



Board Report  
June 18, 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. **Committee Reports** (Presenter – Adairius Gardner)
  1. Service Committee Report – Adairius Gardner
4. **Regular Agenda** (Presenter – Greg Hahn)
  1. A-1: Consideration and approval of minutes from the Board Meetings held on May 21, 2026
  2. Public Hearing for A-2: Consideration and adoption of Resolution 2026-05 approving the Fixed-Route Fare Policy (Presenter – Ryan Wilhite)
  3. A-3: Consideration and approval of a task order for Butler Fairman & Seufert for construction management services on the Blue Line project (Presenter – Matthew Duffy)
  4. A-4: Consideration and approval of a new task order with Burgess & Niple for construction management services on the 2026 BRT Pavement Maintenance project (Presenter – Christian Cambron)
  5. A-5: Consideration and approval of annual insurance placement (Presenter – Brian Clem)
5. **Information Items** (Presenter – Greg Hahn)
  1. I-1: Finance Report (Presenter – Justin Burcope)
  2. I-2: IndyGo Foundation Quarterly Report (Presenter – Hardi Shah)
  3. I-3: Department Reports
6. **Adjourn** (Presenter – Greg Hahn)

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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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*IndyGo*<sup>SM</sup>

June Board Meeting  
Awards and Commendations



# IndyGo May 2026 Safe Drivers

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



Operator	Years of Safe Driving	Years of Service
Patrick Gray	20	21
Wanda Ford	13	13
Darren Wyatt	7	9
Shirley Jones	5	9
Kim Byrd	4	7
Jeffery Greene	4	8
Dax Roberts	3	3

# 20 Years of Safe Driving



**Patrick Gray**  
**Coach Operator, Fixed Route**  
**21 years of service to IndyGo**

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

# June Operations Employee of the Month

**Geneva Hartwell**  
**Coach Operator, Fixed Route  
Transportation**



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

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## MAY 2026 SAFE DRIVER RECOGNITION AWARDS



In accordance with the National Safety Council's Preventable Accident Standard, we proudly recognize the following operators for demonstrating exemplary safe driving practices throughout May. These individuals have maintained a clean driving record, free of preventable accidents, and have contributed significantly to our commitment to safety and excellence.

Each recognized operator will receive a National Safety Council patch, pin, and certificate as a token of appreciation for their outstanding dedication to safe driving.

### Awardees List:

Operator	ID#	Years of Safe Driving	Years of Service
Patrick Gray	2339	20	21
Wanda Ford	8502	13	13
Darren Wyatt	8944	7	9
Shirley Jones	8967	5	9
Kim Byrd	9410	4	7
Jeffery Greene	9104	4	8
Dax Roberts	10895	3	3
Christopher Corwin	11260	1	2
Jamonie Norwood	11038	1	2
Marvin Parrish	11450	1	2
Emmanuel Saintil	11449	1	2
Laniesha Valentine	11592	1	0

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



Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

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## Service Committee Chairperson Report – June 2026

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**To:** Board of Directors  
**Through:** President and Chief Executive Officer Jennifer Pyrz  
**From:** Service Committee Chair Adairius Gardner  
**Date:** June 18, 2026

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**ACTION:**

A report of the meeting of the Service Committee held on June 11, 2026, presented at the Board of Directors meeting on June 18, 2026.

**RECOMMENDATION:**

Receive the report.

**Adairius Gardner**  
**Service Committee Chair's Report**  
June 11, 2026

The Service Committee met on June 11, 2026, at 8:30 AM. In attendance were Committee Chair Adairius Gardner, Member Stephanie Quick, and Member Stan Smith, establishing a quorum.

The Committee heard and accepted the following items:

1. I-1: Mobility Advisory Committee (MAC) Update (Presenter – Chris Hollingsworth)
2. I-2: Blue Line Construction Update (Presenter – Michael Schneider)
3. I-3: Ridership and Revenue 2026 Update (Presenter – Annette Darrow, Justin Burcope)
4. I-4: Ride Safe 2026 Update (Presenter – Annette Darrow, Tony Craig)

Mr. Chair, that concludes the report.

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# May 2026 Board of Directors Meeting Minutes

IndyGo

5/21/2026 4:00 PM EDT

@ 9503 E 33rd St- IndyGo HQ

## **Attendance**

### **Present:**

Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Adrienne Slash, Stephanie Quick, and Stan Smith  
Staff: Jennifer Pyrz, Robert Frye, Matthew Duffy, Brian Clem, Devon Smith, Rachel Wilson, Christopher Clay, Michael Schneider and Justin Burcope

### **Absent:**

Members: Mary Ann Fagan

**Guests:** NONE

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

[May Board Cover](#)

[May 2026 Board Agenda](#)

Chairperson Hahn called the meeting to order at 4:04 p.m. Mr. Frye then conducted roll call. Six members were present in person thus establishing a quorum.

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

[Awards and Commendations](#)

[April 2026 Safe Drivers Recognition](#)

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

### 3. **Regular Agenda** (Presenter – Gregory Hahn)

1. **Director Wilson asked the Board for unanimous consent to suspend the regular order of the meeting agenda and call up Action Item A-9 for consideration. There being no objection, Action Item A-9 was considered.**

**A9: Consideration and adoption of Resolution Number 2026-04 appointing Justin A. Burcope controller for IPTC**  
(Presenter – Jennifer Pyrz)

[A-4 Resolution Number 2026-04 appointing Justin Burcope controller for IPTC](#)

[Res 2026-04 – Burcope Controller Appointment](#)

It was 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.

**Motion:** Approval and adoption of Resolution Number 2026-04 appointing Justin A. Burcope controller for IPTC. Motion made by Director Wilson and seconded by Director Gardner. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

2. **A-1: Consideration and approval of minutes from the Board of Directors meeting held on April 16, 2026**  
(Presenter – Gregory Hahn)

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

**Motion:** Approval of Minutes from the Board of Directors held on April 16, 2026. Motion made by Director Wilson and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

3. **A-2: Consideration and approval to enter a contract with DetailExperts for bus detailing services** (Presenter – Devon Smith)

[A-2 Bus Detailing Services](#)

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

**Motion:** Approval to enter a contract with DetailExperts for bus detailing services. Motion made by Director Smith and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

4. **A-3: Consideration of approval of construction award for Far Eastside Bus Stop Improvements Phase 1** (Presenter – Rachel Wilson)

[A-3 Eastside Ph. 1 Bus Stops Construction](#)

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

**Motion:** Approval of construction award for Far Eastside Bus Stop Improvements Phase 1. Motion made by Director Wilson and seconded by Director Gardner. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

5. **A-4: Consideration of approval of federal compliance support services** (Presenter – Brian Clem)

[A-4 RLS Federal Compliance Services](#)

It was recommended that the Board of Directors authorize the President & CEO to execute a three-year contract with two option years with RLS and Associates, Inc. to provide federal compliance support services with a cost not to exceed \$116,000 for the initial three years, and \$203,000 for all five years if both option years are exercised.

**Motion:** Approval of federal compliance support services. Motion made by Director Gardner and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

6. **A-5: Consideration of approval of fare media purchases associated with implementation of Masabi fare collection system** (Presenter – Justin Burcope)

[A-5 Masabi Fare Media Purchase](#)

It was recommended that the Board of Directors authorize the President & CEO to execute an amendment to the existing contract with Masabi, LLC 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.

**Motion:** Approval of fare media purchases associated with implementation of Masabi fare collection system. Motion made by Director Quick and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius

Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

7. **A-6: Consideration of approval of a task order for WSP for design services on the Blue Line BRT project**

(Presenter – Matthew Duffy)

[A-6 WSP Design TO for the Blue Line BRT](#)

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

**Motion:** Approval of a task order for WSP for design services on the Blue Line BRT project. Motion made by Director Wilson and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

8. **A-7: Consideration of approval of Talkdesk telecommunications software** (Presenter – Christopher Clay)

[A-7 Talkdesk telecommunications software](#)

It was recommended that the Board of Directors authorize the President & CEO to enter into a two-year contract with Talkdesk for essential software services to support the daily operations of IndyGo's Care Center in an amount not to exceed \$210,190.

**Motion:** Approval of Talkdesk telecommunications software contract. Motion made by Director Gardner and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

9. **A-8: Consideration of approval of Ecolane Transit Technology for IndyGo Access** (Presenter – Christopher Clay)

[A-8 Ecolane Transit Technology for IndyGo Access](#)

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

**Motion:** Approval of Ecolane Transit Technology for IndyGo Access. Motion made by Director Gardner and seconded by Director Slash. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.-AYE, Stephanie Quick-AYE, Adrienne Slash-AYE, Stan Smith-AYE. Motion carried 6-0.

4. **Information Items** (Presenter – Gregory Hahn)

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

[I-1: Budget to Actuals \(Comparative Statement\) 4.30.26](#)

[Misc. Breakdown – April 2026](#)

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

2. **I-2: Blue Line Construction Change Order Update** (Presenter – Michael Schneider)

[I-2: Information Item – Pkg A Change Order 3](#)

The Board heard the Blue Line Construction Change Order Update report from Construction Project Manager

Michael Schneider and received the report.

3. **I-3: Blue Line WSP Design Service Allowance Update** (Presenter – Matthew Duffy)

[I-3: Information Item - Blue Line WSP Design Service Allowance Update](#)

The Board heard the Blue Line WSP Design Service Allowance Update report from Director of Capital Projects Matthew Duffy and received the report.

4. **I-4: Department Reports**

[PA Board Report May 2026](#)

[R-2 Planning and Capital Projects Report 2026-5](#)

[Risk and Safety Board May 2026](#)

[April 2026 Operations Division 05.2026](#)

[May Foundation Report to IndyGo Board 5.2026](#)

The Board received Department Reports for review.

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

On the order of Chairperson Gardner and there being no objection, the meeting was adjourned at 4:55 p.m.

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Date of Memo: June 12, 2026

Board Meeting: June 18, 2026

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and adoption of Resolution 2026-05 approving the Fixed-Route Fare Policy

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

It is recommended that the Board of Directors adopt Resolution 2026-05 approving updates to IPTC’s Fixed-Route Fare Policy.

**BACKGROUND:**

The IPTC Board of Directors approved a Fixed-Route Fare Policy in 2025. The policy establishes requirements governing fares charged on fixed-route services, including fare collection procedures. Several provisions of the policy were tied to functionality of IPTC’s existing electronic fare application, MyKey.

On July 1, 2026, IPTC will launch a new mobile payment system, MyKey+, which offers different capabilities. Implementation of MyKey+ provides an opportunity to modernize fare collection practices and align the policy with the new system’s functionality. Accordingly, IPTC desires to update provisions related to deposit bonuses and ticket vending machines (TVMs) in advance of the MyKey+ implementation.

**DISCUSSION:**

The proposed policy revisions address two fare collection practices affected by implementation of MyKey+. First, the policy eliminates the Deposit Bonus Program, under which customers receive additional stored value when loading larger dollar amounts onto their accounts. The MyKey+ platform does not support this functionality as part of its standard configuration. Rather than pursuing software customization, which would increase implementation costs and complexity, IPTC proposes discontinuing the deposit bonus for the new MyKey+ system.

Second, the policy removes references to TVMs. The existing TVMs are not supported by the new fare collection platform and replacing them would require a significant capital investment and ongoing operating expense. Rather than purchasing new machines, IPTC will leverage a new retail network available through MyKey+, which allows customers to reload fare media at participating locations throughout Indianapolis.

Fare changes, whether an increase or decrease, require a Title VI fare equity analysis. Although the proposed removal of the deposit bonus does not constitute a fare increase or decrease, IPTC evaluated the change through its Title VI fare equity process because the bonus program was previously evaluated during policy updates in 2018. IPTC staff reviewed available data sources and determined that sufficient demographic information does not exist to support a meaningful quantitative analysis of the proposed change. Specifically, available fare media data cannot be reliably linked to the demographic characteristics necessary to evaluate disparate impact or disproportionate burden. As a result, IPTC

conducted public outreach in February 2026 and documented a business justification for the policy revision. The results of that outreach are reflected in the proposed Fixed-Route Fare Policy.

**FISCAL IMPACT:**

There is no fiscal impact for this action item.

**DBE/XBE DECLARATION:**

Not applicable.

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**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
BOARD OF DIRECTORS**

**RESOLUTION NO. 2026-05**

A RESOLUTION approving updated fare policies, to wit:

WHEREAS, the Indianapolis Public Transportation Corporation (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, IPTC maintains policies that outline the fares it charges for use of the System, the fare payment products it offers, and general policies concerning fares and fare payment; and

WHEREAS, IPTC’s fare policies include (1) the Fixed-Route Fare Policy, which establishes the fare rates, payment products and policies applicable to its fixed-route bus transit service, including bus rapid transit, and (2) the Beyond the ADA Policy, which addresses IPTC’s paratransit services; and

WHEREAS, at its meeting on August 21, 2025, the Board adopted Resolution Number 2025-07 approving of updates to both the Fixed Route Fare Policy and the Beyond the ADA Policy, which updates were made in conjunction with an adjustment to IPTC’s fare rates that were approved by the Board and came into effect on January 1, 2026 for fixed route services and will become effective on July 1, 2026 for paratransit services; and

WHEREAS, IPTC is implementing a new fare collection system effective July 1, 2026, which necessitates certain changes to the Fixed Rate Fare Policy; and

WHEREAS, the updates to the Fixed-Route Fare Policy were presented to the Board by IPTC staff at a public hearing held during the Board’s meeting on June 18, 2026, at which the public were offered the opportunity to comment on the proposed updates; and

WHEREAS, as a recipient of funding from the Federal Transit Administration (FTA) and being the operator of an urban mass transportation system of a certain size, IPTC is required to conduct a fare equity analysis when it makes significant changes to services or fares, which IPTC staff completed prior to recommending updates to the Fixed-Route Fare Policy; and

WHEREAS, in undertaking the fare equity analysis, IPTC staff held three public meetings in an effort to introduce the changes to the Fixed-Route Fare Policy to the public; and

WHEREAS, following due consideration of the IPTC staff recommendation and the efforts to solicit public input, the Board determines that it is in the best interest of IPTC and the public that it serves through operation of its System to adopt the proposed updates to the Fixed-Route Fare Policy as recommended by IPTC staff.

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

Section 1. The Board hereby approves and adopts the updates to the Fixed-Route Fare Policy as proposed by IPTC staff on June 18, 2026. The updated policy shall be referred to as the “2026 Fixed-Route Fare Policy” and a copy is attached to this Resolution as Attachment 1. The Board further approves the Fare Equity Analysis conducted by IPTC staff in connection with the proposed policy updates, which is attached as an appendix to the 2026 Fixed-Route Fare Policy.

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

**ATTACHMENT 1**  
**TO**  
**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**  
**BOARD OF DIRECTORS**  
**RESOLUTION NO. 2026-05**

# **Fixed-Route Fare Policy**

## Fare Pricing & Enforcement

Amendment

**DRAFT MARCH 2026**

**ADOPTED BY IPTC BOARD OF DIRECTORS: August 21, 2025**

**AMENDED: June 18, 2026**

**EFFECTIVE: July 1, 2026**



## BACKGROUND

Efforts to modernize IndyGo’s fare collection program began in 2019 with the introduction of e-fare collection, accompanied by other fare policy changes. IndyGo made these policy changes to improve the customer experience with the launch of bus rapid transit service. Since the adoption of the 2019 Fare Policy, IndyGo has gained experience in operating and maintaining an e-fare collection system beyond just the bus rapid transit service. IndyGo’s vision for its fare program is as follows:

*IndyGo will foster transit ridership through an equitable, reliable, and customer-centered fare payment experience. In so doing, IndyGo will optimize its fare program by committing to efficient and cost-effective solutions that are convenient and intuitive to our riders.*

The fare policy described on the following pages is a continuation of IndyGo’s efforts to modernize its fare collection program. The most recent changes are considered minor changes. They are:

- The Deposit Bonus will not be applied for transactions on MyKey+.
- Ticket vending machines across the network will be removed.

In accordance with federal civil rights requirements, *major* fare policy changes require IndyGo to examine whether major fare policy changes are equitable among minority, low-income, non-minority, and non-low-income populations. The methodology and findings of this analysis are included in the Amendment.



## Fare Pricing: What to Buy

IndyGo offers customers several fare products, but its overall fare structure is designed to provide a customer with the best value based on the number of trips taken by the rider. IndyGo offers customers a variety of fare media, including cards, magnetic-stripe paper passes, and digital media. The price to purchase bus fare, which is the fee paid by a passenger for using a public bus or transit system, is a flat fare where the price illustrated in Table 1, *Fare Structure*, below remains the same regardless of the distance of one’s trip. IndyGo’s 2-hr unlimited access and daily and weekly fare capping options are all priced to provide a lower cost per trip for anyone that takes multiple trips on a given day or in a given week.

**Table 1 Fare Structure**

Fare Types	Full Fare Rate	Half Fare Rate
<b>Local Bus &amp; BRT (fixed-route)</b>		
<b>2-Hr Unlimited (i.e., base fare)</b>	\$2.75	\$1.35
<b>1-Day</b>	Up to \$6.00	Up to \$3.00
<b>1-Week, Mon-Sun</b>	Up to \$24.75	Up to \$12.15

## 2-hr Unlimited Rides

2-hr unlimited rides are automatically applied when the following are used to pay for the first trip:

- Cash onboard the bus, provided the rider requests a transfer ticket from the operator
- Reloadable MyKey+ tap card, provided the same card is used to ride each time
- Digital MyKey+ mobile app, provided the same mobile device is used to ride each time
- Magnetic-stripe paper passes, provided the pass remains valid
- Pay-as-you-go, contactless credit/debit card (once implemented)
- Pay-as-you-go, mobile wallet (once implemented)

## 1-Day & 1-Week

Fare capping offers the automatic best value for the customer where passengers spend towards a maximum fare amount (the ‘cap’) within a specific time period, ensuring the customer never pays more than a predetermined amount, regardless of how many trips they take within a given period.

### Daily Fare Capping

Daily fare capping is calculated based on media usage from the first validation in a day to 4 AM the next day. Daily fare capping is automatically applied when the following are used to pay for each trip:

- Reloadable MyKey+ tap card, provided the same card is used to ride each time
- Digital MyKey+ mobile app, provided the same mobile device is used to ride each time
- Pay-as-you-go, contactless credit/debit card provided the same card is used to ride each time (once implemented)
- Pay-as-you-go, mobile wallet provided the same media is used to ride each time (once implemented)

### Weekly Fare Capping

Weekly fare capping is based on the best value over a seven day period. Weekly fare capping is automatically applied when a registered MyKey+ user pays for each trip:

- Reloadable MyKey+ tap card, provided the same card is used to ride each time
- Digital MyKey+ mobile app, provided the same mobile device is used to ride each time
- Pay-as-you-go, contactless credit/debit card provided the same card is used to ride each time (once implemented)
- Pay-as-you-go, mobile wallet provided the same media is used to ride each time (once implemented)

More information about becoming a registered MyKey+ user is available at [IndyGo.net](http://IndyGo.net).

## Payment Methods: Ways to Purchase Bus Fare<sup>1</sup>

IndyGo accepts multiple payment methods at multiple locations; however, all sales are final. Any funds added to a customer's MyKey+ account are not refundable and can only be used to ride transit. MyKey+ cards and mag-stripe passes are non-refundable; they cannot be resold to other riders.

### Cash

Cash is accepted at the following locations, or in the following instances, to purchase bus fare:

- Julia M. Carson Transit Center at 201 East Washington Street
- At a farebox onboard the bus (exact change is required, no change will be issued)
- At partner locations, as listed on the IndyGo website, indygo.net

### Credit/Debit Card

Credit/debit cards can be used at the following locations, or in the following instances, to purchase bus fare:

- Julia M. Carson Transit Center at 201 East Washington Street
- By phone
- Online at IndyGo.net
- At partner locations, as listed on the IndyGo website

See also *Open Payment Media* below.

### Open Payment Media

Upon implementation, IndyGo will be able to accept payment methods that, when used to ride transit, are their own fare type. Contactless open payment media include bank-issued contactless debit/credit cards and digital wallets, such as Apple Pay and Google Pay.

## Reduced & Fare Free Rides

IndyGo offers discounts for individuals who meet certain eligibility criteria, and who go through an eligibility review process. Riders who ride at a discounted fare rate may be asked by operators or fare inspectors to provide proof of eligibility in addition to proof of payment.

### Half Fare

Because IndyGo receives funding from the Federal Transit Administration (FTA), IndyGo is required to offer a half-fare rate to the following individuals<sup>2</sup>:

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<sup>1</sup> Information on the MyKey system can be found on IndyGo's website. MyKey products and policies will be retired when the system is deactivated by IndyGo.

<sup>2</sup> See 49 USC 5307 (c)(1)(D). The following individuals qualify for half-fare for non-peak hours: seniors (aged 65 and older), individuals who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability, cannot use a public transportation service; and individual presenting a Medicare card.

- Individuals who are 65 and older with a government issued Medicare card or a valid personalized, reduced fare MyKey+ media
- Individuals with qualifying disabilities with a government issued Medicare card or a valid personalized, reduced fare MyKey+ media
- Individuals eligible to use IndyGo Access with a valid personalized, reduced fare MyKey+ card

Other individuals who are eligible to ride IndyGo's fixed-route bus service at the half-fare rate include:

- Youth 18 years or younger with a valid K-12 student ID or a valid personalized, reduced fare MyKey+ media

## Fare Free

The following groups of individuals are eligible to ride IndyGo's fixed-route bus service, fare free, using a personalized reduced fare MyKey+ media:

- IndyGo employees
- Immediate family members of IndyGo employees
- Current members of the IPTC Board of Directors
- Select IndyGo contractors
- IndyGo retirees

Other individuals who are eligible to ride IndyGo's fixed-route bus service, fare free, include:

- Children five and under with a paying adult, limit two
- Participants of a Sponsored Rides Program<sup>3</sup> with a valid, personalized MyKey+ media

## Incentives

A points-based, rewards program may be offered from time to time, for the purposes of optimizing transit usage. Other incentives may also be offered.

## Fare Inspection & Enforcement

### Proof of Payment Required

It is the policy of IndyGo that anyone onboard a bus or within a paid fare zone must have valid bus fare.

IndyGo defines fare evasion as the act of traveling, or preparing to travel, without valid bus fare. It defines a fare evader as someone who is on an IndyGo bus, or at a BRT station or a Super Stops location without valid bus fare.

A person is considered to have valid bus fare if they can produce proof—visually or through electronic means—of having validated their fare within the last two hours, or when they are in possession of a valid magnetic-stripe paper pass. A valid magnetic-stripe paper pass is either a two-hour transfer

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<sup>3</sup> IndyGo's Sponsored Rides program offers groups of riders, such as students or employees, access to IndyGo's entire bus network where, rather than the individual rider paying on a per trip basis, the sponsoring entity pays IndyGo a program fee for each participant.

ticket vended from an onboard farebox, or a pass that has been validated by an onboard farebox and includes a timestamp that has not yet expired.

Anyone using a personalized MyKey+ card other than the person pictured on the front, and anyone using a personalized MyKey+ card that has expired is also considered to be intentionally evading fare collection.

### **Fare Inspection & Enforcement**

IndyGo deploys and maintains a fare inspection team to monitor customer compliance on services that use off-board fare collection. The fare inspection and enforcement policies of IndyGo may be adopted in separate IPTC Board of Directors' action and/or maintained as business documents.

### **Fare Policy Maintenance**

IPTC Board of Directors will review this fare policy, at a minimum, every three years. Any updates to this fare policy must be presented to the public for review and comment and the IPTC Board of Directors must approve the new policy following a public hearing.

# **Appendix A**

## Explanation of the Changes Between the 2025 Fare Policy Update and Amended Fare Policy (2026)

**DRAFT – March 2026**

## **FIXED -ROUTE FARE POLICY – 2026 AMENDMENT**

IndyGo operates an electronic fare collection system as a convenient option for customers to pay their fare; an alternative to cash on the bus and magstripe passes. The electronic fare collection system was introduced in 2019 and branded as MyKey.

IndyGo recently procured a new electronic fare collection system vendor; the new system is branded MyKey+. In switching vendors, IndyGo understood certain existing fare policies may be modified. For the new vendor, IndyGo preferred to use “off the shelf” or existing products and features, rather than requiring the vendor to meet develop new features or products to meet all of IndyGo’s requirements.

### **Other Charges & Fees**

With this update, IndyGo seeks to modify the following:

#### **Deposit Bonus**

Deposit bonuses are offered to only MyKey users (not individuals using cash on the bus or pre-purchased mag-stripe passes) to incentivize riders to minimize the number of payment transactions. The MyKey deposit bonus will continue as long as the MyKey fare collection system accepts payment. Bonuses in the amount of \$1.00 of value are provided for purchases between \$20.00 and \$39.99; \$2.00 for purchases between \$40.00 and \$59.99, and \$3.00 for purchases of \$60.00 or more.

The MyKey+ electronic fare collection system capabilities do not support automatic bonuses for fare purchases.

#### **Ticket Vending Machines**

Ticket vending machines (TVMs) were intended to allow passengers to use IndyGo MyKey fare media. Offboard fare collection, after review, can better be facilitated without off-board devices in a way that maintains rider convenience and boarding process.

The primary factors driving IndyGo’s decision, are summarized below:

- IndyGo is transitioning to a new fare collection technology provider. The new system (branded MyKey+) will modernize fare payment capabilities across the entire fixed route system, including IndyGo’s rapid transit routes.
- The current fare collection system has been in place across the entire bus network since 2019. The existing off-board devices are proprietary to the current fare collection technology partner, and many of the first-generation fare validators have reached the end of their useful life. IndyGo was notified in December 2025 that the TVMs had reached end of sale, offering a brand-new model instead.
- Advancements in electronic fare collection technology have significantly reduced the need for off-board fare devices. Based on current industry practices and peer agency experience, IndyGo determined that off-board devices are no longer necessary to provide an effective, convenient, and modern fare collection system.

- In addition to reducing the capital costs of the new fare collection system, these changes will eliminate the amount of time and money that is required to service off-board devices that are spread across IndyGo's 400 square mile service area.

# **Appendix B**

## **Title VI Fare Equity Analysis 2026 Fixed-Route Fare Policy**

**March 2026**



## FARE EQUITY ANALYSIS

### Federal Guidance

Title VI of the Civil Rights Act of 1964 requires public transportation providers that receive federal funds to operate services and programs in a non-discriminatory manner. Race, color, and national origin are protected classes under Title VI. The Federal Transit Administration (FTA) provides guidance for conducting a Fare Equity Analysis in Federal Circular 4702.1B (2012). This guidance describes subjects of analysis, such as major service changes, and procedures to be used if proposed changes result in disparate impacts or disproportionate burdens to riders. The Circular also requires that transit providers use ridership surveys for their analysis and specifies certain categories of information to be included in their final equity documentation. For a detailed checklist of FTA requirements, see Appendix D.

Title VI does not include income as a protected class but the FTA Circular 4702.1B (2012) requires transit agencies to evaluate income “recognizing the inherent overlap of environmental justice principles in this area.” (FTA C4702.1B, Chap. IV-12).

## IndyGo's Title VI Policy

A major service change defined by IndyGo includes an “increase or decrease in fares”. These major changes require an analysis of the equity of the change. IndyGo's Title VI policy, adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from major changes to fare policy. IndyGo conducted public outreach in June 2013 prior to adoption.<sup>4</sup>

The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

In practice, this means that a change that, for example, creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations outside that range may be categorized as a disparate impact or disproportionate burden. For the tables that follow within this section, the threshold for a burden is represented as the *Title VI Acceptable Range*.<sup>5</sup>

The IndyGo DI/DB policies consider a beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit discrimination based on race, color, or national origin by recipients of federal funding, including practices that may have the effect of adversely impacting minority populations. Therefore, if an analysis were to find a beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not having a DI and/or DB. IndyGo will acknowledge when beneficial effects occur but will not consider the effects a finding of DI and/or DB.

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<sup>4</sup>IndyGo Title VI Public Hearings Outreach Summary, July 13, 2013, The McCormick Group. The summary outlines the activities conducted as part of the public outreach for the Title VI Policy adoption. IndyGo held three public hearings to receive public input on its Title VI policies: one at the Indiana History Center on June 24, 2013 and two at the IndyGo headquarters at 1501 W. Washington Street on June 25, 2013. These public hearings were advertised in various media outlets, thru e-mail, meeting flyers at 33 different sites, press releases, public notices, and the IndyGo website.

<sup>5</sup> While this methodology excels at assessing relative impacts across IndyGo's ridership and enables group comparisons, it has a tendency to identify disparate impacts or disproportionate burdens in products and/or policies with very low utilization. When a fare product or policy is used by a very small number of individuals, slight differences in utilization can exceed IndyGo's +/- 20 percent standard. To address this, IndyGo applies the methodology only to fare types used by at least one percent of ridership; changes to fare types below this threshold are considered immaterial as a 'Major Policy Change.

According to IndyGo’s practices, if a disparate impact or disproportionate burden are found in the initial proposal, then IndyGo must:<sup>6</sup>

- Analyze any proposed modifications, in order to avoid, minimize or mitigate the impacts;
- If a disparate impact and/or disproportionate burden is still found after the proposal is modified, IndyGo must “propose a substantial legitimate justification for the proposed fare change AND... show there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider’s legitimate program goals.”<sup>7</sup>

IndyGo evaluated its recommended fare policy changes in 2026. The methodology for that analysis is contained in the FARE EQUITY METHODOLOGY section. An overview of the initial proposal, and the results of the analysis, follows.

## Overview of Fare Policy Changes

The fare policy change considered for analysis were 1) removal of the deposit bonus, and 2) removal of TVMs across the network. Neither of these changes is considered to be a major service change (defined earlier) that would normally require a fare equity analysis. The removal of the ticket vending machines across the network is not considered a change or significant change in access to the fare media and therefore was not analyzed. See Appendix A for details on the removal of TVMs.

The removal of the deposit bonus is not an increase or decrease in fares, the key trigger for IndyGo’s major change for fares. However, the deposit bonus was initially reviewed as part of its 2019 Fare Policy. Therefore, IndyGo does not consider either change to be major fare changes, necessary of a fare equity analysis but because the deposit bonus was reviewed in IPTC’s 2019 Fare Policy, the deposit bonus will be reviewed.

## Fare Policy Changes Analysis

### Deposit Bonus

Deposit bonuses are offered to only MyKey users (not individuals using cash on the bus or pre-purchased mag-stripe passes) to incentivize riders to minimize the number of payment transactions. The MyKey deposit bonus will continue as long as the MyKey fare collection system accepts payment. Bonuses in the amount of \$1.00 of value are provided for purchases between \$20.00 and \$39.99; \$2.00 for purchases between \$40.00 and \$59.99, and \$3.00 for purchases of \$60.00 or more.

The MyKey+ electronic fare collection system capabilities do not support automatic bonuses for fare purchases.

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<sup>6</sup> The FTA Circular 4702.1B does not require transit agencies to provide a substantial legitimate justification for the proposed fare change for findings of disproportionate burden, unlike findings for disparate impact. However, IndyGo has chosen to apply the same standard for disproportionate burden.

<sup>7</sup> FTA Circular 4702.1B, Chap. IV-20.

A typical fare equity analysis for IndyGo relies on on-board survey (OBS) data to analyze the fare policy change. The OBS is conducted every four to five years and meets the standard outlined by FTA for demographic surveys needed to analyze service and fare equity analyses.

In evaluating the existing OBS, conducted in 2022, IndyGo staff found the questions and responses were not directly or indirectly relatable to the specific deposit bonus policy change. Other data available to IndyGo for this analysis is limited to MyKey data. IndyGo does not collect demographic information, such as household income or race/ethnicity, for MyKey users.

In reviewing existing data sources to understand how to quantify the potential DI/DB for the removal of the deposit bonus policy, IndyGo staff concluded that no existing data sources are relevant.

*Therefore, IndyGo staff concludes that a quantitative analysis would not yield meaningful or reliable insight on the potential for a DI/DB. IndyGo staff recommends forgoing quantitative analysis and proceeding with public outreach and documentation of a business justification.*

## Summary of Initial Proposal Analyses

IndyGo evaluated the fare policy change. As no quantitative analysis was performed, IndyGo is proceeding as though a potential DI/DB could have been found.

### Evaluation of Alternatives

In IndyGo's process, if a potential DI/DB is found (or in this case, assumed), alternatives need to be presented and evaluated (if available).

### Proposal Modifications

IndyGo staff did not modify the initial proposal.

### Alternatives Available

In discussing potential alternatives to a deposit bonus, IndyGo staff were unable to propose any alternatives. The EZfare system (which MyKey+ operates on) does not support automatic deposit bonuses. IndyGo's philosophy with this iteration of the e-fare collection system is not to request custom modifications that would increase the cost and time for deployment.

### Staff Recommendation

It remains IndyGo's decision to not offer deposit bonuses for MyKey+.

## Mitigation Strategies

IndyGo will mitigate any potential disparate impact and disproportionate burden in removing the deposit bonus. IndyGo will conduct public outreach to riders on the bus and at the Carson Transit Center about the discontinuation of the deposit bonus.

## Public Input

IndyGo held open houses on the deposit bonus, and other topics under review, on February 12 and February 14. Meetings were held at the Julia Carson Transit Center (CTC), which is in downtown Indianapolis and is IndyGo’s only transfer center.

## Next Steps

IndyGo leaders will present the feedback received from riders to the IndyGo Board of Directors in preparation for the directors’ vote on the fare policy amendment June 18.

**Table 2 Schedule of Fare Changes**

Phase	Activity Description	July 1, 2026	September 2026	December 2026	July 1, 2027
<b>Effective Date of Fare Policy - Deposit Bonus</b>	Deposit Bonus not applied for transactions on MyKey+.	X			
<b>Start Accepting Cash Payment at Retail Locations</b>	Riders can load value on a stored value account on MyKey+ at select retailers. Cash or credit card will be accepted.	X			
<b>Start Accepting Open Loop Payment</b>	Start accepting Open Loop payment (Credit/Debit, Google Pay/Apply Pay)			X	

# **Appendix C**

## Title VI Fare Equity Analysis Fare Equity Analysis Methodology

**May 20, 2026**

## FARE EQUITY ANALYSIS METHODOLOGY

### Proposed Fare Changes

The fare policy change considered as part of this analysis has a single component: remove the deposit bonus for MyKey+. <sup>1</sup> IndyGo's methodology for evaluating fare equity, in assessing any benefits or impacts associated with these policies, is outlined in this appendix.

#### Definitions

The following definitions will apply to the fare equity analysis.

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population. This policy was established in IndyGo Board Resolution 2013-03.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population. This policy was established in IndyGo Board Resolution 2013-03.

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for the 2023 Title VI Program. The Service Monitoring Report is an FTA-required analysis of service provided by FTA-funded agencies in an urban area over 200,000 persons and that operate 50 or more fixed route vehicles in peak service.<sup>2</sup> The analysis requires comparing actual service provided by the agency to minority and non-minority populations and low-income and non-low-income populations.<sup>3</sup>

Minority: Minorities is defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with the definition applied in the Service Monitoring Report completed for the 2023 Title VI Program.

### General Methodology

The following section outlines the methodology, including data used to conduct the analysis of potential Title VI impacts of IndyGo's fare policy changes for the amended Fixed-Route Fare Policy, as proposed in March 2026.

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<sup>1</sup> As outlined in Appendix A, the removal of the ticket vending machine was not analyzed.

<sup>2</sup> See FTA Circular C4702.1b, Chapter IV-9 (October 1, 2012).

<sup>3</sup> An equity analysis, whether fare, facility, or service, is intended to evaluate potential adverse impacts before the modification is made. The Service Monitoring Report evaluates the potential adverse impacts of service being provided. For IndyGo, these analyses should share the same definitions and methodologies to avoid discrepancies between a service equity analysis and the SMR, for example.

Per IndyGo’s adopted Title VI Policy, all major fare policy changes are assessed for the benefits or, if applicable, the burdens borne by minority, non-minority, low-income, and non-low-income riders. If the proportion of minority or low-income riders receiving benefits or burdens differs by more than +/- twenty percent relative to their respective comparison groups, then a disparate impact or disproportionate burden may exist.

Generally, IndyGo fare equity analyses utilize data from the most recent on-board survey. The most recent on-board survey is the *2022 On-Board Ridership Survey*. The OBS provides data on ridership characteristics. That survey allowed respondents to identify their race, ethnicity, household size, and household income. Minority riders are those riders who identified as any of the following: American Indian/Alaska Native, Asian, Black/African-American, Hispanic/Latino, Native Hawaiian/Pacific Islander, or “other” as applicable; non-minority riders are those who identified as White, alone, in the survey. Survey respondents who refused to identify their race or ethnicity are not included in the analysis concerning disparate impact.

Low-income riders are those riders who described their total annual household income in ranges that are within the thresholds set by Department of Health and Human Services (DHHS) poverty guidelines in 2022 (see Table 11 for details). Survey respondents who refused to identify their income or household size are not included in the analysis concerning disproportionate burden.

**Table 3 Low-Income Guidelines**

<b>Number of People in Household</b>	<b>DHHS 2022 Poverty Limit</b>	<b>2022 On-Board Survey Income Bracket</b>
<b>1</b>	\$13,590	\$10,000 - \$14,999
<b>2</b>	\$18,310	\$15,000 - \$24,999
<b>3</b>	\$23,030	\$15,000 - \$24,999
<b>4</b>	\$27,750	\$25,000 - \$34,999
<b>5</b>	\$32,470	\$25,000 - \$34,999
<b>6</b>	\$37,190	\$35,000 - \$39,999
<b>7</b>	\$41,910	\$40,000 - \$49,999
<b>8</b>	\$46,630	\$40,000 - \$49,999
<b>9</b>	\$51,350	\$50,000 - \$59,999
<b>10</b>	\$56,070	\$50,000 - \$59,999

## Deposit Bonus Removal Methodology

### Adequacy of Available Data

In conducting fare equity analyses—as is standard practice across the industry—IndyGo primarily relies on its periodic *On-Board Survey*. This survey is administered by professional firms that specialize in this type of survey. IndyGo’s *On-Board Survey* is generally administered every four to five years; its most recent survey was administered in September and October 2022.

The *On-Board Survey* captures information relating to riders’ household characteristics, income profiles, and demographics; it also captures information on their type of fare, fare payment method,

how they load/reload MyKey (if applicable), whether their journey is a round trip, whether their journey involves transfers, how frequently they take this particular trip, among several other data points. These data—the combination of profile data, fare payment behavior, and frequency of travel—form the basis for the quantitative analyses IndyGo undertakes when assessing potential impacts related to changes to the fare policy.

Notably, a user's trip serves as the basic unit of analysis for the *On-Board Survey*; as an example, the survey includes the following questions: “What fare payment methods did you use for this one-way trip?” and “Will you (or did you) make this same trip in exactly the opposite direction today?” (emphasis added). The survey's questions are not oriented toward riders' broader patterns of behavior, such as the amounts that they paid when loading their fare media, whether they typically load the same amounts on their fare media each time, or whether they often or have ever received a deposit bonus when purchasing transit value. As such, there is limited utility in using the *On-Board Survey* data to assess the potential for DI/DB with respect to the removal of the deposit bonus.

Beyond the *On-Board Survey* data, IndyGo considered the utility of using MyKey purchasing behavior as a basis for a fare equity analysis. The MyKey system tracks transaction amounts, from which analysts could infer whether a deposit bonus was granted; recent data suggest about 20 percent of transactions meet or exceed the minimum threshold. The majority of these transactions, however, are not tied to known persons; they are simply tied to accounts or fare media. Further, even those media that are registered—for which IndyGo may be able to tie the media to a specific individual or email address—the MyKey system has no information pertaining to individuals' races, ethnicities, or incomes, which are also necessary to conduct a fare equity analysis.

In short, neither of the two data sources from which IndyGo is able to derive data related to fare payment are sufficient to assess the potential for DI/DB as it relates to the potential elimination of the agency's deposit bonus.

## Revisiting IndyGo's 2019 Fare Policy Methodology

As noted above, the deposit bonus was adopted as one of several changes in the agency's 2019 *Fare Policy* update. As part of the fare equity analysis IndyGo conducted in concert with that update, the deposit bonus was analyzed. In assessing how it might analyze the elimination of the deposit bonus, IndyGo considered the continued applicability of the methodology it developed when considering the adoption of the deposit bonus in 2019.

Notably, in 2019, IndyGo did not yet have an e-fare, system and analysts had to draw inferences with respect to the data available to it at that time to approximate which of its riders might be able to access a deposit bonus. Those inferences served as the basis of the equity analysis as it pertained to the deposit bonus policy.

Specifically, IndyGo analyzed the dollar amounts individuals were paying for their current fare media and categorized them as having met the minimum threshold for the deposit bonus or not. If riders were purchasing fare media that cost at least \$20—such as, for example, a \$60 31-day pass—it was presumed that these individuals would be able to continue to spend \$20 or more and realize a deposit bonus. Conversely, individuals who purchased fares for less than \$20—for example, a single trip at

\$1.75 or a day pass at \$4.00—did not demonstrate current spending that suggested they would meet the threshold to realize a deposit bonus, and thus were categorized as not benefiting from the change.

In conducting its 2019 analysis, staff recognized the limitations of its approach. First, because IndyGo had no e-fare system at the time of the analysis, it had to make assumptions about future e-fare utilization. With e-fare being a future prerequisite to receiving the deposit bonus, IndyGo’s approach had to assume that those demonstrating spending behavior that would meet the threshold for a deposit bonus would migrate to e-fare. Second, IndyGo’s methodology necessarily treated baseline spending patterns as fixed for the purposes of analysis, even while recognizing that riders’ spending behavior could change in practice, particularly with the introduction of e-fare and deposit bonus incentives.

Accepting these limitations, in the absence of an operating e-fare system, was a reasonable approach to inferring potential benefits or impacts at the time of the 2019 *Fare Policy* update. However, to accept these limitations under the current system—with an operational fare system—would yield misleading, unreliable, and internally inconsistent results at present.

Specifically, in reality, only those using MyKey are eligible for deposit bonuses. In 2019, IndyGo analysts had to make assumptions about MyKey adoption in conducting their analysis; however, it no longer makes sense to rely on hypotheticals about MyKey adoption because it has been deployed. At the same time, in applying the 2019 methodology, MyKey users would be viewed as “spending” \$1.75 (full fare) per trip (debiting that amount on the balance of their MyKey account or media), which would not meet the minimum threshold for receiving a deposit bonus.

Accepting hypotheticals made sense in 2019 in the absence of an e-fare system. However, using the same methodology today would yield results that suggest the only individuals eligible for the deposit bonus (those using MyKey) would not be able to realize the minimum threshold required to receive that bonus. Using the 2019 methodology without revision would produce misleading results, while revising the methodology to accommodate who is and is not eligible for the bonus would result in an internally inconsistent finding that no one among IndyGo ridership would be impacted by such a change.

In short, while the 2019 fare equity analysis methodology was reasonable, given limitations at that time, it would not be reasonable to replicate it, given changes in IndyGo’s operating environment that have been implemented since that time.

## **Conclusion and Recommended Approach**

Taken together, the data and methods available to IndyGo at this time do not support a reliable quantitative assessment of potential impacts related to the elimination of the deposit bonus. The most recent *On-Board Survey*—the agency’s primary source of demographic and fare payment data—captures information at the trip level and does not reflect riders’ loading behavior or deposit patterns. Conversely, MyKey transaction data capture purchasing activity but are not linked to the demographic characteristics necessary to conduct a fare equity analysis. Neither dataset provides the information required to assess whether removal of the deposit bonus would result in a disparate impact or disproportionate burden.

Similarly, the methodology developed in 2019 was appropriate to the operational environment that existed at that time, when e-fare had not yet been deployed and assumptions about future utilization were necessary. Under the current system, however, reliance on that same methodology would either analyze riders who are not eligible for the deposit bonus or produce internally inconsistent conclusions that suggest no one would be impacted. Attempting to adapt or replicate the 2019 approach under present conditions would risk creating a suggestion of authoritative precision that cannot be supported by the available data.

For these reasons, IndyGo concludes that a quantitative analysis would not yield meaningful or reliable insight on the potential for a disparate impact or disproportionate burden relating to the elimination of the deposit bonus. Therefore, IndyGo recommends forgoing quantitative analysis and instead proceeding with public outreach and documentation of a business justification, recognizing that the available data do not support a defensible assessment of differential impacts across rider groups.

# **Appendix D**

## FTA Requirements Checklist

## FTA REQUIREMENTS CHECKLIST

The following table is derived from the checklist “Considerations for a Fare Equity Analysis” from the FTA Circular 4702.1B, page K-10.

**Table 4 FTA Requirements Checklist**

<b>Appendix K Checklist</b>	<b>Location in the Fare Equity Analysis</b>
Briefly and clearly state policy to determine when a “disparate impact” occurs in the context of fare changes.	See Appendix B “Fare Equity Analysis”, specifically the section IndyGo Title VI Policy.
Specify how we engaged the public in developing our policy for measuring disparate impacts.	See Appendix B “Fare Equity Analysis”, specifically the section IndyGo Title VI Policy.
Briefly and clearly stated our disproportionate burden policy, and our policy describes how we engaged the public in developing the developing the disproportionate burden policy.	See Appendix B “Fare Equity Analysis”, specifically the section IndyGo Title VI Policy
Analyzed fare media generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or fare media that would be subject to the fare increase or decrease.	See Appendix B “Fare Equity Analysis”.
Determined the number and percent of users of each fare media proposed for increase or decrease, including a profile of fare usage by group – minority, low-income, and overall ridership.	See Appendix B “Fare Equity Analysis”.
Depict fare media comparing the existing cost, the percent change, and usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. Clearly analyze fare media for minority groups distinct from low-income.	See Appendix B “Fare Equity Analysis”.

Appendix K Checklist	Location in the Fare Equity Analysis
Compare the differences in impacts between minority users and overall users.	See Appendix B “Fare Equity Analysis”.
Compare the differences in impacts between low-income users and overall users.	See Appendix B “Fare Equity Analysis”.
Analyzed any alternative transit modes, fare payment types, or fare media available for people affected by the fare change. The analysis compared the fares paid by the proposed changes with fares that would be paid through available alternatives. Analysis shows whether vendors that distribute/sell the fare media are located in areas that would be convenient to impacted populations.	There are no geographic considerations with respect to the fare changes that have been proposed here, thus the locations of vendors and their convenience to riders is not analyzed. There is no alternative proposed for the customers affected by the fare change. As there were no proposed alternatives, no additional analysis was conducted.
Identify whether minority populations will experience disparate impacts.	DI not found but assumed. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.
If a disparate impact exists, we considered modifying our proposal. If we modified our proposal, we analyzed the modified proposal to determine whether minority populations will experience disparate impacts.	DI not found but assumed. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.
If a disparate impact exists, we provided a meaningful opportunity for public comment on any proposed mitigation measures. <sup>1</sup>	DI not found but assumed. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.
If a disparate impact exists and we will continue to make the fare changes, we demonstrated a substantial legitimate justification and demonstrated that we analyzed the alternatives to determine whether the proposed fare changes are the least discriminatory alternative.	DI not found but assumed. See Appendix B “Fare Equity Analysis”, specifically the section Major Fare Policy Changes Analysis.

<sup>1</sup> The public comment requirement is not included in Appendix K but can be found in FTA C4702.1B on Chap.IV-21.

<b>Appendix K Checklist</b>	<b>Location in the Fare Equity Analysis</b>
<p>If there is a documented a disparate impact or disproportionate burden, we explored alternatives and mitigation, including timing of fare increases, discounts to social agencies, and other alternatives.</p>	<p>See Appendix B “Fare Equity Analysis”, specifically the sections on Summary of Initial Proposal Analyses for discussion of alternatives and staff recommendations and Mitigation Strategies for mitigations proposed.</p>

# **Appendix E**

## **SUMMARY OF POLICY CHANGES AFTER PUBLIC INVOLVEMENT**

## **SUMMARY OF POLICY CHANGES AFTER PUBLIC INVOLVEMENT**

There were no substantive changes to the proposed fixed-route fare policy following the public outreach period that ended in February 2026.

Following the IPTC Board of Directors meeting, any substantial policy changes will be noted here.

# **Appendix F**

## SUMMARY OF PUBLIC INVOLVEMENT

## PUBLIC COMMENTS AND PRESENTATIONS

IndyGo held open houses on the deposit bonus, and other topics under review, on February 12 and February 14. Meetings were held at the Julia Carson Transit Center (CTC), which is in downtown Indianapolis and is IndyGo’s only transfer center.

### Public Meetings and In-Person Engagement

The following table outlines the date, time, location and individuals present for each public meeting and in-person engagement.

**Appendix Table F-1 Deposit Bonus Open Houses**

Date	Time	Location	Organization/Individuals/ Municipalities Engaged
February 12	7 – 9 am	CTC	50 attended
February 12	4-6 pm	CTC	50 attended
February 14	10am – 12 pm	CTC	50 attended

**TOTAL MEETING ATTENDEES: 150**

### Public Comments

**No public comments were submitted.**

### Board of Directors Public Hearing

This section will be updated after the Board of Directors meeting.

### Public Hearing Testimony

**Appendix Table F-4 Summary of Public Testimony at the Public Hearing**

Name	Testimony

### Public Hearing Presentation

[TO BE INSERTED AFTER THE PUBLIC HEARING]

### IPTC Board of Directors Comments

IPTC Board of Directors Comments

[ANY COMMENTS BY A DIRECTOR TO BE INSERTED AFTER PUBLIC HEARING]

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Date of Memo: June 09, 2026

Board Meeting: June 18, 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 Butler Fairman & Seufert (BF&S) for Construction Management Services

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**ACTION ITEM A – 3**

**RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a new task order with BF&S for construction management services for an amount not to exceed \$269,000.

**BACKGROUND:**

In February 2026, the Board of Directors approved a contribution of \$6,000,000 towards construction and professional services of the main stormwater trunkline of DPW’s West Washington Street project that is located within Blue Line construction limits.

The Board of Directors approved the award of a construction management services contract for the Blue Line to Stantec in 2022. Stantec assigned the contract to BF&S in April 2024 and BF&S has been providing construction management (CM) services on the project since that time. This is a task-order based contract with specific scopes and fees for each new task order negotiated individually. To date, there have been six task orders with fees totaling \$25,422,014 executed, and if approved, the new contract amount would be \$25,691,014.

This task order specifically covers BF&S construction management services to oversee and inspect the construction of the stormwater trunkline associated with the Indianapolis Department of Public Works (DPW) West Washington Street project that falls within the Blue Line project limits.

**DISCUSSION:**

CM services for the stormwater trunkline will confirm constructability of the design and ensure that construction meets contract plans, specifications, terms, and applicable ADA standards, as well as FTA’s quality management guidelines.

Construction management services will include

- Daily construction inspection/oversight
- Utility coordination
- Erosion control monitoring
- Material testing.

**FISCAL IMPACT:**

Funding for this task order is fully covered by the previously approved \$6,000,000 IPTC contribution to DPW’s project. These funds are allocated from local funds within the Blue Line BRT contingency budget.

**DBE/XBE DECLARATION:**

There is no DBE participation on this task order. The overall DBE goal on BF&S's contract was 15%. Although the DBE certification process is paused, actual utilization to-date is 20.6%.

*Figure 1: Blue Line and West Washington Street Project Overlap*



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Date of Memo: June 09, 2026  
Board Meeting: June 18, 2026

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President and CEO Jennifer Pyrz  
**FROM:** Project Manager Christian Cambron  
**SUBJECT:** Consideration and approval of a new task order with Burgess & Niple for construction management services on the 2026 BRT Pavement Maintenance project

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### ACTION ITEM A – 4

#### **RECOMMENDATION:**

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a new task order with Burgess & Niple (B&N) for construction management services to advance the 2026 BRT Pavement Maintenance Project for an amount not to exceed \$230,000.

#### **BACKGROUND:**

The Board of Directors approved the award of an on-call construction management (CM) contract to B&N in 2023. This is a task order-based contract with specific scope and fee determinations for each new task order negotiated individually. To date, there have been six task orders totaling \$1,012,562 issued for construction management services on IPTC projects including on-street infrastructure and facility improvements. If executed, this task order will include construction management services leading up to construction, during construction, and during the project closeout period.

#### **DISCUSSION:**

The scope of the 2026 BRT Pavement Maintenance Project addresses pavement repairs along the following Red and Purple Line BRT corridors: Capitol Avenue, Meridian Street, and College Avenue.

CM services for the Project will ensure that the construction work meets contract plans, specifications, terms, and applicable Indianapolis Department of Public Works transportation standards. Construction management services will include project controls, change management, daily construction inspection/oversight, material testing, risk management, and weekly and monthly reporting.

#### **FISCAL IMPACT:**

The cost of CM services for this work is part of the locally funded Project operating budget.

#### **DBE/XBE DECLARATION:**

The XBE participation to date on this contract is 27.1%. This task order includes XBE participation totaling 20.9% from:

- JQOL, Inc. (MBE) at 10.0%
- LADS Consulting (WBE) at 10.0%
- Project Photo Docs (DOBE) at 0.9%

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Date of Memo: June 05, 2026  
Board Meeting: June 18, 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 annual insurance placement

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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 bind insurance coverages for IPTC from July 1, 2026 through June 30, 2027, for an amount not to exceed \$1,190,115.

**BACKGROUND:**

IPTC’s insurance broker, Insurance Management Group (IMG) markets IPTC’s risk profile to solicit quotes and recommends coverage that meets fiscal capacity and best value to the corporation.

**DISCUSSION:**

This year’s solicitation attracted significant market interest and delivered multiple competitive quotes. IPTC carries insurance coverage for property, employment practices liability (EPL) and directors and officers (D&O) liability, crime, fiduciary, cyber, and retained limits (excess liability). Notable premium reductions for the quoted lines of coverage include:

- Property coverage, a decrease of \$325,652, or 33%
- Fiduciary coverage, a decrease of \$1,237, or 15%
- Cyber protection coverage, a decrease of \$2,426, or 29%, with \$500,000 of additional protection

Overall, the 2026–2027 renewal delivered net savings of \$292,855, or a 20% reduction over 2025–2026. Included in the agenda packet is a chart showing each line of insurance coverage and the corresponding year-over-year percentage change and premium cost.

**FISCAL IMPACT:**

These services are locally funded through the Operating Budget.

**DBE/XBE DECLARATION**

Due to the specialized nature of the insurance market and the absence of subcontracting opportunities, there is no XBE participation.

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# IPTC 2026/2027 Insurance Placement Schedule

## INDYGO — Grand Total Premium Summary

Category	Jan 1, 2024–25	Extension 1/1–7/1/2025	Jul 1, 2025–26	Jul 1, 2026–27 (TMHCC – Current)	%	Jul 1, 2026–27 (Cowbell Cyber Option)		Notes
Retained limits Policy (Excess)	\$317,596	\$178,331	\$420,125	\$456,125	9%	\$456,125	9%	(Munich)Incl. surplus lines tax
Crime	\$5,595	\$2,774	\$5,594	\$5,594	0%	\$5,594	0%	AIG
Fiduciary	\$7,879	\$3,907	\$8,238	\$7,001	-15%	\$7,001	-15%	Travelers
Public Officials – D&O/EPL	\$42,440	\$21,348	\$42,440	\$42,900	1%	\$42,900	1%	RSUI
Cyber	\$8,293	\$4,049	\$8,293	\$8,500	2%	\$5,867	-29%	TMHCC / Coalition
Subtotal	\$381,803	\$210,409	\$484,690	\$520,120	7%	\$517,487		Sum of lines above
Property Premium (w/o TRIA)	\$650,000	\$433,192	\$973,938	\$656,222	-33%	\$656,222	-33%	Liberty Mutual
Property Taxes & Fees	\$16,250	\$10,830	\$24,342	\$16,406	-33%	\$16,406	-33%	Liberty Mutual
Property Subtotal	\$666,250	\$444,022	\$998,280	\$672,628	-33%	\$672,628	-33%	Liberty Mutual
GRAND TOTAL	\$1,048,053	\$654,431	\$1,482,970	\$1,192,748	-20%	\$1,190,115	-20%	

**Overall Savings for 2025/2026**

**\$292,855 -20%**

## INDYGO — Property Premium Summary

	Jan 1, 2023–24	Jan 1, 2024–25	Extension 1/1–7/1/2025	Jul 1, 2025–26	Jul 1, 2026–27	Notes
Carrier	Layered Tower	Liberty Mutual	Liberty Mutual	Liberty Mutual	Liberty Mutual	
Insured-to-Value (ITV) - Rating Basis	\$306,880,404	\$374,856,814	\$424,158,652	\$424,158,652	\$334,258,000	
Loss Limit				\$300,000,000	\$305,000,000	
Property Rate (per \$100)	0.28000	0.21180	0.11560	0.22960	0.19632	
Liberty Mutual Premium	—	\$650,000	\$433,192	\$973,938	\$656,222	
Great American Premium	\$522,855	—	—	—	—	2023-24 only (layered tower)
RSUI Premium	\$69,955	—	—	—	—	2023-24 only
Homeland Premium	\$99,546	—	—	—	—	2023-24 only
Hallmark Premium	\$44,000	—	—	—	—	2023-24 only
Mitsui Premium	\$83,967	—	—	—	—	2023-24 only
Scottsdale Premium	\$75,289	—	—	—	—	2023-24 only
Markel Premium	\$104,119	—	—	—	—	2023-24 only
Total Property Premium (w/o TRIA)	999731	\$650,000	\$433,192	\$973,938	\$656,222	All carriers combined
Est. Taxes & Fees	\$9,355	\$16,250	\$10,830	\$24,342	\$16,406	

**First Named Insured****Indianapolis Public Transportation Corporation****Additional Named Insured****IndyGo****Mailing Address****1501 West Washington Street, Indianapolis, IN 46074****Policy Summary**

Line of Business	Policy Term	Parent Company	Writing Company	A.M. Best Rating	Financial Size
Directors and Officers	07.01.2026 – 07.01.2027	AmWins Brokerage Pa.	RSUI Indemnity Company of Pa.	A+	XV
Cyber Liability	07.01.2026 – 07.01.2027	AmWins Brokers of Pa.	Houston Casualty Company	A++	XV
Fiduciary	07.01.2026 – 07.01.2027	Travelers Property In	Travelers Casualty & Surety Casualty	A++	XV
Property	07.01.2026 – 07.01.2027	Liberty Mutual Co Wasau	Employers Insurance Co of Insurance	A	XV
Retained Limits Policy	07.01.2026 – 07.01.2027	Munich The Princeton Surplus Lines Ins Co	Excess & Reinsurance	A+	XV
Crime	07.01.2026 – 07.01.2027	AIG	National Union Fire Insurance Company of Pittsburgh, PA	A	XV

schedule

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Indianapolis Public Transportation Corporation  
 Budget to Actuals (Comparative Statement) - IndyGo  
 For the Five Months Ending Sunday, May 31, 2026

5/14/2026 1:05 PM  
 Period Selected: 5

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
		\$	%			\$	%		
<b>Operating Revenue</b>									
Federal Assistance	1,455,187.00	1,218,833.16	236,353.84	19.39	7,602,092.00	6,094,165.80	1,507,926.20	24.74	7,491,642.00
Other Operating Income	710,163.96	299,478.33	410,685.63	137.13	1,439,685.85	1,497,391.65	(57,705.80)	(3.85)	6,065,882.79
Passenger Service Revenue	562,252.12	493,769.37	68,482.75	13.87	2,654,951.09	2,468,846.85	186,104.24	7.54	2,173,335.43
PMTF Revenue	7,579,885.32	947,485.67	6,632,399.65	700.00	11,369,828.00	4,737,428.35	6,632,399.65	140.00	4,737,428.35
Local Property & Excise Tax Revenue	3,558,425.83	3,558,425.83	0.00	0.00	17,792,129.15	17,792,129.15	0.00	0.00	17,212,007.50
Local Transit Income Tax Revenue	13,427,265.93	4,122,551.32	9,304,714.61	225.70	29,917,471.21	20,612,756.60	9,304,714.61	45.14	20,381,212.92
Service Reimbursement Program	22,083.00	22,083.33	(0.33)	(0.00)	110,415.00	110,416.85	(1.85)	(0.00)	110,415.00
<b>Total Operating Revenues</b>	<b>27,315,263.16</b>	<b>10,662,627.01</b>	<b>16,652,636.15</b>	<b>156.18</b>	<b>70,886,572.30</b>	<b>53,313,135.25</b>	<b>17,573,437.05</b>	<b>32.96</b>	<b>58,171,923.99</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	2,020,639.55	1,767,218.11	253,421.44	14.34	9,006,369.15	9,719,594.89	(713,225.74)	(7.34)	8,141,933.91
Overtime	638,712.33	262,356.21	376,356.12	143.45	3,101,698.59	1,442,959.15	1,658,739.44	114.95	2,575,151.40
Salary	3,900,745.14	4,430,630.43	(529,885.29)	(11.96)	20,400,459.37	24,368,467.38	(3,968,008.01)	(16.28)	21,465,705.20
<b>Total Wages and Benefits</b>	<b>6,560,097.02</b>	<b>6,460,204.75</b>	<b>99,892.27</b>	<b>1.55</b>	<b>32,508,527.11</b>	<b>35,531,021.42</b>	<b>(3,022,494.31)</b>	<b>(8.51)</b>	<b>32,182,790.51</b>
<b>Other Services &amp; Charges</b>									
Claims	797,693.23	372,899.99	424,793.24	113.92	2,517,170.04	1,864,499.97	652,670.07	35.01	760,689.77
Miscellaneous Expenses	80,173.87	120,376.99	(40,203.12)	(33.40)	453,799.24	601,884.81	(148,085.57)	(24.60)	349,335.66
Purchased Transportation	1,099,179.11	991,457.50	107,721.61	10.86	5,195,503.58	4,957,287.50	238,216.08	4.81	5,202,289.74
Services	1,121,620.56	2,759,261.50	(1,637,640.94)	(59.35)	10,752,559.99	16,720,198.97	(5,967,638.98)	(35.69)	8,358,964.65
Total Utilities	183,744.59	291,193.07	(107,448.48)	(36.90)	1,255,785.99	1,455,965.35	(200,179.36)	(13.75)	1,179,090.20
<b>Total Other Services &amp; Charges</b>	<b>3,282,411.36</b>	<b>4,535,189.05</b>	<b>(1,252,777.69)</b>	<b>(27.62)</b>	<b>20,174,818.84</b>	<b>25,599,836.60</b>	<b>(5,425,017.76)</b>	<b>(21.19)</b>	<b>15,850,370.02</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	413,915.59	566,458.34	(152,542.75)	(26.93)	2,011,439.50	2,832,291.70	(820,852.20)	(28.98)	2,036,956.17
Maintenance Materials	490,074.61	569,861.79	(79,787.18)	(14.00)	2,639,376.44	2,849,308.95	(209,932.51)	(7.37)	2,755,377.22
Other Materials & Supplies	35,905.09	90,610.89	(54,705.80)	(60.37)	149,752.78	631,266.65	(481,513.87)	(76.28)	160,284.17
Tires & Tubes	56,059.13	61,348.03	(5,288.90)	(8.62)	283,424.83	306,740.15	(23,315.32)	(7.60)	257,760.16
<b>Total Materials &amp; Supplies</b>	<b>995,954.42</b>	<b>1,288,279.05</b>	<b>(292,324.63)</b>	<b>(22.69)</b>	<b>5,083,993.55</b>	<b>6,619,607.45</b>	<b>(1,535,613.90)</b>	<b>(23.20)</b>	<b>5,210,377.72</b>
<b>Total Operating Expenses</b>	<b>10,838,462.80</b>	<b>12,283,672.85</b>	<b>(1,445,210.05)</b>	<b>(11.77)</b>	<b>57,767,339.50</b>	<b>67,750,465.47</b>	<b>(9,983,125.97)</b>	<b>(14.74)</b>	<b>53,243,538.25</b>

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**Miscellaneous Expenses - May 2026**

<b>LEASES AND RENTALS</b>	<b>66,578.84</b>
Rental Agreement for 9350 E. 30th Street Indpls. Indiana 46235, May 2026	31,539.42
Rental Agreement for 9350 E. 30th Street Indpls. Indiana 46235, June 2026	31,539.42
Ground Rent/Ring Road Maintenance - May 2026	3,500.00
<b>TRAVEL</b>	<b>5,104.64</b>
Credit card expenses - April 2026 - Travel (Executive)	1,416.52
Credit card expenses - April 2026 - Lodging - Operations (Intl Bus Roadeo)	2,023.20
Procurement NTI Training	891.19
Team Dinner at APTA Mobility - Salt Lake City Utah	600.87
ABBG Paratransit Conference - Anaheim CA	172.86
<b>CONFERENCE REGISTRATION EXPENSES</b>	<b>4,374.00</b>
Credit card expenses April 2026 - Conference Registrations - Operations (Intl Bus Roadeo)	4,374.00
<b>MEMBERSHIPS AND DUES</b>	<b>2,477.63</b>
YMCA Member Discounts - April 2026	1,542.63
ULI Group Annual Membership - 05/18/2026 - 05/18/2027	680.00
2026 IMLA membership dues - Legal department	255.00
<b>MEALS AND ENTERTAINMENT</b>	<b>768.97</b>
New hire orientation box lunches	668.25
Credit card expenses - April 2026 - Meals (Executive)	100.72
<b>DRIVER LICENSE FEES</b>	<b>642.49</b>
CDL Renewals	642.49
<b>MISCELLANEOUS</b>	<b>227.30</b>
Shipping charges for Roadeo package	117.30
Floral Arrangements	110.00
<b>Grand Total</b>	<b>80,173.87</b>

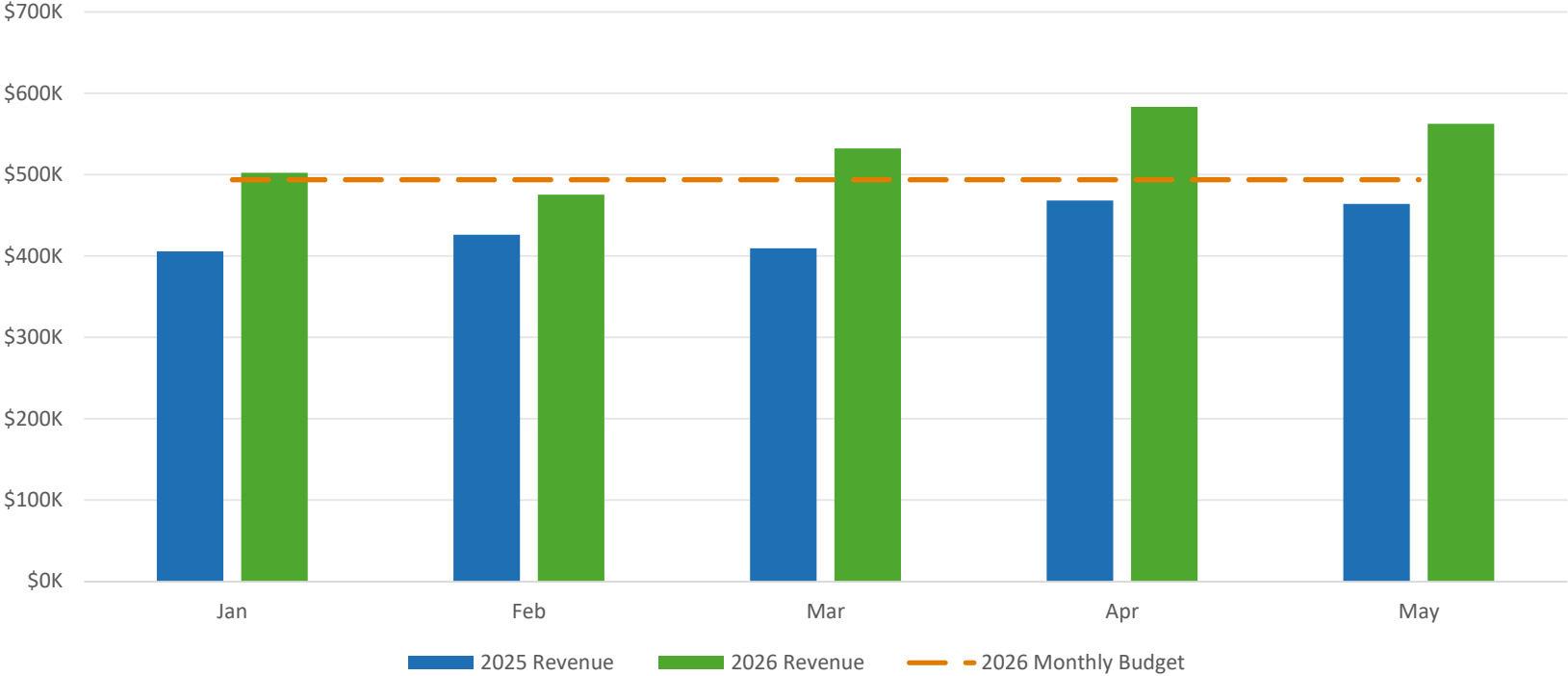
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# Fare Revenue Report

2025 vs. 2026 Revenue · Year-to-Date Through May 2026

Month	2025 Revenue	2026 Revenue	YoY Change
Jan	\$405,489	\$502,090	+23.8%
Feb	\$426,115	\$475,226	+11.5%
Mar	\$409,574	\$532,148	+29.9%
Apr	\$468,287	\$583,235	+24.5%
May	\$463,871	\$562,252	+21.2%
YTD	\$2,173,335	\$2,654,951	+22.2%

Monthly Fare Revenue: 2025 vs 2026 vs Budget



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# Presentation to IndyGo Board

June 18, 2026



# » New Website: [www.IndyGoFoundation.org](http://www.IndyGoFoundation.org)

Sponsor registration is open for the [IndyGo Foundation Golf Outing: Driving Access](#) — Sept. 24 at Eagle Creek Golf Club. [Register Now](#)

**IndyGo** FOUNDATION

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# Connecting People to Opportunity Through Transit

Removing barriers to public transit so every Indianapolis resident can access jobs, healthcare, and opportunity.

[See our impact](#)

Sponsor registration is open for the [IndyGo Foundation Golf Outing: Driving Access](#) — Sept. 24 at Eagle Creek Golf Club. [Register Now](#)

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## IMPACT REPORTS

### Our Impact, Year by Year

See how donor support translates into real change for Indianapolis communities.

**2025**  
Impact Report

[Download PDF](#)

**Connecting Lives Across Indianapolis**  
A look back at the IndyGo Foundation's impact in 2025, including increased physical access through the Near Eastside Bus Stop Improvement project.

**2024**  
Impact Report

[Download PDF](#)

**Advancing Equitable Mobility**  
2024 was a milestone year for the IndyGo Foundation, including a record number of nonprofit partners and a new 2025-2027 strategic plan.

Sponsor registration is open for the [IndyGo Foundation Golf Outing: Driving Access](#) — Sept. 24 at Eagle Creek Golf Club. [Register Now](#)

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## ABOUT US

### Our Story & Impact

Learn about the IndyGo Foundation and our commitment to connecting Marion County to opportunity through public transit.

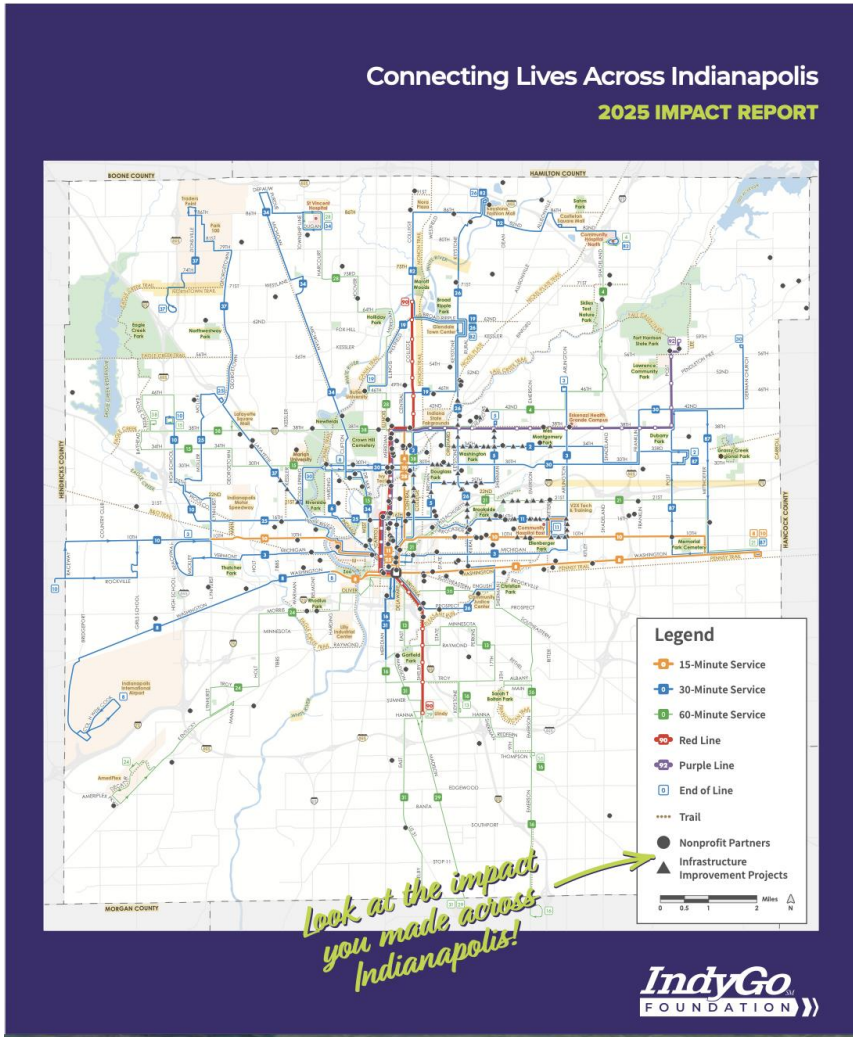
### More Than a Transit Foundation

The mission of the IndyGo Foundation is to help connect people to their lives through accessible, equitable, and inclusive public transportation solutions.

We bring together people, employers, neighborhoods, and investments to help everyone share in a growing economy and healthier city. We enhance mobility solutions for those who rely on them and for those who choose them.

We know that access to public transportation and mobility options strengthens individuals' independence and is a backbone for community growth and development.

# » 2025 Impact Report



## 2025 IndyGo Foundation Impact

### Addressing Barriers to Transit Access

#### AFFORDABILITY

Breaking down *financial* barriers

Funded **18,410 fare-free rides** on Transit Equity Day (February 4, 2025), giving **equitable access to public transit** for all of Indianapolis on this national day of action.

**136 nonprofits** were awarded **bus fare grants** and **116 nonprofits** accessed fare at a **50% discount**, making **bus fare more affordable and equitable** for those in Indianapolis with transportation barriers.

#### ACCESSIBILITY

Breaking down *physical* barriers

Leveraged \$1.2 million in funds to reconstruct **79 ADA-accessible bus stops** on the Near East Side, resulting in easier connection and **safer access to public transit for 43,000 people** on the Near East Side.

#### CONNECTION

Breaking down *social* barriers

Gathered **200 nonprofit and community leaders** on Transit Equity Day, **strengthening collaboration around transit access** across Indianapolis.

Welcomed **61 new nonprofit partners** (including 26 first-time grantees) and visited with 23 partners, **empowering the nonprofit community** to utilize public transit.

Hosted the **first Ride & Seek Scavenger Hunt** on the bus, resulting in new and current riders learning how to **better connect to their community**.

# IndyGo Swag Store at Shop.IndyGoFoundation.org



# IndyGo<sup>SM</sup>

**New IndyGo  
merch just  
dropped!**



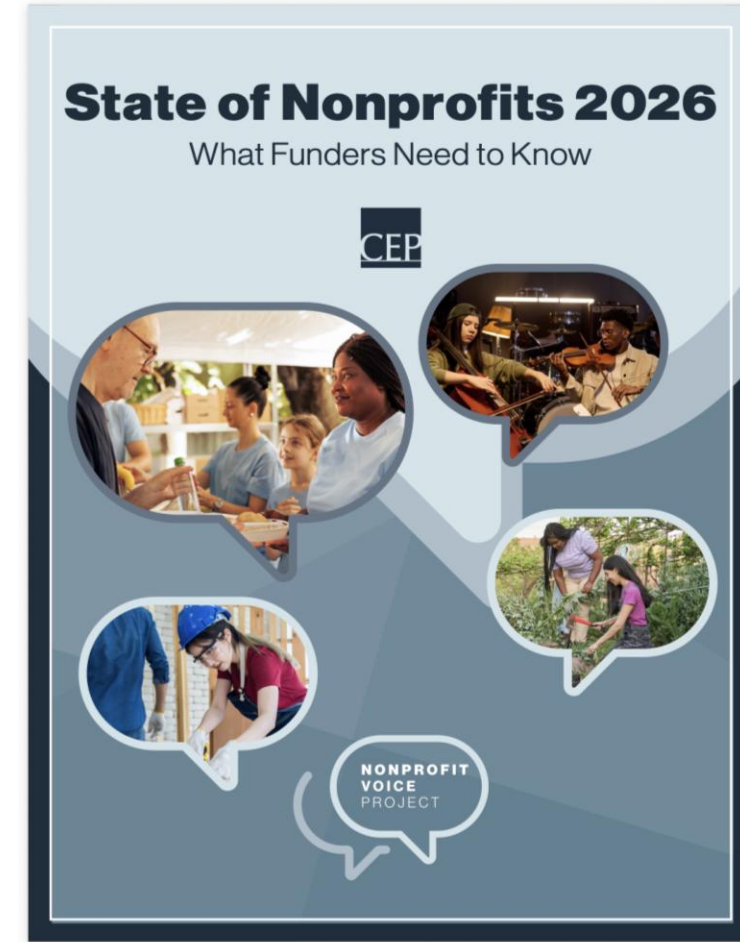
# Nonprofit Sector Update

# » Center for Effective Philanthropy: State of Nonprofits 2026

Nonprofit organizations across the country are navigating an extraordinarily difficult context. Many are contending with simultaneous and compounding pressures, including **greater demand for their services** and an **increasingly challenging funding landscape**.

Key findings of the report are:

1. Burnout has increased dramatically among nonprofit CEOs, who say the current context has contributed to lower staff morale and heightened levels of stress and fear.
2. Nonprofit CEOs report more difficulty obtaining foundation funding than in previous years.
3. Despite ongoing financial challenges, many nonprofits are making strategic adaptations to their work in order to survive.



A blue-tinted photograph of an IndyGo RAPID electric bus. The bus is white with blue accents and features the text "IndyGo RAPID" on the front and "electric" on the side. The bus is parked on a street with trees and a building in the background.

# Nonprofit Programs Update

## » Nonprofit Partner Impact Story

Coburn Place has been one of our nonprofit partners since 2021. It provides safe housing and support for survivors of domestic violence and their children.

"Coburn Place supports survivors facing the intersecting crises of domestic violence and homelessness. For many, leaving an abusive situation is a sudden, urgent decision made to escape immediate danger. Abusers often exert control by restricting access to critical resources, including reliable transportation.

**With support from the IndyGo Foundation, 23 survivors now have transportation options they previously did not**, allowing them to attend appointments, access vital services, maintain employment, shop for necessities, manage childcare, and more. For individuals emerging from controlling relationships, the freedom to move independently can be life-changing."



## » Nonprofit Fare Programs Update

- At the end of May we mailed and emailed a letter to all 300+ of our nonprofit partners letting them know about the fare collection changes and how that impacts their bulk orders.
- Initial feedback is that they are appreciative that IndyGo will be making a new paper product available for bulk orders.
- IndyGo Foundation plans to continue to sell the new bulk paper products to our nonprofit partners when it becomes available this fall and through 2027.
- We hope to open the 2027 grant round at the end of 2026, but it depends on how much funding we can secure by then.



# Fundraising Update

## »» Endowment Feasibility Study

We concluded the Endowment Feasibility Study with LSA in May. While it did not recommend pursuing an endowment at this time, it did provide valuable feedback from donors and has led to some deeper conversations.

Some key findings are:

- The Foundation is seen as a good collaborating partner but the public equates the two organizations so the Foundation is burdened by things out of its control (i.e. cleanliness of bus stops)
- Donors feel like the fare discount programs are generally easier to understand and a better fit for philanthropic funding than ADA infrastructure projects.
- Donors want to see employers whose workforce and customers frequently use the transit system (i.e. hospitals and hospitality industry) stepping up to be financially supportive of IndyGo Foundation.

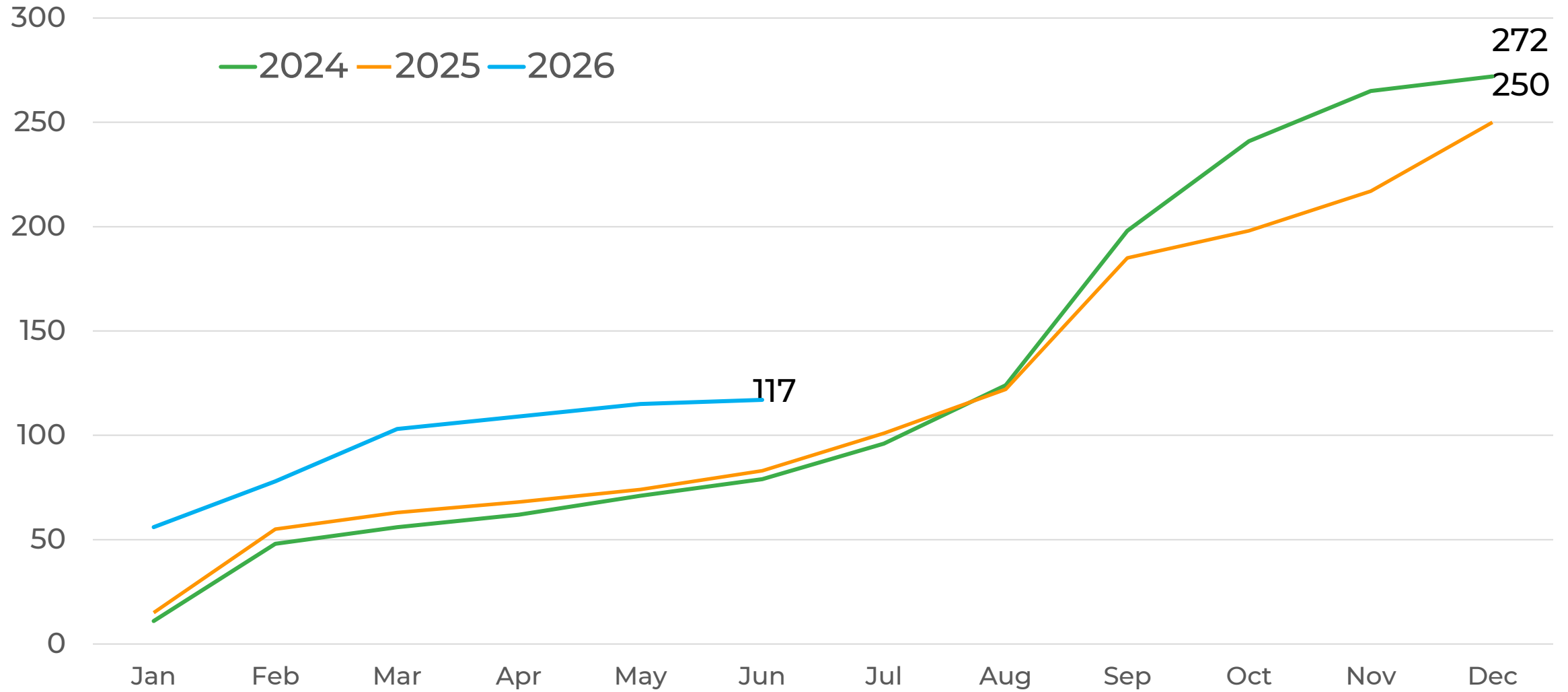
## » Fundraising Performance Metrics

2026 Goal	Actual Through June 10 Based on Raisers Edge Entry
Host 8 donor meetings a month	38 plus 3 scheduled
Raise \$1M from Corporate, Foundation & Individuals	\$87,424 (11.4%)
Raise \$712k in General + Special Event Income	\$77,424 (9.2%)

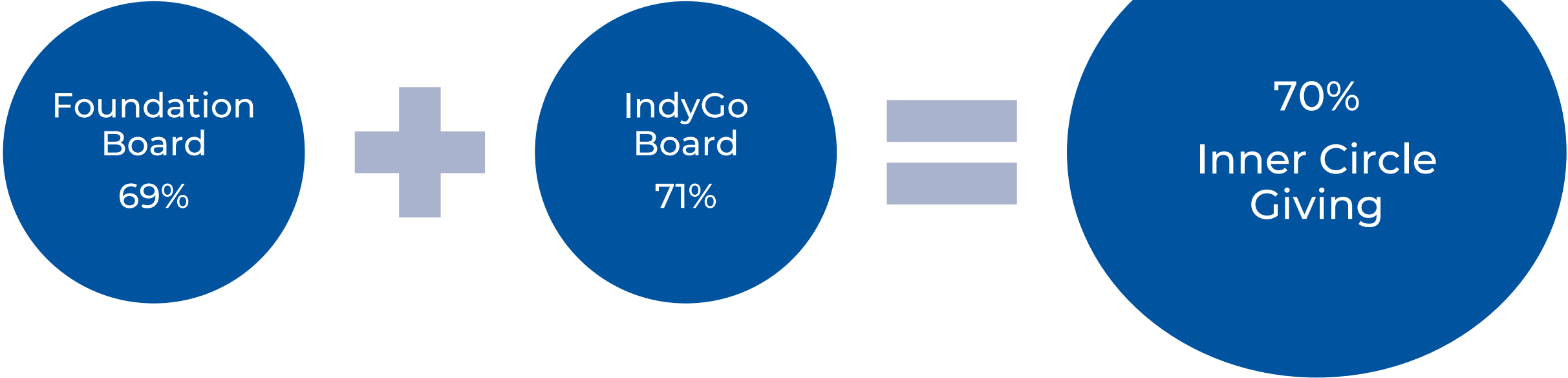
## »» Fundraising Solicitations

Strategy	Actual Through June 10
Grant Solicitations	Submitted 21 applications requesting \$1,081,000 Secured to date: \$116,000 Pending: \$770,000
Mailed Solicitations	241 individuals and 76 companies have been solicited by mail <ul style="list-style-type: none"> <li>- Jan: Corporate Sponsorship Guide + renewal letters</li> <li>- March: Renewal letters (ind + corp)</li> <li>- July: Individual renewal letters round 2 and the 2027 Corporate Sponsorship Guide</li> </ul>
Email & Social Solicitations	8 solicitation social posts and 6 mass emails <ul style="list-style-type: none"> <li>- April: Golf personalized emails round 1</li> <li>- June: Golf personalized emails round 2</li> </ul>

# »» Number of Donors



# »» 2026 Board Giving



A blue-tinted photograph of an IndyGo RAPID electric bus. The bus is white with blue accents and features the text "IndyGo RAPID" on the front and "electric" on the side. The bus is shown from a side profile, parked on a street. The background is slightly blurred, showing trees and a building.

# Strategic Plan Update

## »» Strategic Plan Next Steps

The 2025-2027 Strategic Plan created in 2024 needs to be refreshed to reflect the shifting environment for our programs.

- May: Endowment Feasibility Study with LSA
- September: CARVE Study Results
- October: Joint meeting of Board members with LSA and CARVE
- Q1 2027: Foundation Strategic Plan refresh
- Q2 2027: Share revised Strategic Plan with donors and nonprofit partners, including the future of the nonprofit programs and what will be available in 2028

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JUNE 2026

# Public Affairs Board Report

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

## **CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR JUNE 2026**

### **ISSUE:**

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

### **RECOMMENDATION:**

Receive the report.

### **SUMMARY:**

In May, the Public Affairs Department led communications including the announcement of IndyGo's new chief financial officer and chief people officer; rider communications related to **Indy 500 detours and service updates** and the unveiling of the winning design in IndyGo's first **Design-a-Bus contest** in partnership with Ivy Tech and Adsplosure; and the first phase of the new **MyKey+ website**.

Outreach and digital media efforts included promoting free travel training opportunities and IndyGo's cooling buses at the Indy 500. Public Affairs continued to support awareness of the upcoming **June 2026 service changes**. To assist riders with trip planning, new route maps and schedules were made available for preview on the website, and updated paper pocket schedules became available at the Carson Transit Center (CTC).

These efforts were in addition to the department's ongoing work managing creative projects, generating more than **221,888 social media engagements and impressions** across all platforms and reaching more than **6,595 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  
Auboni Hart, Communications Manager  
Mara Drown, Public Affairs Specialist

## Website Insights: IndyGo.Net

(May 2026)



<b>Page Views:</b>	196,177
<b>Bounce Rate:</b>	45.26%
<b>Total Users:</b>	31,082
<b>Avg. Pageviews Per User</b>	5.30
<b>Total Sessions:</b>	74,654
<b>Total Monthly Session Comp.</b>	(Down) 10.3%
<b>ADA Widget Usage:</b>	0

## Viewing Metrics:



# Public Media

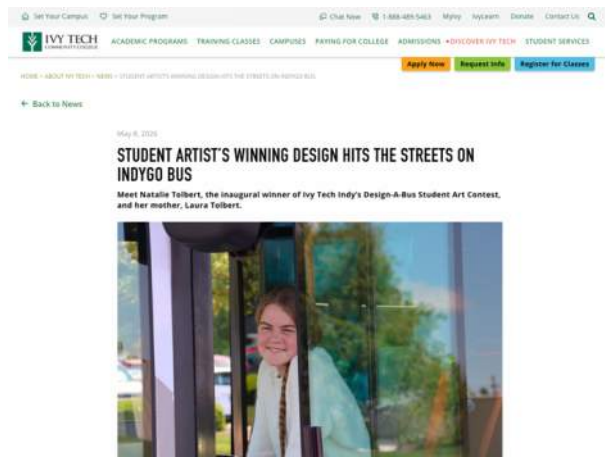
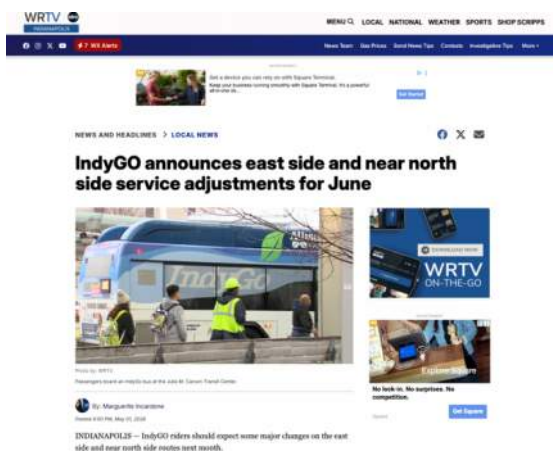
(MAY 2026)

## Topics Covered:

In May 2026, media coverage of IndyGo continued to highlight the agency's upcoming June 14 service changes, with reporting focused on route adjustments and efforts to keep riders informed ahead of implementation.

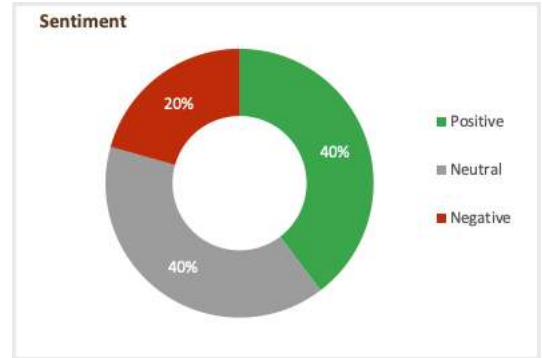
Additional coverage featured the announcement of the winning student artist in IndyGo's first Design-a-Bus contest in partnership with Ivy Tech and Adsposure, celebrating creativity, education and community through public transit. Media attention also highlighted community stakeholders amplifying the message of the Youth Alternatives to Violence and Crime (YATVAC) initiative.

Overall, coverage positioned IndyGo as a community-centered transit provider focused on service improvements, supporting local arts and education partnerships, and reinforcing efforts to strengthen neighborhoods.



**Metrics:**

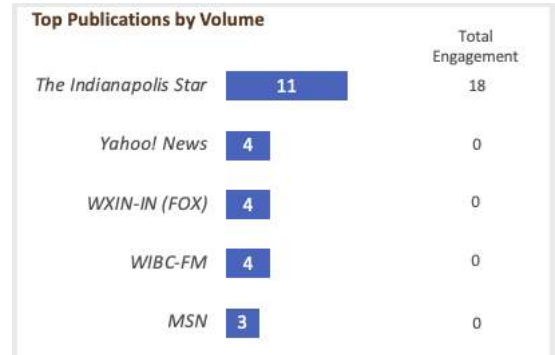
The graph to the right shows media story sentiments about IndyGo. 80% of media mentions were positive or neutral (meaning mostly informative) toward the agency.



This graph highlights the top media outlets that published stories about IndyGo in May and the total potential viewership/readership for each station or publication. The agency reached approximately 304,000,000 viewers through these channels.



This graph features media outlets that mentioned IndyGo the most in May 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 \$205,200,000.

Top Publications by AVE		Total Engagement
Yahoo! Lifestyle	\$139M	0
AOL	\$31M	0
Yahoo! News	\$19M	0
MSN	\$15M	0
The Indianapolis Star	\$6M	18

## Social Performance

(MAY 2026)



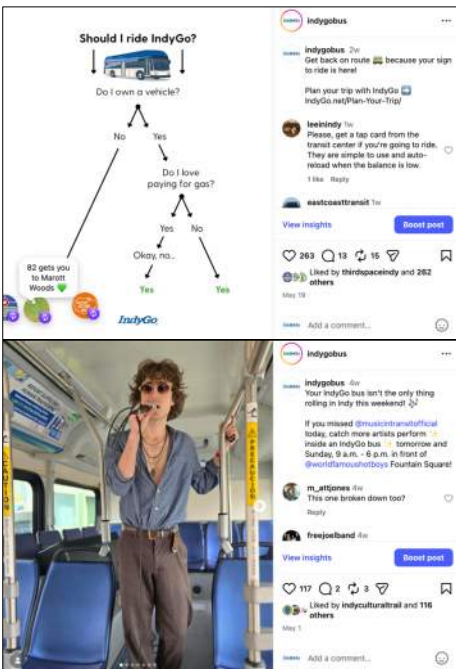
### Instagram

- 72,165 views
- 2,484 interactions
- 17,912 potential reach (+41.6%)
- 5,325 followers (+85 new followers)



### X(Twitter)

- 4,828 impressions
- 230 engagements
- 50 likes (+61.29%)
- 6,648 followers





**f Facebook**

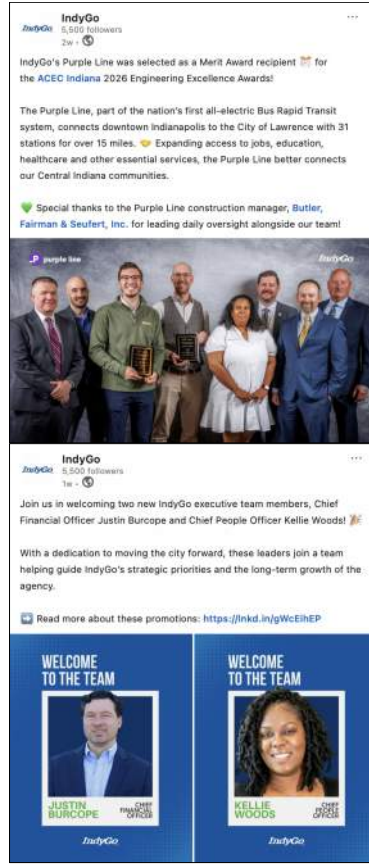
- 111,913 views (+1.4%)
- 1,375 interactions (+.1%) (FKA post engagements)
- 25,375 potential viewers
- 14,457 followers (+59 new followers)



**in LinkedIn**

- 19,497 impressions (+26.5%)
- 768 engagements (+58.67%)
- 10.87% engagement rate (+45.31%)
- 5,500 followers (+64 new)





**YouTube**

- 8,626 total views (+36.1%)
  - IndyGo: There for You Since 1975 (:15 ad) - 2,714 (:30 ad with 1,983)
  - CDL Pre Trip – 328
  - MyKey University Lesson 4 – 160



# Email Marketing Performance

(JUNE 2026)



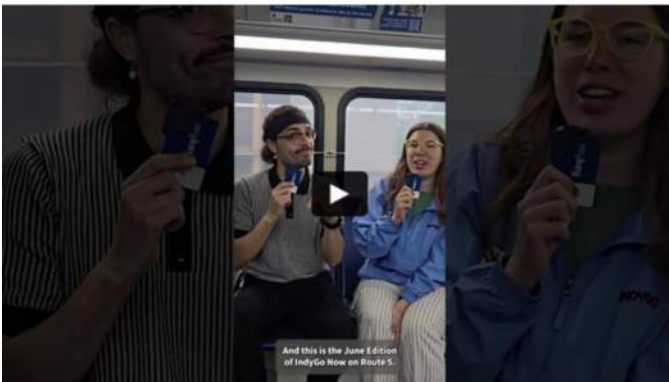
## Email Marketing

- 29,952 recipients
- 5.30% click-to-open rate
- 4.53% open rate



This month's Inside IndyGo includes important updates to fare payment with MyKey+ and new IndyGo Access fares beginning July, Juneteenth Holiday service hours 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

(MAY 2026)

## MyKey+:

With the July launch of MyKey+, May was a significant month for the creative team. The creative team played a major role in developing the MyKey+ brand identity and creating supporting marketing and outreach materials. This work will continue steadily through September with efforts focused on promotional and educational materials to support the launch.



## CTC Signage Update:

In May, IndyGo implemented several new safety measures in and around the Carson Transit Center (CTC). The creative team assisted with the development of updated signage to help ensure riders were informed of these new rules.



## June 2026 Route Changes:

Another critical project in May was the systemwide service update. All 28 routes received updates, including the retirement of Route 4 and the addition of Route 7. The creative team supported the rollout through updated map designs, reprints and the restocking of all system maps.

## Monthly Recap:

In addition to May's major projects, the creative team also completed a variety of other one-off projects. These included designs for the Indy 500 and Indy Indianapolis Pride T-shirts for IndyGo's participation, additional outreach collateral highlighting IndyGo, detour collateral for the Blue Line and IndyGo x Indiana Fever swag!



## Outreach Summary

May 2026

In May, IndyGo prioritized outreach to prepare riders for the June Service Changes on Routes 3, 4, 5, 21 and 28. IndyGo also participated in the Music in Transit recording launch and other community events to educate bike riders about multimodal transit options.

IndyGo outreach staff hosted multilingual open houses about the June Service Changes alongside Service Planning. Together, they answered questions and walked riders through the changes at the CTC and libraries in Haughville and Martindale-Brightwood. Transit ambassadors and outreach staff also rode Routes 3, 4, 5, 21 and 28 to ensure riders were aware of the upcoming changes.

Music in Transit launched its eighth season with a public recording near World Famous HotBoys in partnership with GANGGANG and Total Fun Productions. Attendees were able to engage with recording artists, while the production crew and IndyGo staff were able to learn more about the initiative and ask questions about riding the bus. Through a partnership with the Interurban Exhibit at the Indiana Historical Society, IndyGo was featured as a modern public transportation option, helping people across the state learn how to ride transit for the first time.

IndyGo also attended Bike Fest and Earth Fest, educating bike riders and trail users about how to use IndyGo as an additional transportation option. At Bike Fest, attendees learned how to put their bikes onto the bike rack of a 40-foot bus. Following the demonstration, participants reported feeling more confident and comfortable using transit in the future while travelling with their bikes.

### Event Reach:

Date:	Event Name:	People Reached:
5/01/2026	Music in Transit	1000
5/01/2026	Transit Tour at Indiana Historical Society	30
5/03/2026	Bike Fest	150
5/11/2026	June Service Change Open House at CTC	100
5/12/2026	June Service Change Open House at CTC	100
5/12/2026	Food in Transit	80
5/13/2026	June Service Change Open House at CTC	200
5/14/2026	June Service Change Open House at CTC	70
5/15/2026	June Service Change Open House at CTC	80
5/16/2026	June Service Change Open House at CTC	20
5/18/2026	Haughville Library Service Changes	15

5/19/2026	Haughville Library Service Changes	20
5/19/2026	Martindale-Brightwood Library Service Changes	10
5/20/2026	Martindale-Brightwood Library Service Changes	10
5/21/2026	Martindale-Brightwood Library Service Changes	10
5/26/2026	Food in Transit	200
5/30/2026	Earth Fest	500

### Bus Outreach:

Type:	Routes:	Riders Reached:
June Service Changes	3, 4, 5, 15, 21, 28 & 30	4000
Bus Stop Audit	4, 5, 8, 10, 15, 28, Red & Purple Line Station	n/a
Detour Audit	5, 8, 10, 349	n/a

## Outreach Recap

(MAY 2026)

### Topics Covered: June 2026 Service Changes Outreach

Transit Ambassadors Ryan Bird and Steve Labra were out at the CTC connecting with riders and sharing flyers detailing upcoming June service changes. With several improvements coming this month, IndyGo is proactively preparing riders ahead of time to ensure a smooth transition. These updates are designed to better serve the community and enhance the rider experience across the system.



Pictured above: Bird and Labra

### Topics Covered: Bike Fest Transit Outreach

Transit Ambassadors Elizabeth Vos, Courtney Hawk, Hernan Blas-Aquino and Umair Kurshid connected with attendees at Bike Fest to promote Purple Line ridership and demonstrate how to safely and easily use the bike racks on IndyGo buses. Their outreach helped riders gain familiarity in combining biking and public transit for more convenient travel throughout the community.



Pictured above (bottom photo, from left to right): Vos, Hawk, Blas-Aquino, Kurshid

### **Topics Covered: Indy 500 IndyGo Pit Crew**

IndyGo had the honor of providing five cooling buses to the Indianapolis Motor Speedway for the 110th Running of the Indy 500. Each bus was equipped with water and served as a miniature oasis for Indy 500 attendees. Our dedicated IndyGo teammates contributed to a better race day experience for everyone.



Pictured above: Indy 500 IndyGo Pit Crew

## Topics Covered: WFYI Listening Sessions

On Tuesday, May 19, IndyGo transit ambassadors, along with IndyGo Director of Communications Lisa Soard and Outreach Manager Kayla Bledsoe, participated in a listening session with WFYI Community Engagement Specialist Lizzy McGrevy. WFYI offers community listening sessions to community representatives, organizations and groups across Indiana. During IndyGo's session, our transit ambassadors spoke with WFYI to share insights about riders' values and priorities, and to provide a well-rounded and accurate framework for how to write about public transportation.

A few highlights from this conversation are as follows:

- Choice riders are the new wave. Whether the riding experience is a roundtrip or a one-way, IndyGo exists for everyone to get to their next memorable moment.
- More people ride IndyGo when they know more people who ride IndyGo.
- It's important for all our neighbors to shovel our sidewalks for all pedestrians to get to the bus stop safely during the winter.
- There are connectors that can take IndyGo riders outside of Marion County thanks to [Central Indiana Regional Transportation Authority](#).



Pictured above: Transit Ambassadors and Data Analyst I Nicole Gallo

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

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

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

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### **STRATEGIC PLANNING**

#### **MyKey+ Transition**

The Strategic Planning team is continuing to coordinate with departments across the agency on the rollout of the MyKey+ e-fare system. Most recently, this has included coordinating outreach to retailers that are part of the MyKey+ retail network that will launch on July 1, as well as planning for customer outreach events throughout the summer at the Carson Transit Center. These outreach events will provide the opportunity for customers to create a MyKey+ account and transition to using the MyKey+ mobile app or fare card in advance of the discontinuation of the MyKey fare system on September 1.

#### **Sponsored Rides Program Development and Technology Upgrade**

The Strategic Planning team has further defined the future state of the Sponsored Rides program, in close collaboration with the Finance and Public Affairs teams. This work includes identifying various pathways for partners to purchase digital and/or physical passes to provide transit access to employees, students, clients, or patients. Staff have also been establishing the processes that will be used to manage and oversee the new partner programs. The team continues to work with our existing school partners and participating students to prepare for the transition of these groups to the new MyKey+ fare system for the start of the 2026–2027 school year. Additional outreach will occur throughout the summer to communicate changes and prepare for the transition of 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.

### **ENGINEERING & CONSTRUCTION**

#### **Blue Line Bus Rapid Transit**

2026 is projecting to be the busiest of the four construction years. Utility relocations and other construction activities continue throughout the project corridor. Westbound Washington Street is closed for underground work between Harding Street and Belmont Avenue and is expected to reopen to two-way traffic in 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. BRT station work is progressing, with ten station foundations poured and eight 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 and should be finalized before the end of the year. Once completed, 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.

In the meantime, 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, provided that IPTC receives a successful bid. Part of this work includes a 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 now anticipated to be delayed until 2027. 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 exceeded IPTC's independent cost estimate. The project team revised the solicitation approach and re-bid the project in May 2026, again receiving one bid that was over the independent cost estimate. Staff are preparing to revisit the total project budget, independent cost estimate, the design of the canopies, and the project delivery approach to get this project moving again.

### **Real Time Signage Without Grid Power**

By design, IndyGo's Super Stops locations are higher-quality, multi-amenity bus stop locations. 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 progressed to the point that some solutions do not require grid power to function. IndyGo released a Request for Information with a demonstration project in May 2026 to learn more about the solutions that exist in the current market. The team is reviewing submissions received this month.

**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.

**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.

**FACILITY PROJECTS****East Campus Fleet Operations and Maintenance Facilities**

This project will result in the construction of a bus maintenance and storage facility at IndyGo's East Campus. The design team is working on the 60% design drawings. The construction manager as contractor, Shiel Sexton, is on board and has provided their first construction cost estimate based on 30% design. Their estimate aligns with the designer of record's 30% estimate and is within range of the approved construction budget. It is anticipated that by advancing the design drawings and performing value engineering exercises with internal stakeholders, the construction costs can be brought within budget. In the meantime, the capital projects project team continues to coordinate with representatives from various departments on project plans, including the operational equipment and furnishings necessary to start up and support facility and fleet operations once the construction has reached substantial completion. The capital projects team continues to work alongside Legal Services on the condemnation of the project site, which is proceeding as expected.

**East Campus – Building C Demolition Project**

IPTC needs to demolish the former cafeteria and dormitory buildings that are attached to Building B, not just for the East Campus expansion project, but because these structures are not suitable to IPTCs needs. Staff continue to work on the preliminary drawings and technical specifications needed to bid the work. The bidding of the demolition work could take place before the end of the year; however, it is likely that the demolition would need to be delayed to 2027 to allow IPTCs mobility services contractor to move its operations out of the cafeteria building.

**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 to better serve passengers, enhance safety and security, and to improve the functionality of the areas that are crucial to everyday operations. On May 21, 2026, a Request for Qualifications seeking an architectural/engineering firm capable of assisting staff with the planning and design of new public restrooms was issued. Proposals are due June 18, and Board approval will be sought in September. If

approved, the planning and design phase could take place during the fourth quarter of this year and into first quarter of 2027. Renovations could take place later in 2027.

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

This project is scheduled to begin construction in late July with completion in early August. 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 - 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. IndyGo's existing BRT Station/Bus Shelter maintenance contract has been amended to include this work among the rest of the BRT Station maintenance work. Staff expect that the contractor will begin treating stations before the end of this month. The total number of hours to restore and treat each station is minimal, this work is anticipated to continue through September of this year to give the contractor 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:** June 18th, 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 – May 2026

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

- On May 19th, Risk and Safety staff conducted the monthly Safety Blitz, focusing on vehicle wheel checks and overall safety. The initiative emphasized proper tire inflation, defect identification, and lug nut inspections, reinforcing the importance of thorough pre-trip inspections. The program included coordinated engagement from Safety, Vehicle Maintenance, and Operations leadership, supported by multi-channel communication such as operator flyers, digital displays, signage, and the employee newsletter. The Safety Blitz remains a key initiative in strengthening IPTC's safety culture by promoting awareness, education, and consistent safety practices across all departments through monthly targeted topics.
- Risk and Safety leadership partnered with Travelers Insurance to conduct facility walkthroughs supporting the annual property insurance renewal. These visits enabled validation of risk exposure, building contents, and asset values to ensure accurate coverage and a strong Statement of Values. Direct engagement with a potential underwriter enhanced the quality of the account submission and positioned IPTC for a more competitive quoting process. These efforts are expected to promote favorable premium outcomes, supported by current market capacity and improved insurer competition.
- On the 27th, Risk and Safety actively participated in a comprehensive, full-day review of Blue Line bus specifications in collaboration with New Flyer, the bus manufacturer. The session involved a detailed evaluation of individual components and system features across the transit bus platform, with targeted recommendations provided to inform the upcoming procurement. This engagement enabled direct collaboration with the manufacturer's design team, allowing for clear communication of IPTC operational, safety, and performance requirements while gaining insight into available design options and innovations. Preliminary outcomes from the review identified several opportunities for specification adjustments that are expected to generate per-unit cost savings at the time of manufacture.

## MAY 2026 SAFE DRIVER'S RECOGNITION



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions, and for those operators who exemplify excellence in safety, professionalism, and commitment to the highest standards. Through consistent safe driving practices, these individuals are awarded a patch, pin, and certificate as a symbol of their achievement and dedication to a safer community. The following Operators are recognized for their safe driving in May 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
Patrick Gray	2339	20	21
Wanda Ford	8502	13	13
Darren Wyatt	8944	7	9
Shirley Jones	8967	5	9
Kim Byrd	9410	4	7
Jeffery Greene	9104	4	8
Dax Roberts	10895	3	3
Christopher Corwin	11260	1	2
Jamonie Norwood	11038	1	2
Marvin Parrish	11450	1	2
Emmanuel Saintil	11449	1	2
Laniesha Valentine	11592	1	0



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

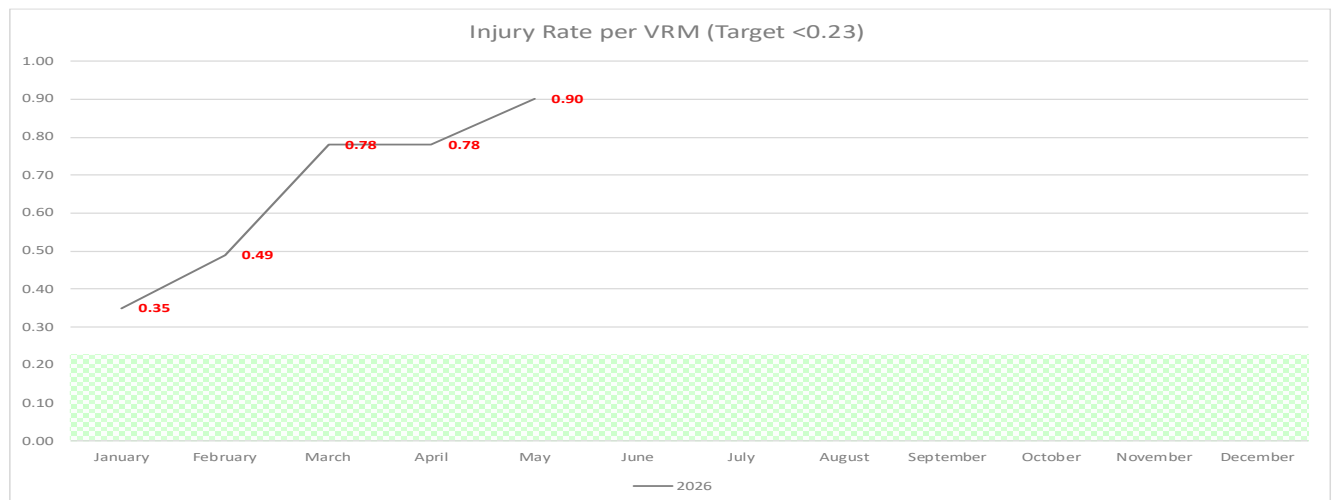
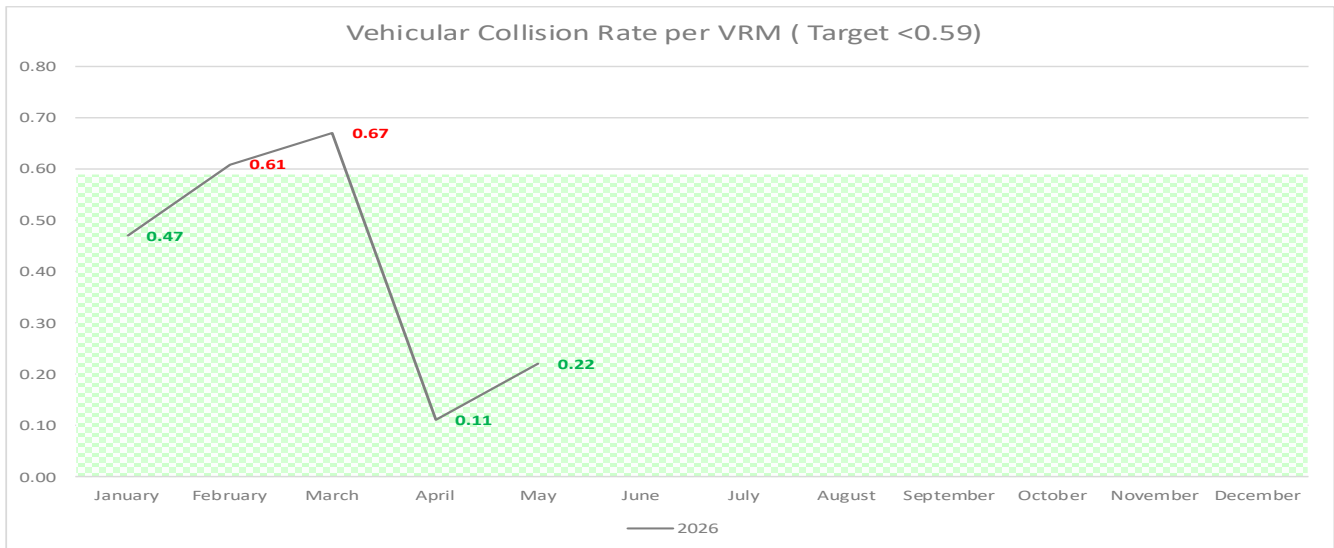
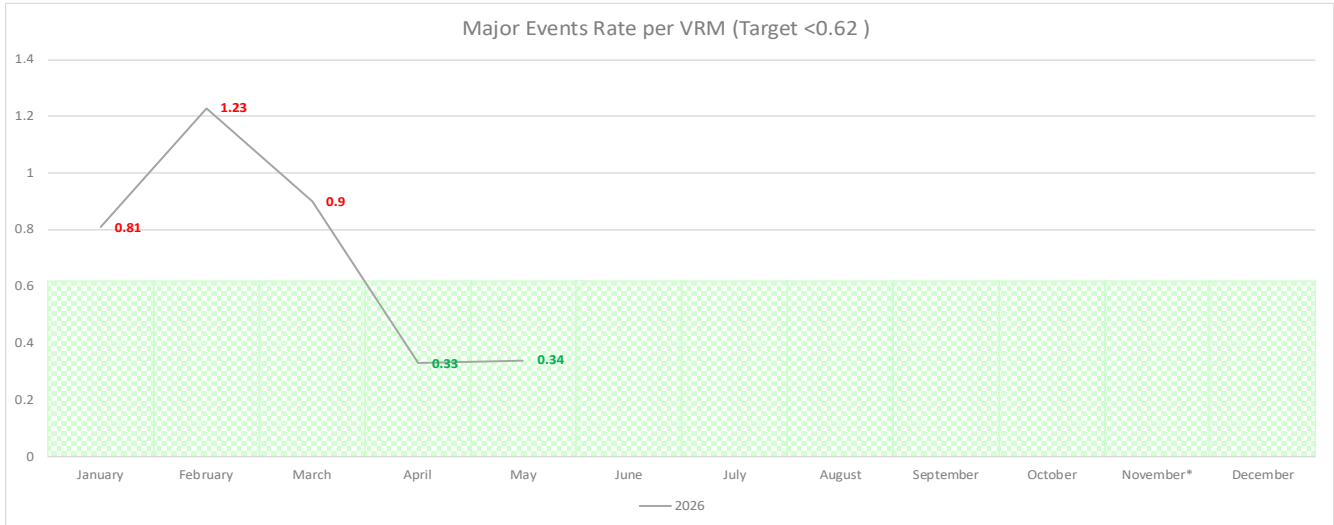
Indianapolis Public Transportation Corporation (IPTC), IndyGo, established a procedure per the FTA National Public Transportation Safety Plan, and the updates from the Bipartisan Infrastructure Law to include in their Agency Safety Plan a safety risk reduction program for transit operations. These safety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

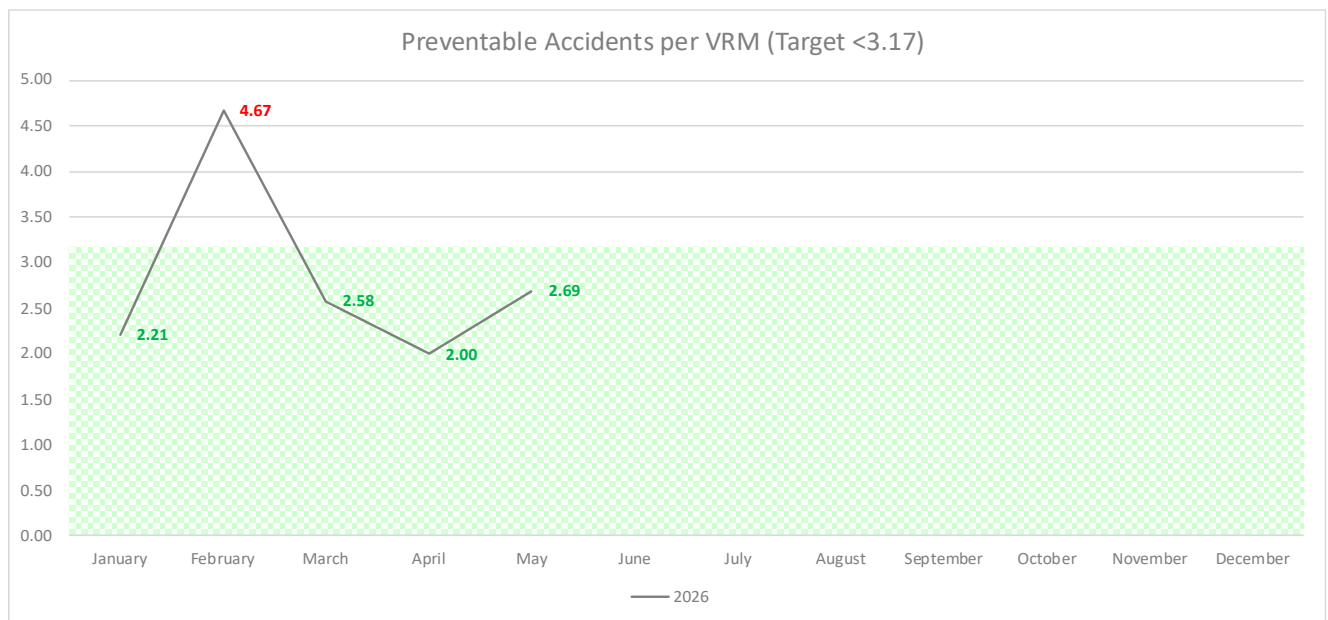
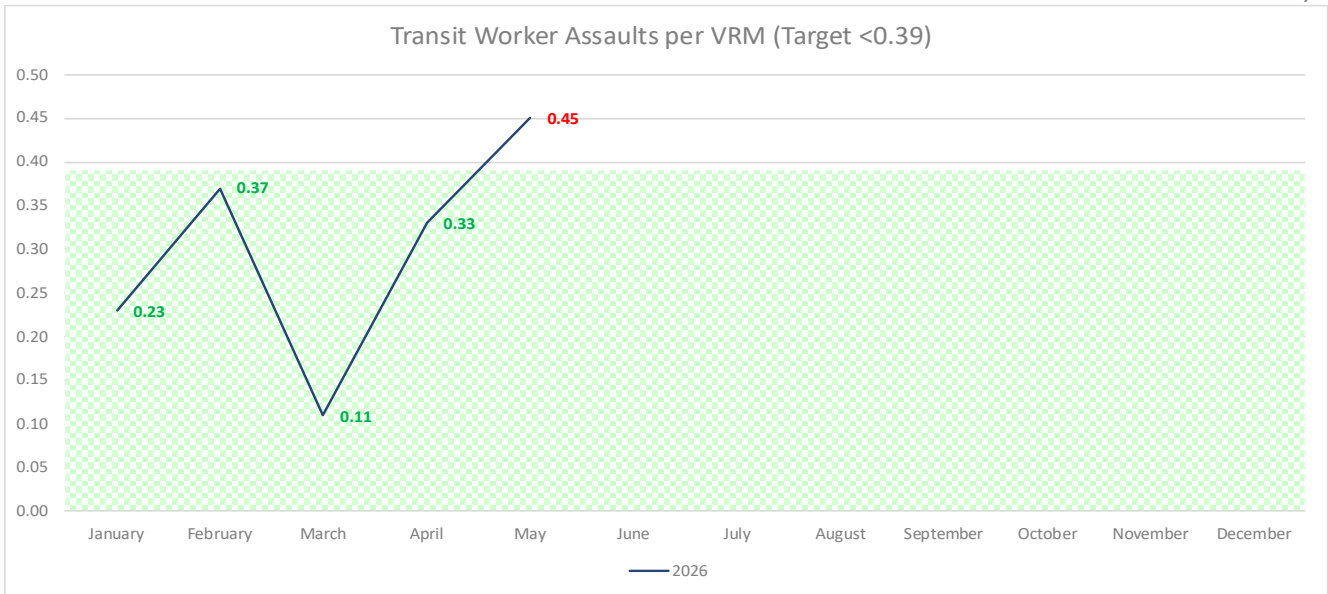
Measure	Definition	Risk Reduction Goal
<b>Major Events</b>	This includes all major safety and security events as defined by the NTD.	Reduce NTD Major Events by 3% of the 3-Year Rolling Target Calculation (61) = <59
<b>Major Event Rate</b>	This includes all major safety and security events as defined 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

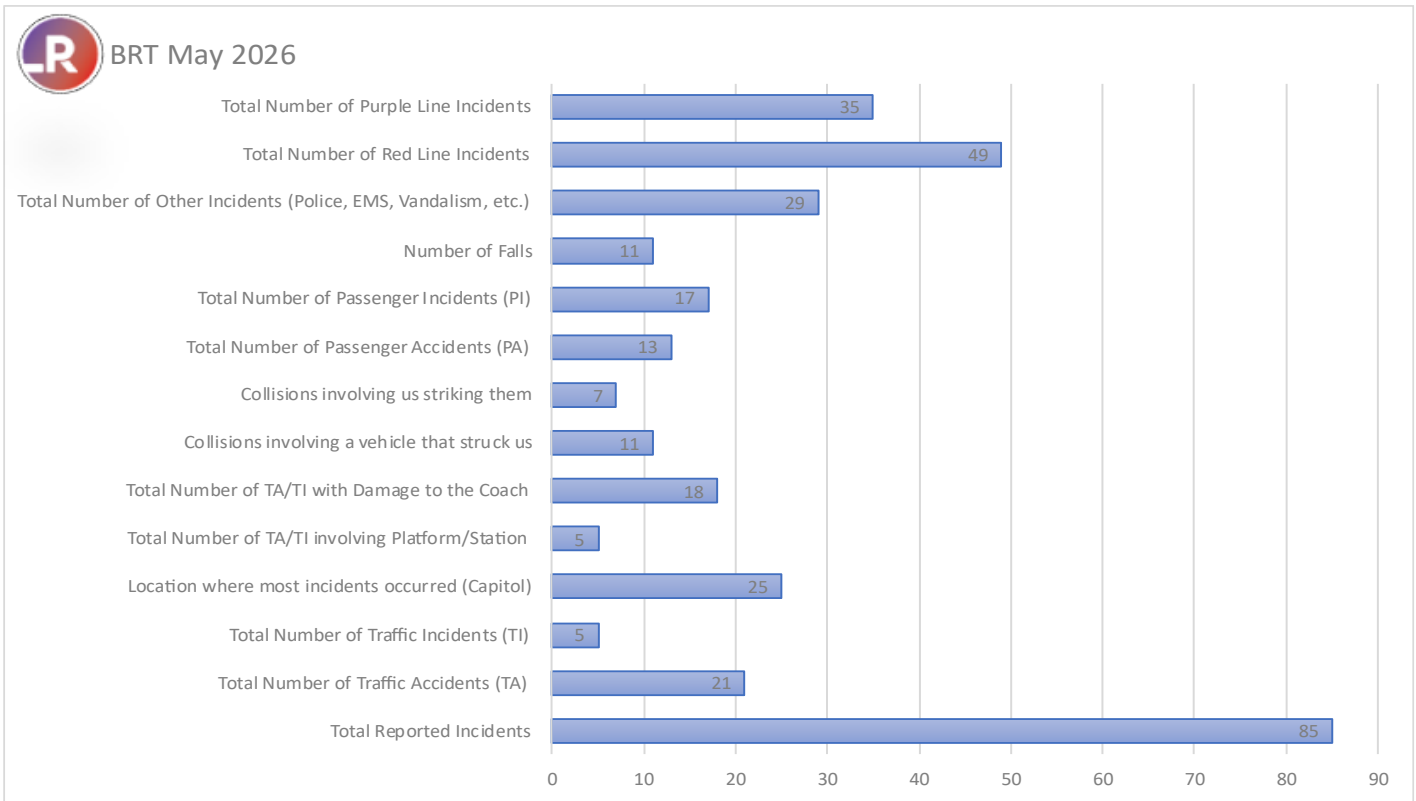
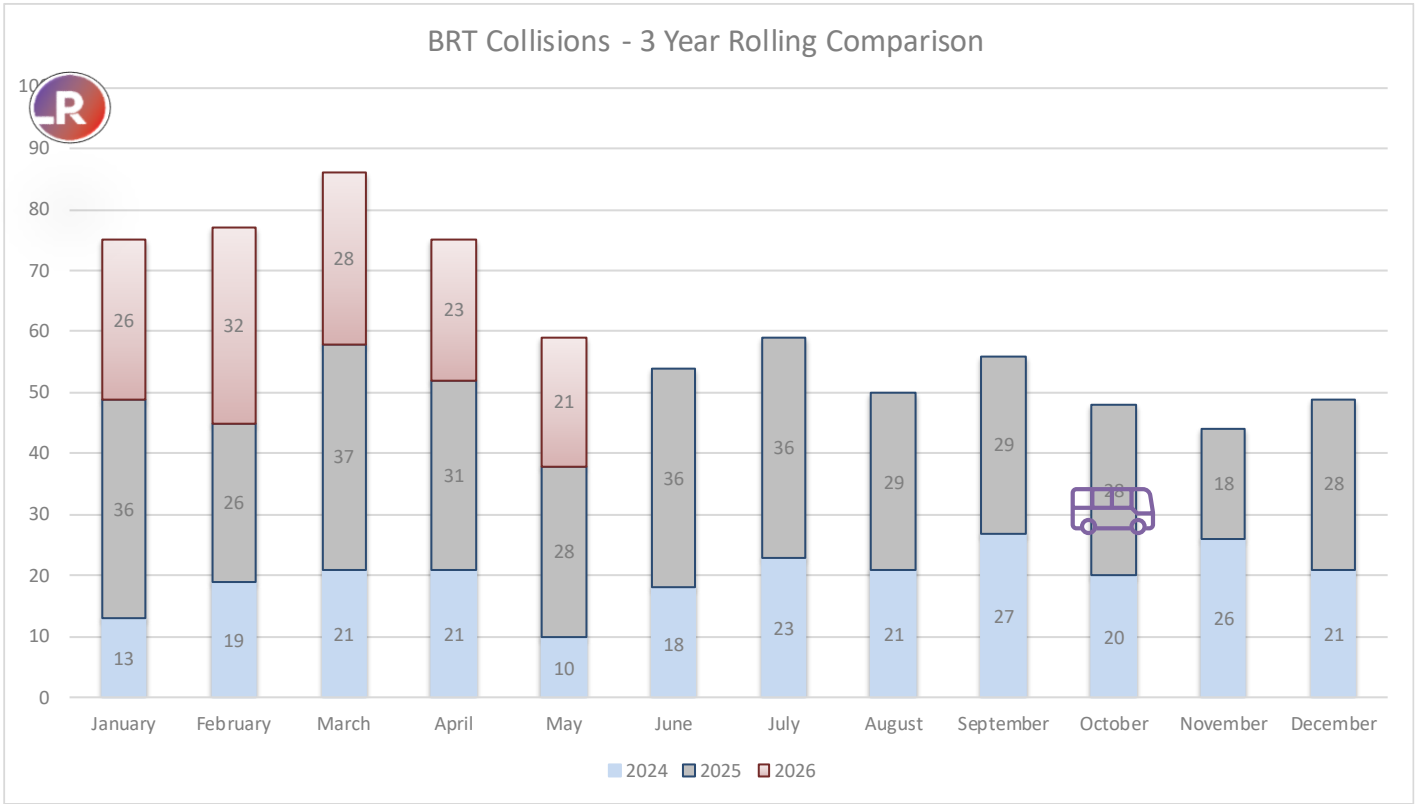
• VRM= Vehicle Revenue Mile

## Risk Reduction Plan Key Performance Indicators (KPIs) Data

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







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Indianapolis Public Transportation Corporation  
dba IndyGo  
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Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

## Operations Division Report – May 2026

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**To:** Jennifer Pyrz, President and CEO  
**From:** Annette Darrow, COO  
**Date:** June 18, 2026

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## SERVICE PLANNING

### SCHEDULING AND PLANNING:

Service Scheduling completed the bidding for Booking 2606, which will go into effect on June 14th. The June changes include frequency increases to Route 3 & 28 and alignment changes to 3, 5, & 21. Route 4 will be retired, and service on all but E. 42<sup>nd</sup> Street will be replaced with 3 & 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, the Red Line will be split at the CTC during the project, and riders 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. The bid will be presented for the Board's consideration in June, if accepted, work will begin late June and be completed by the end of the year.

### OPERATION PERFORMANCE:

A substantial amount of time has been invested in identifying and analyzing operational challenges within the Paratransit Department. The findings have been documented and have been used to develop an action plan to review multiple areas, including the Green and White voucher programs, the RFP for new software procurement, reporting, and fare-related challenges.

The **White Voucher Lottery Generator** has been fully developed and implemented, resulting in a complete overhaul of the process—from application intake through voucher distribution. Early indicators show meaningful progress:

- Voucher issuance decreased to 40 in March, down from 46 in February.
- This represents a ~47% reduction compared to the 12-month average of 71 participants.
- A step-down approach is now in place to gradually reduce participation to the intended program cap of 15 individuals.

The projected timeline to reach this cap is July 2026, allowing for a controlled, equitable transition that maintains service continuity while aligning with program goals.

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

FIXED ROUTE RIDERSHIP:

May-25	May-26	% Change	IndyGo Fixed Route Ridership	YTD 2025	YTD 2026	% Change
8,940	9,008	0.8%	<b>2 E. 34th St.</b>	41,247	45,802	11.0%
22,727	27,071	19.1%	<b>3 Michigan St.</b>	107,516	135,720	26.2%
7,760	9,607	23.8%	<b>4 Community North</b>	35,531	46,088	29.7%
9,397	8,553	-9.0%	<b>5 E. 25th</b>	40,611	42,774	5.3%
5,540	6,400	15.5%	<b>6 N. Harding</b>	23,810	31,194	31.0%
77,183	82,091	6.4%	<b>8 Washington St.</b>	362,453	392,300	8.2%
66,609	68,636	3.0%	<b>10 10th St.</b>	300,914	337,818	12.3%
8,110	8,658	6.8%	<b>11 E. 16th St.</b>	38,675	43,988	13.7%
6,181	5,154	-16.6%	<b>13 Raymond</b>	25,651	25,619	-0.1%
10,291	9,348	-9.2%	<b>15 W 34th St</b>	45,383	44,523	-1.9%
8,314	7,997	-3.8%	<b>16 Beech Grove</b>	37,284	39,258	5.3%
11,066	11,521	4.1%	<b>19 Broad Ripple</b>	50,029	57,762	15.5%
10,011	10,608	6.0%	<b>21 East 21st St.</b>	47,003	50,145	6.7%
7,699	8,227	6.9%	<b>24 Mars Hill</b>	32,910	42,568	29.3%
15,084	16,247	7.7%	<b>25 W. 16th St.</b>	62,405	78,613	26.0%
21,933	28,113	28.2%	<b>26 Keystone</b>	101,523	129,574	27.6%
6,200	6,543	5.5%	<b>28 St. Vincent</b>	27,036	31,839	17.8%
4,998	5,346	7.0%	<b>29 County Line Road</b>	23,536	24,373	3.6%
9,626	10,257	6.6%	<b>30 30th St. Crosstown</b>	39,536	49,846	26.1%
8,019	9,942	24.0%	<b>31 US 31</b>	37,669	47,725	26.7%
17,895	19,888	11.1%	<b>34 ML King/Michigan Rd.</b>	84,907	96,567	13.7%
22,561	24,603	9.1%	<b>37 Park 100</b>	101,425	114,838	13.2%
5,987	6,537	9.2%	<b>38 W 38th St.</b>	26,257	28,382	8.1%
4,981	6,060	21.7%	<b>56 Emerson</b>	22,754	28,889	27.0%
8,999	10,437	16.0%	<b>82 East 82nd Street</b>	38,757	47,782	23.3%
8,304	7,887	-5.0%	<b>87 Eastside Connector</b>	37,004	37,074	0.2%
87,974	66,374	-24.6%	<b>90 Red Line - BRT</b>	402,207	321,278	-20.1%
104,168	81,052	-22.2%	<b>92 Purple Line - BRT</b>	488,759	376,092	-23.1%
4,060	2,498	-38.5%	<b>Others</b>	67,062	18,248	-72.8%
<b>590,617</b>	<b>574,663</b>	<b>-2.7%</b>	<b>Total</b>	<b>2,749,854</b>	<b>2,766,679</b>	<b>0.6%</b>

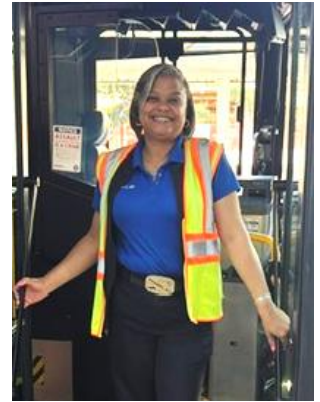
**Note:** This data may be updated in the future based on new findings or changes to our data sources. YTD ridership may be updated from prior periods due to buses being probed after the 10<sup>th</sup> of each month, and this report being published. Monthly changes will not be replaced by the original.

## TRANSPORTATION SERVICES

### EMPLOYEE OF THE MONTH-

#### COACH OPERATOR: GENEVA HARTWELL #2581

We are proud to recognize Geneva, who consistently smiles and brightens the day for her teammates and our patrons. Everyone feels welcome and valued in her presence. Geneva has grown tremendously as a Professional Coach Operator during her time here. Her professional trajectory is one of great success, and while she was doing outstanding work long before I became her supervisor, I am proud to support her. She demonstrates consistent attendance, an excellent demeanor, a great appearance, and a strong commitment to safety. We are fortunate to have Geneva as a teammate.



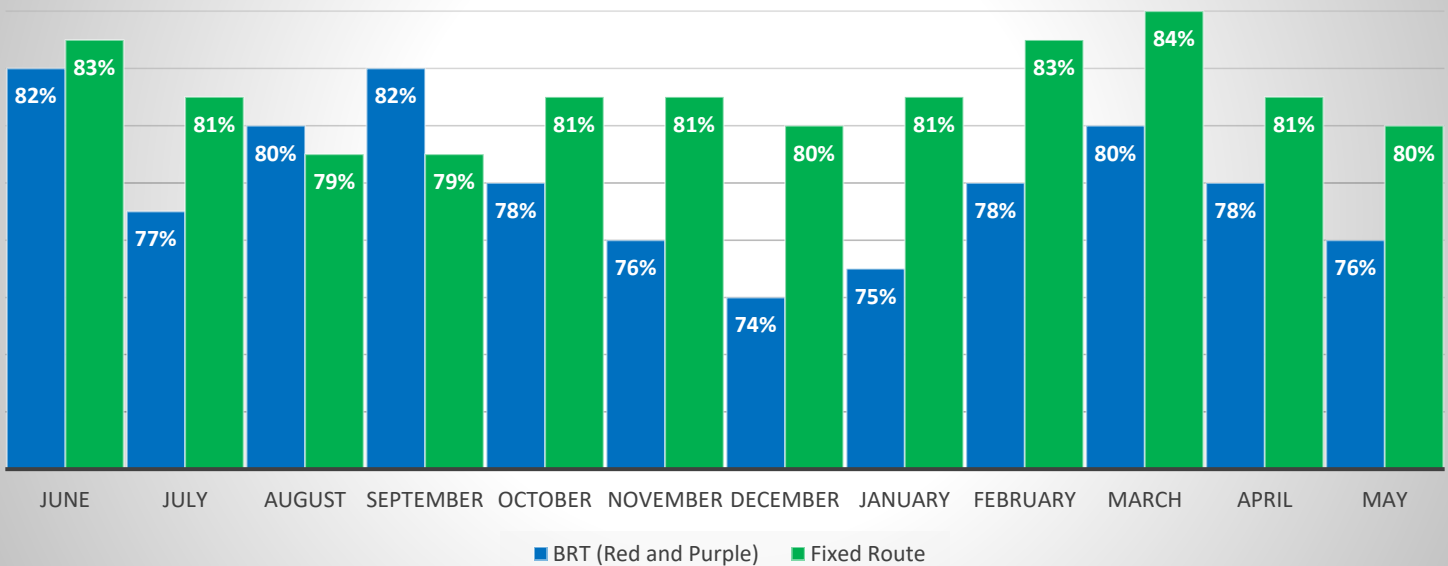
### 90% CLUB – COACH OPERATOR:

#### COACH OPERATOR: JC DAVIS III

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



## YEAR-TO-DATE (YTD) PERFORMANCE

BRT (Red & Purple) **Average: 78%**

Fixed Route **Average: 81%**

## FLEET SERVICES AND VEHICLE MAINTENANCE

### FLEET SERVICES:

In May, 53 vehicle requests were received for the motor pool. These are non-revenue vehicles available for business use.

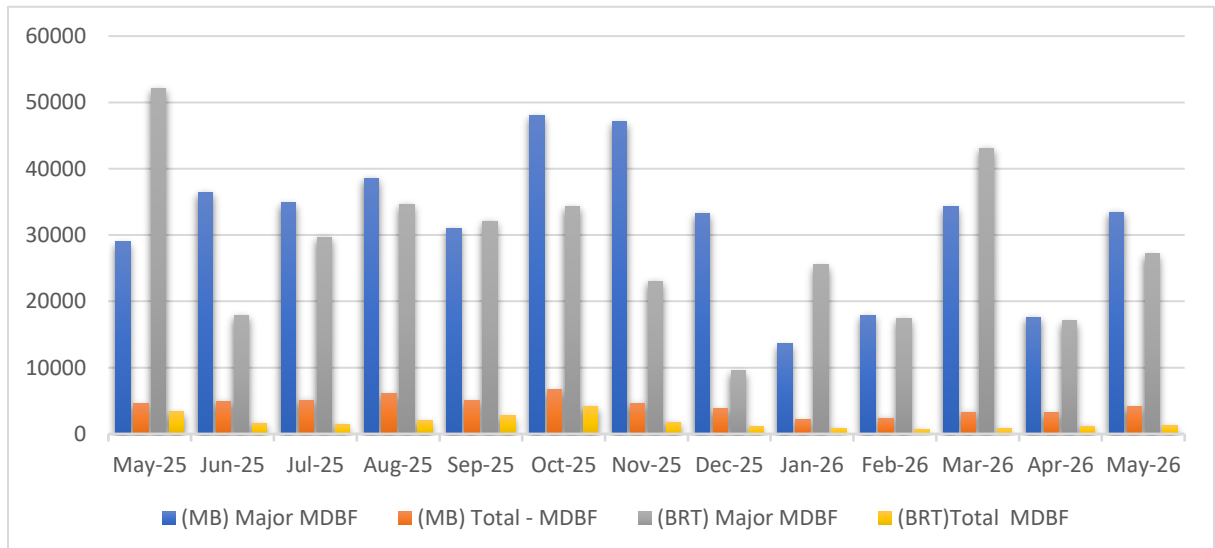
There were 166 buses detailed of the 205 available in May. This is a completion rate of 80.98%. The goal is to detail every bus at least once per month.

IPTC has logged 3,532,426 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*	778,412*								<b>3,532,426</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>

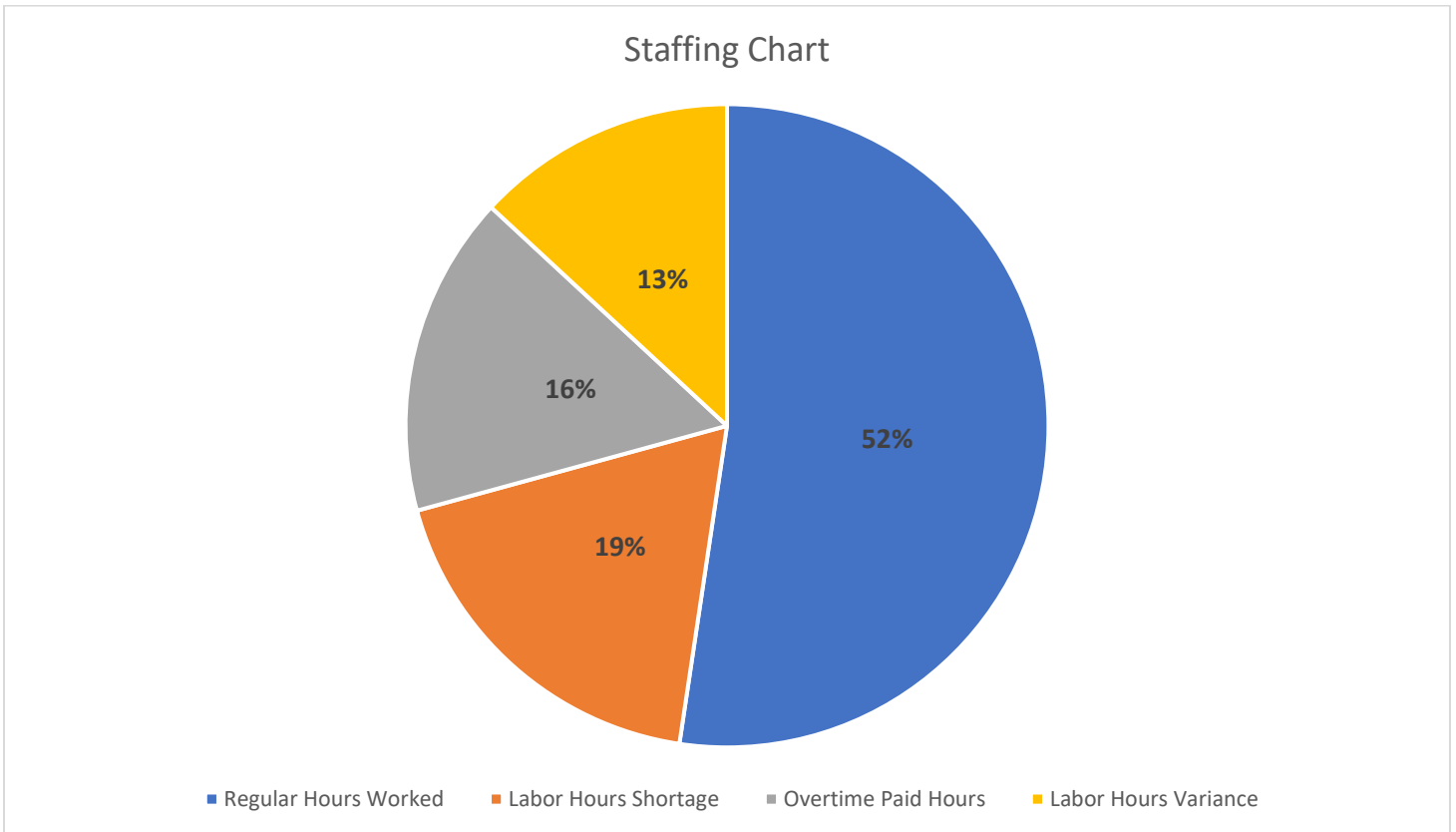
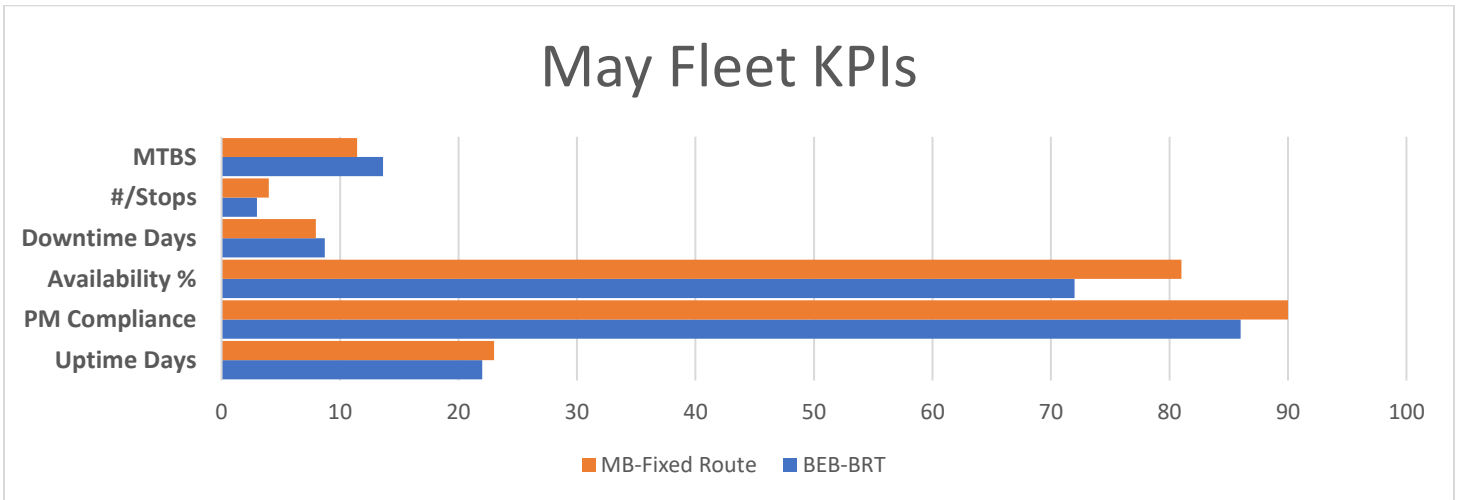
### PREVENTIVE MAINTENANCE:

Month/Year	MDBF Major	MDBF - Total	MDBF - BRT Major	MDBF - BRT Total
5/1/2025	29008	4558.4	52120	3327
6/1/2025	36439	4955.6	17920	1581
7/1/2025	34835	5091.2	29662	1369
8/1/2025	38594	6075.0	34618	2013
9/1/2025	31001	5000.1	32059	2709
10/1/2025	48033	6658.1	34356	4090
11/1/2025	47133	4641.9	23032	1752
12/1/2025	33305	3766.6	9515	1105
1/1/2026	13603	2117.4	25491	822
2/1/2026	17916	2394.3	17481	675
3/1/2026	34242	3261.1	43083	743
4/1/2026	17595	3175.6	17097	1179
5/1/2026	33460	4101.5	27175	1217



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
BEB-BRT	22	24	71	9.00	3	14.00
MB-Fixed Route	23	73	75	8.00	4	13.00



# SECURITY

## Key Security Metrics – May 2026

Metric	April 2026	2026 YTD	Notes
Fare Inspections Conducted	16,619	76,739	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	1,139	2,641	Riders without a valid fare who declined to purchase
Fare Education Interactions	1,117	4,943	Riders who purchased fares after receiving education
Social Service Contacts	29	147	Individuals engaged by the Social Services Coordinator
Social Service Referrals	29	141	Referrals to partner support agencies

### High Fare Compliance

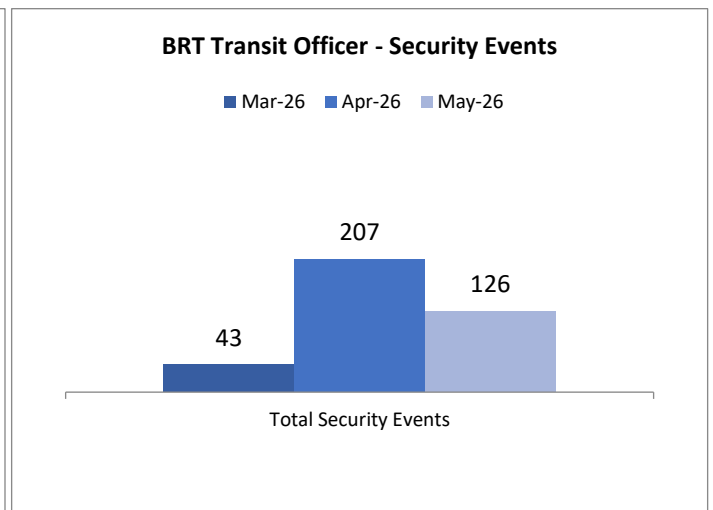
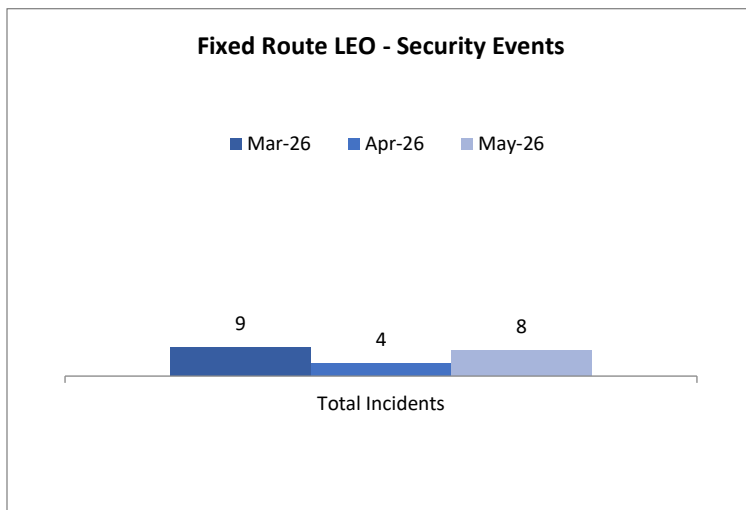
Fare compliance shows a small drop to 93.1%. Year-to-date also showed a small decrease, but remains close to 97%. As of April, the Transit Safety Officer's checks are now included in the total number of fare inspections.

### 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 decrease in BRT security reports being reported for this month. Most of this is due to the increased presence in areas where issues were noted in April. That increased presence helped lower the number of incidents in May. Starting in May, all arrests that were made at the Julian Carson Transit Center are now included in the Fixed Route LEO Security Events section.

**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	25	20	4	1	0
June					
July					
August					
September					
October					
November					
December					

March 2026 test percentages for cadets who passed on first attempt– **80.00%**

Year	1st attempt
2025	82.54%
2026	76.67%

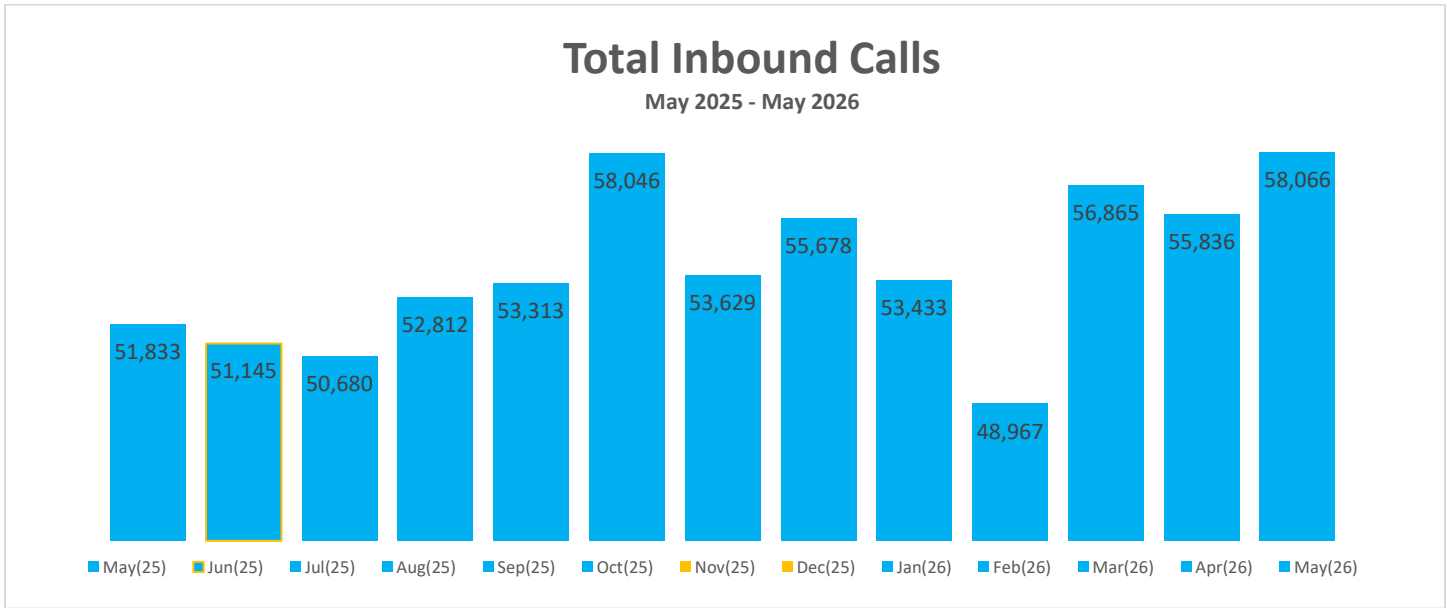
**Totals to date**

<b>First Attempt</b>	<b>Second Attempt</b>	<b>Third Attempt</b>	<b>Failed</b>
<b>765</b>	<b>168</b>	<b>35</b>	<b>20</b>

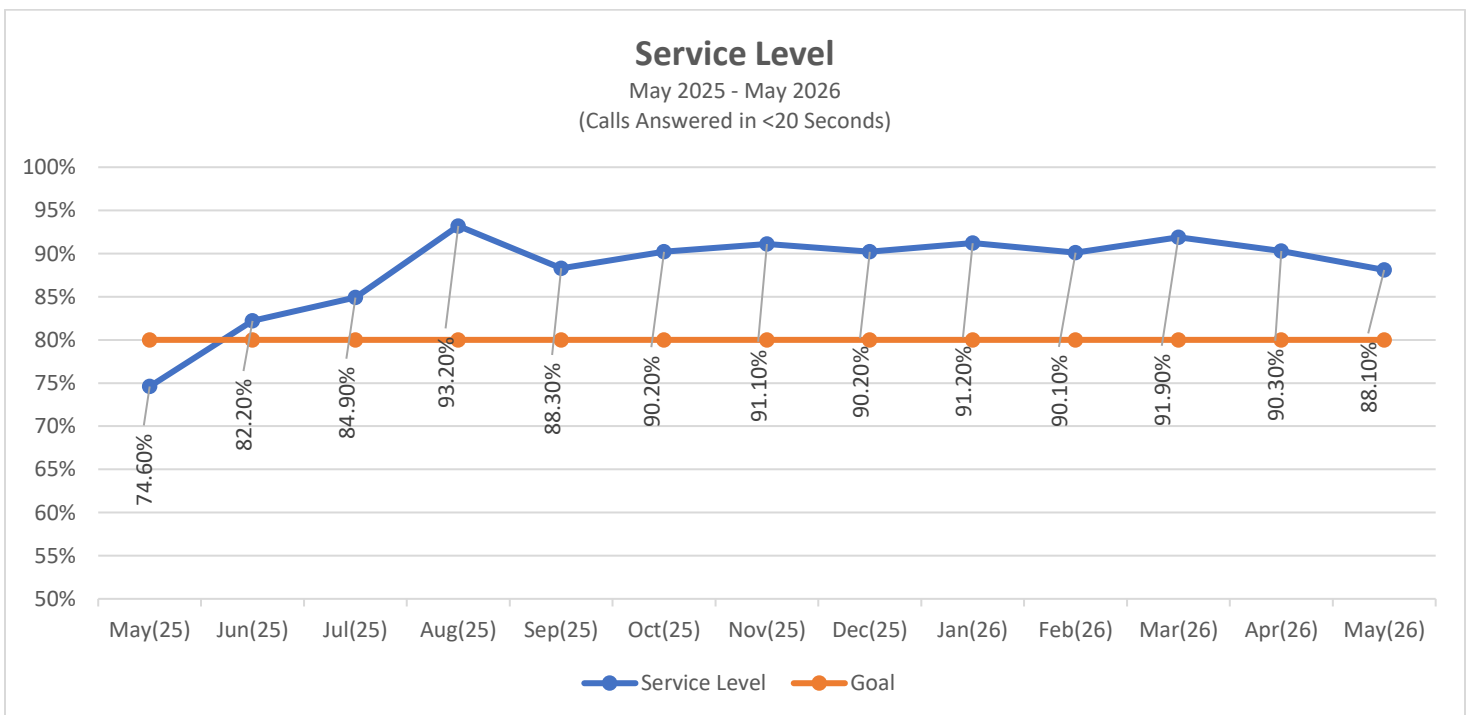
**MOBILITY SOLUTIONS  
CUSTOMER CARE**

**Customer Care – April 2026**

May call volume increased by 3.99% compared to April 2026 and by 12.03% compared to May 2025; overall trends continue to support the growing adoption of self-service options. As more riders utilize digital and self-service tools, reliance on phone support is expected to decrease over time. This shift aligns with IndyGo’s broader strategy to streamline operations, enhance the rider experience, and improve service accessibility while maintaining long-term operational efficiency.



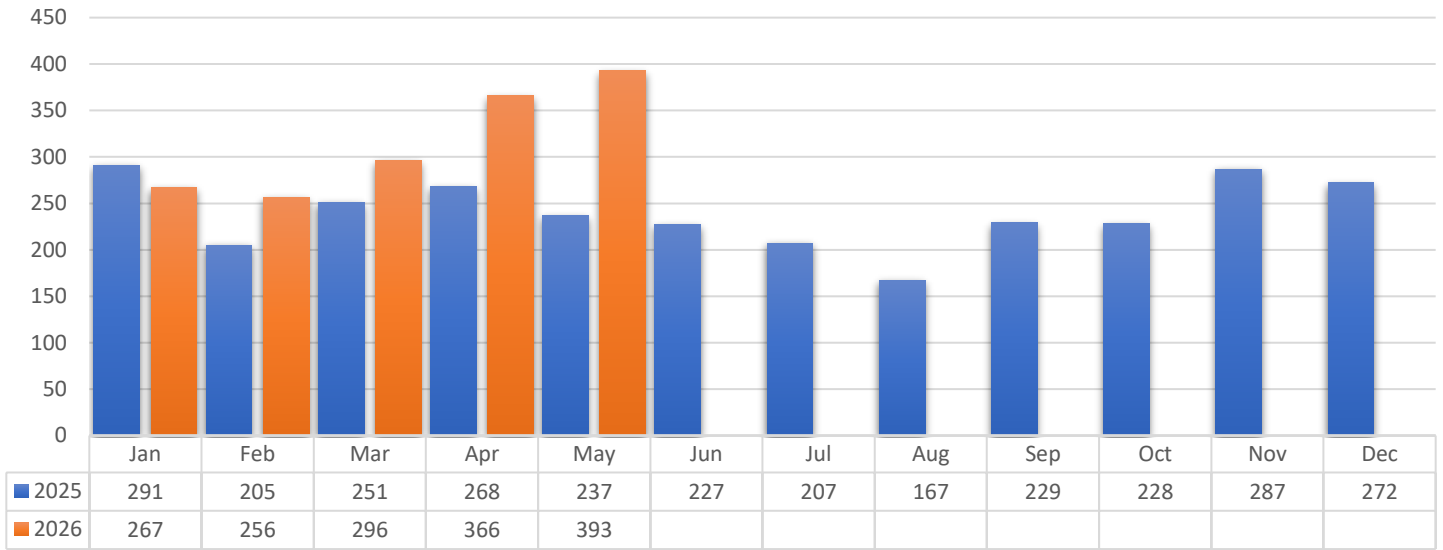
May service levels decreased to 88.10%, versus 90.30% in the prior month, representing a 2.44% decline. Care Center leadership remains committed to sustaining this level of performance through ongoing monitoring and continuous improvement efforts, ensuring consistency, operational stability, and the continued delivery of efficient, high-quality service.



In May, 393 customer comments were received across all departments, representing a 66.67% increase compared to the same period last year, and a 7.38% increase from April 2026. Feedback continues to be driven by Fixed Route services, including detours, pass-by incidents, safety concerns, schedule adherence, and operator courtesy. Mobility Solutions experienced comments related to schedule adherence and courtesy. Despite these concerns, compliments for both Fixed Route and Mobility Solutions remained steady, indicating that many customers continued to report positive experiences

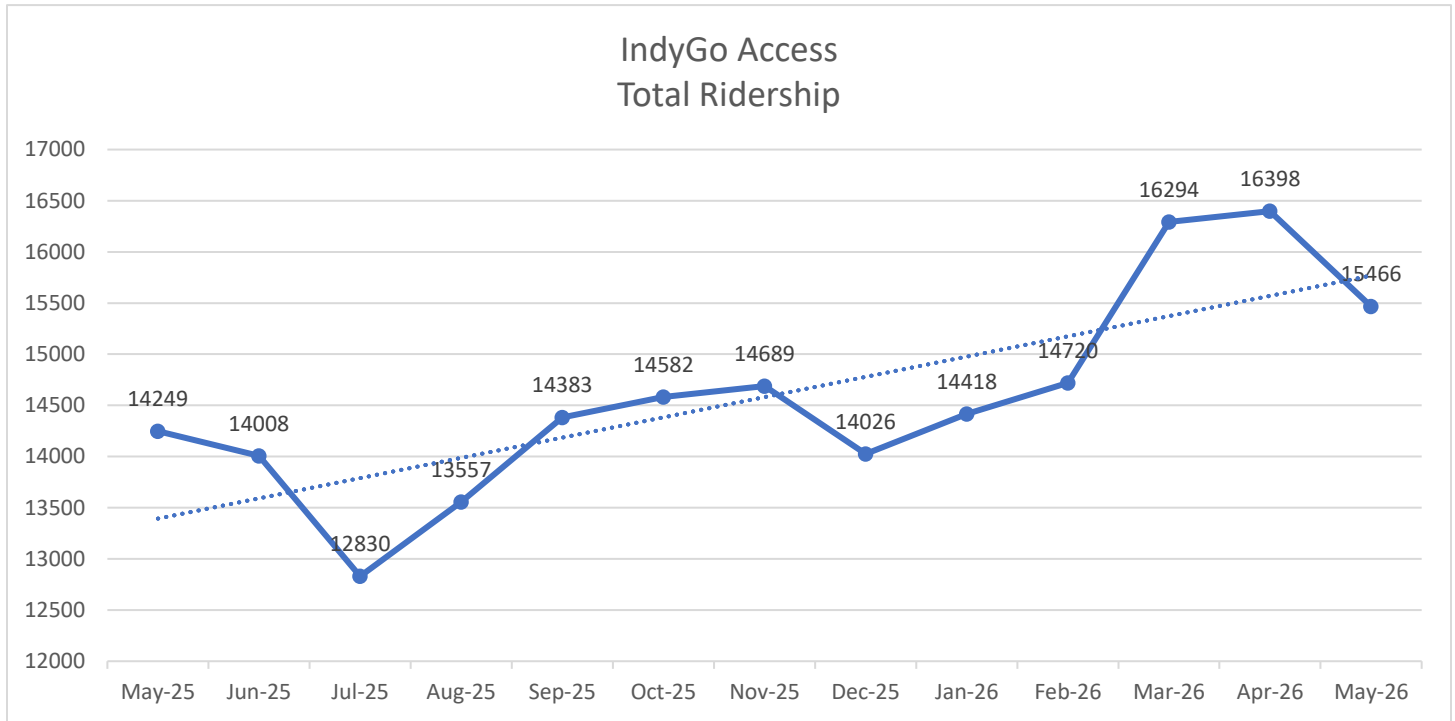
## Total Comments

(For All Departments)



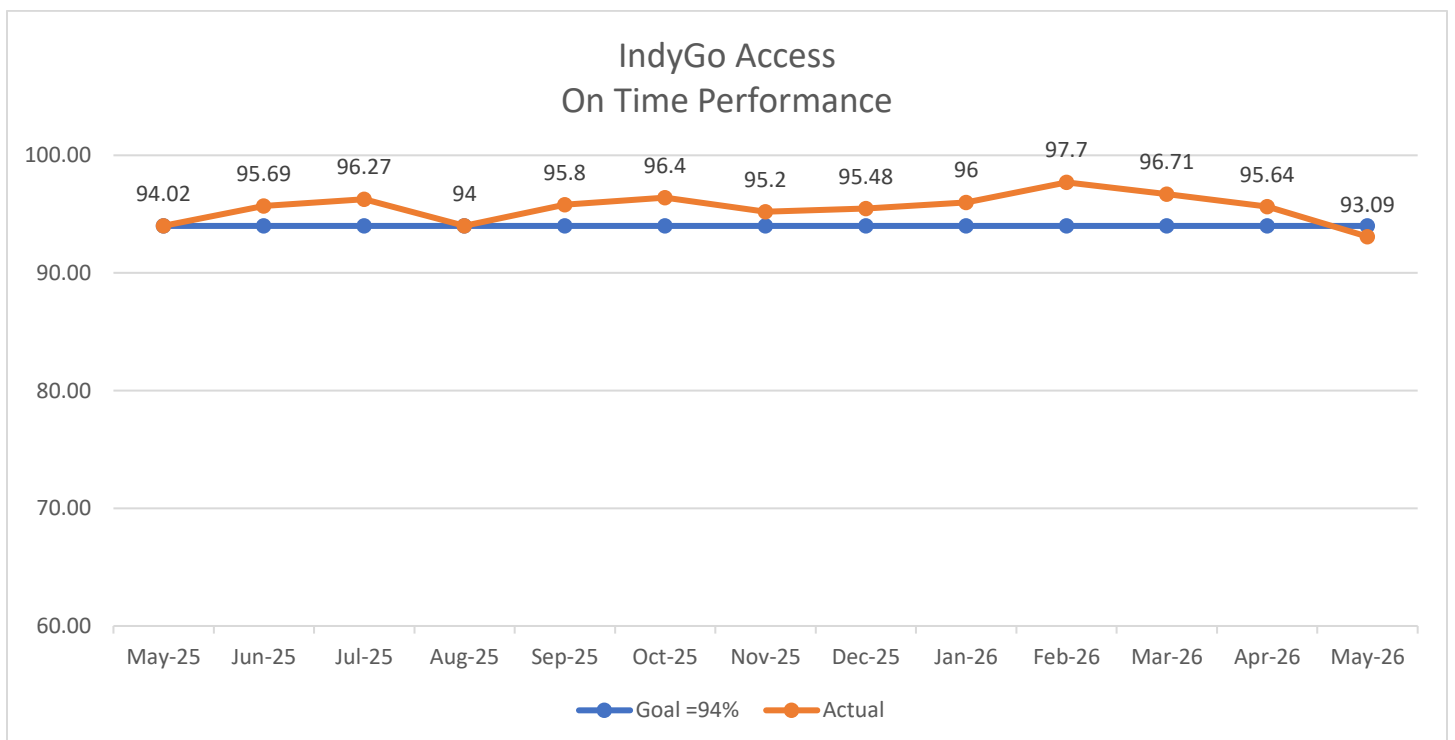
## INDYGO ACCESS RIDERSHIP

May ridership declined compared to March and April; however, the trend continues to show growth over the past 12 months.



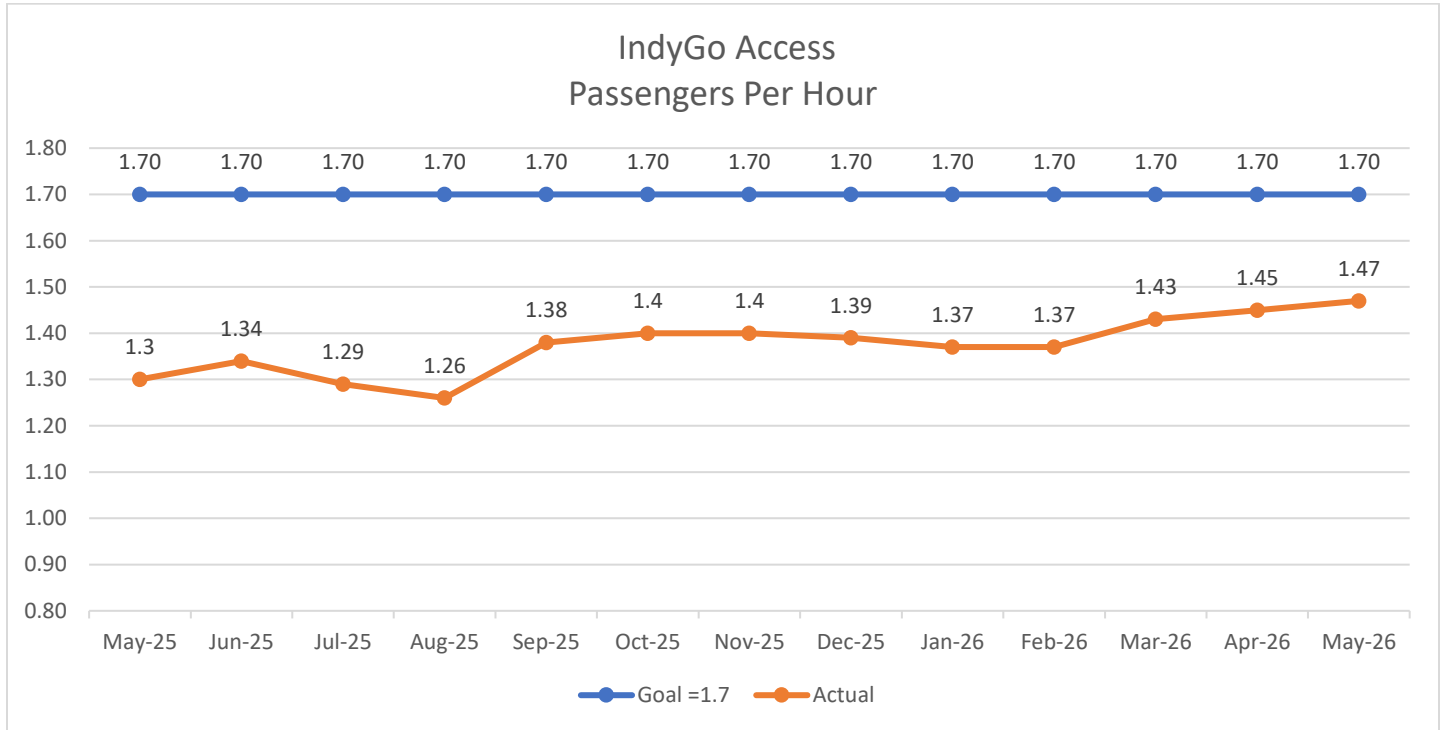
## On-time Performance

May service came in at 93 percent just below the goal of 94. Our 12 month average remains above the goal at 95.68 percent.



### Productivity/Passenger Per Hour (PPH)

PPH for May came in slightly higher than April at 1.47 however remains below the goal of 1.7.



### Drop off Appointment Time

May service came in at 95.86 percent above the goal of 95 percent.

