

Adopted September 17, 2026



*IndyGo*SM

Public Involvement Program

The Public Involvement Program is adopted by the Board of Directors as a component of the Title VI Program Update.

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Purpose and Objectives

An effective public involvement program provides for an open exchange of information and ideas between the public and transportation decision makers. The objective of IndyGo's public involvement process is to support proactive public involvement at all stages of planning and project development. IndyGo seeks public feedback on a variety of decisions, including:

- Service and Fare Changes
- Annual Operating Budget
- Title VI Related Policy Development

Each time decisions need to be made on one of these items, IndyGo will utilize its public involvement program to ensure it is meeting the following performance objectives, especially in consideration of low income and minority populations:

- Early and continuous involvement and access to the decision-making process
- Reasonable public availability of technical information
- Collaborative input on alternatives, evaluation criteria and mitigations
- Open public meetings

Responsibilities in Using and Applying This Document

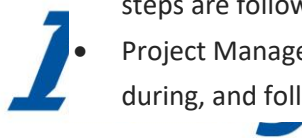
- All IndyGo staff have a responsibility to ensure the public can provide input on new projects and policies.
- Reporting on public engagement activities is under the purview of Public Affairs.
- Public Affairs will partner with Project Managers to ensure the appropriate public engagement steps are followed for a project, plan, or policy change, initiated by a Project Manager.
- Project Managers are responsible for coordinating and collaborating with Public Affairs prior to, during, and following all public engagement activities related to their projects.

Affected Public and Stakeholders

IndyGo strives to reach many audiences in its public outreach and engagement strategies. For each individual plan, project, or program that calls for public involvement, IndyGo will identify the stakeholders who are either directly or indirectly affected. Those who may be adversely affected or who may be underserved or overlooked are a particular focus in the identification of stakeholders. IndyGo's stakeholders include but are not limited to:

- IndyGo Riders
- Immigrant Populations
- Limited English Proficiency Populations
- Low-Income Populations
- Individuals with Disabilities, their caregivers, and advocates

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Public Involvement Program

- The City of Indianapolis Leadership
- Indianapolis City-County Council
- Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) Board of Directors
- Other regional and municipal transit providers including: , IUPUI Shuttle Services, Ivy Tech Shuttle Services, Access Johnson County, Central Indiana Regional Transportation Authority (CIRTA), Hamilton County Express, Hancock County Public Transit, Hendricks County Public Transportation
- Hamilton, Hancock, Hendricks and Johnson Counties
- IndyGo Access Service (IndyGo's ADA complementary paratransit service)
- Major Employers
- Major schools and school districts, including Indianapolis Public Schools and other local districts and charter schools.
- Major Colleges, Universities and Trade Schools, including Indiana University – Indianapolis, Purdue University – Indianapolis, Butler University, Marion University and the University of Indianapolis.
- Local business owners.

Engagement Techniques

To ensure all segments of the community are included in the process, IndyGo will use some or all the following techniques to engage with the public. The public outreach strategies used in any instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach. IndyGo will also ensure adherence to language access, according to the LAP and other circumstances.

Public Meetings (In Person and/or Virtual)

- Community Organizations - IndyGo will arrange to speak at Community Development Corporations, Neighborhood Associations and other community meetings (in person or virtually, depending on the format used for that meeting) that will be affected by impending plans or service changes. At each meeting, IndyGo will present information on the purpose, need, background and milestones of IndyGo services and updates being discussed, engage in dialogue about how each population is affected, and take comments on the plans.
- Public Open Houses - IndyGo may host a public open house to engage with the public on how changes to service, fares or other projects could affect them. Open houses are an informal meeting at an easily accessible, public space where information about the purpose, need, background and milestones of IndyGo services and updates being discussed are displayed for the public to view. IndyGo staff will be available to interact with the public in attendance, answer questions, and take comments on any of the plans. Comment cards will also be available for those who do not wish to speak with an IndyGo staff member. An online feedback form will also be available for the public to assess whether they attend an in-person event or not.
- Public Hearings - IndyGo hosts public hearings to present its annual budget, among other plans, as dictated by statute. In the case of a public hearing, IndyGo will give information on the purpose, need, background and milestones of IndyGo services and updates being discussed and

take verbal and written public comment at the conclusion. Public hearings are an opportunity for the public to voice opinions; no dialogue with staff or Directors will occur at a public hearing.

- Public hearing notices will be placed in several publications, including the IndyStar, the Indianapolis Recorder and La Voz to ensure equitable notification.
- Public hearings will be conducted in person, but a virtual option will be considered on a case-by-case basis, based on the level of interest in the subject, to accommodate people with mobility challenges who otherwise may not be able to easily attend a hearing in person.
- All speakers must be provided with an opportunity to sign up in advance online but can also sign up in person to speak in person on the day of the hearing starting at least 30 minutes before the hearing starts up until the hearing officially begins. For those who want to speak virtually, when a virtual option is available, they must sign up in advance to receive a Zoom link ahead of the start of the hearing to access the meeting.
- See **Appendix D** for a sample script from a public hearing that includes in person and virtual testimony. (Fare Policy Hearing, June 2025)

Social Media: X/ Facebook/Instagram

IndyGo will utilize its social media presence to engage in dialogue with the public. Information to learn more about upcoming projects and plans will be posted to IndyGo's X (formerly Twitter), Facebook and Instagram accounts. A link will be provided in each post or within the platform bio to the comment form. However, when a follower posts a comment directly to one of our platform pages, IndyGo will capture that comment and add it to the final document of public comment. along with other comments submitted to the Comment Form or with IndyGo Customer Care Center.

Surveys

IndyGo creates a variety of surveys to engage with the public and learn more about its constituents. When appropriate in the planning process, IndyGo will make a survey available to the public to gauge public opinion. Survey results are typically provided on the IndyGo website or in a Board of Directors report.

Call Center

IndyGo will utilize its Customer Care Center as a two-way engagement tool to communicate upcoming projects and plans. Care Center staff are informed of all major projects, public meetings as well as impending service or fare changes to answer any questions callers may have. If a caller would like someone from IndyGo's staff to return their call, the Call Center will log their comment and assign it to the correct department for follow-up.

Steering Committees / Advisory Groups

A separate IndyGo process may necessitate the need for a project-specific steering committee. In these cases, IndyGo staff will identify appropriate stakeholders to participate. The steering committee members serve to provide IndyGo staff with input and, at times, inform the stakeholders' constituencies of the project, plan, or process.

IndyGo Website

The IndyGo website is the main repository for publicly available information. Public hearing notices, public review periods, public forums, review draft availability, and other public information occurrences will be posted on the IndyGo website. Documents identified in the Language Access Plan (LAP) will be posted in the required languages outlined in the LAP. Comments about IndyGo can be submitted via an online comment form. IndyGo policies, procedures, and approved products can be found on the website, either on specific pages or within the IPTC Board of Directors packets.

Code of Conduct Public Policy

This Code of Conduct is intended to promote open meetings that welcome debate of issues considered by IPTC in an atmosphere of fairness, courtesy, and respect for differing points of view.

1. Public Meeting Decorum

- a. People in the audience will refrain from behavior which disrupts a public meeting of IPTC. This will include making loud noises, clapping, shouting, booing, hissing, interrupting Board members or other members of the public, or engaging in any other activity that disturbs, disrupts or impedes the orderly conduct of the meeting.
- b. People in the audience will refrain from creating, provoking or participating in any type of disturbance involving unwelcome physical contact or verbal abuse.
- c. People in the audience will silence and refrain from using mobile phones and/or pagers while the meeting is in session.

2. Addressing IPTC Representatives

- a. People wishing to address IPTC Representatives on any item other than a matter on the agenda as included in the Notice of Public Meeting may do so by submitting proposed questions or comments to the IPTC staff on a comment card. Upon review of proposed comments, the IPTC representative may, at his or her discretion, add such public comment item to the agenda.
- b. In exercising his or her discretion to permit public comment, the IPTC representative shall consider relevant factors, including, without limitation, the expected duration of the meeting; number of agenda items to be addressed; the number of speaker requests received; relevance of the proposed subject matter to the agenda; timeliness of the subject matter of the request; and whether the subject matter of the request is within IPTC authority to address.
- c. If the Board determines to permit public comment on an issue, all varying viewpoints on the same issue must be permitted to speak. Each speaker should provide his or her name at the beginning of his or her remarks for the formal record. If a speaker represents an association or group, he or she should identify the entity he or she represents.
- d. Groups of attendees are encouraged to designate a single member to speak on behalf of the group.
- e. Each speaker will be given two (2) minutes to speak on an agenda item, subject to extension at the discretion of the IPTC representative.
- f. Speakers should discuss only those topics for which they have requested to speak.
- g. Speakers' comments should be directed to the IPTC.

- h. If an individual wishes to submit written comments, he or she may submit it to an IPTC representative through comment cards at meetings, or online at IndyGo.net.
- i. Failure to comply with this Code of Conduct, use of inappropriate or abusive language toward members of IPTC or other attendees, and any conduct which will disturb, disrupt or impede the orderly conduct of IPTC meetings shall result in comments not being recorded and asked to leave the meeting.

Notification Procedures

IndyGo uses a variety of outlets to notify affected groups, including current riders of IndyGo, transit stakeholders, Marion County taxpayers with special consideration of low income and minority populations, about upcoming public meetings and transportation plans, programs and projects. The notification procedures used in any instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach.

Onboard Notifications

IndyGo will notify current riders of any public meetings or plans that may affect them with onboard bus announcements. Onboard announcements are created on a case-by-case basis to announce potential impacts on riders. They are pre-recorded and sent to Avail Customer Support at support@availtec.com, who will set it to play on buses at a set interval between stop announcements and general messages to ensure those riding the bus will hear about potential impacts on their travel. IndyGo also creates flyers in LAP languages that are distributed by Transit Ambassadors to riders while on the bus, to share upcoming public meeting dates, a link to the agency's website and the phone number to IndyGo's Customer Care Center for those seeking more information. Transit Ambassadors are additionally trained and equipped to provide more information and answer questions to support riders in understanding upcoming meetings or plans. Flyers will be translated based on the Language Access Plan.

Web Content and Monthly E-Newsletter

IndyGo will notify anyone who visits IndyGo.net, or who subscribes to IndyGo's e-newsletter, of public meetings and upcoming transportation plans, programs, and projects. Large scale projects will be given their own web page, while smaller scale projects will be presented in a web story post or e-newsletter highlighting key initiatives. Posts to social media will inform the public and link to the web story for more information.

Social Media: X / Facebook / Instagram

IndyGo will notify those who follow IndyGo on X (formerly Twitter), Facebook or Instagram of all upcoming public meetings and plans, with several posts leading up to the event.

Media

IndyGo will issue a press release and be available for an interview or share a written statement about any scheduled public hearings or proposed changes to IndyGo service. This will allow IndyGo to reach those who do not regularly interact with the agency.

- Local Media includes, but is not limited to:

- Indianapolis Associated Press (AP)
- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal
- La Voz de Indiana
- Local Network Television: WRTV, CBS4, Fox59, WTHR, WISH
- Radio One
- WFYI
- WIBC
- WTTS

Legal Notices

IndyGo will purchase advertisements in one or more of the following publications to announce public meeting dates and times in an attempt to reach as many Marion County residents as possible:

- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal
- La Voz de Indiana

Commitment to Education and Assistance for All Constituents

IndyGo is committed to engagement that will help all constituents gain an accurate and full public understanding of an identified transportation problem, any noted obstacles and potential solutions. To educate its constituents, IndyGo holds public meetings to engage with attendees and help them understand impending plans. In the event of a public meeting, IndyGo will ensure:

- Meeting dates and times are released a minimum of two weeks in advance.
- Meeting times are varied to encourage greater participation.
- Meeting locations are transit-accessible, convenient, and selected to target specific areas of our system.
- Visualization techniques are employed to more clearly show plans and/or explain policy.
- Information is available via print and electronically accessible formats on the IndyGo website.
- The public review and comment period lasts beyond the meeting to garner the most input.
- Accommodation of all reasonable requests for access to large print, Braille and other special services for non-English speakers or people with disabilities with at least three days' notice.

IndyGo is committed to providing language services to allow all residents the ability to easily utilize its services; the LAP (Language Assistance Plan) is a key tool in communicating what strategies IndyGo uses. The LAP is also a requirement of Title VI of the Civil Rights Act of 1964, which states that recipients of Federal financial assistance may not discriminate against race, color, or national origin. Additionally, Executive Order 13166, "Improving Access to Service for Person with Limited English Proficiency" requires recipients of Federal financial assistance to "examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and

without unduly burdening, the fundamental mission of the agency.” To these ends, IndyGo commits to the following to ensure people of all limited English proficiency are included throughout any public engagement process:

- Translation of Vital Documents (as defined in the LAP)
- Translation for Other Documents and on buses At Locations where Customers Interact
- Employee Training and Monitoring
- Employment of Multilingual Customer Service Staff
- Interpretation for individuals requesting service/assistance via the IndyGo Customer Care Center.

Minority and Low-Income Outreach Commitment

IndyGo is committed to ensuring that our public transportation services and planning processes are inclusive, accessible and representative of all community members, particularly those from minority and low-income populations. IndyGo will utilize the following techniques and strategies to effectively and meaningfully engage these communities throughout our public involvement efforts.

1. Community Partnerships: Build trust and collaboration with local organizations that serve minority and low-income communities.

IndyGo will establish partnerships with neighborhood associations, cultural centers, faith-based organizations and social service providers to distribute information and solicit feedback. IndyGo may also collaborate with community leaders to promote public meetings and encourage participation from underrepresented groups.

2. Targeted Communication: Ensure that all outreach materials are accessible and relevant to minority and low-income populations.

IndyGo will translate key documents, surveys and meeting notices into multiple languages, as required by the LAP, focusing on Spanish and other widely spoken languages within the community. Messages will also be tailored to reflect the interests and needs of minority and low-income communities.

3. Accessible Public Meetings: Make public meetings and events convenient and welcoming for minority and low-income residents.

For projects, policies or programs that are expected to impact minority or low-income communities, IndyGo will schedule meetings at accessible locations such as community centers, churches, libraries, and public housing complexes that are centrally located within minority and low-income neighborhoods and easily accessible by bus. Flexible meeting times will be offered, including evenings, to accommodate a wide range of schedules.

4. Ongoing Outreach and Communication: Maintain consistent and transparent communication with minority and low-income communities throughout the planning and implementation process.

IndyGo will provide regular updates via newsletters, email blasts and social media posts to keep the community informed of progress, upcoming meetings and opportunities for continued involvement. In special circumstances, IndyGo may also utilize door-to-door outreach in areas with high concentrations

of minority and low-income residents to personally invite people to participate in meetings or surveys, or ensure they are aware of upcoming service changes, route adjustments, etc.

5. Accessibility for People with Disabilities: Ensure that all public outreach methods and meetings are accessible to individuals with disabilities.

IndyGo will accommodate all reasonable requests for access to information such as American Sign Language (ASL) interpreters, large print documents and Braille materials at public meetings and agency events. All meeting locations will comply with ADA standards and will be physically accessible to individuals with mobility impairments. There may also be virtual participation options for individuals who have difficulty attending in person due to mobility issues or other reasons.

Consideration of Public Input

IndyGo takes public comments and suggestions earnestly and may reevaluate plans if there is a large public consensus against proposals. When plans are updated, IndyGo will notify the public of the changes through the same avenues that were used for the original broadcast.

Once the comment period is closed, IndyGo may publish a summary of all public engagement efforts and public comments. The summary will be available in IndyGo's board packet for the month it was submitted to the IndyGo Board of Directors for approval. Board packets are available on IndyGo.net for the public to download after each meeting date. Board packets can also be obtained by calling the IndyGo Customer Care Center at 317.635.3344 or by submitting a comment online at IndyGo.net.

Evaluation of Public Involvement

IndyGo will debrief internally after each public outreach and engagement campaign to identify what strategies did or did not work well. The evaluation will allow IndyGo to adjust its next public involvement plan to better suit the needs of the community and IndyGo passengers. To help with our program evaluation, IndyGo will use some or all these measurable performance objectives as they specifically related to the proposed project, plan or activity:

- Website traffic
- Number of e-newsletters distributed and opened
- Social Media reach
- Media coverage
- Number of contacts made with community organizations, specifically in low income and minority neighborhoods
- Number of comments received by IndyGo Customer Service Call Center
- Number of participants who attended public open houses, public hearings or community meetings
- Percentage of public open house or public hearing attendees who heard about meetings from each outreach effort
- Number of survey responses received
- Number of riders engaged at the Julia M. Carson Transit Center (CTC) or on buses

The evaluation process will require IndyGo staff to track the effectiveness of public participation activities and techniques and make recommendations for adjustments.

Program of Projects

The IPTC is required to provide public notice for projects funded with Federal Transit Administration (FTA) funds. The IPTC uses the Indianapolis Metropolitan Planning Organization (IMPO) public participation process for the Indianapolis Regional Transportation Improvement Program (IRTIP) to fulfill its requirements. For more information, please visit the IMPO website.

IndyGo will review the IMPO public process annually to ensure that the required elements and required public involvement practices are followed by the IMPO.

Review and Update of PIP

IndyGo's Public Involvement Program will be reviewed in its entirety every three years (at a minimum) to ensure the core principles and best practices are up to date. If substantial updates occur, IndyGo may conduct a public process to inform the public and the Board of Directors of the change.

Legal Authority and Compliance

The IPTC Public Involvement Program was developed in accordance with applicable federal law and the following federal circulars:

- FTA C 4702.1B – Title VI Requirements and Guidelines for Federal Transit Administration Recipients
 - “The Plan shall explicitly describe the proactive strategies, procedures, and desired outcomes that underpin the recipient’s public participation activities. Efforts to involve minority and LEP populations in effective participation in the recipient’s decision-making process shall be included in the plan” (FY2024 Contractor Manual –11-9, PDF page 455)
- FTA C 4703.1 – Environmental Justice Policy Guidance for Federal Transit Administration Recipients

In accordance with 49 U.S.C. 5307 and by resolution of the IPTC Board of Directors, IndyGo relies on the public participation process of the Indianapolis Metropolitan Planning Organization (IMPO) for the Program of Projects (POP).

In establishing an overall Disadvantaged Business Enterprise goal for the corporation, IPTC provides public participation in accordance with 49 CFR Part 26.

Indiana Code Title 5, Article 14, Chapter 1.5 “Public Meetings: (Open Door Law)”. IPTC is located in the State of Indiana and therefore must follow outlined Indiana statutes.

Contact

Those seeking more information about our current public involvement opportunities, or these procedures can contact IPTC through the following methods:

Physical Address: 9503 East 33rd Street, Indianapolis, IN 46250

Phone: 317.635.3344

Website: www.indygo.net

Appendix A: Workflow to determine appropriate engagement needs

Step 1: A project, plan or policy change is identified and assigned to an IndyGo Project Manager.

Step 2: The Project Manager references the Public Involvement Plan document to understand the appropriate level and type of public engagement required for the project, plan or policy change.

Step 3: The Project Manager confers with IndyGo's Public Affairs team – beginning with the Outreach Manager – to confirm that the appropriate engagement needs and requirements have been identified for the project, plan or policy change.

Step 4: The Project Manager executes the project, plan or policy change process with regular communication and collaboration with the Public Affairs team for all engagement activities, including public meetings, public hearings, surveys, social media communications and IndyGo website communications.

Step 5: Prior to completion of the project, plan or policy change, the Project Manager and Public Affairs team will determine how public outreach efforts and feedback will be documented. Some projects may include detailed notes or verbatim comments from the public outreach, while others may include a simple summary.

Step 5: Upon completion of the project, plan or policy change, the Project Manager and Public Affairs team work to capture all relevant information and data about the engagement process for inclusion in the next update to the Public Involvement Plan document.

Appendix B: References for Minimum Notices

The following tables were created to provide clarity on the required notice for meetings or public hearings for each of the IndyGo activities. All notices for public meetings and public hearings will be posted on the IndyGo website and at the place of meeting, if in person.

- **Public Hearing / Meeting Notices for the board** – Two calendar days’ notice of meetings. Agendas posted on the IndyGo website and at the location of the meeting. *Required per Indiana state law.*
- **Public Meeting Notices** – Recommended two weeks before meeting. Not required.

Regular Committee Meetings	Meeting Frequency	Notice for Meeting	Notice for Public Hearing	Notes
Board of Directors	Monthly, unless cancelled.	Required	Required	
Service Committee	Bimonthly.	Required	Required	
Finance Committee	Quarterly or less.	Required	Required	
Governance and Audit	Quarterly or less.	Required	Required	
Mobility Advisory Committee (MAC)	This committee meets bimonthly.	Not Required	Not Required.	

Plan or Process	Public Comment Period?	Board Approval Required?	Public Hearing Required?	Notes
Annual Budget Process	None required.	Yes.	Yes.	

Plan or Process	Public Comment Period?	Board Approval Required?	Public Hearing Required?	Notes
Fare Equity Analysis	None required.	Yes.	Recommended.	Public meetings may be required, depending on the results of the FEA. Requirements based on FTA guidance.
Service Equity Analysis (Service Addition)	May be required.	Yes.	Recommended.	Per FTA requirements.
Service Equity Analysis (Service Reduction)	May be required.	Yes.	Recommended.	Per FTA requirements.
Site Equity Analysis	Public meeting required.	No.	Not required.	Per FTA requirements.
Comprehensive Operational Analysis - New or Update	None required.	Yes.	Recommended.	When a COA is updated, if the change does not meet the minimum major service change definition, an SEA should still be performed. *A summary of public comments may be provided to the Board of Directors.*

Plan or Process	Public Comment Period?	Board Approval Required?	Public Hearing Required?	Notes
Public Involvement Plan	Recommended.	No.	No public hearing required.	Per FTA requirements.
Title VI Program Update	None required.	Yes.	Not required.	Must include the Amenity Analysis. Per FTA requirements.
Title VI Policy Update	None required.	Yes.	Recommended.	Per FTA requirements.
Service Standard Update	None required.	Not required, but recommended.	Not required.	Per FTA requirements.
Other Plans and Activities	As determined by the project team and Public Affairs.			

Appendix C: Language Access Strategies

The Language Access Plan (LAP) can be found in IndyGo's Title VI Program Update, most recently updated in 2023. The following Language Access Strategies are part of the Plan and referenced here from the 2023 Title VI Program Update.

LANGUAGE ASSISTANCE STRATEGIES

Based on the Four Factor analysis above, the most predominant language spoken by LEP persons is Spanish. Because of this, IndyGo focuses much of its language assistance on Spanish-speaking customers. Language assistance for other languages is typically provided on an as-needed basis.

IndyGo employs a variety of strategies to provide language assistance to LEP persons:

1. Translation of Vital Documents

IndyGo will continue translating its identified vital documents into Spanish and providing those documents on the website and available on request. IndyGo requests a ten-day notice for requests for written translation services for any IndyGo document, not just the vital documents identified below.

IndyGo's vital documents are identified as the following:

- Title VI Public Notice
- Title VI / ADA Complaint Form
- Access (ADA Paratransit) Application
- Eligibility Determinations for Access ^[1]
- Fixed Route Rider's Guide
- IndyGo Access Rider's Guide
- Route Maps
- Notice of Public Meetings with Public Comments Requested
- Employment Applications (including IndyGo Access)

IndyGo provides a Spanish translation of its website, including a translation of the online comment form. This is in addition to several other language translations provided through our ADA access widget installed on our website. IndyGo service and schedule information is available on Google Transit, which supports the translation of information into many non-English languages. Additionally, IndyGo also provides instructions in Spanish on how to use Google Transit.

2. Translation for Other Documents and On Transit Property

All other documents can be made available within ten business days of request: ^[2]

- Braille information and bus route cards for the visually impaired.
- Interpreters for public meetings, including American Sign Language, and non-English speakers.
- Audio transcribing.
- Travel training (for groups of 15 or more).

Before project-specific public meetings and hearings, IndyGo posts advertisements in both English and Spanish to encourage LEP participation. Advertisements are also placed in a local Spanish-language publication, La Voz de Indiana.

Special on-board audio and print announcements are utilized to alert customers of upcoming service changes, important safety messages and opportunities for public input. Announcements are encouraged to be recorded in both English and Spanish.

3. Employee Training and Monitoring

According to LEP guidance provided by the USDOT, “Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly training.”

For IndyGo employees who are likely to encounter LEP persons during their work, education about IndyGo’s LEP policies are included as part of their new employee orientation. All employees are made aware of the LAP document and their responsibilities to ensure that the requirements set forth in this plan are met. Employees are also encouraged to review the FTA PowerPoint presentation titled, “Providing Language Access to Persons with Limited English Proficiency and Low Literacy.” Additional LEP training is given to employees on a case-by-case basis based on employee, supervisor, and customer feedback.

IndyGo will seek to establish monitoring and improve staff interactions with LEP persons to identify potential areas of need for language assistance.

4. Employment of Multilingual Customer Service Staff

IndyGo outsourced employment of Customer Care Center to a vendor. The vendor has access to the Language Line.

^[1] As needed based on the potential client’s preferred language.

^[2] Per our Fixed Route Rider’s Guide (Updated August 2019).

Appendix D: Sample Script for Public Hearings

Board Vice Chair: *"We will now begin the hearing and that means registration to speak in person and online is now closed.*

We will begin with those who are here in person and then move to those who have registered to speak virtually. Here are the ground rules for in-person speakers:

- *When your name is called, please come up to the microphone. Before you begin your remarks, you will be asked to state your name, city, state and zip code.*
- *Two speakers will be called at a time to ensure we can keep the hearing moving efficiently. The second speaker can remain seated but should be prepared to walk to the microphone as soon as the speaker before them completes their remarks.*
- *You will be given a maximum of two minutes to provide comments. We kindly ask that you keep your remarks focused on the proposed fare policy.*
- *This is a listening session only. Questions will not be answered. If you have questions about the fare proposal, we ask that you attend a public meeting, where you can share your questions and get answers directly from IndyGo leadership, who staff these meetings. We've already held seven meetings and have six more scheduled over the next few weeks. To learn more, please visit IndyGo-dot-net.*
- *This completes the ground rules for our in-person speakers.*
- *We will now begin by calling our first speakers. Again, once we've called all those speaking in person, we'll transition to those registered to speak virtually.*
- *I will now turn it over to our Chief Public Affairs Officer, who will call up our speakers."*

*******Chief Public Affairs Officer goes through the in-person speakers. Asks each speaker to state their name, city, state and zip code where they reside*******

Board Vice Chair: *"This completes our list of in-person speakers. We will now shift gears to those who registered to speak virtually. We also have a few ground rules for this group:*

- *When your name is called, you will see a message on your screen that says, "The host would like you to speak," along with two buttons that say, "Unmute," or "Stay muted." Please select, "Unmute."*
- *Next, we will promote you to a panelist, so you can turn on your camera. You will see a message on your screen that says, "The host would like to promote you to be a panelist."*
- *Select the button that says, "Join as a panelist." Once complete, you will be expected to turn on your camera before speaking. When you have completed your remarks, we will change your*

status back to attendee and your camera and microphone will be turned off.

- *Again, you will be given a maximum of two minutes to provide comments. We kindly ask that you keep your remarks focused on the proposed fare policy.*
- *Before you begin your remarks, you will be asked to state your name, city, state and zip code.*
- *This is a listening session only. Questions will not be answered. If you have questions about the fare proposal, we ask that you attend a public meeting, where you can share your questions and get answers directly from IndyGo leadership, who staff these meetings. You can find more information about those meetings on IndyGo.net.*

Chief Public Affairs Officer, you can begin calling our virtual speakers.”

*Chief Public Affairs Officer goes through the virtual speakers. Asks each speaker to state their name, city, state and zip code where they reside. *

Board Vice Chair: *[FOLLOWING ALL PUBLIC COMMENTS]: “Thank you for your comments. The public hearing has come to an end. We will now take a brief recess to reset for the rest of our monthly Board meeting. Those who were here in person and online to speak for the hearing are free to leave at this time. If you wish to stay for the remainder of the Board meeting, you are welcome to do so. We’ll begin again in 10 minutes.”*