



Board Report  
May 26, 2022

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- 1. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - 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 April 28, 2022
  2. A-2: Consideration and approval of Training Review (Presenter - Brain Atkinson)
  3. A-3: Consideration and approval of RFP 22-02-436 industrial soap (Presenter - Paul Williams)
  4. A-6: Consideration and approval of Microsoft Dynamics Support contract (Presenter - Marcus Burnside)
  5. A-7: Consideration and approval of Non-Revenue vehicle purchase (Presenter - Cheryl Purefoy)
  6. A-8: Consideration and approval of exterior cameras – East Campus facility (Presenter - Mark Emmons)
- 5. Regular Agenda** (Presenter - Greg Hahn)
  1. A-4: Consideration and approval of a contract extension and a task order for Super Stops design services for Shrewsberry & Associates (Presenter - Matt Duffy)
  2. A-5: Consideration and approval of Task Order #8 for 90% design of the Blue Line Bus Rapid Transit Project (Presenter - Jennifer Pyrz)
  3. A-9: Consideration and approval of HR and Payroll System - ADP contract (Presenter - Bart Brown)
- 6. Information Items** (Presenter - Greg Hahn)
  1. I-1: Receipt of the Finance Report for April 2022 (Presenter - Bart Brown)
  2. I-2: Task order updates
  3. I-3: Review of Annual Refresh and proposed FY 2022 Audit Workplan
  4. I-4: Microsoft Dynamics 365 upgrade
  5. I-5: Governance & Audit workplan status update
  6. I-6: Ethics Hotline summary report
  7. I-7: Department Reports
- 7. Adjourn** (Presenter - Greg Hahn)

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)}

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Our next Board Meeting will be Thursday, June 23, 2022

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## Awards & Commendation Recognition for April 2022

**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** May 26, 2022

### April 2022 Awards & Commendations

Employee	Position	Recognition
Patrick Gray	Coach Operator – Fixed Route	17 Years Safe Driving – Whole Career
Kim Byrd	Coach Operator – Fixed Route	April Operations Employee of the Month
Mike Roth	Senior Director of Mobility Solutions	Westside Community Development Corporation Board Appointment
IndyGo Safety Team		Certificate of Merit – Bus Safety Program Excellence - 2022
Zena Williams	Wellness Coordinator	Certified Corporate Wellness Coach & Certified Fitness & Nutrition
IndyGo Apprenticeship Program		Nationally recognized Apprenticeship Program through the US Department of Labor

### April 2022 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 April 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>
<b>Patrick Gray</b>	2339	17	17
<b>Christopher Mihay</b>	3968	13	18
<b>Michael Melvin</b>	8105	11	14
<b>Anthony Mance</b>	8555	9	9
<b>Shanta Brent</b>	9753	2	2
<b>Joseph Edwards</b>	9744	2	2
<b>Floyd Houston</b>	9417	1	3
<b>Paula Jones</b>	9880	1	1
<b>David Turner</b>	9729	1	2

Safety is at the core of IndyGo’s mission and values. We congratulate the above professional coach operators that have achieved this milestone. Your performance contributes to helping make public transportation safer each day.

***Congratulations and Thank You!***

## Governance and Audit Committee Chairperson Report – May 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Governance and Audit Committee Chair Greg Hahn  
**Date:** May 26, 2022

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**ISSUE:**

A report of IndyGo May 2022 Governance & Audit Committee Meeting will be presented at the board meeting.

**RECOMMENDATION:**

Receive the report.

**Greg Hahn**  
**Governance and Audit Committee Chairperson's Report**  
May 17, 2022

The Governance and Audit Committee met on May 17, 2022, at 2:30PM. In attendance was, myself, Greg Hahn, Chairman of the Governance & Audit Committee as well as Committee Members Adairius Gardner and Rick Wilson.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Item A-2.

An item from the committee meeting I would like to highlight is Action Item A-2, approval of training review. Director of Governance & Audit Brain Atkinson and consultant Corey Saunders presented this action item to the Governance & Audit Committee. The primary objective in performing this process review was to evaluate the overall effectiveness of IPTC's training processes and protocols.

The scope included reviewing:

- Relevant training policies and procedures
- Budgeting, including per person and/or per department and budget prioritization
- Progression, e.g., how one moves on from basic trainings to more complex
- Incentivization around additional capabilities and certifications
- Feedback and improvement of IPTC-developed training
- Compliance monitoring and management oversight, focused mostly on Operators but also universal requirements such as harassment, D&I, cybersecurity, etc.
- IPTC's Learning Management System (LMS)

Currently training is provided through two separate teams. A centralized training leadership team manages the overall agency-wide training program and the Learning Management System. A separate Training team dedicated within Operations manages all operator and mechanic training.

Madam President, that concludes my report.

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## Finance Committee Chairperson Report – May 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** May 26, 2022

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**ISSUE:**

A report of IndyGo May 2022 Finance Committee Meeting will be presented at the board meeting.

**RECOMMENDATION:**

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson’s Report**  
May 19, 2022

The Finance Committee met on May 19, 2022, at 8:30am. In attendance was, Rick Wilson, Chairman of the Finance Committee, as well as myself, Committee Member Mary Ann Fagan.

We reviewed and recommended Board approval for the following items on tonight’s agenda: Consent Agenda Items A-1, A-3, A-6 & A-8 and Regular Agenda Item A-5.

An item from the committee meeting I would like to highlight is Action Item A-3, approval of RFP 22-02-436. Senior Director of Facilities and Preventative Maintenance Paul Williams presented this action item to the Finance Committee. IPTC procurement department released a solicitation for industrial soap supplier services on February 16, 2022. The solicitation was advertised properly to reach potential suppliers with emails sent out from contract specialists to suppliers of industrial cleaners. This solicitation received a single response from the current contract holder. The single response was turned over to the Evaluation Committee for a full review with scoring to verify that it meets or exceeds the needs of the agency for this project. The scoring of the Evaluation Committee deemed Dubois Chemicals to be a quality vendor and was within the independent cost estimate.

The industrial soap scope consists of the following:

- Shop floor cleaner/degreaser for steam bay bus and parts power washing
- Interior bus cleaning soap for mopping floors
- Exterior bus wash soap for drive-thru washers
- Drying agent for drive-thru bus wash

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – May 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** May 26, 2022

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**ISSUE:**

A report of IndyGo May 2022 Service Committee Meeting will be presented at the board meeting.

**RECOMMENDATION:**

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson’s Report**  
May 19, 2022

The Service Committee met on May 19, 2022, at 10:00am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Members Lise Pace and Hydre Abdullah.

We reviewed and recommended Board approval for the following items on tonight’s agenda: Consent Agenda Items A-1 & A-7 and Regular Agenda Item A-4.

An item from the committee meeting I would like to highlight is Action Item A-7, approval of Non-Revenue vehicle purchase. Deputy Chief Operating Officer Cheryl Purefoy presented this action item to the Service Committee. IPTC Fleet Services Department is responsible for providing vehicles from the Motor Pool for staff use to perform various off-site work-related tasks. With the expansion of IPTC’s new facilities, motor pool vehicle requests have increased, requiring a need for additional vehicles for staff use. Additionally, vehicles are aging and require replacement in a state of good repair. IPTC will be purchasing the vehicles using available City of Indianapolis/Governmental pricing, using a competitive quote process, through direct dealer solicitation. This is due to the nationwide computer chip shortage and vehicle availability.

Mr. Chairman, that concludes my report.

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# April Board of Directors Minutes

IndyGo

Apr 28, 2022 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

## ACTION ITEM A – 1

### Attendance

#### Members Present:

Hydre Abdullah, Bart Brown, Charlie Carlino, Inez Evans, Mary Ann Fagan, Adairius Gardner, Richard Wilson, Jr., Cam Radford, Jill Russell, Ryan Wilhite

#### Members Present (Remote):

Jeff Brown, Greg Hahn

#### Members Absent:

Lise Pace

#### Guests Present (Remote):

Mandla Moyo

#### Staff Present (Remote):

Marcus Burnside, Denise Jenkins-Agurs, Jennifer Pyrz, Michael Roth, Aaron Vogel

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

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 [A AGENDA for April 28, 2022 Board Meeting.docx](#)

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Vice Chair Adairius Gardner called the meeting to order at 5:01pm. General Counsel Jill Russell called the roll. 4 members present in person. There was a quorum. Absent - Lise Pace; Chairman Hahn was participating remotely as a non-voting member.

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

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


 [A1 April 2022-Safe Drivers board information.pdf](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for March 2022. Recognized were safe drivers for March 2022, one Employee with 10 years of safe driving, March Operations Employee of the month, one Employee promotion, IndyGo Finance/Budget Team for Outstanding Budget Award, one Employee for 40 Years of Service, two Employees receiving ROSE Award Nominations, and "Beyond the Line", A documentary short about how IndyGo's Red Line transformed a community.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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



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

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The reports were read and entered into the record.

#### 4. Consent Agenda (Presenters: Adairius Gardner)





1. A-1: Consideration and approval of minutes from Board meeting held on March 24, 2022  
 [A-1 March Board of Directors Minutes.docx](#)
2. A-2: Consideration and approval to negotiate a contract with LHD Benefit Advisors (Presenters: Jeff Brown)  
 [A-2 HR Action Item - LHD \(April 2022\).docx](#)

**Motion:**

Approval of Consent Agenda

Motion moved by Richard Wilson, Jr. and motion seconded by Mary Ann Fagan. Richard Wilson - AYE, Adairius Gardner - AYE, Mary Ann Fagan - AYE, Hydre Abdullah - AYE; Motion passed 4-0; Absent - Lise Pace

#### 5. Regular Agenda (Presenters: Adairius Gardner)

1. A-3: Consideration and approval of Resolution 2022-03 to acquire and purchase real property located at 412 N. Tremont Street, Indianapolis, Indiana (Presenters: Jill Russell)  
 [A-3 Action Item April 2022 additional land.docx](#)  
 [A-3 Resolution 2022 3 412 N. Tremont April 2022.docx](#)  
 [A-3 Resolution 2022 3 additional ppty Exhibit A.pdf](#)  
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In January of 2021, the Board authorized the purchase of a portion of property located at 412 Tremont, adjacent to 2425 W. Michigan Street, previously secured as the future location of IPTC's paratransit services. The purpose of which was to provide storage and parking for the paratransit fleet. Upon acquisition of part of 412 N. Tremont, the design team ascertained that the purchase did not include a strip of the property that ran adjacent to the Michigan Street facility's southern border, and area 12 feet deep and approximately 672 feet wide. This additional real estate will be paved and will provide connectivity to the entire site from both east and west minimizing congestion on the adjacent streets by IPTC vehicles. The additional real estate allows the entire site to be fenced in, providing security for both staff and vehicles. Plans also include erecting canopies to provide shelter from the weather for fleet storage as well as staff. Additionally, this acquisition for a utility easement and access. IPTC staff seeks approval to acquire two appraisals and make an offer to purchase the property in an amount not to exceed the average of those appraisals.

**Motion:**

Approval of Resolution 2022-03 to acquire and purchase real property located at 412 N. Tremont Street, Indianapolis, Indiana

Motion moved by Mary Ann Fagan and motion seconded by Richard Wilson, Jr. Richard Wilson - AYE, Adairius Gardner - AYE, Mary Ann Fagan - AYE, Hydre Abdullah - AYE; Motion passed 4-0; Absent - Lise Pace

#### 6. Information Items (Presenters: Adairius Gardner)

1. I-1: Mobility Advisory Committee (MAC) update (Presenters: Mandla Moyo)  
 [I-1 Mobility Advisory Committee 3-16-22 draft.docx](#)  
 [I-1 MAC numbers for March 16 2022.pdf](#)  
The Board heard a Mobility Advisory Committee (MAC) update from MAC Chair Mandla Moyo.
2. I-2: Receipt of the Finance Report for March 2022 (Presenters: Bart Brown)  
 [I-2 March 2022 Financials Summary Final with Investment report.docx](#)  
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 [I-2 Capital Project Spending March 2022 - Final.pdf](#)

 [I-2 Procurement Activity Report April 2022.pdf](#)

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 [I-2 Strat Prop 220422.pdf](#)

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The Board heard a financial update for March 2022 from Vice President of Finance/CFO Bart Brown.

3. I-3: Hydrogen Bus (Fuel Cell Electric Bus) pilot update (Presenters: Ryan Wilhite)

 [I-3 FCEB Pilot InformationItem April2022.docx](#)

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 [I-3 FCEB Pilot Information April2022.pptx](#)

The Board heard a Hydrogen Bus (Fuel Cell Electric Bus) pilot update from Manager of Special Projects and Regional Mobility Integration Ryan Wilhite.

4. I-4: 2022 Indiana Legislative Update (Presenters: Cam Radford)

 [I-4 Legislative Update.docx](#)

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The Board heard a 2022 Legislative Update from Vice President of Government Affairs Cameron Radford.


5. I-5: Special CFP 2021 – Section 5310

 [I-5 SpecialCFP2021 5310 BoardUpdate April2022.docx](#)

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The Board received a Special CFP 2021 – Section 5310 update.

6. I-6: April 2022 Risk and Safety Board Report

 [I-6a Risk and Safety #24 Board Report March 2022.docx](#)

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 [I-6b PLANNING AND CAPITAL PROJECTS REPORT for April 2022.docx](#)

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 [I-6c April 2022 Board Report Public Affairs FINAL.pdf](#)

 [I-6d MAR OPERATIONS DIV BOARD REPORT - April 2022.docx](#)

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 [I-6e HR Board Report \(April 2022\).docx](#)

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 [I-6f April 2022 Diversity & Inclusion and Workforce Development Board Report.docx](#)

 [I-6g Supplier Diversity - April 2022.pdf](#)

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The Board received Department Reports for Risk & Safety, Capital Projects, Public Affairs, Operations, Human Resources, Diversity/Inclusion & Workforce Development, and Supplier Diversity.

## 7. **Adjourn (Presenters: Adairius Gardner)**

On order of Vice Chair Gardner and there being no objection, the meeting was adjourned at 6:02pm.

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Jill D. Russell  
General Counsel

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**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy Director of Governance & Audit Brian Atkinson  
**SUBJECT:** Consideration and approval of Training Review

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

Review and receive Governance & Audit Report 2022-01  
Training Review

**BACKGROUND:**

The FY 2022 Internal Audit Work Plan approved by the Governance and Audit Committee included a review of IPTC’s Training Department and supporting processes.

**DISCUSSION:**

The primary objective in performing this process review was to evaluate the overall effectiveness of IPTC’s training processes and protocols.

The scope included reviewing:

- Relevant training policies and procedures
- Budgeting, including per person and/or per department and budget prioritization
- Progression, e.g., how one moves on from basic trainings to more complex
- Incentivization around additional capabilities and certifications
- Feedback and improvement of IPTC-developed training
- Compliance monitoring and management oversight, focused mostly on Operators but also universal requirements such as harassment, D&I, cybersecurity, etc.
- IPTC’s Learning Management System (LMS)

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

No Fiscal Impact

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance & Audit Committee on May 17, 2022 and will be placed on the Consent Agenda.

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## Training

**Governance & Audit Report No. 2022-1**

Report Issued April 12, 2022

## EXECUTIVE SUMMARY

### Background

The FY 2022 Internal Audit Workplan approved by the Governance and Audit Committee included a process review of IndyGo’s Training department and supporting processes. Currently Training is provided through two separate teams. A centralized Training leadership team manages the overall agency-wide training program and the Learning Management System. A separate Training team dedicated within Operations manages all operator and mechanic training.

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 primary objective in performing this process review was to evaluate the overall effectiveness of IndyGo’s training processes and protocols.

Accordingly, our scope included reviewing:

- Relevant training policies and procedures
- Budgeting, including per person and/or per department and budget prioritization
- Progression, e.g., how one moves on from basic trainings to more complex
- Incentivization around additional capabilities and certifications
- Feedback and improvement of IndyGo-developed training
- Compliance monitoring and management oversight, focused mostly on Operators but also universal requirements such as harassment, D&I, cybersecurity, etc.
- IndyGo’s Learning Management System (LMS)

Our approach included performing interviews with members of IndyGo Training management, performing process walkthroughs and physical observations, 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
<b>Training</b>	<b>Medium</b>	<b>0</b>	<b>2</b>	<b>2</b>

### Overall Summary and Highlights

A new VP of Diversity & Inclusion and Workforce Development joined IndyGo in July 2020. Since that time, much progress has been made in developing the internal training framework necessary within IndyGo.

Among notable areas of progress has been the implementation of a new Learning Management System, which is intended to leverage technology to make a wide range of curated training content easily available across the entirety of IndyGo. Another noteworthy area has been the creation of a mentorship/apprenticeship program, which affords employees further advancement opportunities.

Deploying an effective and efficient training regime across an organization with such diverse training needs as are apparent across IndyGo is always challenging. Our conclusion is that while IndyGo has done a fine job in refreshing its training environment, certain opportunities for improvement still exist. We have included those opportunities in the body of this report.

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](mailto: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. Learning Management System Integration	Medium
2. CDL Training Cost Reimbursement	Medium
3. Training Rationalization	Low
4. Training Budget Communication	Low

## 1. Learning Management System Integration

**Observation:**

IndyGo has implemented a SaaS-based Learning Management System (LMS). A good team is in place and is building the foundation; however, more work could be done to expand the LMS throughout the Agency.

**Recommendation:**

To improve IndyGo’s ROI on the LMS, we recommend that enhance communication protocols and implementation procedures be created between Training and the functional departments.

**Management’s Response:**

**Observation Rating: Medium**

The intention of the LMS is to provide a flexible computer-based training platform that can quickly deploy training content to all users across the organization. The current iteration of the LMS was a replacement and upgrade of the prior tool. Since its introduction in November 2021, IndyGo’s newly developed Training team has done a good job in standing up processes and content in and around the new LMS.

While progress has been good, there are still very few courses available in the LMS, and many departments’ training needs have not yet been added.

A good example of a best practice that has been implemented in one instance is within Operations. A dedicated Training & Development Manager has been named, to help ensure that the Operations team’s training needs are met. This allows for a central Operations team member to take ownership of the training needs of the team and work together with IndyGo’s Training leadership on how to meet those needs.

To better expand the LMS and fully populate it with necessary training across all departments, IndyGo management should:

- Leverage the model created in Operations whereby a specific individual has been named as a Training & Development Manager.
- Create a cross-functional training committee across all functional departments to share what’s working and what’s not.

This would also create accountability on the part of the departmental committee members, helping to formalize (1) the communication channel whereby training needs are presented to Training, and (2) the deployment of that training out to the departments via the LMS.

- Additionally, to increase accessibility to the LMS across the largest employee group within IndyGo, that being the Operators and Mechanics, management should consider ways to make the LMS content more accessible. Examples could be providing training around how to access the content over the web at home and ensuring that content is configured to be easily adaptable to mobile devices, both Apple and Android.

**Management’s Response/Action Plan:**

The model for the Training & Development Manager will only be utilized in the Training Department in Operations.

There are only two “training departments- Maintenance and Coach Operators. They do not fall under the VP of Diversity & Inclusion and Workforce Development, except for the Mentoring and Apprenticeship program.

When a class is being offered, the communication is shared on how to register for the class, and an email is sent to confirm.

The LMS, currently residing in the Diversity & Inclusion and Workforce Development group, currently has 5 ways to communicate IndyGo’s educational opportunities:

- In Transit
- IndyGo All emails
- The Intranet

- Emails sent to managers/supervisors
- Discussed in the Executive Meetings, followed up with an email.

There are 120 soft skills courses, and leaders were instructed to connect with the LMS manager to design their department-based learning. The Coach Operator training is now in the LMS and the HR onboarding is also in the LMS

When the LMS was rolled out, instructions were given as to how to access the training, via work and from their personal device. This was done last year, plus the information is on the HUB.

**Responsible Parties:**

VP of Diversity & Inclusion and Workforce Development

**Due Date:**

Completed in 2022

## 2. CDL Training Cost Reimbursement

**Observation:**

Presently when new coach operators are hired and sent through training to obtain their CDL, there is no mechanism to ensure they remain with IndyGo for at least a minimum period of time.

**Recommendation:**

Management should consider possible options to legally commit new operators to IndyGo for at least a minimum period.

**Management’s Response:**

**Observation Rating: Medium**

Since prior to the launch of the Red Line, it has been necessary for IndyGo to consistently seek new coach operators from outside the organization. It appears that this need will remain the case for the immediate future.

When a new employee is hired into an operator role but does not have a CDL, immediately upon hire IndyGo provides training to allow that individual to obtain their CDL. The approximate reimbursable cost amount to IndyGo of each individual CDL would be \$1,600.

For example, in 2020 IndyGo hired 68 new Operations staff which required CDL training. Of those 68 new hires, 32% had terminated within one year. Additionally, 16% of those new hires terminated within roughly one calendar quarter. We noted that in 2021 the trend was less, but not materially so.

There is currently no mechanism to commit new operators to remain with IndyGo for at least a minimum period. There is also no way for IndyGo to recoup its cost for sending a new operator through CDL training, even if that individual voluntarily terminates immediately upon receiving the CDL.

To help improve IndyGo’s ROI on its investment in providing CDL training to its new operators, management should consider implementing a policy whereby upon acceptance of an operator role and matriculating through CDL training, the new employee would be liable to repay IndyGo the full cost of the CDL training if they choose to voluntarily separate within a certain period. The liability amount could be stipulated as ratable as the period extends, (e.g., the full amount is payable upon separation within 30 days, 75% is payable after 60 days, 50% after 90 days, etc.).

**Management’s Response/Action Plan:**

The cost of \$1,600 is an approximate amount for dealing with the third-party vendor to get the on-route drive testing complete for the State CDL. This does not consider the entire 8–9-week training compensation which puts the true cost to IndyGo closer to \$10,000.

Operations is exploring with Legal, Human Resources and Finance whether collecting these costs would require a debt collection company and if this would be cost prohibitive and enough of a deterrent for a new hire to leave.

**Responsible Parties:**

Chief Operating Officer

**Due Date:**

N/A



### 3. Training Rationalization and Focusing

**Observation:**

IndyGo has defined a curriculum of health and safety training that all employees are required to complete upon hire and then renew annually. There may be an opportunity to rationalize the training requirements by focusing training on a department-specific basis.

**Recommendation:**

Management should consider taking a fresh look at FTA-specific training requirements for regional bus-only transit agencies.

**Management's Response:**

**Observation Rating: Low**

Prevailing US labor law requires every employer to provide whatever information, instruction, training, and supervision is necessary to ensure, "so far as is reasonably practicable", the health and safety at work of their employees and others affected by their activities.

IndyGo has defined a curriculum of health and safety training that all employees are required to complete upon hire. Additionally, all employees must also complete an 8-hour in-service training which involves OSHA areas such as:

- Personal protective equipment (PPE) usage,
- Haz-Com, lock-out/tag-out,
- Fire extinguisher usage,
- Workplace violence ("run, hide, fight"), and
- Emergency evacuation.

Additional TSA-related training components include See Something- Say Something and topics related to the National Incident Management System (NIMS).

Industry-wide, similar requirements are not in place at most transit agencies. Following the HSWA, agencies have the liberty of defining for themselves what training is needed for their employees. It is uncommon for

While health and safety training is indeed a crucial part of every workplace, it can be tailored and targeted at the discretion of management.

By taking a fresh look at the FTA's training requirements, IndyGo may have an opportunity to update its new hire and annual refresher training in a more targeted way.

If successful in rationalizing the training burden, IndyGo can focus agency resources on the training that will be most beneficial to each employee's personal and professional development.

**Management's Response/Action Plan:**

OSHA states that under 29 CFR 1910, all employees must have this training when hired and annual retraining on certain items. Under the General Industry classification, where IndyGo falls, 27 items are covered under the OSHA annual Training; IndyGo only works with the following:

- Occupational Noise Exposure
- Hazardous Waste Operations and Emergency Response (HAZCOM)
- Respiratory Protection (PPE)
- The Control of Hazardous Energy (Lockout/Tagout)
- Portable Fire Extinguishers
- Bloodborne Pathogens

IndyGo also falls under TSA regulations. With TSA overseeing all modes of surface transportation for security-related issues, there is training that they require when hired and on an annual basis regardless of position. The following mandated training is when hired and annually thereafter:

administrative staff to be required to complete many of the areas of training that operators or mechanics or specified Safety employees complete.

Reducing the onboarding and annual training burdens for administrative personnel will help conserve costs and allow time for more focused, job-specific training on a department-by-department basis.

- National Incident Management System (NIMS) and Incident Command (IC)
- Run – Hide – Fight (Workplace Violence)
- See Something – Say Something

FTA does not have specific training requirements, but it does require agencies to have a Public Transportation Agency Safety Plan (PTASP), which IndyGo had to be compliant with by July 2021. Under FTA’s PTASP regulation, 49 CFR Part 673, it states the training program, which is position specific, must include mandated training when hired and an annual refresher training, as necessary.

To align these various sets of regulations in a way that makes sense for all employees, in 2021 IndyGo started a process for the first time to break training out into training required by represented and non-represented employees. Setting up the training in this manner allowed those who did not need specific training, such as accident reporting and going over the accident forms, to not have to review that information.

IndyGo, at the time, did implement this in our legacy LMS. Our old system had limitations that did not make it easy to adjust the training to meet different needs. With the new LMS, the Training Department is working to make the training more streamlined and relevant to the different classifications of employees. This is for both the newly hired employees and the annual refresher training which is targeted for completion before the end of the calendar year.

To address streamlining the new operator training, the training staff is currently working on new onboarding training and new operator training. There should be improvements in those areas as staff continues to learn the new LMS system.

**Responsible Parties:**

Chief Operating Officer

**Due Date:**

12/31/202 – Annual Training Refresher

#### 4. Training Budget Communication

<p><b><u>Observation:</u></b>          IndyGo maintains a centralized training budget. The budget generally appears adequate; however, departments and individuals are not always aware of their training budget allocation.</p>	<p><b><u>Recommendation:</u></b>          Management should design and implement a process whereby department training budgets are clearly communicated.</p>	<p><b><u>Management’s Response:</u></b></p>
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**Observation Rating: Low**

<p>IndyGo maintains a centralized training budget that is managed through the CEO’s office. This approach appears appropriate under the circumstances, in that during COVID it was especially necessary to assess more granularly where and how the training dollars were being spent.</p> <p>We noted, however, that there is no consistent process in place whereby the department-specific training allocations are communicated to both department heads and then to individuals. As a result, at times certain employees are unaware of whether they have funds available for training.</p> <p>Additionally, we recommend that additional assessment be performed on a department-by-department basis to fully understand the specific and sometimes unique training needs across IndyGo. For example, certain professionals require varying amounts of annual continuing professional education (CPE), such as engineering, legal, and finance.</p>	<p>To effectively promote training across each IndyGo department, management should ensure that department-specific annual training budgets are communicated early to each department head. Additionally, those training budgets should be calculated through a collaborative approach involving department heads, Training leadership, and IndyGo Executive leadership.</p> <p>Further, to help better employees plan for potential training options, employees should be informed of their available training dollars each year. Ideally the LMS could provide a real-time dashboard feature so that employees can track their available budget on a rolling basis.</p>	<p><b><u>Management’s Response/Action Plan:</u></b></p> <p>The training budget currently resides in the Executive Budget for now, but the VP of Diversity &amp; Inclusion and Workforce Development will oversee the policy and budget along with the communication to teammates about this benefit. The executive team is aware of this change. The 2022 training budget is \$250,000.</p> <p>When it is budget time and as a part of the budget process, each leader includes a line item for their training and then this is included in the total training budget for IndyGo. These budget numbers are provided to the VP of Diversity &amp; Inclusion and Workforce Development so that they know how much each group expects to spend in the upcoming year.</p> <p>The VPs all know what their training budget is, and this has already been communicated out.</p> <p><b><u>Responsible Parties:</u></b></p> <p>VP of Diversity &amp; Inclusion and Workforce Development</p> <p><b><u>Due Date:</u></b></p> <p>May 2022</p>
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## APPENDIX A – RATING DEFINITIONS

Observation Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
<b>Low</b>	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	<b>Low</b>	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.
<b>Medium</b>	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.	<b>Medium</b>	Certain internal controls are either: <ol style="list-style-type: none"> <li>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.</li> <li>2. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.</li> </ol>
<b>High</b>	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.	<b>High</b>	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"> <li>1. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed.</li> <li>2. Significant non-compliance with laws and regulations.</li> <li>3. High observations which are pervasive in nature.</li> </ol>
<b>Not Rated</b>	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	<b>Not Rated</b>	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.

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Date: May 13, 2022  
Current Meeting: May 26, 2022  
Board Meeting: May 26, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Facilities and Preventative Maintenance Paul Williams  
**SUBJECT:** Consideration and approval of RFP 22-02-436 industrial soap

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**ACTION ITEM A – 3**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter into a three-year contract with DuBois Chemical Inc. for an amount not to exceed \$145,000.

**BACKGROUND:**

The industrial soap scope consists of the following:

- Shop floor cleaner/degreaser for steam bay bus and parts power washing
- Interior bus cleaning soap for mopping floors
- Exterior bus wash soap for drive-thru washers
- Drying agent for drive-thru bus wash

The selected vendor will be required to supply containers, and dispensers and also to provide transportation of chemicals with insurance to and from IPTC.

**DISCUSSION:**

IPTC procurement department released a solicitation for industrial soap supplier services on February 16, 2022. The solicitation was advertised properly to reach potential suppliers with emails sent out from contract specialists to suppliers of industrial cleaners. IPTC held a pre-bid meeting via the Microsoft Teams and a questions and answers session open to all prospective bidders. This solicitation received a single response from the current contract holder.

The single response was turned over to the Evaluation Committee for a full review with scoring to verify that it meets or exceeds the needs of the agency for this project. The scoring of the Evaluation Committee deemed Dubois Chemicals to be a quality vendor and was within the independent cost estimate. All scores from the Evaluation Committee were the highest available.

**ALTERNATIVES:**

Procurement believes that if the bid is withdrawn and reposted, it would yield the same results.

**FISCAL IMPACT:**

The funding for this project will come out of the Operating Budget.

**DBE/XBE DECLARATION:**

The vendor has a commitment from DBE A.G Maas for 7.9% of the total contract amount.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on May 19, 2022 and will be placed on the Consent Agenda.





Date: May 10, 2022  
Current Meeting: May 26, 2022  
Board Meeting: May 26, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Chief Information Officer Marcus Burnside  
**SUBJECT:** Consideration and approval of Microsoft Dynamics Support contract

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**ACTION ITEM A – 6**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into an independent contract agreement with Hurst Consulting, Inc. to provide Microsoft Dynamics 365 support for eighteen months in an amount not to exceed \$375,000.

**BACKGROUND:**

IPTC has recently migrated its Enterprise Resource Planning (ERP) platform from Microsoft Dynamics AX (on-premise) to Microsoft Dynamics 365 (cloud-based). Crowe Horwath LLP was selected as our Cloud Service Provider (CSP) at the December 2020 Board of Directors Meeting. The new cloud-based platform will allow IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity and reduced cybersecurity threats to the ERP platform.

**DISCUSSION:**

The new Microsoft Dynamics 365 (D365) environment has been in production since May 1, 2022. Crowe Horwath LLP will be offering post-project Infrastructure support through the D365 implementation warranty period, concluding July 31, 2022. This procurement will allow IPTC to transition D365 support to Hurst Consulting, Inc., before the expiration of the warranty period. Additionally, Hurst Consulting, Inc. will assist IPTC with recommendations and requests from our Governance and Audit group.

**ALTERNATIVES:**

The Board could choose not to contract the D365 support. However, IPTC will not have the platform support it needs without engaging with our CSP at a higher hourly rate and risk having requests go unaddressed due to being out-of-scope with the CSP.

**FISCAL IMPACT:**

The Independent contract with Hurst Consulting, Inc. is for 1,000 hours in FY2022 from June 1, 2022, through December 31, 2022, totaling \$150,000, and 1,500 hours in FY2023 from January 1, 2023, to November 30, 2023, totaling \$225,000. IPTC and Hurst Consulting, Inc. will have the option to extend the independent contract thirty days before the contract expiration.

**DBE/XBE DECLARATION:**

There is no DBE goal associated with this contract award.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on May 19, 2022 and will be placed on the Consent Agenda.



Date: May 16, 2022  
Current Meeting: May 26, 2022  
Board Meeting: May 26, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy Chief Operating Officer Cheryl Purefoy  
**SUBJECT:** Consideration and approval of Non-Revenue vehicle purchase

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**ACTION ITEM A – 7**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement standards, we ask the Board to authorize the President/CEO Evans to approve the purchase of eight non-revenue vehicles. The purchase of these vehicles is for an amount not to exceed \$280,000.

**BACKGROUND:**

IPTC Fleet Services Department is responsible for providing vehicles from the Motor Pool for staff use to perform various off-site work-related tasks. With the expansion of IPTC’s new facilities, motor pool vehicle requests have increased, requiring a need for additional vehicles for staff use. Additionally, vehicles are aging and require replacement in a state of good repair.

**DISCUSSION:**

IPTC will be purchasing the vehicles using available City of Indianapolis/Governmental pricing, using a competitive quote process, through direct dealer solicitation. This is due to the nationwide computer chip shortage and vehicle availability.

**ALTERNATIVES:**

The Board could choose not to approve the purchase of vehicles, requiring the continued extension of the useful life of the vehicles being replaced, as well as increased maintenance costs.

**FISCAL IMPACT:**

The funding source for this procurement is provided by IPTC local capital funds.

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on May 19, 2022 and will be placed on the Consent Agenda.

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**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Life Safety and Security Mark A. Emmons  
**SUBJECT:** Consideration and approval of exterior cameras – East Campus facility

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**ACTION ITEM A – 8**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to enter into a contract with Multiguard to install 25 new exterior cameras at the East Campus facility located at 9503 E. 33<sup>rd</sup> Street for an amount not to exceed \$290,000.

**BACKGROUND:**

When IPTC acquired the former Celadon building, there were no functioning exterior cameras on the building or in the parking lot. Currently, staff and contractors occupy buildings C and D. IPTC anticipates additional staff to begin moving into buildings A and B later this year.

**DISCUSSION:**

IPTC will have the contractor Multiguard install new cameras that will provide visual coverage of all entrances and exits of the buildings. Installing these cameras will increase the overall safety of the building, employees, and assets. Cameras will also be installed in the parking lots to protect employee and company-owned vehicles and monitor the exterior for unauthorized traffic or people on the property.

The project will consist of 360-degree cameras, 180-degree cameras, single-point view cameras, cabling, mounting fixtures, camera licenses, and a 12-month warranty on all equipment. The Operations Division will budget the cost of the annual licensing fees and maintenance contract once the warranty expires.

This system will tie into the server that will be used for the interior cameras in both Buildings A and B. The server will support up to 256 cameras and will be able to retain footage from those cameras for a minimum of 30 days. IPTC’s goal is to have all the Video Management Systems (VMS) be compatible for continuity throughout all facilities. Multiguard’s CCTV system is currently in place at two other IPTC facilities. Using this system at this facility will allow for IPTC’s goal of compatibility and continuity. Limiting the number of systems that IPTC uses will keep IPTC from managing multiple systems and multiple vendors, which will save time.

**ALTERNATIVES:**

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

- No visual surveillance of the entrances, exits, or parking lot

- Sending this contract out for bid could introduce additional VMS systems that may not be compatible
- An increase in costs for the same or less comparable equipment

**FISCAL IMPACT:**

This project is funded from the approved 2022 East Campus Renovation Budget.

**DBE/XBE DECLARATION:**

There is no current XBE commitment for this project.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on May 19, 2022 and will be placed on the Consent Agenda.

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Project Manager, Civil Design Matthew Duffy  
**SUBJECT:** Consideration and approval of a contract extension and a task order for Super Stops design services for Shrewsberry & Associates

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**ACTION ITEM A – 4**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement contract award standards, it is requested that the Board authorize IPTC to extend the master contract with Shrewsberry & Associates (Request for Qualifications (RFQ) 17-02-250) to expire on 5/31/2024. It is also requested that the board authorize IPTC to execute a task order with Shrewsberry & Associates (under Request for Qualifications (RFQ) 17-02-250) to finalize design on remaining Super Stops, and provide design services during construction, for an amount not to exceed \$103,174.

**BACKGROUND:**

The Marion County Transit Plan includes multiple local routes coming from the north and eastern parts of the city and converging at the Julia M. Carson Transit Center, many along Alabama and Delaware Streets. To speed and enhance local service through the Downtown area, IPTC be constructing eight total “Super Stops” near downtown Indianapolis, IN. The Super Stops consist of 9” raised platforms (for near level boarding) that are long enough to accommodate two 40’ buses at a time. They will have shelters (same shelters at other local bus stops – not Red Line shelters), real time arrival screens, and ticket vending machines. They will have railings along the backside to delineate the platform from the sidewalk. Two Super Stops are planned on each of the following roads: Alabama St, Delaware St, Fort Wayne Ave, and Vermont St.

IPTC applied for FTA funds in 2020 to construct all eight of the Super Stops along with a semi-dedicated bus lane along Delaware St from Washington St to Fort Wayne Ave. but was unsuccessful. Through a partnership with the City of Indianapolis Department of Public Works, two of the Super Stops (both on Delaware St) along with the bus lane along Delaware St, are nearing construction completion.

IPTC again applied for FTA funds in 2021, and this time was successful, to construct the remaining Super Stops (two on Alabama St, two on Fort Wayne Ave, and two on Vermont St). This task order includes design services to finalize the design, assistance during construction procurement, and design services during construction. The construction is anticipated to be finalized in the Fall of 2023.

**DISCUSSION:**

Shrewsberry & Associates was selected for On-Call Architectural & Engineering Services for Street Design in September 2017. This task order would be executed under that On-Call contract (RFQ 17-02-250). In addition to extending the overall master contract to May 31, 2024 (current expiration date is May 31, 2022), this task order will include utility coordination, finalizing design (including electrical and pavement design), construction procurement services, and construction services during construction for the remaining six Super Stops (two on Alabama St, two on Fort Wayne

and two on Vermont St). It is anticipated that these design services will be completed by July 31, 2022, in preparation for a Fall construction bid. Construction is anticipated to occur in 2023, with substantial completion anticipated for Fall 2023.

**ALTERNATIVES:**

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

**FISCAL IMPACT:**

This task order will be funded with local funds.

**DBE/XBE DECLARATION:**

Shrewsbury & Associates is a DBE firm and will be self-performing 64% of the work. The remaining 36% of the work being completed by subconsultant WSP.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on May 19, 2022 and will be placed on the Regular Agenda.





Date: May 13, 2022  
 Current Meeting: May 26, 2022  
 Board Meeting: May 26, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and approval of Task Order #8 for 90% design of the Blue Line Bus Rapid Transit Project

**ACTION ITEM A – 5**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute Task Order #8 with WSP, Inc. to supplement previously contracted NEPA and design services on the Blue Line BRT Project for an amount not to exceed \$5,000,000.

**BACKGROUND:**

The Blue Line Bus Rapid Transit (BRT) project will be the third of three rapid transit lines in the City of Indianapolis/Marion County. It will connect the Indianapolis International Airport to the Town of Cumberland via downtown Indianapolis along Washington Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2013. 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 IndyGo 2018-2022 Capital Plan was adopted by the IPTC Board of Directors. This plan outlined the Blue Line project in more detail, including the specific mix of funding sources and timelines for the development of the project.

IPTC Board of Directors awarded a task-order based contract to WSP in 2018. To date, funding has been awarded for seven task orders for the Blue Line design and NEPA work, for a total of \$10,189,915. 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 60% design. This task order will progress the design to 90% on Segments 2 through 5 of the project (east of Holt Road to Cumberland). A future task order will be necessary to address design progression at each terminus. 90% design is expected to be complete in May 2023.

**DISCUSSION:**

This task order will cover services from the design team required to progress plans from 60% to 90% completion, including any supporting survey, geotechnical engineering, utility coordination and right-of-way engineering associated with this level of design. Right-of-way acquisition activities will also be covered by this task order, as will preparation of an updated estimate of probable construction cost, to be delivered with 90% design plans. The WSP team will additionally support IPTC in preparation of the updated Small Starts Grant Application to Federal Transit Administration, which will be submitted Fall 2022.

**ALTERNATIVES:**

These services are required to complete design of the Blue Line.

**FISCAL IMPACT:**

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

**DBE/XBE DECLARATION:**

The WSP team will achieve 16% DBE participation on this task order, through the work activities of Shrewsberry (10.6%), Etica Group (4%), Stephen J Christian and Associates (0.44%), ASC Group (0.29%), and Dodd Title (0.60%).

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on May 19, 2022 and will be placed on the Regular Agenda.



Date: May 24, 2022  
Current Meeting: May 26, 2022  
Board Meeting: May 26, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Finance/Chief Financial Officer Bart Brown  
**SUBJECT:** Consideration and approval of HR and Payroll System- ADP Contract

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**ACTION ITEM A – 9**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations and upon successful negotiations enter into a contract with ADP for a term of three years in the amount of \$679,695.28.

**BACKGROUND:**

IPTC currently uses ADP Workforce Now, ADP Selection, Payroll and E-Time. In 2017, according to procurement policy and procedure, IPTC sought competitive proposals for the service. Paycom was the awarded vendor and IPTC entered into a contract with this firm. Quickly, IPTC realized that there were significant gaps in the features and service that could be provided, and this contract was terminated. IPTC once again sought competitive proposals and received no responses that met the agencies requirements. Rather than conduct a third procurement, and potentially yield the same results again, IPTC reviewed the two systems that were in currently in place. ADP (IPTC’s HR and Payroll system in 2017) and Microsoft Dynamics AX 2012 (IPTC’s ERP system in 2017). Over several months the core user team reviewed information provided by both vendors to determine the best solution for IPTC going forward. ADP was ultimately selected and strongly justified as a sole source going forward. Therefore, this contract would be entered into on a sole source basis. This strategy does meet requirements for full and open competition.

**DISCUSSION:**

IPTC seeks to continue to employ up-to-date technology, that provides support for progressive business practices and provides greater flexibility in reporting. ADP continues to be a solution that proves right for IPTC. Additionally, ADP has not raised their rates with IPTC in the last three years. For this agreement, ADP offered 0% increase in their rates for FY2023, 2% increase in FY2024, and 2% increase in FY2025.

**ALTERNATIVES:**

The IPTC Board of Directors could elect not to approve entering into this contract. However, the impact to operations would be significant as the HR and Payroll system is vital for IPTC.

**FISCAL IMPACT:**

The total cost of this procurement is \$679,695.28. The funding for this project will come out of the Operating Budget.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee or Service Committee on May 19, 2022 and will be placed on the Regular Agenda.



## Information Update – April 2022 Financials Summary

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**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:** May 16, 2022

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### APRIL 2022 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$181,889 (19.7%) for the month and \$992,372 (26.9%) year to date. The higher preventative maintenance draws continue to drive this category over budget.
- Other Operating revenue category is over budget by \$132,561 (243%) for the month. The first quarter reconciled revenue was received in April causing the monthly revenue to go higher than budget. Year-to-date, this category is over budget by \$69,153 (32%).
- The passengers service revenue is under budget by \$34,222 (-7%) for the month and \$384,450 (-18%) year to date. Ridership continues to lag projections but it is outpacing 2021 collections thus far.
- PMTF revenue is the same as budgeted. Our PMTF (State Grant) 1st claim of 2022 will be submitted after the end of first quarter. We accrue monthly revenue in lieu of that.
- Local Transit Operating Income Tax revenue & Property Tax Revenue are same as the budgeted revenue.
- The Service Reimbursement Program revenue is under budget by \$12,500 (-36%) for the month. Year to date, this category is under budget by \$40,844 (-30%).

*The Total Revenue for the agency is over budget by \$267,724 (3%) for the month and by \$636,216 (2%) year to date.*

#### Expenditures

##### I) Personnel Services

- Fringe benefits are under budget for the month by \$356,453 (-22%). Year to date, this category is under budget by \$1,160,826 (-17%). Health insurance claims have been steady and staying on or under budget.
- The overtime expenses continue to trend higher as we experience with labor shortage especially for the drivers. The expenses were over budget by \$130,705 (56%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. This category is over budget by \$509,206 (51%) year to date.
- Salary expenses are under budget by \$712,390 (-18.6%) for the month and by \$2,406,859 (-14.8%) year to date.

*The Personnel Services category is under budget by \$938,138 (-16%) for the month of April and \$3,058,479 (-12.6%) year to date.*

II) Other Services and Charges

- Claims were under budget by \$156,135 (-44%) for the month and by \$53,384 (-3.8%) year to date.
- For the month of April, the Miscellaneous Expense category is under budget by \$22,179 (-28%). Year to date, it is under budget by \$108,424 (-35%).
- In April, the Purchased Transportation category is under budget by \$67,787 (-6.7%) and year to date by \$427,713 (-10.72%).
- For the month the “Services” expense category is under budget by \$758,916 (-41%). It is also under budget for year to date by \$2,326,071 (-31%).
- For the month, utilities expenses are very much under budget by \$197,072 (-101%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. In this case, electricity expenses are coming under budget for January and February. Hence, when the reversals do happen, it makes the expense to look significantly under budget. Year to date, this category is under budget by \$126,106 (-16%) which will true up in the next month’s financials.

*Overall, the Other Services & Charges category is under budget by \$1,202,090 (-34.6%) for the month and \$3,041,699 (-21.9%) year to date.*

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$149,719 (-31%) for the month and \$645,537 (-33%) year to date.
- For the month of April, the maintenance materials category is under budget by \$132,811 (-29%). Year to date, this category is under budget by \$282,907 (-15%).
- The other materials and supplies category is under budget by \$8,138 (-6.7%) in April and \$253,897 (-52%) year to date.
- The “Tires & Tubes” category is under budget by \$6,412 (-12%) for the month and \$25,642 (-13%) year to date.

*For the month, the Total Materials and Supplies category is under budget by \$297,082 (-27%). Year to date, this category is under budget by \$1,207,983 (-27%).*

*In April, the overall, the expenditures came under budget by \$2,437,310 (-23.7%) and \$7,308,162 (-17%) year to date.*

## FY 2022 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Request Type	Amount
4/14/2022	Design of S. Madison Charging Equipment Move	Capital	Capital	New	\$57,200
3/30/2022	IndyGo Pride Parade	Operating	Other Services & Charges	New	\$9,500
3/28/2022	Vehicle Detection System - Washington St. & Delaware St.	Capital	Capital	New	\$20,768
3/1/2022	Supplier Diversity Support Services	Operating	Other Services & Charges	New	\$90,000
3/1/2022	2 AC units replacement due to system failure	Capital	Capital	New	\$45,867
2/7/2022	Vehicle Detection System - Pearl St. & Delaware St.	Capital	Capital	New	\$20,768
1/20/2022	Digital training solutions to public transit agencies using 3D animation.	Operating	Other Services & Charges	New	\$98,500

## UPDATE ON THE STIMULUS DRAWS

**American Rescue Plan (ARP):** Below is the summary of the Federal Stimulus Funds drawdowns/reimbursements. These funds are deposited into a stimulus investment fund.

Federal Stimulus Grants	CARES Act	CRRSAA	ARP
IndyGo Award	44,200,516	21,105,476	49,584,275
YTD Draws	42,624,649	21,105,476	31,248,415

### RECOMMENDATION:

Receive the report.

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



Indianapolis Public Transportation Corporation

5/13/2022 1:13 PM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 4

For the Four Months Ending Saturday, April 30, 2022

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
<b>Operating Revenue</b>									
Federal Assistance	1,102,875.00	920,986.00	181,889.00	19.75	4,676,326.00	3,683,954.00	992,372.00	26.94	4,213,421.00
Other Operating Income	187,040.55	54,479.00	132,561.55	243.33	287,060.88	217,908.00	69,152.88	31.73	349,249.58
Passenger Service Revenue	444,609.12	478,831.00	(34,221.88)	(7.15)	1,663,001.93	2,047,452.00	(384,450.07)	(18.78)	1,632,171.27
PMTF Revenue	936,666.00	936,670.00	(4.00)	(0.00)	3,746,664.00	3,746,676.00	(12.00)	(0.00)	3,211,420.00
Local Property & Excise Tax Revenue	3,120,906.00	3,120,906.00		0.00	12,483,624.00	12,483,624.00		0.00	12,023,188.00
Local Transit Income Tax Revenue	3,390,738.00	3,390,739.00	(1.00)	(0.00)	13,562,952.00	13,562,955.00	(3.00)	(0.00)	12,903,916.00
Service Reimbursement Program	22,083.00	34,583.00	(12,500.00)	(36.14)	97,492.00	138,336.00	(40,844.00)	(29.53)	127,743.95
<b>Total Operating Revenues</b>	<b>9,204,917.67</b>	<b>8,937,194.00</b>	<b>267,723.67</b>	<b>3.00</b>	<b>36,517,120.81</b>	<b>35,880,905.00</b>	<b>636,215.81</b>	<b>1.77</b>	<b>34,461,109.80</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,285,560.21	1,642,013.17	(356,452.96)	(21.71)	5,802,863.86	6,963,689.47	(1,160,825.61)	(16.67)	6,114,620.27
Overtime	364,868.02	234,162.77	130,705.25	55.82	1,504,397.33	995,191.77	509,205.56	51.17	1,150,744.73
Salary	3,107,605.72	3,819,995.92	(712,390.20)	(18.65)	13,828,123.40	16,234,982.61	(2,406,859.21)	(14.83)	14,259,112.94
<b>Total Wages and Benefits</b>	<b>4,758,033.95</b>	<b>5,696,171.86</b>	<b>(938,137.91)</b>	<b>(16.47)</b>	<b>21,135,384.59</b>	<b>24,193,863.85</b>	<b>(3,058,479.26)</b>	<b>(12.64)</b>	<b>21,524,477.94</b>
<b>Other Services &amp; Charges</b>									
Claims	196,148.86	352,284.00	(156,135.14)	(44.32)	1,355,751.91	1,409,136.04	(53,384.13)	(3.79)	1,176,251.29
Miscellaneous Expenses	55,464.61	77,643.39	(22,178.78)	(28.56)	202,149.49	310,573.60	(108,424.11)	(34.91)	121,824.86
Purchased Transportation	930,425.92	998,213.69	(67,787.77)	(6.79)	3,565,141.26	3,992,854.76	(427,713.50)	(10.71)	2,529,799.99
Services	1,087,769.33	1,846,685.36	(758,916.03)	(41.10)	5,060,670.22	7,386,741.44	(2,326,071.22)	(31.49)	5,352,108.41
Total Utilities	(2,780.52)	194,291.67	(197,072.19)	(101.43)	651,060.53	777,166.68	(126,106.15)	(16.23)	664,894.05
<b>Total Other Services &amp; Charges</b>	<b>2,267,028.20</b>	<b>3,469,118.11</b>	<b>(1,202,089.91)</b>	<b>(34.65)</b>	<b>10,834,773.41</b>	<b>13,876,472.52</b>	<b>(3,041,699.11)</b>	<b>(21.92)</b>	<b>9,844,878.60</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	332,794.09	482,513.94	(149,719.85)	(31.03)	1,284,519.14	1,930,055.76	(645,536.62)	(33.45)	1,000,126.34
Maintenance Materials	322,591.95	455,403.27	(132,811.32)	(29.16)	1,538,706.24	1,821,613.16	(282,906.92)	(15.53)	1,419,028.58
Other Materials & Supplies	113,552.14	121,690.45	(8,138.31)	(6.69)	232,864.33	486,761.80	(253,897.47)	(52.16)	168,839.75
Tires & Tubes	44,597.75	51,010.24	(6,412.49)	(12.57)	178,398.49	204,040.96	(25,642.47)	(12.57)	210,873.37
<b>Total Materials &amp; Supplies</b>	<b>813,535.93</b>	<b>1,110,617.90</b>	<b>(297,081.97)</b>	<b>(26.75)</b>	<b>3,234,488.20</b>	<b>4,442,471.68</b>	<b>(1,207,983.48)</b>	<b>(27.19)</b>	<b>2,798,868.04</b>
<b>Total Operating Expenses</b>	<b>7,838,598.08</b>	<b>10,275,907.87</b>	<b>(2,437,309.79)</b>	<b>(23.72)</b>	<b>35,204,646.20</b>	<b>42,512,808.05</b>	<b>(7,308,161.85)</b>	<b>(17.19)</b>	<b>34,168,224.58</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>1,366,319.59</b>	<b>(1,338,713.87)</b>	<b>2,705,033.46</b>		<b>1,312,474.61</b>	<b>(6,631,903.05)</b>	<b>7,944,377.66</b>		
GAIN/LOSS ON ASSET DISPOSAL				0.00	(4,810.00)		(4,810.00)	0.00	44,201.45
<b>NET INCOME/(LOSS)</b>	<b>1,366,319.59</b>	<b>(1,338,713.87)</b>	<b>2,705,033.46</b>	<b>(202.06)</b>	<b>1,317,284.61</b>	<b>(6,631,903.05)</b>	<b>7,949,187.66</b>	<b>(119.86)</b>	<b>248,683.77</b>



Capital Plan Group	Capital Plan Project	2021 Budget Carried into 2022	2022 Budget	Total 2022 Appropriation	YTD Expenses and Encumbrances	Remaining 2022 Appropriations
BRT & On-Street Infrastructure	Blue Line BRT	4,866,844	5,746,450	10,613,294	10,636,035	(22,741)
BRT & On-Street Infrastructure	Purple Line BRT	17,694,699	57,900,000	75,594,699	64,483,681	11,111,018
BRT & On-Street Infrastructure	Red Line Signal Modifications - APB and BRT	-	345,000	345,000	-	345,000
BRT & On-Street Infrastructure	Red Line BRT	16,524,335	-	16,524,335	11,784,891	4,739,444
BRT & On-Street Infrastructure	Red Line HMA & PCCP Patching	-	-	-	5,564,851	(5,564,851)
BRT & On-Street Infrastructure	Rub Rails	-	580,000	580,000	-	580,000
BRT & On-Street Infrastructure	Rural Street Underpass Clearance (Design and NEPA)	-	710,000	710,000	-	710,000
BRT & On-Street Infrastructure	South Madison Park and Ride	-	350,000	350,000	-	350,000
BRT & On-Street Infrastructure	Super Stops 1.0 Delaware Street & 2-way conversion of Ft Wayne (Delaware to Alabama)	131,207	70,000	201,207	131,003	70,204
BRT & On-Street Infrastructure	Super Stops 2.0 Alabama, Ft Wayne and Vermont Stations, 2 each.	29,077	2,886,000	2,915,077	38,277	2,876,800
BRT & On-Street Infrastructure	Transit Signal Priority (Installation)	-	1,450,000	1,450,000	45,246	1,404,754
BRT & On-Street Infrastructure	Transit Stop Amenities: Shelters, Signs, Benches & Construction	855,401	900,000	1,755,401	1,036,158	719,243
<b>BRT &amp; On-Street Infrastructure Total</b>		<b>40,101,563</b>	<b>70,937,450</b>	<b>111,039,013</b>	<b>93,720,141</b>	<b>17,318,872</b>
Facilities	1501 - Exterior Door Replacement (formerly Security Upgrades / Enhanced Security)	-	93,185	93,185	-	93,185
Facilities	1501 - Garage Conversion, AC to DC	-	2,721,270	2,721,270	-	2,721,270
Facilities	1501 - Security Door Upgrades	-	400,000	400,000	-	400,000
Facilities	CTC - Level Boarding and In-ground Charging	-	570,000	570,000	-	570,000
Facilities	CTC - Lounge / Office Renovations	-	125,000	125,000	-	125,000
Facilities	CTC - Vehicle Detection System	-	-	-	41,536	(41,536)
Facilities	East Campus - Facilities	6,861,198	17,520,040	24,381,238	7,110,799	17,270,439
Facilities	Fuel Management System Upgrade	-	401,755	401,755	-	401,755
Facilities	Maintenance Heavy Equipment Replacement	11,918	300,000	311,918	81,006	230,912
Facilities	Steam Cleaner (Hotsey)	-	25,000	25,000	-	25,000
Facilities	Tire Bay Demolition	-	250,000	250,000	-	250,000
Facilities	Utility Vehicle/ATV	-	28,000	28,000	-	28,000
Facilities	Veeder Root	-	50,000	50,000	-	50,000
Facilities	Wall Repair	-	350,000	350,000	-	350,000
Facilities	South Madison - Facilities	42,629	-	42,629	435,529	(392,900)
Facilities	Solar Array Expansion (1501)	32,597	-	32,597	32,597	0
Facilities	Michigan Avenue - Facilities	2,211,759	-	2,211,759	2,412,217	(200,458)
Facilities	Training Simulators	7,500	-	7,500	7,500	-
Facilities	UV Filtration	-	-	-	251,581	(251,581)
Facilities	Bus Charging Infrastructure in Garage	394,678	-	394,678	394,678	-
<b>Facilities Total</b>		<b>9,562,279</b>	<b>22,834,250</b>	<b>32,396,529</b>	<b>10,767,442</b>	<b>21,629,087</b>
Finance	ERP	503,880	-	503,880	930,354	(426,474)
Finance	Farebox Maintenance / Replacement	-	382,500	382,500	-	382,500
Finance	Fare Collection/Validation System	22,973	-	22,973	13,600	9,373
<b>Finance Total</b>		<b>526,853</b>	<b>382,500</b>	<b>909,353</b>	<b>943,954</b>	<b>(34,601)</b>
Fleet	Fixed-Route Bus Replacement, BYD Electric Buses for Purple Line 2022	58,813,998	14,267,000	73,080,998	54,193,594	18,887,404
Fleet	Fixed-Route Bus Replacement/Expansion, 40' Buses	2,389,581	-	2,389,581	2,427,534	(37,953)
Fleet	Paratransit Bus Replacement	-	1,450,000	1,450,000	519,449	930,551
Fleet	Support Vehicle Replacement	-	280,000	280,000	-	280,000
<b>Fleet Total</b>		<b>61,203,579</b>	<b>15,997,000</b>	<b>77,200,579</b>	<b>57,140,577</b>	<b>20,060,002</b>
Information Technology	Hastus Software Upgrade	109,005	-	109,005	109,005	-
Information Technology	Mobility Concierge	235,476	240,000	475,476	235,476	240,000
Information Technology	Radio Equipment & Accessories	-	32,000	32,000	-	32,000
Information Technology	Vehicle CCTV Replacement	284,205	1,255,000	1,539,205	284,205	1,255,000
Information Technology	Vehicle ITS Replacement	23,104	-	23,104	46,208	(23,104)
Information Technology	Miscellaneous Capital Purchase for IT	125,380	-	125,380	62,690	62,690
Information Technology	Mobility Technology Services	58,873	-	58,873	79,752	(20,879)
Information Technology	Disaster Recover and Business Continuity Plan	48,172	-	48,172	67,733	(19,562)
<b>Information Technology Total</b>		<b>884,215</b>	<b>1,527,000</b>	<b>2,411,215</b>	<b>885,069</b>	<b>1,526,145</b>
Safety & Security	East Campus - Security, Visitor Management	-	27,650	27,650	-	27,650
<b>Safety &amp; Security Total</b>		<b>-</b>	<b>27,650</b>	<b>27,650</b>	<b>0</b>	<b>27,650</b>

Capital Plan Group	Capital Plan Project	2021 Budget Carried into 2022	2022 Budget	Total 2022 Appropriation	YTD Expenses and Encumbrances	Remaining 2022 Appropriations
Miscellaneous	Miscellaneous Capital Purchase	1,029,247	-	1,029,247	1,048,427	(19,180)
<b>Miscellaneous Total</b>		<b>1,029,247</b>	<b>-</b>	<b>1,029,247</b>	<b>1,048,427</b>	<b>(19,180)</b>
<b>Grand Total</b>		<b>113,307,736</b>	<b>111,705,850</b>	<b>225,013,586</b>	<b>164,505,610</b>	<b>60,507,975</b>

Asset	Units	Price	Tax Cost	Market Value	Est. Income	Yield
<b>Fixed Income</b>						
<b>U.S. Government Bonds</b>						
Federal Farm Credit Banks Funding Corp 1.6% 27 Jan 2026-3133ENMH0	150,000	95.85	150,000.00	143,767.50	2,400.00	1.67
Federal Home Loan Bank 2.75% 25 Jul 2024- 3130ARLV1	200,000	99.89	200,000.00	199,772.00	5,500.00	2.75
Federal Home Loan Banks .8% 28 Dec 2023- 3130AQAD5	250,000	97.41	248,310.00	243,512.50	2,000.00	0.82
Federal Home Loan Banks 1.2% 28 Nov 2023- 3130AQTM5	150,000	98.22	150,000.00	147,328.50	1,800.00	1.22
Federal Home Loan Banks 1.5% 18 Feb 2025- 3130AQPF4	150,000	95.91	150,000.00	143,862.00	2,250.00	1.56
Federal Home Loan Banks 2.3% 12 Apr 2024- 3130ARGK1	200,000	99.53	199,500.00	199,050.00	4,600.00	2.31
Federal Home Loan Banks 2.375% 18 Apr 2024- 3130ARHP9	200,000	99.63	199,400.00	199,268.00	4,750.00	2.38
Federal Home Loan Banks 2.5% 11 Oct 2024- 3130ARGP0	200,000	99.46	199,400.00	198,910.00	5,000.00	2.51
Federal Home Loan Banks 3% 30 May 2024- 3130ARYC9	750,000	100.04	750,000.00	750,292.50	22,500.00	3.00
Federal Home Loan Banks 3.125% 26 Nov 2024- 3130ARX55	500,000	99.99	500,000.00	499,925.00	15,625.00	3.13
Federal Home Loan Banks 3.25% 08 Mar 2024- 3130A0XE5	500,000	101.17	506,340.00	505,840.00	16,250.00	3.21
Federal Home Loan Mortgage Corp 2.5% 08 Oct 2024-3134GXQE7	200,000	99.23	199,700.00	198,460.00	5,000.00	2.52
Federal Home Loan Mortgage Corp 3.55% 23 May 2025-3134GXTK0	750,000	100.14	750,000.00	751,020.00	26,625.00	3.55
United States Treasury Note/Bond .125% 31 Jul 2022-91282CAC5	750,000	99.83	748,583.98	748,687.50	937.50	0.13
United States Treasury Note/Bond 1.875% 30 Sep 2022-9128282W9	750,000	100.23	752,186.89	751,755.00	14,062.50	1.87
United States Treasury Note/Bond 1.875% 31 Aug 2022-912828L24	750,000	100.22	751,923.83	751,612.50	14,062.50	1.87
United States Treasury Note/Bond 2% 30 Nov 2022-912828M80	750,000	100.27	751,962.89	751,995.00	15,000.00	1.99
United States Treasury Note/Bond 2% 31 Oct 2022-9128283C2	500,000	100.26	501,655.21	501,310.00	10,000.00	1.99
United States Treasury Note/Bond 2.125% 29 Feb 2024-912828W48	750,000	99.25	744,167.97	744,345.00	15,937.50	2.14

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Asset	Units	Price	Tax Cost	Market Value	Est. Income	Yield
<b>Fixed Income</b>						
<b>U.S. Government Bonds (continued)</b>						
United States Treasury Note/Bond 2.125% 30 Jun 2022-912828XG0	200,000	100.20	200,703.13	200,396.00	4,250.00	2.12
United States Treasury Note/Bond 2.125% 30 Sep 2024-9128282Y5	150,000	98.63	153,207.19	147,949.50	3,187.50	2.15
United States Treasury Note/Bond 2.25% 31 Dec 2023-912828V23	750,000	99.59	749,812.50	746,895.00	16,875.00	2.26
United States Treasury Note/Bond 2.25% 31 Mar 2024-91282CEG2	500,000	99.38	496,953.13	496,875.00	11,250.00	2.26
United States Treasury Note/Bond 2.375% 31 Jan 2023-9128283U2	500,000	100.40	502,574.22	502,010.00	11,875.00	2.37
United States Treasury Note/Bond 2.5% 31 Jan 2024-9128285Z9	750,000	99.92	748,978.52	749,415.00	18,750.00	2.50
United States Treasury Note/Bond 2.5% 31 Mar 2023-9128284D9	750,000	100.44	753,601.57	753,307.50	18,750.00	2.49
United States Treasury Note/Bond 2.625% 28 Feb 2023-9128284A5	750,000	100.58	754,277.35	754,365.00	19,687.50	2.61
United States Treasury Note/Bond 2.625% 30 Jun 2023-9128284U1	750,000	100.47	753,837.89	753,517.50	19,687.50	2.61
United States Treasury Note/Bond 2.75% 30 Apr 2023-9128284L1	750,000	100.66	756,330.38	754,950.00	20,625.00	2.73
United States Treasury Note/Bond 2.75% 31 Aug 2023-9128284X5	750,000	100.53	753,017.58	753,952.50	20,625.00	2.74
United States Treasury Note/Bond 2.75% 31 Jul 2023-912828Y61	500,000	100.57	503,035.15	502,870.00	13,750.00	2.73
United States Treasury Note/Bond 2.75% 31 May 2023-9128284S6	500,000	100.62	503,917.97	503,085.00	13,750.00	2.73
United States Treasury Note/Bond 2.875% 30 Sep 2023-9128285D8	500,000	100.70	504,659.99	503,495.00	14,375.00	2.86
<b>Total U.S. Government Bonds</b>			<b>\$16,588,037.34</b>	<b>\$16,553,796.00</b>	<b>\$391,737.50</b>	<b>2.37%</b>
<b>Total Fixed Income</b>			<b>\$16,588,037.34</b>	<b>\$16,553,796.00</b>	<b>\$391,737.50</b>	<b>2.37%</b>
<b>Cash</b>						
<b>Cash Equivalents</b>						
Goldman Sachs Financial Square Government Fund- FGTX	10,556,828	1.00	10,556,828.09	10,556,828.09	29,844.15	0.28
United States Treasury Bill Zero 21 Jul 2022- 912796S42	150,000	99.85	149,744.13	149,775.00	0.00	0.00
United States Treasury Bill Zero 26 Jan 2023- 912796S34	250,000	98.89	248,111.50	247,235.00	0.00	0.00

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Asset	Units	Price	Tax Cost	Market Value	Est. Income	Yield
<b>Cash</b>						
<b>Cash Equivalents (continued)</b>						
United States Treasury Bill Zero 28 Jul 2022- 912796S59	250,000	99.84	249,438.89	249,587.50	0.00	0.00
United States Treasury Bill Zero 29 Dec 2022- 912796R27	150,000	99.07	149,256.90	148,608.00	0.00	0.00
<b>Total Cash Equivalents</b>			<b>\$11,353,379.51</b>	<b>\$11,352,033.59</b>	<b>\$29,844.15</b>	<b>0.26%</b>
<b>Cash</b>						
US Dollar- USD	-2,000,000	1.00	-2,000,000.00	-2,000,000.00	0.00	0.00
<b>Total Cash</b>			<b>\$-2,000,000.00</b>	<b>\$-2,000,000.00</b>	<b>\$0.00</b>	<b>0.00%</b>
<b>Total Cash</b>			<b>\$9,353,379.51</b>	<b>\$9,352,033.59</b>	<b>\$29,844.15</b>	<b>0.32%</b>
<b>Grand Total</b>			<b>\$25,941,416.85</b>	<b>\$25,905,829.59</b>	<b>\$421,581.65</b>	<b>1.63%</b>

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Procurement Activity Report/Forecast  
May-22

Released
Received
Awarded
Contracted/Kickoff
Renewal
Task/Change Order
Withdrawn
Closeout

Project #	Project Name	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
NA	3D Maintenance Training Software	Awarded				Withdrawn		
21-09-428	Benefits Insurance Broker				Awarded	Contracted/Kickoff		
21-09-424	Blue Line Construction Management	Awarded			Contracted/Kickoff			
21-09-427	Coach Operator Uniforms	Awarded		Contracted/Kickoff				
19-01-308	Copier & Printer Lease	Task/Change Order						
22-01-432	DEI Consultant					Released	Received	Awarded
22-02-436	Diesel Batteries			Released	Received	Awarded	Contracted/Kickoff	
16-12-247	Construction Management Software		Renewal					
22-04-446	East Campus- Signage					Released	Received	Awarded
NA	Emergency Paratransit Services	Closeout						Contracted/Kickoff
21-06-408	Facility UV Lighting	Awarded	Contracted/Kickoff					
22-04-443	Financial Advisor				Released	Received	Contracted/Kickoff	
NA	Fleetwatch Upgrade							Contracted/Kickoff
NA	Furniture Decommissioning	Released	Awarded	Contracte				
21-08-413	HVAC Services				Contracted/Kickoff			
21-05-404	Independent Audit Services	Contracted/Kickoff						
21-10-431	Industrial Soaps		Withdrawn					
22-02-436	Industrial Soaps		Released	Received		Awarded	Contracted/Kickoff	
21-07-411	Landscaping	Awarded	Contracted/Kickoff					
NA	Michigan-Buswash bot	Awarded		Contracted/Kickoff				
TBD	Occupational Health & Testing					Released		Received
22-03-439	Office Relocation Consultant			Released	Received	Awarded	Contracted/Kickoff	
21-09-425	On-Call Catering					Awarded	Contracted/Kickoff	
TBD	On-Call Grant Writing						Released	
21-09-427	Operator Uniforms	Awarded		Contracted/Kickoff				
22-03-438	Pest Control				Released	Received	Awarded	
21-10-430	Printing Solutions	Received		Awarded	Contracted/Kickoff			
16-11-243	Purple Line Bus Purchase			Contracted/Kickoff				
21-05-385	Purple Line Construction	Contracted/Kickoff						
22-02-437	Red Line 2022 HMA & PCCP Maintenance		Released	Received	Awarded	Contracted/Kickoff		
22-03-442	Snow Removal						Released	Received
21-11-433	South Charging Facility Construction	Received	Awarded	Contracted/Kickoff				
18-08-303	Supplier Diversity Support Services		Closeout					
NA	Security Services- New Properties		Released	Received	Awarded		Contracted/Kickoff	
NA	Supervisor Vehicles					Released	Received	Awarded
NA	Supervisor Vehicle-GPS					Released	Received	Awarded
21-09-425	Transit Asset Mgt. Support			Contracted/Kickoff				
TBD	Vending					Released	Received	Awarded
22-03-440	Website Maintenance & Support				Released	Received	Awarded	
22-03-441	Wireless Vehicle Communications					Released		Received
22-04-444	Workers Compensation & Risk Mgt.					Released	Received	
21-10-429	Year End Inventory Consultant	Closeout						
TBD	Zero Emissions Vehicle Transition Plan						Released	

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## Information Update – Task Order Updates

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**Date:** May 16, 2022

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### TASK ORDER UPDATES

#### ISSUE:

**Task Order #5 for WSP Construction On-Call Specialty Electrical Contract.** WSP was contracted to perform on-call specialty electrical engineering work for IPTC in September 2020. Their work is directed by Task Order, as needs are identified. Under Task Order #5, WSP will provide engineering design services for the Red Line south charging site at 8925 S. Madison Avenue. The scope of work includes project management, topographic survey data collection, and design services including the preparation of plans, specifications, and an opinion of probable construction cost. Once designed to our requirements, BYD will bid and construct the project. The total fee for the design modification is \$57,168. Task Order #5 was executed in April 2022.

**Task Order #6 for WSP Construction On-Call Specialty Electrical Contract.** WSP was contracted to perform on-call specialty electrical engineering work for IPTC in September 2020. Their work is directed by Task Order, as needs are identified. Under Task Order #6, WSP will provide engineering design services for the Purple Line north charging site at Ivy Tech. The scope of work includes project management, permitting, and design services including the preparation of plans, specifications, and an opinion of probable construction cost. Once designed to our requirements, BYD will bid and construct the project. The total fee for the design modification is \$27,528. Task Order #6 will be executed in May 2022.

**Task Order #7 for CDM Smith Red Line Design and NEPA Services.** CDM Smith was contracted to provide NEPA and Design services on the Red Line BRT Project in May 2015. Their work has included complete design and NEPA services and design support through construction. Although Red Line construction was completed in September 2019, CDM Smith is still under contract with us until the project is completely closed out. One of the final items to complete is installation of the accessible pedestrian signals (APS), which were budgeted for 2022 construction. (Design for the APS was previously completed by CDM Smith with Red Line grant funds.) Under Task Order #7, CDM Smith will assemble the final plan documents for construction bidding and will provide design support through final completion of that installation. This task order will be executed in May 2022 for an amount not to exceed \$58,318.82.

#### RECOMMENDATION:

Receive the report.

**Jennifer Pyrz**

Vice President of Infrastructure, Strategy and Innovation

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## Information Update – Governance & Audit Risk Universe/Heat Map 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** April 21, 2022

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### GOVERNANCE & AUDIT RISK UNIVERSE/HEAT MAP

#### **BACKGROUND:**

During late 2021 the Governance & Audit team, with input from Management and its Subject Matter Advisors, compiled a Heat Map to identify and illustrate the Agency’s risk universe.

#### **DISCUSSION:**

A “heat map” is a way to capture the risks relevant to an entity (also referred to as the entity’s “risk universe”), measured by a combination of how likely each risk is to actually occur, and how severe the impact would be should the risk occur.

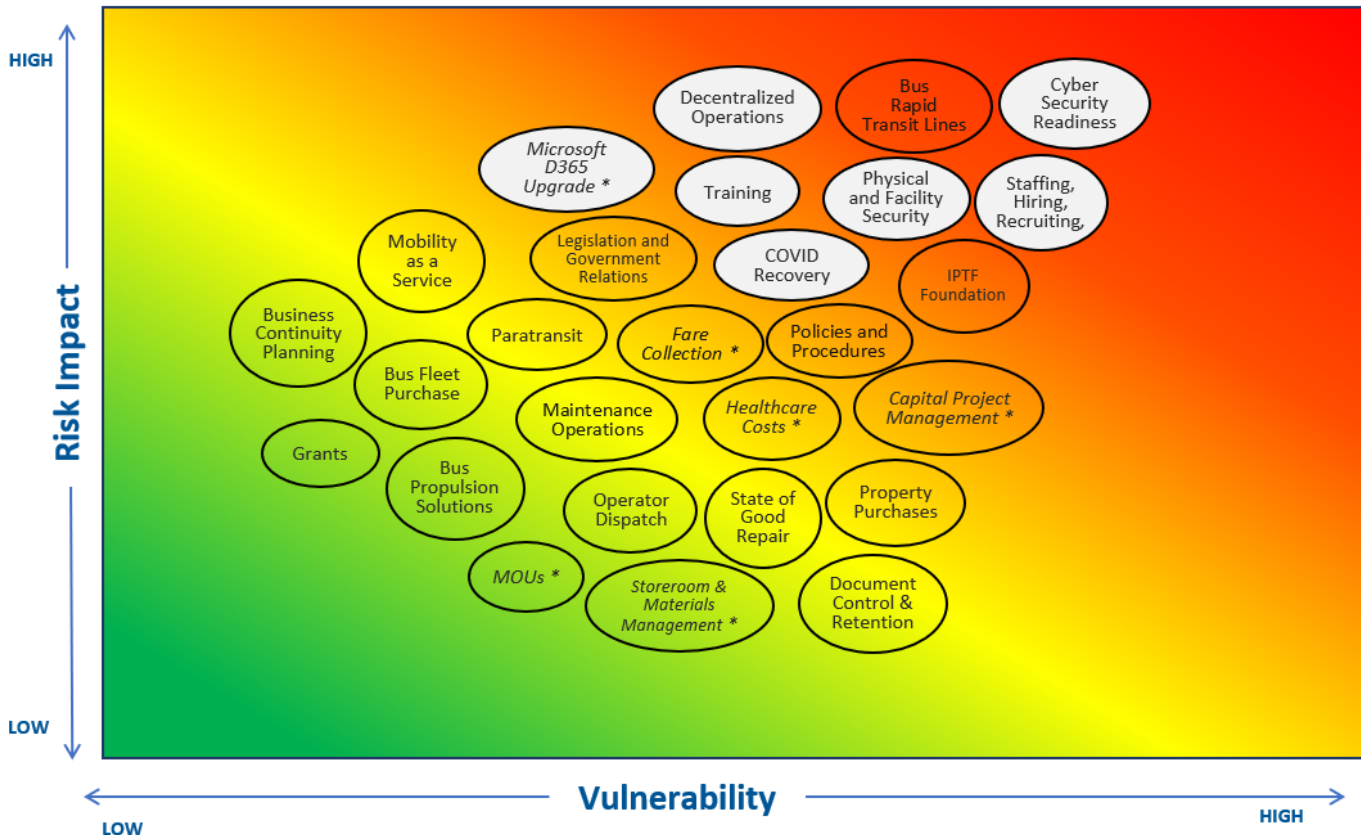
The heat map was compiled after a series of 34 initial conversations with members of IndyGo management, three Board Members, and an online survey with 21 responses, followed by detailed review with our Subject Matter Advisors and comparison to risks across other similar transit agencies. We then followed up with more detailed discussions with certain members of management and held a final review meeting with IndyGo’s President/CEO.

The heat map is intended to serve as a basis for design of the workplan going forward and has thus informed the workplan presented to the Committee separately. Additionally, going forward the heat map will be refreshed annually, with adjustments made to the ongoing workplan accordingly.

Seven reviews are recommended for 2022 that come from the Risk Universe Heat Map.

- Decentralized Operations
- Training
- Cyber Security Readiness
- Staffing, Hiring and Recruitment
- Physical and Facility Security
- D365 Upgrade
- COVID and Pandemic Recovery

## Heat Map and Recommended Audits



\*Risk Area was in scope within a FY 2021 G&A audit project  
 Shaded Areas included in proposed FY 2022 Internal Audit Workplan

### RECOMMENDATION:

Receive the report.

Brian Atkinson  
 Deputy of Governance & Audit

## Information Update – D365 Upgrade: Independent Project Oversight Status Report

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** April 21, 2022

---

### GOVERNANCE & AUDIT D365 UPGRADE: INDEPENDENT PROJECT OVERSIGHT STATUS REPORT

Ongoing Status Update Report (Q1 2022): Microsoft D365 Upgrade

D365 will upgrade and replace the current Microsoft AX system, and provide general ledger, budgeting, procurement, cash management, and other integrated modules and functionality across IndyGo.

The D365 project kick off was on May 17, 2021. The scheduled cut-over date is April 26, 2022. The planned project duration is 11.5 months (excluding any post go-live support).

This update report covers project activity from kick-off through March 31, 2022, or for the first 11.5 months of the project’s scheduled duration. The project is 83% complete.

G & A has participated in the implementation vendor’s weekly project status calls, reviewed project artifacts, and met with IndyGo project management.

The current D365 project status risk rating is “Low”. This aggregate rating is based upon our assessment of the ten Project Management Body of Knowledge (PMBOK) process management areas, as they relate to this D365 upgrade project. PMBOK areas include:

Integration Management	Scope Management
Time and Schedule Management	Cost Management
Human Resource Management	Communications Management
Quality Management	Risk Management
Procurement Management	Stakeholder Management

Observations and recommendations will be made quarterly as these areas are reviewed.

The D365 project currently does not reflect any delays from the original scheduled completion date, or any projected vendor change orders. However, our following observations and recommendations are designed to help the project remain on schedule and on budget.

**RECOMMENDATION:**

Receive the report.

Brian Atkinson  
Deputy of Governance & Audit

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## **Microsoft Dynamics 365 Upgrade: Independent Project Oversight Status Assessment**

**Governance & Audit Information Item**

Period from January 1, 2022 through March 31, 2022

Issued on April 6, 2022

## EXECUTIVE SUMMARY

### Background

The FY 2022 Internal Audit Work Plan approved by the Governance and Audit Committee included an Independent Project Oversight (IPO) review of the Microsoft Dynamics 365 (D365) implementation.

D365 will upgrade and replace the current Microsoft AX system, and provide general ledger, budgeting, procurement, cash management, and other integrated modules and functionality across IndyGo.

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

Our Independent Project Oversight will assess whether the D365 technology project is on track to be completed within the estimated schedule and cost, and provide the required functionality for the business owner. Our IPO procedures will continue until the D365 upgrade is complete.

Our IPO review procedures focused on critical scope areas relating to the D365 project’s progress and project management practices, including:

- Assessment of the project controls in place
- Comparison to project management best practices
- Monitoring of project schedule, budget, scope and overall delivery
- Evaluation of project risk management, including the identification, monitoring and resolution of project risks
- Identification of opportunities to enhance project management performance

### Overall Report Rating & Observations

(See Appendix A for definitions)

D365 Upgrade Project	Project Rating	Risk Rating of PMBOK Areas		
		High	Medium	Low
As of August 31, 2021	Low	0	3	5
As of December 31, 2021	Low	0	3	7
As of March 31, 2022	Low	0	3	7

### Overall Summary and Review Highlights

The D365 project kickoff was May 17, 2021. The scheduled cut-over date is April 26, 2022. The planned project duration is 11.5 months (excluding any post go-live support).

This report covers project activity for the period from January 1 through March 31, 2022. To date, the project schedule is about 9.5 months into the expected 11.5-month duration, or 83% complete. See Appendix C for the implementation vendor’s summary project status chart.

We have participated in the implementation vendor’s weekly project status calls and IndyGo internal project team calls, reviewed project artifacts, and met with IndyGo project management.

The current D365 project status risk rating is “Low”. This aggregate rating is based upon our assessment of the ten Project Management Body of Knowledge (PMBOK) process management areas, as they relate to this D365 upgrade project. See Appendix B for the PMBOK area descriptions.

The D365 project currently does not reflect any delays from the original scheduled completion date. The observations and recommendations on the following pages are designed to help the project remain on-schedule and on-budget.

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](mailto:batkinson@indygo.net).



## OBSERVATIONS SUMMARY

The following are our observations and recommended actions, if any. Definitions of the observation rating scale are included in Appendix A.

Project Management Body of Knowledge (PMBOK) areas and definitions are included in Appendix B.

PMBOK Area	Risk Rating			Observation	Recommendation
	8-31-21	12-31-21	3-31-22		
<b>1. Integration Management</b>	Low	Low	Low	<p>A. The summary Project Schedule contains processes that are aligned with work tasks and key milestones. The implementation vendor’s Statement of Work (SOW) and contract contain 26 Deliverable Expectation Document (DED) milestones upon which payment is based. <i>(No change from December)</i></p> <p>B. The D365 upgrade solution is based on Microsoft’s configurable package solution. Some specific customization has been specified in the implementation vendor SOW. <i>(No change from December)</i></p>	<p>A. None.</p> <p>B. None.</p>
<b>2. Scope Management</b>	Medium	Medium	Low	<p>A. The summary Project Schedule is aligned with the project requirements and Statement of Work (SOW) from the contract. A Work Breakdown Schedule (WBS), with detailed steps and critical dependencies, has now been provided by the implementation vendor. The WBS provided did not include the level of vendor staffing effort, because IndyGo executed a fixed fee contract. <i>(No change from December)</i></p> <p>B. IndyGo has internal Project Co-Managers from the business owner and technology groups who regularly engage with the vendor to monitor project scope. <i>(No change from December)</i></p> <p>C. IndyGo developed an Action Item summary schedule to track individual Action Items entered into Azure DevOps by the implementation team or the vendor during the conference room pilot (CRP) and prototyping and configuration phases. <i>(New)</i></p>	<p>A. IndyGo project managers should continue to review the detailed Work Breakdown Structure (WBS) schedule from the implementation vendor. The WBS identified project management sub-tasks, detailed milestones (by project phase or deliverable) and critical dates.</p> <p>B. None.</p> <p>C. None.</p>

PMBOK Area	Risk Rating			Observation	Recommendation
	8-31-21	12-31-21	3-31-22		
3. Time and Schedule Management	Low	Low	Medium	<p>A. IndyGo has chosen to defer the usage of the D365 Budget module to FY 2023. This will allow for the normal budget process to continue. The May 2022 go-live date is not impacted. However, training for this module will occur in FY 2023. The cost impact is expected to be nominal. IndyGo and the implementation vendor have executed an SOW amendment. <i>(New)</i></p> <p>B. The current Project Schedule shows no project delays, when compared to the planned baseline completion date of April 26, 2022. <i>(No change)</i></p>	<p>A. IndyGo should schedule the training for the Budget module, in conjunction with the implementation vendor, in FY 2023.</p> <p>B. None.</p>
4. Cost Management	Medium	Medium	Medium	<p>A. IndyGo has agreed upon four amendments or change orders to the original SOW and scope. All have been discussed with the implementation vendor on the weekly Project Management calls. The revised scope relates to desired enhancements or re-allocated hours. The net total additional contract cost was \$23,170. <i>(New)</i></p> <p>B. The project budget has been updated. It includes the implementation vendor’s contractual cost (aligned to the Deliverable Expectation Documents, DEDs), Microsoft licenses, Dynaway interface costs and project contingencies. It now also tracks actual paid invoice costs for comparison. It now also includes a 15% project contingency. <i>(Updated since December)</i></p> <p>C. The implementation vendor’s Statement of Work (SOW) includes dozens of assumptions, relating to several key areas, such as interfaces, data mapping, and other modules or functionality. IndyGo has reviewed the SOW assumptions and believes that there are no areas that would have a cost or schedule impact. No additional costs have been identified by the implementation vendor on the weekly project management status reports. <i>(Updated since December)</i></p> <p>D. The D365 contract with the vendor includes a fixed fee pricing section. It also has a section where a defined number of hours (660) can be allocated to specified tasks. Any excess hours would be billed at the contract rates. IndyGo is monitoring these hours. The implementation vendor is now providing a summary of hours in these specified areas, and discussing these on the weekly project management calls. <i>(Updated since December)</i></p>	<p>A. IndyGo should continue to seek the additional functionality it requires, while documenting any resultant cost changes.</p> <p>B. IndyGo should continue to manage the updated budget, through project close-out.</p> <p>C. IndyGo should continue to assess the major assumptions and related potential costs.</p> <p>D. IndyGo should continue to track and monitor the vendor’s time in the “defined hours” areas.</p>

PMBOK Area	Risk Rating			Observation	Recommendation
	8-31-21	12-31-21	3-31-22		
5. Human Resources Management	Low	Low	Low	<p>A. The implementation vendor’s Statement of Work (SOW) provided resumes for the key project personnel. The resumes identify other public sector and transit-related D365 upgrade or implementation expertise, as well as technical qualifications. The resumes did not identify a PMP (Project Management Professional) certification for the Client Principal or Project Manager. <i>(No change from December)</i></p> <p>B. The implementation vendor’s contract states that they shall not make any substitutions or substantial changes to the Client Principal and Project Manager without the prior written approval of IndyGo. <i>(No change from December)</i></p> <p>C. IndyGo is not forecasting its Project Managers’ time, and has chosen to not capture or capitalize its internal level of effort and time charges. <i>(No change since December)</i></p> <p>D. IndyGo Finance has identified three primary business owners or functional leads for the AX/D365 system. IT has recently identified a new technical liaison to support the users. This process should facilitate ongoing issue resolution, support training, and enhance communications. <i>(Updated since December)</i></p>	<p>A. None.</p> <p>B. None.</p> <p>C. IndyGo could consider tracking its internal resource time, which may be able to capitalized under government accounting standards.</p> <p>D. None.</p>
6. Communications Management	TBD	Low	Low	<p>A. IndyGo has established a D365 Migration folder on its internal Teams site. The Migration folder contains a project charter, artifacts, meeting minutes, contract documents, and issues lists. It is available to all project members. The project charter has now been updated. <i>(Updated since December)</i></p> <p>B. The implementation vendor provides a weekly status report, hosts a weekly project management call, and participates in a monthly Executive call. The vendor project manager also communicates regularly with the IndyGo project manager. This meets the communications requirements set forth in the Statement of Work. <i>(No change from December)</i></p>	<p>A. None.</p> <p>B. None.</p>

PMBOK Area	Risk Rating			Observation	Recommendation
	8-31-21	12-31-21	3-31-22		
7. Quality Management	TBD	Low	Low	<p>A. Conference Room Pilot (CRP) sessions have been held. Users assessed the functionality of the D365 product and features, as well as any potential defects and bugs. <i>(New)</i></p> <p>B. Project issues, their resolution, and the assignment of staff responsibility for issue resolution and deadlines, is formally tracked. Also, IndyGo is consistently signing off on project DEDs (Deliverable Expectation Documents) to indicate their acceptance of the work and related deliverables. <i>(No change from December)</i></p>	<p>A. Continue the quality assurance process during the upcoming end-user training sessions.</p> <p>B. None.</p>
8. Risk Management	Medium	Medium	Medium	<p>A. The implementation vendor’s weekly status reports include sections for “Issues/Concerns” and “Risks”. All of the weekly reports to date have indicated there are no concerns at this time. However, the vendor’s Project Manager has discussed topics that could become potential issues, such as additional scope, external dependencies and IndyGo staff unavailability to perform reviews. <i>(Updated since December)</i></p> <p>B. The implementation vendor has added a Risk section to their weekly status reports. Topics are discussed on the weekly Project Management calls. <i>(No change from December)</i></p>	<p>A. IndyGo should continue to monitor the potential issues, especially those related to possible scope revisions or change orders.</p> <p>B. IndyGo should continue to monitor the Risk Log and track the assigned responsibility, risk severity, duration and impact on cost or schedule.</p>
9. Procurement Management	Low	Low	Low	<p>A. The SOW amendments and changes orders received have been documented, reviewed and approved by IndyGo in accordance with the original contact terms. <i>(New)</i></p> <p>B. A competitively-bid contract is in place with the implementation vendor. The contract and related SOW include provisions and specified billing rates for additional services. <i>(No change from December)</i></p>	<p>A. None.</p> <p>B. None.</p>

<p><b>10. Stakeholder Management</b></p>	<p><b>Low</b></p>	<p><b>Low</b></p>	<p><b>Low</b></p>	<p>A. The Project Manager for the implementation vendor has led weekly D365 upgrade status meetings. The weekly status reports include project summary schedule, deliverable milestones, accomplishments, and issues. The meetings allow time for questions. <i>(No change from December)</i></p> <p>B. An Executive Steering Committee for the D365 project has been established, to periodically review risks to cost or schedule, and take corrective actions. The CIO has been added to the call. <i>(No change from December)</i></p>	<p>A. None.</p> <p>B. None.</p>
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## APPENDIX A — RATINGS AND DEFINITIONS

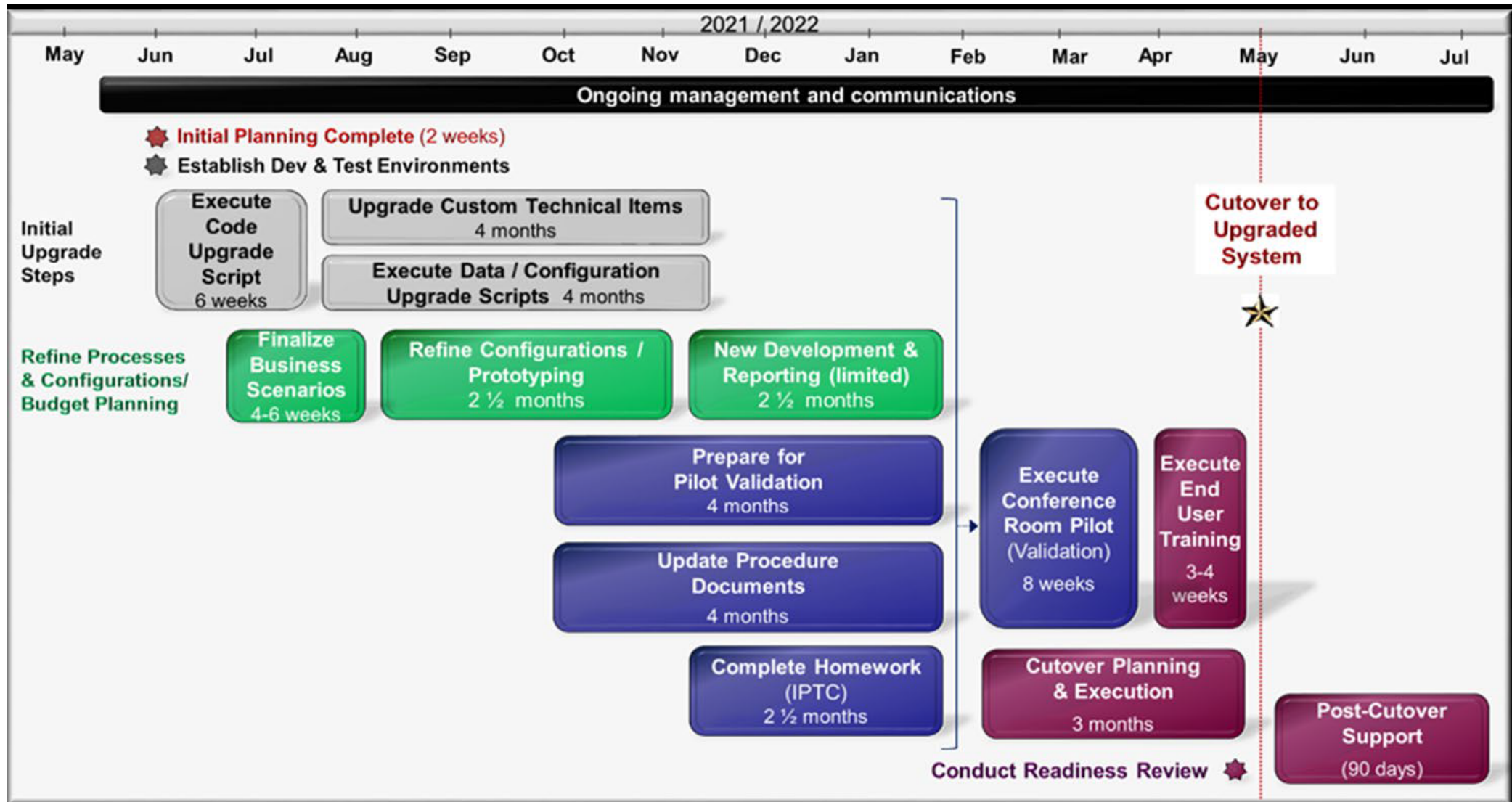
Observation Risk Rating Definitions	
Rating	Definition
Low	<ul style="list-style-type: none"> <li>Risk to achieving stated objective, or PMBOK area best practice, is low.</li> <li>Meeting these areas represents best practice for IndyGo.</li> </ul>
Medium	<ul style="list-style-type: none"> <li>Risk to achieving stated objective, or PMBOK area best practice, is moderate.</li> <li>Opportunity exists for improvement.</li> <li>Risk should be addressed in the near term.</li> </ul>
High	<ul style="list-style-type: none"> <li>Risk to achieving stated objective, or PMBOK area best practice, is high.</li> <li>Improvements are needed to help IndyGo meet its goals, improve its processes or internal control structure, and further protect its brand.</li> <li>Risk should be addressed immediately.</li> </ul>

Report Rating Definitions	
Rating	Explanation
Low	<ul style="list-style-type: none"> <li>The D365 Project status is adequate.</li> <li>Controls are in place and operating effectively.</li> <li>Minimal improvements are required.</li> <li>Observations are limited to low risk areas or are not pervasive in nature.</li> </ul>
Medium	<ul style="list-style-type: none"> <li>The D365 Project status is potentially off-track.</li> <li>Certain controls are either not in place or are not operating effectively.</li> <li>Improvements are required.</li> <li>Observations were noted in several areas or are pervasive to one PMBOK area.</li> </ul>
High	<ul style="list-style-type: none"> <li>The D365 Project is off-track (as of this reporting date).</li> <li>Several controls were not in place or were not operating effectively for substantial areas.</li> <li>Significant improvements are required.</li> <li>Observations were noted in multiple areas and/or were pervasive.</li> </ul>

## APPENDIX B — PMBOK AREAS AND DEFINITIONS

Project Management Book of Knowledge (PMBOK) Areas (Sixth Edition)	
Area	Definition
1. Integration	Requires each project and product process to be appropriately aligned and connected with other processes to facilitate their coordination.
2. Scope	The processes required to ensure that the project includes all the work required, and only the work required, to complete the project successfully.
3. Time (and Schedule)	The processes required to accomplish timely completion of the project.
4. Cost	The processes involved in planning, estimating, budgeting and controlling costs so that the project can be completed within the approved budget.
5. Human Resources	The processes that organize and manage the project team.
6. Communications	The processes required to ensure timely and appropriate generation, collection, distribution, storage, retrieval and ultimate disposition of project information.
7. Quality	The activities of the performing organization that determine quality policies, objectives, and responsibilities so that the project will satisfy the needs for which it was undertaken.
8. Risk	The processes involved with conducting risk management planning, identification analysis, responses and monitoring and control on a project.
9. Procurement	The processes to purchase or acquire the products and services needed from outside the project team to perform the work.
10. Stakeholder	The process of developing appropriate strategies to effectively engage stakeholders throughout the project life cycle, based on the analysis of their needs, interests and potential impact on the project success.

## APPENDIX C — IMPLEMENTATION VENDOR’S PROJECT STATUS CHART (Unaudited)





## Information Update – Governance & Audit Workplan Status Report

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** April 21, 2022

### GOVERNANCE & AUDIT WORKPLAN STATUS REPORT AND 2020-22 PRIOR AUDIT FINDING STATUS PRESENTATION

### Governance & Audit Work Plan Status Report

Project / Activity	Governance & Audit Committee Meeting					
	FY21			FY22		
	Mar-21	Jun-21	Sep-21	Jan-22	Apr-22	Jul-22
Comprehensive IT Risk Assessment	█					
Fare Collection	█					
Storeroom & Materials Management	█					
Capital Project Management	█					
Memorandums of Understanding Review	█					
Data Analytics	█					
Microsoft D365 Implementation (Ongoing Updates)	█	█	█	█	█	★
Healthcare Costs			█			
Annual Risk Refresh			█			
Training				█		
Staffing, Hiring & Recruiting				█	█	★
Physical and Facility Security					█	★
Cyber Security Readiness					█	★

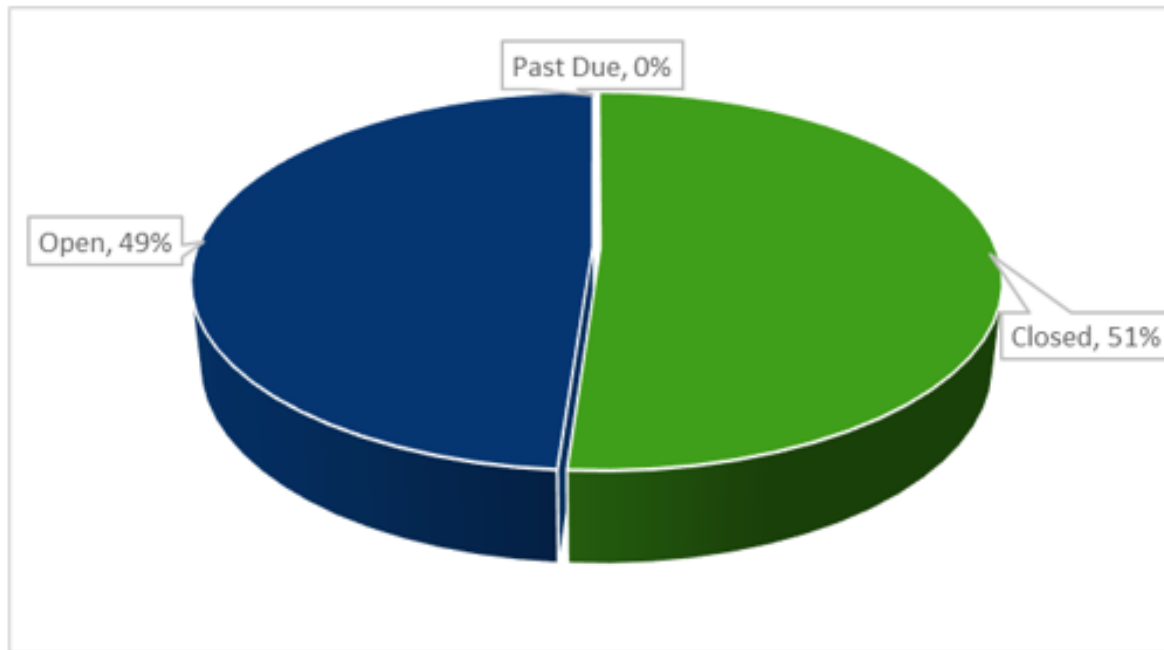
Complete   
 In-Process   
 Planned

★ 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.

# 2020-22 Prior Audit Findings Status Presentation

Audit Report/Subject	Report Number	Report Issue Date	Corrective Actions			
			Total	Closed	Open	Past Due
Employee Terminations Timely Update in ADP	2020-01	02/27/20	1	1	0	0
Transdev Fuel Purchase Reporting	2020-02	02/27/20	1	1	0	0
Lost and Found Policy Addressing Found Cash	2020-03	02/27/20	1	0	1	0
Lost Revenue - Online Credit Card Error	2020-04	03/30/20	1	1	0	0
Payments Against Expired Agreement-Non-Order Invoices	2020-05	06/20/20	1	1	0	0
BCP Progress Assessment	2020-06	08/31/20	5	3	2	0
Red Line Lessons Learned	2020-07	09/17/20	0	0	0	0
Procurement Process Review	2020-09	01/04/21	4	2	2	0
Strategic & Capital Planning/Grant Management Review	2020-10	08/31/20	7	4	3	0
Compliance Mapping Exercise	2020-11	01/07/21	1	0	1	0
Comprehensive IT Risk Assessment	2020-12	03/04/21	4	1	3	0
Storeroom & Materials Management Review	2021-01	06/08/21	3	1	2	0
Fare Collections Review	2021-02	06/10/21	4	2	2	0
Capital Projects	2021-03	09/01/21	4	2	2	0
Major Service Contracts/Memorandums of Understanding	2021-04	09/10/21	2	0	2	0
Healthcare Costs Review	2021-05	01/07/22	4	3	1	0
		Total	43	22	21	0
		Percentage		51.16%	48.84%	0.00%



## 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
2021-3	Capital Project Management	9/16/2021
2021-4	Memorandums of Understanding Review	9/16/2021
2021-5	Annual Risk Refresh & Proposed Audit Plan	1/20/2022
2021-6	Healthcare Costs Review	1/20/2022
2022-1	Training	4/21/2022



**RECOMMENDATION:**

Receive the report.

Brian Atkinson  
Deputy of Governance & Audit

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## Information Update – Governance & Audit Ethics Hotline Summary Report

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** April 21, 2022

### GOVERNANCE & AUDIT ETHICS HOTLINE SUMMARY REPORT

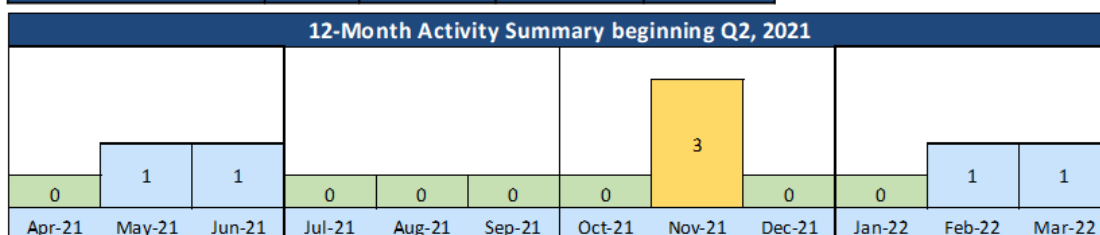
## Ethics Hotline Summary Report

Quarter Activity Summary: 04/01/21 through 03/31/22

Method of Submission	Number of Reports
Website	0
Phone call	0
Other	2
<b>Total</b>	<b>2</b>

Current Period Potential Reported Issues	Number
Ethics Violations	0
<b>Other Issues</b>	
Waste or Inefficiency	0
Fraud	1
Policy Violation	0
Employee Conduct/Abuse	0
Theft	1
Customer Service	0
HR Issues	0
<b>Total</b>	<b>2</b>

Current Status	Total	1-30 days	31-60 days	60+ days
Preliminary Assessment	0			
Investigation	0			
Completed	2			
<b>Total Claims</b>	<b>2</b>			



**RECOMMENDATION:**

Receive the report.

Brian Atkinson  
 Deputy of Governance & Audit

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## Risk and Safety Division Report – April 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** May 26, 2022

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### Risk and Safety

- The American Public Transportation Association (APTA) notified IndyGo’s Director of Risk and Safety, Brian Clem that IndyGo was awarded the 2022 Bus Safety Certificate of Merit Award for systems providing more than 4-million and fewer than 20 million passengers trips per year. This award will be presented to IPTC at the APTA EXPO in Columbus Oh, on May 3<sup>rd</sup>, 2022. IPTC was the only bus public transportation system recognized in the US. Safety programs such as operator protective barriers on buses, air filtration using UV-C light, the use of green chemicals, automating a cloud-based near-miss system, the creation of an Emergency Response Team with “Go Kits” and the design and build of the IPTC mobile command vehicle were some of our accomplishments. The Risk and Safety team continues to look into fine tuning the fore mentioned and is already looking into the future to protect the safety of our employees, riders, and community.
- On Tuesday, April 19<sup>th</sup>, Members of the Risk and Safety Department participated in a demonstration of a mass communication system to use during emergencies. Features that were discussed were, mass e-mail employee notifications, automated messages that can take over a user’s computer screen during emergencies, automated phone calls, pre-canned text messages, and much more. The project scope is to be able to unify communication to all employees at any IndyGo location quickly. Security and Safety will continue to review different systems that would meet our needs in the upcoming months.
- During April, IndyGo contractor Lumin-Air continues to install air purification using UV-C light to all revenue service vehicles. At the end of April, over 45 paratransit vehicles have been installed and are operational with the remainder of the 70+ fleet being commissioned during May. During April, nearly 35 fixed-route buses were completed. The remainder of the fixed-route fleet is scheduled to be commissioned near the end of May depending on part availability. BRT buses are to be test fit in May with most installs being commissioned at the end of May. IPTC is one of the only public transit systems in North America that has committed to UV-C technology being installed on all modes of public transportation for all revenue service vehicles. More will follow with updates and future press releases promoting our safety initiative.

## April 2022 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 April 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>
<b>Patrick Gray</b>	2339	17	17
<b>Christopher Mihay</b>	3968	13	18
<b>Michael Melvin</b>	8105	11	14
<b>Anthony Mance</b>	8555	9	9
<b>Shanta Brent</b>	9753	2	2
<b>Joseph Edwards</b>	9744	2	2
<b>Floyd Houston</b>	9417	1	3
<b>Paula Jones</b>	9880	1	1
<b>David Turner</b>	9729	1	2

Safety is at the core of IndyGo's mission and values. We congratulate the above professional coach operators that have achieved this milestone. Your performance contributes to helping make public transportation safer each day.

***Congratulations and Thank You!***



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

## April 2022

Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Average Operator Injury Rate (IndyGo Worker's Compensation Claims Submitted)	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	0.86	0.17	0.27	2.06	0.00	4	
Bus Rapid Transit (BRT)	0.00	0.00	0.00	0.00	4.99	0.00	0	
Para Transit	0.00	0.00	0.00	0.00	1.89	0.00	0	
<b>All Modes of Service</b>	<b>0.00</b>	<b>0.67</b>	<b>0.13</b>	<b>0.27</b>	<b>2.27</b>	<b>0.00</b>	<b>4.00</b>	<b>9</b>
2021 IndyGo Reported Data (All Modes)	0.00	0.35	0.9	0.02	2.48	0.05	Average 5.75 a month (69 total)	18
2020 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States	0.0035	0.19	0.16	No Data	No Data	0.01	No Data	No Data
2022 Objective Targets (SPT)	0	< .25	< 0.50	< 0.01	< 2.23	< 0.02	< 2 per month	>36 per year
2022 Risk and Safety Goals	Eliminate vehicle and employee fatalities to 0%	Reduce NTD Injuries to workers and passengers. 28% decrease from the prior year.	Reduce NTD Safety Events. 44.4%	Eliminate Operator assaults by 50% drive to ZERO	Reduce Preventable Accidents to the lowest acceptable level. 10% decrease from the prior year.	Eliminate Pedestrian strikes and accidents by 90% and drive to ZERO.	Reduce reported Operator Injuries that result in Worker's Compensation Claims. Drive to Zero	Increase the utilization of the Near Miss Reporting System by 100% from last years numbers

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 the 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."

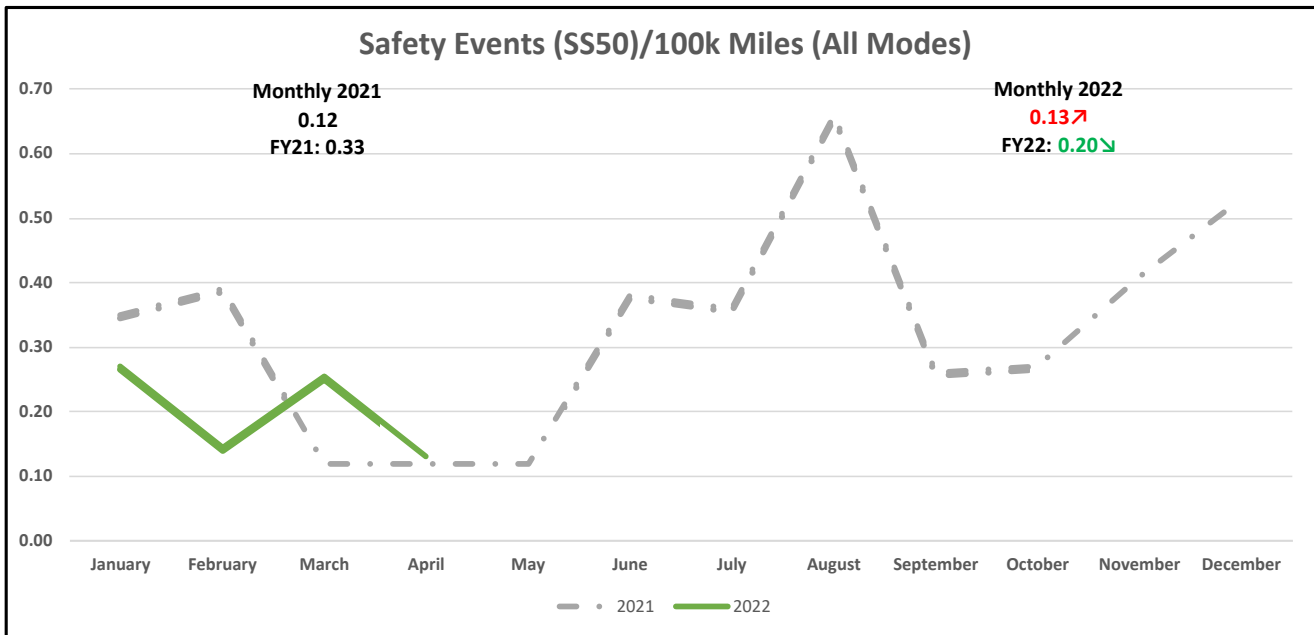
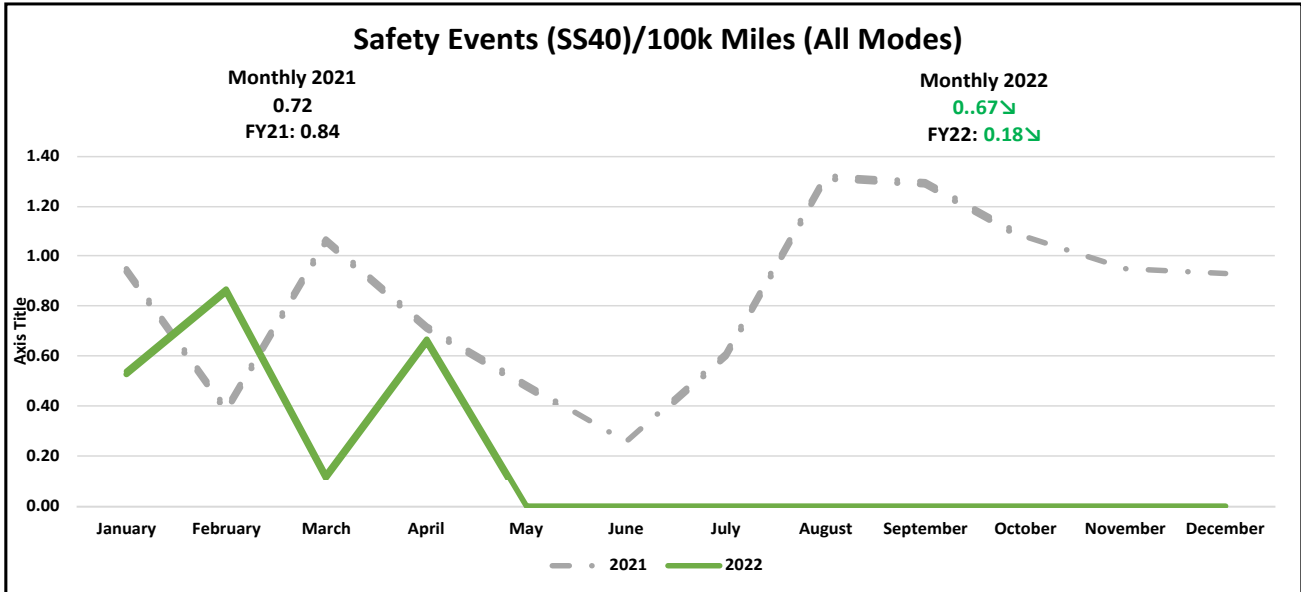
**Pedestrian Strikes:** The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

**Average Operator Injury Rate:** Reduce reported Operator injuries that lead to a Worker's Compensation Claim being filed.

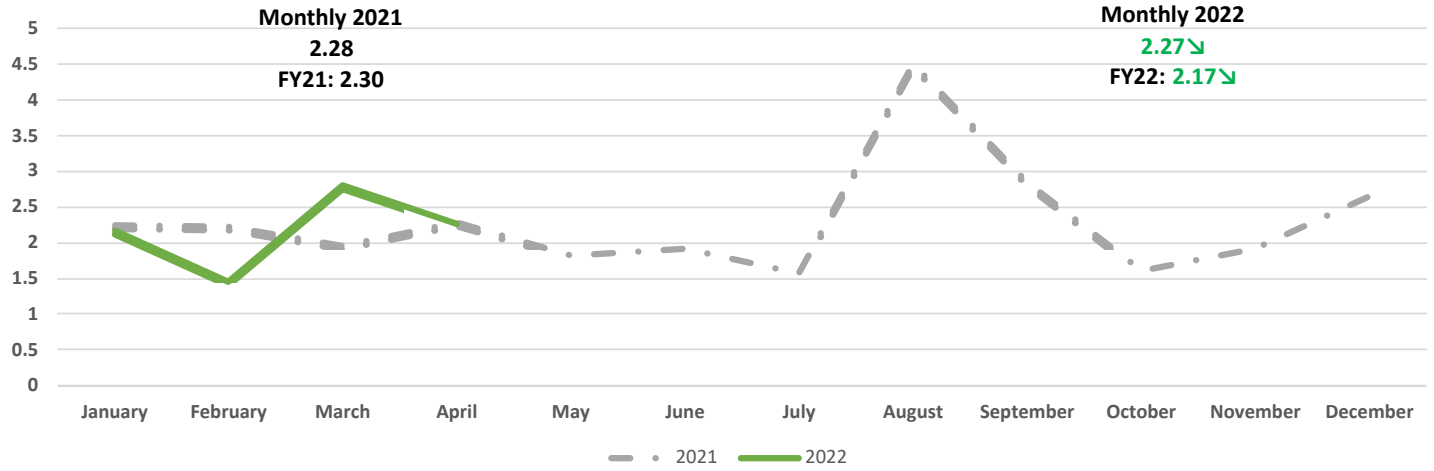
**Near Miss Safety Events:** A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very nearby. Increase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

# Safety and Accident Data

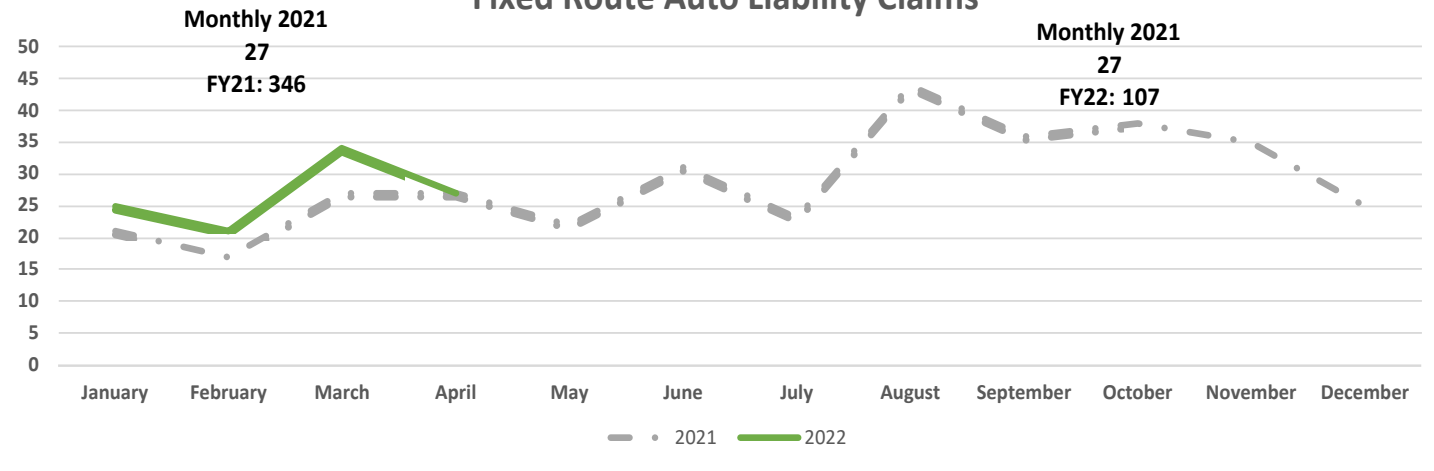
## April 2022 Compared to April 2021 Data All Modes:



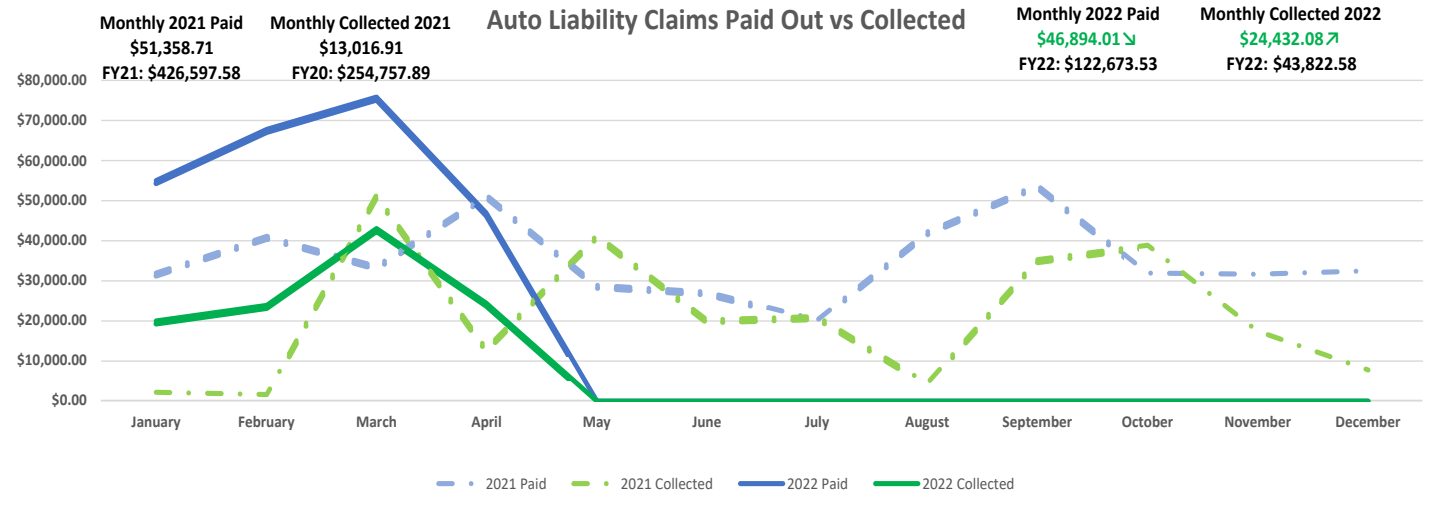
### Preventable Accidents/100k Miles All Modes



### Fixed Route Auto Liability Claims

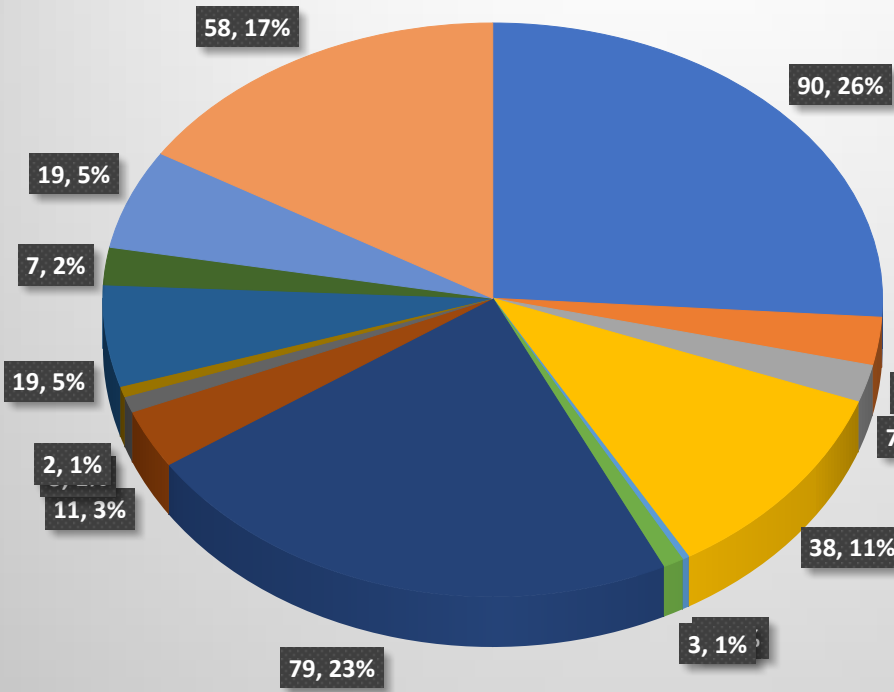


### Auto Liability Claims Paid Out vs Collected





# Red Line Data April 2022



- Total reported incidents
- Total number of Traffic Accidents (TA)
- Total number of Traffic Incidents (TI)
- Location where most incidents occurred (Capitol St.)
- Total number of TA/TI involving Platform/Station
- Total number of TA/TI with damage to the coach
- Total Center Station Incidents
- Total Curb Station Incidents
- Collisions involving a vehicle that struck us
- Collisions involving us striking them
- Total number of Passenger Accidents (PA)
- Total number of Passenger Incidents (PI)
- Number of Falls
- Total number of Other Incidents (Police, EMS, Vandalism, etc.)

**End of Report**

## Planning & Capital Projects Division Report – April 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**Date:** May 26, 2022

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### STRATEGIC PLANNING

#### Project Development / Innovation

##### **Mobility Concierge Program, MPI/MaaS Platform**

IndyGo staff continue to work with subject matter experts at Clever Consulting Group to create a mobility payment integration framework for IndyGo. Consultants and staff are still preparing for a site visit in the coming months to conduct testing and facilitate workshops with IndyGo staff and potential partner agencies/entities. As previously shared, the testing will help to identify and isolate the root cause(s) of issues that have persisted over the past three years before engaging other transit providers to determine their needs and capacity for payment integration. These tasks, along with several related tasks, need to be completed in order to develop an integration framework complete with a governance structure, policy revisions, funding sources, project timelines, procurement procedures, and ways to identify and mitigate risks along the way. In the meantime, consultants and staff have begun re-engaging with other shared-mobility providers who have expressed interest in trip planning and payment integration. Phase three is planning for procurement and phase four is the development of an RFP or family of RFPs for the (yet to be identified) technical solution or solutions that will establish a MaaS platform.

##### **IndyGo's Mobility-on-Demand Pilot**

The IndyGo Connect mobility-on-demand service has launched! Efforts to refine our growth and marketing strategy continue, but outreach and education efforts are underway and will be extensive throughout the next month. As a reminder, the overarching goal of this pilot is to explore the possibility of replacing low-performing fixed-route buses with a mobility-on-demand-type service suitable for areas like the area southeast of downtown. This is just one possible tool that IndyGo could use to right-size its services in the future. For this, and other reasons, this mobility-on-demand pilot will be used to inform IndyGo's review of its network redesign.

##### **Hydrogen Fuel Cell Bus Demonstration – Transitioning to Vehicle Propulsion Technology Decision**

IndyGo staff debriefed members of the board at the April Service Committee and the April Board of Director's meeting. During these meetings, the need for a follow-up study to explore the vehicle for use on the Blue Line, in addition to developing a zero-emission transit plan (see next update), was discussed. The manufacturer of IndyGo's current fleet of 60' battery electric buses, Build Your Dream (BYD), is no longer available for IndyGo to purchase using federal funds. This is a result of the National Defense Authorization Act, which prohibited the use of federal funds to purchase items from state-owned or state-controlled companies. BYD is a privately held company based in China that benefits from substantial Chinese subsidies. As IndyGo staff complete portions of the study, the findings will be presented to the board. A final decision by the Board of Directors as to which vehicle propulsion technology to include in the Blue Line application is needed by October 2022.

##### **Zero Emission Transition Plan – *New Project***

A zero-emission transition plan is required by the FTA when applying for federal funding to purchase vehicles under their Section 5339 competitive grant programs, which IndyGo intends to do in support of the Blue Line BRT project. The primary purpose of the transition plan will be to provide IndyGo staff and the Board of Directors with a comprehensive background on zero-emission vehicles to enable IndyGo to chart a future course on zero-emission vehicle procurement for the long-term. The scope of work that is required includes, among other things: background on zero-emission

vehicles, existing and future fleet needs, existing and future facility needs, background on associated costs, and an examination of the lifecycle costs of the zero-emission technologies, among other tasks. It will build on the research, findings, and recommendations of the vehicle propulsion technology decision.

The Zero Emission Transition Plan will be led by a consultant. An RFQ for the plan should be released in May, with a target date of August for the Board of Directors to review and approve the contract. The ZETP in its entirety should be complete in a year but portions may be completed earlier depending on IndyGo or FTA needs.

#### Planning Activities: Long-Range Planning

##### **ADA Paratransit Next Steps (Beyond the ADA)**

Strategic Planning staff is supporting Public Affairs and Mobility Services in moving the Beyond the ADA process to full implementation, which will conclude January 1, 2023, when the approved changes to how IndyGo operates its complementary ADA paratransit services will be in effect. Monthly meetings are being held with the team and updates are provided to the Mobility Advisory Committee (MAC).

Open Door clients should have received a letter outlining the Beyond the ADA policy and transition dates in the first part of May. The website has also been updated with the letter and policy information. The IndyGo team has met with existing adult centers to discuss the changes and address any questions. There will be events where existing Open Door clients can exchange their current ID for a personalized MyKey hard card. EcoLane is apprised of the change and will be testing trips to ensure the software is correctly attributing fares and trips to their correct zones. IndyGo staff are attending every MAC meeting to provide an update on progress. At this time, IndyGo staff is optimistic on the January 1, 2023 policy date.

##### **On-Call Planning Services, Review of IndyGo's 2016 Network Redesign**

IndyGo, in collaboration with the Indianapolis Metropolitan Planning Organization (IMPO), continues to work to turn IndyGo's current future service plan into one that can be implemented incrementally, over time, as funding, staffing, and capacity allow. Operations, Service Planning, and Strategic Planning staff continue to work with the consulting team led by Nelson\Nygaard to develop a strategy for phasing in local route improvements for the next five years, taking into consideration short- and long-term budget targets among other factors. Outreach and education activities are ongoing. The team has continued to reach out to external partners and policy and decision-makers to update them on the process and the team's findings. Staff anticipates engaging key stakeholders throughout the summer months and then broadening outreach efforts to the entire Indianapolis community beginning in August. It is now anticipated that the IPTC Board of Directors will be asked to adopt the updated future service plan this fall.

##### **Purple Line Baseline Survey**

Replicating a process completed by the IMPO prior to the construction of the Red Line BRT route, IndyGo staff has been gathering information about existing businesses and residents – who they are, how much they use public transportation, and their overall perception of transit along the Purple Line corridor. In addition to surveying businesses and residents, the scope of this project includes discussions with human resource managers from select employers, stakeholder meetings, and conversations with community leaders. This survey pairs with previous work completed by IndyGo that sought to document existing conditions of the corridor by examining station-by-station demographics and socioeconomic factors. This 'before' survey will be followed by an 'after' study designed to gain an understanding of the impact of the upgraded service and introduction of transit amenities. Zilo International has delivered a draft report to IndyGo and IndyGo staff is reviewing.

##### **Title VI – Program Update**

IndyGo operates its programs without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Every three years, IndyGo is required to review its services through the lens of Title VI. The Title VI Program Update reviews IndyGo's contact with the general public, including its public outreach and services, to understand how well its policies are matching its practices. The FTA will review the Title VI Program Update and provide comments to IndyGo. IndyGo also routinely reviews its Title VI Program Update to ensure that any previous deficiencies are being addressed.

The last program submittal was in 2020, after the board approved the Title VI Program Update in January 2020. The next program update is due on or around January 31, 2023. Legal Services, Public Affairs, Operations, and Strategic Planning staff will complete this update in-house. It is anticipated that this next update to IndyGo's Title VI Program will be brought before the IPTC Board of Directors as an action item in January 2023.

## **2022 On-Board Rider Survey**

In keeping with federal requirements, the IMPO and IndyGo are seeking qualified consultants to prepare and conduct an on-board survey of transit riders to collect information on rider travel patterns, transit use, and other relevant information. Like the last on-board survey conducted in 2016, this year's on-board survey will provide an understanding of the demographic characteristics of IndyGo riders and enable staff to analyze travel patterns, fare payments, and transit use, among other data points. Collected data will be used by IndyGo for future planning analyses and to update the IMPO's regional travel demand model. This information will also be made available to others at IndyGo and the Indianapolis Public Transportation Foundation to use when preparing future grant applications or when seeking support for the Foundation's Mobility Access Fund.

The scope will go before the IMPO Executive Committee in May. It is anticipated that surveys will be conducted in the Fall of 2022.

## **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 who are interested in public service. Three public entities host the Fellows: City of Indianapolis, Indianapolis Airport Authority, and IndyGo.

The spring 2022 fellow, Hillary Selig, started in January and finished in April. She completed a GIS project on streetcars in Indianapolis since 1864. The summer fellow is undetermined. Interviews for the 2022-2023 school year fellows are underway and fellows should be chosen in late May or early June.

### Planning Activities: Capital Planning

#### **Transit Asset Management Plan**

IndyGo is required, by the Federal Transit Administration, to develop and maintain a transit asset management (TAM) plan. Last updated in 2018, IndyGo's existing TAM plan must be updated by October 2022. The TAM Plan is intended to: (1) outline how people, processes, and tools come together to address asset management policy and goals; (2) provide accountability and visibility for furthering understanding of leveraging asset management practices; and (3) support planning, budgeting, and communications to internal and external stakeholders.

The TAM plan update is currently underway. IndyGo staff held the second meeting in May to discuss the inventory update and next steps. The supporting vendor should begin work on tasks in May and June to support either the current plan development or the existing TAM process.

#### **Grants, Bus and Bus Facilities & Low/No FY2022**

The FTA released the Bus and Bus Facilities and Low or No Emission (Low/No) notice of funding opportunities. The total amount available is \$1.5 billion and the call closes at the end of May. IndyGo is planning to ask for federal funding to support the construction of a new garage and maintenance facility at the East Campus location under both grant opportunities. This is strategic in that it should increase the agency's chances of being awarded funding for this critical need.

IndyGo staff are preparing the grant for submittal with a due date at the end of May.

### Regional Initiatives/Discussions

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

The official Section 5310 call for projects closed on May 28, 2021. IndyGo reviewed the applications and put together their recommendations. These recommendations are awaiting pricing before going to the board for any approvals for vehicle orders. Pricing should be available soon and a board action will be presented likely in either May or June, following customization and receipts of the local match.

#### **Section 5310 Program Oversight**

Two of IndyGo's 5310 subrecipients have experienced total loss collisions. IndyGo staff are working with each subrecipient to determine the next steps for the replacement of these vehicles, as both were funded with Section 5310 funds, and both received insurance settlements that valued the vehicles greater than \$5,000. Compliance reviews for 2021 are complete. Follow-up emails and instructions will begin in early 2022.

## **Section 5310 Program Management Plan Update**

As administrator of Section 5310 funds, IndyGo is required to complete and maintain a Program Management Plan (PMP). The PMP provides details on how IndyGo will distribute and oversee the program going forward. The PMP was last updated in 2015. During the most recent FTA triennial, reviewers wanted to see the program updated. IndyGo staff had planned to update the PMP in 2022 anyway, to align it with the update of the Coordinated Plan. The update will require IndyGo to engage current and potential subrecipients, as well as the FTA. The update will be completed before the end of 2022.

## **Section 5307/5311 Transition Activities**

Each county has completed the necessary procurements for public transit service. Vendors and local representatives signed the requisite contracts. At this time, the counties are ready to begin submitted reimbursement to IndyGo for its public transit services, as soon all Section 5311 funds are drawn down.

Service in the surrounding counties will continue to use Section 5311 funding through June 2022. At that time (or earlier depending on Section 5311 funding availability), operators will submit invoices to the subrecipients who will then seek reimbursement from IndyGo.

IndyGo staff have submitted some program documents to the subrecipients. Johnson County is anticipated to be the first to submit reimbursement to IndyGo for service in April, with Hamilton County following for June/July service, along with the other providers.

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

As a part of the Urban Allocation Plan conducted by the IMPO, IndyGo will administer these funds through a process similar to the existing Section 5310 process. IndyGo staff is investigating next steps in that process.

The Section 5339 call for projects for FY2022 was cancelled.

*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 in Q3 of 2022
- Fare Modernization, Promo Codes, Event Tickets, and a potential Partner Portal
- Universal Sponsored Rides Program, 2022-2023SY and beyond
- IndyGo Strategic Plan update
- On Call Grant Writing Support
- Coordinated Plan Maintenance (ongoing)
- Suburban Transit Planning (ongoing)

## **ENGINEERING & CONSTRUCTION**

### **Blue Line BRT**

The Blue Line NEPA documentation and design are progressing. The NEPA process will culminate in a Documented Categorical Exclusion (DCE), which should be completed in the summer of 2022. 60% design documents will be submitted for review in May 2022.

A Construction Management team has been selected for the Blue Line and will begin their work by reviewing the 60% design submittal.

The team continues to connect with the community, community leaders and stakeholders to communicate the Blue Line BRT configuration, benefits, and impacts. Another round of public meetings will be scheduled for this summer to review 60% progress.

### **Purple Line BRT**

Construction has started on the Purple Line BRT. The CM team and IndyGo are meeting weekly with the contractors, stakeholders, and internally to monitor, communicate about, and manage the project. Several lane restrictions and



closures have already been implemented as part of the construction progress. Weekly emails are being delivered to stakeholders to communicate construction impacts.

### **Red Line BRT**

IndyGo has provided Notice to Proceed to Rieth Riley to conduct pavement maintenance on the Red Line. Work is expected to begin in June 2022 and continue through summer 2023. Work will include asphalt patching, concrete bus pad maintenance, and rub rail installation. Short term (averaging 1-4 weeks) roadway and station closures will be necessary to conduct this work. Public Affairs is handling outreach and public communication about the project's impacts and benefits.

**New Project** Audible pedestrian signal (APS) and transit signal head replacement. APS provides audible messages to users so that a person with disabilities may know when to cross the street at a traffic signal. The transit heads (vertical and horizontal white bars) along the Red Line will be replaced with signal heads that are similar in function but are easier to implement and configure. The future Purple Line will have the new signals installed, and it is desired to have the same signal heads regardless of the BRT line. A new task order will be executed with CDM Smith to finalize the design, assist with construction procurement, and provide design services during construction. The project is anticipated to bid within the next two or three months and construction may extend into 2023.

### **Other On-Street Projects**

**(No new updates this month)** Lochmueller Group is progressing on 40% design to lower Rural St 18" below the CSX bridge on the near eastside. Design is expected to be finalized late 2023 and construction is anticipated in 2024-2025. It is anticipated that this project will be funded locally.

**(No new updates this month)** Preparation is underway to create an RFP for Transit Signal Priority (TSP) services for the Purple Line BRT and local routes (local routes will be determined in future study). IndyGo has completed a rigorous investigation to understand the current TSP landscape and better understand technology alternatives that improve transit service. It is anticipated that the RFP(s) for TSP services will be released in 2022, however, this could shift to early 2023 depending on other procurements.

Delaware St. Super Stops (one on the NE corner of New York & Delaware and one on the NE corner of North & Delaware) and a bus lane on Delaware St from Market St. to Ft. Wayne Ave. is currently under construction. IndyGo is monitoring construction in partnership with DPW and participating in change management decisions. Construction is expected to be complete on the bus lane and the Super Stops in June.

**(No new updates this month)** Phase II of the Super Stops project consists of Super Stops on Alabama St., Ft Wayne St., and Vermont St. Design on these projects is being finalized and NEPA has been approved. Construction is anticipated to take place in 2023. IndyGo was awarded an FTA Bus and Bus Facilities Grant Application to fund the construction of these Super Stops. The total grant award is \$2,933,322, of which IndyGo is responsible to pay \$586,664.

### **FACILITY PROJECTS**

On-Call Architectural and Engineering (A&E) Services contracts were awarded in June 2020 to The Etica Group, Woolpert, and HDR. The On-Call A&E firms are designing renovations and preparing for construction at our new facilities. The table below identifies the design teams working on each project and summarizes key milestone dates.

Furniture for the new facilities was procured separately from the building renovations. A single procurement covered the needs of all properties. There will also be a separate procurement for interior signage for all facilities.

Other upcoming projects include:

- An assessment and design for needed repairs to the Duesenberg portion of the 1501 W. Washington St. headquarters, along with a plan for other needed repairs in the garage.
- A study for the East Campus to identify needed road improvements and traffic impacts of our new facility.
- Facility assessments for 1501 W. Washington and the Carson Transit Center to support the Transit Asset Management Plan

The East Campus Fleet Terminal & Operations Center is under design. The design is being done to align with FTA requirements in the event we obtain a federal grant and is incorporating green sustainable technology where possible.

<b>Task Order</b>	<b>Design Team</b>	<b>Design Start</b>	<b>Construction Start</b>	<b>Construction Completion</b>
<b>East Campus Building A – Admin.</b>	<b>Woolpert</b>	<b>2/2021</b>	<b>10/2021</b>	<b>5/2022</b>
<b>Mobility Solutions Center Phase 1/2</b>	<b>The Etica Group</b>	<b>2/2021</b>	<b>8/2021</b>	<b>5/2022</b>
<b>Mobility Solutions Center Phase 3</b>	<b>The Etica Group</b>	<b>4/2021</b>	<b>Q4 2022</b>	<b>Q2 2023</b>
<b>East Campus Building B - Elevator/Training/Board</b>	<b>The Etica Group</b>	<b>5/1/2021</b>	<b>2/2022</b>	<b>9/2022</b>
<b>East Campus Fleet Terminal &amp; Operations Center</b>	<b>The Etica Group</b>	<b>11/2021</b>	<b>Q1 2023</b>	<b>Q4 2024</b>
<b>South Charging Station Interior</b>	<b>Woolpert, Inc.</b>	<b>5/2021</b>	<b>6/2022</b>	<b>8/2022</b>

Respectfully submitted,

**Jennifer Pyrz, PE**

Vice President of Infrastructure, Strategy, and Innovation



## Public Affairs Division Report – April 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Communications & Marketing Lesley Gordon  
**Date:** May 26, 2022

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR April 2022

**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 and Marketing  
Carrie Black, Director of Communications  
Jordan Patterson, Special Programs Manager  
Katrina Youngs, Digital Media Specialist  
Ashlynn Neumeyer, Communications Specialist  
Alex Pope, Outreach Specialist

# April 2022 Board Report



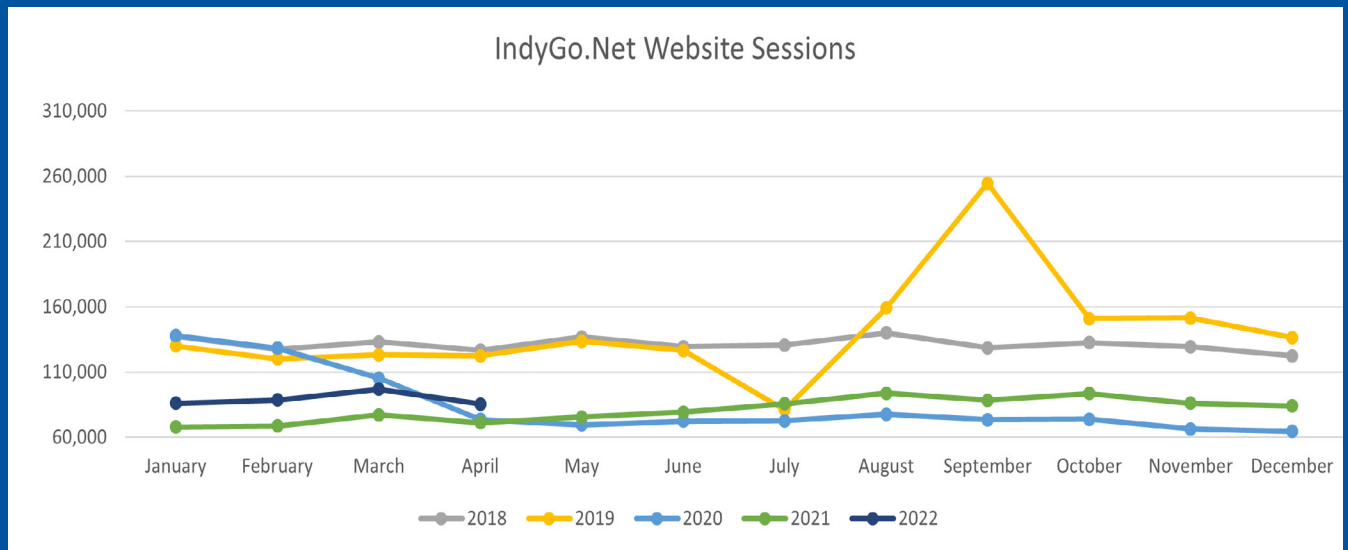
# INDYGO.NET WEBSITE STATISTICS:

(4/1/2022-4/30/2022)

Page Views	190,502
Bounce Rate	49.17%
New Users	27,524
Returning Users	13,725
Total Sessions	85,516
Total Monthly Sessions Comparison to Previous Year	↑ 20%

# Mobile Share

Date	Mobile	Desktop	Tablet
April-22	80.38%	18.62%	1.00%
Mar-22	79.82%	18.70%	1.48%
Feb-22	77.05%	21.07%	1.88%
Jan-22	79.30%	19.49%	1.20%
Dec-21	81.26%	17.43%	1.31%
Nov-21	80.70%	18.02%	1.29%
Oct-21	80.49%	18.53%	0.98%
Sept-21	91.45%	17.66%	0.90%
Aug-21	80.81%	18.16%	1.04%
July-21	80.02%	18.99%	1.00%
June-21	80.24%	18.84%	0.92%
May-21	79.85%	19.15%	1.00%
April-21	79.08%	19.92%	1.00%



# Media Mention Highlights

INDIANAPOLIS NEWS AND HEADLINES > INDIANAPOLIS LOCAL NEWS > INDIANAPOLIS

## IndyGo helping businesses adjust to Purple Line construction

Connecting Downtown Indianapolis

LOOKING FOR INCORPORATIONS THAT NEED VOLUNTEERS FOR A DAY OF SERVICE, JUNE 24

Click here now to sign up!

As seen in: WISH-TV (CW)

## 24-Hour News 8's Daybreak at 4AM

was treated and released from the hospital. Porter is being charged with murder and attempted murder. "dre" an indianapolis man will soon hear a sentence for murdering of a long-time long's bakery worker. A jury found william boies guilty in killing kelly rohr. In June 2019, neighbors called police about yelling at the home where the two lived. When officers got there, they found rohr on the bathroom floor. Boies told police that she had been on the floor since the morning. Medics rushed rohr to the hospital in critical condition. Police say she later suffered a stroke and died. A judge is set to sentence boies on may 16th. "laky" happening today: another purple line closure goes into effect. Indygo will shut down wheeler road from otis avenue to hawkins road. The detour is on your screen - it uses rising to bits to otis. A temporary bus stop for route 4 will be at post and otis. Indygo expects the closure to last 30 days. Then a second closure on the same road will be from hawkins to rising roads. "laky" indianapolis leaders want neighbors to help influence what happens in the south part of downtown. "dre" news 8's demie johnson takes a look at the city's new campaign to get feedback on proposed changes. "demie johnson, reportin") signs of construction clutter city streets. But in the coming weeks ... City leaders hope banners like this will make the work worth it. The words are simple ... "everyone should have a say in the future of downtown," and as you might expect ... Business owners have a lot to say. Rob strong: "on the north side they have like a band center where you're not paying big bucks to go see bands but they have like

PURPLE LINE CLOSURE STARTS IN LAWRENCE

04:06:04

Edit Broadcast Clip

For long term access to this clip, "Archive" it through the "Edit Broadcast Clip" button. If not archived, clip access will expire 28 days after airing.

News Weather Near Me VERIFY Watch Live

LIVE DOPPLER 13 RADAR CORONAVIRUS SEND THE LOVE 13 INVESTIGATES

## New closure for IndyGo's Purple Line construction starts Monday

The eastbound lanes of East 38th Street will be closed until August as the city continues building its new bus line.

News Programs Arts & Culture Kids Events

SCHEDULES LISTEN WATCH WHO WE ARE SUPPORT

## Federal ruling changes mask mandates for IndyGo, Indianapolis airport

Mask requirements are no longer being enforced on IndyGo buses and at Indianapolis International Airport.

The changes to COVID-19 protocols for the public transportation agencies in Indianapolis - and across the country - come after a federal judge ruled Monday that the

## Topics Include:

In April 2022, the federal mask mandate was lifted, which dominated media coverage. At least 34 articles and news segments ran about the sudden policy change. The Purple Line's major closure at Fall Creek Parkway and Keystone Avenue was mentioned frequently as the media attempted to prepare drivers for detours. Purple Line construction in Lawrence was also mentioned a few times. The articles discussed the road closures, in addition to the efforts IndyGo put into informing Lawrence businesses about the upcoming construction. The feedback was positive for us. Online coverage was the most popular. Altogether, IndyGo was mentioned in the media **nearly 120 times** in April.

Here's a brief coverage summary:

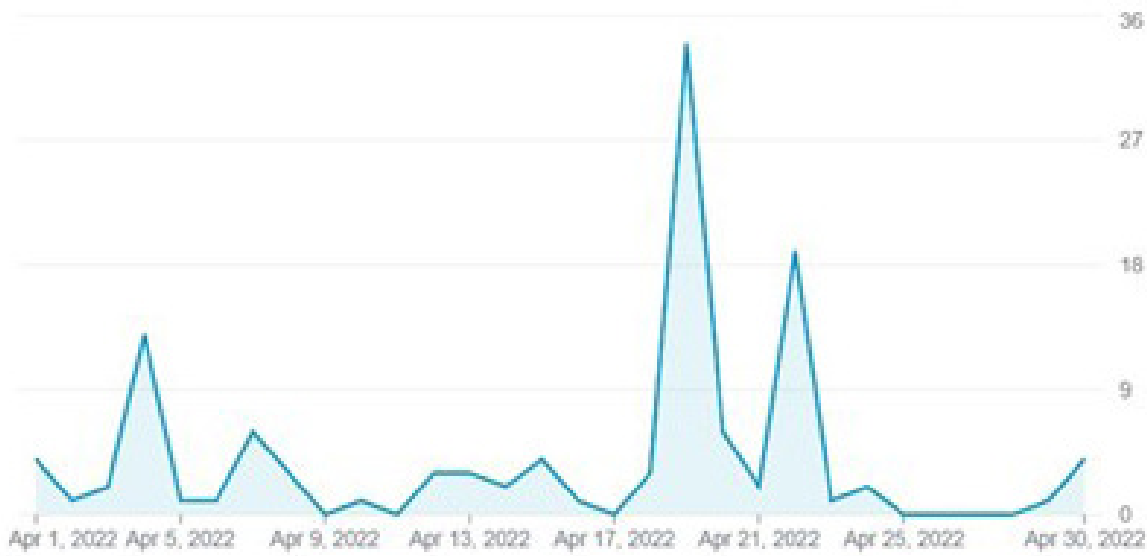
### Total Mentions

Search: IndyGo | Brand Coverage

D W M

117

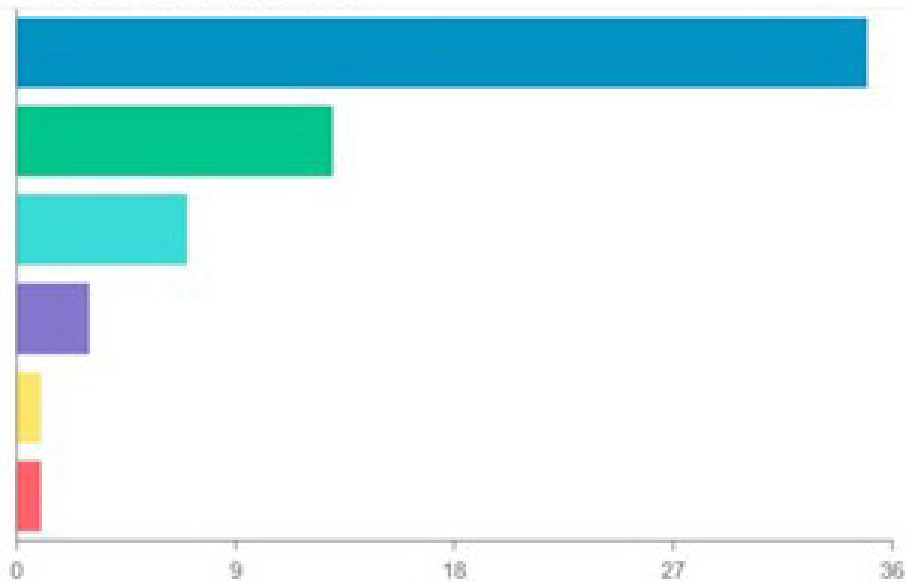
TOTAL MENTION



Apr 1, 2022 to Apr 30, 2022

### Key Messages

Search: IndyGo | Brand Coverage



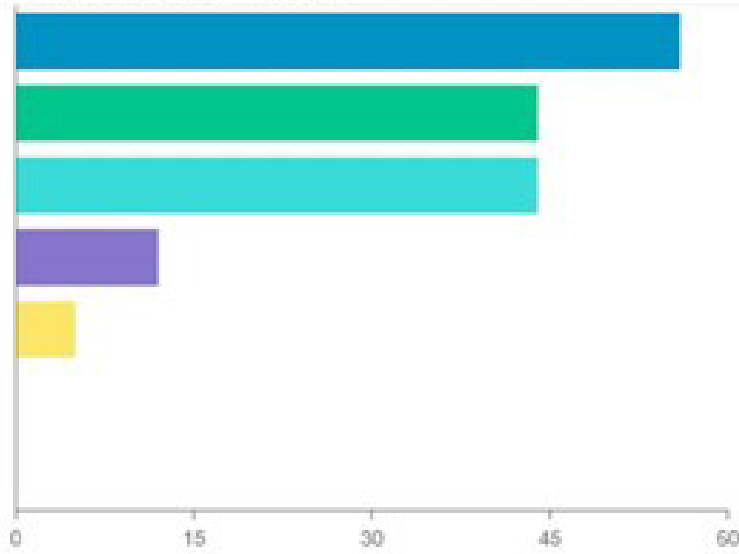
KEY MESSAGE TOTAL MENTIONS

KEY MESSAGE	TOTAL MENTIONS
Purple Line	35
FDA	13
Red Line	7
Bus Service	3
Blue Line	1
Inez Evans	1

Apr 1, 2022 to Apr 30, 2022

## News Coverage

Search: IndyGo | Brand Coverage



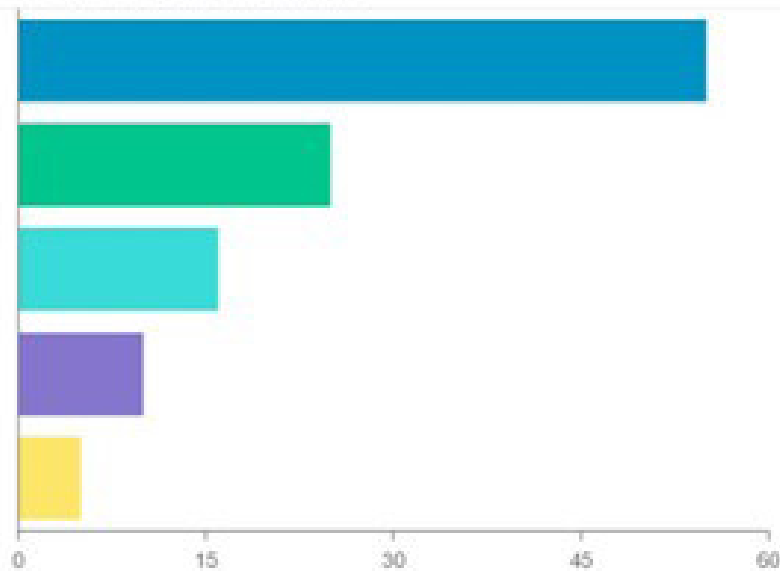
KEY MESSAGE TOTAL MENTIONS

Media: Online News	56
Media: TV & Radio	44
Media: TV Only	44
Media: Blogs	12
Media: Licensed Print	5
Media: Non-Licensed Print	0
Media: Radio Only	0

Apr 1, 2022 to Apr 30, 2022

## Media Performance Metrics

Search: IndyGo | Brand Coverage



KEY MESSAGE TOTAL MENTIONS

Feature Mentions	55
Headline Mentions	25
High Performing Articles	16
Top Tier Readership	10
Target Publications	5

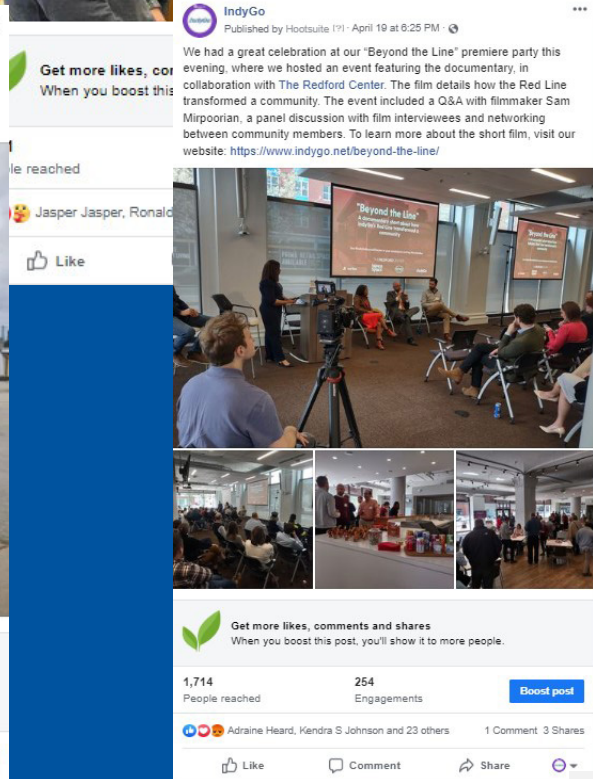
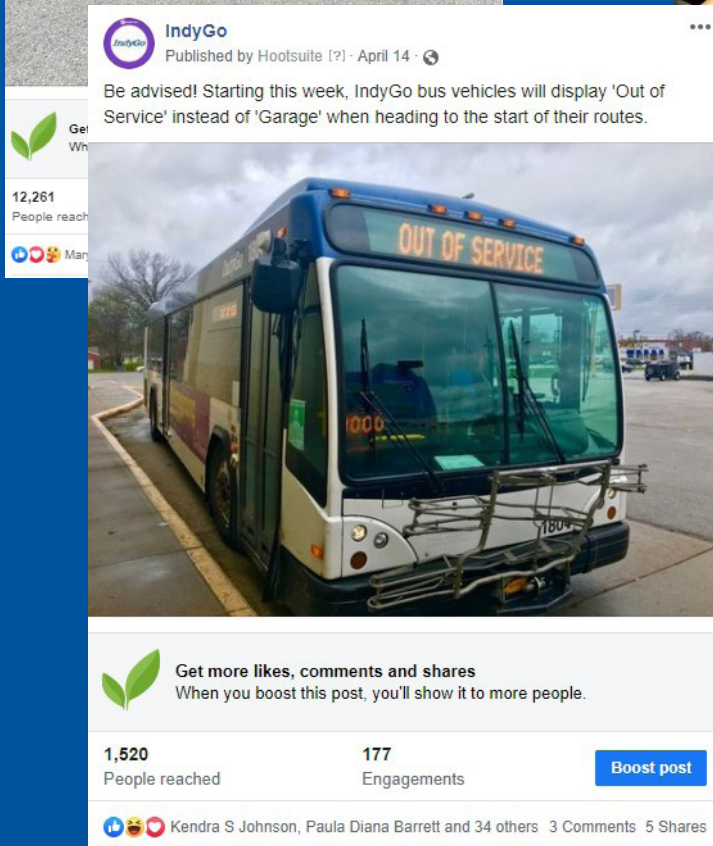
Apr 1, 2022 to Apr 30, 2022



## Social Performance:

### Facebook

- Had a total of **20,331 organic impressions** (13,176 impressions in March)
- **3,582 post engagements**
- **11,145 page likes** (11,134 likes in March)
- **11,380 page follows** (11,341 follows in March)



# Instagram

- Generated **14,727 impressions**
- **541** total engagements; 1.6% engagement rate
- 3,362 Current followers (3,334 followers in March)



indygobus

indygobus Today, two received a special surprise! Coach Operator Will H Tyrone Rowan were recognized for their exceptional service. We cannot thank them enough for their exceptional service to our community.

5w

chase.andco Hey @willrowan

5w Reply

Liked by jojo\_patty and 1 other

APRIL 8

Add a comment...



indygobus

Indygobus Be advised! Starting this week, IndyGo bus vehicles will display 'Out of Service' instead of 'Garage' when heading to the start of their routes.

4w

Liked by indychamber and 30 others

APRIL 14

Add a comment...



indygobus

indygobus Introducing for IndyGo! Congrats to our new class of Professional Coach Operators who will be starting next week. We're excited to have them join our community and represent us.

6w

veemac08 Congrats

5w 1 like Reply

indianapoliscoffee

6w 1 like Reply

Liked by supalesmalonegordon and 28 others

APRIL 1

Add a comment...



indygobus

Indygobus We had a great celebration at our "Beyond the Line" premiere party this evening, where we hosted an event featuring the documentary, in collaboration with @therefordcenter. The film details how the Red Line transformed a community. The event included a Q&A with filmmaker @workofsam, a panel discussion with film interviewees and networking between community members. To learn more about the short film, visit the link in our story.

Edited - 4w

Liked by supalesmalonegordon and 26 others

APRIL 19

Add a comment...

# Twitter

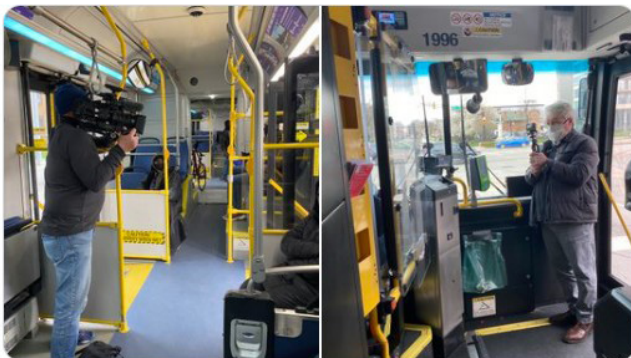
- Had a total of **94,000 organic impressions**
  - Earned **3,100 impressions** per day
- **104** retweets, **38 0**likes, **25** replies, **84** link clicks, **1.2%** engagement rate
- Generated **28 new** followers; **6,327** current followers

Today, two of our IndyGo team members received a special surprise from [@VisitIndy](#). Our Coach Operator [@WilliamHazen7](#) and General Laborer Tyrone Rowan were nominated for a ROSE Award! These awards honor non-managerial hospitality employees for their outstanding customer service.  
[pic.twitter.com/V8iaBjbJ1F](https://pic.twitter.com/V8iaBjbJ1F)



IndyGo @IndyGoBus

BTS look 🎥📺 [@wtvipbsclt](#) is visiting Indianapolis to shoot a bus rapid transit (BRT) success story on our Red & Purple lines. Charlotte doesn't have BRT and this story will show how Indy is using rapid transit to bring jobs, affordable housing and more to those who need it most.



1:22 PM · Apr 9, 2022 · Twitter for iPhone

View Tweet analytics

Promote

1 Retweet 3 Quote Tweets 14 Likes

IndyGo @IndyGoBus

Effective immediately: The federal mask mandate has been lifted. Riders are no longer required to wear a mask when traveling with IndyGo or on IndyGo property. Those who wish to continue to wear a mask may do so.



Apr 19, 2022 · Hootsuite Inc.

IndyGo @IndyGoBus

Analytics

11 Quoted Tweets

PREMIERING TONIGHT 🎥📺 “Beyond the Line,” documentary in collaboration w/ [@redfordcenter](#), which details how our Red Line transformed a community. Our premiere party featured a Q&A, panel discussion and celebration of the short film. View the documentary: [indygo.net/beyond-the-line...](https://indygo.net/beyond-the-line...)



6:24 PM · Apr 19, 2022 · Hootsuite Inc.

View Tweet analytics

Promote

3 Retweets 1 Quote Tweet 15 Likes

## LinkedIn

- Generated **45,360 impressions**
- **935** total engagements; **0.76%** engagement rate
- Generated **51** new followers; **2,667** total followers

**IndyGo**  
2,667 followers  
1mo • 🌐

Today, two of our IndyGo team members received a special surprise from [Visit Indy](#). Our Coach Operator Will Hazen and General Laborer Tyrone Rowan were nominated for a ROSE (Recognition Of Service Excellence) award! This ...see more



**IndyGo**  
2,667 followers  
2w • 🌐

Heading to the streets near you... our newest Professional Coach Operators! 🎉 Congratulations to today's graduating class. Beginning next week, you'll see these new faces on the road getting you where you need to go. We're excited to have them as representatives of IndyGo.

👍 Like

Organic impressions: 2,482 Impressions




**Edwin Casablanca Jr. and 40 others**  
6 comments

👍 Like    💬 Comment

Organic impressions: 1,050 Impressions    Show stats


**IndyGo**  
2,667 followers  
1mo • 🌐

"IndyGo is showing communities throughout our city and beyond the importance of transit and the positive changes that can occur when you invest in it." -[Inez Evans](#), President and CEO of IndyGo ...see more



**IndyGo**  
2,667 followers  
2w • 🌐

Yesterday our President and CEO [Inez Evans](#) discussed how IndyGo implemented Indiana's first bus rapid transit line, the Red Line, with [Metro Transit Omaha](#) employees. Metro Transit is visiting Indianapolis to learn more about h ...see more



**Deja Trotter and 42 others**  
2 comments • 1 share

👍 Like    💬 Comment

Organic impressions: 1,042 Impressions    Show stats

## Email Marketing:

### NEWSLETTER

- 8,840 recipients (8,504 recipients in March)
- 3.93% CTR
- 6.05% open rate (5.15% in March)

# INSIDEINDYGO

## INSIDE INDYGO THIS APRIL


### Purple Line Construction is Here

### Purple Line Construction is Here!



Purple Line construction has started! Stay up to date on construction impacts, closures and detours by signing up for our newsletter. Every Monday, we share a three-week lookahead so you know what to expect in the coming weeks as a rider or motorist. Visit our [website](#) for more details.

### Riding with IndyGo > Paying High Gas Prices



Gas prices: \$4.17 a gallon ❌      Riding with IndyGo: \$1.75 a trip ✅

Don't worry about the rising gas prices. Ride with IndyGo instead for only \$1.75 a trip! To pay for your fare, use MyKey either on your smartphone app or by purchasing a tap card at the Carson Transit Center. Visit [indygo.net/mykey](#) to learn more.

### Get Vaccinated or Boosted at the CTC



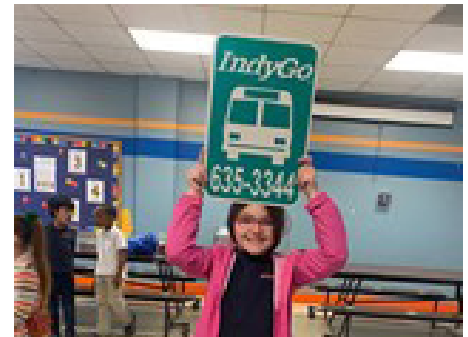
Struggling to get your COVID-19 vaccine or booster shot? Skip the line and visit the Carson Transit Center Tuesdays through Thursdays from 10 a.m. to 2 p.m. Walk-ins are

## Outreach Summary: April 2022

IndyGo continues to support communities during Purple Line construction. In April, IndyGo hosted Transit Talks at the 38th Street Library, Avondale Meadows YMCA and Laundry & More. IndyGo also participated in both the Lawrence Employment and Resource Fair as well as the C.A.F.E. Community Day. Residents and riders received general information on the Purple Line and MyKey system and were encouraged to sign up for the Purple Line newsletter.

As IndyGo considers a new facility for increased operation function, the agency hosted a virtual public meeting in April to seek community feedback on property under consideration for purchase. Properties included the former Celadon property as well as property owned by the Zoo and Finish Line. Majority of attendees were community members near the Zoo property. Those attendees requested removal of the Zoo property for consideration citing traffic concerns and that plans for the facility does not fit into the residential setting.

IndyGo team members conducted a travel training to 40 Grade 1 students from the International School of Indiana. Students got to take route 18 from the International School of Indiana to the Julia M. Carson Transit Center, enjoy lunch at the City Market, take a stroll around Monument Circle, and ride back to school in style on route 28.



### April Outreach Events:

Date	Name of Event	Attendance	Reach
4/5/2022	Transit Talk: 38th St Library	30	50
4/12/2022	Expand IndyGo: New Property Outreach	7	14
4/14/2022	Avondale Meadows YMCA + Purple Line Transit Talk	50	85
4/18/2022	MNA Meeting	10	20
4/21/2022	Lawrence Employment and Resource Fair	50	85
4/21/2022	Far Eastside Resident Council	15	35
4/23/2022	C.A.F.E Indy Community Day + Purple Line	150	400
4/26/2022	Laundry & More + Purple Line Transit Talk	30	50
4/29/2022	International School Travel Training	50	250



## Operations Division Report – April 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Operations/COO Aaron Vogel  
**Date:** May 26, 2022

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### OPERATIONS DIVISION REPORT – April 2022

#### SERVICE PLANNING

##### SERVICE SCHEDULING:

The Operator Service Bid, effective June 12, 2022, is underway. There will be minor timing changes to Routes 10 & 38. For the Red Line and Route 902 – currently they share buses that will be uncoupled for the June bid. Due to a detour affecting Route 902, the Red Line and 902 are experiencing significant on-time performance issues. To help correct that, separating the route will allow the Red Line to operate independently, and a new schedule for the 902 with added time should help. This will mean anyone who currently has a one-seat ride that uses both routes will be required to transfer at UIndy. The transfer is free.

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

Construction is underway for 29 local bus stop accessibility improvements. This includes 17 stops along E 42<sup>nd</sup> St, N Post Rd, and N Mitthoefer Rd on the east side, along with 12 bus stops on the westside along Eagle Creek Parkway, High School Road, and W. 46<sup>th</sup> Street. The contractor for this project is Shuck Corporation. The project is scheduled to be completed by August 2022.

Additional bus stop design projects are underway with IndyGo's on-call engineering contractor, Lochmueller. This includes bus stops on the near northside of downtown (Central Ave, College Ave, 30<sup>th</sup> St), stops on the near westside of downtown (W. 10<sup>th</sup> St, W. 16<sup>th</sup> St, W. Michigan St, and Lafayette Rd), and bus stops required for future service changes related to the Marion County Transit Plan. 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.

Additionally, the Indianapolis Public Transportation Foundation, in coordination with IndyGo Service Planning staff, was recently awarded a \$500,000 grant from the City of Indianapolis Department of Public Works through the Indy Neighborhood Infrastructure Partnership program. These funds will support the design and construction of safe crossings to bus stops along Lafayette Road, between 16<sup>th</sup> Street and 30<sup>th</sup> Street.

##### COMPREHENSIVE OPERATIONAL ANALYSIS:

The Service Planning staff has continued to work alongside the Strategic Planning department on the Comprehensive Operational Analysis for IndyGo's future local bus network. This includes finalizing staff recommendations, engaging with the IndyGo Board of Directors and stakeholders, and preparing for public outreach. Staff is also working to build new communication tools to use during outreach and implementation, including web maps and bus stop signage.

##### PURPLE LINE CONSTRUCTION DETOURS:

Service Planning staff is assisting IndyGo Transportation Operations staff in preparing for and executing detours related to Purple Line construction, which began in early March. This includes coordinating detour routing and temporary bus stops to maintain service along the East 38<sup>th</sup> Street project corridor.

OPERATIONS PERFORMANCE MANAGEMENT:

The Operations Performance (OP) Team is working on the following initiatives.

- Validating the TAM Fixed Asset Inventory List matches the IndyGo Fixed Inventory List.
- Developing a process to eliminate work orders closed in AX2012 but are still causing issues in the D365 Migration. Eleven thousand (11,000) of the sixteen thousand plus (16,000+) total Work Orders have been deleted, saving 138 work hours.
- D365FO – developing a "real-time" supervisor management tool for the Maintenance Department to increase productivity with the technicians.
- Confirming that the present IndyGo Warranty & Core program meet the FTA Maintenance Enhanced Review (Audit) requirements.
- Validating and comparing with "Like Agencies" bus maintenance Cost Per Miles.



FIXED ROUTE RIDERSHIP:

<b>Apr-21</b>	<b>Apr-22</b>	<b>% Change</b>	<b>IndyGo Fixed Route Ridership</b>	<b>2021</b>	<b>2022</b>	<b>% Change</b>
6,410	5,102	-20.4%	<b>2 E. 34th St.</b>	24,249	19,123	-21.1%
15,934	17,994	12.9%	<b>3 Michigan St.</b>	58,745	66,289	12.8%
5,015	5,063	1.0%	<b>4 Fort Harrison</b>	19,225	18,518	-3.7%
6,885	10,046	45.9%	<b>5 E. 25th</b>	27,971	36,911	32.0%
5,673	4,960	-12.6%	<b>6 N. Harding</b>	19,599	20,916	6.7%
74,781	70,984	-5.1%	<b>8 Washington St.</b>	281,643	266,417	-5.4%
46,178	50,802	10.0%	<b>10 10th St.</b>	172,573	186,646	8.2%
2,081	2,355	13.2%	<b>11 E. 16th St.</b>	8,606	9,348	8.6%
1,940	1,547	-20.3%	<b>12 Minnesota</b>	6,873	6,666	-3.0%
1,510	1,625	7.6%	<b>13 Raymond</b>	5,446	5,729	5.2%
3,270	3,362	2.8%	<b>14 Prospect</b>	13,026	11,977	-8.1%
7,186	7,860	9.4%	<b>15 Riverside</b>	27,505	27,838	1.2%
6,959	7,088	1.9%	<b>16 Beech Grove</b>	25,854	26,298	1.7%
2,854	2,765	-3.1%	<b>18 Broad Ripple</b>	10,902	10,855	-0.4%
11,266	11,896	5.6%	<b>19 Castleton</b>	43,738	45,900	4.9%
9,247	7,886	-14.7%	<b>21 East 21st St.</b>	35,462	34,025	-4.1%
8,444	5,916	-29.9%	<b>24 Mars Hill</b>	32,014	23,067	-27.9%
7,447	6,196	-16.8%	<b>25 W. 16th St.</b>	27,641	22,370	-19.1%
8,494	8,445	-0.6%	<b>26 Keystone</b>	31,384	30,727	-2.1%
6,090	4,979	-18.2%	<b>28 St. Vincent</b>	22,649	20,428	-9.8%
3,647	3,951	8.3%	<b>30 30th St.</b>	13,929	14,898	7.0%
5,024	6,170	22.8%	<b>31 Greenwood</b>	21,300	21,560	1.2%
13,811	14,696	6.4%	<b>34 Michigan Rd.</b>	51,706	52,912	2.3%
17,506	19,990	14.2%	<b>37 Park 100</b>	68,930	74,225	7.7%
11,945	11,262	-5.7%	<b>38 Lafayette Square</b>	43,398	41,009	-5.5%
39,362	45,850	16.5%	<b>39 E. 38th St.</b>	147,485	166,073	12.6%
2,536	2,591	2.2%	<b>55 English</b>	9,570	9,482	-0.9%
6,580	4,759	-27.7%	<b>86 86th Street Crosstown</b>	23,680	16,781	-29.1%
7,034	6,847	-2.7%	<b>87 Eastside Circulator</b>	24,425	25,058	2.6%
68,357	88,903	30.1%	<b>90 Red Line - BRT</b>	273,949	317,271	15.8%
941	846	-10.1%	<b>901 College - Local</b>	3,392	3,270	-3.6%
4,643	3,378	-27.2%	<b>902 County Line - Local</b>	17,014	13,250	-22.1%
31	37	19.4%	<b>Others</b>	101	760	652.5%
419,081	446,151	6.5%	<b>Total</b>	1,593,984	1,646,597	3.3%

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

## TRANSPORTATION SERVICES

### 90% CLUB:

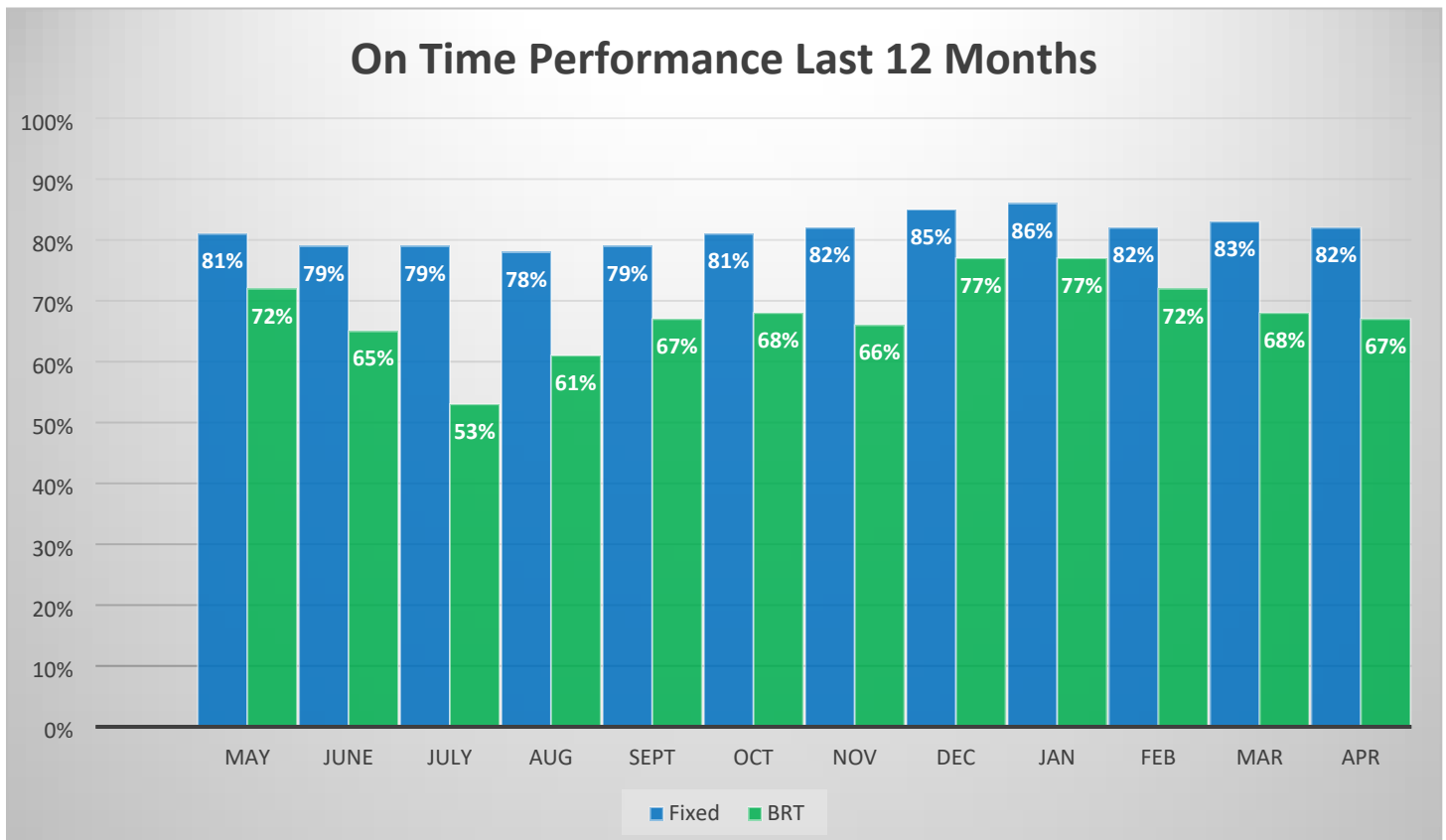
The following operators achieved an on-time performance rating of 90% or better during the month. The names are entered into a drawing held each month from this group of Operators. The winner receives an extra personal day.

The winner for April: Patricia Wilson #6792

Howard, Jeffrey  
 Jones, Shirley  
 Anderson, Rose  
 Young, Samuel  
 Hinton, Lactetia  
 Reintjes, Peter  
 Wilson, Patricia  
 Carpenter Williams, Lakisha  
 Frierson, Razheana  
 Greene, Jeffery

Martin, Timothy  
 Turner-Woods, Raveen  
 Hook, Sandra  
 Ibrahim, John  
 Nguyen, Loc  
 Bradford, Keary  
 Goudiaby, Mamadou  
 Mason, Rodney  
 Walker, Akamil  
 Arnold, Mikiaiah

Badiane, Ngary  
 Blow, Royetta  
 Cox, Sean  
 Ford, Wanda  
 Mcleod, Timothy  
 Rowie, Robert  
 San Pedro, Enrique  
 White, Anthony  
 Wright, Melvin



## VEHICLE MAINTENANCE AND FACILITIES SERVICES

### FACILITIES:

The Marion County Health Department completed their seventh month of serving the general public as a COVID Vaccination Site inside the lobby at the Julia Transit Center. The Marion County Health Department (MCHD) is open in the three days a week Tuesday, Wednesday, and Thursday. The MCHD is still getting consistent traffic from the general public and the COVID Vaccination Clinic will remain open at the Transit Center through the spring and into the summer if needed.

The Industrial Soaps Contract that was out on the streets for bids and were due back in on March 31st and the winning vendor will be presented at June Board of Directors Committee meeting for approval.

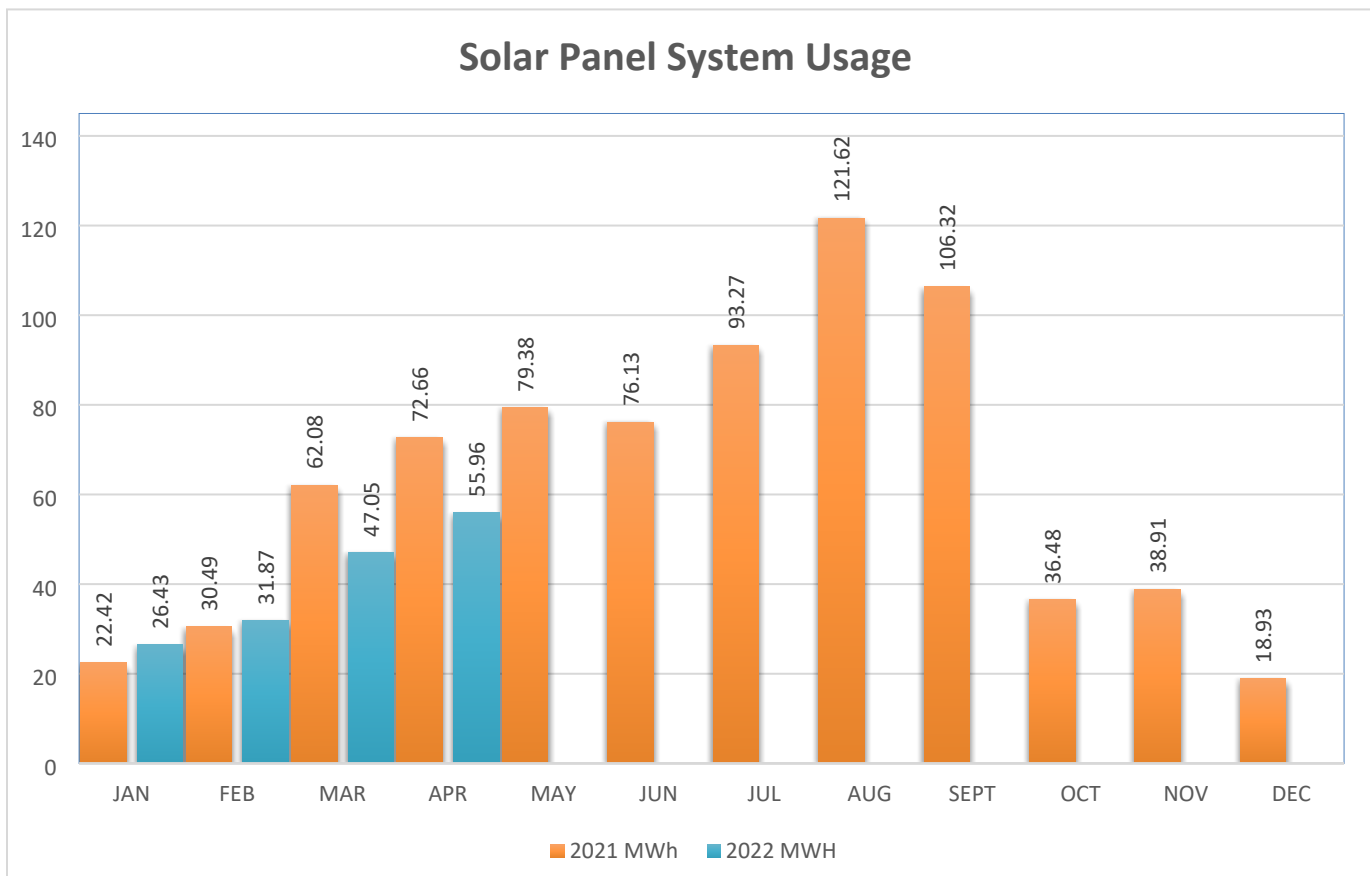
The contract for Pest Control was sent out on the streets for bids and the scope includes coverage for all six properties. The bids are due back in late May. The winning vendor will be presented at the June Board of Directors Committee Meeting for approval.

### ENVIRONMENTAL MANAGEMENT PROGRAM:

First quarter recycling efforts collected 27,400 pounds of scrap metals that yielded \$4,352.00

### SOLAR PANEL:

During the month of April as daylight hours increased, the 4,300 Solar Panel Array on the roof at the 1501 building produced a substantially higher KWH total versus last month. The savings amount YTD, \$15,324.45 for solar energy savings.



FLEET SERVICES:

There were 176 buses detailed in April. The goal is to detail every bus at least once per month.

There were 14 vehicle requests in April for the motor pool.

IPTC has logged 2,800,184 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2022</b>	700,999	650,213	739,093	710,879									<b>2,800,184</b>
<b>2021</b>	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	<b>9,141,583</b>
<b>2020</b>	878,363	875,068	917,660	705,903	701,773	865,561	888,720	866,798	844,969	850,663	767,009	817,246	<b>9,979,733</b>

**Mean Distance**

<b>Mean Distance Major Systems Failures</b>
<b>Mean Distance Between All Systems Failures</b>

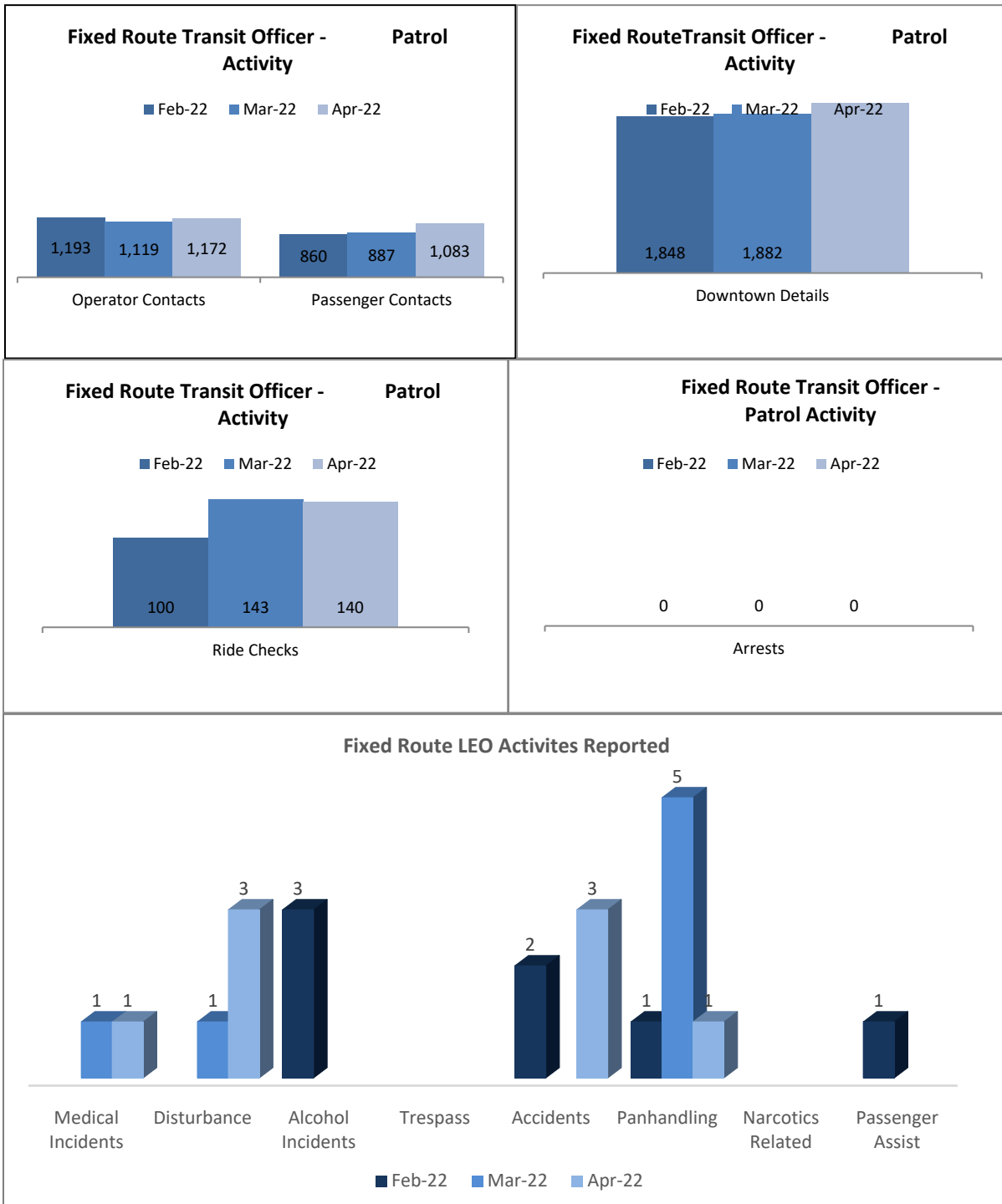
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
<b>MAJOR</b>	4848	4388	4436	<b>3918</b>								
<b>ALL</b>	4377	3920	3911	<b>3753</b>								
	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
<b>MAJOR</b>	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
<b>ALL</b>	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
<b>ALL</b>	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057

The green cells represent averaged totals

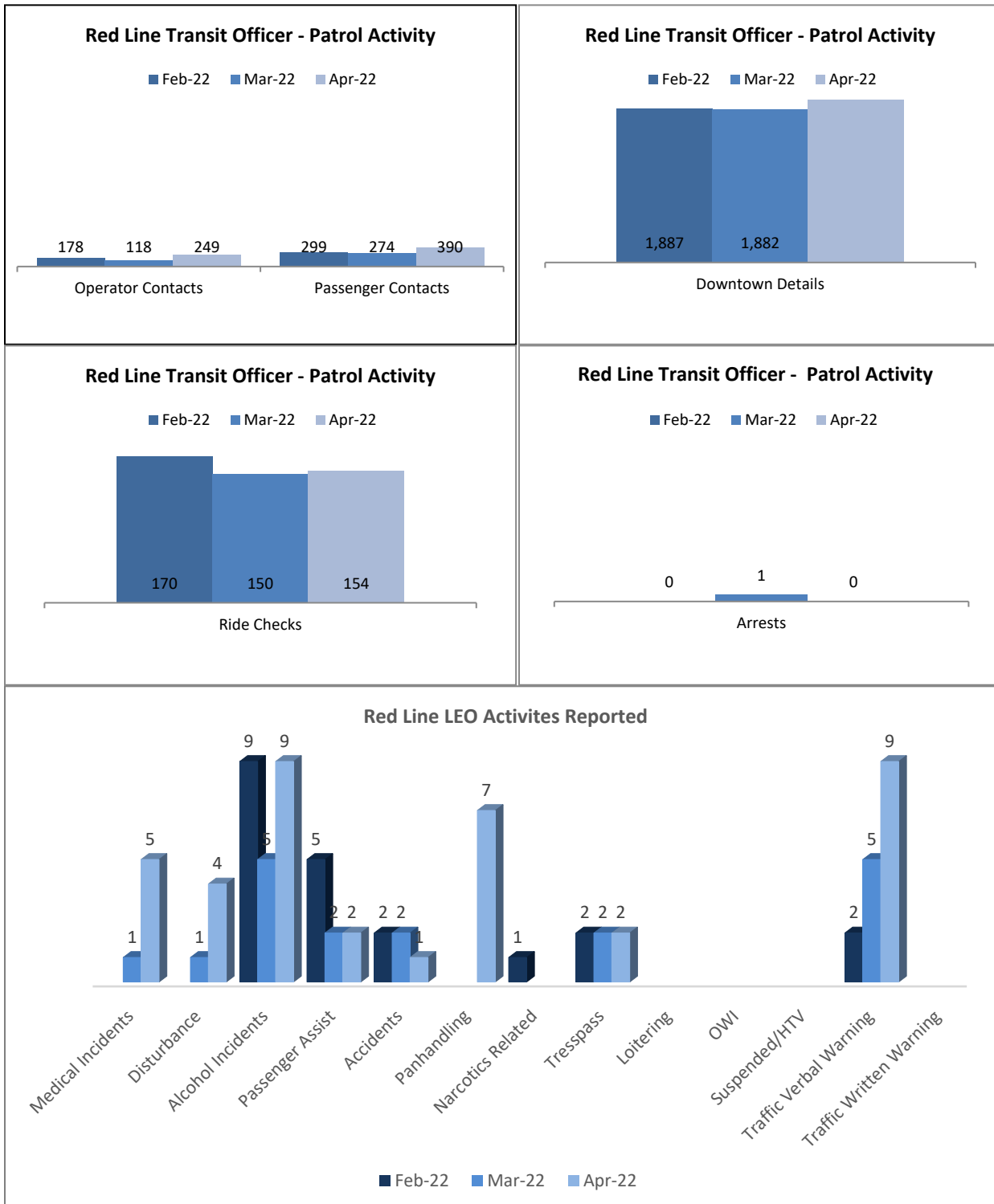
# SECURITY AND TRAINING

## FIXED ROUTE SECURITY:

The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed for the last three months.

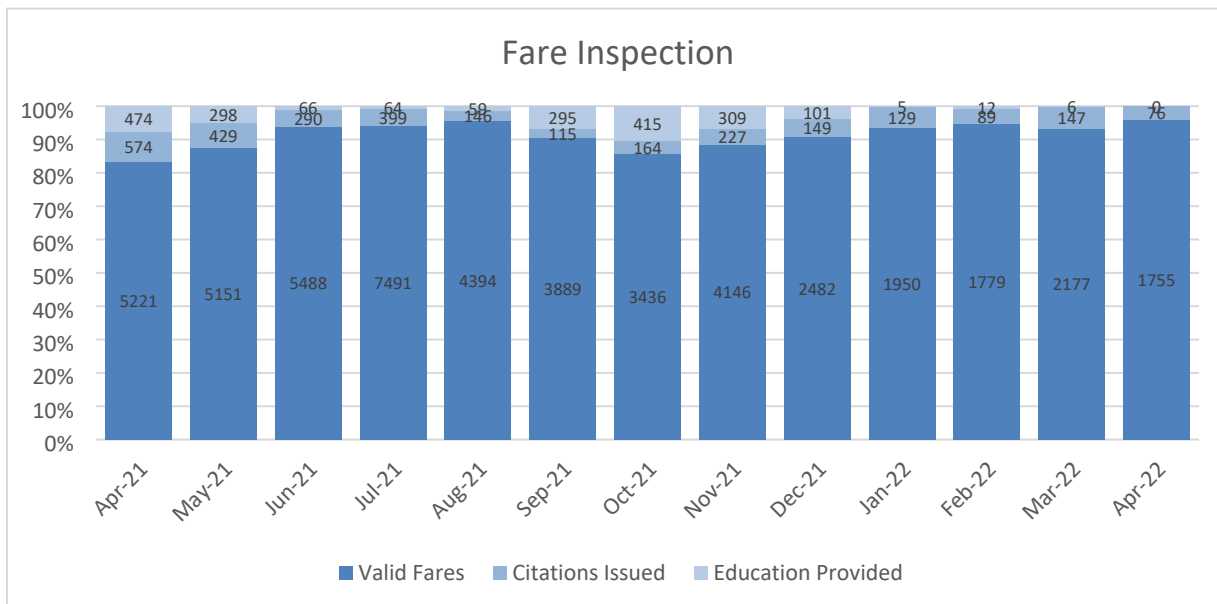


**RED LINE SECURITY:**



The charts above are the Red Line Security reports. These charts will show the LEO's activity on the Red Line Route. These charts will also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO. As more information is obtained in the following months, these charts will populate more.

**FARE INSPECTION REPORT:**



April	Passenger Contact	Notifications	Educations
<b>Monthly</b>	1755	76	0
<b>Weekday</b>	1558	62	0
<b>Saturday</b>	121	14	0
<b>Sunday</b>	76	0	0

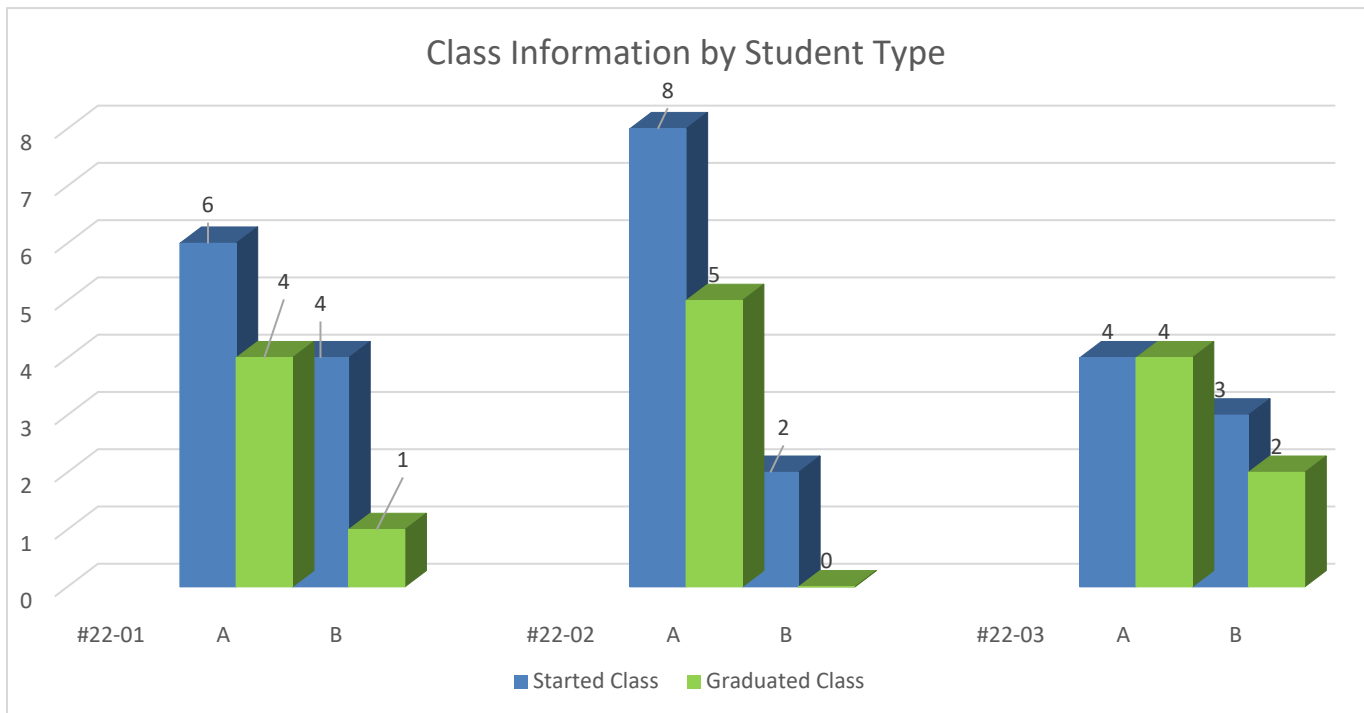
2022 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	7661	441	23
<b>Weekday</b>	6662	375	21
<b>Saturday</b>	599	65	2
<b>Sunday</b>	400	1	0

The information above shows the fare inspection information for each month and one for the total year to date for 2022. The chart will show passenger contacts representing passengers who 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 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.

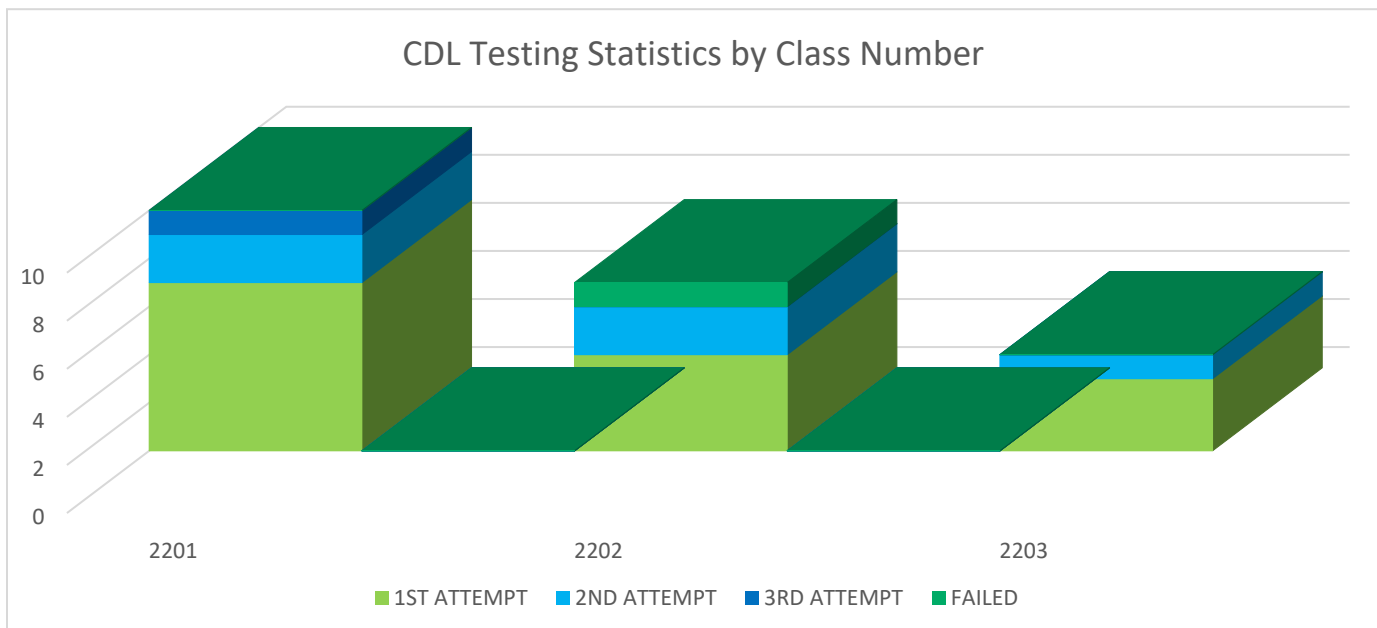
In April, the Security Department participated in a demo of a few new QR-code and Near Field Communication (NFC) systems that it will be able to use with the contracted security companies. The system will be able to use both the QR code and NFC technology to track the rounds and location of the security teams. This system will help the Security Department audit the security contractors to ensure they perform the job functions required of them per the contract. Staff is looking to pick a company and have the system in place by mid to late May.

**TRAINING:**

The chart below shows the number of Trainee A and Trainee B students that started each class. It also shows the number of students in each group that graduated.

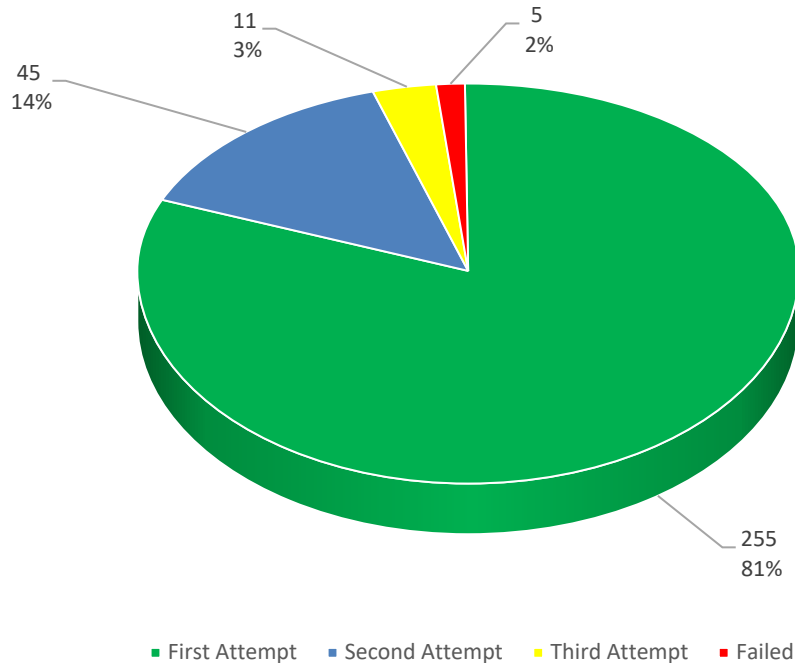


The IndyGo Training Department trains new employees that are hired without a CDL license. This training includes vehicle knowledge, pre-trip inspection knowledge, vehicle driving skills practice (on a closed course), and on-road driving skills. Those students will then be taken to a State-approved testing site and tested for their CDL licenses. The charts below will show the current year's results to date and the results since the inception of the program. They will also show the number of students who passed on their first, second, or third attempt and the number of students who could not pass it after three attempts.





## Results of CDL Testing Since Inspection



IndyGo Fixed Route Operator Class 22-02 began on February 7, 2022, with nine Trainee A's and two Trainee B's joined them on February 14, 2022, to make a total of eleven. The Graduation ceremony was held on April 1, 2022, for the five remaining operators.

IndyGo Fixed Route Operator Class 22-03 began on March 7, 2022, with five Trainee A's and three Trainee B's joined them on March 14, 2022 to make a total of eight. The graduation for this class was held on April 29, 2022, with the remaining five.

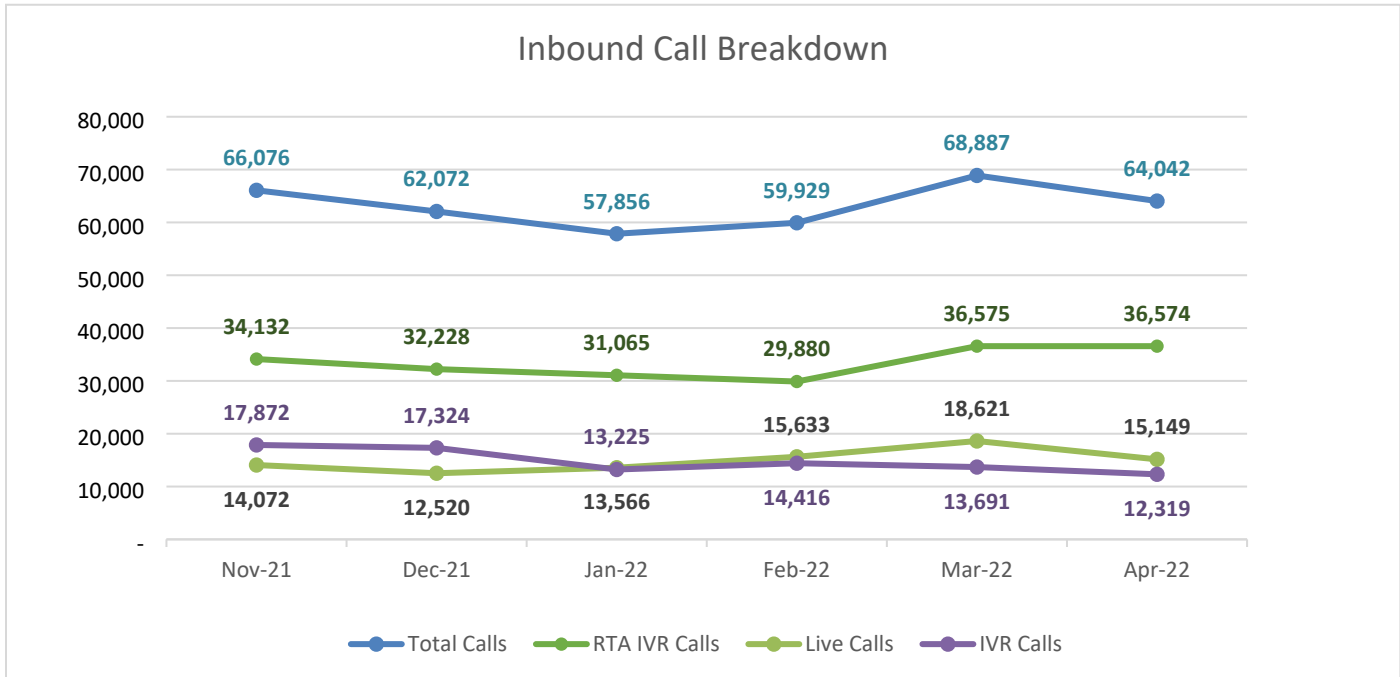
The following training sessions were conducted in April:

- Thirteen operators for accident retraining
- Four operators for Red Line accident retraining
- Seven Return to Work training
- Three operators for Customer Service retraining
- Eight operators for return-to-work training
- One Reckless Driving training
- Six administrative employees for new-hire orientation
- One general laborer (GL) for new-hire orientation
- 24 Operators for Trainer Certification training

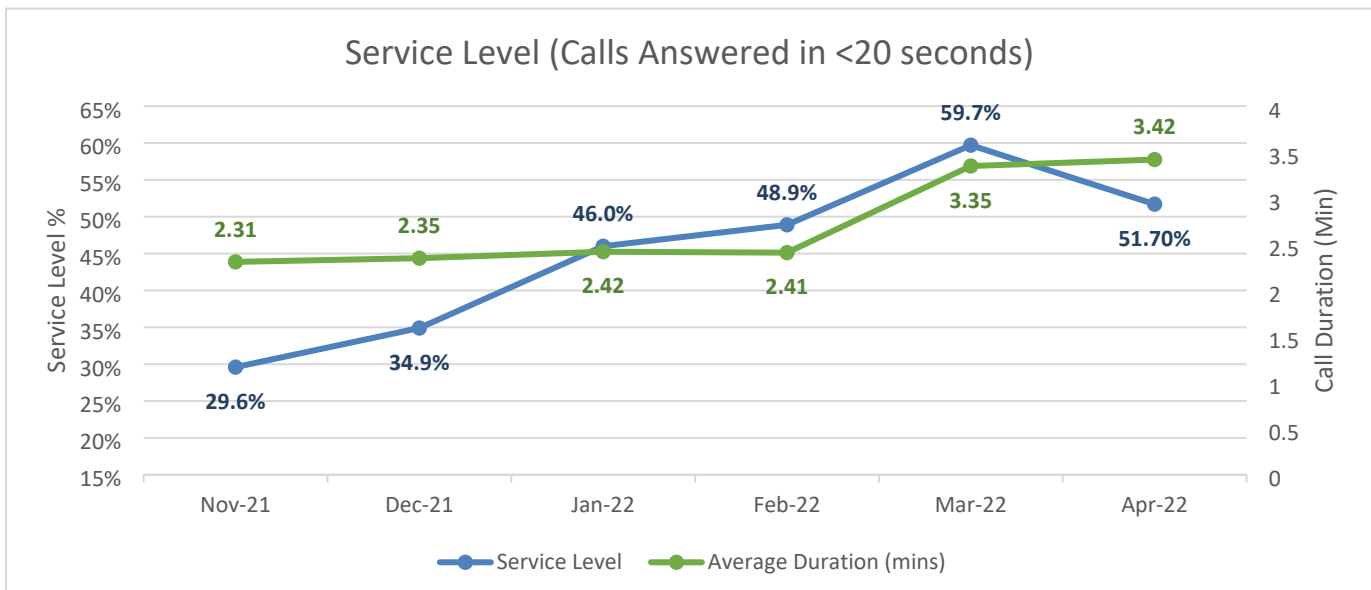
**MOBILITY SOLUTIONS –  
OPEN DOOR & CUSTOMER SERVICE**

**CONTACT CENTER REPORT AND PARATRANSIT REPORT:**

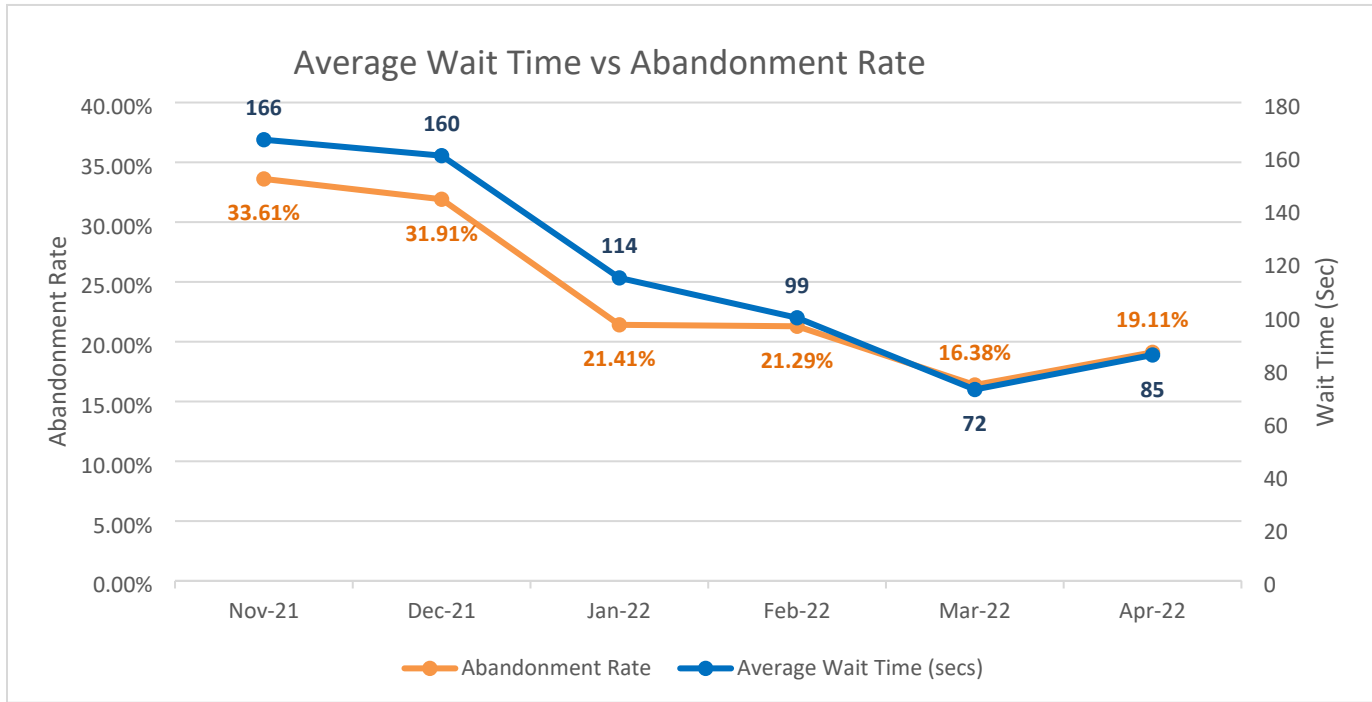
Overall, total call volume has decreased by approximately 7% from March to April. The decrease can be attributed to the reduction in ridership for April 2022



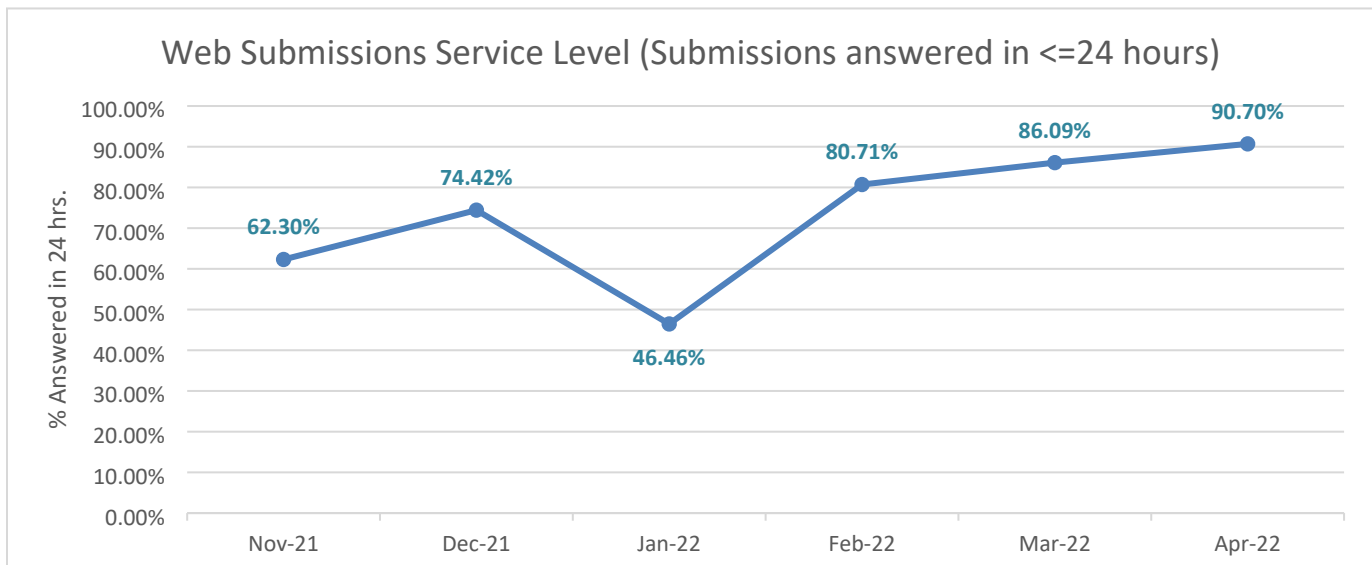
Our service level metric saw a decrease for April 2022. The decline is moving away from the goal of 80% and is being addressed by the Care Center team. The average call duration has increased; however, it is still within the goal range of 3-5 minutes.



IndyGo leadership meets regularly with RATP Dev to discuss staffing effects and expectations. Through our constant monitoring and meetings, we were starting to see a positive impact resulting in a decrease in average wait time and abandonment rate. Due to a staffing deficit, wait time and abandonment rates have increased. IndyGo Care Center Leadership will continue to monitor.



Web comment processing service level saw an increase for April. This metric exceeded our goal of 85%. IndyGo Leadership meets regularly with RATP Dev to discuss staffing effects and expectations. Starting the month of May, this process will be automated, removing the need for recording this metric. IndyGo Care Center Leadership will continue to work towards refining processes that will improve the customer experience.

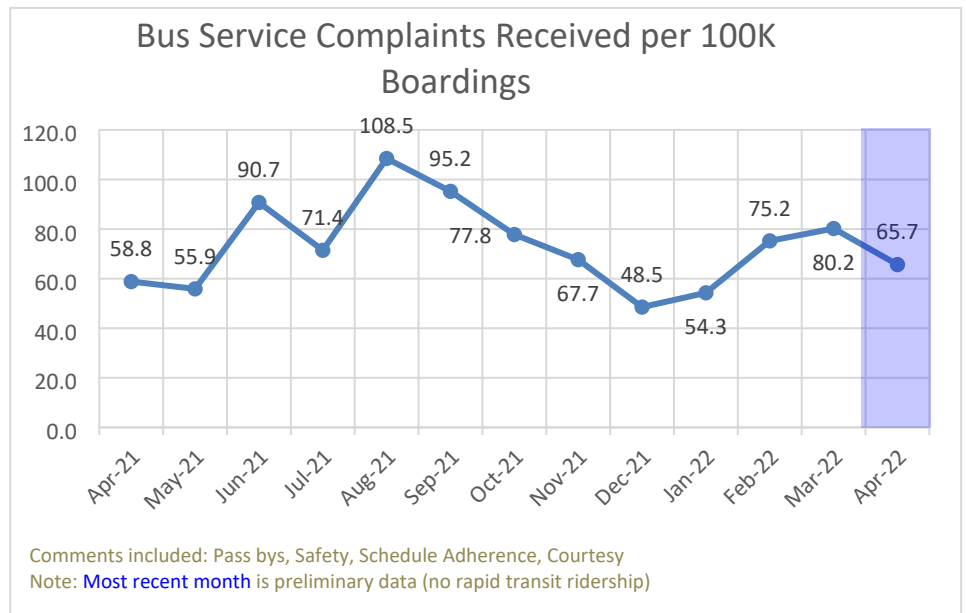
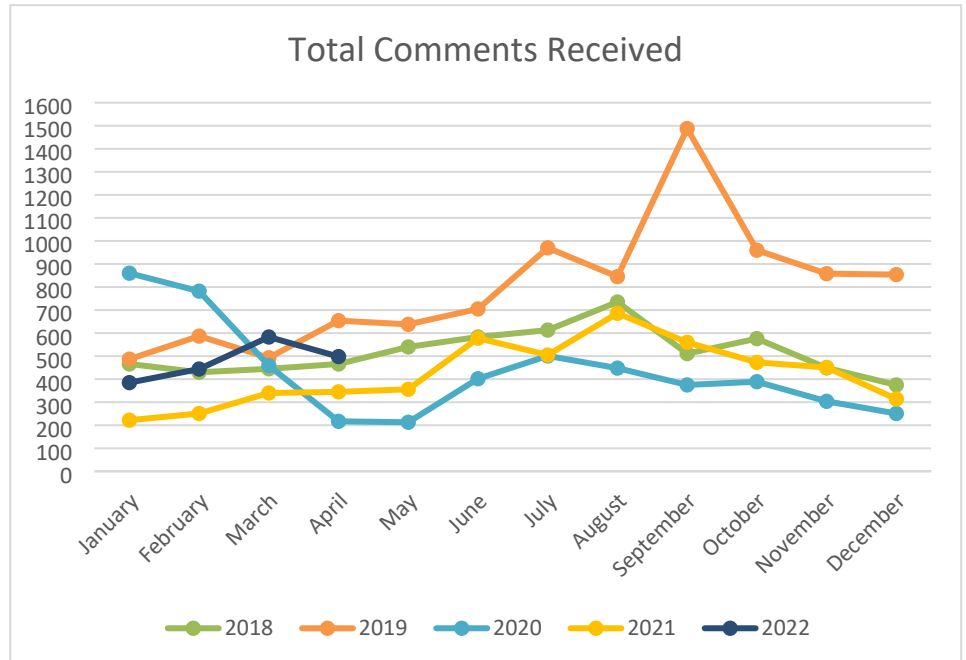


**RECEIVED COMMENT REPORT:**

The total number of comments received for April amounts to 498.

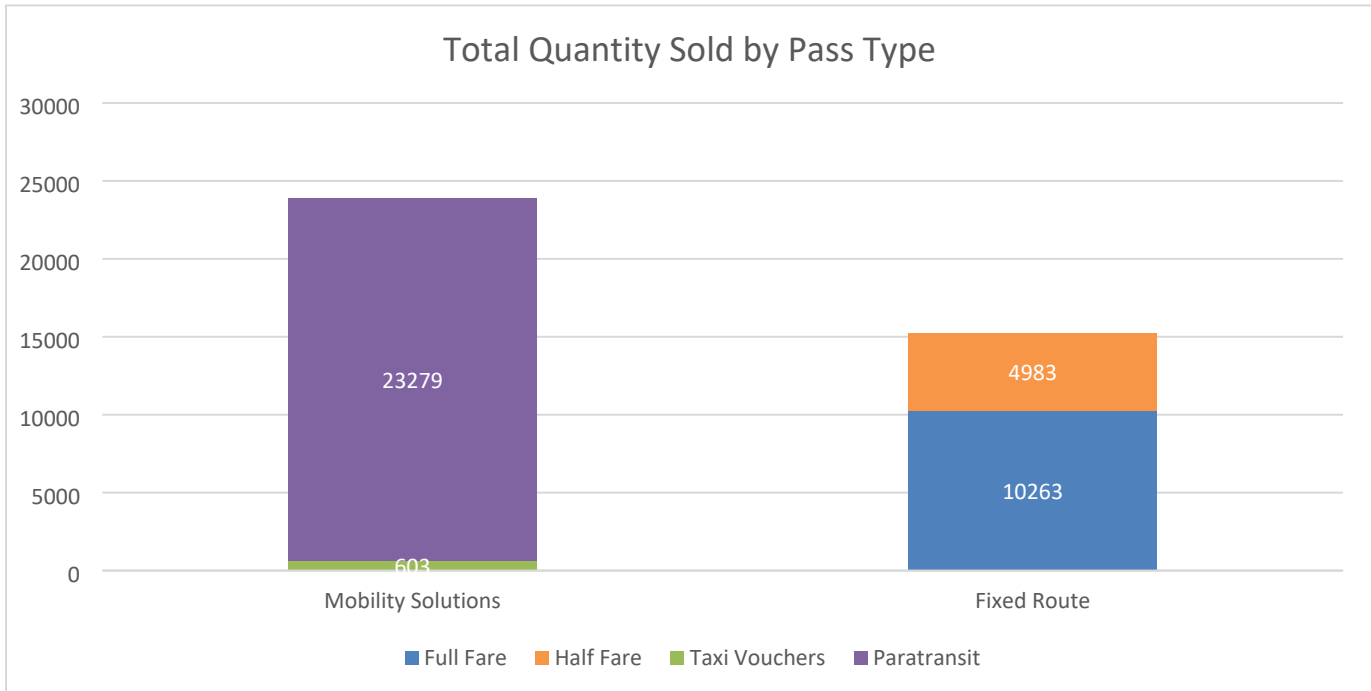
Schedule Adherence is the largest category among the comments received, contributing to approximately 27% of the total comments for April. We experienced a decrease in ridership this month, contributing to the reduction in customer comments. This will continue to be monitored by IndyGo Care Center Leadership.

Comment Category	Count of Comment
Schedule Adherence	137
Pass By	74
Safety	46
Courtesy	36
Customer Care Center	29
COVID	22
Fares	19
Rules	17
Request	16
Route	15
Vehicle Maintenance	15
Wrong Information Given	13
Bus Stop	11
Compliment	8
Suggestion	8
Marketing	7
Facility Maintenance	6
Security	4
ADA	3
Detour	3
Fulfillment	3
Denial	2
Discrimination	2
Purple Line	1
Real-Time Arrivals	1
<b>Grand Total</b>	<b>498</b>



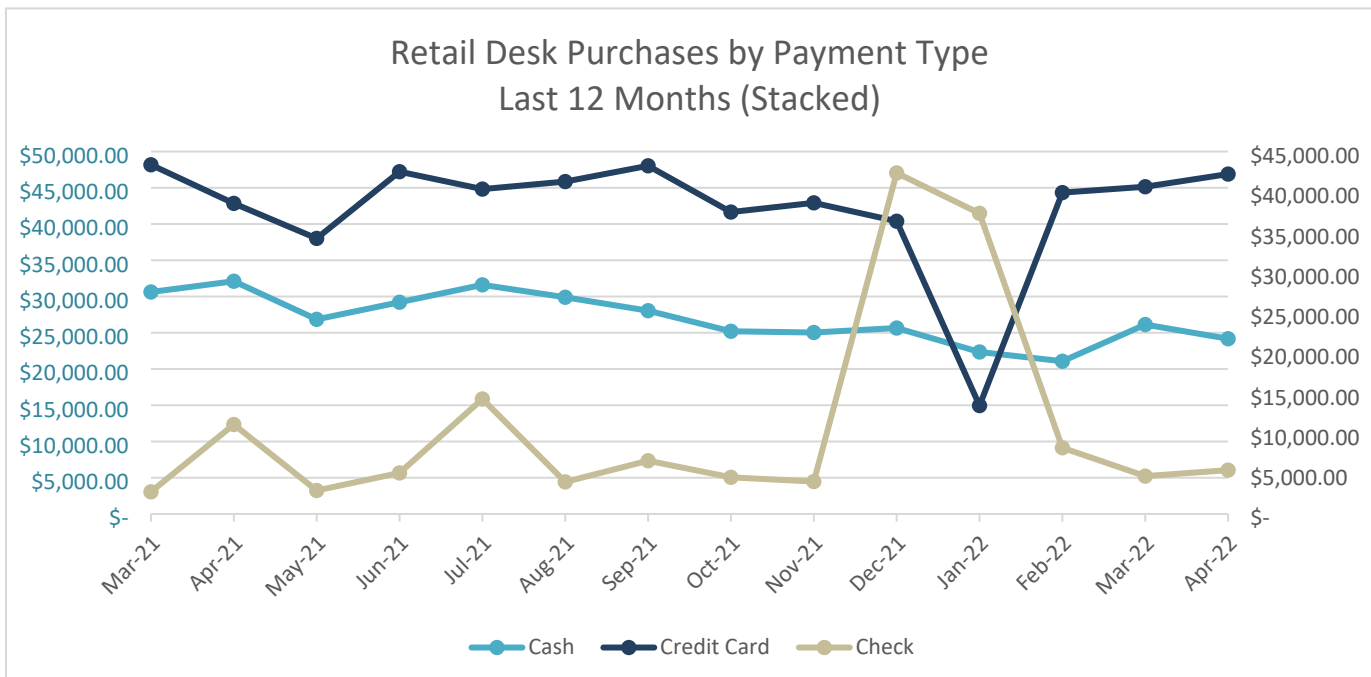
**RETAIL CENTER AND SALES REPORT:**

Total Quantity of Passes Sold: 39,128



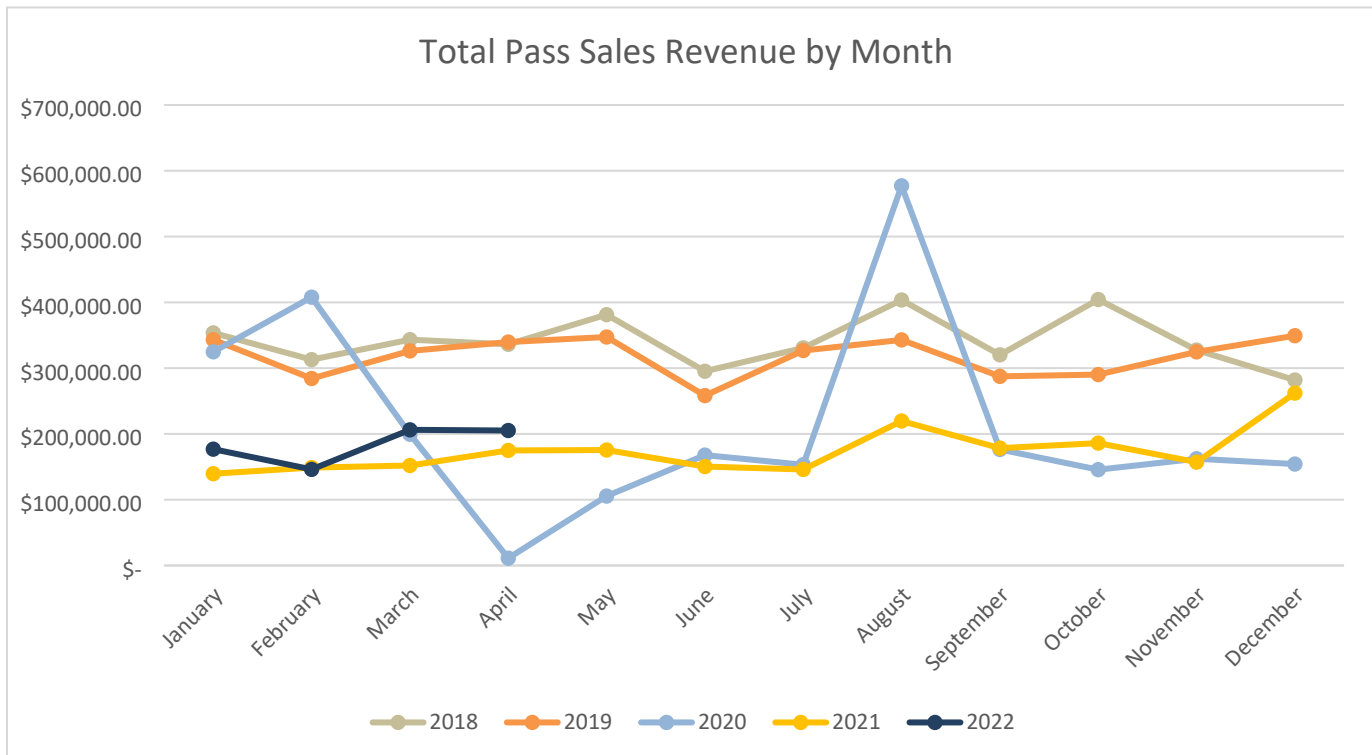
**Payment Breakdown:**

The Customer Care Center Retail Desk experienced increased check and credit card sales. Cash sales experienced a 7.48% decrease for April 2022. IndyGo Care Center Leadership will continue to monitor all payment types.



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

Total pass revenue slightly decreased from March to April. A decrease in pass sales could be attributed to the decrease in ridership from March to April.



**PARATRANSIT OPERATING STATISTICS:**

FTA mandates that transportation agencies report data through the National Transit Database (NTD). The following metrics are measured for our paratransit program. The data also provides valuable information to determine the number of paratransit vehicles to operate this service. In addition, trends are monitored and measured YOY to discuss abnormalities that occurred in the previous year, such as COVID-19.

**2022 Paratransit Data**

Paratransit	Unlinked Passenger Trips	Vehicle Revenue Hours	Vehicle Revenue Miles	Vehicles Operated in Max Service (Average)	Number of Days of Regular Service Operated
January	9,050	5,144	97,224	30	31
February	8,705	5,005	92,607	29	28
March	11,078	6,181	114,608	32	31
April	10,387	5,963	105,832	34	30
May					
June					
July					
August					
September					
October					

November					
December					
<b>Total</b>	<b>39,220</b>	<b>22,293</b>	<b>307,131</b>	<b>31</b>	<b>120</b>

**2021 Paratransit Data**

<b>Paratransit</b>	<b>Unlinked Passenger Trips</b>	<b>Vehicle Revenue Hours</b>	<b>Vehicle Revenue Miles</b>	<b>Vehicles Operated in Max Service</b>	<b>Number of Days of Regular Service Operated</b>
January	11,558	6,555	120,345	39	31
February	10,574	6,005	111,889	39	28
March	12,987	7,213	133,968	38	31
April	12,940	7,117	131,858	38	30
May	11,999	6,615	122,240	39	31
June	12,298	6,726	122,292	38	30
July	12,838	7,183	134,827	41	31
August	12,616	6,904	128,752	38	31
September	10,507	5,807	107,806	32	30
October	9,541	5,381	102,961	31	31
November	8,761	4,982	96,488	28	30
December	8,500	5,069	94,620	28	31
<b>Total</b>	<b>135,119</b>	<b>75,557</b>	<b>1,408,046</b>	<b>39</b>	<b>365</b>

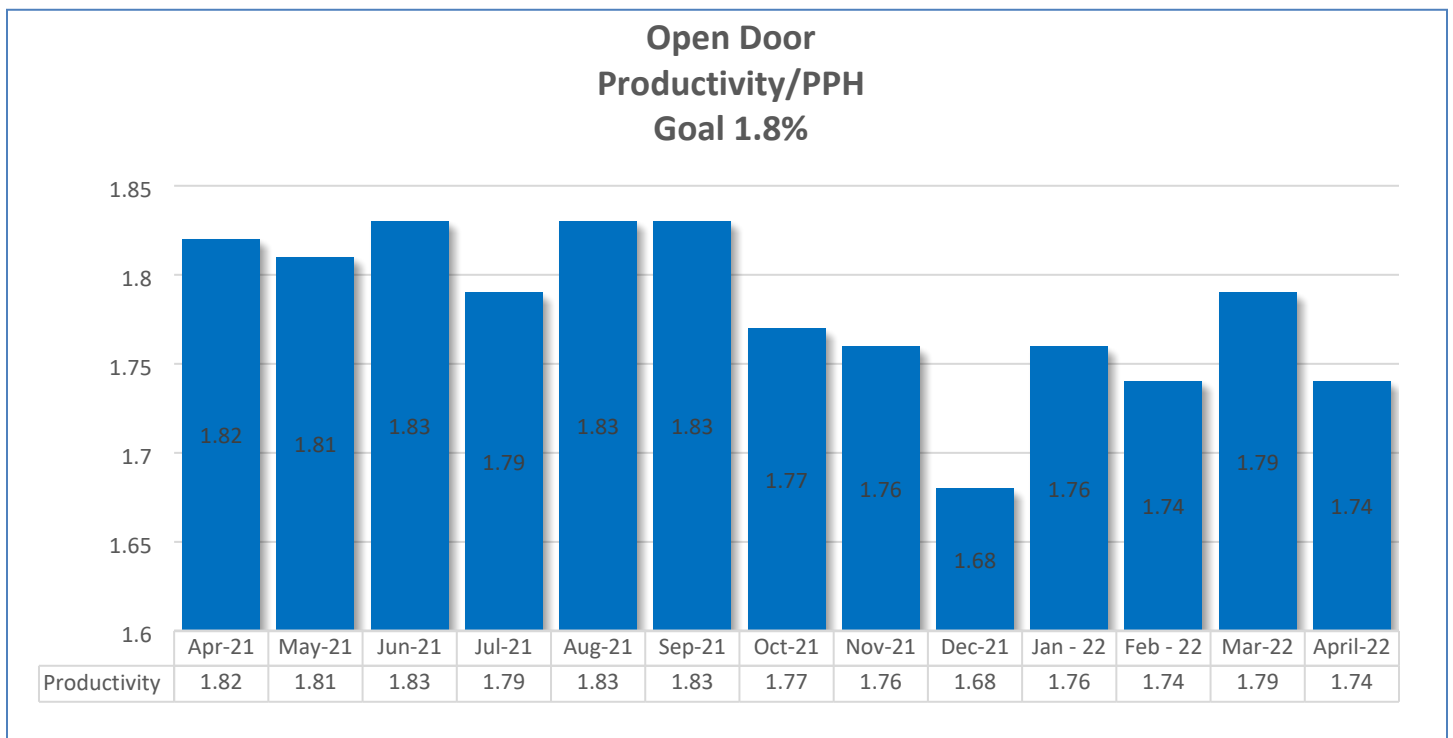
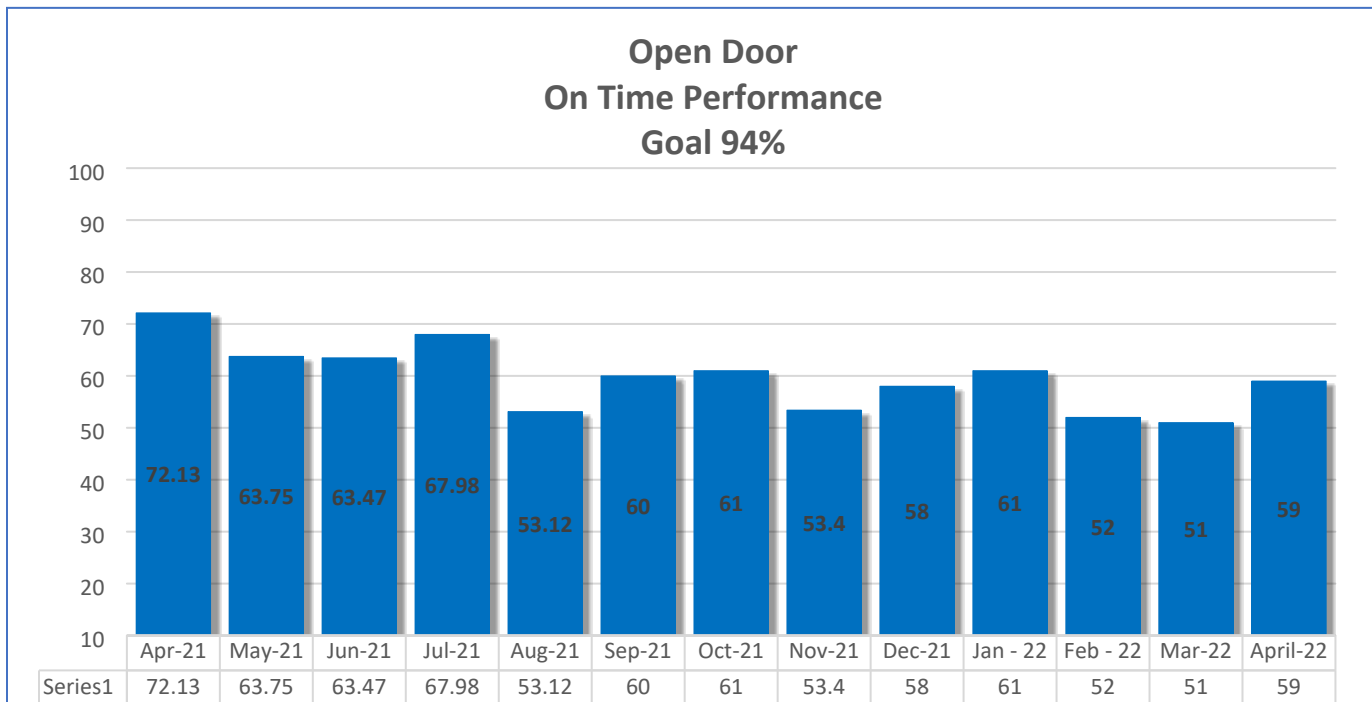
**OPEN DOOR CUSTOMER COMMENTS:**

Open Door customers are encouraged to contact the customer care center to voice a comment. All comments are investigated and provided to our paratransit contractor to coach employees—the goal is to improve service while delivering safe, reliable, and courteous transportation.

<b>Comment Categories</b>	<b>Number of Comments</b>
Schedule Adherence	88
Courtesy	8
Wrong Information	8
Rules	5
UZURV	5
Suggestion	4
Customer Care Center	3
Request	3
Safety	3
Compliment	2
Fares	1
WellTrans	1
<b>Total</b>	<b>131</b>

<b>Schedule Adherence Comments</b>	<b>Number of Comments</b>
Late Bus	47
Extended Ride	16
Other	13
No Show	12
UZURV No Show	4
<b>Grand Total</b>	<b>92</b>

On-Time Performance for April 2021 was 72%, and Productivity was 1.82%. April 2022, OTP was 59%, and Productivity was 1.74%; this is a decrease of 18.1% and a decrease of 4.4%, respectively, YOY.





**OPEN DOOR ASSESSMENT & ELIGIBILITY:**

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.

**2022**

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	32	50	82	0	0	0
FEB	34	46	80	0	0	0
MAR	61	56	117	0	0	0
APR	56	57	113	0	0	1
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	183	209	392	0	0	1

**2021**

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	22	38	60	0	0	0
FEB	29	33	62	0	0	0
MAR	46	42	87	0	1	0
APR	47	42	89	0	0	1
MAY	34	40	73	0	0	1
JUNE	35	58	91	0	1	2
JULY	28	54	82	0	0	2
AUG	80	49	128	0	0	2
SEPT	50	49	99	0	0	0
OCT	46	54	100	0	0	0
NOV	44	33	77	0	0	2
DEC	45	44	89	0	0	1
Total	506	536	1037	0	2	10

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP
JAN	0	0	32	49	0	1
FEB	0	0	34	46	0	0
MAR	0	0	61	55	1	0
APR	10	0	46	56	1	0
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	10	0	173	206	2	1

	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	32	1	1	57	0	0
JULY	27	1	0	53	1	0
AUG	26	0	53	46	0	3
SEPT	0	0	50	48	0	1
OCT	0	0	46	53	1	0
NOV	0	0	44	32	1	0
DEC	0	0	45	42	1	1
Total	256	7	240	522	7	5

**VOUCHER PROGRAM:**

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

### 2022 Taxi Voucher Tracking

	Lottery		Dialysis		Emergency-Green		Total Vouchers
	Sold	Used	Sold	Used	Sold	Used	Used
January	660	580	572	605	824	1,005	4,266
February	720	539	626	529	1,409	1,209	5,032
March	650	838	643	635	1,470	1,556	5,792
April	690	683	534	592	1627	1622	5,748
May							
June							
July							
August							
September							
October							
November							
December							
	2,720	2,640	2,375	2,361	5,330	5,392	20,818

### 2021 Taxi Voucher Tracking

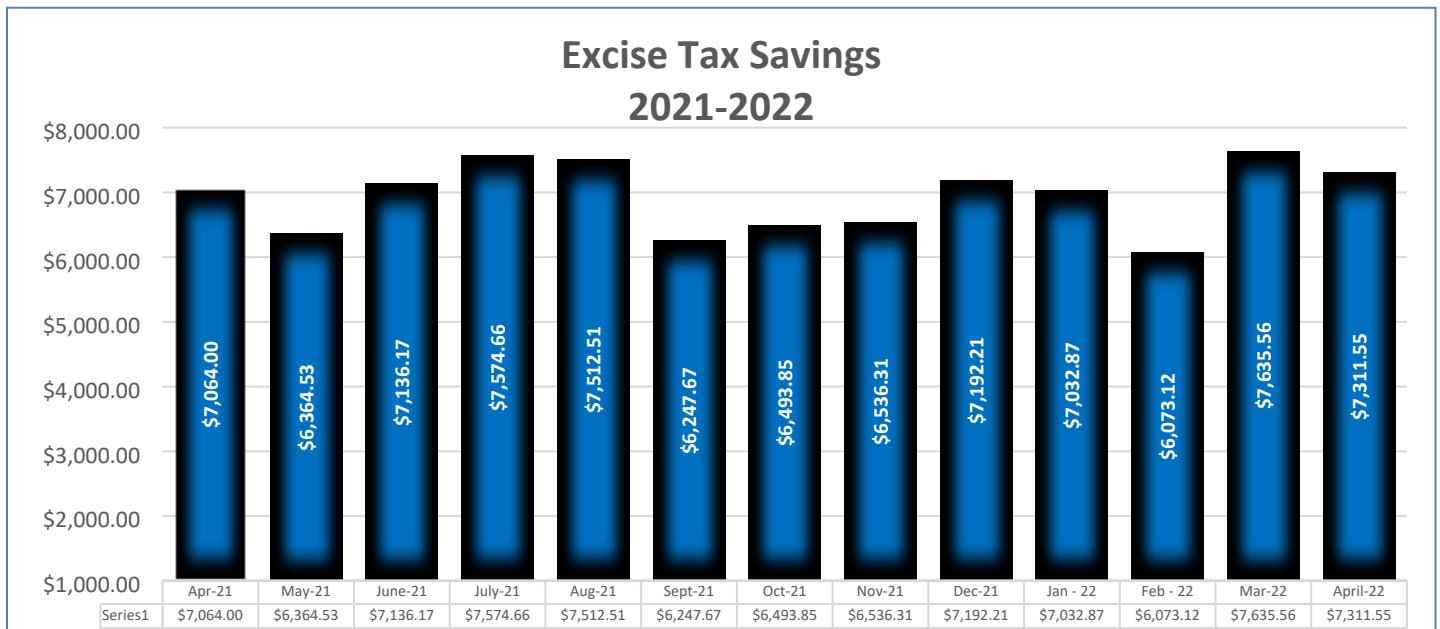
	Lottery		Dialysis		Emergency-Green		Total Vouchers
	Sold	Used	Sold	Used	Sold	Used	Used
January	720	591	703	749	0	0	1,340
February	760	541	673	707	0	0	1,248
March	680	589	714	761	0	0	1,350
April	680	637	828	680	0	0	1,317
May	750	587	599	697	0	0	1,284
June	640	708	742	700	0	0	1,408
July	710	609	634	636	0	0	1,245
August	610	608	706	670	592	81	1,278
September	530	499	663	687	686	553	1,186
October	740	525	729	708	1,640	727	1,233
November	570	543	776	737	1,398	1,595	1,280
December	690	521	573	699	1,734	1,896	4,336
	8,080	6,958	8,340	8,431	6,050	6,072	18,505

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.

April 2022 savings from fuel excise taxes were \$7,311.55 (Fed Taxes = \$3,329.12 and State Taxes = \$3,982.43.)

**Total 2022 annual savings is \$28,053.10**



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

## Human Resources Division Report – April 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Human Resources and Labor Relations Jeffrey M. Brown  
**Date:** May 26, 2022

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### CONSIDERATION OF HUMAN RESOURCES REPORT APRIL 2022

**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 COVID Update:** Since January 1, 2022, IndyGo has received 83 confirmations of a positive COVID-19 test. In April, COVID-19 infections began to taper off, however, the lifting of the federal mask mandate is likely the cause of additional positive tests in May, as IndyGo has received sixteen positive confirmations during the month of May. 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. The following is information pertinent to Indianapolis and Marion County:
  - The community level of Covid-19 in Marion County is **low** based on cases and hospitalizations, according to the most recent update from the C.D.C. on May 19, 2022.
  - The numbers of **hospitalized Covid patients** and **deaths** in the Marion County area have remained at about the same level.
  - Recent data on the test positivity rate in Marion County was not available.
  - An average of one-hundred forty-nine (**149**) **cases per day** were reported in Marion County, an eight-one (**81**) **percent increase** from the average two weeks ago. Since the beginning of the pandemic, at least **1 in 5** residents have been infected, a total of **228,530 reported cases**.
2. **Vaccine Data:** At this time, the IndyGo workforce currently has a vaccination rate of over 72%. As of May 2022, 63.7% of Marion County residents and 55.3% of Indiana residents are fully vaccinated.

### 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:	734
b. Total Union Employees:	528
c. Total Coach Operators:	395
d. Annual Coach Operator Turnover Rate:	36.73%
e. Total Non-Coach Operators Employees:	339
f. Annual Non-Coach Operator Turnover Rate:	26.45%
g. Annual IndyGo Employee Turnover Rate:	32.11%

2. **New Processes:** Human Resources is delighted to advise that it has transitioned to a fully online, electronic onboarding system. All new employee hired by IndyGo will now complete onboarding documents online and Human Resources will no longer utilize paper documents for this process. All documents will be streamlined virtually. And new employees will be able to complete benefit selections online prior to their start date. This process will increase efficiency and the time from offer to start date. In addition to onboarding, Human Resources will implement a new orientation process beginning in June. Instead of a day long exercise, orientation will become virtual by utilizing the LMS system and employees will be responsible for completing various online tutorials within the first sixty days of employment. In lieu of a day long exercise, a monthly meet and greet will be

held once a month so that new employees can be introduced to department heads and the executive team.

**3. Recruitment Efforts:** Human Resources hired a new Recruiter to increase its recruitment efforts. This month, Brandi Caplinger joined Human Resources on May 16, 2022 as its new Recruiter. She has a wealth of experience recruiting candidates for various positions and will add a well-rounded recruiting expertise to IndyGo.

- **New Coach Operator Permit Trainee Program:** To boost recruitment of Professional Coach Operators IndyGo recently a new program to train candidates for CDL permit testing. Previously, IndyGo did not hire candidates who had yet to obtain a CDL Permit, which created recruitment problems as IndyGo would have to wait until the candidate obtained the CDL permit on their own. Because there is no guarantee the candidate would return to IndyGo, especially with the ultra-competitive labor market and shortage of CDL holders, IndyGo believes it is important to start the employment process much sooner. Under this new program, IndyGo will hire individuals who do not hold a CDL permit and train them to pass the permit. The new position is called the Coach Operator Permit Trainee and it is a full-time, non-exempt position. The initial hourly rate of pay for the Coach Operator Permit Trainee is \$17.00. During the first five (5) days of training, the Coach Operator Permit Trainee will be trained and required to study and take the CDL Permit test. If the Coach Operator Permit Trainee is not able to successfully obtain a CDL Permit within the first five (5) days of your training, the individual's employment will terminate. If the individual obtained CDL Permit in the first five days, their hourly rate shall increase to \$18.50, and they will continue to train in IndyGo's Training Academy which shall be conducted over an eight to ten-week period. During this phase of training, the Coach Operator Permit Trainee will be required to complete all assignments and requirements. And when the Coach Operator Permit Trainee obtains the CDL, the hourly rate shall increase to \$20.00. Once the Coach Operator Permit Trainee has completed all training, the Coach Operator Permit Trainee you will then transition to the Transportation Department and become a Professional Coach Operator with an hourly rate of pay of \$21.08.

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## Diversity/Inclusion & Workforce Development Division Report – April 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Diversity & Inclusion and Workforce Development Denise E. Jenkins-Agurs, MS.Ed.  
**Date:** May 26, 2022

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### Teammate Engagement:

- Food Truck Days will begin May 31<sup>st</sup> – ending September 1<sup>st</sup>. Trucks will be parked at the CTC on Tuesday's and parked at 1501 on Thursday's. Approximately from 11:00am-2:30pm. Schedule should be completed early the week of May 16<sup>th</sup> and marketing will begin approximately on the 23<sup>rd</sup>
- Massage Therapist Ricky Thompson will be onsite at 1501 on May 26<sup>th</sup> offering 15 or 30 minute chair massages. Flyers will be in the upcoming In Transit and sent out to All IndyGo soon

### Workforce Development:

- Upcoming Lunch-n-Learn event: Inside the Maintenance Department's Daily Operations May 18 at Noon
- Final days for our 4 Providence Cristo Rey High School Interns are the week of May 23. We lost one intern due to transferring schools but will recruit a new freshman intern to work with Connected Vehicle Technology and Information Technology next academic year.
- Our mentoring partnership with Rhodes Elementary School is starting up again with an Open House to train and recruit new mentors May 24 from 9am-11am at Camp Jameson.

### Diversity & Inclusion:

- Planning committee working on IndyGo's participation in the Indy Pride Parade and Festival on June 11
- New edition of May newsletter, The Route, to be released shortly
- Racial Equity Commitment Planning Committee developing company climate survey for IndyGo employees to be released soon

### Learning Management System:

- The current contract for the ADP LMS expires on May 31. We are choosing not to renew and are searching for a new vendor with an improved system.

### Mentorship and Apprenticeship Program (MAP) updates:

#### Mentorship:

- We are in the process of recruiting more Mentors for both the Coach Operator Mentorship program and Apprenticeship program.
- We were invited to be on a panel for Mentorship and Apprenticeship building and retention as part of the CTA conference in Louisville on May 12<sup>th</sup>, 2022.
- MAP monthly newsletter to be released this week.

#### Apprenticeship:

- We have submitted our finalized Registered Apprenticeship Application to the Department of Labor.
- Our On-the-Job Training curriculum for the apprenticeship has been reviewed and approved.
- Our official MOU for our partnership with IvyTech was signed previously, but we will be having a ceremonial signing soon.

Respectfully submitted,

**Denise E. Jenkins-Agurs, MS.Ed.**

Vice President of Diversity & Inclusion and Workforce Development



## Supplier Diversity Division Report – April 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Compliance and Civil Rights Latosha N. Higgins  
**Date:** May 26, 2022

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### DISCUSSION:

As of March 2022, IndyGo has obtained 10.91% 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.

IndyGo is in the process of hiring and onboarding a new Senior Supplier Diversity Officer who has a start date of June 1st. Additionally, IndyGo continues to actively recruit for the Supplier Diversity Specialist position. Three interviews are scheduled for the week of May 23rd.

The IndyGROW Vendor Development Program remains on hiatus pending the hiring of a new Senior Supplier Diversity Officer and Supplier Diversity Specialist.

IndyGo participated in the City of Indianapolis’ virtual “XBE to DBE Certification Workshop” on Wednesday, May 11, 2022, and shared information about upcoming projects.

### UPDATES/UPCOMING ITEMS:

Semi-Annual Report (June 2022)

2023-2025 Goal Methodology (August 2022)

### RECOMMENDATION:

Receive the report.

Latosha N. Higgins  
Director of Compliance and Civil Rights

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