



Board Report  
February 25, 2021

[www.IndyGo.net](http://www.IndyGo.net)  
317.635.3344

- 1. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - Richard Wilson, Adairius Gardner)  
Finance Committee - Richard Wilson  
Service Committee - Adairius Gardner
- 4. Consent Agenda** (Presenter - Greg Hahn)
  1. A-1: Consideration and Approval of Minutes from Board Meeting held on January 28, 2021
  2. A-3: Consideration and Approval of New Task Order for Final Design and Construction Administration for Super Stops / Delaware Street / Fort Wayne Conversion Project – Shrewsberry (Presenter - Jennifer Pyrz)
  3. A-4: Consideration and Approval of Task Order #11 for Purple Line Design Team, WSP, Inc., to Provide Project Bidding Support (Presenter - Jennifer Pyrz)
  4. A-6: Consideration and Approval of License Renewal for Construction Program and Project Management Software e-Builder (Presenter - Jennifer Pyrz)
  5. A-11: Consideration and Approval of First Option Year with Nolan Security for Transit Security Services (Presenter - Mark Emmons)
- 5. Regular Agenda** (Presenter - Greg Hahn)
  1. A-2: Consideration and Approval of Board of Directors' Election of Officers for 2021 (Presenter - Jill Russell)
  2. A-5: Consideration and Approval of Task Order #7 for Purple Line Construction Management Services - Butler Fairman & Seufert, Inc. (Presenter - Jennifer Pyrz)
  3. A-7: Consideration and Approval of a Utility Reimbursement Agreement between IPTC and Citizen's Energy Group for Relocating Utilities to Accommodate the Purple Line (Presenter - Jennifer Pyrz)
  4. A-8: Consideration and Approval of Capital Plan Amendment for Increased Local Commitment to the Purple Line Bus Rapid Transit Project (Presenter - Jennifer Pyrz)
  5. A-9: Consideration and Approval of a Utility Reimbursement Agreement between IPTC and Indianapolis Power & Light Company for Relocating Utilities to Accommodate the Purple Line (Presenter - Jennifer Pyrz)
  6. A-10: Consideration and Approval of Option Year with Everside Health (Formerly Activate) for On-Site Clinic and Wellness Program (Presenter - Jeff Brown)
  7. A-12: Consideration and Approval of Ratification for Emergency Boiler Replacement (Presenter - Paul Williams)
  8. A-13: Consideration and Approval of Resolution 2021-03 Temporary Fare Decrease for 7 Day Pass (Presenter - Ryan Wilhite)
- 6. Information Items** (Presenter - Greg Hahn)
  1. I-1: Mobility Advisory Committee (MAC) Update (Guest - Mandla Moyo)
  2. I-2: Consideration of Receipt of the Finance Report for December 2020 and January 2021 (Presenter - Hardi Shah and Bart Brown)
  3. I-3: MLK & Briometrix Information Update February 2021 (Presenter - Mike Roth)
  4. I-4: Transportation Indiana Legislative Update (Presenter - Cam Radford)
  5. I-5: VA & Eskenazi Hospital Routing Change Update (Presenter - Aaron Vogel)
  6. I-6: Paratransit Next Steps (Presenter - Ryan Wilhite)
  7. I-7: CEO Report (Presenter - Inez Evans)
  8. I-8: Section 5307/5311 Update (Presenter - Ryan Wilhite)
  9. I-9: 2021 Insurance Renewals
  10. I-10: Department Reports (Risk & Safety, Capital Planning, Public Affairs, OPS, HR, Diversity & Inclusion)
- 7. Adjourn**



## January 2021 Safe Drivers Recognition



*The following Operators are recognized for their safe driving for the month of January and received a National Safety Council patch, pin, and certificate.*

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>
Ledell, Joyce	3395	28
Irwin, Cameron	2877	19
Gee, Lloyd	1500	15
Wallace, Jack	6306	9
Bobbitt, Carmon	8474	8
Ford, Wanda	8502	7
Comer, Rachel	8665	6
Carroll, Cindy	9092	3
Malone, Karen	9232	2
Davidson, Tyrone	9716	1
Fall, Ibrahima	9606	1
French, DaRell	9719	1
Robinson, Krystal	9692	1
Steele, Destiny	9432	1



Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
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## Finance Committee Chairperson Report – February 2021

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** February 25, 2021

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### ISSUE:

A report of IndyGo February Finance Committee Meeting will be presented at the board meeting.

### RECOMMENDATION:

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
February 18, 2021

The Finance Committee scheduled for February 18, 2021 at 8:30am was cancelled due to a lack of a quorum.

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – February 2021

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** February 18, 2020

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**ISSUE:**

A report of IndyGo February Service Committee Meeting will be presented at the board meeting.

**RECOMMENDATION:**

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
February 18, 2021

The Service Committee met on February 18, 2021 at 10:30am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Lise Pace. Due to the Coronavirus Pandemic, this committee met remotely via video conferencing.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-3, A-4, A-6, & A-11 and Regular Agenda Items A-2, A-5, A-7 through A-10, & A-13.

An item from the Consent Agenda I would like to highlight is Action Item A-4, Consideration and Approval of Task Order #11 for Purple Line Design Team, WSP, Inc., to Provide Project Bidding Support, which was presented by Chief Development Officer Jennifer Pyrz. The IndyGo Board of Directors awarded a task-order based contract to WSP in 2017. To date, funding has been awarded for ten task orders for the Purple Line design and NEPA work. Task Orders 9 and 10 complete all design activities and prepare the project for bidding. This is a task-order based contract with a specific scope and fee for each new task order negotiated individually. The Purple Line project design plans and specifications will be finalized and ready for bidding on March 1, 2021. IndyGo intends to advertise the project as soon as the Small Starts Grant Agreement is executed, which is expected to be in March 2021. I asked Mrs. Pyrz if IndyGo has had a good working relationship with WSP and if they have been able to hit and honor their DBE/XBE participation goals, to which she stated they have had an 11.5% DBE participation on the contract and have been good at working with their DBE subconsultants to achieve this goal.

I would like to make a statement regarding action items pertaining to the Purple Line. Should Senate Bill 141 be passed into law, the over \$37 million that has already been put forth towards the Purple Line would be completely lost. I think it is important to educate the public on what is at stake and what the impact would be should Senate Bill 141 be passed into law as it is currently written. We would see a reduction in service as well as crucial infrastructure projects that are greatly needed along 38<sup>th</sup> Street be lost due to this bill.

Mr. Chairman, that concludes my report.

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# January Board of Directors & Annual Board of Finance

## Minutes

IndyGo

Jan 28, 2021 at 5:00 PM EST

@ Virtual & 1501 W. Washington St - IndyGo HQ

### ACTION ITEM A – 1

#### Attendance

##### Members Present:

Brian Atkinson, Jeff Brown, Marcus Burnside, Charlie Carlino, Inez Evans, Greg Hahn, Chelci Hunter, Jennifer Pyrz, Jill Russell, Aaron Vogel, LaTeeka Washington, Richard Wilson

##### Members Present (Remote):

Bart Brown, Mark Fisher, Adairius Gardner, Lise Pace

#### 1. Call to Order and Roll Call (Presenters: Greg Hahn, Jill Russell)

 [board cover 2021 jan28.docx](#)

 [A AGENDA for January 28, 2021 Board Meeting.docx](#)

Chairman Greg Hahn called the meeting to order at 5:00pm. General Counsel Jill Russell called the roll. Three (3) members present remotely via Zoom and two (2) members present in person. There was a quorum.

#### 2. Awards and Commendation (Presenters: Inez Evans)

 [A1 Awards & Commendation January.docx](#)

 [Excellence Awards.docx](#)

 [Excellence Awards Script 2021a.docx](#)

 [A1 Nov 2020 Safe Drivers BR.docx](#)

 [A1 Dec 2020 Safe Drivers BR.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for November and December 2020. Recognized were safe drivers for December 2020, November & December Operations Employee of the month, 11 Excellence Award winners, one (1) employee retirement after 44 years of service, and one (1) employee retirement after 21 years of service.

#### 3. Committee Chairperson Reports (Presenters: Richard Wilson, Adairius Gardner, Greg Hahn)

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

Governance & Audit Committee - Greg Hahn

 [A Finance Committee Chair Report January.docx](#)

 [A Service Committee Chair Report January.docx](#)

 [A G&A Committee Chair Report January.docx](#)








The reports were presented and entered into the record.

#### 4. Consent Agenda (Presenters: Greg Hahn)



**Motion:**

Approval of Consent Agenda

Motion moved by Richard Wilson and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

1. A-9: Consideration and Approval of Governance & Audit Risk Universe/Heat Map (Presenters: Brian Atkinson)  
 [A-9- Jan GA 2021 Heat Map.docx](#)  
 [A-9 2020-8 Risk Refresh & Proposed Audit Plan 30DEC2020.docx](#)
2. A-10: Consideration and Approval of Procurement Review (Presenters: Brian Atkinson)  
 [A-10- Jan GA 2021Procurement Review.docx](#)  
 [A-10 2020-9 Procurement Process Review G&A Report 06JAN2021.docx](#)
3. A-11: Consideration and Approval of Grants Review (Presenters: Brian Atkinson)  
 [A-11- Jan GA 2021Grants Review.docx](#)  
 [A-11 2020-10 Grants-Assessment-Report-FINAL-01-07-21.docx](#)
4. A-12: Consideration and Approval of Compliance Environment Assessment (Presenters: Brian Atkinson)  
 [A-12- Jan GA 2021 Compliance Assessment.docx](#)  
 [A-12 2020-11 Compliance Assessment Report.docx](#)


#### 5. Regular Agenda (Presenters: Greg Hahn)

1. A-1: Consideration and Approval of Minutes from Board Meeting held on December 3, 2020 & January 19, 2021  
 [A-1 December Board Meeting Minutes.docx](#)  
 [A-1 Special Board of Director's Meeting Minutes.docx](#)

**Motion:**

Approval of Minutes from Board Meeting held on December 3, 2020 & January 19, 2021

Motion moved by Richard Wilson and motion seconded by Lise Pace. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

2. A-2: Consideration and Approval of Ft Wayne Conversion Design & Construction Services - Lochmueller Group (Presenters: LaTeeka Washington)  
 [A-2 Board Action Item Ft Wayne Conversion -Lochmueller Group 1-2021.docx](#)

Senior Director of Capital Assets and Facility Management LaTeeka Washington presented Action Item A-2 to the Board of Directors to approve the Ft. Wayne Conversion Design and Construction Services. The Indianapolis Department of Public Works (DPW), in partnership with IPTC, will be re-constructing Delaware Street, constructing Super-Stops (Delaware Street only), and converting Fort Wayne Avenue to two-way operation between Delaware Street and Alabama Street. For the sake of lane continuity and consistency, Indianapolis DPW found it beneficial to additionally resurface and convert Fort Wayne Avenue from Delaware Street to its terminus at Pennsylvania Street. DPW has asked IPTC to engage in the design of the project, with DPW reimbursing IPTC for the design costs. DPW will own the Project after the design stage and will procure, fund, and manage its construction.



**Motion:**

Approval of Ft Wayne Conversion Design & Construction Services - Lochmueller Group

Motion moved by Richard Wilson and motion seconded by Lise Pace. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

3. A-3: Consideration and Approval of IndyGo East Campus (former Celadon Property) Design – Woolpert (Presenters: LaTeeka Washington)

 [A-3 Board Action Item 9503 IndyGo East Complex design construction services 1-2021.docx](#)

 [A-3 Properties Developments Options Phases.pdf](#)

Senior Director of Capital Assets and Facility Management LaTeeka Washington presented Action Item A-3 to the Board of Directors to approve the IndyGo East Campus Design - Woolpert. Ms. Washington presented a PowerPoint to the Board to show a visual of the different scenarios and phases of this design. With the purchase of the property at 9503 E. 33rd Street, IPTC requires architectural and engineering support to prepare the buildings to meet IPTC's needs. The work to be conducted includes adding an elevator and bus garage, designing traffic flow, demolishing existing structures that are not needed, and making interior modifications to the buildings.

**Motion:**

Approval of IndyGo East Campus (former Celadon Property) Design – Woolpert

Motion moved by Richard Wilson and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

4. A-4: Consideration and Approval of Mobility Solutions and Customer Service Center Design – The Etica Group (Presenters: LaTeeka Washington)

 [A-4 2425 Michigan design construction services 1-2021.docx](#)

 [A-4 Properties Developments Options Phases.pdf](#)

Senior Director of Capital Assets and Facility Management LaTeeka Washington presented Action Item A-4 to the Board of Directors to approve the Mobility Solutions and Customer Care Center Design - The Etica Group. Ms. Washington presented a PowerPoint to the Board to show a visual of the different scenarios and phases of this design. With the purchase of the property at 2425 West Michigan Street, IPTC requires architectural and engineering support to prepare the buildings to meet IPTC's needs. The work to be conducted includes adding a lift and fire sprinkler system, upgrading the water line, adding bus storage, designing traffic flow, creating an assessment center and maintenance area, and making minor interior modifications to the buildings. The property is being prepared to accommodate IPTC Mobility Solutions and Customer Care Center, including space for vendors supporting Mobility Services operations and vehicle storage. The total property area is 104,160 square feet with 41 parking spaces. The building is 8,556 square feet.

**Motion:**

Approval of Mobility Solutions and Customer Care Center Design – The Etica Group

Motion moved by Richard Wilson and motion seconded by Lise Pace. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

5. A-5: Consideration and Approval of Contract with Corey Saunders, CPA PLLC (Presenters: Brian Atkinson)

 [A-5 Governance & Audit Consultant.docx](#)

Deputy Director of Governance & Audit Brian Atkinson presented Action Item A-5 to the Board of Directors to approve a Contract with Corey Saunders, CPA PLLC. The objective of this project is to provide IndyGo with on call consulting services supporting the ongoing establishment of IPTC's "Governance & Audit" (G&A) function. Utilizing Consulting services familiar with the G&A function provide immediate work product needed while IndyGo hires and trains staff over the next few years.

**Motion:**

Approval of Contract with Corey Saunders, CPA PLLC

Motion moved by Richard Wilson and motion seconded by Mark Fisher. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

6. A-6: Consideration and Approval of In Plant Pre-Build Bus (Fixed Route and Paratransit) Inspections (Presenters: Aaron Vogel)

 [A-6 Bus Inspections.docx](#)

Vice President of Operations and Chief Operating Officer Aaron Vogel presented Action Item A-6 to the Board of Directors to approve In Plant Pre-Build Bus (Fixed Route and Paratransit) Inspections. This electronic quote (EQ) is to obtain high quality and professional bus line inspection/resident engineering services so as to ensure that the buses for both Fixed Route and Paratransit (BOC) obtained by IPTC, when built, are top quality equipment which are capable of delivering maximum performance with high reliability.

**Motion:**

Approval of In Plant Pre-Build Bus (Fixed Route and Paratransit) Inspections

Motion moved by Mark Fisher and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

7. A-7: Consideration and Approval of Microsoft Licensing Renewal (Presenters: Marcus Burnside)

 [A-7 Consideration and Approval of Microsoft Licensing Renewal.docx](#)

Chief Information Officer Marcus Burnside presented Action Item A-7 to the Board of Directors to approve Microsoft Licensing Renewal. The purpose of entering into a Microsoft Enterprise Agreement (EA) for licensing is to lock in the cost of subscription licenses over a 3-year period without inflation. The benefits are 1) IPTC would not pay for any license listed in the EA for more than the stated price, and 2) IPTC would benefit from decreases in subscription licenses during the term (if the costs decrease, so will our annual renewal).

**Motion:**

Approval of Microsoft Licensing Renewal

Motion moved by Richard Wilson and motion seconded by Mark Fisher. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

8. A-8: Consideration and Approval of an Amendment to WSP's Task Order to Provide Purple Line Final Design Services (Presenters: Jennifer Pyrz)

 [A-8 Board Action Item WSP amendment for PL design services 1-2021.docx](#)

Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz presented Action Item A-8 to the Board of Directors to approve an Amendment to WSP's Task Order to Provide Purple Line Final Design Services. IPTC Board of Directors awarded a task-order based contract to WSP in 2017. To date, funding has been awarded for nine task orders for the Purple Line design and National Environmental Policy Act (NEPA) work. The current Task Order 9 was executed for the purposes of completing all design activities and preparing the project for bidding. This is a task-order based contract with specific scope and fee for each new task order negotiated individually.

**Motion:**

Approval of an Amendment to WSP's Task Order to Provide Purple Line Final Design Services

Motion moved by Mark Fisher and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

9. A-13: Consideration and Approval of Resolution to Sell and Transfer Real Property Located at 9050 E. 33rd Street, Indianapolis, Indiana to the City of Indianapolis on Behalf of the Indianapolis Fire Department (Presenters: Jill Russell)

 [A-13 Sale to City January 2021.docx](#)

 [A-13 Resolution.pdf](#)






General Counsel Jill Russell presented Action Item A-13 to the Board of Directors to approve Resolution to Sell and Transfer Real Property Located at 9050 E. 33rd Street, Indianapolis, Indiana to the City of Indianapolis on Behalf of the Indianapolis Fire Department. IPTC's intent was to construct a facility that accommodate the increased number of coached required implementation of the Marion County Transit Plan as well as provide the additional space needed for social distancing for the health and safety of staff. Management later identified a more suitable site for that purpose. The City of Indianapolis, on behalf of the Indianapolis Fire Department, and knowing that IPTC had performed the required statutory provisions for the purchase of real property by a governmental entity, approached IPTC to complete the transaction for the purpose of selling and transferring the real estate to the City.










**Motion:**

Approval of Resolution to Sell and Transfer Real Property Located at 9050 E. 33rd Street, Indianapolis, Indiana to the City of Indianapolis on Behalf of the Indianapolis Fire Department

Motion moved by Mark Fisher and motion seconded by Richard Wilson. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

**6. Information Items (Presenters: Greg Hahn)**

1. DBE Department Update (Presenters: Chelci Hunter)  
 [I-1 Supplier Diversity Board Update - January 2021..pptx](#)
2. Second Chance Hiring Initiative (Presenters: Jeff Brown)  
 [I-2 Information Item - Second Chance Hiring Initiative \(January 2021\).docx](#)
3. CEO Report (Presenters: Inez Evans)  
 [I-3 CEO Report.docx](#)
4. Section 5307/5311 Update (Presenters: Ryan Wilhite)  
 [I-4 BoardUpdate 5307 5311.docx](#)
5. Governance & Audit Workplan Status Update (Presenters: Brian Atkinson)  
 [I-5 Information Item - Jan 2021 GA - Workplan Status.docx](#)

6. Ethics Hotline Summary Report (Presenters: Brian Atkinson)  
 [I-6 Information Item - Jan 2021 Ethics Summary.docx](#)
7. Capital Projects Updates for January 2021 (Presenters: Jennifer Pyrz)  
 [I-7 Information item - Capital Projects Task Order Update.docx](#)
8. Department Reports (Presenters: Brian Clem, Jennifer Pyrz, Lesley Gordon, Aaron Vogel, Jeff Brown, D & I and Workforce Development)
  -  [I-8a Risk & Safety Board Report Nov - 2020.docx](#)
  -  [I-8a Risk & Safety December Board Report 2020.docx](#)
  -  [I-8b PLANNING AND CAPITAL PROJECTS REPORT for January - final.docx](#)
  -  [I-8c Public Affairs Division Board Report January 2021.pdf](#)
  -  [I-8d Jan 2021 Operations Board Report.docx](#)
  -  [I-8e Human Resources Report \(January 2021\).docx](#)
  -  [I-8f Diversity Inclusion Workforce Development Division Report January 2021.doc](#)

7. **Adjourn** (Presenters: Greg Hahn)



On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 6:18pm.

8. **Call to Order and Roll Call - Board of Finance Meeting** (Presenters: Greg Hahn, Jill Russell)

Chairman Greg Hahn called the meeting to order at 6:20pm. General Counsel Jill Russell called the roll. Three (3) members present remotely via Zoom and two (2) members present in person. There was a quorum.

9. **Regular Agenda** (Presenters: Greg Hahn)

1. Board of Finance - Recommendation (Presenters: Bart Brown)

 [IPTC Investment Policy Final - Approved by BoD on May 23, 2019.pdf](#)  
 [InvestIntEarn2020.xlsx](#)

Vice President of Finance & Chief Financial Officer Bart Brown presented Action Item A-1 to the Board of Directors to approve and accept IPTC staff Board of Finance Recommendation. Indiana statute requires that all Political Sub-Divisions hold a Board of Finance meeting to go over the investments and investment policy. There are no suggested amendments to the investment policy. Any board member may make a recommendation to amend the investment policy. Hearing no recommendations, Mr. Brown asked the board for a motion to accept the Board of Finance recommendations.

**Motion:**

Motion to Accept Board of Finance Recommendation

Motion moved by Richard Wilson and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE; Motion passed 4-0

10. **Adjourn** (Presenters: Greg Hahn)

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 6:25pm.

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Jill D. Russell  
 General Counsel

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of New Task Order for Final Design and Construction Administration for Super Stops / Delaware Street / Fort Wayne Conversion Project – Shrewsberry

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**ACTION ITEM A – 3**

**RECOMMENDATION:**

It is requested that the Board authorize President/CEO to execute an amendment to Task Order #3 (as amended by Task Order #4), with Shrewsberry & Associates, LLC to conduct coordination between Indianapolis Department of Public Works (DPW), DPW’s engineering consultant, and IPTC for construction of the Delaware Street, Fort Wayne Avenue, and Super-Stops Projects for an amount not to exceed \$103,815.34.

**BACKGROUND:**

*Super-Stops Background*

The Super-Stops project is being developed to support high-frequency, high-ridership routes with more appropriately sized infrastructure and amenities. The project is being designed to include enhanced shelters, platforms, real-time signage, and bus only/bus and turn (BAT) lanes:

- Delaware Street from Maryland Street to Ft. Wayne Avenue
- Alabama Street from Maryland Street to Ft. Wayne Avenue
- Ft. Wayne Avenue from Delaware Street to 10th Street/East Street/Central Avenue
- Vermont Street from Indiana Avenue to Alabama Street

Additionally, the project will convert Ft. Wayne Avenue from one-way to two-way between Delaware Street and Alabama Street and proposes changes to the signal at Pearl & Delaware Streets (Julia M. Carson Transit Center). At this time, only the Delaware Street and Fort Wayne Avenue segments are being constructed. The remaining Super-Stops will be constructed as funding becomes available.

*Delaware Street Background*

Through the course of developing the Super-Stops project, DPW approached IPTC to discuss a partnership for reconstructing Delaware Street. Due to the heavy bus volumes on Delaware Street, DPW requested that IPTC share in the cost of repairing pavement in this section. Repair of Delaware Street pavement would enhance the Super-Stops project and benefit riders.

At the October 2020 Board meeting, IPTC Board members authorized President/CEO Inez Evans to enter into an agreement with Indianapolis DPW to combine the Super Stops and Delaware Street Projects into a single bid package, for management by DPW. At the January 2021 Board meeting, IPTC Board members authorized President/CEO Inez Evans to collaborate with DPW on design activities for the conversion of an additional section of Fort Wayne Avenue.

**DISCUSSION:**

The combined Super Stops / Delaware Street project was competitively bid as a single package in November 2020. Construction is expected to begin this quarter. This task order will amend Shrewsberry & Associates' current task order to allow for a greater-than anticipated level of construction-phase coordination resulting from the combining of these projects. In packaging the projects together, DPW has taken over primary responsibility for construction administration including bidding, construction inspection, and contractor payments. They will also take primary responsibility for managing construction changes. However, IPTC's consultant, Shrewsberry & Associates, facilitated an increased level of coordination with DPW through the final design and bidding phases to ensure a successful bid and will continue to coordinate with DPW on IPTC's behalf, through construction, including for change management.

**ALTERNATIVES:**

These services are required for successful construction of the project.

**FISCAL IMPACT:**

Local funds have been budgeted in 2020 for the Delaware Street reconstruction and in 2021 for the Super-Stops project. The fee for this task order is covered under the original project budget.

**DBE/XBE DECLARATION:**

Shrewsberry, as the designer and provider of construction administration services, is a certified MBE.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the consent agenda.



Date: February 12, 2021  
Current Meeting: February 18, 2021  
Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of Task Order #11 for Purple Line Design Team, WSP, Inc., to Provide Project Bidding Support

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**ACTION ITEM A – 4**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute Task Order #11 with WSP, Inc. to perform services related to bidding of the Purple Line BRT Project for an amount not to exceed \$200,429.

**BACKGROUND:**

The Purple Line bus rapid transit (BRT) project will be the second of three rapid transit lines in the City of Indianapolis/Marion County. It will connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IPTC 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined The Purple Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. The Purple Line project design is now nearing completion. Construction will begin on the Purple Line in 2021 and conclude at the end of 2023.

IPTC Board of Directors awarded a task-order based contract to WSP in 2017. To date, funding has been awarded for ten task orders for the Purple Line design and NEPA work. Task Orders 9 and 10 complete all design activities and prepare the project for bidding. This is a task-order based contract with specific scope and fee for each new task order negotiated individually.

**DISCUSSION:**

The Purple Line project design plans and specifications will be finalized and ready for bidding on March 1, 2021. IPTC intends to advertise the project as soon as the Small Starts Grant Agreement is executed, which is expected to be in March 2021.

This amendment provides funds for the designer of record, WSP, to support IPTC through the bidding process. WSP, Inc. will prepare the plans and specifications for bid, attend and present technical information at a pre-bid meeting, respond

to contractor questions, prepare any necessary addenda, and provide input into the evaluation of bids.

Another task order will be presented to the Board in March 2021 to request funds for construction-phase support from WSP. The current task order covers work that will get the project through construction bidding and ready for a successful start to construction.

**ALTERNATIVES:**

These services are required for successful bidding of the project.

**FISCAL IMPACT:**

Funding for the Purple Line project is provided from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and local funds, as documented in the Capital Plan.

**DBE/XBE DECLARATION:**

There is no DBE participation on this specific task order/supplement. To date, there has been 16.04% DBE participation overall on the contract.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the consent agenda.





Date: February 12, 2021  
Current Meeting: February 18, 2021  
Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of License Renewal for Construction Program and Project Management Software e-Builder

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**ACTION ITEM A – 6**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO Inez Evans to renew an annual license with e-Builder to provide Construction Program and Project Management Software for an amount of \$116,469.11. The term of the new one-year license will begin on April 1, 2021.

**BACKGROUND:**

IPTC selected e-Builder as its construction program and project management software through its standard procurement process. That process began in December 2016 with the issuance of RFP 16-12-247. e-Builder was selected as the preferred vendor and approved by the Board in February 2017.

The original agreement with e-Builder included costs for initial software setup and provided an option for annual renewals with associated licensing fees. A long-term agreement was not required for the service. IPTC considers this renewal each year.

e-Builder is currently being used to manage documents and processes on all BRT projects and the majority of our roadway and facility projects. e-Builder’s software license allows unlimited users across unlimited organizations. In addition to IPTC, our consultants and contractors use the software for document submittals and approvals, and for accessing all critical project documentation for our projects. The software has become a keystone of our project management practices.

**DISCUSSION:**

e-Builder was selected as IPTC’s preferred construction program and project management software based on cost, global system and software capabilities, implementation timeline, and maintenance requirements. As a cloud-based software, e-Builder is meeting IPTC’s needs for use across multiple projects and team structures. It was developed for and is used throughout the construction industry and, as such, has been well-suited for our agency’s project documentation and control needs. This is especially true for our BRT projects, where all change management, invoice and pay application review/approval, and reporting processes are handled. E-Builder additionally acts as the repository for all field inspection reports, contracts, and other critical documents. These functions will continue to require such a software solution through, at a minimum, final construction and close-out of the Blue Line.

**ALTERNATIVES:**

IPTC could choose to initiate a new procurement for construction program and project management software.

**FISCAL IMPACT:**

The annual renewal fee has been budgeted as part of the overall Purple Line project budget. Funding for the Purple Line project is provided through a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and local funds, as documented in the Capital Plan.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the consent agenda.



Date: February 10, 2021  
Current Meeting: February 18, 2021  
Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Life Safety, Security & Training Mark A. Emmons  
**SUBJECT:** Consideration and Approval of First Option Year with Nolan Security for Transit Security Services

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**ACTION ITEM A – 11**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to exercise the first option year (with modifications in service hours and contract language) on the current Nolan security contract for an amount not to exceed \$2,541,360 for security services that would expire on February 28, 2022.

**BACKGROUND:**

In 2018 the IPTC Board approved a security contract that allowed IPTC to deploy off-duty police officers and armed security guards into transit services. The objective of this contract is to provide a notably and visibly professional armed police and security force in an efficient and cost-effective manner within the community we serve. This service is designed to assist the organization to maintain and improve safety throughout the transit system to include bus stops, passenger shelters, on buses and at IPTC owned or controlled property.

The program continues to be a great success. In the period from January 2018 to December 2020, the officers assigned to IPTC have made 53,371 contacts with operators, performed 9,174 route checks, made 50,471 passenger contacts and apprehended 113 individuals for criminal offenses while at the same time reducing crime statistics in every category from disturbances to damaged property.

**DISCUSSION:**

On December 6, 2018 the board approved a do not exceed amount of \$3,945,481.56 for two years of security services with Nolan Security. It was also approved that IPTC would bring each option year to the Board for approval.

The base two-year contract expires on February 28, 2021. As the security program has proved itself very successful, staff seeks to exercise the first option year. This would include the following items that will be changed from the original contract:

- An amendment to the contract's language to better explain the expectations for issues found during the first two (2) years of the contract.
- An increase of \$201,664.80 to allow for the Fare Inspection Officers (FIO) to work as team of two (2) instead of one (1) person per shift. This to make it safer for them and for the company. This is an industry standard as most transit agencies have their FIOs work in teams of two.

Staff is requesting the following:

- 11,544 hours of Fare Inspection Officer (FIO) time starting approximately March 1, 2021, or when staff has been trained. This would allow for the FIOs to work in teams of two.
- For the Board of Directors to accept the original DBE goal of 3.5% until changes in security needs are available that can assist the contractor reach a recommended level of 5% for the first option year of the contract. Staff can report any changes in XBE utilization if the second-year option is brought to the Board of Directors in 2022.
- An additional \$200,000 of contingency funding for future security needs that may arise at the new IPTC East Campus until the building is occupied and the need for full time security exists.

This would be for an option year amount not to exceed \$2,541,360.

#### **ALTERNATIVES:**

The Board of Directors could choose not to approve the first option year of this contract. If this alternative is selected the implications of this decision are as follows:

- No armed security at any of the IPTC facilities
- No LEO or armed security coverage at the Julia M Carson Transit Center or on routes
- No Fare Inspection or LEO Service on the Red Line Route

#### **FISCAL IMPACT:**

This project is funded from the Operating budget out of the Security Department. The amount that was budgeted for 2021 was \$2,341,360. With the changes in hours and service requirements that IPTC has requested, staff is asking for approval of \$2,541,360 or a change of \$200,000.

#### **DBE/XBE DECLARATION:**

Nolan committed roughly 3.5% utilization of XBE certified businesses in their proposal that was received in 2018. This participation was committed for the life of their contract (5 years). Under the discretion of leadership staff at the time, it was recommended that Nolan increase their participation to meet 8% utilization by the end of second year of their contract in order to be considered for recommendation with the Board of Directors for their first option year in 2021. When the increase was requested, IPTC staff had anticipated that the Red Line would be fully operational with the Ticket Vending Machines (TVM's) collecting fares so that Nolan could provide Fare Inspection Officers (FIO's) on the line. We also anticipated that the New Training Facility would be built and fully functional before the recommendation of the first option year as well. Allowing Nolan enough time to create meaningful relationships with XBE businesses, have more guaranteed hours to work with (8,736 just for the Training Facility alone), and provide enough time to meet the recommended 8%.

Due to project delays with TVM's, the change of direction for a new facility, and the impacts of the COVID-19 pandemic Nolan was unable to meet the 8% goal. However, they do maintain utilization well above the 3.5% original committed amount. Nolan staff, Life Safety/Security/Training with IPTC, and Supplier Diversity have had consistent conversations during the last two years and continue to discuss reasonable expectations moving forward.

#### **STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the consent agenda.



Date: February 01, 2021  
 Current Meeting: February 18, 2021  
 Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** General Counsel Jill D. Russell  
**SUBJECT:** Consideration and Approval of Board of Directors’ Election of Officers for 2021

**ACTION ITEM A – 2**

**RECOMMENDATION:**

Approval of the nominees recommended for officer positions to the Indianapolis Public Transportation Corporation Board of Directors.

**BACKGROUND:**

On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer. These elections will serve from the February 2021 board meeting through the February 2022 board meeting. The nomination and selection of the Board Officers was done through our board governance software, OnBoard.

After receiving the results from the survey, the following officers were selected:

**OFFICERS**

<b>Chair</b>	Greg Hahn
<b>Vice-Chair</b>	Adairius Gardner
<b>Secretary</b>	Mark Fisher
<b>Treasurer</b>	Richard Wilson

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the regular agenda.



Date: February 17, 2021  
 Current Meeting: February 18, 2021  
 Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of Task Order #7 for Purple Line Construction Management Services - Butler Fairman & Seufert, Inc.

**ACTION ITEM A – 5**

**RECOMMENDATION:**

In a manner, consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute Task Order #7 with Butler, Fairman, & Seufert, Inc. (BF&S) to provide Construction Management services through the bidding and construction phases of the Purple Line BRT project for a total not to exceed amount of \$12,230,610.

**BACKGROUND:**

The Purple Line bus rapid transit (BRT) project is envisioned to be the second of three rapid transit lines in the City of Indianapolis/Marion County. It would connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IPTC 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined the Purple Line project in more detail, including the specific mix of funding sources and timelines for development of the project. The Purple Line project design is now nearing completion. Construction will begin on the Purple Line in 2021 and conclude at the end of 2023.

IPTC Board approved recommendation for Vendor selection went to the July 2018 board. Based on the recommendation the Board approved IPTC to enter into a task-order based contract with Butler, Fairman, and Seufert (BF&S) to perform Construction Management Services for Purple Line BRT. The contract was executed in 2018. This is a task-order based contract with specific scope and fee for each new task order negotiated individually.

To date, funding has been awarded to BF&S via three task orders. Three additional task orders were executed for time extensions only, without any associated funding. BF&S's current Task Order #4 covers construction management activities through final design.

## **DISCUSSION:**

The Purple Line project design plans and specifications will be finalized and ready for bidding on March 1, 2021. IPTC intends to advertise the project as soon as the Small Starts Grant Agreement is executed, which is expected to be in March 2021.

Task Order #7 will provide funds for the construction management team, BF&S, to support IPTC through bidding and construction of the Purple Line Project. The BF&S team's scope of work includes support of IPTC through bidding by attending and presenting at a pre-bid meeting, reviewing addenda and bid documentation and participating in pre-construction meetings. During construction, BF&S will be responsible for managing the overall project scope, schedule and budget, ensuring the work complies the contract documents and FTA regulations, and documenting all construction activities. This will include, but not be limited to, review and analysis of contractor submittals including Requests for Information (RFIs), schedules and schedule updates, shop drawings, progress payments, and change orders; utility coordination; construction inspection; material testing; construction progress monitoring, environmental compliance monitoring; and stakeholder outreach.

The scope of this task order aligns with the current project schedule, which projects the bidding phase of the project to last from March through July 2021 and construction to last from August 2021 through October 2023. The construction management team will continue to support IPTC through final project closeout, which is expected to be in 2024. Any changes to the project schedule would impact the team's staffing and could result in modifications to their level of effort. Per contract award standards, the Board will be responsible for approving any changes to this task order (or any new task orders) over \$100,000.

## **ALTERNATIVES:**

These services are required for successful construction bidding of the project.

## **FISCAL IMPACT:**

Funding for the Purple Line project is anticipated to be from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and local funds, as documented in the Capital Plan.

## **DBE/XBE DECLARATION:**

Task Order #7 includes participation from:

- JQOL (DBE/MBE) at 5%
- Shrewsberry & Associates (DBE/MBE) at 7%
- Infrastructure Engineering (DBE/MBE) at 7%

This task order has a total of 19% DBE participation. The overall DBE goal placed on this contract was 15%.

In addition, MBE-certified firm CTL Engineering (MBE) will be assigned 1% of this task order.

## **STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the regular agenda.



Date: February 16, 2021  
 Current Meeting: February 18, 2021  
 Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of a Utility Reimbursement Agreement between IPTC and Citizen’s Energy Group for Relocating Utilities to Accommodate the Purple Line

**ACTION ITEM A – 7**

**RECOMMENDATION:**

It is requested that the Board authorize IPTC to enter into an agreement with Citizen’s Energy Group (CEG) for reimbursement of costs related to the relocation of water facilities to accommodate Purple Line BRT infrastructure. IPTC would reimburse CEG an amount not to exceed \$2,227,100 for relocating water facilities from easements within the Purple Line corridor.

**BACKGROUND:**

The Purple Line bus rapid transit (BRT) project will be the second of three rapid transit lines in the City of Indianapolis/Marion County. It will connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IPTC 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined the Purple Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. The Purple Line project design is now nearing completion. Construction will begin on the Purple Line in 2021 and conclude at the end of 2023.

**DISCUSSION:**

In order to construct the Purple Line BRT Project, there are CEG facilities that will need to be relocated. While CEG is required by law to relocate facilities in the public right of way at their own cost, facilities that are located within easements must be reimbursed.

The agreement between IPTC and CEG contains provisions for IPTC’s reimbursement of costs to relocate water facilities in conflict with Purple Line infrastructure from their current easements to new easements. CEG will be responsible for conducting the relocation work and securing the new easement. Under this agreement, IPTC will reimburse CEG for the cost of the relocation and easement, up to \$2,227,100.



The Agreement requires compliance with Buy America regulations and provides that IPTC will not reimburse CEG for facilities providing greater capacity, capability, durability, efficiency, or function (e.g. – “betterments”) except for compliance with current state and local codes.

**ALTERNATIVES:**

These relocations are required for construction to proceed.

**FISCAL IMPACT:**

The cost of these relocations is part of the overall Purple Line budget. The project is funded 50/50 with a combination of Federal Small Starts and other local and Federal funds.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the regular agenda.



Date: February 12, 2021  
Current Meeting: February 18, 2021  
Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of Capital Plan Amendment for Increased Local Commitment to the Purple Line Bus Rapid Transit Project

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**ACTION ITEM A – 8**

**RECOMMENDATION:**

It is requested that the Board authorize President/CEO amend the IPTC 2019-2025 Capital Improvement Plan to reflect an increased Purple Line Capital Investment Grant-eligible budget of \$161.95 Million and local share commitment of \$80.975 Million.

**BACKGROUND:**

The Purple Line bus rapid transit (BRT) project will be the second of three rapid transit lines in the City of Indianapolis/Marion County. It will connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IPTC 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined the Purple Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. The Purple Line project design is now nearing completion. Construction will begin on the Purple Line in 2021 and conclude at the end of 2023.

**DISCUSSION:**

The Federal Transit Administration (FTA) and their Project Management Oversight Consultant (PMOC) conducted a risk review of the Purple Line project on December 2 and 3, 2020. As part of the risk assessment, the PMOC, FTA, IPTC staff, and Purple Line consultants discussed and evaluated potential risks to the project’s schedule and budget, including the probability that they would occur and the estimated cost and schedule impacts if they did. A total of 58 risks were identified and scored. The top five risks were identified as:

- Unfavorable project bids
- Inadequate size/availability of contractor pool
- New discovery of hazardous materials
- System integration delays (TSP, real-time arrival signs, etc.)
- Lack of public support

Following the risk review, the PMOC developed a risk model to calculate probabilities that certain budget and schedule variations would occur. The outcome of this analysis and recommendations from the review were provided to IPTC in a January 11, 2021 report from the PMOC titled "Management Capacity and Capability: Project Scope; Project Schedule; Capital Cost Estimate; and Risk & Contingency Review."

One of the recommendations of this report was to increase the project's contingency. FTA concurred with the PMOC's recommendation and suggested that IPTC increase the project budget by \$6.95 Million to "ensure that adequate contingency exists to protect the Project at the P65 level for the finalization of design and to account for market and Project complexity factors" (P65 is a reference to the 65th percentile project estimate).

With this change, the project's unallocated contingency (applied to the total project costs) would increase to \$13.155 Million. The project's allocated (assigned to specific categories of the project costs) contingency would increase to \$9.676 Million. The total FTA/IPTC project budget would increase from \$155.0 Million to \$161.95 Million and IPTC's local commitment would increase from \$77.5 Million to \$80.975 Million. FTA's Federal contribution to the project would remain at a 50/50 share and would likewise increase from \$77.5 Million to \$80.975 Million. Note that a \$7.41 Million contribution from Citizen's Energy Group and Indianapolis Department of Public Works for the sewer separation on 38<sup>th</sup> Street is in addition to these numbers.

**ALTERNATIVES:**

The project budget could be kept at \$155 Million with a \$77.5 Million local contribution. The resulting contingency would not meet FTA's recommendation and, if additional funds were determined to be needed as the project progressed, there would be no additional Federal match.

**FISCAL IMPACT:**

The Purple Line project is funded 50/50 with a combination of Federal Small Starts and other local and Federal funds. The additional local commitment will be provided from our Cumulative Capital Fund which has annual revenues of \$3,604,529.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the regular agenda.



Date: February 16, 2021  
 Current Meeting: February 18, 2021  
 Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President, Infrastructure Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of a Utility Reimbursement Agreement between IPTC and Indianapolis Power & Light Company for Relocating Utilities to Accommodate the Purple Line

**ACTION ITEM A – 9**

**RECOMMENDATION:**

It is requested that the Board authorize IPTC to enter into an agreement with Indianapolis Power & Light Company (IPL) for reimbursement of costs related to the relocation of their facilities to accommodate Purple Line BRT infrastructure. IPTC would reimburse IPL an amount not to exceed \$277,200 for relocating their facilities from easements within the Purple Line corridor.

**BACKGROUND:**

The Purple Line bus rapid transit (BRT) project will be the second of three rapid transit lines in the City of Indianapolis/Marion County. It will connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IPTC 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined the Purple Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. The Purple Line project design is now nearing completion. Construction will begin on the Purple Line in 2021 and conclude at the end of 2023.

**DISCUSSION:**

In order to construct the Purple Line BRT Project, there are IPL facilities that will need to be relocated. While IPL is required by law to relocate facilities in the public right of way at their own cost, facilities that are located within easements must be reimbursed.

The agreement between IPTC and IPL contains provisions for IPTC’s reimbursement of costs to relocate facilities in conflict with Purple Line infrastructure from current easements to new easements. IPL will be responsible for conducting the relocation work and securing the new easement. Under this agreement, IPTC will reimburse IPL for the cost of the relocation and easement, up to \$277,200.

The Agreement requires compliance with Buy America regulations and provides that IPTC will not reimburse IPL for facilities providing greater capacity, capability, durability, efficiency, or function (e.g. – “betterments”) except for compliance with current state and local codes.

**ALTERNATIVES:**

These relocations are required for construction to proceed.

**FISCAL IMPACT:**

The cost of these relocations is part of the overall Purple Line budget. The project is funded 50/50 with a combination of Federal Small Starts and other local and Federal funds.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the regular agenda.



Date: February 08, 2021  
 Current Meeting: February 18, 2021  
 Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President for Human Resources Jeff Brown  
**SUBJECT:** Consideration and Approval of Option Year with Everside Health (Formerly Activate) for On-Site Clinic and Wellness Program

**ACTION ITEM A – 10**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to exercise the final one (1) year option in its contract with Everside Health (formerly Activate Health) to manage the on-site clinic and wellness program utilized by represented and non-represented employees in the amount of \$700,000.00 which is a reflection of the increased staff.

**BACKGROUND:**

IPTC has developed a comprehensive wellness program that focuses on the health of our workforce. IPTC wants its employees to lead balanced lives and commit to developing lifelong habits of wellness. Promoting health and reducing healthcare costs is also a priority for IPTC. On-site health and wellness clinics help control today's healthcare costs. These clinics provide preventive care and treatment to employees, thus increasing their attendance at work. And on-site clinics are particularly beneficial for decreasing the number of off-site, health-related, patient care visits.

To this end, IPTC engaged Everside Health (formerly the Activate Health) to provide an on-site health and wellness clinic available to all employees. In 2016, the Board approved contract with Everside Health in the amount of \$2,291,051. The approved contract was for three years and included two option years. When the contract was approved in 2016, the fiscal impact was based on an employee headcount of 540 FTE and a price per member. Given IPTC's service expansion goals, the number of employees, however, increased significantly since 2016 and was not accounted for in the approved contract amount. Today, IPTC now has an employee headcount of 845 FTE, well above the initial figure contemplated in the contract. Because employee headcount has grown each year, the cost to IPTC has gradually increased. By way of illustration, in November 2017 the total expenditures were \$252,178. That cost grew to \$694,462 in 2019 and roughly \$625,000 in 2020, all of which was due to an increase in employee headcount. Collectively over the four-year duration of the contract, IPTC has expended approximately \$2,212,820, which is slightly less than the approved contract price with the one-year option remaining.

**DISCUSSION:**

Additional funding is necessary to fulfil the contractual terms of the final option year. The increase in costs is directly related to the increase in employee headcount. By way of comparison, in 2016 the employee headcount was 540 FTE compared to an 845 FTE in 2021, an increase of just over 300. Based on invoices form 2020 and current employee headcount, IPTC anticipates the expenses for 2021 to be approximately \$700,000, which will raise the five-year total expenditures to approximately \$2,900,000 which well exceeds the Board approved amount. Exercising the final option

will exceed the Board approved amount by over \$100,000, and for that reason, Board approval is necessary. For this reason, an additional \$700,000 is requested to fund this procurement given the increase in IPTC staff.

**ALTERNATIVES:**

The Board could choose to not exercise the final option year. However, at this time, there is no viable alternative because IPTC is required to provide an on-site clinic and wellness program to represented employees pursuant to the collective bargaining agreement with the ATU, Local 1070.

**FISCAL IMPACT:**

The total cost of this procurement for the on-site clinic and wellness program is projected to be \$700,000, subject to increase or decrease based on future enrollments. Human Resources will work with Finance to manage the funding of this procurement with the existing budget. However, if approved, it may be necessary to request from the Board additional funds later in the fiscal year by way of a transfer that would be necessary to fund this procurement.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the regular agenda.



Date: February 11, 2021  
 Current Meeting: February 18, 2021  
 Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Facilities and Preventative Maintenance Paul Williams  
**SUBJECT:** Consideration and Approval of Ratification for Emergency Boiler Replacement

**ACTION ITEM A – 12**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, IPTC wishes to ratify the contract with Ellis Mechanical Inc. for the purchase of three (3) boilers for the 1501 West Washington street facility for an amount not to exceed \$141,400.

**BACKGROUND:**

IPTC currently has three (3) boilers that supply heat for the front offices, the perimeter heat and most of the maintenance shop and storeroom area. During routine preventative maintenance the Facilities Department found that two (2) of the three (3) boilers have a catastrophic leak in the heat exchanger coils and have been taken off-line.

**DISCUSSION:**

On February 4 2021, IPTC issued an Electronic Quote (EQ) solicitation for the purchase of three boilers to several commercial Heating Ventilation and Air Conditioning (HVAC) vendors. On February 8, 2021 IPTC followed the Emergency purchase guidelines (Definition set by FTA C 4420.1F) and the procurement process for the purchase of the boilers. IPTC received four (4) bids from Ellis Mechanical, Central Supply Company, The Hill Company and Elemental Enterprises LLC (XBE). All bids were re-reviewed to verify specifications were met. The scope and technical specifications were not written in such a way that would limit competition and enough time was made available for a response. The Evaluation reflected that Ellis Mechanical Inc. was deemed a quality vendor and low bid. A Contract and Purchase Order was issued on February 09, 2021 in the amount of \$141,400.

**ALTERNATIVES:**

Due to the state of emergency regarding the failing boilers there is no alternative to this action.

**FISCAL IMPACT:**

The funding source for this procurement is provided from the Capital budget.

**DBE/XBE DECLARATION:**

No DBE Goal.



**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee or Service Committee on February 18, 2021 and will be placed on the regular agenda.



Date: February 12, 2021  
 Current Meeting: February 18, 2021  
 Board Meeting: February 25, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and Approval of Resolution 2021-03 Temporary Fare Decrease for 7 Day Pass

**ACTION ITEM A – 13**

**RECOMMENDATION:**

The IPTC Board of Directors approves a temporary fare reduction for the 7-day pass. The temporary price of the 7-day pass will now be \$15.75 for full fare, and \$7.65 for half fare. The temporary fare reduction would last for a period of 6 months from the date of the approval of the resolution.

**BACKGROUND:**

The IPTC Board of Directors approved a new fare policy at its February 28, 2019 board meeting. The new fare policy was necessitated because of the opportunities presented by a fare modernization effort, which included the introduction of a new account-based fare system, branded as MyKey. The new fare policy introduced fare capping and recommended the elimination of certain fare types, except for the single trip and one-day passes. Fare capping limits the daily charge to \$4.00 and the weekly charge to \$15.75, for full fare.

In reviewing the program, IPTC staff realized there was a discrepancy in pricing for the 7-day paper pass and a registered MyKey user who became eligible for weekly fare capping. The rider purchasing the 7-day paper pass was paying \$20.00 full fare for as many rides as desired in seven days as compared to a rider using MyKey who would only pay \$15.75, as long as the rider was registered.

**DISCUSSION:**

The plan for fare implementation continues to include the elimination of stored value passes, except for single trip and one-day passes. The timeline for such elimination has not been created as the fare modernization roll-out has just begun. The discrepancy in the price combined with the limited roll-out of the MyKey QR code cards presented access concerns to IPTC staff, which will eventually be resolved by the retail network.

A 6-month temporary fare reduction for the 7-day pass eliminates the discrepancy and provides IPTC the time it needs to implement the fare modernization system. A fare change, increase or decrease, normally triggers IPTC’s Major Service Change policy and would require a Title VI equity analysis. Temporary fare reductions are an exemption for Title VI fare equity analysis.

**ALTERNATIVES:**

If the IPTC Board of Director’s rejects IPTC staff recommendation, the 7-day pass would continue to be offered at a higher cost to riders than the MyKey weekly fare capping.

**FISCAL IMPACT:**

Based on sales for the last two years, the estimated fiscal impact of this action is a potential loss of revenue for the six months of approximately \$25,000.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on February 18, 2021 and was recommended to the regular agenda.

**RESOLUTION 2021-03  
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)**

**A RESOLUTION**

**ADOPTING a temporary fare decrease for the 7 day pass fare type to a new temporary price of \$15.75 for full fare and \$7.65 for half fare for a period of 6 months.**

WHEREAS, IPTC is implementing a new, modernized fare system; and

WHEREAS, that fare system inadvertently provides a seven (7) day fare at different prices dependent upon payment method; and

WHEREAS, that price discrepancy may not be in compliance with Title VI regulations; and

WHEREAS, Temporary fare reductions without a Title VI fare equity analysis are allowed under the Federal Transit Administration's Title VI regulations.

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

Section 1. The Board of Directors for the Indianapolis Public Transportation Corporation hereby authorizes the 7-day pass be temporarily reduced to \$15.75 for full fare and \$7.65 for half fare for a period of 6 months from the date of the approval of the resolution.

**Adopted this 25th day of February, 2021.**

BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

\_\_\_\_\_  
**Gregory F. Hahn**  
Chairman of the Board of Directors

Attest: \_\_\_\_\_

Jill D. Russell, General Counsel  
Indianapolis Public Transportation Corporation



Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

## Mobility Advisory Committee Update – January 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Mobility Advisory Committee Chair Mandla Moyo  
**Date:** February 25, 2021

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### Mobility Advisory Committee Update – January 2021

**ISSUE:** An update from the Mobility Advisory Committee (MAC) will be presented at the board meeting.

**RECOMMENDATION:** Receive the report

**Mobility Advisory committee (MAC)**  
**Meeting Minutes**  
**January 21,2021**  
**This Was a public Zoom Meeting due to Covid-19**

**Attendees**

Greg Meyer- MAC  
Eric Schlegel- MAC  
Cori Wills- MAC  
Eddie Rickenbach- MAC  
Leslie Daily- MAC  
Linda Gosnell- MAC  
Bernie Wilmer- MAC  
Mandla Moyo- MAC Chair  
Greg Bedan - Visitor  
Ryan Malone - Visitor

Inez Evans- IndyGo  
Aaron Vogel-IndyGo  
Mike Roth- IndyGo  
Teresa Franklin- IndyGo  
Marilyn Sadler- IndyGo  
Ryan Wilhite- IndyGo  
Charlie Carlino- IndyGo  
Jennifer Pyrz- IndyGo  
Faith Chadwick- IndyGo  
Lisa Pace- IndyGo Board  
Adairius Gardner- IndyGo Board

**Welcome and introduction:**

- **Senior Director of Mobility Solutions, Mike Roth** Took the attendance of the MAC members

**Approval of the November 18, 2020 Meeting agenda.**

- **Meeting Agenda** – presented to MAC for approval, Approved.
- **Minutes from November 18<sup>th</sup>, 2020** meeting presented to MAC for approval, Approved.
- **Eric Schlegel-** Membership renewal presented to MAC for approval, Approved.

**Discussion Items:**

**Mandla Moyo/ MAC Chair**

- **MAC is placing a Work Group together that will discuss helpful topics for its members.**
- **Upcoming topics will cover new structures such as new transit lines and its plans to include paratransit as IndyGo grows.**
- **The plan is to have robust work group conversations**
- **The plan is to have delegates signed up for upcoming meetings**
- **No one voice will take the lead of the conversation; however, a more shared approach as to how the conversation will be lead.**
- **A spreadsheet will be created with responsibilities/volunteer list of assigned duties.**
- **Plan to enlist fresh recruits to represent the MAC**
- **Mike suggested we could post this invitation to enlist new fresh talent to the MAC board by posting on IndyGo website.**

**Inez Evans/ IndyGo President and CEO**

- **Collective bargaining agreement set by Local 1070 on 1-1-2021 3yr deal constructed for the stability involving financials during the COVID pandemic passed.**

- Inauguration involving the Biden/Harris administration will bring about changes regarding a newly nominated Secretary of transportation.
- New Deputy of transportation will be nominated via FTA
- State House Bill SB141 evaluation
- Touched on the topic regarding the 10% taxes from State local residents that help with covering IndyGo Operating expenses.
- These taxes allow for IndyGo to reach \$60 Million for the company's revenue stream
- IndyGo previous budget reached \$117 Million this past year
- Senator Freeman regarding the State House Bill SB141 regarding the fare box recovery plan we should be at 25% revenue- we are not meeting the threshold.
- Reasons we don't meet this threshold is due to all the discounted and free trips we give to veterans, disabled, school students, ect..
- If bill passed IndyGo will be penalized 25% and hold back 10% of our revenue.
- No transit system in the state of Indiana has had this penalty- this type of penalty can be harmful for our plans for expansion.
- Discussions are underway regarding how we can raise funds for the future of IndyGo.
- Discussions on how we can educate the public
- New facilities East campus 33<sup>rd</sup> and Post and 2425 W. Michigan street are purchased
- East Campus 33<sup>rd</sup> and Post will house operations and training facility
- 2425 W. Michigan Street Mobility solutions building will house Paratransit operations and customer care center, along with the assessments team.
- Assessments team will be supplied with an obstacle course for assessment testing.

#### Aaron Vogel/ VP of Operations/ Chief Operating Officer

- Re-shift in bus stops for balance distancing.
- 500 total stops we currently have
- How does bus stops affect paratransit?
- ADA Stop percentage changed from 16% to 19% Increase
- 19% percent of our bus stops are ADA compliant having sidewalks/ curb ramps
- ADA transition plan evaluated every stop to determine what stops were accessible.
- All new stops will be ADA compliant and several others updated to be ADA compliant.
- New buses will be purchased- change of fleet
- New design underway
- Inductive charging stations underway- route 901 February/ Middle March- Key bank
- Charging station route 901 Greenwood charging is due this upcoming summer 2021

#### Mike Roth/ Senior Director of Mobility Solutions

- New Location 2425 W. Michigan St modifications are underway as Mobilities services/ Customer call center/ Assessments prepares to relocate.
- TNC are being used to augment open Door leaving more options for our riders- Providing better service to the ADA community.

#### Jennifer Pyrz/ Chief Development officer

- Purple line final design is underway
- Prepare for DBE Outreach
- Get contractors prepared for bidding opportunity
- Grant Execution projected for early March
- FTA change in administration may slow down progress shortcut
- Bids would be turned in April-May & presented to the board so selections can be made by at least June.
- August Construction projected
- Purple line design (APS) will be included.

**Ryan Wilhite/ Manager of Special Project & Regional Mobility Integration**

- A letter went out to selected individuals to create a special task force that will be the sounding board for ADA concern.
- February is scheduled for the first task force meeting
- Stakeholder will be included
- A facilitator will be selected to present the discussion to the community

**Teresa Franklin/ Manager of Mobility Services**

- Eco-lane has improved paratransit services
- Transdev is having staffing issues once they fulfill more positions its projected service will be ever better.
- OTP would have been in the 70's if we wouldn't have changed to new software
- Nov 1.67% Dec 1.75% Significant jump in productivity.
- With the improvement of Eco-lane complaints have gone down to 1.6%.
- 3.5% is what the complaints were before Eco-lane.
- Scheduling is much better less on-board time significantly
- Late arrivals have decreased
- Ride time is better
- Centers being able to monitor the Open-Door coaches has helped tremendously
- Noble- Crossroads- New Hope- Outside the Box are using the login provided for Eco-lane to monitor riders' trips.

Soon Open Door riders will have the ability to put funds on their account which will allow for Uzurv fare to be deducted for trips.



# Mobility Advisory Committee

01/20/2021

## MAC Motions Voted on

<i>Name</i>	<b>November Minutes</b>			<b>January Agenda</b>		<b>Eric Schlegel Mbr.</b>					
	<i>Present</i>	<i>Yay</i>	<i>Nay</i>	<i>Yay</i>	<i>Nay</i>	<i>Yay</i>	<i>Nay</i>	<i>Yay</i>	<i>Nay</i>	<i>Yay</i>	<i>Nay</i>
Greg Meyer	x	x		x		x					
Mark Early	N/A	N/A		N/A		N/A					
Mandla Moyo (Chair)	x	x		x		x					
Erin Hardwick	N/A	N/A		N/A		N/A					
Eric Schlegel	x	x		x		x					
Cori Wills	x	x		x		x					
Bernie Wilmer	x	x		x		x					
Eddie Richenbach	x	x		x		x					
Leslie Dailey	x	x		x		x					
Linda Gosnell	N/A	N/A		N/A		N/A					

### Open Door Month End Report November 2020

Day	Trip Date	Total Trips Request	Total Trips Completed	No Shows	Missed Trips	Total Trips Performed	Trips Over 2 Hr	Ridership	Total Cancels	Total Denials	Total Denials%	On Time Trips	On Time %	Trips per Hour
Tuesday	11/01/2020	153	100	3	0	103	0	114	50	0	0	97	94%	1.11
Wednesday	11/02/2020	719	552	19	0	571	1	573	148	0	0	520	91%	1.55
Thursday	11/03/2020	746	510	12	0	522	2	540	224	0	0	498	95%	1.42
Friday	11/04/2020	765	604	13	0	617	3	624	148	0	0	478	77%	1.63
Saturday	11/05/2020	782	535	17	2	554	6	552	228	0	0	378	68%	1.63
Sunday	11/06/2020	748	537	16	5	558	10	560	190	0	0	384	69%	1.62
Monday	11/07/2020	282	198	4	0	202	1	210	80	0	0	119	59%	1.43
Tuesday	11/08/2020	171	117	2	1	120	1	132	51	0	0	114	95%	1.31
Wednesday	11/09/2020	724	553	18	1	572	8	577	152	0	0	473	83%	1.54
Thursday	11/10/2020	698	542	12	0	554	3	563	144	1	0	491	89%	1.47
Friday	11/11/2020	821	528	49	0	577	0	528	244	0	0	457	87%	1.68
Saturday	11/12/2020	829	597	32	1	629	1	597	199	0	0	452	76%	1.89
Sunday	11/13/2020	767	522	19	10	541	4	522	216	0	0	404	77%	1.83
Monday	11/14/2020	277	185	9	0	194	0	185	83	0	0	146	79%	1.48
Tuesday	11/15/2020	179	116	5	0	121	0	116	58	0	0	102	88%	1.57
Wednesday	11/16/2020	795	579	28	0	607	1	579	188	0	0	471	81%	1.87
Thursday	11/17/2020	755	564	25	0	589	0	564	166	0	0	482	85%	1.87
Friday	11/18/2020	785	599	17	2	616	2	599	167	0	0	448	75%	1.95
Saturday	11/19/2020	748	556	29	1	585	2	556	162	0	0	460	83%	1.90
Sunday	11/20/2020	726	529	19	1	548	1	529	177	0	0	357	65%	1.97
Monday	11/21/2020	235	175	11	0	186	0	175	49	0	0	143	77%	1.53
Tuesday	11/22/2020	172	124	1	0	125	0	124	47	0	0	100	81%	1.64
Wednesday	11/23/2020	741	495	22	0	517	0	495	224	0	0	451	91%	1.78
Thursday	11/24/2020	676	465	12	0	477	0	465	199	0	0	441	95%	1.78
Friday	11/25/2020	724	458	18	0	476	0	458	248	0	0	403	88%	1.70
Saturday	11/26/2020	478	62	7	0	69	0	62	409	0	0	59	95%	1.26
Sunday	11/27/2020	543	214	6	0	220	0	214	323	0	0	202	94%	1.48
Monday	11/28/2020	225	164	3	0	167	0	164	58	0	0	134	82%	1.58
Tuesday	11/29/2020	137	87	4	0	91	0	87	46	0	0	80	92%	1.53
Wednesday	09/30/2020	684	504	23	0	527	1	504	157	0	0	428	85%	1.76
<b>SUMMARY</b>		<b>5,788</b>	<b>11,771</b>	<b>455</b>	<b>24</b>	<b>4,373</b>	<b>35</b>	<b>4,445</b>	<b>1,415</b>	<b>1</b>	<b>0%</b>	<b>3,552</b>	<b>81.23%</b>	<b>1.52</b>

### Open Door Month End Report December 2020

Day	Trip Date	Total Trips Request	Total Trips Completed	No Shows	Missed Trips	Total Trips Performed	Trips Over 2 Hr	Ridership	Total Cancels	Total Denials	Total Denials%	On Time Trips	On Time %	Trips per Hour
Tuesday	12/01/2020	664	486	22	0	508	3	506	178	1	0	456	94%	1.83
Wednesday	12/02/2020	700	534	12	0	546	7	552	166	0	0	426	80%	1.88
Thursday	12/03/2020	737	530	15	0	545	5	546	207	0	0	464	88%	1.89
Friday	12/04/2020	703	496	9	8	505	1	515	207	0	0	421	85%	1.82
Saturday	12/05/2020	265	187	1	0	188	1	197	78	0	0	151	81%	1.57
Sunday	12/06/2020	172	121	5	0	126	0	135	51	0	0	110	91%	1.55
Monday	12/07/2020	649	496	10	0	506	1	509	153	0	0	465	94%	1.81
Tuesday	12/08/2020	632	456	14	0	470	2	472	176	1	0	420	92%	1.76
Wednesday	12/09/2020	692	516	11	0	527	3	533	176	2	0	473	92%	1.82
Thursday	12/10/2020	657	458	18	0	476	1	470	199	0	0	418	91%	1.73
Friday	12/11/2020	686	498	18	0	516	3	511	188	1	0	453	91%	1.78
Saturday	12/12/2020	258	200	6	0	206	0	212	58	0	0	161	81%	1.49
Sunday	12/13/2020	171	129	7	0	136	0	142	42	0	0	92	71%	1.68
Monday	12/14/2020	643	490	17	0	507	2	502	153	1	0	457	93%	1.80
Tuesday	12/15/2020	707	552	14	0	566	2	590	155	1	0	479	87%	1.94
Wednesday	12/16/2020	670	479	16	2	495	2	486	191	0	0	303	63%	1.73
Thursday	12/17/2020	652	505	11	0	516	1	533	147	0	0	444	88%	1.88
Friday	12/18/2020	634	456	14	0	470	0	469	178	0	0	326	71%	1.80
Saturday	12/19/2020	231	178	2	0	180	0	190	53	0	0	148	83%	1.68
Sunday	12/20/2020	184	136	6	0	142	0	147	48	1	0	110	81%	1.62
Monday	12/21/2020	638	462	13	0	475	3	474	176	0	0	428	93%	1.79
Tuesday	12/22/2020	629	472	11	1	483	0	490	157	0	0	448	95%	1.71
Wednesday	12/23/2020	661	459	16	0	475	1	476	202	0	0	421	92%	1.80
Thursday	12/24/2020	524	214	11	0	225	0	220	310	0	0	208	97%	1.31
Friday	12/25/2020	344	41	2	0	43	0	45	303	0	0	38	93%	1.35
Saturday	12/26/2020	209	147	9	0	156	0	155	62	0	0	138	94%	1.39
Sunday	12/27/2020	156	116	5	0	121	0	126	40	0	0	95	82%	1.69
Monday	12/28/2020	584	437	17	1	454	0	448	147	1	0	403	92%	1.71
Tuesday	12/29/2020	575	426	18	0	444	0	442	149	0	0	406	95%	1.62
Wednesday	12/30/2020	583	430	17	0	447	2	438	153	1	0	398	93%	1.76
Thursday	12/31/2021	599	379	15	0	394	0	391	205	2	0	361	95%	1.72
<b>SUMMARY</b>		<b>16,209</b>	<b>11,486</b>	<b>362</b>	<b>12</b>	<b>11,848</b>	<b>35</b>	<b>11,922</b>	<b>4,708</b>	<b>12</b>	<b>2%</b>	<b>10,362</b>	<b>88.22%</b>	<b>1.75</b>

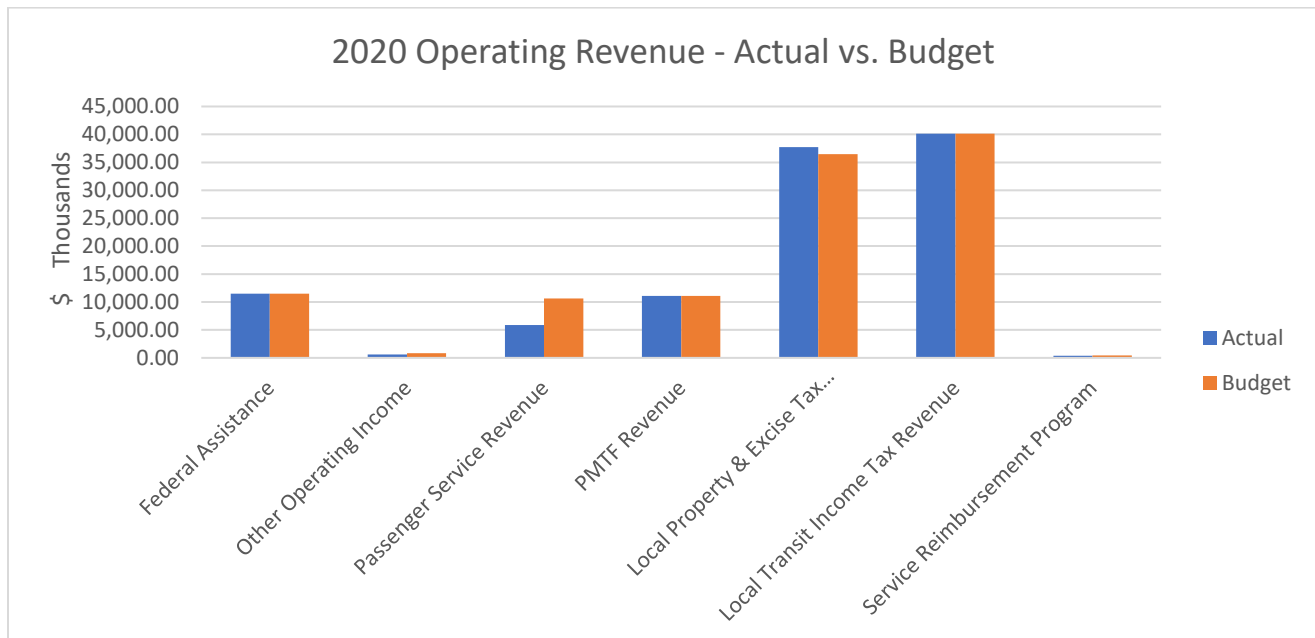
## Information Update – December 2020 Financials Summary

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Finance and CFO Bart Brown and Deputy CFO Hardi Shah  
**Date:** February 11, 2021

### DECEMBER 2020 FINANCIAL SUMMARY (UNAUDITED)

In the month of January, a preliminary report for December 2020 Financials was provided to IndyGo Board of Directors. Since then Finance Division has worked diligently with other departments to process the fiscal year 2020 invoices, so the fiscal year close procedures can be performed in the ERP system. This report represents updated results of the financials (unaudited). Finance Division is now working on getting the information ready for the auditors who will be providing IPTC’s FY2020 Comprehensive Annual Financial Report (CAFR) in May/June.

#### Revenue



The Total Revenue for the agency is under budget by \$3,812,952 (3.4%) for the fiscal year 2020 mainly due to Passenger Service Revenue coming in under budget than projected as a result of the Pandemic. Public transit is vulnerable to disruption and shocks from pandemics due to the collective nature of its mobility. The COVID-19 pandemic called for swift response in various areas of our economy, and public transportation faced notable challenges. The pandemic has affected mostly all the transit agencies across the nation. Sharp decline in

ridership is very apparent as can be seen from the table below. The table shows the ridership data for 2020 for the same period compared to 2019. Overall, the decline in the ridership is about 48% from that of 2019's and the Passenger Service Revenue experienced about 45% decline as compared to the FY2020 budget.

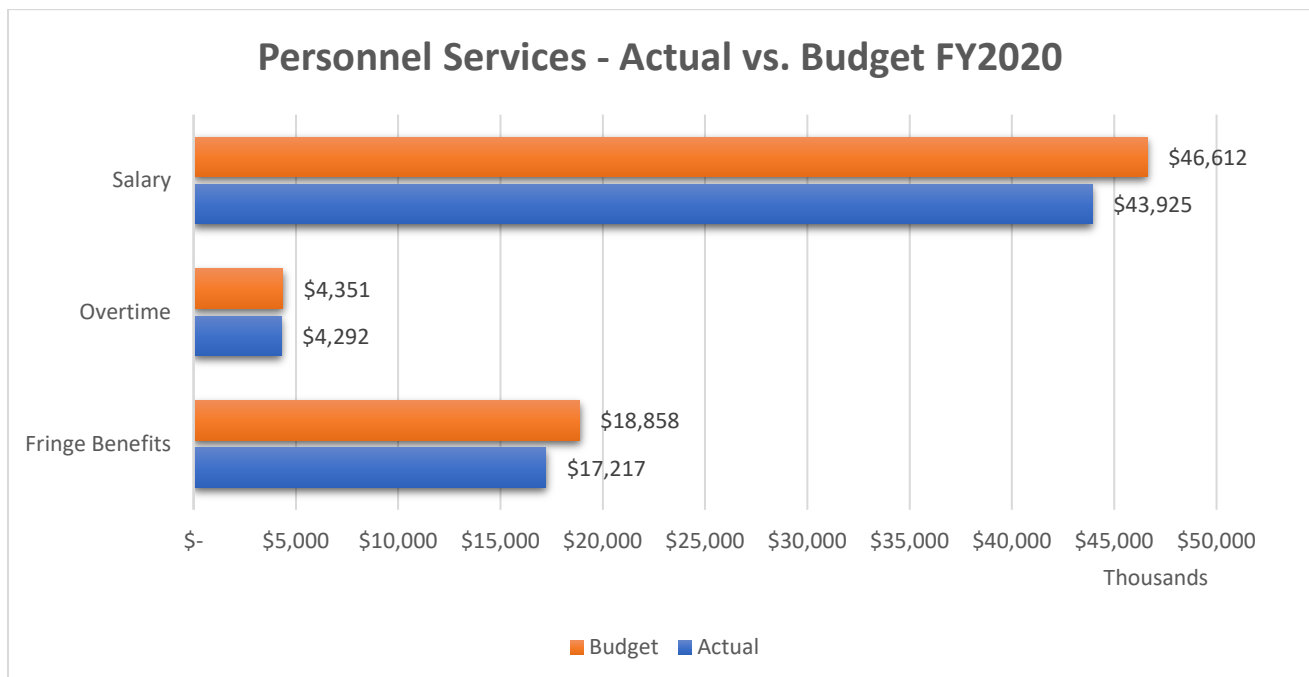
	2020 Ridership		2019 Ridership
January	728,401	January	673,825
February	680,811	February	677,602
March	556,146	March	715,051
April	281,060	April	749,601
May	336,002	May	773,315
June	413,172	June	714,565
July	450,604	July	749,394
August	454,723	August	804,097
September	467,430	September	974,872
October	467,453	October	926,158
November	407,205	November	788,240
December	395,088	December	698,328
<b>Total</b>	<b>4,774,319</b>		<b>9,245,048</b>

### Expenditures

Navigating through the FY2020, IndyGo experienced some unforeseen expenses related to the global pandemic. IndyGo's priority remained health and safety of the riders and employees. Through better control and monitoring of our expenses, and without additional appropriations request to our Board of Directors, IndyGo successfully ended the FY2020 by coming under budget. In June and October of 2020, IndyGo Finance sought authorization from the Board of Directors to align the budgets through the transfer of Appropriations between the Account classifications.

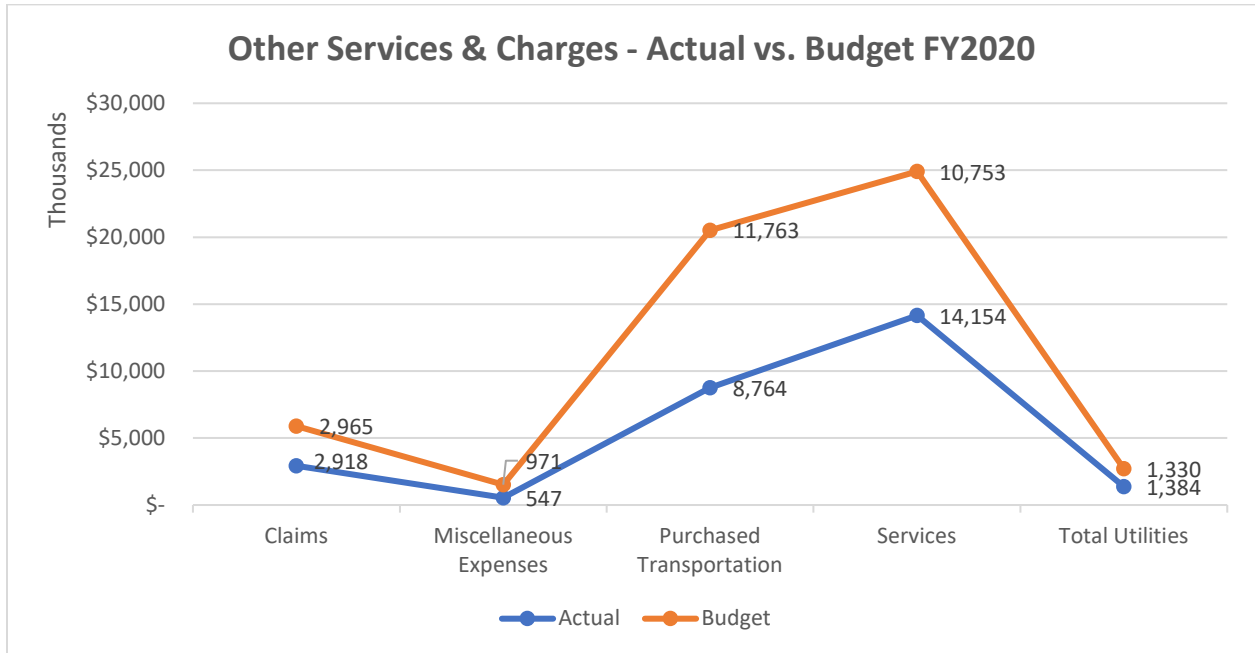
#### I) Personnel services

*Personnel Services came under budget by \$4,387,166 (6%) for the fiscal year ended 2020.*



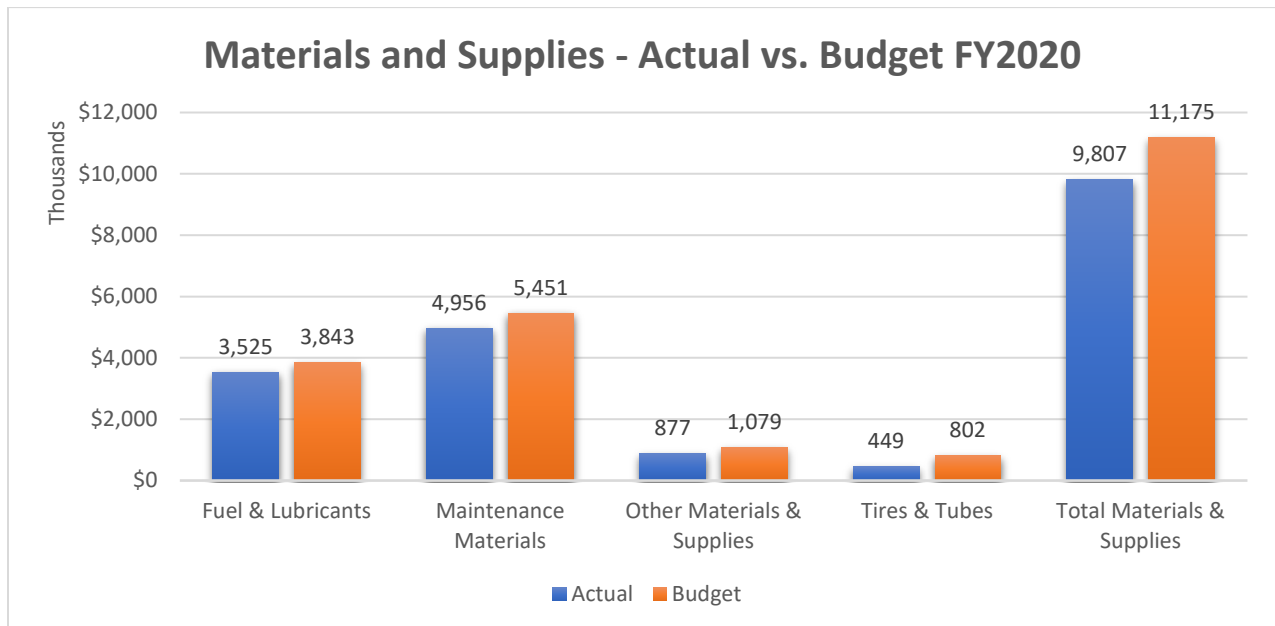
II) Other Services and Charges

*Other Services & Charges category reported under budget by \$15,623 (<1%) year to date.*



III) Materials & Supplies

*The Total Materials and Supplies category came under budget by \$1,367,982 (12%) for the Fiscal Year 2020.*



### Expense Tracking - COVID19

CARES Act grant allows IndyGo to draw the funds against the eligible expenditures which comprises the operating expenses necessary to operate, maintain, and manage a public transportation system including costs related to personal protective equipment and cleaning supplies that occur on or after January 20, 2020. As the pandemic continues to hover around, our current and future revenues are going to be deeply affected. In light of that situation, Finance team is tracking the federal revenue from the CARES Act, implementing strategies to make sure that fund balances reserves are preserved and help offset declines in the future revenue to some extent.

Below table shows the Federal Revenue received from the CARES Act for the month ended December 31, 2020.

REVENUE FEDERAL ASST - CARES ACT      \$41,716,614

IndyGo is committed to the safety of our riders and employees and continues to incur costs related to the PPEs, secure enhanced cleaning/sanitizing efforts and COVID leaves. Below is the summary of expenses incurred.

<b>COVID Related Expenses</b>	<b>PPEs, cleaning/Sanitization Exps</b>	<b>COVID Leave Exps</b>	<b>Total</b>
March	404,839	11,550	416,389
April	722,819	520,092	1,242,911
May	293,910	230,934	524,844
June	239,480	152,592	392,072
July	327,286	99,017	426,303
August	173,943	72,021	245,963
September	290,620	80,607	371,227
October	429,803	106,876	536,679
November	291,274	71,136	362,409
December	777,171	150,528	927,699
<b>Total</b>	<b>3,951,144</b>	<b>1,495,353</b>	<b>5,446,497</b>

#### **RECOMMENDATION:**

Receive the report.

Vice President of Finance and CFO Bart Brown and Deputy CFO Hardi Shah (Finance)



Indianapolis Public Transportation Corporation

2/10/2021 9:05 AM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 12

For the Twelve Months Ending Thursday, December 31, 2020

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
<b>Operating Revenue</b>									
Federal Assistance	454,245.78	956,667.00	(502,421.22)	(52.52)	11,486,260.51	11,480,000.00	6,260.51	0.05	12,353,300.76
Other Operating Income	20,051.69	71,275.00	(51,223.31)	(71.87)	604,416.98	855,305.00	(250,888.02)	(29.33)	766,408.00
Passenger Service Revenue	388,926.06	1,001,871.00	(612,944.94)	(61.18)	5,877,666.35	10,631,741.00	(4,754,074.65)	(44.72)	9,224,815.73
PMTF Revenue		925,650.00	(925,650.00)	(100.00)	11,107,800.00	11,107,800.00		0.00	10,956,604.00
Local Property & Excise Tax Revenue	4,787,163.50	3,039,078.00	1,748,085.50	57.52	37,700,214.46	36,468,936.00	1,231,278.46	3.38	36,833,525.25
Local Transit Income Tax Revenue	3,342,536.03	3,342,540.00	(3.97)	(0.00)	40,110,432.03	40,110,476.00	(43.97)	(0.00)	34,598,136.52
Service Reimbursement Program	22,083.00	35,040.00	(12,957.00)	(36.98)	374,996.00	420,480.00	(45,484.00)	(10.82)	395,323.52
<b>Total Operating Revenues</b>	<b>9,015,006.06</b>	<b>9,372,121.00</b>	<b>(357,114.94)</b>	<b>(3.81)</b>	<b>107,261,786.33</b>	<b>111,074,738.00</b>	<b>(3,812,951.67)</b>	<b>(3.43)</b>	<b>105,128,113.78</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	424,107.49	2,014,147.30	(1,590,039.81)	(78.94)	17,217,386.57	18,858,193.45	(1,640,806.88)	(8.70)	14,278,865.90
Overtime	376,513.55	777,964.58	(401,451.03)	(51.60)	4,291,893.27	4,350,574.96	(58,681.69)	(1.35)	4,786,164.16
Salary	3,549,032.27	4,587,966.76	(1,038,934.49)	(22.64)	43,924,770.18	46,612,447.35	(2,687,677.17)	(5.77)	38,272,722.29
<b>Total Wages and Benefits</b>	<b>4,349,653.31</b>	<b>7,380,078.64</b>	<b>(3,030,425.33)</b>	<b>(41.06)</b>	<b>65,434,050.02</b>	<b>69,821,215.76</b>	<b>(4,387,165.74)</b>	<b>(6.28)</b>	<b>57,337,752.35</b>
<b>Other Services &amp; Charges</b>									
Claims	310,756.78	247,041.67	63,715.11	25.79	2,918,219.20	2,964,500.04	(46,280.84)	(1.56)	3,320,406.14
Miscellaneous Expenses	63,294.88	76,626.80	(13,331.92)	(17.40)	546,860.69	971,089.60	(424,228.91)	(43.69)	632,869.85
Purchased Transportation	81,161.24	980,249.00	(899,087.76)	(91.72)	8,763,609.26	11,762,988.00	(2,999,378.74)	(25.50)	11,270,233.10
Services	2,858,113.78	(1,512,132.67)	4,370,246.45	(289.01)	14,153,953.30	10,753,391.00	3,400,562.30	31.62	10,874,151.80
Total Utilities	12,157.64	110,833.32	(98,675.68)	(89.03)	1,383,703.04	1,329,999.84	53,703.20	4.04	1,201,661.24
<b>Total Other Services &amp; Charges</b>	<b>3,325,484.32</b>	<b>(97,381.88)</b>	<b>3,422,866.20</b>	<b>(3514.89)</b>	<b>27,766,345.49</b>	<b>27,781,968.48</b>	<b>(15,622.99)</b>	<b>(0.06)</b>	<b>27,299,322.13</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	224,472.32	(2,205,515.74)	2,429,988.06	(110.18)	3,525,301.02	3,842,821.08	(317,520.06)	(8.26)	4,470,571.35
Maintenance Materials	417,902.65	454,278.73	(36,376.08)	(8.01)	4,955,696.19	5,451,344.76	(495,648.57)	(9.09)	5,589,526.14
Other Materials & Supplies	153,073.06	89,126.50	63,946.56	71.75	876,911.90	1,078,593.00	(201,681.10)	(18.70)	1,392,031.65
Tires & Tubes	6,323.12	66,843.16	(60,520.04)	(90.54)	449,075.32	802,117.92	(353,042.60)	(44.01)	840,845.06
<b>Total Materials &amp; Supplies</b>	<b>801,771.15</b>	<b>(1,595,267.35)</b>	<b>2,397,038.50</b>	<b>(150.26)</b>	<b>9,806,984.43</b>	<b>11,174,876.76</b>	<b>(1,367,892.33)</b>	<b>(12.24)</b>	<b>12,292,974.20</b>
<b>Total Operating Expenses</b>	<b>8,476,908.78</b>	<b>5,687,429.41</b>	<b>2,789,479.37</b>	<b>49.05</b>	<b>103,007,379.94</b>	<b>108,778,061.00</b>	<b>(5,770,681.06)</b>	<b>(5.31)</b>	<b>96,930,048.68</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>538,097.28</b>	<b>3,684,691.59</b>	<b>(3,146,594.31)</b>		<b>4,254,406.39</b>	<b>2,296,677.00</b>	<b>1,957,729.39</b>		
GAIN/LOSS ON ASSET DISPOSAL	(5,211.08)		(5,211.08)	0.00	20,826.55		20,826.55	0.00	628,687.91
<b>NET INCOME/(LOSS)</b>	<b>543,308.36</b>	<b>3,684,691.59</b>	<b>(3,141,383.23)</b>	<b>(85.25)</b>	<b>4,233,579.84</b>	<b>2,296,677.00</b>	<b>1,936,902.84</b>	<b>84.34</b>	<b>7,569,377.19</b>





## Information Update – January 2021 Financials Summary

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Finance and CFO Bart Brown and Deputy CFO Hardi Shah  
**Date:** February 15, 2021

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### JANUARY 2021 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue for the month of January is very close to the budgeted revenue. It is under budget by \$14,535 (<2%).
- Advertising revenue is reported under “Other Operating Income” revenue category. This category is under budget by \$35,370 (59%). Due to COVID19, our advertising revenue contracts realized lower than budgeted revenue.
- Passenger Service Revenue in January is reported \$162,735 (33%) under budgeted. During winter months, ridership usually shows a slight decrease, but the pandemic is the primary factor behind lagging revenue in this category.
- PMTF revenue is the same as budgeted. Our PMTF (State Grant) 1st claim of 2021 will be submitted after the end of first quarter. We accrue monthly revenue in lieu of that.
- Local Transit Operating Income Tax revenue & Property Tax Revenue are received exactly on target with the budgeted revenue.
- Service Reimbursement Program revenue is \$4,064 (12%) over budget in January 2021.

*The Total Revenue for the agency is under budget by \$179,507 (2%) for the month of January 2021 mainly due to Passenger Service Revenue coming in under budget than projected as a result of the Pandemic.*

#### Expenditures

- l) Personnel Services
- In January, fringe benefits category is under budget by \$402,756 (23%).
  - Overtime expenses are over budget for the month by \$96,020 (44%).

- The salary expenses are under budget by \$239,144 (6%) in January 2021.

*The Personnel Services category is under budget by \$545,880 (10%) for the month ended January 2021.*

## II) Other Services and Charges

Usually, expenses under this category come under budget in the first couple of months of the year due to the fact that many vendors providing services to IndyGo may not have closed their fiscal year and/or reconciled January. In the absence of receipt of invoices on time, this category is under budget for the month by \$2,357,876 (43%). It usually trues up after first quarter.

Also, in December 2020, IndyGo's Board of Directors approved an action item authorizing roll over of the unspent balances of encumbrances budgeted for FY2020 into FY2021. The effects of this roll over are shown on the monthly budget for January which will be trued up in February by spreading those out in 12 months.

- The claims expense category is reported over budget by \$207,798 (70%) in January. There were some large settlement claims realized in the month of January. Also, the nature of this expense is such that it varies from month to month significantly.
- Miscellaneous Expense category is under budget for the month by \$148,619.
- Purchased Transportation category is on budget for January 2021.
- The "Services" expense category is under budget by \$2,415,326 (62%) for the year. This category includes Budget carry over impact of the purchase orders rolled into FY2021.
- Utilities expenses are slightly under budget by \$1,728 (1%) in the month of January 2021.

*Overall, the Other Services & Charges category is under budget by \$2,357,875 (43%) in January 2021.*

## III) Materials & Supplies

- The fuel and lubricant category is under budget by \$2,367,744 (90%) for the month. The encumbrance tied with 2020 fuel PO carried over into 2021 with budget helped this category to come significantly under budget.
- The maintenance materials category is under budget by \$156,700 (32%) for the month.
- The other materials and supplies category is under budget by \$43,713 (48%) year to date.
- The "Tires & Tubes" expense is under budget by \$2,677 (4%).

*The Total Materials and Supplies category is under budget by \$2,570,835 (78%) in January 2021.*

*Overall, the expenditures came under budget by \$5,474,591 (38%) for the month of January 2021. It will true up once budgets related to the encumbrances are spread out throughout the rest of the year.*

## Expense Tracking - COVID19

CARES Act grant allows IndyGo to draw the funds against the eligible expenditures which comprises the operating expenses necessary to operate, maintain, and manage a public transportation system including costs related to personal protective equipment and cleaning supplies that occur on or after January 20, 2020. As the pandemic continues to hover around, our current and future revenues are going to be deeply affected. In light of that situation, Finance team is tracking the federal revenue from the CARES Act, implementing strategies to make sure that fund balances reserves are preserved and help offset declines in the future revenue to some extent.

Below table shows the Federal Revenue received from the CARES Act for the month ended January 31, 2021. This draw amount represents about 94% of the total apportionments to IndyGo.

REVENUE FEDERAL ASST - CARES ACT      \$41,716,615

IndyGo is committed to the safety of our riders and employees and continues to incur costs related to the PPEs, secure enhanced cleaning/sanitizing efforts and COVID leaves. Below is the summary of expenses incurred.

<b>COVID Related Expenses</b>	<b>PPEs, cleaning/Sanitization Exps</b>	<b>COVID Leave Exps</b>	<b>Total</b>
March 2020	404,839	11,550	416,389
April 2020	722,819	520,092	1,242,911
May 2020	293,910	230,934	524,844
June 2020	239,480	152,592	392,072
July 2020	327,286	99,017	426,303
August 2020	173,943	72,021	245,963
Sept 2020	290,620	80,607	371,227
October 2020	429,803	106,876	536,679
November 2020	291,274	71,136	362,409
December 2020	777,171	150,528	927,699
January 2021	134,948	33,876	168,824
<b>Total</b>	<b>4,086,091</b>	<b>1,529,229</b>	<b>5,615,320</b>

### **RECOMMENDATION:**

Receive the report.

Vice President of Finance and CFO Bart Brown and Deputy CFO Hardi Shah (Finance)



Indianapolis Public Transportation Corporation

4/2021 10:32 PM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 1

For the One Month Ending Sunday, January 31, 2021

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
<b>Operating Revenue</b>									
Federal Assistance	948,548.00	934,013.00	14,535.00	1.56	948,548.00	934,013.00	14,535.00	1.56	1,076,184.00
Other Operating Income	24,401.64	59,772.00	(35,370.36)	(59.18)	24,401.64	59,772.00	(35,370.36)	(59.18)	62,489.15
Passenger Service Revenue	373,871.72	536,607.00	(162,735.28)	(30.33)	373,871.72	536,607.00	(162,735.28)	(30.33)	756,577.99
PMTF Revenue	802,855.00	802,855.00		0.00	802,855.00	802,855.00		0.00	925,650.00
Local Property & Excise Tax Revenue	3,005,797.00	3,005,797.00		0.00	3,005,797.00	3,005,797.00		0.00	3,056,301.00
Local Transit Income Tax Revenue	3,225,979.00	3,225,979.00		0.00	3,225,979.00	3,225,979.00		0.00	3,342,536.00
Service Reimbursement Program	38,651.00	34,587.00	4,064.00	11.75	38,651.00	34,587.00	4,064.00	11.75	34,583.00
<b>Total Operating Revenues</b>	<b>8,420,103.36</b>	<b>8,599,610.00</b>	<b>(179,506.64)</b>	<b>(2.09)</b>	<b>8,420,103.36</b>	<b>8,599,610.00</b>	<b>(179,506.64)</b>	<b>(2.09)</b>	<b>9,254,321.14</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,340,338.93	1,743,095.13	(402,756.20)	(23.11)	1,340,338.93	1,743,095.13	(402,756.20)	(23.11)	1,247,787.01
Overtime	312,570.54	216,550.45	96,020.09	44.34	312,570.54	216,550.45	96,020.09	44.34	574,427.59
Salary	3,443,372.40	3,682,516.26	(239,143.86)	(6.49)	3,443,372.40	3,682,516.26	(239,143.86)	(6.49)	4,050,839.40
<b>Total Wages and Benefits</b>	<b>5,096,281.87</b>	<b>5,642,161.84</b>	<b>(545,879.97)</b>	<b>(9.68)</b>	<b>5,096,281.87</b>	<b>5,642,161.84</b>	<b>(545,879.97)</b>	<b>(9.68)</b>	<b>5,873,054.00</b>
<b>Other Services &amp; Charges</b>									
Claims	502,904.07	295,106.26	207,797.81	70.41	502,904.07	295,106.26	207,797.81	70.41	83,716.25
Miscellaneous Expenses	2,389.24	151,008.22	(148,618.98)	(98.42)	2,389.24	151,008.22	(148,618.98)	(98.42)	24,436.62
Purchased Transportation	989,857.72	989,857.72		0.00	989,857.72	989,857.72		0.00	980,249.00
Services	1,452,910.93	3,868,237.00	(2,415,326.07)	(62.44)	1,452,910.93	3,868,237.00	(2,415,326.07)	(62.44)	1,137,023.51
Total Utilities	151,604.70	153,333.33	(1,728.63)	(1.13)	151,604.70	153,333.33	(1,728.63)	(1.13)	104,166.66
<b>Total Other Services &amp; Charges</b>	<b>3,099,666.66</b>	<b>5,457,542.53</b>	<b>(2,357,875.87)</b>	<b>(43.20)</b>	<b>3,099,666.66</b>	<b>5,457,542.53</b>	<b>(2,357,875.87)</b>	<b>(43.20)</b>	<b>2,329,592.04</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	256,766.55	2,624,510.94	(2,367,744.39)	(90.22)	256,766.55	2,624,510.94	(2,367,744.39)	(90.22)	382,166.03
Maintenance Materials	336,887.02	493,587.76	(156,700.74)	(31.75)	336,887.02	493,587.76	(156,700.74)	(31.75)	416,272.63
Other Materials & Supplies	47,711.79	91,425.25	(43,713.46)	(47.81)	47,711.79	91,425.25	(43,713.46)	(47.81)	70,251.01
Tires & Tubes	66,666.67	69,343.66	(2,676.99)	(3.86)	66,666.67	69,343.66	(2,676.99)	(3.86)	48,611.11
<b>Total Materials &amp; Supplies</b>	<b>708,032.03</b>	<b>3,278,867.61</b>	<b>(2,570,835.58)</b>	<b>(78.41)</b>	<b>708,032.03</b>	<b>3,278,867.61</b>	<b>(2,570,835.58)</b>	<b>(78.41)</b>	<b>917,300.78</b>
<b>Total Operating Expenses</b>	<b>8,903,980.56</b>	<b>14,378,571.98</b>	<b>(5,474,591.42)</b>	<b>(38.07)</b>	<b>8,903,980.56</b>	<b>14,378,571.98</b>	<b>(5,474,591.42)</b>	<b>(38.07)</b>	<b>9,119,946.82</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>(483,877.20)</b>	<b>(5,778,961.98)</b>	<b>5,295,084.78</b>		<b>(483,877.20)</b>	<b>(5,778,961.98)</b>	<b>5,295,084.78</b>		
GAIN/LOSS ON ASSET DISPOSAL				0.00				0.00	(7,959.66)
<b>NET INCOME/(LOSS)</b>	<b>(483,877.20)</b>	<b>(5,778,961.98)</b>	<b>5,295,084.78</b>	<b>(91.63)</b>	<b>(483,877.20)</b>	<b>(5,778,961.98)</b>	<b>5,295,084.78</b>	<b>(91.63)</b>	<b>142,333.98</b>

## Procurement Activity Report Procurement Activity Report

### Past 30 days (actual)- January 2021

Released New Opportunity	<ul style="list-style-type: none"> <li>- Non-Revenue Vehicles AWD</li> <li>- Care Center</li> <li>- Temporary Staffing</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- Communication Specialist</li> <li>- Non-Revenue Vehicles AWD</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- Governance &amp; Audit Consultant</li> <li>- In-Plant Bus Inspection</li> <li>- Microsoft Licensing</li> <li>- Communication Specialist</li> <li>- Windshield Repair</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- Bus CCTV</li> <li>- Fare-Free Consultant</li> <li>- VoIP Replacement</li> <li>- Service Uniforms</li> </ul>
Withdrawn	<ul style="list-style-type: none"> <li>- Non-Revenue Vehicles 2WD</li> </ul>
Task Orders	<ul style="list-style-type: none"> <li>- Ft. Wayne Conversion</li> <li>- East Campus Design</li> <li>- Michigan Design</li> </ul>

### Current Month (expected)- February 2021

Release/ New Opportunity	<ul style="list-style-type: none"> <li>- Wellness Clinic</li> <li>- Property Manager</li> <li>- East Campus-Cleaning</li> <li>- Trash Service</li> <li>- Ice Service</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- Care Center</li> <li>- Temporary Staffing</li> <li>- Trash Service</li> <li>- Ice Service</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- Non-Revenue Vehicles AWD</li> <li>- Temporary Staffing</li> <li>- Trash Service</li> <li>- Ice Service</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- Governance &amp; Audit Consultant</li> <li>- In-Plant Bus Inspections</li> <li>- Employee Intranet</li> </ul>
Task Orders	<ul style="list-style-type: none"> <li>- Michigan</li> <li>- College Ave. Design &amp; Development</li> <li>- East Campus Project 1 &amp; 2</li> </ul>
Renewals	<ul style="list-style-type: none"> <li>- Wellness Clinic</li> <li>- Paratransit Operations</li> <li>- Security Services</li> <li>- Construction Management Software</li> </ul>

### Future 30 days (planned)- March 2021

Release/ New Opportunity	<ul style="list-style-type: none"> <li>- East Campus- Signage</li> <li>- East Campus- Decommissioning</li> <li>- Mezzanine Cleaning/Organization</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- East Campus-Cleaning</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- D365 Implementer</li> <li>- East Campus- Cleaning</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- East Campus- Cleaning</li> <li>- In-Plant Bus Inspection</li> <li>- Temporary Staffing</li> </ul>
Close Out	<ul style="list-style-type: none"> <li>- Red Line</li> <li>- Office Renovations</li> <li>- Bus Wash/Paint Booth</li> </ul>



## INFORMATION UPDATE – MLK AND BRIOMETRIX PILOT UPDATES - 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Senior Director, Mobility Solutions Michael L. Roth  
**Date:** February 5, 2021

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### MLK AND BRIOMETRIX PILOT UPDATES – 2021

#### BACKGROUND:

##### Mid-Town-Get-Around

The mobility partnership between IndyGo and the MLK Center launched in February 2020, and at the height of quarantine, the MLK Center and IndyGo team pivoted the Mid-Town-Get-Around (MTGA) from transporting people to food and prescriptions. Since July 2020, with many returning to job interviews/work, school and childcare services, and healthcare visits, the 4 MTGA vans and drivers are transporting individuals and families. During the course of the project, MLK Center has hired two additional drivers and is providing trips from 8a – 6p to pre-registered youth and adults. In an effort to reduce the spread of COVID-19 and maintain health of drivers and passengers, space inside the vehicles is limited to 3 individuals of the same household, or 2 that are not.

Starting August 2020, the IndyGo customer service team will begin monthly customer satisfaction calls to all participants of the program. These questions are both meant to improve the delivery of the pilot, and to also dive deeper into mobility barriers in an effort to better assist individuals in trip linking neighborhood solutions with the transit network.

##### Briometrix

The Briometrix pilot has moved from the technology refinement to gearing up to map the accessibility of several future Purple Line Rapid Transit station pathways. Starting August 1, IndyGo and Briometrix began recruiting to equip and employ up to five individuals who use wheelchairs (the Pilots), to survey the pathways for 9 days in September. Final map layers available to IndyGo and the City of Indianapolis by January 2021.

The Pilots' wheelchairs will be equipped with a Briometrix data logger along with a video camera and smart phone. As the wheelchair passes over the sidewalks, curb ramps, and intersections, the technology will log and analyze the forces around the wheelchair. The project will result in a visual map of the level of difficulty to traverse the area, especially for individuals who use a wheelchair or have limited mobility. The resulting map will be color-coded and utilize clickable icons to show effort ratings, material of the pathways, and curb and sidewalk hazards to demonstrate how accessible the journey is to and from transit stations in the area. These maps will be available via the IndyGo website and offered to the City of Indianapolis for display as well.

#### RECOMMENDATION:

Receive the report.

Michael L. Roth  
Senior Director, Mobility Solutions

*IndyGo*<sup>SM</sup>

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A photograph of a city street scene, likely in Indianapolis, featuring a bus with a sign that reads "10 RED LINE". The scene includes modern buildings and trees with autumn foliage. The image is framed within a large, dark brown oval shape.

# IndyGo Mobility Pilots 2020 - 2021

# Overview



Ford City: One Indianapolis Challenge  
Community centered mobility initiatives

November 2019

## **IndyGo Board funds**

December 2019

- MLK Center's *MidTown-GetAround*
- Briometrix *City on Wheels* accessibility mapping

*Pilots Launch*

February 2020

*Pilots Conclude*

February 2021



# MidTown-GetAround



www.MLKCenterIndy.org  
40 W 40th Street | Indianapolis IN 46208  
Info@MLKCenterIndy.org  
317.923.4581

- Partnership with MLK Center
- Neighborhood based shared-ride service
- 4 vehicles owned by IndyGo; leased (\$1/) to MLK Center for pilot
- Target area – Crown Hill, Mapleton Fall-Creek, Butler Tarkington
- Serve as a connection between transit <-> destination
- Provide safe rides in early morning, evening, and to youth
- Enhance opportunity in neighborhood by reducing mobility barriers

# MidTown-GetAround

**MLK  
CENTER**

www.MLKCenterIndy.org  
40 W 40th Street | Indianapolis IN 46208  
Info@MLKCenterIndy.org  
317.923.4581



## ***Pivoted during COVID quarantine***

- Food and Rx delivery [March – June]
- Pre-registered trips [July – December]
- Online or call registration
- Point to point
- \$1/trip launched September 2020
- 3 full time drivers
- Customer satisfaction surveys
- Adding an additional driver
- Adding a circulator route



**2,000 + trips to date**

- Develops technology to make mobility inclusive
- Train **Pilots** to map transit pathways
- Digitally map the effort, materials, hazards, and pathways used by individuals in wheelchairs
- Future goal to provide layers to Google Map and help direct infrastructure investment/ improvements
  
- **50 Miles +** along Purple Line BRT route
- Digital GIS layers shared with IndyGo and DPW
- Employ and train Indy residents who use wheelchairs to map route

- 6 - trained *Indy Pilots* mapped
- 57 miles of sidewalk and crossings
- Color-coded map shows effort level + suggested pathway to travel to/from transit stop
- **1<sup>st</sup> US location**
- Technology developed further
- Ease for wheelchair user
- Continuous camera; enhanced playback
  - Improves verification Logger $\leftrightarrow$ Path Condition





# Briometrix 'City on Wheels' Mobility Pilot

July – November 2020



# City on Wheels 2020

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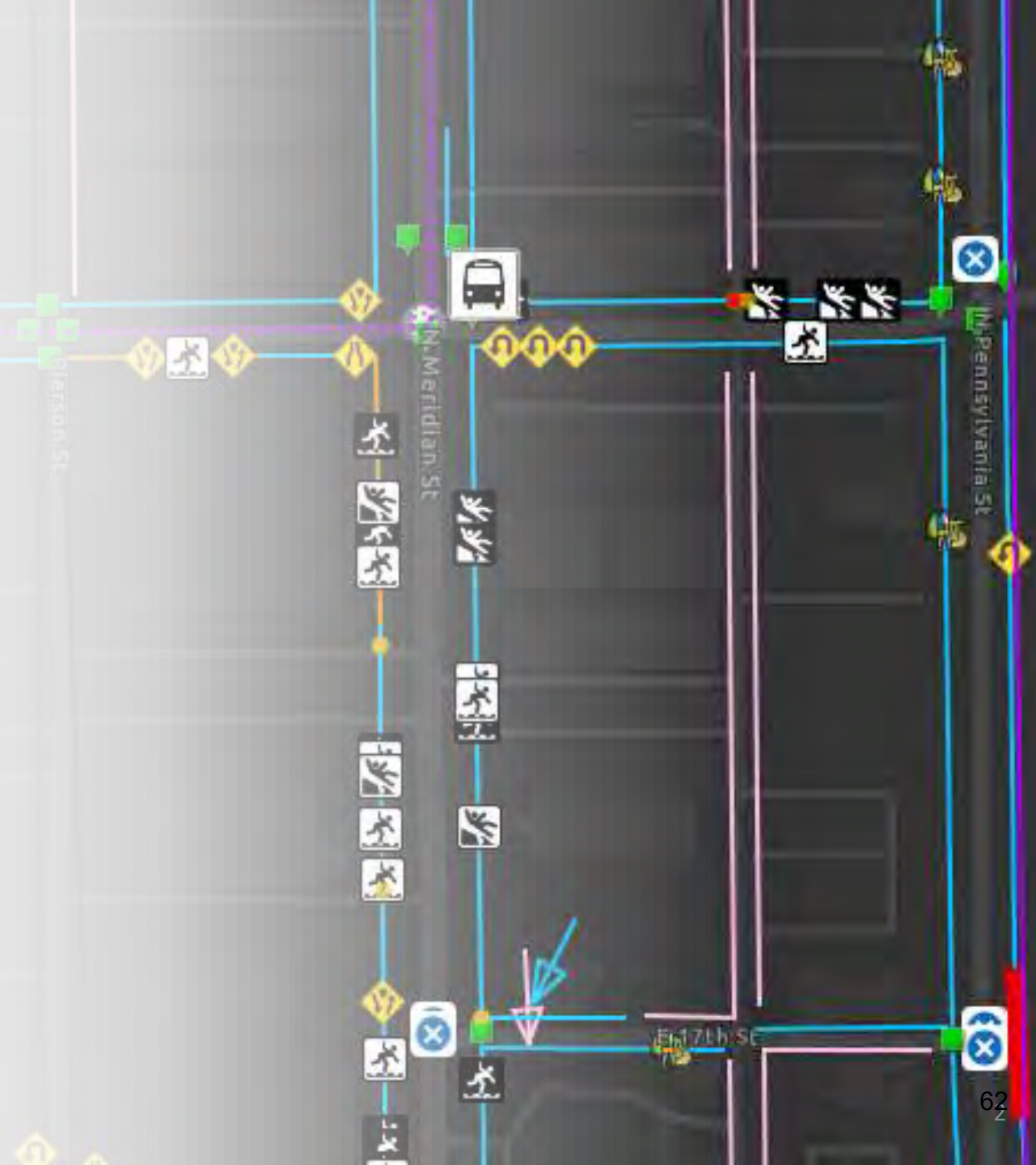
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### Glossary



## Indianapolis and Ford Motor Company City:One Challenge



In late 2019 IndyGo partnered with the Ford Motor Company for the Indianapolis, City:One Challenge. The program brought together Mobility focused companies to offer creative ideas to address the cities mobility issues. Over 120 detailed proposals were reviewed. Critical to each proposal were answering the following questions:

- How to increase reliable access to jobs, healthcare and education
- Support residents with disabilities and other challenges
- Create equity, inclusivity and community buy in for all community members
- Provide a case for economic value

Briometrix submitted a project that would provide sidewalk assessment for areas within a five-minute walk of selected Red Line or other stops approximate to critical areas such as medical facilities, education, retail and recreation. As a result of the assessment Briometrix would create a unique Effort Map that would assist riders with limited mobility, pushing a stroller or delivering a package in determining the most accessible route to a stop. The Effort Maps would be published on the IndyGo site and made available to the community.

Additional sidewalk assessment data would be provided to IndyGo for internal use in planning and to share with other city departments such as Engineering or Public Works. To perform the assessment Briometrix would utilize its proprietary mapping technology. Local wheelchair “Pilots” would be trained and paid by Briometrix.

Although not chosen as the winner of the competition IndyGo concluded that Briometrix functional assessment of sidewalks offered unique data sets and that the Effort Maps would be a valued support to community resource. As a result, Briometrix was offered the opportunity to provide A Pilot for the upcoming Purple Line. The Purple line would offer access to 134,000 jobs as well as to medical, educational, retail, and Recreational facilities and access to fixed route transit stops is critical.

A team consisting of representatives from IndyGo, Public Works and City Strategies (IndyGo Consultant) met in Indianapolis and reviewed the Purple Line corridor. It was determined that Briometrix assessment and mapping would focus on four areas leading to 12 stops along the Purple Line corridor with approximately 51 miles of sidewalks. The project was to begin in May of 2020 however due to COVID 19 the Project was delayed until September 2020.

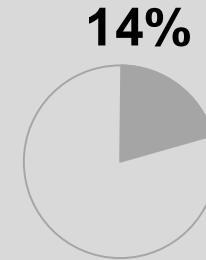
## Accessible and inclusive transport is critical to allow everyone to move easily and provide the opportunity to participate

Inclusivity in every area and at all levels of government and society is critical to community. Those with impaired mobility, pushing a wheelchair or with assistive devices, as well as the aging population, are some of the most marginalized groups in our society. They deserve equal access to transportation that can deliver them to employment, health, education, recreation and culture.

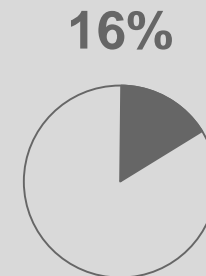
The main principle of universal design and planning is centered around designing systems or products for the 'edge' users, those that will recognize the most benefit from something that is designed specifically with them in mind. If we get it right for them, then the majority also benefit. By addressing the 'edge' user we make our society more universally accessible and usable to all including parents with strollers, tourists with luggage, people with temporary or situational impairments, as well as couriers and delivery services.

The Americans With Disabilities Act has been in existence for 30 years. Among thousands of regulations, it mandates specifications for sidewalks, ramps and bus stop. IndyGo has made significant and commendable progress in assessing ADA compliance including a plan moving forward to increase accessible stops.

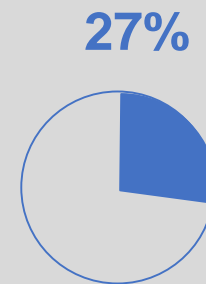
IndyGo understands that ADA compliant stops and busses are important. However, **according to the FTA the biggest challenges to using fixed route is the inaccessibility or nonexistence of sidewalks and pedestrian infrastructure.** A walking radius from a bus stop is universally considered to be ¼ mile, thus conditions for sidewalks within that distance are critical in getting people to transportation, especially for the mobility impaired. A lack of traversable sidewalks or other infrastructure problems can create "island stops" with limited access.



67,000  
Approximate number of people with disabilities in Indianapolis



117,000  
Approximate number of people 65 and older in Indianapolis



661 of 2,571  
Number of ADA compliant bus stops after completion of Purple Line, 2023



# Making the public transport system more accessible and inclusive is critical to delivering a better whole of journey experience

Permanent    Temporary    Situational

## Touch



One arm



Arm injury



New parent

## See



Blind



Cataract



Distracted driver

## Hear



Deaf



Ear infection



Bartender

## Speak



Non-verbal



Laryngitis



Heavy accent

Implications of not catering to the mobility requirements of people with disabilities are heightened in regional areas due to factors such as extra distance or infrastructure problems combined with a lack of alternative routes.

Addressing physical barriers to stops by creating a more accessible and inclusive environment has a number of positive implications. Importantly, **improved access makes people feel more comfortable using public transport enabling them to make new trips or making their current journeys easier and quicker.** Access for all will also increase the appeal of Indianapolis as an accessible destination.

Not addressing the needs of this community segment can:

- Have negative implications for **mental health**. Uncertain conditions can trigger stress and anxiety, especially when travelling somewhere new.
- Add **extra time** to journeys to accommodate for uncertainty and ensure there is enough time to find an alternative should it be required.
- End to end journeys are **difficult to plan**, especially where a journey requires trips on multiple modes or having to connect by walking or rolling from point to point.
- Where accessibility is not appropriately catered for potential customers, they will **look to other more expensive but convenient modes such as paratransit, rideshare, taxi.**

The diagram on the right clearly articulates the expanded population size when taking into account how a type of disability can easily be accounted for in temporary and situational circumstances.

**When we take into account the implications of not designing a whole of journey approach that supports the needs of people with disabilities and factor in the expanded population base, it strengthens the business case for universal design of our networks and surrounds.**

# Using Briometrix’s mapping technology and locally trained pilots, surveying was completed to determine the effort rating for sidewalks

## Principles of effort

Effort refers to how much work you are putting into something.

In **mechanical terms** effort is how much force you need to apply to move something

- It takes more effort to move a wheelchair 100 metres up a hill than 100 metres on the flat.
- It takes less effort to push a wheelchair on tiles than on carpet.

In **human terms** effort is the feeling of the level of exertion

- It takes everything I’ve got to get my wheelchair up that ramp.
- It is really easy to push along the beachfront in the morning, but the wind can make it a bit of an effort in the afternoon.

Walking uses the most powerful muscles in the body, while wheeling uses the relatively small chest, shoulder, and arm muscles. A person in a wheelchair is putting in more effort than a person walking.

## Wheelchair users as Lead Users for transport

People who use wheelchairs are a Lead User<sup>1</sup> segment for transport services. Lead Users require solutions that are far ahead of the rest of the market. Concentrating on product and service development for the needs of wheelchair users can be a catalyst for breakthrough innovations and fundamental industry advances..

1. Lead User: See [https://d-labs.com/en/blog/what\\_are\\_lead\\_users\\_.html](https://d-labs.com/en/blog/what_are_lead_users_.html)

## Calculation of effort

To maintain a walking speed of 6 km/h, a Pilot weighing 78 kg in a wheelchair with luggage weighing 12 kg must be able to produce the forces and power outputs shown in the following table. The Briometrix Effort Rating system is graded for the maximum recommended repetitive push force from shoulders and arms for females.

Rating	Colour	Typical Slope %	Typical Force transitions	Surface	Cross Slope
Caution	Black	Steep descends		Rough loose surface e.g. cobblestone ↑	>4%
Very Difficult	Red	Over 8	70		>1%
Tough	Orange	5-8	45	Smooth hard surfaces e.g. Tiles ↑	
Moderate	Yellow	3-5	30		
Easy	Green	0-3	0		

## Comfort Rating

Vibration has a negative health impact on those in wheelchairs. The type of surface has a significant effect on Effort and Comfort. Smooth surfaces such as polished concrete and tiles offer significantly more comfortable and less rolling resistance than clay pavers and exposed aggregate.

Surface Type	Rating
Tiles	Comfortable
Asphalt	
Concrete	Functional
Paver	Usable
Cobblestones	
Sand	Unusable

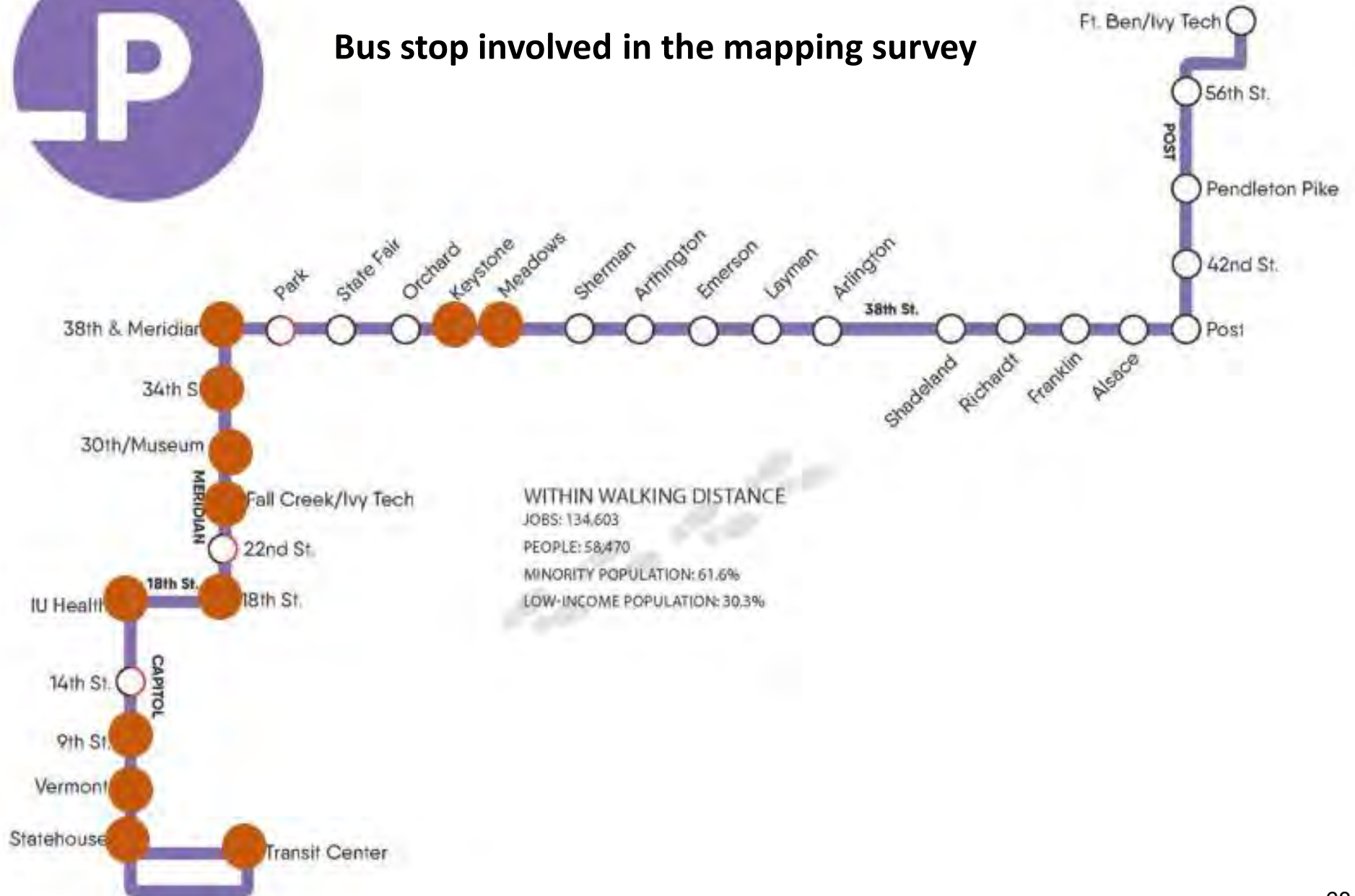


## Briometrix Project Brief

This section summarizes the project timelines and presents the Briometrix/IndyGo Pilots



## Bus stop involved in the mapping survey



# Timetable: City On Wheels Pilot Project

## Phase 1, January – March 2020 / Research, Planning Project Management

In discussion with Lauren Day and IndyGo representative a proposal focusing on the Purple Line was developed and signed off on by IndyGo and Briometrix. In January remote research of the Purple Line was begun by both Briometrix and the IndyGo team with high value areas such as medical, educational and government facilities being considered for access. In February a Briometrix representative traveled to Indianapolis to meet with the IndyGo team consisting of representatives from IndyGo, Public Works and City Strategies Group to perform a hands on review of the Purple Line corridor and make a final determination as to priority areas.

After a thorough inspection of the route by the team and input from Inez Evans, President and CEO of IndyGo, it was determined that four areas along the route with approximately 51 miles of sidewalk and 12 stops, (Including the Julia M. Carson Transit Center) would be assessed.

## Phase 2, March – May / Mapping Project Set Up

It was determined that the project would take place in May 2020. Briometrix initiated contact with IndyGo GIS mapping and infrastructure personal and began a review of relevant transport data and maps. MOU's and other agreements between Briometrix, IndyGo, Easter Seals and supporting agencies were agreed to and signed.

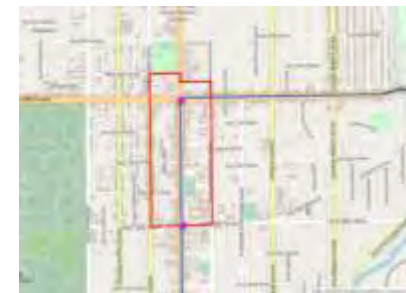
As part of the IndyGo agreement a portion of the funds paid to Briometrix were to be earmarked for technology development. Detailed information on the development can be found on slides 32 - 33.

## Phase 3, August – September / Execute Pilot Mapping

Due to COVID 19 the assessment was set back until September. With significant help from Easter Seals and IndyGo/City Strategies Group Briometrix was able to recruit and employ wheelchair Pilots. On September 15th Pilot training took place at the Julia M. Carson Transit Center. Pilots were instructed on the use of the data recorder, video camera and tablet. In the upcoming weeks weather conditions were favorable and Briometrix Pilots were able to complete over 60 miles of assessment by September 27<sup>th</sup>. In addition 12 of the newly constructed stops were analyzed. See slide 25 Due to dropped satellite signals or building interference portions of the route were re-mapped in November.

## Phase 4, October - December / Data Processing and Map Creation

Processing of data recorder, video camera and tablet data with feedback from the Pilots. Data and maps ready to hand over post final meeting and sign off with IndyGo project team.



## Indianapolis Pilots Mapping Team

Each wheelchair is equipped with Wheelchair Motion Data recorder, video camera, and tablet, all with geocoding capabilities.

Aside from navigating routes the Pilots enter information, take photos of hazards and can add commentary on tablet.

Link to a day in the life: [WISH-TV News Story](#)

**Brandon Somerville**  
Field Leader  
Crawfordsville, IN



**Cory Mick**  
Louisville, KY



**David Daniels**  
Indianapolis, IN



**Matthew Ware**  
Indianapolis, IN



**Brad Magill**  
Crawfordsville, IN



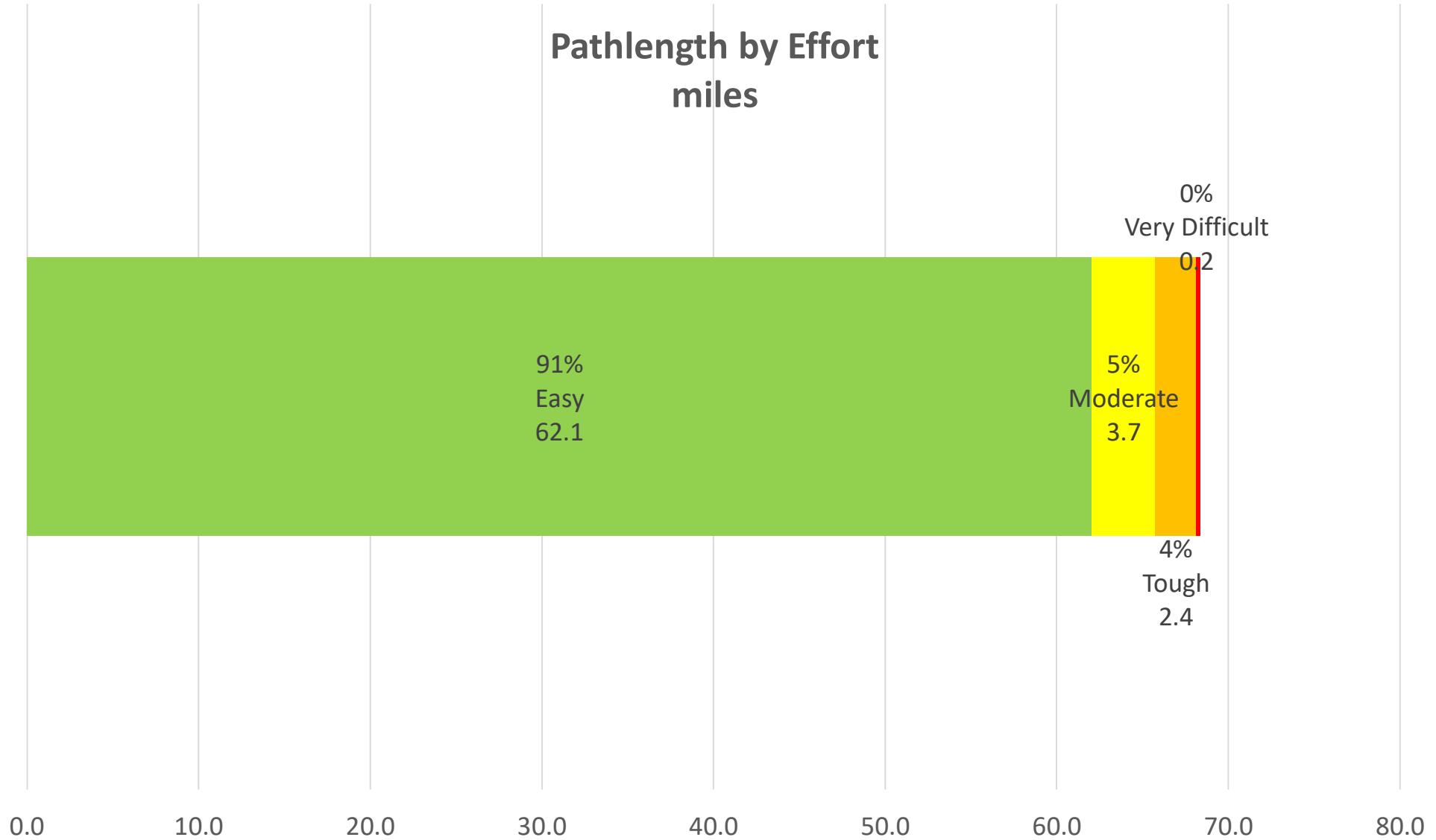
**Scott Wade**  
Shelbyville, IN



## Briometrix Data Collection and Mapping Findings

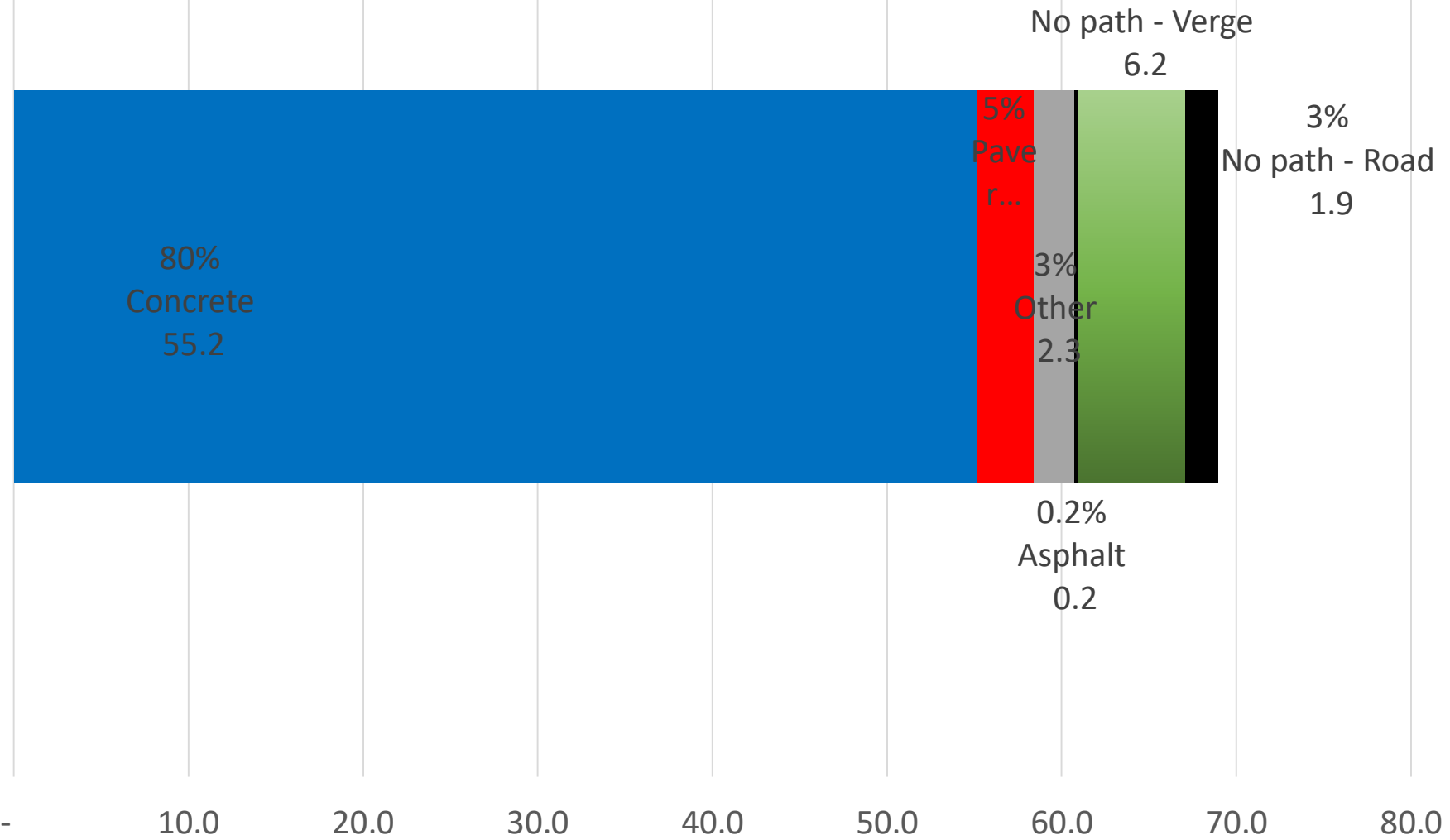
This section summarizes findings from the data collection and provides examples of how data can be viewed

### Pathlength by Effort miles

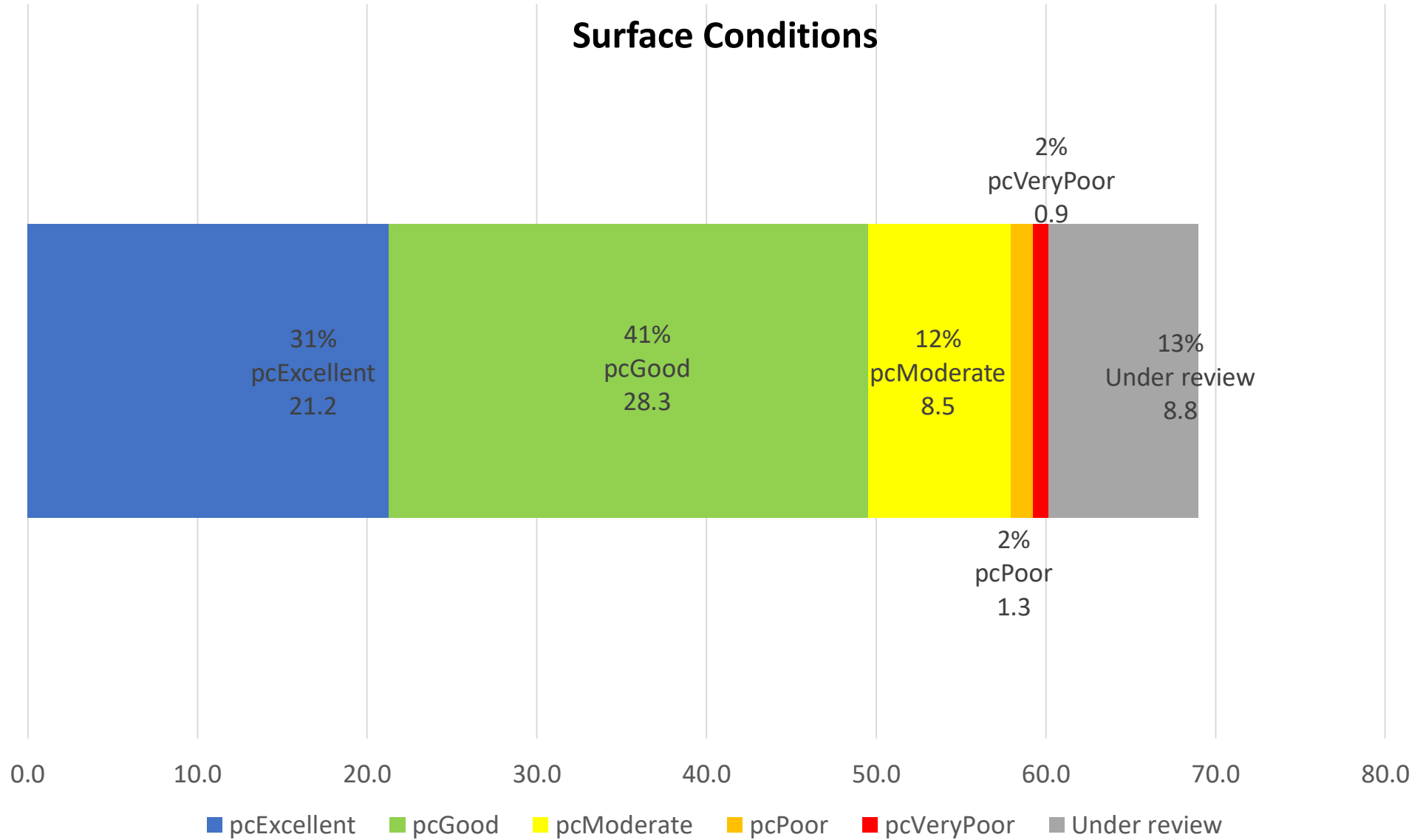




### Surface Type

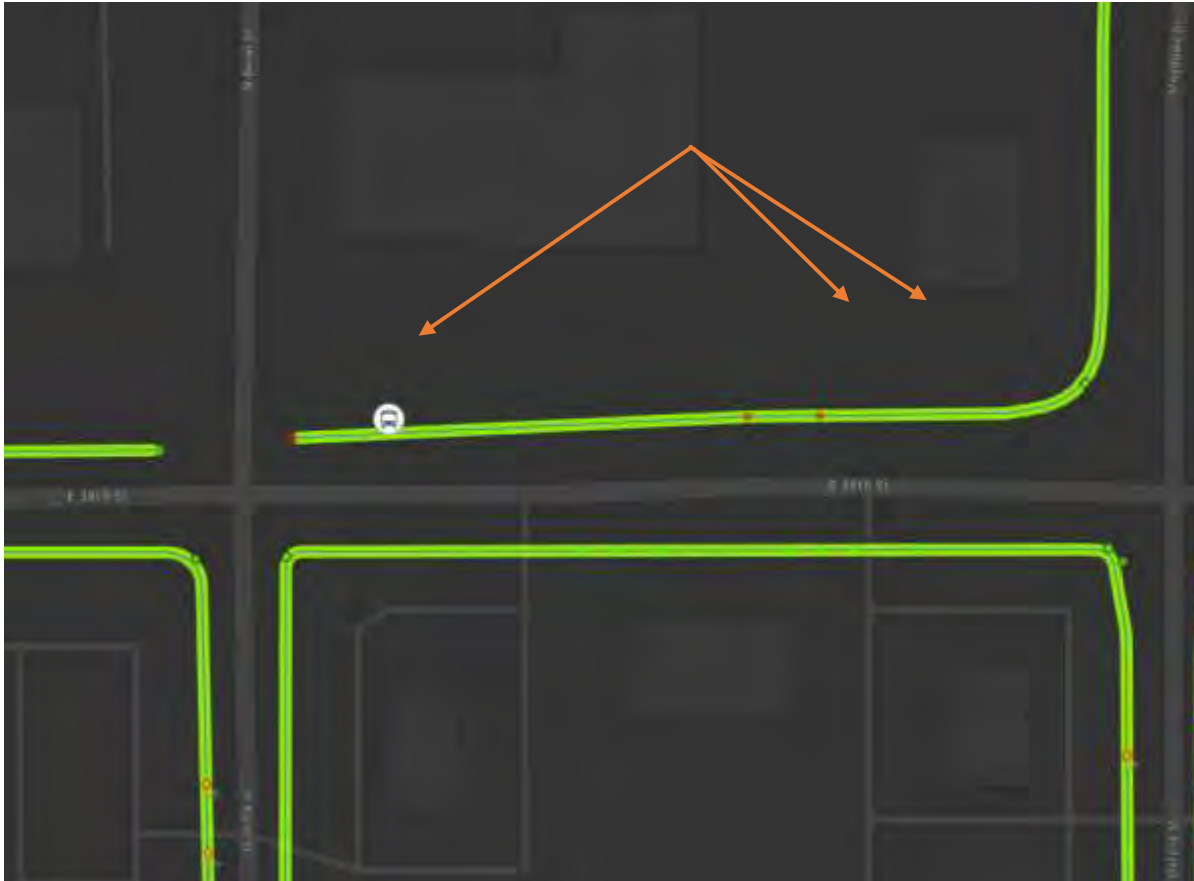


### Surface Conditions



## Example 1

### Bus stop with **Curb Ramp Hazards** on either side



Poor alignment

- Direct wheelchair users onto main road

Bus stop with **Curb Ramp Hazards** on either side (east)



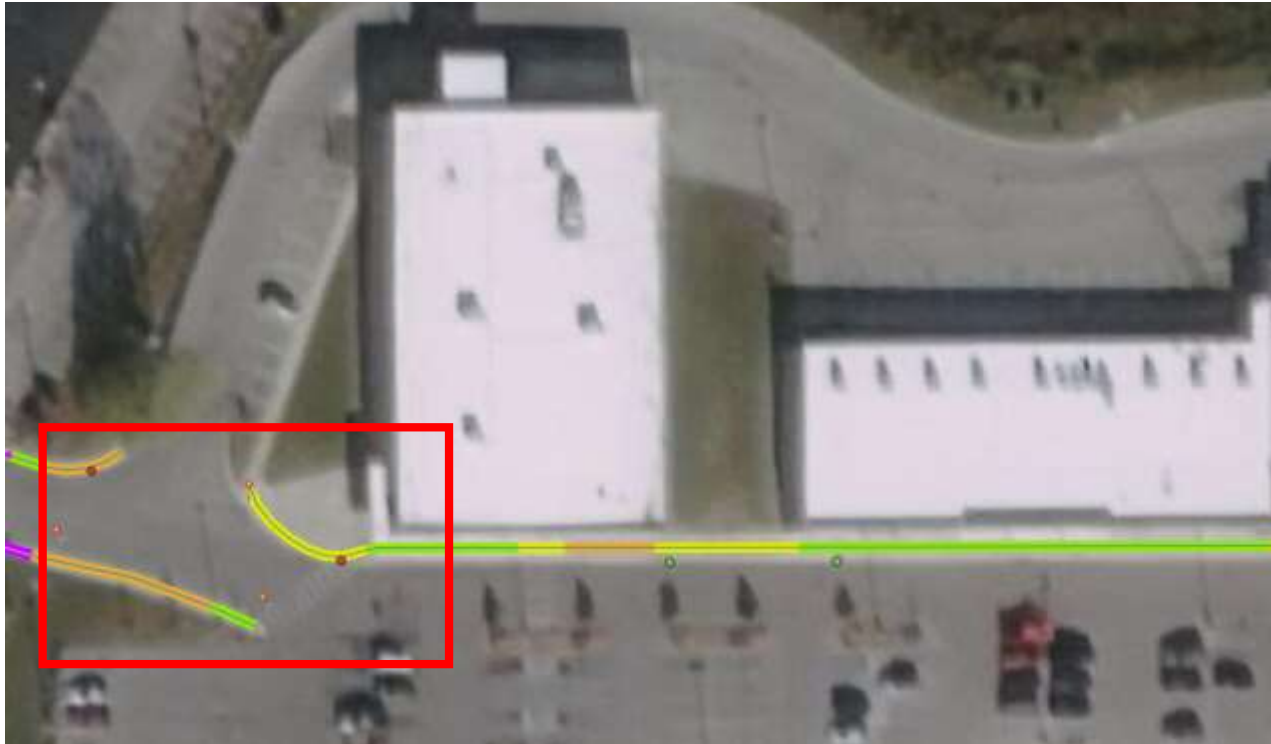
Bus stop with **Curb Ramp Hazards** on either side (west)



## Example 2a.

**Missing Curb Ramps** on both north and south paths leading to main shopping center

- South path - inaccessible
- North path - must travel along road



## Missing Curb Ramps on both north and south paths leading to main shopping center

- Wheelchair users must travel along road



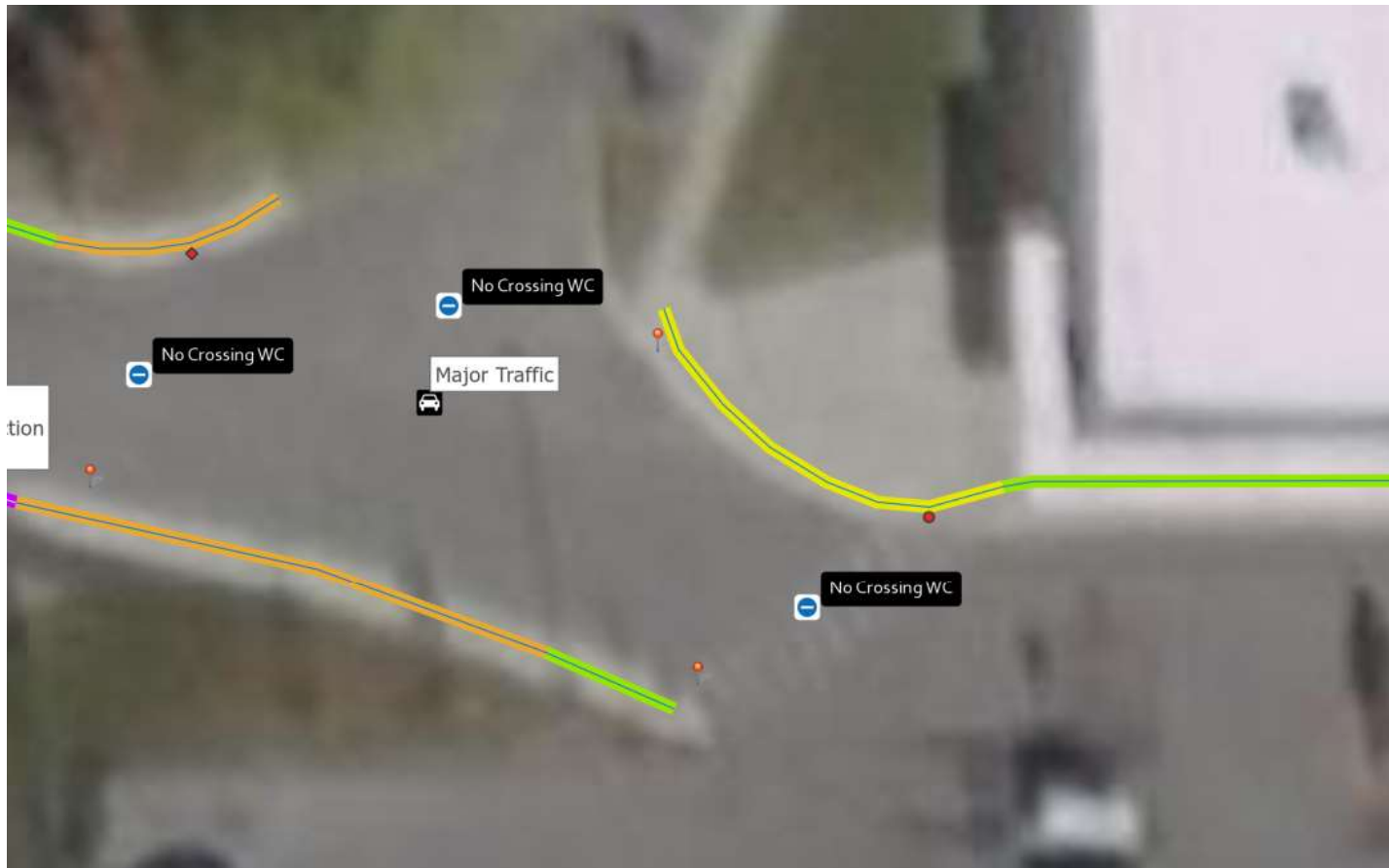
**Missing Curb Ramps** on both north and south paths leading to main shopping center





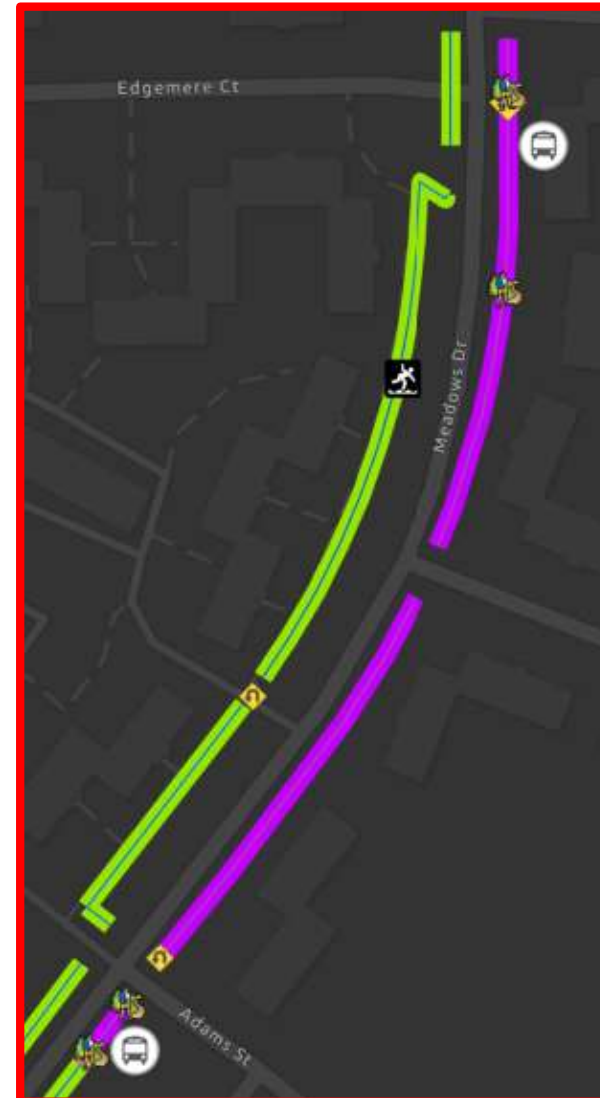
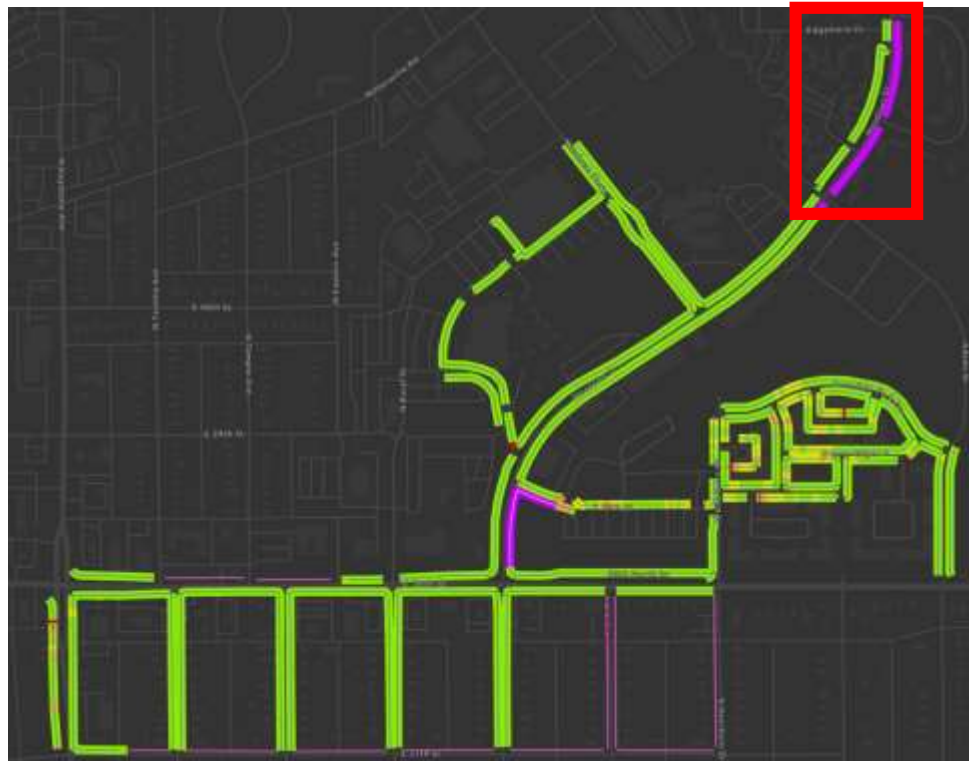
## Example 2b. Missing Curb Ramps result in

- Crosswalk = No Crossing WC
- Hazard = Major Traffic



## Vegetation Encroachment

- Significant **section of path** inaccessible due to tree and grass encroachment... but path does not access much
- 2 bus stops affected



## Vegetation Encroachment

- Significant **section of path** inaccessible due to tree and grass encroachment... but path does not access much
- 2 bus stop affected



# Obstructions

## Permanent (minor)



Bus stop bench

## Temporary (major)



Construction works



Dumped tree branches

# Bus Stop Summary

Bus Stop Location	Maximum Effort	Condition	KR		Truncated Domes			Crossing	Crosswalk marking	Hazards	Shelter	Wheelchair Marker	Bicycle Marker	Comments
			Bus Stop	Footpath	Bus Stop	Road	Platform							
14th St (Capitol)	**	E	Flat	Flat	Y	Y	E	Lights	Zebra	Minor trip - small lip on bus stop KR.	Y	Y	Y	Outside designated area.
18th St (Meridan)	**	E	Flat	Flat	Y	Y	E	Lights	Zebra	N	Y	Y	Y	Bent pole. Insignificant issue.
Washington St (Capitol)	**	E	Flat	KR	Y	Y	E	Lights	Zebra	None. See comment.	Y	Y	Y	Missing bollard cover. Not sure what to call it.
Fall Creek Pkwy (Meridan)		E	Flat	KR	Y	Y	E	Lights	Zebra	Minor trip at service ports. (x2)	Y	Y	Y	Damaged bollards.
38th St (Meridan)		E	Flat	KR	Y	Y	E	Lights	Marked, coloured concrete	N	Y	Y	Y	
Vermont St (Capitol)	**	E	Flat	KR	Y	Y	E	Lights	Zebra	N	Y	Y	Y	
34th St (Meridan)	**	E	Flat	Flat	Y	Y	E	Lights	Zebra	N	Y	Y	Y	
30th St (Meridan)	**	E	Flat	Flat*	Y	Y	E	Lights	Marked, stenciled bitumen	N	Y	Y	Y	*One unknown, outside designated area
9th St (Capitol)	**	E	Flat	Flat	Y	Y	E	Lights	Zebra	N	Y	Y	Y	
18th St (Capitol)	**	E	Flat	Flat	Y	Y	E	Lights	Zebra	N	Y	Y	Y	
22nd St (Meridan)	**	E	Flat	Flat	Y	Y	E	Lights	Zebra	N	Y	Y	Y	
38th St (Park)	**	E	Flat	Flat	Y	Y	E	Lights	Zebra	None. See comment.	Y	Y	Y	One Bus stop KR has minor damage at roadway.

## 9 Reviewer Comments

0 Overall, bus stops are done very well. Consistent design. Excellent condition.

1 Following applies to all bus stops:

2 - flat KR at BS

3 - have appropriate TGSi

4 - traffic lights

5 - sheltered

6 Pitch of ramps = good and consistent

7 Condition = excellent

8 Accessibility (from footpath to platform) = excellent

9 There are some minor hazards and other maintenance issues at a few bus stops.

0 **7 of 12 bus stops have no issues at all.**

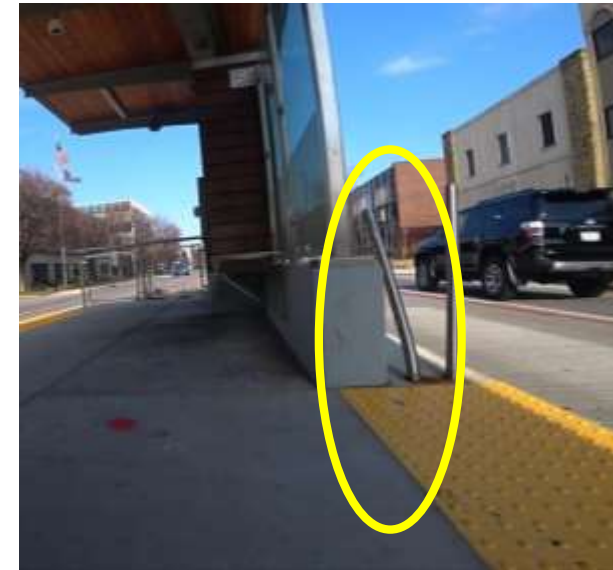
1 **3 bus stops have maintenance issues.**

2 **2 bus stops have minor hazards.**

3 **1 bus stop has minor damage that could develop into a trip hazard.**

4

# Bus Stop Summary – Images account for all the issues found.



# Curb ramp analysis

Curb ramps are typically the most likely cause of journey failure for wheelchair users. This work has identified that 37% of curb ramps were rated poor, hazardous, missing or none

Sidewalks remain as dead ends until they are connected across the roadways. Curb ramps and crossings are key connective elements that enable sidewalks to form a network.

The challenge is to provide accurate information that enable users the ability to continue their journey. Attention has been paid by IndyGo to the curb ramps accessing their Red and Purple line island stops thus ramps and crossings directly linking the sidewalk to the stops are in good order.

However, in many cases, if you travel just one or two blocks off the main line of the route you will find numerous problems with curb ramps.

Curb ramps are typically the most likely cause of journey failure. By denying a footpath user access both on and off the sidewalk, a poorly constructed or missing curb ramp effectively terminates a wheelchair user’s journey.

	All Curb Ramps	Per Cent
Accessible	858	49%
Flat	251	14%
Poor Condition	187	11%
Hazard	163	9%
Missing Curb Ramp	66	4%
No Curb Ramp	220	13%
Total Curb Ramps	1745	100%
Number with TGIS	718	41%
Total	1745	718

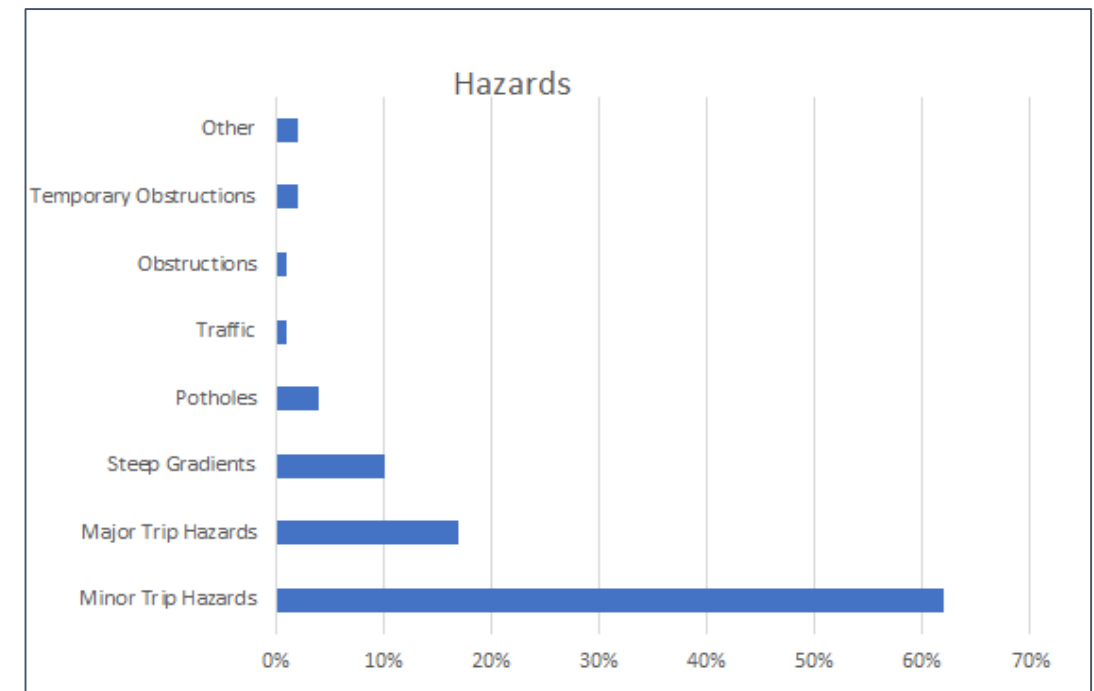
# Hazards

Able body pedestrians are able to easily divert but for those using a wheelchair, who are blind or aging, trip hazards are a major issue and can lead to injury and litigation.

Interestingly minor hazards are not less a concern as they are known to impact those moving a speed.



178	Minor Trip Hazards	62%
48	Major Trip Hazards	17%
28	Steep Gradients	10%
11	Potholes	4%
4	Traffic	1%
4	Obstructions	1%
7	Temporary Obstructions	2%
5	Other	2%
<b>285</b>		<b>100%</b>





## Summary of ten high level insights from the various stages of the pilot

Summarized below are ten high level project insights that have been informed from various stages of the pilot. Accessibility challenges cannot be resolved by IndyGo alone. It will require collaboration with other city, government, and private sector associations along with input from the community. Gathering and analysis of accessibility data is a good start but will not sufficiently solve all the challenges. Intergovernmental relationships and processes also need to be considered.

**Insight #1:** Most journey planning tools (i.e. Google Maps and others) do not take into account the factors that make the route challenging for people with mobility needs. Briometrix maps can be used to identify a more appropriate route based on factors such as effort rating and hazards allowing the customer to make a more informed decision based on time vs. effort.

**Insight #2:** Pedestrian hazards and the quality of the sidewalk disproportionately impacts the user experience of navigating for people with mobility needs. Analysis of the Briometrix maps have shown extended areas with major problems that are walkable however would be impossible to traverse in a wheelchair or pushing a stroller.

**Insight #3:** There is access needed by multiple departments and stakeholders to ensure accessibility can be considered at the front end of projects. Improvements to data sharing practices would allow information to be shared more efficiently for future projects.

**Insight #4:** Upon analysis the data can be used to identify key performance indicators and metrics to facilitate the assessment of performance against the strategy and to inform the future decision making processes. (i.e. If the sidewalk was repaired is the ramp being lowered more or are more people using the stop?

**Insight #5:** Data analysis highlights the lack of data that focuses on the patronage of people with mobility concerns and how they use the transport network. Having a better understanding of the infrastructure problems for people with disabilities, parents with strollers, older people and tourists would create another layer that could be applied to any prioritization framework for upgrades, wayfinding improvements, etc.

**Insight #6:** Closer analysis is needed outlining and prioritizing future areas of focus based on areas with higher needs for accessibility requirements. This should focus on urban neighbourhoods as well as destinations such as medical, health, retail, recreation and key tourist attractions.

**Insight #7:** Sidewalk hazards, and incomplete sidewalks were significantly higher in black neighbourhoods.

**Insight #8:** The Pilots provided unique perspectives. Further insights could be gained further discussions with the Pilots as well as members from the disability community.

**Insight #9:** It is critical that there is a deep understanding of the needs of all types of disabilities. This key finding is also linked to data sharing between relevant stakeholders.

**Insight #10:** Due to infrastructure problems and construction sidewalk hazards change regularly. This means a reliable route for a person with mobility needs can unexpectedly become impassable. Similarly, people with temporary ailments and those who walk regularly can also be challenged. Direct notification from the city permitting department to members of the community who would sign up might be considered.

## Our data analysis has led to these key takeaways

### Public Transport data analysis

- Recent ADA bus stop analysis provides a comprehensive “state of the bus stop “ for current and future planning. Although the data is significant it does not paint the entire picture.
- As the majority of new stops will be on main arterial routes, which are generally well cared for, infrastructure data on side streets and secondary routes needs to be gathered and assessed.

### Pedestrian movement and interchange analysis

- Key interchange locations are on main arterial roads, it is important to ensure these links are accessible by sidewalks.
- Opportunity to investigate how we can understand the quantum and in turn accessibility of the first and last leg of journeys (i.e. home to bus stop/bus stop to home) - currently unknown.

### Road and pedestrian safety analysis

- Statistically a high proportion of hit pedestrian and crashes are near key public transport hubs and key CBD attractors. This is an opportunity to make these key corridors safer and more accessible improving sidewalks and access to stops.

### Public transport stop / station infrastructure analysis

- Sidewalks to stops and stations with higher patronage, such as areas close to Downtown, tend to have better sidewalk accessibility suggesting investment in accessibility is being made to maximise benefits (i.e. locations with the highest number of people)
- Further opportunities to invest in stop and station accessibility can be made, keeping in mind demand drivers (areas of high passengers) and area needs (e.g. health and retail precincts, neighbourhood access)
- Bus takes a higher proportion of the transport load of seniors suggesting that ensuring the accessibility of bus stops via sidewalks for this demographic is important.
- Particular zip codes have lower or higher percent of Para Transit riders generally made up of the elderly and those with disabilities thus the walkability of sidewalks should be considered in trying to redirect many of those who would rather take regular transport but are restricted by uncertainty regarding the infrastructure.

### Customer experience and feedback analysis

- Customer feedback has not been assessed at this point however wheelchair Pilots were concerned by the poor conditions and hazards present in many areas, especially in poor neighbourhoods where people tend to walk the most.



# Briometrix Technology Development

Review of Briometrix technology upgrades as a result of investment in technology

## Investment in Technology Development

With IndyGo support we have made significant enhancements to our wheelchair mounted Sidewalk Survey Technology. \$20,000 USA of project funds was dedicated to mapping tech development.

The equipment is now much easier for the wheelchair pilot to operate, gives more accurate positions in urban areas, and maps are more accurate because of the synchronized video stream.

Adding continuously recording cameras to both the Effort Mapping and the Sidewalk Mapping process have improved play back review, allowing verification between LOGGER 2.1 data collected and actual sidewalk condition.

### Wheelchair pilots now specialize in three different tasks:

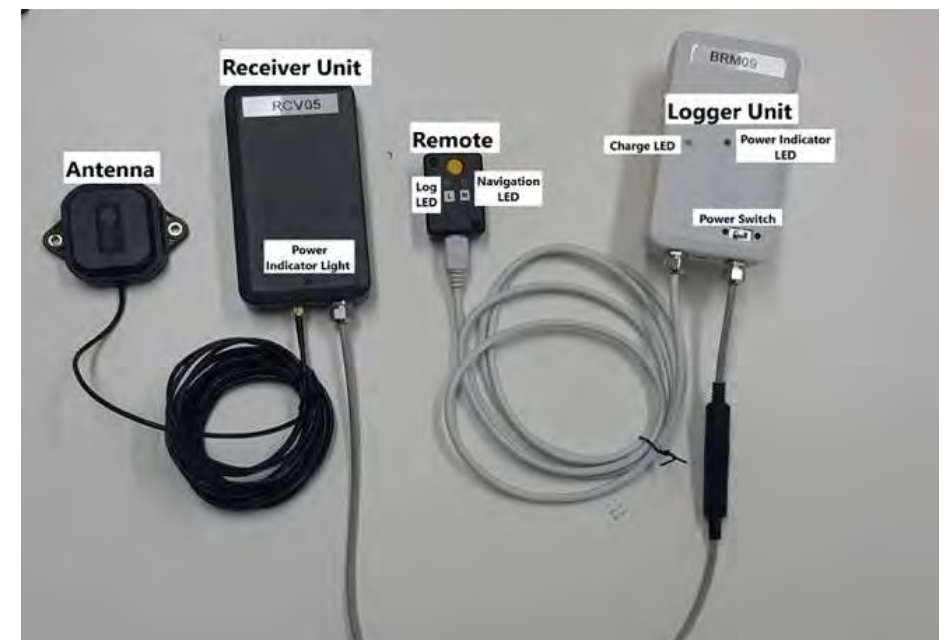
1. mapping sidewalk effort
2. mapping sidewalk infrastructure: pavement type and condition, curb ramps, crossings, lifts, ramps, underpasses etc.
3. mapping accessibility features and services: accessible doorways, toilets, parking



## Wheelchair motion data recorder v2.1

### The new features include:

- Improved the signal strength, stability, and accuracy of GPS in urban areas by using multi frequency GPS.
- Purchased Multi-frequency Antennae and Receivers, upgraded the firmware.
- Improved visibility of the logger status, and ease of access to the control switches.
- Built remote controls, upgraded the firmware.
- Improved the stability of the internal components to reduce vibration.
- Improved the mounting system to reduce vibration and prevent accidental movement of the motion recorder hardware.
- Improved the calibration process.
- Improvements to the Motion Recorder firmware to provide synchronization of video and images.
- Developed touch screen tablet apps for Pilot input and data capture.



# Glossary

**Brio Sidewalk Logger** – Sidewalk assessment technology mounted on a wheelchair.

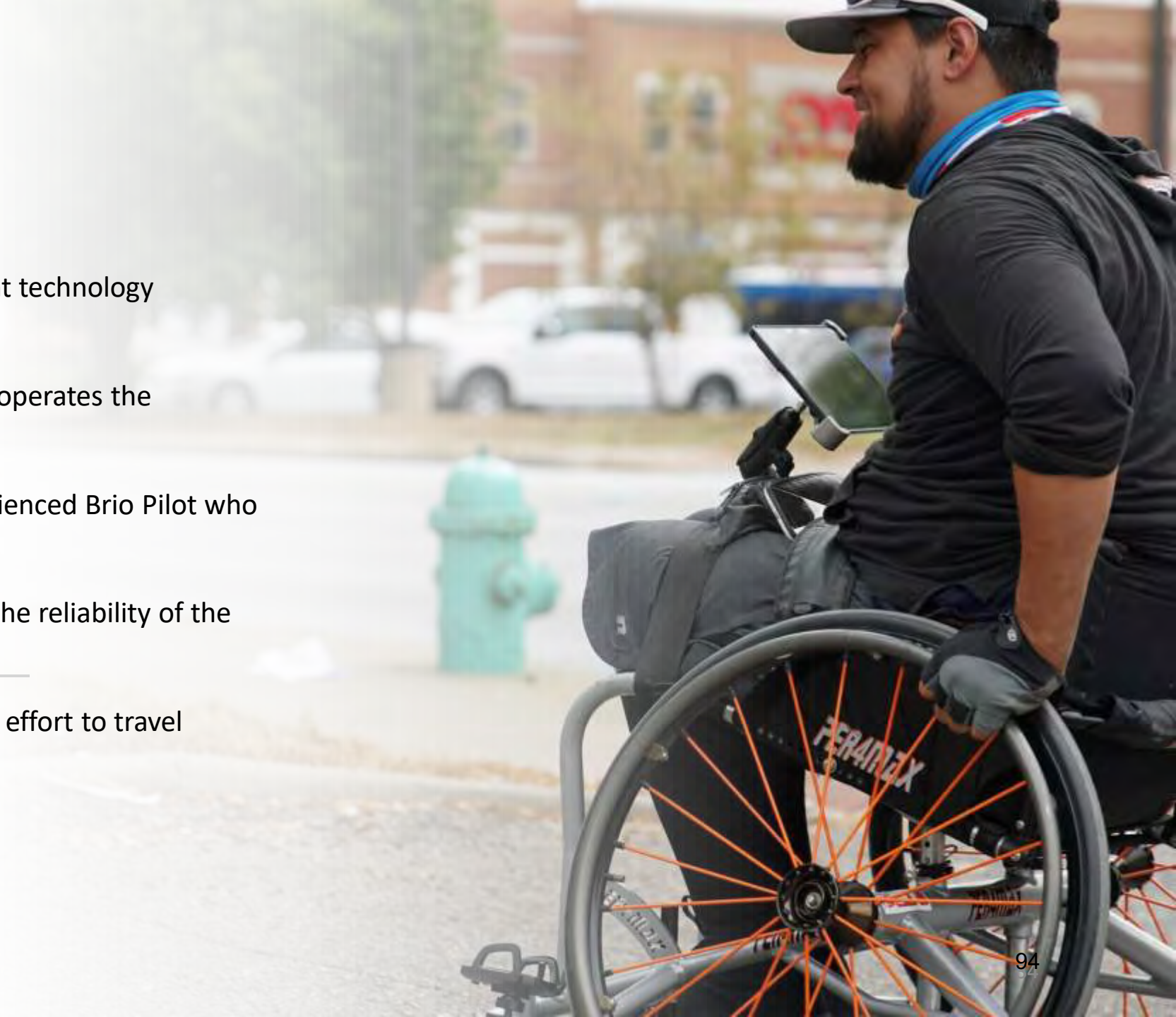
**Brio Pilot** – A trained wheelchair pilot who operates the sidewalk Logger.

**Brio Field Leader, Field Engineer** – An experienced Brio Pilot who manages a sidewalk survey project.

**Brio Engineer** – A technician who ensures the reliability of the survey data.

---

**Effort Map** – color coded map showing the effort to travel through an environment



## Our thanks for the project support

### IndyGo

Inez Evans, CEO  
Michael Roth  
Brooke Thomas  
Bryan Luellen  
Ryan Whilhite  
Kevin McNally  
Austin Gibble  
Andy Dunkman  
Erika Miller  
Faith Chadwick  
Jennifer Pyrz

### Indianapolis DPW

Nathan Sheets

### Easter Seals Crossroads

Wade Wingler  
Anne Traub  
Brian Norton  
Keith Fox

### Office of Disability Affairs

Dustin Gilmer

### Indiana Metro Planning Org.

Jennifer Higginbotham

### Central Indiana Community Foundation

Ron Gifford (RDG Strategies)  
Brenda Delaney

### Indiana Independent Living Council

Amber O'Haver

### Pilots

Brandon Somerville (Project Leader)  
Matt Ware  
David Daniels  
Brad Magill  
Scott Wade  
Cory Mack

Special thanks to **Lauren Day** and Cities Strategies Group

Andy Brown, Sales North America  
Natalie Verdon, CEO  
Eckhard Kemmerer, Product Development





## Information Update – Senate Bill 141

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Government Affairs Cameron Radford  
**Date:** February 25, 2021

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### SENATE BILL 141

**BACKGROUND:**

Authored by IN State Senator Aaron Freeman, the summary of Senate Bill 141 is as follows:

“Central Indiana public transportation projects. Requires the budget agency to withhold local income tax revenue from an eligible county if the eligible county fails to raise certain revenues for a public transportation project. (Current law requires eligible counties to raise: (1) 10% of the annual operating expenses of the project from sources other than taxes and fares; and (2) 25% of the annual operating expenses of the project from fares and charges.) Specifies that the amount of local income taxes withheld from an eligible county may not diminish the amount of money distributed to the eligible county for deposit in the eligible county's public transportation fund below the amount required to pay its debt service obligations for bonds issued for purposes of a public transportation project. Prohibits Marion County from creating additional IndyGo bus rapid transit lines if the revenue requirements are not met.”

On Thursday, February 18<sup>th</sup> by a vote of 7-5, the Senate Appropriations Committee voted to advance the bill to the full senate for a vote. During the committee meeting, documentation was submitted by the Indiana Attorney General’s Office stating that IndyGo is not in compliance with state law, citing legislative intent requires all funds related to raising 10% of annual operating expenses is the responsibility of the IndyGo Foundation. An opinion which directly disputes that of Attorney General Rokita has been issued by the Law Office of Kroger, Gardis & Regas, LLP. Additionally, Senator Mike Young provided selected content from an email exchange he had with staff from the Federal Transportation Administration. In his remarks Senator Young stated the FTA confirmed that a Corridor Transit Project could be built using shared lanes and that changes could be submitted for the Blue Line without losing federal funding. What Senator Young failed to mention is that the Blue Line is not a Corridor Transit Project but is a Fixed Guideway BRT Project. A Fixed Guideway BRT Project is completely different than a Corridor Transit Project and has a completely different set of requirements. The FTA has confirmed with IndyGo staff that the eligibility to receive federal funding will be lost should Senate Bill 141 be signed into law. State Legislators are being made aware of this information so they can cast their vote based on facts that are accurate and relevant to BRT and other transit projects that are planned. As of the date of submitting this document, Senate Bill 141 is scheduled for a vote on the floor of the Senate on Tuesday, February 23<sup>rd</sup> which is 4 days from today.

**RECOMMENDATION:**

Receive the report.

Cameron Radford  
Vice President of Government Affairs





## Information Update – VA & Eskenazi Hospital Routing Change

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Operating Officer/Vice President of Operations Aaron Vogel  
**Date:** February 10, 2021

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### VA & ESKENAZI HOSPITAL ROUTING CHANGE

#### BACKGROUND:

In December 2013 the new Eskenazi Hospital opened. The new campus and traffic flows required IndyGo to make changes to the Routes 10 & 37. Eskenazi wanted to have all hospital visitors enter the building on Eskenazi Blvd and constructed new stops at the main door. The street and traffic patterns around Eskenazi and VA hospital also changed how IndyGo customers could access VA. There was stop across from VA hospital on 10<sup>th</sup> Street westbound but with the traffic changes it had to be removed as it created an unsafe crossing condition. To address this Eskenazi built the current stops on St. Margaret. These stops are great for the Route 37, but the bigger issue was accessing VA from the Route 10 westbound. If a passenger is on the Route 10 going west, they must either walk from the Eskenazi stop to VA Hospital or transfer between the routes. In talking with operators and customers staff learned that there are many Veterans who live and access other services on Route 10.

To address this concern staff felt it was very important when IndyGo began the initial bus stop construction project in 2018 that this routing be addressed. Staff reached out to VA and Eskenazi to propose a route and stop change that would benefit the Veteran riders, IndyGo, and the hospitals. The proposal was to change the routing and build a new bus stop on Eskenazi property. IndyGo worked to get an easement from Eskenazi to place and build the bus stop on the campus that will be built this spring by IndyGo. The new stops will be located westbound on Smith Blvd at St. Margaret. It will include pedestrian indicators as well as the concrete infrastructure and a shelter. Once the stop is in place and ready to use both Routes 10 & 37 will follow the same new route pattern.

#### Westbound

- Michigan>Eskenazi>Smith Blvd>St. Margaret>10th St

#### Eastbound

- 10<sup>th</sup>>Eskenazi>Michigan

**Future IndyGo bus stop at Smith Blvd & St Margaret's Dr (WB, nearside)**



- ★ Existing bus stops to remain
- ★ New bus stop & shelter at Smith & St. Margaret's
- ⊘ Existing bus stops to be removed
- New route alignment for Route 10 & Route 37

**RECOMMENDATION:**  
Receive the report.





Aaron Vogel  
Vice President/COO  
Operations Division



Veterans and Eskenazi Routing Changes Routes 10 & 37  
Aaron Vogel, VP Operations/COO  
February 25, 2021

# Future IndyGo bus stop at Smith Blvd & St Margaret's Dr (WB, nearside)



-  Existing bus stops to remain
-  New bus stop & shelter at Smith & St. Margaret's
-  Existing bus stops to be removed
-  New route alignment for Route 10 & Route 37



## Information Update: ADA Paratransit Next Steps: Beyond ADA Update

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Date:** February 25, 2021

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### ADA PARATRANSIT NEXT STEPS: BEYOND ADA UPDATE

#### BACKGROUND:

IndyGo conducted a Paratransit Operational Analysis (POA) from 2019-2020. The POA was a comprehensive review of IndyGo's ADA-required complementary paratransit services and included significant community input from stakeholders and Open Door riders. The report examined existing service statistics, policies and procedures, and provided recommendations to IndyGo through three buckets: short-term, low cost improvements; contract modifications; and longer-term service modifications.

In July 2020, the IPTC Board of Directors accepted the report and requested staff to gather additional feedback from the community regarding service outside the ADA and to return with recommended policies for the board to adopt.

#### UPDATE:

Following these instructions, IPTC staff worked to develop a process and contract with a facilitator for the community meetings. IPTC formed a Task Force comprised of representatives from the Mobility Advisory Committee (MAC), Mayor's Advisory Committee on Disability (MAC-D) and other key agencies/organizations involved with providing services or representing individuals with disabilities.

The first Task Force meeting was held on February 17, 2021 to gather feedback from the representatives about how the service beyond the ADA area. IPTC staff also provided dates for community events, many of which will be virtual due to the pandemic. A website will be created to provide information for the general public and the Public Affairs team will work to transmit information on the meetings through all available sources. We are anticipating wrapping up the project with recommendations to the IPTC Board of Directors in the second or third quarter of this year. However, as we've communicated to the Task Force, actual implementation of policies for the Beyond ADA will likely not occur in the short-term. And, as the Board and executive leadership have reiterated, IPTC will continue to provide county-wide service.

<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
Tuesday, March 16	6:00 PM	Virtual
Thursday, March 18	2:00 PM	Christamore House
Thursday, March 18	6:00 PM	Christamore House
Tuesday, March 23	6:00 PM	Virtual
Thursday, March 25	2:00 PM	Virtual
Tuesday, March 30	2:00 PM	Virtual
Thursday, April 1	6:00 PM	Virtual
Tuesday, April 6	2:00 PM	In-Person TBD (Non-ADA)
Tuesday, April 6	6:00 PM	In-Person TBD (Non-ADA)
Thursday, April 8	2:00 PM	Virtual
Thursday, April 8	6:00 PM	Virtual

**RECOMMENDATION:**  
Receive the update.

Ryan Wilhite  
Manager of Special Projects and Regional Mobility Integration  
Department of Strategic Planning

## Information Update – CEO Report

**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** February 25, 2021

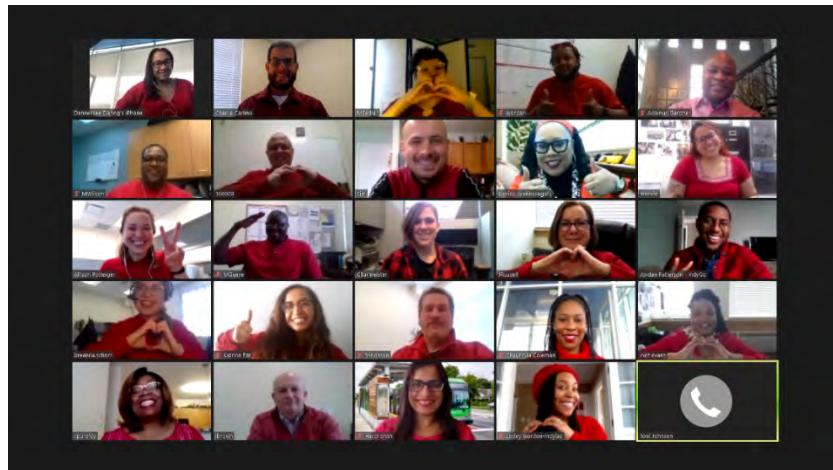
### CEO Report

**ISSUE:** An update from the CEO will be presented at the board meeting

**RECOMMENDATION:** Receive the report

1. Wear Red Day

- On February 5, IndyGo team members took part in National Wear Red Day to show their support for the awareness of heart disease.



2. TSA Mask Mandate

- TSA requires proper wearing of face masks, per federal law. Face masks are to be worn at all times. Failure to comply will result in denial of boarding or removal and may result in penalties.

**Face masks required.**



TSA requires proper wearing of face masks, per federal law. Face masks are to be worn at all times. Failure to comply will result in denial of boarding or removal, and may result in penalties.



3. Testified against SB141

- On February 11, I, along with 10 others, went to the Indiana State House before the Appropriations Committee to testify against Senate Bill 141. If passed, this bill would completely jeopardize the future of the Purple Line & Blue Line in the City of Indianapolis.







## Information Update – Section 5307/5311 Allocation Analysis Update

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Date:** February 9, 2021

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### CONSIDERATION OF SECTION 5307/5311 ALLOCATION ANALYSIS UPDATE

**BACKGROUND:**

At the July committee and Board meetings, IPTC staff provided a detailed update to the Service and Finance Committees regarding the Section 5307/Section 5311 Allocation Plan, which is being led by the Indianapolis Metropolitan Planning Organization (IMPO), in coordination with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and the Central Indiana region’s rural providers. RLS & Associates is the lead consultant on the project. The purpose of this plan is to determine how Federal Transit Administration (FTA) formula funding for the region will be administered and allocated. To date, planning activities have centered around two key components for the plan: sub-allocation of federal dollars generated by the region, and grant administration.

The Indiana Department of Transportation (INDOT) has informed the region that, effective January 1, 2022, funding for Section 5311 will be reduced to reflect the growth of the urbanized area. The providers in the counties outside of Marion County have already begun reporting trips as urban trips, entitling any of the eligible agencies to receive 5307/5340/5339 funding.

IPTC is currently the designated recipient for Section 5307/5340 funding and splits, or sub-allocates, this funding with CIRTA. IPTC is also the designated recipient for Section 5339 funding and does not split the funds. IPTC is the designated recipient and grant administrator for Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities. INDOT is the recipient of Section 5311 funding and passes this funding to the suburban agencies through county fiscal bodies.

**UPDATE:**

RLS and the IMPO have compiled a draft final report that will be presented to IMPO Transportation Policy Committee (TPC) when the direct recipient for the suburban agencies is decided. IPTC and CIRTA met with the suburban providers on Friday, February 5, to answer any questions the providers may have about administration. At that meeting, the suburban providers recommended that IPTC become the direct recipient and grant administrator for the suburban areas. The IMPO Transportation Policy Committee (TPC) will be reviewing and potentially voting on February 17 regarding the Section 5307 plan.

IPTC staff are working on the FY2021 split letter. A previous estimation by myself resulted in an incorrect forecast for IPTC’s portion of the FY2021 and ongoing appropriation. At the meeting with CIRTA, IPTC, and IMPO on February 4, CIRTA provided its project request, which includes three (3) workforce connectors and is almost double its FY2020 request. The FY2021 split letter will be the first to include the suburban area providers.

IPTC staff are working on documentation for the Section 5339, Bus and Bus Facilities. IPTC will administer the program on a competitive basis. This will require the generation of documents for a call for projects; there is no timeline for that call this year but IPTC staff hope to conduct it as soon as possible.

**RECOMMENDATION:**

Receive the update.

Ryan Wilhite  
Manager of Special Projects and Regional Mobility Integration  
Department of Strategic Planning



## Information Update – IndyGo Insurance Renewal Update for 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Risk and Safety (CSO) Brian Clem  
**Date:** February 12, 2021

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### INDYGO AND AON INSURANCE RENEWAL FOR 2021

#### **Background:**

On November 21st, 2019 IndyGo Awarded Aon Risk Services Central Inc, to a contract for a term of three (3) years with two (2) one-year options to broker Insurance coverage. Lines of coverage have progressed to include, Public Official D/O, Fiduciary Liability, Property, Crime, Cyber, Excess Liability. Aon and IndyGo discussed our renewal strategy meeting in August, the insurance market is experiencing a significant “hardening” of pricing and terms. It is a confluence of factors driving this shift such as increased claim frequency across many lines of coverage, catastrophic property losses and more and larger liability verdicts. In response to this, carriers have been reducing capacity, increasing pricing/rate, and, in some cases, exiting clients and/or markets entirely. This reduction of supply has resulted in carriers being able to increase rates and use leverage to attempt to return to profitability.

#### **Commercial Property:**

There was a significant marketing effort undertaken last year to move from a single carrier program to a multi-carrier quota share program. The primary carrier, Great American, quoted a very favorable renewal with a 7.71% increase. More than we wanted but better than the global trend.

#### **Retained Limits GL/Auto:**

Initially, we received a quote with an approximate 7% rate increase over 2020. Aon pushed back on the pricing due to the impact of COVID and the significant decrease in ridership mileage. This resulted in leveraging Munich to quote a flat premium and want to foster a long-term relationship with IndyGo. Resulted in a \$15,200 premium decrease from the original \$263,500 quote.

#### **Management Liability:**

This includes the Crime, Fiduciary, and Public Officials Liability / Employment Practices Liability coverages. This has been a hardening market for the past few years, and we saw some increases in retentions in the D&O policy again this year. Aon consistently seen double digit increases between 20% to 40% on renewal this year as there is little competitive capacity due to the disruption and uncertainty of the COVID pandemic. IndyGo did experienced a rate increase when binding our current policy.

#### **Cyber liability:**

The cyber market remains a difficult market to insure as many underwriters are reducing capacity significantly and exiting the market. The following carriers were approached and only one submitted a quote, “Coalition” for a 3-Million-dollar coverage versus our previous policy of 5 million dollars from Hiscox that submitted Non-Renewal.

## 2021 RENEWAL PREMIUM SUMMARY

### Premium Summary

Coverage	January 1, 2020-21	January 1, 2021-22	\$ Change	% Change
Property	Layered Tower Program	Layered Tower Program		
Total Insured Values	\$ 251,426,870	\$ 272,031,228	+20,604,358	8.19%
Property Rate	\$ 0.1992	\$ 0.2226		11.73%

Great American premium	\$ 316,839	\$ 354,358	+37,519	11.84%
RSUI premium	\$ 61,500	\$ 71,136	+9,636	15.69%
Homeland Premium	\$ 61,500	\$ 104,295	+42,795	69.58%
Hallmark premium	\$ 30,716	\$ 31,868	+1,152	3.75%
Mitsui premium	\$ 30,320	\$ 42,178	+11,858	42.54%
<b>Total Premium w/o TRIA</b>	<b>\$ 500,875</b>	<b>\$ 603,835</b>	<b>+102,960</b>	<b>19.99%</b>
TRIA Premium (Optional)	Declined	\$ 34,881		
Retained Limits Liability w/ Sexual Abuse Coverage	Munich	Munich		
Premium - Revised quote	\$ 248,300	\$ 248,300	-0-	0.00%
Surplus Lines Tax	\$ 6,270	\$ 6,208	-62	-1.00%
<b>Total Premium w/o TRIA</b>	<b>\$ 254,570</b>	<b>\$ 254,508</b>	<b>-62</b>	<b>-0.02%</b>
TRIA Premium (Optional)	Declined	\$ 2,500		

#### Exposure Basis: Financials and Applications

Crime	AIG	AIG		
Premium	\$ 4,974	\$ 5,577	+603	12.12%
Fiduciary	Travelers	Travelers		
Premium	\$6,680	\$ 7,263	+583	8.73%
Public Officials - D&O/EPL	RSUI	RSUI		
Premium	\$ 37,520	\$ 42,750	+5,230	13.94%
Management Liability Premium	\$ 49,174	<b>\$ 55,590</b>	+6,416	13.05%

Rating Basis: Assets                      \$ 225,601,085                      \$ 285,530,459                      26.56%

Cyber	Hiscox	Coalition		
Premium	\$ 12,308	<b>\$ 14,688</b>	+2,380	19.33%

8925 S Madison Ave property	Endorsement	<b>\$ 2,342</b>	+2,342	
<b>Total Premium w/o TRIA</b>	\$ 816,927	<b>\$ 930,963</b>	+114,036	13.96%

**Conclusion:**

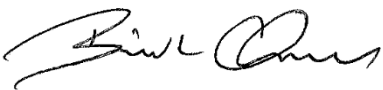
IndyGo's total property values increased over 8% with the additions of 4 new properties in 2020 and 2021. The cost difference from 2020 increased by 13.96% totaling \$930,962.75. On Feb 17<sup>th</sup> of 2021, IndyGo's Risk and Safety department will be performing property inspections with our major underwriter to re-evaluate the four new properties purchased and recommendations to drive down future cost.

Aon will be submitting their plan to IndyGo by Feb 12<sup>th</sup> of 2021 on how they plan to use their XBE contractor "A.I.-King". From our meeting on Jan 29<sup>th</sup>, we remain optimistic that there are several opportunities available to meet their XBE goal.

**Recommendation:**

To accept the information, provide within this report.

Thank you,



Brian Clem  
Director of Risk and Safety (CSO)  
Indianapolis Public Transportation Corporation (IndyGo)

## Risk and Safety Division Report – January 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** February 25, 2021

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### Risk and Safety

- Insurance Renewals were completed, and all line items and properties recently purchased are insured. In 2020 with the global covid-19 pandemic, line of insurance resulted in another back to back increase. This result was forecasted and budgeted in advance and put IndyGo in a much better position than last year at this time. Please reference Board Informational item I-8 for many more details.
- On January 6<sup>th</sup>, a MOU was submitted to the Indianapolis Airport Authority (IAA) for a location to dispatch IndyGo services during times of emergencies. This will be an additional option in IndyGo’s emergency response plans. Since this date, IndyGo and IAA legal teams have reviewed the language and believe it to be executed before the end of February 2021.
- Throughout the month of January, the IndyGo Risk and Safety Department was engaged with Operations while working with the Lumin-Air company on options of using UV-C technology and how it would work on our bus fleet. Several meetings were conducted and a demo on their paratransit vehicle was presented on Jan 29<sup>th</sup>. The technology is intriguing to us and has been proven in other industries. We continue to evaluate UV-C and other technology as we plan. More information will be shared in the future as Covid technology progresses.
- On Jan 29<sup>th</sup>, IndyGo completed contracted work on our garage fans and ventilation project. This project brought IndyGo up to new compliance standards as it pertains to our life safety system and fire panel. Now when the fire panel is triggered, existing cooling fans will be interrupted to prevent the spread of smoke or fire.

## January 2021 Safe Drivers Recognition



*The following Operators are recognized for their safe driving for the month of January and received a National Safety Council patch, pin and certificate.*

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>
Ledell, Joyce	3395	28
Irwin, Cameron	2877	19
Gee, Lloyd	1500	15
Wallace, Jack	6306	9
Bobbitt, Carmon	8474	8
Ford, Wanda	8502	7
Comer, Rachel	8665	6
Carroll, Cindy	9092	3
Malone, Karen	9232	2
Davidson, Tyrone	9716	1
Fall, Ibrahima	9606	1
French, DaRell	9719	1
Robinson, Krystal	9692	1
Steele, Destiny	9432	1

### January 2021 Fixed Route/Open Door Accident Data

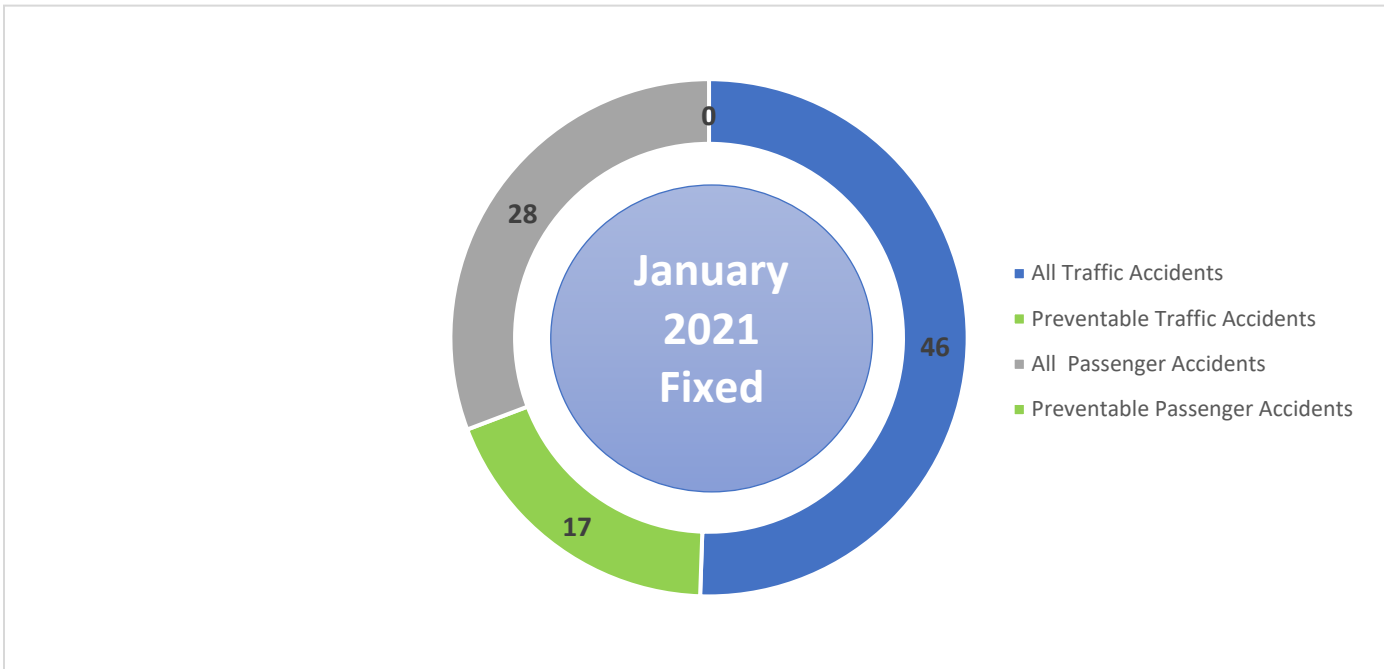
January 2021	Traffic Accidents			Passenger Accidents		
	Non-Preventable	Preventable	Total	Non-Preventable	Preventable	Total
	IPTC Fixed Route	29	17	46	28	0
Mobility Services	4	1	5	1	0	1
Garage	0	1	1	0	0	0
Training	0	0	0	0	0	0
CTC	1	0	1	9	0	9

### January 2021 Police Events, EMS Events and Claims Submitted Data

CTC Police Events	2	Claims for Fixed Route	21
CTC EMS Events	13	Claims for Mobility Services	5
Operations Police Events	9	Claims for the CTC	0
Operations EMS Events	19		

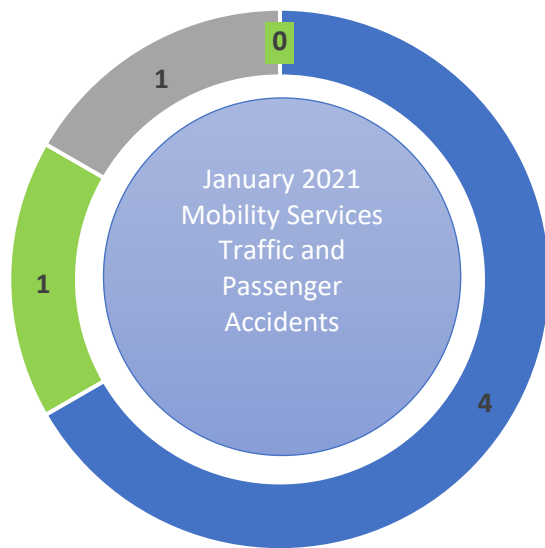
### January 2021 Fixed Route Current Month, Prior Month & Prior Year Comparison Data

	Fixed Route Accidents			
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
20-Dec	56	15	28	0
21-Jan	46	17	28	0
20-Jan	76	27	40	1



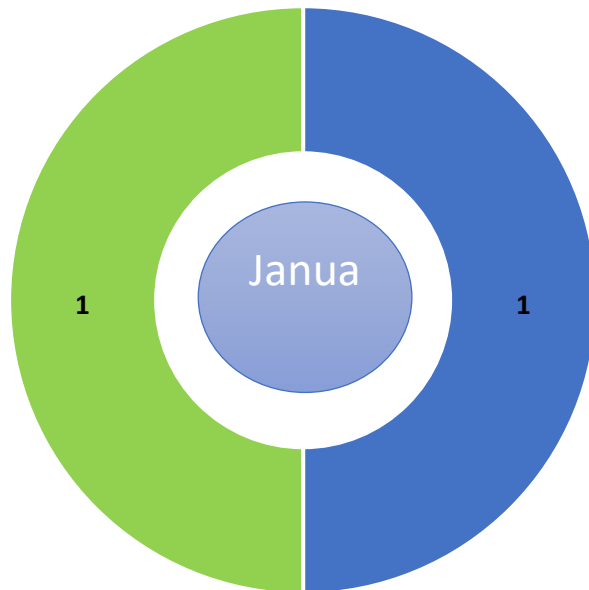
	Mobility Services Accidents			
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
20-Dec	4	3	1	0
21-Jan	4	1	1	0
20-Jan	7	4	8	0





- All Traffic Accidents
- Preventable Traffic Accidents
- All Passenger Accidents
- Preventable Passenger Accidents

Garage Accidents		
	<u>All Accidents</u>	<u>Preventable Accidents</u>
<b>20-Dec</b>	<b>2</b>	<b>2</b>
<b>21-Jan</b>	<b>1</b>	<b>1</b>
<b>20-Jan</b>	<b>2</b>	<b>2</b>



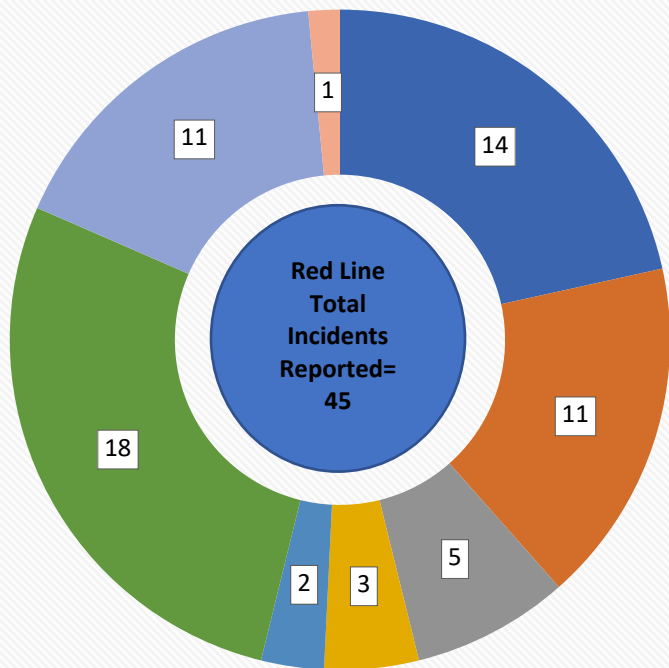
- All Accidents
- Preventable Accidents

Training Accidents		
	<u>All Accidents</u>	<u>Preventable Accidents</u>
20-Dec	0	0
21-Jan	0	0
20-Jan	1	0

### **January 2021 Red Line/Route 90 BRT Data**

<b>Red Line Route 90</b>	
Total Reported Incidents	45
Total Number of Traffic Accidents (TA)	14
Total Number of Traffic Incidents (TI)	2
Location where most incidents occurred (Capitol Ave)	9
Total Number of TA/TI involving Platform/Station	2
Total Number of TA/TI with Damage to the Coach	11
Total Center Station Incidents	18
Total Curb Station Incidents	11
Collisions involving a vehicle that struck us	5
Collisions involving us striking them	3
Total Number of Passenger Accidents (PA)	6
Total Number of Passenger Incidents (PI)	3
Number of Falls	6
Total Number of Other Incidents (Police, EMS, Vandalism, etc.)	23
Average Incidents per day on Route 90	1.45

	<u>December 2020</u>	<u>January 2021</u>
<b>Total Red Line Collisions</b>	14	14
Total Red Line collisions with Damage	12	11
Collisions involving a vehicle that struck us	8	5
Collisions involving us striking them	3	3
Collisions, with Bus and Station	0	2
Total Involving Center Stations	28	18
Total Involving Curb Side Stations	7	11
Buses Towed	1	1



- Total Red Line Collisions
- Total Red Line collisions with damage
- Collisions involving a vehicle that struck us
- Collisions involving us striking them
- Collisions, with Bus and Station
- Total incidents involving Center Stations
- Total incidents involving Curb Side Stations
- Buses Towed

## Planning & Capital Projects Division Report – January 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**Date:** February 25, 2021

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### **STRATEGIC PLANNING**

The Strategic Planning team supports longer-term plans and projects, while underpinning the day-to-day operations of the agency. By studying historical patterns and future trends, we help ensure that IndyGo leadership has the data and information they need to make decisions today. We help turn ideas into built projects or sustainable solutions. We complete much of the agencies' recordkeeping as it relates to Title VI, competitive grants, formula grant funds, and more.

#### *Project Development*

##### **Blue Line, NEPA & Joint-Development**

Prior to establishing the area of potential effect, or APE, for the environmental review process, the Blue Line team conducted a site suitability analysis to determine if a joint-development opportunity (JDO) exists. The Strategic Planning team developed a methodology to identify and prioritize sites that would be suitable for joint-development and/or a public-private venture to create a transit-oriented development (TOD); sites that are both suitable for the type of transit-supportive development envisioned by the team but that also have a transit purpose. To stay on schedule with the construction of the Blue Line capital investment grant project itself, IndyGo needs to be assured of its Class of Action from FTA. This determination needed to be made by early February 2021.

While IndyGo continues to work closely with our partners at the Indianapolis Neighborhood Housing Partnership (INHP) in their efforts to use the equitable TOD fund to site permanent affordable housing along the Blue Line BRT route specifically, there currently isn't a shovel-ready development project suitable for an FTA-assisted joint-development opportunity grant. This isn't to suggest that there might not be other opportunities for IndyGo to leverage public resources to better integrate transit service and transit investments with infrastructure improvements and land development in the future though. And IndyGo will continue to seek out opportunities to partner with INHP and others to retain or create quality, affordable housing along transit routes.

To expand its capacity to engage in this work, INHP created the equitable transit-oriented development (ETOD) fund in association with Cinnaire. This fund, when fully capitalized, will provide up to \$15 million of acquisition capital to preserve and create more than 1,000 affordable housing units near transit stops, ensuring continued location-efficient housing options, while catalyzing neighborhood development and promoting access to opportunities for low- and moderate-income families.

Between 2019 and 2020, ETOD moved from a theoretical concept to an implemented strategy. By the beginning of Q4 2020, INHP had accumulated more than \$14.25 million in capital including \$3 million of grant funds supporting \$11.25 million of senior debt from seven financial institutions. INHP continues to raise capital and expects to cap the fund at \$15 million in combined resources. As of September 2020, the program has acquired ten ETOD properties (or \$6,557,00, exclusive of due diligence, closing and holding costs).

There are already many properties that take advantage of locations on or near a BRT route, a frequent route, an intersection of a BRT route, or where two frequent routes intersect. The location of the ten ETOD properties span the

(existing) Red Line, (soon to be under construction) Purple Line, (planned) Blue Line, and several routes on the frequent grid. Eight of the ten ETOD properties have been “paired” with prospective development teams -- either through a letter of interest or a purchase agreement – who are currently working through the entitlement, design, and capital funding processes.

This nuanced change in the approach to protecting and increasing the number of permanent, affordable housing units with direct access to public transit has caused IndyGo to seek a new Class of Action Letter from FTA. Staff is requesting that the Blue Line BRT environmental review process be categorized as a Documented Categorical Exclusion (DCE), rather than an Environmental Assessment (EA). The added benefits of this approach are two-fold. First, an EA must be completed within a year's time. Given the length of the Washington Street corridor, the complexities of the Blue Line BRT transit project and a joint-development project, and the degree of uncertainty that still surrounds all of the above, the 12-month limitation is a concern. Second, having consulted with peer transit agencies and other subject matter experts in the areas of joint-development and/or a transit-oriented development project or program, IndyGo staff feels that it could use this time to establish a foundation of land use and development policies specific to IndyGo from which to draw upon should a public-private venture present itself in the future. It is anticipated that the FTA may make a final determination on the Class of Action by mid- to late-March, allowing IndyGo to finalize the APE and begin the Section 106, historical resources, review process.

In August, IndyGo will remove joint-development from its Blue Line Small Starts grant application. Staff is taking steps to mitigate negatively impacting the Blue Line's medium-low economic development score by implementing the strategies to improve the economic development effects rating that was assigned by the FTA in their *FY2021 Assessment of Land Use and Economic Development Effects*. Included in those recommended strategies are updates to the city's land use regulations. (See Zoning for TOD)

### **Blue Line, Zoning for TOD**

As part of FTA's Pilot Program for TOD Planning, IndyGo is partnered with the City of Indianapolis, Department of Metropolitan Development (DMD), and the Indianapolis Metropolitan Planning Organization (IMPO) to propose changes to the local zoning ordinance. We understand that the City Council Office would now like to see these changes adopted by late-April/early-March 2021. Again, once adopted, the strategic text amendments and protective overlay district will better enable and accommodate transit-oriented development and thus protect, enhance, and create complete communities across much of Marion County.

### **Mobility Concierge Program**

IndyGo is the recipient of a FY2020 Accelerating Innovation Mobility (AIM) Challenge Grant, which the agency will use to create a full-service Mobility Concierge program capable of facilitating complete trips and easing trip payment by brokering mobility trips across modes, payment systems, and transit providers. An RFI was issued to determine what existing technologies and platforms are available to assist IndyGo in deploying this service. These RFI responses have been reviewed by the team and new questions have been raised surrounding the approach to achieving our desired goals. Conversations are being held with peer transit agencies that have achieved certain degrees of integration to determine an appropriate approach for future action.

The AIM grant is currently undergoing final execution with FTA and is anticipated to be fully executed by the end of February 2021.

### **ADA Paratransit Next Steps**

Strategic Planning staff is supporting Public Affairs and Mobility Services for the ADA Paratransit Next Steps process. IndyGo secured a vendor, the McCormick Group, to help develop and facilitate a meaningful public outreach and engagement process. The McCormick Group served as a subconsultant to the KFH Group for the 2020 Paratransit Operational Analysis (POA). A task force, which will be used to gain insights and feedback, is being established. The first Task Force meeting is February 17 and all members received an invite.

### **Retail Network**

IndyGo is in the process of deploying a retail network as part of its new MyKey fare collection system. Once fully implemented, this will add retail sales, reloading capabilities, and card registration functionalities at approximately 400 retail locations in Indianapolis-Marion County. Staff anticipates being able to launch the retail network in Q2 of 2021.

Public Affairs is holding public events where customers can obtain MyKey fare media and load transit value directly onto their MyKey fare media. These locations now include all Red Line and Carson Transit Center ticket vending machines, as un-retrofitting has been completed.

The Business Requirements Document (BRD) between IndyGo, Flowbird, and InComm has been completed and signed. Development work between InComm and Flowbird has commenced and package design is in development.

### Planning Activities

#### **Transit Asset Management (TAM) Plan**

Because IndyGo owns, operates, and manages capital assets, and because IndyGo receives federal assistance, we must prepare and maintain a transit asset management (TAM) plan. The TAM Plan includes an inventory of our assets, an assessment of their condition, and a prioritized list of investments. It is used to support planning, budgeting, and communications to internal and external stakeholders. The FTA requires that an agency's transit asset management plan be updated every four years. Strategic Planning is facilitating quarterly meetings of the TAM Team to review the 2018 TAM Plan and its recommended actions. Two distinct groups of internal staff have been formed to discuss different activities: TAM Fleet and TAM Facilities. This review will result in an action plan for the remaining years of the plan.

The TAM Facilities team is working on updating the facilities inventory to incorporate the new facilities acquired at the end of the 2020.

#### **Title VI**

Staff is testing its Title VI methodology through an exercise using the October pick, which included service changes that did not meet the major service change threshold adopted by the board. Depending on the results of the exercise, IndyGo staff may revisit and revise its Title VI methodology.

### Regional Initiatives/Discussions

#### **Section 5310 2020 Call for Projects**

Staff is waiting for the final delivery of the second subrecipient's vehicles.

#### **Section 5310 2021 Call for Projects**

Preparation for the Section 5310 FY2021 Call for Projects is underway. The FY2021 Call for Projects will include additional funding for Section 5310 because of the additional CRRSAA allocation. Staff is in discussion to understand if the additional approximately \$225,000 will be offered for operating or capital expenditures.

#### **Section 5307/5311 Urban Allocation Plan**

A decision on which agency will become the direct recipient for the suburban counties is likely at the IMPO Transportation Policy Committee, which is scheduled for February 17. At this time, the recommendation from IMPO appears to be for IndyGo to become the direct recipient. Staff is preparing for this additional responsibility.

#### **Section 5339 Bus and Bus Facilities**

As a part of the Urban Allocation Plan conducted by the IMPO, a recommendation is being made to have IndyGo administer these funds through a process similar to the existing Section 5310 process. IndyGo staff are investigating the next steps in that process. IndyGo staff have been in contact with INDOT, who manages a 5339 process, to understand the staff experience and requirements.

#### **2050 Metropolitan Transportation Plan Update**

The region's metropolitan transportation plan, the 2050 Metropolitan Transportation Plan (MTP), is currently being updated. The MTP is a federally required planning document that is created and maintained by the Indianapolis Metropolitan Planning Organization (IMPO). All regionally significant expansion projects, including fixed-guideway transit and new fixed-routes, are required to be included in this fiscally constrained, 30-year plan.

IndyGo staff submitted all its projects to the 2050 MTP by the deadline and is looking forward to working with IMPO staff on the rest of the project.

*Strategic Planning projects/grants/planning activities that we anticipate providing an update for in future board reports include:*

- Blue Line, CIG Program - Project justification criteria for existing land use and economic development in response to FTA's FY 2021 Annual Report on Funding Recommendations
- Mobility Initiatives - Energy Systems Network (ESN), Toyota Mobility Foundation, and May Mobility to pilot the Indy Future Mobility District pilot project beginning in Q1 2021
- North Split Action Plan
- Indianapolis MPO SFY 2025 Call for Projects
- Section 5310 Program Management Plan
- Transit - Human Services Coordinated Plan Update
- Suburban Transit Planning
- Sponsored Rides

*Strategic Planning projects/grants/planning activities that will no longer be updated, as the project is no longer active, include:*

- Section 5310 Oversight: Oversight for 2020 has been completed.

## **ENGINEERING & CONSTRUCTION**

### **Red Line**

The Red Line project is substantially complete and open for service. Contractors have completed all punch list items. Audible Pedestrian Signals will be added to the Red Line under a separate project, to be bid and funded separately from the Red Line (timeline currently unknown).

Construction of the 6410 N. College charging site is expected to begin this month and be fully operational in in April/May. Construction has been delayed from its original January start date as BYD has conducted extensive negotiations with contractors and the team awaits permit approval from the City of Indianapolis. The temporary charging site at 91<sup>st</sup> and Evergreen is constructed and operational. Once the site at 6410 N. College Avenue is operational, this site will no longer be needed.

At the south end of the Red Line, NEPA documentation for 8925 S. Madison Avenue is completed. Design has begun for permanent charging infrastructure and construction is expected to begin in May or June 2021.

Improvements to Transit Signal Priority (TSP) have been identified and coordination with DPW Operations has occurred to implement the changes. Signal timings were modified along College Avenue and along Meridian Street in January 2021. Capital Avenue signals are also being investigated for potential improvements.

### **Purple Line**

IndyGo's design consultant, WSP, submitted final 100% design plans on February 15<sup>th</sup> and will have Ready for Bid plans by March 1<sup>st</sup>. Our construction management team is confirming that previous review comments have been incorporated in this submittal as part of the quality control process. The front-end documents (Contracts, General Conditions, Technical Specs/Standards, and Bid Price Forms) will be completed and ready for procurement by the 1<sup>st</sup> week of March.

FTA has moved to the Readiness Report phase of the Small Starts Construction Grant Agreement (SSGA), the IndyGo Purple Line Team is submitting final requested documents on schedule, budget and scope. It is expected that the final Readiness Report will be issued in late February 2021 or early March 2021. FTA has notified IndyGo that in order to issue the SSGA, the 3rd Party Agreements must be executed and any Indiana State Legislation which may impact the local funding must be resolved. Two 3<sup>rd</sup> party agreements remain for execution – both utility reimbursement agreements – and both will be brought to the February board meeting for approval to execute.

## Other On-Street Projects

The Rural Street underpass project is being re-evaluated. Feasibility of design options is being investigated by our on-call engineering consultant Shrewsberry. Shrewsberry is scheduled to have the feasibility study completed in May 2021.

A Request for Information (RFI) was released in the Fall of 2020 for Transit Signal Priority (TSP) vendors to complete a Proof of Concept (POC) for IndyGo to demonstrate their product for 30 days. Five vendors were selected for POC implementation; the process will be initiated in the last week of February/early March. POCs are anticipated to begin in March or April. Results of the POC will help to inform TSP technology moving forward.

The Super-Stops project has been bid under a combined project with DPW. DPW has awarded the contract to Morphy Construction with a budget of \$3.9 million. Construction is anticipated to begin in the Spring of 2021. IndyGo will monitor construction in partnership with DPW.

The Super-Stop at Delaware & North Streets has received full approval from Regional Center. The Super-Stop at Delaware & New York Streets is undergoing the approval process with the Indianapolis Historic Preservation Commission. Some questions have been raised by IHPC staff and will be addressed at the March 3, 2021 meeting. DPW and Morphy Construction have been advised that construction on this particular Super-Stop cannot begin until approval is achieved. Staff anticipate this approval to be received by March 3, 2021.

Super-Stops had applied for a Federal Transit Administration Bus and Bus Facilities grant but was not a recipient. NEPA Re-evaluation work will continue for the purposes of remaining eligible for other potential grant opportunities. This NEPA work is anticipated to be complete in May 2021.

## FACILITY PROJECTS

The facilities team has open task orders/projects with WSP for specialty electrical design and with The Etica Group for on-call architectural services. The current on-call contracts were awarded in 2017 and their expiration was extended for an additional year to complete open task orders only, with no additional task orders or cost to these current contracts. The following tasks remain open under these contracts:

- **Electric Bus Charging Facility Upgrades Phase 2** – Under the Electric Bus Fleet Charging Master Plan and Facility Upgrades Phase 1 project a master plan was created to assess the parking of buses in the IndyGo garage with the anticipation of additional 60' and 40' buses. This task order will update the plan, including adding DC chargers and the required conversions needed, identifying space needs to accommodate parking of the entire IndyGo fleet, identifying space needs for the maintenance garage; electric maintenance bays, brake bays, etc., and providing recommendations regarding an additional facility.
- **Julia Carson Transit Center Feasibility Charging Study** - At the Julia Carson Transit Center, WSP is identifying options for accommodating charging within the existing footprint and in coordination with the planned future level-boarding platforms. The results will inform the design of level boarding for the Carson Transit Center. Internal discussions regarding how to proceed with design are ongoing.
- **CCTV Camera Improvement Project** – This project is managed by Mark Emmons, IndyGo Director of Security & Training. The project is currently under construction with Miller-Eads, Prime Contractor.

Also, under these contracts, glass enclosures and barriers have been installed for staff at the Carson Transit Center, South Security, North Security, IT, Operations Admin, Security and throughout Administrative area.

New On-Call Architectural and Engineering (A&E) Services contracts were presented to the IndyGo Board at the June 2020 Board Meeting.

On the roadway side, a task order has been issued to A&E On-Call Consultant Lochmueller Group for design of Fort Wayne Ave. two-way conversion (Pennsylvania St. to Delaware St.) in collaboration with DPW.

The following properties have been acquired by IndyGo and will be our team's responsibility to prepare for use:

- **9503 East 33rd Street - East Campus (Administration, Training, New Build of Bus Garage Facility)**. Four Phases of Work: A Building Administrative, B Building Elevator and Training, C Building Retrofit and Clinic, C Building Dorms Demolition and new build of Bus Garage and Exterior Improvements.



- **2425 West Michigan (Mobility Solutions and Customer Care Center)** - Three Phases of Work: Phase 1 – Administration, installation of fire sprinkler system, upgrade water main line, installation of lift and small renovations. Phase 2 – Assessment Center and Maintenance buildouts. Phase 3 – Build new Bus Storage and do site work.
- **6410 N College (Bus Charging and Driver layover location)** - Add additional bathroom, create space for drivers and create a space for multi-use.
- **8925 Madison – Bus Charging and Driver layover location** (purchase pending) Retrofit to accommodate drivers and multi-use space.

The On-Call A&E contracted firms for design will soon begin working on design plans for renovations / construction at our new facilities. Task Orders for these designs will be presented to the Board for approval over the next couple of months. HDR, Woolpert and The Etica Group are the consultants currently under contract for on-call A&E services and will be considered for all task orders on the new facilities.

Task Orders have been issued to The Etica Group for Design & Construction Services for the Mobility Solutions and Customer Care Center Phase 1 – Administration. Meetings have begun for design to meet aggressive schedules to accommodate staff needs.

<b>Task Order</b>	<b>Design Team</b>	<b>Design Start</b>	<b>Construction Start</b>	<b>Staff Move-In</b>
<b>East Campus Building A – Admin.</b>	Woolpert	2/2021	7/2021	pending
<b>Mobility Solutions Center Phase 1</b>	The Etica Group	2/2021	4/2021	5/2021
<i>Additional info to be added as task orders are executed</i>				

Respectfully submitted,  
**Jennifer Pyrz, PE**  
 Vice President of Infrastructure, Strategy, and Innovation



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

## Public Affairs Division Report – January 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Public Relations and Partnerships Lesley Gordon  
**Date:** February 25, 2021

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR January 2021

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

Lesley Gordon  
Director of Public Relations and Partnerships

Attachments

Contributing Staff includes:

Jordan Patterson, Engagement Specialist  
Faith Chadwick, Public Information Officer  
Katrina Ent, Digital Media Specialist

# January 2021 *Board Report*



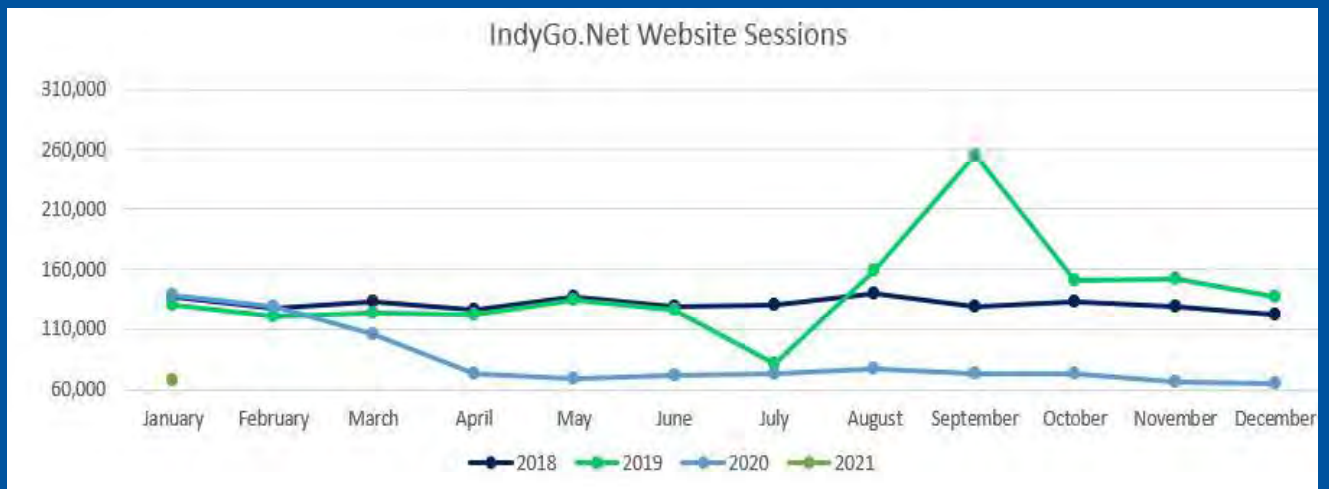
## INDYGO.NET WEBSITE STATISTICS:

(1/1/2021-1/31/2021)

Page Views	147,926
Bounce Rate	52.36%
New Users	20,462
Returning Users	10,269
Total Sessions	67,865
Total Monthly Sessions Comparison to Previous Year	49% (Jan.) 47.31% (Dec.)

## Mobile Share

Date	Mobile	Desktop	Tablet
Jan-21	67.55%	30.72%	1.73%
Dec-20	68.57%	29.70%	1.73%
Nov-20	67.91%	30.39%	1.70%
Oct-20	80.22%	18.67%	1.12%
Sept-20	80.62%	18.25%	1.13%
Aug-20	80.67%	18.07%	1.26%
July-20	68.80%	29.47%	1.73%
Jun-20	67.86%	30.41%	1.74%
May-20	68.26%	30%	1.74%
Apr-20	69.69%	28.50%	1.81%
Mar-20	66.58%	31.57%	1.85%
Feb-20	67.47%	30.57%	1.96%
Jan-20	67.47%	30.60%	1.93%



# Media Mention Highlights

LOCAL NEWS

## Program will provide Goodwill employees with free IndyGo bus passes

The Indianapolis Public Transportation Foundation will provide 10-trip passes so Goodwill employees can get to and from work each week.



IndyGo bus (WTHR/Dustin Grove)

TRANSPORTATION

## How Red Line ridership fared in its first full calendar year

Ethan May Indianapolis Star

Published 1:56 p.m. ET Jan. 29, 2021 | Updated 2:06 p.m. ET Jan. 29, 2021

View Comments



Home » IndyGo purchasing Haughville properties for paratransit operations

## IndyGo purchasing Haughville properties for paratransit operations

January 29, 2021 | Rachel De

KEYWORDS: AMERICANS WITH DISABILITIES ACT / DEVELOPMENT/REDEVELOPMENT / INDIANAPOLIS / INDYGO / MASS TRANSIT / PUBLIC TRANSIT / ESTATE DEALS

COMMENTS PRINT Facebook LinkedIn YouTube Email RSS

KEYWORD

RSS

Home » IndyGo foundation names new executive director with big fundraising challenge

## IndyGo foundation names new executive director with big fundraising challenge

January 29, 2021 | Rachel De

KEYWORDS: FOUNDATIONS / FUNDRAISING / GOVERNMENT / INDYGO / LEGISLATION / MASS TRANSIT / NON-PROFIT / PUBLIC TRANSPORTATION

Home » IndyGo's Red Line service weathers the pandemic, plans are moving forward to expand bus rapid transit service in Indianapolis

## New headquarters, Purple Line and 'micro-transit' on IndyGo's agenda for 2021

January 29, 2021 | Rachel De



## Topics Include:

In January, media coverage of IndyGo included a look ahead at 2021, as well as a reflection on 2020's ridership amidst the pandemic. IndyGo's purchase of a new property for paratransit operations also received media attention. The Indianapolis Public Transportation Foundation was in the news as the Foundation named its new Executive Director and announced a partnership with Goodwill.

## Media Hits: 25

## Social Performance:

# FACEBOOK PERFORMANCE

- Had a total of **11,814** organic impressions
- **1,227** post engagements (number of times people engaged with posts through reactions, comments, shares and clicks).
- **11,031** page likes and **11,925** page follows (1.8% increase from last month)

The screenshot displays three Facebook posts. The first post is from IndyGo, dated January 7, 2021, with 875 people reached and 109 engagements. The second post is from the Indianapolis Public Transportation Foundation, dated January 11, 2021, with 619 people reached and 87 engagements. The third post is from Downtown Indy, dated January 19, 2021, with 1,100 people reached and 92 engagements. The posts include text, images, and engagement metrics.

# TWITTER PERFORMANCE

- 64,900 impressions (28% increase from last month)
- 123 retweets, 358 likes, 222 mentions, 20 replies, 87 link clicks, 1.4% engagement rate
- Generated 7 new followers
- 5,930 current followers (1.2% increase from last month)

**IndyGo** @IndyGoBus · Jan 21  
 Transit investment benefits not just riders. The infrastructure improvements happening as part of our BRT projects total more than 200 million dollars. Talk about needed infrastructure improvements 📍

**GUS THE BUS DRIVER** @busdriverite · Jan 20  
 North Americans waiting on better #Transit Infrastructure for all be like...  
[Show this thread](#)



**IndyGo** @IndyGoBus · Jan 20  
 Did you know that students at partner high schools get to ride IndyGo for free? We partner with local high schools including universities, to provide transit access at no cost for students and their families.

**Share your Transit story**

[Send us a DM for details](#)

**IndyGo** @IndyGoBus · Jan 19  
 Transit is a known economic driver, which creates access for Hoosiers to live, work, and play in Indianapolis.

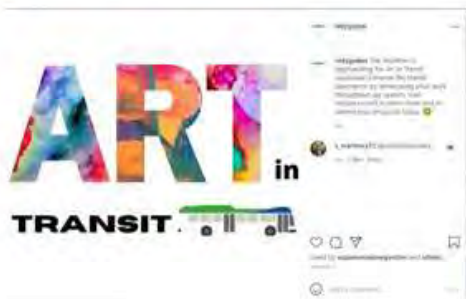
**Transit is a known economic driver, which creates access for Hoosiers to live, work, and play in Indianapolis.**

**IndyGo** @IndyGoBus · Jan 19  
 Mass transit is essential for our riders. IndyGo's three bus rapid transit lines are the backbone of the Marion County Transit Plan and work together as a system to increase service and efficiency.

This week, we'll highlight some of the benefits of BRT (a thread):

# INSTAGRAM PERFORMANCE

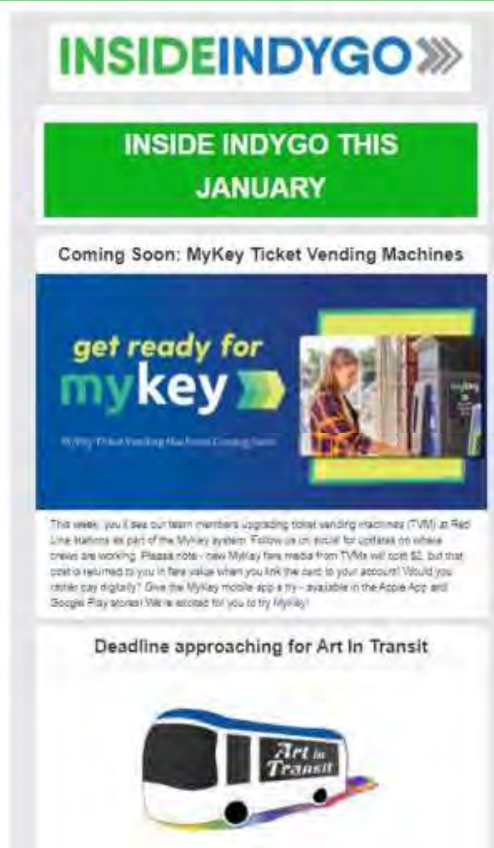
- Generated **6,396** impressions
- **435** total engagements; **1.4%** engagement rate
- Generated **6** New Followers: 3,041 Current followers





## Email Marketing:

# EMAIL MARKETING



## JANUARY NEWSLETTER

- 9,645 recipients (3.3% increase in newsletter sign-ups)
- 9.18% CTR
- 6.32% Open Rate (1.6% increase from last month)

10

## Outreach Summary: January

Outreach in January 2021 reached approximately 2,220 people with community meetings, special presentations, as well as IndyGo hosted virtual meetings. Community meetings included presentations about IndyGo's new fare system to the SoIndy Madison Ave Action Team and Far East Side Community Council. Updates were given to the Twin Aire Neighborhood Coalition about planned bus stops and improvements as part of the Community Justice Center roadway project. IndyGo representatives participated in a conversation about Transit Oriented Development at the Shelby Street/Connectivity Action Team meeting.

IndyGo's Jennifer Pyrz participated in a special presentation to the WTS of Greater Indianapolis, an organization focused on advancing women in transportation. At the IPS Showcase of Schools, IndyGo staff were available at a virtual booth to chat with families about bus rides at no cost to IPS high school students or their families.

IndyGo continued a digital strategy that included video presentation and live stream. The IndyGo Now video presentation was sent to community leaders and partners. It included updates about ticket vending machine upgrades for the new fare system, the Art & Transit program, and helpful winter travel tips.

## January Outreach Events:

Date	Name of Event
11-Jan	IndyGo Now – January 6 Super Stops IPHC Notice Mailers
13-Jan	IPS Showcase of Schools
13-Jan	Shelby Street/Connectivity Action Team
19-Jan	IPTC Board of Directors Meeting
21-Jan	Purple Line Stakeholder Meeting: Lawrence Emergency Services
21-Jan	IPTC Service Committee Meeting
21-Jan	IPTC Governance & Audit Committee Meeting
21-Jan	SoIndy Madison Ave Action Team Meeting
21-Jan	Twin Aire Neighborhood Coalition Meeting
26-Jan	Far East Side Community Council Meeting
26-Jan	WTS of Greater Indianapolis
27-Jan	ANU Community Partner Collective
28-Jan	IPTC Board of Directors Meeting



## Operations Division Report – January 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Operations/COO Aaron Vogel  
**Date:** February 25, 2021

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### OPERATIONS DIVISION REPORT – January 2021

#### SERVICE PLANNING

##### SERVICE SCHEDULING:

The 2102 Service Bid is complete and took effect on February 14, 2021. There were no major changes in this Bid but there are trip timing adjustments. This Bid will be the first one IndyGo has with 8-hour rostered runs included. There is a mix of work for operators to pick from that are the current cafeteria style and roster style which is a pilot included in the new CBA effective in 2021. This Bid has 50% of the work cafeteria style, 25% 10-runs rostered, and 25% of work 8-hour rosters. Rostering the work is a method of balancing out work. It can maintain choice work for operators with seniority and address quality of life issues for those who have less seniority.

##### LOCAL BUS STOP DESIGN & CONSTRUCTION:

Service Planning is closing out the first phase of local bus stop improvements, while also finalizing designs for future phases of local bus stop improvements. Designs for bus stop improvements at Washington St & Bridgeport Rd (for the connection to the Plainfield Connector bus service) are nearing completion. This improvement will be completed in partnership with CIRTA, the Indianapolis Airport Authority, and Plainfield. Additional bus stop improvement designs are also being finalized for bus stops along E 42<sup>nd</sup> St, N Post Rd, and N Mitthoeffer Rd on the east side. Design for bus stop improvements on the northwest side, along Eagle Creek Parkway, High School Road, and W. 46<sup>th</sup> Street will be kicking off soon. Staff will continue to work on additional design and construction of local bus stops, as part of efforts to increase accessibility across the IndyGo fixed route service area.

##### ADA PRIORITIZATION:

Service Planning staff are currently working on a prioritization strategy that will be used to guide decision making for local bus stop improvement projects. This prioritization process will utilize operational data and demographic data to determine areas that rank highest for local bus stop improvement need. The goal of this project is to implement a data-driven process for prioritizing bus stops for ADA improvements.

FLEET MANAGEMENT PLAN:

Service Planning staff is currently coordinating and assembling a “Fleet Management Plan” as part of FTA’s requirements for the Purple Line Operations Plan. This project includes coordinating with other departments and divisions to document the following: the types and quantities of revenue service vehicles in the IndyGo fixed route fleet, any future fleet procurements and replacement plans, fleet maintenance processes and procedures, and fleet maintenance facilities.

FIXED ROUTE RIDERSHIP:

Jan-20	Jan-21	% Change	IndyGo Fixed Route Ridership	2020	2021	% Change
12,744	5,596	-56.1%	<b>2 E. 34th St.</b>	12,744	5,596	-56.1%
31,321	13,596	-56.6%	<b>3 Michigan St.</b>	31,321	13,596	-56.6%
10,991	4,705	-57.2%	<b>4 Fort Harrison</b>	10,991	4,705	-57.2%
13,953	6,838	-51.0%	<b>5 E. 25th</b>	13,953	6,838	-51.0%
11,875	4,307	-63.7%	<b>6 N. Harding</b>	11,875	4,307	-63.7%
111,615	69,804	-37.5%	<b>8 Washington St.</b>	111,615	69,804	-37.5%
75,262	41,022	-45.5%	<b>10 10th St.</b>	75,262	41,022	-45.5%
4,340	2,222	-48.8%	<b>11 E. 16th St.</b>	4,340	2,222	-48.8%
3,536	1,595	-54.9%	<b>12 Minnesota</b>	3,536	1,595	-54.9%
2,233	1,266	-43.3%	<b>13 Raymond</b>	2,233	1,266	-43.3%
6,083	3,327	-45.3%	<b>14 Prospect</b>	6,083	3,327	-45.3%
15,180	6,461	-57.4%	<b>15 Riverside</b>	15,180	6,461	-57.4%
11,108	5,997	-46.0%	<b>16 Beech Grove</b>	11,108	5,997	-46.0%
6,624	2,667	-59.7%	<b>18 Nora</b>	6,624	2,667	-59.7%
21,921	10,752	-51.0%	<b>19 Castleton</b>	21,921	10,752	-51.0%
14,426	8,290	-42.5%	<b>21 East 21st St.</b>	14,426	8,290	-42.5%
12,204	7,701	-36.9%	<b>24 Mars Hill</b>	12,204	7,701	-36.9%
11,872	6,484	-45.4%	<b>25 W. 16th St.</b>	11,872	6,484	-45.4%
15,620	7,507	-51.9%	<b>26 Keystone</b>	15,620	7,507	-51.9%
11,134	5,498	-50.6%	<b>28 St. Vincent</b>	11,134	5,498	-50.6%
8,242	3,045	-63.1%	<b>30 30th St.</b>	8,242	3,045	-63.1%
10,328	5,285	-48.8%	<b>31 Greenwood</b>	10,328	5,285	-48.8%
24,240	12,110	-50.0%	<b>34 Michigan Rd.</b>	24,240	12,110	-50.0%
29,884	16,319	-45.4%	<b>37 Park 100</b>	29,884	16,319	-45.4%
17,551	10,338	-41.1%	<b>38 Lafayette Square</b>	17,551	10,338	-41.1%
70,391	35,886	-49.0%	<b>39 E. 38th St.</b>	70,391	35,886	-49.0%
5,096	2,256	-55.7%	<b>55 English</b>	5,096	2,256	-55.7%
9,451	5,803	-38.6%	<b>86 86th Street Crosstown</b>	9,451	5,803	-38.6%
10,493	5,718	-45.5%	<b>87 Eastside Circulator</b>	10,493	5,718	-45.5%
121,917	59,757	-51.0%	<b>90 Red Line - BRT</b>	121,917	59,757	-51.0%
1,555	834	-46.4%	<b>901 College - Local</b>	1,555	834	-46.4%
7,849	4,251	-45.8%	<b>902 County Line - Local</b>	7,849	4,251	-45.8%
203	30	-85.2%	<b>Others</b>	203	30	-85.2%
<b>721,242</b>	<b>377,267</b>	<b>-47.7%</b>	<b>Total</b>	<b>721,242</b>	<b>377,267</b>	<b>-47.7%</b>

*YTD ridership may be updated from prior periods due to buses being probed after the 10<sup>th</sup> of the month.*

**TRANSPORTATION SERVICES**

EMPLOYEE RECOGNITION:

January Employee/s of the Month:

**Operator:** Ebenezer Akinribade

Nominated by Supervisor Brianna Franklin. Ebenezer started with IndyGo September of 2019 and his start has been remarkable. He has gone a full year with no attendance events or preventable accidents. He is very patient with difficult passengers and on several occasions was able to defuse situations that had potential to escalate. She also stated that she admires the fact that he is not shy to ask questions or share suggestions from the operators view-point to make improvements at the Julia Carson Transit Center.

**Mechanic:** Dennis Manley

Nominated by Supervisor Chuck Summers. Dennis has been with IndyGo for 39 years as a Mechanic and is an important part of completing repairs and helping train new technicians. Dennis is focused and professional, his coworkers have commented that he is very helpful and willing to share his knowledge and lend a hand.

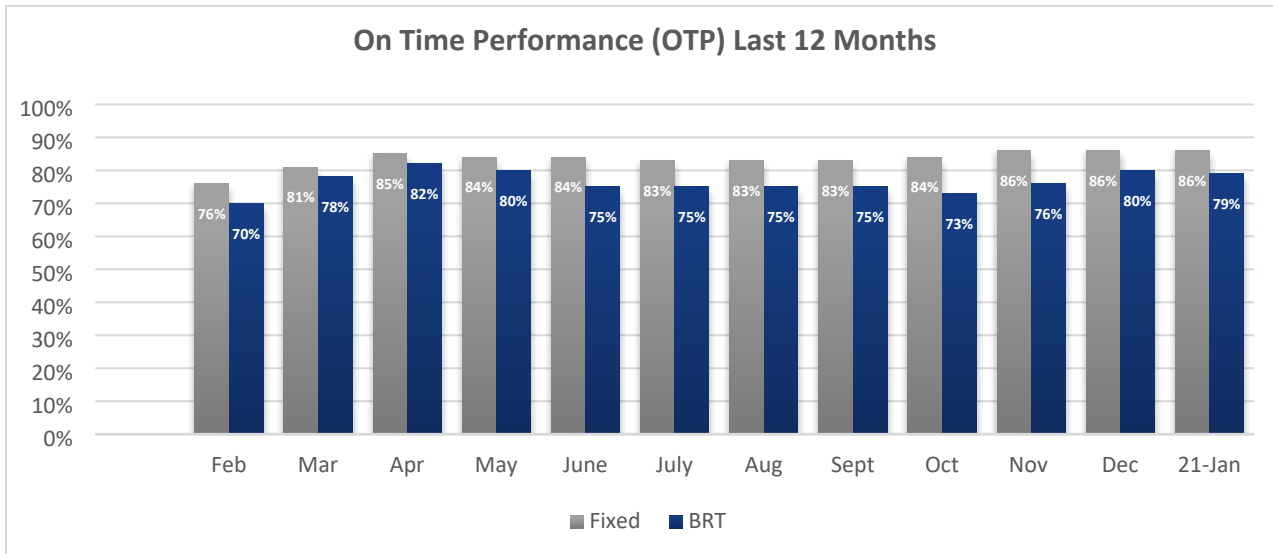
**90% Club:** The following operators achieved an on-time performance rating of 90% or better during the month of January. Each name is entered into a drawing that is held each month from this group of Operators. The winner receives an extra personal day.

**January's winner:** Marjorie Tucker

Anderson, Treva  
Arnold, Mikiaiah  
Boone, India  
Bradford, Keary  
Brent, Shanta  
Brooks, Ronnie  
Bryant, Akemee  
Byrd, Kim  
Carroll, Cindy  
Carroll, Lashanda  
Carroll, Lashona  
Clark, Keana  
Comer, Rachel  
Dates, James  
Davis, Elisa  
Dean, Rena  
Devers, Irvin  
Doneeka, Terry  
Duncan, Scott  
Ellison, Donald  
Ervin, Mathew  
Gardner, Onesha  
Gee, Lloyd  
Goudiaby, Mamadou  
Green, Nichelle  
Griffin, Ardis  
Hazen, William  
Hicks, Mikia  
Hollonquest, Jordon

Hopson, David  
Hornberger, Robert  
Houston, Floyd  
Humphrey, Tyrone  
Ingram, Mercedes  
Jumba, Charles  
King, Nakia  
Kingra, Jaswaran  
Lagrone, Terry  
Lewis, Adrian  
Maring, Rebecca  
Mason, Rodney  
Mcleod, Timothy  
Monaughan, Joe  
Morrow, Tamanika  
Pittman, Shante  
Reed, Byron  
Roberts, Darnell  
Robinson, Deborah  
Robinson, Kathleen  
Robinson, Ricky  
Rowie, Robert  
San Pedro, Enrique  
Scott, Leo  
Sims, Tonya  
Smith, Joi  
Smith, Kathy  
Smith, Tamara  
Snow, Anthony

Soriano Peralto, Fernelis  
Sturdevant Newell,  
Deborah  
Thein, Stephen  
Tucker, Marjorie  
Watts, Rhonda  
Wellington, Corene  
White, Anthony  
Williams, Mary  
Wills, Mark  
Wilson, Patricia  
Wilson, William  
Young, Samuel



**COMMENDATIONS:**

The following employees were recognized by riders for their extraordinary customer service:  
 Fixed Route - Otha Dugan #3030

**VEHICLE MAINTENANCE & FACILITY SERVICES**

**VEHICLE MAINTENANCE:**

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January 2018 through current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

**Mean Distance**

**Mean Distance Major Systems Failures**

**Mean Distance Between All Systems Failures**

	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
<b>MAJOR</b>	4,229											
<b>ALL</b>	3,878											
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
<b>ALL</b>	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
<b>MAJOR</b>	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
<b>ALL</b>	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307

\*The green cells represent averaged totals



FLEET SERVICES:

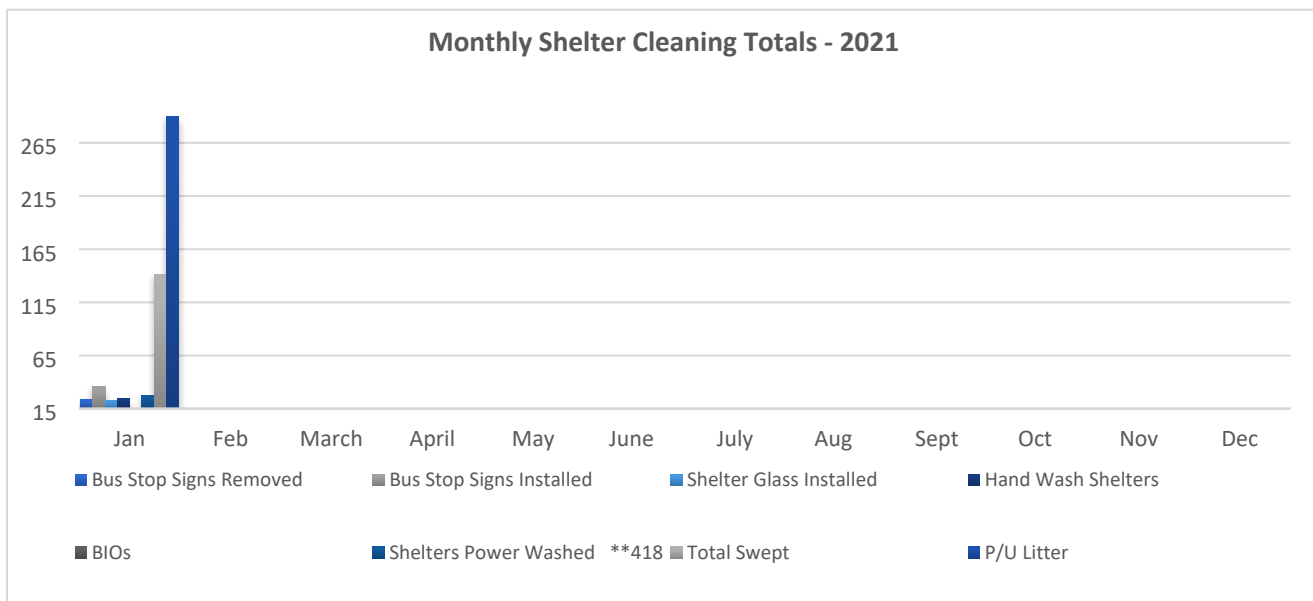
Mileage Summary: IPTC has logged 796,966 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2021</b>	796,966												
<b>2020</b>	878,363	875,068	917,660	705,903	701,773	865,561	888,720	866,798	844,969	850,663	767,009	817,246	<b>9,979,733</b>
<b>2019</b>	707,466	646,619	667,992	711,337	724,427	701,634	720,062	755,738	858,397	910,054	852,192	871,539	<b>9,127,457</b>

Fluid Usage Summary:

FLUID TYPE	January 2021	December 2020	December 2019	December 2018
Diesel (gal)	134,669	134,574	145,261	141,322
Unleaded (gal)	1,372	1,456	1,440	1,472

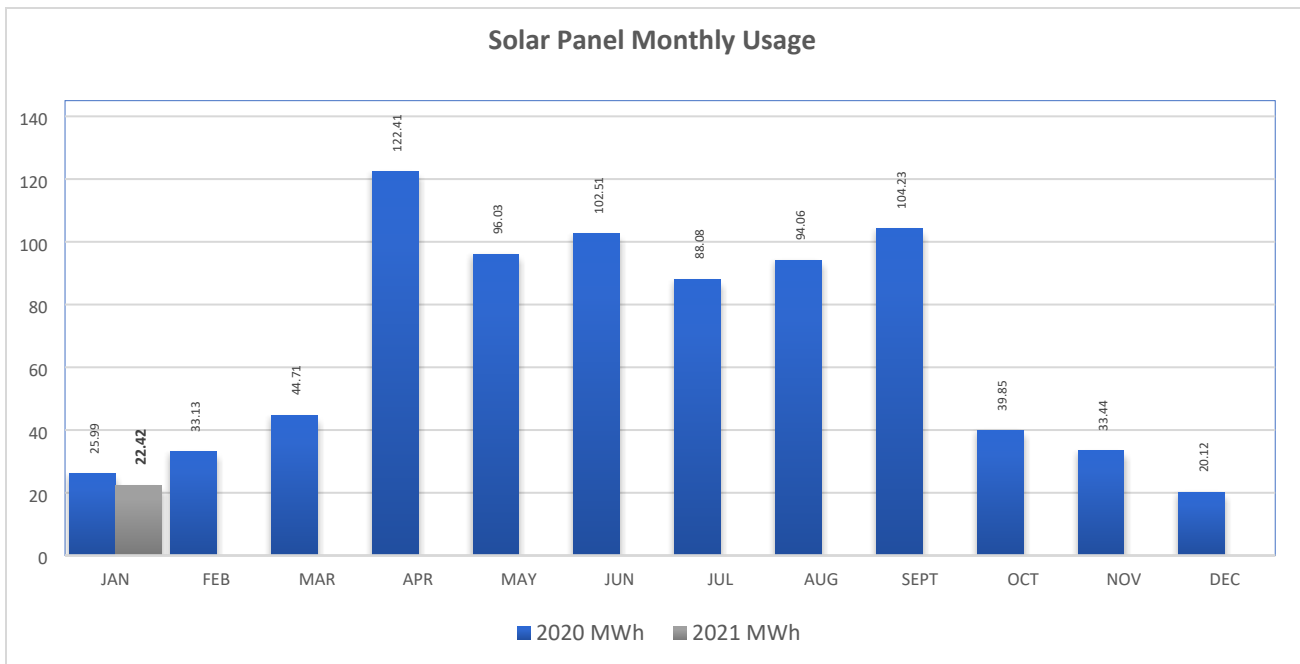
FACILITY SERVICES:



Solar Panel Summary:

The rooftop 4,300 solar panel array at the headquarter building 1501 continues to produce enough electrical power to charge all ZEPS buses with the additional power being absorbed into the electrical system of the main building. There is less power being consumed as the days get shorter.

Total cost savings YTD is \$2,130



## Security & Training

### TRAINING:

Mark Emmons, Director of Life Safety, Security, and Training attended the monthly Emergency Operations Center (EOC) call that is conducted by the Indianapolis Metropolitan Police Department, Department of Homeland Security. This call brings leaders from different agencies together to discuss the most recent information on COVID in Marion County and the surrounding counties. In January there were discussions on the number of positive cases and fatalities due to COVID. There was also discussion of EMS calls in Marion County and how they are trending.

Training Supervisor, Anthony Hurd, conducted Safety Leadership Training for IndyGo management team members. The course was developed to aid in developing a safety conscience culture in the daily duties for everyone starting with leadership. The class consists of 3 half days with a test on the last day, participants must score an 80% or higher to pass. For the month of January, Mr. Hurd completed training for 19 people and a total of 93 leaders have completed the program to date.

Mark Emmons and Michael Wilson, Manager of Operations Training and Development, attended a Learning Management System (LMS) Webinar on the new ADP LMS system. This system is going to replace the Lessonly system that is currently being used in the Training Department. Once the new system starts it will simplify record keeping and improve accuracy.

The following training sessions were conducted in January:

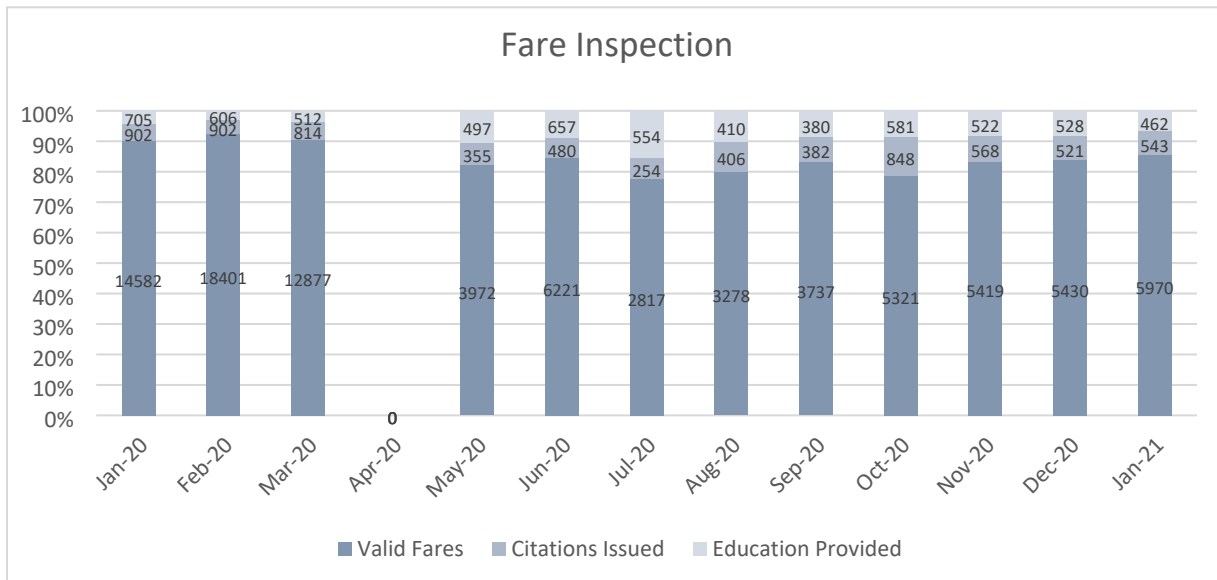
- Twenty (20) operators for retraining post-accident
- One (1) operator for customer service training
- Five (5) operators for return-to-work training
- Six (6) new administrative employees for new-hire orientation training

Security:



The chart above shows a breakdown of activities by Law Enforcement Officers (LEO) that are stationed at the Julian M. Carson Transit Center performed or addressed for the last three months

**FARE INSPECTION REPORT:**



January	Passenger Contact	Notifications	Educations
<b>Monthly</b>	5970	543	462
<b>Weekday</b>	4984	481	412
<b>Saturday</b>	832	58	46
<b>Sunday</b>	482	36	36

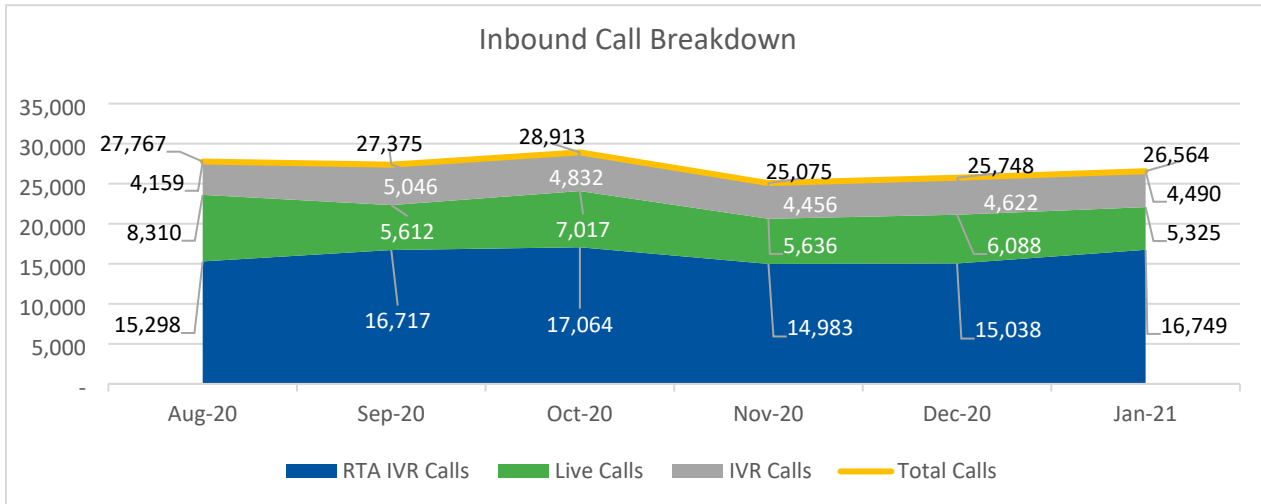
Total for 2020	Passenger Contact	Notifications	Educations
<b>Monthly</b>	86170	6690	6837
<b>Weekday</b>	65255	5123	4781
<b>Saturday</b>	11131	826	693
<b>Sunday</b>	9784	741	1130

The information above shows the fare inspection information for each month. The chart will show passenger contacts which represent those passengers that had a fare when checked. It will show notifications which represent passengers that did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it will show educations which represent passengers that did not have a fare when checked but after being shown the proper procedures, purchased a valid fare.

## Customer Service

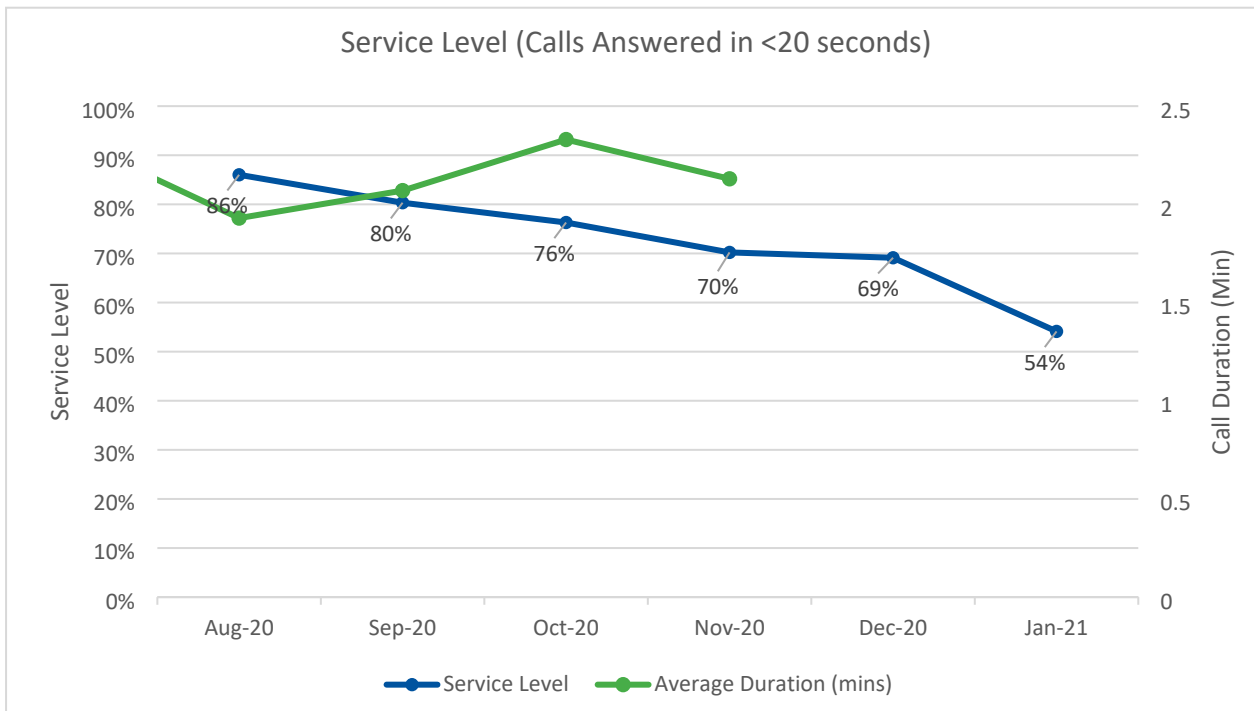
### CONTACT CENTER REPORT:

Inbound call metrics continued to experience reduced call volume in conjunction with the reduced ridership due to the COVID-19 pandemic.



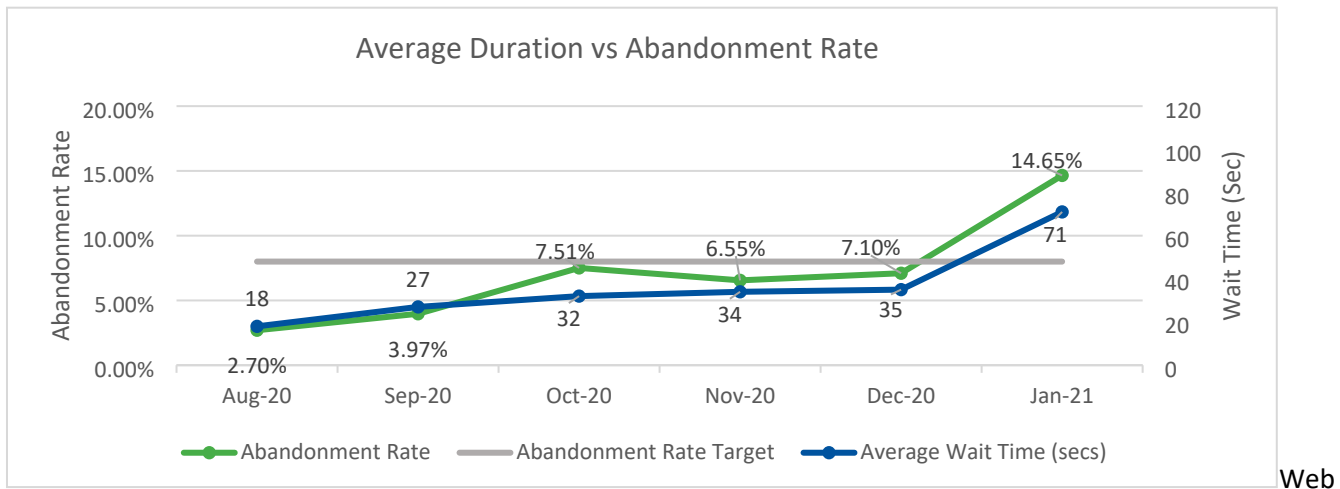
Service level dropped significantly in January due to the following staffing COVID-19 impacts:

- Positive COVID-19 cases in Customer Service
- Contact traced absences
- A sharp increase in supply of high paying contact tracing/vaccine hotline jobs in the market resulting in difficulty to maintain staffing levels



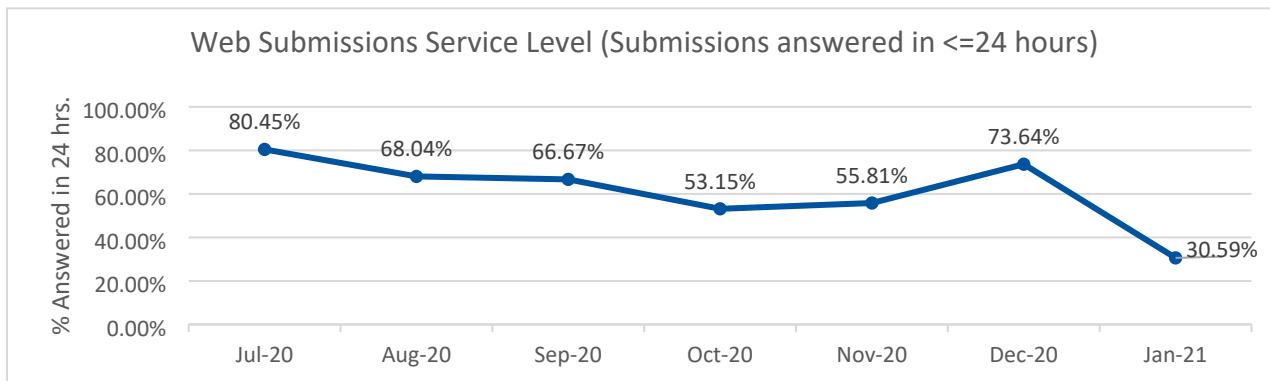
Abandonment rate and wait time sharply increased due to staffing COVID-19 impacts.

- First month since acquiring the contact center function in 2019 that we have failed to meet our 8% abandonment rate target
- Project a return to <8% in February

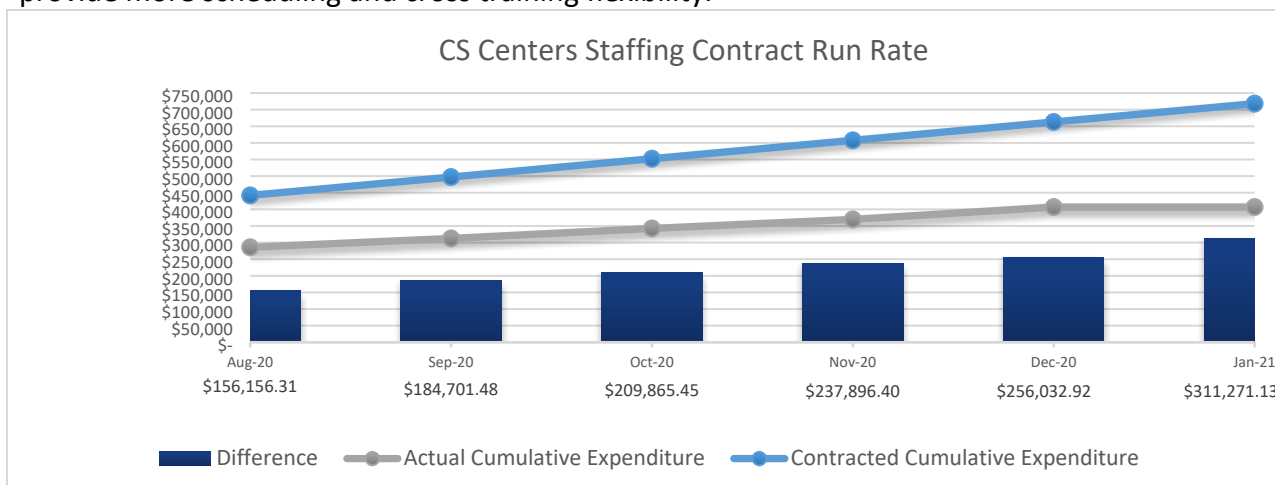


comment processing service level suffered a sharp decline due to staffing COVID-19 impacts.

- Average web comment response time was 78.25 hours
- 36.41 hours in December

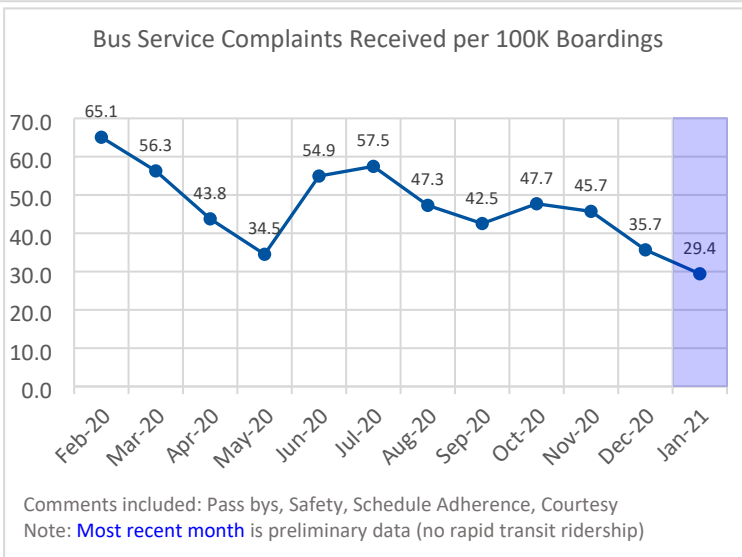
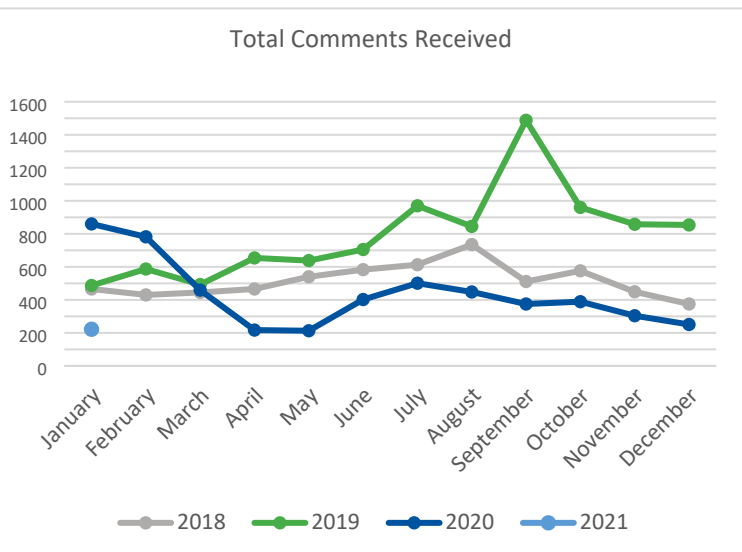


Customer Service Representative staffing contract continues to be in favorable standing. Customer Service is looking to increase staffing back to normal levels to reduce abandonment rate, increase service levels, and provide more scheduling and cross training flexibility.



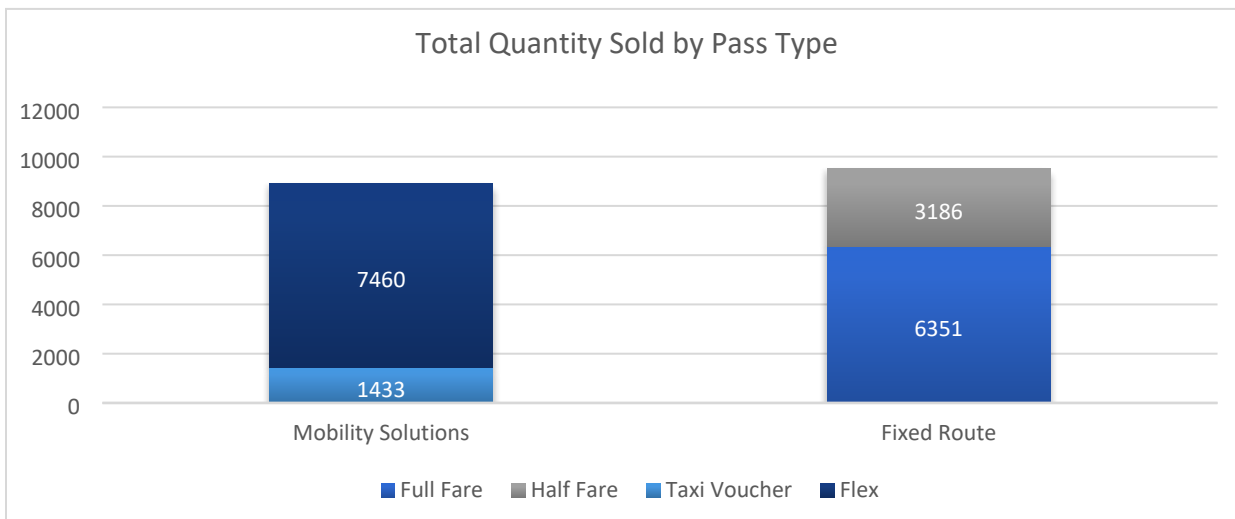
**RECEIVED COMMENT REPORT:**

Category	Amount
Pass By	38
Safety	28
Schedule Adherence	27
Courtesy	18
Rules	18
Fares	17
2020 COVID	14
Security	10
Vehicle Maintenance	8
Denial	7
Facility Maintenance	7
Bus Stop	6
Request	5
Routes	5
Customer Service	4
Wrong Information	3
Detour	2
Suggestion	2
Discrimination - Title VI	1
Marketing	1
Red Line	1
<b>TOTAL</b>	<b>222</b>



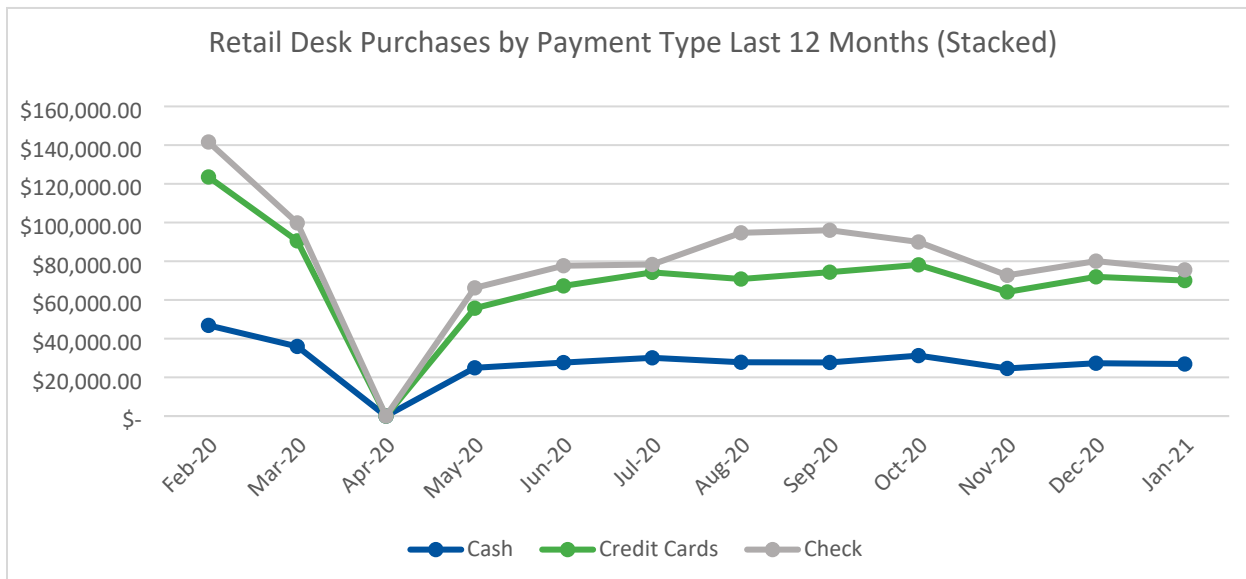
**RETAIL CENTER AND SALES REPORT:**

Total Quantity of Passes: 18,430



Payment Breakdown:

Customer Service Desk sales have continued along a plateau from the decreased traffic during the pandemic.



Total Pass Revenue (Including eCommerce, Retail, and Invoice):

Total pass revenue continues to trend lower than pre-pandemic levels.

**MOBILITY SOLUTIONS – OPEN DOOR**

COVID-19/Ridership:

Ridership has decreased from 2020 to 2021 due to COVID-19. Ridership in January 2020 reflects 24,405 unlinked passenger trips and for January 2021 data reflects 11,558 unlinked passenger trips, a decrease of 52.6% YOY.

20-Jan	21-Jan	% Change	Mobility Services	2020	2021	% Change
23,652	13,104	-44.6%	Open Door Riders on Fixed Route	23,652	13,104	-44.6%
24,405	11,558	-52.6%	Open Door	24,405	11,558	-52.6%
4,218	3,259	-22.8%	Open Door Taxi Vouchers	4,218	3,259	-22.8%
9,074	932	-89.7%	31 Day S-Pass	9,074	932	-89.7%

On Time Performance for January 2020 was 94.25% with Productivity of 1.39%. January 2021 OTP was 89.22% and Productivity was 1.76% both reflect a decrease of 5.34% and an increase of 26.62% respectively YOY.

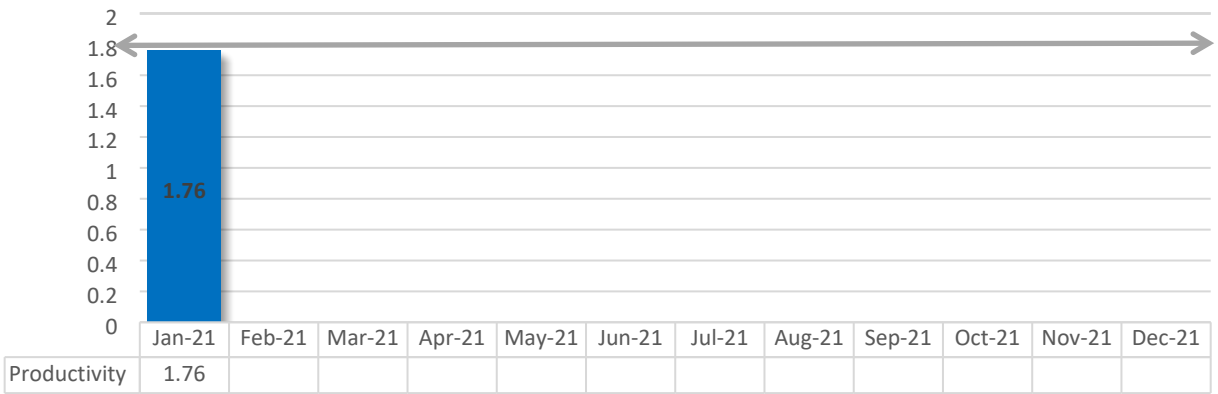
Mobility Services team continues to perform daily monitoring on-site visits and discussions regarding a proactive outlook for the current/next day’s service. IPTC staff also collaborates with Transdev staff to continually monitor On Time Performance as well as mitigate any immediate and future impacts to service.



**Open Door On Time Performance Goal 93%**



**Open Door Productivity/PPH Goal 1.8%**



**Transportation Network Companies (TNC's):**

zTrip - Ridership in January 2021 reflects 402 unlinked passenger trips and On Time Performance for January 2021 was 98.51%.

**zTrip On Time Performance Goal 93%**



**Hawkeye Health (Assessment & Eligibility):**

Assesses a person's eligibility based on the functional ability to board, disembark, and access transportation in accordance with ADA criteria. This requires providing functional evaluations within regulatory parameters for state, and federal entities using a wide range of medical conditions and their impact on functional capabilities.

**2020**

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	68	51	115	3	1	2
FEB	50	45	95	0	0	0
MAR	77	61	138	0	0	1
APR	19	28	47	0	0	0
MAY	17	33	49	0	1	0
JUNE	22	68	84	0	6	0
JULY	18	39	57	0	0	1
AUG	22	62	83	0	1	0
SEPT	23	44	66	0	1	0
OCT	40	43	83	0	0	0
NOV	28	37	65	0	0	0
DEC	25	27	52	0	0	1

Total 409 538 934 3 10 5

**2021**

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	22	38	60	0	0	0
FEB						
MAR						
APR						
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						

Total 22 38 60 0 0 0

	New Uncond	New Cond	New Temp	Renew Uncond	Renew Cond	Renew Temp
JAN	63	2	0	46	4	0
FEB	50	0	0	43	2	0
MAR	52	1	24	48	0	13
APR	6	0	13	19	0	9
MAY	9	1	7	21	4	7
JUNE	14	8	0	47	14	1
JULY	17	1	0	38	1	0
AUG	21	0	1	56	5	0
SEPT	22	1	0	42	1	0
OCT	40	0	0	41	2	0
NOV	28	0	0	36	1	0
DEC	24	0	1	27	0	0

346 14 46 464 34 30

	New Uncond	New Cond	New Temp	Renew Uncond	Renew Cond	Renew Temp
JAN	21	1	0	36	2	0
FEB						
MAR						
APR						
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						

21 1 0 36 2 0

Voucher Program:

Mobility Services offers a Lottery Program and a Dialysis program. Both programs are open to eligible Open-Door customers. As with all programs, IndyGo maintains the right to augment the Voucher programs.

20-Jan	21-Jan	% Change	Vouchers Sold	2020	2021	% Change
1190	740	37.8%	Lottery Sold	1190	740	-43.7%
975	703	27.7%	Dialysis Sold	975	703	-52.6%

20-Jan	21-Jan	% Change	Vouchers Redeemed	2020	2021	% Change
1135	591	47.9%	Lottery Redeemed	1135	591	-66.0%
918	1225	-89.0%	Dialysis Redeemed	918	1225	-72.2%

WEX Fuel Card Program:

The WEX Tax Exemption and Reporting Program has significantly reduced accounting and administrative time for qualified fleets exempt from motor fuel excise taxes or certain sales taxes at Federal, state, county, or local levels.

January 2021 savings from fuel excise taxes were \$4954.59 (Fed Taxes = \$3512.32 and State Taxes = \$1442.27.)

***Total annual savings is \$4954.59***

## Human Resources Division Report – January 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:** February 25, 2021

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### CONSIDERATION OF HUMAN RESOURCES REPORT JANUARY 2021

**ISSUE:**

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

**RECOMMENDATION:**

Receive Human Resources report.

#### HUMAN RESOURCES REPORT

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

At this time, IndyGo has 106 total employees who have tested positive. IndyGo has urged its workforce to continue to take precautions and has put forth two new memorandums regarding workplace precautions and use of benefit time and contact tracing. As a precaution, Human Resources has proactively asked employees to quarantine because of possible exposure so that is one reason the leave numbers are high. Because both the EPSL and EFML expired on December 31, 2020, Human Resources developed a new form to capture COVID related time off, and this form will be used to continue to track total COVID cases.

In addition, the following information has been compiled regarding trends related to Indiana’s COVID cases:

- Marion County and the surrounding counties have recently had an increase in cases over the past 14 days.
- At least 90 new coronavirus deaths and 1,427 new cases were reported in Indiana on February 12, 2021.
- Over the past week, there has been an average of 1,614 cases per day, a decrease of 34 percent from the average two weeks earlier.
- The highest concentration of COVID positives now seems to be in the northern and southern regions of Indiana, although Cass County (northern Indiana) continues to lead the positivity rate.

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>.
- LHI/Optom: Multiple locations – site locator is <https://lhi.care/covidtesting>.

## **B. Mask Mandate**

On January 29, 2021, IndyGo put forth a reminder to the IndyGo community about COVID-19 protocols, including the mandate that all IndyGo employees are required to wear masks covering their nose and mouth when indoors at 1501 W. Washington, the Julia Carson Transit Center, and the Drover Street Training Facility, or when driving an IndyGo vehicle, including a coach. The Mask Mandate is pursuant to the Marion County Health Department’s Order that requires individuals to wear masks or face coverings while in public when they couldn’t social distance themselves from others as well as the recently issued Executive Order from President Biden that mandates masks be worn in compliance with CDC guidelines in or on public transportation, which includes IndyGo. Most people with underlying medical conditions can and should wear masks. There are exceptions for this mandate for employees who cannot wear the mask or face covering for physical, medical, or health-related reasons. If you have a medical condition and are concerned about wearing a mask safely, please contact Human Resources to discuss the benefits and potential risks of wearing a mask, and what adaptations and alternatives should be considered.

## **C. Recruitment and Retention Data**

IndyGo’s hiring and retention data and shows that marked improvement in the recruitment and retention of employees, particularly Coach Operators, is necessary to fulfill IndyGo’s service expansion goals. Human Resources offers the following information concerning its hiring and retention of employees:

1.	Total IndyGo Employees:	825
2.	Total Union Employees:	625
3.	Total Coach Operators:	476
4.	Annual Coach Operator Turnover Rate:	22.18%
5.	Total Non-Coach Operators Employees:	349
6.	Annual Non-Coach Operator Turnover Rate:	16.26%
7.	Annual IndyGo Employee Turnover Rate:	19.74%

## **D. 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. Human Resources is pleased to announce that one new hire was made in February utilizing the new Policy. The candidate performed exceptionally well at the interview, has a great attitude, is willing to learn the job quickly and is excited about joining the IndyGo family.

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



## Diversity & Inclusion & Workforce Development Division Report – January 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Diversity & Inclusion and Workforce Development Denise E. Jenkins-Agurs, MS.Ed.  
**Date:** February 25, 2021

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### Workforce Development Opportunities for Teammates

We are encouraging all teammates to sign-up for National Transit Institute (NTI) classes for teammates to develop their professional development skills.

#### Two classes we are recommending are:

- Business Writing: Write it Right
- Transitioning from Frontline Employee to Frontline Supervisor

All NTI classes are free for IndyGo and its teammates.

### Teammate Engagement & Recognition

#### Engage2Excel Partnership

IndyGo is working with Engage2Excel to recognize our teammates' years of service. When a teammate reaches their 10, 15, 20, 25, 30, 35, 40, 45, and 50 years of service, they will be recognized with a gift from IndyGo. We retroactively celebrated 2020's years of service accomplishments in 2021. Moving forward, those who qualify will be invited to pick out a gift on the day of their milestone anniversary. This is the first of many teammate recognition programs we will have moving forward.

#### Black History Month

Every Monday in February, we highlighted influential African Americans and shared their inspiring story. These emails sent to our teammates is an educational opportunity to learn and celebrate what makes up American History, while we work towards respect, equality, and equity for all.

#### American Heart Month

We wore red on Fridays each week to raise awareness of cardiovascular disease, being the number 1 killer for women, claiming the lives of 1 in 3 women. We filmed and shared a Zumba class taught by a teammate for all IndyGo to take at their leisure. We advertised a cooking demo to remind and inspire teammates to eat heart-healthy.

### Coming Soon:

#### Years of Service Video

We filmed teammates who have dedicated their careers to IndyGo. We are excited to share it with you soon!

**Transit Employee Appreciation Day is March 18**

We are in the throws of planning for Transit Employee Appreciation Day – stay tuned for more details.

**Learning Opportunities Through a Learning Management System**

In 2021, we will be launching IndyGo's first Learning Management System (LMS). The LMS will house all of our learning activities for teammates which will provide online, webinars, and classroom instruction courses for teammates to improve their personal and professional skills. We hope to go-live in May 2021.

**Mentorship & Apprenticeship Opportunities**

In partnership with the ATU, we are in the process of developing Mentorship & Apprenticeship Programs for our Operator and Maintenance teammates.