



Board Report
June 24, 2021

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317.635.3344

- 1. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters – Greg Hahn, Richard Wilson, Adairius Gardner)
 - Governance & Audit Committee - Greg Hahn
 - 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 May 27, 2021
 2. A-2: Consideration and Approval of Task Order #13 for Purple Line Design Team, WSP, Inc., to Provide Construction Phase Services (Presenter - Jennifer Pyrz)
 3. A-4: Consideration and Approval of Storeroom and Materials Audit (Presenters - Brian Atkinson, Corey Saunders, & Amy Summers)
 4. A-5: Consideration and Approval of Fare Collection Audit (Presenters - Brian Atkinson, Corey Saunders, & Amy Summers)
 5. A-6: Consideration and Approval of a Ratification for IFB 17-11-278 Snow Removal (Presenter - Paul Williams)
- 5. Regular Agenda** (Presenter - Greg Hahn)
 1. A-3: Consideration and Approval of RFP 21-04-395 Mobility Integration Platform (MaaS) Consultant (Presenter - Brooke Thomas)
 2. A-7: Consideration and Approval of Resolution 2021-07 Expressing Intent to Reimburse Prior Expenditures with Bond Proceeds (Presenter - Bart Brown)
- 6. Information Items** (Presenter - Greg Hahn)
 1. I-1: Mobility Advisory Committee (MAC) Update (Presenter - Eddie Rickenbach)
 2. I-2: Consideration of Receipt of the Finance Report for May 2021 (Presenter - Bart Brown)
 3. I-3: CEO Report (Presenter - Inez Evans)
 4. I-4: Governance and Audit Review of Capital Projects Management Assessment (Presenters - Brian Atkinson, Pat Hagan)
 5. I-5: Governance & Audit Workplan Status Update (Presenter - Brian Atkinson)
 6. I-6: Ethics Hotline Summary Report (Presenter - Brian Atkinson)
 7. I-7: 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 Monday, July 26, 2021

May 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 May 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>
Patrick Gray	2339	16	16
Michael Melvin	8105	10	13
Christopher Mihay	3968	10	17
Mamadou Goudiaby	8185	9	12
Lisa Walker	6300	9	21
Margaret Callahan	821	8	16
Anthony Mance	8555	8	8
Terry LaGrone	8727	5	6
Diana Williams	8946	4	4
Darren Wyatt	8944	3	4
Shanta Brent	9753	1	1
Regina Brooks	9450	1	2



Governance and Audit Committee Chairperson Report – June 2021

To: President/CEO Inez Evans and Chair and Board of Directors
From: Governance and Audit Committee Chairperson Greg Hahn
Date: June 16, 2021

ISSUE:

A report of IndyGo June Governance & Audit Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Greg Hahn
Governance and Audit Committee Chairperson's Report
June 16, 2021

The Governance and Audit Committee met on June 16, 2021 at 10 AM. In attendance was, myself, Greg Hahn, Chairman of the Governance & Audit Committee, as well as Committee Members Adairius Gardner and Rick Wilson. 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-4 & A-5.

Agenda item A-5, Consideration and Approval of Fare Collection Audit was presented by Governance and Audit Deputy Director Brian Atkinson and consultant Corey Saunders. The Fare Collection Audit includes a review of fare collection, counting and the reconciliation process. Currently fares are collected across the IPTC system either in cash, various types of pre-printed tickets and passes, pre-loaded media cards and scanning the MyKey smartphone app. Prior to riding, fares can be pre-purchased online, at the Julia M Carson Transit Center or via ticket vending machines at any of the Bus Rapid Transit Stations. Riders can also load fares into their MyKey account by the smart phone app or at a MyKey kiosk.

As a result of our review, we have noted four opportunities for process improvement and discussion.

- Retail Card Network
- MyKey Fare Collection System
- Fare Data Analytics
- Reconciliations

Madam President, that concludes my report.



Finance Committee Chairperson Report – June 2021

To: President/CEO Inez Evans and Chair and Board of Directors
From: Finance Committee Chairperson Richard Wilson
Date: June 17, 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
June 17, 2021

The Finance Committee met on June 17, 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 both remotely via video conferencing and in person.

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

An item from the committee meeting I would like to highlight is Action Item A-6, Consideration and Approval of a Ratification for IFB 17-11-278 Snow Removal. Senior Director of Facilities and Preventative Maintenance Paul Williams presented this action item to the Finance Committee. The snow removal contract covers existing and four (4) newly purchased properties, including East Campus, Michigan Street Campus, 8925 Madison (Charging station), and East 91st street (charging station and parking lot). The work entails plowing, hand shoveling, hauling off, and pre-salting and deicing on all parking lots, drive lanes, sidewalks, and building entrances. The vendor is available 24/7 to supply all staffing, equipment, salt, and deicing materials.

Mr. Chairman, that concludes my report.



Service Committee Chairperson Report – June 2021

To: President/CEO Inez Evans and Chair and Board of Directors
From: Service Committee Chairperson Adairius Gardner
Date: June 17, 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
June 17, 2021

The Service Committee met on June 17, 2021 at 10:30am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Members Lise Pace and Lacy Johnson. Due to the Coronavirus Pandemic, this committee met both remotely via video conferencing and in person.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-2, & A-6 and Regular Agenda Item A-3.

An item from the committee meeting I would like to highlight is Action Item A-2, Consideration and Approval of Task Order #13 for Purple Line Design Team, WSP, Inc., to Provide Construction Phase Services. Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz presented this action item to the Service Committee. The Purple Line bus rapid transit (BRT) project will be the second of three rapid transit lines in the City of Indianapolis/Marion County. It will connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The Purple Line project design is now nearing completion. Construction will begin on the Purple Line in 2021 and conclude at the end of 2023. IPTC Board of Directors awarded a task-order based contract to WSP in 2017. To date, funding has been awarded for twelve task orders for the Purple Line design and NEPA work, for a total of \$15,519,490.00. This is a task-order based contract with specific scope and fee for each new task order negotiated individually. WSP's current task orders cover their work through procurement of the construction contracts. This amendment provides funds for the designer of record, WSP, to provide IPTC with support during construction of the Purple Line. WSP will respond to contractor requests for information (RFIs), review shop drawings and contractor submittals, review contractor change order requests, and prepare final record drawings.

Mr. Chairman, that concludes my report.



May Board of Directors Minutes

IndyGo

May 27, 2021 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Members Present:

Bart Brown, Charlie Carlino, Inez Evans, Mark Fisher, Adairius Gardner, Cheryl Purefoy, Jennifer Pyrz, Cam Radford, Jill Russell, Brooke Thomas, Paul Williams

Members Present (Remote):

Marcus Burnside, Greg Hahn, Lacy Johnson, LaTeeka Washington, Richard Wilson

Members Absent:

Lise Pace, Patricia (Pat) Rios

1. Call to Order and Roll Call (Presenters: Adairius Gardner, Jill Russell)

 [board cover 2021_may27.docx](#)

 [A AGENDA for May 27, 2021 Board Meeting.docx](#)

Vice Chairman Adairius Gardner called the meeting to order at 5:02pm. General Counsel Jill Russell called the roll. Two (2) members present in person and three (3) members present remotely via Zoom. Directors Lise Pace and Pat Rios were absent. There was a quorum. Participating remotely, Chairman Hahn had Vice Chairman Gardner conduct the meeting. Lacy Johnson did not vote until the regular agenda.

2. Awards and Commendation (Presenter - Inez Evans)

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

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

President/CEO Inez Evans gave an update on the Awards and Commendations for April 2021. Recognized were safe drivers for April 2021, April 2021 Operations Employee of the month, one (1) retirement after 38 years of service, and IndyGo receiving the Gold Standard Award from the TSA.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

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







The reports were entered into the record.

4. Consent Agenda (Presenters: Adairius Gardner)


Motion:

Approval of Consent Agenda

Motion moved by Mark Fisher and motion seconded by Greg Hahn. Mark Fisher - AYE, Richard Wilson - AYE, Greg Hahn - AYE, Adairius Gardner - AYE; Motion passed 4-0; Lise Pace & Pat Rios – Absent, Lacy Johnson - Did not vote

1. A-1: Consideration and Approval of Minutes from Board Meeting held on April 22, 2021
 [A-1 April Board of Directors Minutes.docx](#)
2. A-2: Consideration and Approval of Selection for RFQ 21-02-386: On-Call Construction Engineering Services (Presenters: Jennifer Pyrz)
 [A-2 Construction On-Call - 20210507.docx](#)
3. A-3: Consideration and Approval of RFP 20-05-358 On-Call Planning Services, COA Phase II Task Order (Presenters: Brooke Thomas)
 [A-3 IndyGo COA Phase II A-3 Board Action Memo ReSubmitted 05 11 2021.docx](#)
4. A-5: Consideration and Approval of EQ 21-02-389 Towing Service (Presenters: Paul Williams)
 [A-5 Towing Service \(002\).docx](#)
5. A-7: Consideration and Approval of On-Call Architectural & Engineering Services Contract Extension - Shrewsberry (Presenters: LaTeeka Washington)
 [A-7 On-Call A&E Contract Extension - Shrewsberry 5-2021.docx](#)
6. A-8: Consideration and Approval of IT Temporary Staffing (Presenters: Marcus Burnside)
 [A-8 Consideration and Approval of IT Temporary Staffing EDITS - Supplier Diversity Edits..docx](#)

5. Regular Agenda (Presenter – Adairius Gardner)


1. A-4: Consideration and Approval of Bus Detailing Contract RFP 21-05-403 (Presenters: Cheryl Purefoy)
 [A-4 Bus Detailing Action Item 5-6-21.docx](#)

IPTC Fleet Services Department is responsible for the detail cleaning of the revenue fleet, currently consisting of 209 buses (31 – 60’ buses and 178 – 40’ buses). Bus detailing is the process of deep cleaning and sanitizing the interior and exterior of each bus which is essential to providing clean and safe public transportation. This service is currently performed by IPTC general labor personnel. IPTC has a fleet quality control and professional appearance benchmark of completing a full detail on each bus once per month. This monthly detail benchmark has not been met consistently. No IPTC employees will lose their job due to this procurement.

Motion:

Approval of Bus Detailing Contract RFP 21-05-403

Motion moved by Lacy Johnson and motion seconded by Mark Fisher. Mark Fisher - AYE, Richard Wilson - AYE, Greg Hahn - AYE, Adairius Gardner - AYE, Lacy Johnson - AYE; Motion passed 5-0; Lise Pace & Pat Rios – Absent



2. A-6: Consideration and Approval of an Amendment for RFP 19-07-327 Deep Cleaning Janitorial Services at Julia M. Carson Transit Center (CTC) (Presenters: Paul Williams)
 [A-6 CTC amendment.docx](#)

IPTC has been using outside vendors to help IPTC staff with the daily cleaning at the CTC since 2016. Pristine Image International, LLC has been performing a large part of these cleaning duties. Current cleaning duties are comprised of two vendors and IPTC staff. By amending cleaning duties to consolidate under one vendor, IPTC expects to save over \$250,000 and allow vacancy at 1501 to be filled. In addition, no IPTC employees will lose their jobs. Instead, IPTC employees will report to the 1501 West Washington street location to help with the general labor vacancies, including janitorial and fleet service duties.

Motion:

Approval of an Amendment for RFP 19-07-327 Deep Cleaning Janitorial Services at Julia M. Carson Transit Center (CTC)

Motion moved by Lacy Johnson and motion seconded by Mark Fisher. Mark Fisher - AYE, Richard Wilson - AYE, Greg Hahn - AYE, Adairius Gardner - AYE, Lacy Johnson - AYE; Motion passed 5-0; Lise Pace & Pat Rios – Absent


3. A-9: Consideration and Approval of Resolution 2021-06 Real Estate Acquisition, 8905 S. Madison Ave, Indianapolis, IN (Presenters: Jill Russell)
-  [A-9 8905 S Madison.docx](#)
-  [A-9 Resolution & Attachment.pdf](#)

IPTC has secured locations along or near the rapid transit lines where the batteries for those buses can be charged while in service. One of those locations is at 8925 S. Madison. The owner of the adjacent empty lot at 8905 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. 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.

Motion:

Approval of Resolution 2021-06 Real Estate Acquisition, 8905 S. Madison Ave, Indianapolis, IN

Motion moved by Greg Hahn and motion seconded by Lacy Johnson. Mark Fisher - AYE, Richard Wilson - AYE, Greg Hahn - AYE, Adairius Gardner - AYE, Lacy Johnson - AYE; Motion passed 5-0; Lise Pace & Pat Rios – Absent


4. A-10: Consideration and Approval of Contract for 901 Circulator Route Provider (Presenters: Steven Beck)
-  [A-10 901 Action Item Final 5.2021.docx](#)

IPTC seeks to enter into a contract with Miller Transportation to provide service operations and vehicle maintenance of the 901 Circulator and the cutaway buses. IPTC, like other transit systems, historically enters into long-term contracts for ADA Paratransit and Fixed Route service based on pre-determined performance standards and goals. IPTC will contract the 901 Circulator Service from June 2021 to June 2023 for two years with one option to extend one year.

Motion:

Approval of Contract for 901 Circulator Route Provider

Motion moved by Mark Fisher and motion seconded by Greg Hahn. Mark Fisher - AYE, Richard Wilson - AYE, Greg Hahn - AYE, Adairius Gardner - AYE, Lacy Johnson - AYE; Motion passed 5-0; Lise Pace & Pat Rios – Absent

5. A-11: Consideration and Approval of an Amendment to the Agreement Regarding Stormwater Management and Citizens and CWA Infrastructure and the Purple Line Bus Rapid Transit Project (Presenters: Jennifer Pyrz)
-  [A-11 Amendment to CEG-DPW-IPTC Agreement for Purple Line.docx](#)

This amendment revises the order in which relocation costs are paid, giving IPTC the option of paying its share of relocation costs ahead of Citizens' share. It also provides the option for IPTC to front an additional \$600,000 in relocation costs, which would be reimbursed by Citizens after October 1, 20

Motion:

Approval of an Amendment to the Agreement Regarding Stormwater Management and Citizens and CWA Infrastructure and the Purple Line Bus Rapid Transit Project

Motion moved by Lacy Johnson and motion seconded by Greg Hahn. Mark Fisher - AYE, Richard Wilson - AYE, Greg Hahn - AYE, Adairius Gardner - AYE, Lacy Johnson - AYE; Motion passed 5-0; Lise Pace & Pat Rios – Absent

6. Information Items (Presenter – Adairius Gardner)

1. Consideration of Receipt of the Finance Report for April 2021 (Presenters: Bart Brown)

 [I-1 April 2021 Financials Summary.pdf](#)

 [I-1 Capital Project Spending 5.14.21.pdf](#)

 [I-1 Capital Project Spending 5.14.21 - Unbudgeted Details 05.26.21.pdf](#)

Chief Financial Officer Bart Brown gave an update on the finance report for April 2021.


2. I-2: Zoning for TOD Update (Presenters: Brooke Thomas)

 [I-2 2021 05 27 IPTC Board Meeting Zoning for TOD Cover Sheet.docx](#)

 [I-2 2021 05 27 IPTC Board Meeting Zoning for TOD Presentation.pdf](#)

Director of Strategic Planning Brooke Thomas gave an update to the board on Zoning for TOD.

3. I-3: 2021 Legislative Update (Presenters: Cam Radford)

 [I-3 Information Item for 5.27.21 board meeting.docx](#)


Vice President of Government Affairs Cam Radford gave an update to the board on the 2021 Legislative session that ended on April 22, 2021.

4. I-4: CEO Report (Presenters: Inez Evans)

 [I-4 CEO Report.docx](#)


President/CEO Inez Evans gave an update to the Board. The update included a video of volunteers transplanting and adding additional raised garden beds at the community garden located at our Mobility Solutions and Customer Care Center at 2425 W. Washington St., TSA Mask Mandate on public transportation, BMV Vendor Registration, 3D Mechanics Training, and CPR/AED/Basic First Aid Training.

5. I-5: Bus Stop Design Update

 [I-5 Bus Stop Design adarrow May 20210507.docx](#)

The Board received an update on Bus Stop Design.

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

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

 [I-6b PLANNING AND CAPITAL PROJECTS REPORT for May 2021.docx](#)

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

 [I-6d April 2021 Operations Monthly Board.docx](#)

 [I-6e HR Board Report \(May 2021\).docx](#)

 [I-6f Diversity Inclusion and Workforce Development Board Report 5.21.docx](#)

 [I-6g Department Update - Supplier Diversity - May 2021..pdf.docx](#)

7. **Adjourn**

On May 26, 2021, a mass shooting occurred at a Santa Clara Valley Transportation Authority (VTA) rail yard in San Jose, California. Nine (9) innocent people lost their lives due to this horrific and tragic event. IndyGo President/CEO Inez Evans was the Chief Operating Officer at VTA most recently before coming to IndyGo. The board meeting was adjourned with a moment of silence in memory of those nine (9) individuals who tragically lost their lives.

- Adrian Balleza, 29
- Lars Kepler Lane, 63
- Jose Dejesus Hernandez III, 35
- Paul Delacruz Megia, 42
- Taptejdeep Singh, 36
- Michael Joseph Rudometkin, 40
- Abdolvahab Alaghmandan, 63
- Alex Ward Fritch, 49
- Timothy Michael Romo, 49

On order of Vice Chairman Adairius Gardner and there being no objection, the meeting was adjourned at 5:48pm.

Jill D. Russell
General Counsel

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Vice President, Infrastructure, Strategy, and Innovation Jennifer Pyrz
SUBJECT: Consideration and Approval of Task Order #13 for Purple Line Design Team, WSP, Inc., to Provide Construction Phase Services

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute Task Order #13 with WSP, Inc. to provide construction phase services on the Purple Line BRT Project for an amount not to exceed \$1,275,000.

BACKGROUND:

The Purple Line bus rapid transit (BRT) project will be the second of three rapid transit lines in the City of Indianapolis/Marion County. It will connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IPTC 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined The Purple Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. The Purple Line project design is now nearing completion. Construction will begin on the Purple Line in 2021 and conclude at the end of 2023. IPTC Board of Directors awarded a task-order based contract to WSP in 2017. To date, funding has been awarded for twelve task orders for the Purple Line design and NEPA work, for a total of \$15,519,490.00. This is a task-order based contract with specific scope and fee for each new task order negotiated individually. WSP's current task orders cover their work through procurement of the construction contracts.

DISCUSSION:

This amendment provides funds for the designer of record, WSP, to provide IPTC with support during construction of the Purple Line. WSP will respond to contractor requests for information (RFIs), review shop drawings and contractor submittals, review contractor change order requests, and prepare final record drawings.

ALTERNATIVES:

These services are required for successful construction of the Purple Line.

FISCAL IMPACT:

Funding for the Purple Line project is provided from a variety of sources, including FTA Small Starts, Bond Revenue

5307 Formula Funds, and local funds, as documented in the Capital Plan.

DBE/XBE DECLARATION:

This task order includes 15.4% DBE participation from Etica Group.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on June 17, 2021 and was recommended to the Consent Agenda.



Date: June 04, 2021
Current Meeting: June 24, 2021
Board Meeting: June 24, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Deputy of Governance and Audit Brian Atkinson
SUBJECT: Consideration and Approval of Storeroom and Materials Audit

ACTION ITEM A – 4

RECOMMENDATION:

Review and receive Governance & Audit Report 2021-1
Storeroom and Materials Management Audit

BACKGROUND:

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a review of IPTC’s Storeroom and Materials Management process.

DISCUSSION:

It was noted that IPTC is preparing to move to a multi-site structure and the Storeroom and Materials Management function will be duplicated at a new facility. Due to this duplication, the Storeroom and Materials Management function should be evaluated to determine if there are any aspects that should be modified or changed prior to moving. By performing this review at this point in time, there will be ample time to make any proposed changes to the process at both this site as well as the new site.

In our review, we noted through observation, testing and inquiry three issues

- Cycle Count Process - Medium
- CORE Credit Process - Medium
- Accounting Department Visibility to Inventory Account Modules

We would like to thank IPTC staff and all those involved in assisting us in connection with the audit.

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance and Audit Committee on June 16, 2021 and was recommended to the Consent Agenda.

Storeroom & Materials Audit Review

Governance & Audit Report No. 2021-1

Report Issued June 08, 2021

EXECUTIVE SUMMARY

Background

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a review of IndyGo’s Storeroom & Materials Management Process.

We noted that IndyGo is preparing to move to a multi-site structure and the Storeroom and Materials Management function will be, to some extent, duplicated at a new facility. Accordingly, in performing this review over the Storeroom and Materials Management function, we considered what aspects of the current operation should be modified or changed prior to moving. By performing this review at this point in time, there will be ample time to make any proposed changes to the process at both the current 1501 Washington location as well as the future East Campus site.

Our assessments are performed in accordance with the professional practice standards of the Institute of Internal Auditors. This report was prepared for use by IndyGo’s Board of Directors, Governance and Audit Committee, and management.

Objective and Scope

The objective was to obtain an understanding of key processes supporting IndyGo’s storeroom and materials functionality and assess the effectiveness of the design and operations of internal controls throughout the process. In addition, as with all of our reviews, we aimed to also identify any potential opportunities for control and process improvement.

The scope of the audit was to review storeroom security, inventory management systems, inventory accounting, segregation of duties, inventory documentation controls and management oversight/review of internal controls surrounding the Inventory function.

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
Storeroom & Materials Management Process Audit	Medium	0	3	0

Overall Summary and Review Highlights

As a result of our review, we have noted three opportunities for process improvement and no opportunities for internal control improvement. We would like to recognize current Storeroom & Materials leadership, and the entire Storeroom & Materials team, for having implemented the policies and procedures that have supported the positive results of our review.

Also notable is that the Storeroom function was recently reorganized. Previously the Storeroom reported into Operations, whereas under the new structure it reports up into Procurement. There were numerous reasons for the shift and doing so had helped to provide Storeroom leadership with resources and expertise not previously available to them. Procurement leadership and Storeroom leadership have worked together throughout the reorganization process, including having collaborated in the drafting of a comprehensive, multi-point action plan that has become a roadmap of continuous improvement for the Storeroom as a whole.

In our review, we noted through observation, testing and inquiry three areas for improvement consideration, including one related to cycle counts, another around tracking of core credits and a third involving system access. We believe these are medium risk and can be easily rectified.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review. Questions should be addressed to the IndyGo Department of Governance and Audit at: batkinson@indygo.net.

OBSERVATIONS SUMMARY

Following is a summary of the observations noted. Definitions of the observation rating scale are included in Appendix A.

Governance and Audit Observations	
Recommendation Title	Rating
1. Cycle Count Process	Medium
2. CORE Credit Process	Medium
3. Accounting Access to AX Inventory Module	Medium

1. Cycle Count Process

Observation:

IndyGo’s Storeroom and Materials Management does not have an adequate cycle count system in place.

Recommendation:

We recommend that Storeroom and Materials Management review possible options for a new cycle count system or minimally added capabilities and functionalities in existing system.

Management’s Response:

Observation Rating: Medium

As previously identified in the Storeroom Action Plan created by Procurement and Storeroom Management, the current cycle count system is not designed to adequately meet the needs of the Storeroom. The current cycle count process utilizes handheld scanners that were originally intended to add efficiencies into the counting process. In practice, however, the scanners do not have adequate functionality.

Specifically, the following issues were noted with regards to the existing cycle count process:

- Scanners generate at random all over the storeroom.
- Scanners do not have PRINT capabilities
- Management is unable to generate specific/future counts
- Scanners are unable to scan items out of place

The scanners generate the cycle count items at random. Based on the randomness of the selection, this may dictate that the counter must travel from one end of the storeroom to the next and then back again. It will only generate one item at a time and

Management should research possible options for a new cycle count system or look for ways to enhance the functionalities of the current cycle count system.

Before a new solution is selected and implemented, Storeroom Management should be involved in the planning process leading up to the forthcoming D365 upgrade. IndyGo should ensure that the appropriate cycle counting functionalities are made available within D365’s Inventory module.

Additionally, Storeroom leadership should explore best-fit handheld technology to help facilitate the cycle counts. Various types of handheld device configurations can be leveraged, such as handheld scanners, tablets, tablets + finger scanners, etc. Efforts should be dedicated to deciding upon the most appropriate solution for IndyGo.

Action Plan:

Management agrees and has also identified this gap. We will work diligently through the D365 upgrade which is currently underway to ensure this invaluable tool and necessary process is rectified. The D365 upgrade is slated to be complete by Spring 2022.

Responsible Parties:

Director of Procurement & Supply Chain Management

Due Date:

Expected Spring 2022 with D365 Implementation

management cannot limit the count to one particular area of the storeroom. This becomes an issue of productivity and is labor intensive for storeroom personnel.

The scanners do not have PRINT capabilities. If storeroom management was able to print the cycle counts, they could organize the counts based on location to mitigate the added time it takes to perform these cycle counts.

The scanners do not allow for management to generate specific items they want to count or future counts. It would be beneficial for management to be able to either check a particular item in question or work ahead on cycle counts. Understanding that the storeroom is especially busy on certain days or if occasions arise where it is short staffed, management could work ahead when Storeroom personnel aren't as busy. This could help alleviate the times where storeroom personnel get behind.

The scanners are also unable to scan any item found in a bin location that is not included in the generated cycle count. This information must be manually input to the scanner, which is time consuming and creates room for human keying errors.

2. CORE Credit Process

Observation:

IndyGo currently does not have a formal process for tracking a CORE item from time of receipt into inventory through returning the item back to the vendor.

Recommendation:

We recommend that management develop and document a process for ensuring that all CORE items received by IndyGo are returned to the vendor after use for a credit.

Management's Response:

Observation Rating: Medium

Certain types of parts can be recycled or, more specifically, remanufactured for future sale. These parts include a 'core' price that is used as a form of deposit on the portion of the part that can be remanufactured and that is designed to encourage the return of the used part. Returning cores provides IndyGo with an invoice credit which partially offsets the original cost.

G&A inquired with management as to how these parts are being tracked from the time of receipt through to receiving the credit back from the vendor. The process, even though it has been improved from the last time it was reviewed, we feel there is still opportunity for further improvement. We believe that there is no process to ensure that all core parts received in are actually returned for credit. The part is marked as CORE when received but there is no tracking to ensure that IndyGo ultimately returns that part for core credit.

IndyGo receives approximately \$125,000+/- per year in core credits. We were also unable to review what has been received into inventory that is a core part to ensure we are receiving all the credits we are entitled to. There is no way of confirming whether

Management should develop a formal process to track all core parts upon receipt. If the part is tracked on the front end, then either the Storeroom or Accounting can match these up with the credit at the end of the process and be assured that we know which items have not been returned. This process should be documented and communicated to the Maintenance and Operations Teams.

Action Plan:

The core parts are stamped "CORE" on the box upon receipt prior to receiving and stocking in the warehouse. This ensures that the mechanic or end user is aware that this part is subject to credit. As the warranty administration position remained with the operations team when restructuring, we ask that this position develops the process. The store will then follow it diligently.

We suggest working with the D365 consultant to implement a notation on the stock number that notes it is a core part. The reporting mechanisms in D365 could then be leveraged to understand inventory levels at any time of all stock items denoted core.

Responsible Party:

Director of Procurement & Supply Chain Management

Buying & Warranty Administrator

Due Date:

December 31, 2021

all core parts had indeed been returned for credit or how much in core credit we had potentially missed.

3. Accounting Access to AX Inventory Module

<p><u>Observation:</u> There is currently no visibility by Accounting Management to inventory modules in AX and Dynaway.</p>	<p><u>Recommendation:</u> Management should consider reviewing access rights to the AX inventory module to ensure that Accounting is granted the appropriate access rights.</p>	<p><u>Management's Response:</u></p>
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Observation Rating: Medium

<p>While IndyGo Accounting does not have significant involvement with the day-to-day operation of the Storeroom, we noted through discussion with the Director of Accounting that they do not have access to the inventory modules in Microsoft AX. Accounting is responsible for month-end balancing of the entire general ledger but cannot access the inventory module even on a read-only or review capacity.</p>	<p>We recommend that access be reviewed for the AX inventory modules that directly impact the month-end review process performed by Accounting. More importantly, going forward as part of the D365 upgrade, access rights should be re-assessed for reasonless and appropriateness. At a minimum, Accounting should be granted read-only access.</p>	<p><u>Action Plan:</u> It has been the past belief that this activity delineated a separation of duties. In light of understanding how the accounting team is responsible for all GL balancing, and they do not even have read-only rights, this permission will be granted via IT ticket. The ticket should be created by the requestor and will be approved by the Deputy CFO.</p> <p><u>Responsible Party:</u> Director of Procurement & Supply Chain Management</p> <p><u>Due Date:</u> On or before August 1, 2021</p>
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APPENDIX A – RATING DEFINITIONS

Observation Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
Low	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	Low	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.
Medium	Process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	Medium	Certain internal controls are either: <ol style="list-style-type: none"> 1. Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. 2. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.
High	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	High	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. <ol style="list-style-type: none"> 1. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. 2. Significant non-compliance with laws and regulations. 3. High observations which are pervasive in nature.
Not Rated	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	Not Rated	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Deputy of Governance and Audit Brian Atkinson
SUBJECT: Consideration and Approval of Fare Collection Audit

ACTION ITEM A – 5

RECOMMENDATION:

Review and receive Governance & Audit Report 2021-2
Fare Counting and Reconciliation

BACKGROUND:

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a review of IPTC’s Fare Collection process.

DISCUSSION:

The Fare Collection Audit includes a review of fare collection, counting and the reconciliation process. Currently fares are collected across the IPTC system either in cash, various types of pre-printed tickets and passes, pre-loaded media cards and scanning the MyKey smartphone app. Prior to riding, fares can be pre-purchased online, at the Julia M Carson Transit Center or via ticket vending machines at any of the Bus Rapid Transit Stations. Riders can also load fares into their MyKey account by the smart phone app or at a MyKey kiosk.

As a result of our review, we have noted four opportunities for process improvement and discussion.

- Retail Card Network
- MyKey Fare Collection System
- Fare Data Analytics
- Reconciliations

We would like to thank IPTC staff and all those involved in assisting us in connection with the audit.

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance and Audit Committee on June 16, 2021 and was recommended to the Consent Agenda.

Fare Collection & Reconciliation

Governance & Audit Report No. 2021-2

Report Issued June 10, 2021

EXECUTIVE SUMMARY

Background

The FY 2021 Internal Audit Work approved by the Governance and Audit Committee included an audit of IndyGo’s Fare Collection, Counting, and Reconciliation process. Currently fares are collected across the IndyGo system either in cash, through various types of pre-printed tickets and passes, by pre-loaded media cards, and by scanning the MyKey smartphone app. Prior to riding, fares can be pre-purchased online, at IndyGo’s Julia M. Carson Transit Center, or via ticket vending machines at any of the Bus Rapid Transit stations. Riders can also load fares into their MyKey account via either the smartphone app or at a MyKey kiosk.

Our assessments are performed in accordance with the professional practice standards of the Institute of Internal Auditors. This report was prepared for use by IndyGo’s Board of Directors, Governance and Audit Committee, and management.

Objective, Scope, and Approach

Our first objective in performing this audit was to obtain and document an understanding of key subprocesses supporting the effective and secure collection and recording of fares. In doing so we wanted to confirm the effectiveness of internal controls operating throughout the process, as well as document the process flow to support the design of the new Celadon Treasury facilities.

Accordingly, our scope included reviewing the cash fare counting process, including farebox collection from buses through cash deposit to the bank and reconciliation with Smart Farebox passenger reporting. Also included in scope was the MyKey fare collection system implementation and effectiveness, as well as the agency’s readiness for the forthcoming Retail Card Network implementation.

Our approach included performing interviews with members of IndyGo Treasury management, performing process walkthroughs and physical observations, substantive testing, and comparing current procedures to leading practices.

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
Fare Counting & Reconciliation	Medium	2	1	1

Overall Summary and Highlights

IndyGo has long been pursuing fare modernization across its entire system. With its MyKey implementation, IndyGo has moved down a path whereby riders would be enabled to easily move to virtual fare media facilitated over their smartphones. With a successful roll-out of the planned Retail Card Network, riders would be provided yet another avenue to move away from cash fares to conveniently available reloadable cards.

Through successful fare modernization, risk of loss typically present with cash fares is virtually eliminated, and significant cost savings can be realized in the fare counting and reconciliation process. IndyGo has taken significant steps in the right direction; however, we have noted in this report certain areas that require attention in the near term to help ensure that progress continues.

The item to which we’ve ascribed the highest risk is related to the bankruptcy of the vendor selected to supply the physical media cards for the Retail Card Network. While the bankruptcy was out of IndyGo’s control, swift mobilization around contingency planning will be essential to avoid potential delays to the roll-out of the Network.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the audit. Questions should be addressed to the IndyGo Department of Governance and Audit at:

batkinson@indygo.net.

EXECUTIVE SUMMARY *(CONTINUED)*

OBSERVATIONS SUMMARY

Following is a summary of the observations noted. Definitions of the observation rating scale are included in Appendix B.

Governance and Audit Observations	
Recommendation Title	Rating
1. Retail Card Network	High
2. MyKey Fare Collection System	Medium
3. Reconciliations	Low
4. Fare Data Analytics	High

1. Retail Card Network

Observation:

There is a risk that both the physical cards and the necessary packaging could be unavailable in time for the time go-live of the Retail Card Network.

Recommendation:

IndyGo should ensure the proper steps are taken to ensure that the planned Retail Card Network go-live is not delayed due to lack of physical cards.

Management's Response:

IndyGo procurement has explored options for replacing the current vendor; however, the global chip shortage may not be able to be mitigated quickly enough.

Observation Rating: High

In May the vendor originally selected to provide both the plastic cards and the necessary packaging notified IndyGo that they were filing Chapter 11 Bankruptcy.

The vendor, EDM, initially assured IndyGo that they would be able to fulfill their contractual obligations. Since that time, however, EDM has not been returning email communications from IndyGo and it is yet unknown whether they will be able to fulfill their commitments.

Specific concerns include:

- EDM's ability to continue operations during bankruptcy proceedings.
- Availability of the chips necessary for the cards, in the volume needed by IndyGo.
- Given current labor shortages, EDM's ability to maintain the employees necessary to complete the work entailed.

IndyGo management should:

- Explore legal remedies available, up to and including immediate contract termination if adequate progress on production planning is clearly and transparently disclosed by EDM.
- Perform emergency-basis contingency planning to immediately sole source an alternate card supplier.

Action Plan: The market is extremely volatile, and at this time, the current contractor has notified IndyGo that they fully intend to satisfy obligations to provide materials. However, our contract does address bankruptcy and the inability to perform due to it. The contract offers legal remedy to ensure timely performance. In the event these remedies cannot be carried though, IndyGo will rely on the termination of convenience provision listed within the contract. IndyGo will then contract on an emergency basis with a vendor that may be able to perform the same function. IndyGo procurement has already explored this avenue and determined there are other viable players in the market. With that said, the shortage is on the global level and even if there is an alternate vendor, lead times may persist.

Responsible Parties:

Treasury Manager; Director of Procurement & Supply Chain Management; General Counsel

Due Date:

Ongoing issue

2. MyKey Fare Collection System

Observation:

There remain apparent shortcomings with the execution of certain aspects of the MyKey Fare Collection System.

Recommendation:

Management should continue to work with MyKey to examine ways to remediate these shortcomings in the near term.

Management’s Response:

IndyGo Management holds weekly conference calls with Flowbird to discuss new and outstanding issues. Flowbird visits IndyGo periodically for hands-on training and device troubleshooting.

Observation Rating: Medium

During our audit, we observed two apparent shortcomings – one related to fare payment and one related to fare presentation – of the MyKey system.

First, as part of our physical observations during our audit procedures, we noted difficulties with presenting fares via the MyKey smartphone app. Individuals attempting to scan their MyKey smartphone app at the MyKey kiosk on a bus were either unable to scan or could scan only after a prolonged period of time spent adjusting and re-adjusting their phone under the reader. To prevent causing passenger boarding bottlenecks which in turn can cause route delays.

Second, we observed the timeout of a credit card reload transaction at a point-of-sale terminal. Upon attempting to reload their MyKey account at a POS terminal, the credit card transaction times out, forcing the rider to move to live customer service assistance to confirm their transaction. The customer service agent then must manually add the fare value to the card through a separate terminal connected to the MyKey portal.

IndyGo management should ensure that these issues are included in the ongoing post-implementation service and support discussions between IndyGo’s project management team and the MyKey team working with IndyGo.

Management may also want to consider whether an alternate optical reader technology may be available to integrate into the MyKey terminals to remediate the scanning problems.

Action Plan: IndyGo Treasury troubleshoots MyKey issues as they are brought to our attention. Periodically, IndyGo Public Affairs launches online educational and training material related to how to use the MyKey devices for the public to view. Flowbird continues to release new software versions for the MyKey application, Ticket Vending Machines, fare validators on the buses and station platforms.

Regarding the timeout credit card reload issue, the Customer Service team can assist the customer manually to rectify this issue. While it is not a frequent issue, it is currently being investigated by the Flowbird team to develop a resolution.

Responsible Parties:

Treasury Manager; Customer Service

Due Date:

September 30, 2021, for the time-out issue to be resolved



As part of the reconciliation process, Customer Service confirms that the credit card transactions do clear and are credited timely to IndyGo. However, from the rider's perspective the extra time and uncertainty involved in the process may cause MyKey users to either reduce their usage and not register their account, or even abandon the MyKey system altogether.

3. Reconciliations

Observation:

IndyGo has opportunities to improve the already strong fare reconciliation process.

Recommendation:

Management should consider evaluating the cost-benefit of adding these control enhancements to provide even greater assurance around the fare collection process.

Management’s Response:

IndyGo Accounting will consider this recommendation and define the best approach to improve our internal controls.

Observation Rating: Low

For IndyGo’s fixed route and bus rapid transit lines, Accounting currently reconciles cash fares between:

- Physical cash fares counted by either the IndyGo Treasury dept. (coins) or IndyGo’s bank (bills),
- Cash deposits recorded daily by IndyGo’s bank, and
- Fare data recorded by Flowbird at the point of passenger boarding.

Additional fare reconciliations are performed by Transdev for Mobility Services fares collected for paratransit rides.

Overall, the reconciliation process is strong, with appropriate reviews in place and consistently positive results. Two enhancements, however, may further strengthen the process.

- Setting formal tolerances for investigating reconciling differences can save staff time, and
- Establishing a formal periodic process to analyze trends over reconciliation results can add additional control over identifying questionable trends in reconciliation differences.

IndyGo Treasury and Accounting management should work together to determine the feasibility of adding these controls into the process.

- Management could perform analytics to assess average cash fare revenue over a given period of time and agree upon a percentage of that average under which reconciling differences could be waived without investigation or review.
- Accounting could design a process whereby certain metrics from the reconciliation process are collected on a daily basis and then analyzed on a monthly or quarterly basis. Trends can be identified and assessed for significance and follow-up if needed.

Action Plan: As of right now, due to the Pandemic in 2020, ridership is low. Once the economy recovers and our ridership shows increases back to the norm, we will review an action plan. In the meantime, we will determine factors and criteria that affect this consideration, as well as review one year of data and analyze variations to determine the most accurate measurement.

Responsible Parties:

Treasury Manager; Director of Accounting

Due Date:

July 31, 2022

4. Fare Data Analytics

Observation:

IndyGo does not currently leverage fare data to strengthen agencywide analytics.

Recommendation:

Management should establish a comprehensive, agencywide data analytics strategy.

G&A Plan:

We recommend a special project to be performed by G&A.

Observation Rating: High

Fare data can be used across the agency to enhance many areas of strategic planning and analysis. For example, fare data can be used to:

- Feed Operations for better route planning and to help gain an understanding of passenger behavior,
- Further analyzing passenger behavior in correlation with ridership demographics to explore potential opportunities in Mobility-as-a-Service,
- Understand ridership patterns and habits to design congestion management solutions along bus rapid transit (BRT) lines,
- Provide greater precision and predictability around preventative maintenance,
- Allow for quicker identification of rider-based fraud risk flags, etc.

While there are efforts underway to enhance the agency’s data analysis capabilities, presently IndyGo cannot leverage its fare data, as well as most other data, due to an ongoing lack of data integrity.

We have identified similar challenges within other departments and have reported observations and made recommendation in prior audit reports.

For example, in conversations during multiple prior audits, we noted that contributing factors hindering the success

Beyond simply fare data, IndyGo management should perform a root cause analysis to identify actionable recommendations to improve the ongoing data integrity challenges across all agency departments.

Integral to the success of any data analysis is ensuring integrity over the data being analyzed. IndyGo systems, including all vendor-provided systems, should be assessed for data integrity risk.

Currently there are many technology tools in place for data analysis purposes, including:

- R (a language and environment for statistical computing and graphics),
- Tableau (a business intelligence and visualization tool),
- Crystal Reporting (another business intelligence reporting application), and more.

IndyGo has also made strategic hires over recent months to enhance its data analytics capabilities, including data analysts and statisticians.

These efforts notwithstanding, there does not appear to be a unified solution yet identified to support a robust and efficient data analytics environment. Additionally, it has become apparent over the course of multiple internal audits that there may be multiple root causes at plan. As such, we recommend that further investigation

Action Plan: We recommend that the G&A Committee approve the addition of a special project to the remaining 2021 G&A work plan. G&A would add a new assessment to look further into the people, process, and technology limitations affecting the ongoing data integrity issues.

Due Date:

To be reported to the G&A at the January meeting.

of ongoing efforts to improve the agency’s data analytics involve various factors around the completeness and accuracy of data coming from key systems, such as HASTUS and Avail.

As a result of the ongoing data integrity challenges, data analytics and the establishing of key performance indicators have become inordinately difficult. In addition, NTD reporting routinely involves an extraordinary amount of manual effort on the part of IndyGo’s data analysts, thereby introducing unnecessary risk into the completeness, accuracy, and timeliness of key FTA compliance reports.

be performed in this area to identify an actionable path forward.

APPENDIX A – RATING DEFINITIONS

Observation Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
Low	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	Low	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.
Medium	Process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	Medium	Certain internal controls are either: <ol style="list-style-type: none"> 1. Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. 2. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.
High	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	High	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. <ol style="list-style-type: none"> 1. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. 2. Significant non-compliance with laws and regulations. 3. High observations which are pervasive in nature.
Not Rated	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	Not Rated	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.



Date: June 09, 2021
Current Meeting: June 24, 2021
Board Meeting: June 24, 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 a Ratification for IFB 17-11-278 Snow Removal

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute a contract with R.A.S.K. and Associates, Inc. to provide snow and ice removal services for an amount not to exceed \$998,000.

BACKGROUND:

R.A.S.K. and Associates, Inc. entered into the Snow and Ice Management contract with IPTC on February 13, 2018. IPTC amended this Snow removal contract to include all of the recently acquired new properties that we have to maintain and provide safe working conditions for employees and the community ridership. IPTC did not present the original Snow and Ice Management contract to the Board, given the amount was under the standard threshold.

DISCUSSION:

The snow removal contract covers existing and four newly purchased properties, including East Campus, Michigan Street Campus, 8925 Madison (Charging station), and East 91st street (charging station and parking lot). The work entails plowing, hand shoveling, hauling off, and pre-salting and deicing on all parking lots, drive lanes, sidewalks, and building entrances. The vendor is available 24/7 to supply all staffing, equipment, salt, and deicing materials. Unfortunately, we encountered severe snow activity over this past winter, and with additional properties added, the expense of snow and ice removal has risen substantially.

ALTERNATIVES:

Snow removal and ice control are required for safe operations. Unfortunately, IPTC can not provide these services due to the specialized equipment needed.

FISCAL IMPACT:

The funding source for this service is from the local operations budget.

DBE/XBE DECLARATION:

As this contract is funded by the operations budget, no DBE goals participation apply. R.A.S.K had originally contracted with a certified WBE to supply salt, however, upon a change of ownership to the WBE company a request to be removed

from the contract was made. Given the nature of Indiana weather, it is difficult to determine potential spend with utilizing a new subcontractor.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on June 17, 2021 and was recommended to the Consent Agenda

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Director of Strategic Planning Brooke Thomas, AICP
SUBJECT: Consideration and Approval of RFP 21-04-395 Mobility Integration Platform (MaaS) Consultant

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute a contract with Clever Consulting Group (“CCG”), in an amount not to exceed two hundred and sixty thousand dollars (\$260,000), to receive professional services from CCG to develop a roadmap and procurement documents that would allow IPTC and its partners to offer trip planning and payment integration across numerous modes (e.g. bus and bike share) and service providers.

BACKGROUND:

In late 2020, the Federal Transit Administration (FTA) awarded IPTC an Accelerating Innovative Mobility (AIM) grant. AIM seeks new and innovative strategies for facilitating complete, non-automobile trips, with public transit serving as the core service. The “Mobility Concierge Program” is part technological solution and part customer service solution. In short, the program would be designed to facilitate trip planning, booking, and payment across multiple modes and service providers using a mobile application and support from staff in our customer service center.

The first of several steps to creating a Mobility Concierge Program, IPTC is seeking a Subject Matter Expert(s) who can work directly with IPTC to: 1) develop a mobility integration framework, and 2) prepare an RFP, or family of RFPs, for the procurement of one or more technical solutions. The framework is intended to address: policy, planning, and governance; multi-modal payment products and architecture; payment settlement and revenue collection; testing; implementation; customer service; security; alternative ways to collect fares under an integrated, account-based fare collection system; and the resources that may be necessary to launch and sustain the Mobility Concierge Program as it is currently envisioned.

On April 30th, 2021 IPTC, working in partnership with Pacer’s Bike Share and the Personal Mobility Network, released RFP 21-04-395, Mobility Integration Platform (MaaS) Consultant, with an email to all registered vendors and via posting on our website www.indygo.net. On May 25, 2021, IPTC rec’d four (4) proposals, one of which was found to be non-responsive, leaving three (3) proposals ruled responsive and responsible by Procurement and sent to the evaluation committee for scoring.

IPTC convened an evaluation team comprised of members of the following departments: Infrastructure, Strategy, and Innovation; Operations; Budget and Finance; and Information Technology. The team reviewed each of the written proposals and based their evaluations on the following categories: professional qualifications and team structure; demonstrated experience; and project approach. Through IPTC’s competitive scoring process, CCG was ultimately selected as providing the best value for this service.

DISCUSSION:

CCG is “an innovation-focused boutique technology consulting firm specializing in the design, delivery, and operation of electronic payment systems for use in public transportation.” Their project examples include everything from recently completed integrated fare collection program planning, next-generation fare collection implementation projects, to ongoing next-generation system design work. Consistent with the project overview included in the request for proposals, they hold a strong belief that policy should lead technology and that solutions should be customer and operations focused. CCG’s approach to this project will be to strike a balance between developing the technical requirements IPTC needs to lock in the exact features of the equipment and systems to be procured, and describing the functional requirements IPTC will need to retain some degree of flexibility and the possibility to choose innovative solutions presented by vendors in the near- and longer-term future.

CCG aptly demonstrated their understanding of the importance of an open integration payment platform for use across a broader mobility ecosystem. The CCG teams possess relevant, first-hand experience leading the planning and implementation of complex multi-agency account-based systems, including those with an integrated retail network. This is evidenced by their FTA-sponsored integration payment project(s) – past and present – and their knowledge of government contracting, program coordination, and project administration experience. Project tasks and deliverables will include: 1) industry outreach and summary of pertinent findings; 2) a MPI framework, including a multimodal cost sharing framework; 3) a detailed procurement and implementation plan that describes the steps and resources needed to move forward with this project; and 4) one comprehensive RFP package including a scope of work.

ALTERNATIVES:

The IPTC Board can choose not to approve this request; however, staff does not have the technical expertise needed to adequately establish the roadmap that the agency needs to facilitate trip planning, booking, and payment across multiple modes and service providers. A delay in acquiring these specialized skills would jeopardize our ability to fulfill our cooperative agreement with the FTA, Office of Research, Demonstration, & Innovation.

FISCAL IMPACT:

The total grant award, and thus the total project budget for the Mobility Concierge Program, is up to \$500,000. If approved, this procurement would spend \$260,000 of the total \$500,000 total grant award.

DBE/XBE DECLARATION:

Funded by a mix of federal (80%) and local (20%) dollars, these professional services require DBE participation. A goal of 7% has been established for this project. CCG completed their good faith effort documentation as they were unable to achieve participation. IPTC staff will have follow up discussions with them to see if there is the potential for them to become an INDOT certified DBE.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on June 17, 2021 and was recommended to the Regular Agenda.

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 Resolution 2021-07 Expressing Intent to Reimburse Prior Expenditures with Bond Proceeds

ACTION ITEM A – 7

RECOMMENDATION:

Request Board to declare its intent to reimburse for certain preliminary expenditures related to the construction projects and bus purchases prior to the issuance of the bonds not to exceed \$65 million.

BACKGROUND:

The purchase of the properties at 9503 E. 33rd Street and 2425 W. Michigan Street IPTC requires renovation of office space and the construction of vehicle facilities at both locations. In addition, with the imminent construction of the Purple Line now underway an additional 21 sixty-foot, all electric buses will be needed at a minimum to service that route.

DISCUSSION:

The cost estimates for construction and renovations are as follows.

- Michigan Street – Phase 1 and 2 (building) \$2,600,000
- Michigan Street – Phase 3 Bus Storage, Site development/Paving, lighting, fencing, heat lamps, drainage \$1,800,000
- East Campus A Building \$1,850,000
- East Campus B Building with Elevator \$3,000,000 +10% = \$3,300,000
- East Campus C Building with Cafeteria \$1,500,000 + 10% = \$1,650,000
- East Campus New Garage & Demo (Two-Story, expanded 150 bus) \$19,000,000 + 10% = \$20,900,000

Total Cost Estimate Construction = \$32,100,000

Staff is recommending ordering 21 sixty-foot electric buses at \$1,400,000 each for a total price of \$29,400,000. This contract price expires at the end of 2021.

Total combined cost = \$61,500,000

Staff anticipates presenting bond ordinances to the Board in September 2021 and sale of bonds in December 2021 but no later than January 2022. Based on construction schedule staff estimates expenditures of no more than \$10 million before the sale of bonds.

ALTERNATIVES:

The Board could choose to use cash reserves instead of issuing debt but that would deplete the corporation's fund balances to a level that is contrary to the Agency's reserve fund policy and could jeopardize funding of the other capital projects under the capital plan.

FISCAL IMPACT:

IPTC currently has sufficient amount in cash reserves to cover the cost of facilities construction prior to sale of bonds. The issuance of these bonds for construction would add approximately \$2 million to debt service for 20 years and \$2.8 million for 12 years for the buses.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on June 17, 2021 and was recommended to the Regular Agenda.

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

RESOLUTION NO. 2021-07

A resolution of the Indianapolis Public Transportation Corporation expressing the intent of the Corporation to reimburse prior expenditures with bond proceeds.

WHEREAS, the Board of Directors (the "Board") of the Indianapolis Public Transportation Corporation (the "IPTC") intends to cause to be issued bonds of the IPTC, in one or more series, in a combined aggregate principal amount not expected to exceed Sixty-Five Million Dollars (\$65,000,000) (the "Bonds"), for the purpose of procuring funds to pay all or a portion of the costs of any or all of the following capital projects and vehicle purchases: (a) Vehicle Maintenance/Storage Facility and renovation of offices space at 9503 E. 33rd Street, Indianapolis, (b) Vehicle Maintenance/Storage Facility and renovation of office space at 2425 W. Michigan Street, Indianapolis, and (c) purchase of up to Twenty One (21) buses for Purple Line BRT (collectively, the "Project"); and

WHEREAS, the IPTC reasonably expects to incur certain preliminary expenditures related to the Project (the "Expenditures") prior to the issuance of the Bonds, and to reimburse the Expenditures (or cause the Expenditures to be reimbursed) with proceeds of the Bonds; and

WHEREAS, the Board desires to declare its intent to reimburse the Expenditures (or cause the Expenditures to be reimbursed) pursuant to and in compliance with Indiana Code 5-1-14-6(c) and Section 1.150-2 of the U.S. Treasury Regulations promulgated by the Internal Revenue Service (the "Treasury Regulations");

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

SECTION 1. The Board hereby declares its intent to cause to be issued by the IPTC the Bonds in one or more series in a combined aggregate principal amount not expected to exceed Sixty-Five Million Dollars (\$65,000,000) and to reimburse or cause to be reimbursed costs of the Project consisting of the Expenditures from the Bonds.

SECTION 2. This Resolution constitutes a declaration of an intent to reimburse from the proceeds of bonds under Indiana Code 5-1-14-6(c) and Section 1.150-2 of the Treasury Regulations.

SECTION 3. This Resolution shall be in full force and effect upon adoption and compliance with procedures required by law.

Passed and adopted this 24th day of June, 2021, by the Board of Directors of the Indianapolis Public Transportation Corporation.

Gregory F. Hahn
Chairman of the Board of Directors

Attest: _____
Jill D. Russell, General Counsel
Indianapolis Public Transportation Corporation



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

Mobility Advisory Committee (MAC) Update – May 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Mobility Advisory Committee Chair Mandla Moyo
Date: June 24, 2021

Mobility Advisory Committee Update – May 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
May 19,2021
This Was a Zoom Meeting Due to Covid-19

Attendees

Greg Meyer- MAC
Mandla Moyo- MAC
Cori Wills- MAC
Bernie Wilmer- MAC
Linda Gosnell- MAC
Eddie Richenbach- MAC
Greg Bedan- Mac Visitor
Ryan Malone- MAC Visitor

Mike Roth- IndyGo
Teresa Franklin- IndyGo
Ryan Wilhite- IndyGo
Myisha Foster- IndyGo
Charlie Carlino- IndyGo
Cameron Radford- IndyGo
Lesley Gordan- IndyGo
Jennifer Pyrz- IndyGo
Roscoe Brown-Transdev

- **Welcome and Introduction:**

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

- **Approval of the March 17th, 2021 Meeting minutes.**
 - **Minutes from March 17th, 2021 meeting presented to MAC for approval, Approved.**
- **Meeting Agenda- Presented to MAC for Approval, Approved**
 - **Meeting Agenda for May 20th, 2021 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.**
- **We need volunteers to represent MAC June - December for IndyGo Service Committee Meeting.**
- **Service committee beings on Thursday @ 10:30.**
- **Board meeting begins on Thursday @ 5:30.**
- **30-45 Minutes is typical before representative can speak.**
- **Representative would only speak for 3-4 minutes to give updates on the MAC.**
- **Cori and Linda did an awesome job representing last month.**
- **Times and dates have been added to the agenda.**

○ SB141

- Early January Senate Bill 141 was introduced by senator Aaron Freeman.
- The Bill would have done the following:
- Required 10% Operations funding to go back toward operations.
- Failure to do so would have resulted in penalties that would have stifled IndyGo's ability to keep service levels at their current level, but also stifled future projects.
- Legislation would have changed the current statute which states: Funding must be raised funds other than taxes and fares.
- Currently IndyGo is and has followed current statute by raising more than enough funds from sources other than taxes and fares as legally defined.
- Senator Aaron Freeman introduced his bill to the Senator Appropriations Committee.
- Appropriations committee had to vote whether to advance the bill to the full Senate.
- It passed out with a vote of 6 to 6 with a 12-member committee.
- Full senate body vote 5 to 7.
- The Blue line (corridor) project Which the FTA oversees the grant – Shared lanes not BRT lanes which are dedicated lanes, Information Incorrect.
- Blue line should be built as a shared lane project, but this information was incorrect.
- All lines Red, Purple, and Blue lines were approved for a fixed guideway project.
- Fixed guideway projects which are required dedicated bus lanes along the transit line.
- Senators heard this information a couple of minutes before taking the vote and it was passed out of the Senate and sent over to the house.
- IndyGo has been working with the legislators and received confirmation from the FTA that the BRT lines are not corridor projects but fixed guideway projects.
- To receive the FTA Funds IndyGo must achieve dedicated bus lanes.
- Amendment was made House Bill 1191 Blue and Purple lines would have required IndyGo to handle utility relocations. This is not the case, IndyGo nor any other entity has ever been required to pay for utility relocations for projects underway.
- This amendment would have cost IndyGo upwards of \$20,000,000.00 which would have canceled future BRT projects.
- The language was stripped away from the bill a few days before the session ended.
- IndyGo was not on the hook for something that has never been required before.
- Member of our team, CEO Inez Evans and V.P. of Infrastructure Jennifer Pyrz and a few others have been in conversation with Senator Freeman; however, Senator Freeman was in objection.
- Organizations the stepped up to advocate for public transportation at the state house were the following: AARP, Indy Gateway, West Side chamber, Indy Chamber, Cook Medical, Indy DPW, Indianapolis International Airport, Good Will Industries, United Way, Restaurant Lodging Assoc., and many others supported at the State Legislative session.

Jennifer Pyrz/ V.P. of Infrastructure

- BRT progress purple line
- Upcoming Grant is expected to be presented by the FTA in June or July
- Once received IndyGo will advertise for contractor bids- Make take several months for this process.
- October- November timeframe IndyGo should have selected a contractor.
- Construction may not start in October.
- May not see construction break until early spring next year.
- Senate bill did slow the process down.
- IndyGo is starting the utility relocation portion of the project in the next coming weeks/ Early June.
- Public meetings planned for Aug-Sep once Grant is granted by the FTA.
- Want to give at least 6-8 weeks' time before construction to give the most accurate information.
- Blue line- IndyGo has gotten back into the design after the Senate Bill slowed things up.
- Purple Line expected to be this winter finishing up in 2024.
- Blue Line construction expected at the end of 2024, so the two projects won't overlap.
- Blue Line is expected to take about two years to complete as well.

Leslie Gordon/ Director of Public Affairs

- Vaccination clinic launched at the East Campus.
- Vaccination clinic is on a fixed route and can be attended by using the route 87.
- Two days a week the clinic is open until 7pm.
- The Clinic on the East side is a permanent clinic and not a pop-up.
- Appointments to the clinic is preferred but you can walk in for an appointment.

Mike Roth/ Senior Director of Mobility Solution

- Transdev Job fair has been conducted last Friday and Saturday.
- Transdev Job fair was conducted at the South West sport Center @ 901 Shelby.
- Corporate HR from Transdev (Laura) attended the job fair.
- 9 drivers were Hired
- 2 Dispatchers – Hired
- 1 CSR – Hired
- The amount of Human resources Transdev has impacts service.
- Indianapolis Urban league has a Preferred Employee Program where they work with various employers in various industries to create a pipeline. They Target individuals who need the following:
- Unemployment, Underemployment, incarceration, and to create self-sufficiency.
- They train Individuals on work ethic, resume training, customer service, and interviewing training.
- 10-day course once individuals graduate PEP reached out to preferred employers – as Transdev has made this connection this should hopefully provide some of the human resources needed.
- Everything is currently being done to recruit new drivers and other staff members.
- Plaques were granted to be placed on the doors of supervisor vans- Magnetic signs.
- Currently 25 drivers short.
- 11 are currently in training.
- Anyone interested in working for Transdev can apply online.
- Another job fair will be held 6-16-2021 @ Crooked Creek Community Center.

- In the next couple of weeks, the additional unemployment is going the Cease according to Mayor Hogsett.
- Prediction is that people will be heading back to work with the decrease in extra unemployment funds ending.
- Nationwide there is a shortage in employers finding employees.
- Closure to the North split is causing traffic congestion which is causing an impact in our service.
- IndyGo Released a new Paratransit RFP.
- Currently looking for a provider that can provide the Paratransit service with current RFP.

Ryan Wilhite/ Manager of Special Project & Regional Mobility Integration

- Task force in still in action.
- Stakeholder meetings have been conducted.
- Draft of the minutes discussed in the community & Stakeholder meeting will be finalized soon.
- Updates have been given to the board to share progress with these discussions held.
- Information has been gathered from the public on what's working with the beyond ADA talk.

Teresa Franklin/ Manager of Mobilities Service

- Ecolane App
- New App has been launched for testing- some MAC members have been a part of this testing phase.
- User friendly is the feedback so far.
- Canceling rides/ Scheduling rides are a few features that can be used by users.

Roll out phase will include the ok by Mobility team to vendor -Ecolane, placed on website, and an IVR message will be sent out to riders.

Mobility Advisory Committee

May 19th, 2021

Agenda

I. Call to Order Mandla Moyo

II. Roll Call Mike Roth

III. Approval of March Minutes – Mandla Moyo

IV. Approval of May Agenda – Mandla Moyo

V. VI. MAC/INDYGO Board Working Group Input – Mandla Moyo, Eric, Eddie & Greg

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

Service Committee

Meeting Time: 10:30a.m.

- Thursday, May 20th
- Thursday, June 17th
- Thursday, July 15th
- Thursday, August 19th

INDYGO Board Meeting

Meeting Time: 5:00p.m.

- Thursday, May 27th
- Thursday, June 24th
- Monday, July 26th – Budget 2022 introduced
- Thursday, August 12th – Public Hearing for Budget 2022

VII. INDYGO UPDATES

- Cameron Radford – 2021 legislative session update,
- Aaron Vogel (or designee) – Route updates, Redline updates, and updates on new facilities.
- Jennifer Pyrz – Purple Line/Blue Line updates.
- Lesley Gordon (or designee) – Public Affairs updates
- Michael Roth – Paratransit RFP, Transdev Recruitment update (Roscoe Brown.)
- Ryan Wilhite – Public Outreach “Beyond the ADA.”
- Teresa Franklin – Mobile App Update

XIII. Public Comment

XIV. Adjournment

Mobility Advisory Committee

5/19/2021

MAC Motions Voted on

Name	Present	March Minutes		May 2021 Agenda							
		Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay
Mandla Moyo (Chair)	Y	Y		Y							
Eddie Richenbach (Vice Chair)	Y	Y		Y							
Greg Meyer	Y	Y		Y							
Mark Early											
Erin Hardwick											
Eric Schlegel											
Cori Wills	Y	Y		Y							
Bernie Wilmer	Y	Y		Y							
Leslie Dailey											
Linda Gosnell	Y	Y		Y							

Mike Roth 5/19/21
 Completed by: Date:

Open Door Month End Report March 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
Monday	3/1/2021	673	497	21	2	518	2	514	176	0	0	264	88%	1.84	98%
Tuesday	3/2/2021	614	467	21	3	488	0	479	147	0	0	254	90%	1.75	99%
Wednesday	3/3/2021	671	520	23	3	543	2	548	151	0	0	205	62%	1.84	85%
Thursday	3/4/2021	666	500	16	6	516	11	520	166	0	0	231	75%	1.84	99%
Friday	3/5/2021	614	445	18	20	463	3	462	169	0	0	164	61%	1.81	95%
Saturday	3/6/2021	274	201	7	0	208	0	217	73	0	0	121	88%	1.67	97%
Sunday	3/7/2021	135	105	5	0	110	0	117	30	0	0	66	94%	1.55	97%
Monday	3/8/2021	629	501	14	1	515	2	510	128	0	0	256	85%	1.85	97%
Tuesday	3/9/2021	633	494	19	5	513	6	508	139	0	0	218	72%	1.82	96%
Wednesday	3/10/2021	648	491	17	0	508	3	506	157	0	0	249	82%	1.79	98%
Thursday	3/11/2021	613	454	8	3	462	2	480	159	0	0	200	73%	1.90	97%
Friday	3/12/2021	589	458	6	1	464	1	472	131	0	0	210	75%	1.85	97%
Saturday	3/13/2021	244	184	7	0	191	0	203	60	0	0	87	74%	1.71	97%
Sunday	3/14/2021	153	106	9	2	115	0	117	47	0	0	47	63%	1.72	68%
Monday	3/15/2021	656	473	19	9	492	10	484	183	0	0	170	63%	1.80	94%
Tuesday	3/16/2021	601	473	20	2	493	1	487	128	0	0	237	87%	1.74	98%
Wednesday	3/17/2021	667	524	14	0	538	3	536	143	0	0	233	73%	1.80	93%
Thursday	3/18/2021	661	490	21	6	511	5	500	171	0	0	208	71%	1.79	90%
Friday	3/19/2021	634	484	18	1	502	3	507	150	0	0	214	71%	1.78	96%
Saturday	3/20/2021	263	192	10	7	202	3	203	71	0	0	66	49%	1.68	72%
Sunday	3/21/2021	146	108	3	2	111	0	118	38	0	0	46	56%	1.65	85%
Monday	3/22/2021	618	497	17	0	514	1	512	121	0	0	287	89%	1.84	98%
Tuesday	3/23/2021	647	511	13	8	524	7	526	136	0	0	266	81%	1.88	92%
Wednesday	3/24/2021	663	510	12	1	522	9	513	153	0	0	229	70%	1.78	96%
Thursday	3/25/2021	632	496	11	0	507	0	511	136	0	0	259	85%	1.85	96%
Monday	3/26/2021	643	469	12	2	481	1	486	174	0	0	262	85%	1.76	99%
Tuesday	3/27/2021	266	208	13	1	221	0	239	58	0	0	112	76%	1.77	98%
Wednesday	3/28/2021	153	112	2	0	114	0	139	41	0	0	61	73%	1.89	93%
Thursday	3/29/2021	628	498	19	8	517	4	512	130	0	0	187	61%	1.92	88%
Monday	3/30/2021	573	511	23	0	534	0	531	62	0	0	273	88%	1.73	99%
Tuesday	3/31/2021	553	518	11	0	529	0	530	24	0	0	287	88%	1.74	98%
SUMMARY		15,607	11,979	429	110	12,397	79	12,457	3,628	0	0	5,682	76.75%	1.80	95%

Open Door Month End Report April 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
Thursday	4/1/2021	486	484	14	2	498	2	503	2	0	0	257	83%	1.86	97%
Friday	4/2/2021	476	476	15	0	491	0	499	0	0	0	242	79%	1.79	97%
Saturday	4/3/2021	201	197	16	4	213	2	217	4	1	0	90	65%	1.64	90%
Sunday	4/4/2021	97	94	5	3	99	11	103	3	0	0	48	80%	1.48	100%
Monday	4/5/2021	491	470	22	21	492	3	493	21	0	0	158	55%	1.86	66%
Tuesday	4/6/2021	512	508	11	4	519	0	518	4	7	1.00	228	69%	1.87	83%
Wednesday	4/7/2021	544	525	18	19	543	0	537	19	0	0	183	56%	1.80	71%
Thursday	4/8/2021	502	498	23	4	521	2	519	4	1	0	222	70%	1.89	78%
Friday	4/9/2021	487	481	11	6	492	6	509	6	0	0	189	64%	1.91	77%
Saturday	4/10/2021	199	198	10	1	208	3	218	1	0	0	101	75%	1.62	95%
Sunday	4/11/2021	117	116	5	1	121	2	130	1	0	0	44	59%	1.71	93%
Monday	4/12/2021	544	520	28	24	548	1	540	24	0	0	225	71%	1.85	94%
Tuesday	4/13/2021	531	530	9	1	539	0	542	1	0	0	273	82%	1.80	92%
Wednesday	4/14/2021	576	566	19	10	585	0	581	10	0	0	217	62%	1.86	85%
Thursday	4/15/2021	540	532	15	8	547	10	550	8	0	0	234	68%	1.94	90%
Friday	4/16/2021	525	522	17	3	539	1	537	3	0	0	228	68%	1.76	88%
Saturday	4/17/2021	187	184	13	3	197	3	193	3	0	0	98	82%	1.49	95%
Sunday	4/18/2021	120	116	1	4	117	5	138	4	0	0	62	79%	1.69	97%
Monday	4/19/2021	541	538	12	3	550	3	559	3	1	0	252	73%	1.80	96%
Tuesday	4/20/2021	513	499	20	14	519	3	515	14	1	0	208	68%	1.78	92%
Wednesday	4/21/2021	528	507	24	6	531	0	519	21	1	0	191	62%	1.88	89%
Thursday	4/22/2021	766	517	22	4	539	1	530	249	1	0	260	79%	1.88	96%
Monday	4/23/2021	476	475	17	1	492	7	498	1	0	0	259	86%	1.79	99%
Tuesday	4/24/2021	185	185	9	0	194	9	192	0	1	0	95	80%	1.56	94%
Wednesday	4/25/2021	114	110	4	4	114	0	126	4	0	0	43	63%	1.80	76%
Thursday	4/26/2021	536	533	14	3	547	1	552	3	0	0	258	82%	1.92	98%
Monday	4/27/2021	526	523	12	3	535	0	539	3	2	0	248	79%	1.92	92%
Tuesday	4/28/2021	565	554	12	4	566	0	574	11	0	0	221	67%	1.90	96%
Wednesday	4/29/2021	597	502	12	0	514	4	516	95	0	0	247	83%	1.81	94%
Thursday	4/30/2021	504	476	18	0	494	0	493	28	1	0	247	83%	1.75	99%
SUMMARY		12,986	12,436	428	160	12,864	79	12,940	550	17	0%	5,628	72.31%	1.82	90%

Information Update – May 2021 Financials Summary

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Finance/CFO Bart Brown and Deputy CFO Hardi Shah
Date: June 14, 2021

MAY 2021 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget by \$292,100 (33.1%) for the month and by \$769,438 (16.5%) year to date. Preventative maintenance draws continue to drive higher than budgeted revenue due to higher PM eligible expenditures. Year to date, we have drawn about 67% of the total PM funds.
- Other Operating revenue category is under budget by \$34,393 (-57.5%) and year to date, this revenue is over budget by \$75,765 (25%). This category is over budget due to higher than budgeted advertising revenue as well as scraps sales revenue.
- The passengers service revenue is under budget by \$141,799 (-25.9%) and \$557,080 (-21.5%) year to date. We will continue to monitor the ridership trend and its impact on the revenues.
- PMTF revenue for the month was \$6,422,895 which represents the balance due for the entire year. YTD we have received \$9,634,315.
- In addition to our regularly scheduled monthly receipt of Local Income Tax (LIT) we also received in May a supplemental distribution of \$4,915,445. This is a one-time distribution for the year and occurs when the LIT Trust Fund held by the State Treasurer exceeds 15% of annual collection. Property taxes continue to meet expectations for the year.
- Service Reimbursement Program revenue is \$54,000 (156.1%) over budget for the month and \$43,408 (25.1%) over budget year to date.

The Total Revenue for the agency is over budget by \$10,705,380 (124.3%) for the month and \$10,866,972 (25.3%) year to date.

Expenditures

I) Personnel Services

- Fringe benefits are under budget for the month by \$123,892 (-8.1%) and \$682,754 (-8.3%) year to date. Healthcare expenses are showing fluctuations month over month based on the medical claims experience.
- Overtime expenses are over budget by \$141,475 (65.3%) and by \$371,881 (32.7%) year to date. Due to unfilled vacancies in some areas, the overtime expense is running higher. However, it's set off against under budget salary expenses.
- Salary expenses are under budget by \$540,845 (-14.7%) and \$1,932,426 (-10%) year to date.

The Personnel Services category is under budget by \$523,262 (-9.7%) and by \$2,243,299 (-7.8%) year to date.

II) Other Services and Charges

- Claims were under budget by \$132,024 (-44.7%). Year to date, it is under budget by \$136,198 (-9.2%).
- Miscellaneous Expense category is under budget for the month by \$111,755 (-44.7%) and by \$579,712 (-78.8%) 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.
- The Purchased Transportation category is under budget by \$200,816 (-20.3%) due to decreased ridership. Year to date, this expense is under budget by \$1,630,447 (-32.9%).
- For the month the "Services" expense category is under budget by \$62,469 (-4.7%) and \$869,084 (-11.6%) year to date.
- Utilities expenses are under budget for the month by \$10,200 (-6.7%). Year to date, it is over budget by \$41,361 (5.4%).

Overall, the Other Services & Charges category is under budget by \$517,265 (-17.7%) and by \$3,174,081 (-20.6%) year to date.

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$242,623 (-48.4%) for the month. Year to date also, this category is under budget by \$1,249,392 (-49.8%). 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 \$185,587 (-37.6%) and \$741,772 (-30.1%) year to date.
- The other materials and supplies category is under budget by \$4,988 (-5.5%) for the month and \$86,396 (-19%) year to date.
- For the month, the "Tires & Tubes" category is under budget by \$28,388 (-40.9%) and by \$94,889 (-27.4%) year to date.

For the month, the Total Materials and Supplies category is under budget by \$179,768 (-15.6%). Year to date as well, this category is under budget by \$2,003,610 (-34.7%).

Overall, the expenditures came under budget by \$1,220,295 (-12.9%) and by \$7,420,990 (-14.9%) year to date. Budgets related to the encumbrances are spread out throughout the rest of the year.

Expense Tracking - COVID19

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

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
April 2021	152,863	0	152,863
May 2021	113,691	0	113,691
Total	4,626,736	1,529,229	6,155,965

Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (CRRSAA): In May 2021, IndyGo received the first reimbursement of CRRSAA of \$14,547,610. These funds will be deposited into an investment fund, similar to the CARES Act Investment Fund.

RECOMMENDATION:

Receive the report.

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



Indianapolis Public Transportation Corporation

11/2021 8:33 AM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 5

For the Five Months Ending Monday, May 31, 2021

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
Operating Revenue									
Federal Assistance	1,226,122.60	934,023.00	292,099.60	31.3%	5,439,543.60	4,670,105.00	769,438.60	16.5%	6,437,208.66
Other Operating Income	25,379.64	59,773.00	(34,393.36)	-57.5%	374,629.22	298,864.00	75,765.22	25.4%	275,884.63
Passenger Service Revenue	405,155.52	546,955.00	(141,799.48)	-25.9%	2,037,326.79	2,594,407.00	(557,080.21)	-21.5%	2,466,440.60
PMTF Revenue	6,422,895.00	802,860.00	5,620,035.00	700.0%	9,634,315.00	4,014,295.00	5,620,020.00	140.0%	11,107,800.00
Local Property & Excise Tax Revenue	3,005,797.00	3,005,803.00	(6.00)	0.0%	15,028,985.00	15,029,009.00	(24.00)	0.0%	15,472,871.83
Local Transit Income Tax Revenue	8,141,423.80	3,225,979.00	4,915,444.80	152.4%	21,045,339.80	16,129,895.00	4,915,444.80	30.5%	16,712,680.00
Service Reimbursement Program	88,583.09	34,583.00	54,000.09	156.1%	216,327.04	172,919.00	43,408.04	25.1%	169,415.00
Total Operating Revenues	19,315,356.65	8,609,976.00	10,705,380.65	124.3%	53,776,466.45	42,909,494.00	10,866,972.45	25.3%	52,642,300.72
Operating Expenses									
Personal Services									
Fringe Benefits	1,398,403.03	1,522,295.13	(123,892.10)	-8.1%	7,515,023.30	8,197,777.16	(682,753.86)	-8.3%	7,081,457.19
Overtime	358,025.99	216,550.45	141,475.54	65.3%	1,508,770.72	1,136,889.85	371,880.87	32.7%	1,975,439.91
Salary	3,141,671.08	3,682,516.26	(540,845.18)	-14.7%	17,400,784.02	19,333,210.33	(1,932,426.31)	-10.0%	18,522,690.47
Total Wages and Benefits	4,898,100.10	5,421,361.84	(523,261.74)	-9.7%	26,424,578.04	28,667,877.34	(2,243,299.30)	-7.8%	27,579,587.57
Other Services & Charges									
Claims	163,082.23	295,106.26	(132,024.03)	-44.7%	1,339,333.52	1,475,531.30	(136,197.78)	-9.2%	1,548,458.69
Miscellaneous Expenses	34,564.38	146,320.22	(111,755.84)	-76.4%	156,389.24	736,101.10	(579,711.86)	-78.8%	241,717.38
Purchased Transportation	789,041.25	989,857.72	(200,816.47)	-20.3%	3,318,841.24	4,949,288.60	(1,630,447.36)	-32.9%	4,724,923.57
Services	1,272,046.78	1,334,516.00	(62,469.22)	-4.7%	6,624,155.19	7,493,240.00	(869,084.81)	-11.6%	5,183,895.71
Total Utilities	143,133.61	153,333.33	(10,199.72)	-6.7%	808,027.66	766,666.65	41,361.01	5.4%	669,089.13
Total Other Services & Charges	2,401,868.25	2,919,133.53	(517,265.28)	-17.7%	12,246,746.85	15,420,827.65	(3,174,080.80)	-20.6%	12,368,084.48
Materials & Supplies									
Fuel & Lubricants	259,100.74	501,723.94	(242,623.20)	-48.4%	1,259,227.08	2,508,619.70	(1,249,392.62)	-49.8%	1,605,538.73
Maintenance Materials	308,000.27	493,587.76	(185,587.49)	-37.6%	308,000.27	2,467,938.80	(741,772.41)	-30.1%	2,212,955.73
Other Materials & Supplies	85,612.42	90,600.25	(4,987.83)	-5.5%	367,430.42	453,826.25	(86,395.83)	-19.0%	617,992.59
Tires & Tubes	40,955.77	69,343.66	(28,387.89)	-40.9%	40,955.77	346,718.30	(94,889.16)	-27.4%	192,908.36
Total Materials & Supplies	693,669.20	1,155,255.61	(179,768.41)	-15.6%	1,975,613.54	5,777,103.05	(2,003,610.27)	-34.7%	4,629,395.41
Total Operating Expenses	7,993,637.55	9,495,750.98	(1,220,295.43)	-12.9%	40,646,938.43	49,865,808.04	(7,420,990.37)	-14.9%	44,577,067.46
OPERATING INCOME/(LOSS)	25,587,511.10	(885,774.98)	26,473,286.08		25,879,258.78	(6,956,314.04)	32,835,572.82		
GAIN/LOSS ON ASSET DISPOSAL	(5,369.05)		(5,369.05)	0.00	38,832.40		38,832.40	0.00	40,759.42
NET INCOME/(LOSS)	25,592,880.15	(885,774.98)	26,478,655.13	(2989.32)	25,840,426.38	(6,956,314.04)	32,796,740.42	(471.47)	8,024,473

Procurement Activity Report

Past 30 days (actual)- May 2021

Released New Opportunity	<ul style="list-style-type: none"> - Paratransit Operations - Temp Buyer - Temp Staffing (IT) - Bus Detailing - Vehicle Destruction - Microtransit Pilot
Received Bids	<ul style="list-style-type: none"> - MaaS SME - Purple Line Survey - Clinic - Temp Buyer - Temp Staffing (IT) - Bus Detailing
Awarded	<ul style="list-style-type: none"> - Temp Buyer - Temp Staffing (IT) - Towing Services - On-Call Engineering Services - Bus Detailing - 901 Circulator <ul style="list-style-type: none"> -CTC Deep Cleaning Amendment -Safety Vests
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Section 5307 Consultant - D365 Implementer - TSP- POC - Bus Shelter Cleaning & Repair
Renewal	<ul style="list-style-type: none"> - Workers Compensation - Occupational Health - Lessonly - Benefits Broker
Task Orders	<ul style="list-style-type: none"> - On Call Planning - On Call Engineering Services
Closeout	<ul style="list-style-type: none"> - Communication Specialist

Current Month (expected)- June 2021

Release/ New Opportunity	<ul style="list-style-type: none"> - Property Manager - Bus Stops 2.0 - Facilities Truck - Independent Audit Services - Landscaping Services
Received Bids	<ul style="list-style-type: none"> - Bus Stop Rehab - Paratransit Operations - Vehicle Destruction - Microtransit Pilot
Awarded	<ul style="list-style-type: none"> - MaaS SME - Bus Stop Rehab - Vehicle Destruction - Snow Removal-Ratification - Donation Policy - Purple Line Survey
Contracted/Kickoff	<ul style="list-style-type: none"> - Bus Stop Rehab - Purple Line Survey - Temp Buyer - Temp Staffing (IT) - Towing Services <ul style="list-style-type: none"> -Simulators -901 Circulator -On-Call Engineering Services -Bus Detailing
Renewals	<ul style="list-style-type: none"> - Paratransit Next Steps Consultant

Future 30 days (planned)- July 2021

Release/ New Opportunity	<ul style="list-style-type: none"> - UV Lights - Catering - HVAC Services <ul style="list-style-type: none"> -Pest Control - 60 ft. electric bus
Received Bids	<ul style="list-style-type: none"> - Facilities Truck - Landscaping
Awarded	<ul style="list-style-type: none"> - Clinic - Paratransit Operations - Facilities Truck - Microtransit Pilot
Contracted/ Kickoffs	<ul style="list-style-type: none"> - MaaS SME - Paratransit Operations - Microtransit Pilot



2021 Capital Projects Spending Report

May 31, 2021

Capital Plan Group	Capital Plan Project	2021 Budget	2020 Budget Carried into 2021	Total 2021 Appropriation	YTD Expenses and Encumbrances	Remaining 2021 Appropriation
BRT and On-Street Infrastructure	Local Route Stop/Shelter/Sidewalk Installation	850,000	1,492,878	2,342,878	1,573,718	769,160
BRT and On-Street Infrastructure	Super Stops	1,548,998	157,041	1,706,040	227,674	1,478,366
BRT and On-Street Infrastructure	Transit-Oriented Development	0	7,468	7,468	7,468	0
BRT and On-Street Infrastructure	Purple Line	37,865,000	24,328,118	62,193,118	25,516,669	36,676,448
BRT and On-Street Infrastructure	Red Line	0	16,054,177	16,054,177	16,830,313	(776,137)
BRT and On-Street Infrastructure	Transit Signal Priority Installation	1,520,000	0	1,520,000	46,865	1,473,135
BRT and On-Street Infrastructure	Rural St Underpass Clearance Modification	0	105,016	105,016	70,534	34,482
BRT and On-Street Infrastructure	30th St. Improvements (constr)	2,150,000	0	2,150,000	0	2,150,000 *
BRT and On-Street Infrastructure	Michigan St. Improvements (Constr)	4,350,000	0	4,350,000	0	4,350,000 *
BRT and On-Street Infrastructure	Blue Line	3,750,000	3,374,198	7,124,198	3,447,094	3,677,103
BRT and On-Street Infrastructure	BRT Program Management	0	90,000	90,000	998,756	(908,756)
BRT and On-Street Infrastructure Total		52,033,998	45,608,895	97,642,893	48,719,092	48,923,801
Facilities	Wash Rack Replacement & Door Widening & Paint Booth	0	0	0	45,070	(45,070)
Facilities	Bus Charging Infrastructure in Garage	0	412,487	412,487	679,985	(267,498)
Facilities	Building Exterior Improvements	1,400,000	0	1,400,000	0	1,400,000 *
Facilities	Board Room & Lobby Improvements	580,000	0	580,000	0	580,000 *
Facilities	Maintenance Area Renovations	1,375,000	0	1,375,000	0	1,375,000
Facilities	Maintenance Office Renovations	0	68,823	68,823	68,823	0
Facilities	Solar Array Expansion (1501)	630,000	0	630,000	45,743	584,257
Facilities	Training/Contingency Facility Construction	0	69,869	69,869	1,630	68,239
Facilities	Additional Facilities - E. Campus Design/Construction	0	0	0	1,878,609	(1,878,609)
Facilities	Additional Facilities - Michigan Ave. Design/Construction	0	0	0	773,693	(773,693)
Facilities	Additional Facilities - North College Design/Construction	0	0	0	60,323	(60,323)
Facilities	Additional Facilities - S. Madison Ave. Design/Construction	0	0	0	42,857	(42,857)
Facilities	In Route Charging	0	0	0	82,287	(82,287)
Facilities	Additional Facilities	0	1,600,000	1,600,000	1,697,020	(97,020)
Facilities Total		3,985,000	2,151,179	6,136,179	5,376,040	760,138
Safety/Security	Main Facility CCTV Upgrade	0	0	0	3,290	(3,290)
Safety/Security	Vehicle CCTV Replacement	220,000	1,000,000	1,220,000	1,886,320	(666,320)
Safety/Security	Mobile Command Center	0	0	0	6,602	(6,602)
Safety/Security Total		220,000	1,000,000	1,220,000	1,896,212	(676,212)



2021 Capital Projects Spending Report

May 31, 2021

Capital Plan Group	Capital Plan Project	2021 Budget	2020 Budget Carried into 2021	Total 2021 Appropriation	YTD Expenses and Encumbrances	Remaining 2021 Appropriation
Fleet	Support Vehicle Replacement	0	0	0	77,059	(77,059)
Fleet	Automatic Passenger Counters Upgrade	181,500	190,755	372,255	0	372,254
Fleet	Paratransit Bus Replacement	1,415,000	1,566,248	2,981,248	1,618,386	1,362,862
Fleet	Fixed Route Bus Replacement	22,500,000	21,843,447	44,343,447	21,530,037	22,813,410
Fleet	Radio Equipment & Accessories	78,806	0	78,806	0	78,806
Fleet	Dispatch Consoles	170,000	0	170,000	0	170,000
Fleet	Maintenance Heavy Equipment	300,000	0	300,000	82,470	217,530
Fleet	Driver Partitions	0	151,541	151,541	0	151,541
Fleet Total		24,645,306	23,751,991	48,397,297	23,307,952	25,089,344
IT/Finance	ERP	800,000	0	800,000	1,058,996	(258,996)
IT/Finance	Fare Collection/Validation System	0	444,637	444,637	381,775	62,862
IT/Finance	ITS Upgrade/Replacement (CAD AVL)	0	442,605	442,605	387,171	55,434
IT/Finance	Hastus Software Upgrade	0	558,735	558,735	563,018	(4,283)
IT/Finance	Farebox Replacement	375,000	0	375,000	0	375,000
IT/Finance	Disaster Recover and Business Continuity Plan	0	216,497	216,497	41,798	174,699
IT/Finance	IT Radio Replacement/Other IT	800,000	0	800,000	0	800,000
IT/Finance	Mobility Technology Services	0	0	0	64,380	(64,380)
IT/Finance Total		1,975,000	1,662,474	3,637,474	2,497,138	1,140,336
Public Affairs	Public Affairs Intranet	0	140,080	140,080	0	140,080
Public Affairs	Mobility Concierge	392,375	0	392,375	0	392,375
Public Affairs Total		392,375	140,080	532,455	0	532,455
Miscellaneous & Unbudgeted	Miscellaneous Capital Purchase	0	0	0	921,235	(921,235)
Miscellaneous & Unbudgeted Total		0	0	0	921,235	(921,235)
Grand Total		83,251,679	74,314,619	157,566,298	82,717,670	74,848,628

Budget Savings and Unbudgeted Expenses	
* Anticipated budget savings	8,480,000
Unbudgeted expenses	(6,934,415)
Surplus/(Shortfall)	1,545,585

Information Update – CEO Report

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: June 24, 2021

CEO Report

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

RECOMMENDATION: Receive the report

- 1. Funding: Transportation Network Companies & Competitive Wages; Open Door Paratransit**
 - Senior Director, Mobility Solutions Michael Roth will provide an update on Funding for Transportation Network Companies & Competitive Wages; Open Door Paratransit. (Written report immediately following the CEO Report)
- 2. 901 Circulator Routes**
 - Vice President of Operations/Chief Operating Officer Aaron Vogel will provide an update on Route 901, Red Line Extension – 901 Circulator. (PowerPoint presentation immediately following the CEO Report)
- 3. Summer Youth Pass**
 - School's out and summer is finally here! Riders 18 & under can buy a Summer Youth Pass for only \$30. This pass gives young riders unlimited trips from now until August 31. To purchase a pass, visit the Carson Transit Center to fill out an application.



4. Upgraded Bus Stop

- On June 10, we unveiled a new, upgraded bus stop along W. Washington St. & Bridgeport Rd.! This stop, along with another one nearby, includes new shelters, sidewalks, ramps, solar lighting and more. Thank you to our partners for making these upgraded bus stops a reality. We were joined by local and state level officials, Executive Director from CIRTA, and the Executive Director of Indy Gateway.



5. Additional Monies for the Purple Line

- We would like to thank Secretary Pete Buttigieg, newly appointed Administrator Nuria Fernandez and all at the Federal Transit Administration (FTA) for their award of \$12 million for the Purple Line. This significant investment shows their confidence in our vision and commitment to expand the transit experience in Indianapolis and will greatly boost our momentum to enhance mobility for all.



**Federal Transit
Administration**

6. CTC Weekend Closure

- The Carson Transit Center will be closed Friday, June 25, starting at 9 p.m. through Sunday, June 27, due to local street construction by the City of Indianapolis. The retail desk will be closed, and riders should plan ahead for their trips. Riders are encouraged to buy their passes ahead of time or use MyKey to purchase fare in real-time from their mobile device. A temporary transfer station will be set up at Lucas Oil Stadium.



Information Update – Funding; Transportation Network Companies Information Update – Competitive Wages; Open Door Paratransit

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Director, Mobility Solutions Michael L. Roth
Date: June 24, 2021

Funding; Transportation Network Companies Competitive Wages; Open Door Paratransit

BACKGROUND:

Transportation agencies, including IndyGo, continue to feel the systemic effects of the pandemic. Our Open Door paratransit, provider Transdev is not immune and struggles to onboard new employees for open positions such as Operators. Currently, Transdev is nearly 30 Operators short needed to provide service to our paratransit customers.

In April 2021, I presented an information item to the Board of Directors based on the cause/effect of the unprecedented pandemic. As a result, I come to you today with an update informing you that it is necessary to reallocate \$500,000 to cover the cost of increasing ridership numbers with our providers, zTrip, and UZURV.

Other variables we believe have played a role in the hiring challenges are the continuation of stimulus checks and additional money for unemployment benefits. In addition, the restriction to provide proof of job-seeking, which was temporarily suspended, due to COVID, to maintain said unemployment benefits.

Indiana is in the process of discontinuing additional monies for unemployment benefits and will require the job-seeker to provide proof of job seeking; our hope is this will flood the workforce with motivated individuals interested in employment.

Transdev continues to recruit employees through employment fairs to attract new talent and fill open positions. In addition, IndyGo continues to support the hiring efforts of Transdev by providing the following:

- Providing locations for job fairs and training
- Magnetic "now hiring" signs on supervisor vehicles
- Information added to our website to announce job fairs etc.,

IPTC, to remain a competitive employer and employer of choice, has elected to work with the current paratransit operations vendor to complete a Market Analysis to determine a competitive wage to compete within the service industry while remaining competitive, attracting new and retain existing talent. Most notably, it is the goal to provide better service to our customers in Marion County.

The additional funding needed will support the Transportation Network Companies and the need for a Market Analysis to determine a competitive wage. Both will be funded by reallocating money from the already approved Board budget for the purchased transportation budget and will not exceed the prior approved budgeted amount for the current paratransit contract.

RECOMMENDATION:

Receive the report.

Michael L. Roth
Senior Director, Mobility Solutions

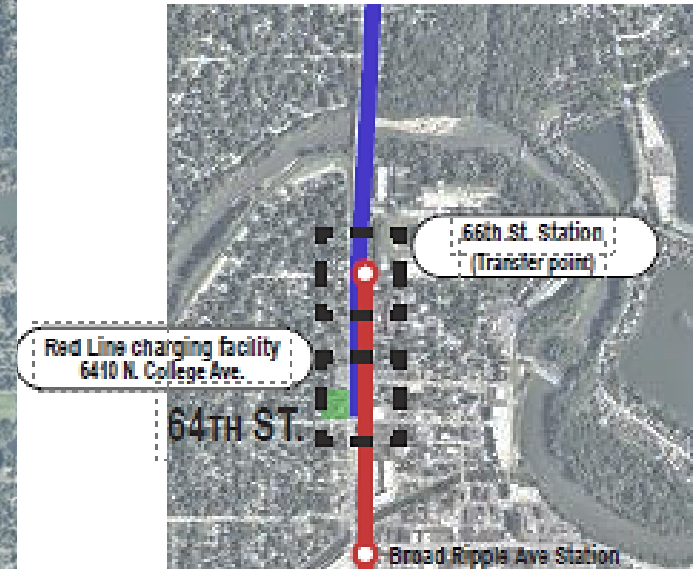
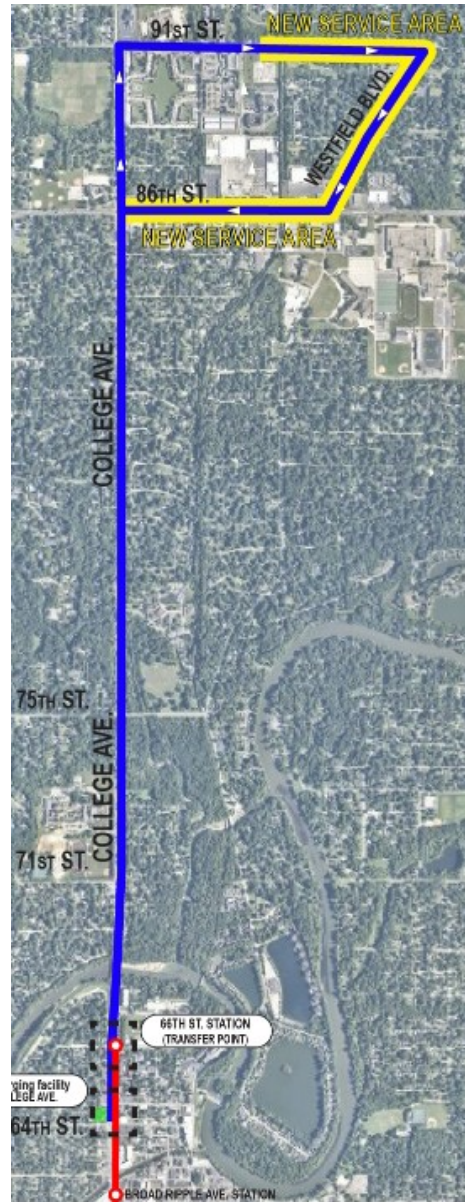


Route 901

Red Line Extension – 901 Circulator

6.24.2021

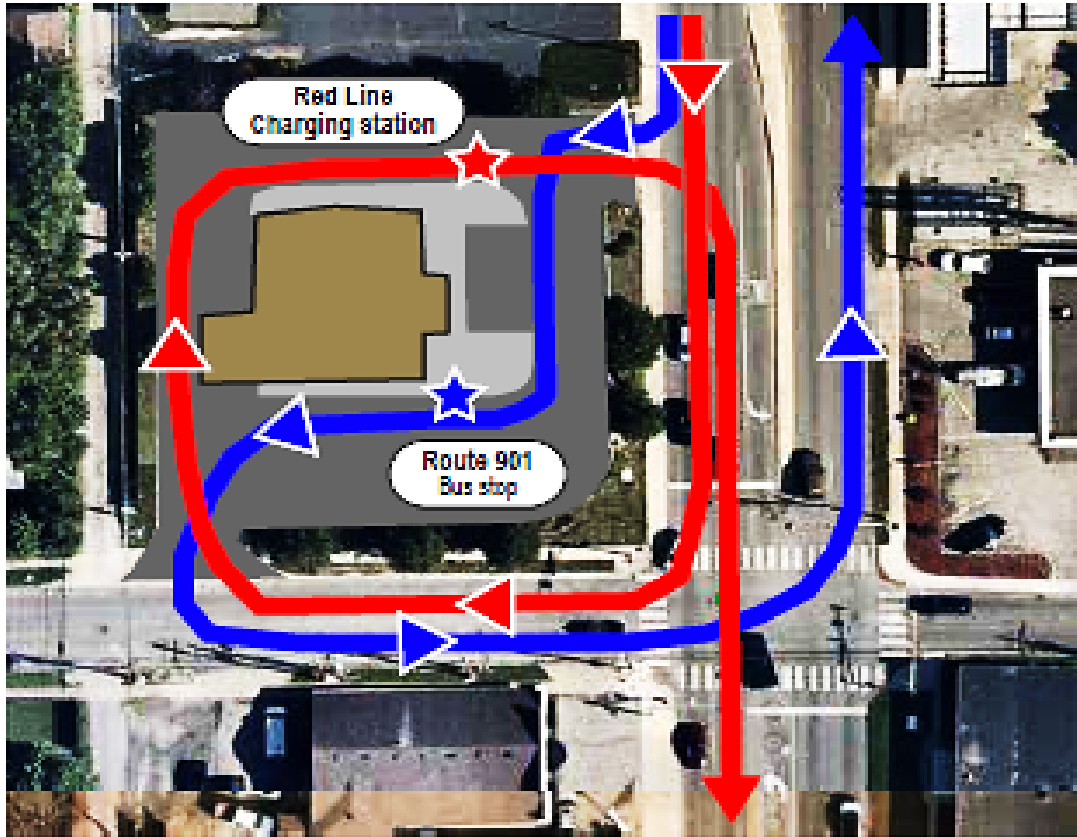
Red Line Charging & Transfers



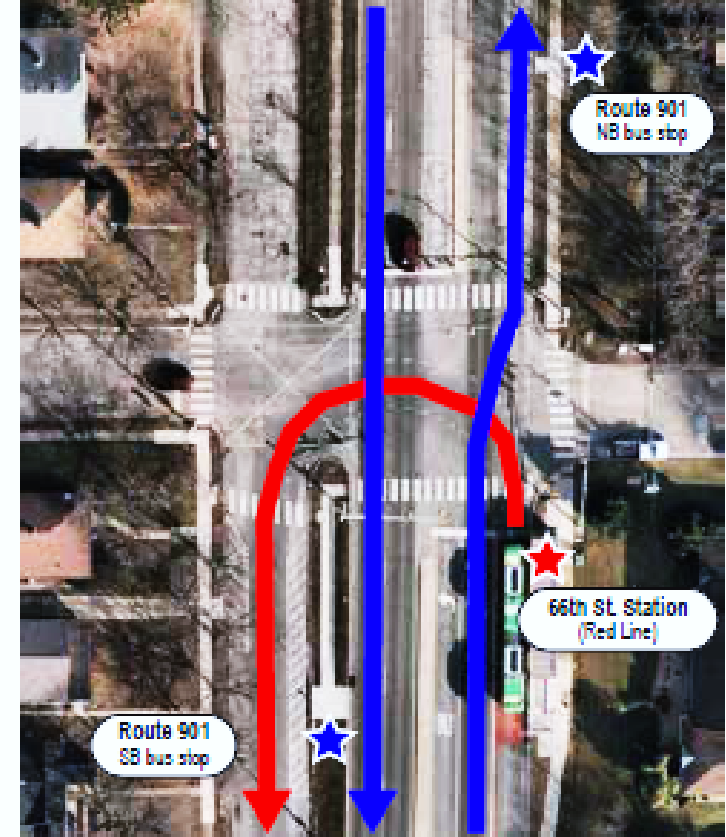
901 Cut-away Coach



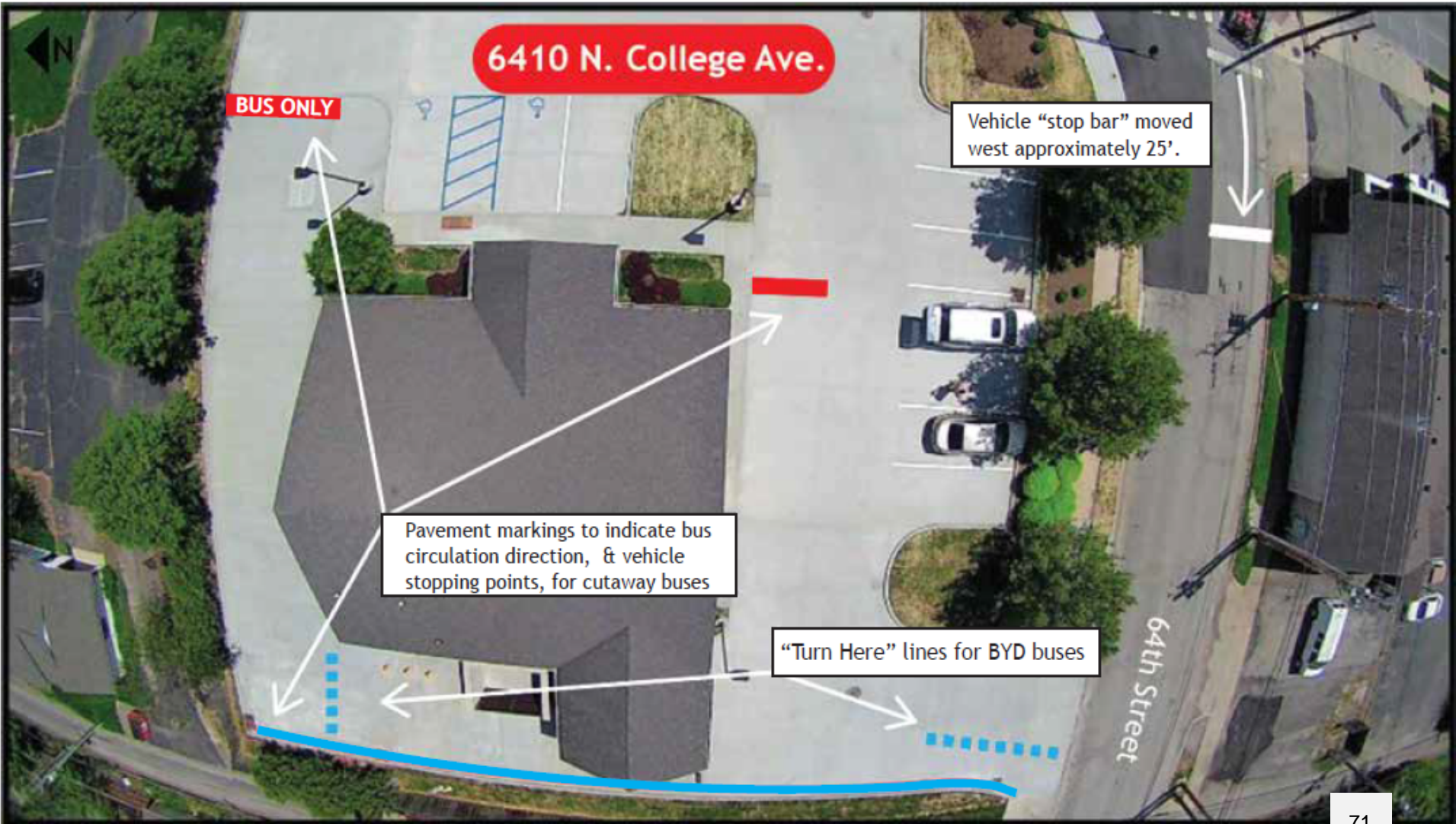
6410 N. College charging site



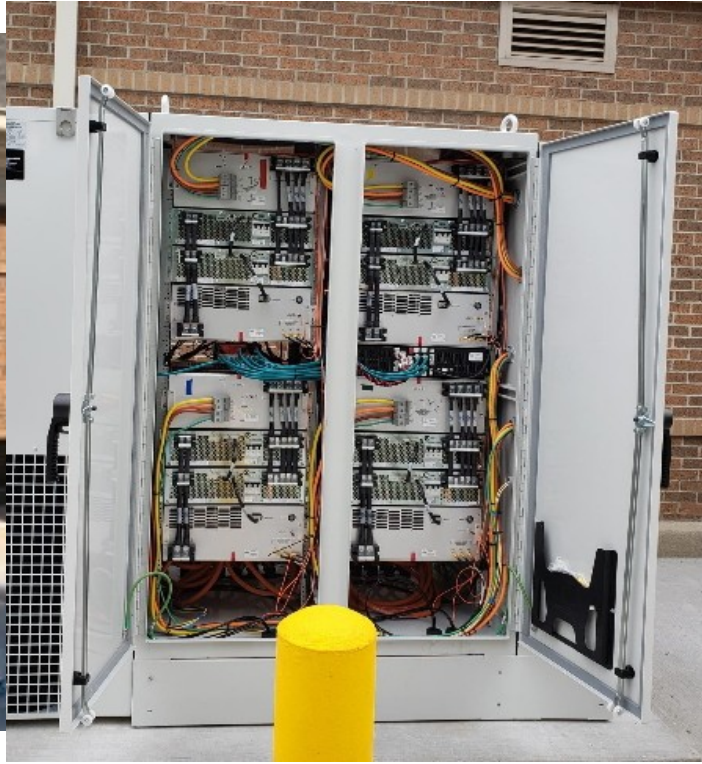
66th Street Station transfer point



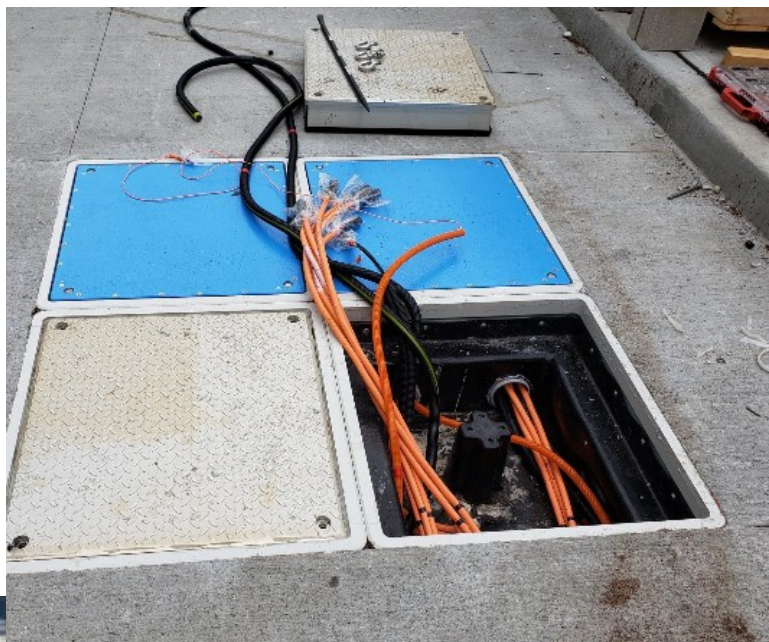
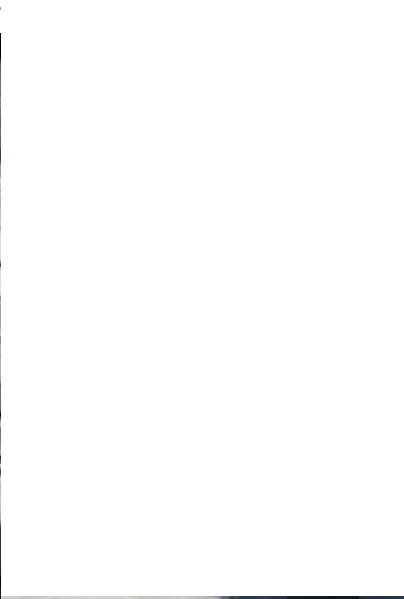
Red Line Charging & Transfers



Inductive Charging Installation



Inductive Charging Installation



Information Update – Capital Projects Assessment – Status Update

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Deputy of Governance & Audit Brian Atkinson
Date: June 16, 2021

CAPITAL PROJECTS ASSESSMENT – STATUS UPDATE

PROJECT STATUS

Key milestones:

- Fieldwork is substantially complete
- Discussions with three Project Managers have been held
- Project artifacts and contractor documentation has been reviewed
- Drafting of recommendations is in process
- Report will be issued and presented at the September G&A Committee meeting

PROJECT SCOPE

Key areas of our review included:

- Program Overview and Project Roles and Responsibilities
- Contract Amendments and Change Orders
- Invoices and Payments
- Labor and Material Charges
- Subcontractors
- Insurance and Performance Bonds
- Technology (including E-Builder system)

Different types of Contracts were selected for testing:

- Purple Line – Design
- Facilities – Construction
- Planning - Transit Oriented Development

RECOMMENDATION:

Receive the report.

Brian Atkinson
Deputy of Governance & Audit

Information Update – Governance & Audit Workplan Status Report

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Deputy of Governance & Audit Brian Atkinson
Date: June 16, 2021

GOVERNANCE & AUDIT WORKPLAN STATUS REPORT AND CURRENT PROJECTS

CURRENT PROJECTS IN ADDITION TO THE GOVERNANCE AND AUDIT WORKPLAN

- Participating in the FTA Triennial Review
- Participating as the IndyGo liaison with the financial audit firm BKD

Governance & Audit Work Plan Status Report

Project / Activity	Governance & Audit Committee Meeting					
	FY20			FY21		
	Jun-20	Sep-20	Jan-21	Mar-21	Jun-21	Sep-21
Annual Risk Assessment Refresh		Complete				
Procurement Process Review	Complete	Complete				
Strategic & Capital Planning/Grant Management Review	Complete	Complete				
Compliance Mapping Exercise		Complete				
Comprehensive IT Risk Assessment		Complete				
Fare Collection				Complete		
Storeroom & Materials Management				Complete		
Capital Project Management				In-Process		★
Memorandums of Understanding Review					Planned	★

Complete
 In-Process
 Planned

★ Report targeted to be presented at G&A meeting.

Note: the timelines reflected above are estimates and may be subject to change due to scheduling constraints and/or Board requests.

Governance & Audit Completed Reviews & Audits

Report ID	Report Title	Date Reported
2020-1	Employee Terminations Timely Update in ADP	2/27/2020
2020-2	Transdev Fuel Purchase Reporting	6/16/2020
2020-3	Lost and Found Policy Addressing Found Cash	6/16/2020
2020-4	Lost Revenue - Online Credit Card Error	6/16/2020
2020-5	Payments Against Expired Agreement-Non-Order Invoices	6/16/2020
2020-6	BCP Progress Assessment	9/17/2020
2020-7	Red Line Lessons Learned	9/17/2020
2020-8	Annual Risk Refresh & Proposed Audit Plan	1/21/2021
2020-9	Procurement Process Review	1/21/2021
2020-10	Strategic & Capital Planning/Grant Management Review	1/21/2021
2020-11	Compliance Mapping Exercise	1/21/2021
2020-12	Comprehensive IT Risk Assessment	3/18/2021
2021-1	Fare Collection Audit	6/16/2021
2021-2	Storeroom and Materials Management Audit	6/16/2021



RECOMMENDATION:

Receive the report.

Brian Atkinson
Deputy of Governance & Audit

Information Update – Governance & Audit Ethics Hotline Summary Report

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Deputy of Governance & Audit Brian Atkinson
Date: June 16, 2021

GOVERNANCE & AUDIT ETHICS HOTLINE SUMMARY REPORT

Ethics Hotline Summary Report

Quarter Activity Summary: 4/01/21 through 6/30/21

Method of Submission	Number of Reports
Website	1
Phone call	0
Other	0
Total	1

Current Period Potential Reported Issues	Number
Ethics Violations	0
Other Issues	
Waste or Inefficiency	0
Fraud	0
Policy Violation	0
Employee Conduct/Abuse	0
Theft	0
Customer Service	0
HR Issues	1
Total	1

12-Month Activity Summary beginning Q4, 2020											
2	1	0	2	0	0	0	1	0	0	0	0
Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21

Current Status	Total	1-30 days	31-60 days	60+ days
Preliminary Assessment	0			
Investigation	0			
Completed	1			
Total Claims	1			

RECOMMENDATION:

Receive the report.

Brian Atkinson
 Deputy of Governance & Audit

Risk and Safety Division Report – May 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: June 24, 2021

Risk and Safety

- On May 5th, IndyGo Risk and Safety department conducted the 2nd quarter accident review board with 2 cases that were evaluated. The accident review board is a process where employees that disagree with the rating of “preventable” can make their case to overturn the rating to “Non-preventable” The review panel consist of two (2)CDL holders for the corporation, two (2)CDL holders from the local ATU 1070, and one (1) IMPD crash detective that is a neutral party. After the case is heard, a determination is made, and a judgement is read. The process includes a structure for the proceedings, video review if available, review all handwritten reports and statements and looking at pictures from the accident. This process gives CDL drivers another option than to file a grievance. Moving forward, Risk and Safety will schedule these hearings each month instead of one (1) per quarter. Last year, the committee reviewed seven (7) cases in total.
- On May 13th, IndyGo, Aon insurance and DBE partner AI King insurance meet remotely to discuss a plan for future insurance renewals and property evaluations. We have scheduled property walk thoughts to evaluate current and future risk with an intent to drive down risk and to lower our insurance premiums. Contractor AI-King has years of experience evaluating insurance needs and we look forward to working with them.
- On May18th, the IndyGo Risk and Safety department with collaboration from the Vehicle Maintenance training manager, finished the latest revision of the IndyGo Vehicle Maintenance Safety Rules. This plan documents the safety process, PPE’s, and hazards associated with work that is performed in the garage. The program is updated every year and will be available on the IndyGo Intranet site for all employees to view in the future. One of the latest additions was High Voltage and the safety required when working around it.
- On May 25th, IndyGo staff conducted the quarterly Executive Safety and Security Committee meeting (ESSC). This safety committee brings together IndyGo leadership to evaluate past, open, and potential new safety and security concerns. Another additional function is to inform and communicate to all division heads. This committee also is tasked with the steering of IndyGo’s safety mission and direction.
- On May 27th, IndyGo staff conducted the quarterly Safety and Security Committee meeting (SSC). This Safety and Security committee brings to the table all employees to inform, educate and communicate our program. The committee also dedicates time to discuss new and ongoing projects such as property enhancements and renovations and the Purple and Red lines.

May 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 May 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>
Patrick Gray	2339	16	16
Michael Melvin	8105	10	13
Christopher Mihay	3968	10	17
Mamadou Goudiaby	8185	9	12
Lisa Walker	6300	9	21
Margaret Callahan	821	8	16
Anthony Mance	8555	8	8
Terry LaGrone	8727	5	6
Diana Williams	8946	4	4
Darren Wyatt	8944	3	4
Shanta Brent	9753	1	1
Regina Brooks	9450	1	2

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.

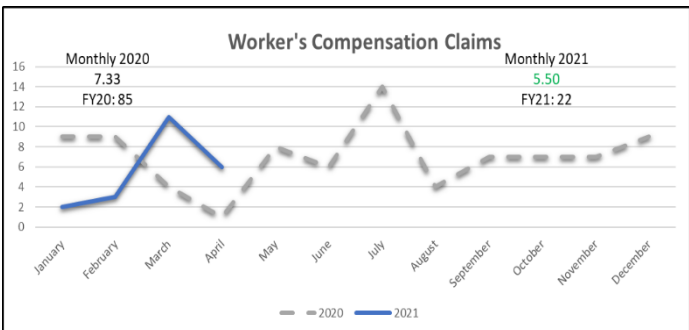
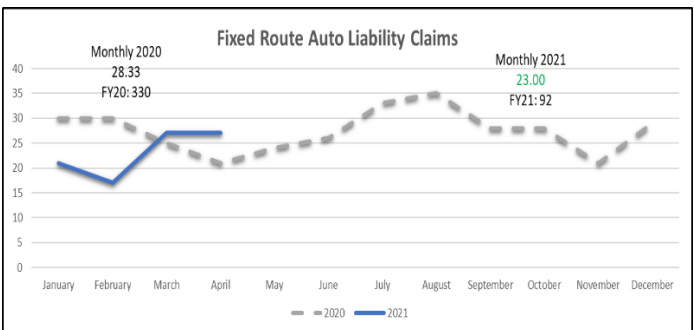
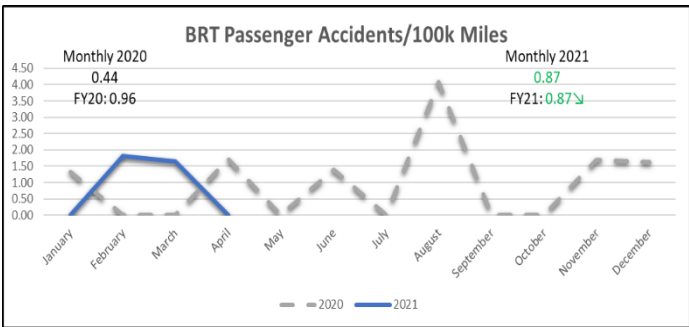
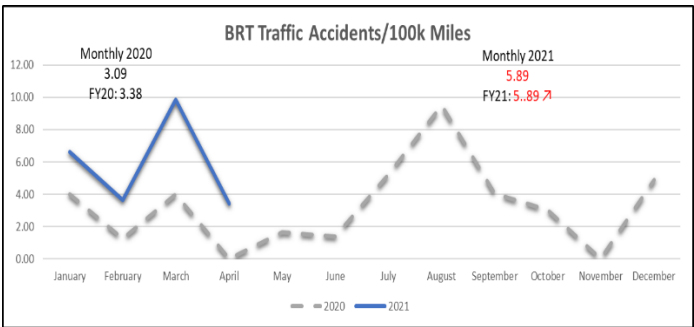
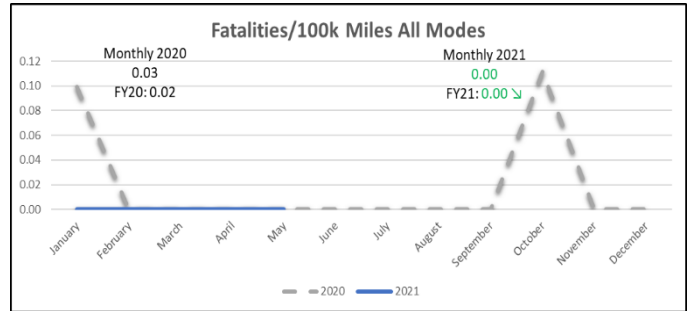
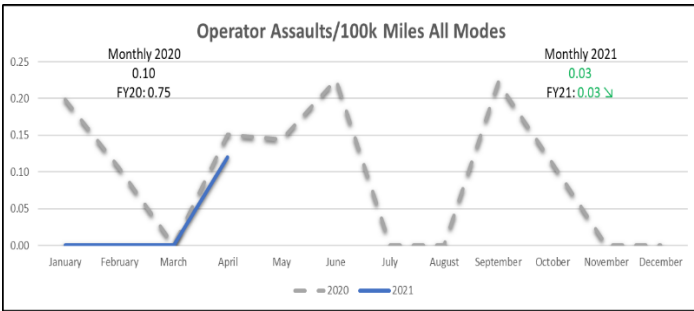
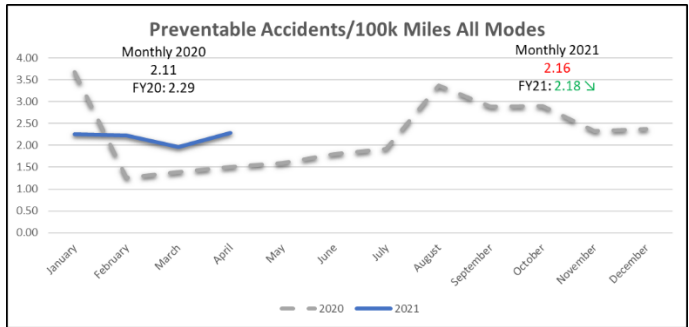
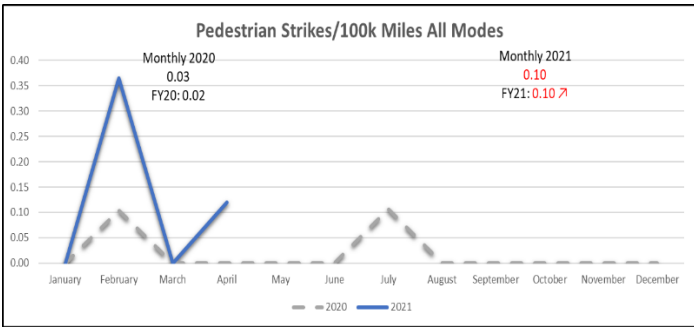
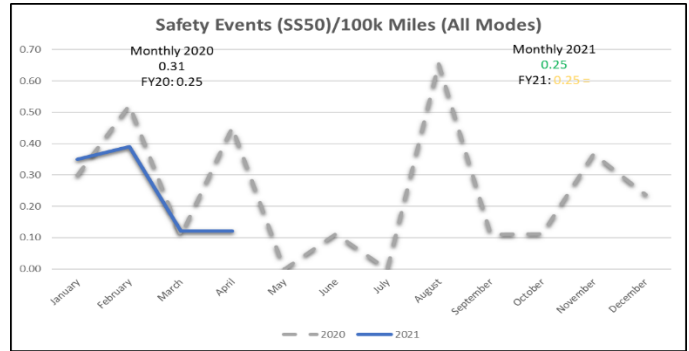
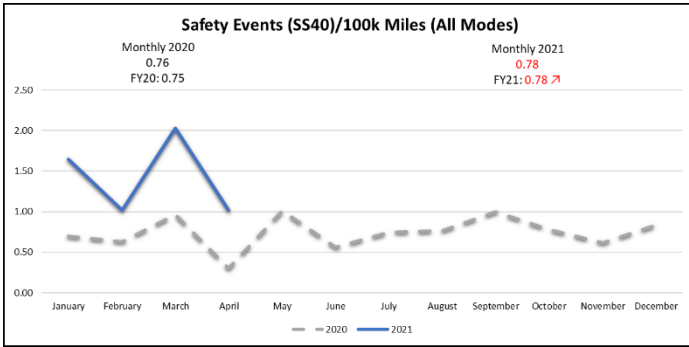
Preventable Accidents: Defined by the National Safety Council as: “An occurrence involving an employer owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.”

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.

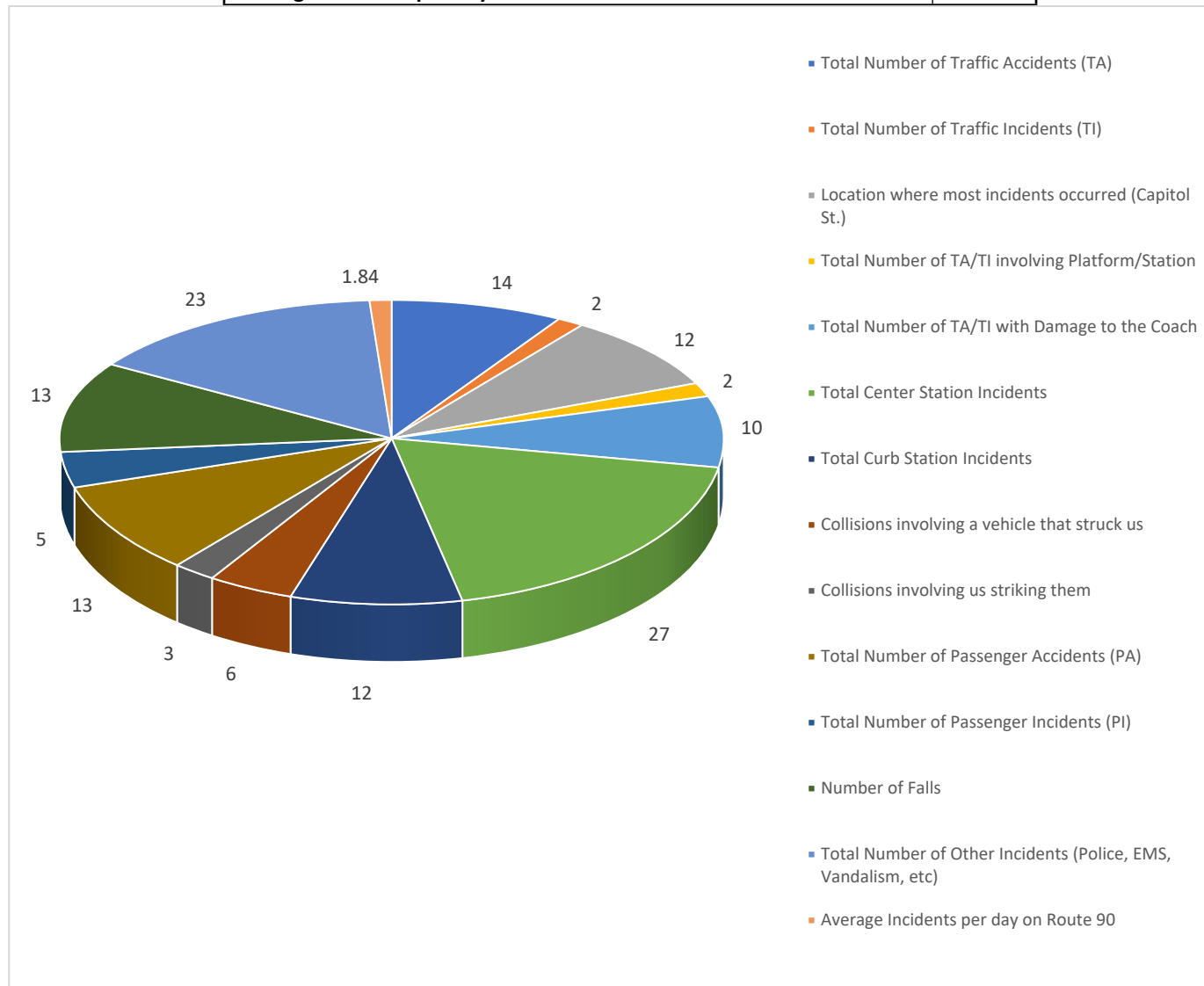
Safety and Accident Data

May 2021 Compared to May 2020 Data All Modes:



Red Line- Route 90

Total Reported Incidents	57
Total Number of Traffic Accidents (TA)	14
Total Number of Traffic Incidents (TI)	2
Location where most incidents occurred (Capitol)	12
Total Number of TA/TI involving Platform/Station	2
Total Number of TA/TI with Damage to the Coach	10
Total Center Station Incidents	27
Total Curb Station Incidents	12
Collisions involving a vehicle that struck us	6
Collisions involving us striking them	3
Total Number of Passenger Accidents (PA)	13
Total Number of Passenger Incidents (PI)	5
Number of Falls	13
Total Number of Other Incidents (Police, EMS, Vandalism, etc.)	23
Average Incidents per day on Route 90	1.84



End of Report

Planning & Capital Projects Division Report – May 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz
Date: June 24, 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 regarding the NEPA analysis required for the Blue Line NEPA was received on February 26, 2021 for a Document Categorical Exclusion (DCE). The Area of Potential Effect (APE) map(s) for Section 106 (Historic/Archaeologic) and draft NEPA schedule are being updated and including the range of eastern terminus points. Those will be submitted to FTA in June for FTA final approval and NEPA analysis will proceed. The NEPA process will begin with environmental analysis and research of historic, archaeological, and natural resources, as well as updated traffic studies. This will include analysis of the east terminus of Blue Line, with up to three potential sites being considered.

Mobility Concierge Program, MPI Platform

In late 2020, it was announced that IndyGo would be the recipient of an Accelerating Innovative Mobility (AIM) grant from the Federal Transportation Administration (FTA). The purpose of this grant program is to facilitate new and innovative strategies for facilitating trips not just on public transit but also other non-automotive modes of transportation.

IndyGo's proposal under the AIM Challenge Grant to develop a "Mobility Concierge Program" is part technological solution and part customer care center solution. In short, it is a service that would be designed to facilitate trip planning, booking, and payment across multiple modes and service providers in the Indianapolis area.

To help determine a course of action and develop a Request for Proposals (RFP), IndyGo developed and issued a Request for Information (RFI) in the Fall of 2020. Having reviewed the 24 responses, and more specifically the solutions that they propose, staff recommends that IndyGo hire a subject-matter expert (SME) to assist the agency in: 1) Developing a mobility payment integration framework, and 2) Preparing an RFP, or family of RFPs, for the procurement of a technical solution(s) using the remaining grant dollars. IndyGo staff have reviewed the proposals and will bring this item before the Board at the Board's regularly scheduled June 24, 2021, meeting. (See A-3 RFP 21-04-395 Mobility Integration Platform (MaaS) Consultant)

Mobility Innovation

The Toyota Mobility Foundation and Energy Systems Network (ESN) have partnered with May Mobility and Udelv as the first deployments of the Future Mobility District in Indiana. The district – established in collaboration with the Indiana Economic Development Corporation – is expected to aid research and development in advanced mobility technologies. May Mobility has begun operating the IUPUI route. This 4.2-mile circulator shuttle route connects the Vermont St Red

Line station to campus destinations, circle IU Health campus and is currently serving multiple hospitals and Indiana Ave apartment complexes along the way. IndyGo continues to serve as a technical resource to, and local contact for, the May Mobility team. In return, IndyGo staff will be afforded several job shadowing opportunities between the months of June and August 2021 under a collaborative workforce development program. IndyGo staff will also assist with the development of a customer survey to learn even more from this unique opportunity at the end of the 6-month pilot period.

Planning Activities: Long-Range Planning

ADA Paratransit Next Steps (Beyond the ADA)

Strategic Planning staff is supporting Public Affairs and Mobility Services for the ADA Paratransit Next Steps process. Several in-depth and facilitated community meetings were held between March 16 and April 10 and several stakeholder meetings were held after. Staff developed a draft policy and scheduled a second Task Force meeting to discuss the feedback and draft policy.

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

IndyGo, in collaboration with the Indianapolis Metropolitan Planning Organization (IMPO), is seeking to adapt its current future service plan to an incremental one, allowing IndyGo to build out the Marion County Transit Plan (MCTP), incrementally, as funding, staffing, and capacity allows. The immediate next step is a series of workshops designed to answer the question, “How does IndyGo currently deploy its resources to meet ridership and mobility goals?” and, “is that how resources should be deployed going forward?” Following the Board’s approval in May, a task order for Phase II of the COA has been executed. Phase II will identify service changes and the investments needed 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.

On-Call Planning Services, MOD Assessment

Shared mobility strategies and advancements in technology that make mobility-on-demand (MOD) 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.

Tasks associated with the mobility-on-demand (MOD) assessment continue. This assessment is intended to help us determine how to “right-size our fleet;” better 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. The RFP was released on May 24, 2021, and written proposals were due on June 14, 2021. IndyGo staff are in the process of reviewing proposals from three vendors offering turnkey, mobility-on-demand services.

Purple Line Baseline Survey

Replicating a process completed by the IMPO, IndyGo staff have completed procurement documents to hire a consultant for 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.

A request for proposals was released and is currently under evaluation.

Blue Line, Zoning for TOD

As part of FTA’s Pilot Program for TOD Planning, IndyGo partnered with the City of Indianapolis, Department of Metropolitan Development, and the Indianapolis Metropolitan Planning Organization (IMPO) to propose changes to the local zoning ordinance. On May 18, 2021, the ordinance amendment was approved by the Metropolitan Development Commission. It is now anticipated that the City-County Council will take final action on the amendment in July or August.

Once adopted, the strategic text amendments and protective overlay district will better enable and accommodate transit-oriented development and thus protect, enhance, and create complete communities across much of Marion County.

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.

The TAM Team is updating the current inventory.

Grants, Transit Security Grant Program (TSGP)

The TSGP is administered by the Federal Emergency Management Agency (FEMA) and solicits project requests for projects that improve security for a transit agency. IndyGo submitted an application in FY2019 and did not receive an award. In the following year, IndyGo submitted approximately \$1 million worth of projects to support security improvements at the new East Campus. FEMA should announce awards in the third quarter of the year.

Regional Initiatives/Discussions

Section 5310 2021 Call for Projects

The Call for Projects closed on May 28, 2021. County Connect and IndyGo will review the applications and provide a recommendation.

Section 5310 Program Oversight

Two 5310 subrecipients have experienced total loss collisions. IndyGo staff are working with the subrecipients to determine the next steps for the vehicles, as both were funded with Section 5310 funds and received insurance settlements that valued the vehicles greater than \$5,000.

Section 5307/5311 Transition Activities

RLS and Associates has been working to build out support to the counties to transition to Section 5307 funding.

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.

Suburban Transit Planning

The Northern Johnson County Transit Plan is underway. IndyGo is providing technical support. The project team has put together example networks for stakeholder feedback.

Indianapolis MPO SFY 2025 Call for Projects

The IMPO announced that the SFY 2024-2025 CFP will open later this summer. The CFP should not be substantially different than in previous years, despite this CFP utilizing state funding.

IUPUI Peterson Fellows Program

The IUPUI Peterson Fellows Program provides funding for select candidates from the IUPUI O'Neill School of Public and Environmental Affairs. Candidates are interested in public service. Three public entities host the Fellows: City of Indianapolis, Indianapolis Airport Authority, and IndyGo. The first year of the IUPUI Peterson Fellows Program is nearly finished. The final candidate is Ellen White, now a graduate of IUPUI. She will be working with staff on a variety of planning projects.

North Split Traffic Management Plan (Detour)

The North Split construction project has been underway since the beginning of the year, with minor construction occurring in preparation for the major closing of the interstate throughput. Beginning in the middle of May, an 18-month major reconstruction effort will begin. The closure of I-65 and the reduction of throughput in the project area will

affect IndyGo operations, including Open Door operations, and will likely increase congestion on the local streets as commuters seek alternative paths.

More directly, IndyGo routes will be affected by the closure of multiple local streets. The closures are required to safely and quickly demolish and rebuild the interstate bridges. IndyGo is in contact with the construction project team, including INDOT, to discuss how to best mitigate the impact of the local street closures for routes that run on the closed local streets. Coordination includes staff from Transportation, Public Affairs, Strategic Planning, and Capital Planning.

Coordinated Plan Update (Public Transit-Humans Services Coordinated Plan)

This federally required plan outlines the available private and public transportation services available for individuals with disabilities and seniors. The plan documents gaps and identifies potential solutions/projects that can be funded with Section 5310 FTA funding. The current plan was completed in 2017 and the next plan needs to be approved by the end of the year. The IMPO is managing the planning effort, with RLS & Associates as consultant support.

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

Section 5310 Program Management Plan

- Fare Modernization, Partner Portal
- Universal Sponsored Rides Program, 2021-2022SY
- FY2022 5-Yr Capital Plan Update
- Grants, Super Stops 2.0
- Grants, Rural Street Bridge
- Title VI, Site Equity Analysis, Southern Madison Avenue Mobility Hub

ENGINEERING & CONSTRUCTION

Red Line

Construction of the 6410 N. College permanent charging site has completed, but installation of charging equipment is delayed due to supply chain challenges related to COVID. We are currently expecting the site to be operational in June. 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. The team is reviewing 60% design plans. Construction of charging-related improvements is expected to begin this Fall.

Blue Line

IndyGo's design consultant, WSP, is moving forward with drainage design concepts for the corridor in advance of a 60% design deliverable, which is anticipated in March 2022. WSP will be providing an updated scope of services and level of effort for amendments to the design contract as work restarts post-legislative session.

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 has confirmed that updates and comments were addressed, and the plan set is ready for issuance under the procurement of Contractor Services. The front-end documents (Contracts, General Conditions, Technical Specs/Standards, and Bid Price Forms) were updated and are ready for bidding. The next step will be packaging the design plans, front-end documents and associated IndyGo requirements into a complete procurement package for issuance, upon receipt of the Small Starts Construction Grant Agreement (SSGA) in June or July 2021.

Other On-Street Projects

The Rural Street underpass project is being re-evaluated. Our design consultant, Shrewsbury & Associates, has provided a feasibility analysis of several alternatives. Staff is considering options in consideration of funding availability and operational needs.

Four potential Transit Signal Priority (TSP) vendors are participating in a Proof of Concept (POC) to help IndyGo determine best next steps for moving forward with TSP. The results of the POC will inform technology decisions on our BRT and local routes. The POC will be completed this summer.

Phase I of the Super-Stops project has been combined with DPW's Delaware St. reconstruction and is current under construction. DPW awarded the contract to Morphy Construction with a budget of \$3.9 million. IndyGo is monitoring construction in partnership with DPW and participating in change management decisions.

FACILITY PROJECTS

The facilities team has open task orders/projects with WSP for specialty electrical design, and The Etica Group and Shrewsberry 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. This will be closed this month.
- **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. This will be closed this month.
- **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. This will be closed this month.
- **Super Stops 1.0 & Rural Street Study** – Shrewsberry is completing this work. This is being presented to the IndyGo Board for approval to extend to May 2022.

New On-Call Architectural and Engineering (A&E) Services contracts for facility design services were awarded in June 2020 to The Etica Group, Woolpert, and HDR. Under these agreements, assessments will be performed for all the facilities, including the BRT stations, Carson Transit Center, current Headquarters at 1501 W Washington and all new properties. These assessments will assist staff with planning of capital projects and will 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; the first of these task orders will be executed in May 2021.

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)**. There will be 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)** – There will be 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)** – We will construct an additional bathroom, create space for drivers and create a multi-use space.
- **8925 Madison – Bus Charging and Driver layover location.** We will retrofit this building to accommodate drivers and provide multi-use space.

The On-Call A&E contracted firms for design are designing renovations / construction at our new facilities. Task Orders for these designs have been and will be presented to the Board for approval over the next couple of months.

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) to provide design. Phase 1 & 2 design have since been combined and advertisement for a contractor was posted June 18, 2021 to complete this work. Phase 3 will be advertised in August for a contractor.

The Etica Group is also currently designing the East Campus B Building, which will include adding an elevator and new board room. We anticipate having the designs completed and advertised for a contractor August 2021. Etica will begin the documents needed for the demolition of the C Building dorms this summer. The project will be presented to the board in August for contractor selection. The design for the new garage is underway and will be ready for advertisement for a contractor at the beginning of the year 2022.

Woolpert is preparing documents for East Campus A Building, with advertisement for a contractor anticipated the week of July 6. The designs are 90% complete with additional security measures being implemented. Task Orders have been issued to Woolpert for design & construction services for the North Charging Station interior Improvements (6410 North College Ave.) and the South Charging Station interior improvements (8915 Madison Ave.). This work should be completed in July for both properties. The North Charging Station will be ready for occupancy by mid-July.

Task Order	Design Team	Design Start	Construction Start	Staff Move-In
East Campus Building A – Admin.	Woolpert	2/2021	10/2021	1/2022
Mobility Solutions Center Phase 1	The Etica Group	2/2021	8/2021	10/2021
Mobility Solutions Center Phase 2	The Etica Group	4/2021	9/2021	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	5/1/2021	10/2021	3/2022
North Charging Station Interior	Woolpert, Inc.	5/2021	6/2021	7/2021
South Charging Station Interior	Woolpert, Inc.	5/2021	7/2021	8/2021

Additional info to be added as task orders are executed. See the attached more detailed schedule.

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



Public Affairs Division Report – May 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Communications & Marketing Lesley Gordon
Date: June 24, 2021

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR May 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
Carrie Black, Director of Communications
Jordan Patterson, Engagement Specialist
Katrina Ent, Digital Media Specialist
Joshua Shadoan, Creative Design Specialist
Hallie Robinson, Outreach Specialist

May 2021 *Board Report*



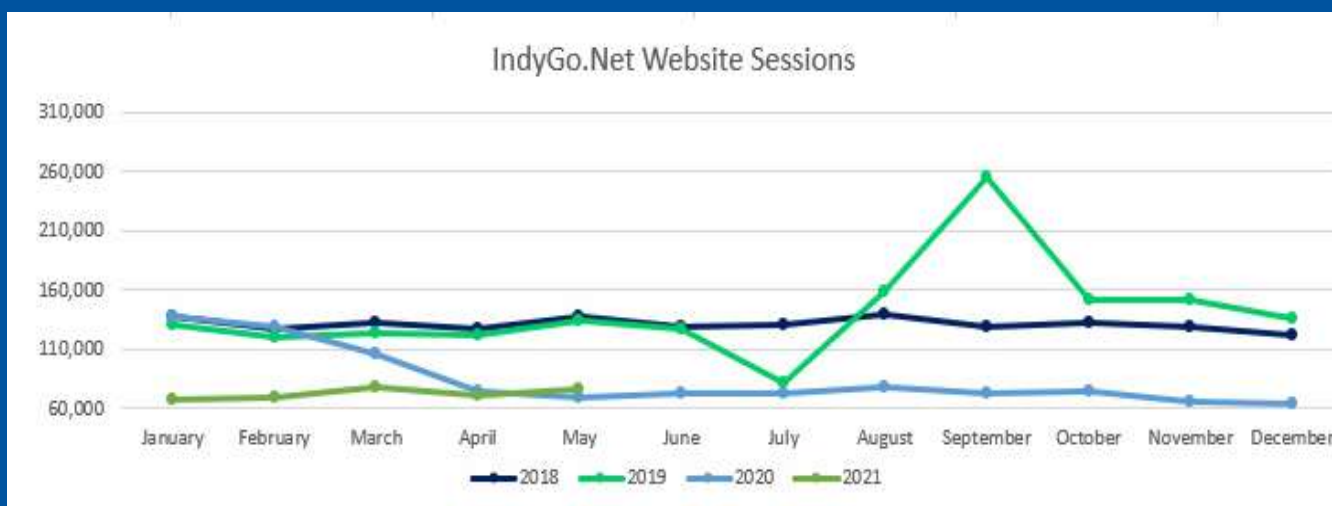
INDYGO.NET WEBSITE STATISTICS:

(5/1/2021-5/31/2021)

Page Views	167,632
Bounce Rate	48.27%
New Users	24,174
Returning Users	11,628
Total Sessions	75,591
Total Monthly Sessions Comparison to Previous Year	↑ 9%

Mobile Share

Date	Mobile	Desktop	Tablet
May-21	79.85%	19.15%	1.00%
April-21	79.08%	19.92%	1.00%
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%



Media Mention Highlights

IndyGo Forms Partnership to Address Food Insecurities

Friday, May 14th 2021, 2:23 PM EDT
Updated: Monday, May 17th 2021, 12:38 AM EDT
By Mary Roberts, Writer/Reporter



IndyGo offers second chance to job applicants with criminal records



Topics Include:

In May, the 2nd chance hiring initiative, vaccination clinic, and the North Split dominated IndyGo's media coverage. The 2nd chance hiring initiative was mainly covered by online and television outlets. The vaccination clinic was mainly covered by online, television and a podcast with Hood Medicine. Lastly, the North Split was mainly covered by print, television, online, and radio outlets. In addition to those topics, there were media stories about options on how to ride to the IMS, IPS partnership, and legislative session. IndyGo was mentioned in the media more than 70 times in May.

CORONAVIRUS

IndyGo offers up direct shuttle to vaccination clinic for far east siders

NEWS > WORKING FOR YOU



IndyGo utilizes new east side headquarters as vaccination site

INDY 500

Here's how you can get to the Indianapolis Motor Speedway for the 500 without your car

NEWS

North Split Reconstruction: Local roads close for bridge demolition

Indy Public Transportation Foundation Awards Grants

Friday, May 28th 2021, 10:44 AM EDT
Updated: Friday, May 28th 2021, 12:52 PM EDT
By Reed Parker, Writer/Reporter

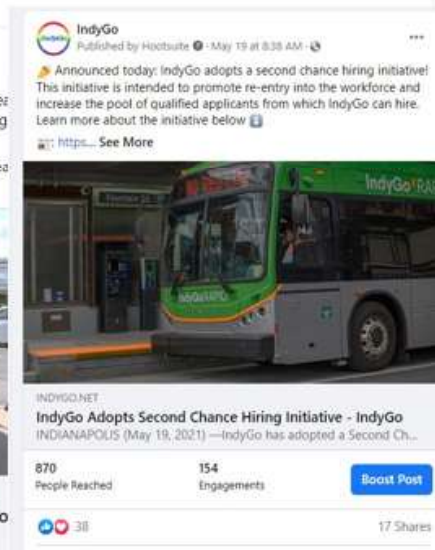
IndyGo Launches Second Chance Hiring Effort

Wednesday, May 19th 2021, 11:59 AM EDT
Updated: Wednesday, May 19th 2021, 1:14 PM EDT
By Mary Roberts, Writer/Reporter

Social Performance:

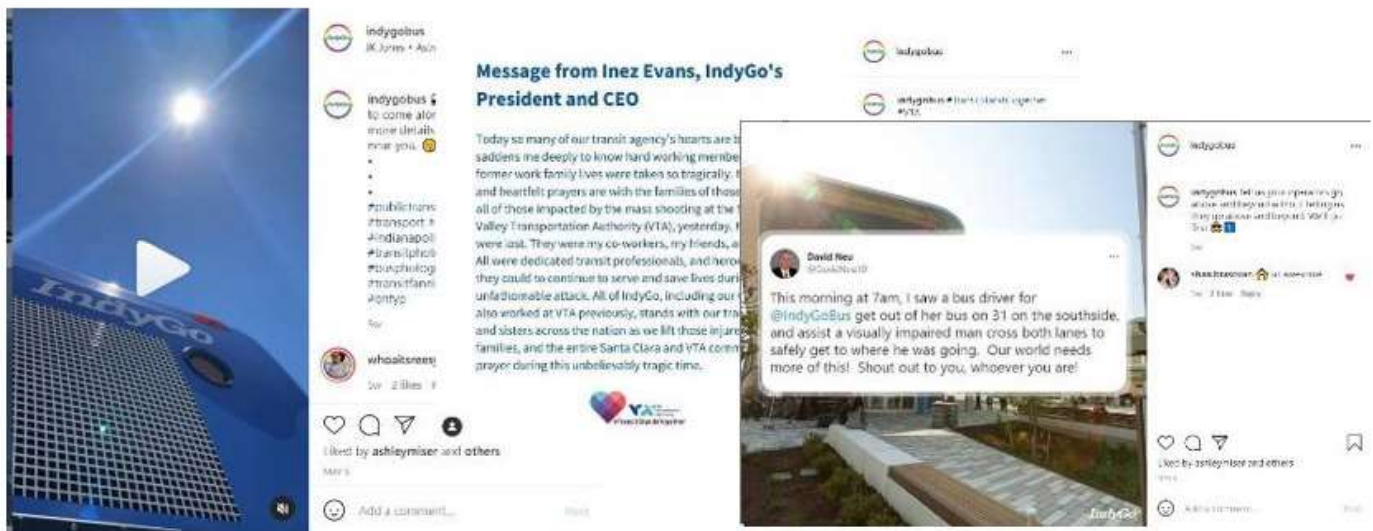
FACEBOOK PERFORMANCE

- Had a total of **10,331** organic impressions
- **1,898** post engagements (number of times people engaged with posts through reactions, comments, shares and clicks).
- **11,033** page likes and **11,985** page follows
- **60** uses of Transit is Essential Facebook Frame



INSTAGRAM PERFORMANCE

- Generated **9,313** impressions
- **615** total engagements; **19.86%** engagement rate (last month 2.42%)
- Generated **45** New Followers: 3,096 Current followers (last month 3,051)



TWITTER PERFORMANCE

- 78,200 impressions
- 130 retweets, 388 likes, 38 replies, 185 link clicks, 1.5% engagement rate
- 6,024 current followers



Email Marketing:

EMAIL MARKETING

INSIDEINDYGO >>>

**INSIDE INDYGO THIS
MAY**

COVID Vaccine Site at Our Future HQ's

NEW COVID Vaccine Site on Indy's East-Side

**RIDE
ROUTE
#87**

9503 East 33rd Street,
Indianapolis, IN 46235

#SLEEVEUPINDY

Get on-board and don't miss your shot! In partnership with Marion County Public Health Department, residents 18 years and older can visit our future headquarters location for Moderna and Johnson & Johnson vaccines! Walk-in appointments are welcomed, but pre-registration is recommended to guarantee dose availability and to save time from completing paperwork onsite. Visit [indygo.net/vaccine-site](#) to learn more about the vaccination clinic.

MASKS ARE STILL REQUIRED.



While Indiana announced a mask advisory, remember that masks are still required onboard all IndyGo vehicles and facilities. The Transportation Security Administration

MAY NEWSLETTER

- 9,898 recipients
- 7.66% CTR
- 6.47% Open Rate

10

Creative Projects

- 12 completed projects through SySAid

Outreach Summary: May

Outreach in May 2021 included youth Travel Trainings, a partnership with Westside Community Development Corporation (WCDC), and participation in neighborhood meetings, community events, and stakeholder meetings in the Purple Line corridor.

Through our Travel Training program, IndyGo trained nearly 50 students on how to ride transit at Ben Davis, Crispus Attucks and Shortridge High School.

In a partnership with WCDC to address food insecurities on the near westside of Indianapolis, IndyGo relocated and provided significant upgrades to a community garden located on the property of IndyGo's new Mobility Care Center. IndyGo staff also volunteered to join residents for a day of gardening at the newly upgraded Near West Community Garden.

IndyGo continued its outreach efforts in the Purple Line Corridor by presenting general IndyGo updates at the Alliance for Northeast Unification (ANU) Community Partner Collective and the Far Eastside Community Council (FECC). IndyGo also attended CAFE Indy's Teen Training & Empowerment Fair where we shared information on how youth can access jobs through transit, trip planning, and improvements coming with the upcoming Purple Line. IndyGo conducted targeted outreach to faith leaders in the corridor. Pastor Thornton of Greater St. Mark Baptist Church located on 38th agreed to meet with our staff about project updates, anticipated construction impacts, and ways IndyGo will support faith leaders throughout the construction phase.

May Outreach Events:

Date	Name of Event
7-May	IndyGo Now Video Presentation
12-May	Purple Line Stakeholder Meeting: Greater St. Mark Baptist Church
14-May	Travel Training: Ben Davis
15-May	IndyGo Community Day: Near West Community Garden Relocation & Video
17-May	Indianapolis Public Library CEO Tour
20-May	IPTC Finance Committee Meeting
20-May	IPTC Service Committee Meeting
25-May	IPS Student Outreach - Crispus Attucks HS
25-May	IPS Student Outreach - Shortridge HS
25-May	Far East Side Community Council
26-May	ANU Community Partner Collective
26-May	CAFE Indy: Teen Training & Empowerment Fair
26-May	IPTC Board of Directors Meeting



Operations Division Report – May 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Operations/COO Aaron Vogel
Date: June 24, 2021

OPERATIONS DIVISION REPORT – MAY 2021

SERVICE PLANNING

SERVICE SCHEDULING:

The next Operator Service Bid 2106 takes effect on June 27, 2021. Operator picking of work will be June 7-18.

With this Bid, the Red Line Route 90 will be charging at the new location at College/64th Streets. In addition, Route 901 will no longer use the BYD electric buses and become a standalone route using a smaller vehicle similar to what Open Door uses.

Routes 10 & 37 will begin using the new bus stop at Eskenazi Hospital to provide more travel options to Veteran’s Hospital next door to Eskenazi. Other routes will have timing adjustments to match the service with traffic flows to improve the customer experience and on-time performance.

LOCAL BUS STOP DESIGN & CONSTRUCTION:

Bus stop construction at Washington St & Bridgeport Rd (for the connection to CIRTAs Plainfield Connector bus service) was completed, and a ribbon-cutting event was held on June 10th to celebrate this achievement. This project was a partnership between IndyGo, CIRTAs, the Indianapolis Airport Authority, and the City of Plainfield.

In addition, IndyGo released a construction bid for bus stop improvements along E 42nd St, N Post Rd, and N Mitthoefer Rd on the east side, with work starting this summer.

An initial design task with our new bus stop designer Lochmueller has been approved. This initial work will give IndyGo and the designer a realistic idea of the level of work and the expected average cost per stop. Design for bus stop improvements on the northwest side, along Eagle Creek Parkway, High School Road, and W. 46th Street, and a few other locations will begin this month. In addition, staff continues to scope out additional local bus stops for future design and construction as part of efforts to increase accessibility across the IndyGo fixed route service area.

ADA TRANSITION PLAN:

The final ADA Transition Plan for bus stop accessibility was submitted to INDOT on May 27, 2021. This document outlines the strategies, timeline, and prioritization methodology for improving IndyGo’s local bus stops. In addition, this plan will inform decision-making for future local bus stop design and construction projects.

FIXED ROUTE RIDERSHIP:

May-20	May-21	% Change	IndyGo Fixed Route Ridership	2020	2021	% Change
5,858	6,140	4.8%	2 E. 34th St.	44,539	30,389	-31.8%
9,549	15,526	62.6%	3 Michigan St.	98,202	74,271	-24.4%
4,182	4,953	18.4%	4 Fort Harrison	36,158	24,178	-33.1%
6,719	7,074	5.3%	5 E. 25th	51,938	35,045	-32.5%
3,503	5,199	48.4%	6 N. Harding	35,368	24,798	-29.9%
66,594	76,000	14.1%	8 Washington St.	441,723	357,633	-19.0%
40,196	44,994	11.9%	10 10th St.	286,600	217,567	-24.1%
2,045	2,157	5.5%	11 E. 16th St.	15,693	10,763	-31.4%
1,644	1,692	2.9%	12 Minnesota	11,549	8,565	-25.8%
974	1,445	48.4%	13 Raymond	7,818	6,891	-11.9%
2,978	3,442	15.6%	14 Prospect	22,007	16,463	-25.2%
5,668	7,891	39.2%	15 Riverside	49,219	35,306	-28.3%
5,348	7,121	33.2%	16 Beech Grove	38,132	32,963	-13.6%
2,421	2,780	14.8%	18 Broad Ripple	21,376	13,682	-36.0%
8,229	11,344	37.9%	19 Castleton	72,221	55,071	-23.7%
6,091	8,951	47.0%	21 East 21st St.	49,883	44,413	-11.0%
5,569	6,942	24.7%	24 Mars Hill	39,452	38,908	-1.4%
6,419	7,419	15.6%	25 W. 16th St.	42,074	35,060	-16.7%
5,965	8,198	37.4%	26 Keystone	53,015	39,570	-25.4%
4,909	5,857	19.3%	28 St. Vincent	38,705	28,506	-26.4%
3,301	3,527	6.8%	30 30th St.	27,422	17,456	-36.3%
4,642	5,641	21.5%	31 US 31	36,386	26,934	-26.0%
10,512	13,558	29.0%	34 Michigan Rd.	84,948	65,264	-23.2%
11,384	17,784	56.2%	37 Park 100	98,870	86,714	-12.3%
10,273	10,976	6.8%	38 Lafayette Square	65,424	54,374	-16.9%
36,215	38,155	5.4%	39 E. 38th St.	256,481	185,640	-27.6%
2,225	2,419	8.7%	55 English	16,959	11,989	-29.3%
4,510	6,602	46.4%	86 86th Street Crosstown	31,598	30,282	-4.2%
4,511	6,180	37.0%	87 Eastside Circulator	34,308	30,605	-10.8%
51,480	59,566	15.7%	90 Red Line - BRT	444,770	333,515	-25.0%
370	1,045	182.4%	901 College - Local	4,932	4,437	-10.0%
1,716	4,663	171.7%	902 County Line - Local	22,362	21,677	-3.1%
88	34	-61.4%	Others	537	528	-1.7%
336,088	405,275	20.6%	Total	2,580,669	1,999,457	-22.5%

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

TRANSPORTATION SERVICES

MAY EMPLOYEE/S OF THE MONTH: William Hazen

William received several nominations from supervisors for the Employee of the Month. He has a wonderful work ethic. William has stepped up and helped out on evening routes over the past few weeks. He never says no when asked to assist. His hard work and dedication are appreciated by his team. In addition to being a team player, William provides excellent customer service daily and received a commendation from a passenger in April and May.

90% CLUB:

The following operators achieved an on-time performance rating of 90% or better during the month of April. 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.

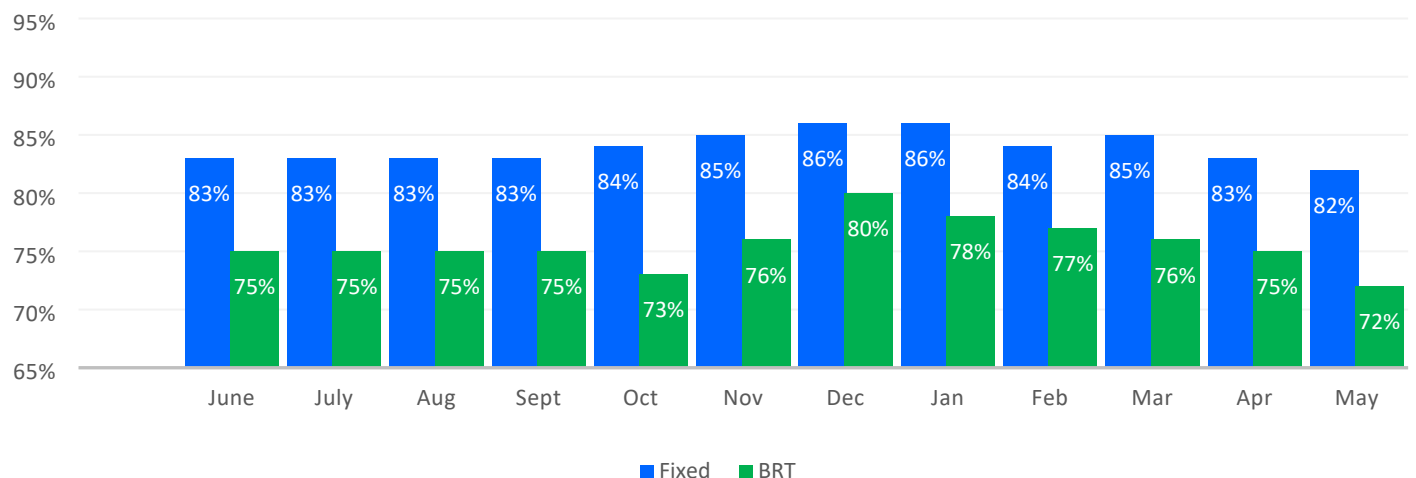
The winner for May: Onesha Gardner #9567

Amaya, Efrain
 Anderson, Treva
 Arnold, Mikiaiah
 Bradford, Keary
 Brooks, Ronnie
 Burnaugh, Pierre
 Byrd, Kim
 Carpenter Williams, Lakisha
 Carroll, Cindy
 Carroll, Lashona
 Clark, Keana
 Comer, Rachel
 Cox, Sean
 Dates, James
 Davies-Dada, Nakia

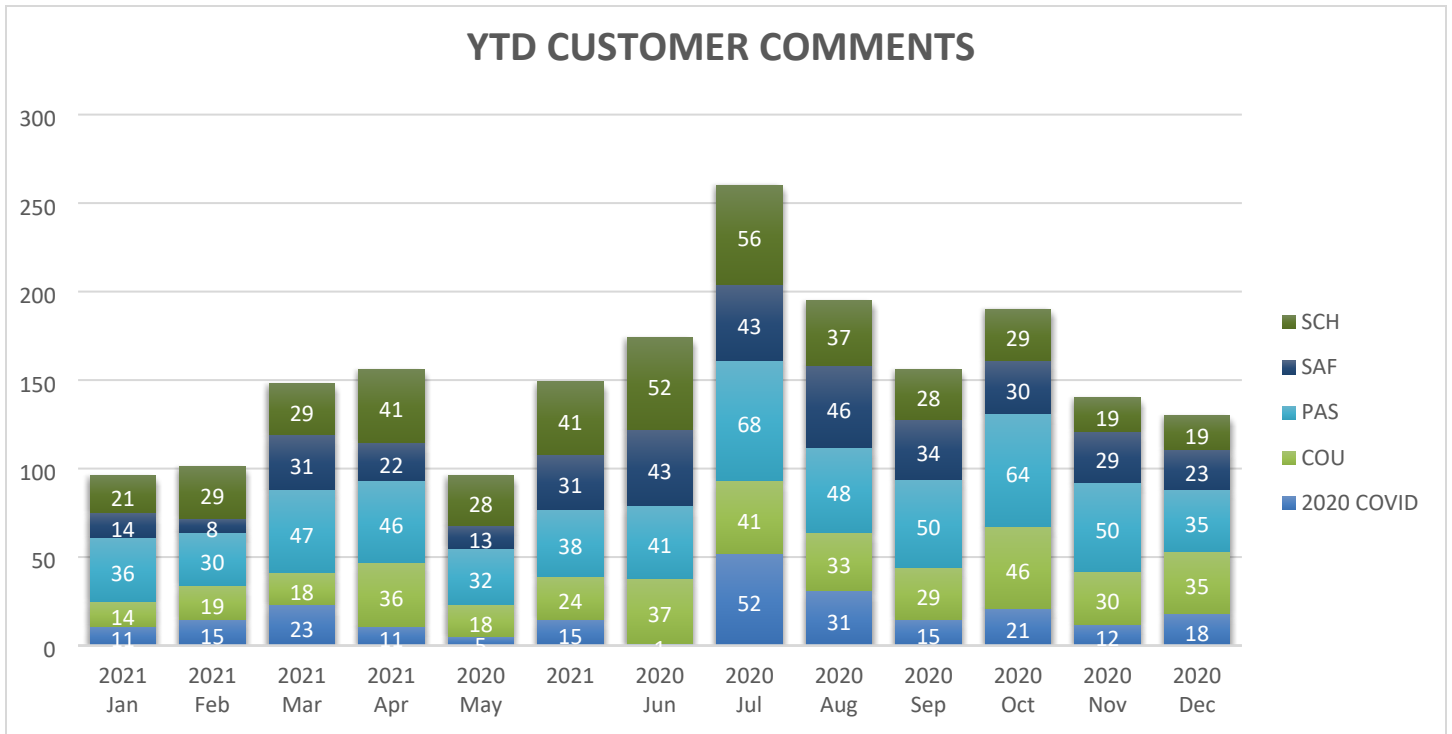
Davis, Dexter
 Davis, Elisa
 Duncan, Scott
 Ford, Wanda
 Frierson, Razheana
 Gardner, Onesha
 Garrett, Victor
 Gee, Lloyd
 Goudiaby, Mamadou
 Grant, Mary
 Harden, Erica
 Hicks, Mikia
 Hinton, Lacreteria
 Hook, Sandra
 Horst, Martin

Knox, Alvin
 Lagrone, Terry
 Lewis, Adrian
 Lewis, Eugene
 Mason, Rodney
 Roberson, Ashley
 Smith, Tamara
 Soriano Peralto, Fernelis
 Thein, Stephen
 Turner, Jerry
 Watts, Rhonda
 Williams, Diana
 Williams, Mary
 Young, Samuel

On Time Performance Last 12 Months



YTD CUSTOMER COMMENTS



COMMENDATIONS:

The following employees were recognized by riders for their extraordinary customer service:

Fixed Route

Hazen, William - 9613
 Porter, Ebony - 9708
 Madyun, David - 8399

Cargile, Sheresa - 9508
 Miller, Jessica - 9652
 Tolver, Joseph - 9400

Patterson, Larry - 4612

Mobility Services

Driver – Deone Sanders

FACILITIES

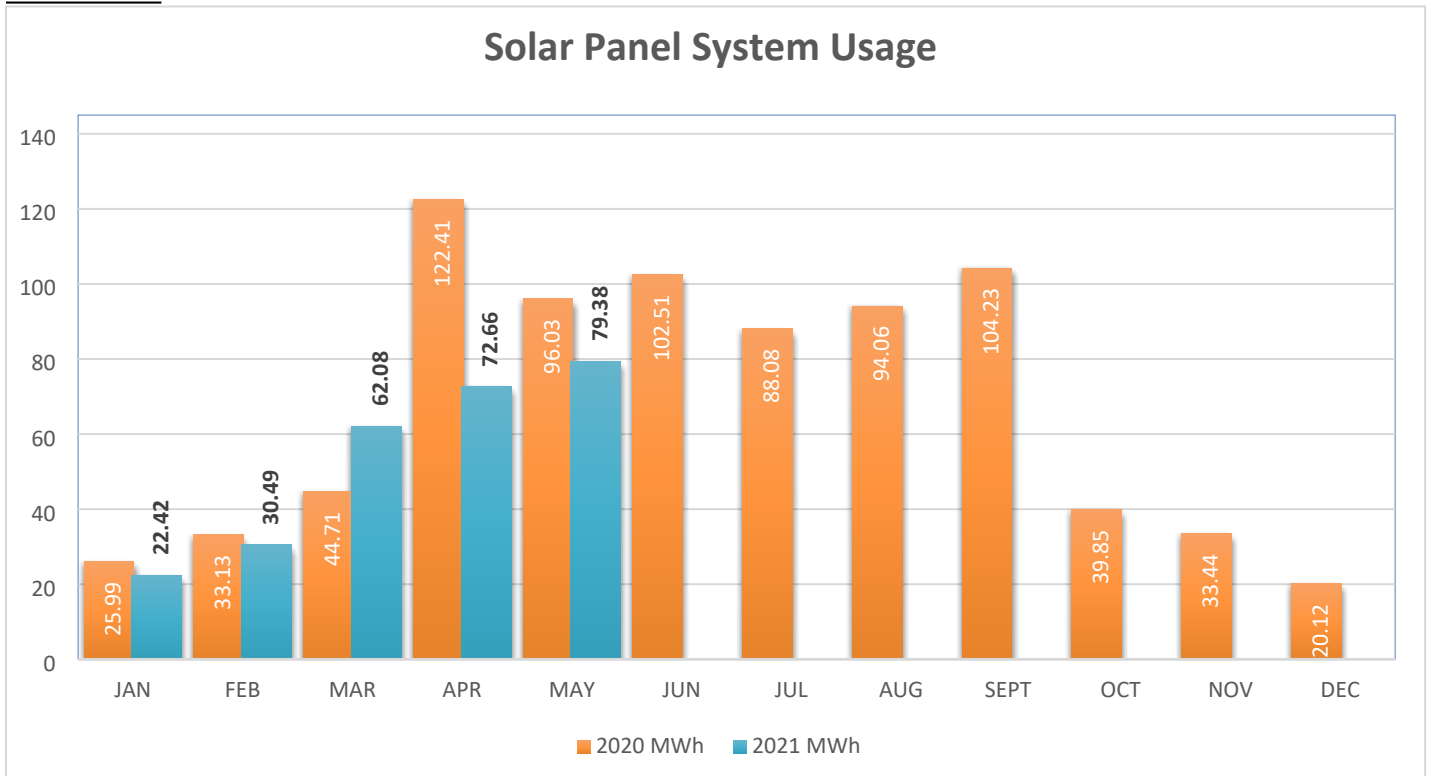
The Facilities team is preparing a scope for the landscaping and lawncare that will contract services for the eight IndyGo properties. The goal is to have the RFP go out for bid in June or July.

During the recent repairs to the fuel tank island, a temporary 500-gallon reserve tank was brought in to mitigate the need to utilize retail stations for the vehicles that require gasoline versus diesel. The repairs are completed, and the main underground tank is functioning properly again.

There were two large 8 ft. window panels broken at the Transit Center, there is an 8-week order time for the replacements.

During the month of May, the solar panel array on the roof at the 1501 Headquarters building is producing more electrical power as there are longer daytime hours. The power from the panels charge the ZEPS buses and the remaining electrical power is absorbed by the building. YTD the savings is \$25,367.

SOLAR PANEL:



Mean Distance Major Systems Failures

Mean Distance Between All Systems Failures

	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
MAJOR	4,229	3,479	4959	5715	4919							
ALL	3,878	3,193	4314	4594	4340							
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
MAJOR	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
ALL	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
MAJOR	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
ALL	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307

*The green cells represent averaged totals

There were 25 vehicle requests in May for the motor pool.

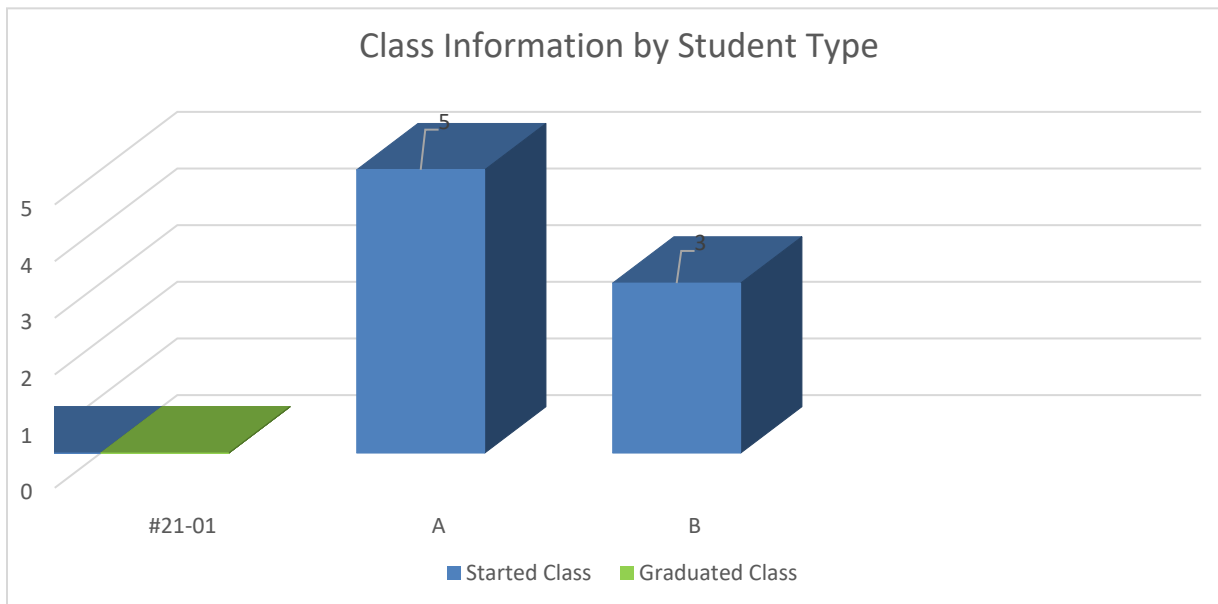
FLEET SERVICES

IPTC has logged 3,928,267 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2021	796,966	755,260	830,606	785,602	789,833								3,928,267
2020	878,363	875,068	917,660	705,903	701,773	865,561	888,720	866,798	844,969	850,663	767,009	817,246	9,979,733
2019	707,466	646,619	667,992	711,337	724,427	701,634	720,062	755,738	858,397	910,054	852,192	871,539	9,127,457
2018	727,094	711,683	794,958	665,856	694,173	697,882	707,050	733,567	684,009	737,985	691,012	690,486	8,535,755

TRAINING:

The chart below shows the number of Trainee A and Trainee B Students that started each class. It will also show the number of students in each group that graduated. To help promote social distancing, IndyGo will have its class size limited to 18 or fewer students.



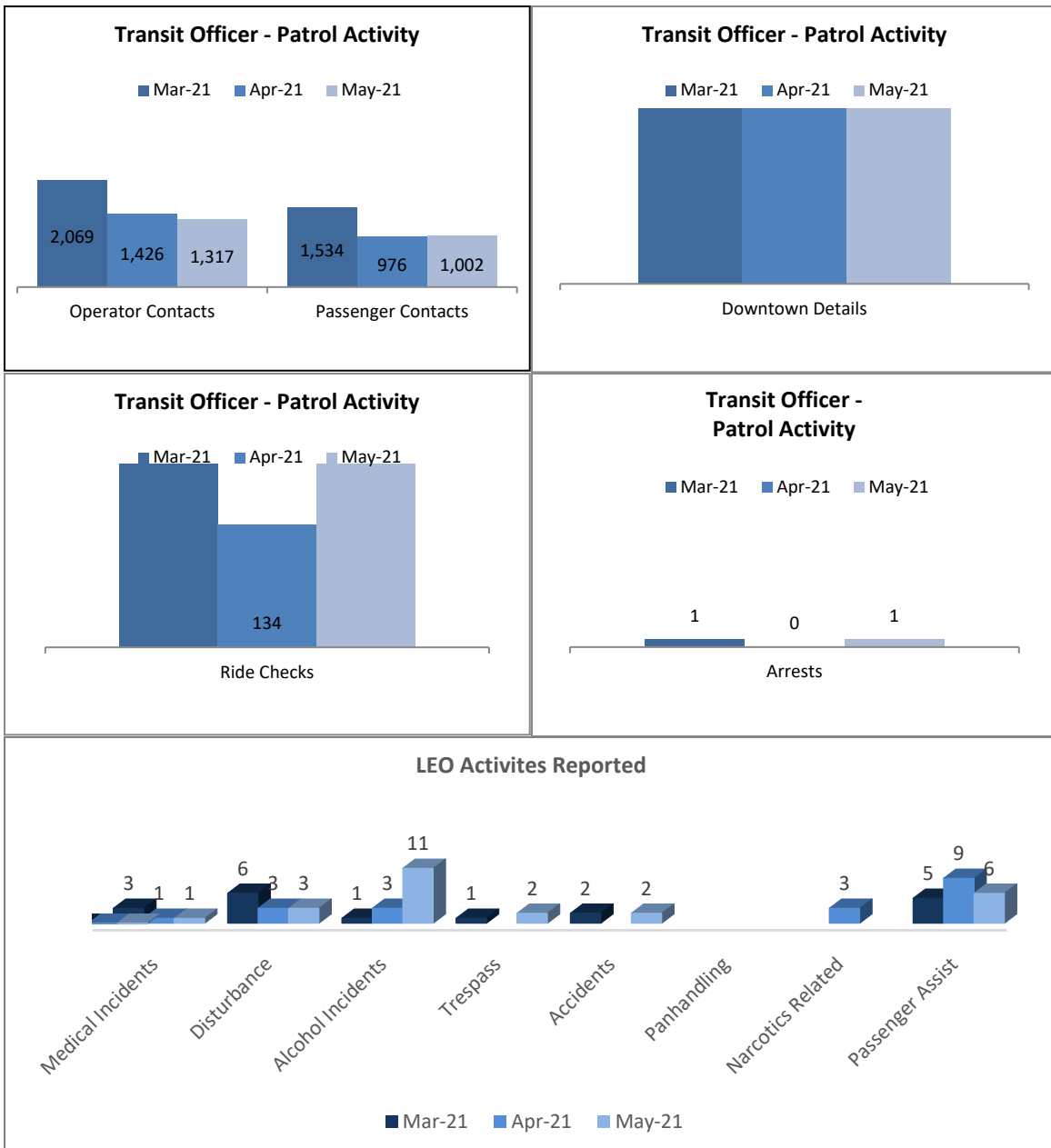
IndyGo started a new Operator Fixed Route Class, Class #21-01, on April 26, 2021, with five (5) Trainee A students. Trainee A students are students that do not have a CDL License. On May 4, 2021, IndyGo had three (3) Trainee B students start class. Trainee B students have their CDL license when they begin class. Currently, there are two (2) Trainee A students and one (1) Trainee B student. Training Staff expects this class to graduate on June 25, 2021, and be released to revenue service on June 27, 2021.

The 2021 Annual Operator In-Service training is still in progress. The In-Service training refreshes employees on current rules, regulations, policies, procedures, mobility device securement, OSHA requirements, and other information items from pertinent departments. The In-Service training class is conducted Monday through Friday and one Saturday a month, each class has a maximum of five (5) operators. Through May 31, 2021, training staff has completed the course for 262 Operators, 37 members of Operations Management, 7 Dispatchers, and 1 Service Center Clerk.

In May, the following training sessions were conducted:

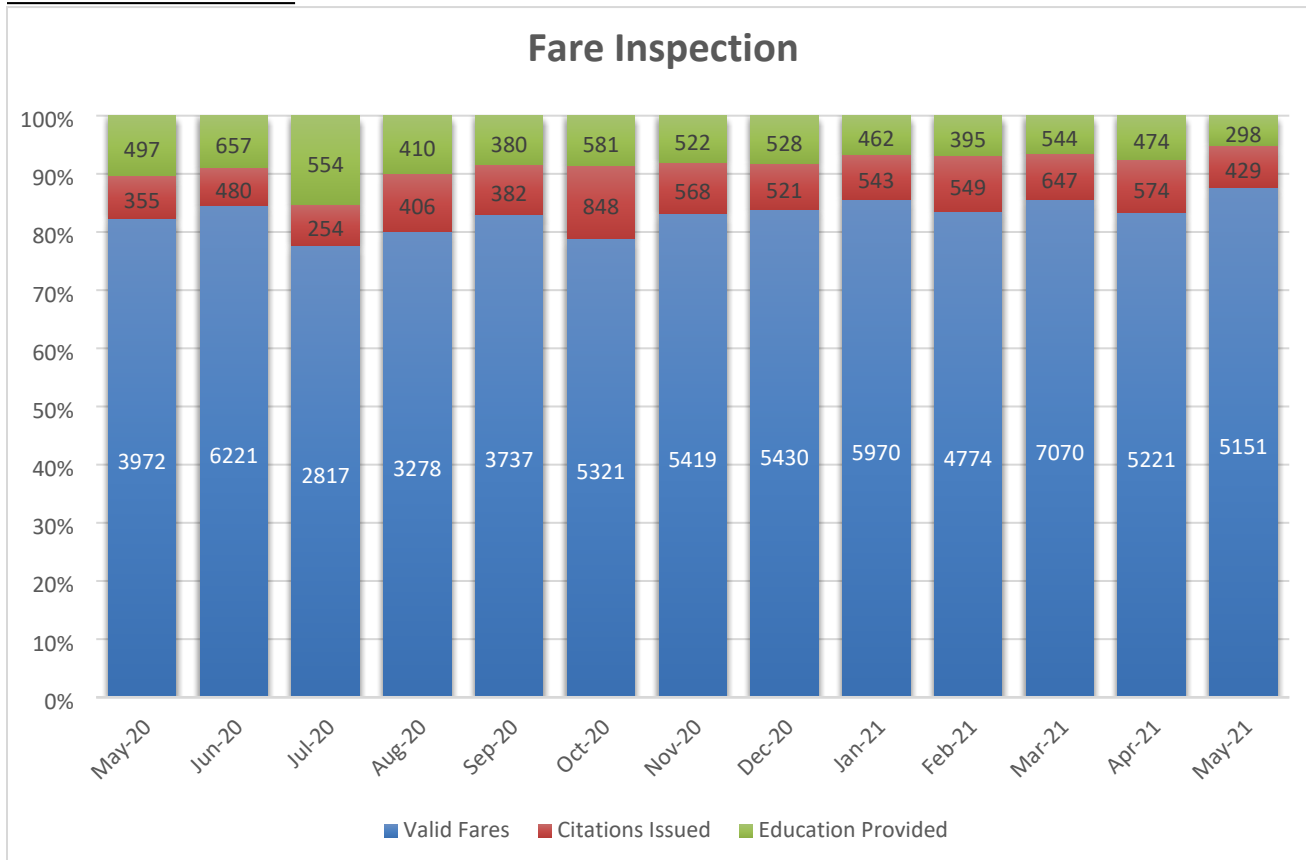
- 9 Operators for accident retraining
- 6 Operators for return-to-work training
- 3 Operators for customer service retaining
- 6 new Administrative employees for new-hire orientation
- 2 Maintenance employees for accident retrain

SECURITY:



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

FARE INSPECTION REPORT:



May	Passenger Contact	Notifications	Educations
Monthly	5151	429	298
Weekday	3410	280	188
Saturday	991	88	60
Sunday	750	61	50

2021 YTD	Passenger Contact	Notifications	Educations
Monthly	28186	2742	2173
Weekday	21152	2086	1680
Saturday	4617	393	300
Sunday	2745	295	225

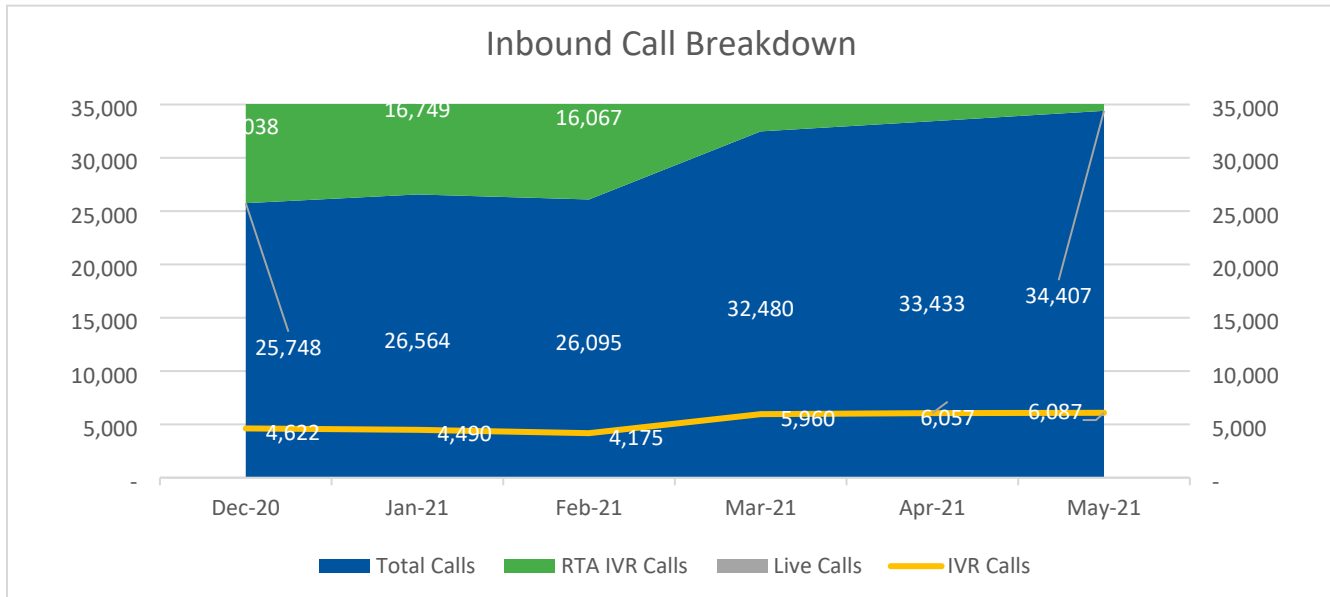
The information above shows the fare inspection information for each month and one for the total year to date for 2021. The chart will show passenger contacts which represent those passengers that had a fare when checked. It will show notifications representing passengers who did not have a fare when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

**MOBILITY SOLUTIONS –
OPEN DOOR & CUSTOMER SERVICE**

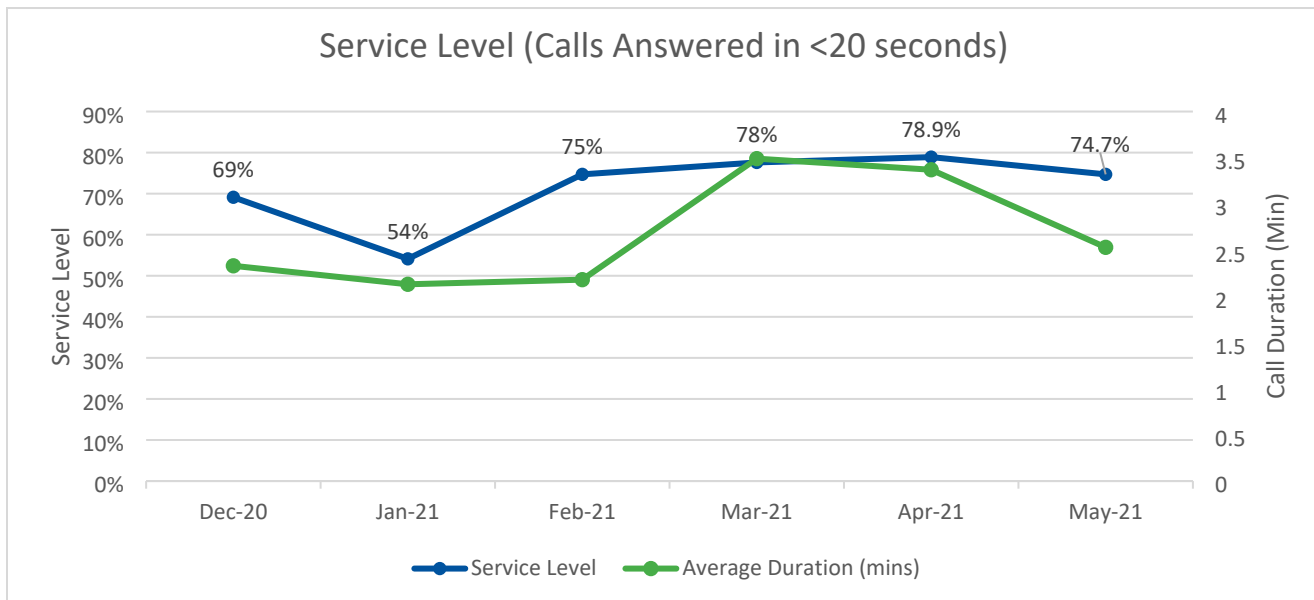
CUSTOMER SERVICE

CONTACT CENTER REPORT:

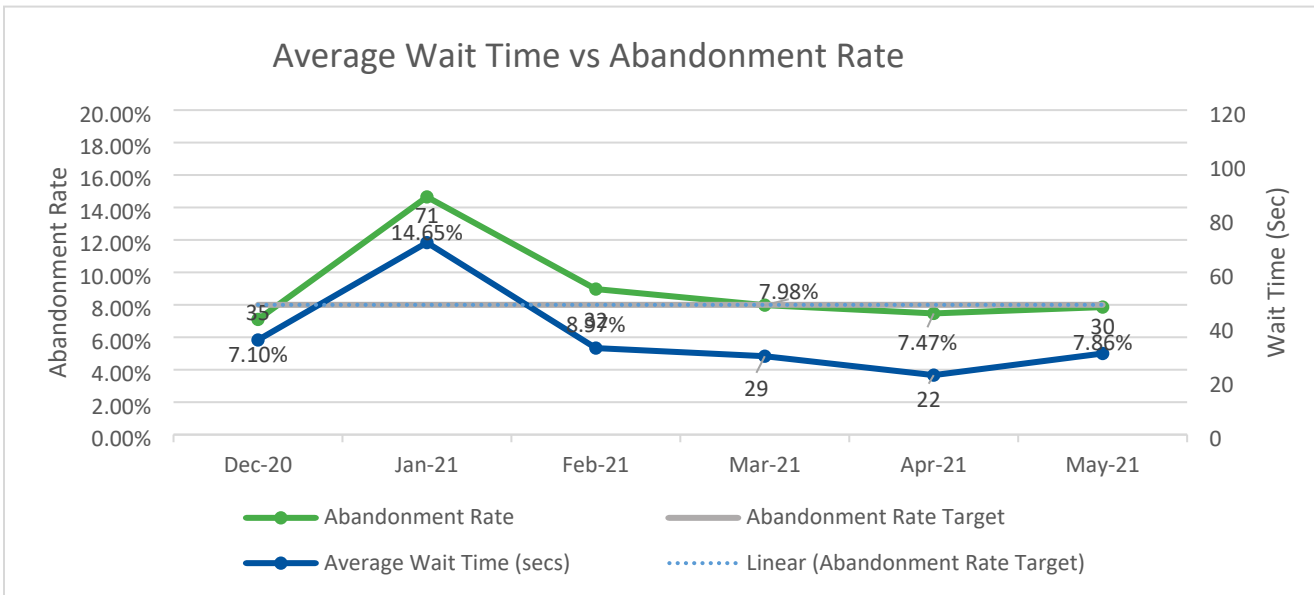
Overall inbound call metrics continued to experience reduced call volume in conjunction with the reduced ridership. However, we are seeing a slight uptick.



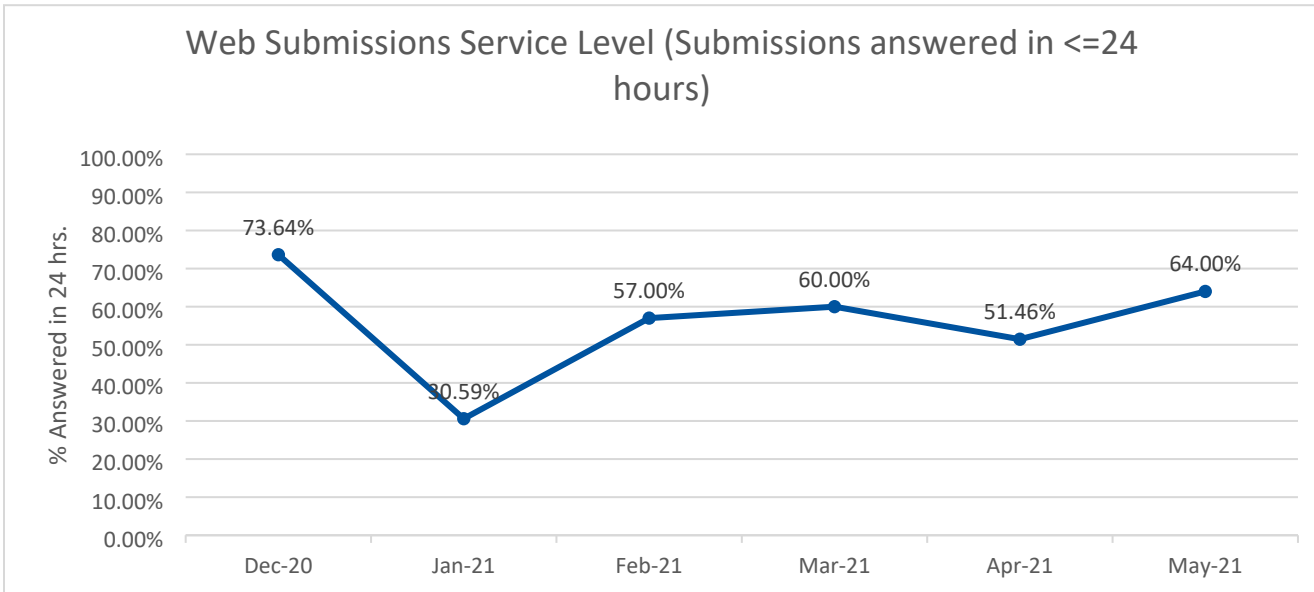
Service levels experienced a slight reduction due to staffing in May. Both staffing and service levels are expected to return to normal in June.



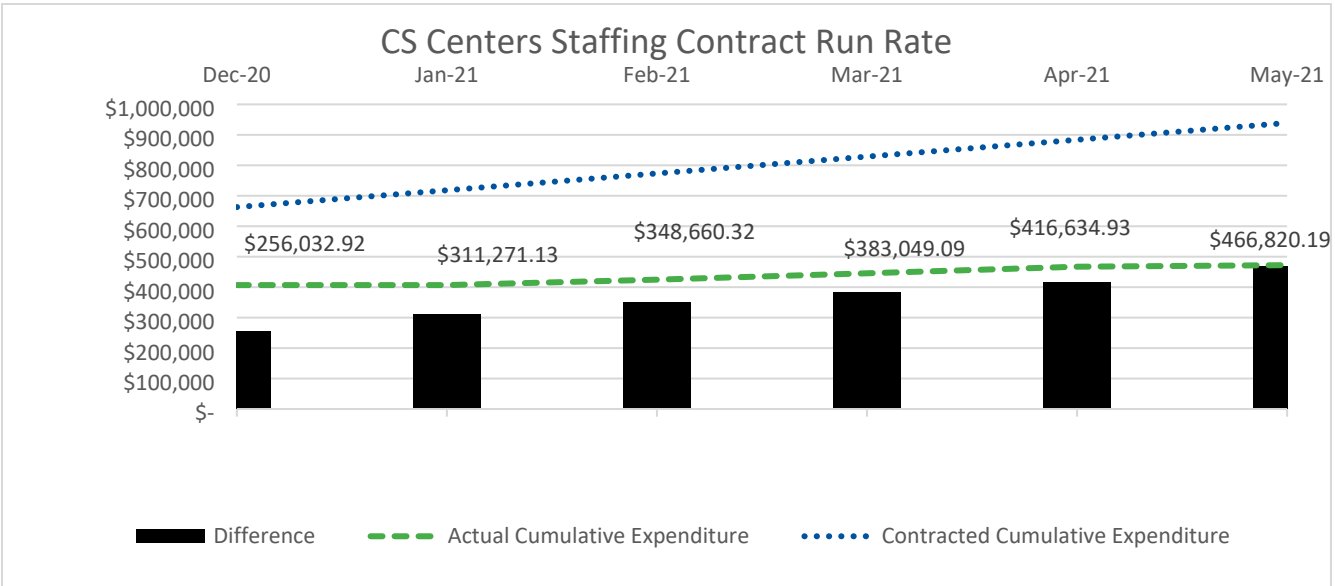
Abandonment rate and wait time remained at sub 8% level in April, which meets our goal.



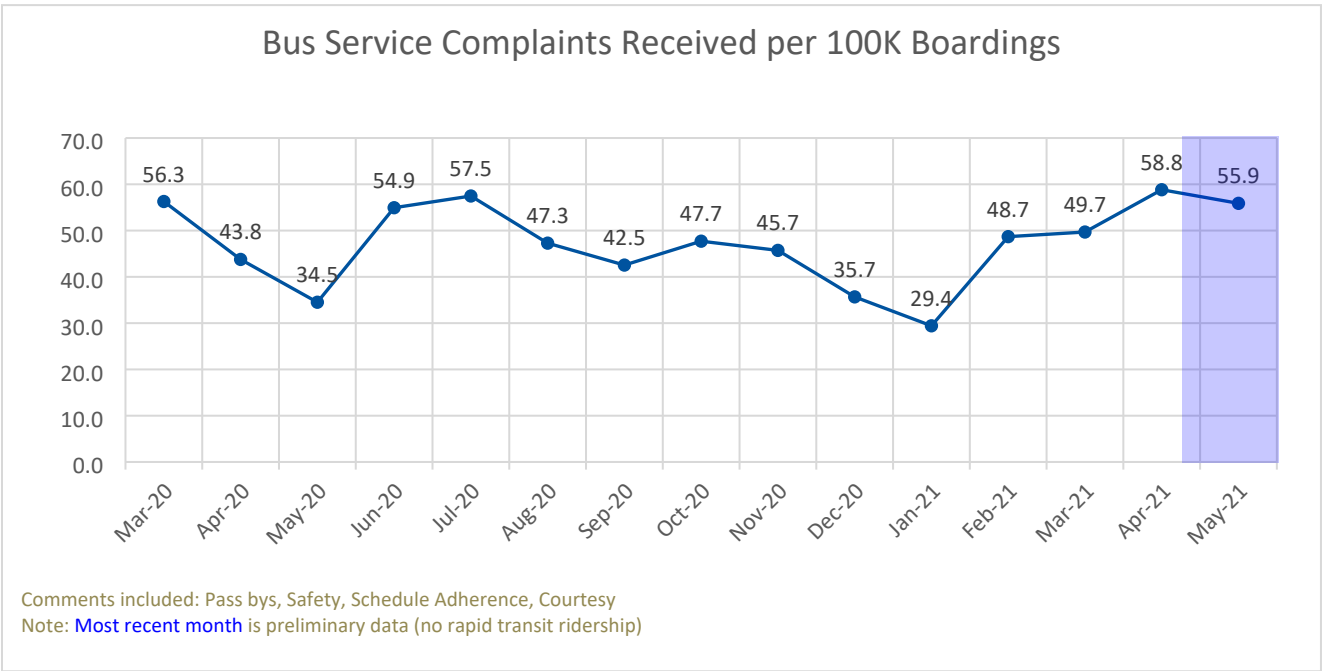
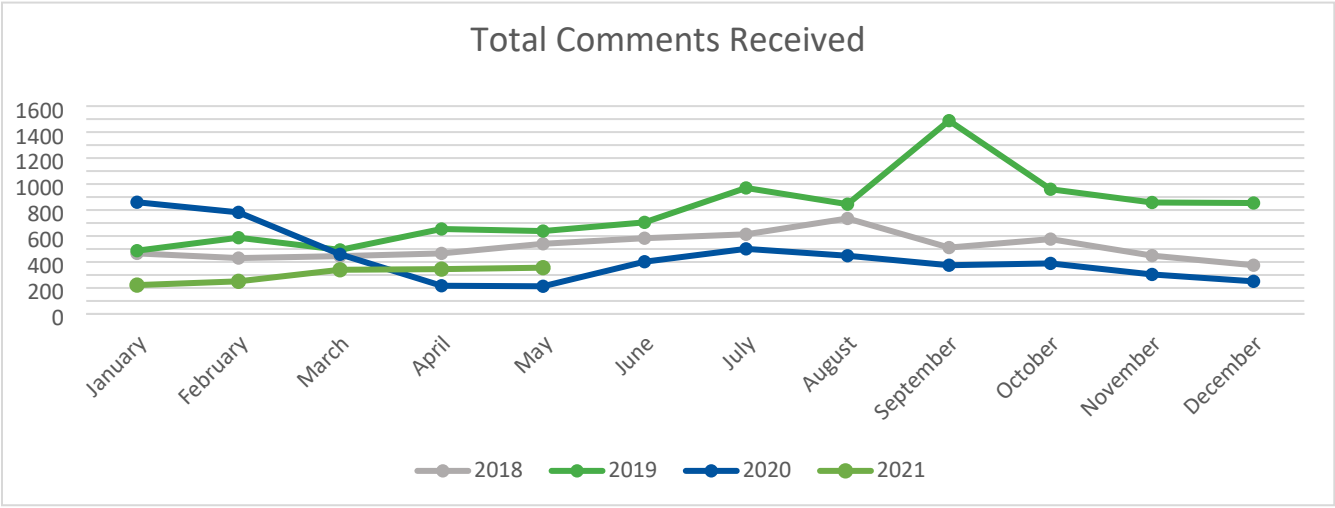
Web comment processing service level remained below the goal of 80%. However, we are experiencing an uptick in May, and expect to hit our target in June.



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



RECEIVED COMMENT REPORT:

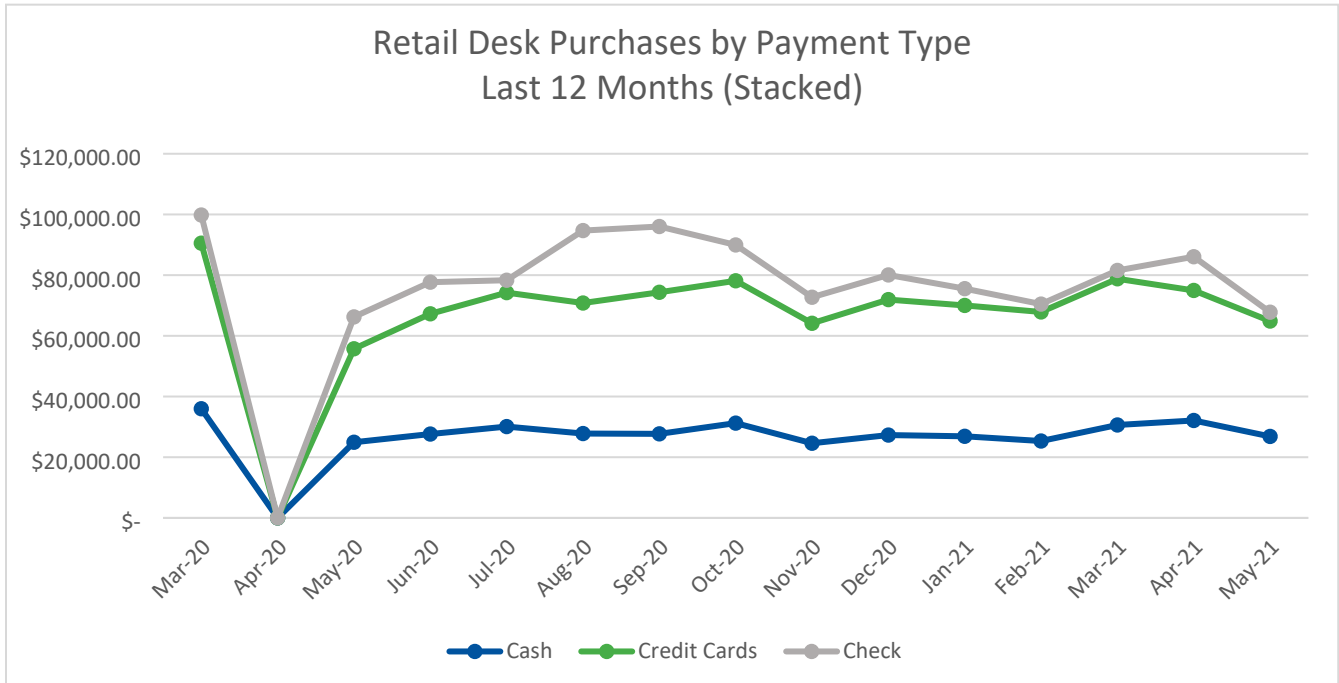


Category	Amount															
Schedule Adherence	69															
<table border="1"> <caption>Total Quantity Sold by Pass Type</caption> <thead> <tr> <th>Category</th> <th>Full Fare</th> <th>Half Fare</th> <th>Taxi Voucher</th> <th>Flex</th> </tr> </thead> <tbody> <tr> <td>Mobility Solutions</td> <td>0</td> <td>0</td> <td>710</td> <td>15160</td> </tr> <tr> <td>Fixed Route</td> <td>2661</td> <td>2050</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Category	Full Fare	Half Fare	Taxi Voucher	Flex	Mobility Solutions	0	0	710	15160	Fixed Route	2661	2050	0	0
Category	Full Fare	Half Fare	Taxi Voucher	Flex												
Mobility Solutions	0	0	710	15160												
Fixed Route	2661	2050	0	0												
Security	10															
Vehicle Maintenance	10															
Customer Service Center	9															
Facility Maintenance	8															
Routes	6															
ADA	4															
Wrong Information	4															
Marketing	3															
Suggestions	3															
Discrimination	2															
Route Detour	2															
Red Line	1															
TOTAL	356															

Quantity
of
Passes:
20,581

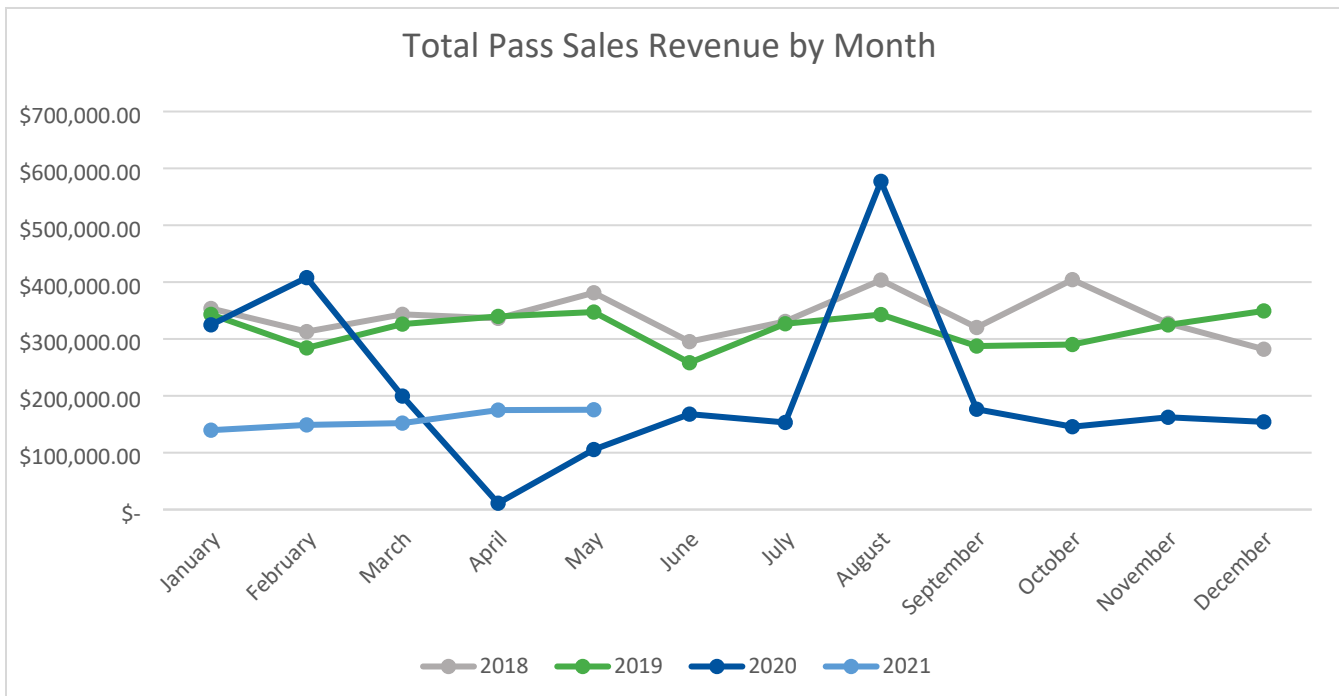
PAYMENT BREAKDOWN:

Customer Service Desk sales experienced a decrease in pass sales.



TOTAL PASS REVENUE (INCLUDING ECOMMERCE, RETAIL, AND INVOICE):

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



Open Door Paratransit

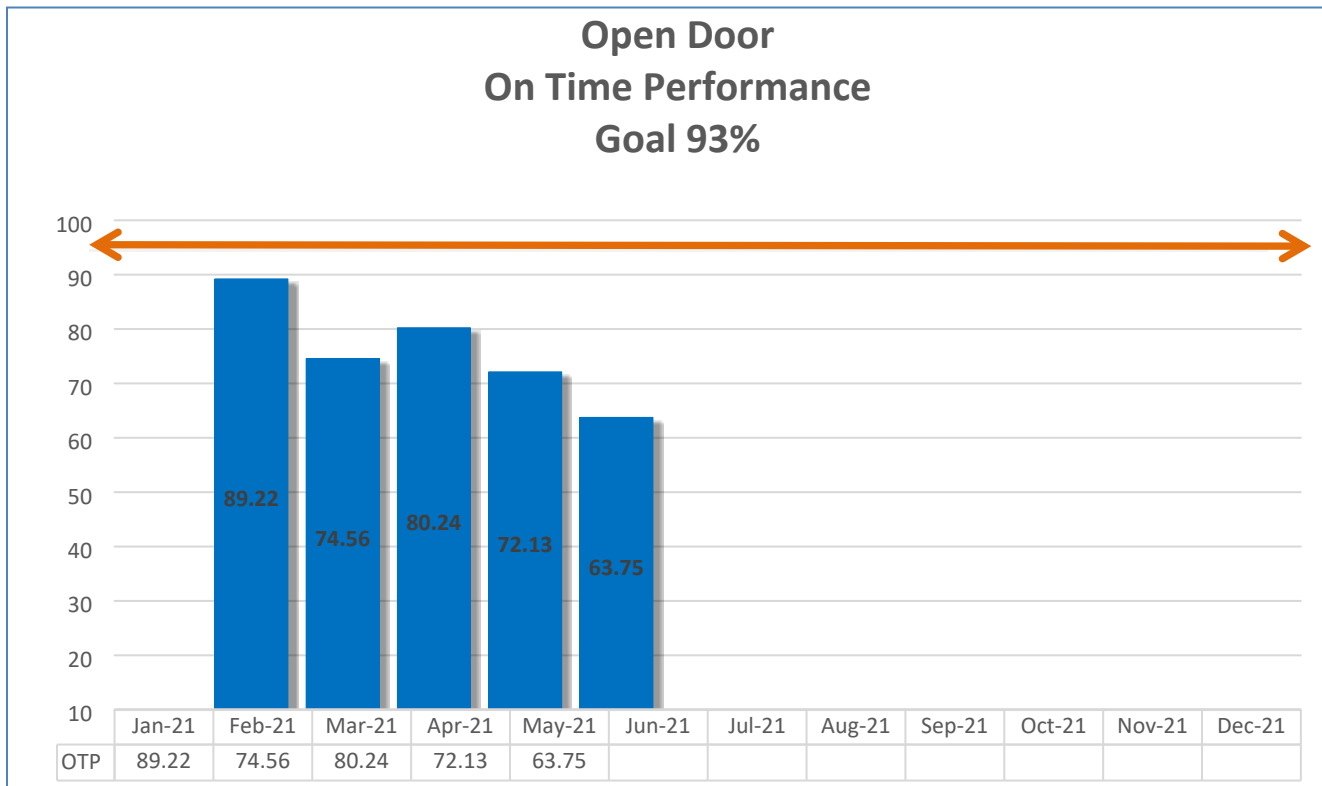
TRANSDEV RIDERSHIP:

Ridership has decreased from 2020 to 2021 due to COVID-19. Ridership in May 2020 reflects 6,864 unlinked passenger trips, and for May 2021, data reflects 11,999 unlinked passenger trips, a increase of 74.8% YOY.

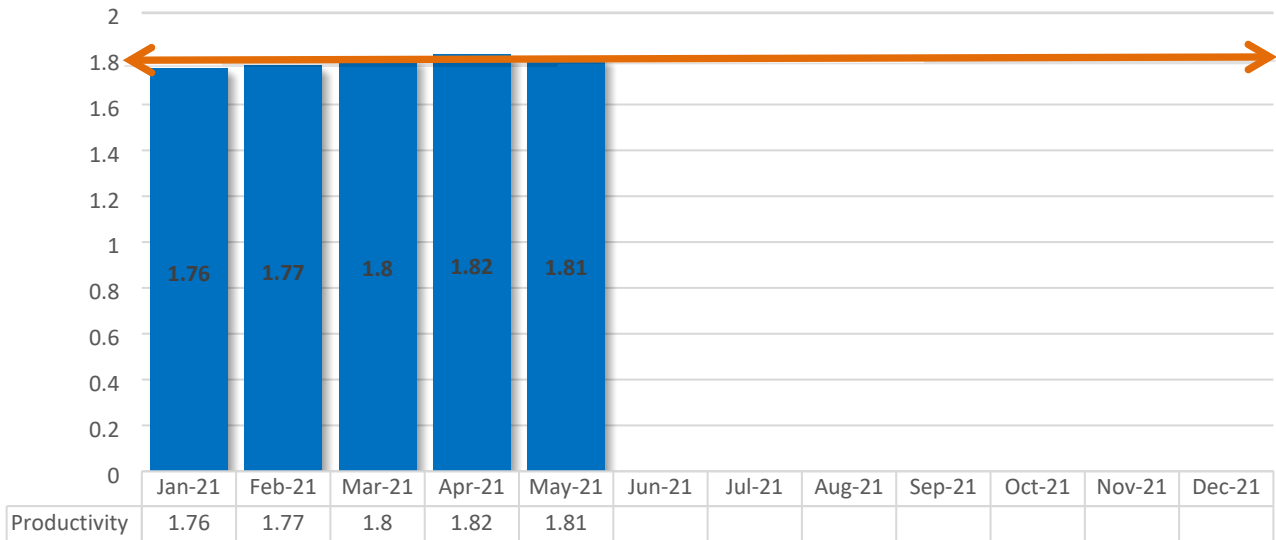
20-May	21-May	% Change	Mobility Services	2020	2021	% Change
11,579	15,990	38.1%	Open Door Riders on Fixed Route	79,986	70,686	-11.6%
6,864	11,999	74.8%	Open Door	80,127	60,058	-25.0%
180	1,368	100%	31 Day S-Pass	25,043	7,496	-70.1%

On-Time Performance for May 2020 was 98.91%, and Productivity was .84%. May 2021 OTP was 63.75%, and Productivity was 1.81%, both reflect a decrease of -35.5% and an increase of 115.5%, 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%

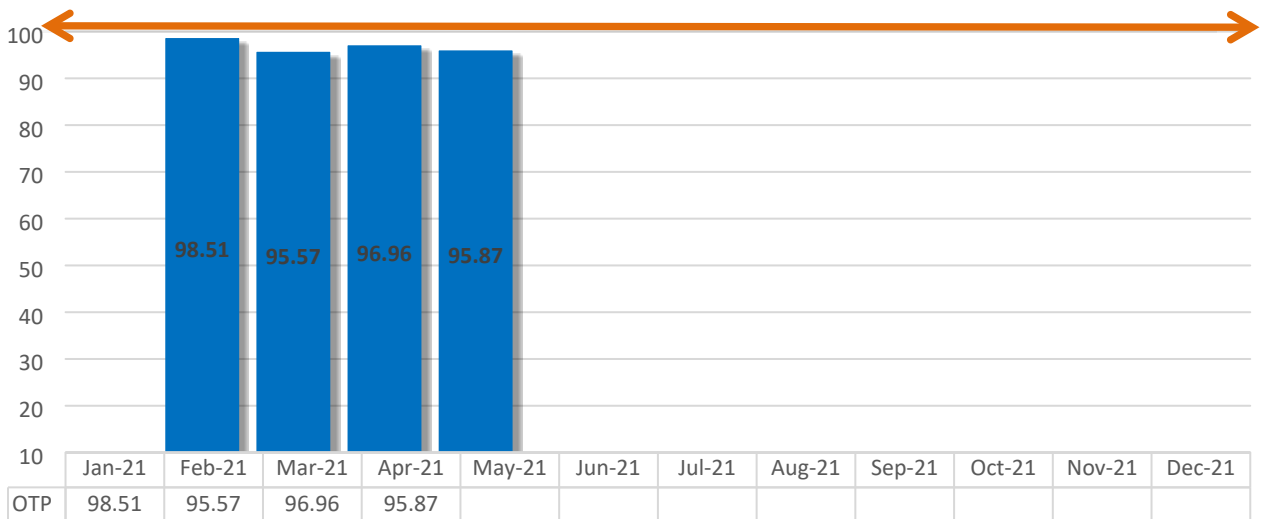


TRANSPORTATION NETWORK COMPANIES (TNC's):

zTRIP:

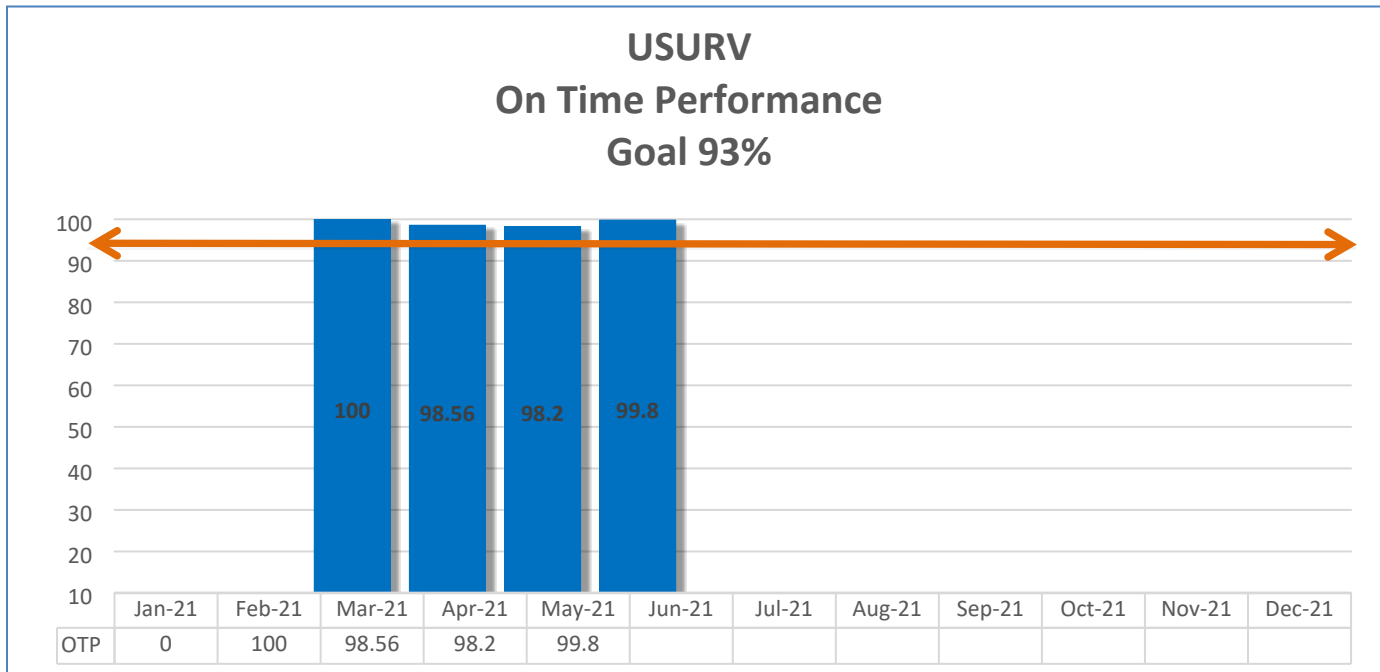
Ridership in March 2021 reflects 1019 unlinked passenger trips, and On-Time Performance for March 2021 was 96.96%. **Information for May 2021 is delayed and will be reported in June 2021.**

zTrip On Time Performance Goal 93%



USURV:

Ridership in April 2021 reflects 626 unlinked passenger trips and On-Time Performance for May 2021 was 99.8%.



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	Approve d	New Denied	Renew Denied	Visito rs
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

2021

	New	Renew	Approve d	New Denied	Renew Denied	Visito rs
JAN	22	38	60	0	0	0
FEB	29	33	62	0	0	0
MAR	46	42	87	0	1	0
APR	47	42	49	0	0	1
MAY	34	40	73	0	1	1
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						

Total 409 538 934 3 10 5

Total 178 195 371 0 2 2

	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	47	0	0	42	0	0
MAY	30	2	1	40	0	0
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						

171 5 1 191 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-May	21-May	% Change	Vouchers Sold	2020	2021	% Change
660	750	15.4%	Lottery Sold	4,530	3,590	-20.8%
715	599	-16.2%	Dialysis Sold	4,104	3,517	-14.1%

20-May	21-May	% Change	Vouchers Redeemed	2020	2021	% Change
655	587	10.4%	Lottery Redeemed	4,274	2945	-31.1%
745	697	-6.4%	Dialysis Redeemed	4,167	3,594	-13.8%

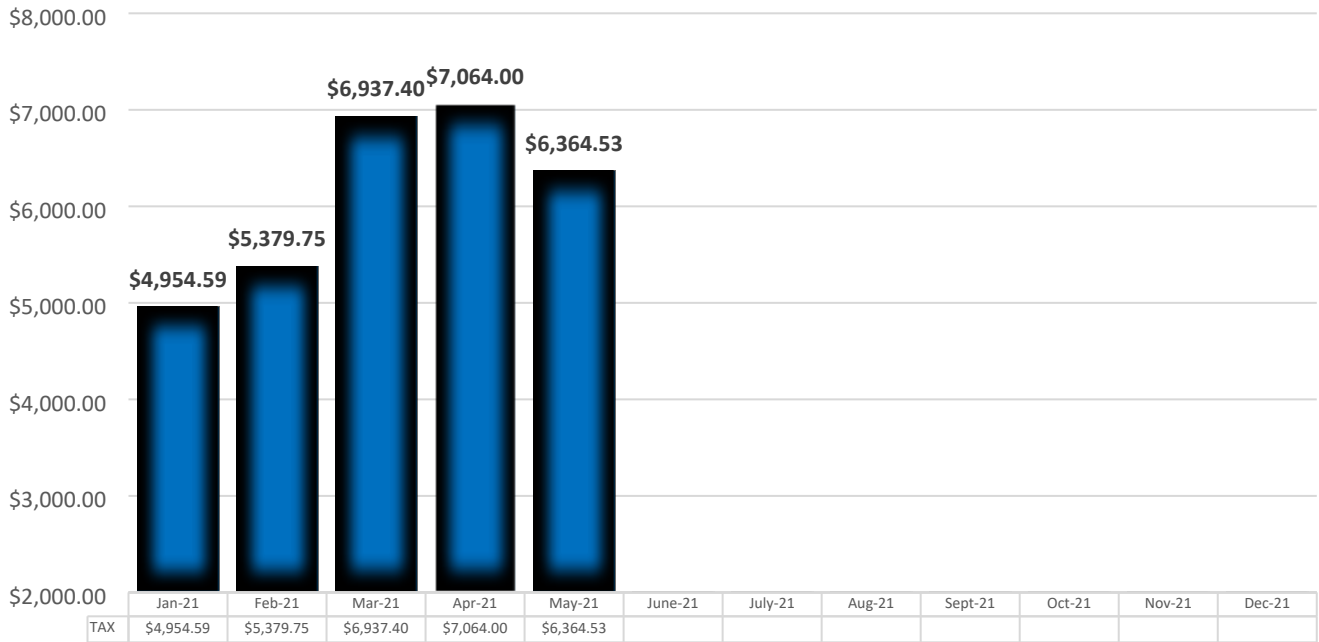
WEX FUEL CARD PROGRAM:

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.

May 2021 savings from fuel excise taxes were \$6,364.53 (Fed Taxes = \$3,842.00 and State Taxes = \$2,522.53.)

Total annual savings is \$30,700.27

Excise Tax Savings 2021





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

Human Resources Division Report – May 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Human Resources Jeffrey M. Brown
Date: June 24, 2021

CONSIDERATION OF HUMAN RESOURCES REPORT MAY 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. General Update:** Since the early days of the COVID-19 pandemic, IndyGo has continued to support our workforce as they navigate the demands of work and home life while ensuring the safety of our community. We are seeing progress in our fight against the pandemic with a very low infection rate and staff getting vaccinated. Also, with the end of the Emergency Paid Sick Leave Act and Expanded FMLA, on January 1, 2021, IndyGo transitioned back to use of accrued time off for any future COVID-related absences (i.e. illness, isolation, quarantine, reactions).
- 2. COVID Data:** Since the COVID-19 pandemic began in February of 2020, IndyGo has had 116 total employees who tested positive. This number has not changed since the May 2021 report was issued. IndyGo has continued to urge its workforce to continue to take precautions and has put forth several memorandums regarding workplace precautions and use of benefit time and contact tracing.
- 3. COVID Vaccines:** As of June 5, 36.4% of Marion County residents are fully vaccinated. At this time, any Indiana resident age 16 and older is now eligible to schedule a vaccination appointment. IndyGo and the Marion County Public Health Department have partnered to provide residents 18 years and older the COVID vaccine at IndyGo's future headquarters location on Indianapolis' east side. Walk-ins are welcomed, and residents can pre-registration online at ourshot.in.gov, at 317-221-2100.
- 4. COVID Testing:** IndyGo employees are also eligible for free testing at various sites across Indianapolis and Marion County.
- 5. Mask Mandate Continues At IndyGo:** Several recent measures by state, local and federal officials have resulted in the lifting of mask mandates. By way of illustration, on May 13, 2021, the Centers for Disease Control and Prevention announced new guidance that fully vaccinated people can safely do most indoor and outdoor activities without wearing masks or social distancing. On April 6, 2021, Gov. Eric Holcomb lifted the statewide mask mandate replacing it with an advisory and also advised that all pandemic orders would be lifted on June 30, 2021. And on June 7, 2021, the Indianapolis City-County Council voted to end Marion County's mask mandate for the fully vaccinated, or those who have marked two weeks since their last COVID-19 inoculation. What does the new guidance mean for mask requirements for IndyGo and on public transit? For now, nothing changes. The federal rule that requires that individuals wear a mask when using public transportation is still in effect. People must still wear masks on all IndyGo buses, in airports, planes, buses and trains through September 13, 2021 by order of the Transportation Security Administration, which extended the face mask requirement for commuters throughout the United States.

B. Recruitment and Retention Data

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

1. General Background Data:

- | | |
|----------------------------|-----|
| a. Total IndyGo Employees: | 780 |
| b. Total Union Employees: | 582 |
| c. Total Coach Operators: | 432 |

- d. Annual Coach Operator Turnover Rate: 18.71%
- e. Total Non-Coach Operators Employees: 348
- f. Annual Non-Coach Operator Turnover Rate: 17.33%
- g. Annual IndyGo Employee Turnover Rate: 18.13%

2. **Recruitment Efforts:** Human Resources is amplifying its recruiting efforts to pre-pandemic levels. Human Resources will be participating in the following recruitment events:

- a. **Indiana Black Expo - Hiring Hoosiers Employment Opportunity Fair:** On Saturday, June 26, 2021, Human Resources is participating in the Hiring Hoosier Employment Opportunity Fair with the Indiana Black Expo.
- b. **CAFÉ – Employ Indy:** On Wednesday, July 14, 2021, Human resources is participating in a CAFE and Employ Indy partial in-person/partial virtual CDL employment opportunity fair.
- c. **Second Chance Hiring Initiative:** Since IndyGo announced the implementation of the Policy (“the Policy”), three new hires have been made and one candidate was rejected because of a verified recent criminal history.

C. **Benefits Update:**

IndyGo’s benefit plan with Cigna (New York Life) that provides Life, Disability and FMLA for employees is set to expire at the end of the year. Human Resources and Finance recently negotiated with Cigna (New York Life) a -0.5% reduction in short term disability (“STD”) premium rates for 2022 and 2023 and will bring this item to the Board for full discussion and approval at the next meeting. The renewal agreement is for a two-year period and offers significant cost savings for IndyGo and did not require Board approval because the cost falls under the financial threshold. Under the renewal proposal, the agreement is for a two-year period, offers significant cost savings for IndyGo, eliminated the STD buy-up option that provided additional coverage as it was not heavily utilized, and also increased the elimination period from 7/7 to 14/14.

Diversity & Inclusion & Workforce Development Division Report – May 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: June 24, 2021

New Teammates

Lloyd Graham, our new D & I and Workforce Development Manager, joined the team on May 24th. We are excited to have him, and he is working on some exciting projects. I look forward to sharing more in the future.

Omar Reed, our new Transit Apprenticeship and Mentorship Coordinator, will join our team on June 21st. He transferred from Operations as a Coach Operator, and now he will be developing and coordinating our new Mentorship and Apprenticeship program. We are so excited to have him on the team. This is an example of “Growing Our Own.”

Teammate Engagement

- Food Truck Thursday is back! Every Thursday, we will have a local Food Truck at 1501 and the Transit Center to provide lunch. We received excellent feedback from our teammates, so we brought them back.
- Pride Communication email is being developed. (Month of June)
- Juneteenth Communication email is being created (June 19th)

Workforce Development

The Coach Operator & Maintenance Mentors Apprenticeship Program (COM-MAP) marketing will begin on June 21st. Information about this program will be presented at the next Board Meeting. Additional information can be read in the Information Update.

ADP Learning Management System (LMS)

We are excited to share that the planning committee has completed the education on using and setting up our NEW ADP Learning Management System. The purpose of this platform will allow us to house all of our education online. Teammates will have the opportunity to review their classroom and online learning courses. They will also have the opportunity to self-assign themselves to over 120 soft-skill courses for professional and personal development. We are currently interviewing a manager to lead the strategy and roll-out. Our goal is to launch the LMS by August.

Supplier Diversity Division Report – May 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Supplier Diversity Officer & DBELO Chelci R. Hunter
Date: June 24, 2021

DISCUSSION:

Between Mid-May and June 2021 IndyGo’s Supplier Diversity team hosted five unique one-on-one vendor introductory meetings. In addition to our hosted meetings, we also attended the 2021 Innopower’s Minority Business week conference, and several WorkPride conferences hosted by myGwork. Innopower conference’s focus was about building opportunities for underrepresented ecosystems in business and work force development and increasing capacity. The WorkPride conferences discussed strategies to increase equality and inclusiveness of all sexual orientations, gender identities, and gender expressions in the workplace.

The first DBE report for 2021 was submitted to the FTA for review. The next semi-annual report will be submitted on December 1, 2021. Final DBE participation will be presented to the board in January 2022.

As of May 2021, IndyGo has obtained 17.32% utilization with “XBE” businesses certified by the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration’s Division of Supplier Diversity. Down slightly from last month’s update.

IndyGo’s Supplier Diversity and Public Affairs team are working collaboratively to showcase success stories provided to IndyGo by our certified partners. These stories will be shared through various social media platforms and our website.

UPDATES/UPCOMING ITEMS:

IndyGo’s Supplier Diversity team, our Supportive Services Consultant, and the Public Affairs group are working hard to create a proposal writing initiative to take place during the 2021 fiscal year. This initiative will be geared towards helping less experienced firms interested in doing business with IndyGo appropriately respond to IndyGo opportunities. Tentatively, the initiative is scheduled to take place from August-November. This information will be shared and advertised through different media sources. We will continue to monitor and share any updates with the Board as they become available.

IndyGo is hosting two sessions officially titled “Doing Business with IndyGo in 2021” in June 2021. These sessions will be held on June 22nd and June 23rd virtually via Zoom.

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

RECOMMENDATION:

Receive the report.

Chelci R. Hunter
Senior Supplier Diversity Officer & DBELO