



HUMAN RESOURCES REPORT

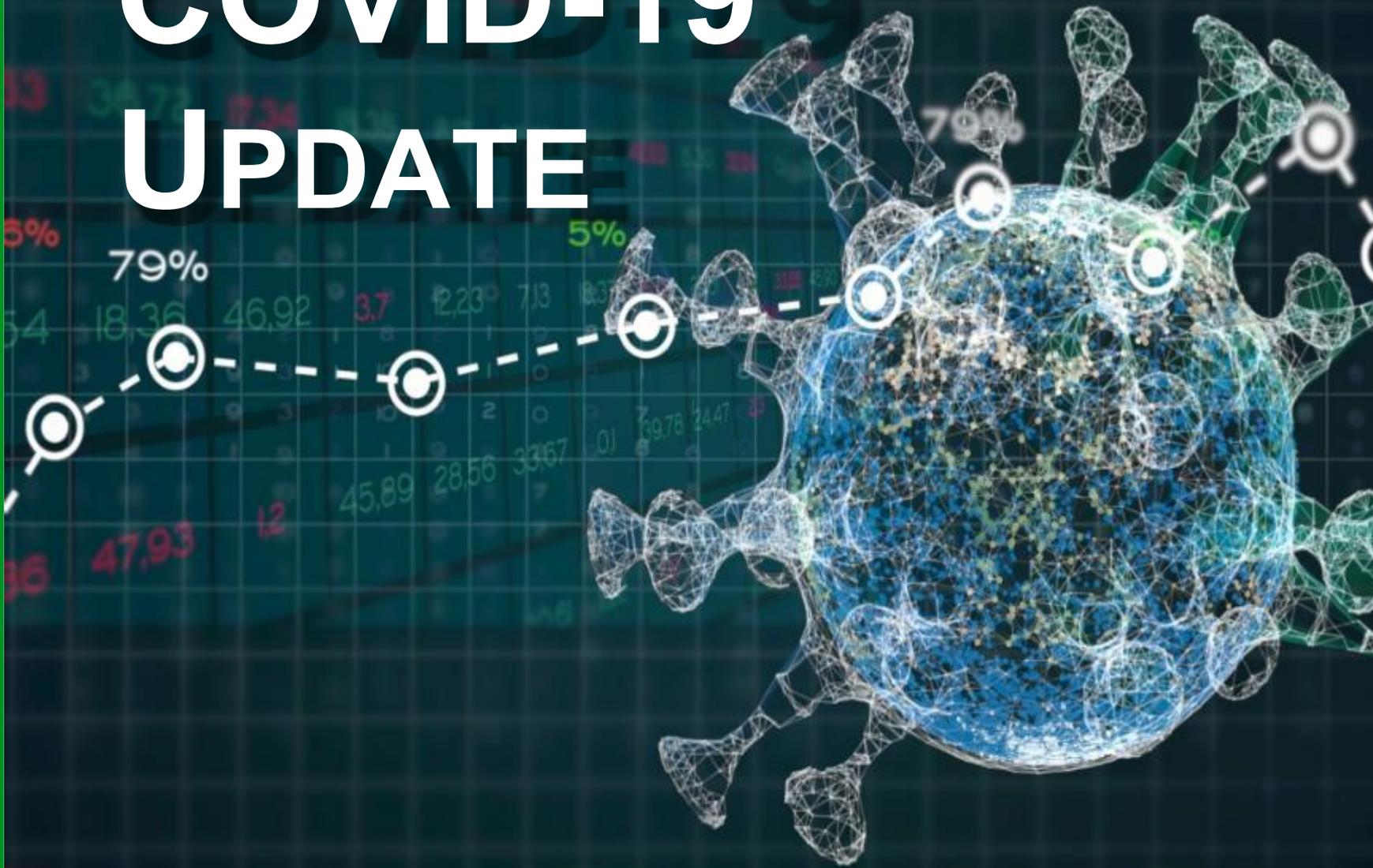
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COVID-19 UPDATE



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- **COVID Data:** Since the COVID-19 pandemic began in February of 2020, IndyGo has had 116 total employees who tested positive.
- **COVID Vaccines:** At this time, any Indiana resident age 16 and older is now eligible to schedule a vaccination appointment.
- **COVID Testing:** IndyGo employees are also eligible for free testing after being seen by a medical authority at locations throughout Indianapolis and Marion County

MASK REQUIREMENT



MASK REQUIREMENT

WHAT DOES THE NEW CDC GUIDANCE MEAN FOR INDYGO?

- 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.
- 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 all locations.

SECOND CHANCE HIRING POLICY



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- In January 2021 IndyGo announced the implementation of the Second Change Hiring Policy
- Policy 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.
- 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.

RECRUITMENT AND RETENTION

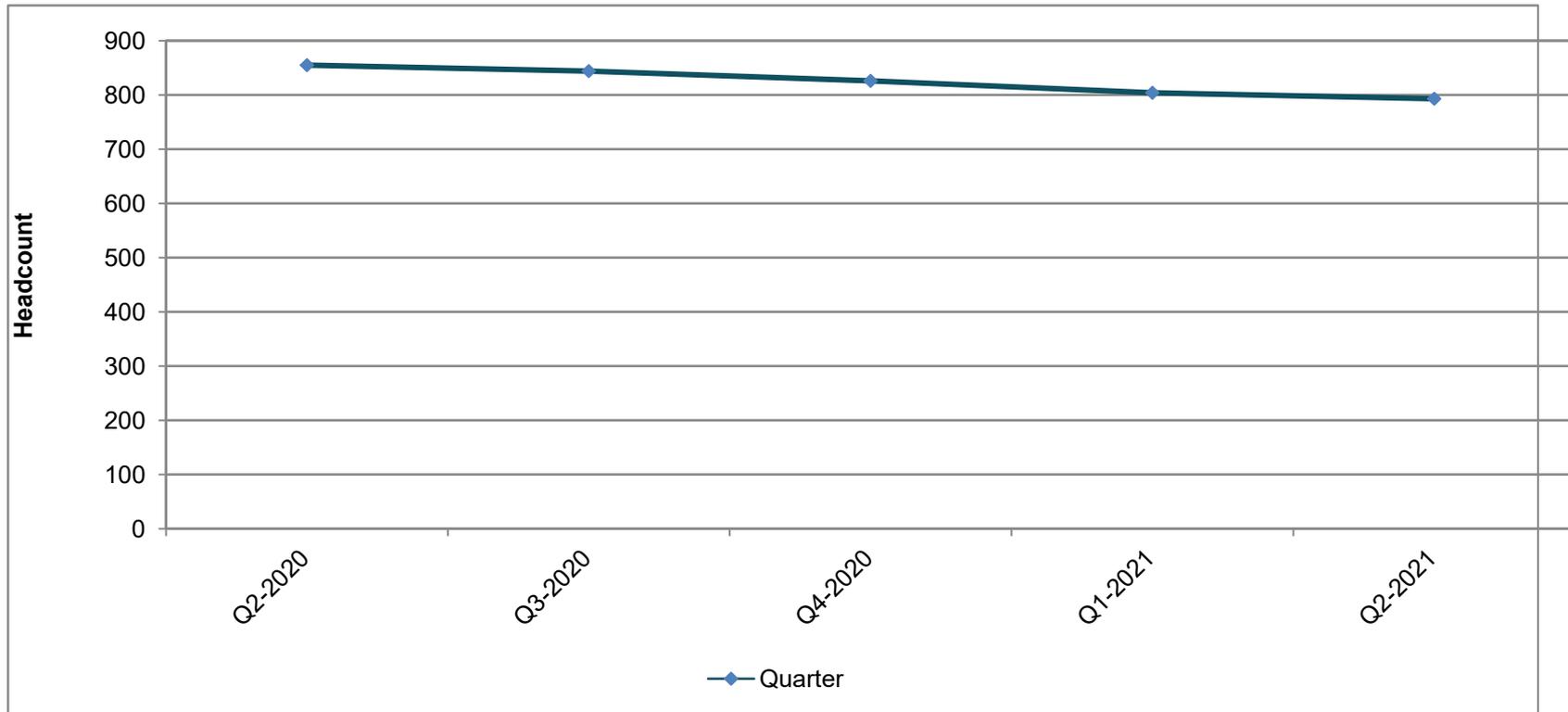


RECRUITMENT AND RETENTION

GENERAL DATA

- Total IndyGo Employees: 795
- Total Union Employees: 586
- Total Coach Operators: 444
- Annual Coach Operator Turnover Rate: 19.08%
- Total Non-Coach Operators Employees: 351
- Annual Non-Coach Operator Turnover Rate: 18.21%
- Annual IndyGo Employee Turnover Rate: 18.71%

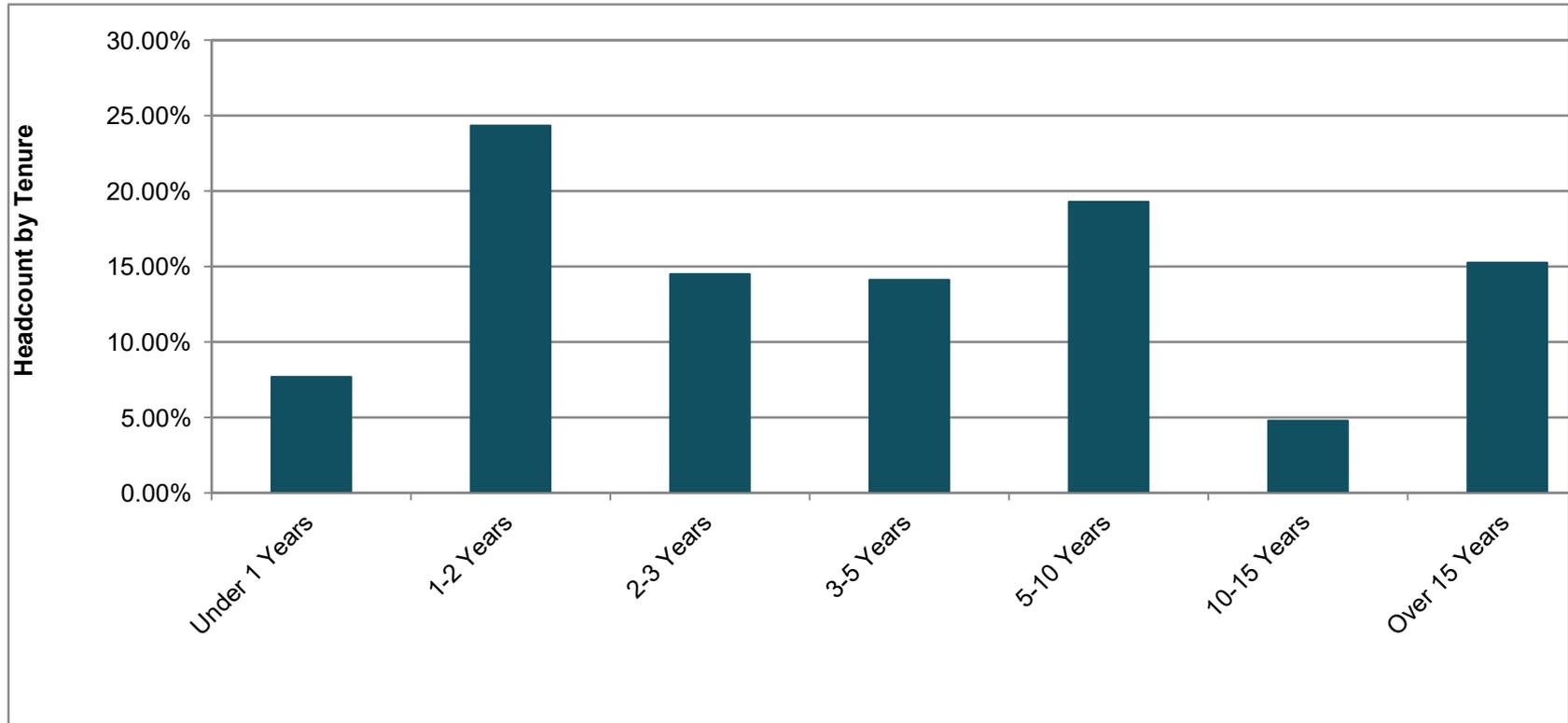
TOTAL HEADCOUNT BY QUARTER



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

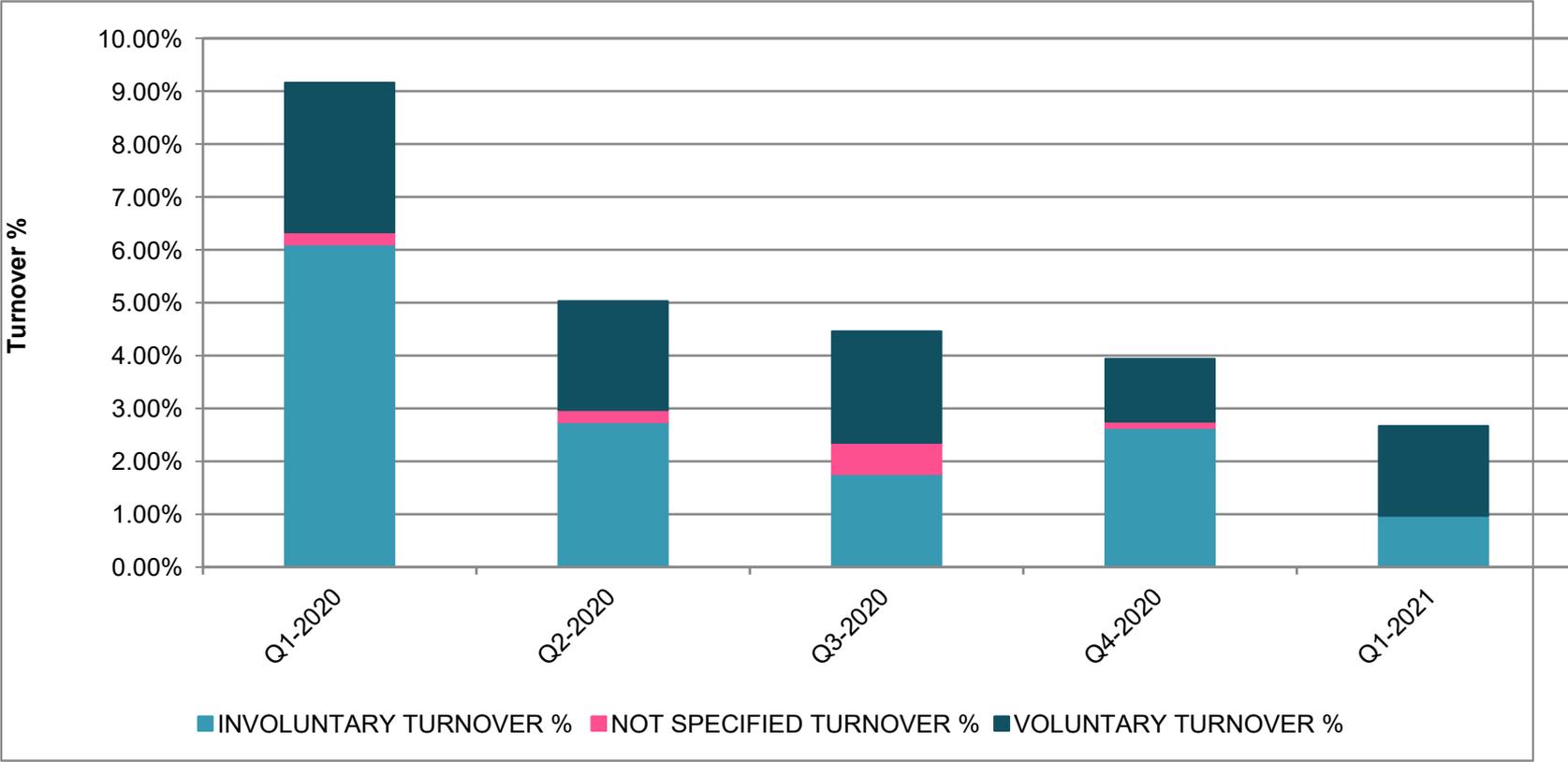
HEADCOUNT BY TENURE



HEADCOUNT BY TENURE

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

TURNOVER BY QUARTER

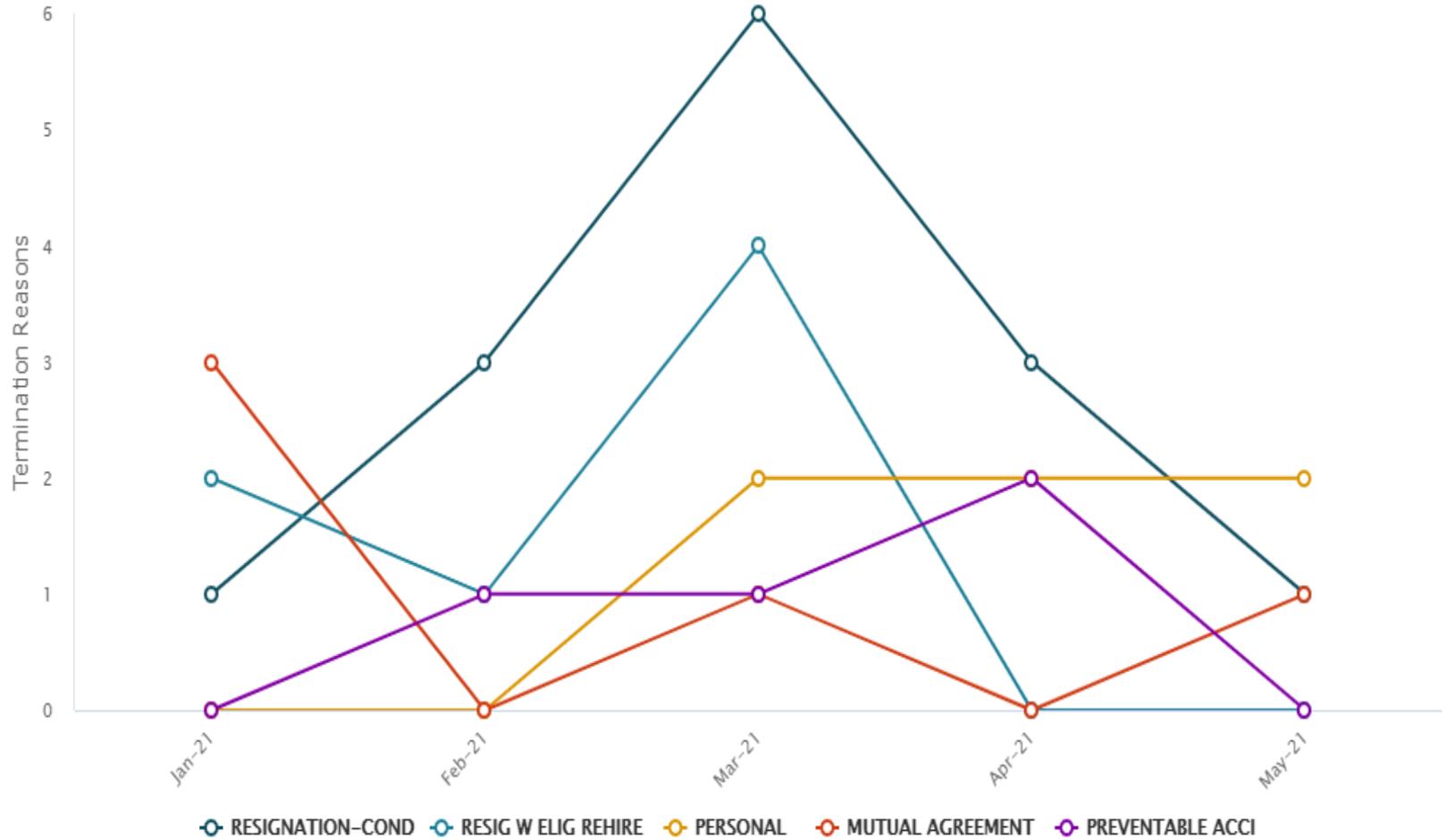


TURNOVER BY QUARTER

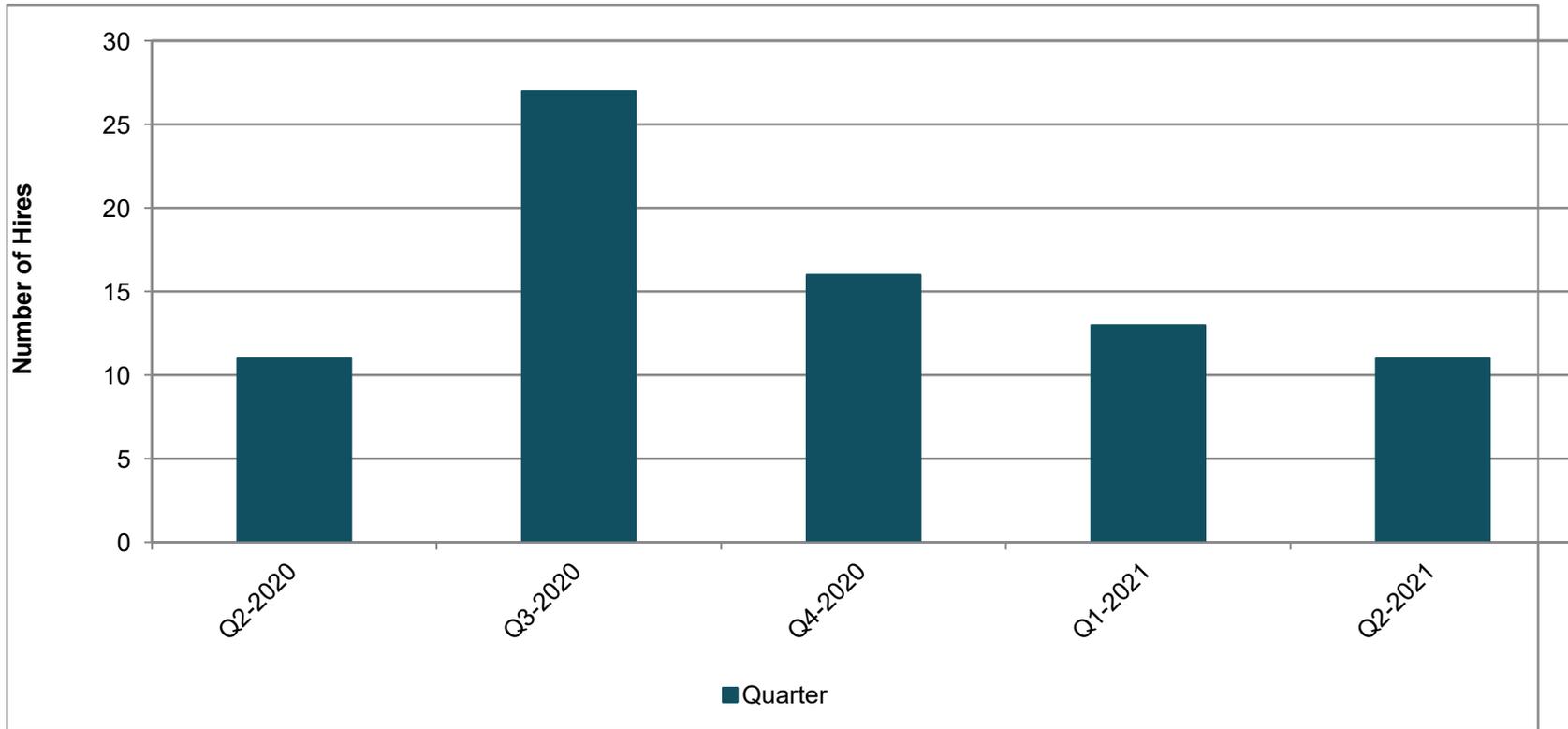
PERIOD	OVERALL TURNOVER%	VOLUNTARY TURNOVER%	INVOLUNTARY TURNOVER%	NOT SPECIFIED TURNOVER%
Q1-2020	9.16%	2.83%	6.10%	0.23%
Q2-2020	5.02%	2.06%	2.74%	0.23%
Q3-2020	4.46%	2.11%	1.76%	0.59%
Q4-2020	3.94%	1.19%	2.63%	0.12%
Q1-2021	2.66%	1.70%	0.97%	0.00%

TERMINATION REASON BY

QUARTER



NEW HIRES BY QUARTER



NEW HIRES BY QUARTER

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

THE CURRENT LABOR MARKET



LABOR MARKET TRENDS

- Fear of Going Back To Work: People are still hesitant to return to work until they are fully vaccinated.
- Childcare: Someone has to oversee the school-age children stuck at home taking classes.
- Benefits: The government is making it easy for people to stay home and get paid.
- Search for Remote Work: Most job seekers are looking for remote work.
- Career Reassessment: People are reassessing what they want to do and how they want to work, whether in an office, at home or some hybrid combination.
- Increasing Wages In Other Sectors: Large employers are paying higher wages to attract workers.



HUMAN RESOURCES GAME PLAN

- Re-set recruiting to pre-pandemic strategy
- Created group of HR, Transportation and Training to focus on recruiting and retention strategies and response to challenges
- Assessing Exit Interviews
- Operations Discussions
 - Packaged Runs helps with work life balance
 - Mentorship opportunities for newer employees
- Highlight all the benefits of working for IndyGo vs. unknowns of working for another employer
- Hiring / Interview Blitz
- Reaching out to companies that have filed WARN notices

QUESTIONS?

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