



Board Report
April 22, 2021

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- 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 March 25, 2021
 2. A-2: Consideration and Approval of North and South Charging Interior Improvements and Assessments – Woolpert, Inc. (Presenter - LaTeeka Washington)
 3. A-3: Consideration and Approval of IFB 21-02-382 Bus/BRT Shelter Cleaning & Maintenance (Presenter - Paul Williams)
- 5. Regular Agenda** (Presenter - Greg Hahn)
 1. A-4: Consideration and Approval of the Purchase of Driver Simulator Upgrades (Presenter - Mark Emmons)
 2. A-5: Consideration and Approval of Commitment of 2018 Bond Proceeds for the Purple Line (Presenter - Bart Brown)
 3. A-6: Consideration and Approval of Real Estate Acquisition, 8915 S. Madison Ave, Indianapolis, IN (Presenter - Jill Russell)
- 6. Information Items** (Presenter - Greg Hahn)
 1. I-1: Mobility Advisory Committee (MAC) Update (Presenter - Cori Wills)
 2. I-2: Consideration of Receipt of the Finance Report for March 2021 (Presenter - Bart Brown)
 3. I-3: DBE Department Update (Presenter - Chelci Hunter)
 4. I-4: Beyond ADA Update (Presenter - Ryan Wilhite)
 5. I-5: Transportation Network Companies – Increase in Ridership (Presenter - Michael Roth)
 6. I-6: CEO Report (Presenter - Inez Evans)
 7. I-7: 2020 Annual Transit OPS Performance Report (TOPR) (Presenter - Aaron Vogel)
 8. I-8: Maintenance Service Trucks (Presenter - Paul Williams)
 9. I-9: Section 5307 Transition Update (Presenter - Ryan Wilhite)
 10. I-10: Department Reports (Presenters – Risk & Safety, Capital Projects, Public Affairs, Operations, Human Resources, Diversity/Inclusion & Workforce Development, Supplier Diversity)
- 7. Adjourn**

Executive Session prior to Board Meeting
[Per IC 5-14- 1.5.6.(b) {21 (A) and (B) & IC 5-14-1.5.6.1 (b) (9)}

Our next Board Meeting will be Thursday, May 27, 2021



Awards & Commendation Recognition for March 2021

To: Indianapolis Public Transportation Corporation Board of Directors
From: President/CEO Inez P. Evans
Date: April 22, 2021

March 2021 Awards & Commendations

Employee	Position	Recognition
Martin Horst	Coach Operator – Fixed Route	March Operator Employee of the Month

March 2021 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for the month of March and received the National Safety Council recognition patch, pin, and certificate.

Congratulations to the following employees

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Jeffrey Howard	8141	11	12
Marilyn Hughes	8234	7	11
Michael Fox	8321	6	10
Roger Beharry	8392	9	9
Kenneth Davis	8462	7	9
Kylee Garrett	8949	3	4
Diahavanna Banks	9113	3	3
Danny Bell	9355	2	2
James Dates	9764	1	1
Larry Ford	9748	1	1
Ashley Roberson	9762	1	1



Finance Committee Chairperson Report – April 2021

To: President/CEO Inez Evans and Chair and Board of Directors
From: Finance Committee Chairperson Richard Wilson
Date: April 15, 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
April 15, 2021

The Finance Committee met on April 15, 2021 at 8:30am. In attendance was, myself, Rick Wilson, Chairman of the Finance Committee, as well as Committee Members Mark Fisher and Pat Rios. 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 through A-3 and Regular Agenda Item A-4.

An item from the Consent Agenda I would like to highlight is Action Item A-3, Consideration and Approval of Bus/BRT Shelter Cleaning & Maintenance. Senior Director of Facilities and Preventative Maintenance Paul Williams presented this action item to the Finance Committee. It was asked of the Board to enter into a contract with Shuck Corporation for three (3) years for the cleaning and maintenance of stops and shelters. This contract would not exceed \$2,946,915 for the life of the contract. IPTC Facility Department is responsible for cleaning and maintaining approximately 2,900 bus stops signs, 215 shelters, 34 Red Line stations, and 500 plus amenities, including trash receptacles, benches, and bike racks for both BRT Red Line and fixed routes. This service is essential for IPTC to provide clean and safe public bus stops, shelters, and station areas for the community. IPTC has utilized contractors to perform the cleaning and maintenance services since 2010.

Mr. Chairman, that concludes my report.



Service Committee Chairperson Report – April 2021

To: President/CEO Inez Evans and Chair and Board of Directors
From: Service Committee Chairperson Adairius Gardner
Date: April 15, 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
April 15, 2021

The Service Committee met on April 15, 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 through A-3 and Regular Agenda Item A-4.

An item from the Committee Agenda I would like to highlight is Information Item I-8, Maintenance Service Trucks. Senior Director of Facilities and Preventative Maintenance Paul Williams presented this information item to the Service Committee. Implementation of the Mobile Service Trucks was designed to reduce service interruption for all on-street passenger route transportation. The Mobile Service Trucks have the ability to meet buses in route to make minor repairs and keep service moving. The trucks can tow or push coaches that are stuck during inclement weather and change flat tires. With the Mobile Service Trucks' implementation in February, we have seen an increase in Means Distance Between Failure (MDBF) road incidents and reduced towing vehicles' cost. The Maintenance Team's goal is to provide IPTC and the community with a safer, more reliable fleet.

Mr. Chairman, that concludes my report.



March Board of Directors Minutes

IndyGo

Mar 25, 2021 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Members Present:

Kristy Brooks, Bart Brown, Charlie Carlino, Brian Clem, Inez Evans, Mark Fisher, Greg Hahn, Patricia (Pat) Rios, Mike Roth, Jill Russell, Aaron Vogel, Richard Wilson

Members Present (Remote):

Brian Atkinson, Marcus Burnside, Adairius Gardner, Lesley Gordon, Lacy Johnson, Lise Pace, Hardi Shah, LaTeeka Washington

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

 [board cover 2021 mar25.docx](#)

 [A AGENDA for March 25, 2021 Board Meeting.docx](#)

Chairman Greg Hahn called the meeting to order at 5:01pm. General Counsel Jill Russell called the roll. Four (4) members present in person and three (3) members present remotely via Zoom. There was a quorum.

2. Awards and Commendation (Presenters: Inez Evans)

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

 [A1 Feb 2021 Safe Drivers Board report.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for February 2021. Recognized were safe drivers for February 2021, one (1) Operator for 18 years of safe driving, one (1) Operator for 14 years of safe driving, February 2021 Operations Employee of the month, February 2021 Garage Employee of the month, two (2) Employees for 35 years of service, one (1) Employee for 40 years of service, and one (1) Employee retirement.

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 March.docx](#)

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

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









The reports were presented and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)



Motion:

Approval of Consent Agenda

Motion moved by Mark Fisher and motion seconded by Lacy Johnson. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE, Lacy Johnson - AYE; Motion passed 6-0

1. A-1: Consideration and Approval of Minutes from Board Meeting held on February 25, 2021
 [A-1 February Board of Directors Minutes.docx](#)
2. A-2: Consideration and Approval of D365 Implementation & On-Going Support (Presenters: Hardi Shah)
 [A-2 D365 Implementation Action Item.docx](#)
3. A-3: Consideration and Approval of Mobility Solutions and Customer Care Center Design - Phase 2 & 3 – The Etica Group (Presenters: LaTeeka Washington)
 [A-3 Board Action Item 2425 Michigan design construction services 1-2021 Phase 2 & 3- Etica.docx](#)
4. A-4: Consideration and Approval of IndyGo East Campus Design – The Etica Group (Presenters: LaTeeka Washington)
 [A-4 Board Action Item East Campus design construction services B Bldg C Bldg Demo New Garage- Etica Group 3-2021.docx](#)
5. A-5: Consideration and Approval of Finline Printing Contract Option Year (Presenters: Lesley Gordon)
 [A-5 FinlinePrinting Action Item March 2021.docx](#)
6. A-6: Consideration and Approval of IT Temporary Staffing (Presenters: Marcus Burnside)
 [A-6 Consideration and Approval of Temporary Staffing.docx](#)
7. A-7: Consideration and Approval of Governance & Audit Comprehensive IT Assessment (Presenters: Brian Atkinson)
 [A-7- MAR GA 2021 Comprehensive IT Risk Assessment.docx](#)
 [A-7 2020-12 IT Comprehensive Risk Assessment Report.pdf](#)

5. Regular Agenda (Presenters: Greg Hahn)

1. A-8: Consideration and Approval of Resolution 2021-04 Interlocal Agreement with the Marion County Public Health Department (Presenters: Jill Russell)
 [A-8 MCPHD vaccination clinic March 2021.docx](#)
 [A-8 Resolution 2021-04 Marion County Public Health Department.docx](#)



The MCPHD has searched for a location on the east side of the City to establish a vaccination clinic, and has determined that 9503 E. 33rd Street provides the necessary amenities and location to achieve the greatest access of the general public to the vaccines necessary in the fight against Covid-19. The MCPHD is requesting the use of the property until at least June 30, 2021 and possibly through August 31, 2021. MCPHD has agreed to reimburse IndyGo for all repairs and maintenance necessary for their occupancy as well as all utilities including internet incurred during their tenancy. MCPHD shall be responsible for supplying their own security for the site.

Motion:

Approval of Resolution 2021-04 Interlocal Agreement with the Marion County Public Health Department

Motion moved by Richard Wilson and motion seconded by Mark Fisher. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE, Lacy Johnson - AYE; Motion passed 6-0

6. Information Items (Presenters: Greg Hahn)

1. I-1: Consideration of Receipt of the Finance Report for February 2021 (Presenters: Bart Brown)
 [I-1 Feb 2021 Financials Summary.docx](#)
 Chief Financial Officer Bart Brown gave an update on the finance report for February 2021.
2. I-2: Extension of Option Year Clause with Transdev (Presenters: Mike Roth)
 [I-2 TD Contract Option Year Ext 3.5.21.docx](#)

Senior Director, Mobility Solutions Michael Roth gave an update on Paratransit Option Year Extension with Transdev. In 2017 IndyGo published an Request for Proposal (RFP) for our Open Door Paratransit program and in a manner, consistent with IndyGo's contract award standards, IndyGo requested that the Board authorize the President/CEO to enter into contract negotiations with Transdev and upon successful negotiations enter into a three year-based contract not to exceed \$32,376,698.64, plus two, one-year options totaling \$22,395,341.52 for a grand total not to exceed \$54,772,040.16 over the total of five years. All options will be revisited by the board prior to being executed.

3. I-3: CEO Report (Presenters: Inez Evans, Brian Clem)

 [I-3 CEO Report.docx](#)

 [I-3 Mobile Command Vehicle 03-25.docx](#)

President/CEO Inez Evans gave her CEO update to the board. Included in the update was IndyGo's new Mobile Command Unit, East Campus Maps Update, Donation of 22,000 face masks from the Indianapolis Airport Authority, and a special thanks to Board Member Mark Fisher for his hard work and efforts during the General Assembly session especially with his handling of SB141.

4. I-4: Governance & Audit Workplan Status Update (Presenters: Brian Atkinson)

 [I-4 Information Item - MAR 2021 GA - Workplan Status.docx](#)

5. I-5: Ethics Hotline Summary Report (Presenters: Brian Atkinson)

 [I-5 Information Item - MAR 2021 Ethics Summary.docx](#)

6. I-6: Department Reports (Presenters: Risk & Safety, Capital Planning, Public Affairs, Operations, Human Resources, Diversity/Inclusion & Workforce Development)

 [I-6a Risk and Safety #24 Board Report Feb-2021.docx](#)

 [I-6b PLANNING AND CAPITAL PROJECTS REPORT for March.docx](#)

 [I-6c March 2021 Board Report Public Affairs.pdf](#)

 [I-6d Feb 2021 Board Report -Operations Div.docx](#)

 [I-6e March 2021 HR Report.docx](#)

 [I-6f Diversity Inclusion and Workforce Development Board Report 3.21.docx](#)

7. Adjourn (Presenters: Greg Hahn)

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 5:47pm.

Jill D. Russell
General Counsel



Date: April 05, 2021
Current Meeting: April 22, 2021
Board Meeting: April 22, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Senior Director of Capital Assets and Facility Management LaTeeka Washington
SUBJECT: Consideration and Approval of North and South Charging Interior Improvements and Assessments – Woolpert, Inc.

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize President/CEO Inez Evans to issue two (2) Task Orders for North & South Charging Stations Interior Improvements & Assessments located at 6410 N. College and 8925 Madison to Woolpert, Inc.:

- North Charging Interior Improvements & Assessment for an amount *not to exceed*, \$68,800
- South Charging Interior Improvements & Assessment for an amount *not to exceed*, \$52,800.

Total \$121,600, which includes a 10% contingency for each Task Order for unforeseen conditions.

BACKGROUND:

With the purchase of both properties to support the Red Line on the North and South ends, located at 6410 North College and 8925 Madison, IPTC requires architectural and engineering support to prepare the buildings interiors to meet IPTC’s needs. The work to be conducted also includes completing assessments of the properties as we prepare them for IPTC’s needs as well as opportunities for community partnerships.

The properties are being prepared to accommodate IPTC’s Operators while charging an electric bus, providing restrooms and break areas. The North Charging facility is approximately 2,831 sq. ft. The South Charging facility is approximately 9,134 sq. ft. To be thorough in the designs and renovations complete assessments will be performed. These assessments also will help to fulfill the FTA requirements for assessments for our State of Good Repair as newly acquired assets.

DISCUSSION:

The North and South Facilities design and assessments are being performed simultaneously as a cost savings and to maintain a tight schedule for construction to make the properties available to staff as soon as possible.

Construction for the renovations, cleaning and signage will be additional and separate procurements for the sites.

ALTERNATIVES:

The Board could choose not to issue this task order as recommended. However, this would cause delays for staff to use the facilities as intended without these modifications and assessments.

FISCAL IMPACT:

The projects are funded by local funds.

DBE/XBE DECLARATION:

North Charging Facility: Brenner Design (WBE/DBE) Interiors 14%, Loftus Engineering (WBE) MEP 34% and Davis & Associates (MBE/DBE) 5%.

South Charging Facility: Loftus Engineering (WBE) MEP 57% and Davis & Associates (MBE/DBE) 10%.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on April 15, 2021 and was recommended to the Consent Agenda.



Date: April 08, 2021
Current Meeting: April 22, 2021
Board Meeting: April 22, 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 IFB 21-02-382 Bus/BRT Shelter Cleaning & Maintenance

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter a contract with Shuck Corporation for three years for the cleaning and maintenance of stops and shelters for an amount not to exceed \$ 2,946,915 for the life of the contract.

BACKGROUND:

IPTC Facility Department is responsible for cleaning and maintaining approximately 2,900 bus stops signs, 215 shelters, 34 Red line stations, and 500 plus amenities, including trash receptacles, benches, and bike racks: for BRT Red Line and fixed routes. This service is essential for IPTC to provide clean and safe public bus stops, shelters, and station areas for the community. IPTC has utilized contractors to perform the cleaning and maintenance services since 2010.

DISCUSSION:

IPTC followed the Indiana Public Works statutes related to the standard procurement procedure for a fair and competitive bid process. On March 3, 2021, procurement released the IFB at 10:30 am and required bids to be received back on April 4, 2021, with closure at 3:00 pm.

IPTC procurement department received two bids from Shuck Corporation and Evans Development Co. The Evaluation Committee reflects that Shuck Corporation was the lowest bid and met all requirements. The Shuck Corporation has performed this service for the past eleven (11) years and has proven to be a satisfactory vendor.

New with this contract, we added services for the Red Line and have outlined assessable performance standards and liquidated damages stipulations that will apply for the term of the contract.

ALTERNATIVES:

The Board could choose not to approve the contract, and procurement would restart the bid process. The result of not approving the contract would require an extension of the current contract to allow time to re-procure. The current contract is separated into cleaning and maintenance, which require more administrative burden. The subcontractor and XBE utilization contractual amounts are much less in those contracts. Lastly, the current contract does not allow for alternates of additional inspection and power washing services.

FISCAL IMPACT:

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

DBE DECLARATION:

The Shuck Corporation has committed to 17.5 % XBE participation.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on April 15, 2021 and was recommended to the Consent Agenda.



Date: April 08, 2021
Current Meeting: April 22, 2021
Board Meeting: April 22, 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 Emmons
SUBJECT: Consideration and Approval of the Purchase of Driver Simulator Upgrades

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to enter into a sole-source contract with L3Harris for an amount not to exceed \$240,000.00 for the purchase of upgrades to four (4) Transit Driving Simulators.

BACKGROUND:

In 2020, IPTC purchased property that belonged to Celadon Trucking Company. Part of the purchase included four (4) driving simulators set up for semi-truck driving. After investigation, information was obtained that found that the four (4) simulators can be converted to the TransitSim 7 Series Bus Driving Simulation Package. The cost of converting those four (4) simulators will be less than purchasing one (1) new simulator.

DISCUSSION:

IPTC reached out to L3Harris to inquire about the upgrade of the simulators. Staff was presented with the following information about what is included in the upgrade cost. The following are the items included in the upgrade:

- Interactive Driving Simulator Software
- Basic Assessment Scoring Software
- Busing Package
- Instructor Operator System Kit
- Two (2) days of training services
- Shipping, Handling, and Installation
- One-Year Warranty (additional warranties available after the first year)
- Scenario Builder Tool with one additional day of training
- D-Box Motion Base (1 per Simulator)

L3Harris has committed to coming to IPTC to disassemble the four units and ship them to Salt Lake City, UT, to their home office for the upgrades. They will also hold the units at their facility until IPTC is ready to take delivery of the units. There will be no additional cost to IPTC and is included in the final price.

ALTERNATIVES:

The Board of Directors could choose not to approve the contract, which would not allow IPTC to utilize the Driving Simulators in its training program.

FISCAL IMPACT:

This project is funded from the Capital budget.

DBE/XBE DECLARATION:

As this purchase was ran as a sole source through L3Harris, no DBE/XBE goals apply.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on April 15, 2021 and was recommended to the Regular Agenda.



Date: April 19, 2021
 Current Meeting: April 22, 2021
 Board Meeting: April 22, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Vice President of Finance/CFO Bart Brown
SUBJECT: Consideration and Approval of Commitment of 2018 Bond Proceeds for the Purple Line

ACTION ITEM A – 5

RECOMMENDATION:

Request the approval of the Board to reaffirm the commitment of proceeds from the 2018 Bond Issue to the design of the Purple Rapid Transit Line at \$15,530,000.

BACKGROUND:

In 2018 the IPTC Board and the City-County Council approved a bond issuance to fund: 1.) Purple Line Rapid Transit; 2.) Blue Line Rapid Transit; 3.) Local Bus and Paratransit Infrastructure; 4.) Bus replacement; and 5.) Contingency fund for any of the listed projects. The distribution of the funds was recommended by IPTC staff and approved by the IPTC Board via the Five Year Capital Plan.

DISCUSSION:

As part of its review process for the Small Starts Grant that will fund 50% of the cost of the Purple Line, the Federal Transit Administration (FTA) has asked IPTC staff for verification of committed local funds for IPTC’s share. Staff has submitted most of the documentation needed for the review up to this point. FTA still has questions surrounding the commitment of the 2018 Bond Proceeds. Approval of this action will provide verification of IPTC’s funding obligations. The following chart is the 2018 Bond Issue distribution of funds staff recommends to the Board for final approval.

Project	Project Cost	Drawn to Date	Remaining Funds
Purple Line Rapid Transit	15,530,000	8,870,500	6,659,500
Blue Line Rapid Transit	4,064,051	2,284,564	1,779,486
Local Bus and Paratransit Infrastructure	4,183,600	2,134,998	2,048,601
Bus Replacement	1,160,000	1,502,910	(342,910)
Contingency	218,179	-	218,179
Total	25,155,830	14,792,973	10,362,857

ALTERNATIVES:

IPTC staff has submitted alternative documents for FTA’s review of IPTC’s financial commitment but none of those documents has satisfied the reviewers to date.

FISCAL IMPACT:

These funds have been incorporated into the Five Year Capital Plan and Purple Line Capital Budget.

DBE/XBE DIVERSITY PARTICIPATION

DBE goals for Purple Line will be shared by Chelci Hunter, Senior Supplier Diversity Officer.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Finance Committee or Service Committee on April 15, 2021 and will be placed on the regular agenda.

Adopted this 22nd day of April, 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



Date: April 20, 2021
Current Meeting: April 22, 2021
Board Meeting: April 22, 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 Real Estate Acquisition, 8915 S. Madison Ave, Indianapolis, IN

ACTION ITEM A – 6

RECOMMENDATION:

In a manner and consistent with IPTC standards and pursuant to State and Local requirements, it is requested that the Board direct the President/CEO, on behalf of the Indianapolis Public Transportation Corporation, to authorize and accept the reports of two (2) appraisers for the fair market value of the Real Estate located at 8915 S. Madison Ave, Indianapolis, IN., and to authorize the President/CEO to enter into negotiation for the purchase of said real estate not to exceed the average of those appraisals.

BACKGROUND:

IPTC is committed to providing bus rapid transit as part of the Marion County Transit Plan and utilizes a fleet of electric buses to provide that service. Those buses require charging while in service on those routes to provide the additional service required by the Marion County Transit Plan. IPTC has secured locations along or near the rapid transit lines where the batteries for those buses can be charges while in service. One of those locations is at 8925 S. Madison. The owner of the adjacent empty lot at 8915 S. Madison, approached IPTC offering to sell the real estate. As required by statute, IPTC acquired the necessary two appraisals assessing the fair market value

DISCUSSION:

Charging at remote locations allows the buses to remain in service for longer periods of time without needing to return IPTC’s main facility. The purchase of the adjacent lot provides needed space for the parking of both staff and corporate vehicles. Further, the additional land presents an opportunity for IPTC to offer a park and ride service that would allow riders to access the Red Line from the south end that are not situated near a Red Line. Ownership of the additional property where the where the charging will take place provides additional opportunities for Transit Oriented Development.

ALTERNATIVES:

The Board can choose to not purchase the property.

FISCAL IMPACT:

The average of the appraisals is over \$300,000. IPTC cannot purchase the property any more than the average of two (2) appraisals as required by law.

DBE/XBE DECLARATION:

Not applicable

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Finance Committee or Service Committee on April 15, 2021 and will be placed on the regular agenda.

RESOLUTION 2021-05

RESOLUTION OF THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

A RESOLUTION establishing that the Board of Directors of the Indianapolis Public Transportation Corporation, is interested in making a purchase of specified land.

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC) is a municipal corporation pursuant to Indiana Code 36-9-4-10; and

WHEREAS, Indiana Code 36-19-4-14 establishes management of the Corporation by a Board of Directors; and

WHEREAS, Indiana Code 36-9-4-30 authorizes the Board of Directors to acquire real property through purchase; and

WHEREAS, the Marion County Transit Plan utilized the use of electric vehicles to provide service along the Red Line; and

WHEREAS, those vehicles require charging while in service to maintain the necessary range to provide that service; and

WHEREAS, IPTC has purchased real estate for the construction of charging stations at the ends of the Red Line; and

WHEREAS, the location of IPTC's south charging station for the Red Line is located at 8925 S. Madison; and

WHEREAS, the property immediately adjacent to 8925 S. Madison, 8915 S. Madison provides the additional space for parking corporate vehicles and it is in the best interest of the Corporation and the taxpayers to provide a facility that provides a secured and safe location for the parking of corporate vehicles: and

WHEREAS, the location provides the space required to offer a park and ride service for citizens interested in accessing the Red Line; and

WHEREAS, the IPTC Board of Directors having considered the acquisition of the Real Estate and being duly advised, finds that the Board of Directors has as an interest in acquiring the Real Estate; now, therefore:

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

Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-30 for the acquisition of real property to accommodate the increased staff and vehicle inventory necessary for increased service frequency and extended operational hours pursuant to the Marion County Transit Plan and benefiting the public good.

Section 2. The Board of Directors establishes that it has an interest in the acquiring the Real Estate and described and depicted in Exhibit "A" attached hereto.

Section 3. For purposes of Revised Code Sec. 151-66, the Real Estate is owned by Peacock Madison, LLC.

Section 4. The Board hereby having directed the CEO and President, on behalf of the Indianapolis Public Transportation Corporation, to appoint two (2) appraisers to appraise the fair market value of the Real Estate and to provide a copy of both appraisals to the Chair of the Board of Directors of Indianapolis Public Transportation Corporation.

Section 5. That upon receipt of those appraisals the Board hereby directs the CEO and President to enter into negotiations for the purchase of said property in an amount not to exceed the average of the two fair market price appraisals of One Hundred Seven Thousand Five Hundred Dollars (\$107,500.00). This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

Section 6. If any section, paragraph, or provision of this resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this resolution.

Adopted this 22nd day of April 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

LEGAL DESCRIPTION – 8915 S. Madison Avenue, Indianapolis IN.

The following legal description was taken from a provided survey that was prepared by Banning Engineering and dated May 29, 2013:

A part of the Southwest Quarter of Section 20, Township 14 North, Range 4 East in Perry Township, Marion County, Indiana, being more particularly described as follows:

Considering the south line of said Southwest quarter as North 90 degrees 00 minutes 00 seconds East (assumed bearing) and all bearing contained within being relative thereto:

Commencing at a Harrison Monument Found marking the southwest corner of said Southwest Quarter; thence North 90 degrees 00 minutes 00 seconds East along the south line thereof 1382.00 feet; thence North 00 degrees 00 minutes 47 seconds East 309.67 feet to the POINT OF BEGINNING; thence North 90 degrees 00 minutes 00 seconds West parallel with said south line 169.55 feet; thence North 13 degrees 27 minutes 11 seconds West 211.52 feet; thence North 00 degrees 04 minutes 55 seconds East 158.41 feet; thence South 89 degrees 55 minutes 05 seconds East 218.62 feet; thence South 00 degrees 00 minutes 47 seconds West 363.81 feet to the POINT OF BEGINNING, and containing 1.712 acres of land, more or less.

SITE DESCRIPTION

The subject property consists of a 1.71 +/- acre parcel located at 8925 Madison Avenue in Indianapolis, Indiana. The parcel (5044013) is slightly irregular in shape and is unimproved. The following is a summary description of the subject.

Description of the Real Estate "As Is"

General Description: A tract of land containing approximately 1.71 +/- acres, located in Perry Township, Marion County, Indiana. The property has an address on Madison Avenue and has visibility from Madison Avenue.

Access: The subject currently is accessed by a drive cut on the east side of Madison Avenue to the property adjacent west, and also from the Walgreen's property located at the northeast corner of Madison Avenue and County Line Road. It is understood that there will eventually be an access drive from Madison Avenue, across the north and east perimeter of the property, south to County Line Road.

Shape and Frontage: The site is slightly irregular in shape and per the provided survey has no direct frontage at this time. The eastern perimeter of the site is 263.81 feet; the northern perimeter is 218.62 feet; the western perimeter is 369.93 feet and the southern perimeter is 169.55 feet.

Improvements: Site improvements include asphalt pavement and established lawn; the improvements are not considered to contribute value to the site, as the site is vacant.

Utilities: Water and Sewer are municipal, electricity and gas are also available in the area. There are no known assessments or charges against the subject site for these utilities other than normal service/user charges.

Topography: The site is raised to the center, with the center of the subject being approximately 20' above the grade of the street (Madison Avenue).

Easements: It is assumed that the subject is affected by typical drainage and utility easements and by public road right-of-ways. The appraisers reserve the right to revise their value opinion if any other easements are revealed.

Flood Map Review: According to flood map number **180970263F**, dated April 19, 2016, as published by the National Flood Insurance Program, Federal Emergency Management Agency, the subject property does not appear to be located in an area of flood risk. A copy of the FEMA flood zone map is provided after the Site and Improvement Description sections. ***The appraisers are not qualified to determine the exact location of flood zones and recommend that the client consult an expert in the field.***

Environment and Wetlands Assessment: The appraisers have not been provided with an environmental assessment for the subject. The estimated market value is subject to the assumption that there are no unknown environmental concerns in regard to the subject. If the property is affected by environmental problems or by wetlands, the appraiser reserves the right to revise the value estimate.

IMPROVEMENT DESCRIPTION

The subject is vacant. The only land improvement is approximately 3,000 square feet of asphalt pavement that is not considered to contribute to the value of the site



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

Mobility Advisory Committee Update – March 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Mobility Advisory Committee Chair Mandla Moyo
Date: April 22, 2021

Mobility Advisory Committee Update – March 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
March 17,2021
This Was a Public Meeting Due to Covid-19

Attendees

Greg Meyer- MAC
Mandla Moyo- MAC
Erin Hardwick- MAC
Eric Schlegel- MAC
Cori Wills- MAC
Bernie Wilmer- MAC
Linda Gosnell- MAC
Eddie Richenbach- MAC
Leslie Dailey- MAC
Mark Early- MAC

Mike Roth- Indygo
Teresa Franklin- Indygo
Inez Evans- Indygo
Aaron Vogel- Indygo
Ryan Wilhite- Indygo
Myisha Foster- Indygo
Charlie Carlino- Indygo
Roscoe Brown- Visitor
DZI- Visitor
Ryan Malone- Visitor

Welcome and Introduction:

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

Approval of the January 21, 2021 Meeting agenda.

- **Meeting Agenda** – presented to MAC for approval, Approved.
- **Minutes from January 21, 2021** meeting presented to MAC for approval, Approved.

Discussion Items:

Mandla Moyo/ MAC Chair

- **Mandla, Eric, and Eddie** have a working group with the Indygo board- please bring up any questions you would like for the MAC board and Indygo board to discuss.
- **Delegates** are still needed for the MAC/Indygo Committee meetings. Linda and Cori will be participating next month and will be given the material to give a report if comfortable doing so.
- **If you haven't signed up to volunteer** please reach out to Mandla and he will enroll you.
- **Any MAC members** are welcome to attend all meetings.

Inez Evans/ Indygo President and CEO

- **SP141-** Seeks to change language to exclude State and Federal funds towards our 10% resulting in penalties for failure to raise the funds through other means declared by their definition.
- **\$65-\$66 Million** per year are State and Federal funds
- **\$8 Million** of this fund is specifically outlined expenses for Indygo.
- **As per State Board of Accounts** State and Federal grants are not defined as taxes; they are defined as inter-governmental receipts.
- **Per Legislative Service Agency-** observed Indygo's financial status; they deemed Indygo to be in compliance.
- **Bill** has been altered to exclude State and Federal grants from being counted.
- **Requirement** for Indygo to raise \$3 Million or \$2.7-2.8 Million through other means

- We have currently raised \$1 Million in Advertising revenue.
- Federal Government has stated as rendered Indygo would be prohibited from moving forward with the Purple and Blue line; due to being a financial risk.
- \$200 Million could be lost for purchase of New buses and construction development of the Purple and Blue line project.
- Co-sponsor alleged building a BRT corridor would give the same infrastructure improvement and get the same results- this is not true
- Senator failed to mention to the FTA if project is under a fixed direct or corridor BRT project
- FTA was clear Indygo was under a Fixed direct
- Senator gave information of a corridor BRT project
- Corridor BRT projects don't have the same requirements or dedicated lanes
- Fixed guideway projects which are the two grants Indygo has been awarded required 50% or more lanes to be dedicated for the use of public transportation.
- We are subject to lose funding
- BRT project through a corridor- we can submit for total funding but that doesn't mean we will qualify- No transit benefit not based on the community benefit- we will not be able to provide 17 miles of pavement, 55 linear miles of sidewalk improvements, and drainage, as curbside service we don't touch as much.
- FTA could reject project because it will be deemed as a betterment not a total transit project.
- Right of ways for example on Washington Street are close in proximity to homes and businesses- 6-8ft. If available to do a corridor BRT project with level boarding this could be a hassle due to not having enough distance between platforms and building structures.
- Challenges will exist attempting to provide level boarding curb to curb
- In conclusion Indygo may only upgrade current bus stops

Mike Roth/ Senior Director of Mobility Solutions

- Covered recent scheduling issues with Transdev
- Transdev is experiencing a driver shortage due to pandemic, stimulus checks, and increase in payouts from the government.
- Any and all complaints must go through Indygo customer service 317-635-3344 so it can go through the proper investigation.
- Roscoe Brown has replaced Nila as General Manager at Transdev
- Roscoe Brown: Greetings
- Job Description requested for MAC members will be sent via e-mail
- New paratransit design was presented

Aaron Vogel/ Chief Operating Officer

- Exciting route changes/ slide show was presented
- Route 10-37 will be impacted
- Route 10 Eskenazi Hospital
- Route 37 VA Hospital/ St. Margret Dr.
- Construction is currently happening
- Both Route 10 & 37 will both serve the VA hospital and Eskenazi hospital
- Project expected to be complete next month.

Teresa Franklin/ Manager of Mobility Services

- TNC- Taxi Network Company
- We added Uzurv and zTrip as TNC
- Any paratransit rider can use TNC- no limit to how many times this service can be used
- Call and make reservation(s)
- Uzurv was added 2-18-2021 and currently recruiting new drivers/ currently limited on what they can handle at the moment.
- zTrip did 745 trips last month

- No prior approval needed for TNC- anymore can use these two TNC programs- No sticker
- zTrip riders will contact their dispatch @ 317-487-7786- state you are an Open Door rider/show OD card and pay fare of \$3.50
- Uzurv - Rider will contact Indygo Customer Service at 317-635-3344- excluding cash/ they will accept purple ticket or pre-pay balance that can be paid by contacting 317-635-3344
- zTrip 95% On time percentage last month- 30 late trips
- Dialysis program with AAA & zTrip/ white voucher program still being used
- Future is to switch Dialysis program and white voucher program to TNC due to no expiration- and no limit of only 10 trips a month.

Ryan Wilhite/ Manager of Special Project & Regional Mobility Integration

- Beyond ADA Task force- discussed
- Facilitated by McCormick Group
- Discussed improvement such as how-to designing service beyond ADA
- First meeting was 3-16
- Q: 5 year grandfathering
- A: Service would be designed so it wouldn't have to meet the same requirements as ADA/ more flexibility. As far as fare and grandfathering task force will determine what the public would like regarding improvements. These details will be worked through as the community meeting portion is finalized.

Jordan Patterson/ Special Programs Manager

- Public input opportunities
- Screen share was presented
- 3-16 through 4-8 Indygo will be hosting public input meetings to better understand community priorities- regarding how to operate paratransit service outside of what is mandated by ADA
- Input will provide new set of policies for our board to consider and adopt
- Indygo provides ADA service countywide outside of what is required by the ADA
- Our desire is to continue to provide service outside of the county requirements
- These meetings seek to take the necessary time to collaborate with the community and educate the public before implementing any service changes
- Beyond ADA paratransit next steps campaign, it will include 11 discussion-based meetings
- First meeting was 3-16 and will continue until 4-8
- Seven virtual options (meetings)- that attendees can attend from home
- 4 in person options (meetings)
- Anyone who uses the open-door service, individuals with disabilities are wanted for these meetings but anyone can attend.
- Ways we have made the public aware: IVR message to open-door riders, partners toolkit via e-mail to MAC members, signage on OD coaches and at the transit center, information was provided in our newsletter, social media, media, and legal notices.
- Registry: <https://www.indygo.net/beyondADA/>
- Any special accommodations please reach out to Jordan @ Jpatterson@indygo.net

Mobility Advisory Committee

March 17th, 2021

Agenda

I. Call to Order Mandla Moyo

II. Roll Call Mike Roth

III. Approval of January Minutes – Mandla Moyo

IV. Approval of March Agenda – Mandla Moyo

V. VI. MAC/INDYGO Board Working Group Input – Mandla Moyo

- Mandla Moyo
- Eric
- Eddie Rickenbach
- Greg Meyer

VII. MAC Service & INDYGO Monthly Meeting Assignments – Mandla Moyo

Service Committee

Meeting Time: 10:30a.m.

- Thursday, March 18th - 10:30 a.m.

INDYGO Board Meeting

Meeting Time: 5:00p.m.

- Thursday, March 25th
- Thursday, April 22nd
- Thursday, May 27th

VII. INDYGO UPDATES

- Inez Evans – President & CEO – SB141 Update
- Aaron Vogel – Vice President & COO – Fixed Route Operations Update
- Mike Roth – Senior Director Mobility Solutions – Open Door Update
 - o Can you share any resent scheduling issues that have arisen?
 - o Any improvements in wait times for Open Door
- Teresa Franklin – Manager Mobility Services – TNC Update
- Ryan Wilhite - Manager of Special Projects and Regional Mobility Integration – Task Force Update
- Jordan Patterson – Coordinator, Community Outreach – Public Outreach/Upcoming meetings – Update

XIII. Public Comment

XIV. Adjournment

*Bus Wrap
Maint &
Operations
RFP*

Mobility Advisory Committee

3/17/2021

MAC Motions Voted on

Name	Present	January Minutes		March Agenda							
		Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay
Greg Meyer	✓	✓		✓							
Mandla Moyo (Chair)	✓	✓		✓							
Erin Hardwick	✓	✓		✓							
Eric Schlegel	✓	✓		✓							
Cori Wills	✓	✓		✓							
Bernie Wilmer	✓	✓		✓							
Eddie Richenbach	✓	✓		✓							
Leslie Dailey	✓	✓	NA	✓							
Linda Gosnell	✓	✓		✓							

Mark Earley

✓

✓

Open Door Month End Report January 2021

Day	Trip Date	Total Trips Request	Total Trips Completed	No Shows	Missed Trips	Total Trips Attempted	Trips Over 2 Hr	Ridership	Total Cancels	Total Denials	Total Denials%	On Time Trips	On Time %	Trips per Hour	Drop Off OTP	Uzur v Trips	Uzur v OTP	zTrip Trips	zTrip OTP
Friday	01/01/2021	392	82	5	0	87	0	87	310	0	0	79	96%	1.39	100%	0	#DIV/0!	8	100.00%
Saturday	01/02/2021	226	167	6	0	173	0	177	59	0	0	149	89%	1.54	97%	0	#DIV/0!	15	86.67%
Sunday	01/03/2021	152	118	2	0	120	0	127	34	0	0	102	86%	1.52	98%	0	#DIV/0!	12	100.00%
Monday	01/04/2021	621	474	14	8	488	1	484	147	0	0	425	91%	1.80	98%	0	#DIV/0!	0	#DIV/0!
Tuesday	01/05/2021	598	458	12	0	470	0	476	140	0	0	440	96%	1.77	99%	0	#DIV/0!	8	100.00%
Wednesday	01/06/2021	660	500	18	0	518	3	516	160	0	0	456	91%	1.80	98%	0	#DIV/0!	6	100.00%
Thursday	01/07/2021	633	454	5	0	459	0	465	179	0	0	445	97%	1.81	98%	0	#DIV/0!	21	100.00%
Friday	01/08/2021	591	461	13	0	474	0	470	130	0	0	447	97%	1.75	98%	0	#DIV/0!	13	100.00%
Saturday	01/09/2021	233	179	4	0	183	0	189	54	0	0	163	91%	1.49	95%	0	#DIV/0!	10	100.00%
Sunday	01/10/2021	129	103	5	0	108	0	109	26	0	0	100	97%	1.43	98%	0	#DIV/0!	3	100.00%
Monday	01/11/2021	598	476	20	0	496	0	485	122	0	0	436	92%	1.78	99%	0	#DIV/0!	17	94.12%
Tuesday	01/12/2021	606	470	9	0	479	0	479	136	0	0	432	92%	1.87	94%	0	#DIV/0!	12	100.00%
Wednesday	01/13/2021	688	552	9	0	561	0	565	136	0	0	484	88%	1.90	97%	0	#DIV/0!	16	100.00%
Thursday	01/14/2021	654	506	9	0	515	10	526	148	0	0	413	82%	1.93	94%	0	#DIV/0!	23	100.00%
Friday	01/15/2021	594	464	14	0	478	1	480	130	0	0	439	95%	1.76	99%	0	#DIV/0!	10	100.00%
Saturday	01/16/2021	252	194	3	2	197	0	207	58	0	0	178	92%	1.54	99%	0	#DIV/0!	9	100.00%
Sunday	01/17/2021	135	99	5	0	104	0	116	36	0	0	80	81%	1.40	88%	0	#DIV/0!	6	100.00%
Monday	01/18/2021	586	374	12	0	386	0	391	212	0	0	357	95%	1.70	98%	0	#DIV/0!	1	100.00%
Tuesday	01/19/2021	643	504	12	0	516	2	513	139	0	0	474	94%	1.81	99%	0	#DIV/0!	22	95.45%
Wednesday	01/20/2021	682	535	7	0	542	3	548	147	0	0	481	90%	1.88	98%	0	#DIV/0!	16	93.75%
Thursday	01/21/2021	659	495	19	0	514	4	511	164	0	0	418	84%	1.81	90%	0	#DIV/0!	21	100.00%
Friday	01/22/2021	663	491	11	1	502	1	507	172	0	0	440	90%	1.75	97%	0	#DIV/0!	15	100.00%
Saturday	01/23/2021	244	184	5	0	189	0	194	60	0	0	162	88%	1.44	100%	0	#DIV/0!	8	100.00%
Sunday	01/24/2021	130	97	3	0	100	0	108	33	0	0	88	91%	1.64	97%	0	#DIV/0!	10	100.00%
Monday	01/25/2021	652	478	7	0	485	3	485	174	0	0	408	85%	1.82	94%	0	#DIV/0!	26	100.00%
Tuesday	01/26/2021	624	500	13	0	513	1	509	124	0	0	443	89%	1.80	92%	0	#DIV/0!	11	90.91%
Wednesday	01/27/2021	678	545	15	0	560	0	551	133	0	0	487	89%	1.81	97%	0	#DIV/0!	20	100.00%
Thursday	01/28/2021	649	490	7	1	497	0	501	159	0	0	403	82%	1.86	96%	0	#DIV/0!	24	100.00%
Friday	01/29/2021	644	481	17	0	498	2	503	163	0	0	425	88%	1.85	96%	0	#DIV/0!	32	100.00%
Saturday	01/30/2021	244	193	5	0	198	0	200	51	0	0	171	89%	1.54	99%	0	#DIV/0!	3	100.00%
Sunday	01/31/2021	127	75	1	0	76	0	79	51	0	0	70	93%	1.47	100%	0	#DIV/0!	4	100.00%
SUMMARY		14,860	11,124	287	12	11,410	31	11,479	3,736	0	0	10,025	90.22%	1.76	97%	0	0	402	98.51%

Open Door Month End Report February 2021

Day	Trip Date	Total Trips Request	Total Trips Completed	No Shows	Missed Trips	Total Trips Attempted	Trips Over 2 Hr	Ridership	Total Cancellations	Total Denials	Total Denials%	On Time Trips	On Time %	Trips per Hour	Drop Off OTP	Uzurv Trips	Uzurv OTP	zTrip Trips	zTrip OTP
Monday	02/01/2021	615	473	13	1	486	0	477	142	0	0	400	85%	1.73	88%	0	#DIV/0!	26	96.15%
Tuesday	02/02/2021	640	501	13	0	514	0	510	139	0	0	445	89%	1.72	93%	0	#DIV/0!	27	100.00%
Wednesday	02/03/2021	727	562	25	1	587	8	580	165	0	0	435	77%	1.82	89%	0	#DIV/0!	26	96.15%
Thursday	02/04/2021	697	532	15	3	547	8	556	165	0	0	452	85%	1.85	98%	0	#DIV/0!	21	95.24%
Friday	02/05/2021	627	450	18	0	468	2	467	177	0	0	382	85%	1.73	91%	0	#DIV/0!	32	93.75%
Saturday	02/06/2021	244	187	13	0	200	0	199	57	3	0	172	92%	1.44	100%	0	#DIV/0!	11	100.00%
Sunday	02/07/2021	147	89	4	0	93	0	91	58	0	0	85	96%	1.32	97%	0	#DIV/0!	3	100.00%
Monday	02/08/2021	645	478	19	6	497	5	482	167	1	0	356	74%	1.82	83%	0	#DIV/0!	33	96.97%
Tuesday	02/09/2021	639	496	13	6	509	1	511	143	0	0	324	65%	1.90	81%	0	#DIV/0!	25	88.00%
Wednesday	02/10/2021	633	499	14	2	513	5	514	134	1	0	395	79%	1.72	98%	0	#DIV/0!	42	95.24%
Thursday	02/11/2021	654	479	16	9	495	8	493	175	2	0	260	54%	1.78	69%	0	#DIV/0!	46	100.00%
Friday	02/12/2021	622	460	8	6	468	9	472	162	0	0	286	61%	1.93	75%	0	#DIV/0!	39	97.44%
Saturday	02/13/2021	257	193	10	1	203	1	198	64	2	0	132	68%	1.64	79%	0	#DIV/0!	14	92.86%
Sunday	02/14/2021	130	93	2	0	95	0	102	37	0	0	84	90%	1.41	100%	0	#DIV/0!	3	100.00%
Monday	02/15/2021	596	341	18	0	359	3	345	255	3	0	223	64%	1.52	75%	0	#DIV/0!	24	87.50%
Tuesday	02/16/2021	595	183	23	0	206	2	184	412	1	0	163	88%	1.27	84%	0	#DIV/0!	9	88.89%
Wednesday	02/17/2021	604	361	16	2	377	1	373	243	1	0	258	69%	1.68	71%	0	#DIV/0!	36	91.67%
Thursday	02/18/2021	554	305	21	6	326	1	312	249	1	0	193	57%	1.71	55%	3	100.00%	34	88.24%
Friday	02/19/2021	595	411	16	0	427	0	423	184	0	0	369	86%	1.57	92%	4	100.00%	56	98.21%
Saturday	02/20/2021	235	163	8	0	171	0	169	72	0	0	147	89%	1.43	97%	1	100.00%	12	91.67%
Sunday	02/21/2021	116	77	0	0	77	0	86	39	0	0	83	97%	1.37	97%	1	100.00%	9	88.89%
Monday	02/22/2021	659	527	19	0	546	0	542	132	0	0	368	70%	1.80	86%	0	#DIV/0!	16	93.75%
Tuesday	02/23/2021	642	496	14	0	510	2	517	146	3	0	391	79%	1.85	89%	1	100.00%	33	100.00%
Wednesday	02/24/2021	647	460	117	8	577	10	476	187	1	0	266	55%	1.84	77%	5	100.00%	42	100.00%
Thursday	02/25/2021	609	444	26	3	470	3	462	165	0	0	333	72%	1.81	86%	6	100.00%	53	92.45%
Monday	02/26/2021	606	442	15	4	457	0	456	164	0	0	314	70%	1.84	85%	6	100.00%	45	100.00%
Tuesday	02/27/2021	231	169	12	0	181	0	186	62	0	0	159	91%	1.38	100%	0	#DIV/0!	13	100.00%
Wednesday	02/28/2021	121	89	5	1	94	0	97	32	0	0	62	70%	1.40	82%	0	#DIV/0!	15	93.33%
SUMMARY		14,087	9,960	493	59	10,453	69	10,280	4,127	19	0	7,537	74.56%	1.72	85%	27	100.00%	745	95.57%



Information Update – March 2021 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: April 12, 2021

MARCH 2021 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue for March is over budget by \$62,965 (6%) and \$274,311 (10%) year to date. Preventative maintenance draws continue to drive higher than budgeted revenue due to higher PM eligible expenditures.
- Other Operating revenue category is under budget by \$29,421 (49%) in March. Year to date, this revenue is over budget by \$62,847 (35%).
- Ridership continues to lag and Passenger Service Revenue for the month of March is again reported under budget by \$117,717 (21%). Year to date, it is under budget by \$388,432 (25%). Effects of COVID 19 coupled with typically low ridership during winter months are two primary factors behind lower passenger service revenue.
- PMTF revenue is the same as budgeted. Until we get the reimbursement of our first claim on PMTF (State Grant) 1st claim, we will continue to 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 \$1,479 (4%) under budget in March and <1% year to date

In March, the Total Revenue for the agency is under budget by \$85,664 (<1%) and \$51,639 (<1%) year to date.

Expenditures

I) Personnel Services

- Fringe benefits are under budget in March by \$24,537 (2%) and \$292,983 (6%) year to date. Healthcare expenses are showing fluctuations month over month based on the claims experience.

- Overtime expenses are under budget for the month by \$28,368 (13%) and over budget by \$97,203 (15%) year to date.
- In March, the salary expenses are under budget by \$421,531 (11%) and \$1,071,958 (10%) year to date.

In March, the Personnel Services category is under budget by \$474,436 (9%) and by \$1,267,739 (8%) year to date.

II) Other Services and Charges

- Claims were under budget by \$79,780 (27%) in March. Year to date, it is over budget by \$69,003 (8%).
- Miscellaneous Expense category is under budget for the month of March by \$77,753 (53%) and by \$360,391 (81%) year to date. A lumpsum budget pertaining to new facilities is accounted for in this category which will be trued up based on the expenditure tracking in each area.
- In March, the Purchased Transportation category is under budget by \$982,615 due to the fact that month-end accrual process was trued up when actual invoices were received. These invoices were significantly lower than the monthly accrual amounts and as a result this expense is significantly under budget. The pandemic has affected the ridership for the paratransit services as well. Year to date, this expense is under budget by \$985,867 (33%).
- The “Services” expense category is over budget by \$42,288 (2%) in March and \$752,967 (16%) year to date. Specifically, the contracted services expenses were higher as there were many snowy days in January & February. IndyGo paid several snow removal & salt services invoices pertaining to January and February in the month of March across all the various facilities including BRT stations. Also, IndyGo continues to incur deep cleaning and sanitizing expenses pertaining to COVID19 pandemic.
- Utilities expenses are over budget in March by \$42,005 (27%) because of higher gas bills as we typically see during the winter season. Year to date, it is over budget by \$43,213 (9%).

Overall, the Other Services & Charges category is under budget by \$1,055,858 (37%) in March and by \$1,987,009 (21%) year to date.

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$322,948 (64%) for the month. Year to date also, this category is under budget by \$726,709 (48%). This is partially due to the less fuel consumption and carry over impact of a Fuel PO from 2020.
- The maintenance materials category is under budget by \$123,005 (25%) in March and \$419,495 (28%) year to date.
- The other materials and supplies category is under budget by \$43,281 (47%) for the month of March and \$152,618 (56%) year to date.
- The “Tires & Tubes” category are under budget by \$16,958 (25%) and \$48,191 (23%) for March and year to date respectively.

The Total Materials and Supplies category is under budget by \$506,193 (44%) in March. Year to date as well, this category is under budget by \$1,347,014 (39%).

Overall, in March, the expenditures came under budget by \$2,036,489 (21%) and by \$4,601,763 (16%) year to date. Budgets related to the encumbrances are spread out throughout the rest of the year and trued up in February.

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.

Year to date, IndyGo has drawn 96% of the CARES Act funds of which IndyGo has drawn 100% funds against the allocation set aside for Operating Expenses.

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.

COVID Related Expenses	PPEs, cleaning/Sanitization Exps	COVID Leave Exps	Total
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
February 2021	172,579	0	172,579
March 2021	101,511	0	101,511
Total	4,360,182	1,529,229	5,889,410

RECOMMENDATION:

Receive the report.

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



Indianapolis Public Transportation Corporation

13/2021 8:46 PM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 3

For the Three Months Ending Wednesday, March 31, 2021

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
Operating Revenue									
Federal Assistance	996,988.00	934,023.00	62,965.00	6.74	3,076,370.00	2,802,059.00	274,311.00	9.79	3,670,739.24
Other Operating Income	30,351.64	59,773.00	(29,421.36)	(49.22)	242,165.74	179,318.00	62,847.74	35.05	183,245.01
Passenger Service Revenue	434,594.72	552,312.00	(117,717.28)	(21.31)	1,180,188.21	1,568,621.00	(388,432.79)	(24.76)	2,164,507.38
PMTF Revenue	802,855.00	802,860.00	(5.00)	(0.00)	2,408,565.00	2,408,575.00	(10.00)	(0.00)	2,776,950.00
Local Property & Excise Tax Revenue	3,005,797.00	3,005,803.00	(6.00)	(0.00)	9,017,391.00	9,017,403.00	(12.00)	(0.00)	9,168,903.00
Local Transit Income Tax Revenue	3,225,979.00	3,225,979.00	0.00	0.00	9,677,937.00	9,677,937.00	0.00	0.00	10,027,608.00
Service Reimbursement Program	33,103.80	34,583.00	(1,479.20)	(4.28)	103,409.55	103,753.00	(343.45)	(0.33)	103,749.00
Total Operating Revenues	8,529,669.16	8,615,333.00	(85,663.84)	(0.99)	25,706,026.50	25,757,666.00	(51,639.50)	(0.20)	28,095,701.63
Operating Expenses									
Personal Services									
Fringe Benefits	1,497,758.12	1,522,295.13	(24,537.01)	(1.61)	4,494,701.44	4,787,685.39	(292,983.95)	(6.12)	4,276,551.65
Overtime	188,181.87	216,550.45	(28,368.58)	(13.10)	746,854.33	649,651.35	97,202.98	14.96	1,220,487.81
Salary	3,260,985.20	3,682,516.26	(421,531.06)	(11.45)	9,975,590.06	11,047,548.78	(1,071,958.72)	(9.70)	10,811,051.79
Total Wages and Benefits	4,946,925.19	5,421,361.84	(474,436.65)	(8.75)	15,217,145.83	16,484,885.52	(1,267,739.69)	(7.69)	16,308,091.25
Other Services & Charges									
Claims	215,325.77	295,106.26	(79,780.49)	(27.03)	954,321.78	885,318.78	69,003.00	7.79	1,010,158.61
Miscellaneous Expenses	68,567.02	146,320.22	(77,753.20)	(53.14)	83,069.41	443,460.66	(360,391.25)	(81.27)	110,699.59
Purchased Transportation	7,242.10	989,857.72	(982,615.62)	(99.27)	1,983,706.03	2,969,573.16	(985,867.13)	(33.20)	2,837,244.61
Services	1,376,801.93	1,334,516.00	42,285.93	3.17	4,071,241.24	4,824,208.00	(752,966.76)	(15.61)	3,473,141.79
Total Utilities	195,338.37	153,333.33	42,005.04	27.39	503,212.82	459,999.99	43,212.83	9.39	398,635.53
Total Other Services & Charges	1,863,275.19	2,919,133.53	(1,055,858.34)	(36.17)	7,595,551.28	9,582,560.59	(1,987,009.31)	(20.74)	7,829,880.13
Materials & Supplies									
Fuel & Lubricants	178,775.04	501,723.94	(322,948.90)	(64.37)	778,462.49	1,505,171.82	(726,709.33)	(48.28)	1,065,856.97
Maintenance Materials	370,582.81	493,587.76	(123,004.95)	(24.92)	1,061,267.83	1,480,763.28	(419,495.45)	(28.33)	1,293,363.69
Other Materials & Supplies	47,319.25	90,600.25	(43,281.00)	(47.77)	120,007.50	272,625.75	(152,618.25)	(55.98)	254,552.15
Tires & Tubes	52,385.01	69,343.66	(16,958.65)	(24.46)	159,839.78	208,030.98	(48,191.20)	(23.17)	123,857.99
Total Materials & Supplies	649,062.11	1,155,255.61	(506,193.50)	(43.82)	2,119,577.60	3,466,591.83	(1,347,014.23)	(38.86)	2,737,630.80
Total Operating Expenses	7,459,262.49	9,495,750.98	(2,036,488.49)	(21.45)	24,932,274.71	29,534,037.94	(4,601,763.23)	(15.58)	26,875,602.18
OPERATING INCOME/(LOSS)	1,070,406.67	(880,417.98)	1,950,824.65		773,751.79	(3,776,371.94)	4,550,123.73		
GAIN/LOSS ON ASSET DISPOSAL	69,824.63		69,824.63	0.00	49,253.45		49,253.45	0.00	(7,959.66)
NET INCOME/(LOSS)	1,000,582.04	(880,417.98)	1,881,000.02	(213.65)	724,498.34	(3,776,371.94)	4,500,870.28	(119.19)	1,228,059.11

Procurement Activity Report

Past 30 days (actual)- March 2021

Released New Opportunity	<ul style="list-style-type: none"> - Bus Shelter Cleaning & Repair - ADA Bus Stop Construction - Section 5307 Consultant - On-Call Engineering Services - Bus Servicing & Detailing
Received Bids	<ul style="list-style-type: none"> - ADA Bus Stop Construction - Temp Staffing - Section 5307 Consultant
Awarded	<ul style="list-style-type: none"> - Temp Staffing - D365 Implementer - Small Procurements- Health Department
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Safety Glasses/ Safety Shoes -On-Call Plumbing - Windshield Repair -Trash Removal - Ice Machine Repair/Ice Delivery -In-Plant Bus Inspection - Water Softener Salt
Renewal	<ul style="list-style-type: none"> - Paratransit Operations - Printing Solutions
Task Orders	<ul style="list-style-type: none"> - WSP- Purple Line TO - Care Center Phase II & III Design - East Campus Building C Demo & Garage Design - East Campus Building B Design - College Charging Station Design

Current Month (expected)- April 2021

Release/ New Opportunity	<ul style="list-style-type: none"> - Purple Line Survey -AIM Grant SME - Safety Vests -Property Manager - Clinic -Towing - Paratransit Operations - Temp Staff - Catering Services
Received Bids	<ul style="list-style-type: none"> - Towing - On-Call Engineering Services - Bus Servicing & Detailing - Bus Shelter Cleaning & Repair
Awarded	<ul style="list-style-type: none"> - Care Center - Section 5307 Consultant - 901 Circulator - Facilities Van - Bus Shelter Cleaning & Repair
Contracted/Kickoff	<ul style="list-style-type: none"> - Temp Staffing - D365
Renewals	<ul style="list-style-type: none"> - Fleet Oil & Lubes
Task Orders	<ul style="list-style-type: none"> - On-Call Planning

Future 30 days (planned)- May 2021

Release/ New Opportunity	<ul style="list-style-type: none"> - HVAC Services - Benefits Broker - Mobility Pilot - Pest Control - Landscaping - Florist - Third Party Audit Services - Transit Advertising - Procurement System (RFI) - UV Lights (RFI)
Received Bids	<ul style="list-style-type: none"> - Property Manager - AIM Grant SME - Purple Line Survey
Awarded	<ul style="list-style-type: none"> - Towing - On-Call Engineering Services - Bus Servicing & Detailing - Purple Line Survey
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Care Center - Purple Line Survey - Bus Shelter Cleaning & Repair



April 2021

Chelci Hunter, DBELO/Senior Supplier
Diversity Officer

WEBSITE UPDATES

[Supplier Diversity - IndyGo](#)

Webinar Series 2020 + 2021

IndyGo's Supplier Diversity Division has established the following webinar topics, dates, and outreach efforts for 2021. All events are currently scheduled to be held virtually on Zoom due to restrictions of Covid-19. Should we be able to resume in person events during 2021, we will do so accordingly. Please check back in with this page for any updates or periodic changes.

Goal Methodology/Contractual Goal Webinar – May/June 2021.

2021 Recap of all 2020 Webinars.

Dates for these webinars are still TBD as of this time. However, we are anticipating hosting these during July-August 2021. Webinars will include information for Business Development, Marketing & Communications, Supply Chains, and Improving Proposals. Please check back periodically for more information to come soon.

Proposal Writing Mentorship Opportunities

2021 Supplier Diversity Staff Education Webinars (internal only).

Dates TBD.

Past Webinar Events (2020):

June 28th & August 3rd – Business Development & Doing Business with IndyGo in the New Normal

September 10th – Business Marketing & Communications

October 28th – Strengthening your Supply Chain

November 18th – Improving your Proposals & Understanding Good Faith Efforts

DBE and XBE Historical Data

DBE 2019: 11.1%

DBE 2020: 7.8%

“XBE” 2019: 10.25%

“XBE” 2020: 20.84%

Total 2019: 21.35%

Total 2020: 28.64%

Supplier Diversity Success Stories!

Coming Soon.

COMMITMENT

Indianapolis Public Transportation Corporation
DBA IndyGo
1501 W. Washington St.
Indianapolis, IN 46222
www.IndyGo.net

January 26, 2021

Supplier Diversity Commitment Statement

IndyGo, a staunch Supplier Diversity advocate, is dedicated to the stewardship of our financial resources by ensuring that our bidding opportunities are inclusive and transparent. Our Supplier Diversity Program is comprised of both a Disadvantaged Business Enterprise (DBE) program, and an "XBE" program. The collective term used for Minority-Owned Business Enterprises (MBE), Woman-Owned Business Enterprises (WBE), Veteran-Owned Business Enterprises (VBE) and Disability-Owned Business Enterprises (DOBE).

The mission of our Supplier Diversity Program is to create a level playing field on which DBEs and XBEs can compete fairly for contracts and subcontracts related to construction, procurement, and professional services. In addition, our mission is to build relationships and maximize procurement opportunities for DBEs and XBEs, while strengthening and reflecting the communities we serve.

IndyGo recognizes that a diverse and inclusive supply chain is essential to having a competitive pricing and meeting our strategic operational and procurement objectives. Building and maintaining a community of diverse supplies increases our opportunity to tap in a source of talent, new ideas, fresh perspectives, and gain access to additional solutions that respond to our organizational needs. Such collaboration helps IndyGo provide quality public transportation services to Marion County residents.

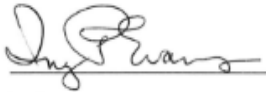
We actively seek to create meaningful partnerships with businesses through our outreach, networking and targeted communication activities. Procurement opportunities released through IndyGo will have defined participation goals that vendors seeking to do business with us will need to meet and/or exceed or make a Good Faith Effort (GFE) to do so. Very rarely will IndyGo have an opportunity with no goal(s). We encourage both certified and non-certified firms to participate in procurements as prime or subcontractors.

IndyGo is a recipient of federal funding, therefore we must comply with all regulations set forth in Code of Federal Regulations (CFR) Title 49 Part 26.

We encourage vendors to register with us on our website under Procurement to receive notifications of all business opportunities and future networking events. [Vendor Registration - IndyGo](#).

Currently we accept the following certifications for projects:

- The Indiana Department of Transportation (INDOT) – DBE Certification.
- The City of Indianapolis Office of Minority and Women Business Development – "XBE" certifications.
- The Indiana Department of Administration (IDOA) – "XBE" Certifications.



Inez P. Evans
President/CEO
Indianapolis Public Transportation Corporation



Chelci R. Hunter
Diversity Officer/DBELO
Indianapolis Public Transportation Corporation

PASSION & PURPOSE

+

GOALS & REASONING

=

COMMITMENT & CONSISTENCY

IndyGo SM

PURPLE LINE CONSTRUCTION

PURPLE

- 15.2 MILES LONG
- CONNECTING INDIANAPOLIS TO LAWRENCE
- 18 PURPLE LINE-EXCLUSIVE STATIONS
- 12 SHARED RED LINE STATIONS

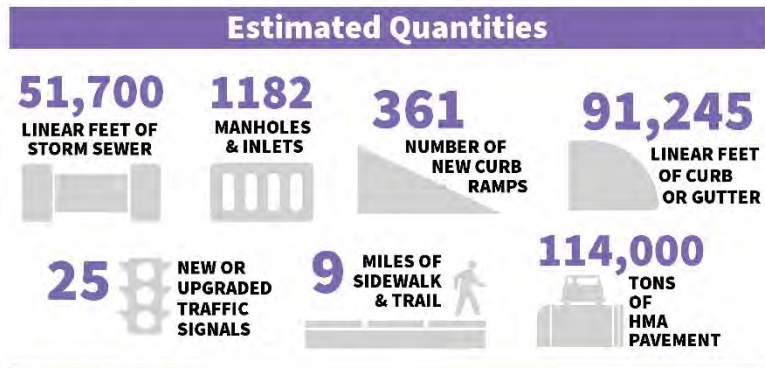


The Purple Line will be the second Bus Rapid Transit (BRT) line in Indiana. The 15.2-mile corridor will serve the Indianapolis Regional Center, extending north to 38th Street and northeast to the City of Lawrence. 5.4 Miles and 12 stations are shared with The Red Line BRT.

The Purple Line Construction Project will upgrade 9.8 miles of 38th Street, Post Road, Otis Avenue and Wheeler Road. To allow for operation of the BRT, 18 new Center Stations will be constructed including the Terminus Station in the City of Lawrence.

Estimated Construction Cost: \$80 - \$100 Million	DBE Goal Range: TBD	Estimated Letting Date: Spring 2021 - Summer 2021	Estimated Calendar Years of Construction: 2021, 2022, 2023
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Procurement Method:
Design Bid Build with 3 Bid Packages, Package A-Roadway & Package-B Station. Package A+B.



SPECIFIC FACTS

Replacement or Reconstruction of 9.8 miles of urban roadway including drainage work & sidewalks	New signing, lighting, signals, ADA ramps and Pavement Markings	18 New stations with level boarding, ADA accessible, signs & snow melt
---	---	--

Recorded outreach sessions and presentations can be found under:

[Supplier Diversity – IndyGo](#)
[Bid Opportunities - IndyGo](#)

DBE Goals

- Package A: 13%
- Package B: 5%
- Package A + B: 11.5%



* The goals above do not consider the utilization obtained by the Construction Management team or design of the Purple Line.

UNIFORM REPORT = DBE

Consist of four different sections:

A = Awards/Commitments

B = Gender/Ethnicity Breakdown

C = Payments on OnGoing Contracts

D = Total Payments for Completed Contracts

June 1st report covers October -March

December 1st report covers April – September

Also called the “Semi-Annual” report

Submitted by IndyGo to the Federal Transit Administration

UNIFORM REPORT OF DBE COMMITMENTS/AWARDS AND PAYMENTS											
Please refer to the instruction sheet for directions on filling out this form											
1	Submitted to (check only one)	<input type="checkbox"/> FHWA	<input type="checkbox"/> FAA	<input type="checkbox"/> FTA - Recipient ID Number							
2	AIP Numbers (FAA Recipients); Grant Number (FTA Recipients);										
3	Federal Fiscal year in which reporting period falls			4. Date This Report Submitted:							
5	Reporting Period	<input type="checkbox"/> Report due June 1 (for period Oct 1-Mar 31)			<input type="checkbox"/> Report due Dec 1 (for period April 1-Sep 30)			<input type="checkbox"/> FAA annual report due Dec 1			
6	Name and address of Recipient:										
7	Annual DBE Goal(s):	Race Conscious Projection:			Race Neutral Projection:			OVERALL Goal:			

Awards/Commitments this Reporting Period

		A	B	C	D	E	F	G	H	I
A	AWARDS/COMMITMENTS MADE DURING THIS REPORTING PERIOD (Total contracts and subcontracts committed during this reporting period)	Total Dollars	Total Number	Total to DBEs (dollars)	Total to DBEs (number)	Total to DBEs/Race Conscious (dollars)	Total to DBEs/Race Conscious (number)	Total to DBEs/Race Neutral (dollars)	Total to DBEs/Race Neutral (number)	Percentage of total dollars to DBEs
	8 Prime contracts awarded this period	\$ -	0	\$ -	0			\$ -	0	#DIV/0!
9	Subcontracts awarded/committed this period	\$ -	0	\$ -	0	\$ -	0	\$ -	0	#DIV/0!
10	TOTAL			\$ -	0	\$ -	0	\$ -	0	#DIV/0!

B	BREAKDOWN BY ETHNICITY & GENDER	A			B			C			D			E			F		
		Total to DBE (dollar amount)						Total to DBE (number)											
		Women		Men		Total		Women		Men		Total							
11	Black American	\$ -	\$ -	\$ -	0	0	0	0	0	0	0								
12	Hispanic American	\$ -	\$ -	\$ -	0	0	0	0	0	0	0								
13	Native American	\$ -	\$ -	\$ -	0	0	0	0	0	0	0								
14	Asian-Pacific American	\$ -	\$ -	\$ -	0	0	0	0	0	0	0								
15	Subcontinent Asian Americans	\$ -	\$ -	\$ -	0	0	0	0	0	0	0								
16	Non-Minority	\$ -	\$ -	\$ -	0	0	0	0	0	0	0								
17	TOTAL	\$ -	\$ -	\$ -	0	0	0	0	0	0	0								



MSR = XBE

Used to calculate the total spend and percentage utilization of MBEs, WBEs, VBEs, and DOBEs.

Due on the 15th of month

Reported for the previous month. IE: April 2021's report won't be pulled and started until May.

Submitted by IndyGo to the City of Indianapolis Office of Minority and Women Business Development (OMWBD)

This report does not reflect IDOA spend/percentage



INDIANAPOLIS
INDIANA'S BLUE ECONOMY

Department Minority & Women Business Development
Office of the Mayor, City of Indianapolis
200 East Washington Street, Ste. 1260
City County Building
Indianapolis, Indiana 46204
317.327.5262

**Minority/Women/Veteran/Disability-Owned Business Enterprise
(MBE/WBE/VBE/DOBE)
Disability Owned Business Enterprise (DOBE)
Monthly Summary Report (MSR)**

Report Month _____ Year _____

Full Department / Agency Name Indianapolis Public Transportation Corporation / IndyGo

MBE/WBE/VBE Contact Chelci Hunter Phone (317) 614-9253 E-mail Chunter@indygo.net

Person Who Completed the Report (If different from MBE/WBE/VBE/DOBE Contact)

Name _____ Phone _____ E-mail _____

Total Payment of the Reporting Month (minus exemption)	MBE Amount	WBE Amount	VBE Amount	DOBE Amount	(Goal) 15% MBE	(Goal) 8% WBE	(Goal) 3% VBE	(Goal) 1% DOBE
\$	\$	\$	\$	-0-	%	%	%	%

(All boxes need to be filled out. Enter "N/A" if no data)

Instructions:

1. Query spreadsheet(s) from PeopleSoft for *City and County agencies only* (see: Training Manual).
2. Review spreadsheet and make any necessary corrections/adjustments related to the MBE/WBE/VBE/DOBE vouchers.
3. All MBE/WBE/VBE/DOBE vendors need to be certified by the **City of Indianapolis** and obtain their certification letter on file for your record.
4. Complete this MSR form.
5. **Submit MSR and adjusted spreadsheet for the previous month by the 15th of each month to: OMWBD@indy.gov.**
6. Please indicate "Participation Report – Agency Name/Current Month" in the subject line of the email.

If you have specific questions, comments or concerns, Please contact our department at OMWBD@indy.gov (317.327.5262)



SUPPLIER DIVERSITY

Chelci Hunter

DBELO/Senior Supplier Diversity Officer



Kevin McDuffie

Diversity Specialist





Information Update – ADA Paratransit Next Steps: Beyond ADA Update

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
Date: April 8, 2021

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 for the area outside the ADA.

UPDATE:

IndyGo staff created webpage on its website dedicated to the Beyond ADA process. The webpage includes a short video that provides background on the process, community event dates and registration, and other relevant information.

The public affairs team have completed the following activities to advertise the 11 community meetings. This includes sending out a package to agencies to help them advertise, sending physical letters to those clients who live outside the ADA, and posting on all of IndyGo’s social media sites.

At this point, we’ve held three meetings that have generated good discussions. Due to low or no attendance, several meetings have been cancelled. The IndyGo team is identifying other methods and opportunities in the process to re-engage the public, specifically eligible clients. Public affairs staff have also reached out to partner agencies to set-up meetings specific for those agencies.

We continue to anticipate wrapping up the project with recommendations to the IPTC Board of Directors, likely in the third quarter of this year.

DATE	TIME	LOCATION
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	6019 S Franklin Road
Tuesday, April 6*	6:00 PM	6019 S Franklin Road
Thursday, April 8	2:00 PM	Virtual
Thursday, April 8	6:00 PM	Virtual
Saturday, April 10	2:00 PM	Virtual

* Meeting was cancelled due to insufficient attendees.

RECOMMENDATION:
Receive the update.

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



Information Update – Transportation Network Companies

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Director, Mobility Solutions Michael L. Roth
Date: April 22, 2021

Transportation Network Company - Funding

BACKGROUND:

Based on our current paratransit contractor's recent performance, IPTC needs to increase our TNC partners' funding. This funding will come from reallocated funds from prior approved purchased transportation budget line and will not exceed \$300,000.

In 2020, the board authorized the President and CEO to enter into a contract with UZURZ and zTrip for Non-ADA and ADA trips. Upon completion of successful negotiations, IndyGo agreed to a term of one (1) year for an amount not to exceed \$100,000 with two (2) 6-month option terms.

The TNC companies provide enhanced services to receive, process, and accept ride requests via a mobile app (forthcoming), telephone and dispatch center. They complete rides for qualifying riders and provide broader and more convenient access between destinations.

Part of the decision to utilize the TNC's is based on the current paratransit provider TransDev. Since the onset of COVID, Transdev and many transportation authorities have experienced challenges regarding staffing and the recruitment of new Operators.

IndyGo has added additional transportation options to help mitigate the staffing challenges Transdev has been experiencing. However, due to the staffing difficulties, On-Time Performance (OTP) has been below our contractual agreement of 93%, and customer comments (complaints) have increased over the past few months. The Mobility Services team continues to address the customer comments, reminding customers of the additional transportation options available to improve their paratransit service experience.

IndyGo continues to work with Transdev in providing guidance and resources to assist with their staffing needs. IndyGo has provided Transdev with space at the East Campus and 2425 W. Michigan to hold multiple job fairs. Also, IndyGo has offered space so Transdev could have more significant training classes to increase staffing. Transdev is also using the East Campus for skills course training which is a critical element of the training process.

Transdev has brought in Corporate support to help with recruitment and employee retention. To address the on-going staffing concerns Transdev is offering a sign-on bonus and retention bonuses to employees. We will continue to monitor and provide updates on service concerns. Transdev is fully committed to delivering IndyGo and Marion county's customers with the expected and deserved service.

RECOMMENDATION:

Receive the report

Michael Roth

Senior Director, Mobility Solutions

Information Update – CEO Report

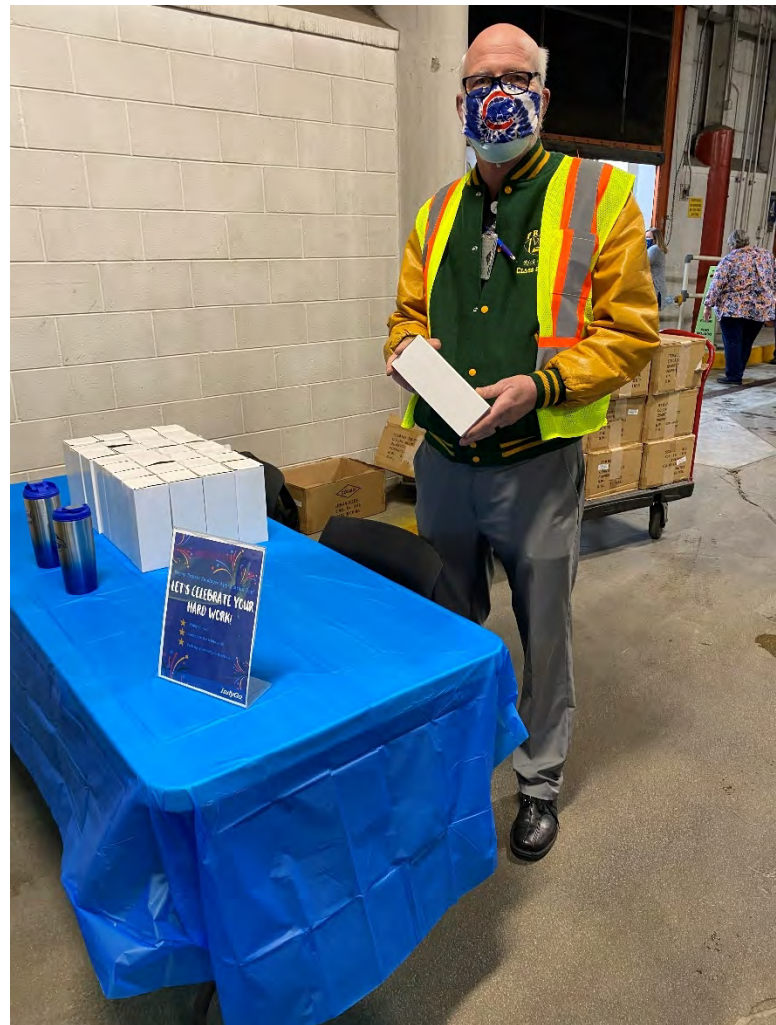
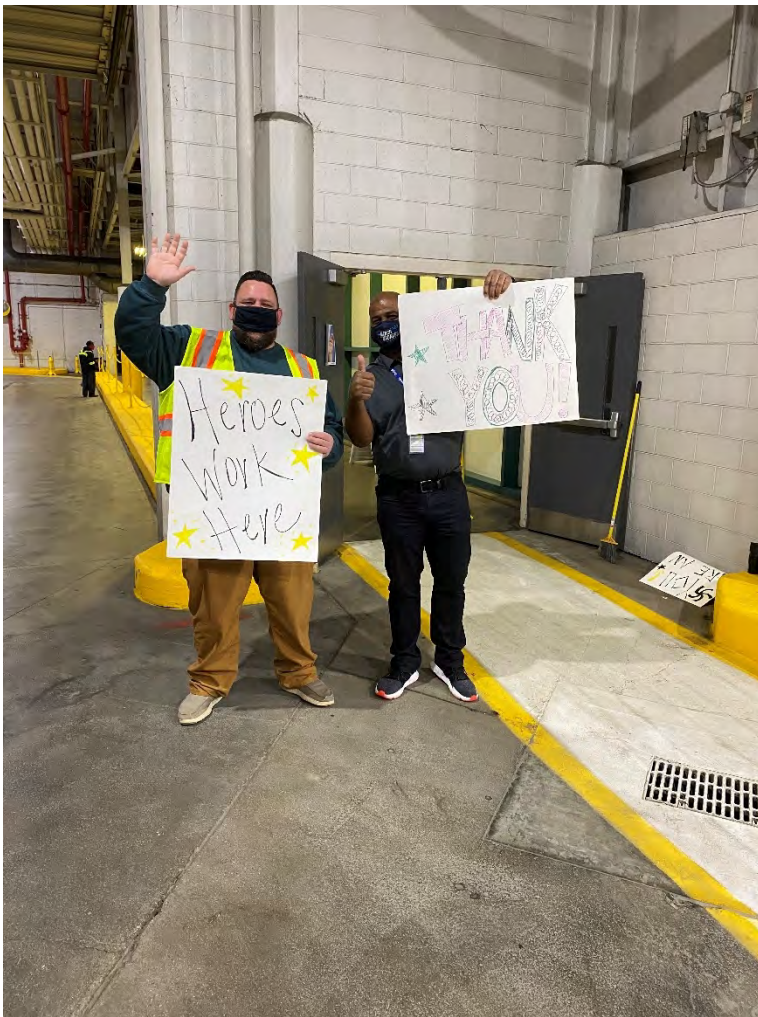
To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: April 22, 2021

CEO Report

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

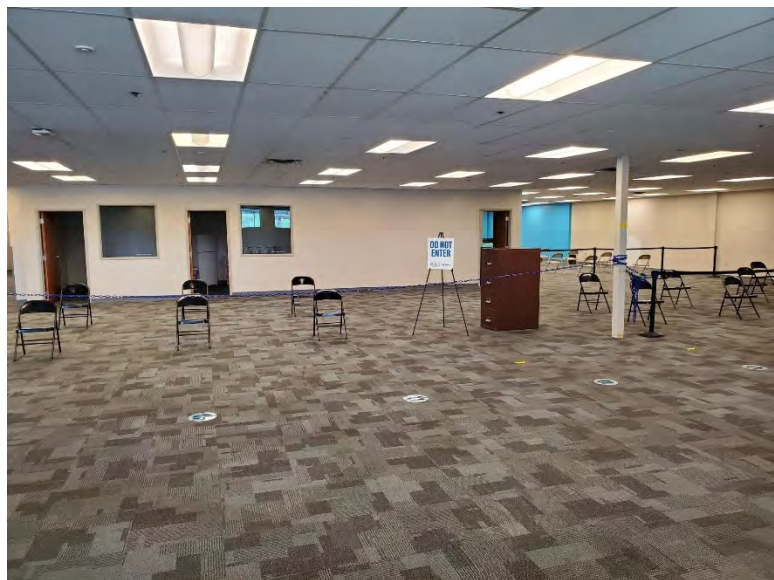
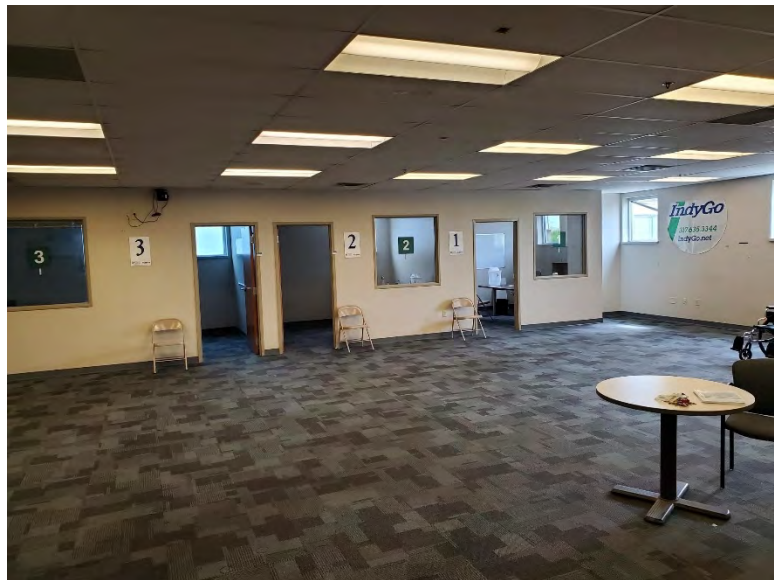
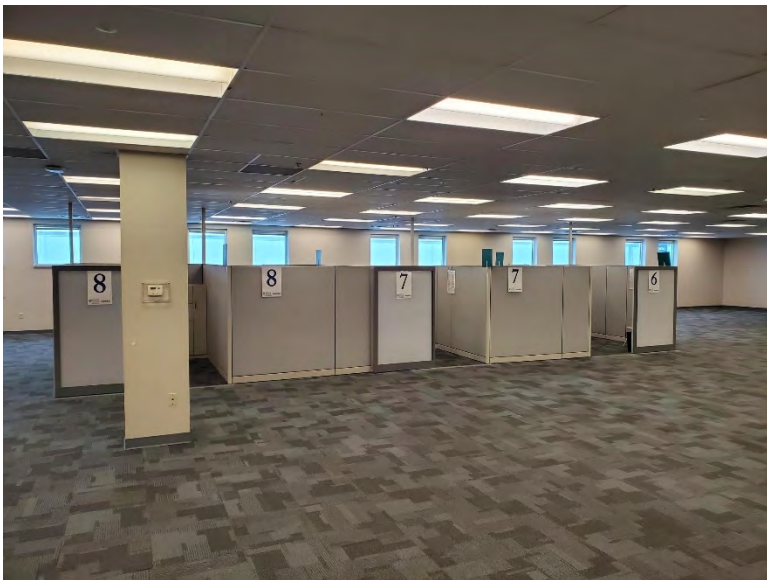
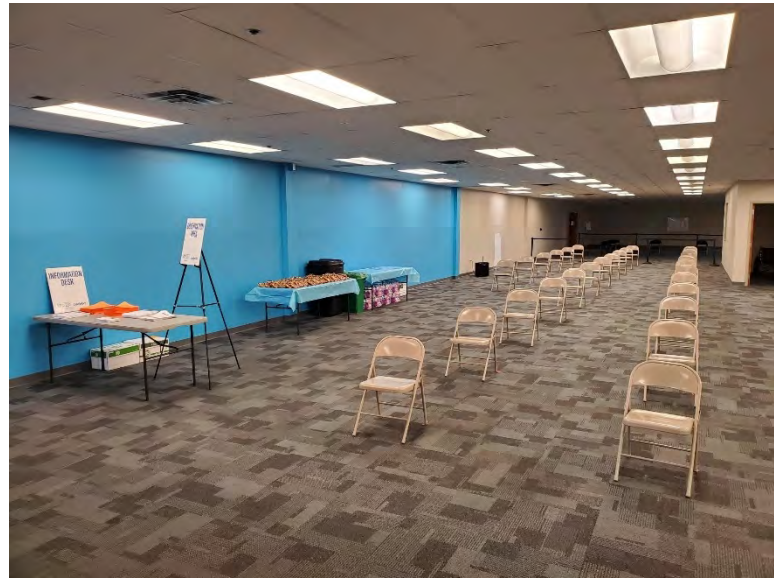
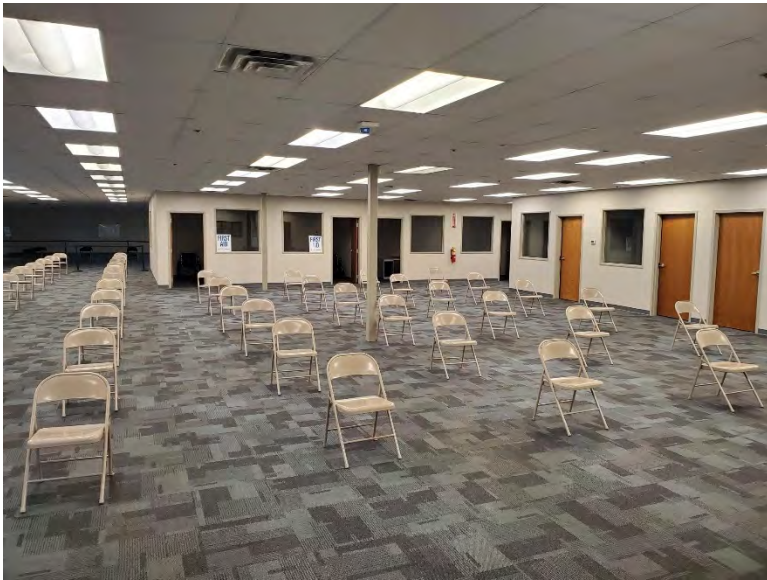
RECOMMENDATION: Receive the report

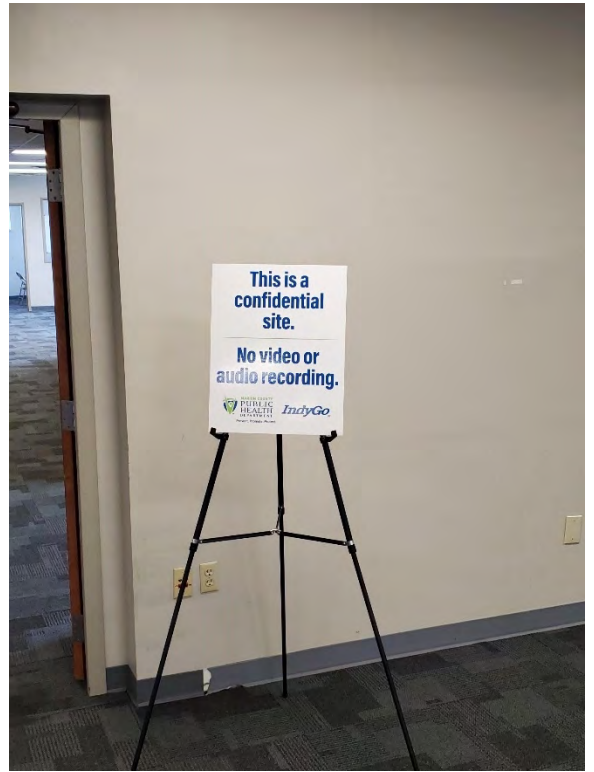
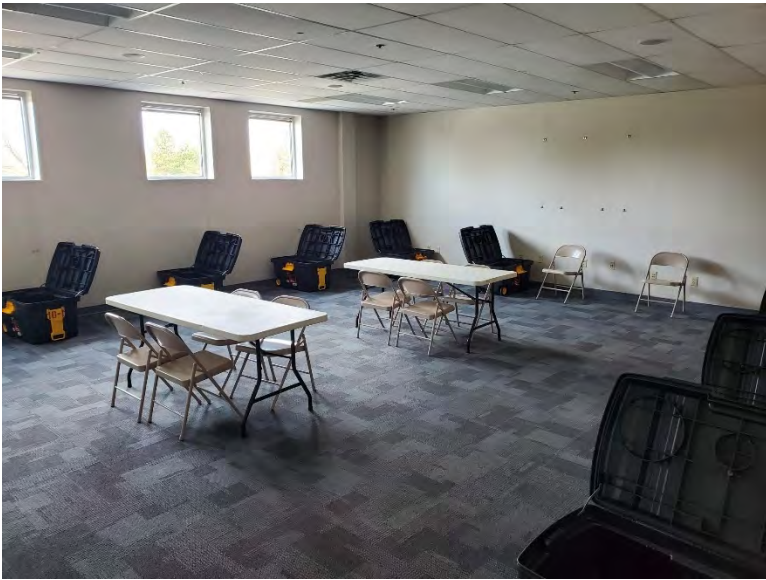
1. Transit Appreciation Day





2. East Campus COVID-19 Vaccine Site







2020 Transit Operations Performance Report
Aaron Vogel, VP Operations/COO
April 15, 2021

Transit Operations Performance Report

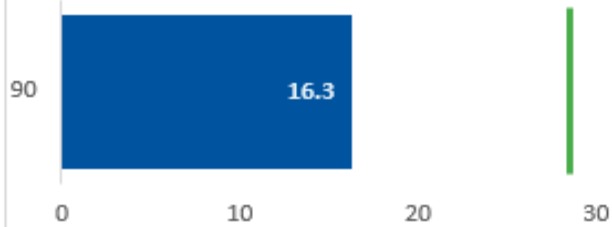
- Board Adopted Strategy Plan – Goals
 - “Innovate and leverage best practices”
 - “Establish and sustain a performance-driven organization”
- Comprehensive Reports
 - Executive summary
 - Event Highlights
 - Route Listing
 - Route Performance
 - Ridership Summary
 - Key Performance Indicators
 - Paratransit Operating Statistics
 - Passenger Sales
 - Security and Training
 - Glossary

Reason	Neighborhood/Venue	Month	Days Impacted	Route
Concert	Bankers Life Fieldhouse	Jan	7	16, 31
Rally or Demonstration	Statehouse	Jan	1	3, 6, 8, 10, 15, 17, 24, 25, 28, 34, 35, 90 - Statehouse
Sporting Event	Bankers Life Fieldhouse	Jan	8	16, 31
Walk or Run	Butler Tarkington	Jan	1	18, 28
Concert	Bankers Life Fieldhouse	Feb	5	16, 31
Sporting Event	Bankers Life Fieldhouse	Feb	13	16, 31

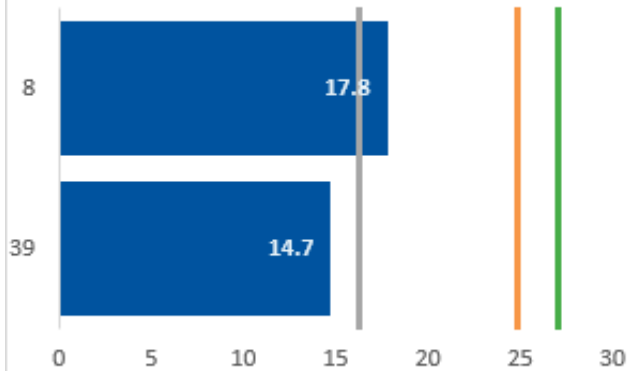


Weekday Boardings/Hour

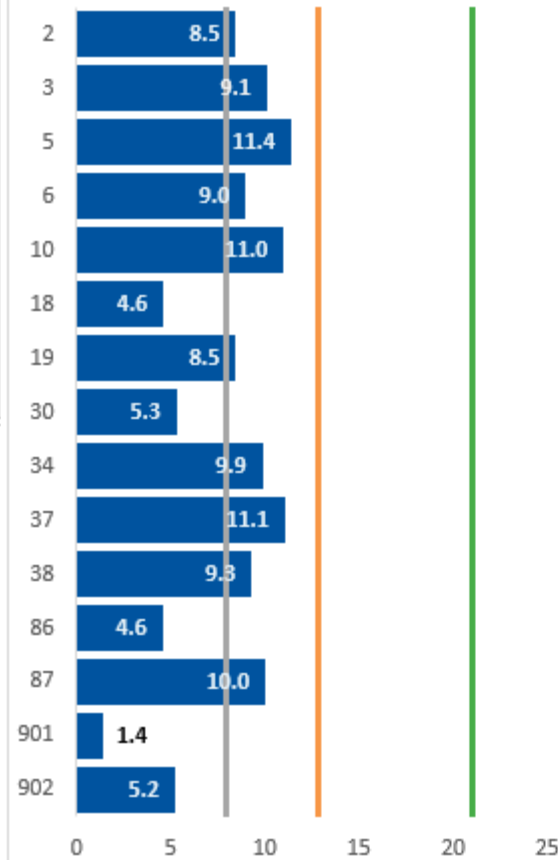
10-Minute Frequency
Rapid Transit



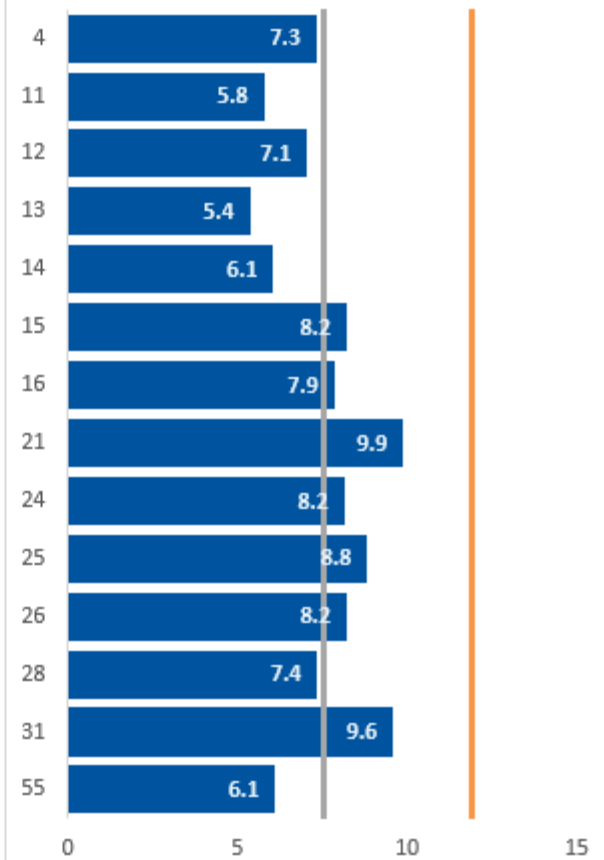
15-Minute Frequency



30-Minute Frequency



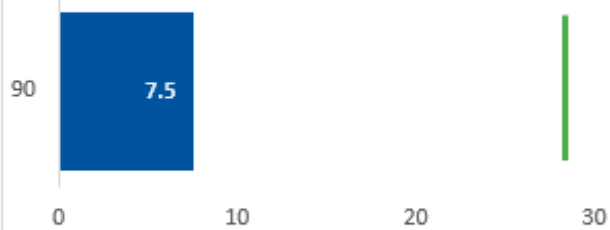
60-Minute Frequency



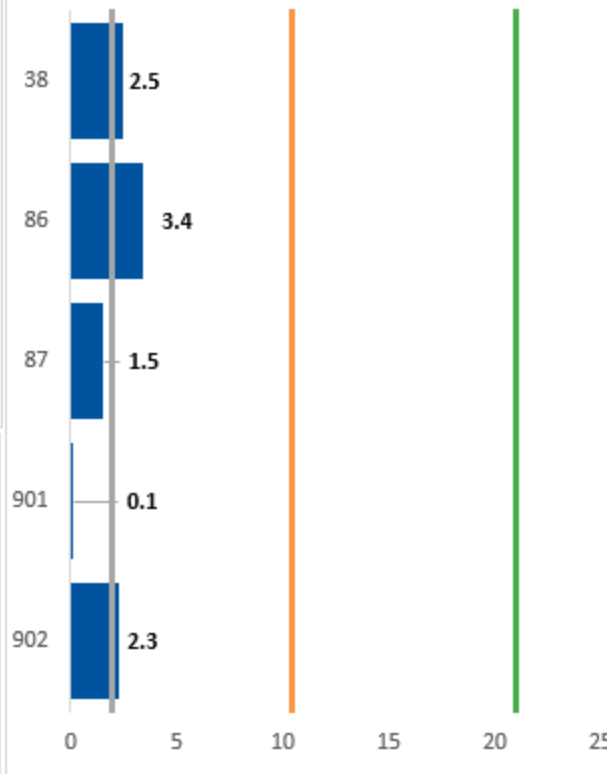
Boardings/Revenue Hour Service Level Average 2019 Avg

Saturday Boardings/Hour

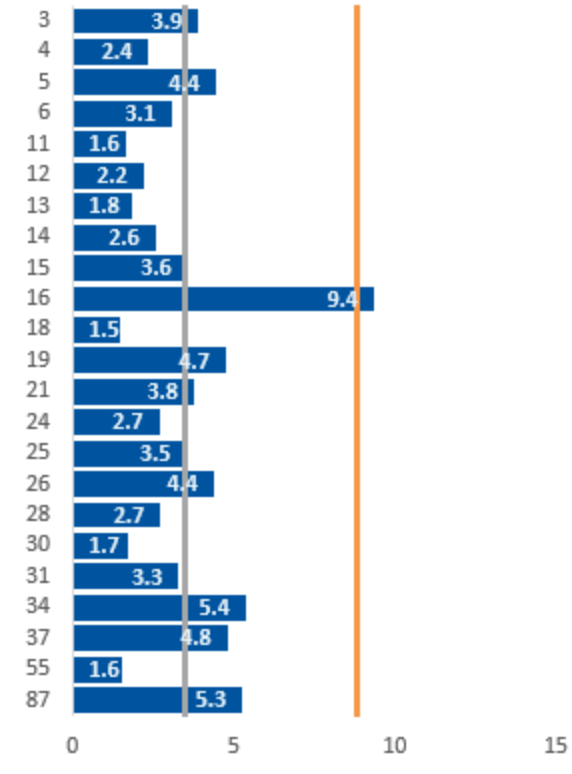
10-Minute Frequency Rapid Transit



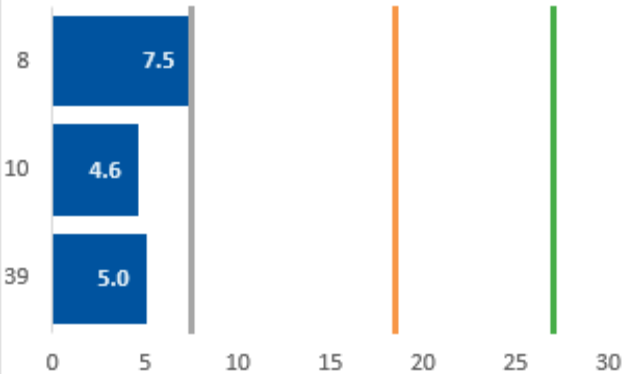
30-Minute Frequency



60-Minute Frequency



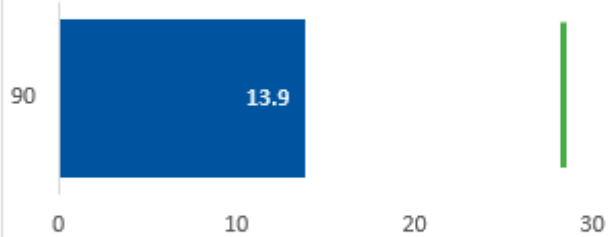
15-Minute Frequency



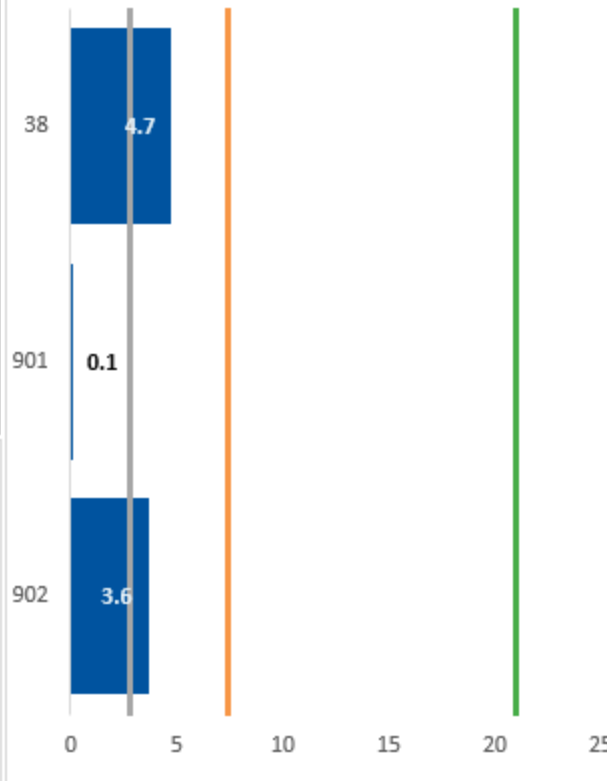
■ Boardings/Revenue Hour
 ■ Service Level
 — Average
 — 2019 Avg

Sunday Boardings/Hour

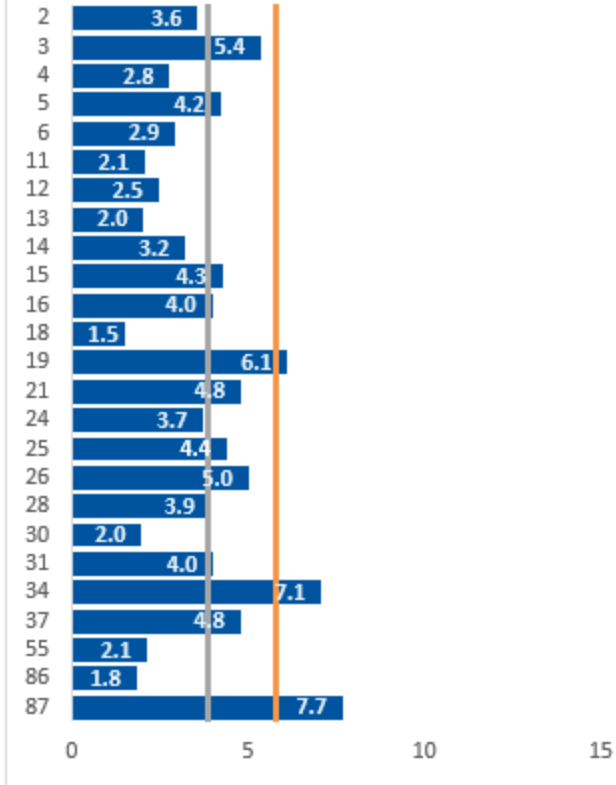
10-Minute Frequency
Rapid Transit



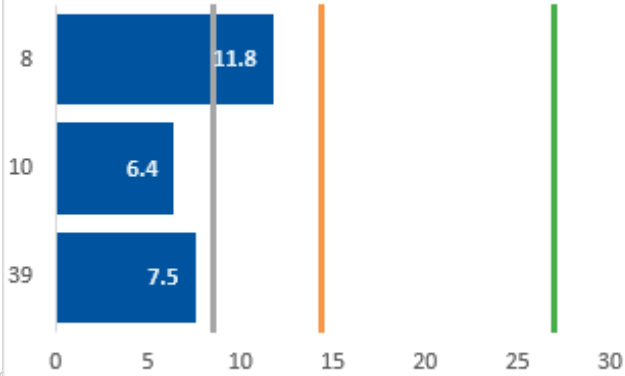
30-Minute Frequency



60-Minute Frequency



15-Minute Frequency



Boardings/Revenue Hour Service Level Average 2019 Avg

Key Performance Indicators

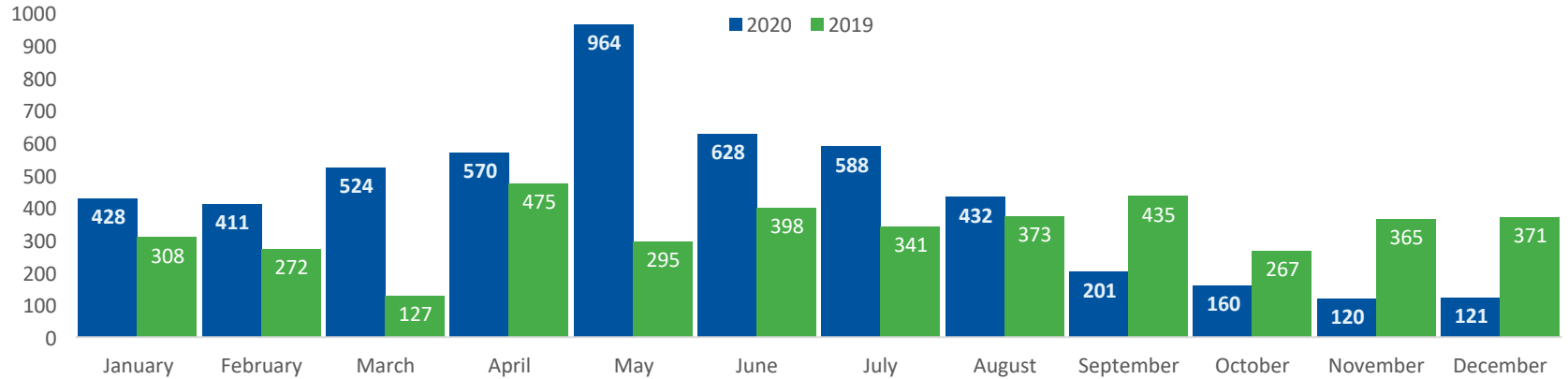
	FY 2018 Annual	FY 2019 Annual	FY 2020 Annual	Met Goal	FY 2020 Goals*
All System (Excluding Paratransit)					
Total Boarding Riders	8,810,425	9,227,485	6,113,630	No	9,200,000
Average Weekday Boarding Riders	29,601	35,496	22,019	No	35,000
Boardings per Revenue Hour	15.97	15.39	8.72		N/A
Percent of Scheduled Service Operated	99.82%	99.87%	99.82%	Yes	99.5%
Miles Between Major Mechanical Schedule Loss	6,400	10,900	10,996	Yes	10,000
Miles Between Chargeable Accidents	42,518.6	34,360.1	43,738.2		N/A
Passenger Concerns per 100,000 Boardings	39.9	49.9	60.4	No	50
On-Time Performance	80%	74%	82%	Yes	80-85%

Paratransit Operating & Cost

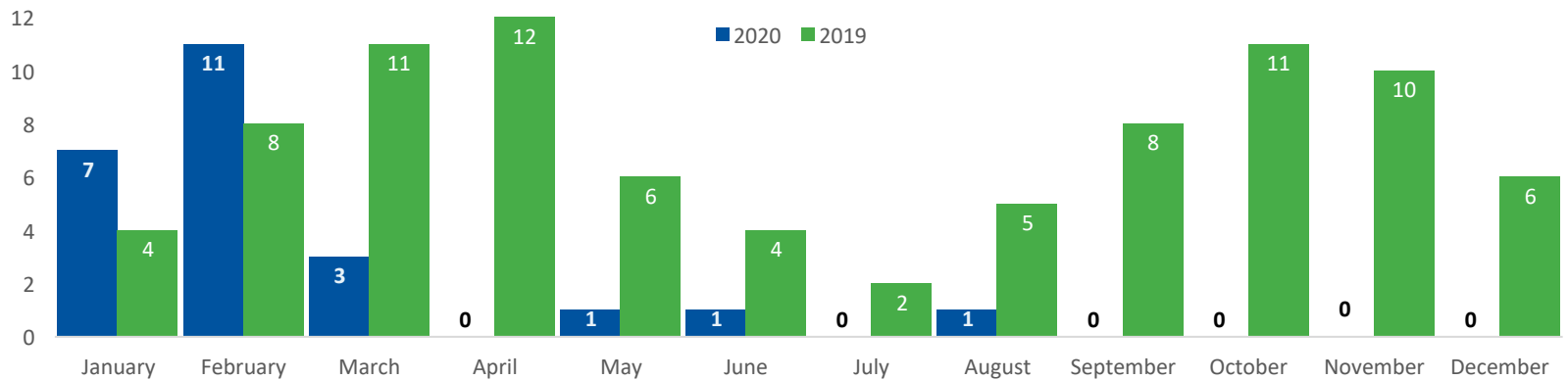
	FY2018	FY2019	FY2020	% Change
Total Revenue	\$1,140,630.37	\$1,067,823.88	\$875,951.00	-17.97%
Fare Recovery Amount/Rate	9.92%	8.47%	9.10%	
Cost Per Passenger Trip (excludes capital expenses)				
Net Cost	\$10,356,974	\$11,541,584.12	\$8,746,675	-24.22%
Cost Per Passenger Trip	\$34.17	\$40.89	\$51.42	25.77%
Performance				
Passenger Trips / Total Revenue Vehicle Hours	1.51	1.4	1.50	7.14%
On-Time Performance	75.58%	89.99%	92.88%	3.21%

Security

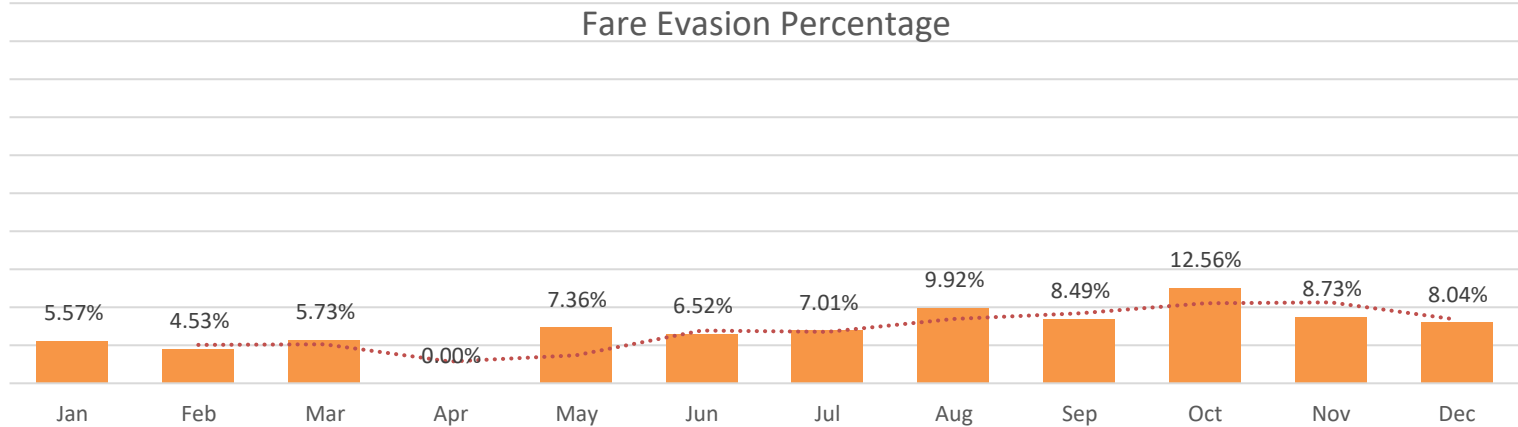
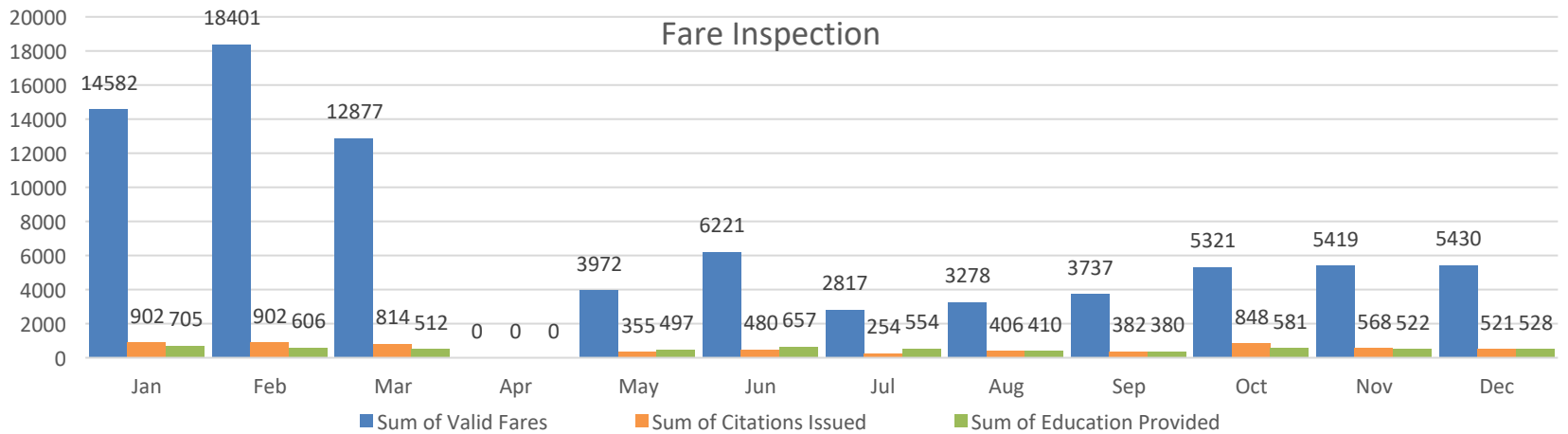
Security Ride Checks



Arrests



BRT Fare Inspection



TRANSIT OPERATIONS PERFORMANCE REPORT



Corson Transit Center
17 Glendale 10 Min
17 Glendale 8:00PM

**Indianapolis Public
Transportation Corporation (IndyGo)**

January 1, 2020 – December 31st, 2020

**Indianapolis Public Transportation Corporation (IndyGo)
FY2020 Transit Operations Performance Report**

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Route Performance	14
Ridership Summary	18
Key Performance Indicators	20
Paratransit Operating Statistics	22
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Security and Training	30
Glossary	32

Executive Summary

Indianapolis Public Transportation Corporation (IndyGo)
FY2020 Transit Operations Performance Report
Summary of Performance

Ridership (page 25 of the report)

The pandemic has contributed to an overall decrease in ridership for the year 2020.

Bus ridership for FY2020 totaled 5.64 million, a decrease of 39% compared to FY2019. Average weekday ridership was 22,019, down 38% compared to FY2019. Red Line BRT has contributed 916,411 riders in 2020, an increase of 31%. Red Line BRT has shown a growth to 16% of total ridership, up from 8% in the last quarter of 2019 when the Red Line was implemented.

Key Performance Indicators (page 28 of the report)

Service reliability performance for the system in FY2020 was 99.82%. Overall system on-time performance has risen to 82% in FY2020 when compared to FY2019 at 74%.

Paratransit (page 31 of the report)

In FY2020, the total Paratransit ridership was 167,300, down 38% compared to FY2019. The net operating costs for ADA paratransit services for FY2020 was \$9,622,626 which is down 24% since 2019.

Event Highlights

Indianapolis Public Transportation Corporation (IndyGo)

Event Highlights

FY2020 Transit Operations Performance Report

This section shows events that can affect normal service operations and system ridership. For example, ridership historically follows employment trends, weather, public events, strikes, traffic, construction, new service, area gasoline prices, and other changes to our operating environment also affect system ridership and service conditions.

Reason	Neighborhood/Venue	Month	Days Impacted	Route
Concert	Bankers Life Fieldhouse	Jan	7	16, 31
Rally or Demonstration	Statehouse	Jan	1	3, 6, 8, 10, 15, 18, 24, 25, 28, 34, 37, 90 - Statehouse
Sporting Event	Bankers Life Fieldhouse	Jan	8	16, 31
Walk or Run	Butler Tarkington	Jan	1	18, 28
Concert	Bankers Life Fieldhouse	Feb	5	16, 31
Sporting Event	Bankers Life Fieldhouse	Feb	13	16, 31
Sporting Event	Lucas Oil Stadium	Feb	1	24
Walk or Run	Windsor Park	Feb	1	11
Walk or Run	Old Southside	Feb	1	12, 13, 16, 31
Walk or Run	Bates-Hendricks	Feb	1	12, 13, 16, 31, 90- Pleasant Run
Walk or Run	Monument Circle	Feb	1	2, 3, 4, 5, 10, 38
Walk or Run	Lockerbie Square	Feb	1	3, 10, 11, 21
Walk or Run	White River State Park	Feb	1	8, 24
Concert	Bankers Life Fieldhouse	Mar	4	16, 31
Concert	Clowes Memorial Hall	Mar	1	18, 28
Concert	Manley's Irish Mutt	Mar	1	N/A
Festival	Central Canal - Ohio St Basin	Mar	1	N/A
Festival	Downtown	Mar	1	N/A
Festival	Georgia Street	Mar	1	N/A
Festival	Golden Ace Inn	Mar	1	N/A
Fundraiser	Eagle Creek park	Mar	1	N/A
Parade	Downtown	Mar	1	3, 6, 10, 15, 18, 25, 28, 34, 37, 39

Reason	Neighborhood/Venue	Month	Days Impacted	Route
Sporting Event	Bankers Life Fieldhouse	Mar	7	16, 31
Utility Work	Audubon Gardens	Mar	1	2
Walk or Run	Military Park	Mar	1	3
Walk or Run	White River State Park	Mar	1	3
Walk or Run	North Central High School	Mar	1	86
Walk or Run	Bates-Hendricks	Mar	1	12, 13, 16, 31
Walk or Run	Downtown	Mar	1	3, 8, 38, 55
Walk or Run	Indiana Roof Ballroom	Mar	1	8, 18, 24, 28, 90 - Statehouse
Road Reconfiguration	Nora	Apr	1	901 - North Local
Festival	Mass Ave and Broad Ripple	May	1	11, 18, 21, 38
Paving	AmeriPLEX	Jun	1	24
Paving	Speedway	Jul	73	10, 25
Striping	Indiana Ave	Jul	32	6
Utility Work	34 th St Station	Aug	1	90
Concrete Pad Installation	W. Michigan and MLK	Sep	1	3, 10, 17
Paving	Michigan St & Indiana	Sep	1	3, 10, 10, 37
Paving	Community South	Sep	7	31
Walk or Run	North Central Indianapolis	Nov	1	2, 5, 6, 7, 8, 9, 10, 11, 12, 13, 15, 16, 19, 21, 23, 24, 25, 26, 28, 30, 31, 34, 37, 39, 55, 56, 90
Road Construction	Glendale (Rural)	Oct	90+	8, 19, 26

Route Listing

Indianapolis Public Transportation Corporation (IndyGo)
Route Listing
FY2020 Transit Operations Performance Report

Route	Route Name
2	E. 34 th St
3	Michigan St
4	Fort Harrison
5	E. 25 th St
6	Harding
8	Washington
10	10 th St
11	E. 16 th St
12	Minnesota
13	Raymond
14	Prospect
15	W. 34 th St
16	Beech Grove
18	Broad Ripple
19	Castleton
21	E. 21 st Street

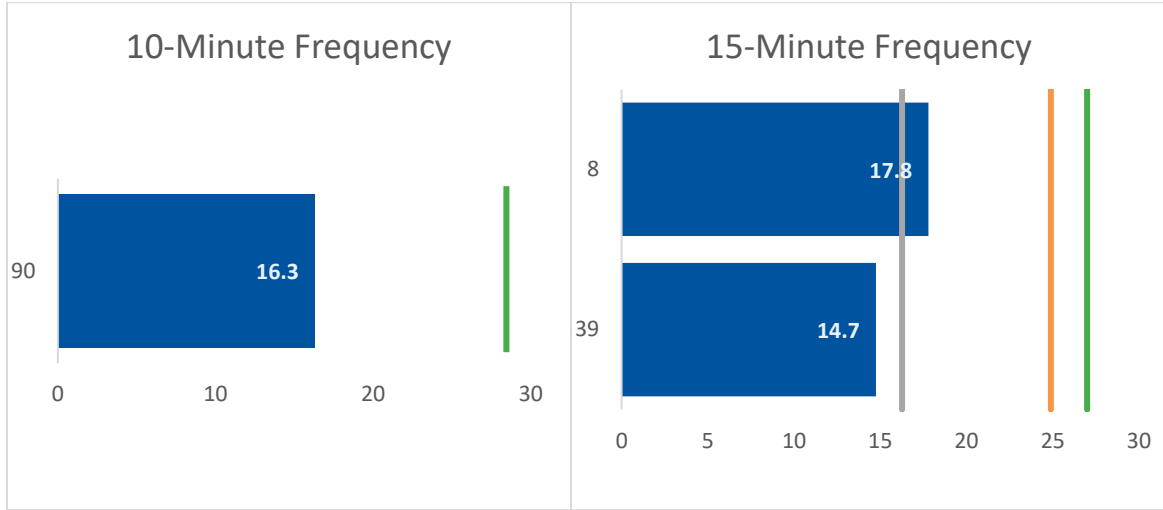
Route	Route Name
24	Mars Hill
25	W. 16 th St
26	Keystone
28	St. Vincent
30	30th Street
31	US 31
34	Michigan Road
37	Park 100
38	W. 38 th St
39	E. 38 th St
55	English
86	86th St Crosstown
87	Eastside Circulator
90	Red Line
901	College
902	County Line

Route Performance

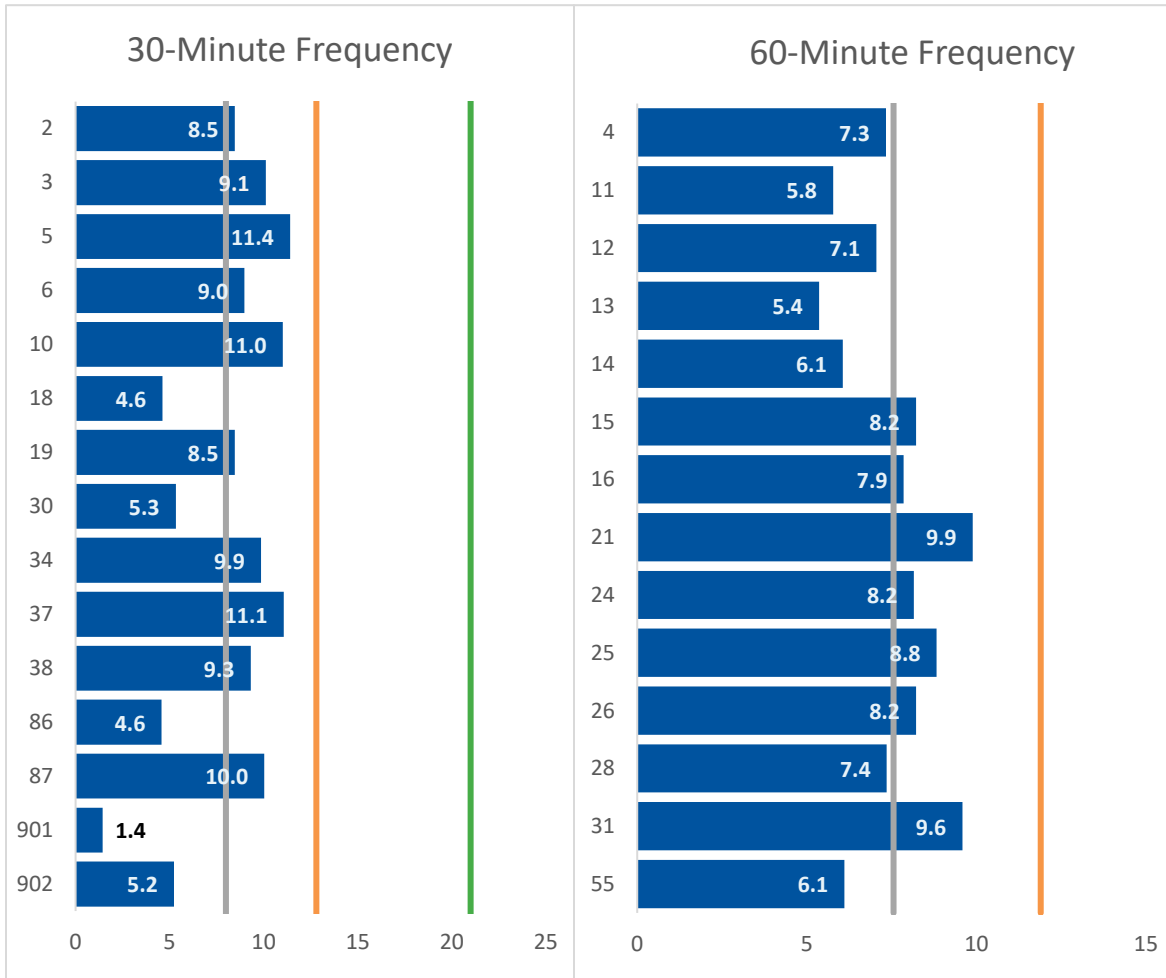
Indianapolis Public Transportation Corporation (IndyGo)

FY2020 Transit Operations Performance Report

Weekday Boardings per Revenue Hour Fixed Route and Rapid Transit



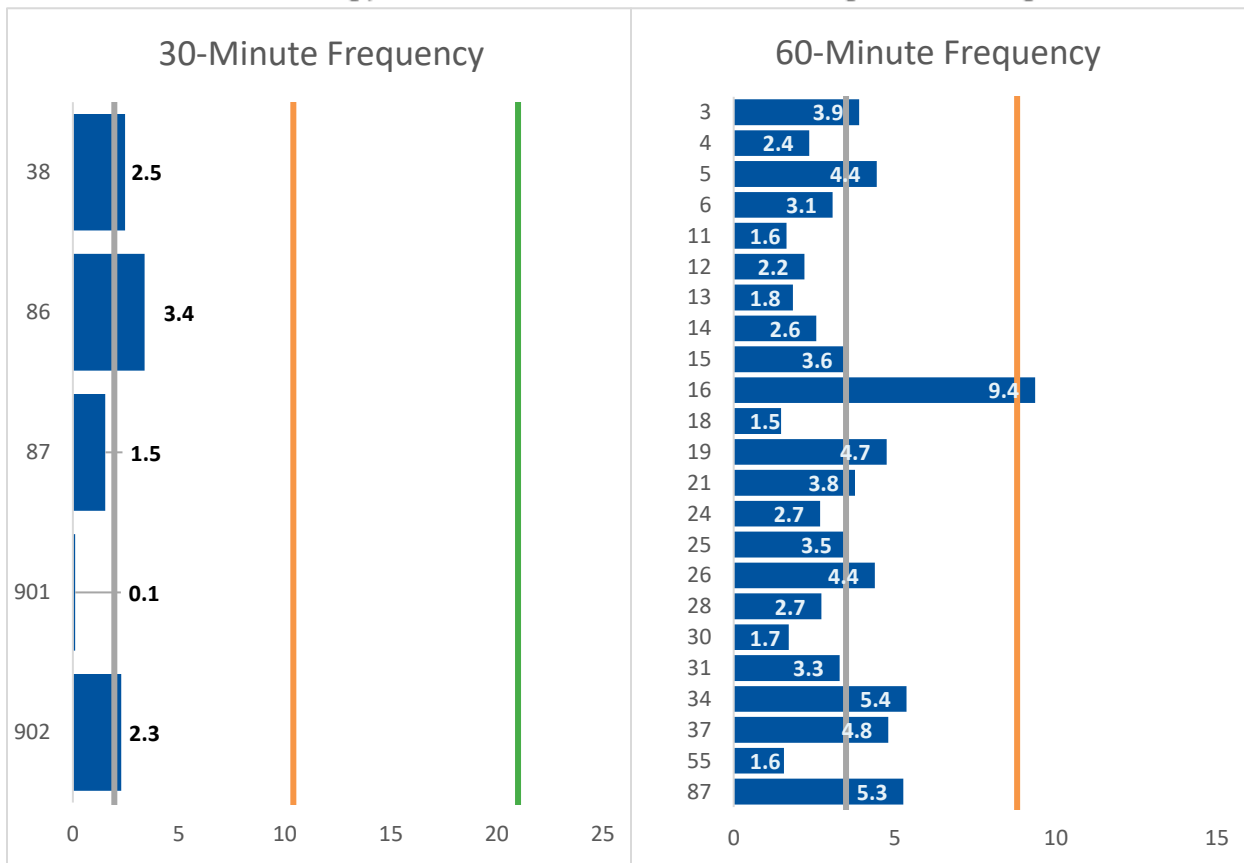
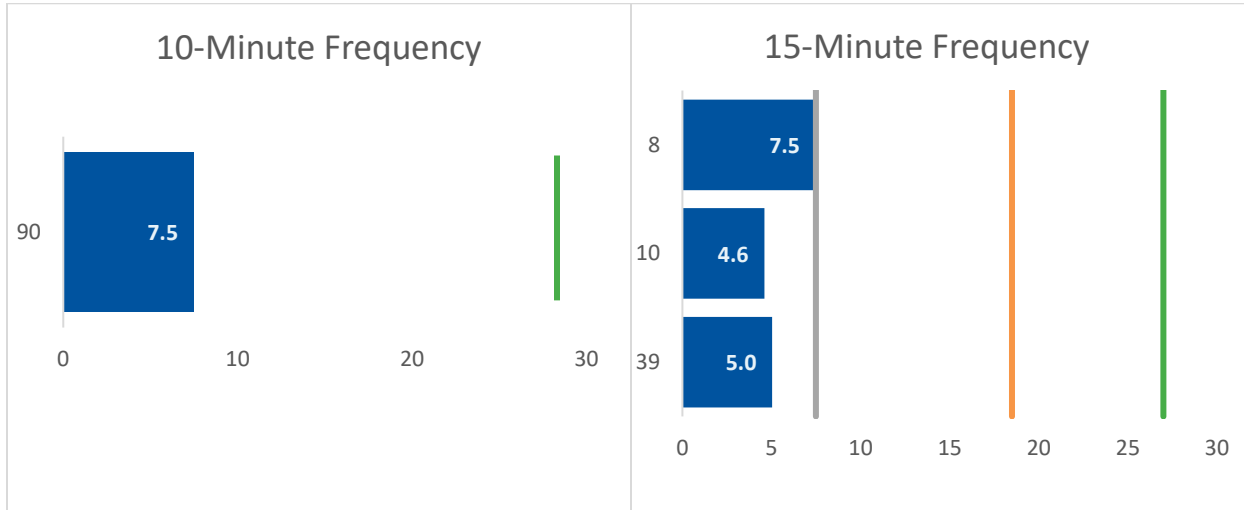
■ Boardings/Revenue Hour
 ■ Service Level
 ■ Average
 ■ 2019 Avg



Indianapolis Public Transportation Corporation (IndyGo)

FY2020 Transit Operations Performance Report

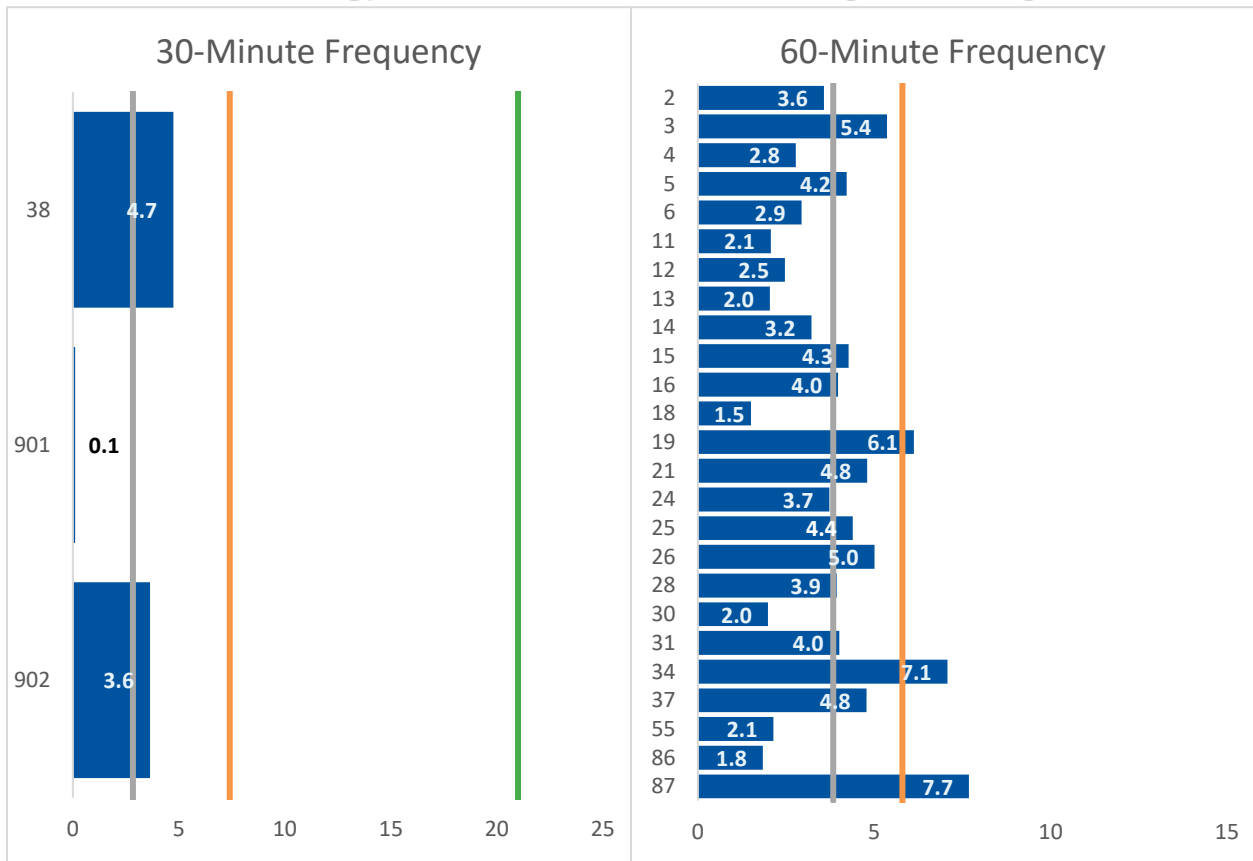
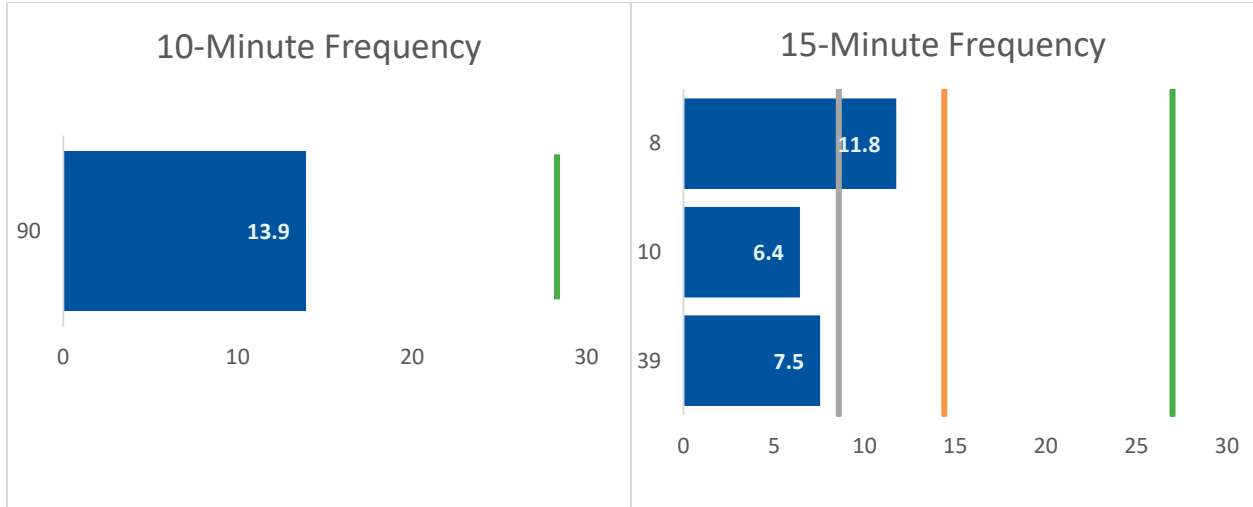
Saturday Boardings per Revenue Hour Fixed Route and Rapid Transit



Indianapolis Public Transportation Corporation (IndyGo)

FY2020 Transit Operations Performance Report

Sunday Boardings per Revenue Hour Fixed Route and Rapid Transit



Ridership Summary

Indianapolis Public Transportation Corporation (IndyGo)
FY2020 Transit Operations Performance Report
Ridership Summary

	FY2018	FY2019	FY2020	% Change
Directly Operated Services				
Fixed Route	8,810,425	8,477,412	5,197,219	-38.69%
Average Weekday Riders	29,600	28,181	19,479	-30.87%
Bus Rapid Transit	N/A	750,073	916,411	22.17%
Average Weekday Riders	N/A	2,284	2,828	23.82%
Total Directly Operated Services	8,810,425	9,227,485	6,054,233	-34.38%
Average Weekday Riders	29,600	30,466	19,479	-36.06%
Paratransit				
Average Weekday Riders	293,586	273,189	167,300	-38.76%
	1,037	964	524	-45.64%
Combined Total Ridership	9,104,011	8,750,601	6,221,533	-28.90%

Key Performance Indicators

Indianapolis Public Transportation Corporation (IndyGo)

FY2020 Transit Operations Performance Report

Key Performance Indicators

	FY 2018 Annual	FY 2019 Annual	FY 2020 Annual	Met Goal	FY 2020 Goals*
All System (Excluding Paratransit)					
Total Boarding Riders	8,810,425	9,227,485	6,113,630*	No	9,200,000
Average Weekday Boarding Riders	29,601	35,496	22,019	No	35,000
Boardings per Revenue Hour	15.97	15.39	8.72		N/A
Percent of Scheduled Service Operated	99.82%	99.87%	99.82%	Yes	99.5%
Miles Between Major Mechanical Schedule Loss	6,400	10,900	10,996	Yes	10,000
Miles Between Chargeable Accidents	42,518.6	34,360.1	43,738.2		N/A
Passenger Concerns per 100,000 Boardings	39.9	49.9	72.1	No	50
On-Time Performance	80%	74%	82%	Yes	80-85%
Rapid (10-Minute Frequency)					
Total Boarding Riders	N/A	697,198 (8%)	916,411 (15%)		N/A
Average Weekday Boarding Riders	N/A	6,429	2,828		N/A
Boardings per Revenue Hour	N/A	21.09	14.10	No	27+
Passenger Concerns per 100,000 Boardings	N/A	75.3	65.8	No	50
Fare Evasion/Fare Inspections	N/A	N/A	6432/82055 (7%)		N/A
Frequent (15-Minute Frequency)					
Total Boarding Riders	2,2677,657 (30%)	2,641,402 (29%)	1,677,202 (27%)		N/A
Average Weekday Boarding Riders	8,617	8,421	5,297		N/A
Boardings per Revenue Hour	23.75	22.74	13.13	No	27
Passenger Concerns per 100,000 Boardings	27.4	28.5	36.1		N/A
Basic (30-Minute Frequency)					
Total Boarding Riders	4,761,619 (54%)	4,553,466 (49%)	2,361,017 (39%)		N/A
Average Weekday Boarding Riders	16,721	15,819	7,745		N/A
Boardings per Revenue Hour	14.88	13.99	6.57	No	21
Passenger Concerns per 100,000 Boardings	41.3	35.1	56.6		N/A
Coverage (60-Minute Frequency)					
Total Boarding Riders	1,219,808 (14%)	1,145,701 (12%)	1,099,603 (18%)		N/A
Average Weekday Boarding Riders	4,263	3,941	3,607		N/A
Boardings per Revenue Hour	12.03	11.11	6.12		N/A
Passenger Concerns per 100,000 Boardings	45.1	55.7	77.5		N/A

*Total ridership is higher than combined frequencies due to missing MyKey information

Paratransit Operating Statistics

Indianapolis Public Transportation Corporation (IndyGo)
FY2020 Transit Operations Performance Report
Paratransit Key Performance Indicators

	FY 2018 Annual	FY 2019 Annual	FY 2020 Annual	Met Goal?	FY 2020 Goals
Paratransit					
Passenger per Revenue Hour	1.51	1.4	1.5	No	1.8
Net Cost per Passenger	\$36.50	\$39.66	\$47.20	N/A	N/A
Ontime Performance	75.58%	88.99%	92.88%	No	93.0%
OTP Be There By Time	79.99%	76.75%	91.14%	No	No Goal
Excessively Late Trips	4,341	1,425	1,373	No	0.5%
Missed Trips	3,105	1,025	381	N/A	0.25%
Valid Complaints per 1,000 passenger Trips	2.80%	3.66%	3.03%	No	1.00%
CSR% Calls Response Time (answered)(minutes)	93% 1m:54s	85% 1m:45s	92% 0m:57s	No	93.0%
Dispatch % Calls Response Time (answered)(minutes)	72% 1m:19s	82% 0m:43s	86% 0m:29s	No	93.0%
CSR Abandoned Telephone Calls	10,823	24,920	7,464	N/A	N/A
Dispatch Abandoned Telephone Calls	36,464	8,318	6,208	N/A	N/A
ADA Eligibility Certification within 21 Days	51	2	0	N/A	0
Preventative Maintenance Inspections Ontime	96.9%	73.6%	99.7%	N/A	100%
Preventable Accidents (per 100,000 Revenue Miles)	11.90%	14.00%	3.20%	N/A	N/A
Number of Preventable Accidents	50	57	56	N/A	N/A

Indianapolis Public Transportation Corporation (IndyGo)
FY2020 Transit Operations Performance Report
Paratransit Operating Statistics

	FY2018	FY2019	FY2020	% Change
Ridership				
Clients (unlinked Passenger Trips)	293,586	273,189	167,300	-38.76%
Attendants	7,598	8,104	2,529	-68.79%
Companions	1,879	978	259	-73.52%
Total	303,063	282,271	170,088	-39.74%
Avg. Weekday Trips	1,037.12	964.27	585.37	-39.29%
Avg. Saturday Trips	330.46	303.31	195.09	-35.68%
Avg. Sunday Trips	292.33	285.27	140.17	-50.86%
Days Operated – Weekday/Saturday/Sunday	261/52/52	261/52/52	261/52/52	
Days Not Operated – Weekday/Saturday/Sunday	0/0/0	0/0/0	0/0/0	
Active Clients	3,244	3,152	1,398	-55.65%
Premium Services				
Lottery – Redeemed	10,307	11,188	9,501	-15.08%
Dialysis – Redeemed	1,860	10,586	9,955	-5.96%
Emergency – Redeemed	3,895	27,844	N/A	
Lottery – Sold	12,760	12,470	9,526	-23.61%
Dialysis – Sold	2,078	10,956	10,073	-8.06%
Emergency – Sold	4,377	22,118	N/A	
Total Vouchers Redeemed	16,062	49,168	19,456	-60.43%
Total Vouchers Sold	19,215	45,544	19,599	-56.97%
Subscription Trips	141,424	164,829	73,575	-55.36%
Total	211,978	354,703	151,685	-57.24%
Level of Service				
Revenue Miles	3,075,064.92	2,802,687.39	1,751,807.96	-37.50%
Revenue Hours	195,275.57	197,627.29	144,398.26	-26.93%
Maximum Vehicles Operated (non-Taxi)	75	76	43	-43.42%
Total Vehicles Available (non-Taxi)	81	88	84	-4.55%
Eligibility				
Total Applications Received	1,751	1,427	935	-34.48%
New Applicants Certified	1,079	884	406	-54.07%
New Applicants Denied	119	36	3	-91.67%
Clients Recertified	682	251	528	110.36%
Clients Denied Recertification	-	-	10	
Total Eligibility Assessments	1,331	1,135	947	-16.56%

Indianapolis Public Transportation Corporation (IndyGo)
FY2020 Transit Operations Performance Report
Paratransit Expenditures

	FY2018	FY2019	FY2020	% Change
Expenses and Revenue				
Expenses				
IPTC Administration & Oversight – Personnel Services	\$444,188	\$540,965	\$661,198	22.23%
Transdev – Mobility Services				
*Purchased Transportation	\$8,592,029	\$8,570,376	\$6,354,602	-25.85%
*Purchased Transportation Administration	\$1,489,343	\$1,477,461	\$1,553,082	5.12%
Contracted Services	\$151,197	\$270,260	\$532,698	97.11%
Taxi Vouchers	\$411,940	\$1,222,396	\$485,808	-60.26%
Banking Fees, Hardware Maint, IT Software, Misc, Printing, Professional Services, Travel	\$83,519	\$162,478	\$26,622	-83.62%
Fuel				
Unleaded	\$245,008	\$240,166	-\$11,895	-
*Diesel	\$72,942	\$119,804	\$19,172	-84.00%
Freight, IT Hardware, Misc, Office Supplies, Stock Equipment	\$7,438	\$5,502	\$1,339	-75.66%
Total Operating Costs	\$11,497,604	\$12,609,408	\$9,622,626	-23.69%
Revenues				
Fare Revenue (Collected)	\$432,163.87	\$298,060.38	\$537,126.50	80.21%
Tickets Revenue (Collected)	\$708,466.50	\$769,763.50	\$338,824.50	-55.98%
Total Revenue	\$1,140,630.37	\$1,067,823.88	\$875,951.00	-17.97%
Fare Recovery Amount/Rate	9.92%	8.47%	9.10%	
Cost Per Passenger Trip (excludes capital expenses)				
Net Cost	\$10,356,974	\$11,541,584.12	\$8,746,675	-24.22%
Cost Per Passenger Trip	\$34.17	\$40.89	\$51.42	25.77%
Performance				
Passenger Trips / Total Revenue Vehicle Hours	1.51	1.4	1.50	7.14%
Passenger Trips / Total Service Hours	1.43	1.32	1.48	12.12%
On-Time Performance	75.58%	89.99%	92.88%	3.21%

*Fuel cards were used to reduce costs and not pay fuel taxes. Fuel cost re-imburement is 2\$ per gallon.

Pass Sales

Indianapolis Public Transportation Corporation (IndyGo)
FY2020 Retail Pass Sales Report
Customer Service

	FY2018	FY2019	FY2020	% Change
Retail Pass Sales				
10 Trip Full	5,233	4,514	1,990	-56%
10 Trip Half	1,162	1,131	723	-36%
31 Day Full	12,783	10,423	5,875	-44%
31 Day Half	11,856	9,505	6,367	-33%
7 Day Full	22,766	20,536	8,212	-60%
7 Day Half	7,488	6,575	3,498	-47%
Day Full	39,784	36,912	19,092	-48%
Day Half	30,209	25,364	14,687	-42%
Flex	25,824	25,480	14,019	-45%
Lottery Taxi Vouchers	0	0	0	N/A
S Passes	494	308	50	-84%
Single Full	22,200	18,866	12,762	-32%
Single Half	6,416	6,709	3,812	-43%
Summer Youth	293	285	0	-100%
Total	186,508	166,608	91,407	-45%

Indianapolis Public Transportation Corporation (IndyGo)
Customer Service
FY2020 Invoice Pass Sales Report

	FY2018	FY2019	FY2020	% Change
Invoice Pass Sales				
10 Trip Full	1,040	707	5,093	86%
10 Trip Half	72	156	10	-1460%
31 Day Full	5,618	5,499	2,386	-130%
31 Day Half	2,359	3,856	1,469	-162%
7 Day Full	5,537	5,085	2,195	-132%
7 Day Half	970	449	293	-53%
Day Full	18,610	23,542	11,412	-106%
Day Half	16,604	14,397	10,010	-44%
Flex	90,927	85,717	47,421	-81%
Lottery Taxi Vouchers	0	0	0	N/A
S Passes	2,950	3,200	600	-433%
Single Full	17,047	17,886	12,982	-38%
Single Half	876	3,093	1,512	-105%
Summer Youth	850	200	0	-100%
Total	163,460	163,787	95,383	-72%

Indianapolis Public Transportation Corporation (IndyGo)
Customer Service
FY2020 Online Pass Sales Report

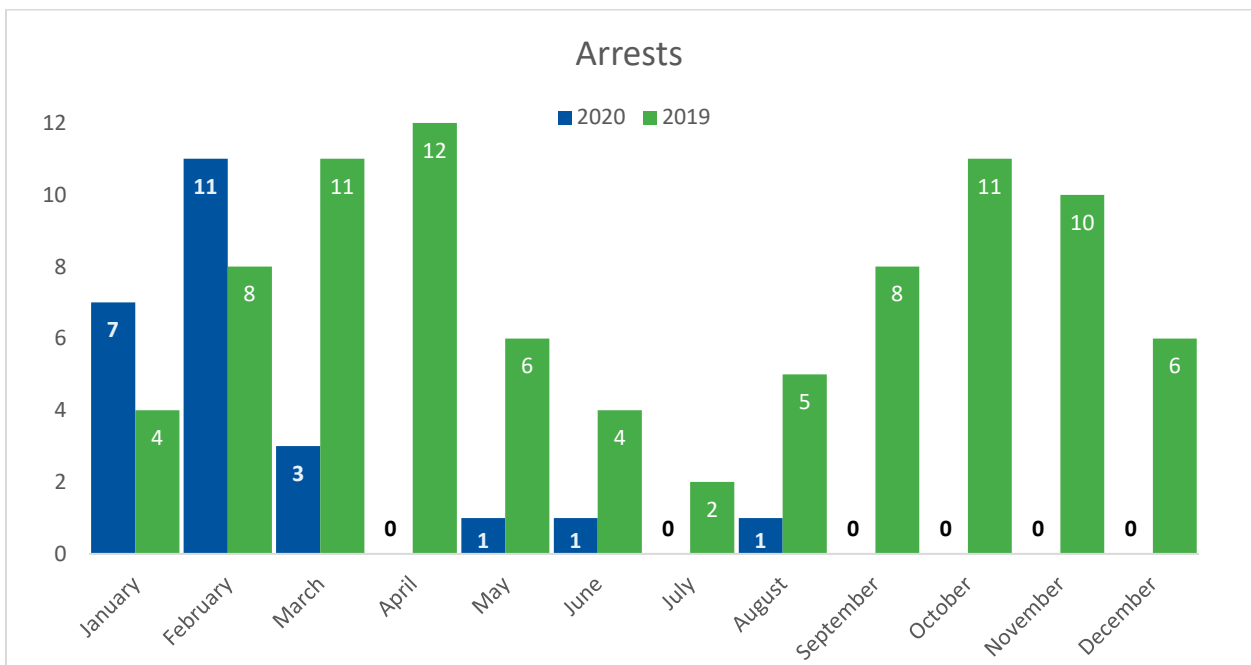
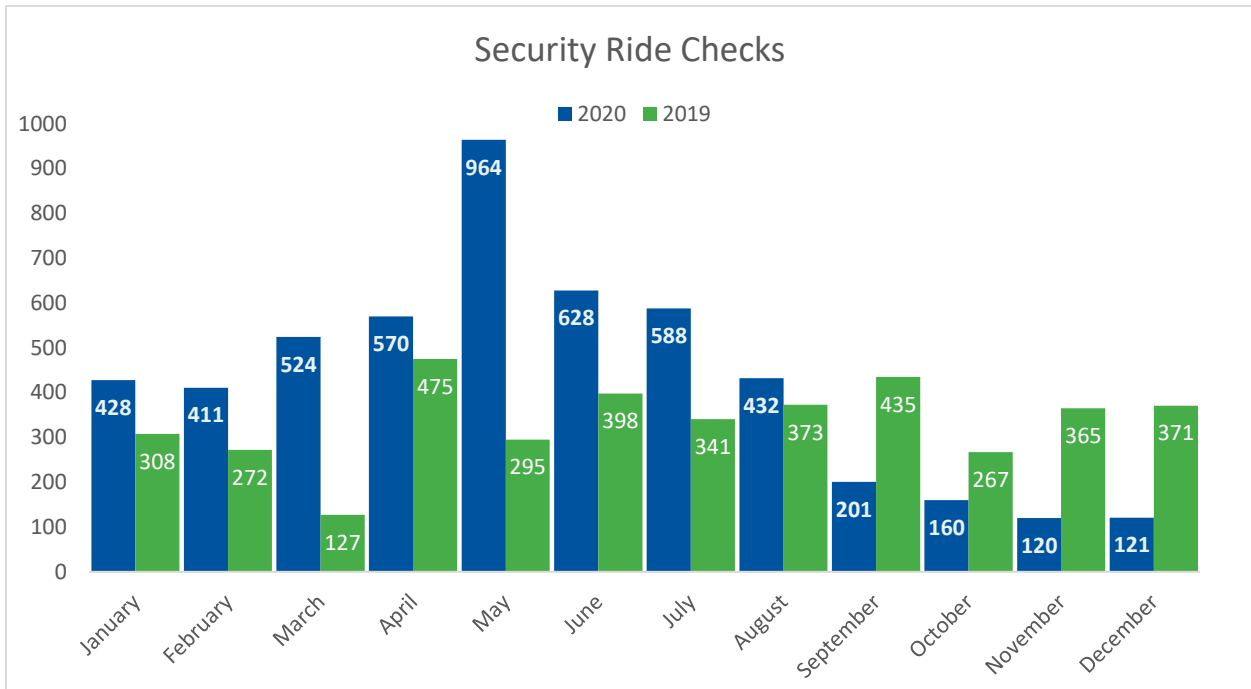
	FY2018	FY2019	FY2020	% Change
Online Pass Sales				
10 Trip Full	1,369	1,075	768	-29%
10 Trip Half	324	493	333	-32%
31 Day Full	3,852	4,574	1,482	-68%
31 Day Half	2,706	1,366	717	-48%
7 Day Full	3,903	3,182	1,339	-58%
7 Day Half	934	1,053	183	-83%
Day Full	17,862	21,557	9,944	-54%
Day Half	6,021	7,112	6,264	-12%
Flex	87,842	70,897	34,648	-51%
Lottery Taxi Vouchers	12,760	12,470	5,050	-19%
S Passes	1,150	0	0	N/A
Single Full	11,536	14,908	9,031	-39%
Single Half	2,532	1,228	846	-31%
Summer Youth	68	17	0	-100%
Total	152,859	139,932	65,555	-53%

Security and Training

Indianapolis Public Transportation Corporation (IndyGo)

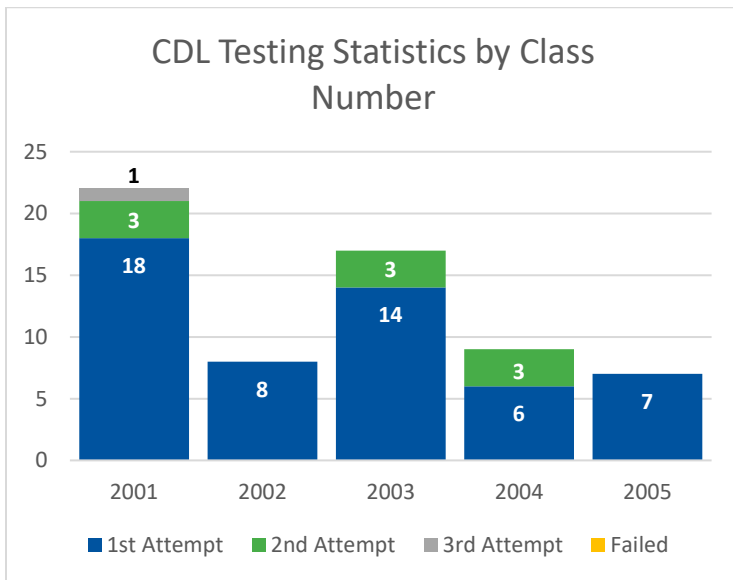
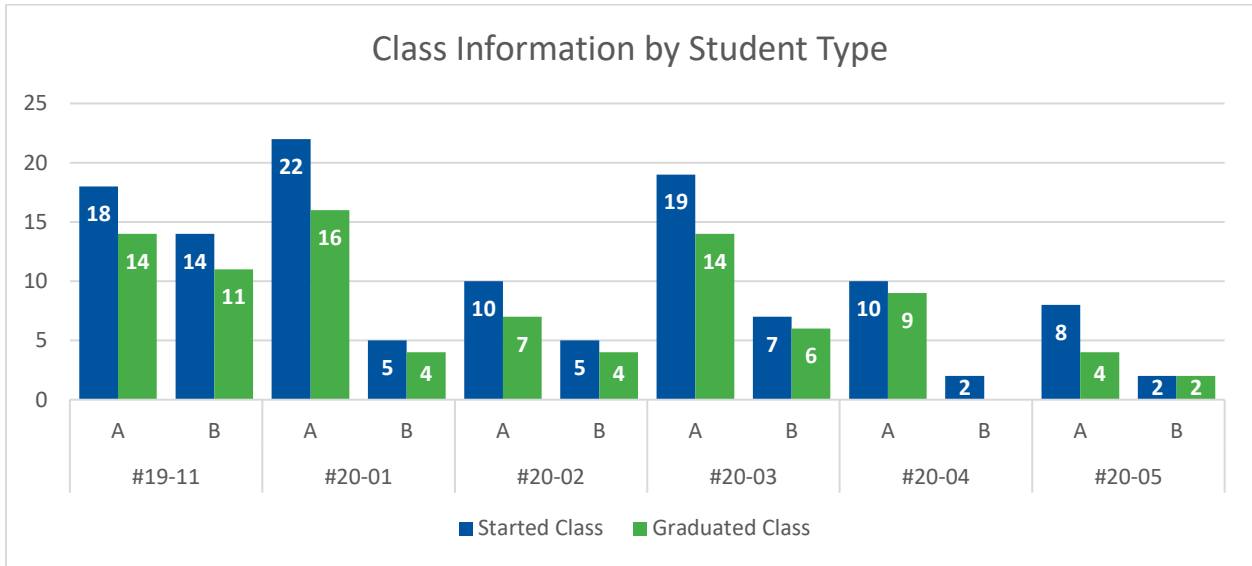
Security

FY2020 Transit Operations Performance Report



**Indianapolis Public Transportation Corporation (IndyGo)
 Training
 FY2020 Transit Operations Performance Report**

Additional training classes were suspended due to the pandemic



Glossary

Glossary

Arrest Graph – This graph displays the number of arrests made by a Nolan LEO. The arrest can happen on the bus, bus stop, shelter, or at the CTC. The arrest can be anything from a warrant, disturbance or other illegal or criminal activity.

Average Weekday Boardings – The average number of persons who board the transit system on a day that normal weekday revenue service is provided.

Boardings Per Revenue Hour – This is a productivity measure comparing the number of boardings to the number of revenue hours operated. It measures service utilization per unit of service operated. The revenue hours are the time when a vehicle is available to the general public to carry passengers. This will include layover but exclude deadheads.

BRT (Bus Rapid Transit) Routes – The BRT route is a multi-component transit improvement that includes preferential treatment at traffic signals to improve bus operating speed and on-time performance. It operates in mixed traffic and relies on priority for buses at traffic signals to provide much of its time advantage over conventional buses.

CDL Testing Graph – This graph displays the number of students that were scheduled for a CDL State Test and if they passed it on the first, second or third attempt or if they failed the test. Each operator was given the opportunity to pass the test three times before being considered a failed test.

Deadhead – Time during movement of a transit vehicle without passengers aboard, typically from the operating division to the start of the route.

Layover – Break the driver/vehicle is given at the end of a trip before beginning its next trip.

Miles Between Chargeable Accidents – Safety measure that captures the number of total scheduled miles traveled between each occurrence of a preventable accident. A preventable accident is defined as accidents in which the transit driver is normally deemed responsible or partly responsible for the occurrence of the accident.

On-Time Performance – A reliability measure capturing the percentage of transit vehicles departing or arriving at a location on time. On-time performance is measured only for specific locations called timepoints for which a schedule is published. A bus transit vehicle is considered

“on time” if it departs a location within three minutes before and five minutes after its published scheduled time. At the last timepoint location of a trip, early arrival is considered on-time.

Passenger Concerns Per 100,000 Boardings – A customer service measure that captures the number of passenger complaint/concerns per 100,000 boardings. This measure reports the amount of customer complaints received on the service that is attributed to an operating division.

Percent Scheduled Service Operated – This service reliability measure indicates the percent of service hours completed based on published schedule. A service is considered not completed when scheduled service hours are lost due to equipment failure, missed or late pull-outs, accidents/incidents, or natural causes.

Security Ride Checks Graph – This graph displays the number of rides that the Nolan LEO completes on a bus. A ride check is where the LEO will board the bus and ride out with the operator to any stop and will exit the bus. They will then board a bus going the other direction and ride it to another stop. Most rides occur after schools let out or in the mid to late evenings.

Revenue Hours – Time when a vehicle is available to the general public to carry passengers. This will include layover but exclude deadhead. (First pick up to last drop off)

Standard (Boardings Per Revenue Hour) – This is the average boardings per Revenue Hour and is based on the Service Standard Guidelines.

Total Boardings – The total number of boarding riders using IPTC directly operated bus service. Riders are counted each time they board a bus.

Information Update – Maintenance Service Trucks

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Director of Facilities and Preventative Maintenance Paul Williams
Date: April 8, 2021

MAINTENANCE SERVICE TRUCKS

BACKGROUND:

Implementation of the Mobile Service Trucks was designed to reduce service interruption for all on-street passenger route transportation. The Mobile Service Trucks have the ability to meet buses in route to make minor repairs and keep service moving. The trucks can tow or push coaches that are stuck during inclement weather and change flat tires. With the Mobile Service Trucks' implementation in February, we have seen an increase in Means Distance Between Failure (MDBF) road incidents and reduced towing vehicles' cost. The Maintenance Team's goal is to provide IPTC and the community with a safer, more reliable fleet.

DISCUSSION:

The IndyGo mobile service trucks are 2020 Ford F450 certified clean idle diesel engines. Trucks have utility liftgate storage beds with push and tow bumpers. Beds have been equipped with air compressors, lifting jacks, fluids and stocked with commonly needed road call parts. Mobile units have laptops installed for diagnostics and handheld radios for communication with dispatch. Trucks are capable of topping off low fluids and jump-starting dead busses in route and layovers.



Samples of Real-life Utilization:

- 2-14-21** Coach 1811 w/o # 8732 - Met coach at Ameriplex & Kentucky to replace the wiper blade; coach continued in route.
- 2-17-21** Coach 1904 w/o # 8306 - Coach stuck in the snow at Northside charging station; used service truck to pull coach out; the coach continued in route.
- 2-18-21** Coach 2085 w/o # 8608 - Met coach at Transit Center for low coolant light, topped off the coolant, no loss time.
- 2-22-21** Coach 1909 w/o # 3680 – Met coach at Transit Center replaced the right headlight, no loss of service time.
- 3-03-21** Coach 1980 w/o # 8247 - Met coach at Transit Center repair driver barrier latch, no loss time
- 3-16-21** Coach 1999 w/o # 8347 - Met coach at Northside charging station replaced the SD card, no loss of service.
- 3-27-21** Coach 2090 w/o 8347 - Met coach at Traders Point, repaired seat belt, no loss time.
- 3-29-21** Coach 1995 w/o # 9456 - Met coach at Transit Center secured the right front bumper corner, no loss of service time.

*w/o refers to work orders

Service Truck Activity: March

Supervisors dispatched the service truck 190 times for on-road breakdown or service. As a result, only 20 of these coaches required a tow back to the garage.

Comparison:

	MARCH 2020 *	MARCH 2021
DISPATCH REPAIR CALLS	171	190
COACHES TOWED	38	20
MDBF	4709	11075

*COVID impacted 2020 numbers because of the actual mileage and reduced service

RECOMMENDATION:

Receive the report.

Paul Williams
Senior Director of Facilities and Preventative Maintenance



Information Update – Section 5307/Section 5311 Allocation Analysis Update

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
Date: March 31, 2021

SECTION 5307 SUBURBAN TRANSITION 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.

In February, the Transportation Policy Committee (TPC) of the Indianapolis Metropolitan Planning Organization (IMPO) approved a plan that recommended that IPTC become the direct recipient of service in the surrounding counties.

UPDATE:

IPTC staff have met with or talked with representatives from three of the four “donut” counties: Hamilton, Hancock, and Johnson Counties. Only one county has committed to becoming the subrecipient (Hamilton).

Staff are implementing the steps previously outlined: a new FTE is being hired to help with coordination and compliance; and a consultant is being hired to help with the transition. Staff from Grants, Legal, Strategic Planning, and Procurement have been working to answer questions and identify pinch-points in the process.

RECOMMENDATION:

Receive the update.

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

Risk and Safety Division Report – March 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: April 22, 2021

Risk and Safety

- On March 3rd, IndyGo finished up with the first round of scheduled CPR/AED certifications with our employees. There was a total of 49 employees that received certifications. The second round of 26 openings will be available in May for additional front-line supervisors. Additional classes are being planned for later in the year as well. Safety is pursuing a train the trainer certification to be able to offer additional openings to all IndyGo employees in the future.
- On March 5th, Dwight Benjamin and Brian Clem started back up the safe driver recognition program with our drivers and passengers while in route. Celebrating with our employees and giving them recognition in their environment builds respect, report, and a feeling of value. Feedback has been favorable with our operators and their passengers. This is performed once a month and is scheduled to happen again on April 16th.
- On March 11th, Kevin Neumann, Dwight Benjamin, and Brian Clem attended the Midwest Transit Leadership Exchange hosted by the Grater Dayton Regional Transit Authority (RTA). This was comprised of information sharing between several FTA large bus transit properties. Subjects included, vehicle collisions and reporting, unreported damages, Equity Analysis, Cashless On-board payments, camera systems, Covid-19 mitigations, transit system redesign, and ridership. Lessons learned from what other transit properties have been doing and plan to do. Connections were made and IndyGo will take part in this working groups future events.
- On March 18th, IndyGo's risk and safety team conducted two (2) Accident Review Board, (ARB) hearings. This process has a panel of two (2) union employees, two (2) management employees, and one (1) outside IMPD crash investigator to review an employee's accident for the rating of preventable or non-preventable. Both cases were ruled and upheld. This process allows operators another option from the grievance process.
- On March 26th, several members of the Risk and Safety department attended the FTA Transit's Role in Covid-19 Vaccination National Peer Exchange. Transit Covid-19 data is being tracked and will be required for FTA governed agencies to report key data starting on April 1st, 2021. IndyGo safety staff is prepared and is ready to report for IPTC.
- On March 29th, IndyGo Risk, Safety, and Security staff met with the Marion County Health Department at 9503 E 33rd St in the planning of using the facility as a Covid-19 vaccination site. Planning has been ongoing, supplies have been ordered, and IndyGo operations, safety, risk, and security is ready to assist our community. This will be another example of collaboration between local agencies and IndyGo to provide support to our community.

March 2021 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for the month of March and received the National Safety Council recognition patch, pin, and certificate.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Jeffrey Howard	8141	11	12
Marilyn Hughes	8234	7	11
Michael Fox	8321	6	10
Roger Beharry	8392	9	9
Kenneth Davis	8462	7	9
Kylee Garrett	8949	3	4
Diahavanna Banks	9113	3	3
Danny Bell	9355	2	2
James Dates	9764	1	1
Larry Ford	9748	1	1
Ashley Roberson	9762	1	1

Public Transportation Agency Safety Plan (PTASP) Risk and Safety Key Performance Indicators (KPI):

1st Quarter 2021

Annual Safety Performance Targets: for the Risk and Safety Department										
Mode of Service	Fatalities (total)	Fatalities (per 100k VRM)	Injuries (total)	Injuries (per 100k VRM)	Safety Events (total)	Safety Events (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Near Miss Safety Events Reported vs Closed
Fixed Route	0	0.00	4	0.21	8	0.41	0.00	↓	0.33	↓
Para Transit	0	0.00	1	0.29	0	0.00	0.00	↓	0.00	↓
Bus Rapid Transit (BRT)	0	0.00	2	1.13	12	6.81	0.00	↓	0.00	↓
All Modes of Service	0	0.00	7	0.29	20	0.82	0.00	2.16	0.08	2/2
SPT = Safety Performance Target VRM= Vehicle Revenue Mile										

Fatalities: Total number of reportable fatalities and rate per total vehicle revenue miles, by mode. FTA uses the National Transit Database (NTD) definition of fatality (death confirmed within 30 days) and excludes trespassing and suicide related fatalities.

Injuries: Total number of reportable injuries and rate per total vehicle revenue miles, by mode. FTA uses the National Transit Database (NTD) definition of injury (harm to person requiring immediate medical attention away from the scene).

Safety Events: Total number of reportable events and rate per total vehicle revenue miles, by mode. (Events as defined in §673.5) FTA uses the National Transit Database (NTD) major event threshold (events reported on the S&S 40 form).

Operator Assaults: Federal Transit Administration (FTA) defined key elements that comprise a Safety Management System (SMS) approach to preventing and mitigating transit worker assaults. Identify and examine the root causes and risk levels of assault to properly understand the scope of the problem and potential mitigation strategies.

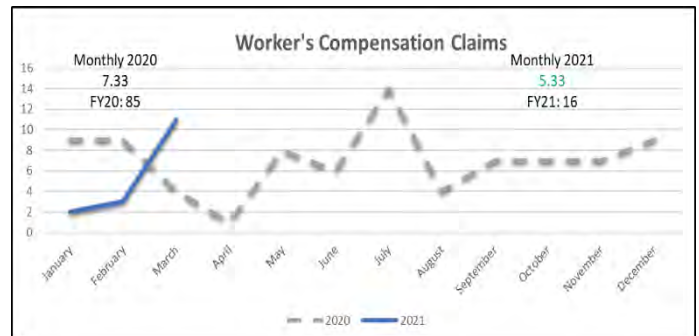
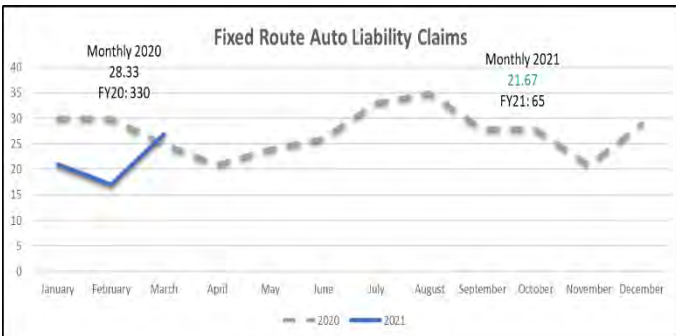
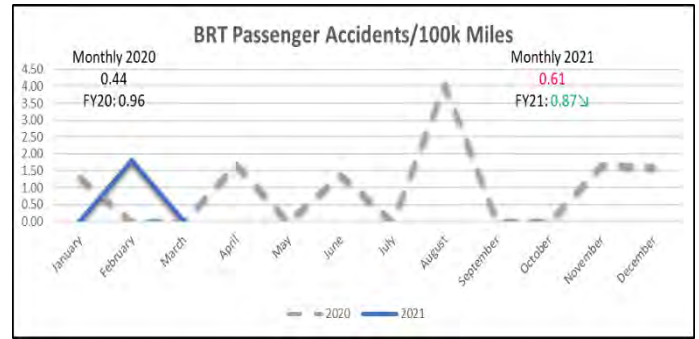
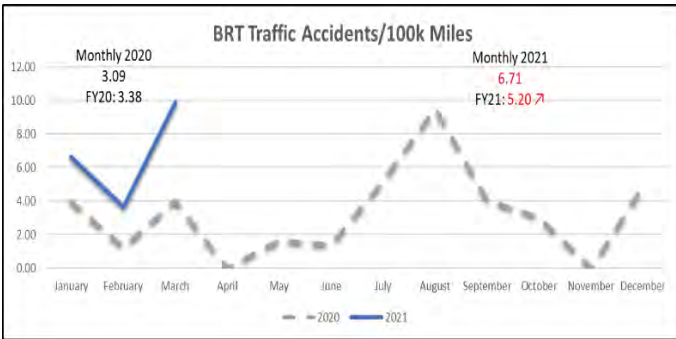
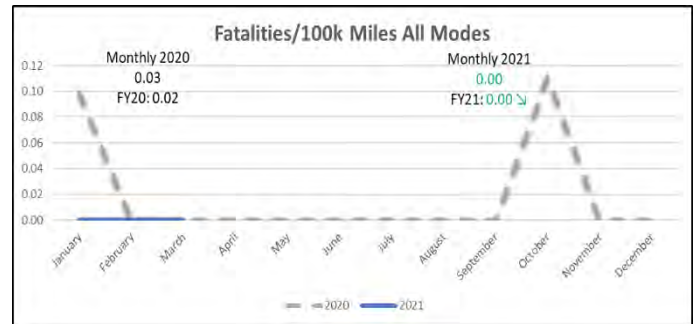
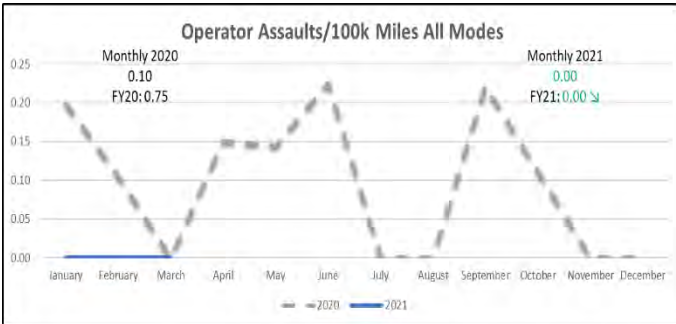
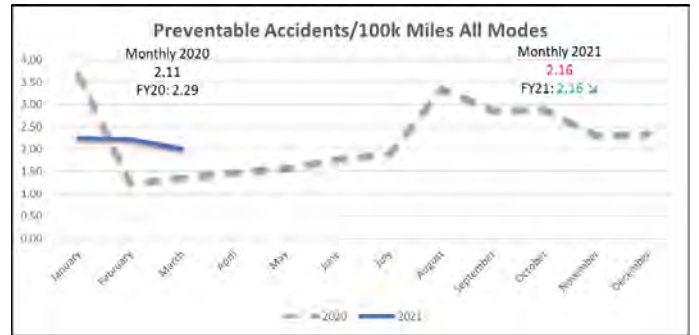
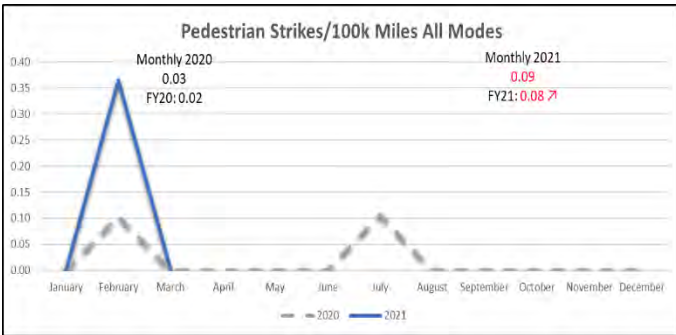
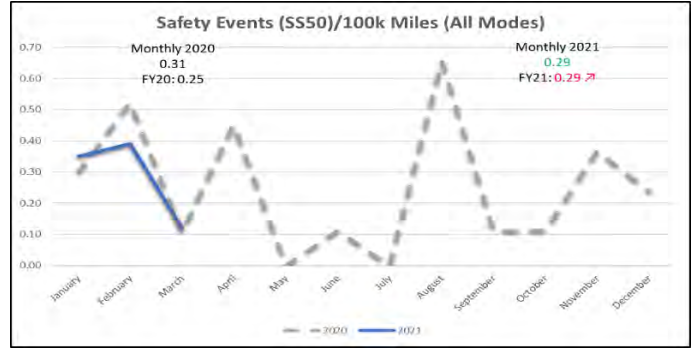
Preventable Accidents: Defined by the National Safety Council as: “An occurrence involving an employer owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.”

Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines as those involving one moving vehicle striking a pedestrian

Near Miss Safety Events: A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very near.

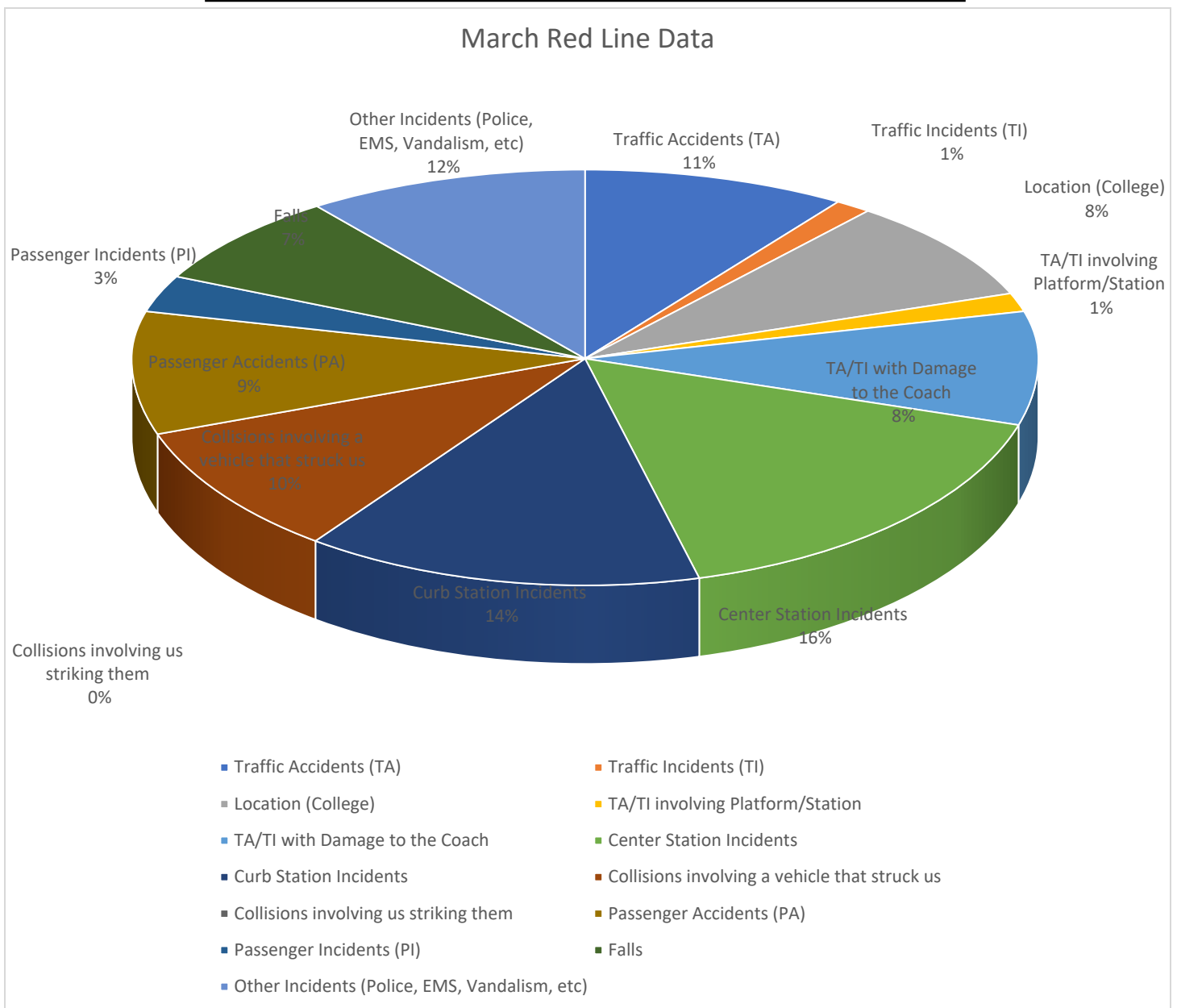
Safety and Accident Data

March 2021 Compared to March 2020 Data All Modes:



Redline- Route 90

Total Reported Incidents	59
Total Number of Traffic Accidents (TA)	16
Total Number of Traffic Incidents (TI)	2
Location where most incidents occurred (College)	12
Total Number of TA/TI involving Platform/Station	2
Total Number of TA/TI with Damage to the Coach	12
Total Center Station Incidents	24
Total Curb Station Incidents	21
Collisions involving a vehicle that struck us	14
Collisions involving us striking them	0
Total Number of Passenger Accidents (PA)	13
Total Number of Passenger Incidents (PI)	4
Number of Falls	11
Total Number of Other Incidents (Police, EMS, Vandalism, etc)	17
Average Incidents per day on Route 90	1.97



End of Report

Planning & Capital Projects Division Report – March 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz
Date: April 22, 2021

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

A Class of Action for the Blue Line NEPA was received on February 26th, 2021 for a Document Categorical Exclusion (DCE). While the design efforts for the Blue Line are temporarily on hold until the resolve of Senate Bill 141, it was determined that some time critical NEPA efforts could continue. The Area of Potential Effect (APE) map(s) for Section 106 (Historic/Archaeologic) and draft NEPA schedule are complete and under review to confirm all elements are addressed. Submittal to FTA for review and concurrence will take place in the first part of April. The NEPA process will begin with environmental analysis and research of historic, archaeological, and natural resources, as well as updated traffic studies. This will be dependent on the outcome of SB 141 and whether any redesign is required.

Planning Activities: Long-Range Planning

ADA Paratransit Next Steps

Strategic Planning staff is supporting Public Affairs and Mobility Services for the ADA Paratransit Next Steps process. Several in-depth and facilitated community meetings have been held from March 16 to April 10, with additional outreach efforts anticipated. A Task Force meeting is being scheduled for May.

On-Call Planning Services, Comprehensive Operational Analysis (COA)

IndyGo, in coordination with the IMPO, is seeking to adapt its current future service plan to an incremental one, allowing IndyGo to incrementally build out the Marion County Transit Plan (MCTP) as funding allows. Currently in Phase I of the COA, staff is focused on review of IndyGo's current network and existing operations. The consulting firm, Nelson\Nygaard, is also conducting a travel market assessment. This assessment uses vehicular travel patterns (pre- and during-COVID) to see if there are geographical areas or priority populations that are currently being underserved by transit, as this is something that IndyGo's ridership data can't tell us, especially from a cross-town route perspective. Phase II, for which staff is currently developing a scope of work and fee, is where IndyGo will identify service changes and investments to improve IndyGo's current service, implement the concepts of the MCTP, help rebuild ridership in the post-COVID environment, and stay within the changed fiscal environment.

Shared mobility strategies and advancements in technology that make mobility-on-demand easier to incorporate into the shared mobility ecosystem *not* considered or planned for in the MCTP are also being evaluated, as are the agency's evolution in best practices post-COVID pandemic.

On-Call Planning Services, MOD Assessment

Operating from a transit-first premise, exploring car-free mobility options, focusing on first/last-mile connections and areas without strong existing transit, IndyGo continues with its mobility-on-demand (MOD) assessment for boosting IndyGo's fixed-route ridership and ensuring that low-density, difficult to serve neighborhoods in the outer parts of Marion County have mobility options. The deliverables for this assessment are two-fold: 1) development of an RFP for a microtransit pilot complete with pilot design and evaluation framework, contracting strategy, development, and implementation schedule, public engagement strategy, identification and simulation of the highest potential MOD service pilot services/areas, and 2) a decision-making framework for prioritizing, implementing, marketing, and evaluating mobility-on-demand (MOD) services, such as microtransit.

Purple Line Baseline Survey

Replicating a process completed by the IMPO, IndyGo staff have completed procurement documents to hire a consultant to complete a baseline survey of demographics, transportation usage, and perceptions of transit in the Purple Line corridor. The project will include surveys of businesses and residents; discussions with human resource managers from select employers; and stakeholder meetings with community leaders. The survey pairs with existing work that IndyGo completed examining station-by-station demographics and economics. This project will be followed by a survey several years after service commences, to understand the impact of the upgraded service and amenities on the community.

Planning Activities: Capital Planning

Transit Asset Management (TAM) Plan

IndyGo is required to maintain a transit asset management (TAM) plan, which documents the agency's policies and procedures for asset management, as well as an inventory. 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 updating the facilities inventory to incorporate new facilities acquired at the end of the 2020.

Regional Initiatives/Discussions

Section 5310 2021 Call for Projects

Preparation for the Section 5310 FY2021 Call for Projects is underway. A call for project date is set for April 13.

Staff have determined that the FY2021 Call for Projects will include only the normal appropriations. A second, special call for the stimulus funding will need to be created and fulfilled before the end of the year.

Section 5307/5311 Urban Allocation Plan

The IMPO Transportation Policy Committee recommended that IndyGo become the direct recipient. Staff is preparing for this additional responsibility and has begun the process of supporting the region in transitioning from rural to urban funding.

IndyGo staff have discussed next steps with each county; every county is at a different stage of the process.

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 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.

Suburban Transit Planning

The Northern Johnson County Transit Plan is underway. IndyGo is providing technical support and supporting the cost of the project. The project has collected stakeholder input, baseline data, and is now moving towards designing some example service modifications.

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
- Blue Line, Zoning for TOD
- Mobility Concierge Program, MPI Platform
- 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
- Fare Modernization, Partner Portal
- Universal Sponsored Rides Program, 2021-2022SY
- FY2022 5-Yr Capital Plan Update
- Grants, Super Stops 2.0

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

- Section 5310 2020 Call for Projects (completed in March 2020)

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 permanent charging site will be completed this month and operational by May. The temporary charging site at 91st and Evergreen will be turned back over to IPL once we have verified that the 6410 site is operating as expected.

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.

Blue Line

IndyGo's design consultant, WSP, is moving forward with drainage design concepts for the corridor in advance of a 60% design deliverable anticipated in December 2021. All other design components have been halted until SB 141 has been resolved.

Purple Line

IndyGo's design consultant, WSP, submitted final 100% design plans on February 15th and Ready for Bid plans by middle of March. 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) were completed and submitted on March 11th, for review and preparation for procurement in March/April.

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 April 2021. FTA has notified IndyGo that any Indiana State Legislation which may impact the local funding must be resolved before they can proceed any further with grant execution process.

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 has been initiated. POCs are anticipated to begin -Mid-April and conclude in May/June. 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 for two stations on Delaware St. DPW has awarded the contract to Morphy Construction with a budget of \$3.9 million. Construction is underway. IndyGo will monitor construction in partnership with DPW. NEPA Re-evaluation work will continue on the project for purposes of remaining eligible for future Federal 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 in the close-out phase 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 areas.

On-Call Architectural and Engineering (A&E) Services contracts were presented to the IndyGo Board at the June 2020 Board Meeting. Under the on-call services, assessments will be performed also for all of the facilities, including the BRT stations, Carson Transit Center, current Headquarters at 1501 W Washington and all new properties to assist with planning of needed capital projects and to meet FTA requirements for State of Good Repair.

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. Lochmueller will also work on Bus Stop Improvements; task orders will be forthcoming.

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, Phase 2 & Phase 3 (the entire facility) will be under their design. Currently options are being considered on the best methods for design to meet aggressive schedules to accommodate staff needs.

New Task Orders for The Etica Group for Design & Construction Services for the Mobility Solutions and Customer Care Center Phase 2 & 3 and The Etica Group for Design and Construction Services for East Campus B Building with the elevator and the Dorms Demolition and New Garage Building including the exterior improvements are being issued after approval at the March 2021 IPTC Boar Meeting.

The following Task Orders will be presented to the April Board for approval: Task Orders for Design & Construction Services for the North Charging Station Interior Improvements (6410 North College) and the South Charging Station Interior Improvements (8915 Madison).

Task Order	Design Team	Design Start	Construction Start	Staff Move-In
East Campus Building A – Admin.	Woolpert	2/2021	10/2021	pending
Mobility Solutions Center Phase 1	The Etica Group	2/2021	7/2021	10/2021
Mobility Solutions Center Phase 2	The Etica Group	4/2021	7/2021	10/2021
Mobility Solutions Center Phase 3	The Etica Group	4/2021	9/2021	12/2021
East Campus Building B - Elevator/Training	The Etica Group	4/1/2021	6/2021	pending
North Charging Station Interior	Woolpert, Inc.	5/2021	6/2021	7/2021
South Charging Station Interior	Woolpert, Inc.	5/2021	6/2021	7/2021

Additional info to be added as task orders are executed

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



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

Public Affairs Division Report – March 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Communications & Marketing Lesley Gordon
Date: April 22, 2021

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR March 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Lesley Gordon
Vice President of Communications & Marketing

Attachments

Contributing Staff includes:
Lesley Gordon, Vice President of Communications & Marketing
Jordan Patterson, Engagement Specialist
Katrina Ent, Digital Media Specialist
Joshua Shadoan, Creative Design Specialist

March 2021 *Board Report*



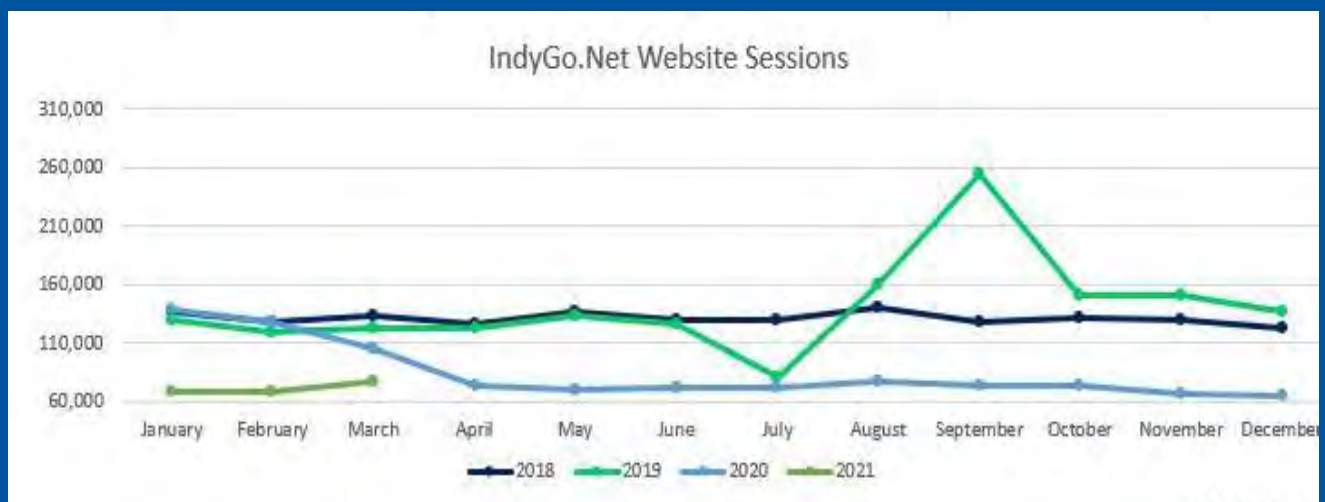
INDYGO.NET WEBSITE STATISTICS:

(3/1/2021-3/31/2021)

Page Views	167,502
Bounce Rate	50.8%
New Users	21,362
Returning Users	11,798
Total Sessions	77,216
Total Monthly Sessions Comparison to Previous Year	27%

Mobile Share

Date	Mobile	Desktop	Tablet
Mar-21	79.55%	19.49%	0.96%
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%



Media Mention Highlights

MASS TRANSIT SUBSCRIBE MAGAZINE ADVERTISE CONTACT US SUPPLIER'S DIRECTORY LOG IN REGISTER

COVID-19 NEWS BUS RAIL TECHNOLOGY SAFETY & SECURITY ALL MOBILITY MANAGEMENT TRANSIT BIDS CAREER CENT

HOME | BUS | PARATRANSIT

IndyGo seeks public input on paratransit service

IndyGo is hosting conversations to understand community priorities and develop ideas for how IndyGo may operate paratransit service outside of the ADA-mandated service area in the future.

From — Indianapolis Public Transportation Corporation (IndyGo)
Mar 3rd, 2021

Facebook LinkedIn Twitter Pinterest

LATEST IN PARATRANSIT

RealStreet
TransLink Launches HandyDART Modernization Program
TransLink May 19th, 2021

LOCAL

Some Goodwill employees will have free bus passes to get to work

CELEBRATING WOMEN'S HISTORY

Believe Circle City charter school students study Hoosier women on tour

New plan to change how thousands of IPS students get to school

IPS partnering with IndyGo to roll out new transportation proposal

Stream WRTV anytime

Working For You

NEWS

More students will walk to school or ride IndyGo buses under proposed IPS transportation changes

■ FOR SUBSCRIBERS TRANSPORTATION

Indianapolis' business community pushed for rapid transit. Now will they fund it?

Ethan May Indianapolis Star
Published 5:41 a.m. ET Mar. 31, 2021 | Updated 9:54 a.m. ET Mar. 31, 2021

Topics Include:

In March, the legislative session and IPS partnership dominated IndyGo's media coverage. Senate Bill 141 was covered in several stories by print, television, online, and radio outlets. IPS Partnership was mainly covered by television and online. In addition to those topics, there were media stories about beyond ADA, Goodwill partnership with IPTF, and Super Stops. IndyGo was mentioned in the media more than 80 times in March.

Social Performance:

FACEBOOK PERFORMANCE

- Had a total of **13,740** organic impressions (last month 10,608)
- **3,195** post engagements (number of times people engaged with posts through reactions, comments, shares and clicks).
- **11,036** page likes and **11,731** page follows
- **60** uses of Transit is Essential Facebook Frame

IndyGo Flashed by mmscode · March 1 · 🌐

To better serve our riders, it's imperative the infrastructure along routes is accessible and safe. If SR 141 passes, sidewalks and paving like this on Washington Street will not improve through Blue Line project. #TransitIsEssential

IndyGo Flashed by Kairiss.Dill · March 8 · 🌐

"Buses on Delaware experience substantial variations in travel speed resulting in spotty reliability and increased operational costs. The introduction of a bus lane, and Super Stops will keep the buses on and make travel speeds more consistent. Additionally, it will give turning drivers a dedicated space so those traveling north on Delaware aren't delayed behind drivers waiting to turn."

Read more about the Super Stops project here: <https://www.wishiv.com/news/local...> See More

IndyGo Flashed by WASH-TV · March 11 · 🌐

Have you noticed the new bus shelters on Michigan and 56th St? Our partners, WISH-TV, generously donated dollars to the Indianapolis Public Transportation Foundation to build these comfortable shelters for our riders. We can't thank our partners enough for enhancing transportation services for our riders! Learn more about the Foundation at indygo.net/foundation.

IndyGo Flashed by WASH-TV · March 20 · 🌐

"Many employees lack reliable transportation and the new partnership helps those employees who live along an IndyGo bus route to get a free ride pass and take to their job."

Learn more about the partnership with Indianapolis Public Transportation Foundation and Goodwill of Central & Southern Indiana: <http://www.wishiv.com/.../some-goodwill-employees-will-...> (WISH-TV)

4,469 People Reached **1,352** Engagements **Boost**

890 People Reached **82** Engagements **Boost**

1,684 People Reached **235** Engagements **Boost**

1,358 People Reached **170** Engagements **Boost Post**

👍👎🗨️ 31 10 Comments 🗨️ 18 4 Comments 🗨️ 49 4 Comments 55 45 4 Comments 11 Shares

TWITTER PERFORMANCE

- **141,000 impressions** (65,200 last month)
253 retweets, 699 likes, 48 replies, 126 link clicks, 1.6% engagement rate
- Generated 58 new followers (22 last month)
- 6,026 current followers (5,976 last month)



5:48 PM · Mar 22, 2021 · Twitter Web App

View Tweet activity

15 Retweets · 4 Quote Tweets · 54 Likes

11,230 impressions; 103 media views; 293 total engagements

IndyGo @IndyGoBus · Mar 11
Our system allows @P52Schools the flexibility to go to the library to take an internship, to seek other employment, volunteer; experiences the school bus can't get that done." —IndyGo's President and CEO Inez Evans.



Watch the interview here: <https://www.youtube.com/watch?v=...>

9

IndyGo @IndyGoBus · Feb 24
President & CEO Inez Evans and Board Member Rick Wilson on their way to testify SB141



703 views · 0:01 / 0:11

IndyGo @IndyGoBus · Mar 26
"Many employees lack reliable transportation and the new partnership helps those employees who live along an IndyGo bus route to get a free ride back-and-forth to their job."

Learn more about the partnership with @GoodwillIndy

www2.indynews.com/news... (WISH-TV)

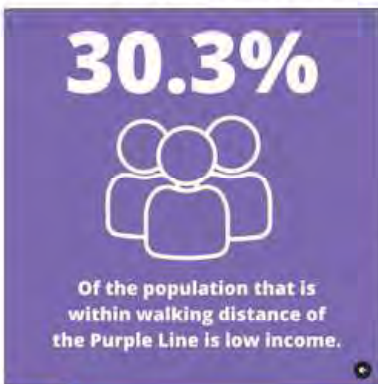


Some Goodwill employees will have free bus passes to get to work - W. INDIANAPOLIS (WISH) — The Indianapolis Public Transportation Foundation and Goodwill [...] www2.indynews.com

11 · 0:00 / 0:11

INSTAGRAM PERFORMANCE

- Generated **8,778** impressions
- **978** total engagements; **3.2%** engagement rate (last month 2.2%)
- Generated **5** New Followers: **3,077** Current followers



Benefits to Dedicated Lanes with the Blue Line

- ✓ 17 miles of resurfacing
- ✓ Drainage improvements
- ✓ 10 miles of connected sidewalks
- ✓ Over 3 miles of new crosswalks



Email Marketing:

EMAIL MARKETING



MARCH NEWSLETTER

- 9,748 recipients
- 13.07% CTR
- 5.81% Open Rate (Last month's was 4.71%)

10

Creative Projects

- 47 completed projects through SySAid
- Beyond ADA Outreach Video
 - 121 views, 680 impressions, 93 unique viewers



Outreach Summary: March

Outreach in March 2021 reached approximately 7,285 people through community and stakeholder meetings, as well as IndyGo hosted virtual meetings.

March engagement efforts focused on the “Beyond ADA” outreach campaign to understand community priorities and ideas for how IndyGo may operate our Open Door paratransit service outside of the Americans with Disabilities Act (ADA)-mandated service area. This included six options in March to attend a virtual or in-person facilitated public input meeting. There were also extensive promotional efforts that included but was not limited to mailers to zip codes outside of the mandated service area, a call campaign to active riders, and promotional resources provided to partner human service agencies.

Neighborhood outreach included presentations about general IndyGo updates to the ANU Partner Community Collective, Martindale Brightwood One Voice community, and Crownhill Neighborhood Association.

IndyGo continued a digital strategy that included a video presentation and a live stream of the IPTC Service and Finance Committees, Governance & Audit Committee, and Board of Directors Meeting. IndyGo partners and neighborhood liaisons received a monthly update that included the “IndyGo Now” video presentation. In April, IndyGo will continue the “Beyond ADA” outreach campaign to seek input on future paratransit service.

March Outreach Events:

Date	Name of Event
1-March	Beyond ADA Call Campaign
2-March	IndyGo Now
6-March	Beyond ADA Mailer
9-March	Beyond ADA Video
9-March	Martindale Brightwood One Voice (MBOV)
16-March	Crown Hill Neighborhood Association
16-March	Beyond ADA: Paratransit Next Steps
17-March	Mobility Advisory Committee Meeting
18-March	IPTC Finance Committee Meeting
18-March	IPTC Service Committee Meeting
18-March	IPTC Governance & Audit Committee Meeting
18-March	38th Street Infrastructure Video
24-March	ANU Community Partner Collective
25-March	IPTC Board of Directors Meeting
25-March	Beyond ADA: Paratransit Next Steps



Operations Division Report – March 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Operations/COO Aaron Vogel
Date: April 22, 2021

OPERATIONS DIVISION REPORT – March 2021

SERVICE PLANNING

SERVICE SCHEDULING:

The next Operator Service Bid 2106 takes effect on June 13, 2021. This Bid will again contain 50% cafeteria-style work and 50% 8-10hr rostered runs. In the Bid, the Red Line Route 90 will be charging at the new location at College/64th Streets. This will require new bus schedules for the Route 90/902 which will be still be interlined, and Route 901 will become a standalone route. Other routes will have timing adjustments to match the service with traffic and loads better. The goal is to improve the customer experience and on-time performance.

LOCAL BUS STOP DESIGN & CONSTRUCTION:

Service Planning has closed out the first phase of local bus stop improvements while also continuing with design and construction for additional bus stop improvements. Bus stop construction at Washington St & Bridgeport Rd (for the connection to CIRTAs Plainfield Connector bus service) is underway and will be completed by the end of May 2021. This project is a partnership between IndyGo, CIRTAs, the Indianapolis Airport Authority, and Plainfield. Additional bus stop improvement designs are also being finalized for bus stops along E 42nd St, N Post Rd, and N Mitthoefer Rd on the east side, to be bid for construction this spring. Design for bus stop improvements on the northwest side, along Eagle Creek Parkway, High School Road, and W. 46th Street, will be underway 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 has finalized a prioritization strategy that will be used to guide decision-making for local bus stop improvement projects. This prioritization process utilizes operational data and demographic data to determine areas that rank highest for local bus stop improvement needs. This project helped to implement a data-driven process for prioritizing bus stops for ADA improvements. A final report of IndyGo's ADA prioritization strategy and ADA transition plan will be finalized and submitted to INDOT in May 2021.

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:

Mar-20	Mar-21	% Change	IndyGo Fixed Route Ridership	2020	2021	% Change
9,761	7,078	-27.5%	2 E. 34th St.	34,283	17,839	-48.0%
20,946	16,629	-20.6%	3 Michigan St.	81,098	42,811	-47.2%
7,059	5,385	-23.7%	4 Fort Harrison	27,812	14,210	-48.9%
11,933	8,005	-32.9%	5 E. 25th	39,424	21,086	-46.5%
6,905	5,586	-19.1%	6 N. Harding	29,108	13,926	-52.2%
100,320	76,117	-24.1%	8 Washington St.	323,059	206,853	-36.0%
63,134	48,278	-23.5%	10 10th St.	213,760	126,395	-40.9%
3,337	2,482	-25.6%	11 E. 16th St.	11,942	6,525	-45.4%
2,252	1,865	-17.2%	12 Minnesota	8,855	4,933	-44.3%
1,768	1,447	-18.2%	13 Raymond	6,128	3,936	-35.8%
4,844	3,609	-25.5%	14 Prospect	16,805	9,756	-41.9%
10,423	7,827	-24.9%	15 Riverside	40,187	20,244	-49.6%
8,279	7,257	-12.3%	16 Beech Grove	29,485	18,895	-35.9%
4,319	3,123	-27.7%	18 Nora	17,445	8,048	-53.9%
16,033	11,933	-25.6%	19 Castleton	58,555	32,472	-44.5%
11,050	10,548	-4.5%	21 East 21st St.	39,018	26,215	-32.8%
8,191	8,734	6.6%	24 Mars Hill	30,772	23,522	-23.6%
8,959	7,650	-14.6%	25 W. 16th St.	31,459	20,194	-35.8%
11,659	8,752	-24.9%	26 Keystone	41,718	22,878	-45.2%
8,204	6,132	-25.3%	28 St. Vincent	30,154	16,559	-45.1%
5,746	4,095	-28.7%	30 30th St.	21,846	10,282	-52.9%
7,935	6,277	-20.9%	31 Greenwood	28,175	16,269	-42.3%
19,151	14,932	-22.0%	34 Michigan Rd.	66,187	37,895	-42.7%
22,474	19,665	-12.5%	37 Park 100	79,094	51,424	-35.0%
13,803	11,983	-13.2%	38 Lafayette Square	47,527	31,453	-33.8%
53,396	40,996	-23.2%	39 E. 38th St.	189,627	108,123	-43.0%
3,569	2,694	-24.5%	55 English	13,193	7,034	-46.7%
6,749	6,503	-3.6%	86 86th Street Crosstown	24,198	17,100	-29.3%
7,583	6,685	-11.8%	87 Eastside Circulator	27,108	17,391	-35.8%
93,763	68,554	-26.9%	90 Red Line - BRT	330,590	181,945	-45.0%
1,169	967	-17.3%	901 College - Local	4,364	2,451	-43.8%
5,149	4,578	-11.1%	902 County Line - Local	20,153	12,371	-38.6%
71	192	170.4%	Others	293	463	58.0%
559,934	436,558	-22.0%	Total	1,963,422	1,151,498	-41.4%

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

TRANSPORTATION SERVICES

March Employee/s of the Month: Martin Horst

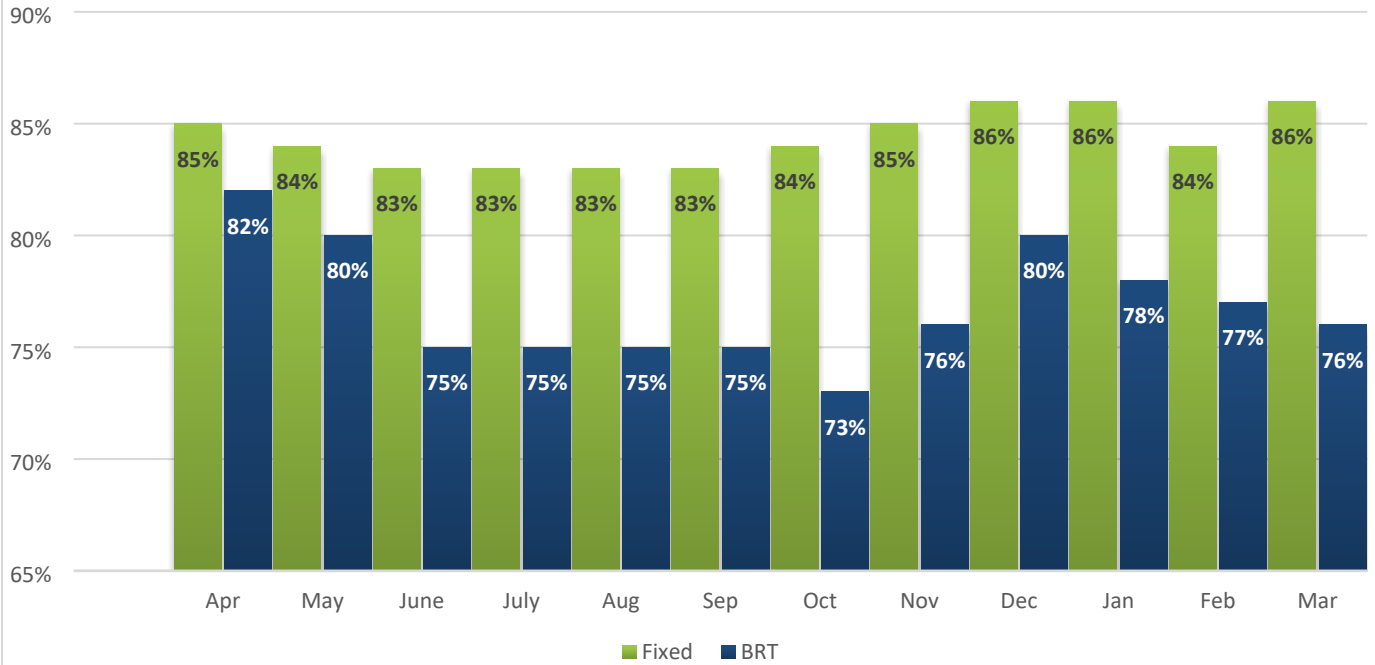
Martin is always smiling, has a positive attitude, and is willing to help. On numerous occasions, Mr. horst has assisted when service coverage was needed. He shows his commitment to IndyGo, and its riders. He is always professional. Mr. Horst has also had perfect attendance over the last 12 months.

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

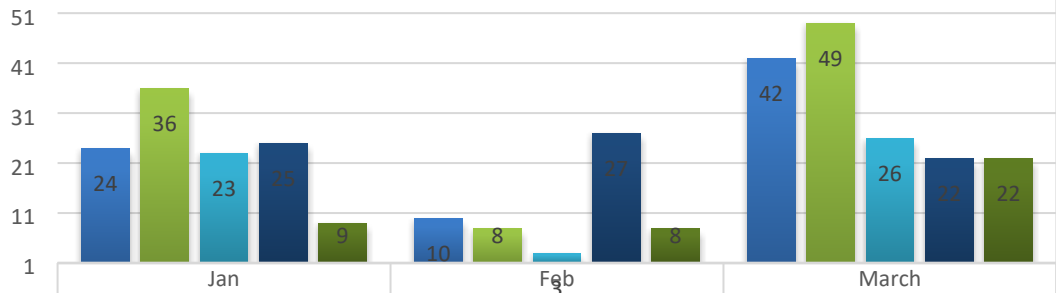
March winner: Nichelle Green

Abebe, Samuel	Duncan, Scott	Norfolk, Terry
Adkins, Phillip	England, William	Oxley, Ricardo
Akinribade, Ebenezer	Ford, Wanda	Patterson, Larry
Amaya, Efrain	Gardner, Onesha	Reed, Byron
Anderson, Rose	Garrett, Victor	Roberson, Ashley
Arnold, Mikiaiah	Gee, Lloyd	Robertson, Wesley
Barnes, Brandeon	Goudiaby, Mamadou	Robinson, Bevelyn
Bellamy, Shantay	Grant, Mary	Rosario Gonzalez, Dilxi
Bradford, Keary	Green, Nichelle	Rowie, Robert
Brooks, Ronnie	Greene, Jeffery	San Pedro, Enrique
Burnaugh, Pierre	Griffin, Ardis	Sanders, Amon-ra
Burton, Ron	Harden, Erica	Smith, Kathy
Carpenter Williams, Lakisha	Harrell, Douglas	Smith, Tamara
Carroll, Lashona	Harrison, Michael	Starkey, Catherine
Chest, Mornice	Hazen, William	Taylor, Reginald
Clark, Dennis	Hicks, Mikia	Thein, Stephen
Clark, Keana	Hinton, Lactetia	Tucker, Marjorie
Clark, Shawn	Horst, Martin	Washington, Daron
Coleman, James	Howard, Jeffrey	Watts, Rhonda
Comer, Rachel	Hughes, Marilyn	White, Anthony
Cox, Sean	Irwin, Cameron	Williams, Angela
Dates, James	Jackson, Calvin	Williams, Diana
Davis, Chris sean	Lewis, Adrian	Williams, Mary
Davis, Elisa	Lewis, Terrill	Wills, Mark
Davis, Juanita	Madyun, David	Wilson, James
Diallo, Abdourahamane	Malone, Karen	Wilson, Patricia
Doneeka, Terry	Mance, Anthony	Young, Samuel
	Miller, Jennifer	

On Time Performance Last 12 Months



Bus Stops and Shelters Maintenance



Bus Stop Signs Removed	24	10	42
Bus Stop Signs Installed	36	8	49
Shelter Glass Installed	23	3	26
Hand Wash Shelters	25	27	22
BIOs	9	8	22
Shelters Power Washed **418			
Total Trash			
Total Swept			
Total Inspected **3344			
P/U Litter			

SECURITY & TRAINING

TRAINING:

The Director of Life Safety, Security, and Training continues to attend the monthly Emergency Operations Center (EOC) call conducted by the Indianapolis Metropolitan Police Department, Department of Homeland Security. Leaders from different agencies attend this call to discuss the most recent information on COVID in Marion County and the surrounding counties. The meeting on March 1, 2021, was the last in regard to the COVID-19 situation. The decision was made that the calls would only occur if numbers started to worsen or a unique problem occurred.

Members of the Security and Training Department attended a class to become Red Cross certified in CPR and AED usage. This certification is good for two (2) years from the class's date, and IndyGo looks to have more training soon.

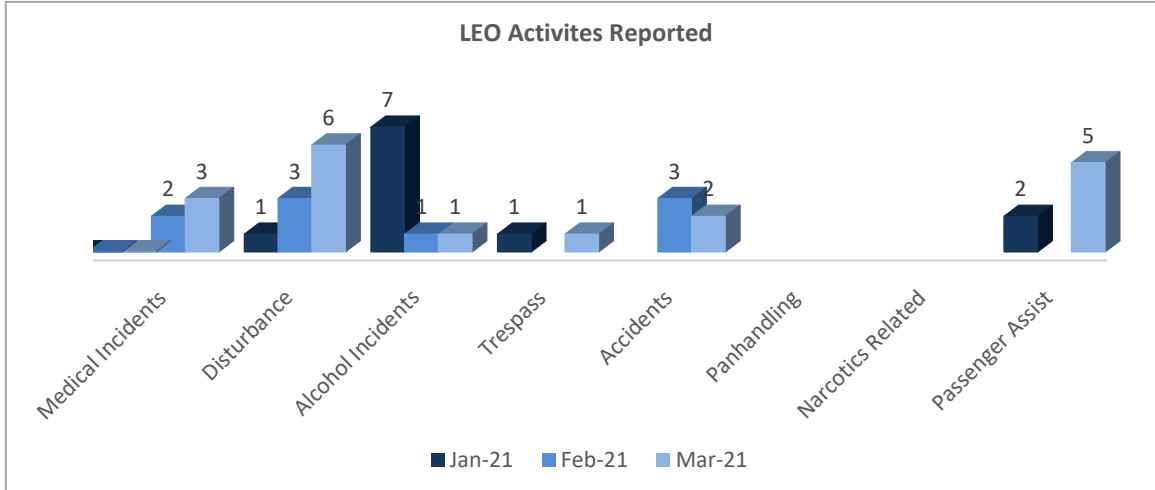
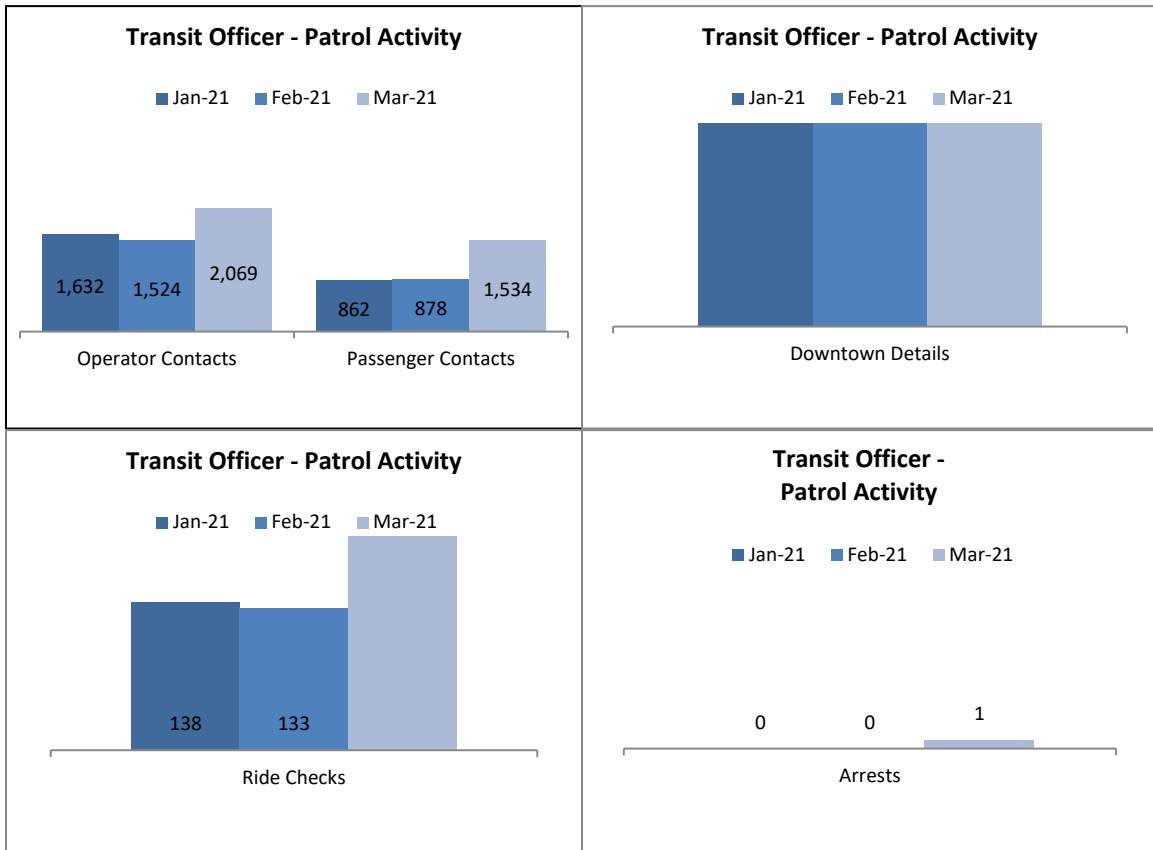
Mark Emmons met with the Financial Center representatives to complete a final walk-through of the Drover St. location. The walk-through was to verify IndyGo returned the building to the owners in the same or better shape than when the lease was initiated. The Financial Center agreed that the building was returned in good condition and will send IndyGo a letter to confirm that statement.

The following training sessions were conducted in March:

- Thirteen (13) Operators for accident retrains
- Two (2) Operators for customer service retraining
- Four (4) Operators for return-to-work training
- One (1) Operator for that transferred to a new job classification
- Four (4) new Administrative employees for new-hire orientation
- One (1) General Laborer for accident retrain
- One (1) Connected Vehicle Teams (CVT) employee successfully acquired their CDL license
- One (1) Mechanic employee successfully acquired their CDL license
- Eighty-eight (88) operator ride evaluations to evaluate who operators are performing while operating the bus

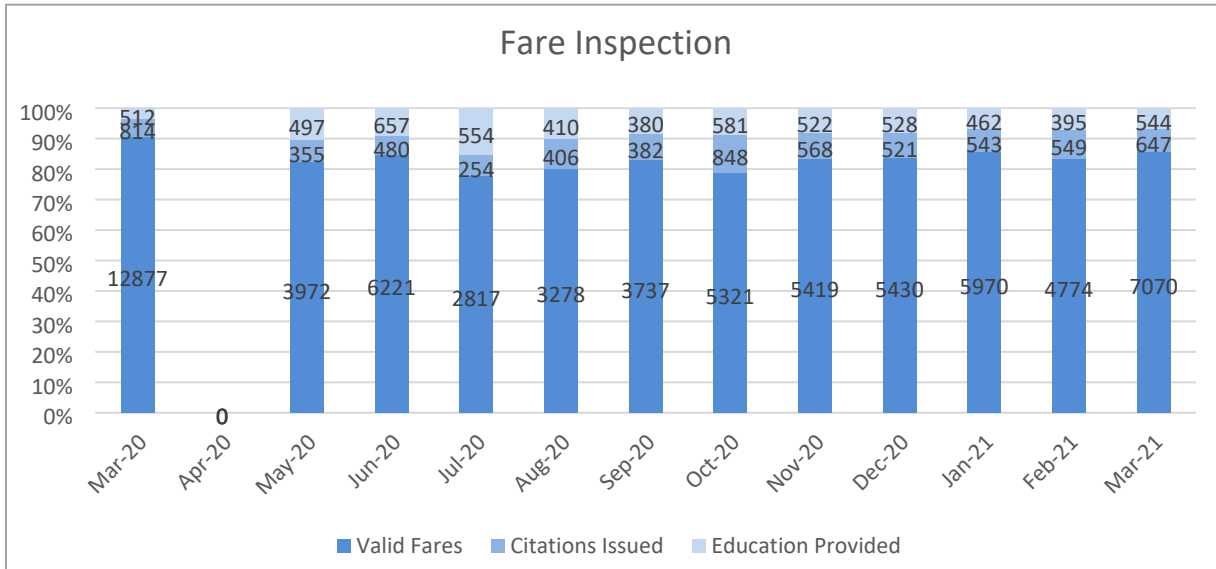
Training staff launched the 2021 Operator In-service on March 22, 2021. This in-service will refresh operators on OSHA required training, Company policy, procedures, mobility device securement, and many other items. There will be another in-service for non-union and non-operator employees in mid to late April.

Security:



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

FARE INSPECTION REPORT:



Month	Passenger Contact	Notifications	Educations
Monthly	7070	647	544
Weekday	5444	501	441
Saturday	1003	74	61
Sunday	623	72	42

2021 YTD	Passenger Contact	Notifications	Educations
Monthly	17814	1739	1401
Weekday	14121	1434	1188
Saturday	2623	194	144
Sunday	1398	143	101

The information above shows the fare inspection information for each month and one for the total year to date for 2021. The chart will show passenger contacts which represent those passengers that had a fare when checked. It will show notifications representing passengers who did not have a valid fare when checked and did not/would not purchase a valid fare. Lastly, it will show education; this represents passengers who did not have a fare when checked but, after being shown the proper procedures, purchased a valid fare. All those numbers together count for the total number of checks each month.

IndyGo performed the required yearly fire alarm and fire panel inspection at the Julian Carson Transit Center located at 201 E. Washington St. The inspection revealed a couple of defects that will be addressed.

Mark Emmons and the Transportation Operations Department members attended daily meetings with the Indianapolis Metropolitan Police Department and other Indianapolis City Departments to discuss plans and updates for the March Madness Basketball events. The final call will be on the last day of the event in April.

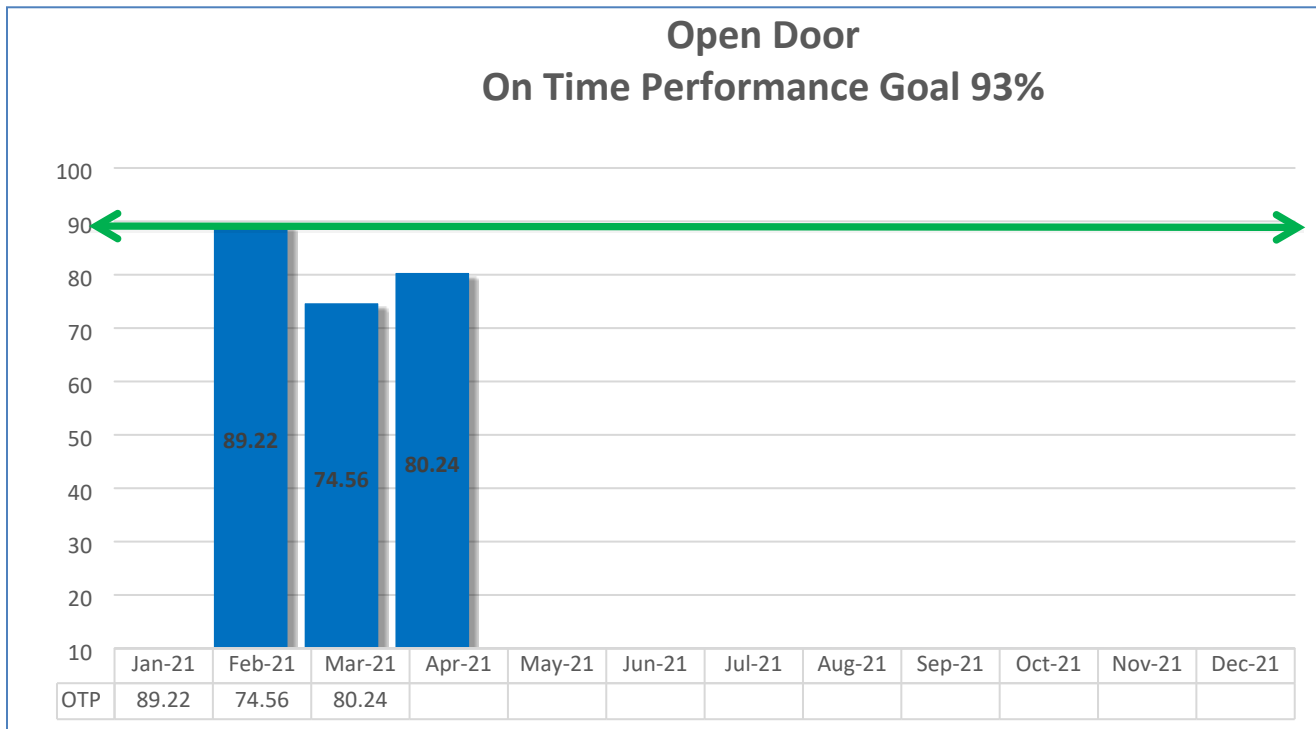
**MOBILITY SOLUTIONS –
OPEN DOOR & CUSTOMER SERVICE
CONTACT CENTER REPORT**

Transdev Ridership: Ridership has decreased from 2020 to 2021 due to COVID-19. Ridership in March 2020 reflects 16,325 unlinked passenger trips, and for March 2021, data reflects 12,987 unlinked passenger trips, a decrease of 20.4% YOY.

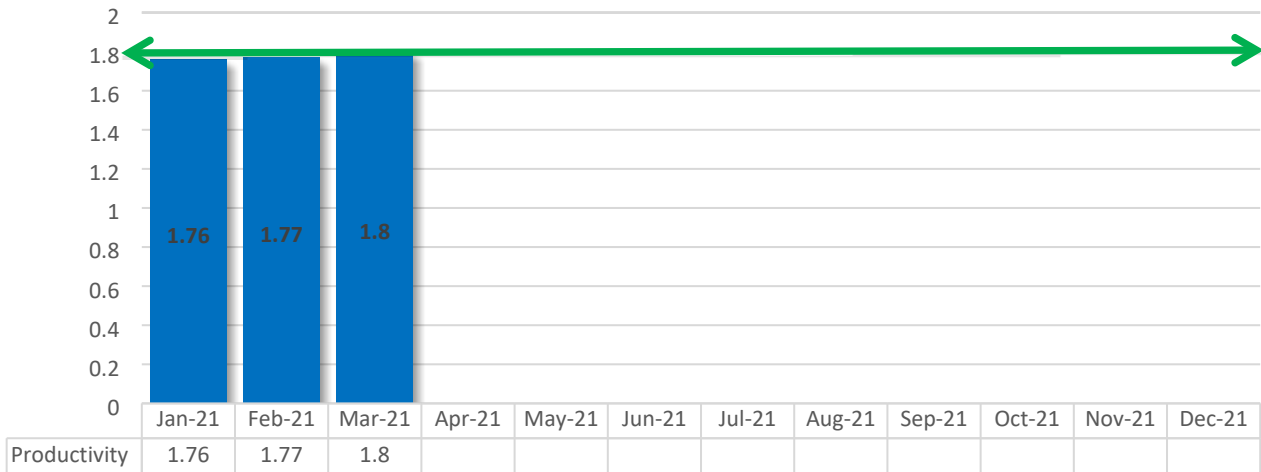
20-Mar	21-Mar	% Change	Mobility Services	2020	2021	% Change
18,532	15,607	-15.8%	Open Door Riders on Fixed Route	64,008	39,066	-38.9%
16,325	12,987	-20.4%	Open Door	64,535	34,825	-46.0%
5,461	1,839	-66.3%	31 Day S-Pass	24,863	4,299	-82.7%

On-Time Performance for March 2020 was 90.51%, and Productivity was 1.25%. March 2021 OTP was 80.24%, and Productivity was 1.80%, both reflect a decrease of -11.35% and an increase of 44.0%, 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 to mitigate future service impacts.



Open Door Productivity/PPH Goal 1.8%

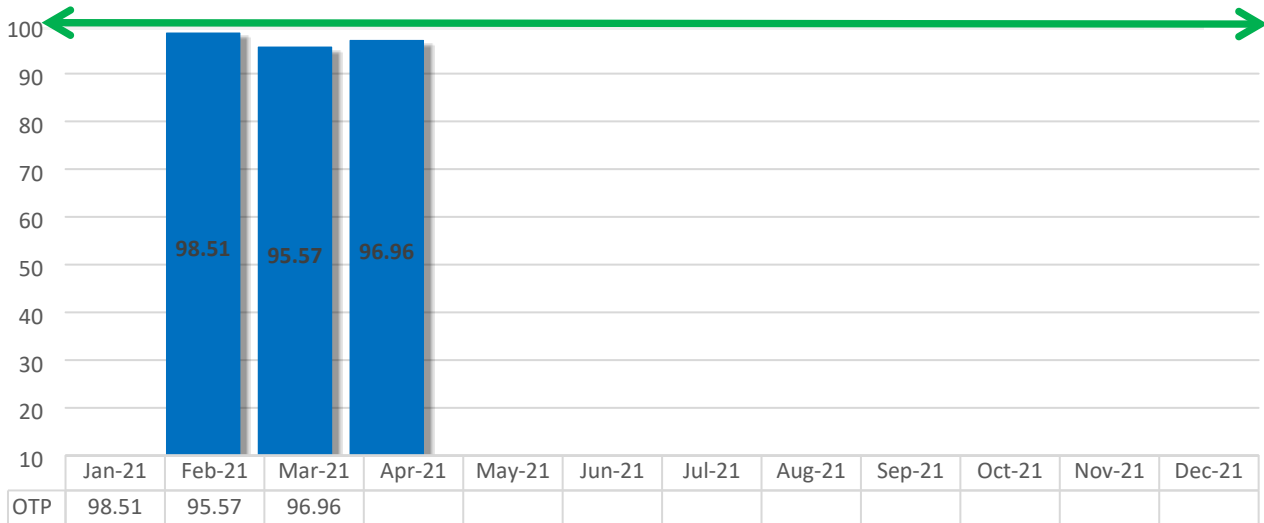


Transportation Network Companies (TNC's):

zTrip:

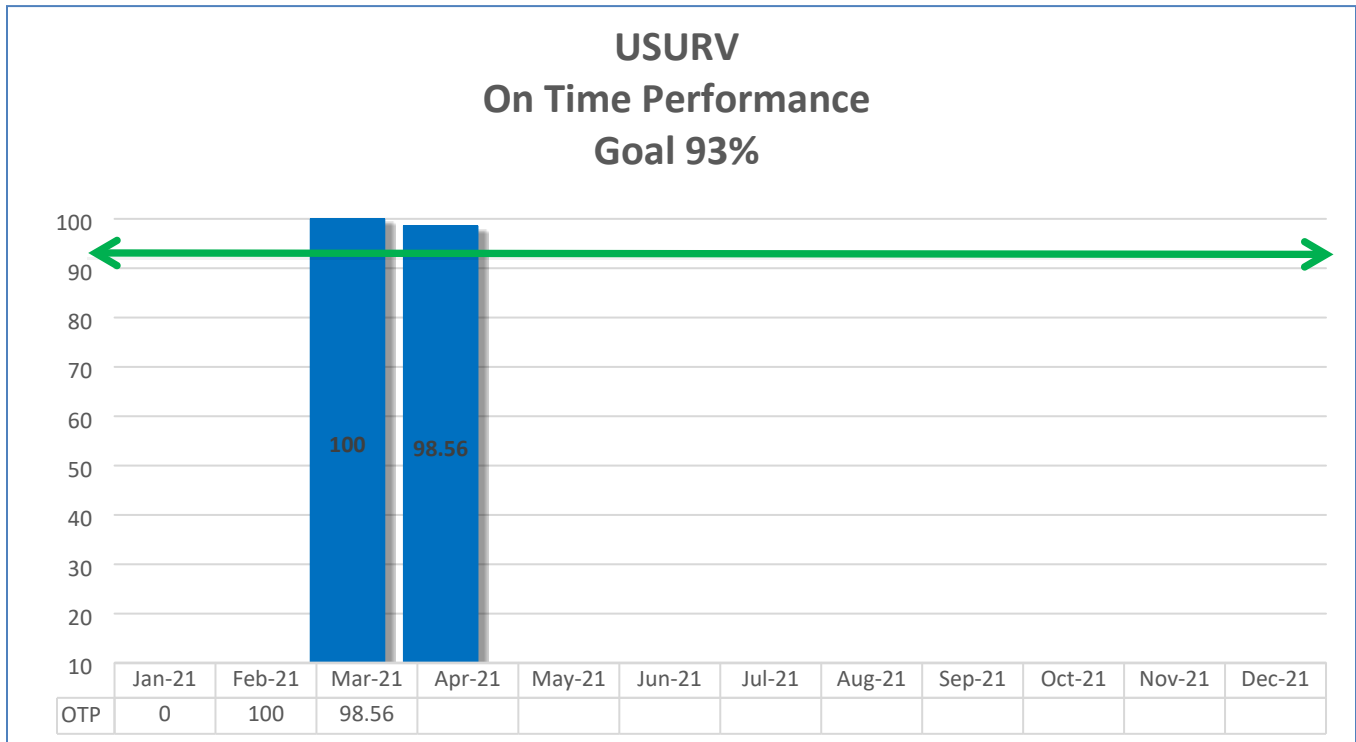
Ridership in March 2021 reflects 1019 unlinked passenger trips, and On-Time Performance for March 2021 was 96.96%.

zTrip On Time Performance Goal 93%



USURV:

Ridership in March 2021 reflects 205 unlinked passenger trips and On-Time Performance for March 2021 was 98.56%.



Hawkeye Health (Assessment & Eligibility):

Assesses a person’s ability based on the functional ability to board, disembark, and accessible transportation following ADA criteria. The ADA Requires a functional assessment evaluation within regulatory parameters for our state and federal entities using a wide range of medical conditions and their impact on an individual’s functional abilities.

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	29	33	62	0	0	0
MAR	46	42	87	0	0	0
APR						
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	97	113	209	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	29	0	0	33	0	0
MAR	44	2	0	40	1	0
APR						
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
	94	3	0	109	3	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-Mar	21-Mar	% Change	Vouchers Sold	2020	2021	% Change
920	680	-26.1%	Lottery Sold	3,280	2,180	-33.5%
837	714	-14.7%	Dialysis Sold	2,772	2,090	-24.6%

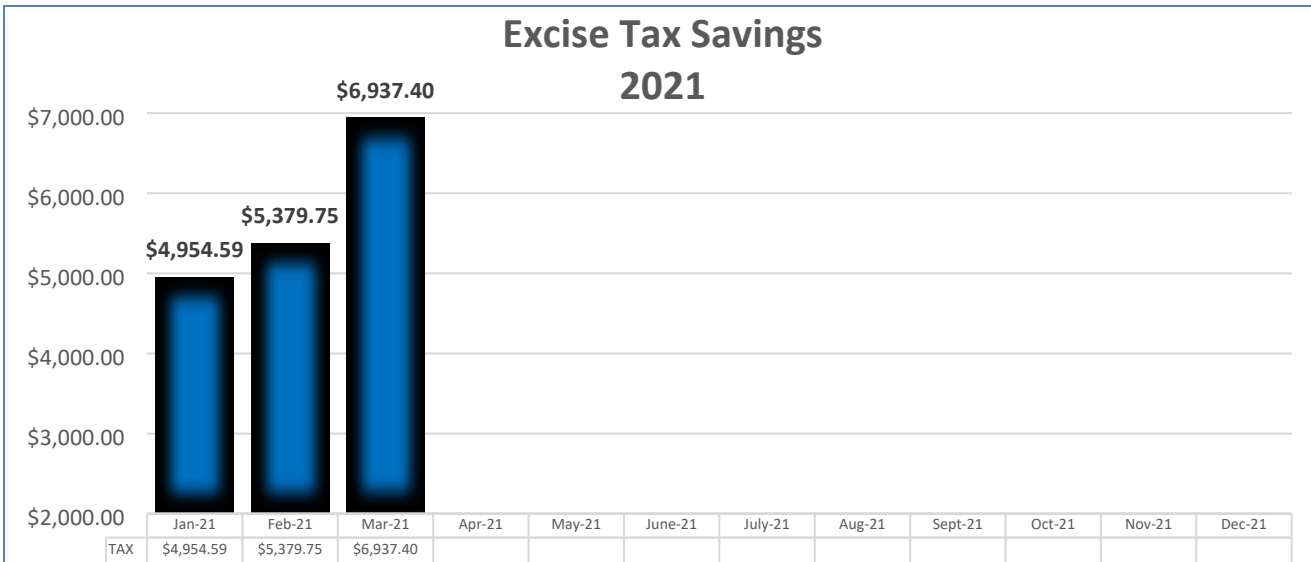
20-Mar	21-Mar	% Change	Vouchers Redeemed	2020	2021	% Change
980	589	-39.9%	Lottery Redeemed	2,990	1,721	-42.6%
847	761	-15.7%	Dialysis Redeemed	2,589	2,396	-7.45%

WEX Fuel Card Program:

The WEX Tax Exemption and Reporting Program have 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.

March 2021 savings from fuel excise taxes were \$6,937.4 (Fed Taxes = \$4,109.47 and State Taxes = \$2,827.93)

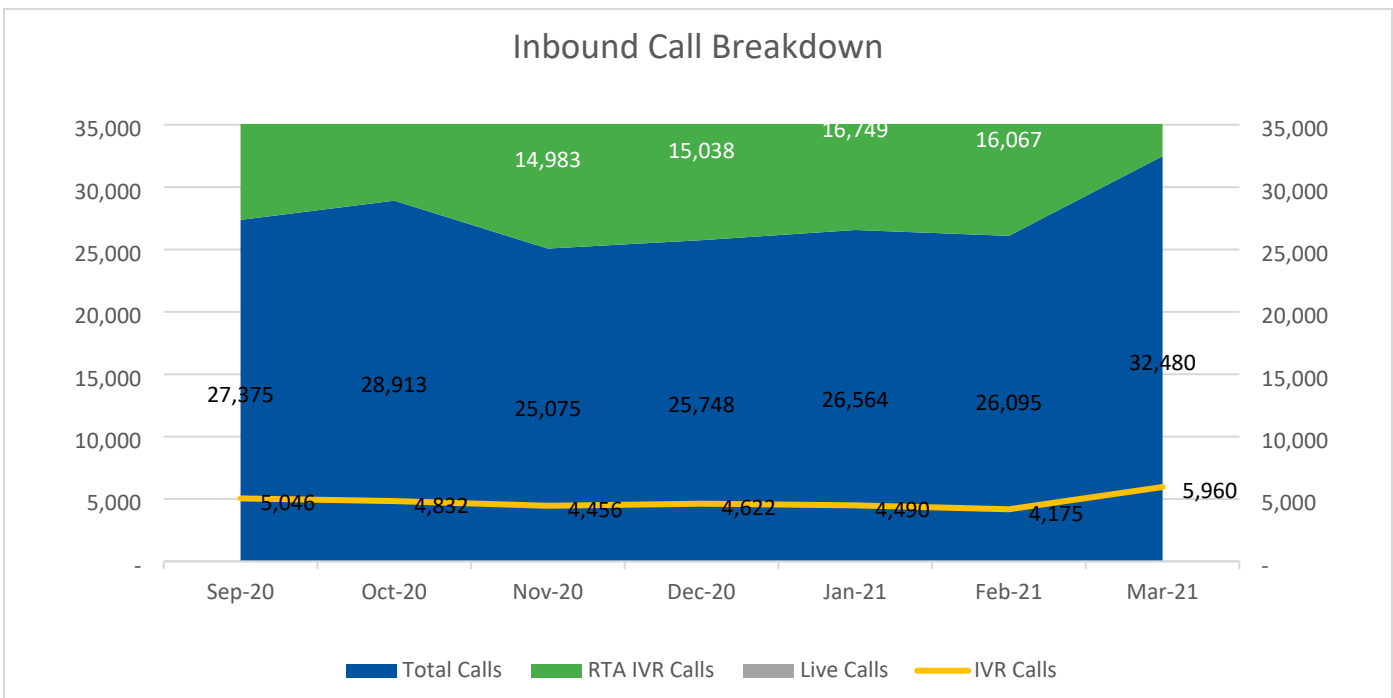
Total annual savings is \$10,334.34



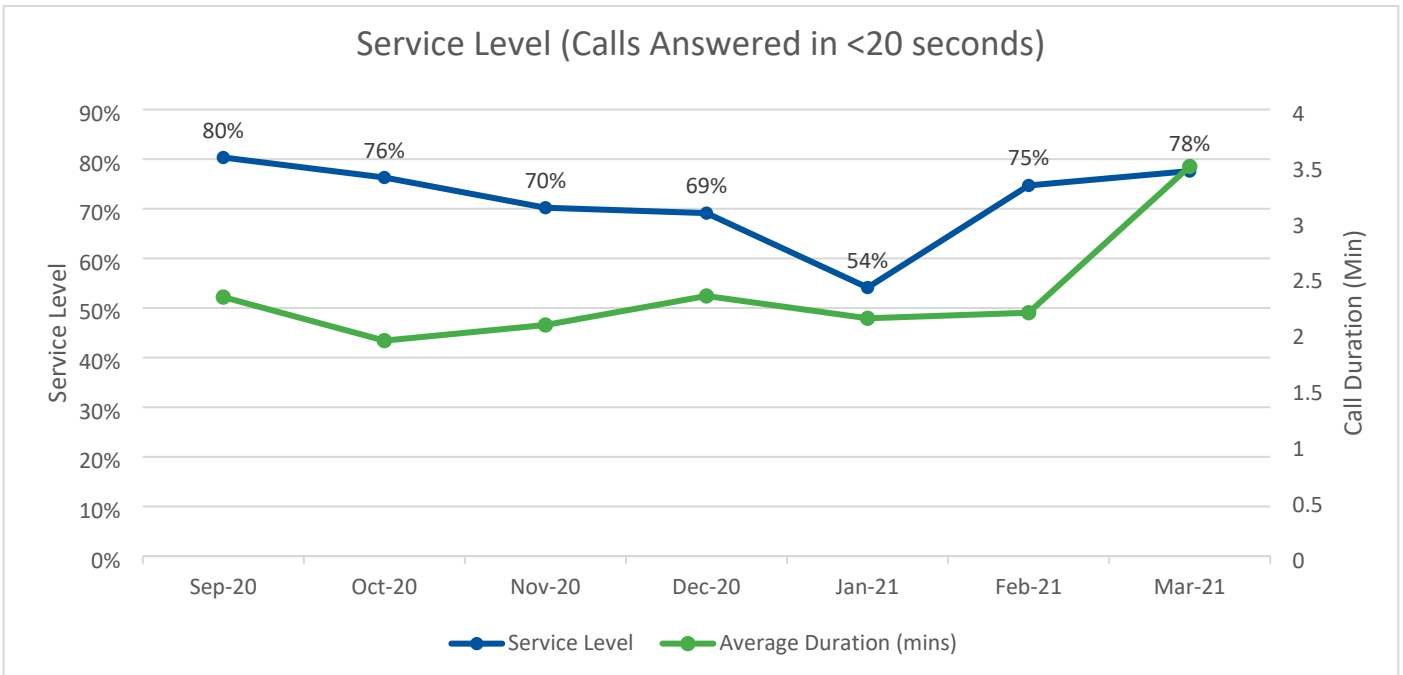
Customer Service Board Report

Contact Center Report:

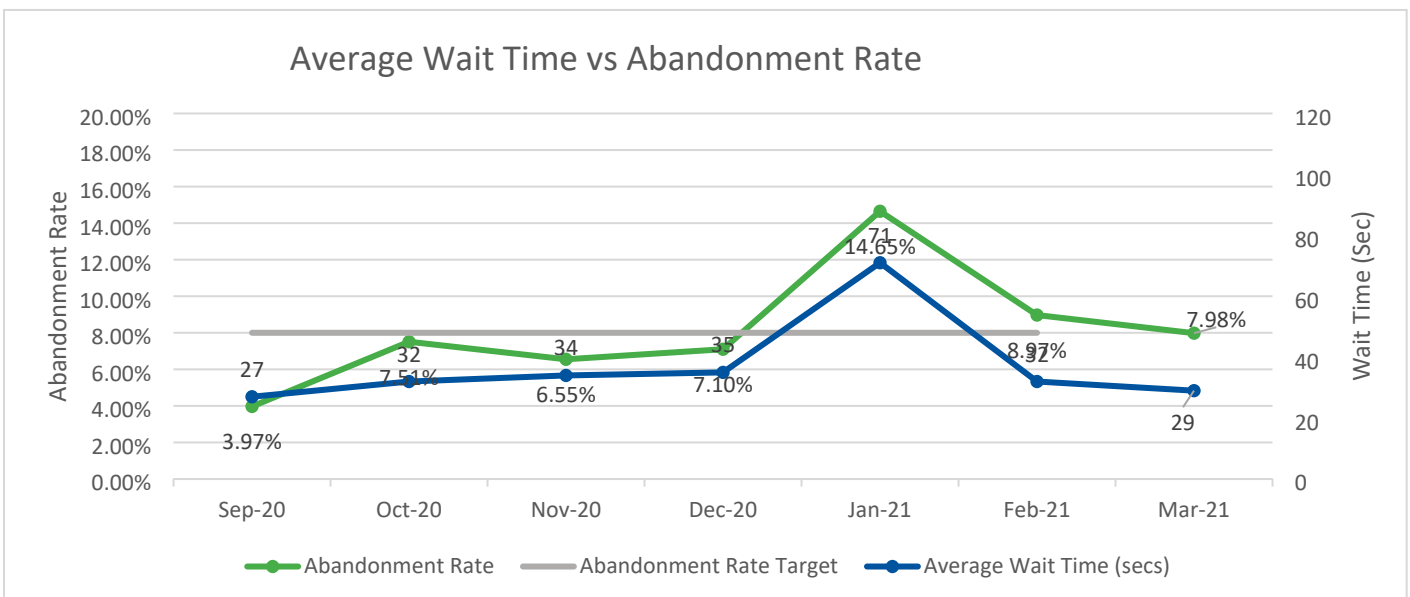
Inbound call metrics continued to experience reduced call volume in conjunction with the reduced ridership due to the COVID-19 pandemic. However, we are experiencing a slight uptick.



Service level continues to recover in March due to staffing additions and optimizations.

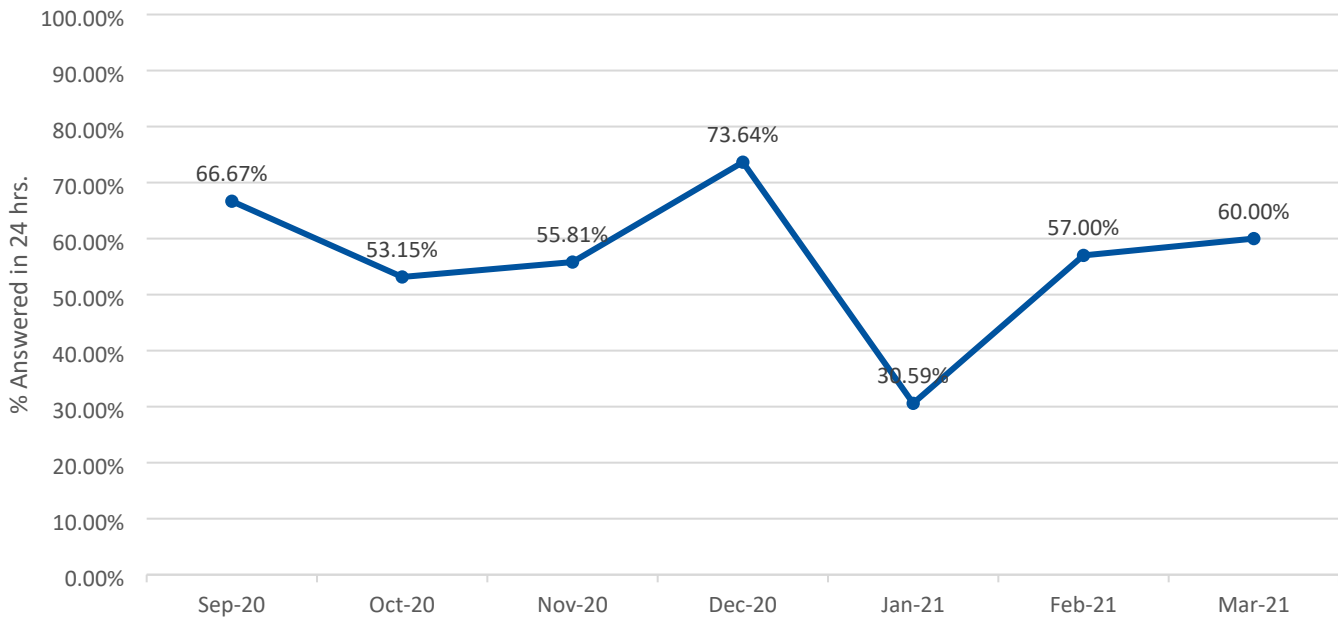


Abandonment rate and wait time recovered in March and returned to sub 8% levels for which meets our goal.



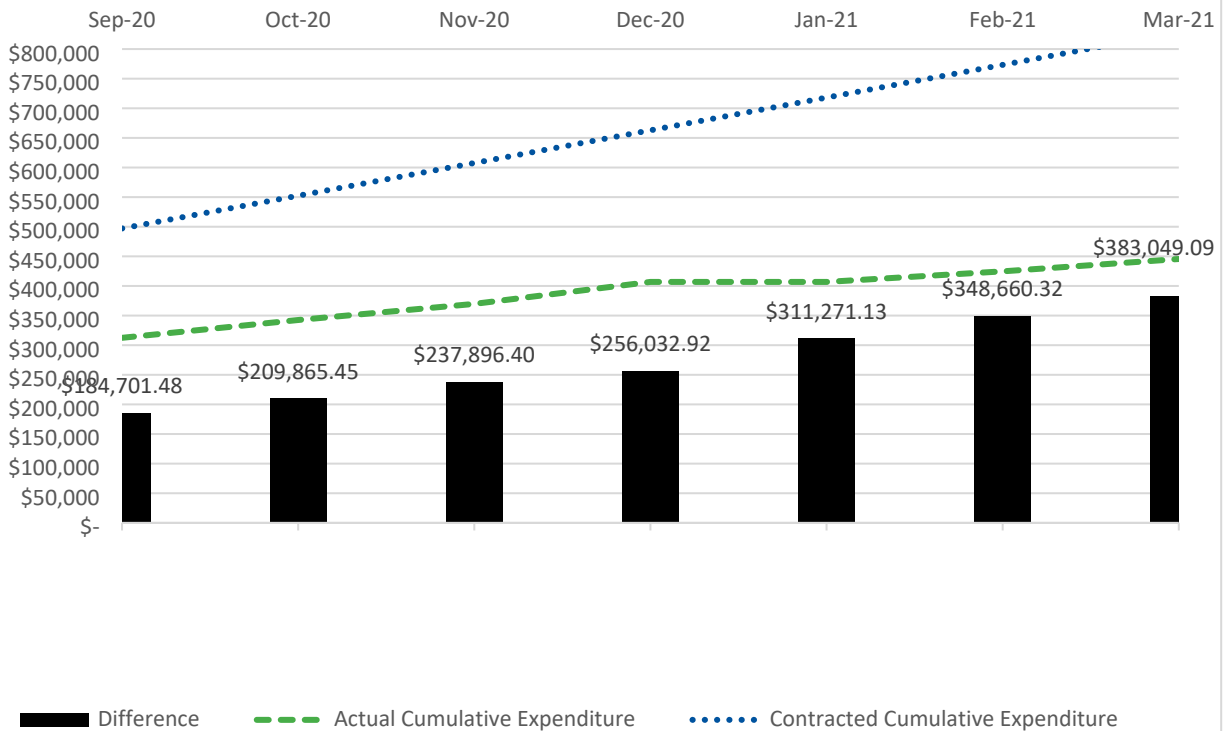
Web comment/submissions recovered in February and continue to improve in March.

Web Submissions Service Level (Submissions answered in <=24 hours)



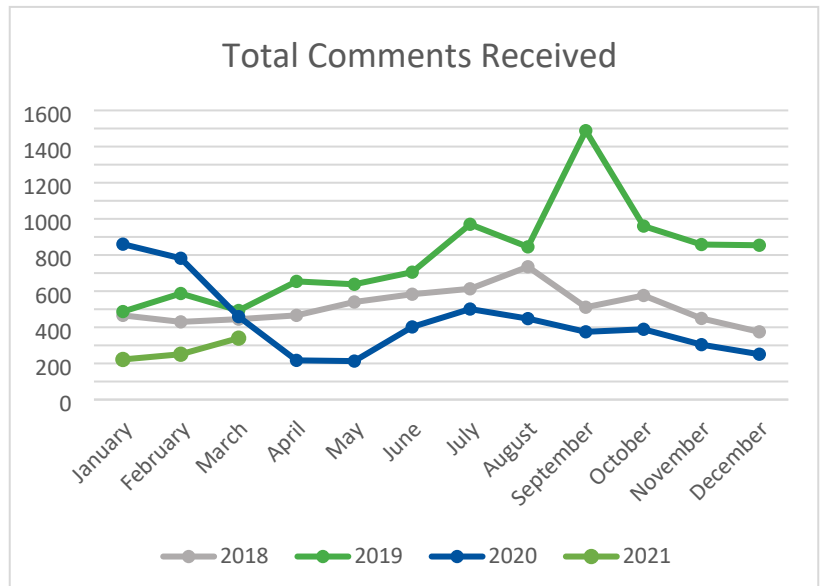
Customer Service, Representative staffing contract, continues to be in favorable standing. Customer Service has been working to increase staffing back to normal levels to reduce abandonment rate, increase service levels, and provide more scheduling and cross-training flexibility.

CS Centers Staffing Contract Run Rate

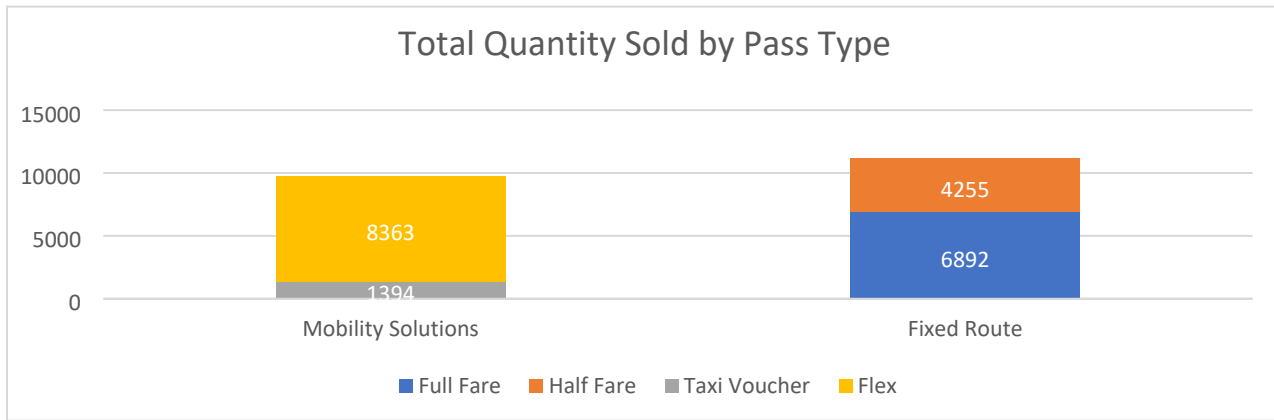


Received Comment Report:

Category	Amount
Schedule Adherence	54
Safety	55
Pass by	50
2020 COVID	27
Courtesy	22
Fares	16
Request Information	16
Facility Maintenance	13
Bus Stop	12
Security	10
Rules	9
Denial	9
Vehicle Maintenance	8
Compliment	8
Route	6
Customer Service Center	5
Route Detour	4
Marketing	4
Suggestion	3
American Disabilities Act	3
Red Line	2
Wrong Information	2
Discrimination	1
Civil	1
Marion County Transit Plan	1
TOTAL	340

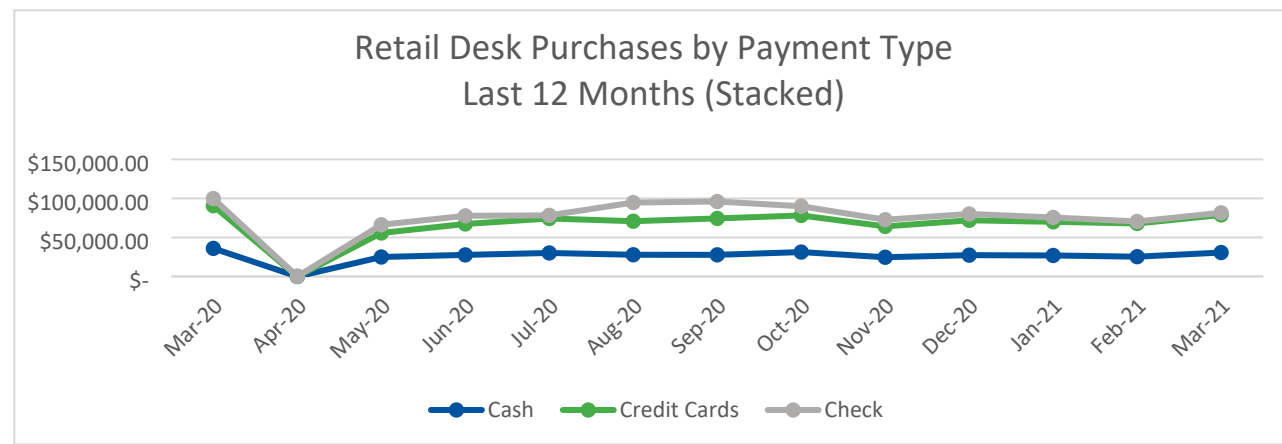


Total Quantity of Passes: 20,904



Payment Breakdown:

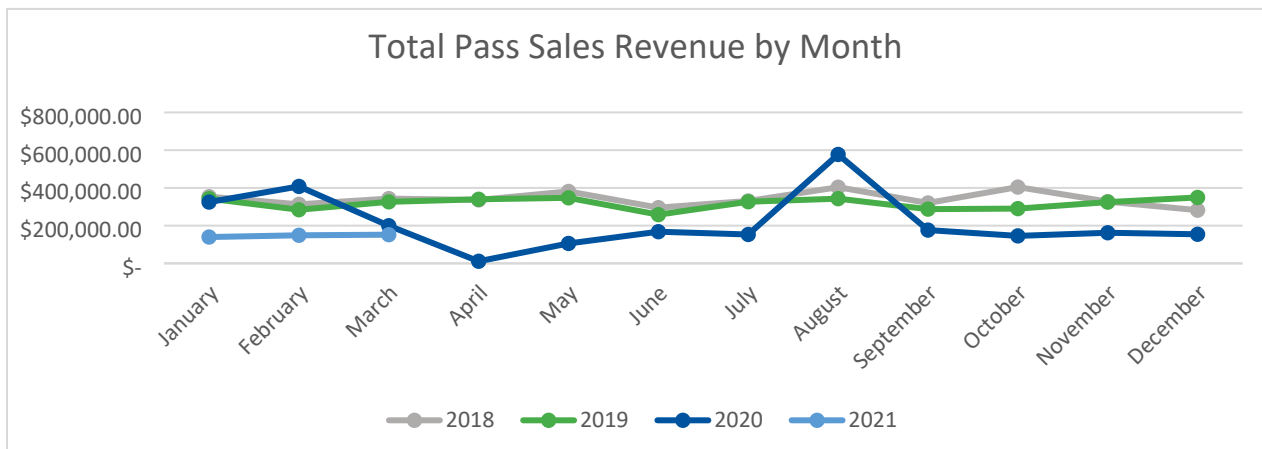
Customer Service Desk sales experienced an increase in March.



Total Pass

Revenue (Including eCommerce, Retail, and Invoice):

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





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

Human Resources Division Report – March 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Human Resources Jeffrey M. Brown
Date: April 22, 2021

CONSIDERATION OF HUMAN RESOURCES REPORT MARCH 2021

ISSUE:

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

RECOMMENDATION:

Receive Human Resources report.

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

Contributing Staff:
Tracy Jennings
Director- HRIS & Benefits

HUMAN RESOURCES REPORT

A. Coronavirus (COVID-19) Update

1. **COVID Data:** At this time, IndyGo has 109 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. In addition, the following information has been compiled regarding trends related to Indiana's COVID cases:
 - **In Marion County, COVID positive cases** have stayed about the same over the past two weeks and are still high. The number of **hospitalized COVID patients in Marion County** has fallen in the Marion County area. **COVID deaths** in Marion County have remained at about the same level. The **test positivity rate** in Marion County is relatively low, suggesting that testing capacity is meeting current demand.
 - At least 10 new coronavirus deaths and 695 new cases were reported in Indiana on March 14.
 - Over the past week, there has been an average of 760 cases per day, a decrease of 13 percent from the average two weeks earlier.
 - As of March 15, 2021, there have been at least 675,822 cases and 12,856 deaths in Indiana since the beginning of the pandemic
2. **Vaccines:** At this time, any Indiana resident age 16 and older is now eligible to schedule a vaccination appointment. IndyGo is actively working with local health officials to have Professional Coach Operators included in the eligibility list for the COVID vaccine.
3. **COVID Testing:** IndyGo employees are also eligible for free testing after being seen by a medical authority at the following locations:
 - *Marion County Public Health Department:* 3838 N Rural St. – Monday – Friday from 9:00 AM – 4:00 PM and Wednesday from 9:00 AM – 6:00 PM
 - *South District Health Office:* 7751 Shelby St. – Tuesday and Thursday 11:00 AM – 6:00 PM
 - *Sidney & Lois Eskenazi Hospital:* 720 Eskenazi Ave. – Call for an appointment at 317-880-7666.
 - *CVS:* Multiple locations – site locator is <https://www.cvs.com/minuteclinic/covid-19-testing>.
 - *Walgreens:* Multiple locations – site locator is <https://www.walgreens.com/findcare/covid19/testing>.
 - *LHI/Optum:* Multiple locations – site locator is <https://lhi.care/covidtesting>.
4. **Mask Mandate Continues At IndyGo:** On April 6, 2021, Governor Holcomb terminated his Executive Order that mandated masks be worn indoors and outdoors when social distancing could not be maintained. Even though the State mask mandate became advisory on April 6, 2020, counties, local health departments and individual businesses are permitted to require people to wear a mask. IndyGo will continue to follow the Marion County Health Department Order and President Biden's Executive Order, and therefore, it remains the obligation for all IndyGo employees to continue to abide by the mask requirement. On April 5, 2021, Human Resources sent a reminder message to all IndyGo employees that they are required to wear masks covering their nose and mouth when indoors at 1501 W. Washington, East Campus, the Julia Carson Transit Center, and the Drover Street Training Facility, or when driving an IndyGo vehicle, including a coach. While it is encouraging that the COVID-19 vaccine is now available to all and there has been a low infection rate amongst the IndyGo workforce, the longstanding Marion County Health Department Order and

President Biden’s Executive Order continue to require that masks to 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.

B. Second Chance Hiring Initiative

At the January 2021 Board of Directors meeting, IndyGo announced the implementation of the Second Change Hiring Policy (“the Policy”), which is a hiring initiative to give otherwise qualified applicants with criminal backgrounds the same consideration as any other applicant, when their record has no bearing on job requirements, and to also support their reentry into the workforce. Human Resources is pleased to announce that no new hires have been made in March or April utilizing the new Policy. In early April, one candidate was rejected because of his criminal history.

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:	795
2.	Total Union Employees:	594
3.	Total Coach Operators:	449
4.	Annual Coach Operator Turnover Rate:	17.66%
5.	Total Non-Coach Operators Employees:	346
6.	Annual Non-Coach Operator Turnover Rate:	17.77%
7.	Annual IndyGo Employee Turnover Rate:	17.71%

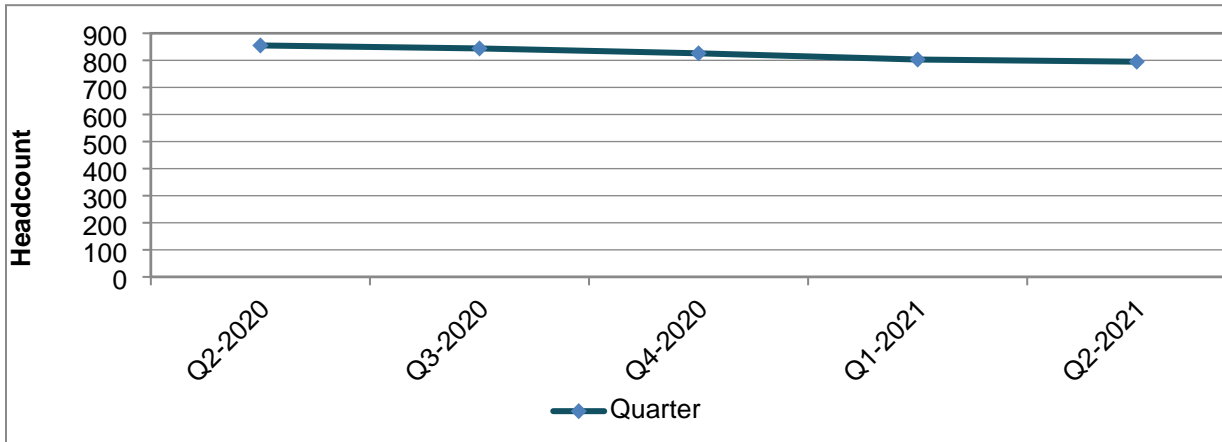
D. Recruitment and Retention Data

The following information is IndyGo’s hiring and retention data and is as follows:

1. General Background Data:

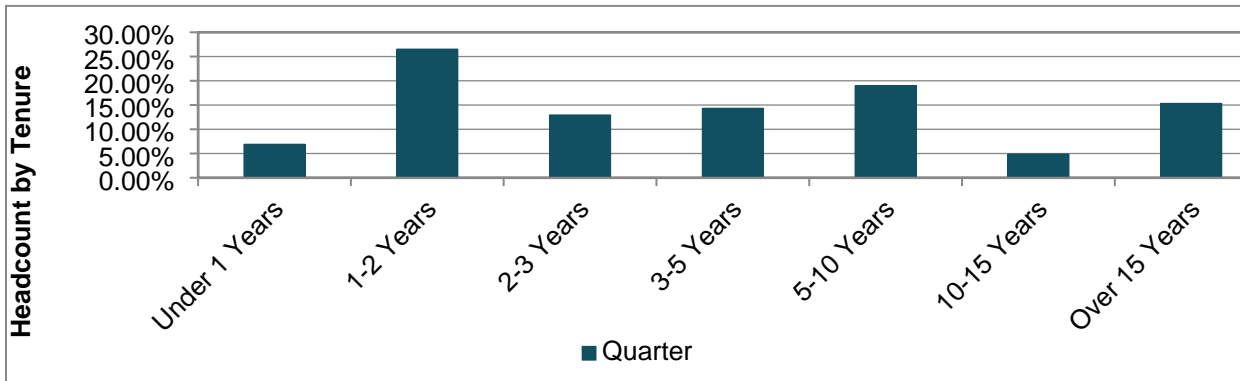
• Total IndyGo Employees:	795
• Total Union Employees:	594
• Total Coach Operators:	449

2. Total Headcount by Quarter



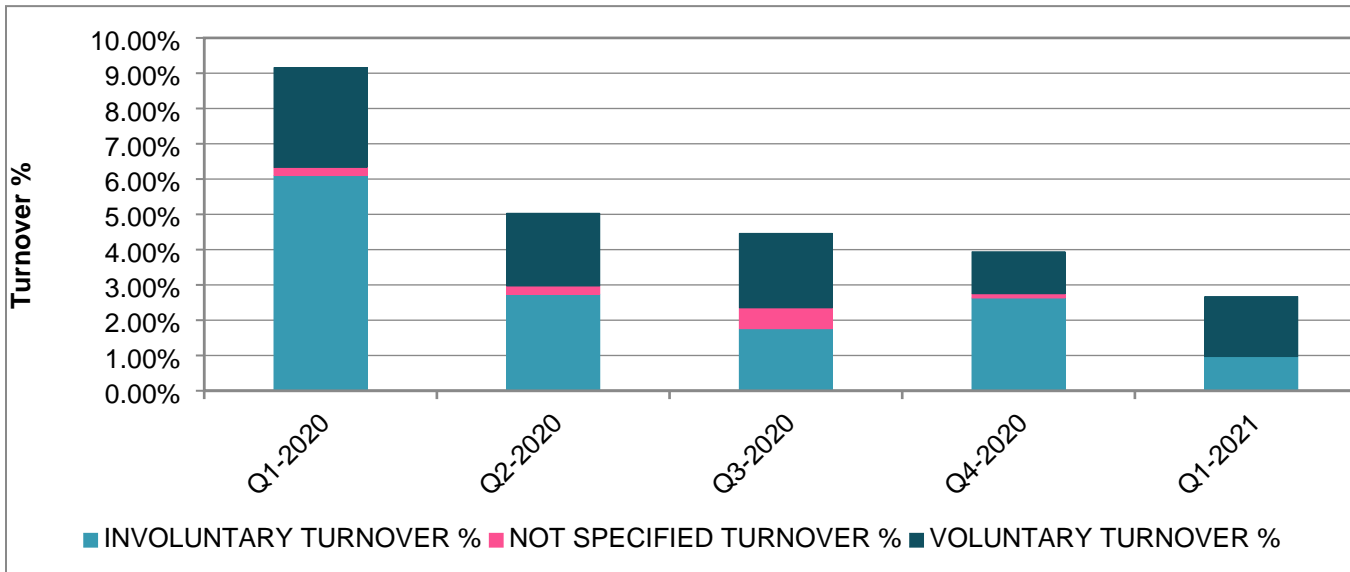
PERIOD	HEADCOUNT
Q2-2020	855
Q3-2020	844
Q4-2020	826
Q1-2021	803
Q2-2021	795

3. Headcount Tenure by Quarter



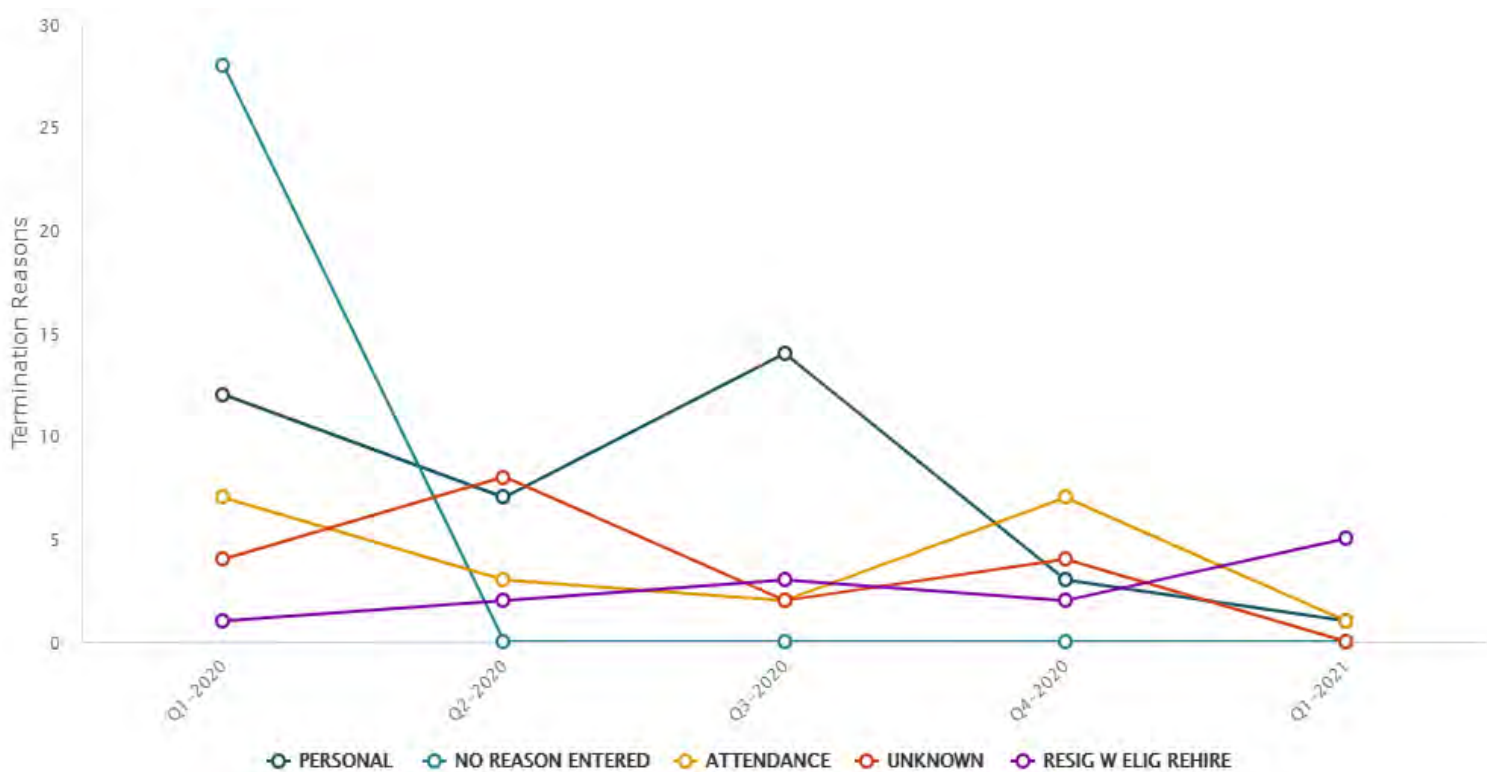
TENURE BAND	HEADCOUNT PERCENTAGE	HEADCOUNT
Under 1 Years	6.92%	55
1-2 Years	26.54%	211
2-3 Years	12.96%	103
3-5 Years	14.34%	114
5-10 Years	18.99%	151
10-15 Years	4.91%	39
Over 15 Years	15.35%	122

4. Turnover by Quarter

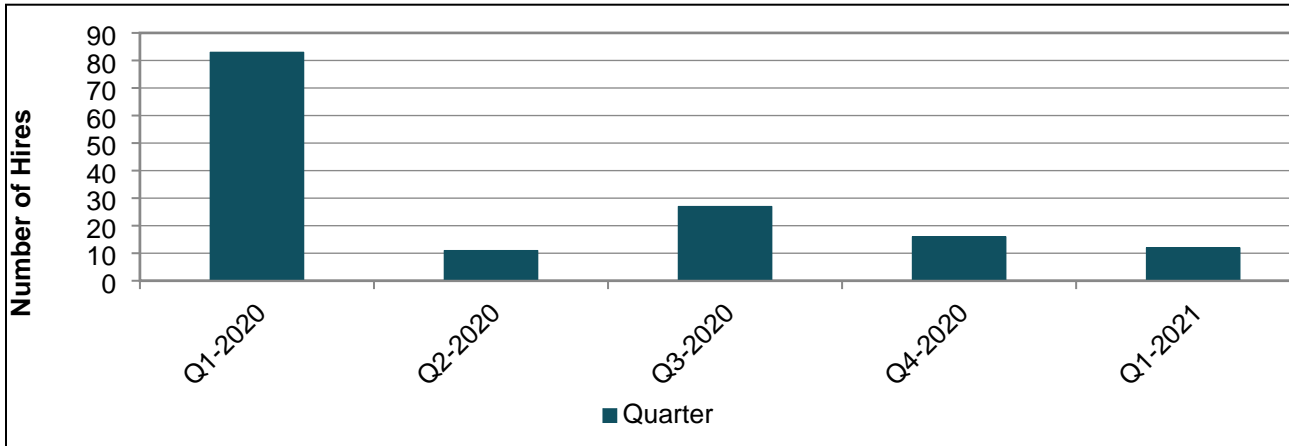


PERIOD	OVERALL TURNOVER %	VOLUNTARY TURNOVER %	INVOLUNTARY TURNOVER %	NOT SPECIFIED TURNOVER %
Q1-2020	9.16%	2.83%	6.10%	0.23%
Q2-2020	5.02%	2.06%	2.74%	0.23%
Q3-2020	4.46%	2.11%	1.76%	0.59%
Q4-2020	3.94%	1.19%	2.63%	0.12%
Q1-2021	2.66%	1.70%	0.97%	0.00%

5. Termination Reason by Quarter



6. New Hires by Quarter



PERIOD	TOTAL HIRES
Q1-2020	83
Q2-2020	11
Q3-2020	27
Q4-2020	16
Q1-2021	12



Diversity/Inclusion & Workforce Development Division Report – March 2021

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: April 22, 2021

Redesigning Team

Two of our teammates are pursuing other opportunities outside of IndyGo, we will be filling those positions and posting for a Learning Management System Manager and working with a temp agency to hire a Workforce Development Consultant and, Diversity & Inclusion Consultant.

IndyGo Virtual Listening Sessions

We hosted 3 Virtual Listening Sessions on March 31. The focus was updates and questions about Senate Bill 141, IndyGo's facilities, and COVID-19 vaccine updates. We had more than 120 attendees and numerous questions.

Coming Soon:

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 everyone to improve their personal and professional skills. We hope to go-live in May 2021.

Mentorship & Apprenticeship Opportunities

In partnership with the ATU 1070, we are in the process of developing Mentorship and Apprenticeship Programs for our Coach Operator and Maintenance teammates.

IndyGo's First Intranet

We are working closely with IT and other divisions to launch IndyGo's first teammate-focused internal website.



Supplier Diversity Division Report – March 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Supplier Diversity Officer & DBELO Chelci R. Hunter
Date: April 22, 2021

DISCUSSION:

Between January 2021 and Mid-April 2021 IndyGo’s Supplier Diversity team hosted twenty-five unique one-on-one vendor introductory meetings and four Purple Line Informational Meetings. We also connected with eight new Chambers of Commerce regarding the potential to partner. & Attended thirteen (13) additional outreach events hosted by the Indianapolis Airport Authority, INDOT, the City of Indianapolis, IDOA, and Ball State University.

DBE utilization for 2020 finished at 7.80%. This number was primarily impacted by the effects of the COVID-19 pandemic and project delays. The first DBE report for 2021 will be submitted to the Federal Transit Administration (FTA) in June. 2021 DBE utilization will be made available in 2022.

“XBE” utilization for 2020 finished at 20.84%. Payments made to MBE, WBE, VBE, and DOBE firms certified by the City of Indianapolis Office of Minority and Women Business Development (OMWBD) are submitted for review each month. As of March 2021, IndyGo has obtained 16.36% utilization.

There are currently:

779 Certified DBEs with the Indiana Department of Transportation (INDOT)

822 Certified M,W,V,DOBEs with the City of Indianapolis (OMWBD)

UPDATES/UPCOMING ITEMS:

IndyGo will be hosting a webinar series titled “Understanding IndyGo’s DBE Goal Setting Process” during the month of May 2021. This webinar will cover information regarding contractual DBE goals and our three-year goal methodology.

We will also host four sessions featuring “Doing Business with IndyGo in 2021” information. These sessions will be held during May and June and will combine data, statistics, and hot topics from our 2020 webinar series.

Staff training educational/training sessions are planned four quarter four of 2021. These remain in effect to ensure that there is a general understanding of IndyGo’s Supplier Diversity program expectations from all aspects of the agency.

RECOMMENDATION:

Receive the report.

Chelci R. Hunter
Senior Supplier Diversity Officer & DBELO