



People & Culture Monthly Report Summary

Service Committee

Britt S. Griffin, Chief People Officer



Our Mission & Vision Statement

Focused on People and Committed to Culture

People and Culture

Mission

- To be recognized as a respected and reliable department that prioritizes people, fosters collaboration, leverages data, and employs strategic thinking. We deliver people-centered programs through diverse perspectives, guided by a servant leadership mindset.

Vision

- We aspire to build relationships at all levels of the organization to support IndyGo teammates through a mission-centered culture of empowerment and respect.
- This culture encourages and rewards exceptional performance and continuous improvement and embraces collaboration, diversity, equity, inclusion & belonging while supporting a balanced attention to work and personal life.

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Focus Initiatives 2025

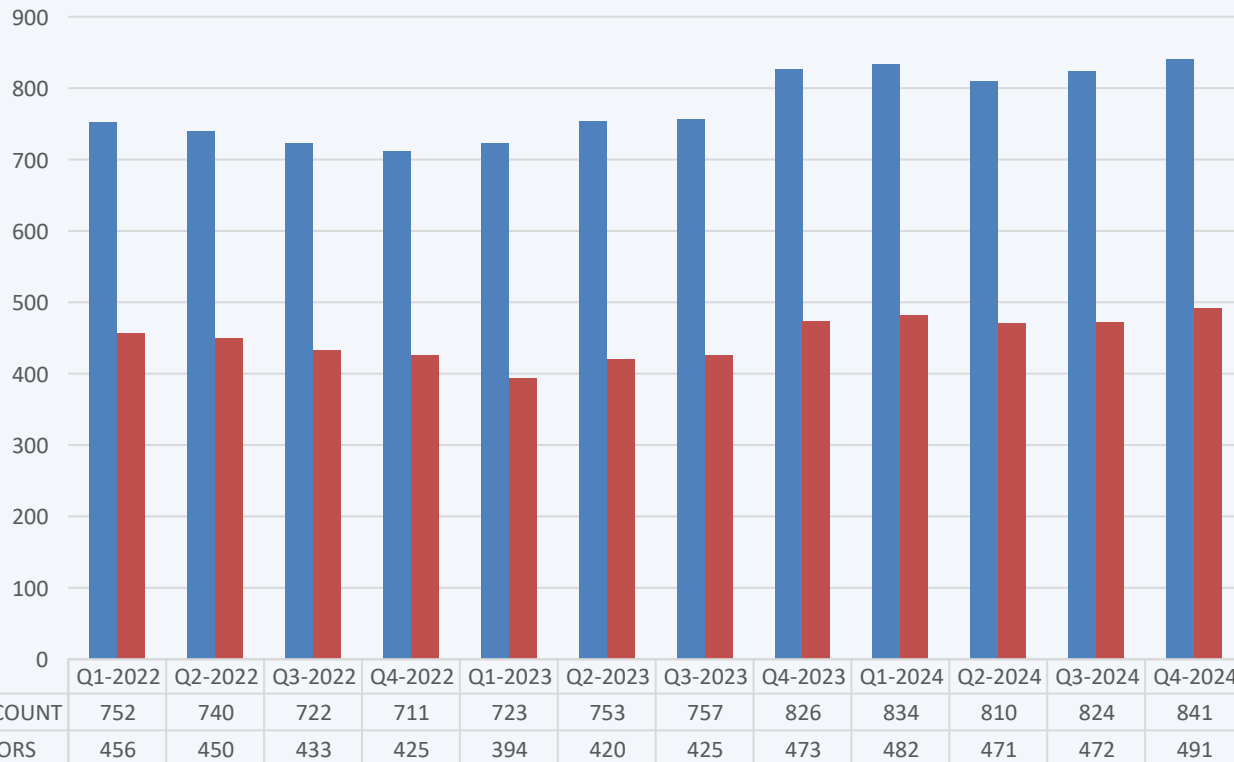
Key Strategic Focus Areas

Our People	Our Culture	Operational Excellence	Data-Driven Decision Making
Develop strategies focused on attracting, developing and retaining our people	Develop and implement programs and initiatives that enhance the employee experience, engagement and agency culture	Develop processes, SOP's and tools that result in continual sustainable improvement	Analyze data, identify trends, develop, and implement comprehensive people & culture strategies that turn strategic insight into actionable outcomes



Employee Population

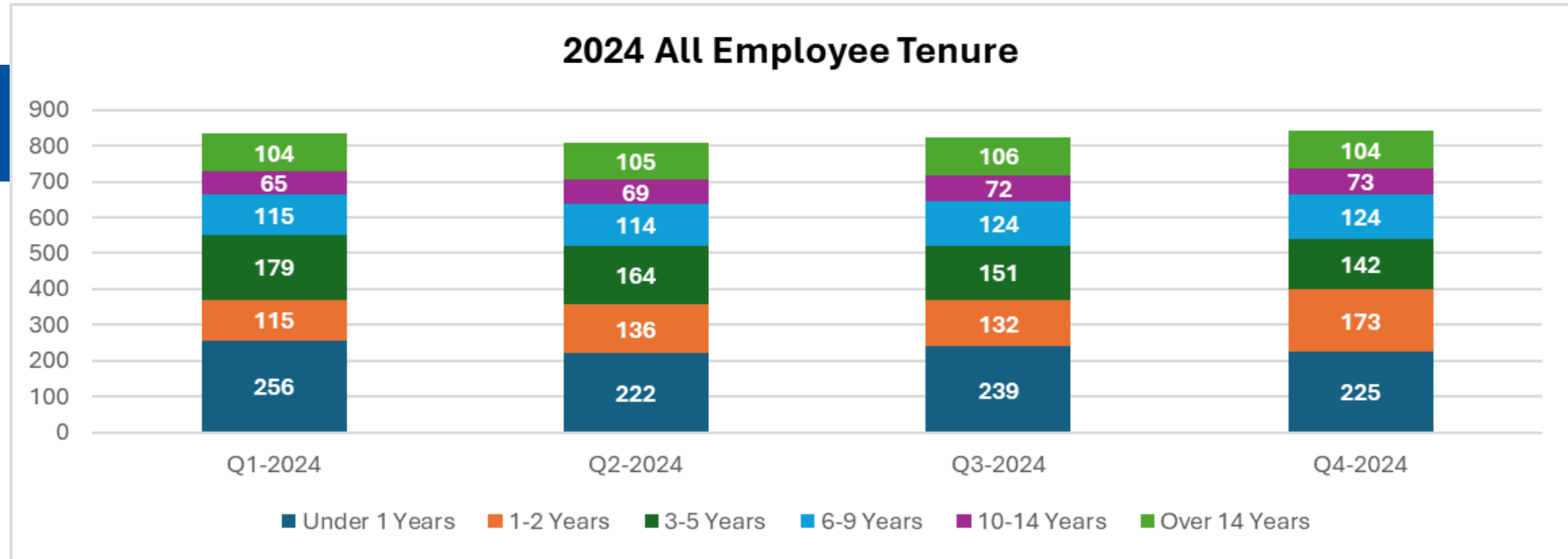
All Employees and Coach Operators



Total IndyGo Employees:	841
Total Union Employees:	622
Total Non-Union:	219
Total Coach Operators:	491

In the fourth quarter of 2024, we had more active Coach Operators (491) than in the past two years.

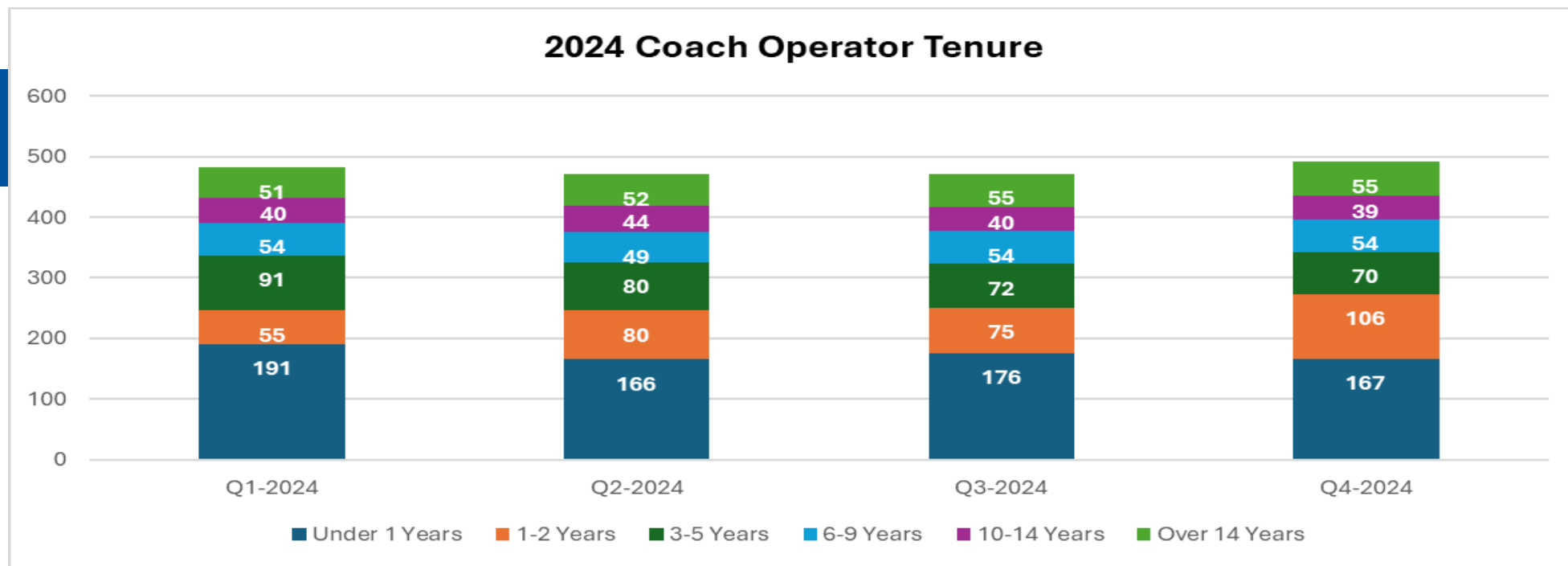
Tenure – All Employees



2024 All Employee Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2022	14.91%	13.92%	35.44%	13.64%	6.19%	15.89%	711
2023	30.67%	11.64%	24.48%	12.73%	7.76%	12.73%	825
2024	26.75%	20.57%	16.88%	14.74%	8.68%	12.37%	841

In 2024, 47% of all employees had a tenure of 2 years or less.

Tenure – Coach Operators

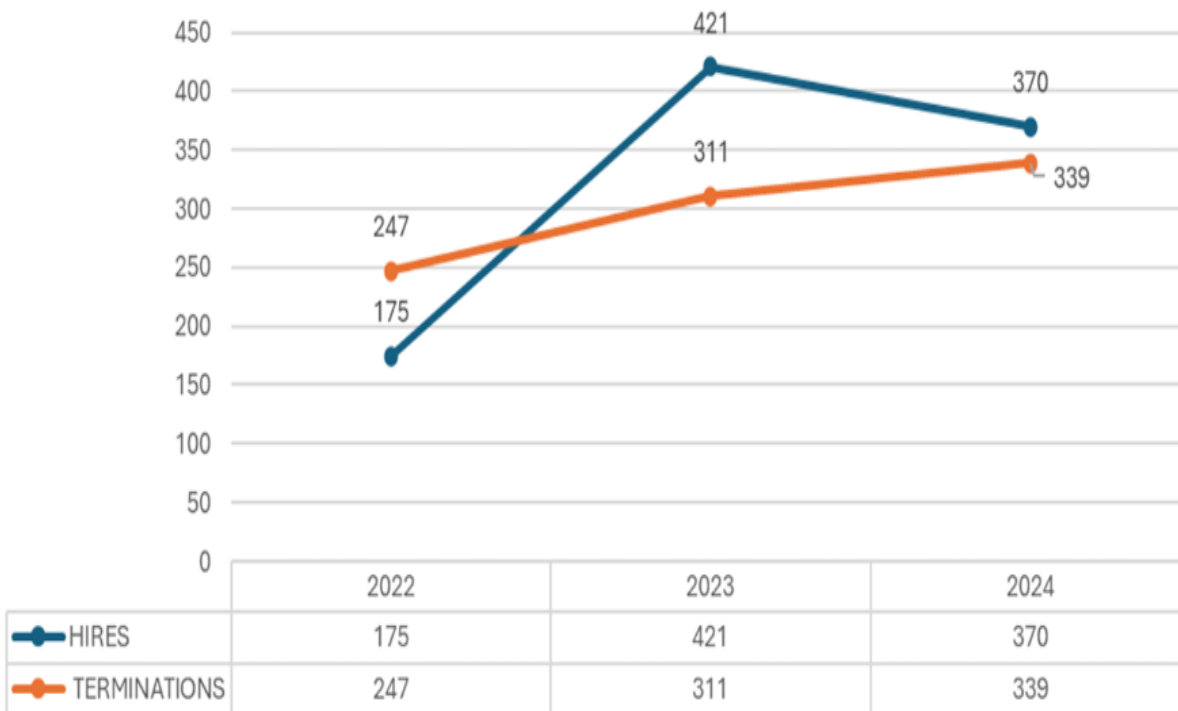


Coach Operator Tenure							
PERIOD	Under 1 Years	1-2 Years	3-5 Years	6-9 Years	10-14 Years	Over 14 Years	Total Headcount
2022	15.10%	11.98%	37.24%	13.02%	7.29%	15.36%	384
2023	39.83%	7.84%	22.25%	10.59%	8.26%	11.23%	472
2024	34.01%	21.59%	14.26%	11.00%	7.94%	11.20%	491

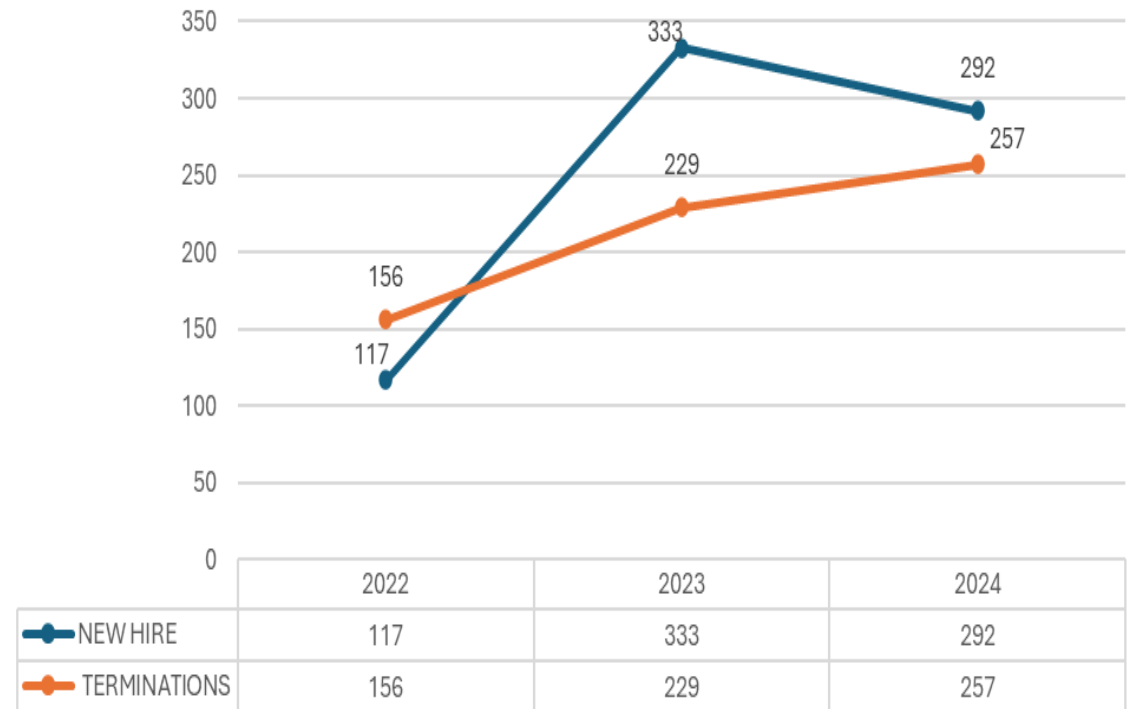
In 2024, 55% of Coach Operators had a tenure of 2 years or less.

Hires vs. Terminations

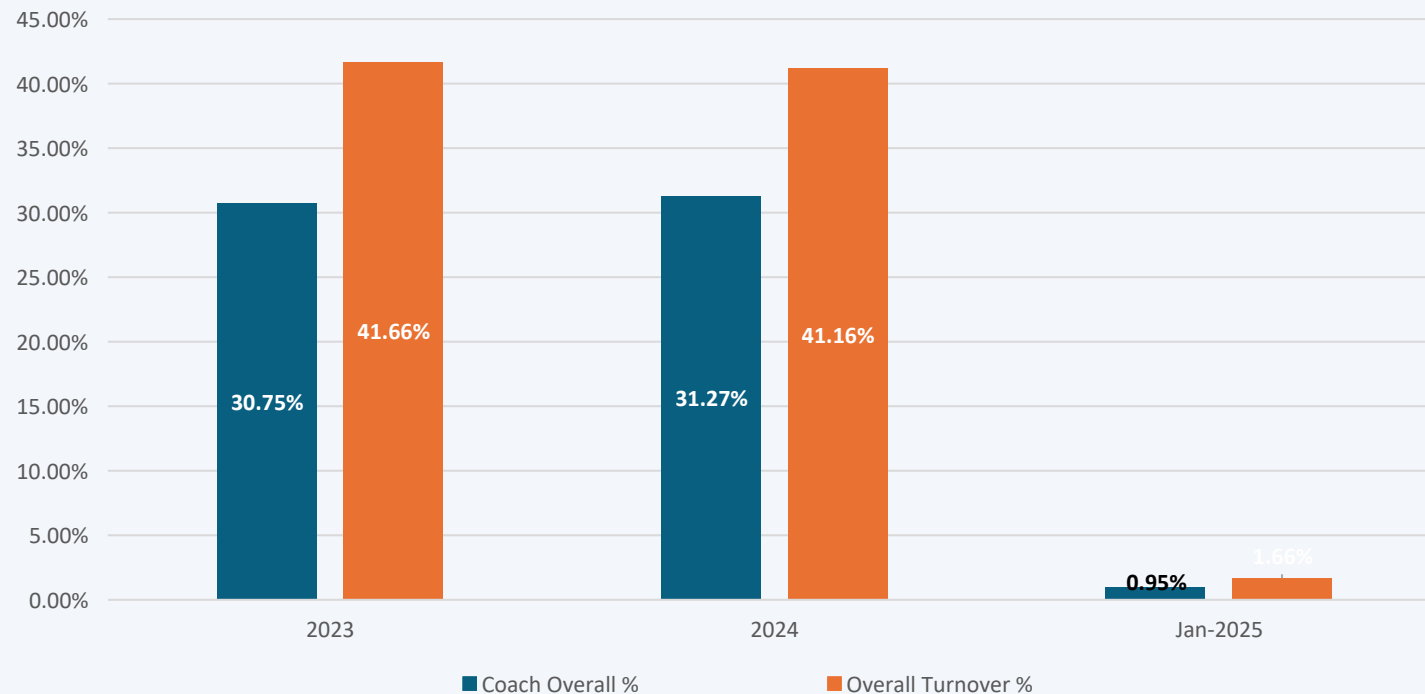
Overall Hires vs. Terminations by Year



Coach Operator Hires vs. Terminations by Year



Turnover



Since 2023:

Total employee turnover on average - 41%

- Voluntary turnover - 21%
- Involuntary turnover - 20%

Coach Operator's total turnover average - 31%

- Voluntary turnover - 25 %
- Involuntary turnover - 29%

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THANK
YOU
QUESTIONS?

