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Board Report
October 15, 2026

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS AGENDA
Thursday, October 15, 2026, 4:00 PM

1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
2. **Awards and Commendations** (Presenter – Jennifer Pyrz)
3. **Committee Reports** (Presenters – Rick Wilson, Adairius Gardner)
    1. Finance Committee Report – Rick Wilson
    2. 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 September 17, 2026
    2. A-2: Consideration and approval of 2025 Annual Financial External Audit Report (Presenter – Brian Atkinson)
    3. A-3: Consideration and approval of IndyGo Foundation Articles of Incorporation updates (Presenter – Emily Meaux)
    4. A-4: Consideration and approval of a task order for Kimley-Horn for additional design services on the 2027 BRT Pavement Maintenance project (Presenter – Christian Cambron)
    5. A-5: Consideration and approval to delegate authority to award the diesel contract (Presenter – Devon Smith)
    6. A-6: Introduction of Ordinance No. 2026-01 authorizing the acquisition of real property interests for the Blue Line Bus Rapid Transit (BRT) project (Presenter – Robert Frye)
    7. A-7: Consideration and approval of Board of Directors meeting dates for 2027 (Presenter – Jennifer Pyrz)
    8. A-8: Consideration and approval of SmallPC Computers for Blue Line passenger information displays (Presenter – Rachel Wilson)
5. **Information Items** (Presenter – Greg Hahn)
    1. I-1: Finance Report (Presenter – Justin Burcope)
    2. I-2: Department Reports
6. **Adjourn** (Presenter – Greg Hahn)

BOARD MEMBER'S NAME	APPOINTMENT	TERM
Gregory Hahn	COUNCIL	12/2/2024-8/5/2028
Mary Ann Fagan	MAYOR	9/22/2026-8/4/2030
Adairius Gardner	MAYOR	1/1/2025-12/31/2028
Stephanie Quick	COUNCIL	9/9/2024-8/5/2028
Adrianne Slash	COUNCIL	4/7/2025-3/3/2029
Stan Smith	MAYOR	9/1/2025-12/31/2028
Richard Wilson	COUNCIL	9/22/2025-9/22/2029

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October Board Meeting
Awards and Commendations



IndyGo September 2026 Safe Drivers

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

Operator	Years of Safe Driving	Years of Service
Cameron Irwin	24	29
Kirk Thompson	23	30
Donald Ellison	22	28
Bevelyn Anderson	15	17
Nicole Byrd	10	23
Gregory Scott	9	12
Onee Freeman	7	8
Robert Kenneth	5	9

24 Years of Safe Driving



Cameron Irwin
Coach Operator, Fixed Route
29 years of service to IndyGo

September Operations Employee of the Month

Kevin Mallory
Coach Operator, Fixed Route
Transportation





Congratulations on achieving an extraordinary milestone: 40 years of exceptional service. Wishing you joy, relaxation, and all the wonderful things ahead. You will be greatly missed!

Michael Flowers
Coach Operator, Fixed Route
Transportation

Happy Retirement!!

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SEPTEMBER 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 September. 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
Cameron Irwin	2877	24	29
Kirk Thompson	6014	23	30
Donald Ellison	1739	22	28
Bevelyn Anderson	8194	15	17
Nicole Byrd	803	10	23
Gregory Scott	8719	9	12
Onee Freeman	9165	7	8
Robert Kenneth	8977	5	9
Floyd Houston	9417	4	7
Darnell Roberts	9314	4	7
Lavada Spaulding	10488	4	3
Larry Ford	9748	3	6
Latoya McGill	9931	3	5
Robert Andrews	11399	2	2
Kenneth McConnell	10891	2	3
Jalen Tinnin	11244	2	2
Gerald Glover	11508	1	2

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Justin Joiner	11791	1	1
Bennie Longworth	11853	1	1
Anton Mays	11360	1	2
Valerie Osborne-Wilson	10673	1	3
Darran Owens	11901	1	1
Reginald Ricks	11914	1	1
Cynthia Short	11787	1	1

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

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Finance Committee Chairperson Report – July 2026

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Finance Committee Chairperson Richard Wilson, Jr.
Date: October 15, 2026

ACTION:
A report of the meeting of the Finance Committee held on July 16, 2026, presented at the Board of Directors meeting on October 15, 2026.

RECOMMENDATION:
Receive the report.

Richard Wilson, Jr.
Finance Committee Chairperson's Report
July 16, 2026

The Finance Committee met on July 16, at 3:00 PM. In attendance were Committee Chair Richard Wilson, Jr., and Member Mary Ann Fagan, establishing a quorum.

The Committee heard and accepted the following items:

1. I-1: 2027 Budget Preview (Presenter – Justin Burcope)

Mr. Chair, that concludes the report.

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Service Committee Chairperson Report – October 2026

To: Board of Directors
Through: President and Chief Executive Officer Jennifer Pyrz
From: Service Committee Chair Adairius Gardner
Date: October 15, 2026

ACTION:
A report of the meeting of the Service Committee held on October 8, 2026, presented at the Board of Directors meeting on October 15, 2026.

RECOMMENDATION:
Receive the report.

Adairius Gardner
Service Committee Chair's Report
October 8, 2026

The Service Committee met on October 8, 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-2: Blue Line Construction Update (Presenter – Michael Schneider)
2. I-3: Driver Barrier Update (Presenter – Devon Smith)
3. I-4: TOPR Update (Presenter – Annette Darrow)

Item I:1 on the meeting agenda, Mobility Advisory Committee update, was not presented due to the lack of a presenter. Mr. Chair, that concludes the report.

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September 2026 Board of Directors Meeting Minutes

IndyGo
9/17/2026 4:00 PM EDT
@ 9503 E 33rd St- IndyGo HQ

Attendance

Present:
Members: Gregory Hahn, Adairius Gardner, Richard Wilson, Jr., Mary Ann Fagan, Stephanie Quick, and Adrianne Slash
Staff: Jennifer Pyrz, Robert Frye, Justin Burcope, Andrea Hermer, Kevin McNally, Brian Atkinson, and Gerald Glover

Absent:
Members: Stan Smith

Guests: NONE

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

   Chairperson Hahn called the meeting to order at 4:05 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
   August 2026 Safe Drivers Recognition

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

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

   1. **A-1: Consideration and approval of minutes from the Board of Directors meetings held on August 20, 2026** (Presenter – Gregory Hahn)
      A-1 August 2026 Board of Directors Meeting Minutes

      Motion: Approval of Minutes from the Board of Directors held on August 20, 2026. Motion made by Director Gardner and seconded by Director Wilson. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan-AYE, Stephanie Quick-AYE, Adrianne Slash-AYE. Motion carried 6-0.

   2. **A-2: Consideration and approval of A&E Contract for CTC Interior Renovations** (Presenter – Andrea Hermer)
      A-2 CTC Interior Renovations

      It was recommended that the Board of Directors authorize the President & CEO to enter into a contract with Richard L. Bowen + Associates in an amount not to exceed $279,520.40 for architectural and engineering services for interior renovations at the Julia M. Carson Transit Center.

      Motion: Approval of A&E Contract for CTC Interior Renovations. Motion made by Director Fagan and seconded by Director Wilson. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrianne Slash-AYE. Motion carried 6-0.

   3. **A-3: Consideration and adoption of Resolution 2026-07 for the Title VI Program update** (Presenter – Kevin McNally)

A-3 2026 Title VI Program update
Title VI Program Update Resolution 2026-07

It was recommended that the Board of Directors adopt Resolution Number 2026-07 approving the updated Title VI Program.

Motion: Approval and adoption of Resolution 2026-07 re Title VI Program update. Motion made by Director Fagan and seconded by Director Slash. Roll Call Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrianne Slash-AYE. Motion carried 6-0.

4. **A-4: Consideration and approval of approval of independent audit services** (Presenter – Brian Atkinson)
A-4 Independent Audit Services

It was recommended that the Board of Directors authorize the President & CEO to enter contract negotiations with Forvis Mazars, LLP and upon successful negotiations, enter a contract that will allow Forvis Mazars, LLP to supply independent audit service for a term of five years for an amount not to exceed $402,185.

Motion: Approval of independent audit services with Forvis Mazars, LLP. Motion made by Director Quick and seconded by Director Gardner. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrianne Slash-AYE. Motion carried 6-0.

5. **A-5: Consideration and approval of contract amendment for Ellis Mechanical and Electrical preventive maintenance services** (Presenter – Gerald Glover)
A-5 Ellis Funding

It was recommended that the Board of Directors authorize the President & CEO to execute an amendment to the existing contract with Ellis Mechanical and Electrical for additional funding in the amount of $275,000for a total contract not-to-exceed amount to $2,003,000.

Motion: Approval of contract amendment for Ellis Mechanical and Electrical preventive maintenance services. Motion made by Director Wilson and seconded by Director Quick. Voice Vote: Gregory Hahn-AYE, Adairius Gardner-AYE, Richard Wilson, Jr.–AYE, Mary Ann Fagan, Stephanie Quick-AYE, Adrianne Slash-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) 8.31.26
Misc. Breakdown – August 2026
Fare Collections 8-31-26

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

2. **I-2: Department Reports**
R-2 Planning and Capital Projects Report 2026-9
PA Board Report September 2026
Risk and Safety Board September 2026
August 2026 Operations Division 9.2026

The Board received Department Reports for review.

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

On the order of Chairperson Hahn and there being no objection, the meeting was adjourned at 4:43 p.m.

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Date of Memo: September 25, 2026
Board Meeting: October 15, 2026

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Director of Governance and Audit Brian Atkinson

SUBJECT: Consideration and approval of 2025 Annual Financial External Audit Report

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ACTION ITEM A – 2

RECOMMENDATION:

It is recommended that the Indianapolis Public Transportation Corporation Board of Directors receive the 2025 Annual Financial External Audit Report.

BACKGROUND:

On June 29, 2026, Forvis Mazars LLP, Certified Public Accountants, issued the 2025 audit of the financial statements and compliance of the Indianapolis Public Transportation Corporation as of and for the year ending December 31, 2025.

DISCUSSION:

The 2025 audit report of IPTC's financial statements and compliance was prepared and presented by Forvis Mazars LLP, Certified Public Accountants. Representing Forvis Mazars LLP is Director of Nonprofit, Education and Public Sector Emily Balbach.

The complete 2025 Annual Comprehensive Financial Report can be found at https://www.indygo.net/wp-content/uploads/2026/07/IndyGo-ACFR-Final-2025.pdf

FISCAL IMPACT:

There is no fiscal impact associated with this action.

DBE/XBE DECLARATION:

Not applicable.

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IPTC (dba) IndyGo
2025 Audit Results

Emily Balbach, CPA

forvis mazars

Agenda

1. Responsibility for the audit
2. Scope of the audit
3. Audit results
4. Required auditor communications
5. Internal control matters
6. Other communications
7. Financial highlights
8. Single audit results



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2025 Audit Results
Responsibility for the audit

- Management's responsibility
  - Preparation & fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States
  - Design, implementation, & maintenance of adequate internal controls
- Forvis Mazars' responsibility
  - Express opinions on the fairness of the financial statements, i.e. provide reasonable assurance they are free of material misstatement
  - Conduct our audit in accordance with:
    - Auditing standards generally accepted in the United States
    - *Government Auditing Standards*
    - *Title 2 U.S. Code of Federal Regulations* (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, & Audit Requirements for Federal Awards* (Uniform Guidance)
    - *Uniform Compliance Guidelines for Audit of State & Local Governments by Authorized Independent Public Accountants* (per Indiana State Board of Accounts)

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2025 Audit Results
Responsibility for the audit

- Forvis Mazars' responsibility
  - Perform relevant procedures to obtain audit evidence about the amounts & disclosures in the financial statements
  - Assess the risk of material misstatement due to error or fraud
    - Consider internal control relevant to the preparation & fair presentation of the financial statements
    - Design appropriate procedures to address identified risks
      - Procedures are not designed to express an opinion on the operating effectiveness of internal controls
    - Evaluate the appropriateness of accounting policies used & reasonableness of significant estimates, as well as overall presentation of the financial statements

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2025 Audit Results
Scope of the audit

- Forvis Mazars opines on the following:
  - Statement of net position
  - Statement of revenue, expense and changes in net position
  - Changes in cash flows
  - Notes to the financial statements
  - Schedule of federal awards in relation to the basic financial statements
- Forvis Mazars does not provide an opinion on the following:
  - Management's discussion & analysis
  - Required supplementary information (RSI)
- We do not audit the introductory or statistical sections of the Annual Comprehensive Financial Report (ACFR), but review it for reasonableness & consistency

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2025 Audit Results
Scope of the audit

- *Government Auditing Standards*
  - Consider the IPTC's internal control to determine the audit procedures appropriate for expressing our opinions on the financial statements
  - Perform tests of compliance with certain provisions of laws, regulations, contracts, & grant agreements, noncompliance with which could have a direct & material effect on the determination of financial statement amounts

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Audit results

- Opinions on the financial statements & supplementary information: ***Unmodified***
- *Government Auditing Standards Findings:*
  - Internal Controls over Financial Reporting: **None noted**
  - Compliance: **No material instances of noncompliance required to be reported**
- *Uniform Guidance Findings:*
  - Internal Controls over Federal Awards: **None noted**
  - Compliance: **No material instances of noncompliance required to be reported**

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2025 Audit Results
Required auditor communications

- Significant Accounting Policies
  - IPTC's significant accounting policies are described in Note 1 of the financial statements
  - New accounting standard adopted – GASB Statement No. 102, *Certain Risk Disclosures*
- Unusual Policies or Methods
  - No matters are reportable
- Alternative Accounting Treatments
  - No matters are reportable

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2025 Audit Results
Required auditor communications

- Management Judgments & Accounting Estimates
  - Estimated useful lives of capital assets
  - Risk management unpaid claims liability
  - Actuarially determined net pension liability, and associated deferred outflows and inflows of resources as of year-end
  - Actuarially determined other postemployment benefit obligations (OPEB)
- Financial Statement Disclosures
  - Note 6 – Long-term obligations
  - Note 8 – Deferred-benefit pension plan
  - Note 9 – Other postemployment benefit plan
- Our Judgement About the Quality of the Entity's Accounting Principles
  - No matters are reportable

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2025 Audit Results
Required auditor communications

- Audit Adjustments
  - Proposed audit adjustments recorded
    - No matters to report
  - Proposed audit adjustments not recorded
    - Investment income accrual
- Other Material Communications
  - Management representation letter

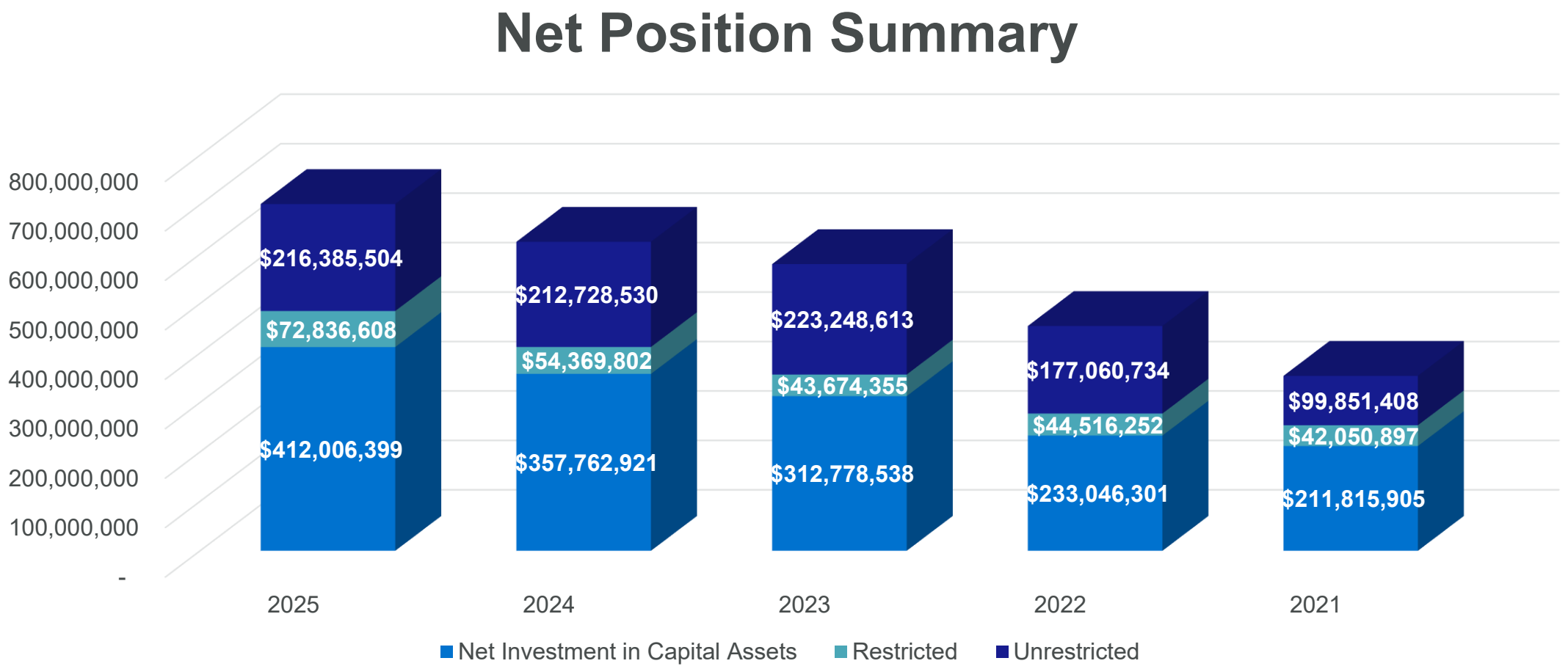
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2025 Audit Results
Internal Control Matters and Other Matters

- Internal Control Findings
  - Verbally communicated passed adjustment
- Other Matters
  - Use of Advanced AI Solutions
  - Future accounting considerations
    - GASB Statement No. 103, *Financial Reporting Model Improvements* (2026 Effective Date)
    - GASB Statement No. 104, *Disclosure of Certain Capital Assets* (2026 Effective Date)
    - GASB Statement No. 105, *Subsequent Events* (2027 Effective Date)

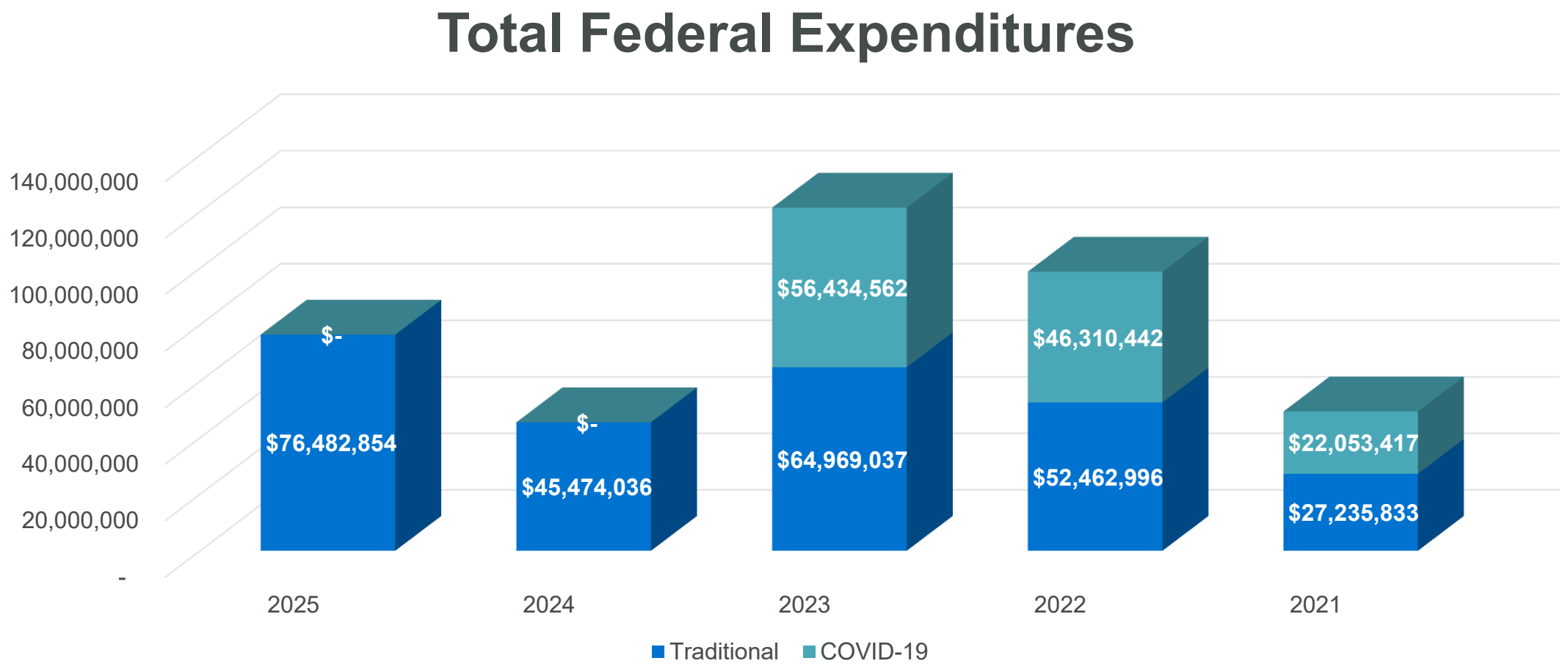
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2025 Audit Results
Financial Highlights



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2025 Audit Results
Financial Highlights



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2025 Audit Results
Single Audit

- IPTC was a low-risk auditee
- One major program was tested
  - Federal Transit Cluster
  - Expenditures Tested - $72,199,129 (94% of total federal expenditures)
- No compliance findings
- No material weaknesses or significant deficiencies over compliance

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Memo Date: October 1, 2026
Board Meeting: October 15, 2026

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: IndyGo Foundation Executive Director Emily Meaux

SUBJECT: Consideration and approval of updates to the IndyGo Foundation's Articles of Incorporation

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ACTION ITEM A – 3

RECOMMENDATION:

It is recommended that the IPTC Board of Directors approve updates to the Articles of Incorporation of the Indianapolis Public Transportation Foundation, Inc. (aka IndyGo Foundation).

BACKGROUND:

The Foundation was incorporated as an Indiana non-profit corporation in 2018 pursuant to state statute, Indiana Code 8-25-7. The provisions of the Articles of Incorporation creating the Foundation's board of directors are inconsistent with the statute in terms of the number and terms of members, and updates to the Foundation's Bylaws made in 2023 resulted in inconsistencies among the statute, the Articles, and the Bylaws.

DISCUSSION:

To resolve these inconsistences, the following revisions to Article VIII, Section 1 of the Foundation's Articles of Incorporation are recommended:

> Current Language:
>
> **Section 1. Number of Directors.** The Board of Directors of the Corporation shall be composed of not less than seven (7), nor more than thirteen (13) members; provided, however, that the exact number of directors and the manner of appointment shall be as specified in the By-Laws of the Corporation. Directors shall be appointed by the Board of Directors of the Indianapolis Public Transportation Corporation.
>
> Proposed Language:
>
> **Section 1. Number of Directors.** The number of directors shall be as specified in or fixed in accordance with the Bylaws of the Corporation; provided, however, that the minimum number of directors shall be seven (7). The term of office of a director shall be three (3) years as set forth in IC 8-25-7-6. Directors may be elected for successive terms. Directors shall be appointed by the Board of Directors of the Indianapolis Public Transportation Corporation at the start of each new term.

These proposed revisions were reviewed by the Foundation's legal counsel and approved by the Foundation's board.

FISCAL IMPACT:

There is fiscal impact on IPTC.

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ARTICLES OF INCORPORATION
OF
INDIANAPOLIS PUBLIC TRANSPORTATION FOUNDATION, INC.

The undersigned hereby incorporates a nonprofit corporation ("Corporation") pursuant to the provisions of the Indiana Nonprofit Corporation Act of 1991, as amended ("Act"), and for that purpose adopts the following Articles of Incorporation.

ARTICLE I
Name and Principal Office

The name of the Corporation is the Indianapolis Public Transportation Foundation, Inc. The principal office of the Corporation shall be located at 1501 West Washington Street, Indianapolis, Indiana 46222.

ARTICLE II
Registered Office and Registered Agent

The office of the registered agent shall be located at 10 West Market Street, Suite 2700, Indianapolis, IN 46204 and the name of its registered agent at such address shall be 2700 Market, LLC. The email address for notice service of process is 2700market@bgdlegal.com.

The Signator represents that the Registered Agent named in the application has consented to the appointment of Registered Agent.

ARTICLE III
Name and Address of Incorporator

The name and address of the incorporator of the Corporation is Greg J. Duncan, 10 West Market Street, Suite 2700, Indianapolis, IN 46204.

ARTICLE IV
Purposes

Section 1. Type of Corporation. This Corporation is a public benefit corporation, directed to be created by the Indiana legislature pursuant to Indiana Code Section 8-25-7-3.

Section 2. General Purposes. The Corporation shall operate exclusively in furtherance of educational, scientific, religious and/or charitable purposes, or for any other purpose authorized under Section 501(c)(3) of the Internal Revenue Code of 1986, as from time to time amended or superseded (hereinafter referred to as the "Code"), and no part of its net earnings shall inure to the benefit of any private individual. The current, more specific purpose of the Corporation is to promote mobility for the citizens in the Indianapolis-area community by connecting resources and investing in programs and services that enhance accessibility and quality of life.

Section 3. Collection and Disbursement of Contributions from the General Public. The Corporation shall collect contributions from the general public and non-tax public

funds, including, without limiting the generality thereof, individuals, firms, partnerships, associations and corporations in the name of the Corporation or in the name of any fund or entity heretofore and hereinafter designated by it pursuant to resolution adopted by its Board of Directors, and to disburse such funds for the purposes set forth in Section 2 of this Article.

Section 4. Ancillary Purposes. The Corporation shall do everything which is helpful, necessary, proper, advisable or convenient for the accomplishment of the purposes hereinabove set forth, and do all other things incidental thereto or connected therewith which are not forbidden by the Act, or by these Articles of Incorporation, as amended from time to time, as well as any and all things which will not impair the Corporation's status as an exempt organization under the provisions of Code Section 501(c)(3).

ARTICLE V
Powers

Section 1. Powers of the Corporation. Subject to any specific written limitations or restrictions imposed by the Act or other law, or by these Articles of Incorporation as amended from time to time or by the provisions of Section 501(c)(3) of the Internal Revenue Code as from time to time amended or superseded, and solely in furtherance of, but not in addition to, the purposes set forth in Article IV above, the Corporation shall have and exercise all the powers specified in the Act; provided, however, that such powers as hereinafter enumerated which are not in themselves in furtherance of its exempt purposes shall not be exercised by this Corporation except as an unsubstantial part of its activities:

(a) Capacity to Act. The Corporation shall have the capacity to act possessed by natural persons but shall have authority to perform only such acts as are necessary, convenient or expedient to accomplish the purposes set forth in Article IV above, and such as are not repugnant to law.

(b) Appointment of Officers and Agents. The Corporation may elect or appoint officers and agents, define their duties and fix their compensation.

(c) Acting as Agent. The Corporation may act in the capacity of agent or representative for any individual, association, corporation, trust or other legal entity, respecting any business, the purpose of which is similar to the purposes set forth in Article IV above.

(d) Solicitation of Funds. The Corporation may solicit, whether by way of outright, limited or conditional gifts or grants in trust, inter vivos, or by way of testamentary devises, bequests or grants in trust, or otherwise, funds of all kinds, including property, both real, personal and mixed, whether principal or income, tangible or intangible, present or future, vested or contingent, in order to carry on the purposes of the Corporation.

(e) Compensation Approval. The Corporation shall exercise the power to approve all arrangements in advance of paying any compensation. At that time, the Corporation will determine all reasonable compensation for officers, directors, employees, and independent contractors on an hourly basis.

(f) General Powers. The Corporation may exercise and enjoy all of the general powers not expressly enumerated herein as are set forth in the Act.

(g) Legislation. No part of the activities of the Corporation shall be devoted to influence legislation.

(h) Political Campaigns. The Corporation shall not participate in or intervene in (including the publication or distributing of statements) any political campaign on behalf of any candidate for public office.

Section 2. Limitation of Activities. To the extent that the Corporation is deemed to be a private foundation as determined under the Code, the limitations set forth in this Section shall apply:

(a) Income Distribution. The Corporation shall distribute its income for each taxable year at such time and in such manner as not to become subject to the tax on undistributed income imposed by Code Section 4942;

(b) Self-Dealing. The Corporation shall not engage in any act of self-dealing that would subject any person to the taxes imposed on acts of self-dealing as defined by Code Section 4941;

(c) Excess Business Holdings. The Corporation shall not retain any excess business holdings which would subject it to the taxes on excess business holding imposed by Code Section 4943;

(d) Investment Restriction. The Corporation shall not make any investments in such manner as to subject it to the taxes on investments that jeopardize charitable purposes imposed by Code Section 4944; and

(e) Taxable Expenditures. The Corporation shall not make any taxable expenditures which would subject it to the taxes on taxable expenditures imposed by Code Section 4945.

ARTICLE VI
Term of Existence

The period during which the Corporation shall continue is perpetual.

ARTICLE VII
No Members

The Corporation shall not have members.

ARTICLE VIII
Board of Directors

Section 1. Number of Directors. The number of directors shall be as specified in or fixed in accordance with the Bylaws of the Corporation; provided, however, that the minimum number of directors shall be seven (7). The term of office of a director shall be three (3) years as set forth in IC 8-25-7-6. Directors may be elected for successive terms. Directors shall be appointed by the Board of Directors of the Indianapolis Public Transportation Corporation at the start of each new term.

Section 2. Code of By-Laws. The power to make, alter, supplement, amend or repeal the By-Laws of the Corporation is vested in the Board of Directors; provided, however, that any amendment to the By-Laws to increase or decrease the number of Directors is effective only after obtaining the consent of the Board of Directors of the Indianapolis Public Transportation Corporation. The By-Laws may contain any provision for the regulation and management of the affairs of the Corporation not inconsistent with the Articles of

Incorporation, the Act, and the laws of the State of Indiana, including provisions respecting the calling, holding and manner of conducting annual, regular and special meetings of the Board of Directors, the qualifications, obligations and rights of other members of the Corporation, if any; the powers, duties, tenure and qualifications of directors and officers of the Corporation; and the time, place and manner of electing them; requirement for bonding officers or employees; and other by-laws relating to the regulation and management of the affairs of the Corporation.

ARTICLE IX
Statement of Property

The Corporation does not have any property, either real or personal, at the date of its incorporation.

ARTICLE X
Provisions for Regulation of Business and Conduct of Affairs of Corporation

Section 1. Meetings of Board of Directors. Meetings of the Board of Directors shall be held at such place, within or without the State of Indiana, as may be specified in the respective notices, or waivers of notice thereof; and if not so specified, then at the principal office of the Corporation.

Section 2. Amendment of Articles of Incorporation. The Corporation reserves the right, from time to time, to amend all or any part of the provisions contained in these Articles. Amendment shall be proposed by, and submitted to a vote of, the Board of Directors, and further requires the consent of the Board of Directors of the Indianapolis Public Transportation Corporation.

Section 3. Creation of Executive Committee. The Board of Directors may create an Executive Committee from among the members of its Board and its officers, and the Board may delegate to the committee such authority and responsibilities as it may decide upon from time to time by appropriate provisions in its By-Laws or by a resolution adopted by a majority vote of those present at any regular or special meeting of the directors.

Section 4. Identity of Contributors. Except as otherwise required by law, the Board of Directors may refuse to disclose information as to the identity of contributors to the Corporation if the Board of Directors believes that non-disclosure of such information is in the best interests of the Corporation.

ARTICLE XI
Dissolution

Upon dissolution of the Corporation, the Board of Directors will, after paying or making provision for the payment of all the liabilities of the Corporation, dispose of all the assets of the Corporation exclusively for the purposes of the Corporation in such a manner and to such organization or organizations that are: (1) organized at such time for purposes substantially the same those of the Corporation, and which qualify at such time as exempt organizations under Code Section 501(c)(3) as the Board of Directors of the Corporation may determine, or (2) organized and operated exclusively for charitable, educational, religious, or scientific purposes that qualify as an exempt organization or organizations under Code Section 501(c)(3), as the Board of Directors determine. To the extent allowable under the

Code, it is intended that such assets will be paid to the Indianapolis Public Transportation Corporation.

ARTICLE XII
Indemnification

Section 1. Definitions.

(a) "Director" means an individual who is or was a director of the Corporation or any subsidiary of the Corporation, or an individual who, while a director of the Corporation, is or was serving at the Corporation's request as a director, officer, partner, trustee, employee, or agent of another foreign or domestic corporation, partnership, joint venture, trust, employee benefit plan, or other enterprise, whether for profit or not. A director is considered to be serving an employee benefit plan at the Corporation's request if the director's duties to the Corporation also impose duties on, or otherwise involve services by, the director to the plan or to participants in or beneficiaries of the plan. "Director" includes, unless the context requires otherwise, the estate or personal representative of a director.

(b) "Expenses" include counsel fees.

(c) "Liability" means the obligation to pay a judgment, settlement, penalty, fine (including an excise tax assessed with respect to an employee benefit plan), and/or reasonable expenses incurred with respect to a proceeding.

(d) "Official Capacity" means:

(1) when used with respect to a director, the office of director in the Corporation or its subsidiaries, as the case may be; and

(2) when used with respect to an individual other than a director, as contemplated in Section 7 of this Article, the office in the Corporation or its subsidiaries, as the case may be, held by the officer or the employment or agency relationship undertaken by the employee or agent on behalf of the Corporation.

"Official Capacity" does not include service for any other foreign or domestic corporation, except the Corporation's subsidiaries, or any partnership, joint venture, trust, employee benefit plan, or other enterprise, whether for profit or not.

(e) "Party" includes an individual who was, is, or is threatened to be made a named defendant or respondent in a proceeding.

(f) "Proceeding" means any threatened, pending, or completed action, suit, or proceeding, whether civil, criminal, administrative, or investigative and whether formal or informal.

Section 2. Optional Indemnification. The Corporation may indemnify an individual made a party to a proceeding because the individual is or was a director against liability incurred in the proceeding if:

(a) The individual's conduct was in good faith; and

(b) The individual reasonably believed:

(1) in the case of conduct in the individual's official capacity with the Corporation or its subsidiaries, as the case may be, that the individual's conduct was in its best interests; and

(2) in all other cases, that the individual's conduct was at least not opposed to the best interests of the Corporation, as the case may be; and

(c) In the case of any criminal proceeding, the individual either:

(1) had reasonable cause to believe the individual's conduct was lawful; or

(2) had no reasonable cause to believe the individual's conduct was unlawful.

A director's conduct with respect to an employee benefit plan for a purpose the director reasonably believed to be in the interests of the participants in and beneficiaries of the plan is conduct that satisfies the requirement of subsection (b)(2) of this Section.

The termination of a proceeding by judgment, order, settlement, conviction, or upon a plea of nolo contendere or its equivalent is not, of itself, determinative that the director did not meet the standard of conduct described in this Section.

Section 3. Mandatory Indemnification. The Corporation shall indemnify a director who was wholly successful, on the merits or otherwise, in the defense of any proceeding to which the director was a party because the director is or was a director of the Corporation or of a subsidiary of the Corporation against reasonable expenses incurred by the director in connection with the proceeding.

Section 4. Expense Reimbursement. The Corporation may pay for or reimburse the reasonable expenses incurred by a director who is a party to a proceeding in advance of final disposition of the proceeding if:

(a) The director furnishes the Corporation a written affirmation of the director's good faith belief that the director has met the standard of conduct described in Section 2 of this Article;

(b) The director furnishes the Corporation a written undertaking, executed personally or on the director's behalf, to repay the advance if it is ultimately determined that the director did not meet the standard of conduct; and

(c) A determination is made that the facts then known to those making the determination would not preclude indemnification under this Article.

The undertaking required by subsection (b) of this Section must be an unlimited general obligation of the director but need not be secured and may be accepted without reference to financial ability to make repayment.

Determinations and authorizations of payments under this Section shall be made in the manner specified in Section 6 of this Article.

Section 5. Court Ordered Indemnification. A director of the Corporation who is a party to a proceeding may apply for indemnification to the court conducting the proceeding or to another court of competent jurisdiction. On receipt of an application, the court, after giving any notice the court considers necessary, may order indemnification if it determines:

(a) The director is entitled to mandatory indemnification under Section 3 of this Article, in which case the court shall also order the Corporation to pay the director's reasonable expenses incurred to obtain court ordered indemnification; or

(b) The director is fairly and reasonably entitled to indemnification in view of all the relevant circumstances, whether or not the director met the standard of conduct set forth in Section 2 of this Article.

Section 6. Procedure. The Corporation may not indemnify a director under this Article unless authorized in the specific case after a determination has been made that indemnification of the director is permissible in the circumstances because the director has met the standard of conduct set forth in Section 2 of this Article.

The determination shall be made by any one (1) of the following procedures:

(a) By the Board of Directors by majority vote of a quorum consisting of directors not at the time parties to the proceeding.

(b) If a quorum cannot be obtained under subsection (a) of this Section, by a majority vote of a committee duly designated by the Board of Directors (in which designation directors who are parties may participate), consisting solely of two (2) or more directors not at the time parties to the proceeding.

(c) By special legal counsel:

(1) selected by the Board of Directors or its committee in the manner prescribed in subsection (a) or (b) of this Section; or

(2) if a quorum of the Board of Directors cannot be obtained under subsection (a) of this Section and a committee cannot be designated under subsection (b) of this Section, selected by a majority vote of the full Board of Directors (in which selection directors who are parties may participate).

Authorization of indemnification and evaluation as to reasonableness of expenses shall be made in the same manner as the determination that indemnification is permissible, except that if the determination is made by special legal counsel, authorization of indemnification and evaluation as to reasonableness of expenses shall be made by those entitled under subsection (c) of this Section to select counsel.

Section 7. Miscellaneous Indemnification Provisions. An officer of the Corporation or of a subsidiary of the Corporation, whether or not a director, is entitled to mandatory indemnification under Section 3 of this Article and is entitled to apply for court ordered indemnification under Section 5 of this Article, in each case to the same extent as a director.

The Corporation may indemnify and advance expenses hereunder to an officer, employee, or agent of the Corporation or of a subsidiary of the Corporation, whether or not a director, to the same extent as to a director.

The Corporation may also indemnify and advance expenses to an officer, employee, or agent, whether or not a director, to the extent, consistent with public policy, that may be provided by these Articles of Incorporation, the By-Laws, general or specific action of the Board of Directors, or by contract.

The Corporation may purchase and maintain insurance on behalf of an individual who is or was a director, officer, employee, or agent of the Corporation, or of a subsidiary of the Corporation, or who, while a director, officer, employee, or agent of the Corporation, is or was serving at the request of the Corporation as a director, officer, partner, trustee,

employee, or agent of another foreign or domestic corporation, partnership, joint venture, trust, employee benefit plan, or other enterprise, against liability asserted against or incurred by the individual in that capacity or arising from the individual's status as a Director, officer, employee, or agent, whether or not the Corporation would have power to indemnify the individual against the same liability under Sections 2 or 3 of this Article; provided, however, that when and to the extent that the Corporation has purchased and maintained such insurance, it shall have no duty hereunder to indemnify any such person to the extent such liabilities are covered by insurance.

The rights of indemnification provided hereunder shall continue to exist as to a person who has ceased to be a director, officer, or employee or agent of the Corporation, or of any of its subsidiaries, and shall inure to the benefit of the heirs, executors and administrators of any such person. The indemnification provided by this Article shall be applicable to all proceedings made or commenced after the adoption hereof, arising from acts or omissions to act occurring whether before or after the adoption hereof.

The provisions of this Article do not limit the Corporation's power to pay or reimburse expenses incurred by a director, officer, employee or agent in connection with the person's appearance as a witness in a proceeding at a time when the person has not been made a named defendant or respondent to the proceeding.

The indemnification provisions herein are intended to encompass the provisions of Sections 23-17-16-1 through 23-17-16-15 of the Act, as from time to time amended, as modified by these Articles of Incorporation as permitted by Section 23-17-16-15 of the Act, as from time to time amended.

IN WITNESS WHEREOF, the undersigned incorporator executes these Articles of Incorporation and verifies that the facts contained herein are true this 21st day of August, 2018.

Greg J. Duncan, Incorporator

This instrument was prepared by Greg J. Duncan, Attorney at Law, Bingham Greenebaum Doll LLP, 10 West Market Street, 2700 Market Tower, Indianapolis, IN 46204; (317) 635-8900.

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Date of Memo: October 06, 2025
Board Meeting: October 15, 2025

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 task order for Kimley-Horn for additional design services on the 2027 BRT Pavement Maintenance project

---

ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a task order with Kimley-Horn & Associates, Inc. (Kimley-Horn) for an amount not to exceed $18,500 for design services on the 2027 BRT Pavement Maintenance project, bringing the total fee for the project to $108,000.

BACKGROUND:

Kimley-Horn's original task order for this project, dated May 4, 2026, was for a fee of $89,500. The $18,500 supplement will bring Kimley-Horn's total fee for the project to $108,000. These services are provided through Kimley-Horn's on-call contract with IPTC for street design and civil engineering services procured through RFQ 23-03-475. This is a task order-based contract with specific scopes and fees for each new task order negotiated individually. To date, there have been 12 task orders executed with fees totaling $2,149,211.59.

The 2027 BRT Pavement Maintenance project includes pavement repair and rehabilitation along the Red Line BRT and Purple Line BRT corridors from Washington Street to 62nd Street, as well as pavement marking modifications on Capitol Avenue. See locations within the attached Project Exhibit.

DISCUSSION:

This supplement pertains to Kimley-Horn's services as the Designer of Record (DOR) for the project. Under the original task order, Kimley-Horn reviewed repair locations provided by IPTC and conducted field investigations to identify additional repair areas. The scope of work also included the preparation of construction plans and details for the project limits, pavement design, and pavement markings, as well as bid-phase support services.

IPTC released a construction solicitation for the 2027 BRT Pavement Maintenance project in June 2026. No bids were received. Additional services are required to bid the project a second time and to incorporate requested design revisions from IPTC and the Indianapolis Department of Public Works (DPW).

FISCAL IMPACT:

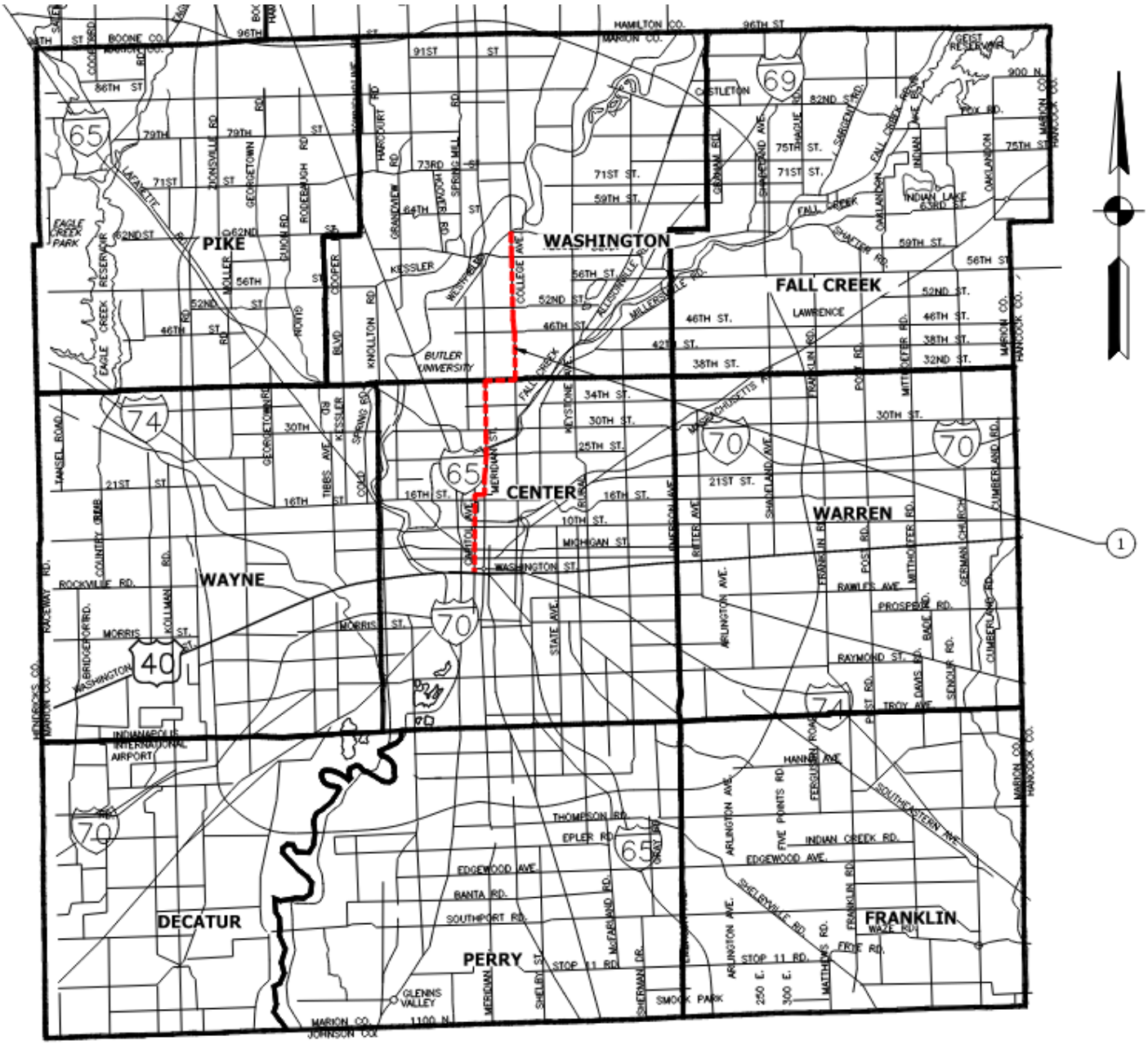
This project is locally funded in the capital budget.

DBE/XBE DECLARATION:

This supplement does not include XBE participation. While there is no overall DBE or XBE goal set for Kimley-Horn's on-call contract, overall XBE participation for the contract to date is 27.3%.

PROJECT EXHIBIT:

Pavement Repair Locations



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Date of Memo: September 30, 2026
Board Meeting: October 15, 2026

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Director of Fleet Services Devon Smith

SUBJECT: Consideration and Approval to Delegate Authority to Award the Diesel Fuel Contract

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ACTION ITEM A – 5

RECOMMENDATION:

It is recommended that the Board of Directors authorize the delegation of their authority for the award of a contract for diesel fuel to the Chief Financial Officer (CFO).

BACKGROUND:

Each year, IPTC solicits bids from qualified bidders to provide a fixed amount of diesel fuel for the upcoming calendar year. IPTC awards the contract to the bidder offering the lowest fixed cost. This year, IPTC is requesting bids to provide 1,710,000 gallons for the 2027 calendar year, the same quantity purchased in 2026. Any fuel needs in excess of that amount will be purchased at market rates from the awarded supplier. At the time of bidding last year, the market price for No. 2 Diesel was approximately $3.70 per gallon and is now around $6.30 per gallon, near record highs.

DISCUSSION:

Due to the volatility of the fuel market, suppliers base their bids on daily fuel prices, and bids are typically valid for only one hour. Delegating award authority to the CFO will allow IPTC to review bids and make a selection within this one-hour window. This approach reduces risk for fuel suppliers and lowers costs for IndyGo. A longer window for decision-making would increase our costs. To further reduce costs and increase IPTC's purchasing flexibility, fuel specifications have been adjusted for this solicitation, and vendors will be presented with the option to bid on 3-, 6-, and 12-month contract terms. The CFO and Operations Team will review the bids, determine which contract term is in the best interests of IPTC, and award the contract to the lowest responsive and responsible bidder for the selected term. The contract will be reviewed and executed by the CEO in accordance with IPTC policies and procedures and presented to the Board of Directors for ratification following execution.

FISCAL IMPACT:

The funding for this project is budgeted and will come from the operating budget.

DBE/XBE DECLARATION:

DBE and XBE goals do not apply to this action item because it is not a solicitation.

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Date of Memo: October 09, 2026
Board Meeting: October 15, 2026

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: Board Chair Greg Hahn

FROM: Chief Legal Officer Robert Frye

SUBJECT: Introduction of Ordinance 2026-01 authorizing the acquisition of real property interests for the Blue Line Bus Rapid Transit (BRT) project

---

ACTION ITEM A – 6

RECOMMENDATION:

It is recommended that the Board of Directors introduce Ordinance No. 2026-01 authorizing IPTC to acquire certain real property interests necessary for the Blue Line BRT Project.

BACKGROUND:

The Blue Line will be the third rapid transit service in the Indianapolis Metropolitan Area. It will provide BRT service along a 24-mile corridor between the Town of Cumberland, through the Indianapolis Central Business District, to the Indianapolis International Airport. The Blue Line will largely be a direct replacement of the current IPTC Route 8 when it begins operations (anticipated early 2027). The Board previously adopted Ordinance No. 2024-01 authorizing the acquisition of certain real property interests needed by IPTC to construct the project as designed. IPTC has identified some additional property interests that may be needed to complete the project.

DISCUSSION:

The Board is empowered by statute to acquire real property interests necessary or convenient for the operation of the transit system by grant, purchase, gift, lease, eminent domain, or otherwise. Ind. Code §§ 36-9-4-30 and -32. However, to acquire property through the exercise of the power of eminent domain the Board must adopt an ordinance which: (1) generally describes the property to be acquired, (2) declares that the public interest and necessity require the acquisition, and (3) declares that the acquisition is necessary for the establishment, development, extension, or improvement of the transit system. Ind. Code § 36-9-4-32. Although it would be a last resort, it is possible that IPTC may need to exercise the power of eminent domain to acquire some of the necessary property interests for the Blue Line project. Accordingly, Ordinance No. 2026-01 is being introduced at the Board's meeting on October 15, 2026, to authorize acquisition of these additional parcels. Following introduction, IPTC will publish a public notice in accordance with state statute, and the Board will hold a public hearing at its meeting scheduled for November 19, 2026, to hear any testimony or evidence for or against the proposed ordinance, after which it may take final action. Ind. Code § 36-9-4-25.

FISCAL IMPACT:

Property acquisitions and professional services associated therewith are funded through the Blue Line project budget.

DBE/XBE DECLARATION:

Not applicable.

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

ORDINANCE NO. 2026-01

Date of Introduction: October 15, 2026
Date of Public Hearing: _____
Date of Adoption: _____

An ordinance of the Indianapolis Public Transportation Corporation (IPTC) authorizing the acquisition of real property interests for the Blue Line Bus Rapid Transit Project.

WHEREAS, pursuant to Ind. Code §§ 36-9-4-30 and -32, the IPTC Board of Directors (the "Board") may acquire by grant, purchase, gift, lease, eminent domain, or otherwise, real property interests necessary or convenient for the operation of IPTC's urban mass transportation system (the "System"); and

WHEREAS, the Board may institute proceedings to acquire real property interests by eminent domain upon adoption of an ordinance as provided for in Ind. Code §§ 36-9-4-24, -25 and -32; and

WHEREAS, pursuant to Ind. Code § 8-25-4-2 and § 116-405 of the Revised Code of Indianapolis and Marion County, IPTC is developing and constructing a bus rapid transit (BRT) line known as the "Blue Line" in furtherance of the implementation of the Marion County Transit Plan to develop, extend and improve the System (the "Project"); and

WHEREAS, the development and construction of the Project requires the acquisition of certain real estate interests, both temporary and permanent, along the route of the Blue Line; and

WHEREAS, the Board finds that it is in the public interest and necessity that IPTC acquire those real property interests required to develop and construct the Project and to establish the Blue Line BRT.

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

SECTION 1. Findings and Purpose. The Board finds and declares that the public interest and necessity require the acquisition by IPTC of real property interests from those parcels identified on Attachment A, which is attached to and incorporated herein by reference, and that the acquisition thereof is necessary for the development, extension and improvement of the System and the establishment of the Blue Line BRT in furtherance of the implementation of the Marion County Transit Plan.

SECTION 2. Delegation of Authority. The Board authorizes and directs IPTC's Chief Executive Officer to take all actions on behalf of IPTC, including the execution of all documents, instruments, certificates and other papers required, which are necessary and proper on the advice and direction of IPTC's legal counsel to acquire the real property interests identified on Attachment A, including by the exercise of the power of eminent domain.

SECTION 3. Evidence of Public Necessity. In accordance with Ind. Code § 36-9-4-32, the adoption of this Ordinance shall be conclusive evidence of the public necessity of the acquisition interests from those parcels of real property identified on Attachment A, and that the acquisition of said property interests has been planned in a manner most compatible with the greatest public good and the least private injury.

SECTION 4. Severability. If any provision of this Ordinance shall be held invalid or unenforceable by a court or other authority of competent jurisdiction, the provision shall be stricken from the Ordinance, and all other provisions shall continue in full force and effect.

SECTION 5. Effective Date. This Ordinance shall be in full force and effect upon and after its adoption by the Board in accordance with Ind. Code §§ 36-9-4-24 and -25.

PASSED AND ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation this _____ day of _____ 2026.

BOARD OF DIRECTORS
INDIANAPOLIS PUBLIC
TRANSPORTATION CORPORATION

By: _____
Gregory F. Hahn, Board Chair

ATTEST:

By: _____
Robert M. Frye, Chief Legal Officer

ATTACHMENT A

TO

ORDINANCE NO. 2026-08

OF THE

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

2913 E. Washington Street

4426 E. Washington Street

9650 E. Washington Street

3701 W. Washington Street

3703 W. Washington Street

3705 W. Washington Street

3743-3745 W. Washington Street

3749 W. Washington Street

Date of Memo: October 08, 2026
Board Meeting: October 15, 2026

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: President and CEO Jennifer Pyrz

SUBJECT: Consideration and approval of Board of Directors meeting dates for 2027

ACTION ITEM A – 7

RECOMMENDATION:

It is recommended that the Board of Directors approve of the dates for its regular and committee meetings in 2027.

BACKGROUND:

State statute IC § 36-9-4-22 requires that the Board provide for regular meetings to be held at designated intervals throughout the year.

DISCUSSION:

The Board's regular meetings in 2027 are proposed to be held on the third Thursday of each month at 4:00 p.m. In addition to its twelve regular monthly meetings, the Board will hold a second meeting in the month of July, on the fifth Thursday of that month, to accommodate a required public hearing on the proposed 2028 budget. The specific meeting dates and times are provided in the following table.

2027 Board Meetings	
Date	**Time**
Thursday January 21	4:00 p.m.
Thursday February 18	4:00 p.m.
Thursday March 18	4:00 p.m.
Thursday April 15	4:00 p.m.
Thursday May 20	4:00 p.m.
Thursday June 17	4:00 p.m.
Thursday July 15 (introduction of 2028 budget)	4:00 p.m.

2027 Board Meetings continued…	
Date	**Time**
Thursday July 29 (public hearing on 2028 budget)	4:00 p.m.
Thursday August 19 (adoption of 2028 budget)	4:00 p.m.
Thursday September 16	4:00 p.m.
Thursday October 21	4:00 p.m.
Thursday November 18	4:00 p.m.
Thursday December 16	4:00 p.m.

The Finance Committee will meet in February, July and December as shown below. All Finance Committee meetings will be held at 3 p.m.

2027 Finance Committee Meetings	
Date	**Time**
Thursday February 18	3:00 p.m.
Thursday July 15	3:00 p.m.
Thursday December 16	3:00 p.m.

The Service Committee will meet every other month on the even numbered months at 9:00 am. on the dates shown below.

2027 Service Committee Meetings	
Date	**Time**
Thursday February 11	9:00 a.m.
Thursday April 8	9:00 a.m.
Thursday June 10	9:00 a.m.
Thursday August 12	9:00 a.m.
Thursday October 14	9:00 a.m.
Thursday December 9	9:00 a.m.

The Governance & Audit Committee will meet the first month of each quarter at 10:30 a.m. on the dates shown below.

2027 Governance & Audit Committee Meetings	
Date	**Time**
Thursday January 14	10:30 a.m.
Thursday April 8	10:30 a.m.
Thursday July 8	10:30 a.m.
Thursday October 14	10:30 a.m.

All meetings are currently scheduled to be held in the IPTC East Campus Board Room located at 9503 E. 33rd Street, Building B, Indianapolis.

FISCAL IMPACT:

None

DBE/XBE DECLARATION:

Not applicable

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Date of Memo: October 06, 2026
Board Meeting: October 15, 2026

BOARD MEMORANDUM

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

THROUGH: President and CEO Jennifer Pyrz

FROM: Project Manager Rachel Wilson

SUBJECT: Consideration and approval of contract with SmallPC Computers for Blue Line passenger information displays

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ACTION ITEM A – 8

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a contract with ICI Controls, Inc. dba SmallPC Computers for passenger information displays (PIDs) in an amount not to exceed $361,878.

BACKGROUND:

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

DISCUSSION:

This procurement includes sixty-six new PIDs for use on two Blue Line BRT construction packages. 6 PIDs will be installed at the new Eastside Mobility Hub, one at each bay, and the remaining sixty will be stored temporarily until the contractor is ready for installation at the Blue Line BRT stations, likely in mid-2028. Due to increasing global costs for components such as hard drives, computer memory and central processing units (CPUs), IPTC has leveraged fixed bulk pricing to mitigate exposure to inflation, supply chain volatility, and tariff-related cost escalation. The purchase also includes shipping, a 4-year warranty for the six PIDs to be installed at the Eastside Mobility Hub, and a 5-year warranty for the sixty PIDs to be installed at the Blue Line BRT stations. This vendor was selected via a special purchase request and not a competitive procurement for the sake of compatibility with the existing system. This is the product used on the Red and Purple lines and would be less overhead to manage and upkeep versus installing a new product.

FISCAL IMPACT:

Funding for this procurement is budgeted through the Blue Line FTA Small Starts grant.

DBE/XBE DECLARATION:

This contract does not have DBE goals because it is a non-competitive procurement. In addition, no DBE goals may be placed on procurements at this time pending implementation of the DBE Program's Final Rule and public availability of INDOT's DBE Directory.

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Indianapolis Public Transportation Corporation

Budget to Actuals (Comparative Statement) - IndyGo

For the Nine Months Ending Wednesday, September 30, 2026

0/11/2026 4:43 PM

Period Selected: 9

	Current Month				YTD				
	Actual	Budget	Budget Variance $	Budget Variance %	Actual	Budget	Budget Variance $	Budget Variance %	PRIOR YTD Actual
Operating Revenue									
Federal Assistance	969,580.00	1,218,833.16	(249,253.16)	(20.45)	13,531,000.00	10,969,498.44	2,561,501.56	23.35	13,239,828.00
Other Operating Income	4,769,797.38	299,478.33	4,470,319.05	1492.70	7,417,243.91	2,695,304.97	4,721,938.94	175.19	6,889,892.99
Passenger Service Revenue	749,718.15	493,769.37	255,948.78	51.84	5,189,967.61	4,443,924.33	746,043.28	16.79	4,217,351.06
PMTF Revenue		947,485.67	(947,485.67)	(100.00)	11,369,828.00	8,527,371.03	2,842,456.97	33.33	11,369,828.00
Local Property & Excise Tax Revenue	3,558,425.83	3,558,425.83		0.00	33,871,252.17	32,025,832.47	1,845,419.70	5.76	32,962,635.40
Local Transit Income Tax Revenue	4,122,551.32	4,122,551.32	0.00	0.00	46,407,675.99	37,102,961.88	9,304,714.11	58.00	46,631,774.25
Service Reimbursement Program	22,083.00	22,083.33	(0.33)	(0.00)	198,747.00	198,750.17	(3.17)	(0.00)	198,747.00
Total Operating Revenues	**14,192,155.68**	**10,662,627.01**	**3,529,528.67**	**33.10**	**117,985,714.68**	**95,963,643.29**	**22,022,071.39**	**22.95**	**115,510,056.70**
Operating Expenses									
Personal Services									
Fringe Benefits	1,916,001.29	1,767,218.11	148,783.18	8.42	15,344,531.42	17,571,972.19	(2,227,440.77)	(12.68)	14,244,128.39
Overtime	731,681.65	262,356.21	469,325.44	178.89	6,180,648.96	2,623,562.09	3,557,086.87	135.58	4,898,915.60
Salary	3,905,148.28	4,430,630.43	(525,482.15)	(11.86)	37,364,959.34	44,306,304.33	(6,941,344.99)	(15.67)	38,649,910.11
Total Wages and Benefits	**6,552,831.22**	**6,460,204.75**	**92,626.47**	**1.43**	**58,890,139.72**	**64,501,838.61**	**(5,611,698.89)**	**(8.70)**	**57,792,954.10**
Other Services & Charges									
Claims	297,851.84	372,899.99	(75,048.15)	(20.13)	4,069,605.97	3,356,099.93	713,506.04	21.26	2,288,508.98
Miscellaneous Expenses	132,869.07	120,376.99	12,492.08	10.38	871,198.73	1,083,392.77	(212,194.04)	(19.59)	561,177.74
Purchased Transportation	1,061,057.72	991,457.50	69,600.22	7.02	9,470,453.95	8,923,117.50	547,336.45	6.13	9,822,007.61
Services	1,611,432.19	2,752,053.18	(1,140,620.99)	(41.45)	19,486,542.22	27,878,869.97	(8,392,327.75)	(30.10)	16,163,888.56
Total Utilities	216,213.86	291,193.07	(74,979.21)	(25.75)	2,083,905.04	2,620,737.63	(536,832.59)	(20.48)	1,935,945.02
Total Other Services & Charges	**3,319,424.68**	**4,527,980.73**	**(1,208,556.05)**	**(26.69)**	**35,981,705.91**	**43,862,217.80**	**(7,880,511.89)**	**(17.97)**	**30,771,527.91**
Materials & Supplies									
Fuel & Lubricants	453,321.83	566,458.34	(113,136.51)	(19.97)	3,863,442.48	5,098,125.06	(1,234,682.58)	(24.22)	3,755,590.39
Maintenance Materials	812,100.01	569,861.79	242,238.22	42.51	5,579,030.70	5,128,756.11	450,274.59	8.78	4,811,375.07
Other Materials & Supplies	48,528.90	90,610.89	(42,081.99)	(46.44)	397,218.09	993,710.21	(596,492.12)	(60.03)	297,477.33
Tires & Tubes	60,729.76	61,348.03	(618.27)	(1.01)	522,145.71	552,132.27	(29,986.56)	(5.43)	438,325.19
Total Materials & Supplies	**1,374,680.50**	**1,288,279.05**	**86,401.45**	**6.71**	**10,361,836.98**	**11,772,723.65**	**(1,410,886.67)**	**(11.98)**	**9,302,767.98**
Total Operating Expenses	**11,246,936.40**	**12,276,464.53**	**(1,029,528.13)**	**(8.39)**	**105,233,682.61**	**120,136,780.06**	**(14,903,097.45)**	**(12.41)**	**97,867,249.99**

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Miscellaneous Expenses - September 2026	
MEMBERSHIPS AND DUES	**$86,639.59**
2026 Indianapolis Public Transportation Foundation Subscription (4 members)	$82,500.00
YMCA Memberships	$2,996.37
Team Member Subscriptions (Adobe Acrobat & Annual Attorney Registration)	$1,143.22
LEASES AND RENTALS	**$35,039.42**
Rental Agreement for 9350 E. 30th Street Indpls. Indiana 46235	$31,539.42
Ground rent/ring road maintenance - Greenwood Park Mall	$3,500.00
TRAVEL	**$4,328.50**
Lodging & Transportation (Conference & Training - IT, Preventative Maintenance, Service Planning)	$3,086.12
Lodging & Transportation (APTA - Transportation)	$1,242.38
CONFERENCE REGISTRATION EXPENSES	**$3,747.00**
APTA conference registration (Finance & Operations)	$3,747.00
MEALS AND ENTERTAINMENT	**$1,998.42**
Chill & Grill	$1,283.48
New Hire Orientation - boxed lunches	$379.40
Supplier & Diversity outreach event catering	$275.00
Indy Chamber HobNob member ticket	$60.54
MISCELLANEOUS	**$939.15**
Adobe Acrobat Pro Subscription	$486.44
Employee Equipment Reimbursement	$300.00
Employee Appreciation Event	$152.71
DRIVER LICENSE FEES	**$176.99**
Grand Total	**$132,869.07**

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IndyGo SM

OCTOBER 2026

Public Affairs Board Report

Item I –

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

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR OCTOBER 2026

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

RECOMMENDATION:
Receive the report.

SUMMARY:
In September, the Public Affairs Department continued outreach related to IndyGo's MyKey+ transition, October service change communications, Blue Line construction and community partnerships designed to increase ridership and connect riders to important resources and events.

The team focused on helping remaining MyKey users transition to the new MyKey+ system while also conducting travel training sessions through a partnership with the Broad Ripple Village Association at the SoBro and Glendale farmers markets.

The department also supported rider communications surrounding October service changes on Routes 5, 21, 26, 30 and 82 and conducted outreach related to ongoing Blue Line construction. Community engagement efforts included participation in Latino cultural festivals, Indiana Fever playoff games and Rock the Ruins concerts, helping IndyGo connect with diverse audiences and introduce new riders to public transit.

The department also generated positive media coverage highlighting IndyGo's leadership in public transportation innovation and participation in the national Week Without Driving initiative.

These efforts were in addition to the department's ongoing work managing creative projects, generating more than **140,224 social media engagements and impressions** across all platforms and reaching nearly **1,800 individuals** through public outreach.

CONTRIBUTING STAFF INCLUDES:

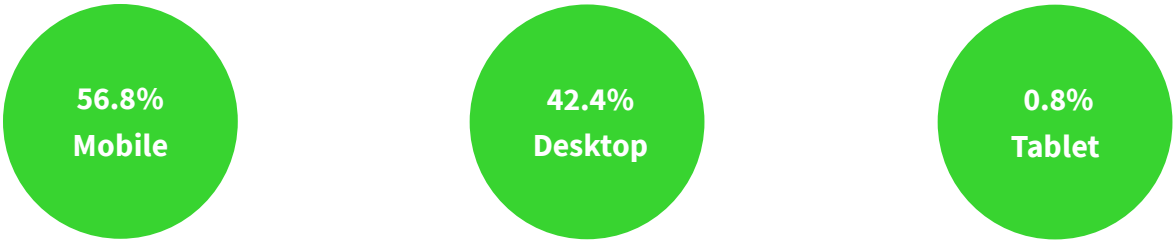
Carrie Black, Chief Public Affairs Officer
Lisa Soard, Director of Communications
Kayla Bledsoe, Director of Customer Experience & Outreach
Destiny Chamorro, Graphic Design Manager
Noah Sandel, Digital Media Manager
Auboni Hart, Communications Manager
Abby Crump, Business Development & Partnerships Manager
Mara Drown, Public Affairs Specialist
Kael Sherwood, Outreach Specialist

Website Insights: IndyGo.Net

(SEPTEMBER 2026)

Page Views:	205,229
Bounce Rate:	41.12%
Total Users:	34,502
Avg. Pageviews Per User	6.12
Total Sessions:	79,429
Total Monthly Session Comp.	(Down) 5.25%
ADA Widget Usage:	0

Viewing Metrics:



Public Media

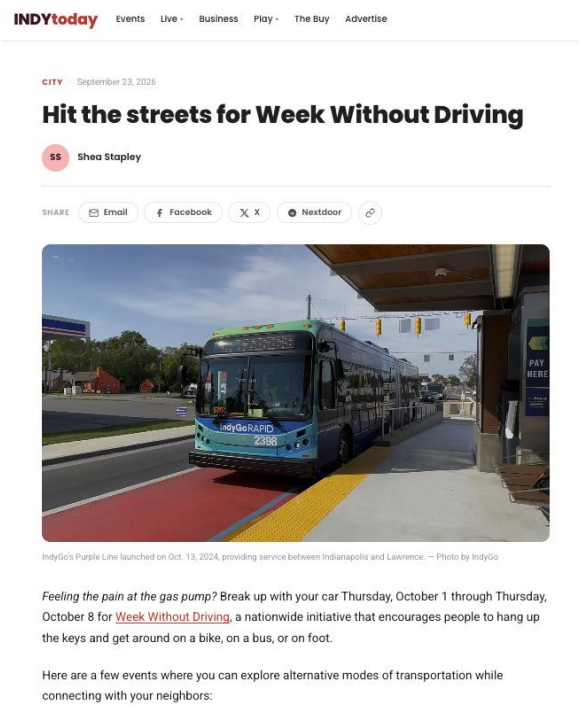
(SEPTEMBER 2026)

Topics Covered:

In September 2026, media coverage recognized IndyGo as a pioneer in public transit innovation, becoming the first agency to build a full-scale, all-electric Bus Rapid Transit (BRT) network with the Red Line and expanding that network with the Purple Line and soon-to-open Blue Line.

Additional coverage promoted IndyGo as a primary transportation option during the nationally recognized Week Without Driving initiative, which encourages community members to explore sustainable transportation options

Overall, coverage highlighted IndyGo as a reliable transportation option for Indianapolis residents and visitors.



INDYtoday Events Live Business Play The Buy Advertise

CITY September 23, 2026

Hit the streets for Week Without Driving

SS Shea Stapley

SHARE Email Facebook X Nextdoor

IndyGo's Purple Line launched on Oct. 13, 2024, providing service between Indianapolis and Lawrence. — Photo by IndyGo

Feeling the pain at the gas pump? Break up with your car Thursday, October 1 through Thursday, October 8 for Week Without Driving, a nationwide initiative that encourages people to hang up the keys and get around on a bike, on a bus, or on foot.

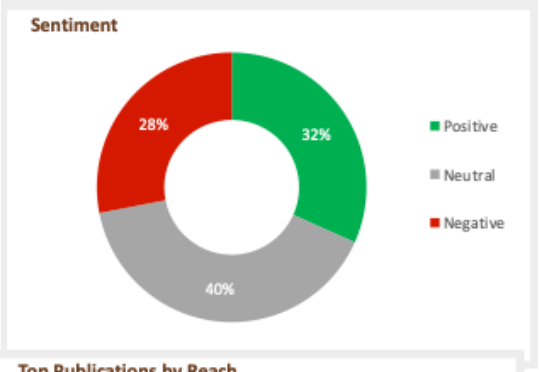
Here are a few events where you can explore alternative modes of transportation while connecting with your neighbors:





Metrics:

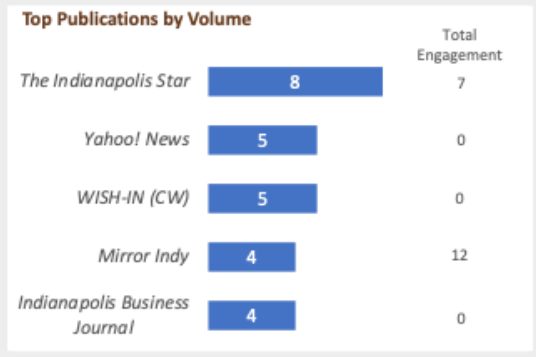
The graph to the right shows media story sentiments related to IndyGo. Sixty percent of media mentions were positive or neutral (meaning mostly informative) toward the agency.



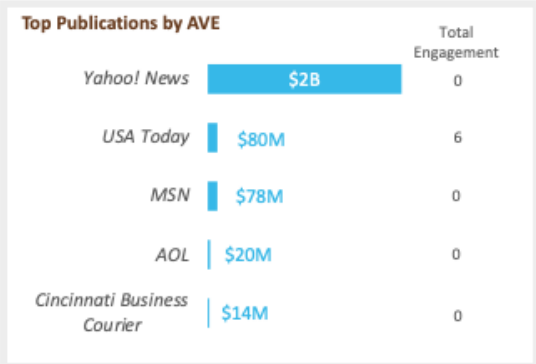
This graph highlights the top media outlets that published stories about IndyGo in September and the total potential viewership/readership for each station or publication. The agency reached approximately 491million viewers through these channels.



This graph features media outlets that mentioned IndyGo most frequently in September and the number of engagements generated by their coverage.



This graph spotlights the earned media value for IndyGo's top news publications. In September, the total estimated advertising value equivalent (total cost *if* the agency were to pay per view) was approximately $438 million.

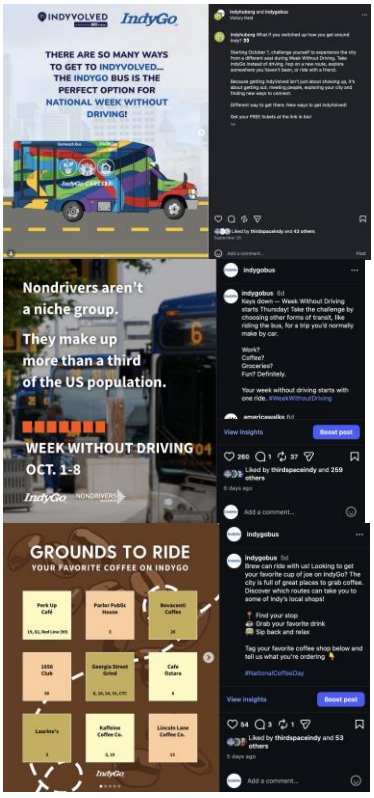


Social Performance

(SEPTEMBER 2026)

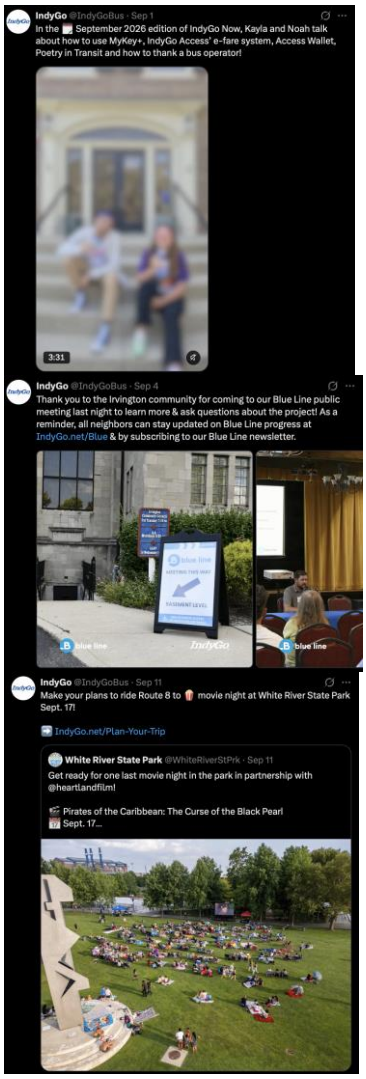
Instagram

- 53,675 views
- 2,131 interactions
- 11,106 potential reach
- 5,605 followers (+102 new; +3%)
- 581 visits (+20.3%)



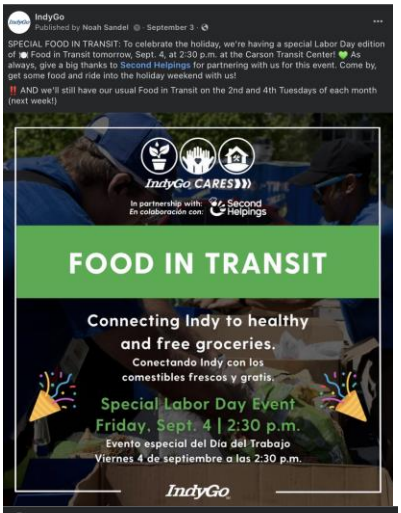
X (Twitter)

- 7,581 impressions
- 119 engagements
- 16 likes
- 6,659 followers

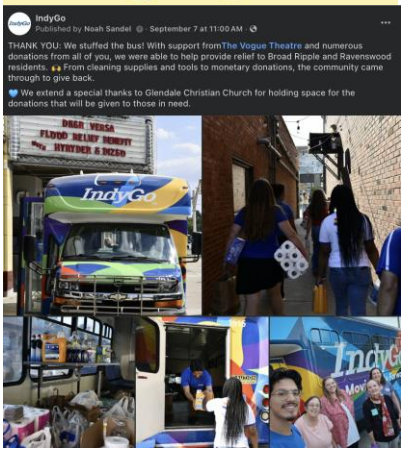


Facebook

- 59,253 views
- 844 interactions
- 14,756 potential reach
- 14,562 followers (+58 new)
- 49 link clicks (+88.5%)

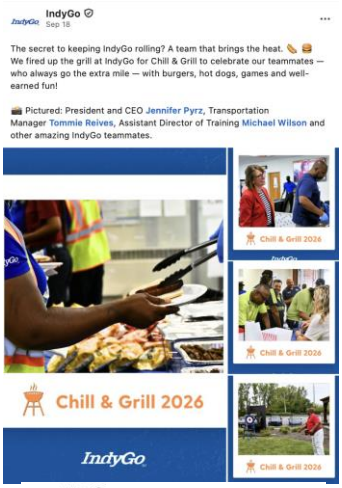


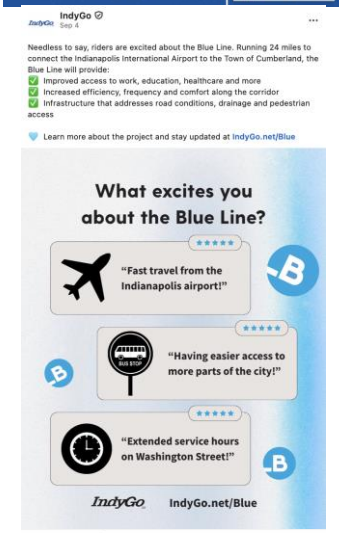


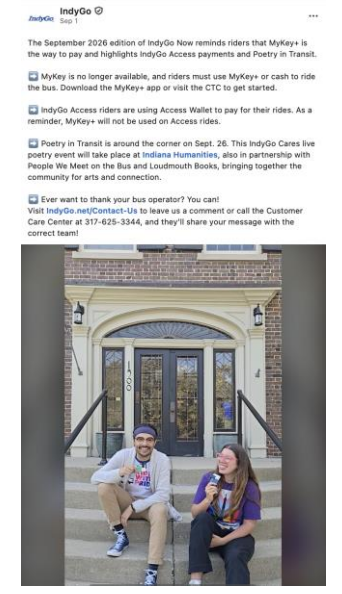


LinkedIn

- 9,035 impressions (+.2%)
- 259 engagements
- 13.7% engagement rate (+34.3%)
- 5,707 followers (+48 net new)



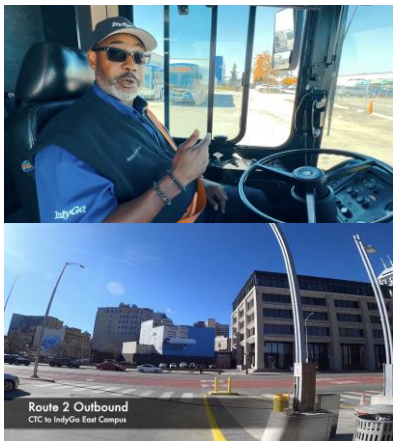




YouTube

- 7,327 total views
  - MyKey+: Your Key to Indy – 2,375
  - CDL Pre Trip – 246
  - Route 2 -East 34th St- Outbound – 146





Executive LinkedIn Performance: President and CEO Jennifer Pyrz

The PA Team is partnering with Pyrz to grow and track monthly executive metrics.

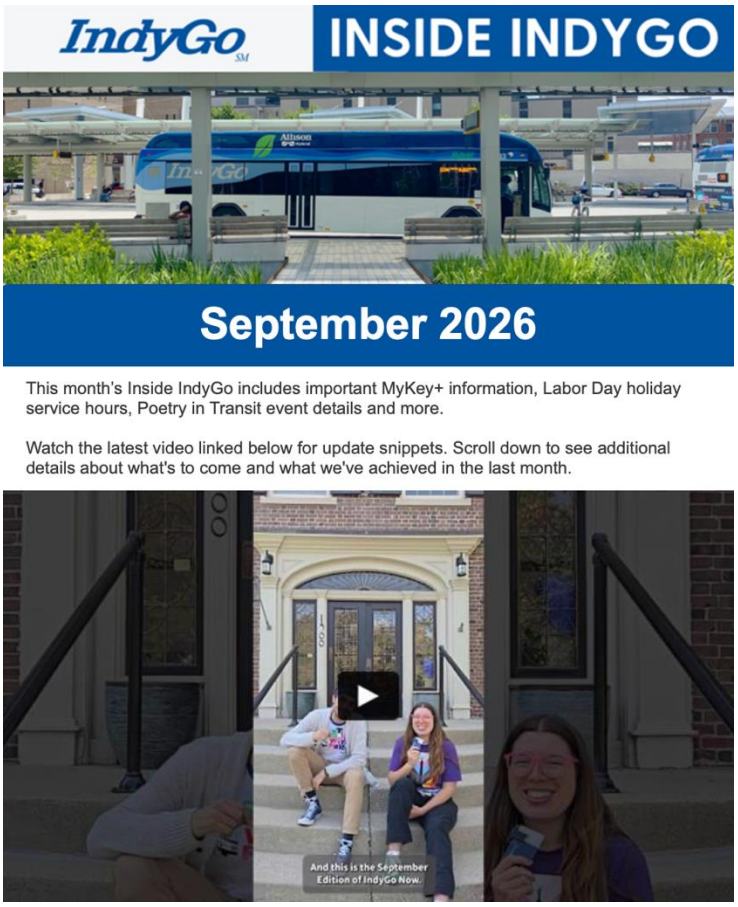
Month	Impressions	Reach	Topics	Links (Examples)
September	10,691	4,324	Facilities Open Role, FOX59 BRT Interview, Cummins Powers IndyGo Thanks	One, Two, Three

Email Marketing Performance

(SEPTEMBER 2026)

Email Marketing

- 29,687 recipients
- 26.12% click-to-open rate
- 3.46% open rate



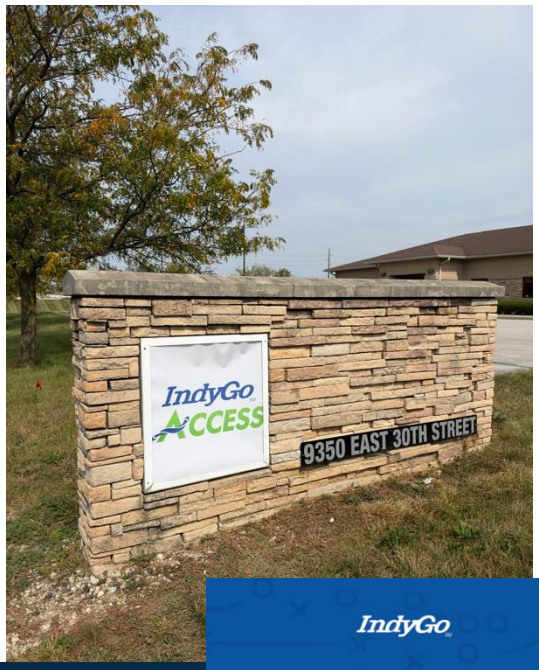
Creative Services

(SEPTEMBER 2026)

General Brand Updates:

The Creative team continued updating brand templates and signage across IndyGo properties.

Recent signage updates include the newly acquired IndyGo Access building, with East Campus signage to be updated soon.



October Ads:

IndyGo continued promoting MyKey+ and overall ridership through its October advertising campaign.



Outreach Summary

(SEPTEMBER 2026)

In September, IndyGo focused its outreach efforts on helping remaining MyKey users transition to the new MyKey+ system. IndyGo also continued educating prospective riders through a new partnership with Butler University and the Broad Ripple Village Association (BRVA), hosting travel training sessions for the SoBro Farmers Market and Glendale Farmers Market.

In anticipation of October's service changes, IndyGo concentrated its ridership outreach on Routes 5, 21, 26, 30 and 82. IndyGo also conducted route detour outreach in response to ongoing Blue Line construction.

Event outreach primarily focused on cultural hotspots, including Latino cultural festivals, Indiana Fever playoff games and Rock the Ruins concerts. These efforts expanded IndyGo's reach among diverse communities across Indianapolis.

Event Outreach:

Date:	Event Name:	People Reached:
09/04/2026	Food in Transit	90
09/04/2026	East Arts Walk	80
09/08/2026	HOPE Team Meeting	50
09/08/2026	Sheridan Neighborhood (SHANE) Meeting	25
09/08/2026	Food in Transit	70
09/10/2026	Dinner at Carriage House East	40
09/12/2026	Rock the Ruins	70
09/15/2026	VA Postvention Event	30
09/17/2026	Rehabilitation Hospital of Indiana Resource Fair	50
09/22/2026	Food in Transit	120
09/19/2026	FIESTA Indianapolis – La Plaza	110
09/22/2026	Indy Cultural Trail Cleanup	10
09/24/2026	Veteran Stand Down Event	20
09/26/2026	Poetry In Transit	100
09/26/2026	Indiana Jazz Festival: Grand Finale	50
09/26/2026	Fever Activation	450
09/30/2026	Butler University / BRVA Travel Training	25
Total		1390

Bus Outreach:

Type:	Routes:	Riders Reached:
MyKey+ Transition	3, 10, 26, 28, 38, 82, 90, 92	200
Route Detours	8, 10, 90 (Red Line)	80
Route Changes	5, 21, 26, 30, 82	115
Bus/Stop Audit	10, 26, 28, 90 (Red Line), 92 (Purple Line)	N/A
Total		395

Outreach Recap

(SEPTEMBER 2026)

Topics Covered: Indy Jazz Fest

IndyGo was a proud sponsor and community partner of this year's Indy Jazz Fest! **Outreach Specialist Kael Sherwood and Transit Ambassador Jessica Cofield** hosted an IndyGo outreach table, joining the celebration of performances and venues where jazz and Indianapolis cultures combine.



Pictured above: Sherwood and Cofield

Topics Covered: Junior Achievement's JobSpark

IndyGo attended the Junior Achievement's JobSpark event, a three-day initiative that provides a hands-on career expo for 8th graders and educates students on future careers in demand.

Manager of Workforce Development Beth Bowling, MAP & ATU Coordinator Kylee Garrett, Transportation Manager Tommie Rieves and **Bus Operators Will Hazen, Lisa Walker** and **Dilexi Cox** volunteered to speak to students about working at IndyGo and what it takes to be an operator.



Pictured above, from left: Garrett, Cox, Walker, Hazen and Bowling (bottom, left photo); JobSpark students



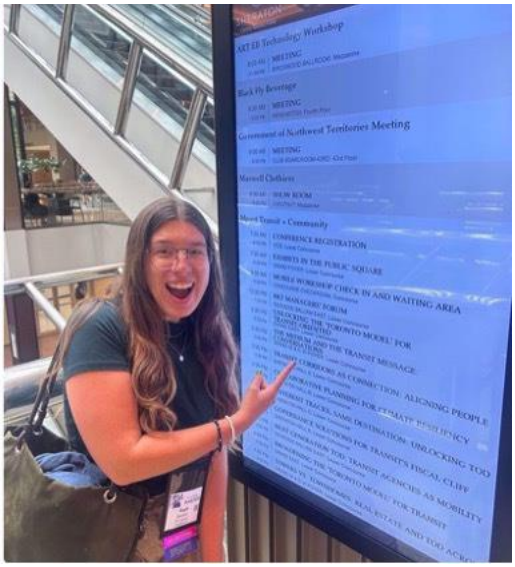
Pictured above, from left: Bowling, Junor Achievement CEO Jennifier Burk and **Deputy Chief of Fleet, Maintenance and Facilities Cheryl Purefoy** (bottom, left photo); Reives, Walker, Purefoy, Cox, Hazen, Bowling and **Workforce Development Coordinator Mercedes** Guyse (bottom, middle photo); JobSpark students

Topics Covered: IndyGo Presents at the Mpact Transit + Community Conference

Director of Customer Experience & Outreach Kayla Bledsoe recently presented at the Mpact Transit + Community Conference (Mpact). Mpact focuses on the interplay of transit, other types of mobility, land use and development in building great places to live - for everyone.

Bledsoe and three other speakers hosted a session titled "The Medium and the Transit Message: Conversations that Empower." This session offered insight about how to present complex topics, connect with new audiences and help create more responsive projects and programs. Presenters also shared advice about how to mobilize community members and work with independent content creators.





Pictured above: Bledsoe

Topics Covered: Butler Resource Fair and IMPD Community Fair

Transit Ambassador Gabriella Tzougros and Sherwood recently attended the Butler Resource Fair, while **Transit Ambassadors Kimberlee Bray** and **Steve Labra** attended the IMPD Community Fair. Both events are designed to reduce barriers and provide access to resources. At each fair, IndyGo discussed key initiatives, including MyKey+, Rider Guidelines and ways IndyGo connects with the community through its programs, partnerships and people.



Pictured above, from left: Tzougros and Sherwood (left photo); Labra and Bray (right photo)

Topics Covered: SPARK in Transit

Transit Ambassadors Alesha Peterson, Jowanna Peterson and Bledsoe hosted a booth at the SPARK on the Circle event. They promoted Poetry in Transit attendance, IndyGo career opportunities and BRT service throughout the city.



Pictured above, from left: Peterson, Peterson, Bledsoe and event attendees

Topics Covered: Catch the Fever, Catch the Bus

IndyGo teammates volunteered to distribute IndyGo x Indiana Fever rally towels to fans heading to the home game. It was a fun way to spread some spirit and build some excitement for the WNBA playoffs!



Pictured above, from left: **Chief Public Affairs Officer Carrie Black, Director of Communications Lisa Soard, Development & Partnerships Manager Abby Crump** and Indiana Fever fans

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

Planning & Capital Projects Report, October 2026

To:	President & CEO Jennifer Pyrz
From:	Chief Development Officer Brooke Thomas
Date:	October 7, 2026

STRATEGIC PLANNING

Customer Perception Survey

The Customer Perception Survey is an annual survey conducted since 2023. The CPS provides IndyGo customers with an opportunity to voice their opinion about IndyGo's service, from driver behavior to operational performance. Surveyors at the Carson Transit Center interview riders for approximately a week and the survey is also available online. This year's survey was conducted at the CTC from September 26 to October 2. The survey will be available online until October 9. Survey results are typically presented to the IPTC Board of Directors early the next calendar year.

Customer Satisfaction Survey Final Results

The American Bus Benchmarking Group (ABBG) administers an annual, optional, survey for ABBG members in the beginning part of the year. IndyGo participated in 2026. ABBG released the final results to its members in September. IndyGo staff are combing through the final document and will present a summary of responses at an upcoming board meeting.

On-Call Planning Services Request for Proposals

The Strategic Planning team, in partnership with the Service Planning team and the Procurement team, released a request for proposals (RFP) for a new On-Call Planning Services contract. This is the contract that has been used by IndyGo in the past for transit service planning studies and other operational data analyses and studies. IndyGo received eight vendor proposals through the RFP process, each of which have been reviewed and scored by the evaluation committee. Board action items for vendor selection and an initial service planning task order are expected to be presented at the November Board of Directors meeting.

Strategic Plan

The Strategic Planning team continues to advance the development of IndyGo's next Strategic Plan. Recent efforts have focused on defining the specific objectives aligned with the plan's three proposed strategic pillars: *Protect and Support Our Teammates*, *Improve Our Rider Experience*, and *Prioritize Our Long-Term Stability*. As Executive leadership provides input on the proposed objectives, the Strategic

Planning team will work alongside them to further refine the key actions (initiatives) and performance metrics (key results) that will be used to measure progress toward achieving each objective. Development of the Strategic Plan framework is expected to continue through the remainder of 2026.

Capital Plan
Following the Board's adoption of the FY2027 budget, including the capital budget, the Strategic Planning team has begun updating IndyGo's 5-yr Capital Plan. This effort will incorporate the FY2027 capital program and include narrative updates highlighting progress on ongoing projects and recently completed investments. The updated Capital Plan is expected to be presented for adoption at the March 2027 Board of Directors meeting.

The team is also beginning to reimagine the 5-yr Capital Plan's structure as IndyGo enters a new phase of capital investment. As implementation of the Marion County Transit Plan nears completion and greater priority is given to prioritizing our long-term stability, the agency is transitioning from a period of significant capital investment toward a period in which we will need to steward and maintain the investments that we have made on behalf of our community.

ENGINEERING & CONSTRUCTION

Blue Line Bus Rapid Transit
Underground utility relocations are nearing completion; the last underground relocation is anticipated to be completed in early 2027. Blue Line construction activities continue throughout the project corridor. There are several major closures in place:

- Westbound Washington Street between Harding Street and Belmont Avenue reopened to two-way traffic in mid-September. The westbound closure was then implemented west of Belmont Avenue to Tibbs Avenue until spring 2027.
- An eastbound closure is in place between Southeastern Avenue and Hamilton Avenue; the closure between Southeastern Avenue and State Avenue is anticipated to reopen to two-way traffic in late October 2026 but will remain east of State Avenue until spring 2027. Utility relocation delays have extended this closure duration.

Roadwork east of I-465 on the east end of the project is substantially complete. The roadway contractor is working on finalizing isolated areas. BRT station work is progressing, with twelve station foundations poured and eleven 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.

The Eastside Mobility Hub portion of the project is rapidly developing. The building (which will provide restrooms and a breakroom for operators) has roof and siding installed, and final finishes area expected by the end of the year. Curb and concrete are being poured throughout the site. IndyGo is targeting the June 2027 pick to open for service to the local routes that currently turn around in the adjacent Meijer parking lot.

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 is in development and should be finalized before the end of 2026. Once completed, this plan 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 along the Red Line on Capitol Ave, Meridian St, and College Ave. IndyGo released a solicitation for this repair work in June 2026. No bids were received. The project team has re-bid the project, with submissions due on October 29.

As a reminder, 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 demonstration project includes a "before and after" study to record any changes in motorist behavior due to the planned pavement marking changes. The "before" portion of the study began on August 11. The team will continue to monitor the incidents that occur along this entire corridor to determine if more areas along Capitol Ave need to be modified in the same way in the near future.

Julia M. Carson Transit Center Washington Street BRT Docking

Construction of two BRT docking bays on the Washington Street side of the CTC is anticipated to begin in early 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 IndyGo's first 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 same independent cost estimate. After further internal deliberation, the construction contract award for the project was taken to the Board in August 2026 and approved.

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 reliably. 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. Six submissions were received in June 2026. The demonstration project is anticipated to take place in March and April 2027.

Local Bus Stop Improvements

IndyGo continues to improve local bus stops with the goal of making the agency's approximately 2,400 local bus stops accessible. Construction of the next package of bus stop improvements began in August and will be completed by the end of 2026. The work includes improvements to 42 bus stops on the far

east side. Another package of 10 local bus stops is in design, which also includes five new traffic signals to improve pedestrian safety.

Additional local bus stop improvements currently in the design phase include six locations along Boulevard Place in the Butler-Tarkington neighborhood, anticipated to be constructed by June 2027; an extension of the bus pull-off at Greenwood Park Mall on County Line Road, anticipated to be constructed by February 2028; three locations along Shelby Street near the University of Indianapolis, anticipated to be constructed before the end of 2026.

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 Package B contract has been fulfilled, and retainage has been released. The team is finalizing all open Package A 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 Facility
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 60% design drawings. The construction manager as contractor, Shiel Sexton, is on board and is providing progressive construction cost estimates as part of the design process. Construction cost estimates are within range of the approved construction budget. The capital projects team continues to coordinate with various departments throughout operations to ensure that the facility is operational upon completion.

Efforts to acquire the property continue. Pursuant to a voluntary "quick take" agreement, the project site will transfer to IndyGo on February 1, 2027, allowing IndyGo to proceed with the project, site work, demolition, and construction in accordance with the project schedule. This agreement allows IndyGo to take possession and control of the property, while condemnation proceedings continue to determine the appropriate valuation and compensation for the property.

East Campus – Building C Demolition Project
This project is currently out for procurement with a bid date of October 21, 2026. Work will address the demolition of the former cafeteria and dormitory buildings that are attached to Building B. Provided there is a successful bid, staff anticipates being able to come before the Board in November and work could begin as early as February 2027.

CTC – Interior Renovations
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. The Board approved the award of the architectural and engineering contract to Bowen and Associates at its September meeting. Once a contract has been executed, project planning and concept design will commence. Completion of this phase is anticipated by the end of Q1 2027, with services continuing through 2027. Actual renovation work could take place later in 2027.

1501 - Women's Locker Room Improvements
Construction to make the women's locker room at 1501 West Washington Street more accessible, functional, and comfortable for female mechanics and staff is ongoing and expected to be completed in November.

1501 - South Parking Lot Access Drive Replacement
Construction for this project is underway with completion anticipated in November. By replacing the asphalt drive with a heavy-duty concrete drive, we're improving access from Harding Street to and from the south parking lot and storage barn.

1501 – Inground Bus Lift Replacement (Chassis Bay)
This project is to remove and replace the existing bus lift located in the 1501-Garage Chassis Bay. The existing lift has reached the end of its useful service life. The lift is used to raise buses providing maintenance personnel with access to vehicle chassis and undercarriage for steam cleaning, pressure washing and inspection of undercarriage components. The construction bid package is being finalized and, upon completion, will be issued for bid. Award for the construction contract is anticipated by the end of this year with work commencing in Q1 of 2027.

Facilities –1501- Emergency Generator Replacement
This project is to replace the existing emergency standby generator for IndyGo's facility located at 1501 W. Washington Street. The generator is a legacy critical asset that provides the facility with backup power in the event of disruption or loss of primary electrical power. The generator is original to the facility, over 40 years old, and exceeds its planned service life. Project is planned to be bid and contract awarded by the end of 2026 with replacement occurring in 2027.

Facilities - HVAC Split System Replacements and Corrective Work
This project is to replace two HVAC split systems, each exceeding their useful service life. This project also includes HVAC system corrective repairs to address deficiencies preventing East Campus, Building A from maintaining temperature setpoints throughout the building. Staff are finalizing a request for proposal with contract award anticipated by the end of this year, and work commencing in Q1 2027.

Red Line Station – IPE Wood Maintenance
This project is needed to maintain the wood panels on the Red Line stations 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. The total number of hours to restore and treat each station is minimal. The contractor has started work which is expected to continue through October of this year.

1: Before IPE Wood Treatment



2: After IPE Wood Treatment



Respectfully submitted,

Brooke Thomas, AICP
Chief Development Officer

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DATE: October 9, 2026
TO: President and Chief Executive Officer Jennifer Pyrz
THROUGH: Chief Legal Officer Robert Frye
FROM: Director of Risk and Safety, Brian Clem
SUBJECT: Risk and Safety Division Board Report – September 2026

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

- September 22, 2026: Representatives from Risk and Safety hosted a technical meeting with the product engineering team from SABIC Polymers to explore advanced materials for bus operator assault barriers. As part of the evaluation, the team measured the current laminated glass barriers and associated brackets to support future design considerations. The review concentrated on a MARA-II polycarbonate material that is more than 250 times as impact-resistant as traditional glass and includes anti-reflective and anti-glare coatings to improve visibility. This material is being researched to determine its potential to better protect transit operators while supporting IPTC's broader safety objectives.

- Agency reviews of the Drug and Alcohol Programs in Hamilton and Hendricks counties were performed in September by IPTC contractors RLS and Associated. The purpose of these audits is to ensure that providers receiving Section 5307 funding comply with all applicable Federal Transit Administration and U.S. Department of Transportation requirements. As part of the review process, each provider was interviewed and underwent both document and records reviews. Educational outreach and final compliance determinations are expected to be completed and reported before the end of the calendar year.

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SEPTEMBER 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 September 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
Cameron Irwin	2877	24	29
Kirk Thompson	6014	23	30
Donald Ellison	1739	22	28
Bevelyn Anderson	8194	15	17
Nicole Byrd	803	10	23
Gregory Scott	8719	9	12
Onee Freeman	9165	7	8
Robert Kenneth	8977	5	9
Floyd Houston	9417	4	7
Darnell Roberts	9314	4	7
Lavada Spaulding	10488	4	3
Larry Ford	9748	3	6
Latoya McGill	9931	3	5
Robert Andrews	11399	2	2
Kenneth McConnell	10891	2	3
Jalen Tinnin	11244	2	2
Gerald Glover	11508	1	2
Justin Joiner	11791	1	1
Bennie Longworth	11853	1	1
Anton Mays	11360	1	2
Valerie Osborne-Wilson	10673	1	3

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Darran Owens	11901	1	1
Reginald Ricks	11914	1	1
Cynthia Short	11787	1	1

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

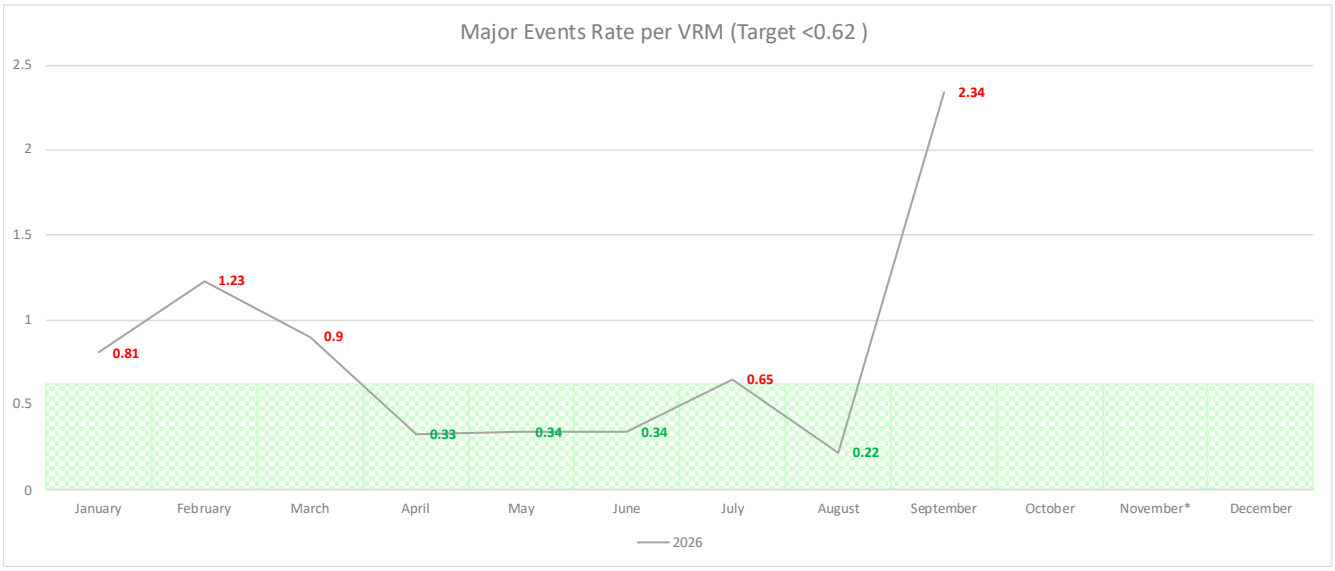
Indianapolis Public Transportation Corporation (IPTC), IndyGo, established a procedure per the FTA National Public Transportation Safety Plan and the updates from the Bipartisan Infrastructure Law, to include in its Agency Safety Plan a safety risk reduction program for transit operations. These safety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

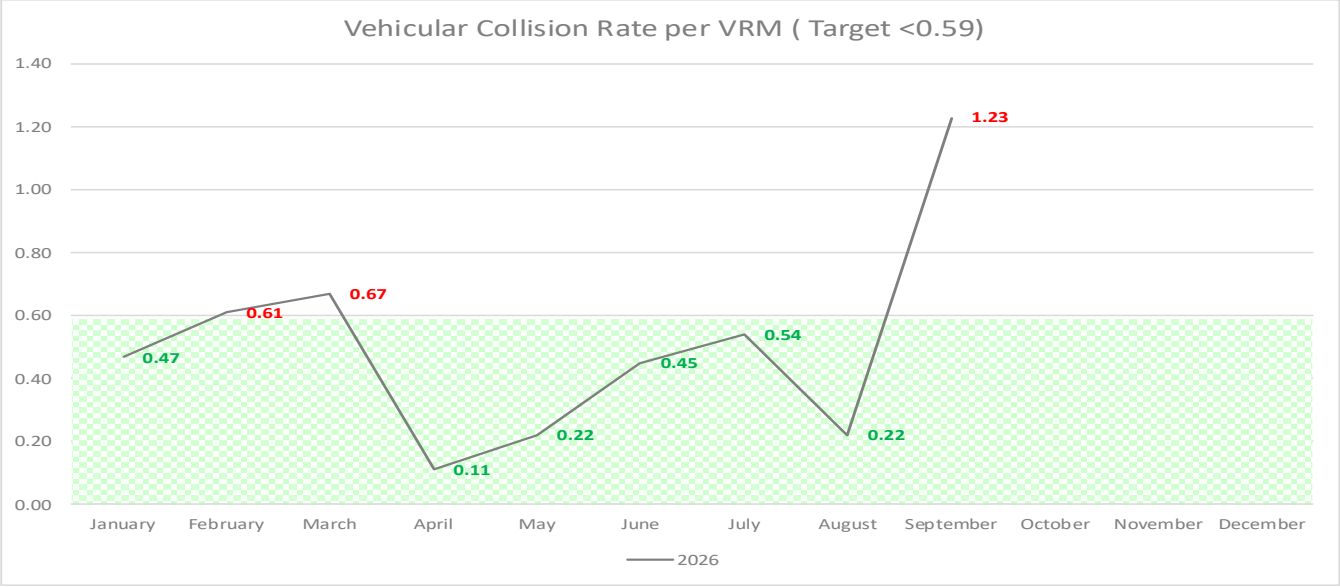
Measure	Definition	Risk Reduction Goal
Major Events	This includes all major safety and security events as defined by the NTD.	Reduce NTD Major Events by 3% of the 3-Year Rolling Target Calculation (61) = <59
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided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

- **VRM = Vehicle Revenue Mile**

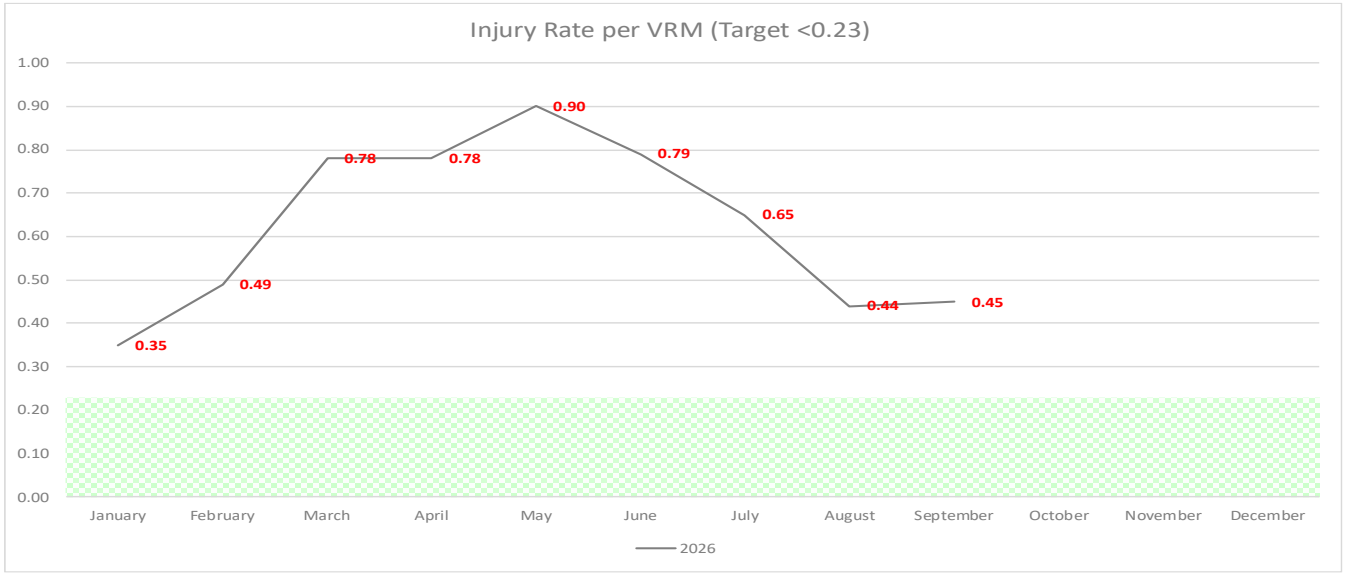
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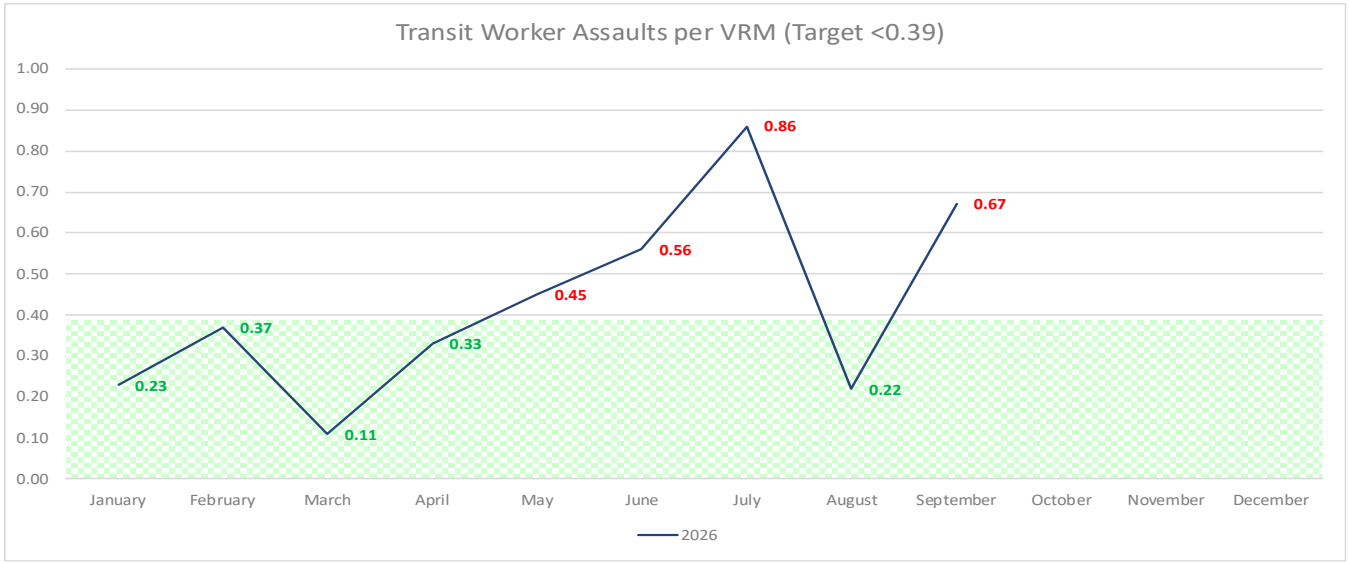
Risk Reduction Plan Key Performance Indicators (KPIs) Data

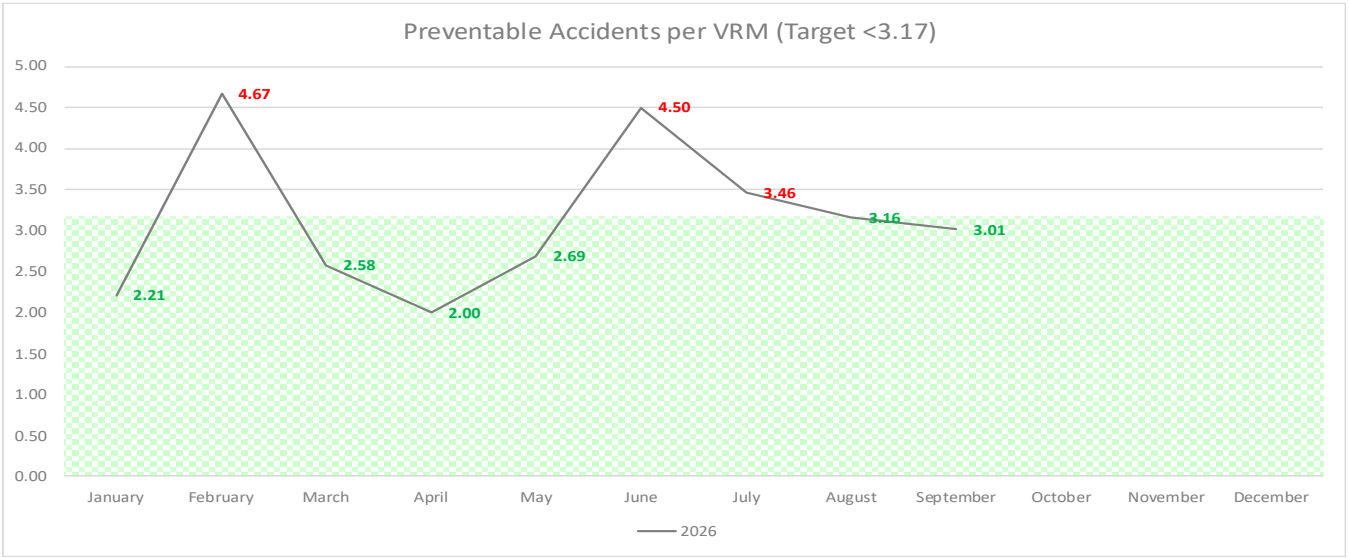




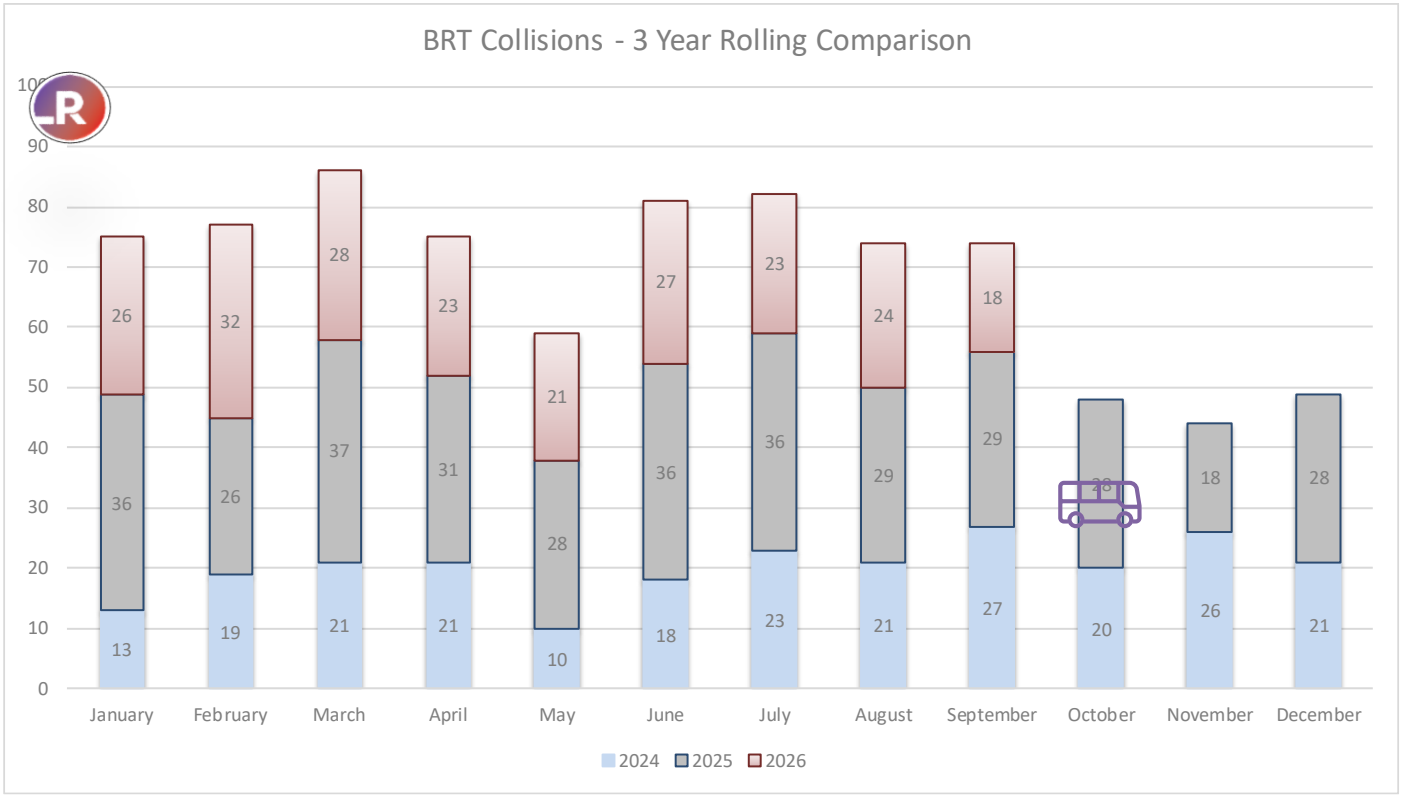
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Operations Division Report –September 2026

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

SERVICE PLANNING

SCHEDULING AND PLANNING:

The October bid is complete, with the new service starting October 11th. In preparing the bid, each route was evaluated, checking run times and deadheads for adjustments. Route 25 will have a schedule adjustment due to the 16th street bridge closure and detour. Route 5 routing will be adjusted following the June realignment, based on operator feedback. 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 is split at the CTC and riders must transfer at the CTC. DPW has reopened some of the impacted roadways, which has allowed Red Line to serve all but one pair of stops (Pleasant Run). It is anticipated that the Red Line will be able to return to its original alignment, and serve all stops, with the February 2027 booking.

Bus and Operator Needs

	Operators				Buses				
Bid	**Total Operators**	**Bidding Operators**	**Extra Board Operators**	**Estimated Sick List**	**Total Buses**	**40' Diesel Buses**	**40' Hybrid Electric Buses**	**60' Electric BRT**	**60' Diesel BRT**
Bid 2602	468	423	70	45	151	70	43	38	0
Bid 2606	422	402	62	39	164	90	41	34	0
Bid 2610	419	384	31	40	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 are not assumed to bid on the upcoming Bid.

Construction is underway on the Phase One Far Eastside bus stop improvement package, which includes a total of 43 stops. The project should be completed by the end of the year. 90% engineered plans for Phase Two, including five signalized crosswalk improvements and 9 bus stops either associated with those crossings or for which right-of-way will need to be acquired, are under review, with a tentative plan for letting in late 2026 or spring 2027. Service Planning continues to coordinate with DPW on several projects anticipated for construction in 2027 that should result in multiple bus stop improvements, particularly on the west side of Indianapolis.

FIXED ROUTE RIDERSHIP:

Note: *We are updating the methodology used to calculate Route 90 ridership to accommodate recent operational changes and meet NTD reporting requirements. Route 90 ridership will be updated as the revised methodology is finalized and implemented.*

TRANSPORTATION SERVICES



EMPLOYEE OF THE MONTH-

COACH OPERATOR: KEVIN MALLORY #8400

Kevin's passion for mentoring others and his unwavering commitment to excellence have made him an invaluable resource to both trainees and IndyGo. Recently recognized by both a coworker and management for his outstanding work as a trainer, Kevin consistently goes above and beyond to ensure new employees have productive, positive, and successful onboarding experience.

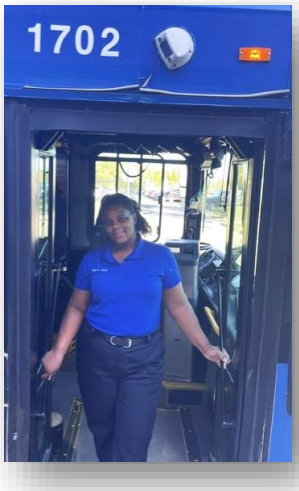
Kevin takes the time to provide guidance, answer questions, and offer encouragement, helping trainees build confidence and develop the skills needed to succeed in their roles. His patience, knowledge, and willingness to support others create an engaging learning environment where trainees feel welcomed, prepared, and empowered to excel.

Through his dedication to employee development and genuine investment in the success of others, Kevin has made a lasting impact on the individuals he mentors and on the organization as a whole. His professionalism, commitment to service, and exceptional support of new team members make him highly deserving of this recognition.
Congratulations, Kevin, on being recognized as Employee of the Month. Thank you for your dedication, leadership, and continued contributions to IndyGo's success.

90% CLUB – COACH OPERATOR:

COACH OPERATOR: BILLIE LEWIS #12059

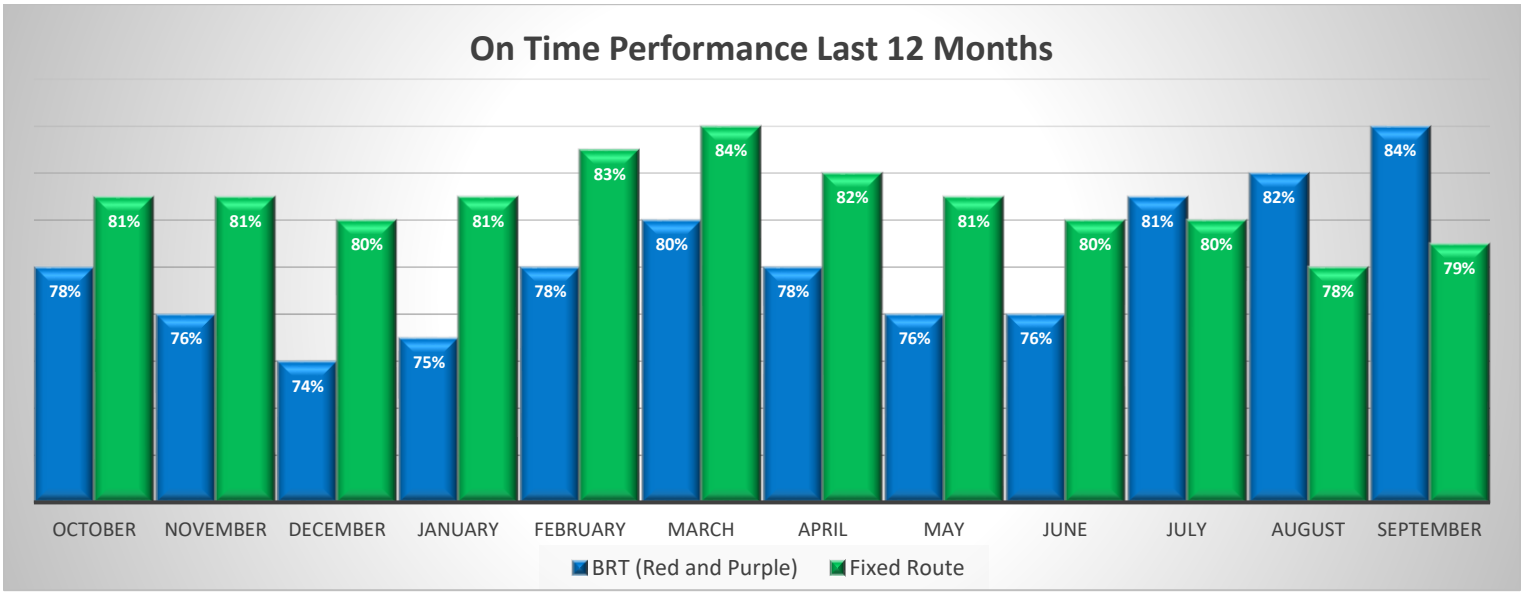
The operators who achieve an on-time performance rating of 90% or better during the month are entered into a drawing. The winner receives an extra personal day.



Sanders, Levern
Hazen, William
Barner, Dejonte
Johnsongreene, Deanna
Lewis, Donteze
Davis, Juanita
Overton, Tamika
Hurt, Anthony
Blue, Tenicia
Mcleod, Timothy
Trofort, Wilver

Lewis, Billie
Jameson, Terrica
Pittman, Ronald
Alexander, Damon
Barners, Gabriel
Rowe, Patrick
Gardner, Charles
Baine, Tenisha
Rosario Gonzalez, Dilexi
Robinson, Vincent
Wyatt, Darren

Saffold, Nakeyia
Vinson, Cherika
McGwin, Michael
Clarke-Harris, Shakima
Williams, Angela
Roberts, Brian
Jerrell, Dasierra
Jackson, Brett
Hardrick, Victoria
Goudiaby, Mamadou



FLEET SERVICES AND VEHICLE MAINTENANCE

FLEET SERVICES:

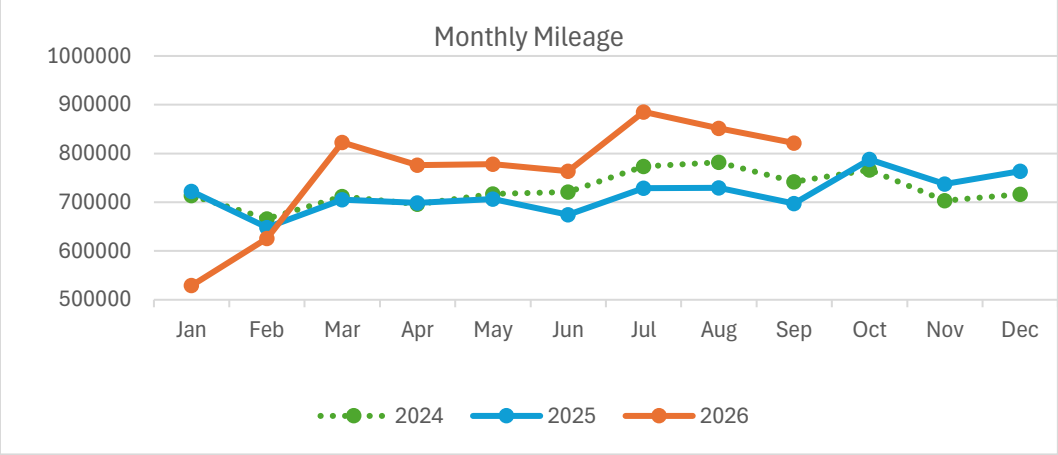
Key Metrics	September 2025	September 2026	YTD
Fleet Miles	697,687	821,662	6,854,875
Diesel Usage (gal)	133,827	145,173	1,093,279
Detail Completion Rate	85%	55%	75%
Motor Pool Requests	36	72	491

* *Motor pool requests are for non-revenue vehicles available for business use.*

Fleet Mileage:

Year over year mileage is trending higher in correlation to service changes.

**It is noted that FleetWatch damage to lane 2 during construction prevented the capture of some mileage and fluids consumed.*

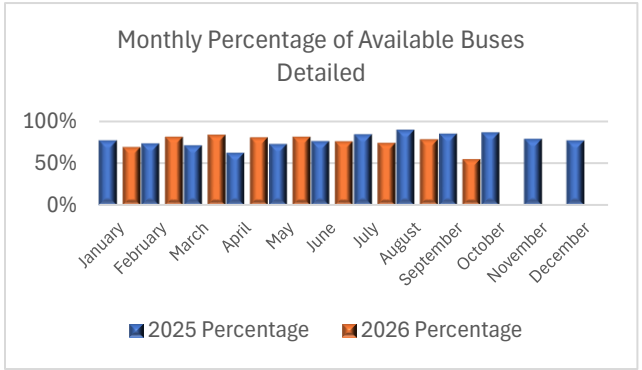


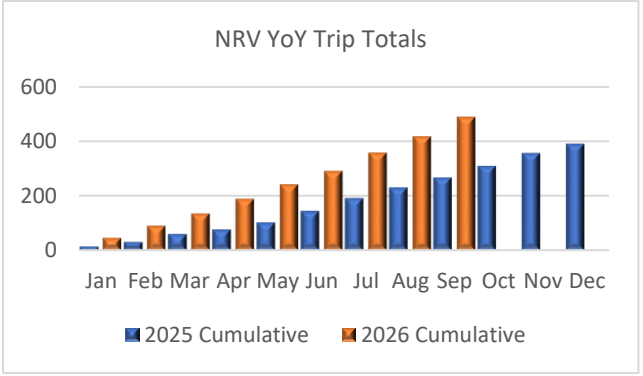
Year	YTD Miles
2026	6.8M*
2025	6.3M
2024	6.5M
2023	6M

Buses Detailed:
108 of the 198 available buses were detailed in September. Target is 100% of available buses. Detailing performance has recently dropped due to contractor staffing shortages. New staff are currently being hired to support IPTC's requirements.

Motor Pool Usage:

There were 72 vehicle requests in September for the motor pool. Motor Pool utilization rates are 84% higher in 2026, with 419 vehicle trips compared to 231 in the same period in 2025.





PREVENTIVE MAINTENANCE:

18,557
MB Major MDBF (miles)

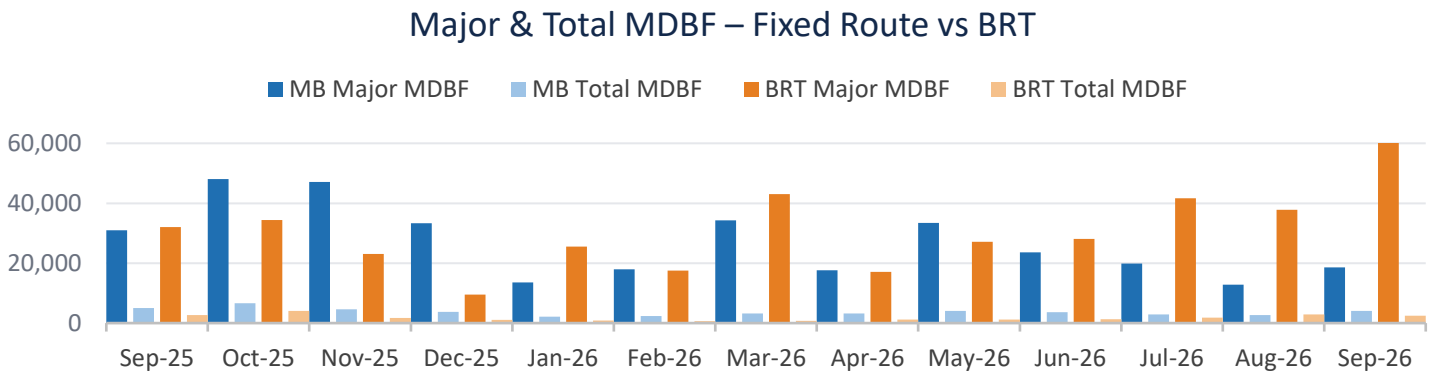
124,534
BRT Major MDBF (miles)

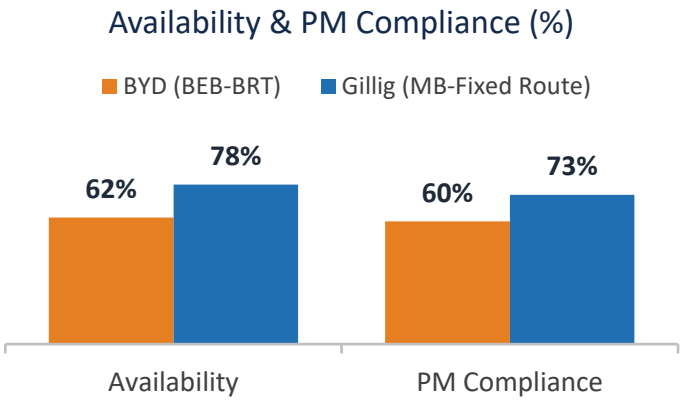
78%
Gillig fleet availability

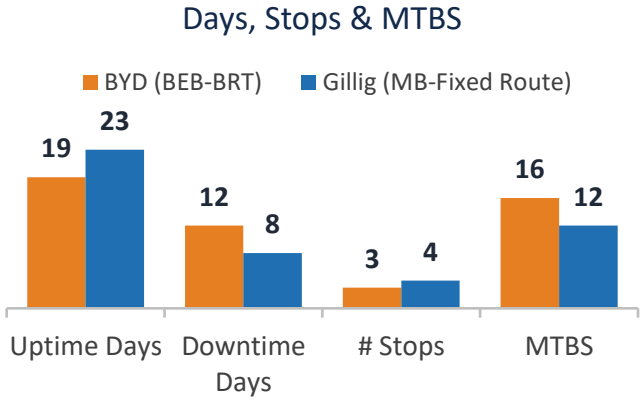
62%
BYD fleet availability

Mean Distance Between Failures per Fleet Type
Fixed Route (MB) vs BRT

Date	MB Major MDBF	MB Total MDBF	BRT Major MDBF	BRT Total MDBF
9/1/2025	31,001	5,000.1	32,059	2,709
8/1/2026	12,782	2,724.9	37,819	2,854
9/1/2026	**18,557**	**4,062.9**	**124,534***	**2,442**







SECURITY

Key Security Metrics

Metric	September 2026	2026 YTD	Notes
Fare Inspections Conducted	16,435	136,729	Inspections on Red Line and Purple Line services
Fare Compliance Rate	**91.9%**	**95.6%**	Riders possessing a valid fare at inspection
Fare Notifications Issued	1,469	6,470	Riders without a valid fare who declined to purchase
Fare Education Interactions	1,926	10,875	Riders who purchased fares after receiving education
Social Service Contacts	39	288	Individuals engaged by the Social Services Coordinator
Social Service Referrals	36	267	Referrals to partner support agencies

High Fare Compliance

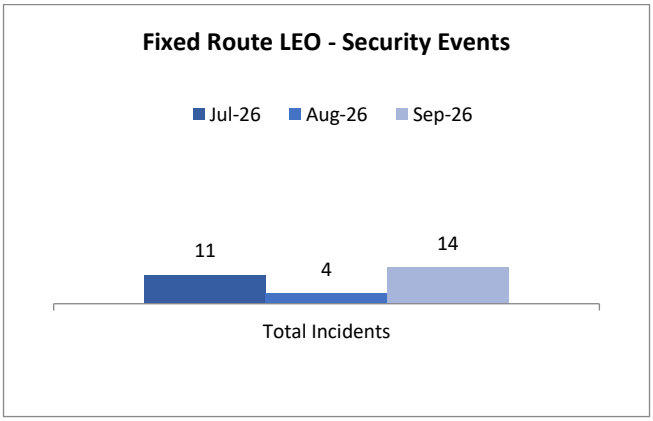
Fare compliance shows an increase to **91.9%.** Year-to-date also showed a small decrease to **95.6%.** As of April, the Transit Safety Officer's checks are now included in the total number of fare inspections. We will continue to see a flux in the compliance rate with the new MyKey+ technology, which should allow for more accurate validation numbers.

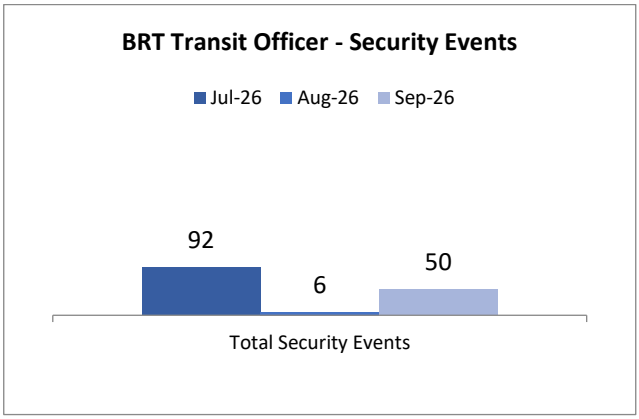
Education Supporting Compliance

The fare inspectors and transit safety officers continue to see an increase in the number of encounters they are experiencing. Of these encounters, there are more initially non-compliant encounters resulting in fare purchase, supporting a customer-focused enforcement strategy.

Referrals

Individuals who were referred were referred to partner service organizations such as Horizon House, Salvation Army, and local food pantry locations. Not all individuals requested referrals; some contacts involved general assistance or transit-related information only.





Security Events

There was an increase in the number of events on both the BRT and Fixed Route services. Most of this is due to increased patrol along the Washington Street bus-only lane. This increased patrol saw a 36% increase in the number of citations written for vehicles parked in the bus-only lane.

TRAINING

The information below shows the number of Trainee that started with no permit and those Trainees who had their permit when they on boarded for the month. The IndyGo Academy trains new employees that are hired without a CDL license. They will also show the number of students who passed on their first, second, or third attempt and the number of students who could not pass it after three attempts.

Trainees with Permit - 21
Licensed – 3

HIGHLIGHTS

CDL TESTING PIPELINE — September 2026

Scheduled	1st Attempt	2nd Attempt	3rd Attempt	Failed	Pass Rate
12	10	2	0	0	83.33%

TEST OUTCOMES — September 2026 VS. September 2025

Period	Scheduled	1st Attempt	2nd Attempt	3rd Attempt	Failed
September 2026	12	0	2	0	0
September 2025	21	18	2	0	0

YTD 1ST-ATTEMPT PASS RATE

2025	2026
82.54%	**79.00%**

YTD 2026 TOTALS — ALL ATTEMPTS (N = 995)

1st Attempt	2nd Attempt	3rd Attempt	Failed
798 (76%)	173 (17.0%)	35 (3.5%)	22 (2.1%)

MOBILITY SOLUTIONS

Board Dashboard

KPI	September 2026	August 2026	YoY Change	Goal
Call Volume	59,975	61,681	+12.5%	Monitor
Service Level	87.0%	87.7%	-1.3 pts	80.0%
Average Call Duration	3.0 min	3.0 min	Flat	3-5 min
Customer Comments	550	566	+140.2% YoY	Monitor

Key Takeaways

Call Volume Remains Stable

- September call volume totaled **59,975 contacts**.
- Down **2.77%** from August 2026 (61,681).
- Up **12.5%** from September 2025 (53,313).
- Despite year-over-year growth, customer adoption of self-service channels continues to support a long-term reduction in dependency on phone support.

Service Levels Exceed Expectations

- September service level: 87.0%
- Goal: 80.0%
- Performance exceeded target by 7 percentage points.
- Remained above required standards despite a slight decrease from August (87.7%).

Call Handling Efficiency Maintained

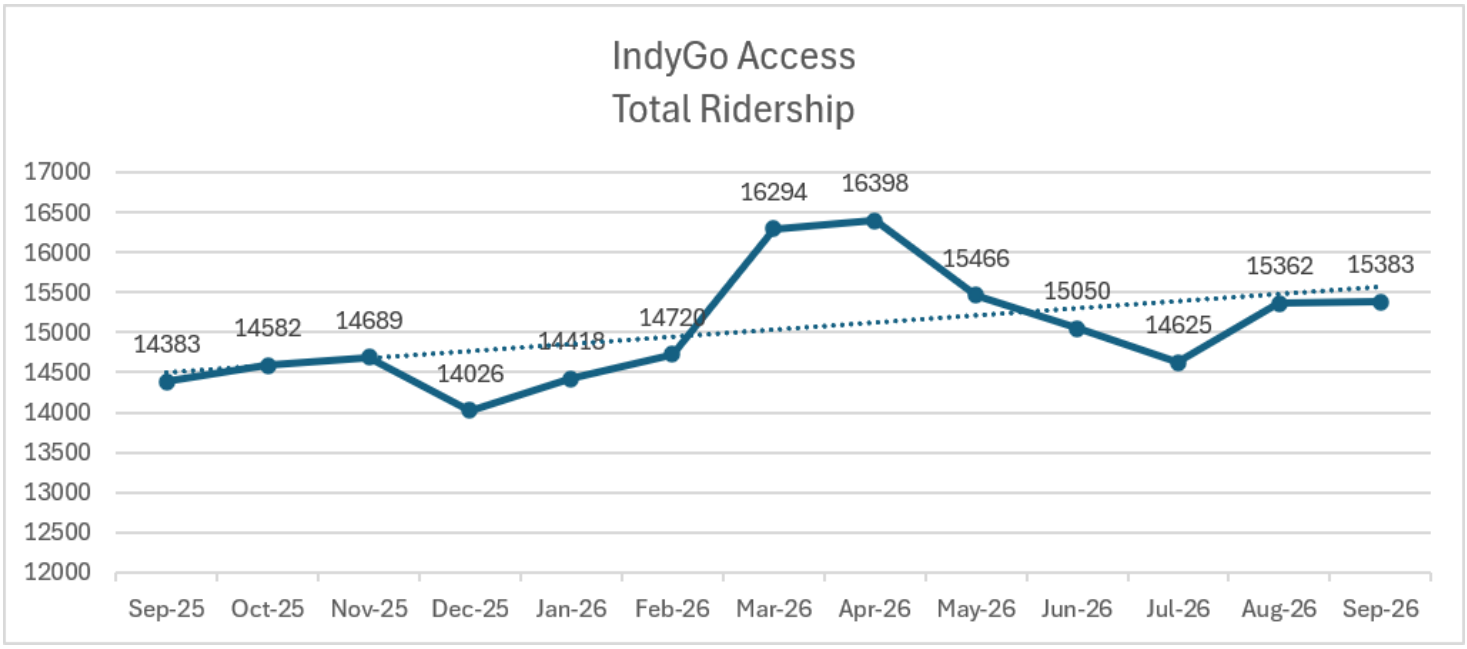
- Average call duration remained at 3 minutes.
- Continues to meet the established target range of 3-5 minutes.
- Indicates operational consistency and effective agent performance.

Customer Feedback Remains Elevated

- Total comments received: 550
- Down 2.83% from August 2026.
- Up 140.17% compared with September 2025.
- Key themes:
    - Pass-by incidents
    - Safety concerns
    - Schedule adherence
    - Operator courtesy
    - Fare-related concerns

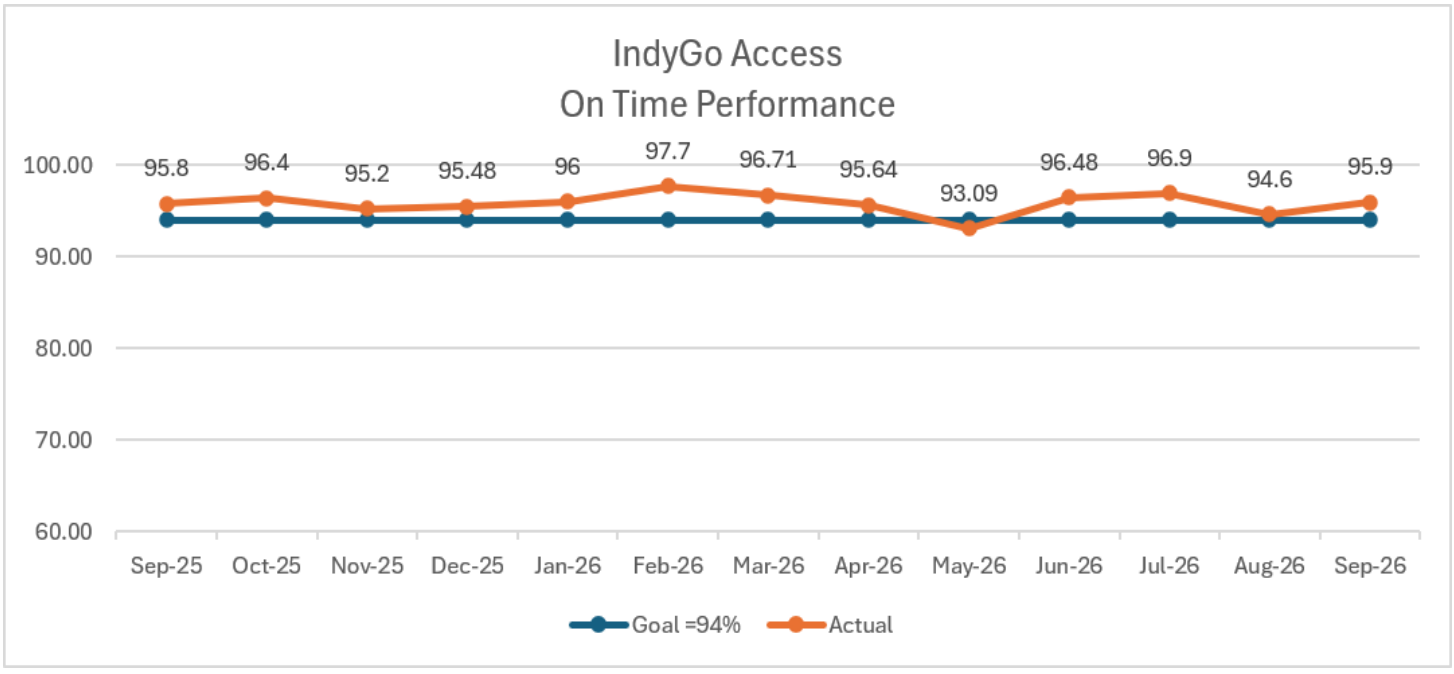
IndyGo Access Ridership

September ridership remained flat when compared to August, however the overall trend over the past year is still reflecting an increase.



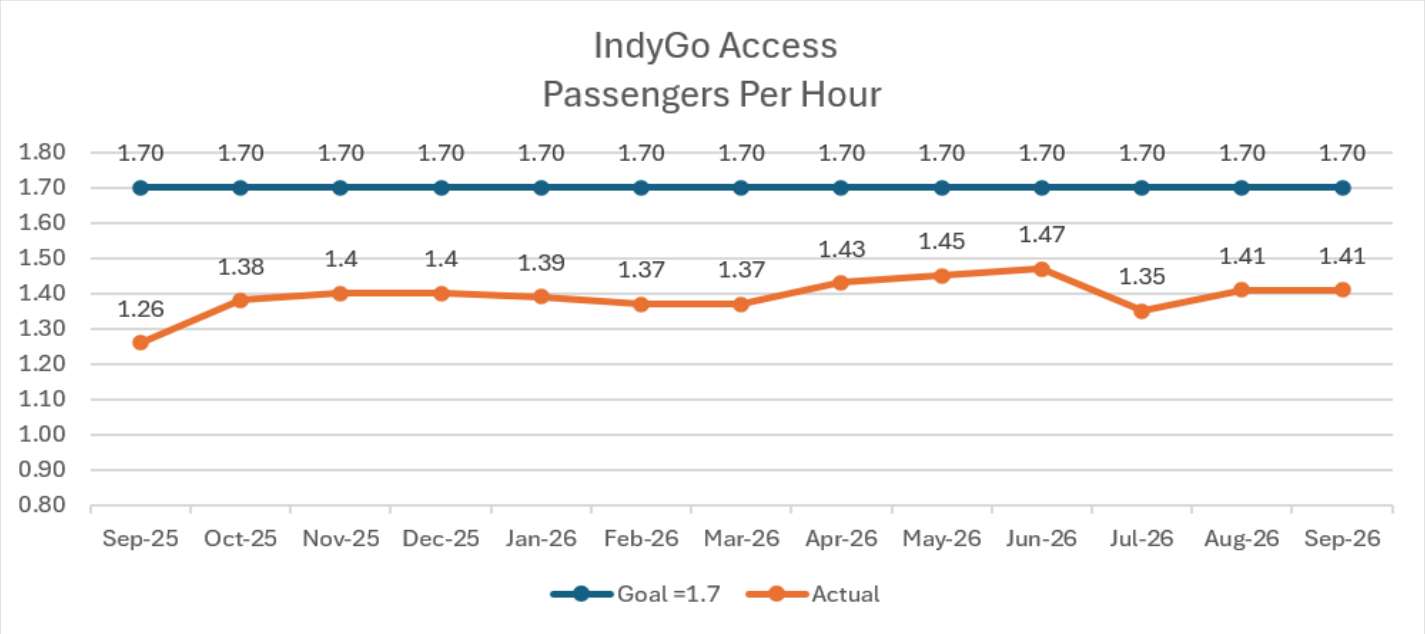
On-time Performance

September service came in at 95.6 percent above the goal of 94. Our 12 month average remains above the goal at 95.8 percent.



Productivity/Passenger Per Hour (PPH)

PPH for September came in at 1.41 above the 12 month average of 1.39 percent.



Drop off Appointment Time

September service came in at 95.02 percent above the goal of 95 percent.

