



Board Report  
May 21, 2026

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
2. **Awards and Commendations** (Presenter – Jennifer Pyrz)
3. **Regular Agenda** (Presenter – Greg Hahn)
  1. A-1: Consideration and approval of minutes from the Board Meetings held on April 16, 2026
  2. A-2: Consideration and approval to enter a contract with DetailExperts for bus detailing services (Presenter – Devon Smith)
  3. A-3: Consideration and approval of construction award for Far Eastside Bus Stop Improvements Phase 1 (Presenter – Rachel Wilson)
  4. A-4: Consideration and approval of federal compliance support services (Presenter – Brian Clem)
  5. A-5: Consideration and approval of Masabi Fare Media Purchase (Presenter – Justin Burcope)
  6. A-6: Consideration and approval of task order for WSP for design services (Presenter – Matthew Duffy)
  7. A-7: Consideration and approval of Talkdesk Telecommunications Software (Presenter – Christopher Clay)
  8. A-8: Consideration and approval of Ecolane Operations Technology for IndyGo Access (Presenter – Christopher Clay)
  9. A-9: Consideration and adoption of Resolution Number 2026-04 appointing Justin A. Burcope controller (Presenter – Jennifer Pyrz)
2. **Information Items** (Presenter – Greg Hahn)
  1. I-1: Finance Report (Presenter – Justin Burcope)
  2. I-2: IndyGo Foundation Quarterly Report (Presenter –Emily Meaux)
  3. I-3: Blue Line Construction Change Order Update (Presenter – Michael Schneider)
  4. I-4: Blue Line WSP Design Service Allowance Update (Presenter – Matthew Duffy)
  5. I-5: Department Reports
3. **Adjourn** (Presenter – Greg Hahn)

BOARD MEMBER'S NAME	APPOINTMENT	TERM
Gregory Hahn	COUNCIL	12/2/2024-8/5/2028
Mary Ann Fagan	MAYOR	8/4/2022-8/4/2026
Adairius Gardner	MAYOR	1/1/2025-12/31/2028
Stephanie Quick	COUNCIL	9/9/2024-8/5/2028
Adrienne Slash	COUNCIL	4/7/2025-3/3/2029
Stan Smith	MAYOR	9/1/2025-12/31/2028
Richard Wilson	COUNCIL	9/22/2025-9/22/2029

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May Board Meeting  
Awards and Commendations



# IndyGo April 2026 Safe Drivers

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



Operator	Years of Safe Driving	Years of Service
Lakisha Carpenter	15	17
Vernessa Foster	14	21
Christopher Fletcher	9	12
Irvin Devers	5	7
Destiny Cleveland	2	2
Arthur Glinsey	2	3
Kelvin Mahone	2	4
Danielle Murphy	1	1
Serigne Niang	1	3

# 15 Years of Safe Driving



**Lakisha Carpenter**  
**Coach Operator, Fixed Route**  
**17 years of service to IndyGo**

***IndyGo***<sup>SM</sup>

# May Operations Employee of the Month

**Tiana Dunlap**  
**Radio Control Dispatcher**  
**Transportation**

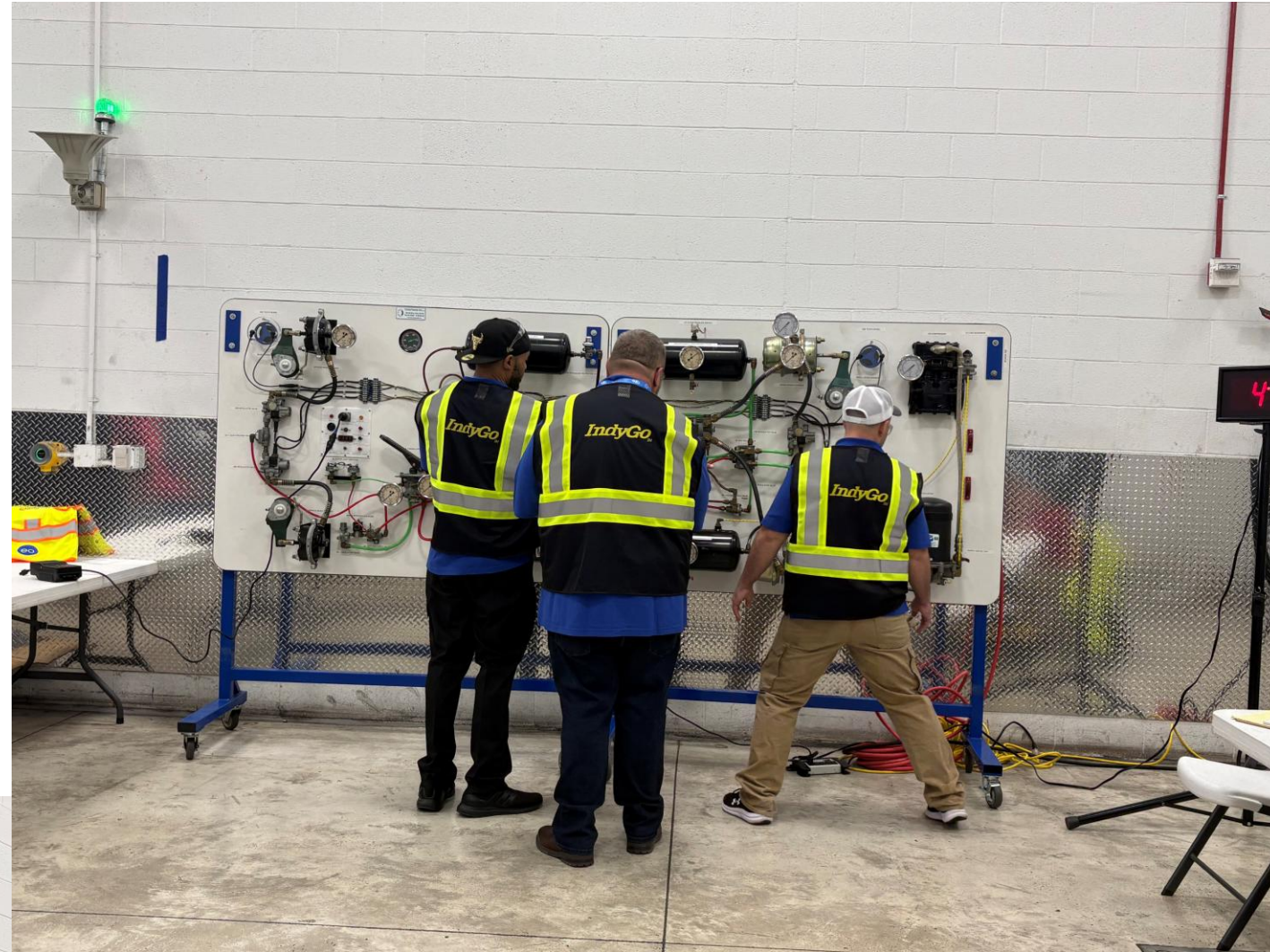


***IndyGo***<sup>SM</sup>

# 2026 ACEC EEA Merit Award Winner - Purple Line BRT Project



# Congratulations to our International Roadeo Participants!!





Congratulations on reaching 40 years of dedicated service to IndyGo!! Your loyalty and commitment has set an exceptional standard for everyone around you. We celebrate YOU today!

**Tyrone Rowan**  
**Lead General Laborer**

Happy 40th Work Anniversary!!

***IndyGo***<sup>SM</sup>

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# APRIL 2026 SAFE DRIVER'S RECOGNITION



National Safety Council (NSC) 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 April 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
Lakisha Carpenter	8174	15	17
Vernessa Foster	1975	14	21
Christopher Fletcher	8701	9	12
Irvin Devers	9433	5	7
Destiny Cleveland	11173	2	2
Arthur Glinsey	10802	2	3
Kelvin Mahone	10085	2	4
Danielle Murphy	10557	1	1
Serigne Niang	10958	1	3

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

*Thank you!*

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# April 2026 Board of Directors Meeting Minutes

IndyGo

4/16/2026 4:00 PM EDT

@ 9503 E 33rd St- IndyGo HQ

## **Attendance**

### **Present:**

Members: Adairius Gardner, Richard Wilson, Jr., Adrienne Slash and Mary Ann Fagan (virtual)

Staff: Jennifer Pyrz, Robert Frye, Andrea Hermer, Christian Cambron, Ryan Wilhite, Sarah Hentz, Marcus Burnside and Justin Burcope

### **Absent:**

Members: Gregory Hahn, Stephanie Quick, Stan Smith

### **Guests:**

Emily Meaux, Executive Director, Indianapolis Public Transportation Foundation

#### 1. **Call to Order and Roll Call** (Presenters – Adairius Gardner, Robert Frye)

[April Board Cover](#)

[April 2026 Board Agenda](#)

Acting Chairperson Gardener called the meeting to order at 4:03 p.m. Mr. Frye then conducted roll call. Three members were present in person and one member was virtual thus establishing a quorum.

#### 2. **Awards and Commendation** (Presenter – Jennifer Pyrz)

[Awards and Commendations](#)

[March 2026 Safe Drivers Recognition](#)

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

#### 3. **Committee Chairperson Reports** (Presenter – Adairius Gardner)

##### 1. Service Committee Report – Adairius Gardner

[Service Committee Chairperson Report](#)

##### 2. Governance and Audit Committee Report – Adairius Gardner

[Governance and Audit Committee Chairperson Report](#)

The reports were entered into the record by Acting Chairperson Gardner without objection.

#### 4. **Regular Agenda** (Presenter – Adairius Gardner)

##### 1. **A-1: Consideration and approval of minutes from the Board of Directors meeting held on March 19, 2026** (Presenter – Adairius Gardner)

[A-1 March 2026 Board of Directors Meeting Minutes](#)

**Motion:** Approval of Minutes from the Board of Directors held on March 19, 2026. Motion made by Director Slash and seconded by Director Fagan. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

2. **A-2: Consideration and approval of CMc contract – EC Garage construction** (Presenter – Andrea Hermer)

[A-2 CMc contract – EC Garage construction](#)

It was recommended that the Board of Directors authorize the President & CEO 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. It was noted by Andrea Hermer that the memorandum presented to the Board incorrectly stated that the not-to-exceed amount was \$98,409, and that the actual amount not to exceed \$98,490.

**Motion:** Approval of CMc contract – EC Garage construction. Motion made by Director Wilson and seconded by Director Fagan. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

3. **A-3: Consideration of approval of Amendment to IndyGo’s Bus/BRT Shelter Cleaning & Maintenance Contract** (Presenter – Andrea Hermer)

[A-3 Amendment to IndyGo’s Bus/BRT Shelter Cleaning & Maintenance Contract](#)  
[Presentation Slides 4.6.26](#)

It was recommended that the Board of Directors authorize the President & CEO to execute an amendment to the contract with Shuck Corporation for Bus/BRT Shelter Cleaning & Maintenance to clean and treat the IPE wood panels on 34 Red Line BRT stations in an amount not to exceed \$135,000 for a total contract price not to exceed \$4,378,076.

**Motion:** Approval of Amendment to IndyGo’s Bus/BRT Shelter Cleaning & Maintenance Contract. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

4. **A-4: Consideration of approval of Utility Reimbursement Agreement for Washington Street BRT Station Project** (Presenter – Christian Cambron)

[A-4 Utility Reimbursement Agreement for Washington Street BRT Station Project](#)

It was recommended that the Board of Directors authorize the President & CEO to execute a reimbursement agreement with Citizens Energy Group (Citizens) for an amount not to exceed \$95,600 for the relocation of Citizens’ water utility facilities that conflict with the proposed Washington Street BRT Station project.

**Motion:** Approval of Utility Reimbursement Agreement for Washington Street BRT Station Project. Motion made by Director Slash and seconded by Director Wilson. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

5. **A-5: Consideration of approval of new Board Member** (Presenter – Emily Meaux)

[A-5 IndyGo Foundation New Board Member](#)

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

**Motion:** Approval of new Foundation Board Member. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

6. **A-6: Consideration of approval of amendment to the IndyGo 2018 Service Standards** (Presenter – Christian Cambron)

[A-6 Amendment to the IndyGo 2018 Service Standards](#)  
[Service Standards 2026 Update](#)

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

**Motion:** Approval of amendment to the IndyGo 2018 Service Standards. Motion made by Director Fagan and seconded by Director Wilson. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

7. **A-7: Consideration of approval of Amendment Number 2 to the Legal Services Contract with Hoover Hull Turner LLP** (Presenter – Robert Frye)

[A-7 Amendment Number 2 to the Legal Services Contract with Hoover Hull Turner LLP](#)

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

**Motion:** Approval of Amendment Number 2 to the contract for legal services with Hoover Hull Turner LLP. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

8. **A-8: Consideration of approval of contract with IDIS Americas** (Presenter – Marcus Burnside)

[A-8 Bus Camera Equipment Contract](#)

It was recommended that the Board of Directors authorize the President & CEO to execute a three-year contract with IDIS Americas to purchase bus camera equipment and accessories in an amount not to exceed \$124,385.

**Motion:** Approval of contract with IDIS Americas. Motion made by Director Wilson and seconded by Director Slash. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

9. **A-9: Consideration of approval of contractor for 1501 women’s locker room renovation** (Presenter – Sarah Stentz)

[A-4 Contractor for 1501 women’s locker room renovation](#)

It was recommended that the Board of Directors authorize the President & CEO to execute a contract with Shuck Corporation for renovations to the women’s locker room at IndyGo’s West Campus at 1501 West Washington Street.

**Motion:** Approval of contractor for 1501 women’s locker room renovation. Motion made by Director Slash and seconded by Director Wilson. Roll Call Vote: Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Mary Ann Fagan-AYE, Adrienne Slash-AYE. Motion carried 4-0.

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

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

[I-1: Budget to Actuals \(Comparative Statement\) 3.31.26](#)  
[Misc. Breakdown – March 2026](#)

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

2. **I-2: Flowbird Extension** (Presenter – Justin Burcope)

[I-2: Flowbird Extension](#)

The Board heard the Flowbird Extension report from Interim Chief Financial Officer Justin Burcope and received the report.

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

[Foundation Report to IndyGo Board 4.2.2026](#)

[PA Board Report April 2026](#)

[R-2 Planning and Capital Projects Report 2026-4](#)

[Risk and Safety Board April 2026](#)

[MAR 2026 Operations Division 04.2026](#)

The Board received Department Reports for review.

6. **Adjourn** (Presenter – Adairius Gardner)

On the order of Acting Chairperson Gardner and there being no objection, the meeting was adjourned at 4:50 p.m.

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Date of Memo: May 7, 2026  
Board Meeting: May 21, 2026

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Director Of Fleet Services Devon Smith  
**SUBJECT:** Consideration and approval to enter a contract with DetailXperts for bus detailing services

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and CEO to enter a three-year contract, with two option years, with DetailXperts, LLC to provide bus detailing services for a total five-year contract value of \$1,335,696.

**BACKGROUND:**

DetailXperts is IPTC’s incumbent bus detailing service provider and has been under contract since June 2, 2021. The project scope includes monthly interior details and wheel cleaning for the entire revenue fleet. These services are performed onsite, seven days a week, using only products approved by IPTC’s Risk and Safety Team. In preparation for the closing of the current contract, a Request for Proposal (RFP) was issued. DetailXperts was determined to provide the best value in accordance with the scoring guidelines.

**DISCUSSION:**

Entering this contract will allow IPTC to meet the Federal Transit Administration’s (FTA) requirements for monthly interior cleaning of all buses in revenue service. This contract includes an in-depth interior detail, wheel cleaning, and a biannual seatbelt cleaning. These services ensure that IPTC buses provide a safe, clean, and professional environment for both the public and coach operators. Outsourcing this work creates cost savings to IPTC and increases operational flexibility.

**FISCAL IMPACT:**

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

**DBE/XBE DECLARATION:**

The standard participation goals were included as part of the solicitation; however, no XBE participation was achieved under the awarded proposal. Under the prior contract for these same services, no subcontractors were utilized. The services to be provided are labor only. All materials and supplies are provided by IPTC, limiting subcontracting opportunities.

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Date of Memo: May 12, 2026

Board Meeting: May 21, 2026

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Project Manager Rachel Wilson  
**SUBJECT:** Authorization of the Construction Award for Far Eastside Bus Stop Improvements Phase 1

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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 enter into an agreement with Shuck Corporation to construct local bus stop improvements at 42 locations on the far eastside of Indianapolis for \$1,083,840.50.

**BACKGROUND:**

Working alongside the City of Indianapolis Department of Public Works (DPW), IPTC is continuously working toward improving local bus stops throughout the city to ensure they are both accessible and comfortable for riders. A map of the project area is included on the following page. The scope of work includes constructing front and rear bus pads, bench pads, curb ramps, sidewalk connections, and improving crosswalks in select locations. A portion of the construction cost will be covered by an Indy Neighborhood Infrastructure Partnership (INIP) grant from DPW where they will match dollar for dollar up to \$350,000.

**DISCUSSION:**

An Invitation for Bid (IFB 26-03-577) was released on April 1, 2026. One bid was received on April 29, 2026, from Shuck Corporation. Their bid was found to be responsive and responsible and was under the project estimate. Construction is anticipated to begin in June 2026 and be completed by November 30, 2026.

**FISCAL IMPACT:**

This capital investment is included in IPTC’s FY2026 capital budget appropriation using local funding sources.

**XBE DECLARATION:**

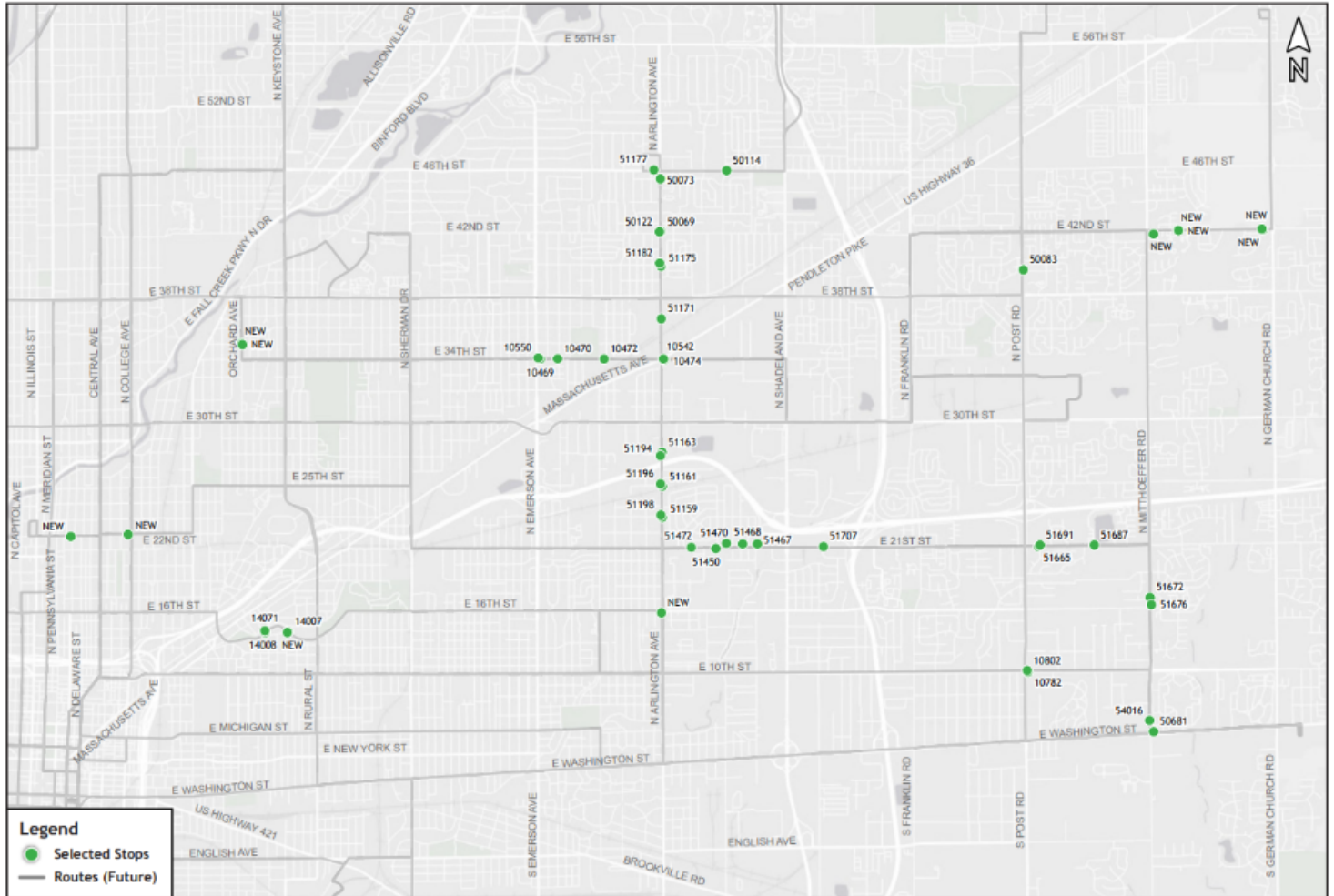
Shuck Corporation’s proposal includes a 15% XBE commitment with participation from:

- Platinum Level Construction Services, LLC (WBE) at 7.5%
- B&B Contracting (WBE) at 7.5%

# Far Eastside Package Phase 1



## Selected Bus Stop Improvements



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Date of Memo: May 08, 2026  
Board Meeting: May 21, 2026

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Director of Risk and Safety Brian Clem  
**SUBJECT:** Consideration and approval of federal compliance support services

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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 three-year contract with two option years with RLS and Associates, Inc. to provide federal compliance support services. The total cost of the contract is not to exceed \$116,000 for the initial three years, and \$203,000 for all five years if both option years are exercised.

**BACKGROUND:**

IPTC is a direct recipient of Section 5307 funds from the Federal Transit Administration (FTA) and the designated recipient to distribute funds to eligible subrecipients, including Hamilton, Johnson, Hendricks, and Hancock County transit providers and non-profits that provide transportation for seniors and individuals with disabilities. As the designated recipient, IPTC is responsible for ensuring compliance with FTA regulations both for itself and by the subrecipients. RLS will assist IPTC with these responsibilities, including providing technical assistance, audit preparation, program support for FTA triannual audits, preparation and review of public transportation agency safety plans and drug and alcohol programs, and providing guidance on transit asset management plans, National Transit Database reporting, and transit key performance indicators.

**DISCUSSION:**

IPTC engaged RLS in 2021 to provide federal compliance support services when it took on the responsibility for oversight of Section 5307 subrecipients in central Indiana. With 38 years of experience assisting local and state transit and transportation agencies with federal compliance, RLS has the expertise to meet IPTCs' needs for regulatory compliance and subrecipient guidance. Therefore, IPTC would like to enter into this new contract with RLS to continue providing these services.

**FISCAL IMPACT:**

These services are funded through the Operating Budget.

**DBE/XBE DECLARATION**

There is no XBE participation because there are no subcontracting opportunities.

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Date of Memo: May 05, 2026  
Board Meeting: May 21, 2026

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Interim Chief Financial Officer Justin Burcope  
**SUBJECT:** Consideration and approval of fare media purchases associated with implementation of Masabi fare collection system

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**ACTION ITEM A – 5**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute an amendment to the existing contract with Masabi, LLC (Masabi), originally signed on August 11, 2025, to include the purchase of additional physical fare media in an amount not to exceed \$150,000, in order to support the implementation of the MyKey+ fare collection system. This amendment will supplement an earlier initial purchase of \$97,088 in fare media, as well as \$2,165,000 in implementation and operating expenses, bringing the new total not to exceed contract amount to \$2,412,088.

**BACKGROUND:**

IPTC is in the process of transitioning to Masabi as its new fare collection technology provider, with the MyKey+ system go-live anticipated on July 1, 2026. This transition represents a significant modernization of IPTC’s fare payment system, including a new MyKey+ app, retail network, and partner portal.

While the MyKey+ platform emphasizes digital payment options, physical fare media will continue to play an important role in ensuring options for riders who choose to pay in cash, or to ride using MyKey+ cards or other physical fare products.

To support this transition, IPTC must procure updated fare media products that are fully compatible with the Masabi system. These materials will replace or supplement existing fare media currently utilized under our current system.

**DISCUSSION:**

The requested procurement includes the purchase of new fare media such as extended-use smart cards, pre-printed paper tickets, and limited use ultra-light passes. These media types will support a range of customer needs, including unbanked riders, reduced fare programs, and institutional partners.

This purchase is necessary to ensure sufficient inventory is available in advance of system launch on July 1, 2026. Maintaining adequate fare media supply is critical to ensuring uninterrupted access to transit services for riders and to ensure that IPTC can effectively collect revenue.

The IPTC team analyzed current rider usage patterns and fare product demand to determine appropriate quantities and product types for the initial purchase. IPTC also structured the purchase to take advantage of Masabi’s tiered volume pricing discounts, helping maximize cost efficiency as the MyKey+ program is implemented and expanded.

This procurement aligns with IPTC's broader fare collection strategy of being simple, comprehensive, efficient, secure, and reliable.

**FISCAL IMPACT:**

This procurement will be funded from the 2026 operating budget.

**DBE/XBE DECLARATION:**

As this is an amendment to an existing contract and not a new competitive solicitation, the participation goals established under the original contract shall remain in effect. No new participation goals are being established for this amendment.

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Date of Memo: May 12, 2026  
Board Meeting: May 21, 2026

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Director of Capital Projects Matt Duffy  
**SUBJECT:** Consideration and approval of a task order for WSP for design services on the Blue Line BRT project

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**ACTION ITEM A – 6**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a task order with WSP for an amount not to exceed \$1,420,000 for construction phase design services on the Blue Line BRT project.

**BACKGROUND:**

The Board of Directors approved the award of a design and engineering contract for the Blue Line to WSP in 2018. This is a task order-based contract with specific scopes and fees for each new task order negotiated individually. To date, there have been 21 task orders executed with fees totaling \$21,039,288.59 including construction administration services through the completion of the Blue Line project, however, WSP needs a supplement based on the complexity and amount of design revisions required during the first year of construction.

**DISCUSSION:**

This task order covers WSP’s role during the construction phase of the project to respond to requests for information (RFI), shop drawing and contractor submittal review, construction change design and review, as well as effort to respond to design support as required by the contractor or the construction management team. As construction progressed over the last year, the complexity and amount of construction changes, field orders, and supplemental information requests exceeded what was anticipated at the beginning of construction. Additionally, utility relocations as well as unforeseen utility locations or field conditions necessitated design revisions that either saved construction costs, reduced schedule, improved constructability, or resulted in a better end product.

**FISCAL IMPACT:**

Funding for the Blue Line project is fully budgeted and provided from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and local funds, as documented in the Capital Plan.

**DBE/XBE DECLARATION:**

The overall DBE goal on WSP’s contract was 15%. Although the DBE certification process is paused, this task order includes 3.6% participation from Shrewsbury & Associates (a certified DBE firm at the time the contract was executed), bringing the total anticipated DBE participation to 16.3%.

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Date of Memo: May 12, 2026  
Board Meeting: May 21, 2026

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Manager of Mobility Services Chris Clay  
**SUBJECT:** Consideration and approval of Talkdesk telecommunications software

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**ACTION ITEM A – 7**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a two-year contract with Talkdesk for essential software services to support the daily operations of IndyGo’s Care Center. The extension carries a contract value of \$210,190.

**BACKGROUND:**

Talkdesk is a cloud-based telecommunications software solution supporting both fixed-route and paratransit services. The platform is used to collect operational data for customer concern reporting and key performance indicators (KPIs) related to vendor performance in managing the Care Center. In addition, it supports paratransit riders by enabling them to make trip arrangements. Over the past 12 months, Talkdesk has routed more than 600,000 inbound calls to agents.

**DISCUSSION:**

The contract with Talkdesk will expire on July 30, 2026. Talkdesk is an operationally integral platform and fulfills IndyGo’s need to service our riders. Data produced from the system is also used to collect critical monthly Service Quality Team metrics. Talkdesk provides answering services and call routing for both fixed route and paratransit services. Entering into the contract with this vendor will prevent service gaps impacting riders.

**FISCAL IMPACT:**

This is funded through the local operating budget.

**DBE/XBE DECLARATION:**

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

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Date of Memo: May 12, 2026  
Board Meeting: May 21, 2026

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Manager of Mobility Solutions Chris Clay  
**SUBJECT:** Consideration and approval of Ecolane Transit Technology for IndyGo Access

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**ACTION ITEM A – 8**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a one-year contract extension with Ecolane Transit Technology in an amount not to exceed \$168,075, for continued software licensing and operational support of IndyGo Access. The current contract value was \$1,169,268, bringing the new not-to-exceed contract total to \$1,337,343.

**BACKGROUND:**

Ecolane is the scheduling and dispatch platform that powers IndyGo Access operations. The system is used daily by all Mobility Solutions staff and contracted service providers to schedule trips for ADA-qualified riders, generate required performance and compliance reports, and enforce dispatch protocols consistent with ADA regulations and contractor performance standards.

**DISCUSSION:**

The Board of Directors approved the original Ecolane contract in 2020. A one-year extension was granted in 2025 to provide continuity during multiple contractor transitions and to protect service quality.

This transition has been completed, and IndyGo Access has consistently exceeded service performance goals since April of 2025. A one-year extension will preserve operational stability maintaining service reliability for our riders. Staff is planning a competitive procurement in 2026.

**FISCAL IMPACT:**

This service is funded through the local operating budget.

**DBE/XBE DECLARATION:**

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

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Date of Memo: May 21, 2026  
Board Meeting: May 21, 2026

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**FROM:** President and CEO Jennifer Pyrz  
**SUBJECT:** Consideration and adoption of Resolution Number 2026-04 appointing Justin A. Burcope controller for IPTC

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**ACTION ITEM A –9**

**RECOMMENDATION:**

It is recommended that the Board of Directors adopt Resolution Number 2026-04 appointing Justin A. Burcope as IPTC’s controller, with the title Chief Financial Officer, effective immediately.

**BACKGROUND:**

Pursuant to Indiana Code 36-9-4-27, the Board of Directors is required to appoint a qualified person to serve as controller, who shall be the chief fiscal officer of the corporation.

**DISCUSSION:**

Justin Burcope brings more than fifteen years of progressively responsible experience in public sector finance, budgeting, and financial oversight, including service as Interim Chief Financial Officer and Budget Director for IPTC. He has provided executive oversight of accounting, treasury, procurement, and budget functions, and has led the development and execution of large-scale operating and capital financial plans while ensuring compliance with local, state, and federal requirements. His experience advising executive leadership and the Board of Directors, coupled with his demonstrated record of strong internal controls, fiscal transparency, and accountability, directly aligns with the statutory responsibilities of the controller as chief fiscal officer of the corporation. Collectively, this background positions him well to fulfill the controller role effectively and in the best interests of IPTC.

**FISCAL IMPACT:**

Not applicable.

**DBE/XBE DECLARATION:**

Not applicable.

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**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
BOARD OF DIRECTORS**

**RESOLUTION NO. 2026-04**

A RESOLUTION appointing a controller for the Indianapolis Public Transportation Corporation (IPTC), to wit:

WHEREAS, IPTC is an Indiana municipal corporation created pursuant to Ind. Code 36-9-4 and Revised Code of Indianapolis and Marion County § 116-402 to operate and maintain an urban mass transportation system to serve Indianapolis for the welfare of the general public, to expand the economic and social opportunities available to its residents, and to render adequate service essential to relieve traffic congestion which would otherwise prevent the rapid and efficient movement of persons and goods in and about the city (the “System”); and

WHEREAS, the IPTC Board of Directors (the “Board”) is charged with the management of IPTC and is authorized to exercise the executive and legislative powers of the corporation pursuant to Ind. Code §§ 36-9-4-2, -14 and -29; and

WHEREAS, pursuant to Ind. Code § 36-9-4-27, the Board shall appoint a qualified person to serve as controller, who shall be the chief fiscal officer of the corporation; and

WHEREAS, IPTC designates its controller with the title Chief Financial Officer; and

WHEREAS, Justin A. Burcope (“Mr. Burcope”) has been serving as IPTC’s Interim Chief Financial Officer for the past 90 days plus, prior thereto he served to as IPTC’s Budget Director, he has more than 15 years of progressively responsible experience in public sector finance, and he has demonstrated to the Board that he is qualified to serve as IPTC’s controller; and

WHEREAS, the Board determines that it is in the best interest of IPTC and the public that it serves to appoint Mr. Burcope as IPTC’s controller, to serve as IPTC’s chief fiscal officer with the title Chief Financial Officer.

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

Section 1. Pursuant to Ind. Code § 36-9-4-27, the Board hereby appoints Mr. Burcope as controller of IPTC. As controller, Mr. Burcope shall serve as IPTC’s chief fiscal officer and shall have the title Chief Financial Officer. Mr. Burcope shall be compensated with a salary commensurate with his experience as determined by IPTC’s Chief Executive Officer and Department of People.

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

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

ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation this 18th day of June 2026.

BOARD OF DIRECTORS  
INDIANAPOLIS PUBLIC  
TRANSPORTATION CORPORATION

By: \_\_\_\_\_  
Gregory F. Hahn, Board Chair

ATTEST:

By: \_\_\_\_\_  
Robert M. Frye, Chief Legal Officer

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Indianapolis Public Transportation Corporation

Budget to Actuals (Comparative Statement) - IndyGo

For the Four Months Ending Thursday, April 30, 2026

5/18/2026 11:17 AM

Period Selected: 4

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
		\$	%			\$	%		
<b>Operating Revenue</b>									
Federal Assistance	1,699,445.00	1,218,833.16	480,611.84	39.43	6,146,905.00	4,875,332.64	1,271,572.36	26.08	5,905,599.00
Other Operating Income	271,776.01	299,478.33	(27,702.32)	(9.25)	1,562,855.21	1,197,913.32	364,941.89	30.46	917,033.88
Passenger Service Revenue	583,235.27	493,769.37	89,465.90	18.12	2,092,698.97	1,975,077.48	117,621.49	5.96	1,709,464.32
PMTF Revenue	947,485.67	947,485.67	0.00	0.00	3,789,942.68	3,789,942.68	0.00	0.00	3,789,942.68
Local Property & Excise Tax Revenue	3,558,425.83	3,558,425.83	0.00	0.00	14,233,703.32	14,233,703.32	0.00	0.00	13,769,606.00
Local Transit Income Tax Revenue	4,122,551.32	4,122,551.32	0.00	0.00	16,490,205.28	16,490,205.28	0.00	0.00	16,304,970.33
Service Reimbursement Program	22,083.00	22,083.33	(0.33)	(0.00)	88,332.00	88,333.52	(1.52)	(0.00)	88,332.00
<b>Total Operating Revenues</b>	<b>11,205,002.10</b>	<b>10,662,627.01</b>	<b>542,375.09</b>	<b>5.09</b>	<b>44,404,642.46</b>	<b>42,650,508.24</b>	<b>1,754,134.22</b>	<b>4.11</b>	<b>42,484,948.21</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,719,943.61	1,767,218.26	(47,274.65)	(2.68)	6,985,729.60	7,952,376.78	(966,647.18)	(12.16)	6,562,034.03
Overtime	671,485.08	262,356.21	409,128.87	155.94	2,462,986.26	1,180,602.94	1,282,383.32	108.62	2,046,465.13
Salary	4,464,204.13	4,430,630.43	33,573.70	0.76	16,499,714.23	19,937,836.95	(3,438,122.72)	(17.24)	16,916,110.86
<b>Total Wages and Benefits</b>	<b>6,855,632.82</b>	<b>6,460,204.90</b>	<b>395,427.92</b>	<b>6.12</b>	<b>25,948,430.09</b>	<b>29,070,816.67</b>	<b>(3,122,386.58)</b>	<b>(10.74)</b>	<b>25,524,610.02</b>
<b>Other Services &amp; Charges</b>									
Claims	355,743.78	372,899.99	(17,156.21)	(4.60)	1,719,476.81	1,491,599.98	227,876.83	15.28	826,310.52
Miscellaneous Expenses	46,556.53	120,376.99	(73,820.46)	(61.32)	373,625.37	481,507.82	(107,882.45)	(22.41)	288,341.30
Purchased Transportation	1,114,506.50	991,457.50	123,049.00	12.41	4,096,324.47	3,965,830.00	130,494.47	3.29	4,368,249.60
Services	1,720,035.47	2,759,261.50	(1,039,226.03)	(37.66)	9,617,145.43	13,960,937.47	(4,343,792.04)	(31.11)	6,835,564.94
Total Utilities	163,499.86	291,193.07	(127,693.21)	(43.85)	1,072,041.40	1,164,772.28	(92,730.88)	(7.96)	1,026,107.60
<b>Total Other Services &amp; Charges</b>	<b>3,400,342.14</b>	<b>4,535,189.05</b>	<b>(1,134,846.91)</b>	<b>(25.02)</b>	<b>16,878,613.48</b>	<b>21,064,647.55</b>	<b>(4,186,034.07)</b>	<b>(19.87)</b>	<b>13,344,573.96</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	465,765.08	566,458.34	(100,693.26)	(17.78)	1,597,523.91	2,265,833.36	(668,309.45)	(29.50)	1,546,456.39
Maintenance Materials	596,112.25	569,861.79	26,250.46	4.61	2,149,245.84	2,279,447.16	(130,201.32)	(5.71)	2,194,412.55
Other Materials & Supplies	16,347.85	90,610.89	(74,263.04)	(81.96)	113,847.69	540,655.76	(426,808.07)	(78.94)	147,015.47
Tires & Tubes	64,186.25	61,348.03	2,838.22	4.63	227,365.70	245,392.12	(18,026.42)	(7.35)	210,060.85
<b>Total Materials &amp; Supplies</b>	<b>1,142,411.43</b>	<b>1,288,279.05</b>	<b>(145,867.62)</b>	<b>(11.32)</b>	<b>4,087,983.14</b>	<b>5,331,328.40</b>	<b>(1,243,345.26)</b>	<b>(23.32)</b>	<b>4,097,945.26</b>
<b>Total Operating Expenses</b>	<b>11,398,386.39</b>	<b>12,283,673.00</b>	<b>(885,286.61)</b>	<b>(7.21)</b>	<b>46,915,026.71</b>	<b>55,466,792.62</b>	<b>(8,551,765.91)</b>	<b>(15.42)</b>	<b>42,967,129.24</b>

**Miscellaneous Expenses - April 2026**

<b>MEMBERSHIPS AND DUES</b>	<b>16,679.51</b>
Annual Membership - Public Transportation Council of Indiana Inc.	7,500.00
Special Events Indy's Lunch for Parks	5,000.00
YMCA Member Discounts	1,576.51
Annual Membership - Government Finance-Officers Association	1,500.00
Indy Chamber Silver Membership	875.00
Software Billing Reimbursement - Prezi Subscription	228.00
<b>MEALS AND ENTERTAINMENT</b>	<b>10,886.35</b>
East & West Campus Lunch teammate appreciation day	9,834.25
Box Lunches - Workforce Development - Training	1,052.10
<b>TRAVEL</b>	<b>7,388.06</b>
Lodging - Conferences & Training	6,229.32
APTA Legal Affairs Seminar 2026	827.64
Road School Conference Attendance, Travel	331.10
<b>LEASES AND RENTALS</b>	<b>3,500.00</b>
Ground Rent/Ring Road Maintenance - April 2026	3,500.00
<b>MISCELLANEOUS</b>	<b>3,066.19</b>
Board Stipend - Q1-2026	2,100.00
DJ Services - 2026 IndyGo Bus Rodeo	650.00
Team Refreshments	292.54
Quarterly Misc. Expense - Legal Staff Meeting	100.00
A Guide to the Project Management Body of Knowledge Book	2.58
Amazon #1VGG-C4D6-3GL7C - credit for invoice #1VGG-C4D6-3GL7	(78.93)
<b>CONFERENCE REGISTRATION EXPENSES</b>	<b>2,325.00</b>
Conference Registrations (Preventative Maintenance)	2,325.00
<b>TRAINING AND STAFF DEVELOPMENT</b>	<b>2,145.00</b>
Training for Forklift Trainer - Two day forklift mobile elevating	2,145.00
<b>DRIVER LICENSE FEES</b>	<b>566.42</b>
<b>Grand Total</b>	<b>46,556.53</b>

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

## Information Update – Blue Line Construction Change Order Update

**To:** Chair and Board of Directors  
**Through:** President and CEO Jennifer Pyrz  
**From:** Construction Project Manager Mike Schneider (HNTB)  
**Date:** May 21, 2026

### BACKGROUND:

The Blue Line BRT project includes three separate construction packages:

Construction Package	Scope	Contractor	Initial Contract Amount (\$)	Current Contract Amount (\$)	Executed Change Orders
A	Roadway construction (street repaving, stormwater, traffic signals, sidewalk, etc.)	Gradex	208,000,000	208,215,059.17	3
B	BRT Stations	F.A. Wilhelm	34,702,000	35,448,542.54	3
C	Eastside Mobility Hub (offsite end-of-line facility at the east end of the project in Cumberland)	RL Turner	6,166,069	6,407,954.34	2

The IPTC Board of Directors approved a change in policy to allow construction change orders up to \$250K with approval by the President and CEO for the Blue Line project. Any such change orders that were between \$100K and \$250K would be brought to the next Board meeting as informational items. The total amount of this change order is \$193,543.66, bringing the Package A contract amount to \$208,215,059.17.

The change order includes a total of 36 modifications to the project and contract. The most impactful changes include:

- The addition of 12 curb ramps in segment five
- A new pay item created for concrete joint repair
- A reduction in pipe casing length underneath a CSX at-grade crossing
- Elimination of a street light relocation pay item
- Additional concrete pavement for the CSX underpass at Harding Street
- Preventative maintenance to the Pogue’s Run Tunnel

These modifications are essential to maintain project integrity, meet regulatory requirements, and ensure the roadway improvements function as intended. Incorporating these changes now will prevent future delays and cost escalation. The implementation of these changes has no significant impact on the project schedule.

**Recommendation:**

Receive the report.

Mike Schneider (HNTB)  
Construction Project Manager  
Department of Planning and Capital Projects

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1501 W. Washington Street  
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## Information Update – Blue Line WSP Design Service Allowance Update

**To:** Chair and Board of Directors  
**Through:** President and CEO Jennifer Pyrz  
**From:** Director of Capital Projects Matt Duffy  
**Date:** May 21, 2026

### BACKGROUND:

In May 2025, the Board of Directors authorized a design allowance in the amount of \$375,000 for Blue Line construction phase design services from WSP under their design and engineering contract that was originally approved in 2018. The allowance covered urgent design services to address changes that arose during construction including stormwater drainage, utility conflicts, and modifications required by third-party stakeholders. The Board-approved design allowance allowed the team to reduce the potential for costly delays to construction activities. The task orders in the following table were executed within the design allowance amount.

Task Order	Description	Amount
17	Eastside Mobility Hub boundary survey	\$8,456
18	NEPA re-evaluation	\$9,469
19	BRT station relocation	\$173,843
20	Irvington landscape design	\$12,534
21	Stormwater design revision	\$152,681
Total		\$356,983

The overall DBE goal on WSP's contract was 15%. These task orders did not include participation from firms that were DBE-certified at the time of contract execution. The total anticipated DBE participation on the contract is 16.3%.

### Recommendation:

It is recommended that the Board receive the report.

Matt Duffy  
Director of Capital Projects  
Department of Planning and Capital Projects

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MAY 2026

# Public Affairs Board Report

---Public Affairs Report MAY 2026

Item I –

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

**CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR MAY 2026**

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**SUMMARY:**

In April, the Public Affairs Department promoted services for riders attending the **March Madness and Final Four** activities downtown, promoted community participation in the upcoming **Music in Transit** season eight filming, released information and conducted early outreach to prepare riders for **June 2026 service changes**, and announced the **Memorial Day holiday service schedule**. Completed projects included the Public Affairs outreach bus wrap design, IndyGo's updated brand guidelines and the launch of the **new Careers website** to support recruitment efforts.


These efforts were in addition to the department's ongoing work managing creative projects, generating more than **221,743 social media engagements and impressions** across all platforms and reaching more than **3,220 individuals** through public outreach.

**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

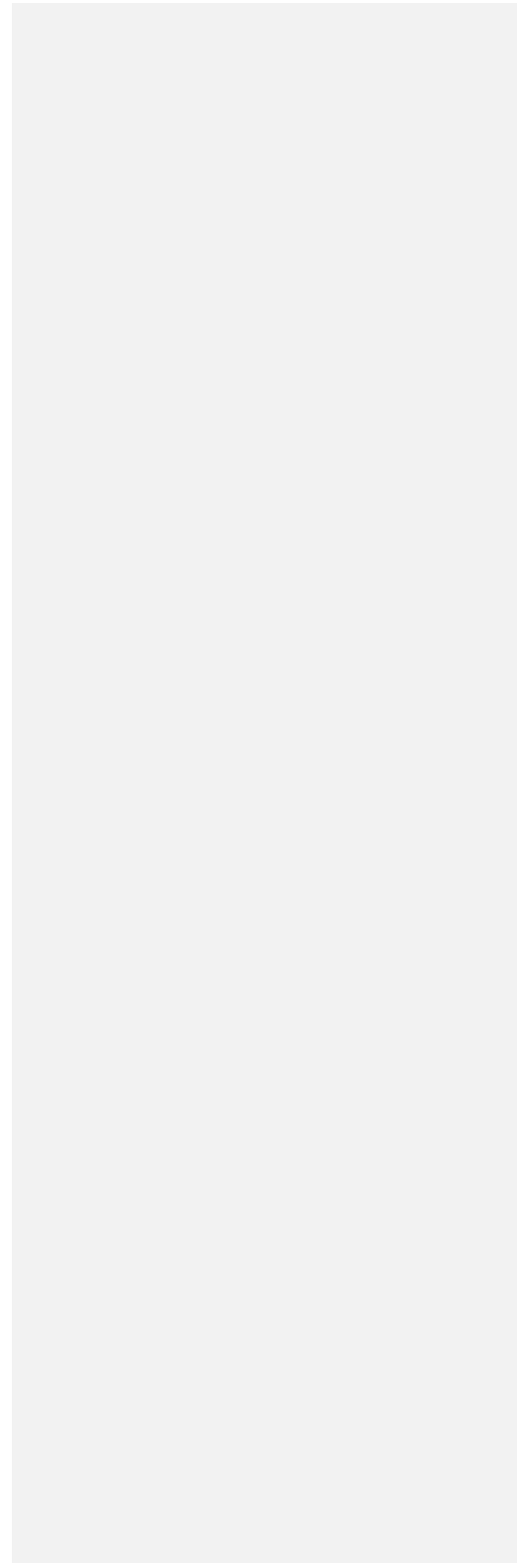
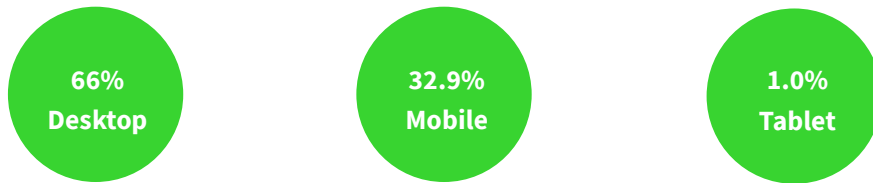
## Website Insights: IndyGo.Net

(APRIL 2026)



Page Views:	186,786
Bounce Rate:	45.17%
Total Users:	30,566
Avg. Pageviews Per User	4.79
Total Sessions:	72,344
Total Monthly Session Comp.	-10.27%
ADA Widget Usage:	0

### Viewing Metrics:



## Public Media

(APRIL 2026)

### Topics Covered:

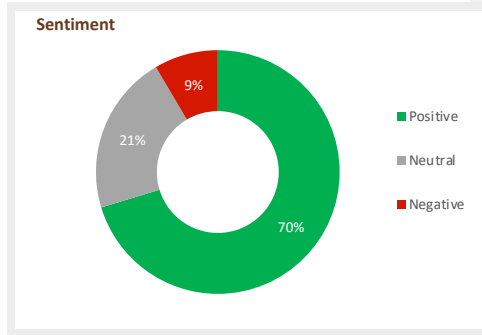
In April 2026, media coverage of IndyGo highlighted the agency's role in providing affordable transportation as Indianapolis commuters seek relief from rising gas prices. Reporting also focused on IndyGo's announcement of upcoming June 2026 service changes, as well as promoting the upcoming filming of the Music in Transit season eight web series. Additional coverage included IndyGo's efforts to gather rider input through a customer satisfaction survey and its participation in local job fairs to support workforce development.

Overall, coverage positioned IndyGo as a responsive and accessible transit provider, supporting cost-conscious riders, engaging the community through creative initiatives and feedback opportunities, and investing in both service improvements and workforce development.



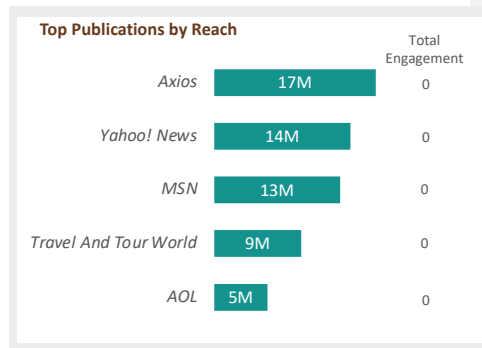
**Metrics:**

The graph to the right shows media story sentiments about IndyGo. 91% of media mentions were positive or neutral (meaning mostly informative) toward the agency.

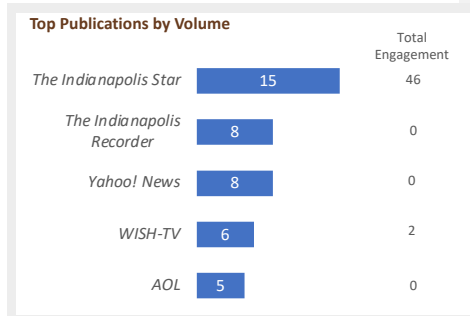


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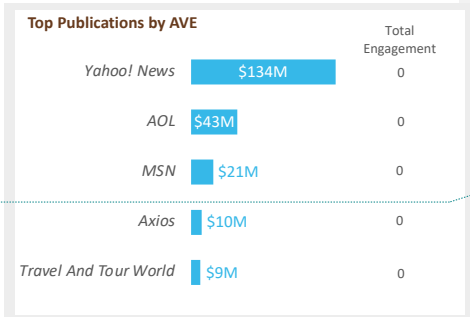
This graph highlights the top media outlets that published stories about IndyGo in April and the total potential viewership/readership for each station or publication. The agency reached approximately 58,000,000 viewers through these channels.



This graph features media outlets that mentioned IndyGo the most in April 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 \$209,800,000. Advertising Value Equivalency



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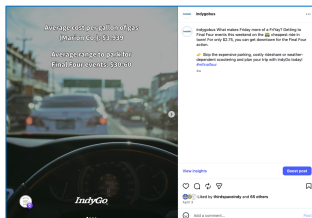
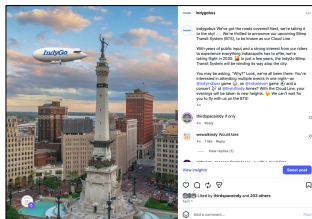
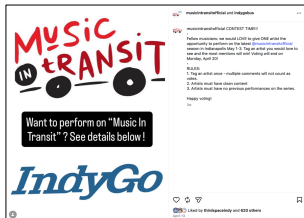
# Social Performance

(APRIL 2026)



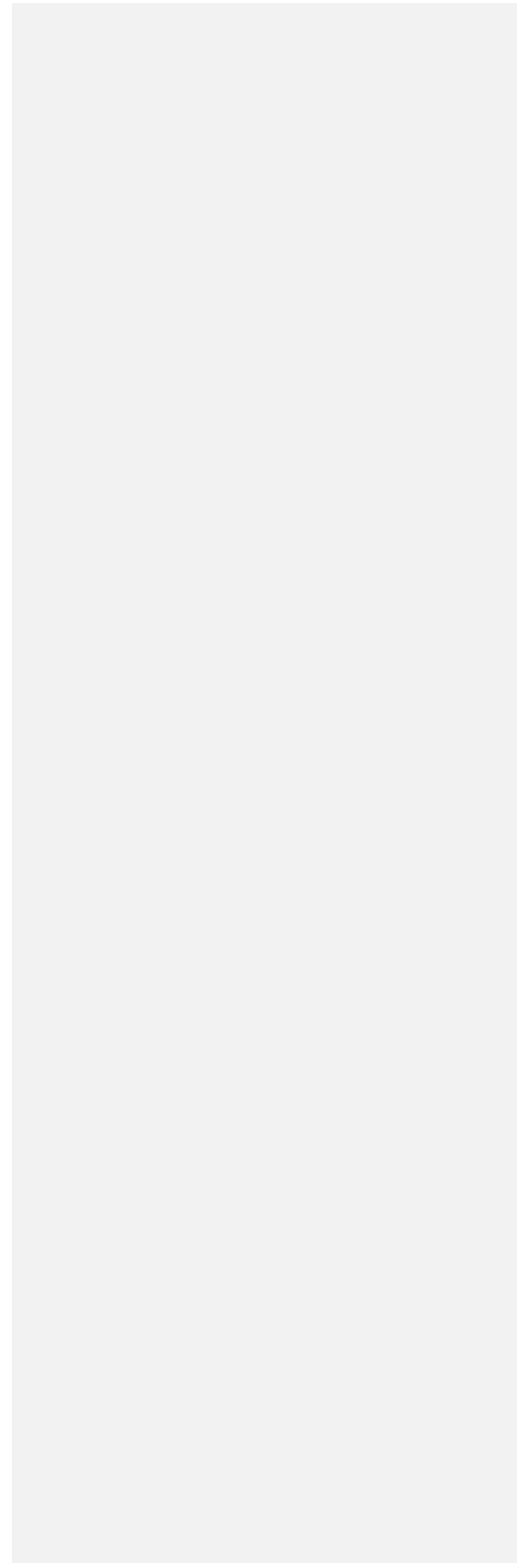
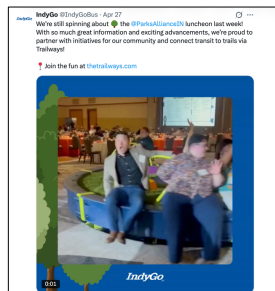
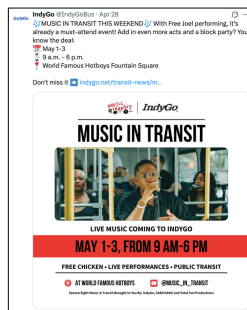
## Instagram

- › 72,268 views (+81.6%)
  - › 6,546 interactions (+567.3%)
  - › 12,648 potential reach (34.1%)
  - › 5,337 followers (+119 new followers)
- \*\*Apr. 1-4 data may not reflect actual performance, via Meta\*\***



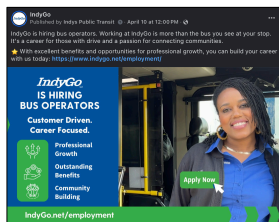
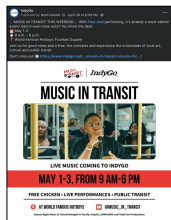
## X(Twitter)

- › 9,077 impressions (+80.8%)
- › 271 engagements (+52.2%)
- › 6,667 followers



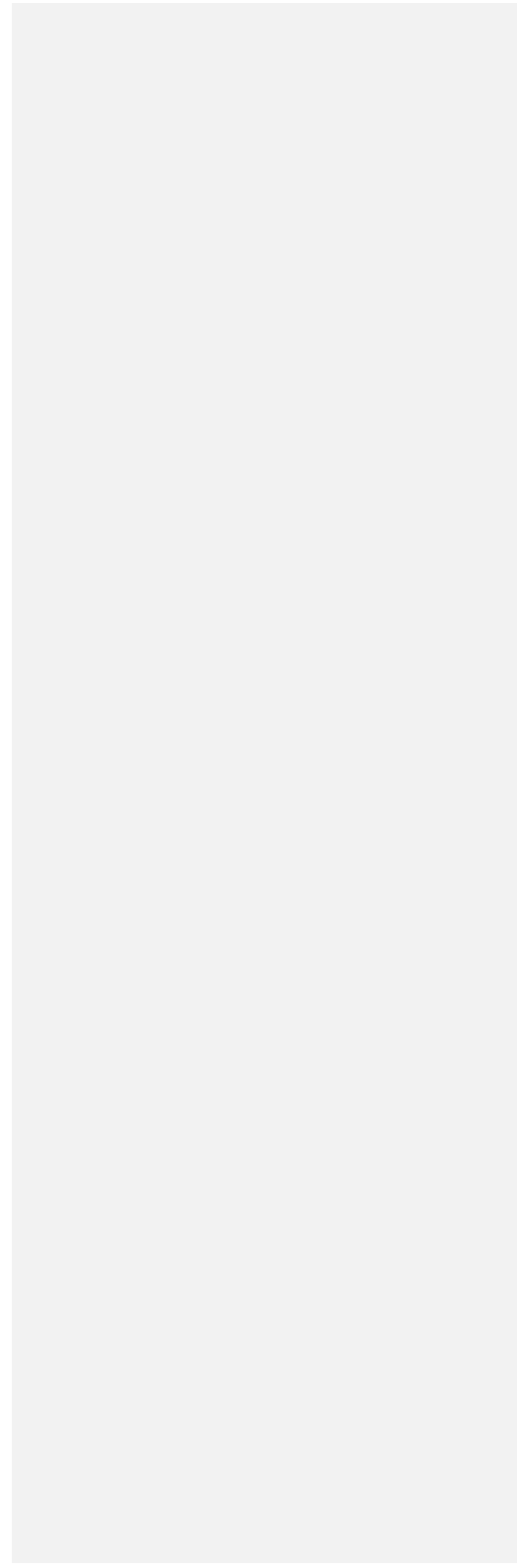
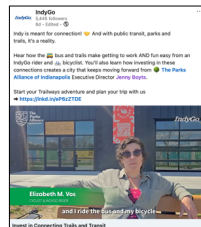


- › 110,314 views (+22.4%)
  - › 1,373 post engagements
  - › 29,235 potential viewers (+39.6%)
  - › 14,436 followers (+91 new followers)
- \*\*Apr. 1-4 data may not reflect actual performance, via Meta\*\***



### LinkedIn

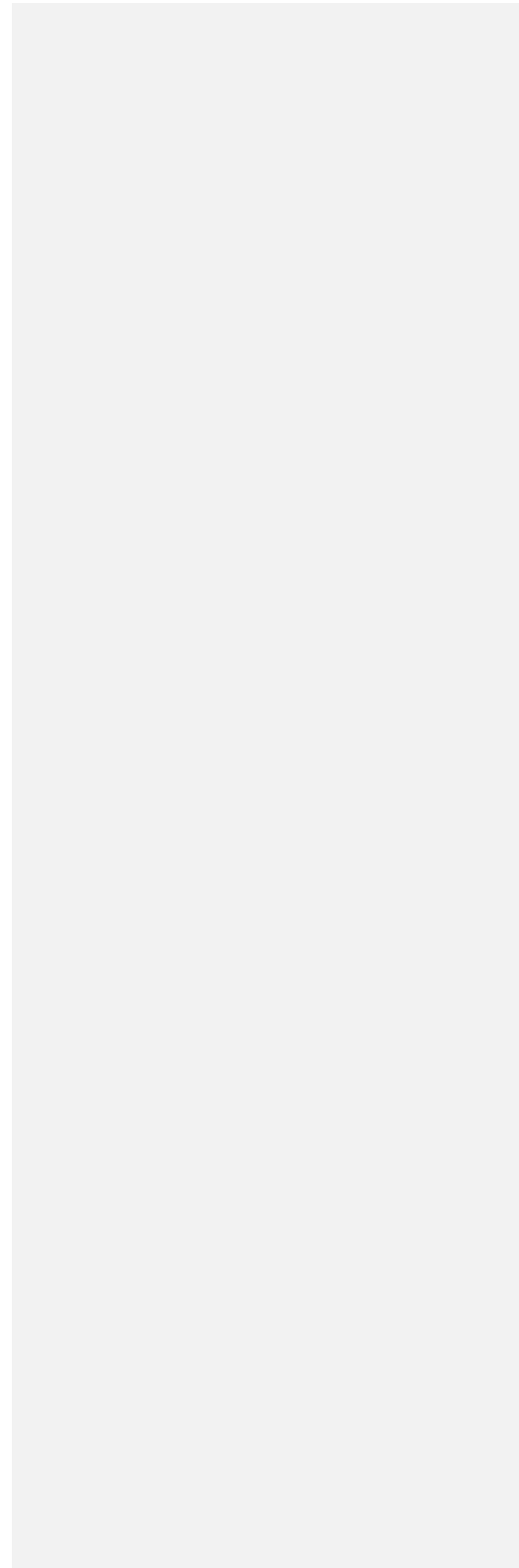
- › 15,072 impressions (+4.2%)
- › 484 engagements
- › 7.5% engagement rate
- › 5,444 followers (+58 new followers)





YouTube

- › 6,338 total views (+31%)
- › IndyGo: There for You Since 1975 (:15 ad) - 1,512 (:30 ad with 965)
- › CDL Pre Trip - 337
- › MyKey University Lesson 4 - 124



## Email Marketing Performance

(MAY 2026)



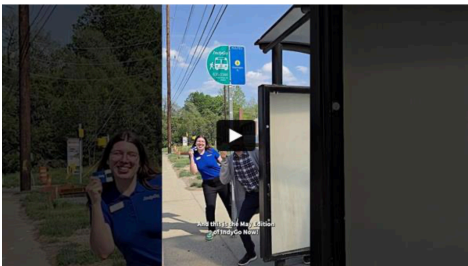
### Email Marketing

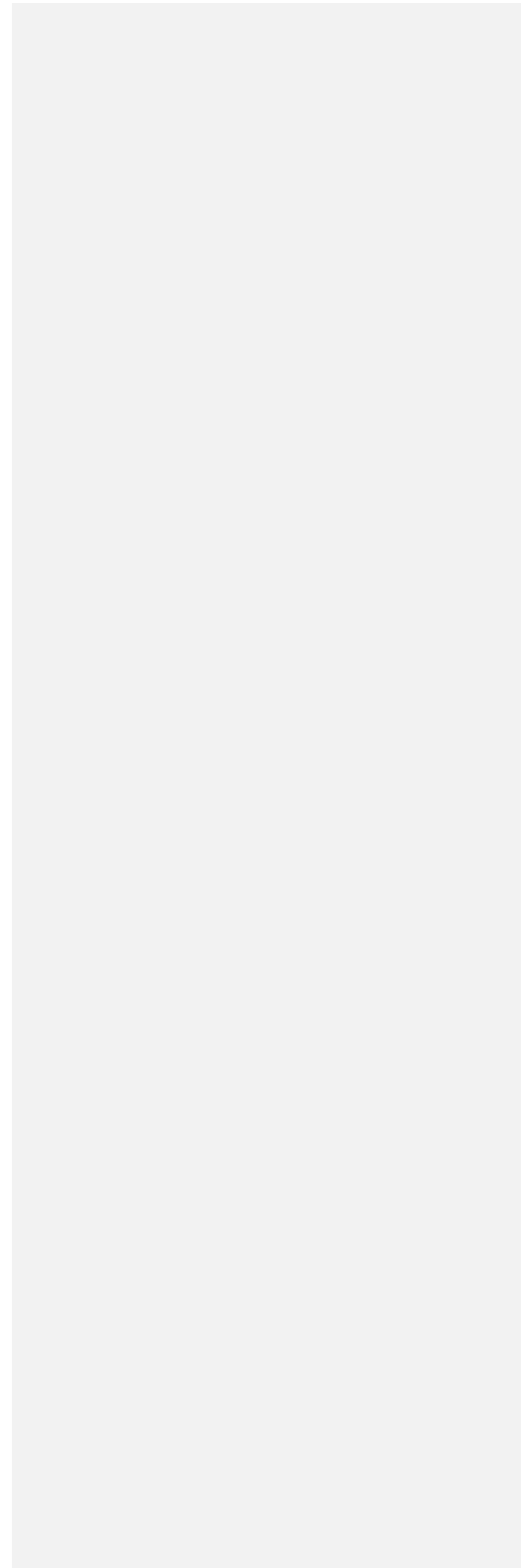
- › 30,096 recipients
- › 5.35% click-to-open rate
- › 5.40% open rate



This month's Inside IndyGo includes June service adjustments, Memorial Day service hours, an introduction to our new Careers website and more.

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





## Creative Services

(APRIL 2026)

### Public Affairs Outreach Bus:

IndyGo completed the wrap design for our outreach bus. This bus will assist in our outreach efforts by connecting IndyGo to the community and making sure our riders and non-riders are informed about agency and route updates!



### Customer Satisfaction Survey Campaign:

We assisted in the promotion of the annual Customer Satisfaction Survey. Created graphics, a social reminder campaign, physical media for the CTC and other signage to garner awareness and participation.



### Rider Code of Conduct (Good Vibes Guide):

We continued our campaign to promote the new Rider Code of Conduct with our vendor partners and ad spaces.

### Monthly Recap:

Things continue to progress with MyKey+ graphics as PA has continued to set up our communications, outreach and additional design collateral.

We have handled a few off-shoot design projects for our collaborations with the International ROADEO, Indy 500 and Indy Pride Parade.



## Outreach Summary

(April 2026)

In April, IndyGo continued to provide riders with Good Vibes Guides and announced the upcoming June 2026 service changes. IndyGo attended several community events to increase ridership, including The Parks Alliance Fun Lunch and IndyHub 1828 Leadership Series, both of which featured the agency.

IndyGo announced several route changes to improve service, including increased frequency on several routes. Outreach staff visited more than 15 pertinent community organizations in affected service areas to equip them with tools and information for their clients and neighbors. Transit ambassadors continued to pass out Good Vibes Guides to riders on buses to build stronger relationships and increase trust between riders and the agency.

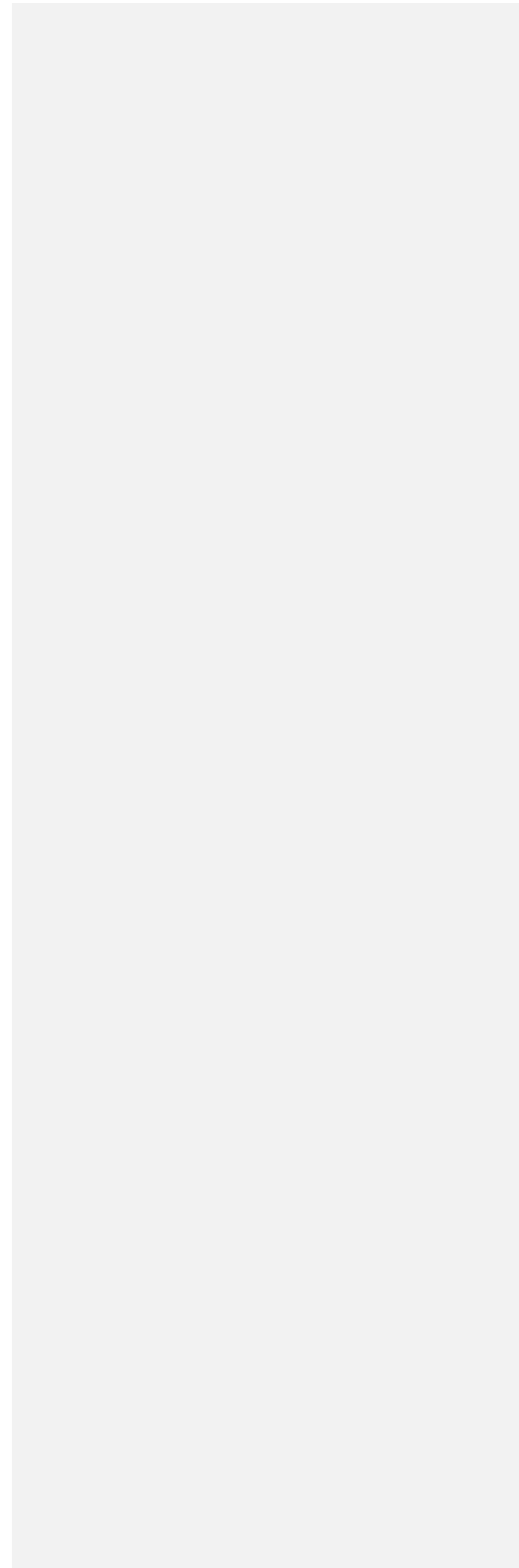
An IndyGo rider and transit ambassador was featured at The Indy Parks Alliance Fun Lunch panel discussing the connections she can make using public transit and city trails. The agency also collaborated on a joint video highlighting the benefits of multimodal transit. Chief Public Affairs Officer Carrie Black and Ridership Experience and Outreach Manager Kayla Bledsoe were also featured on the IndyHub 1828 Leadership Cohort panel discussion about the importance of public transportation in Indianapolis. The cohort engages and connects young professionals with corporate, civic and philanthropic leaders to create stronger foundations of support for organizations and entities serving Indianapolis residents.

### Event Reach:

Date:	Event Name:	People Reached:
04/09/2026	Excel Center – Southside Lunch	20
04/09/2026	IndyHub 1828 Leadership Series Panel	20
04/13/2026	Heart of Every Neighborhood – East 38th Street Library	50
04/14/2026	HOPE Team Meeting	25
04/14/2026	Food in Transit	50
04/18/2026	US Colored Troop Association Spring Resource Fair	70
04/18/2026	Saraga International Food Festival	1500
04/23/2026	Indy Parks Alliance Activation & Panel	1000
04/25/2026	Eskenazi Grande NEST Program Community Day	15
04/28/2026	Food in Transit	150

**Bus Outreach:**

Type:	Routes:	Riders Reached:
Bus Stop, Route and Detour Audits	5, 10, 11, 19, 92/Purple Line	N/A
Good Vibes Guide (Rider Code of Conduct)	8, 34, 37, 90/Red Line, 92/Purple Line	150
IndyGo Cares – Food in Transit & Music in Transit	90/Red Line, 92/Purple Line	100
June 2026 Service Changes	3, 4, 5, 21	70



## Outreach Recap

(APRIL 2026)

### Topics Covered: The Parks Alliance Fun Lunch

IndyGo was proud to be a sponsor of The Parks Alliance Fun Lunch, where we hosted an activation to connect attendees with our routes and services. Guests were invited to engage with an interactive board highlighting favorite parks accessible by transit.

Public transportation links people to destinations and neighborhoods, as well as more than 200 parks and 150 miles of trails across Marion County. IndyGo makes it easier than ever to walk, bike and ride your way through all Indianapolis has to offer.



Pictured above: IndyGo teammates, Blue Line partners and Eco Logic staff

IndyGo was featured prominently in the program as a connector to Indy's trails. You can watch the video [here](#) that highlights how one IndyGo rider uses transit to take her and her bike from one trail to another around the city.

### Topics Covered: East 38th Street Library Tabling

Transit Ambassadors Hernan Blas-Aquino and Steve Labra promoted Purple Line ridership at the 38th Street Library sharing information about IndyGo careers and agency initiatives.



Pictured above: Blas-Aquino and Labra

**Topics Covered: Saraga International Food Festival**

IndyGo partnered with Saraga International Food Festival to connect with community members and share information about the IndyGo Cares program (Food in Transit and Wellness in Transit), the Good Vibes Guide, MyKey and Music in Transit. Attendees received giveaway prizes, and 15 vendors offered discounts to riders who showed their MyKey or valid bus pass - one of the largest discount partnerships this year!



Pictured above: Transit Ambassadors Hernan Blas-Aquino, Tuyet-Anh Le and Labra



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

## **Planning & Capital Projects Report, May 2026**

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**To:** President & CEO Jennifer Pyrz  
**From:** Chief Development Officer Brooke Thomas  
**Date:** May 14, 2026

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### **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 top 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 equally important, is the need to transition employers and other organizations who currently buy magnetic stripe passes, in bulk, to the new fare products that *are* compatible with the new MyKey+ fare system once they are available this fall.

#### **Customer Satisfaction Survey – 2026**

The data collection for this year's Customer Satisfaction Survey concluded on May 10. As a reminder, the purpose of this survey is to gain insight 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. Later this year, the ABBG will provide IndyGo with both the raw data and cleaned data, as well as a final report summarizing the findings of the survey. Staff anticipate receiving the final report in the third quarter of 2026.

## **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. Washington Street is closed for underground work between Harding St and Belmont Avenue but is expected to reopen to two-way traffic in early July 2026. Roadway work has been mobilized at the intersection of Southeastern Avenue and Washington Street, and a 90-day eastbound closure is in place (anticipated reopening to two-way traffic in August 2026). Roadwork east of I-465 on the east end of the project is anticipated to be substantially complete in August 2026. 2026 may be the busiest of the four years of construction. BRT station work is progressing, with nine station foundations poured and seven steel structures erected. 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. Regular meetings with key stakeholder groups continue as well.

### **Local Route Transit Signal Priority**

IndyGo activated TSP along local Route 37 – Park 100 mid-April. IndyGo is closely monitoring route performance and will evaluate and publish key performance indicators to inform future route and network improvements. The evaluations will 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.

### **BRT Corridor Pavement Maintenance**

A Pavement Asset Management Plan (PAMP) is in development. Due to being completed by late summer, the PAMP will assist IndyGo in programming and funding long-term pavement maintenance along the BRT corridors, in accordance with the Interlocal Cooperation Agreement between IndyGo and the City of Indianapolis. Pavement rehabilitation is needed this year along the Red Line on Capitol Ave, Meridian St, and College Ave. This repair work is anticipated to be completed before November 2026 (assuming a successful bid).

Part of the pavement maintenance work described above includes the demonstration project that will remove and replace pavement and markings along several blocks of Capitol Ave in downtown Indianapolis. Throughout 2025, IndyGo worked with the Department of Public Works to identify ways to modify the Capitol Ave BRT corridor to reduce conflicts between buses and motorists. The proposed solution requires removing and redoing some of the pavement markings to make things more intuitive for motorists. The team will continue to monitor the incidents that occur along this entire corridor to determine if more areas along Capitol Ave need to be modified in the same way in the near future.

### **Julia M. Carson Transit Center Washington Street BRT Docking**

Construction of two BRT docking bays on the Washington Street side of the CTC is anticipated to begin in 2026. IndyGo put this project out to bid in November 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, with bids due before the end of this month.

### **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 released a Request for Information (RFI) with a demonstration project earlier this month to learn more about the solutions that exist in the market today.

### **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 June and be completed by the end of 2026. The work includes improvements to 42 bus stops on the far east side.

## **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. Project design is now working towards the 60% completion stage. The construction manager as constructor, Shiel Sexton, is on board and will be delivering its initial construction cost estimate before the end of the month. The project team is coordinating with numerous IndyGo departments to identify, plan, and budget within the capital and their respective operating budget requests for 2027 and 2028 for the equipment, furnishings, and associated expenses necessary to start up and support facility operations within the new maintenance and storage facility. While communication with the property owner and tenant remain open, to stay on schedule, IndyGo's outside legal counsel filed on April 16, 2026, a complaint seeking condemnation of the project site.

### **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 will take place in 2027 upon relocation of IndyGo's mobility services contractor.

### **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 could undertake renovations in 2027.

**1501 - Women's Locker Room Improvements**

This project is scheduled to begin construction in the month of June. It will improve the women's locker room at 1501 West Washington Street to make it accessible, more functional, and comfortable for female mechanics and staff.

**1501 - North Parking Lot Asphalt Replacement Project**

This project was recently completed, and the parking lot has been reopened for use by staff and visitors. Upgrades include a new four inch intermediate and base layer of asphalt, new line and curb striping, and the repair of a broken underground casting.

**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, replacing the asphalt drive with a heavy-duty concrete drive. Staff are updating the bid package for release in Q3 of 2026 with construction occurring in Q3/Q4 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. As approved by the Board last month, IndyGo's existing BRT/Bus Shelter maintenance contract has been amended with work commencing this month. Work is expected to continue through 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:** May 21, 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 – April 2026

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The Risk and Safety Division is responsible for ensuring agency-wide compliance with all Federal Transit Administration (FTA) safety requirements, oversight of the Drug and Alcohol program, implementation of the safety risk reduction program, auto liability/bodily injury/property damage claims, agency emergence response, and developing/supporting safety culture across the organization. This report is intended as an overview of current safety compliance activities and highlights IPTC's Key Performance Indicators (KPI's) for the agency.

- On April 6<sup>th</sup>-10<sup>th</sup>, IPTA staff from the risk and safety department hosted the Transportation Safety Institute (TSI) for transit supervisor certification. The class was held at the 9503 E 33 St campus, and all 14 supervisors completed the certification. Five other students attended from other transit agencies across the country. TSI instructors from the Department of Transportation (DOT) taught the students skills needed for front-line transportation supervisors, including leadership responsibilities, media relations, communication styles, ethics, conflict resolution, report writing, system safety, investigations, and responding to accidents, to name a few. Students were challenged to utilize these skills and to share them with other supervisors who could not attend. This training specifically supports IPTC's strategic plan to protect front-line workers.
- During April, risk and safety staff continued the IPTC Human Trafficking Awareness Campaign. This subject matter and efforts were to support the "See Something-Say Something" awareness campaign as Indianapolis hosted the NCAA 2026 Men's Final Four basketball championship. Human trafficking has been linked to large sporting events, conferences, travel destinations, truck and rest stops, and cities that have public transportation systems. Human trafficking can happen anywhere, including urban and rural communities. IPTC is committed to combating this issue with educational posters at select downtown bus stops, inside all buses, on IndyGo's web page, and posters located at the Julian Carson Transit Center. Information includes what to look for and how to report it to local and federal agencies. The awareness program and education are scheduled to be rolled out in June 2026 to all IPTC bus operators. Together, we can help put an end to human trafficking.
- On April 13<sup>th</sup>, leadership from the risk and safety department met with IPTC's new insurance broker, Greg Lane, with IMG. Both parties discussed renewal strategies for the 2026-2027 mid-year insurance renewal. Information was shared on statements of values for property, vehicle rolling stock, limits, and market trends for cyber, crime, and ELP lines of insurance. Greg Lane has begun contacting existing carriers and soliciting IPTC's risk profile to outside markets to bring in competition for the placement of coverage. In June of 2026, risk and safety leadership will present an action to the board for the placement of insurance coverage with the renewal amount for the 2026-2027 calendar year.

## APRIL 2026 SAFE DRIVER'S RECOGNITION



National Safety Council (NSC) 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 April 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
Lakisha Carpenter	8174	15	17
Vernessa Foster	1975	14	21
Christopher Fletcher	8701	9	12
Irvin Devers	9433	5	7
Destiny Cleveland	11173	2	2
Arthur Glinsey	10802	2	3
Kelvin Mahone	10085	2	4
Danielle Murphy	10557	1	1
Serigne Niang	10958	1	3

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

*Thank you!*



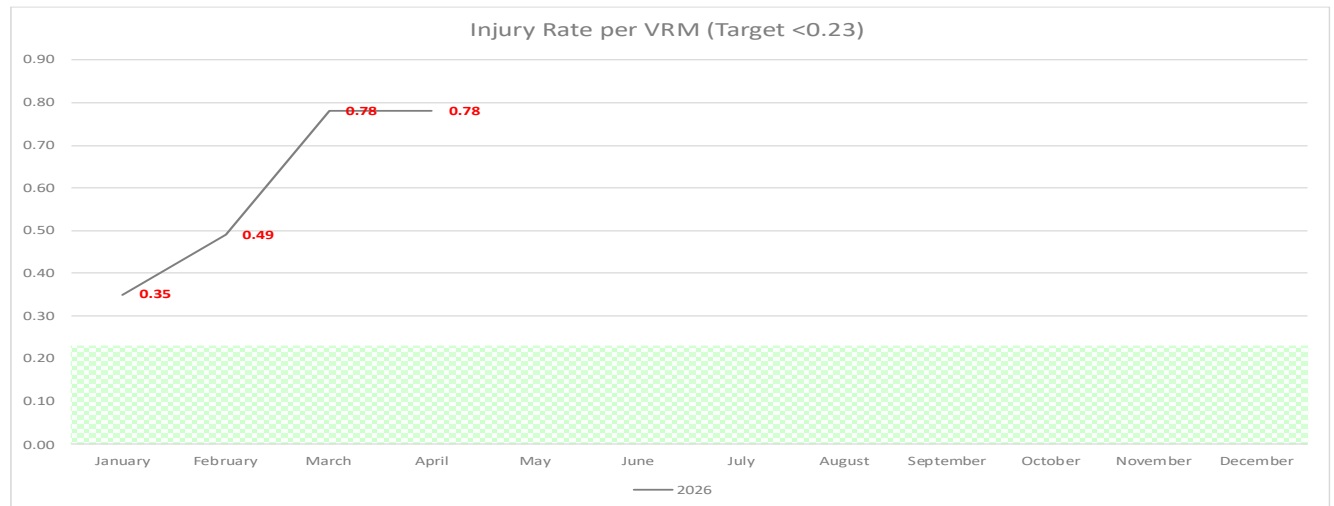
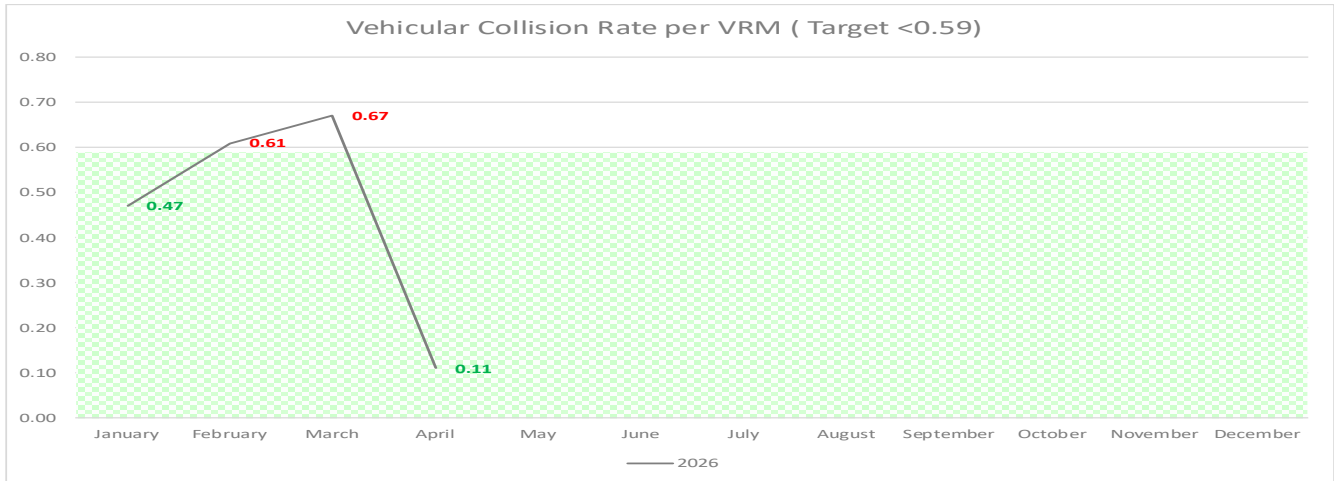
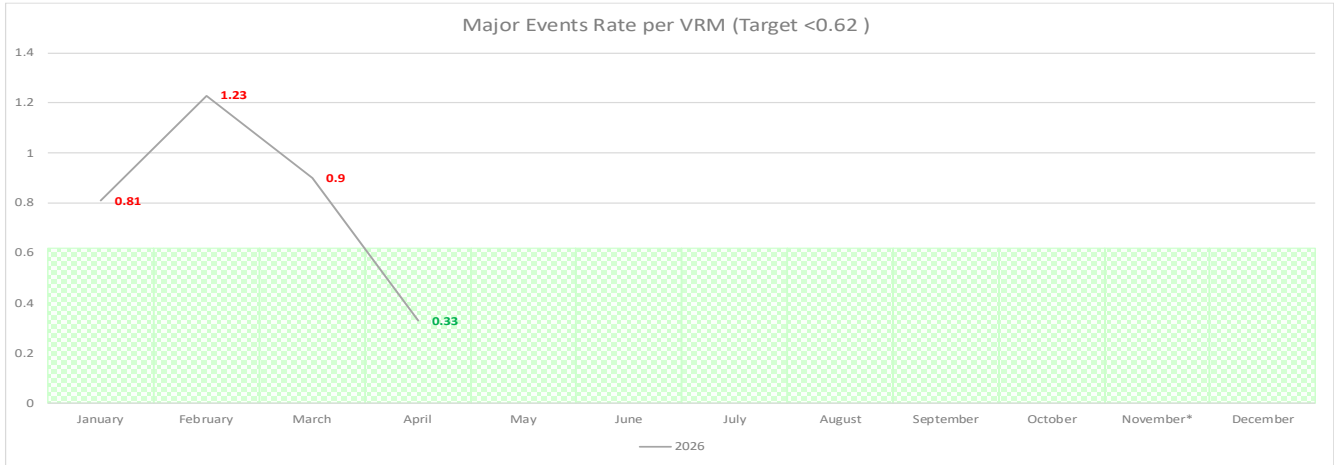
**Public Transportation Agency Safety Plan (PTASP) Required Safety Risk Reduction Program Measures:**

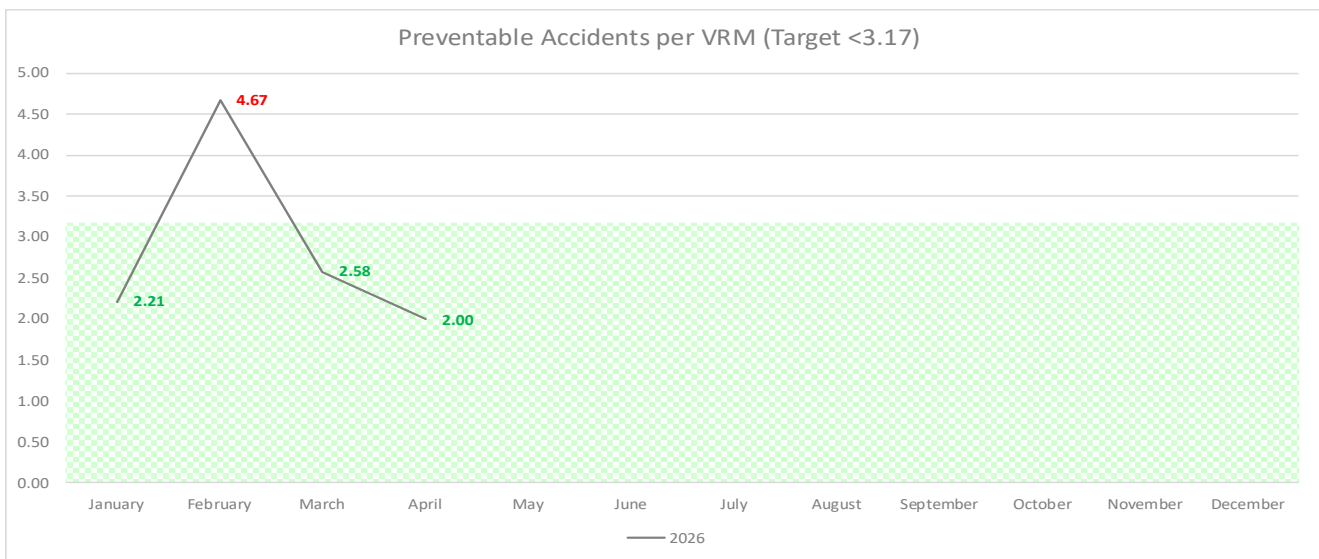
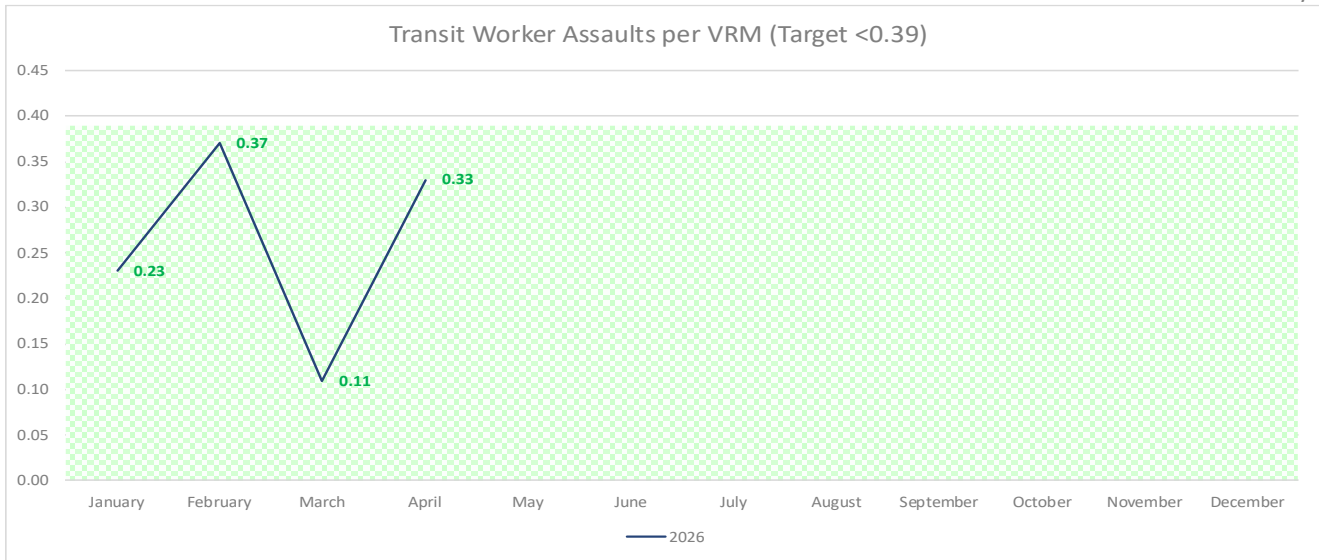
Indianapolis Public Transportation Corporation (IPTC), IndyGo, established a procedure per the FTA National Public Transportation Safety Plan, and the updates from the Bipartisan Infrastructure Law, to include in their Agency Safety Plan a safety risk reduction program for transit operations. These safety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

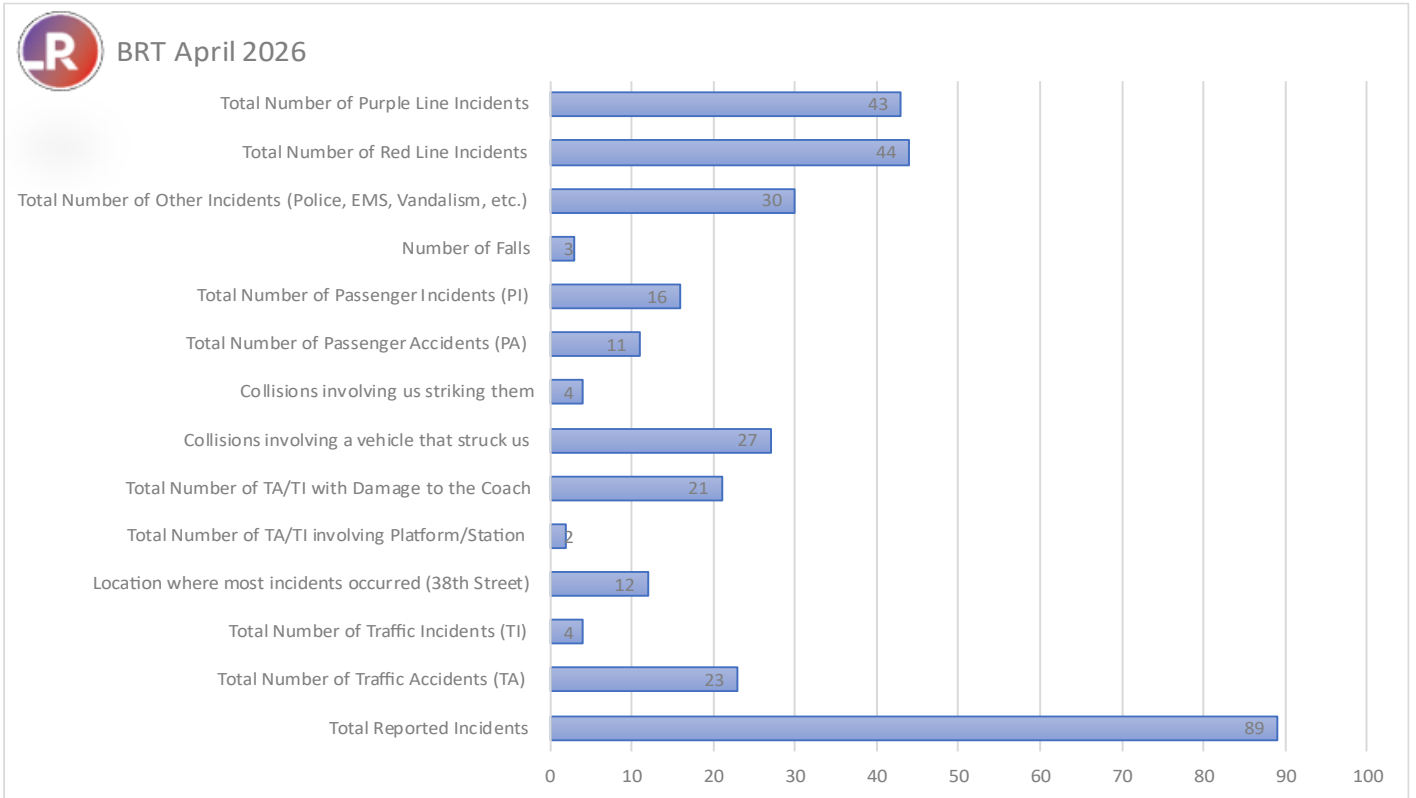
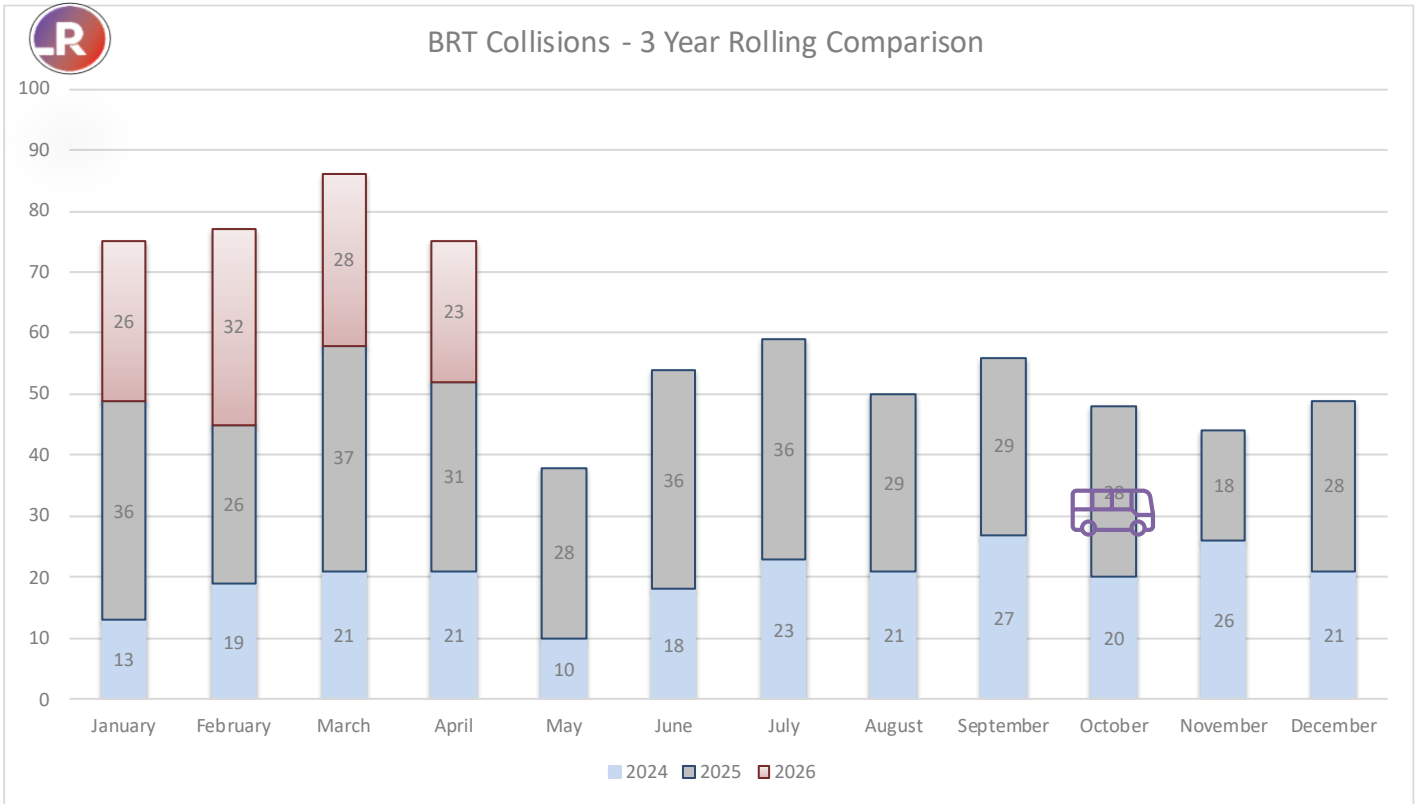
Measure	Definition	Risk Reduction Goal
<b>Major Events</b>	This includes all major safety and security events as defined by the NTD.	Reduce NTD Major Events by 3% of the 3-Year Rolling Target Calculation (61) = <59
<b>Major Event Rate</b>	This includes all major safety and security events as defined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

• VRM= Vehicle Revenue Mile

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







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## Operations Division Report – April 2026

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**To:** Jennifer Pyrz, President and CEO  
**From:** Annette Darrow, COO  
**Date:** May 21, 2026

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**SERVICE PLANNING**

**SCHEDULING AND PLANNING:**

Service Scheduling finalized Booking 2606, which is bidding now. The June changes include frequency increases to Routes 3 and 28, with alignment changes to Routes 3, 5, and 21. Route 4 will be retired, and service on all but E. 42nd Street will be replaced with 3 and 5. Due to ongoing and planned DPW and INDOT projects, there are major detours affecting the south end of the Red Line. In order to provide reliable service, we will be splitting the Red Line at the CTC during the projects. To make a through trip on the route, customers will have to transfer at the CTC.

**Bus and Operator Needs**

Bid	Operators				Buses				
	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
<b>Bid 2602</b>	468	423	70	45	151	70	43	38	0
<b>Bid 2606</b>	422	402	50	39	164	90	41	34	0

*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 closed the bid for Phase One Far Eastside bus stop improvement package, a total of 43 stops. One responsive bid was received, with the bid being below the estimated budget. The bid will be presented for the Board’s consideration this month. If accepted, work would begin in June and be completed by the end of the year. 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 recently learned that our 2026 grant request to AARP was not accepted. Luckily, the favorable bid we received should still allow for improvement of the stop that was the subject of the grant request.

**OPERATION PERFORMANCE:**

The current focus is 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.

FIXED ROUTE RIDERSHIP:

Apr-25	Apr-26	% Change	IndyGo Fixed Route Ridership	YTD 2025	YTD 2026	% Change
8,751	10,323	18.0%	<b>2 E. 34th St.</b>	32,307	36,794	13.9%
22,610	30,501	34.9%	<b>3 Michigan St.</b>	84,789	108,649	28.1%
7,503	10,120	34.9%	<b>4 Community North</b>	27,771	36,481	31.4%
9,378	8,813	-6.0%	<b>5 E. 25th</b>	31,214	34,221	9.6%
5,522	7,013	27.0%	<b>6 N. Harding</b>	18,270	24,794	35.7%
77,576	82,731	6.6%	<b>8 Washington St.</b>	285,270	310,209	8.7%
64,462	74,183	15.1%	<b>10 10th St.</b>	234,305	269,182	14.9%
8,352	8,931	6.9%	<b>11 E. 16th St.</b>	30,565	35,330	15.6%
5,250	5,480	4.4%	<b>13 Raymond</b>	19,470	20,465	5.1%
9,998	9,115	-8.8%	<b>15 W 34th St</b>	35,092	35,175	0.2%
7,956	9,489	19.3%	<b>16 Beech Grove</b>	28,970	31,261	7.9%
11,398	12,568	10.3%	<b>19 Broad Ripple</b>	38,963	46,241	18.7%
9,573	10,925	14.1%	<b>21 East 21st St.</b>	36,992	39,537	6.9%
7,340	8,879	21.0%	<b>24 Mars Hill</b>	25,211	34,341	36.2%
13,204	15,922	20.6%	<b>25 W. 16th St.</b>	47,321	62,366	31.8%
21,633	27,605	27.6%	<b>26 Keystone</b>	79,590	101,461	27.5%
6,196	6,900	11.4%	<b>28 St. Vincent</b>	20,836	25,296	21.4%
4,960	5,358	8.0%	<b>29 County Line Road</b>	18,538	19,027	2.6%
8,685	9,998	15.1%	<b>30 30th St. Crosstown</b>	29,910	39,589	32.4%
7,667	9,999	30.4%	<b>31 US 31</b>	29,650	37,783	27.4%
18,447	21,140	14.6%	<b>34 ML King/Michigan Rd.</b>	67,012	76,679	14.4%
22,128	25,471	15.1%	<b>37 Park 100</b>	78,864	90,235	14.4%
5,741	6,325	10.2%	<b>38 W 38th St.</b>	20,270	21,845	7.8%
5,327	5,998	12.6%	<b>56 Emerson</b>	17,773	22,829	28.4%
8,434	10,647	26.2%	<b>82 East 82nd Street</b>	29,758	37,345	25.5%
8,273	8,190	-1.0%	<b>87 Eastside Connector</b>	28,700	29,187	1.7%
88,277	69,569	-21.2%	<b>90 Red Line - BRT</b>	314,233	254,904	-18.9%
102,596	78,478	-23.5%	<b>92 Purple Line - BRT</b>	384,591	295,040	-23.3%
5,265	3,015	-42.7%	<b>Others</b>	63,002	15,750	-75.0%
<b>582,502</b>	<b>593,686</b>	<b>1.9%</b>	<b>Total</b>	<b>2,159,237</b>	<b>2,192,016</b>	<b>1.5%</b>

**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 10<sup>th</sup> of each month, and this report being published. Monthly changes will not be replaced by the original.

## TRANSPORTATION SERVICES

### EMPLOYEE OF THE MONTH-

#### **DISPATCHER: TIANA DUNLAP #9624**

We are proud to recognize Dispatcher Tiana for her outstanding performance and dedication to excellence. She has demonstrated exceptional growth and commitment by supporting and guiding her trainee while consistently applying what she has learned to strengthen her skills and improve overall operations.



Her communication is critical to ensuring buses are dispatched efficiently and on time. Tiana maintains clear, concise, and proactive communication, which greatly supports team coordination and service reliability. Her professionalism, when interacting over the phone, reflects positively on the organization and sets a strong example for others. Tiana also stands out for her forward-thinking mindset. She consistently seeks ways to enhance delivery services, offering ideas and solutions that streamline processes and improve customer satisfaction.

Congratulations, Tiana

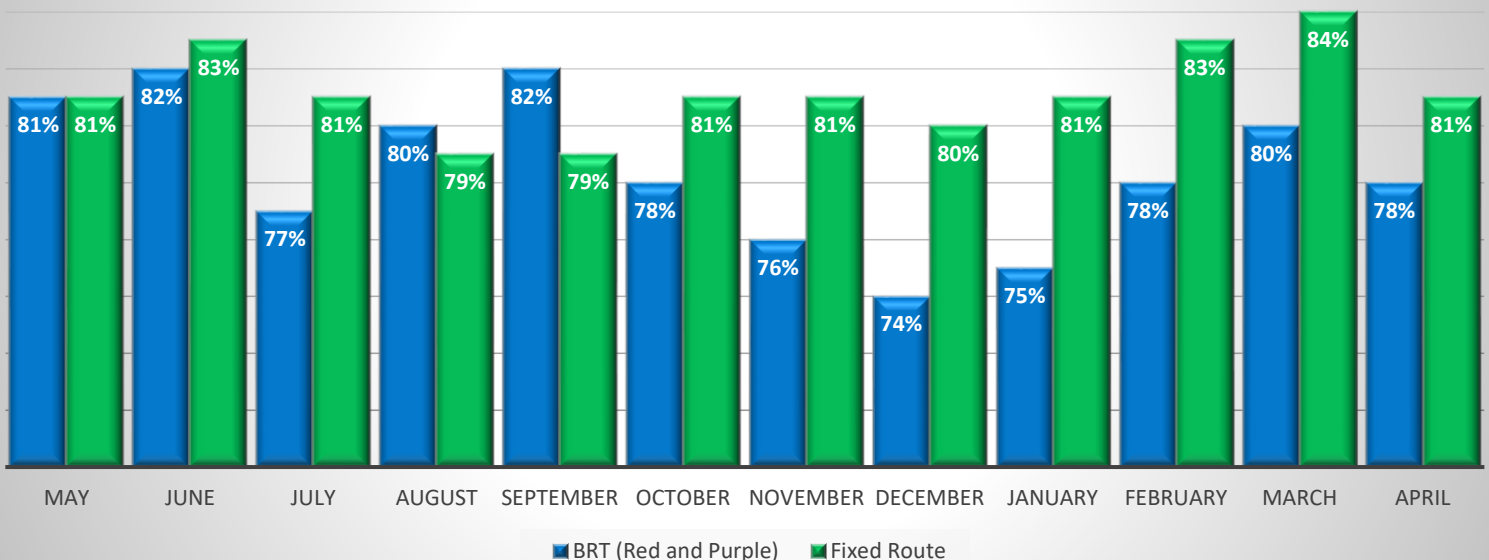
### 90% CLUB – COACH OPERATOR:

#### **COACH OPERATOR Onesha Gardner #9567**

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



## On Time Performance Last 12 Months



## FLEET SERVICES AND VEHICLE MAINTENANCE

### FLEET SERVICES:

In April, 17 vehicle requests were received for the motor pool. These are non-revenue vehicles available for business use.

There were 130 buses detailed of the 208 available in April. This is a completion rate of 62.5%. The goal is to detail every bus at least once per month.

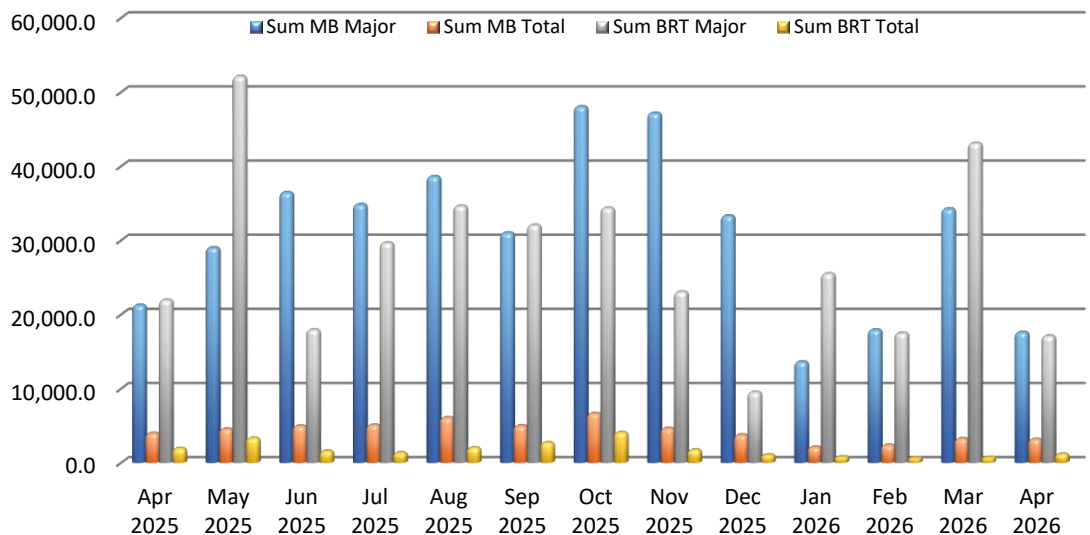
In April, 16 of the 20 ordered Gillig hybrid buses were delivered.

IPTC has logged 2,774,328 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2026</b>	529,102*	626,149*	822,513*	698,560*									<b>2,774,328</b>
<b>2025</b>	722,415	648,282	705,071	698,560	706,584	674,750	728,993	729,345	697,687	787,670	737,299	763,600	<b>8,600,256</b>
<b>2024</b>	713,790	666,235	711,952	696,374	717,371,	720,900	773,466	781,842	741,753	766,270	703,347	716,134	<b>8,013,210</b>
<b>2023</b>	698,209	622,160	710,622	669,945	691,684	645,123	676,722	705,206	676,098	700,044	684,871	715,211	<b>8,204,895</b>

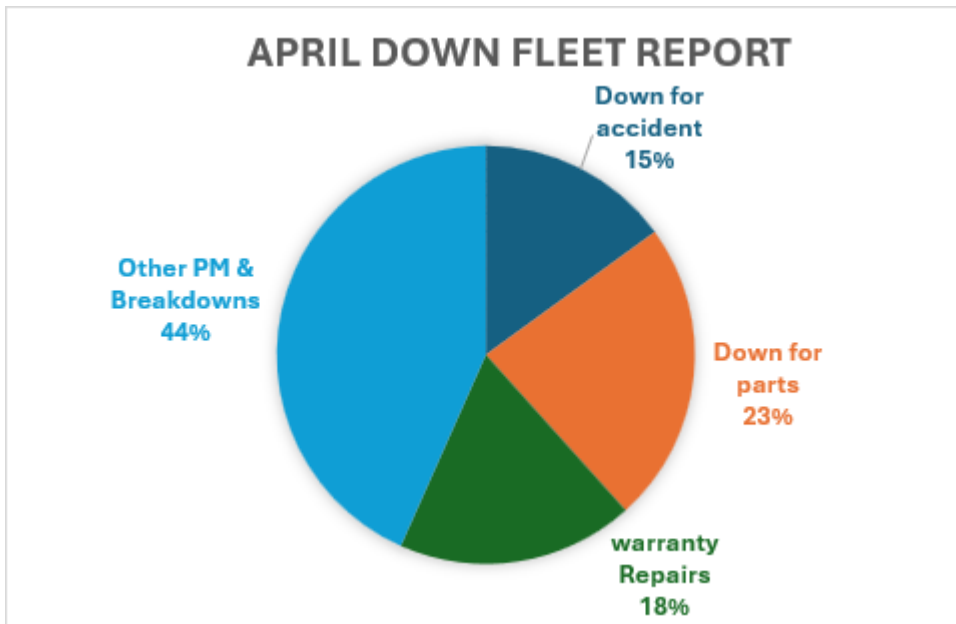
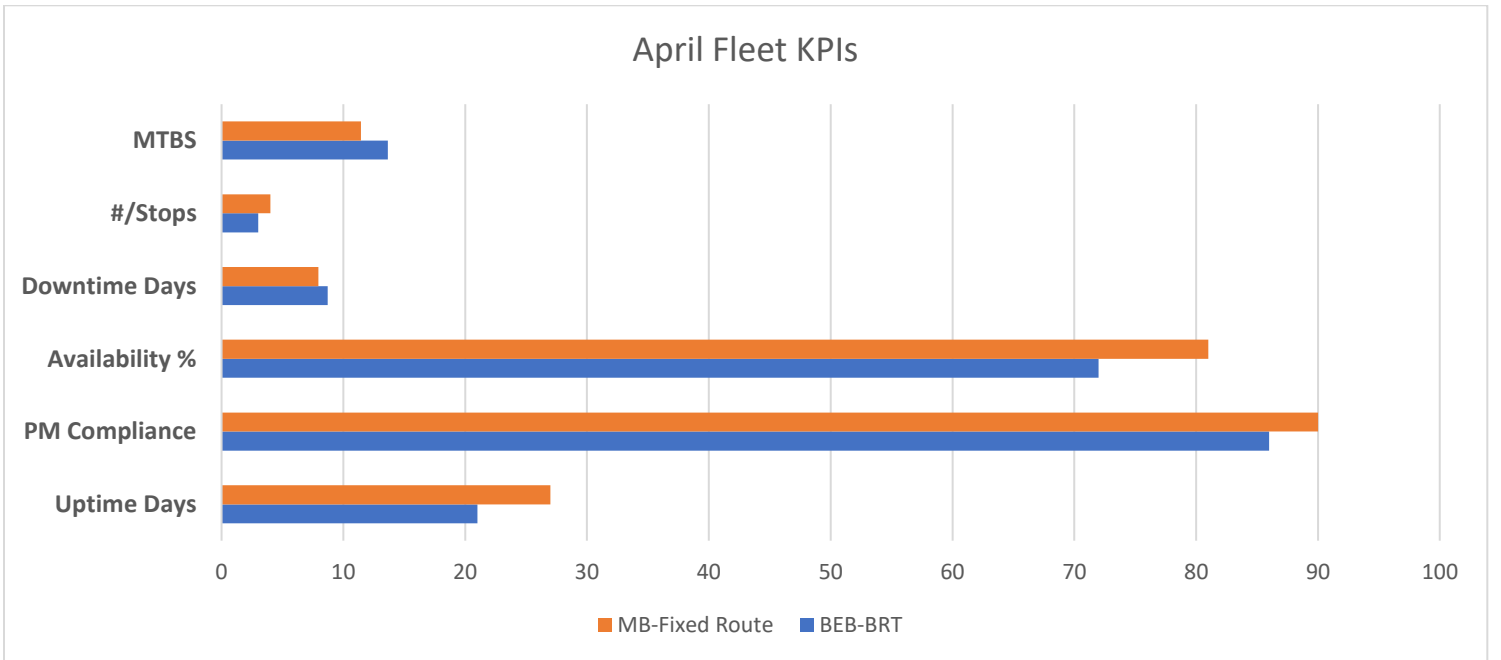
### PREVENTIVE MAINTENANCE:

Month/Year	Sum MB Major	Sum MB Total	Sum BRT Major	Sum BRT Total
Apr 2025	21,261.7	3,986.6	21,937.5	1,943.8
May 2025	29,007.8	4,558.4	52,120.3	3,326.8
Jun 2025	36,438.5	4,955.6	17,920.5	1,581.2
Jul 2025	34,834.8	5,091.2	29,662.0	1,369.0
Aug 2025	38,594.2	6,075.0	34,617.7	2,012.7
Sep 2025	31,000.8	5,000.1	32,058.7	2,709.2
Oct 2025	48,033.2	6,658.1	34,355.8	4,090.0
Nov 2025	47,132.8	4,641.9	23,031.9	1,752.4
Dec 2025	33,304.7	3,766.6	9,515.4	1,105.0
Jan 2026	13,602.7	2,117.4	25,491.1	822.3
Feb 2026	17,916.3	2,394.3	17,481.4	675.2
Mar 2026	34,241.7	3,261.1	43,083.0	742.8
Apr 2026	17,594.5	3,175.6	17,096.6	1,179.1



Low SOC	Down for accidents	Down for parts	warranty Repairs	Other PM & Breakdowns	Total down buses average
120	9	14	11	26	60

Object	Uptime Days	PM Compliance	Availability %	Downtime Days	#/Stops	MTBS
<b>BEB-BRT</b>	<b>21</b>	<b>86</b>	<b>72</b>	<b>8.70</b>	<b>3</b>	<b>13.64</b>
<b>MB-Fixed Route</b>	<b>27</b>	<b>90</b>	<b>81</b>	<b>7.96</b>	<b>4</b>	<b>11.43</b>



# SECURITY

## Key Security Metrics – April 2026

Metric	April 2026	2026 YTD	Notes
Fare Inspections Conducted	16,493	60,120	Inspections on Red Line and Purple Line services
Fare Compliance Rate	96.4%	97.6%	Riders possessing a valid fare at inspection
Fare Notifications Issued	609	1502	Riders without a valid fare who declined to purchase
Fare Education Interactions	547	3,826	Riders who purchased fares after receiving education
Social Service Contacts	33	118	Individuals engaged by the Social Services Coordinator
Social Service Referrals	33	112	Referrals to partner support agencies

### High Fare Compliance

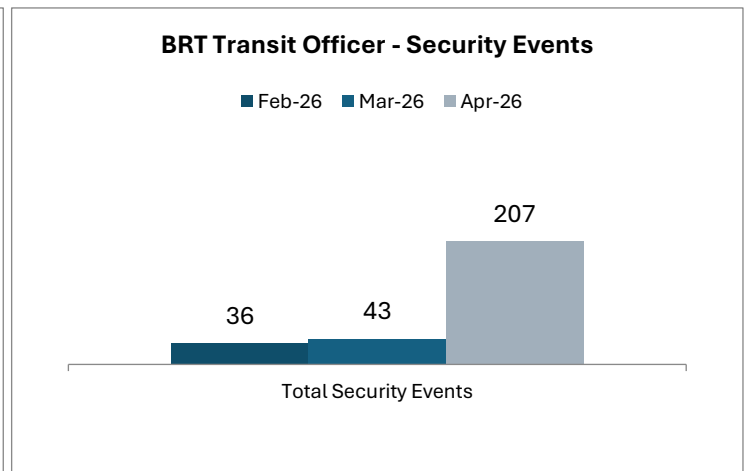
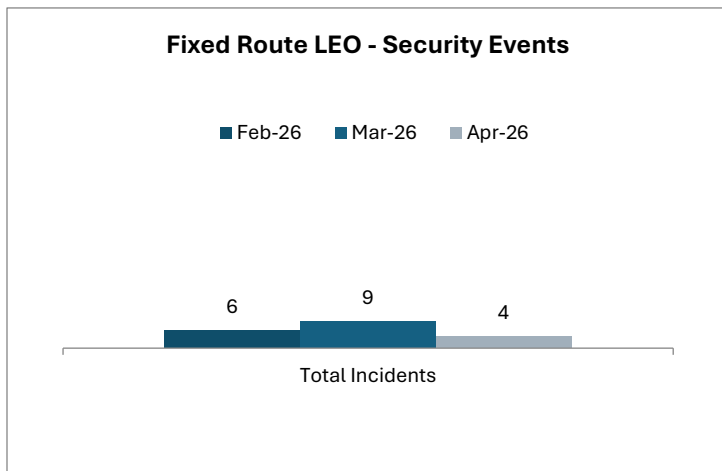
Fare compliance shows a small drop to **96.4%**, but year-to-date, remains close to **98%**. This small change is due to more checks that have been completed since the Fare Safety Officers have started performing checks.

### 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.



### Security Events

There was a substantial increase in BRT security reports being reported for this month. Starting with April the Transit Safety Officer (TSO) contacts that resulted in reportable security event has been added to the total number.

**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.

**APRIL 2026 CLASSES:**

Trainees with Permit – 22

Licensed (CDL) - 5

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	16	12	3	0	0
May					
June					
July					
August					
September					
October					
November					
December					

March 2026 test percentages for cadets who passed on first attempt– **75.00%**

**Totals to date**

**First Attempt**

**745**

**Second Attempt**

**164**

**Third Attempt**

**35**

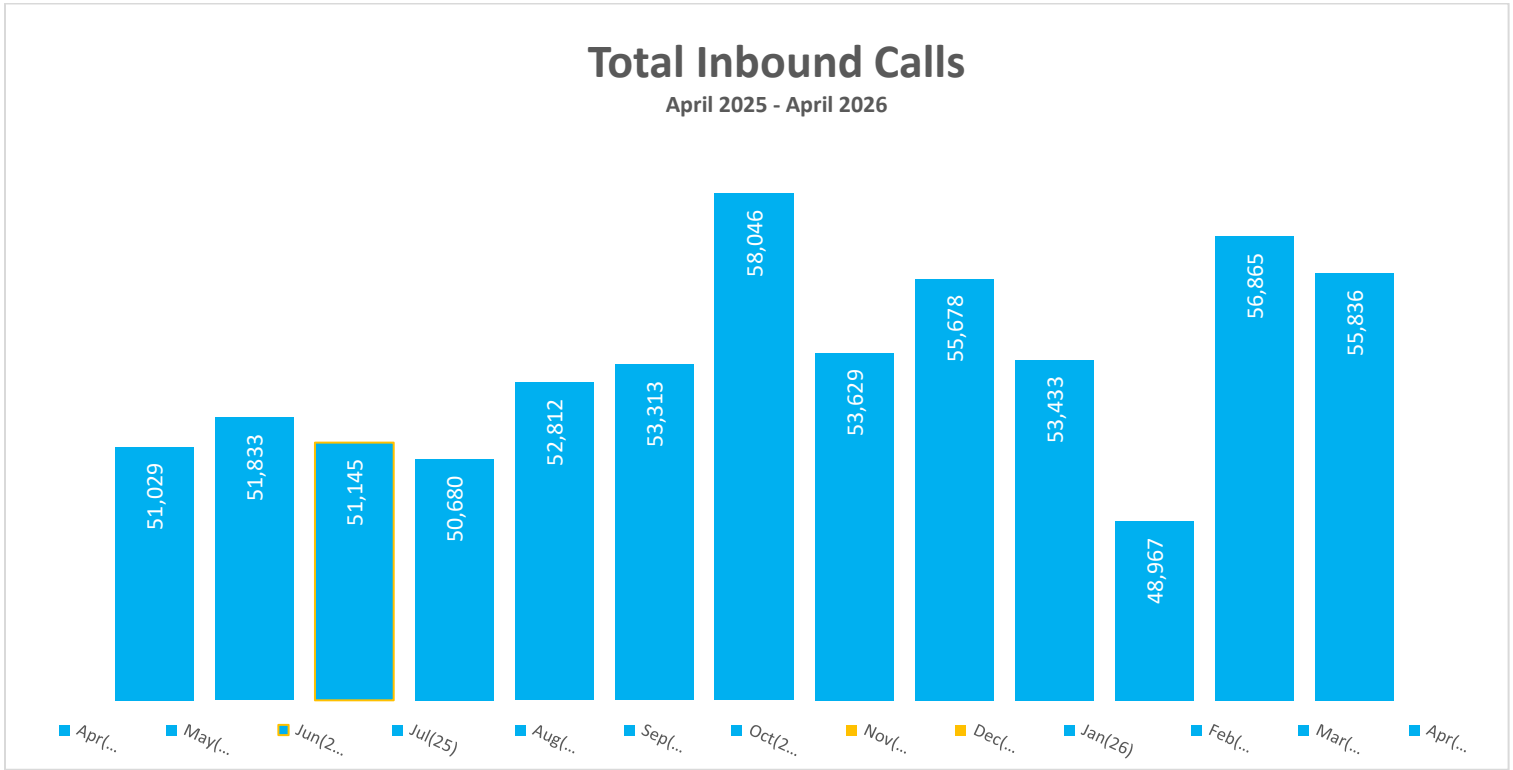
**Failed**

**20**

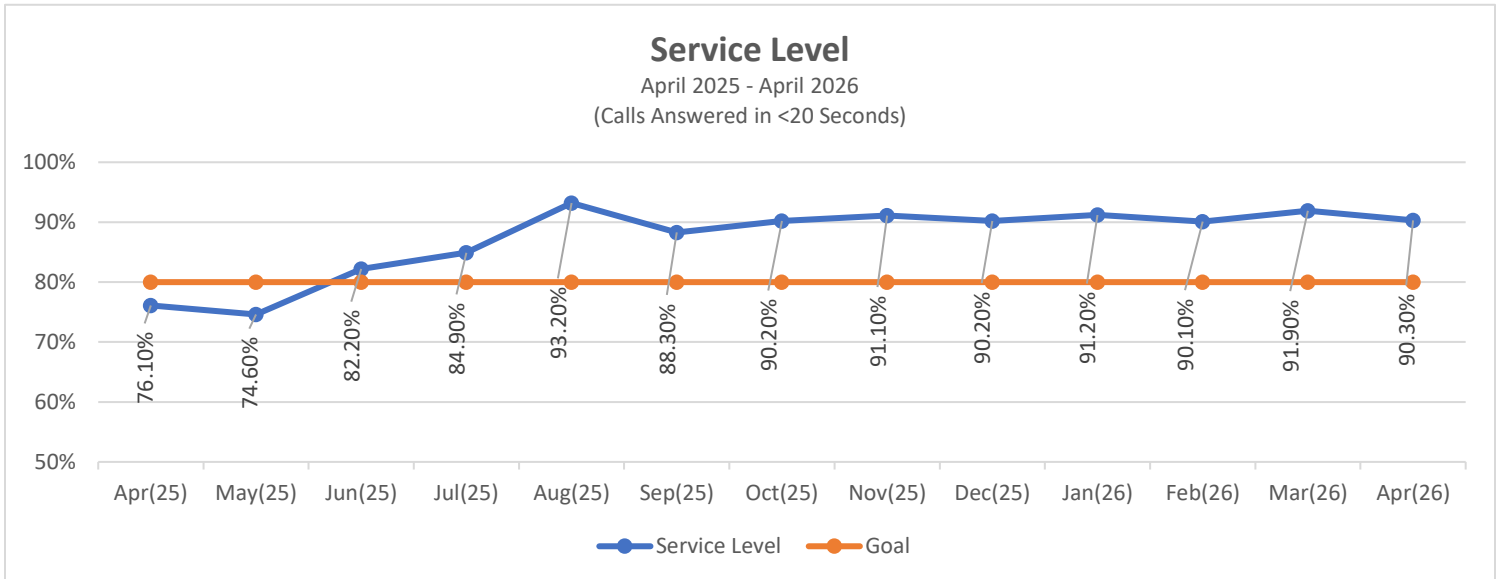
**MOBILITY SOLUTIONS  
CUSTOMER CARE**

**Customer Care – April 2026**

Call volume decreased by 1.81% compared to March 2026; however, it increased 9.42% YOY. Riders are opting to utilize self-service options, reinforcing IndyGo’s broader strategy to streamline operations, enhance the rider experience, and sustain lower call volumes over the long term.



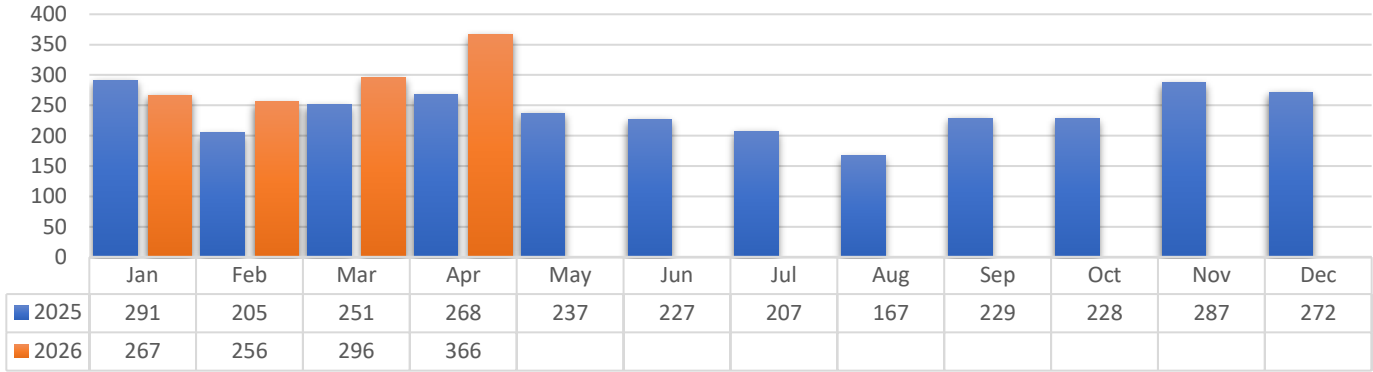
April service levels decreased to 90.30% from 91.90% in March, a 1.74% decrease. Service levels remain well above the 80% minimum requirement throughout the month.



IndyGo received 366 customer comments across all departments, representing a 36.6% increase compared to the same period last year and a 23.7% increase from March 2025. Feedback was primarily related to Fixed Route services, including pass-by incidents, safety concerns, schedule adherence, and operator courtesy.

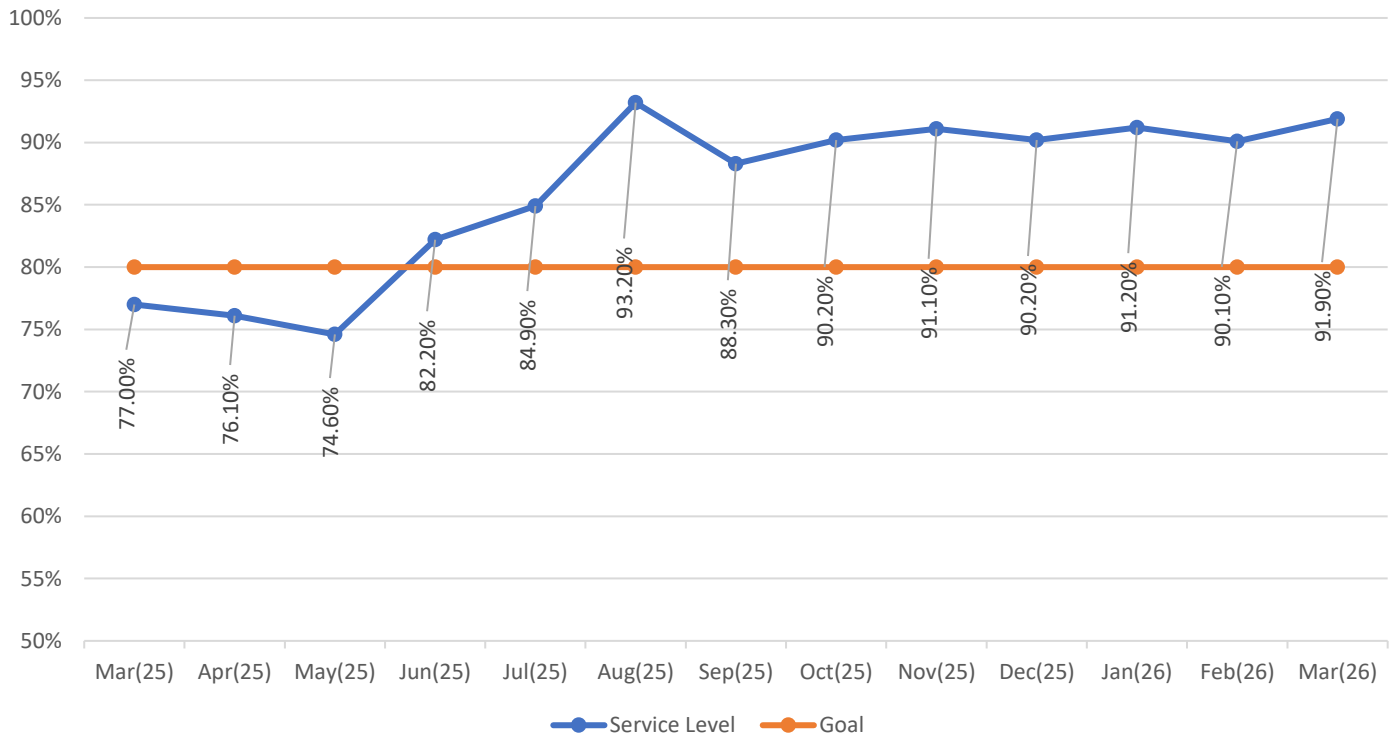
## Total Comments

(For All Departments)



## Service Level

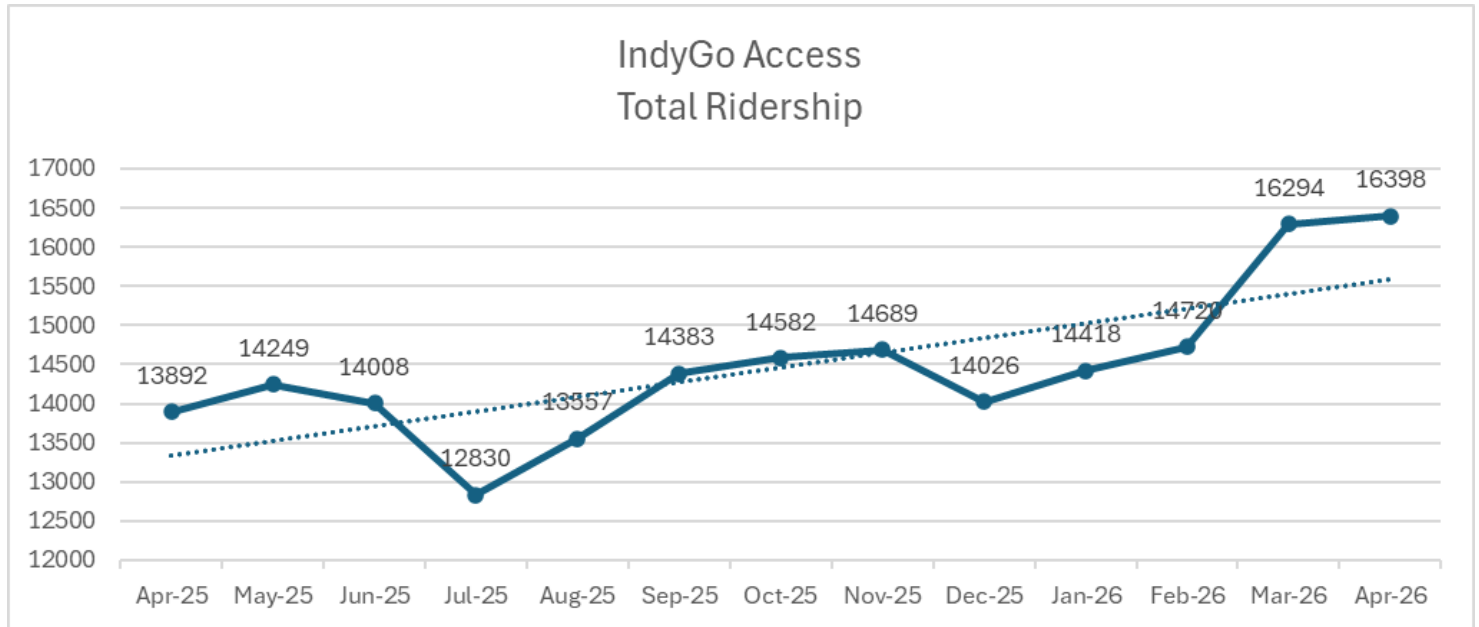
(Calls Answered in <20 Seconds)



## INDYGO ACCESS RIDERSHIP

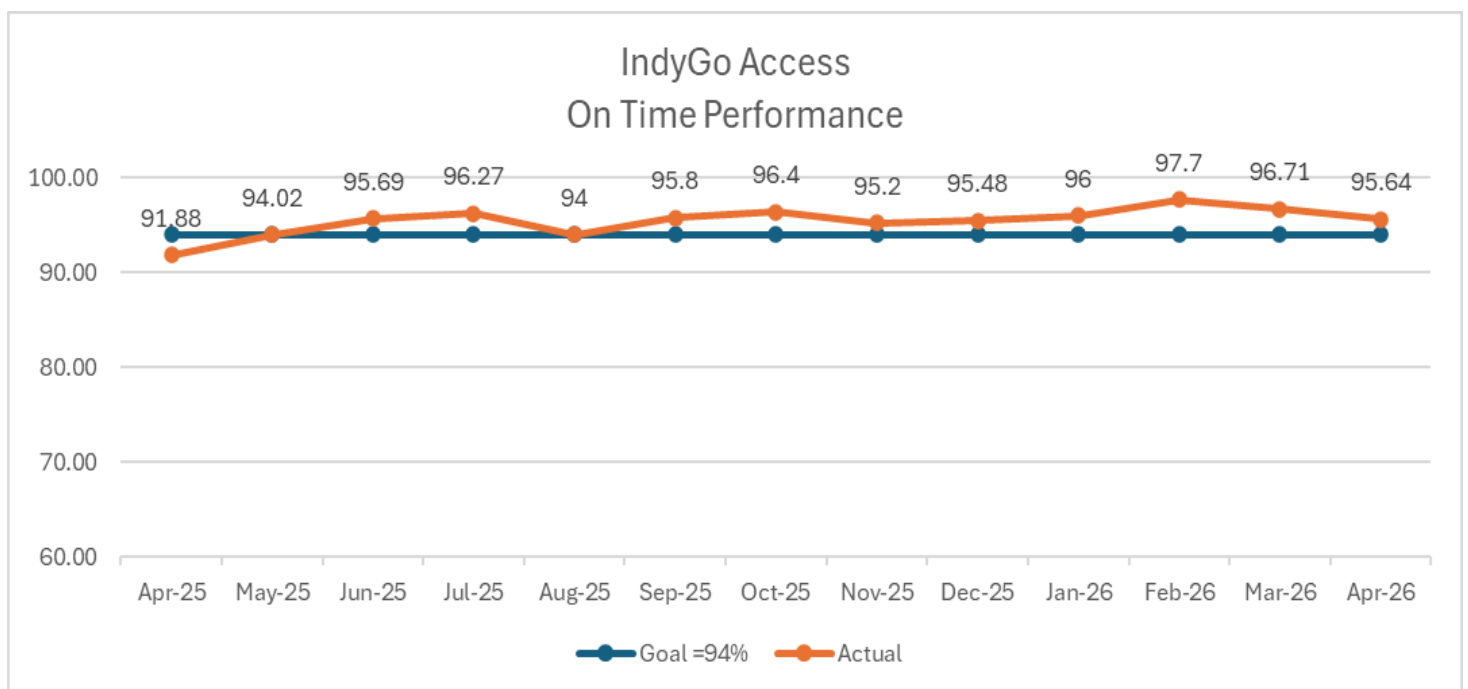
### IndyGo Access Ridership

April reflected the highest number of riders over the past 12 months and was up 15 percent over April 2025 in comparison.



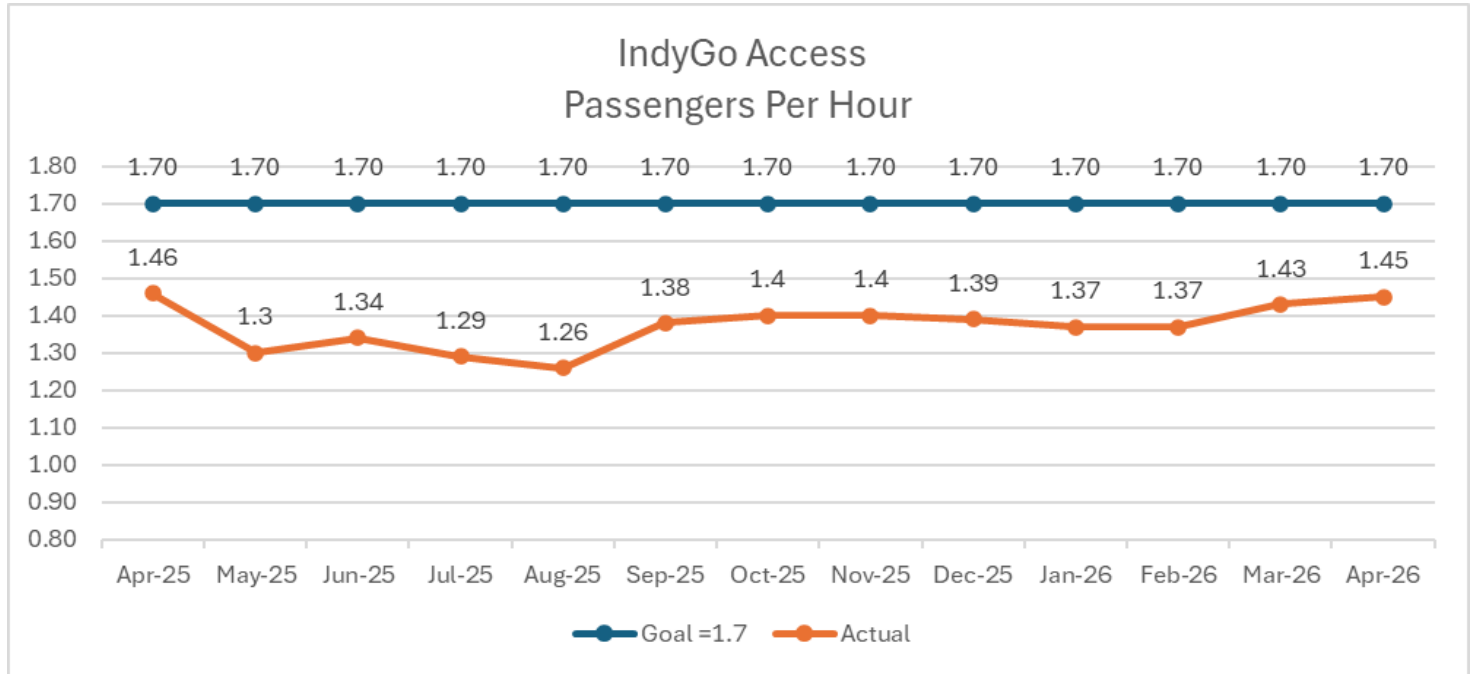
### On-time Performance

April service levels came in at 95.6 above the goal of 94 percent. We have been able to meet and exceed our OTP goal for the past 11 months.



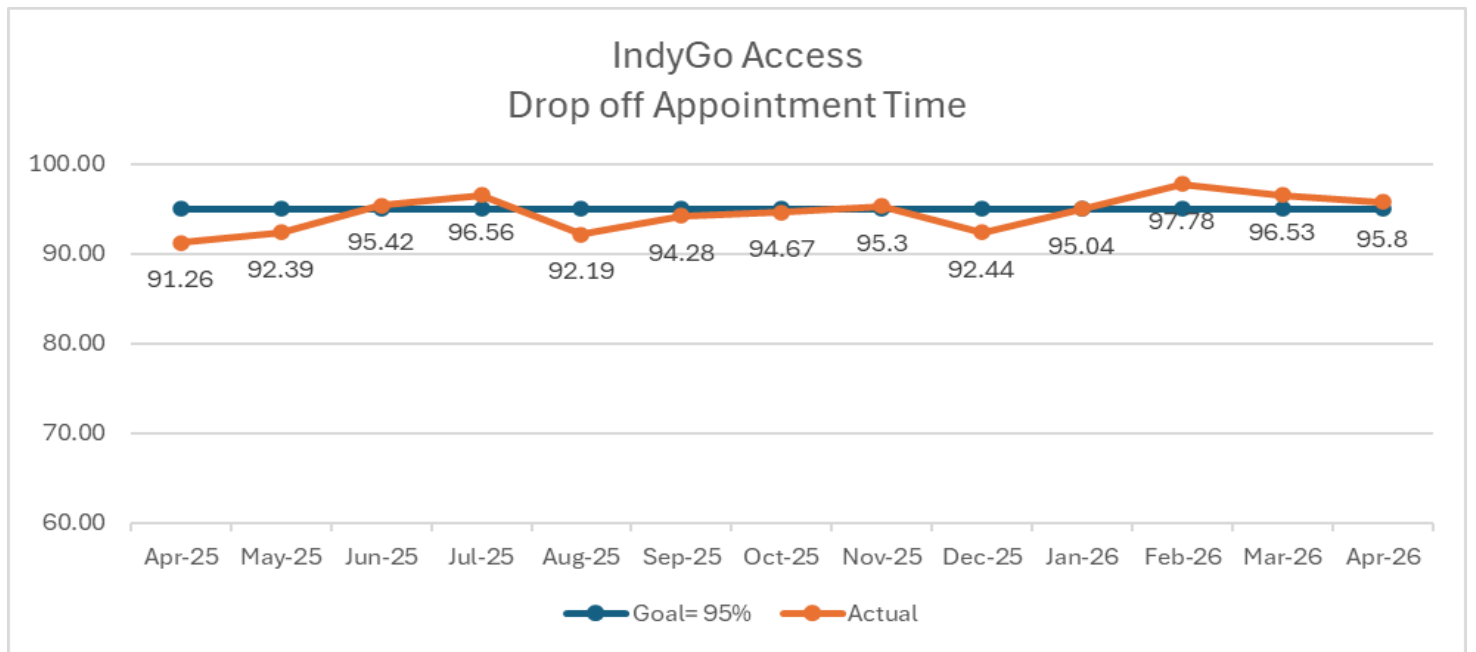
### Productivity/Passenger Per Hour (PPH)

PPH for April came in slightly higher than March at 1.45 however remains below the goal of 1.7.



### Drop off Appointment Time

April came in at 95.8 percent above the goal of 95 percent.



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## Report to the IndyGo Board

**To:** IndyGo Chair and Board of Directors  
**From:** IndyGo Foundation Executive Director, Emily Meaux  
**Date:** May 13, 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 Endowment Feasibility Study did not recommend pursuing an endowment at this time but did provide valuable feedback from donors we will use to grow annual fundraising efforts.
- Registration for the 2026 *IndyGo Foundation Golf Outing: Driving Access* is open and has raised 38% to goal. <https://www.indygo.net/foundation/iptf-golf-outing/>
- All fundraising lead measures are trending ahead of any of our previous years.

2026 Goal	Actual Through April (Based on Raisers Edge Entry)
Host 8 donor prospect meetings a month	31
Raise \$1M from Corporate, Foundation & Individuals	\$79,900 (8%)
Raise \$712k in General/Special Event Income	\$61,700 (8.6%)
<b>OTHER FUNDRAISING METRICS</b>	
Grant Solicitations	16 applications requesting \$971,000 Secured to date: \$21,000 Pending: \$900,000 (most will notify in June)
Mailed Solicitations	241 individuals and 76 companies
Email & Social Solicitations	9 social posts and 6 emails

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

- Nonprofit bus pass sales continue to trend ahead of last year.
- We are working on a letter with IndyGo to send to all nonprofit partners this month providing an update on what is known about the MyKey+ transition.



Indianapolis Public Transportation Foundation  
PO Box 30072  
Indianapolis, IN 46230  
[www.IndyGoFoundation.org](http://www.IndyGoFoundation.org)

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

- The Foundation's Board met on May 1 for their annual retreat. A focus of the retreat was on board engagement in fundraising.

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

- The new Foundation website (not hosted on Indygo.net) will go live this month with public launch likely in early June.
- The 2025 Annual Report will be mailed by the end of the month to all donors and nonprofit partners and will be available on the new website when it launches.
- IndyGo Foundation is planning to conduct its next strategic plan at the end of 2026/beginning of 2027 to cover 2028-2030. The current plan covered 2025-2027.

Our next quarterly presentation to the IndyGo Board will be at the June meeting and presented by Board leadership as Emily will be out of town.