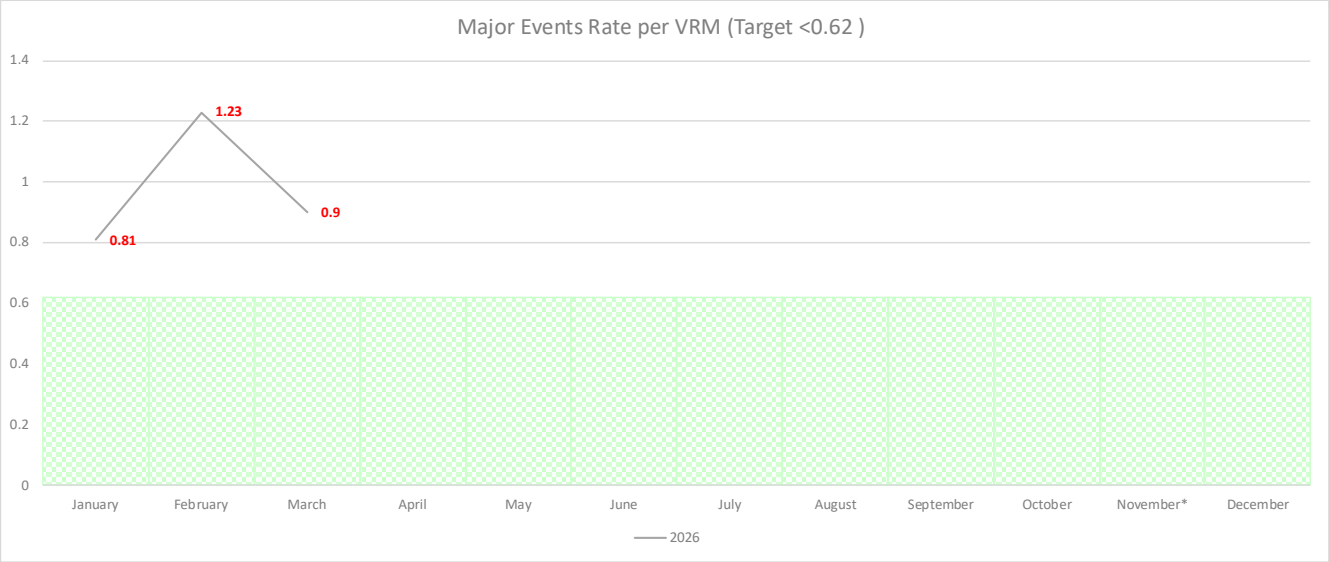
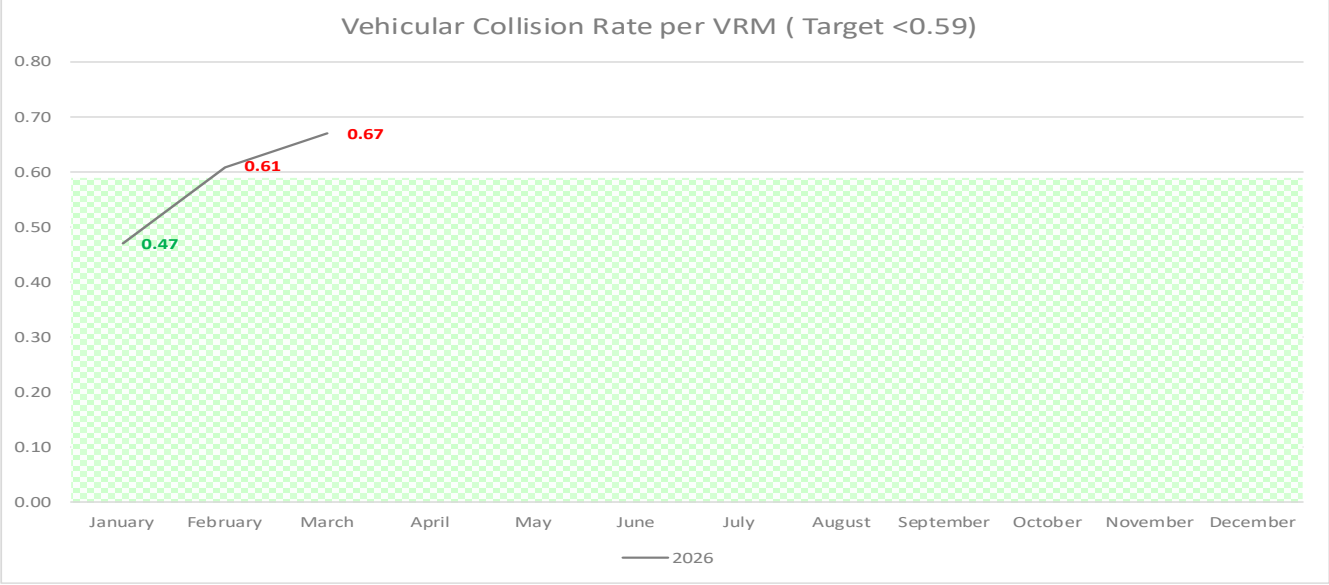
Risk Reduction Plan Key Performance Indicator's (KPIs) Data

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





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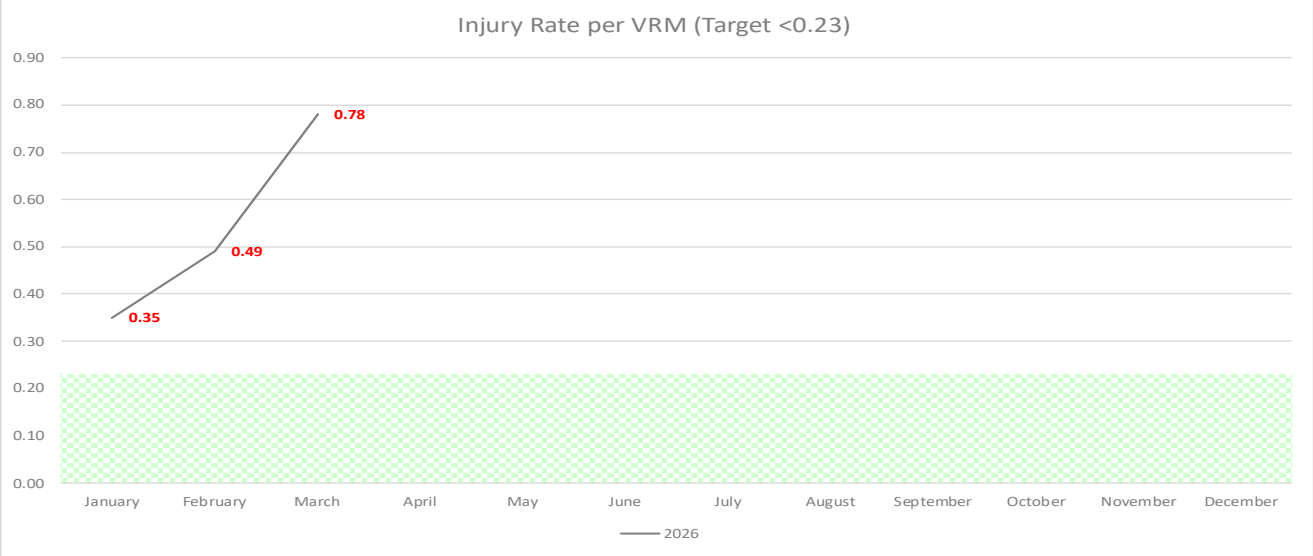

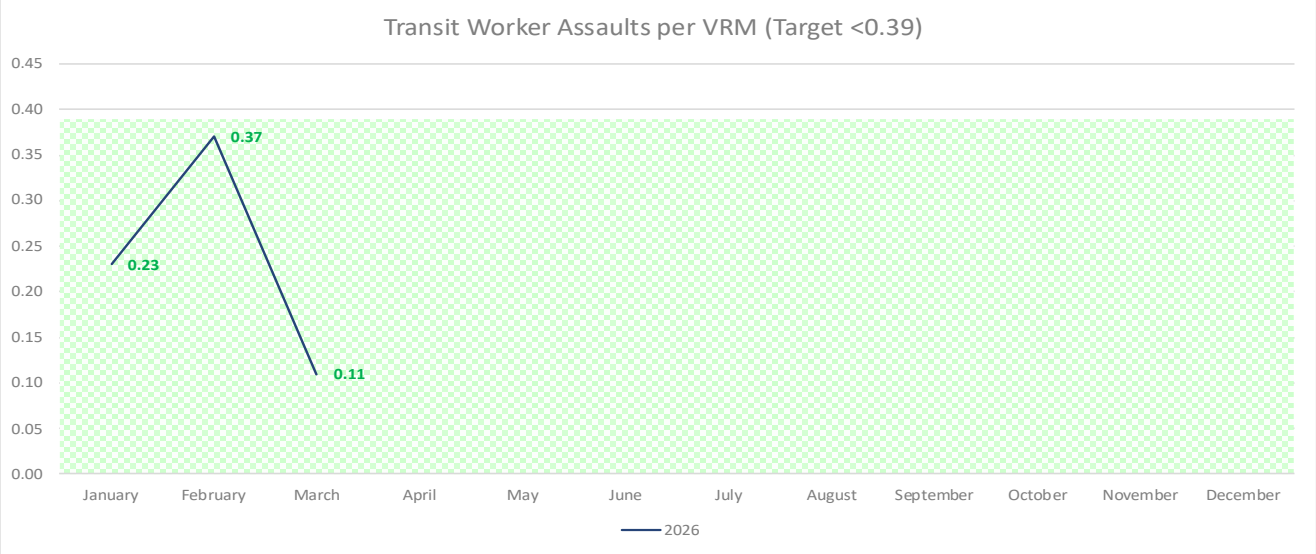

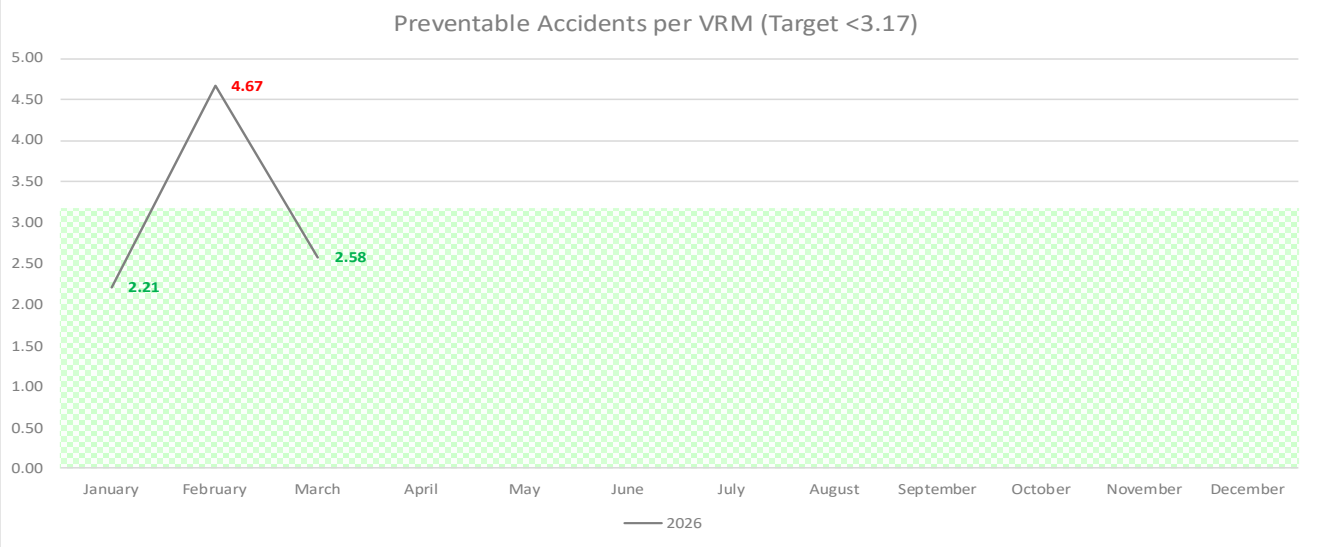

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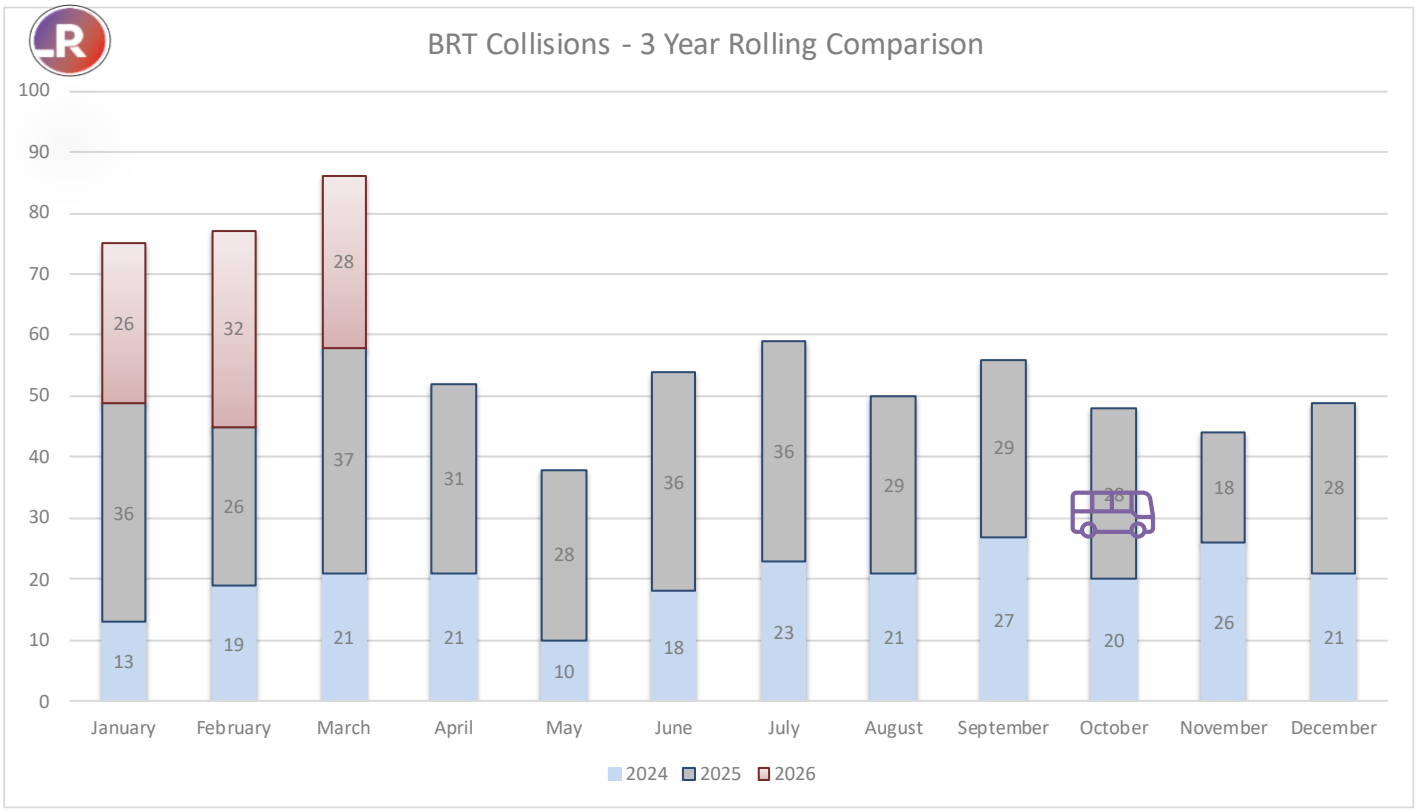

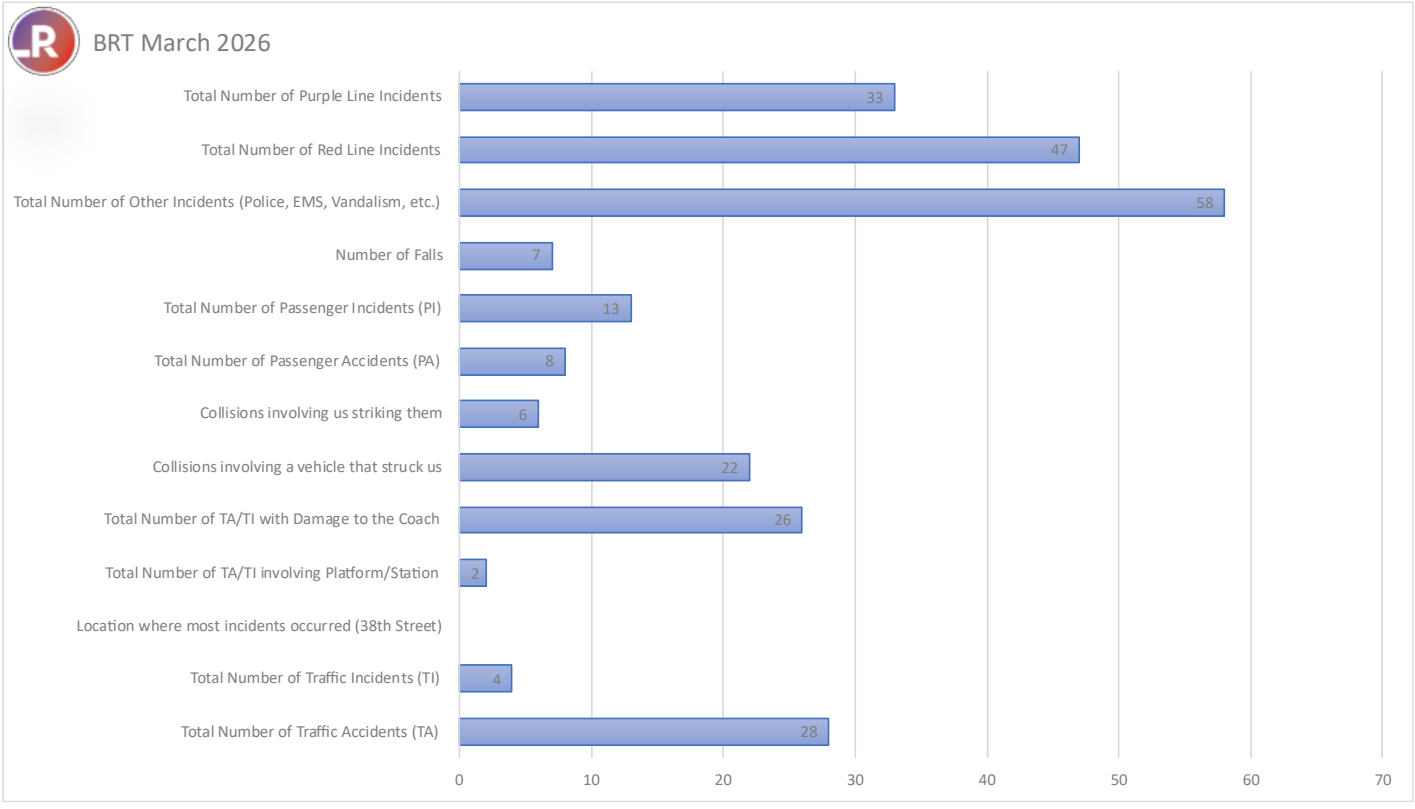

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Operations Division Report – March 2026

To: Jennifer Pyrz, President and CEO
From: Annette Darrow, COO
Date: April 16, 2026

SERVICE PLANNING

SCHEDULING AND PLANNING:

Service Scheduling is finalizing Booking 2606, which is based on the 2028 Bus Plan. This includes frequency increases to Route 3 & 28 and route alignment changes to 3, 5, & 21.
There are major detours affecting the south end of the Red Line due to bridge projects for DPW and INDOT. It inhibits our ability to provide reliable service. To counter that, IndyGo will be splitting the line at the CTC during the project. To make a through trip on the route, customers will have to transfer at the CTC.

Bus and Operator Needs

	Operators				Buses				
Bid	**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
Bid 2606									

Definitions

Total Operators:	Total number of employed bus operators, including those on leave, suspension or in training.
Bidding Operators:	Employed bus operators in that area 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 on the upcoming Bid.

Service Planning and Capital Projects have signed off on 100% plans for Phase One of the Far Eastside bus stop improvement packages of 43 stops. Phase One bid documents have been posted for the spring bid, with a pre-bid meeting scheduled for 4/7. The proposals are due at the end of April. Far Eastside, Additional engineering for Phase Two, including five signalized crosswalk improvements and 11 bus stops either associated with those crossings or for which right-of-way will need to be acquired, is ongoing, with a tentative plan for letting in late 2026 or spring 2027. Service Planning is working with the IndyGo Foundation to secure additional grant funding to support this work. Service Planning independently submitted a grant request to AARP in March, which, if successful, would offset the costs to improve a Far Eastside bus stop near two senior living facilities.

OPERATION PERFORMANCE:

The team has identified several operational challenges within the Paratransit services. 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. The White Voucher Lottery Generator has been successfully completed, and the entire process has been revamped from application collection to voucher distribution. In March, voucher issuance was reduced to 40, from 46 individuals in February, a ~47% decrease compared to the 12-month average of 71. A step-down approach is being implemented to reach the intended cap of 15 individuals for the White Voucher Program. The proposed timeline to reach this cap is July 2026.

There is significant focus on the **Fare Transition Plan** in preparation for the new fare collection system scheduled to launch in July. An action plan is being developed and will be presented to leadership for review, with a tentative timeline of the **Mid-April**.

FIXED ROUTE RIDERSHIP:

Mar-25	Mar-26	% Change	IndyGo Fixed Route Ridership	YTD 2025	YTD 2026	% Change
8,735	9,853	12.8%	**2 E. 34th St.**	23,556	26,471	12.4%
21,814	28,401	30.2%	**3 Michigan St.**	62,179	78,148	25.7%
7,329	9,503	29.7%	**4 Community North**	20,268	26,361	30.1%
8,765	8,805	0.5%	**5 E. 25th**	21,836	25,408	16.4%
5,095	6,634	30.2%	**6 N. Harding**	12,748	17,781	39.5%
76,006	81,980	7.9%	**8 Washington St.**	207,694	227,478	9.5%
63,479	71,689	12.9%	**10 10th St.**	169,843	194,999	14.8%
8,023	8,344	4.0%	**11 E. 16th St.**	22,213	26,399	18.8%
4,993	5,532	10.8%	**13 Raymond**	14,220	14,985	5.4%
8,741	9,041	3.4%	**15 W 34th St**	25,094	26,060	3.8%
7,613	7,767	2.0%	**16 Beech Grove**	21,014	21,772	3.6%
10,886	12,149	11.6%	**19 Broad Ripple**	27,565	33,673	22.2%
9,687	10,217	5.5%	**21 East 21st St.**	27,419	28,612	4.4%
6,890	8,498	23.3%	**24 Mars Hill**	17,871	25,462	42.5%
12,784	15,922	24.5%	**25 W. 16th St.**	34,117	46,444	36.1%
22,033	27,176	23.3%	**26 Keystone**	57,957	73,856	27.4%
5,467	6,572	20.2%	**28 St. Vincent**	14,640	18,396	25.7%
5,106	5,090	-0.3%	**29 County Line Road**	13,578	13,669	0.7%
8,032	10,760	34.0%	**30 30th St. Crosstown**	21,225	29,591	39.4%
8,116	9,434	16.2%	**31 US 31**	21,983	27,784	26.4%
17,575	20,490	16.6%	**34 ML King/Michigan Rd.**	48,565	55,539	14.4%
21,242	23,915	12.6%	**37 Park 100**	56,736	64,764	14.1%
5,653	5,994	6.0%	**38 W 38th St.**	14,529	15,520	6.8%
5,267	6,191	17.5%	**56 Emerson**	12,446	16,831	35.2%
8,146	10,091	23.9%	**82 East 82nd Street**	21,324	26,698	25.2%
7,469	7,296	-2.3%	**87 Eastside Connector**	20,427	20,997	2.8%
81,087	66,132	-18.4%	**90 Red Line - BRT**	225,956	185,335	-18.0%
102,462	75,639	-26.2%	**92 Purple Line - BRT**	281,995	216,562	-23.2%
6,754	3,914	-42.0%	**Others**	57,737	12,735	-77.9%
565,249	**573,029**	**1.4%**	**Total**	**1,576,735**	**1,598,330**	**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-

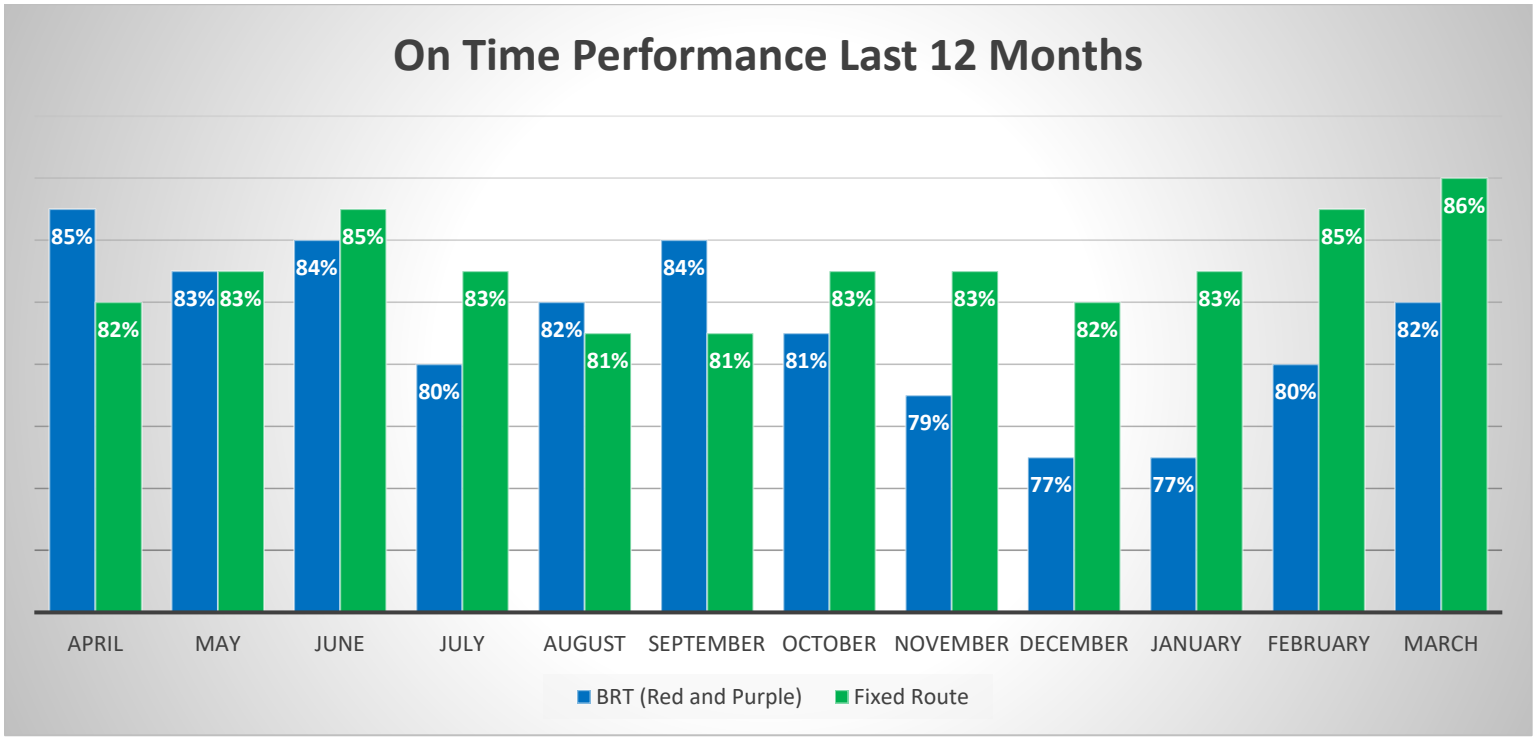
COACH OPERATOR 9327, NAKIA ANNE KING

Nakia proudly earned her six-year Safe Driving Certificate last month—a remarkable milestone that reflects her steadfast commitment to safety and excellence. No matter what the challenge, she rises to the occasion with integrity, determination, and a can-do attitude. Nakia's dedication to safe driving and her passion for continuous service uplift the entire company, making the workplace stronger and better each day.

90% CLUB – COACH OPERATOR:

COACH OPERATOR 5948, LAVELLE TEALER

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.



FLEET SERVICES AND VEHICLE MAINTENANCE

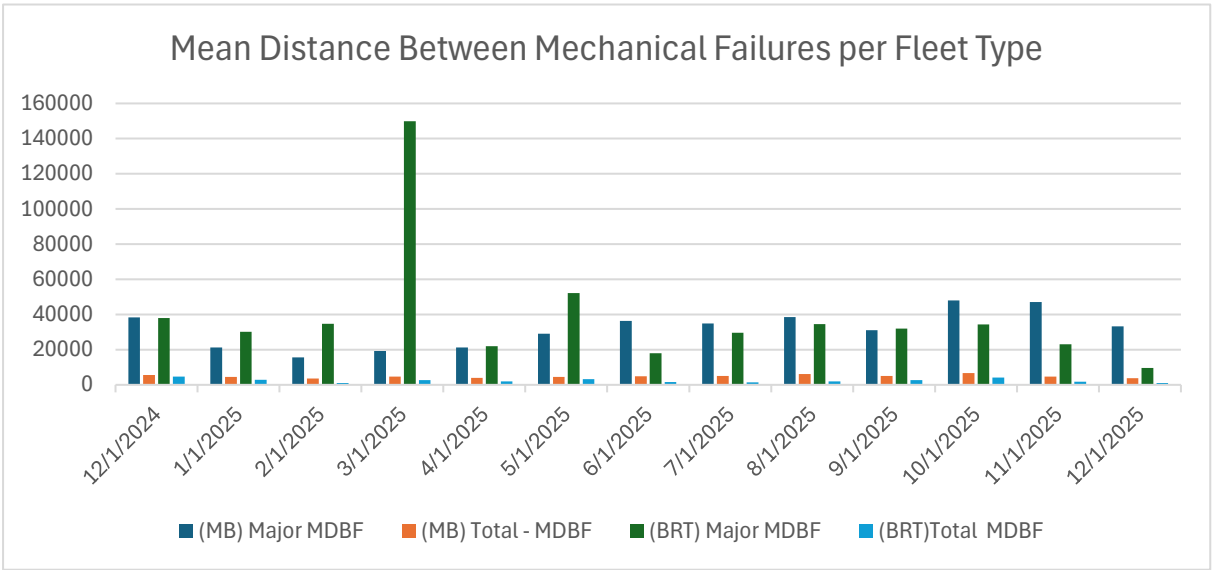
FLEET SERVICES:

In March, 44 vehicle requests were received for the motor pool. These are non-revenue vehicles available for business use.

There were 173 buses detailed of the 207 available in March. This gives the detail team a 83.57% completion rate. The goal is to detail every bus at least once per month.

IPTC has logged 1,977,764 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2026	529,102*	626,149*	822,513*										**1,977,764**
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

Security Dashboard
Overview of security and fare enforcement activity for March 2026 across the transit system.

Key Security Metrics – March 2026

Metric	March 2026	2026 YTD	Notes
Fare Inspections Conducted	15,480	43,627	Inspections on Red Line and Purple Line services
Fare Compliance Rate	**98.5%**	**98.1%**	Riders possessing a valid fare at inspection
Fare Notifications Issued	237	893	Riders without a valid fare who declined to purchase
Fare Education Interactions	561	3,279	Riders who purchased fares after receiving education
Social Service Contacts	28	86	Individuals engaged by the Social Services Coordinator
Social Service Referrals	26	79	Referrals to partner support agencies

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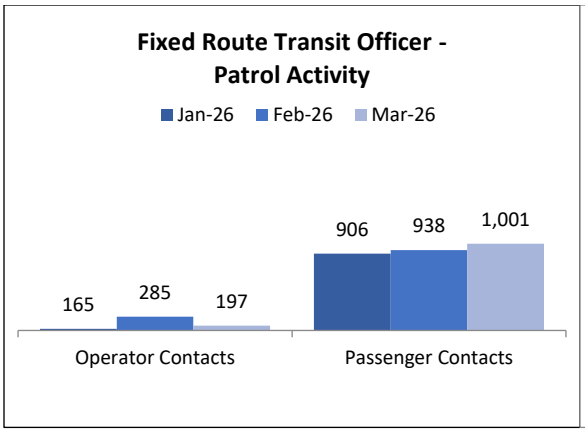
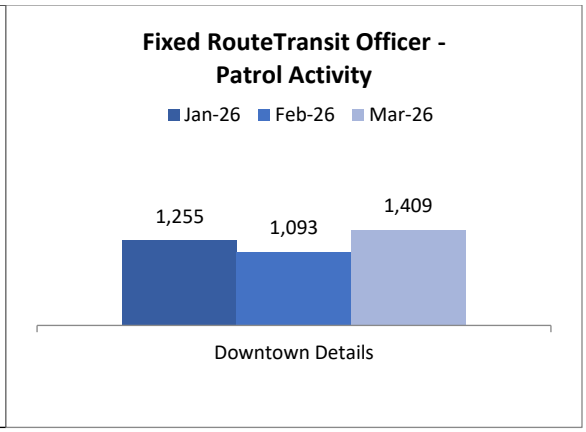
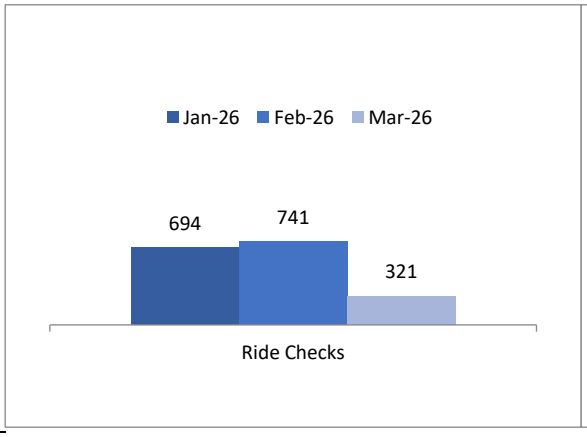
High Fare Compliance
Fare compliance remains consistently above **98%** both monthly and year-to-date, indicating strong system integrity and revenue protection.

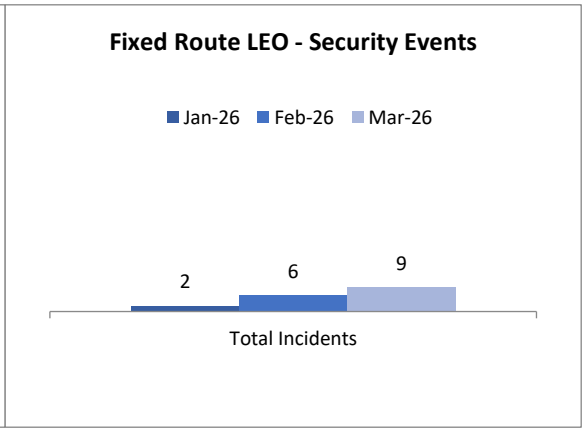
Education Supporting Compliance
The majority of initially non-compliant encounters resulted in fare purchase, supporting a customer-focused enforcement strategy.

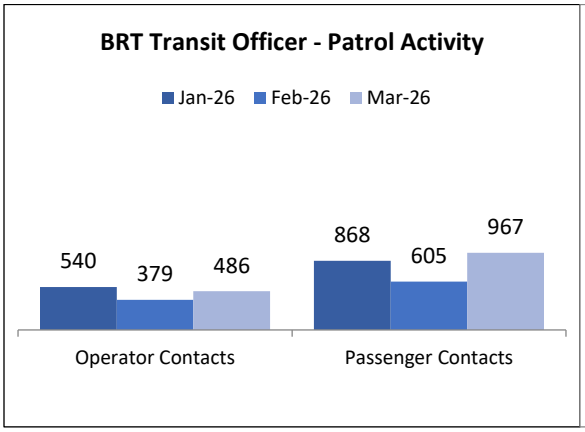
Referrals
Individuals who were referred to partner service organizations such as Horizon House, RDOOR, and Wheeler Mission Outreach. Not all individuals requested referrals; some contacts involved general assistance or transit-related information only.

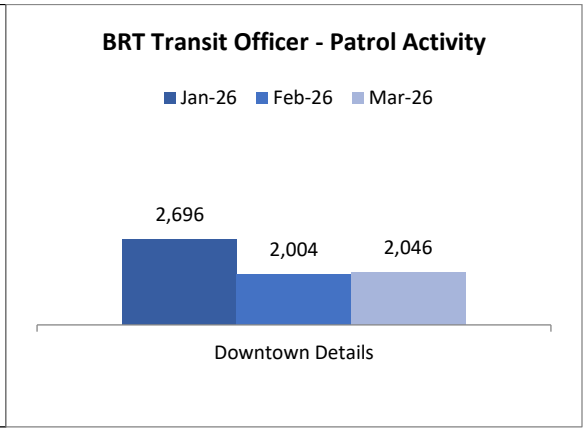

Fixed Route Transit Officer - Patrol Activity
Jan-26
Feb-26
Mar-26
165
285
197
906
938
1,001
Operator Contacts
Passenger Contacts

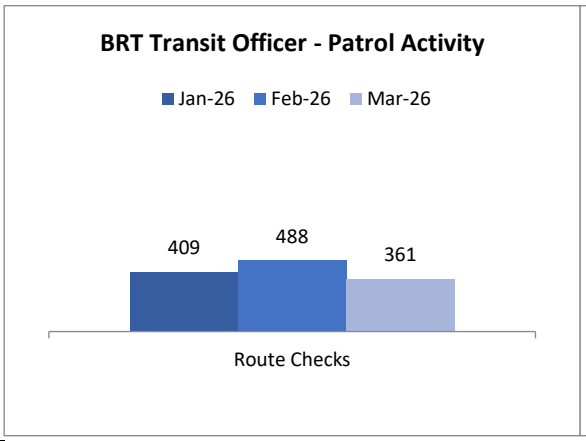

Fixed RouteTransit Officer - Patrol Activity
Jan-26
Feb-26
Mar-26
1,255
1,093
1,409
Downtown Details

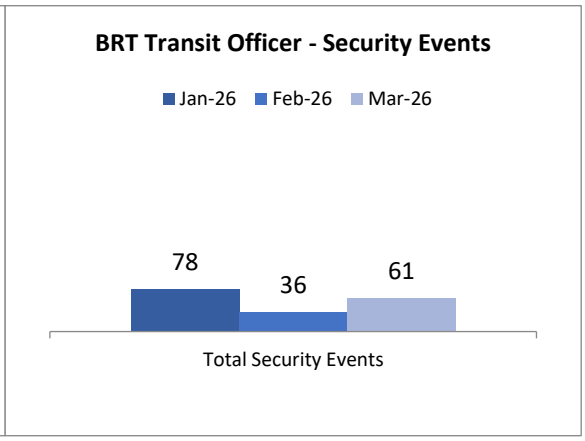

Jan-26
Feb-26
Mar-26
694
741
321
Ride Checks


Fixed Route LEO - Security Events
Jan-26
Feb-26
Mar-26
2
6
9
Total Incidents


BRT Transit Officer - Patrol Activity
Jan-26
Feb-26
Mar-26
540
379
486
868
605
967
Operator Contacts
Passenger Contacts


BRT Transit Officer - Patrol Activity
Jan-26
Feb-26
Mar-26
2,696
2,004
2,046
Downtown Details


BRT Transit Officer - Patrol Activity
Jan-26
Feb-26
Mar-26
409
488
361
Route Checks


BRT Transit Officer - Security Events
Jan-26
Feb-26
Mar-26
78
36
61
Total Security Events

TRAINING

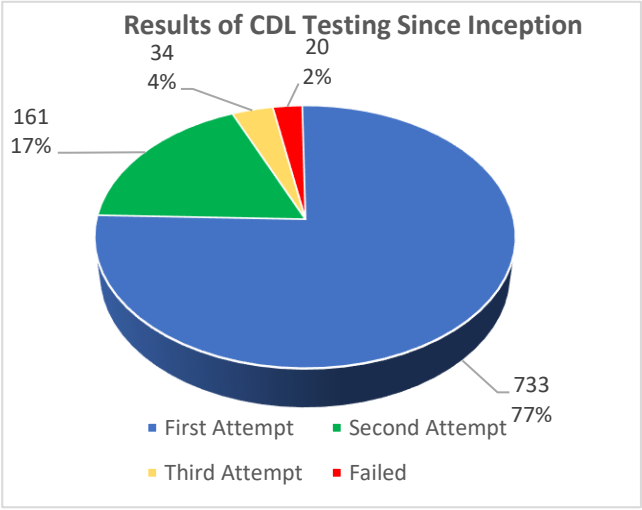
There are two class types for trainees hired to be Professional Coach Operators. Those who have the required licensing when hired, and those who have their permit and need to obtain their CDL.

MARCH 2026 CLASSES:
Trainees with Permit – 18
Licensed (CDL) - 1

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.

MONTH	SCHEDULED	1ST ATTEMPT	2ND ATTEMPT	3RD ATTEMPT	FAILED
January	4	2	2	0	0
February	5	2	2	1	0
March	10	10	0	0	0
April					
May					
June					
July					
August					
September					
October					
November					
December					

March 2026 test percentages for cadets who passed on first attempt– **100.00%**
The March 2026 first-attempt CDL pass rate decreased by 8.86 percentage points year over year, declining from 82.54% in March 2025 to 73.68% in March 2026 (a 10.73% YoY). However, the March first-attempt CDL pass rate improved significantly versus the prior month.



MOBILITY SOLUTIONS
CUSTOMER CARE

In March 2026, Customer Care performance demonstrated continued operational stability and measurable improvement across key service indicators. While call volume increased month over month, overall engagement trends continue to support IndyGo's long-term strategy of expanding self-service channels and reducing reliance on phone-based support. Service levels exceeded performance targets, call handling efficiency remained strong, and customer feedback reflected both ongoing service challenges and sustained positive rider experiences.

Call Volume

- Increased 16.13% compared to February 2026
- Increased 12.66% year-over-year
- Long-term trend continues to reflect reduced phone reliance as riders adopt digital and self-service options

Service Level Performance

- Achieved 91.90%, up from 90.10% in February (+2.00%)
- Exceeded the 80% minimum requirement throughout the entire month
- Performance reflects effective utilization of the TalkDesk platform and proactive operational oversight

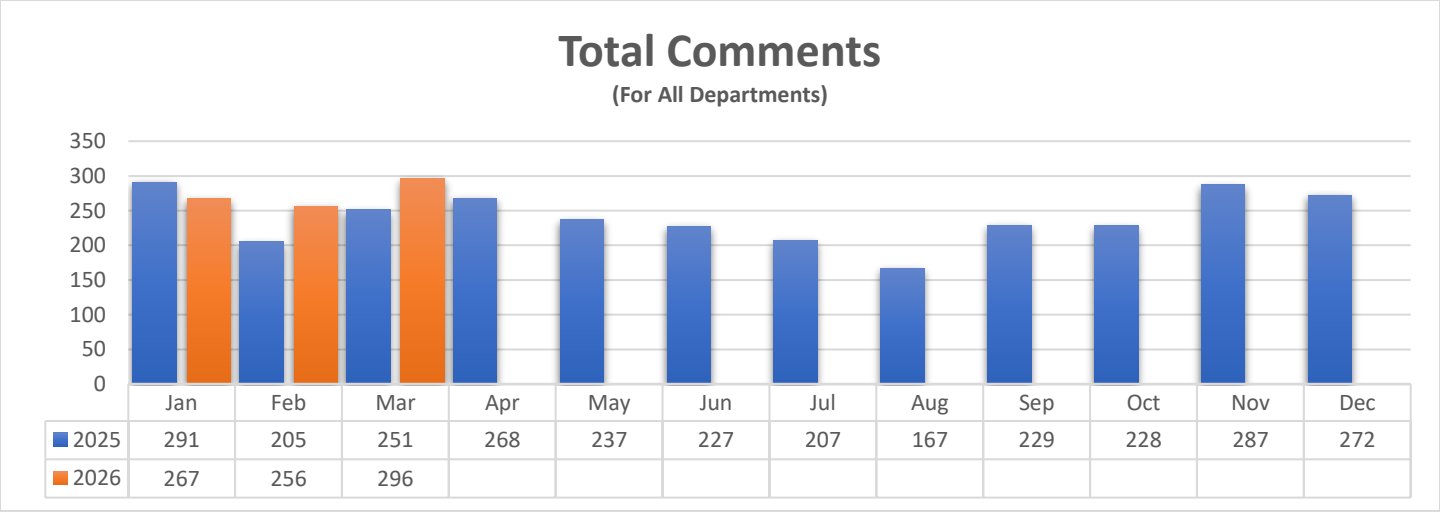
Average Call Duration

- Maintained at 3 minutes, consistent with prior months
- Remains well within the established goal range of 3–5 minutes, indicating efficient call handling and workforce management

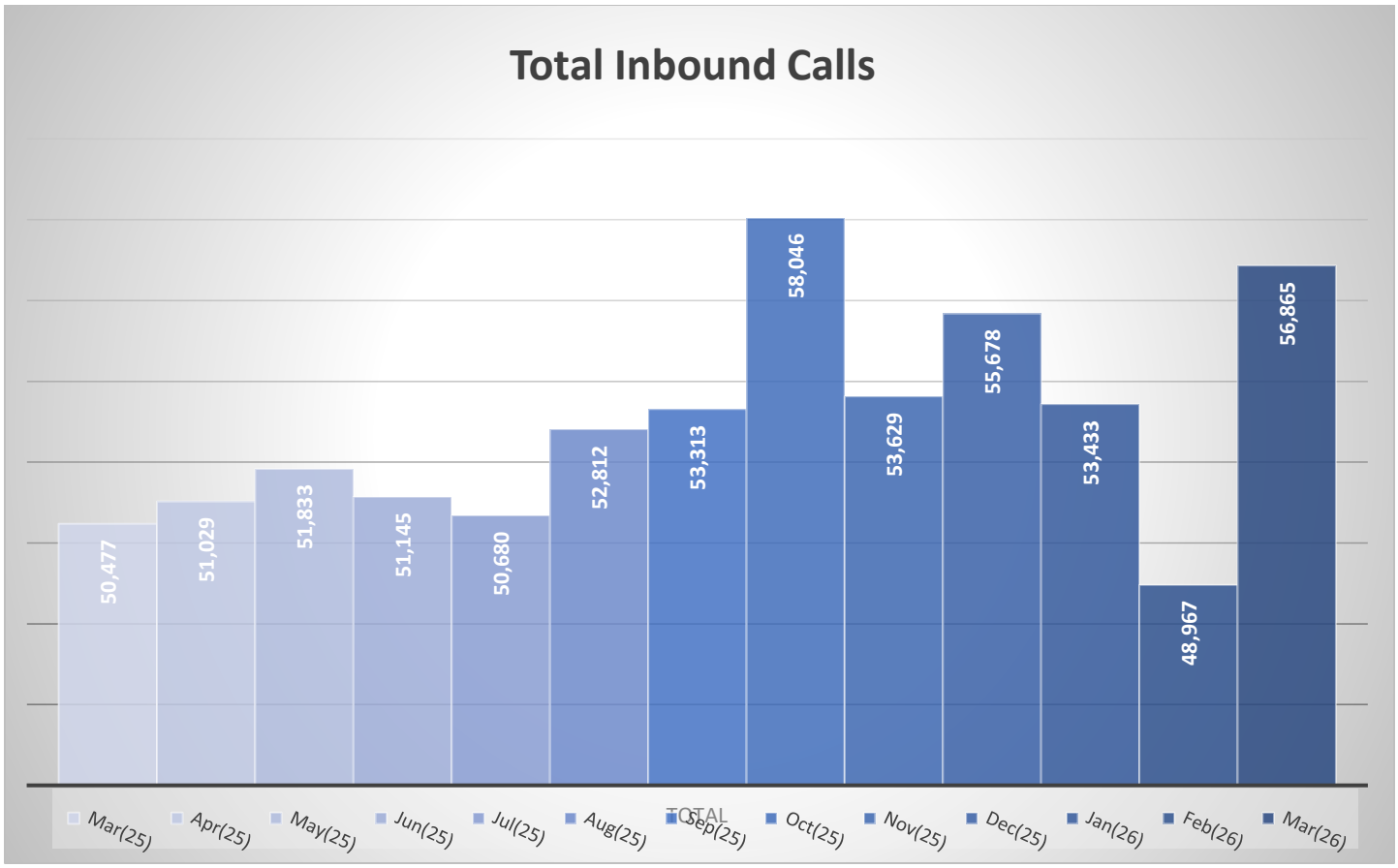
Customer Feedback Volume

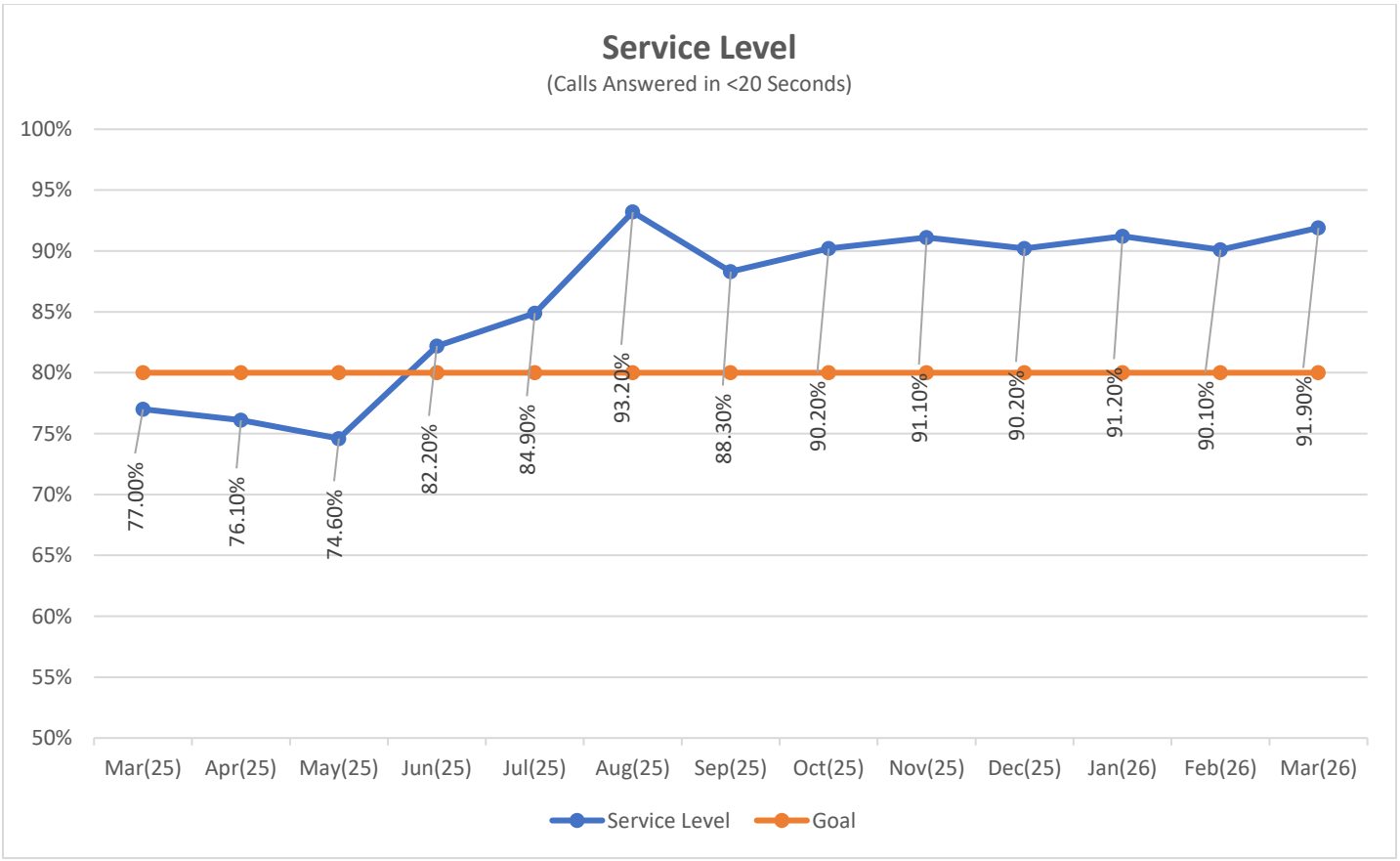
- 296 total customer comments received across all departments
- +17.93% compared to the same period last year
- +15.63% compared to February 2026

Overall, March results highlight a strong balance between rising demand and operational efficiency. Customer Care continues to exceed service expectations while maintaining cost-effective performance. Leadership remains focused on sustaining these results through continuous monitoring, platform optimization, and consistent service delivery.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	291	205	251	268	237	227	207	167	229	228	287	272
2026	267	256	296									


Total Inbound Calls
50,477
51,029
51,833
51,145
50,680
52,812
53,313
58,046
53,629
55,678
53,433
48,967
56,865
Mar(25)
Apr(25)
May(25)
Jun(25)
Jul(25)
Aug(25)
Sep(25)
Oct(25)
Nov(25)
Dec(25)
Jan(26)
Feb(26)
Mar(26)
TOTAL


Service Level
(Calls Answered in <20 Seconds)
100%
95%
90%
85%
80%
75%
70%
65%
60%
55%
50%
77.00%
76.10%
74.60%
82.20%
84.90%
93.20%
88.30%
90.20%
91.10%
90.20%
91.20%
90.10%
91.90%
Mar(25)
Apr(25)
May(25)
Jun(25)
Jul(25)
Aug(25)
Sep(25)
Oct(25)
Nov(25)
Dec(25)
Jan(26)
Feb(26)
Mar(26)
Service Level
Goal

IndyGo Access Ridership

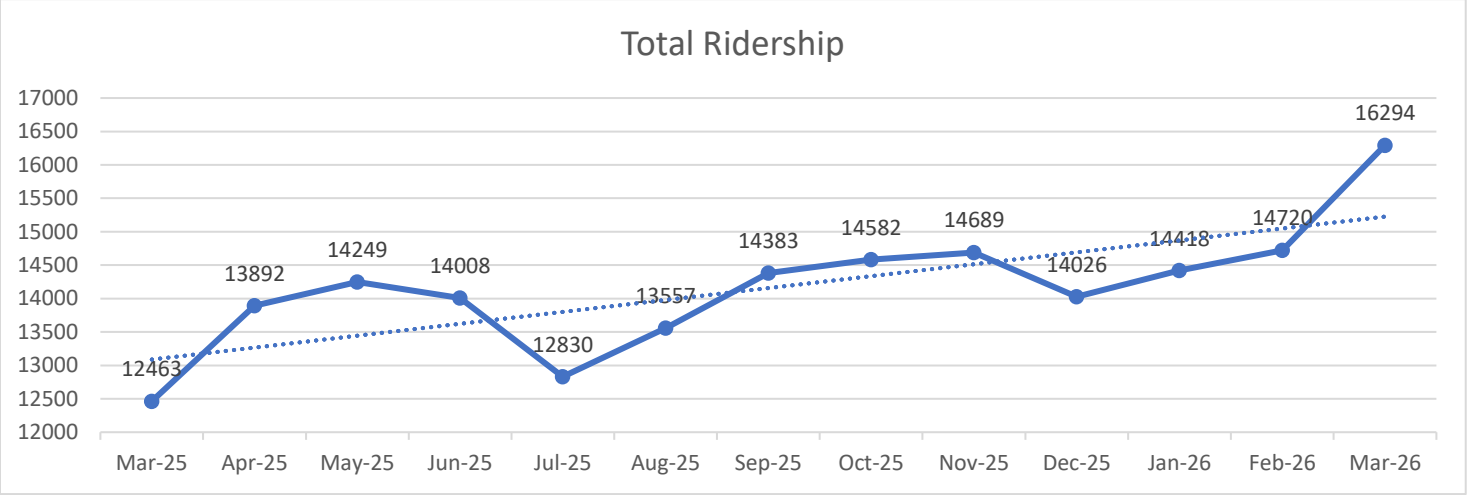
March demonstrated strong overall performance across key operational and service delivery metrics. IndyGo Access achieved its highest ridership level in the past 12 months, reflecting a 23.5% increase compared to March 2025, signaling continued recovery and growing demand for service.

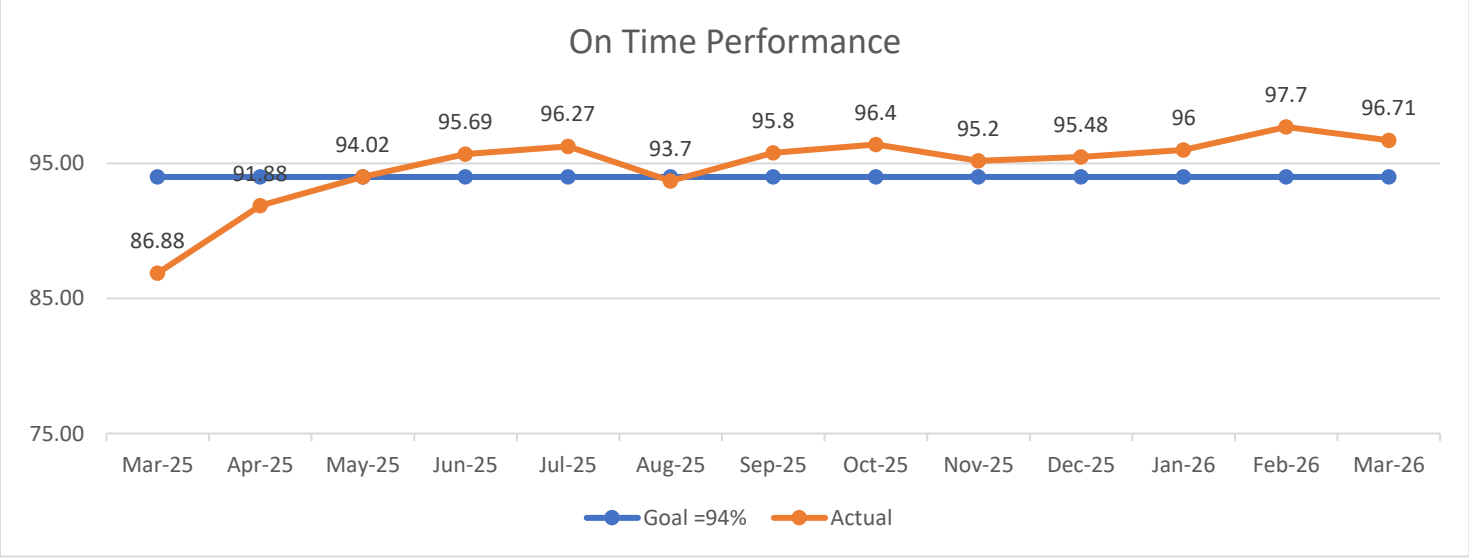
Service reliability exceeded established goals, with On-time Performance (OTP) reaching 96.7%, well above the 94% target. Additionally, the 12-month rolling average improved to 94.8%, indicating sustained progress and operational consistency over time.

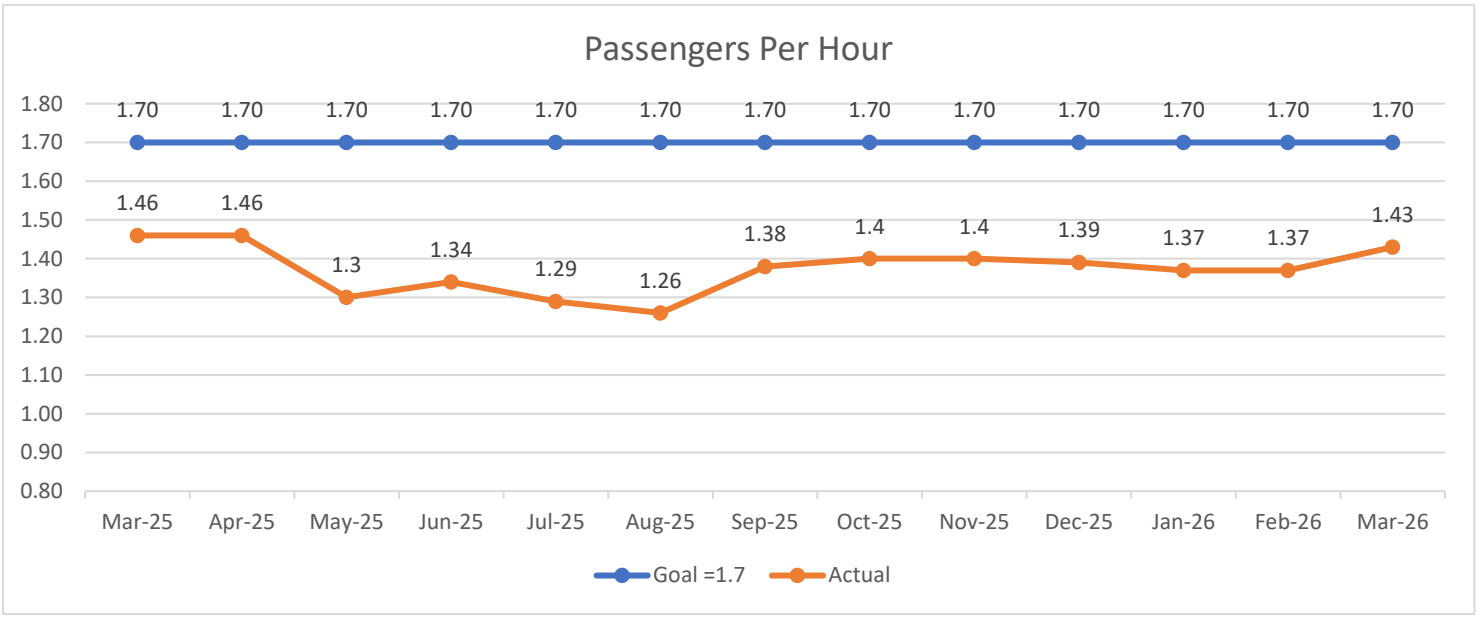
Productivity showed modest improvement month over month, with Passenger Per Hour (PPH) increasing slightly from February to 1.43. While this remains below the goal of 1.7, the metric continues to trend steadily, with the 12-month average holding at 1.4, highlighting an opportunity for continued efficiency efforts.

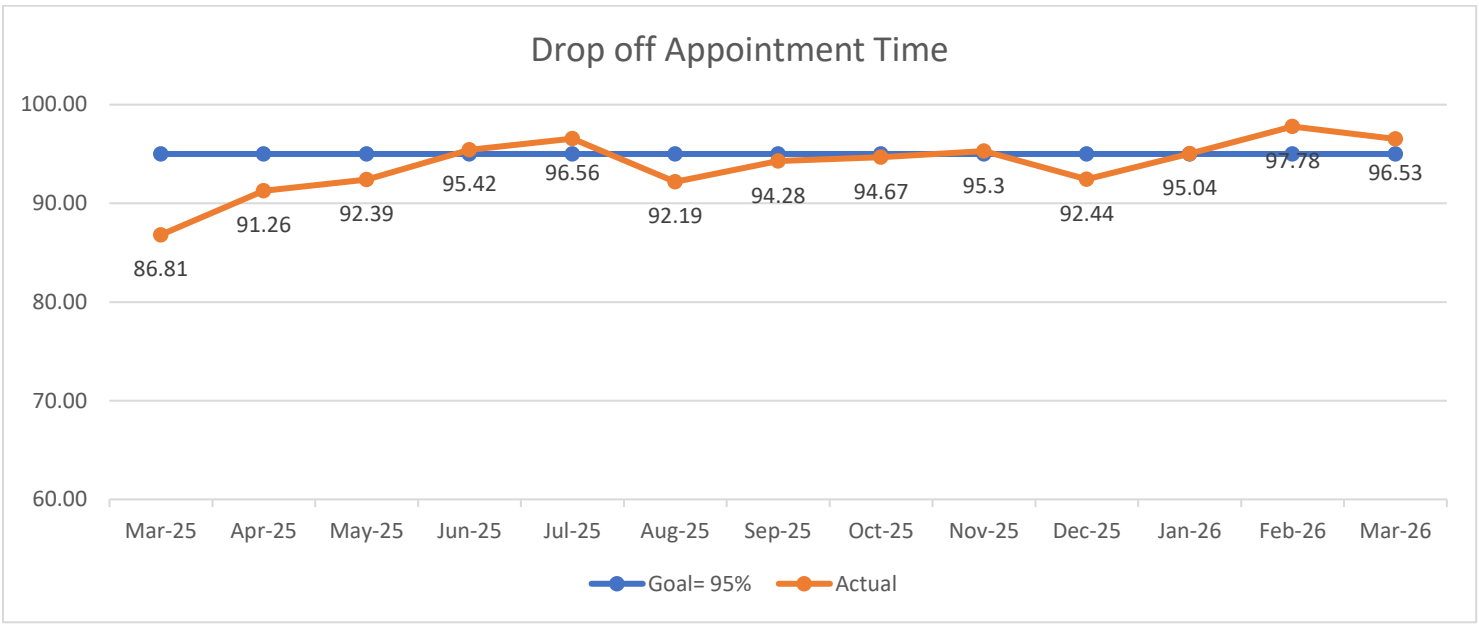
Drop-off Appointment Time reached 96.53%, exceeding the 95% goal. Although the 12-month average is slightly below target at 94.77%, the March results demonstrate positive momentum and reinforce reliability for riders.

Overall, March performance reflects meaningful gains in ridership growth, service reliability, and customer commitments, while productivity remains an area of focused improvement moving forward.






Passengers Per Hour
1.80
1.70
1.60
1.50
1.40
1.30
1.20
1.10
1.00
0.90
0.80
1.70 1.70 1.70 1.70 1.70 1.70 1.70 1.70 1.70 1.70 1.70 1.70 1.70
1.46 1.46 1.3 1.34 1.29 1.26 1.38 1.4 1.4 1.39 1.37 1.37 1.43
Mar-25 Apr-25 May-25 Jun-25 Jul-25 Aug-25 Sep-25 Oct-25 Nov-25 Dec-25 Jan-26 Feb-26 Mar-26
Goal =1.7
Actual


Drop off Appointment Time
100.00
90.00
80.00
70.00
60.00
86.81 91.26 92.39 95.42 96.56 92.19 94.28 94.67 95.3 92.44 95.04 97.78 96.53
Mar-25 Apr-25 May-25 Jun-25 Jul-25 Aug-25 Sep-25 Oct-25 Nov-25 Dec-25 Jan-26 Feb-26 Mar-26
Goal= 95%
Actual