



Indianapolis Public Transportation Corporation  
dba IndyGo  
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## Human Resources Division Report – April 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Human Resources Jeffrey M. Brown  
**Date:** May 20, 2021

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### CONSIDERATION OF HUMAN RESOURCES REPORT APRIL 2021

**ISSUE:**

A written report of Human Resources information that will be presented at the Board meeting.

**RECOMMENDATION:**

Receive Human Resources report.

Jeffrey M. Brown  
Vice President of Human Resources and Labor Relations

Contributing Staff:  
Tracy Jennings  
Director- HRIS & Benefits

## HUMAN RESOURCES REPORT

### A. Coronavirus (COVID-19) Update

1. **COVID Data:** Since the COVID-19 pandemic began in February of 2020, IndyGo has had 116 total employees who tested positive. IndyGo has continued to urge its workforce to continue to take precautions and has put forth several memorandums regarding workplace precautions and use of benefit time and contact tracing. In addition, the following information has been compiled regarding trends related to Indiana's COVID cases:
  - **In Marion County, cases** have increased over the past week and are very high. The number of **hospitalized COVID patients** has also risen in the Marion County area. **Deaths** have remained at about the same level. The **test positivity rate** in Marion County is high, suggesting that cases may be undercounted.
  - Over the past week, there has been an average of 171 cases per day reported in Marion County, an increase of 25 percent from the average two weeks earlier.
  - Since the beginning of the pandemic, at least **1 in 10** residents of Marion County have been infected, a total of **100,035 reported cases**.
  - December 2020 was the worst month for cases in Marion County.
2. **COVID Vaccines:** At this time, any Indiana resident age 16 and older is now eligible to schedule a vaccination appointment. IndyGo and the Marion County Public Health Department have partnered to provide residents 18 years and older the COVID vaccine at IndyGo's future headquarters location on Indianapolis' east side. Walk-ins are welcomed, and residents can pre-registration online at [ourshot.in.gov](http://ourshot.in.gov), at 317-221-2100. In addition, the following is a summary of vaccination data in Marion County:
  - Marion County has administered more than 560,369 doses of the COVID-19 vaccine, as of May 3, 2021 according to data from the Indiana Department of Health.
  - In Marion County, 27% of people living in Marion County are fully vaccinated as of May 3, 2021.
3. **COVID Testing:** IndyGo employees are also eligible for free testing after being seen by a medical authority at the following locations:
  - *Marion County Public Health Department:* 3838 N Rural St. – Monday – Friday from 9:00 AM – 4:00 PM and Wednesday from 9:00 AM – 6:00 PM
  - *South District Health Office:* 7751 Shelby St. – Tuesday and Thursday 11:00 AM – 6:00 PM
  - *Sidney & Lois Eskenazi Hospital:* 720 Eskenazi Ave. – Call for an appointment at 317-880-7666.
  - *CVS:* Multiple locations – site locator is <https://www.cvs.com/minuteclinic/covid-19-testing>.
  - *Walgreens:* Multiple locations – site locator is <https://www.walgreens.com/findcare/covid19/testing>.
4. **Mask Mandate Continues At IndyGo:** On May 13, 2021, the Centers for Disease Control and Prevention announced new guidance that fully vaccinated people can safely do most indoor and outdoor activities without wearing masks or social distancing. What does the new guidance mean for mask requirements for IndyGo and on public transit? For now, nothing changes. The federal rule that requires that individuals wear a mask when using public transportation is still in effect. Moreover, the Marion County Health Department Order and recently passed City-County Council

Ordinance continue to require that masks to be worn in or on public transportation, which includes IndyGo. Please know that IndyGo will continue to abide by these mandates and all employees are still required to wear masks covering their nose and mouth when indoors at 1501 W. Washington, the Julia Carson Transit Center, and East Campus, or when driving an IndyGo vehicle, including a coach. IndyGo will continue to update the IndyGo community of any developments respective to the mask mandates.

**B. Second Chance Hiring Initiative**

At the January 2021 Board of Directors meeting, IndyGo announced the implementation of the Second Change Hiring Policy (“the Policy”), which is a hiring initiative to give otherwise qualified applicants with criminal backgrounds the same consideration as any other applicant, when their record has no bearing on job requirements, and to also support their reentry into the workforce. Since its implementation, the Policy has been used three times. Two new hires have been made utilizing the new Policy while in April, one candidate was rejected because of a verified recent criminal history.

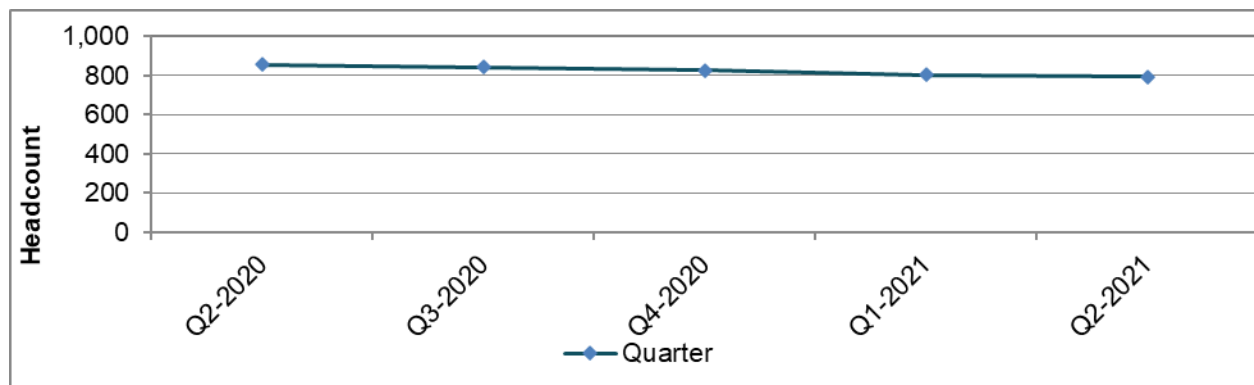
**C. Recruitment and Retention Data**

Human Resources offers the following information concerning its hiring and retention of employees:

**1. General Background Data:**

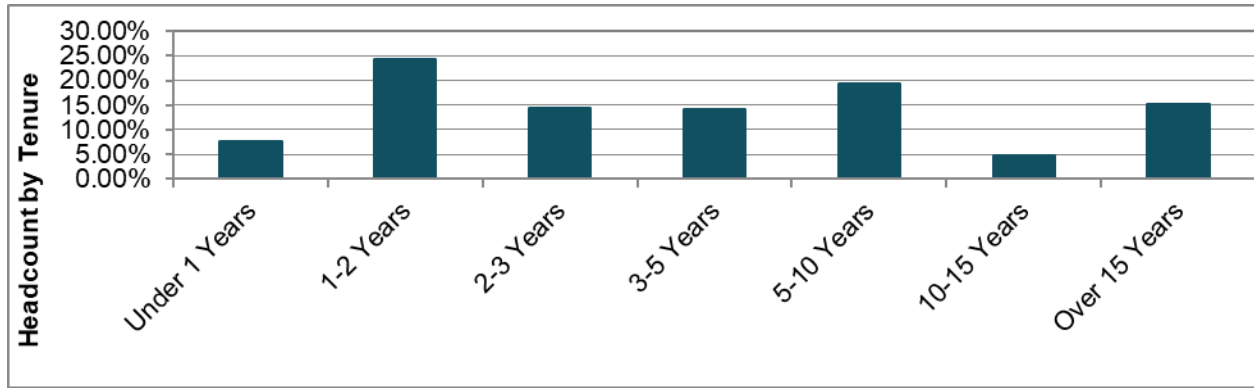
- a. Total IndyGo Employees: 795
- b. Total Union Employees: 586
- c. Total Coach Operators: 444
- d. Annual Coach Operator Turnover Rate: 19.08%
- e. Total Non-Coach Operators Employees: 351
- f. Annual Non-Coach Operator Turnover Rate: 18.21%
- g. Annual IndyGo Employee Turnover Rate: 18.71%

**2. Total Headcount by Quarter**



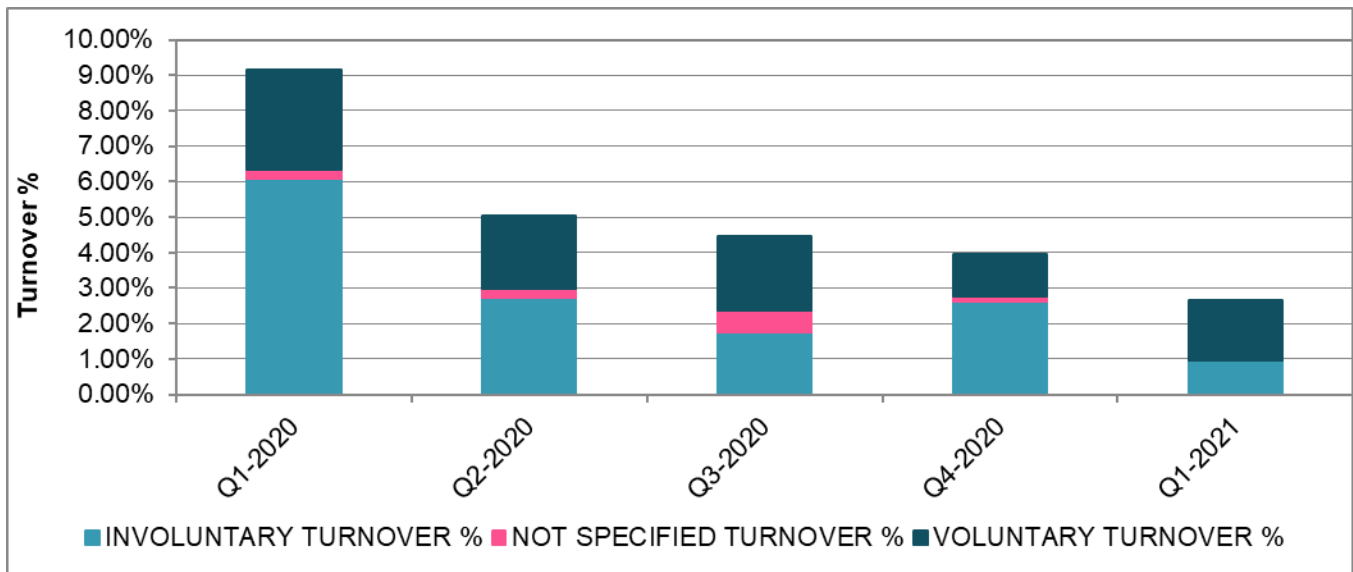
PERIOD	HEADCOUNT
Q2-2020	855
Q3-2020	844
Q4-2020	826
Q1-2021	804
Q2-2021	795

### 3. Headcount Tenure by Quarter



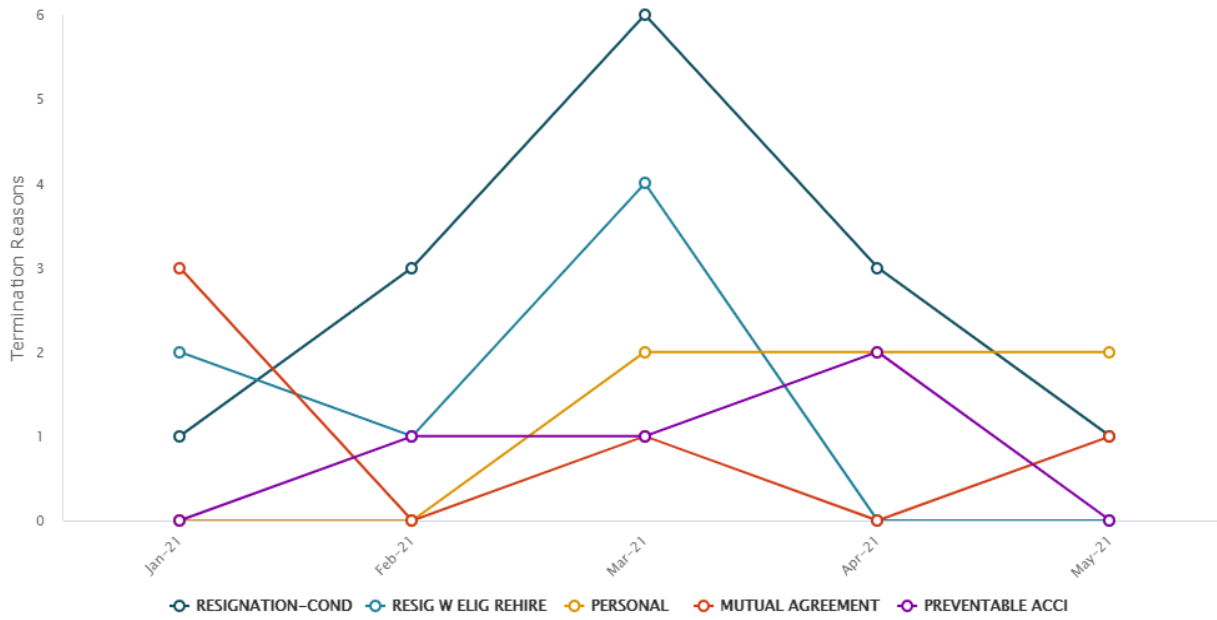
TENURE BAND	HEADCOUNT PERCENTAGE	HEADCOUNT
Under 1 Years	7.69%	61
1-2 Years	24.34%	193
2-3 Years	14.50%	115
3-5 Years	14.12%	112
5-10 Years	19.29%	153
10-15 Years	4.79%	38
Over 15 Years	15.26%	121

### 4. Turnover by Quarter

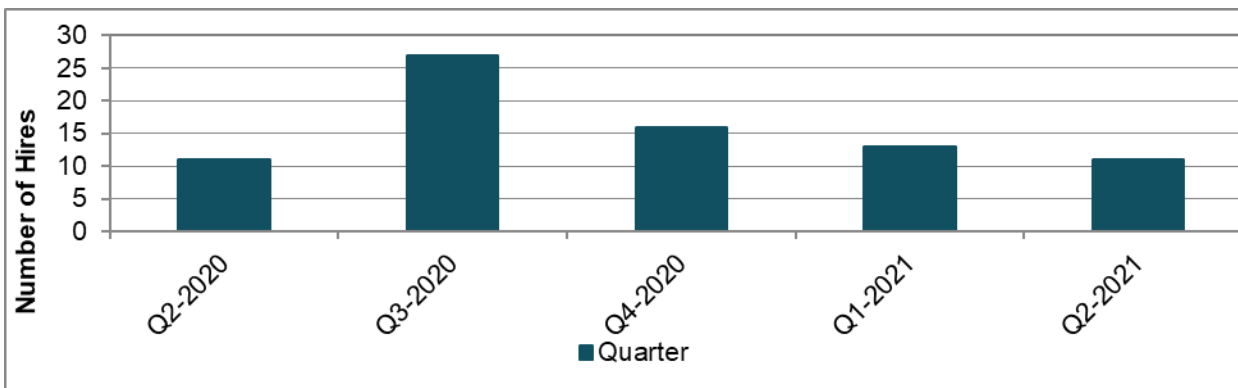


PERIOD	OVERALL TURNOVER %	VOLUNTARY TURNOVER %	INVOLUNTARY TURNOVER %	NOT SPECIFIED TURNOVER %
Q1-2020	9.16%	2.83%	6.10%	0.23%
Q2-2020	5.02%	2.06%	2.74%	0.23%
Q3-2020	4.46%	2.11%	1.76%	0.59%
Q4-2020	3.94%	1.19%	2.63%	0.12%
Q1-2021	2.66%	1.70%	0.97%	0.00%

## 5. Termination Reason by Quarter



## 6. New Hires by Quarter



PERIOD	TOTAL HIRES
Q2-2020	11
Q3-2020	27
Q4-2020	16
Q1-2021	13
Q2-2021	11

**7. Labor Market Trends Impacting Hiring and Retention at IndyGo:** The pandemic cost millions their jobs, and while the Bureau of Labor Statistics found that 9.7 million of them are actively seeking work, businesses are reporting significant labor shortages. IndyGo, much like all employers today, is challenged by the current job market, particularly with attrition and hiring trends. The following is a list of reasons why hiring and attrition has substantially impacted IndyGo during the pandemic and impact:

- COVID-19 health Concerns: At the most basic level, people are still hesitant to return to work. To date, 565,000 people in the United States have died from COVID-19, so it's no surprise that the possibility of contracting a deadly disease would discourage people from going back

to work. Although vaccinations are likely to help ease these fears, people are searching for jobs that are less likely to be exposed to the coronavirus — or any other deadly virus down the road.

- Workers Are Holding Out For Higher Wages: Both to retain workers and attract more to their companies, employers have been raising wages and improving benefits. McDonald's is now paying an entry-level wage of \$17 per hour. [Costco](#) recently raised its minimum wage to \$16 per hour, and [Target and Amazon](#) have raised their wages to \$15 per hour. Employers are trying to compensate for the hesitancy to return to work, especially among low-wage earners. But these big companies raising their wages place difficulties on workers in service industries such as IndyGo. What is more, there are fewer applicants to choose from, and as a result, less qualified candidates. With less qualified employees comes poorer work, higher costs, less satisfied customers, and inevitably lower revenues.
- At-Home Care Still Needed: One of the central reasons individuals haven't returned to the workforce is because they still need to stay at home with their kids while they take online classes. The same goes for older or disabled relatives who might have had other forms of care before the pandemic. According to the late March surveys, 6.3 million people were not working because they had to take care of their children at home, and 2.1 million more people were at home caring for an older person. That could change – positively and negatively - with President Biden's infrastructure plan. Beginning on July 15, 2021, 39 million families are set to receive monthly child payments that are part of the coronavirus relief package, which expanded the child tax credit for one year. Nearly 88% of children are set to receive the benefits without their parents needing to take any additional action. Under the package, qualified families earning \$150,000 or less will receive a payment of up to \$300 per month for each child under 6 and up to \$250 per month for children between the ages of 6 and 17. The child tax credit was previously capped at \$2,000 and only paid out to families with income tax obligations after they filed with the IRS. The benefits now total \$3,600 annually for children under 6 and \$3,000 for those who are older. The president has proposed an extension of the increased child tax credit through 2025. With these added benefits, individuals may seek out work. On the other hand, it could cause individuals to remain at home while also receiving other government benefits.
- Benefits: The government is making it easy for people to stay home and get paid. The logic is simple: Why work when unemployment insurance — including a \$300 weekly supplement that was part of the newly enacted pandemic rescue plan — means that some people can make as much or more by not working? And the combined \$2,000-per-person cash payments enacted since late last year created a cushion people can rely on for a time. The stimulus law signed on December 28, 2020 added an additional \$300 in unemployment benefits. The previous program of \$600 additional benefits expired on July 31, 2020, however, individuals who may have been entitled to these benefits but are still waiting on a decision from the Department of Workforce Development may still be able to collect anything owed). However, Governor Holcomb announcement that beginning June 19, 2021, Indiana will soon end its participation in all federally funded pandemic unemployment insurance programs.
- Search for Remote Work: Remote work became the standard during the pandemic. Now, most job seekers are looking for remote work. In April 2021, for example, remote job postings shot up nearly 350% above where they were in the opening months of 2020. Remote postings

now make up 10% of all postings in the U.S., compared to early 2020 when they made up just 3% of all postings. There is a disparity between the people who are able to work remotely and those who need to be in direct face-to-face contact as part of their job responsibilities. For instance, in the second half of 2020, more than 20% of tech job postings referenced remote work. By comparison, fewer than 1% of service industry jobs listed “remote” in the title or advertisement. Those who hold college and graduate degrees and work in white-collar jobs, such as finance and technology, are more apt to see greater opportunities to work remotely. However, many of the newly posted jobs call for people who can’t work from home. These are the frontline folks, such as Professional Coach Operators, Mechanics, and General Laborers.

- Career Reassessment: The coronavirus outbreak has had a dramatic psychological effect on workers, and people are reassessing what they want to do and how they want to work, whether in an office, at home or some hybrid combination.