



Board Report  
September 22, 2022

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

Page  
Intentionally  
Left  
Blank

- 1. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - Richard Wilson, Adairius Gardner)  
Finance Committee - Richard Wilson  
Service Committee - Adairius Gardner
- 4. Consent Agenda** (Presenter - Greg Hahn)
  1. A-1: Consideration and approval of minutes from Board meeting held on August 24, 2022
  2. A-3: Consideration and approval of RFP 22-04-444, workers compensation & auto/property/bodily injury claims handling (Presenter - Brian Clem)
  3. A-4: Consideration and approval for a contract for the Zero Emission Vehicle Transition Plan (ZEVTP) (Presenter - Ryan Wilhite)
  4. A-5: Consideration and approval of the purchase of 21 new Genfare fareboxes (Presenter - Jon Mann)
- 5. Regular Agenda** (Presenter - Greg Hahn)
  1. A-2: Consideration and approval of Change Order #1 for IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project (Presenter - Matt Duffy)
  2. A-6: Consideration and approval of contract for diesel fuel (Presenter - Cheryl Purefoy)
- 6. Information Items** (Presenter - Greg Hahn)
  1. I-1: Receipt of the Finance Report for August 2022 (Presenter - Bart Brown)
  2. I-2: CEO Report (Presenter - Inez Evans)
  3. I-3: 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)}

---

Our next Board Meeting will be Thursday, October 27, 2022

Page  
Intentionally  
Left  
Blank



## Awards & Commendation Recognition for August 2022

---

**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** September 22, 2022

---

### August 2022 Awards & Commendations

Employee	Position	Recognition
Efrain Amaya	Coach Operator – Fixed Route	17 Years of Safe Driving
Loc Nguygen	Coach Operator – Fixed Route	August Operations Employee of the Month
Ibrahim Ouattara	Workforce Development Manager	New Hire in this Role
Danai Bracey	Assistant Chief of People	New Hire in this Role

## August 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 August 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>
Efrain Amaya	0224	17	19
Dilexi Rosario	2277	13	16
Vernessa Foster	1975	12	17
Mamadou Goudiaby	8185	10	13
Samuel Abebe	8472	8	9
Lakeita Smith	8557	7	9
Garry Staggs	8376	7	11
Reginald Taylor	8673	6	8
John Ibrahim	9016	5	5
Samuel Keller	9195	4	4
Tiana Treadwell	9008	4	5
Estella Williams	8766	4	7
Angela Williams	9018	4	5
Keary Bradford	9191	3	4
Bryant Brown	9441	3	3
Adam Burke	9545	3	3
Kwabena Dinizulu	9261	3	4
Gina Richardson	8688	3	8
Mikia Hicks	9156	2	4
Robert Lundy	9524	2	3
Ashley Roberson	9762	2	2
Roy Shurn	9435	2	3
JaNay Cooper	9071	1	5
Anthony Mitchell	9803	1	1
Mary Mitchell-Grant	9519	1	3
Deidra Orkmon	9792	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!***



## Finance Committee Chairperson Report – September 2022

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** September 22, 2022

---

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
September 15, 2022

The Finance Committee met on September 15, 2022, at 8:30am. In attendance was Rick Wilson, Chairman of the Finance Committee, as well 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-5 and Regular Agenda item A-2.

An item from the committee meeting I would like to highlight is Action Item A-3, approval of RFP 22-04-444, workers compensation & auto/property/bodily injury claims handling. Director of Risk & Safety Brian Clem presented this action item to the Finance Committee.

IPTC utilizes a third-party claims adjuster (TPA) for managing and settling claims. Services for employee injuries include first notice-of loss, assigning a nurse case manager, participating in meetings between doctors and employees, and coordinating the treatment scheduling from physicians. Services for auto liability negotiate settlements, recover subrogation dollars, and determines IPTC's liability rating.

Twenty-one different companies downloaded the bid package. Two bids were found to be responsive and responsible. Bids were reviewed and scored by an evaluation committee of seven IPTC employees. Interviews were conducted with both firms. Scoring disciplines evaluated were management approach, experience, Information management systems, and bid price. Scoring was close in favor of JWF Specialty from the incumbent CorVel Corporation.

Mr. Chairman, that concludes my report.

---

Page  
Intentionally  
Left  
Blank





## Service Committee Chairperson Report – September 2022

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** September 22, 2022

---

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
September 15, 2022

The Service Committee met on September 15, 2022, at 10:00am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Lise Pace.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-4, & A-5.

An item from the committee meeting I would like to highlight is Action Item A-5, approval of the purchase of 21 new Genfare fareboxes. Chief Financial Officer Bart Brown presented this action item to the Service Committee.

Our current fleet consists of approximately 200 Genfare Odyssey fareboxes that were installed in 2007. According to our current vendor Genfare, production of the Odyssey fareboxes will cease 12/31/22. Genfare will continue to offer spare parts and repair parts for the Odyssey farebox, as long as, those parts are available. Periodic software releases for major software bugs will continue through 2025. This purchase will be the first year of our annual partial replacement of fareboxes, which is included in the five-year Capital Plan.

IPTC will operate with both Odyssey and Fast Fare Fareboxes for the next several years. The current infrastructure will support both farebox models so there will not be a significant investment in the transition. Many key processes will remain the same that will require minimal adjustment for Coach Operators, garage personnel, and riders. The replaced Odyssey fareboxes from fixed route vehicles will be installed on Purple Line vehicles until new Fast Fare boxes can be purchased for the entire BRT fleet.

Mr. Chairman, that concludes my report.

---

Page  
Intentionally  
Left  
Blank

## Minutes

IndyGo

Aug 24, 2022 at 5:00 PM EDT

@ Virtual &amp; 1501 W. Washington St - IndyGo HQ

**ACTION ITEM A – 1****Attendance****Members Present:**

Hydre Abdullah, Bart Brown, Charlie Carlino, Matt Duffy, Inez Evans, Mary Ann Fagan, Adairius Gardner, Greg Garrett, Greg Hahn, Richard Wilson, Jr., Lise Pace, Jennifer Pyrz, Mike Roth, Jill Russell, Ryan Wilhite

**Members Present (Remote):**

Annette Darrow, Brooke Thomas

**Staff Present (Remote):**

Brian Atkinson, Carrie Black, Jeff Brown, Justin Burcope, Chauncyia Coleman, Andrea Cowley, Mark Emmons, Lesley Gordon, Latosha Higgins, Donnisha Johnson, Toni Johnson, Emily Meaux, Stacey Metz, Cameron Radford, Aaron Vogel

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

 [board cover 2022 Aug24.docx](#)

 [page intentionally left blank.pdf](#)

 [A AGENDA for August 24, 2022 Board Meeting.docx](#)

 [page intentionally left blank.pdf](#)

Chairman Greg Hahn called the meeting to order at 5:01pm. Chief Legal Officer Jill Russell called the roll. 6 members present in person. There was a quorum.

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

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

 [A1 Safe Drivers Board Report Aug 2022.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for July 2022. Recognized were safe drivers for July 2022, one Employee with 14 years of safe driving, and July Operations Employee of the month.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

 [page intentionally left blank.pdf](#)

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





 [page intentionally left blank.pdf](#)

The reports were read and entered into the record.

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

1. A-1: Consideration and approval of minutes from Board meeting held on July 28, 2022



 [A-1 July Board of Directors - 2023 Budget Introduced Minutes.docx](#)

- 2.  [page intentionally left blank.pdf](#)
- 2. A-4: Consideration and approval of Task Order #2 for HDR Engineering, Inc. for Carson Transit Center BRT docking study (Presenters: Jennifer Pyrz)  
 [A-4 - AandE Task Order for HDR.docx](#)
- 3. A-6: Consideration and approval of RFQ 22-05-448 On-Call Grant Writing Services (Presenters: Brooke Thomas)  
 [A-6 Memo On-Call Grant Writing Services - August 2022 Submitted 8 4 2022.docx](#)
- 4. A-8: Consideration and approval of bus stop construction bid (2021-B) (Presenters: Annette Darrow)  
 [A-8 Bus Stop Action Item - Bus Stops 2021-B construction - DRAFT.docx](#)

**Motion:**

Approval of Consent Agenda without Director Pace recusal of A-2

Motion moved by Richard Wilson, Jr. and motion seconded by Lise Pace. Mary Ann Fagan - AYE, Hydre Abdullah - AYE, Richard Wilson - AYE, Adairius Gardner - AYE, Lise Pace - AYE; Motion passed 5-0


- 5. A-2: Consideration and approval of procurement of transit vehicles for FTA’s Section 5310 Grantees (Presenters: Ryan Wilhite)  
 [A-2 5310 BoardActionItem 2021CFP V1.docx](#)  
 [page intentionally left blank.pdf](#)

**Motion:**

Approval of Consent Agenda A-2; Director Pace recusal

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

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

- 1. A-3: Consideration and approval for contract negotiations for the Zero Emissions Vehicle Transition Plan (ZEVTP) (Presenters: Ryan Wilhite)  
 [A-3 ZETP ActionItem 882022 v1.docx](#)

The primary purpose of the transition plan is to provide IPTC staff and the Board of Directors with a comprehensive background on low- and zero-emission vehicle technologies that can then be used to facilitate the procurement of such vehicles in the short-, near-, and long-term future. The scope of work that is required for an acceptable Zero-Emission Transition Plan includes, among other things: background research on zero-emission vehicles, identifying existing and future fleet and facility needs, calculating all associated costs, as well as an examination of the lifecycle costs of each viable technology. The result should be a recommended scenario and implementation plan through 2040.

**Motion:**

Approval of contract negotiations for Zero Emissions Vehicle Transition Plan (ZEVTP)

Motion moved by Mary Ann Fagan and motion seconded by Adairius Gardner. Mary Ann Fagan - AYE, Hydre Abdullah - AYE, Lise Pace - AYE, Richard Wilson - AYE, Adairius Gardner - AYE; Motion passed 5-0

- 2. A-5: Consideration and approval of new Mobility Advisory Committee (MAC) Committee Members (Presenters: Mike Roth)  
 [A-5MAC Member Agenda Aug 2022.docx](#)

The bylaws of the Mobility Advisory Committee (MAC) require staggering the member's terms to assure continuity in representation and new membership. Each appointed MAC member shall serve a term of

two years and shall serve no more than two consecutive full terms. There are currently three open positions on the MAC. The MAC has approved three members and seeks board approval to fill the open positions. The MAC submitted the nominations to the Service Committee on August 18, 2022, with a recommendation for approval by the IPTC Board of Directors. The three nominees are Wilma Simmons, Chris Hollingsworth, and Kristina May Hornaday-Alberts.

**Motion:**

Approval of new Mobility Advisory Committee (MAC) Committee Members

Motion moved by Richard Wilson, Jr. and motion seconded by Lise Pace. Mary Ann Fagan - AYE, Hydre Abdullah - AYE, Lise Pace - AYE, Richard Wilson - AYE, Adairius Gardner - AYE; Motion passed 5-0

3. A-7: Consideration and approval of new task order for Inductive Charging at the Carson Transit Center (CTC) (Presenters: Matt Duffy)

 [A-7 Inductive Charging at the CTC Design Services for WSP USA, Inc.docx](#)

This project includes construction and installation of electric charging equipment on the grounds of the CTC and charging pads in one bay at the CTC to provide inductive charging capabilities for the future Purple Line BRT. Installing inductive charging at the CTC is critical for the successful operation of the Purple Line. In addition to getting one bay at the CTC fully operational for charging, provisions are included in this design fee to future-proof an additional bay for inductive charging so that installing in a future bay is less impactful.

**Motion:**

Approval of new task order for Inductive Charging at the Carson Transit Center (CTC)

Motion moved by Adairius Gardner and motion seconded by Richard Wilson, Jr. Mary Ann Fagan - AYE, Hydre Abdullah - AYE, Lise Pace - AYE, Richard Wilson - AYE, Adairius Gardner - AYE; Motion passed 5-0

4. A-9: Consideration and approval of proposed 2023 Budget (Presenters: Bart Brown)

 [A-9 2023 Approval.docx](#)

 [A-9 2023 IPTC Resolution 2022-05 re Special Tax 08.24.22.doc](#)

In accordance with IC 36-9-4-51 (a) the IPTC Board is required to pass an annual budget. Additionally, the Board may assess a special levy each year in the event it determines that all other revenue is insufficient to provide transit services. On September 15, 2022, at 5:30 pm, there will be a public hearing held by the Council's Municipal Corporations Committee in the Public Assembly room of the City-County Building. On October 5, 2022 at 5:30 pm, the Municipal Corporation Committee will hold a meeting to review and analyze the 2023 operating, capital, and debt service budgets of the Indianapolis Public Transportation Corporation. The Indianapolis Public Transportation Corporation 2022 Budget will be forwarded to the City County Council for final approval on Monday, October 17, 2022 at 7:00 pm.

**Motion:**

Approval of proposed 2023 Budget

Motion moved by Richard Wilson, Jr. and motion seconded by Adairius Gardner. Mary Ann Fagan - AYE, Hydre Abdullah - AYE, Lise Pace - AYE, Richard Wilson - AYE, Adairius Gardner - AYE; Motion passed 5-0

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





1. I-1: Mobility Advisory Committee (MAC) update (Presenters: Eddie Rickenbach)

 [I-1 Mobility Advisory Committee July 2022 draft.docx](#)

 [I-1 MAC numbers for July 2022 meeting.pdf](#)



The Board heard a Mobility Advisory Committee (MAC) update from Director of Mobility Solutions Chauncyia Coleman.

2. I-2: Receipt of the Finance Report for July 2022 (Presenters: Bart Brown)

-  [I-2 July 2022 Financials Summary.docx](#)
-  [I-2 Capital Project Spending July 2022.pdf](#)
-  [I-2 August 2022.pdf](#)
-  [page intentionally left blank.pdf](#)



The Board heard a financial update for July 2022 from Chief Financial Officer Bart Brown.

3. I-3: Supplier Diversity Department Update (Presenters: Greg Garrett)

-  [I-3 Supplier Diversity Board Update August 2022.pptx](#)
-  [page intentionally left blank.pdf](#)








The Board heard a Supplier Diversity Department update from Senior Supplier Diversity Officer Greg Garrett.

4. I-4: Blue Line next steps (Presenters: Jennifer Pyrz)

-  [I-4 BL Draft Board Meeting 2022-08.pptx](#)
-  [page intentionally left blank.pdf](#)

The Board heard a Blue Line next steps update from Chief Development Officer Jennifer Pyrz.

5. I-5: Department Reports

-  [I-5a Risk and Safety Board Report Aug 2022.docx](#)
-  [I-5b PLANNING AND CAPITAL PROJECTS REPORT for August 2022.docx](#)
-  [I-5c August 2022 Board Report Public Affairs.pdf](#)
-  [I-5d July OPERATIONS DIV BOARD REPORT -Aug. 2022.docx](#)
-  [I-5e August 2022 Department of People & Teammate Experience Board Report.docx](#)
-  [I-5f Supplier Diversity - July 2022.docx](#)
-  [page intentionally left blank.pdf](#)

The Board received Department Reports for Risk & Safety, Capital Projects, Public Affairs, Operations, Department of People and Teammate Experience, and Supplier Diversity.

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

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 6:20pm.

---

Jill D. Russell  
Chief Legal Officer



Date of Memo: September 06, 2022  
Current Meeting: September 22, 2022  
Board Meeting: September 22, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Risk & Safety Brian Clem  
**SUBJECT:** Consideration and approval of RFP 22-04-444, workers compensation & auto/property/bodily injury claims handling

---

**ACTION ITEM A – 3**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter a three-year contract including two one-year options with JWF Specialty for WC/AL claim management services.

**BACKGROUND:**

IPTC utilizes a third-party claims adjuster (TPA) for managing and settling claims. Services for employee injuries include first notice-of loss, assigning a nurse case manager, participating in meetings between doctors and employees, and coordinating the treatment scheduling from physicians. Services for auto liability negotiate settlements, recover subrogation dollars, and determines IPTC’s liability rating.

**DISCUSSION:**

The RFP was released on May 20<sup>th</sup>, 2022. Twenty-one different companies downloaded the bid package. Two bids were found to be responsive and responsible. Bids were reviewed and scored by an evaluation committee of seven IPTC employees. Interviews were conducted with both firms. Scoring disciplines evaluated were management approach, experience, Information management systems, and bid price. Scoring was close in favor of JWF Specialty from the incumbent CorVel Corporation.

**ALTERNATIVES:**

An alternate option could be to negotiate an extension with the incumbent. The RFP could be re-released resulting in nearly a three-month delay. The current contract has already been extended for the previous three months and currently will expire at the end of October 2022.

**FISCAL IMPACT:**

The anticipated cost fluctuates year to year depending on the number of claims reported vehicle fleet counts, employee injuries, and the contracted price per claim cost. Factoring in past loss-run data, IPTC is estimating the yearly claim handling to be around \$420,000 per year.

**DBE/XBE DECLARATION:**

The RPP goal was set at 15%. JWF Specialty submitted percentages toward XBE participation towards subcontracted services to a certified XBE firm. JWF Specialty has committed to 18% on this contract.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on September 15, 2022 and will be placed on the Consent Agenda.





Date of Memo September 06, 2022  
Current Meeting: September 22, 2022  
Board Meeting: September 22, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and approval for a contract for the Zero Emission Vehicle Transition Plan (ZEVTP)

---

**ACTION ITEM A – 4**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to enter into a contract with Sam Schwartz Consulting, LLC for an amount not to exceed \$450,000 to serve as the consultant for the Zero Emission Vehicle Transition Plan.

**BACKGROUND:**

The IPTC Board of Directors approved the President/CEO Inez Evans to enter into contract negotiations with Sam Schwartz Consulting, LLC. IPTC staff worked with Sam Schwartz staff to draft the contract, including pricing for the contract.

**DISCUSSION:**

Sam Schwartz and IPTC have concluded contract negotiations to both parties' satisfaction. With the approval of the IPTC Board of Directors, IPTC staff and Sam Schwartz Consulting, LLC staff will execute the contract and begin work.

**ALTERNATIVES:**

The Board could choose to not authorize the President/CEO to enter into a contract with Sam Schwartz Consulting, LLC and chose another vendor. However, IPTC would be hindered in its ability to use the plan to make data-driven decisions about vehicle and facility needs or future operating costs given the nature of the agency's existing ZETP.

**FISCAL IMPACT:**

The not to exceed amount of \$450,000 is budgeted for 2022 and 2023. IPTC staff will work with Finance to manage the funding of the procurement within the existing budget for the duration of the project.

**DBE/XBE DECLARATION:**

This contract will be funded locally and therefore it requires "XBE" participation goals. These goals include 15% MBE, 8% WBE, 3% VBE, and 1% DOBE participation. The winning vendor included three certified subcontractors for a total of 24% of the total project. Those subcontractors are The Etica Group, Inc (architectural services), Infrastructure Engineering Incorporated (civil engineering), and Monument Engineering, Inc. (civil engineering, inc.). The vendor's proposal meets the WBE, MBE, and DOBE goals.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on September 15, 2022 and will be placed on the Consent Agenda.



Date of Memo: September 08, 2022  
Current Meeting: September 22, 2022  
Board Meeting: September 22, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Chief Financial Officer Bart Brown  
**SUBJECT:** Consideration and approval of the purchase of 21 new Genfare fareboxes

---

**ACTION ITEM A – 5**

**RECOMMENDATION:**

Authorize IPTC CEO to enter into a purchase agreement for 21 new Fast Fare Fareboxes, two new Vault Receivers, two new Universal Probes, two new ID Controllers, and spare parts for a total cost of \$397,422.95.

**BACKGROUND:**

Our current fleet consists of approximately 200 Genfare Odyssey fareboxes that were installed in 2007. According to our current vendor Genfare, production of the Odyssey fareboxes will cease 12/31/22. Genfare will continue to offer spare parts and repair parts for the Odyssey farebox, as long as, those parts are available. Periodic software releases for major software bugs will continue through 2025. This purchase will be the first year of our annual partial replacement of fareboxes, which is included in the five-year Capital Plan.

**DISCUSSION:**

IPTC will operate with both Odyssey and Fast Fare Fareboxes for the next several years. The current infrastructure will support both farebox models so there will not be a significant investment in the transition. Many key processes will remain the same that will require minimal adjustment for Coach Operators, garage personnel, and riders. These upgraded fareboxes come with enhancements such as mobile payment. The replaced Odyssey fareboxes from fixed route vehicles will be installed on Purple Line vehicles until new Fast Fare boxes can be purchased for the entire BRT fleet.

**ALTERNATIVES:**

Continue operations with our current Odyssey fareboxes, which will lose vendor support after 2025.

**FISCAL IMPACT:**

The cost for replacement of fareboxes was included in the 2022 capital budget.

**DBE/XBE DECLARATION:**

No goals were set for this procurement since there are no XBE's provide this product.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee and Service Committee on September 15, 2022 and will be placed on the Consent Agenda.



Date of Memo: September 14, 2022  
 Current Meeting: September 22, 2022  
 Board Meeting: September 22, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Project Manager – Civil Design Matt Duffy  
**SUBJECT:** Consideration and approval of Change Order #1 for IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project

**ACTION ITEM A – 2**

**RECOMMENDATION:**

It is requested that the Board authorize IPTC’s CEO to execute Change Order #1 for the IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project not to exceed \$350,000.

**BACKGROUND:**

The Board approved the Red Line HMA and PCCP Maintenance project construction contract in March 2022 with Rieth-Riley as the prime contractor; work started in April 2022 and is anticipated to be complete in July 2023.

The project includes full-depth and partial-depth asphalt pavement patching along Red Line bus lanes, concrete bus pad replacement at Red Line stations, and installation of rub rail on the Red Line bus station platforms. The locations and level of patching (partial vs. full depth) needed was determined in Fall 2021 and based on a visual assessment of the areas of cracking, potholes, and rutting at that time.

**DISCUSSION:**

This change order is necessary to conduct the additional asphalt patching needed to respond to current pavement and subgrade conditions. Once construction began and the contractor started to excavate the pavement, it became apparent that existing limits of pavement restoration needed to be expanded. The extents of a patching project often vary from what was bid as conditions between the time of bidding and the time of construction can be quite lengthy. This is unfortunately typical in Indianapolis it has a particularly harsh freeze/thaw cycle.

Having gone through another winter and spring season, the areas of need have grown. Additionally, some new areas that were planned for partial depth have been determined to need full depth patching based on either additional deterioration or a shallower-than-expected layer of surface asphalt.

Lastly, there were areas where trolley tracks have been encountered underneath the existing asphalt. These items should be replaced when encountered so that they don’t affect longevity of new pavement.

This change order covers the costs for additional full and partial depth patching on Capitol Avenue and Shelby Street.

**ALTERNATIVES:**

If the Board chooses not to proceed with this work at this time, the pavement will continue to deteriorate. Potholes will result, which will cause additional wear and tear to the BRT buses and other vehicles and risk greater damage to tires and axles. The work could be delayed, if desired, but cannot be eliminated. It is more financially efficient to conduct this work while the contractor is on-site, which is why it is preferred to perform the work under the current contract.

**FISCAL IMPACT:**

Funds to execute this project, and this change order, are being transferred from other portions of the Capital Budget. The request to transfer funds will be brought to the Board at the final 2022 Board meeting in December.

**DBE/XBE DECLARATION:**

No federal funds are being used for this project so there is no DBE requirement. XBE participation remains the same as approved with the original contract.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on September 15, 2022 and will be placed on the Regular Agenda.



Date of Memo: September 21, 2022  
Current Meeting: September 22, 2022  
Board Meeting: September 22, 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 Contract for Diesel Fuel

---

**ACTION ITEM A – 6**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize the President/CEO Evans to enter into a contract with Co-Alliance for a minimum of 1,260,000 gallons of premium ultra-low sulfur diesel at a price of \$3.0399 per gallon to be delivered over a twelve (12) month period starting January 1, 2023, through December 31, 2023, for an amount of \$3,830,274 annually.

**BACKGROUND:**

IPTC’s annual fuel consumption is expected to be approximately 1,260,000 in the 2023 fiscal year. IPTC established a list of qualified fuel suppliers that would be able to competitively bid on fuel contracts. Committing now to the fuel buy allows for IPTC to lock in the price of fuel below the current market value. This strategy meets FTA requirements for full and open competition.

**DISCUSSION:**

IPTC sent an IFB to the qualified vendors, Co-Alliance and CERES Solutions these bids were opened on August 20, 2021, both were found to be responsive and responsible and were qualified as suppliers by IPTC for two year(s). On September 20, 2022, IPTC selected the lowest-priced qualified bidder.

IPTC agreed to enter into an order commitment with Co-Alliance of 1,260,000 gallons of its diesel fuel consumption through December 31<sup>st</sup>, 2023, at a contracted price of \$3.0399 per gallon. This requires IPTC to order a minimum of 105,000 gallons per month at this price. If IPTC, requires more fuel above 105,000 gallons in the month, IPTC will request the option to purchase additional diesel fuel at the market rate.

**ALTERNATIVES:**

The IPTC Board of Directors could elect to not enter this contract, however, the uncertainty of economic factors surrounding this volatile market could present in a new procurement. Additionally, the current trends are moving rapidly, and further delays could significantly impact the IPTC budget if required to purchase fuel at market rate pricing.

**FISCAL IMPACT:**

The funding source for this procurement is provided by the Operating Budget.

**DBE/XBE DECLARATION:**

Due to a lack of opportunity and qualified vendors the goals set may not be reached. The established goals for this procurement are 15% MBE, 8% WBE, 3% VBE, and 1% DOBE.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee or Service Committee on September 15, 2022 and will be placed on the Regular Agenda.



## Information Update – August 2022 Financials Summary

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Financial Officer Bart Brown and Budget Director Justin Burcope  
**Date:** September 12, 2022

---

### AUGUST 2022 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$254,149 (27.6%) for the month and \$2,351,438 (31.9%) year to date. Increase of 5307 for ADA support makes up the largest portion of the variance.
- Other Operating revenue category is over budget by \$401,880 (737%) for the month. \$400,000 revenue from Indianapolis DPW for their share of Purple Line betterments. Year-to-date, this category is over budget by \$683,574 (156.8%).
- The passengers service revenue is under budget by \$7,440 (-1.2%) for the month and under budget \$355,168 (-8.4%) year to date.
- We have received our entire allocation of PMTF for the year at \$11,240,036.
- Property Tax Revenue collected in August was credited at \$3,120,906, which is on budget. Year to date we have collected \$24,967,248, which is \$1,904,926 (7.6%) over budget.
- The Service Reimbursement Program revenue is over budget by \$2,817 (8.1%) for the month. Year to date, this category is over budget by \$4,146 (1.5%).

*The Total Revenue for the agency is over budget by \$651,406 (7.2%) for the month and by \$12,643,929 (17.6%) year to date.*

#### Expenditures

- I) Personnel Services
- Fringe benefits are under budget for the month by \$223,067 (-13.6%). Year to date, this category is under budget by \$2,611,025 (-18.7%). Health insurance claims and payroll taxes make up the majority of the under spending.
  - The overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were over budget by \$204,043 (87.1%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. This category is over budget by \$1,384,301 (69.5%) year to date.

- Salary expenses are under budget by \$755,861 (-13.9%) for the month and by \$5,717,145 (-17.6%) year to date.

*The Personnel Services category is under budget by \$794,885 (-13.9%) for the month of August and \$6,943,869 (-14.3%) year to date.*

## II) Other Services and Charges

- Claims were over budget by \$241,406 (-68.5%) for the month and by \$851,649 (-30.2%) year to date.
- For the month of August, the Miscellaneous Expense category is over budget by \$5,104 (6.6%). Year to date, it is under budget by \$173,585 (-27.9%).
- In August, the Purchased Transportation category is under budget by \$251,463 (-25.2%) and year to date by \$1,466,185 (-18.3%).
- For the month the “Services” expense category is under budget by \$658,800 (-35.7%). It is also under budget for year to date by \$5,096,164 (-34.5%).
- For the month, utilities expenses are under budget by \$73,391 (-37.8%). 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. Year to date, this category is under budget by \$300,046 (-19.3%).

*Overall, the Other Services & Charges category is under budget by \$1,219,955 (-35.2%) for the month and \$7,887,630 (-28.4%) year to date.*

## III) Materials & Supplies

- The fuel and lubricant category is under budget by \$139,436 (-28.9%) for the month and \$1,250,369 (-32.4%) year to date.
- For the month of August, the maintenance materials category is over budget by \$25,764 (5.7%). Yearly warranty fee to Flowbird was biggest contributor to overspend. Year to date, this category is under budget by \$319,289 (-8.7%).
- The other materials and supplies category is under budget by \$55,973 (-46%) in August and \$470,498 (-48.3%) year to date.
- Tires & Tubes is under budget by \$9,102 (17.8%) for the month and \$61,611 (15.1%) year to date.

*For the month, the Total Materials and Supplies category is under budget by \$178,747 (-16.1%). Year to date, this category is under budget by \$2,101,767 (-23.7%).*

*In August, the overall, the expenditures came under budget by \$2,193,588 (-21.3%) and \$16,933,266 (-19.9%) year to date.*

## FY 2022 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount
8/31/2022	Fire suppression system at East Campus for server room	Capital	Capital	\$32,425
8/25/2022	Land purchase for buildout at W. Michigan Street property	Capital	Capital	\$147,519.23
7/30/2022	Install audio/video callbox at north parking lot	Capital	Capital	\$21,455
7/15/2022	Install Hand Railings at CTC	Capital	Capital	\$100,000
7/15/2022	Security Fencing at South Parking Lot	Capital	Capital	\$50,000
7/8/2022	Application of Polyasteric/Epoxy coating at Red Line Stations	Operating	Other Services & Charges	\$88,200
6/20/2022	Install handrails at Red Line Stations for ADA Compliance & already part of RL Grant	Capital	Capital	\$38,033
6/10/2022	Design Fees for Ivy Tech Charging	Capital	Capital	\$27,528
5/11/2022	Wireless Vehicle Communications Replacement	Capital	Capital	\$462,120
5/6/2022	Temp Staffing extension	Operating	Other Services & Charges	\$37,646
5/5/2022	Zero Emission Transition Plan	Operating	Other Services & Charges	\$200,000
5/5/2022	On-call Grant Writing Contract	Operating	Other Services & Charges	\$80,000
4/26/2022	Extension of Temporary Staffing contract in Procurement	Operating	Other Services & Charges	\$37,646
4/14/2022	Design of S. Madison Charging Equipment Move	Capital	Capital	\$57,200
3/30/2022	IndyGo Pride Parade	Operating	Other Services & Charges	\$9,500
3/28/2022	Vehicle Detection System - Washington St. & Delaware St.	Capital	Capital	\$41,536
3/1/2022	Supplier Diversity Support Services	Operating	Other Services & Charges	\$90,000
3/1/2022	2 AC units replacement due to system failure	Capital	Capital	\$45,867
2/7/2022	Vehicle Detection System - Pearl St. & Delaware St.	Capital	Capital	\$20,768
1/20/2022	Digital training solutions to public transit agencies using 3D animation.	Operating	Other Services & Charges	\$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.

<b>Federal Stimulus Grants</b>	<b>CARES Act</b>	<b>CRRSAA</b>	<b>ARP</b>
IndyGo Award	44,200,516	21,105,476	49,584,275
YTD Draws	42,624,649	21,105,476	37,853,370

### **RECOMMENDATION:**

Receive the report.

Chief Financial Officer Bart Brown and Budget Director Justin Burcope



Indianapolis Public Transportation Corporation  
 Budget to Actuals (Comparative Statement) - IndyGo  
 For the Eight Months Ending Wednesday, August 31, 2022

9/12/2022 9:16 AM  
 Period Selected: 8

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	
<b>Operating Revenue</b>									
Federal Assistance	1,175,135.00	920,986.00	254,149.00	27.60	9,719,336.00	7,367,898.00	2,351,438.00	31.91	8,546,825.60
Other Operating Income	456,358.88	54,479.00	401,879.88	737.68	1,119,397.96	435,824.00	683,573.96	156.85	723,724.35
Passenger Service Revenue	610,534.17	617,974.00	(7,439.83)	(1.20)	3,895,043.50	4,250,212.00	(355,168.50)	(8.36)	3,417,560.48
PMTF Revenue		936,670.00	(936,670.00)	(100.00)	11,240,036.00	7,493,356.00	3,746,680.00	50.00	9,634,315.00
Local Property & Excise Tax Revenue	3,120,906.00	3,120,906.00		0.00	26,872,173.87	24,967,248.00	1,904,925.87	7.63	26,522,493.34
Local Transit Income Tax Revenue	3,390,738.00	3,390,739.00	(1.00)	(0.00)	31,434,245.09	27,125,911.00	4,308,334.09	15.88	30,723,276.80
Service Reimbursement Program	37,400.00	34,583.00	2,817.00	8.15	280,814.00	276,668.00	4,146.00	1.50	401,884.33
<b>Total Operating Revenues</b>	<b>8,791,072.05</b>	<b>9,076,337.00</b>	<b>(285,264.95)</b>	<b>(3.14)</b>	<b>84,561,046.42</b>	<b>71,917,117.00</b>	<b>12,643,929.42</b>	<b>17.58</b>	<b>79,970,079.90</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,418,946.42	1,642,013.17	(223,066.75)	(13.58)	11,316,353.93	13,927,378.94	(2,611,025.01)	(18.75)	11,326,390.57
Overtime	438,205.87	234,162.77	204,043.10	87.14	3,374,684.45	1,990,383.54	1,384,300.91	69.55	2,695,412.03
Salary	3,044,133.97	3,819,995.92	(775,861.95)	(20.31)	26,752,819.80	32,469,965.22	(5,717,145.42)	(17.61)	27,290,907.18
<b>Total Wages and Benefits</b>	<b>4,901,286.26</b>	<b>5,696,171.86</b>	<b>(794,885.60)</b>	<b>(13.95)</b>	<b>41,443,858.18</b>	<b>48,387,727.70</b>	<b>(6,943,869.52)</b>	<b>(14.35)</b>	<b>41,312,709.78</b>
<b>Other Services &amp; Charges</b>									
Claims	110,877.60	352,284.00	(241,406.40)	(68.53)	1,966,623.09	2,818,272.04	(851,648.95)	(30.22)	2,064,507.84
Miscellaneous Expenses	82,748.12	77,643.39	5,104.73	6.57	447,561.98	621,147.16	(173,585.18)	(27.95)	316,284.83
Purchased Transportation Services	746,750.82	998,213.69	(251,462.87)	(25.19)	6,519,524.25	7,985,709.52	(1,466,185.27)	(18.36)	5,546,519.78
Total Utilities	1,187,885.45	1,846,685.36	(658,799.91)	(35.67)	9,677,318.93	14,773,482.88	(5,096,163.95)	(34.50)	9,559,166.74
Total Utilities	120,900.62	194,291.67	(73,391.05)	(37.77)	1,254,286.93	1,554,333.36	(300,046.43)	(19.30)	1,197,676.42
<b>Total Other Services &amp; Charges</b>	<b>2,249,162.61</b>	<b>3,469,118.11</b>	<b>(1,219,955.50)</b>	<b>(35.17)</b>	<b>19,865,315.18</b>	<b>27,752,944.96</b>	<b>(7,887,629.78)</b>	<b>(28.42)</b>	<b>18,684,155.61</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	343,077.90	482,513.94	(139,436.04)	(28.90)	2,609,742.81	3,860,111.52	(1,250,368.71)	(32.39)	2,063,765.43
Maintenance Materials	481,167.08	455,403.27	25,763.81	5.66	3,323,937.22	3,643,226.24	(319,289.02)	(8.76)	3,499,558.47
Other Materials & Supplies	65,717.19	121,690.45	(55,973.26)	(46.00)	503,024.98	973,523.60	(470,498.62)	(48.33)	455,397.61
Tires & Tubes	41,908.08	51,010.24	(9,102.16)	(17.84)	346,470.76	408,081.92	(61,611.16)	(15.10)	377,190.68
<b>Total Materials &amp; Supplies</b>	<b>931,870.25</b>	<b>1,110,617.90</b>	<b>(178,747.65)</b>	<b>(16.09)</b>	<b>6,783,175.77</b>	<b>8,884,943.28</b>	<b>(2,101,767.51)</b>	<b>(23.66)</b>	<b>6,395,912.19</b>
<b>Total Operating Expenses</b>	<b>8,082,319.12</b>	<b>10,275,907.87</b>	<b>(2,193,588.75)</b>	<b>(21.35)</b>	<b>68,092,349.13</b>	<b>85,025,615.94</b>	<b>(16,933,266.81)</b>	<b>(19.92)</b>	<b>66,392,777.58</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>708,752.93</b>	<b>(1,199,570.87)</b>	<b>1,908,323.80</b>		<b>16,468,697.29</b>	<b>(13,108,498.94)</b>	<b>29,577,196.23</b>		
GAIN/LOSS ON ASSET DISPOSAL	(1,622.00)		(1,622.00)	0.00	164,784.05		164,784.05	0.00	152,934.82
<b>NET INCOME/(LOSS)</b>	<b>710,374.93</b>	<b>(1,199,570.87)</b>	<b>1,909,945.80</b>	<b>(159.22)</b>	<b>16,303,913.24</b>	<b>(13,108,498.94)</b>	<b>29,412,412.18</b>	<b>(224.38)</b>	<b>13,424,367.50</b>

Page  
Intentionally  
Left  
Blank

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	10,248,610	364,684
BRT & On-Street Infrastructure	Purple Line BRT	17,694,699	57,900,000	75,594,699	72,129,025	3,465,674
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	11,957,615	4,566,720
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	316,775	393,225
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	130,831	70,376
BRT & On-Street Infrastructure	Super Stops 2.0 Alabama, Ft Wayne and Vermont Stations, 2 each.	29,077	2,886,000	2,915,077	166,234	2,748,843
BRT & On-Street Infrastructure	Transit Signal Priority (Installation)	-	1,450,000	1,450,000	-	1,450,000
BRT & On-Street Infrastructure	Transit Stop Amenities: Shelters, Signs, Benches & Construction	855,401	900,000	1,755,401	1,185,800	569,601
<b>BRT &amp; On-Street Infrastructure Total</b>		<b>40,101,563</b>	<b>70,937,450</b>	<b>111,039,013</b>	<b>101,699,741</b>	<b>9,339,272</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	789,356	1,931,914
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	7,840,550	16,540,688
Facilities	Fuel Management System Upgrade	-	401,755	401,755	-	401,755
Facilities	Maintenance Heavy Equipment Replacement	11,918	300,000	311,918	83,512	228,406
Facilities	Steam Cleaner (Hotsey)	-	25,000	25,000	16,739	8,261
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	North College - Facilities	-	-	-	14,321	(14,321)
Facilities	South Madison - Facilities	42,629	-	42,629	72,337	(29,708)
Facilities	Solar Array Expansion (1501)	32,597	-	32,597	45,100	(12,503)
Facilities	Michigan Avenue - Facilities	2,211,759	-	2,211,759	1,795,055	416,704
Facilities	Training Simulators	7,500	-	7,500	7,500	-
Facilities	UV Filtration	-	-	1,050,232	1,050,232	-
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>33,446,761</b>	<b>11,756,239</b>	<b>21,690,523</b>
Finance	ERP	503,880	-	503,880	694,634	(190,754)
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>708,234</b>	<b>201,119</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	-	2,427,534	2,427,534	-
Fleet	Paratransit Bus Replacement	-	1,450,000	1,450,000	591,271	858,729
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>77,238,532</b>	<b>57,212,399</b>	<b>20,026,133</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	1,549,205	(10,000)
Information Technology	Vehicle ITS Replacement	23,104	-	23,104	-	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	57,300	1,573
Information Technology	Disaster Recover and Business Continuity Plan	48,172	-	48,172	100,158	(51,987)
<b>Information Technology Total</b>		<b>884,215</b>	<b>1,527,000</b>	<b>2,411,215</b>	<b>2,113,834</b>	<b>297,380</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	1,325,458	(296,211)
<b>Miscellaneous Total</b>		<b>1,029,247</b>	<b>-</b>	<b>1,029,247</b>	<b>1,325,458</b>	<b>(296,211)</b>
<b>Grand Total</b>		<b>113,307,736</b>	<b>111,705,850</b>	<b>226,101,771</b>	<b>174,815,905</b>	<b>51,285,866</b>



## Information Update – CEO Report

---

**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** September 22, 2022

---

### CEO Report

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

**RECOMMENDATION:** Receive the report

**1. MARTA Representatives visit Indy & IndyGo**

- We are excited to say that representatives from MARTA in Atlanta have been in Indianapolis for the last couple of days to tour our City, IndyGo facilities, and bus lines and BRT Routes as they prepare to implement similar infrastructure in their City.



## 2. Pathway Resource Center

- Team IndyGo is proud to support our Driven 2 Success partner, Pathway Resource Center, Inc., at their annual corporate luncheon. Congratulations on 20 years of serving Indy's Far Eastside.



## 3. Providence Critso Rey High School Interns

- We are proud to welcome our 2022-23 @cristoreyindy interns! These high school students are going to do great things and we're excited to be a part of it!



#### 4. Fresh Food

- Everyone should have access to fresh fruits and veggies! Stop by and see us next Tuesday, September 27 for our last Food in Transit of the season at the Carson Transit Center. We look forward to continuing this partnership for years to come.

# Fresh Food

## at the Carson Transit Center

---

Tuesdays, 2-5 p.m.  
June 7 - Sept. 27



Page  
Intentionally  
Left  
Blank

## Risk and Safety Division Report – August 2022

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** September 22, 2022

---

### Risk and Safety

- On August 3<sup>rd</sup>, Brian Clem attend training in De-escalation Skills and Mental Health 101 for front line employees. The training was hosted by Community Hospital. The training consisted of exercises, examples, and communication skills when dealing in stressful situations. The training provided take aways for IndyGo’s front line supervisors and managers to better handle and communicate with our riders.
- Throughout August, Kevin Neumann and Brian Clem took part on RFP 22-04-444 for workers compensation and auto liability claims handling. Bid proposals were evaluated, interviews were held and then scored. The evaluation committee worked together in selecting a firm that will manage and settle claims on IndyGo’s behalf for the next three years with two one-year options if approved by the board of directors in September.
- On August 10<sup>th</sup>, Automotive and paint coating training was held for IndyGo employees for the body shop and paint booth. This training is needed yearly for paint and coating operations by the Indiana Department of Environmental Management. There were eleven employees that attended and were re-certified in auto and bus painting requirements. The next training is being planned for early 2023.
- On August 31<sup>st</sup>, Brian Clem, Director of Risk and Safety and Aaron Vogel, Chief Operations Officer presented to the American Public Transportation Association (APTA) on lessons learned and experiences with Battery Electric Bus (BEB) fires. The presentation was held online with over 450 transportation professionals attending. IndyGo was one of two transit agencies asked to present across North America. A wide range of materials were shared and discussed including, past events, emergency operations, lessons learned, battery technology, considerations for future building designs and working with local first responders. IndyGo continues to field questions and host conversations with those in attendance. IndyGo’s goal is to share and learn from first responders and bus manufactures and share information on electric vehicle technology in public transportation. IndyGo’s employees continue to learn and prioritize to make safety job one. This topic and presentations are being scheduled at APTA’s mid-year safety conference in December of this year.

## **August 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 August 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>Efrain Amaya</b>	0224	17	19
<b>Dilexi Rosario</b>	2277	13	16
<b>Vernessa Foster</b>	1975	12	17
<b>Mamadou Goudiaby</b>	8185	10	13
<b>Samuel Abebe</b>	8472	8	9
<b>Lakeita Smith</b>	8557	7	9
<b>Garry Staggs</b>	8376	7	11
<b>Reginald Taylor</b>	8673	6	8
<b>John Ibrahim</b>	9016	5	5
<b>Samuel Keller</b>	9195	4	4
<b>Tiana Treadwell</b>	9008	4	5
<b>Estella Williams</b>	8766	4	7
<b>Angela Williams</b>	9018	4	5
<b>Keary Bradford</b>	9191	3	4
<b>Bryant Brown</b>	9441	3	3
<b>Adam Burke</b>	9545	3	3
<b>Kwabena Dinizulu</b>	9261	3	4
<b>Gina Richardson</b>	8688	3	8
<b>Mikia Hicks</b>	9156	2	4
<b>Robert Lundy</b>	9524	2	3
<b>Ashley Roberson</b>	9762	2	2
<b>Roy Shurn</b>	9435	2	3
<b>JaNay Cooper</b>	9071	1	5
<b>Anthony Mitchell</b>	9803	1	1
<b>Mary Mitchell-Grant</b>	9519	1	3
<b>Deidra Orkmon</b>	9792	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):**

**August 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	0.65	0.82	0.16	3.76	0.16	2	
Bus Rapid Transit (BRT)	0.00	1.62	1.62	1.62	11.33	0.00	0	
Para Transit	0.00	0.00	0.00	0.00	0	0.00	0	
<b>All Modes of Service</b>	<b>0.00</b>	<b>0.63</b>	<b>0.76</b>	<b>0.25</b>	<b>3.91</b>	<b>0.13</b>	<b>2.00</b>	<b>14</b>
<i>2021 IndyGo Reported Data (All Modes)</i>	<i>0.00</i>	<i>0.35</i>	<i>0.9</i>	<i>0.02</i>	<i>2.48</i>	<i>0.05</i>	<i>Average 5.75 a month (69 total)</i>	<i>18</i>
<i>2020 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States</i>	<i>0.0035</i>	<i>0.19</i>	<i>0.16</i>	<i>No Data</i>	<i>No Data</i>	<i>0.01</i>	<i>No Data</i>	<i>No Data</i>
<i>2022 Objective Targets (SPT)</i>	<i>0</i>	<i>&lt;.25</i>	<i>&lt; 0.50</i>	<i>&lt; 0.01</i>	<i>&lt; 2.23</i>	<i>&lt; 0.02</i>	<i>&lt; 2 per month</i>	<i>&gt;36 per year</i>
<b>2022 Risk and Safety Goals</b>	<i>Eliminate vehicle and employee fatalities to 0%</i>	<i>Reduce NTD Injuries to workers and passengers. 28% decrease from the prior year.</i>	<i>Reduce NTD Safety Events. 44.4%</i>	<i>Eliminate Operator assaults by 50% drive to ZERO</i>	<i>Reduce Preventable Accidents to the lowest acceptable level. 10% decrease from the prior year.</i>	<i>Eliminate Pedestrian strikes and accidents by 90% and drive to ZERO.</i>	<i>Reduce reported Operator Injuries that result in Worker's Compensation Claims. Drive to Zero</i>	<i>Increase the utilization of the Near Miss Reporting System by 100% from last years numbers</i>

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.”

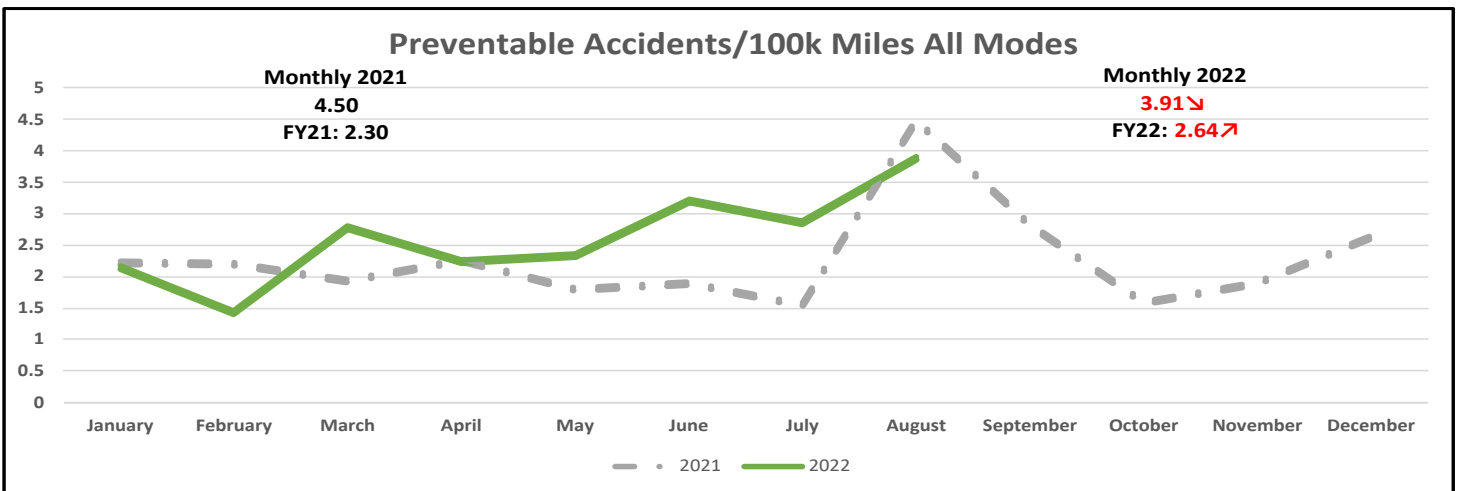
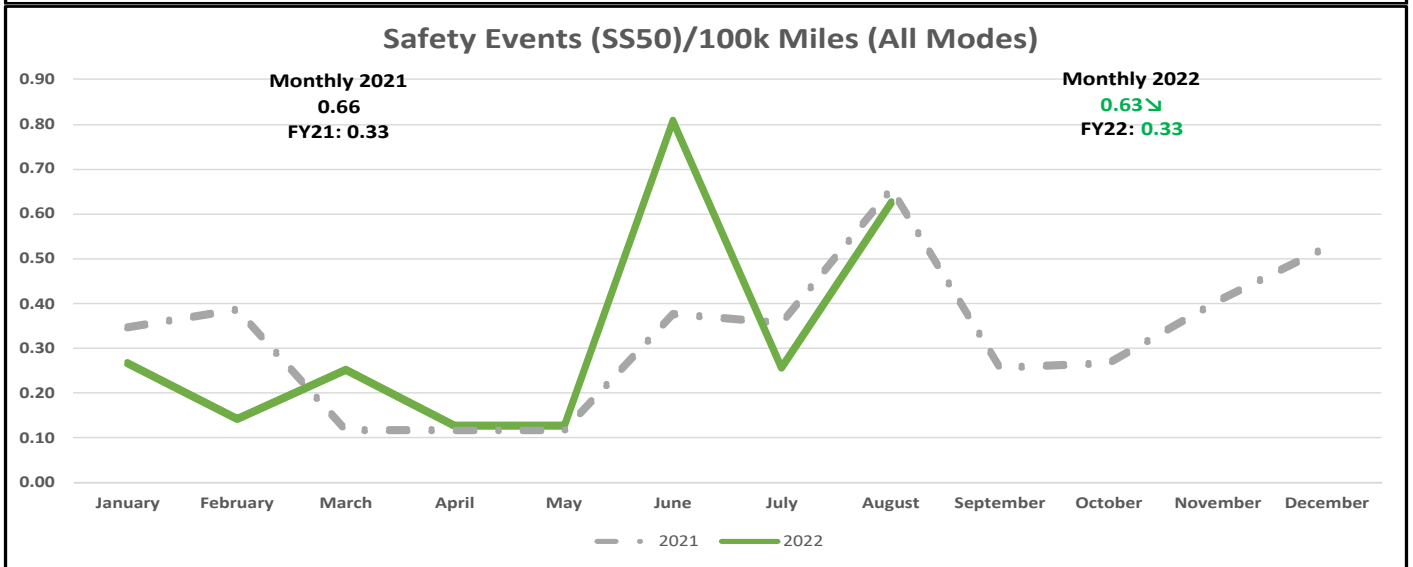
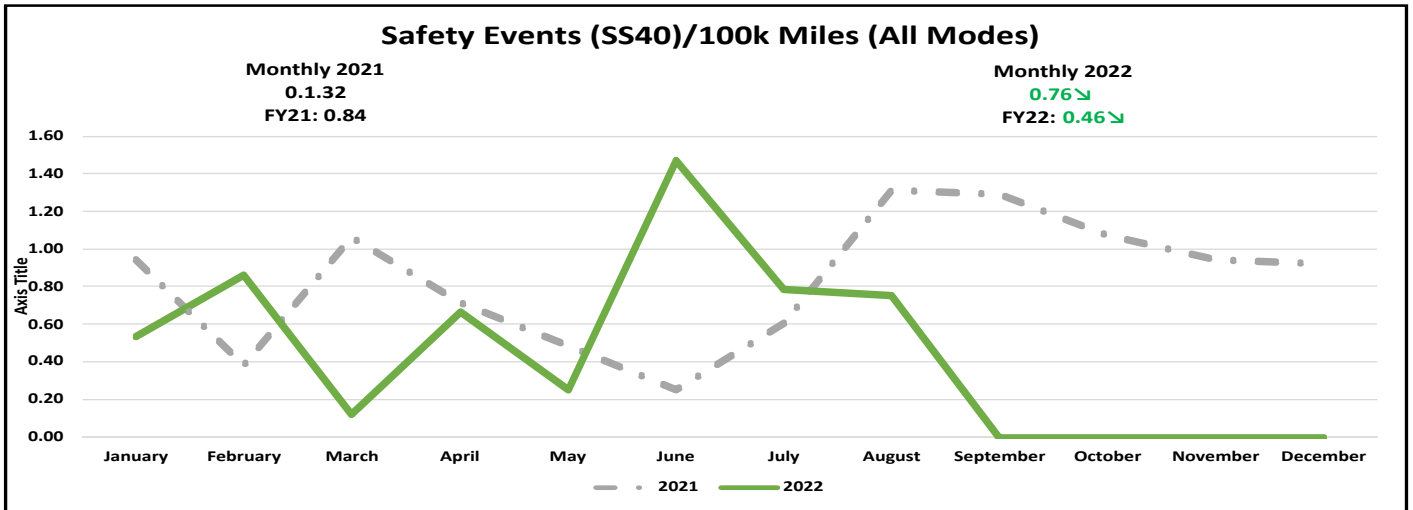
**Pedestrian Strikes:** The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

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

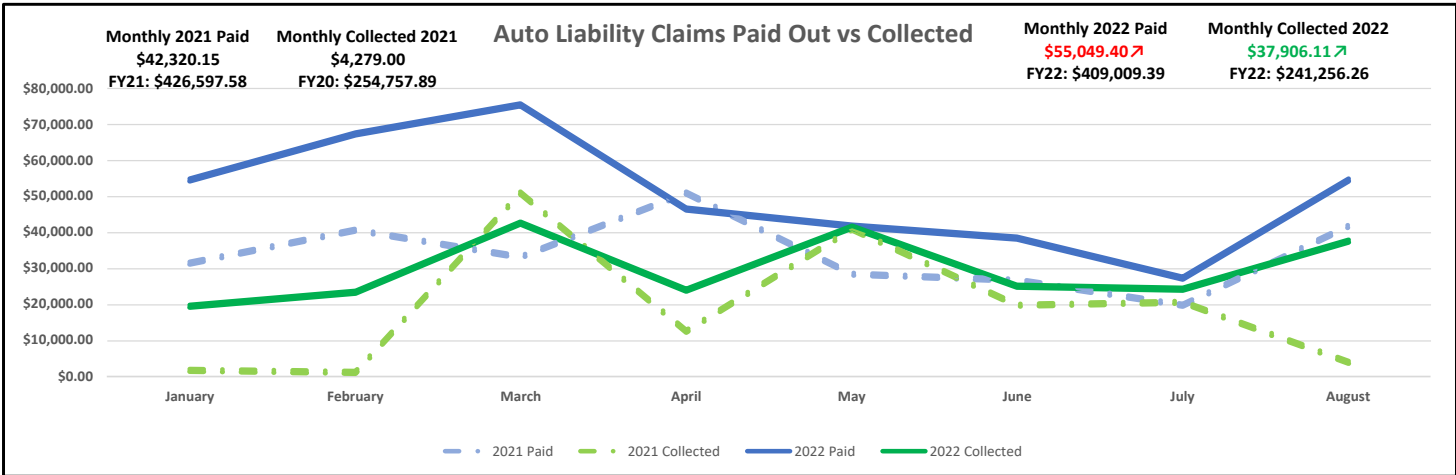
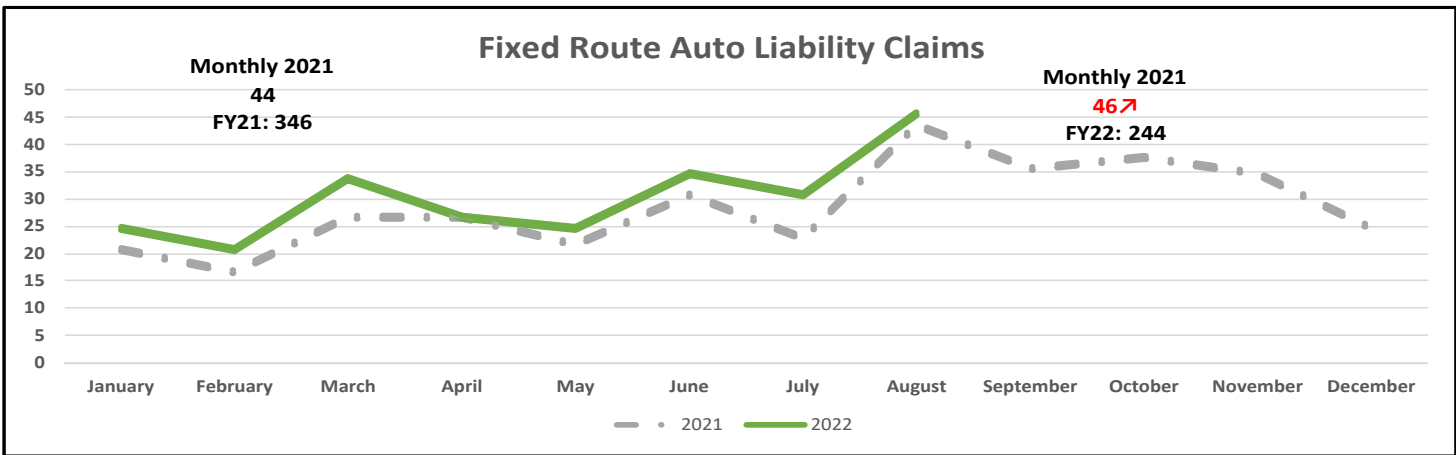
**Near Miss Safety Events:** A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very nearby. Increase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

## Safety and Accident Data

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







**End of Report**

Page  
Intentionally  
Left  
Blank

## Planning & Capital Projects Division Report – August 2022

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Development Officer Jennifer Pyrz  
**Date:** September 22, 2022

---

### **STRATEGIC PLANNING**

#### *Project Development / Innovation*

##### **Blue Line Vehicle Propulsion Technology**

This is a study commissioned by the IPTC Board of Directors to explore the vehicle propulsion technology options for use on the Blue Line bus rapid transit corridor and inform the creation of IndyGo's first zero-emission transition plan (see below). The need for this study is born out of the fact that the National Defense Authorization Act, prohibits the use of federal funds to purchase items from state-owned or state-controlled companies of China. Our only vendor to-date, BYD, benefits from substantial Chinese subsidies. IndyGo staff have begun to educate themselves so that they can then educate the IPTC Board of Directors who will need to make decisions pertaining to Blue Line vehicle purchases. This is a time-sensitive issue in that it directly affects both the Blue Line BRT project schedule, the agency's Small Starts grant application, and the agencies CMAQ grant award.

##### **Zero-Emission Transition Plan**

A zero-emission transition plan is now a requirement of the FTA for agencies seeking federal funding to purchase vehicles under FTA's Section 5339 competitive grant programs, which IndyGo intends to do in support of the Blue Line BRT project. The intended purpose of the transition plan is to provide transit agencies like IndyGo with pertinent information ahead of any policy or decision-making surrounding the procurement of zero-emission vehicles in the short-, near-, and long-term future. The FTA requires that a Zero-Emission Transition Plan 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.

IndyGo's zero-emission transition plan update will build on past planning efforts, as well as the research, findings, and recommendations of the Blue Line vehicle propulsion technology work described above. IndyGo has procured the professional services of a consultant who will help guide the planning process and prepare the plan. It is anticipated that the plan should be substantially complete within 12 months of the execution of the contract with the prime consultant.

#### *Planning Activities: Long-Range Planning*

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

On January 1, 2023, IndyGo will change how the agency operates its complementary ADA paratransit services. Strategic Planning staff continue to support Public Affairs and Mobility Services in implementing this new policy. The IndyGo team meets regularly, and updates are provided to the Mobility Advisory Committee (MAC) during their regularly scheduled meetings. A webpage was added to indygo.net to include helpful information about the new policy and upcoming service changes. Staff have met with key partner agencies, including Noble, Bosma, and New Hope to help ensure that IndyGo Access patrons are prepared for the upcoming transition.

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

The project team is getting ready to ramp up community outreach and engagement efforts in anticipation of taking staff's recommendations for updating IndyGo's future service plan through the adoption process. The month of October will include a Virtual Open House, in-person Open House events, a social media campaign, and several ways to offer feedback.

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

In keeping with federal requirements to regularly conduct on-board rider surveys, the Indianapolis Metropolitan Planning Organization (IMPO), on behalf of IndyGo, sought out a qualified consultant to prepare and conduct the next on-board survey. The purpose of this survey is to gain a greater understanding of the travel pattern and demographic characteristics of IndyGo riders and to enable staff to analyze travel patterns, fare payments, and transit use, among other data points. These surveys are typically completed every five years. Last performed in 2016, the bulk of the survey work will be completed in September 2022.

The scope of work for this years' survey was approved by the IMPO Executive Committee in May. Survey work will begin in September. Early pilot work was completed in August. The results should be available at the end of 2022, with a published report likely in Q1 2023. Data collected 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.

### *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 or before 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. A draft of the plan was sent to IndyGo staff for review and comment and needs to be approved by the Accountable Executive, President/CEO Inez Evans, on or before October 1, 2022. There are two parallel efforts that are underway as well: a maturity assessment and software solution recommendation. These additional efforts are intended to inform the agency's transit asset management processes and procedures and will be referenced/used during future updates to the TAM Plan. The consultants have finished the interviews needed to complete the Maturity Assessment and to make a recommendation for IndyGo's software solution. Documentation continues.

#### **Grants, Safe Streets for All**

New discretionary grant opportunities were created as part of the Bipartisan Infrastructure Law (BIL) to advance the goals of the administration. One of those opportunities is Safe Streets for All (SS4A), which was established to create better and safer street design across the United States. IndyGo, in coordination with the City of Indianapolis, Department of Public Works, has submitted a grant request to create Safe Routes to Transit projects along eight corridors within Marion County. These eight corridors were chosen because they are part of the High Injury Network (top 10% of corridors in the region) and served by public transit. If awarded, the grant work would be completed in two distinct phases: planning followed by design, engineering, and construction. Because the estimated construction cost currently exceeds the grant request, the planning phase is needed to bring the list of projects to be constructed into alignment with available capital funds.

#### **Grants, On-Call Grant Writing**

Strategic Planning and Finance collaborated to review submissions from two vendors for the on-call grant writing RFQ. The chosen vendor will provide IndyGo with a calendar of eligible federal funding from the Bipartisan Infrastructure Law and other state funding opportunities, match suitable projects to opportunities, and provide on-call grant writing services.

IndyGo historically completes all grant-writing in-house with great success but with the additional competitive opportunities available through the BIL and the complex technical requirements of certain opportunities, IndyGo staff felt this project best suits the current grant climate. Following approval by the IPTC Board of Directors to authorize the President/CEO to enter into contract negotiations with the chosen vendor, IndyGo staff are currently negotiating a scope of work and fee with the selected vendor. It is anticipated that this work will be underway before the end of the year.

## Regional Initiatives/Discussions

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

The official Section 5310 call for projects closed on May 28, 2021. IndyGo staff reviewed applications submitted by area transit providers and prepared a set of recommendations. IndyGo staff obtained new pricing estimates in mid-2022, sought and received approval from the Board of Directors to procure the capital assets requested, and then notified all subrecipients of the Board's decision. Each subrecipient will need to provide their local match funds before IndyGo staff will initiate a purchase order. Following the issuance of a purchase order, IndyGo staff will order vehicles, receive delivery, execute sub-grant agreements and turn the vehicles over to their respective subrecipients.

## **ENGINEERING & CONSTRUCTION**

### **Blue Line BRT**

The Blue Line NEPA documentation and design are progressing following the Value Engineering Phase. The team continues to connect with the community, community leaders and stakeholders to determine the best approach for delivering the Blue Line, as planned. The team is reviewing the project costs against the benefits and impacts to the transit agency, partner agencies, and IndyGo patrons.

### **Purple Line BRT**

Construction of the Purple Line bus rapid transit corridor began in January 2022. The construction management team and IndyGo staff meet weekly with both contractors and stakeholders, to monitor, communicate, and manage the overall project. Several lane restrictions and closures have already been implemented as part of the construction progress. Pavement and drainage improvements are underway along 38th Street, and the first station is taking shape at the northern terminus located at the Ivy Tech campus in Lawrence, IN. Work on the second station is now underway by the State Fairgrounds. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts.

### **Red Line BRT**

Pavement maintenance (i.e. asphalt patching and concrete bus pad repair), and rub-rail installation continues along the Red Line BRT corridor. Work began on Capital Avenue in June 2022 and the entire project is expected to continue through the summer of 2023.

### **Red Line Traffic Control Modification (Audible pedestrian signals and warning signs)**

Once installed, the traffic control modifications being implemented along the Red Line BRT corridor will provide audible messages to anyone needing assistance in knowing when to cross the street. This project also includes the installation of new traffic warning signs along Capital Avenue. This project is in the final design stage. It is anticipated that the project will be let in October. It is further anticipated that a project award will be made in November. Construction is scheduled to start in 2023.

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

#### Rural Street Bridge Project

Once completed, the Rural St/CSX railroad bridge clearance project will increase the clearance by 18" enabling more of IndyGo's growing fleet to clear the bridge and allowing the agency to potentially eliminate the costly route deviation to Sherman Ave. The consultant, Lochmueller Group, is progressing to the 40% design stage. Design is expected to be finalized late 2023 and construction is anticipated to take place in 2024-2025.

#### Transit Signal Priority

IndyGo has completed a rigorous investigation to understand the current transit signal priority landscape, as well as to better understand technology alternatives that improve transit service. An RFQ for TSP engineering services will be released in the coming weeks, and the contract is anticipated to be awarded as early as November. A separate RFP seeking a TSP vendor isn't anticipated until the first quarter of next year.

#### Super Stops

Funded locally, the construction of the Delaware St. Super Stops located at the northeast corner of New York & Delaware has been completed. So too has the striping of the dedicated bus lane on Delaware St between Market St (south) and Fort Wayne Ave (north).

The design of the Super Stops locations on Alabama, Fort Wayne, and Vermont streets is being finalized and the federal review of environmental impacts has been approved. A bid for this project is expected to be released in October and a contract award could be issued as early as November. Construction is anticipated to take place throughout 2023. IndyGo was able to leverage local dollars to obtain an FTA Bus and Bus Facilities Grant to fund these Super Stop locations. The total grant award is \$2,933,322, of which IndyGo is responsible for paying less than \$590,000.

**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 following table lists the design teams working on each project and includes a summary of key milestones for each.

<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>	Woolpert	2/2021	10/2021	8/2022
<b>Mobility Solutions Center Phase 1/2</b>	The Etica Group	2/2021	8/2021	6/2022
<b>Mobility Solutions Center Phase 3</b>	The Etica Group	4/2021	Q4 2022	Q2 2023
<b>East Campus Building B - Elevator/Training/Board</b>	The Etica Group	5/1/2021	2/2022	9/2022

A schematic design of the East Campus Fleet Terminal & Operations Center has been completed. In the coming weeks, IndyGo anticipates releasing an RFQ for professional planning and design services to develop a master plan for the East Campus location. The master plan is intended to coordinate the expansion of the East Campus location in relation to all other IndyGo facilities and needs. Once completed, the master plan will include information about how to phase in individual projects, coordinate utility needs, and maintain and improve traffic flow to and from the site and around the property, among other things. The plan will also explore alternative project delivery methods for the design and build of the new Facility Maintenance Garage and Operations Center. It is anticipated that staff would bring an action item for the procurement of professional services to assist with this work before the end of the year.

Furniture for all new facilities was procured separately from the building renovations project as a single procurement for 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 historic Duesenberg building, as well as a plan for other necessary repairs in the garage at the 1501 W Washington St location.
- Facility assessments for 1501 W. Washington and the Carson Transit Center are needed to support the update to IndyGo’s Transit Asset Management (TAM) Plan.

Respectfully submitted,

**p.p Brooke Thomas, AICP**  
 Director of Strategic Planning



## Public Affairs Division Report – August 2022

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Public Affairs Officer Lesley Gordon  
**Date:** September 22, 2022

---

### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR August 2022

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

Lesley Gordon  
Chief Public Affairs Officer

Attachments

Contributing Staff includes:

Lesley Gordon, Chief Public Affairs Officer  
Carrie Black, Director of Communications  
Jordan Patterson, Special Programs Manager  
Ashlynn Neumeyer, Communications Specialist  
Ashley Wright, Creative Design Specialist  
Ari Kasle, Digital Media Specialist

# August 2022 *Board Report*





## INDYGO.NET WEBSITE STATISTICS:

(8/1/2022-8/31/2022)

Page Views	228,516
Bounce Rate	46.76%
New Users	33,972
Returning Users	16,446
Total Sessions	101,573
Total Monthly Sessions Comparison to Previous Year	↑ 8%

### Mobile Share

Date	Mobile	Desktop	Tablet
Aug-22	83.15%	15.96%	0.89%
July-22	83.75%	15.37%	.88%
June-22	81.68%	17.42%	.89%
May-22	82.02%	17.01%	.96%
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%	.98%
Sept-21	91.45%	17.66%	.90%
Aug-21	80.81%	18.16%	1.04%
July-21	80.02%	18.99%	1.00%

# Media Mention Highlights



## IndyGo: Blue Line cost will be at least \$300M more than expected

Thursday, August 25, 2022 08:12 AM EDT  
 Updated: Thursday, August 25, 2022 03:05 PM EDT  
 By Taylor Wooten, Indianapolis Business Journal



## IndyGo plans to expand fleet, build garage with \$33 million federal grant

Indiana's largest public transportation provider is one of nine bus services nationwide to receive such funding.



PHOTO: WISH-TV

August 16, 2022 | @ 5:28 am | Local News | By: Kurt Darling

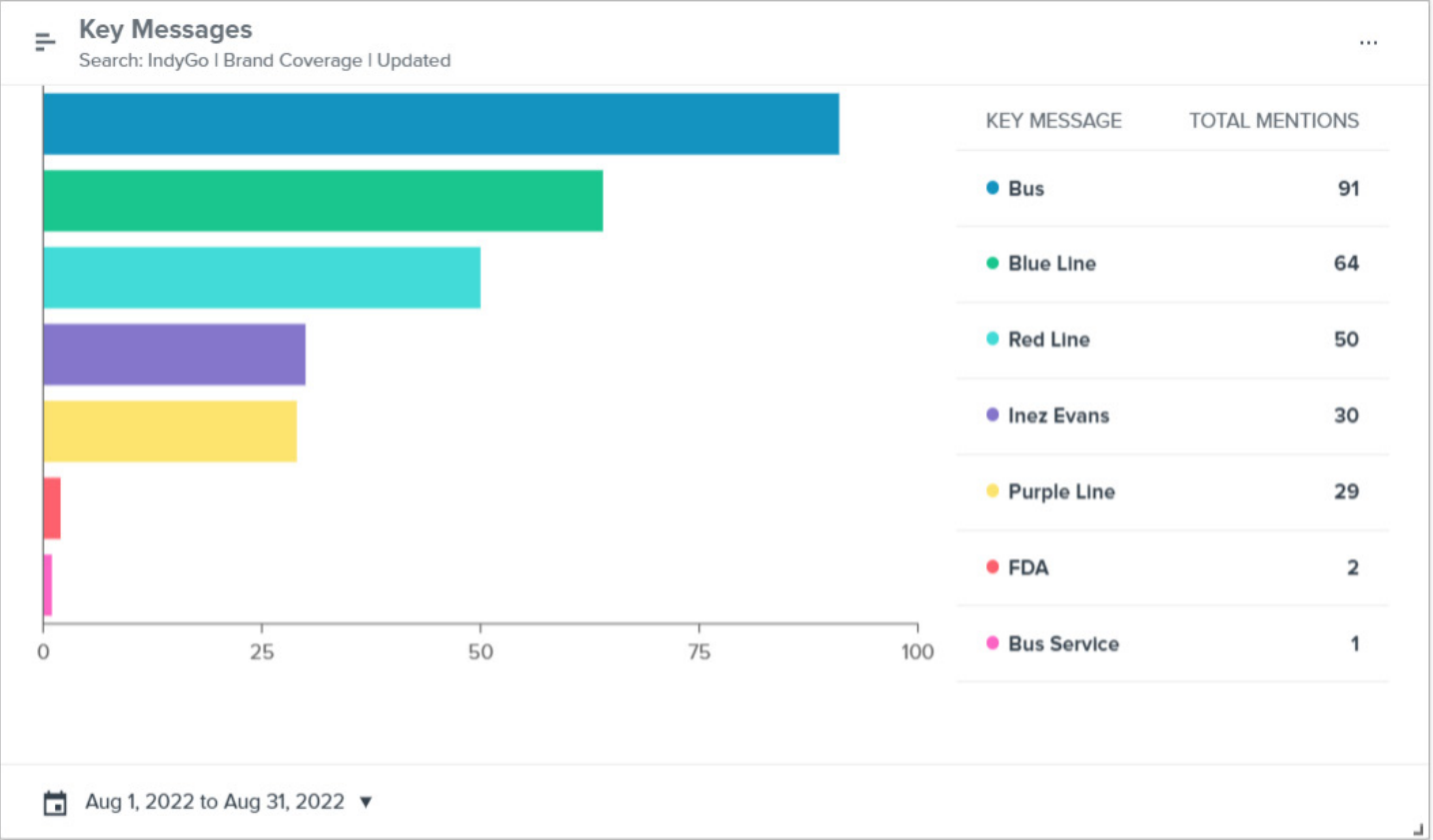
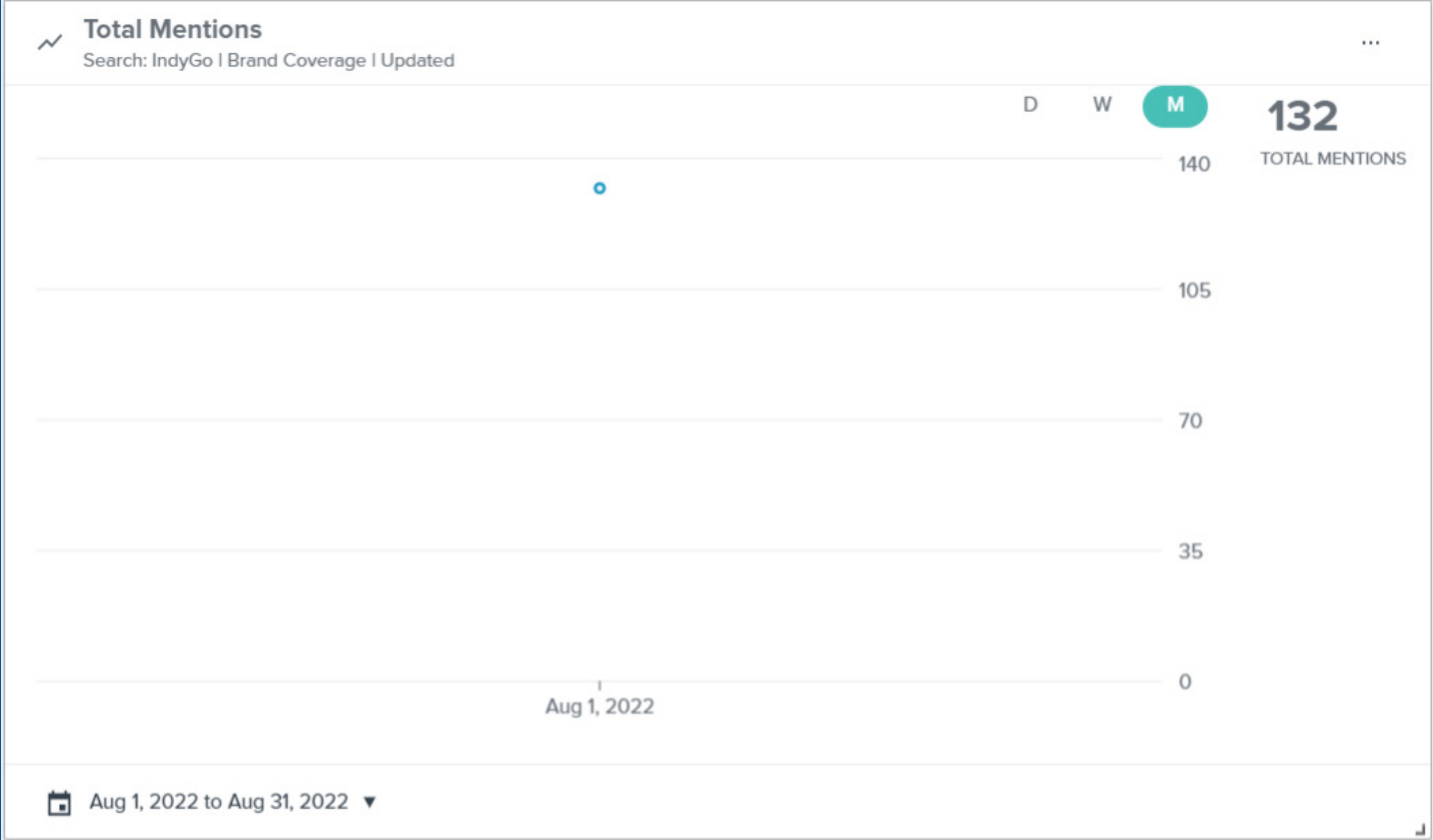
## RED LINE: ELECTRIC BUSES TOO HEAVY FOR STATIONS, INDYGO MAKING 'ENHANCEMENTS'

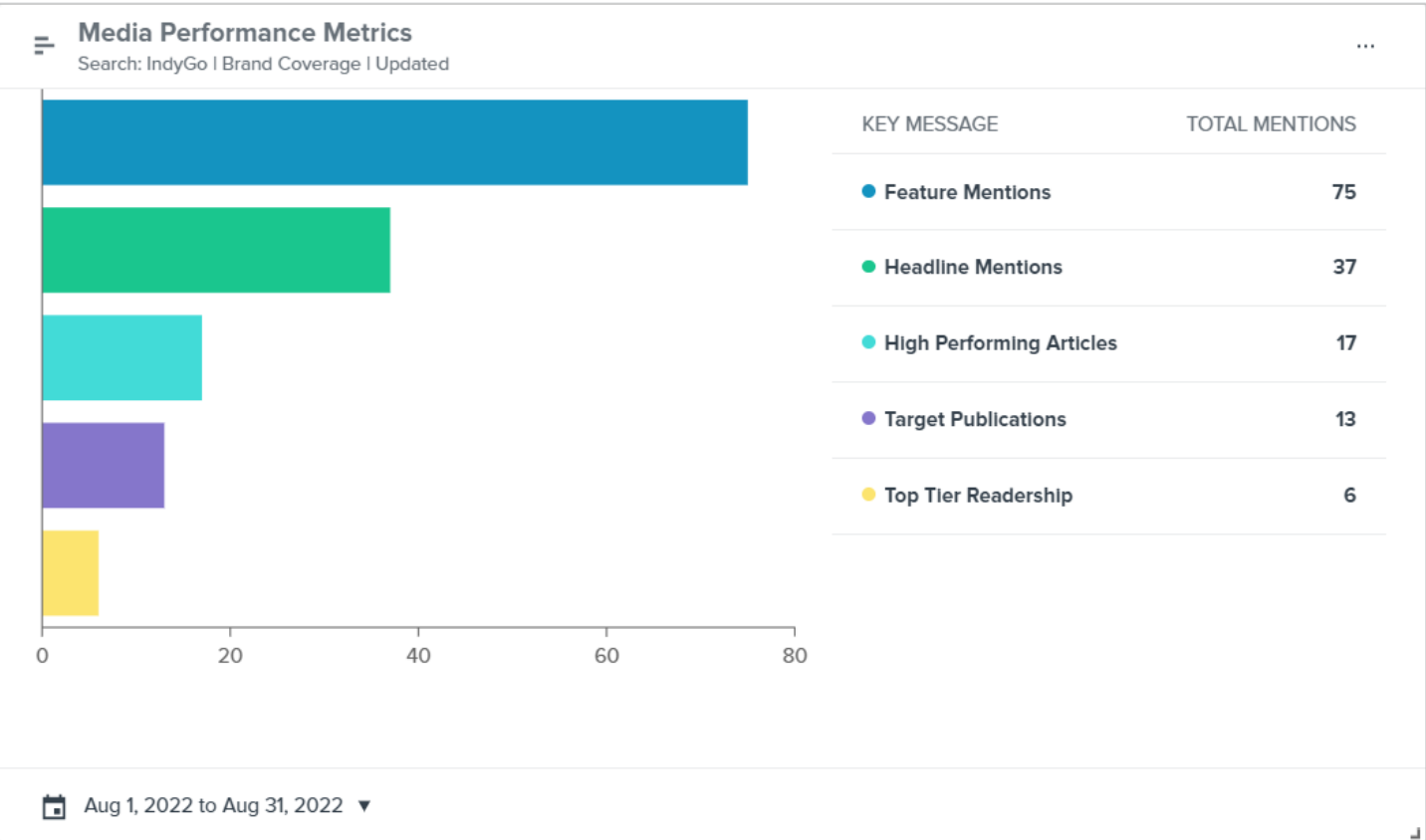
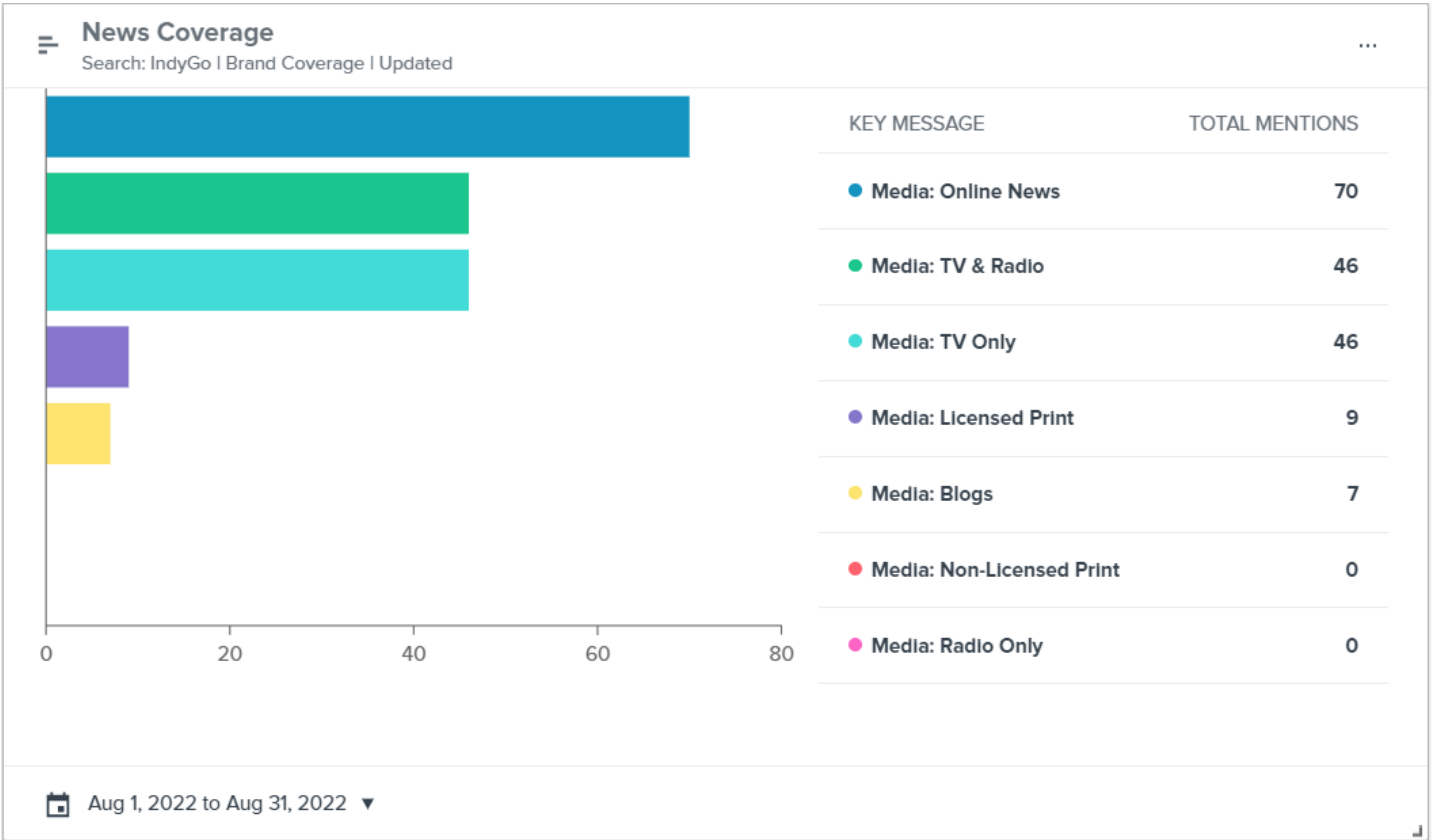


### Topics Include:

August 2022 featured a lot of media mentions about IndyGo’s current and future Bus Rapid Transit systems. Many articles were published about the announcement of IndyGo’s Blue Line projected price increase. Another hot topic was the Red Line Enhancements project, warning motorists and drivers of the construction and possible delays. Other mentions included IndyGo receiving and launching into service the eGen Flex bus, IndyGo receiving \$33 million from the FTA to build a garage at East Campus and positive mentions about IndyGo’s inductive charging process. Altogether, IndyGo was mentioned in the media more than 130 times in August.

Here's a brief coverage summary:





# Social Performance:

## Facebook

- Had a total of **18,456 organic impressions** (2,324 more impressions than in July)
- **4,050 post engagements**
- **11,334 page likes** (51 more than in July)
- **12,526 current followers** (76 more than in July)

**IndyGo**  
Published by Hootsuite [?] · August 5 · 🌐

What a fun group! Congrats to our newest class of Coach Operators on their graduation! They'll be hitting the streets of Indy soon. Look for them next time you ride



**IndyGo**  
Published by Ari Kasle [?] · August 15 · 🌐

Food desert? Not for long. Work is coming along nicely on the Indy Fresh Market along the future Purple Line at 38th & Sheridan. Learn more: <https://www.38thandsheridan.com/grocery-store>



**IndyGo**  
Published by Hootsuite [?] · August 16 · 🌐

What did the Coach Operator say to the frog?  
"Hop on!"  
#NationalTellAJokeDay



**Get more likes, comments and shares**  
When you boost this post, you'll show it to more people.

1,777 People reached      242 Engagements      [Boost post](#)

👍👍 29      29 Comments 3 Shares

👍 Like    💬 Comment    ➦ Share

**IndyGo**  
Published by Hootsuite [?] · August 18 · 🌐


**Get more likes, comments and shares**  
When you boost this post, you'll show it to more people.

1,681 People reached      126 Engagements

👍👍 56      [Like](#)    [Comm](#)

**IndyGo**  
Published by Hootsuite [?] · August 18 · 🌐

Food trucks and massages. Just another day at the office. You interested? Come work with us! <https://www.indygo.net/employment/>



**Get more likes, comments and shares**  
When you boost this post, you'll show it to more people.

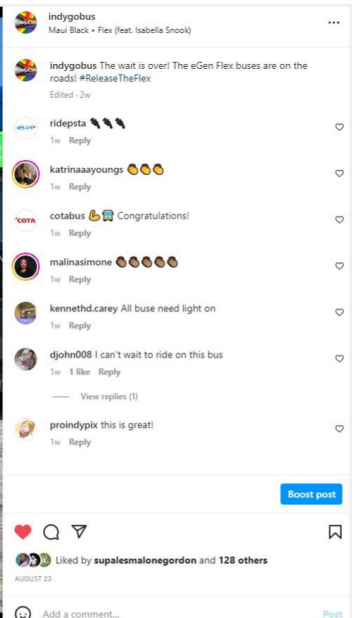
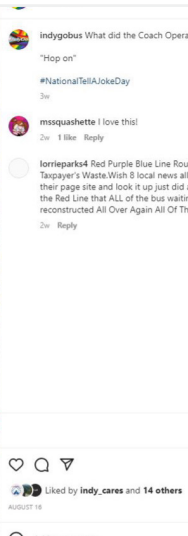
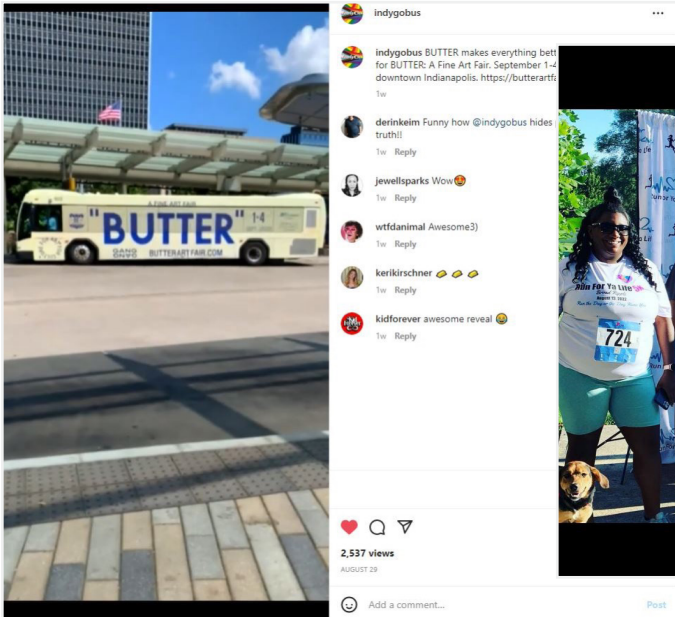
1,393 People reached      142 Engagements      [Boost post](#)

👍👍👍 11      5 Comments

👍 Like    💬 Comment    ➦ Share

# Instagram

- Generated 31,125 impressions (19,842 more impressions than in July)
- 1,591 total engagements – 2.9% engagement rate (1.2% higher than in July)
- 3,484 current followers (24 more than in July)



# Twitter

- Had a total of **63,300 organic impressions** (22,300 more impressions than in July)
- Earned an **average of 2,041 impressions per day** (698 more per day than in July)
- **122 Retweets, 633 likes, 24 replies, 193 link clicks, 3.6% engagement rate** (0.7% higher than in July)
- **29 new followers, 6,461 current followers** (26 more than in July)

**IndyGo**  
@IndyGoBus

BUTTER makes everything better.

Mark your calendar for BUTTER: A Fine Art Fair. September 1-4 at The Stutz in downtown Indianapolis. [butterartfair.com](http://butterartfair.com) @ganggangculture



What did the Coach Operator say to the frog?

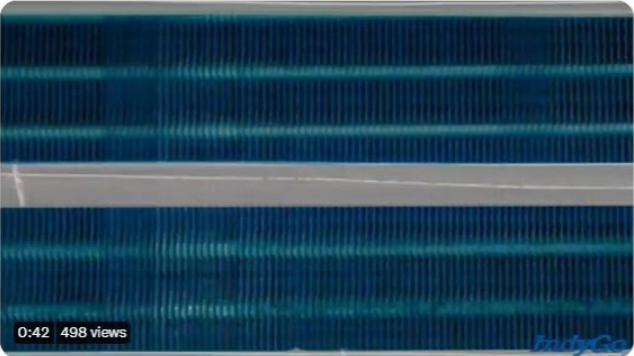
"Hop on"

#NationalTellAJokeDay



**IndyGo**  
@IndyGoBus

Breathe easier #EasyBreezyCleanerAir




10:00 AM · Aug 11, 2022 · Hootsuite Inc.

View Tweet analytics Promote

6 Retweets 3 Quote Tweets 12 Likes

**IndyGo**  
@IndyGoBus

Our Red Line continues to draw national attention. This week, we welcome @MARTAttransit to Indy as they study our bus rapid transit line in preparation for their own.



## LinkedIn

- **8,383 impressions for August** (2,761 more than in July)
- **265 total engagements; 6.61% engagement rate** (5.66% higher than in July)
- **42 new followers; 2,815 total followers** (38 more than in July)

IndyGo  
2,815 followers  
2w • 🌐

Grateful to the **Federal Transit Administration** for awarding IndyGo \$33 million that will allow us to get closer to our goal of near-zero emissions. The positive ripple effects from this grant will be felt across our city! Read more her ...see more

**“**

**"This new facility is essential to our growth, mission and ability to efficiently serve our riders."**

INEZ EVANS  
INDYGO PRESIDENT AND CEO

You and 78 others

Like

Posted by Ari Kasle • 8/18/2022

IndyGo  
2,815 followers  
2w • 🌐

IndyGo participated in Opportunity Indianapolis today. The event puts a focus on issues facing local communities and those solving them. We're proud to support food and medical programs that provide greater access to these essen ...see more



Inez Evans and 14 others

Comment

Posted by Ari Kasle • 8/25/2022

IndyGo  
2,815 followers  
1w • 🌐

Honored to share our microtransit success stories on a national platform this morning at the **Global Mass Transit Mobility on Demand** virtual conference. IndyGo is proud to provide equitable, convenient mobility for every pc ...see more



Katrina Youngs and 132 others

2 comments • 2 shares

Like

Comment



## Email Marketing:

### NEWSLETTER

- 10,069 Recipients
- 6.95% CTR
- 6.15% Open rate

**INSIDEINDYGO** »»

**INSIDE INDYGO THIS AUGUST**

**Carson Transit Center Lobby and Restrooms Are Now Open**

**CARSON TRANSIT CENTER**  
**Lobby and Restrooms**

**NOW OPEN**

**Monday-Friday**  
**8 a.m. – 6 p.m.**  
**Saturday**  
**9 a.m. – 12 p.m.**  
**Sunday**  
**CLOSED**

*Limited capacity and 30 minutes MAX waiting time in the lobby*

**IndyGo** SM

The Carson Transit Center lobby and restrooms are now open. Please be advised capacity is limited. As a result, wait times inside will be limited to no more than 30 minutes. For more information, visit IndyGo's website [HERE](#).

**Creative Projects:** 38 projects completed through SySAid and Email in August.

## Outreach Summary: August 2022

In August, IndyGo reached nearly 180,000 people and focused engagement efforts on Purple Line and IndyGo Cares programming.

IndyGo continues its digital neighborhood outreach through the Nextdoor platform. In August, IndyGo had over 178,000 impressions and nine posts. Our agency offers a single channel to easily broadcast information across all Marion County neighborhoods.

IndyGo continues to support communities during Purple Line construction. In August, IndyGo hosted several Transit Talks at the 38th Street Library and Avondale Meadows YMCA to share project information and construction impacts. IndyGo also attended the Far Eastside Festival at 38th Street and Post Road that brought over 2,000 community members together. In addition to a booth with giveaways, IndyGo brought the Purple Line promo bus as a cooling station.

IndyGo continues its commitment to connect our community to essential resources that positively affect their well-being. Wellness in Transit, in partnership with Gennesaret Free Clinics, has provided free health care to nearly 60 visitors at the Carson Transit Center, regardless of health insurance status. Food in Transit in partnership with Growing Places Indy continues to eliminate barriers to locally

grown healthy food, by offering a “Pay What You Can” option. These programs were offered every Tuesday at the Carson Transit Center from 2-5 p.m.

In August, Public Affairs hosted a panel discussion at the Carson Transit Center for Opportunity Indianapolis. Chief Public Affairs Officer, Lesley Gordon, was joined by Theresa Patterson, Executive Director of Gennesaret Free Clinics, along with Shalise Lee of Growing Places Indy. The panel was part of a two-day crash course on the issues facing the greater Indianapolis community — arts & culture, food insecurity, healthcare — and the people working on them. The discussion highlighted IndyGo’s partnerships to provide our community connection to essential resources and saw nearly 40 civically engaged participants who seek to make a difference in Indianapolis.

Transit Ambassadors continued to extend IndyGo’s outreach efforts in the community engaging over 160 community members during August volunteer shifts. Transit Ambassadors completed 13 shifts and 35 hours of volunteer service at community events and on the Red Line and future Purple Line.



## August Outreach Events:

Date	Name of Event
1-Aug	Transit Talks: Avondale Meadows YMCA
6-Aug	Far Eastside Community Festival: CAFE Indy
9-Aug	Transit Talks: E. 38th Street Library
13-Aug	Transit Talks: Avondale Meadows YMCA
16-Aug	Transit Talks: Avondale Meadows YMCA
18-Aug	Opportunity Indianapolis: IndyGo Cares Panel Discussion
23-Aug	Transit Talks: Avondale Meadows YMCA



## Operations Division Report – August 2022

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Operating Officer Aaron Vogel  
**Date:** September 22, 2022

---

### OPERATIONS DIVISION REPORT – August 2022

#### SERVICE PLANNING

##### SCHEDULING:

The next Operator Service Bid takes effect on October 9, 2022. There is a slight route change on Routes 2, 10, and 19 outbound that will now use Delaware to Fort Wayne. The two-conversion project on Fort Wayne has been completed and will provide more direct and legible service on these routes. Several other routes will have minor timing adjustments.

##### PLANNING

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

Additional bus stop design projects are underway with IndyGo's on-call engineering contractor, Lochmueller. Construction will begin shortly on 22 bus stops approved last month by the board. These bus stops are located along Central Ave, College Ave, 30<sup>th</sup> St, Beachway Dr, and Clifton Ave. Shuck Corporation was awarded the contract to bring these bus stops into ADA compliance.

Additionally, design continues for bus stops on the near westside (W. 10th St, W. 16th St, W. Michigan St, and Lafayette Rd), and for bus stops are required for future service changes related to the Marion County Transit Plan. These stops are expected to be constructed in Spring or Summer of 2023.

IndyGo was also recently awarded a \$670,000 FTA grant through the Areas of Persistent Poverty grant program, which will fund the design of approximately 80 local bus stops on the near eastside. This design work will begin in late 2022 or early 2023, with construction expected in 2024.

##### 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. The draft updated network plan we be brought to the public this fall.

##### 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 has completed the development and validations of the twenty-one (21) customized Dynaway Analytics Power BI KPI dashboards for the Maintenance Department. Beginning October 1<sup>st</sup>, baseline measurements and obtainable goals for KPI metrics will be defined. IndyGo management will discuss options for displaying monthly KPI metric results and monthly continuous improvement goals.

The OP team has also completed the development of the IndyGo Battery Electric Bus (BEB) KPI metrics, and we are in the final stages of designing and publishing the KPI results; as well as working with the Transportation Department to develop a real-time decision tool showing the remaining miles each bus is capable of running based on multiple data input types.

In addition, the OP Team has completed a Giro-Hastus OIG 4-day training on customizing Hastus data queries and reports specifically for IndyGo's unique planning and scheduling needs.

FIXED ROUTE RIDERSHIP:

<b>Aug-21</b>	<b>Aug-22</b>	<b>% Change</b>	<b>IndyGo Fixed Route Ridership</b>	<b>2021</b>	<b>2022</b>	<b>% Change</b>
7,428	6,488	-12.7%	<b>2 E. 34th St.</b>	49,355	41,620	-15.7%
17,571	23,089	31.4%	<b>3 Michigan St.</b>	122,656	145,925	19.0%
6,345	7,064	11.3%	<b>4 Fort Harrison</b>	40,906	42,115	3.0%
7,744	10,390	34.2%	<b>5 E. 25th</b>	57,320	76,307	33.1%
6,406	6,448	0.7%	<b>6 N. Harding</b>	42,727	45,447	6.4%
77,019	86,597	12.4%	<b>8 Washington St.</b>	584,008	582,481	-0.3%
49,034	60,013	22.4%	<b>10 10th St.</b>	357,946	405,451	13.3%
2,433	3,457	42.1%	<b>11 E. 16th St.</b>	17,689	20,900	18.2%
2,000	2,678	33.9%	<b>12 Minnesota</b>	14,378	15,274	6.2%
1,380	2,283	65.4%	<b>13 Raymond</b>	11,069	12,564	13.5%
3,730	5,319	42.6%	<b>14 Prospect</b>	26,760	30,929	15.6%
9,280	9,026	-2.7%	<b>15 Riverside</b>	61,104	59,939	-1.9%
8,003	8,565	7.0%	<b>16 Beech Grove</b>	56,016	57,189	2.1%
3,167	4,724	49.2%	<b>18 Broad Ripple</b>	22,315	24,609	10.3%
13,238	15,881	20.0%	<b>19 Castleton</b>	92,575	105,163	13.6%
9,395	11,531	22.7%	<b>21 East 21st St.</b>	72,133	71,534	-0.8%
7,070	8,536	20.7%	<b>24 Mars Hill</b>	59,951	49,851	-16.8%
8,232	8,359	1.5%	<b>25 W. 16th St.</b>	58,110	51,163	-12.0%
8,352	11,907	42.6%	<b>26 Keystone</b>	63,737	70,664	10.9%
6,669	6,842	2.6%	<b>28 St. Vincent</b>	46,642	44,654	-4.3%
4,616	5,395	16.9%	<b>30 30th St.</b>	29,517	33,599	13.8%
5,989	8,012	33.8%	<b>31 US 31</b>	44,237	49,057	10.9%
14,379	19,398	34.9%	<b>34 Michigan Rd.</b>	107,751	119,732	11.1%
18,896	25,224	33.5%	<b>37 Park 100</b>	142,898	163,963	14.7%
10,860	14,290	31.6%	<b>38 Lafayette Square</b>	86,762	92,673	6.8%
46,652	59,919	28.4%	<b>39 E. 38th St.</b>	313,014	369,418	18.0%
2,728	3,109	14.0%	<b>55 English</b>	19,506	20,755	6.4%
6,803	6,515	-4.2%	<b>86 86th Street Crosstown</b>	50,355	38,227	-24.1%
6,361	8,878	39.6%	<b>87 Eastside Circulator</b>	51,004	56,445	10.7%
76,148	73,893	-3.0%	<b>90 Red Line - BRT</b>	552,737	678,822	22.8%
732	595	-18.7%	<b>901 Nora</b>	7,115	6,306	-11.4%
4,417	6,142	39.1%	<b>902 County Line</b>	35,340	33,128	-6.3%
28	214	664.3%	<b>Others</b>	227	1,285	466.1%
<b>453,105</b>	<b>530,781</b>	<b>17.1%</b>	<b>Total</b>	<b>3,297,860</b>	<b>3,617,189</b>	<b>9.7%</b>

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

## TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH SEPT: LOC NGUYEN #8325

### 90% CLUB:

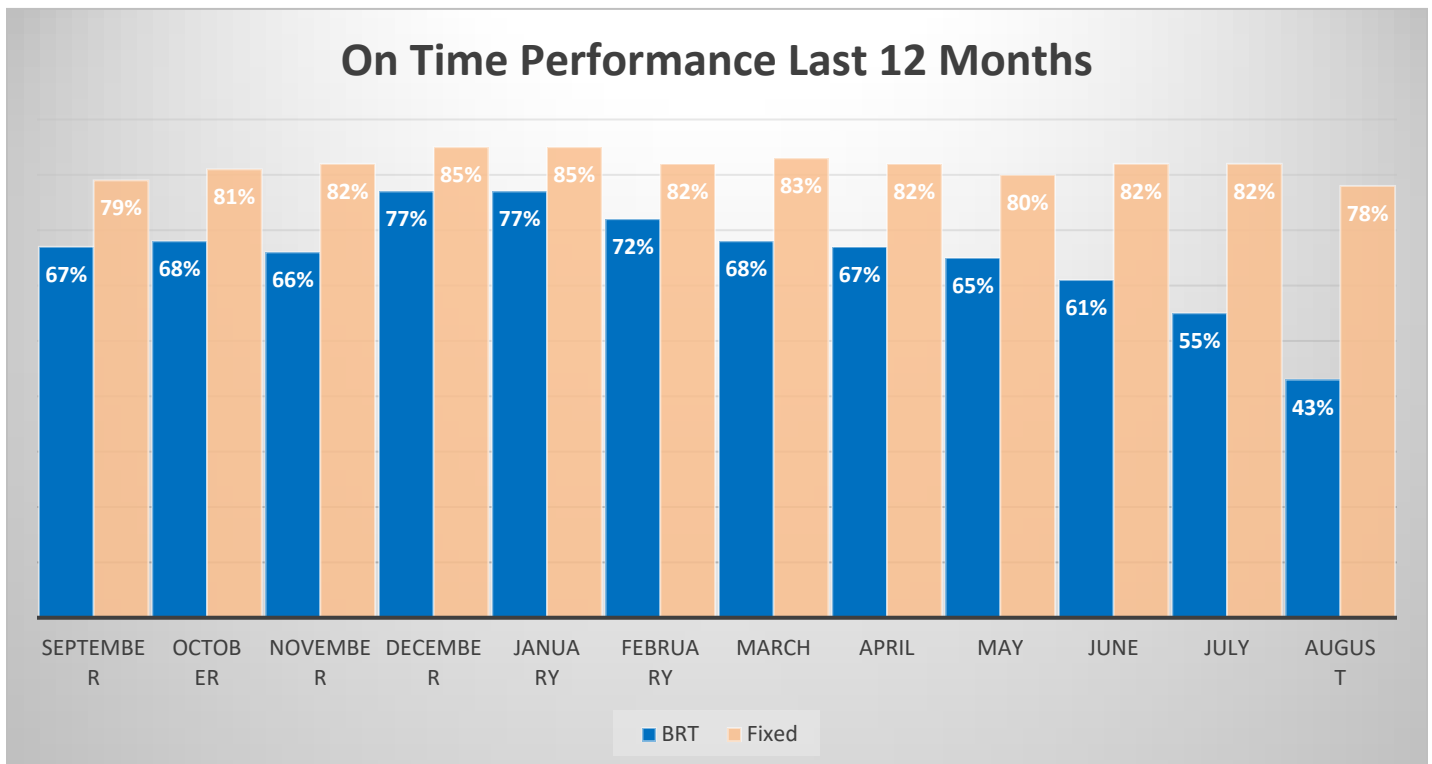
The following operators achieved an on-time performance rating of 90% or better during the month. The names are entered into a drawing held each month from this group of Operators. The winner receives an extra personal day.

The winner for August: MORNICE CHEST # 8983

Starkey, Catherine  
 Johnson, Jarvis  
 Harris, Shamika  
 Murray, Beth  
 Carpenter Williams,  
 Lakisha  
 Dowdell, Sherri  
 Carpenter, Andy  
 Edwards, Monei  
 Anderson, Treva  
 Thein, Stephen  
 Anderson, Rose  
 Gray, Bryan

Cornett, Myron  
 Fox, Harry  
 Langford, Donna  
 Birdsong, Edgar  
 Wilson, Patricia  
 Chest, Mornice  
 Passley, Shamika  
 Baine, Tenisha  
 Freeman, Senetria  
 Jackson, Calvin  
 Taylor, Ebony  
 Gardner, Onesha

Choctaw, Mary  
 Tealer, Lavelle  
 Young, Samuel  
 Frierson, Razheana  
 Journey, Jennifer  
 Green, Nichelle  
 Pipes, Leon  
 Harden, Erica  
 Griffin, Ardis  
 Hazen, William



## VEHICLE MAINTENANCE AND FACILITIES SERVICES

### FACILITIES:

The Gennesart Mobil Clinic will continue to be onsite every Tuesday between 2:00 pm and 5:00 pm at the Julia Carson Transit Center. They offer low to no cost services and are accepting appointments.

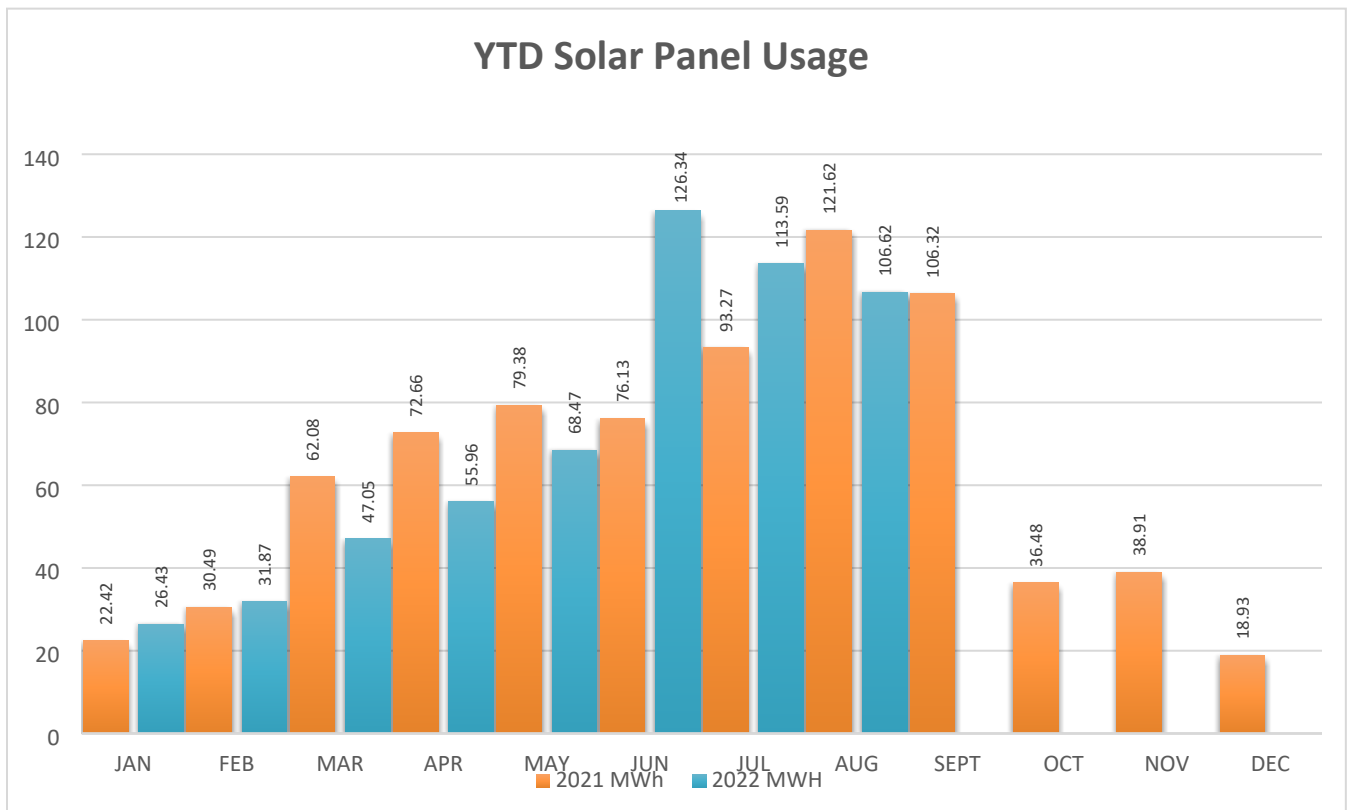
The Facilities Department assisted the Public Affairs team with setting up Pop-up shops around Marion County promoting the Purple Line. The “pop-ups” engage the community, answering questions and providing updates about the BRT Purple Line.

The Marion County Health Department continues to have 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 to respond to the need.

The Facility Department received bids for 4 new Overhead Screen Doors to be installed in the garage and bus storage area. The procurement department is working on a contract for this project currently.

### SOLAR PANEL:

During the month of August, with the increased amount of daylight hours the 4,300 Solar Panel Array on the roof at the main building to produce a substantially higher KWH output. The savings YTD, \$54,751.35



FLEET SERVICES:

There were 180 buses detailed in August. The goal is to detail every bus at least once per month. There were 34 vehicle requests in August for the motor pool.

IPTC has logged 5,693,566 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	716,446	710,305	727,197	739,434					<b>5,693,566</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>

Fluid Usage Summary:

FLUID TYPE	August 2022	August 2021	August 2020
ATF (qt)	37	55	43
COOLANT (qt)	1,575	1,172	1,911
ENGINE OIL (qt)	537	363	429
DIESEL (gal)	145,449	145,676	154,382

**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	3918	3107	3594	3495	<b>3963</b>				
<b>ALL</b>	4377	3920	3911	3753	2984	3151	3064	<b>3238</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

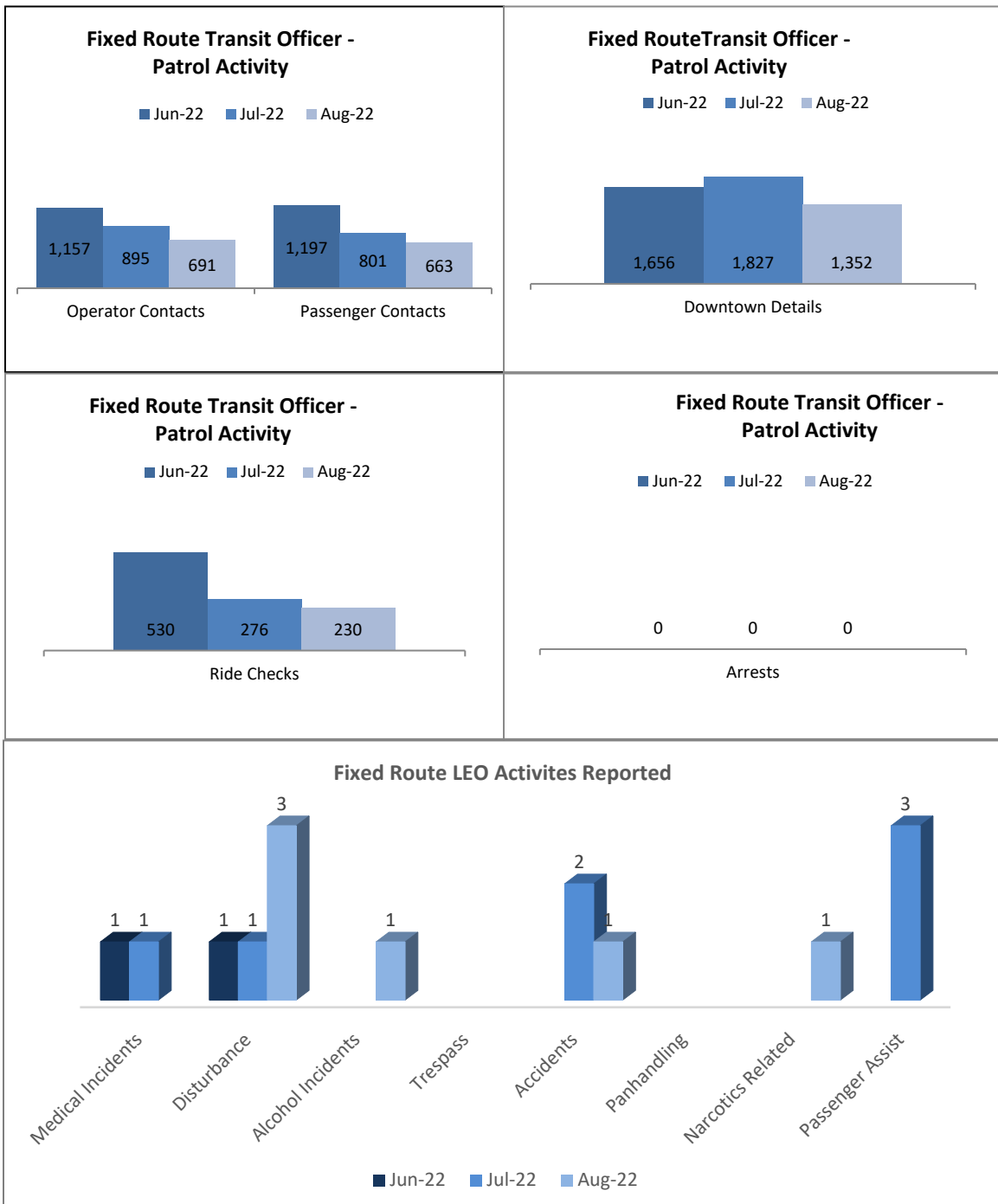
The green cells represent averaged totals



## SECURITY

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.

### FIXED ROUTE:

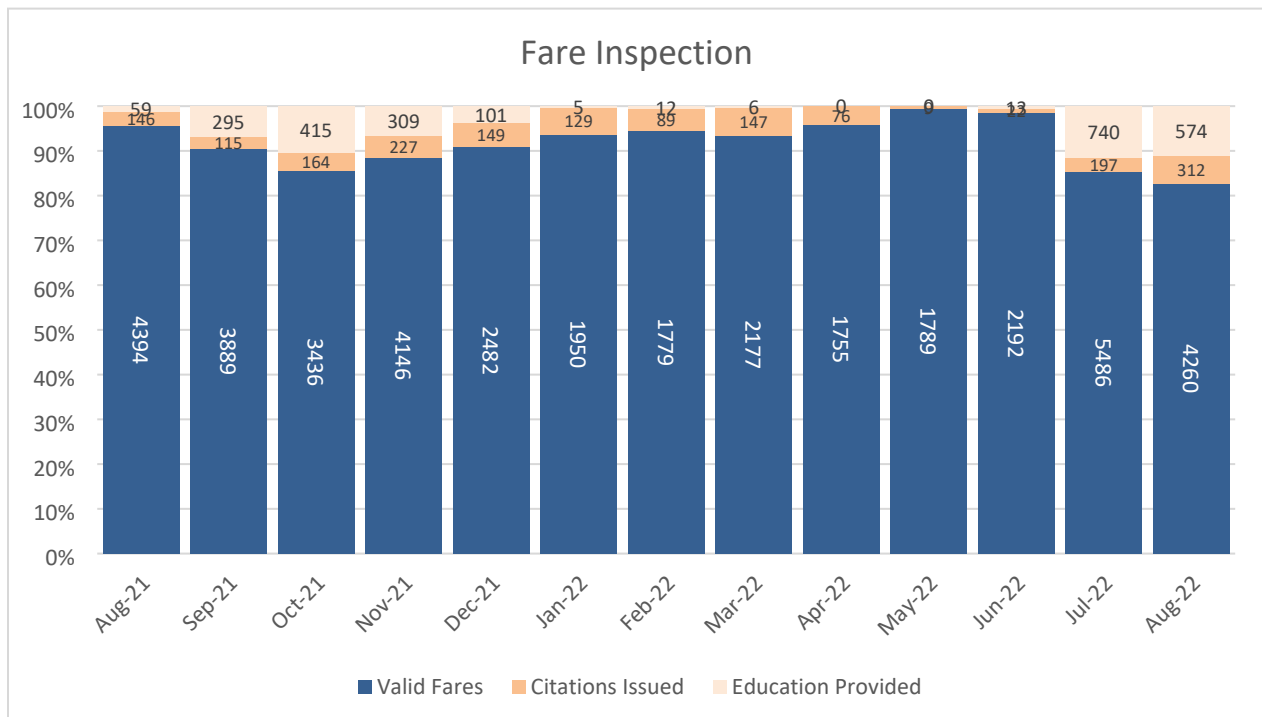


### RED LINE SECURITY:



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:**



August	Passenger Contact	Notifications	Educations
<b>Monthly</b>	4260	312	574
<b>Weekday</b>	3970	298	532
<b>Saturday</b>	133	4	22
<b>Sunday</b>	157	10	20

2022 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	21388	981	1350
<b>Weekday</b>	19289	868	1278
<b>Saturday</b>	1231	84	44
<b>Sunday</b>	868	29	30

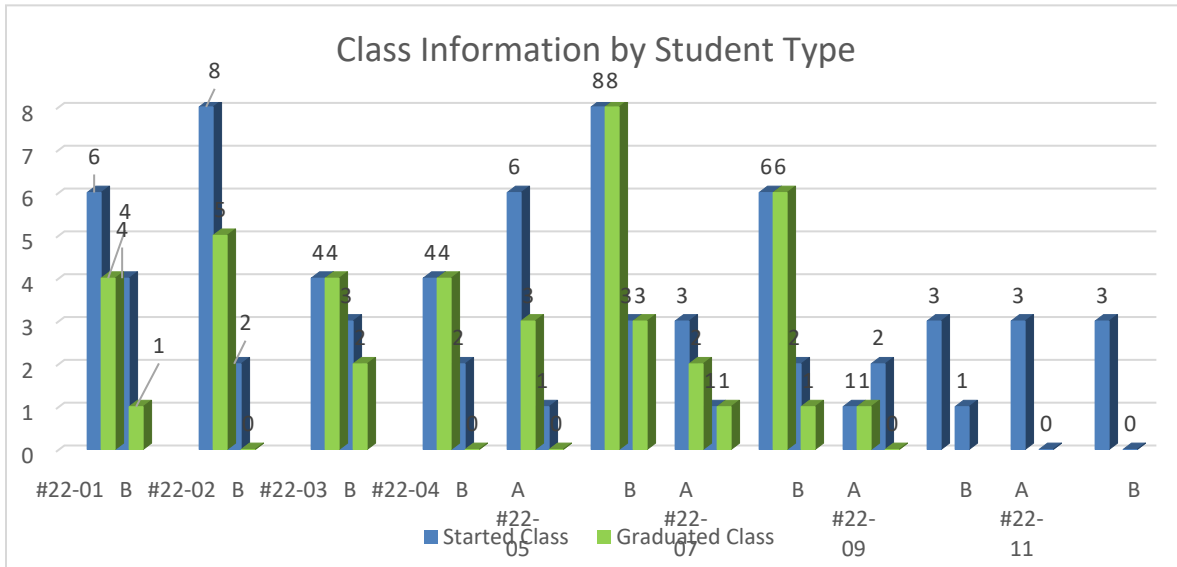
The information above shows the fare inspection information for each month and one for the total year to date for 2022. The chart will show passenger contacts representing passengers who had a fare when checked. It will show notifications representing passengers who did not have a fare when checked and 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.

The Security Department, with the help of the Procurement Department, held a pre-bid meeting for the upcoming security RFP. This new RFP will include security coverage at IndyGo's new facilities and those already covered with the current contract. The RFP is scheduled to be presented to the Board of Directors for approval at the December Board Meeting.

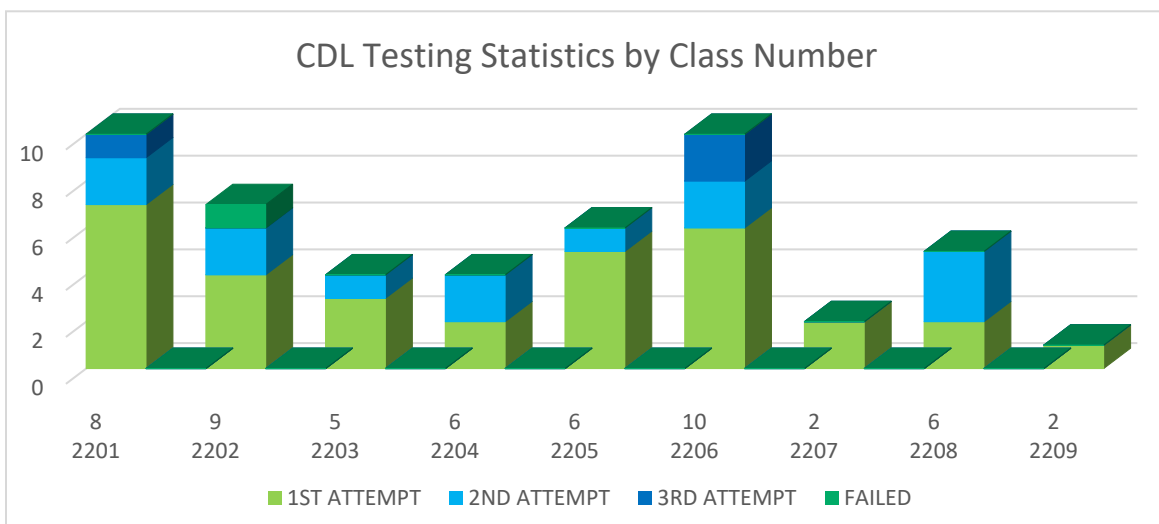
Simplex Grinnell performed a quarterly sprinkler inspection at the 1501 W. Washington Street location. A few deficiencies were noted that the security staff is addressing.

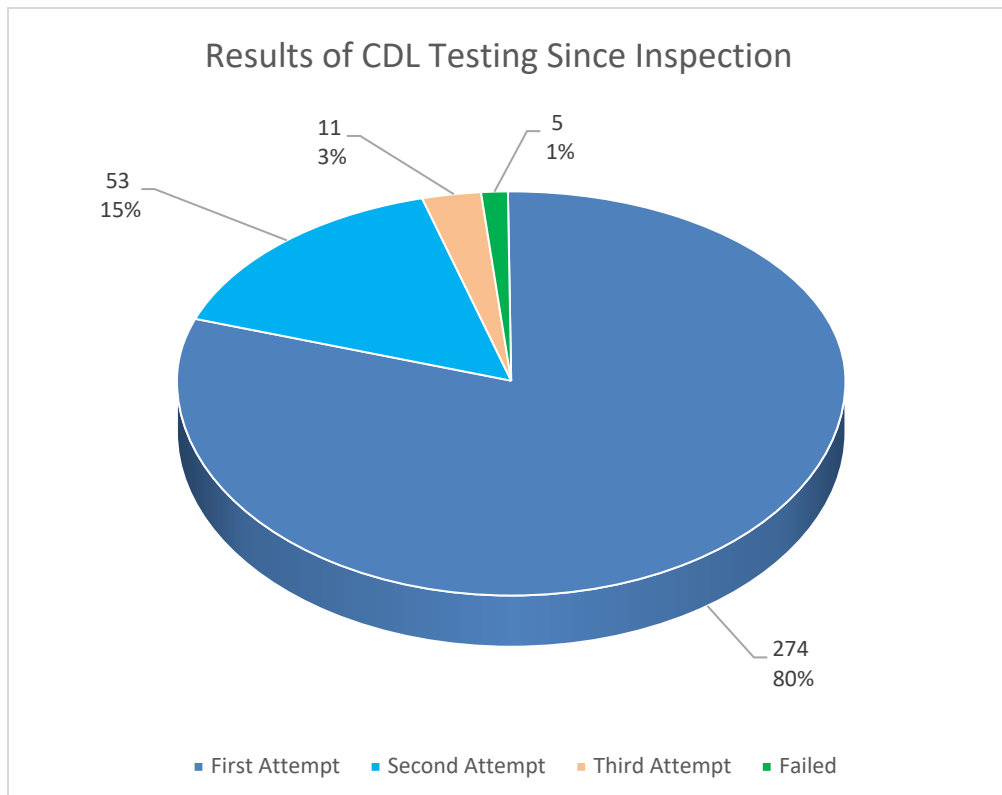
### Training

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.





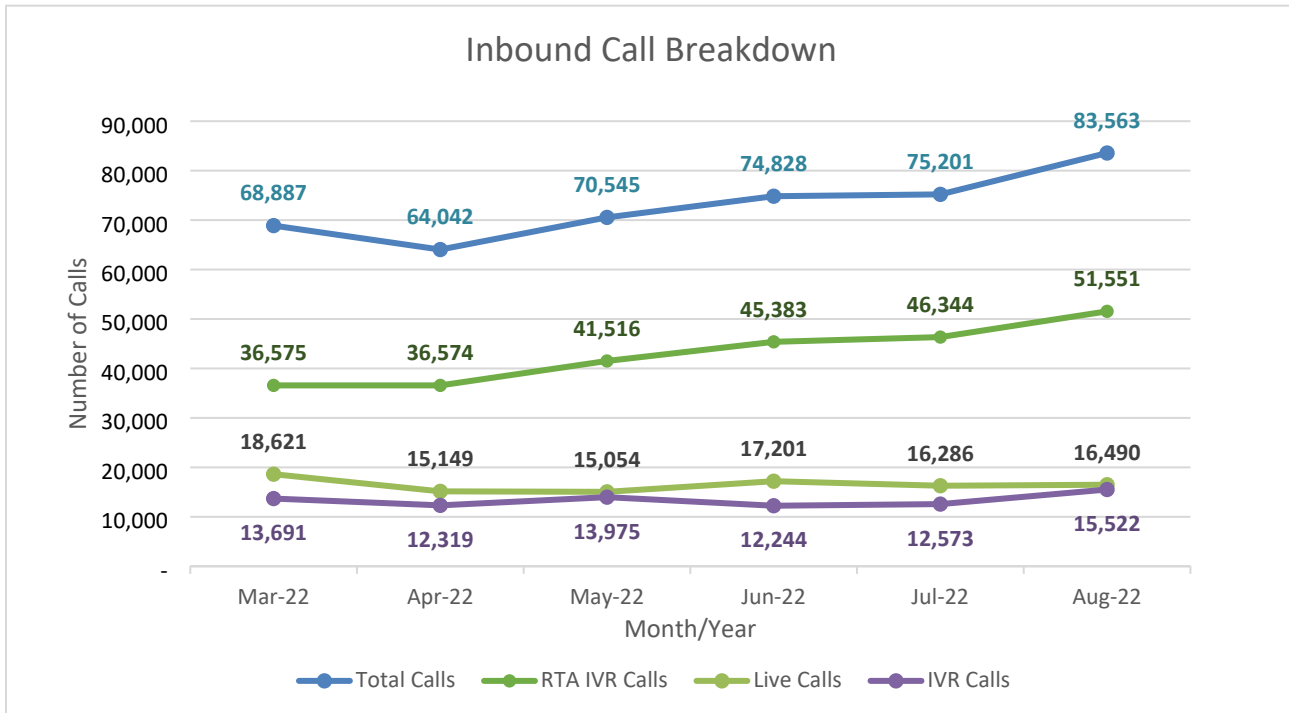
The following training sessions were conducted in August:

- Sixteen Operators for Accident Retraining
- Five Operators for Red Line Accident Retrains
- Four Return to Work Training
- Five Administrative employees for new-hire orientation
- Two Unsafe Driving / Proper Procedures
- Two Mechanic / General Labor Orientation
- 130 Fixed Route In-service 2022

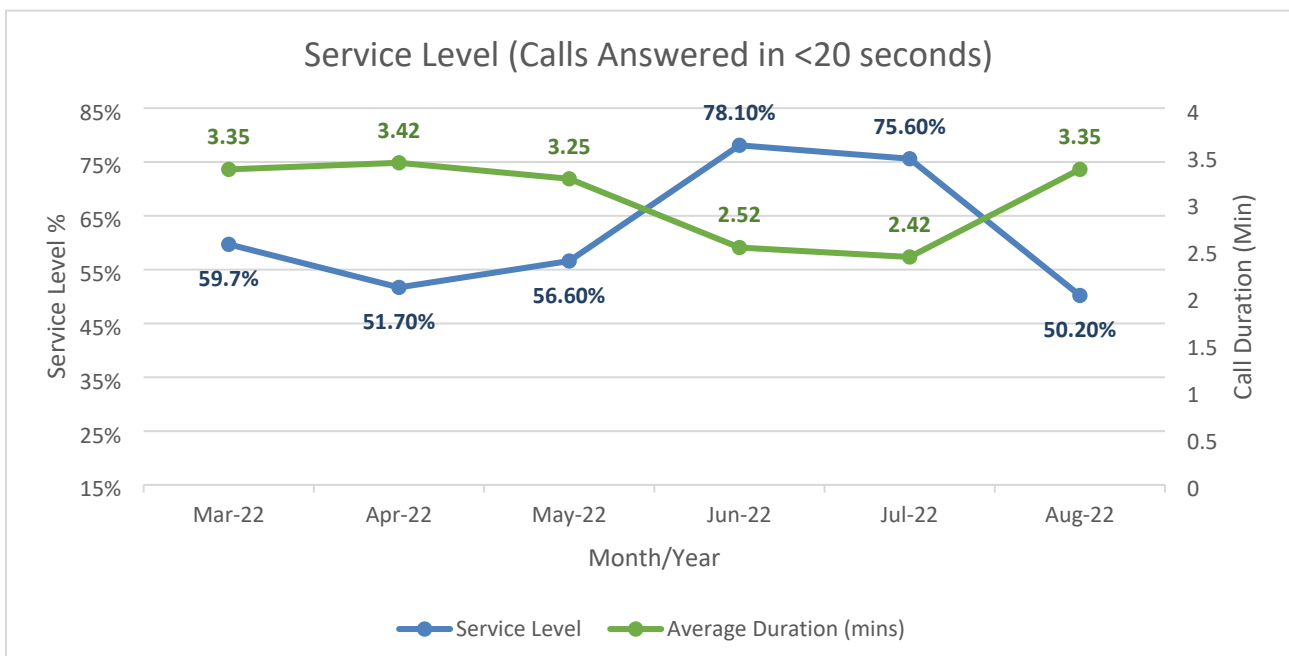
## Mobility Solutions- July 2022

### MOBILITY CARE CENTER AND PARATRANSIT REPORT:

Overall, total call volume has increased by approximately 11.2% from July 2022 to August 2022. The influx in call volume can be attributed to the increase in IVR (Interactive Voice Response) calls.



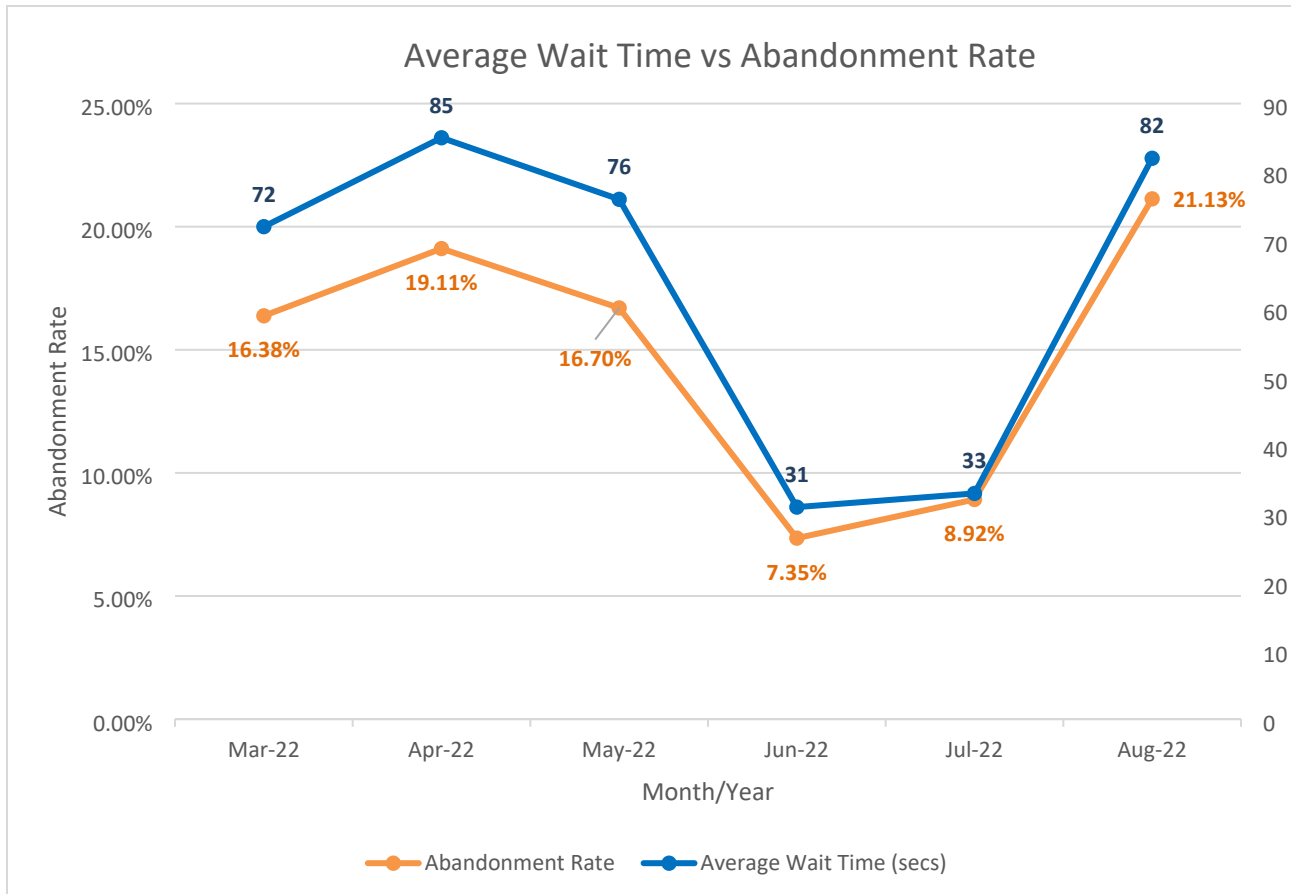
Our service level metric decreased for August, moving away from the goal of 80%. This can be attributed to a staffing deficit within the call center. IndyGo Care Center Leadership has been actively monitoring and adjusting to the staffing deficit. We expect this metric will experience an improvement for September 2022. The average call duration has decreased and is 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, the wait times and abandonment rate started to decrease.

Due to recent staffing changes with RATP Dev, the abandonment rate metric has moved away from our goal of less than 5%. The average wait time has also moved away from the goal of less than one minute.

While these increases are concerning, calls continue to be answered within two minutes. With increased staffing for September 2022, we should expect to see a fall in both wait time and abandonment rate.

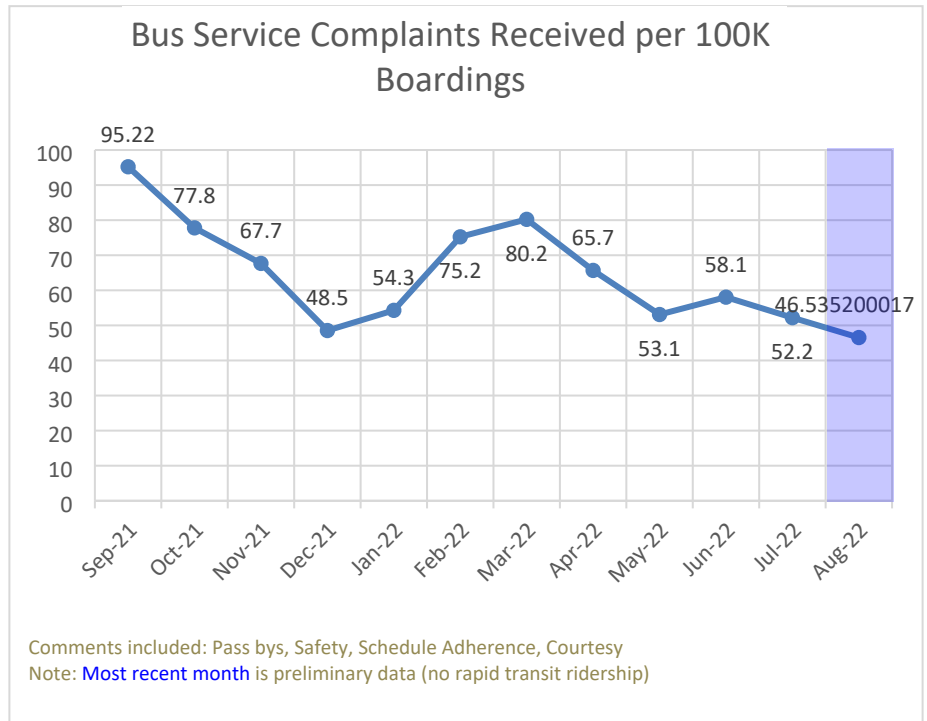
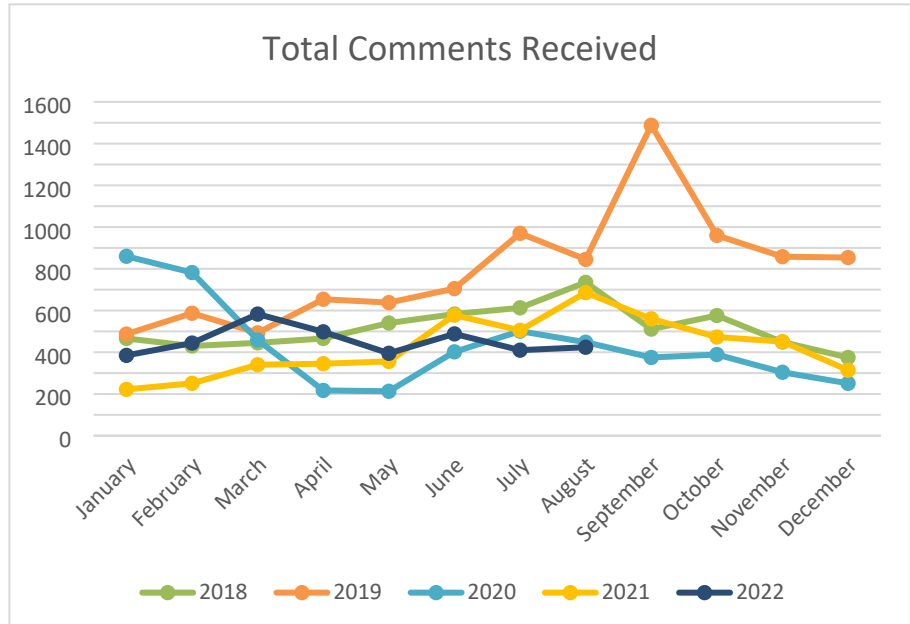


**RECEIVED COMMENT REPORT:**

The total number of comments received for August 2022 amounts to 424. This is an increase from July 2022 at 410 comments. Within the comments received, Schedule Adherence is the largest category contributing to approximately 23.11% of the total comments for August 2022.

Comment trends will continue to be monitored by IndyGo Care Center Leadership.

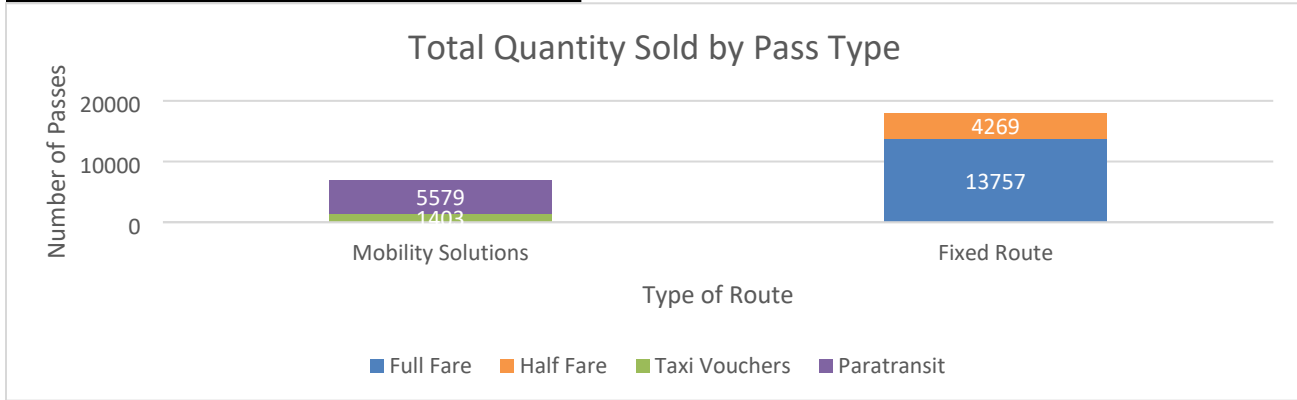
Comment Category	Count of Comment
Schedule Adherence	98
Pass By	60
Safety	58
Courtesy	31
Route	25
Customer Care Center	19
Fares	19
Denial	18
Facility Maintenance	13
Compliment	12
Bus Stop	11
ADA	10
Request	8
Rules	5
Security	5
Wrong Information Given	5
Suggestion	4
Marketing	4
Red Line	4
Discrimination	3
UZURV	3
Detour	2
Blue Line	2
CAD AVL	2
Fulfillment	1
Real Time Arrivals	1
Other	1
<b>Grand Total</b>	<b>424</b>





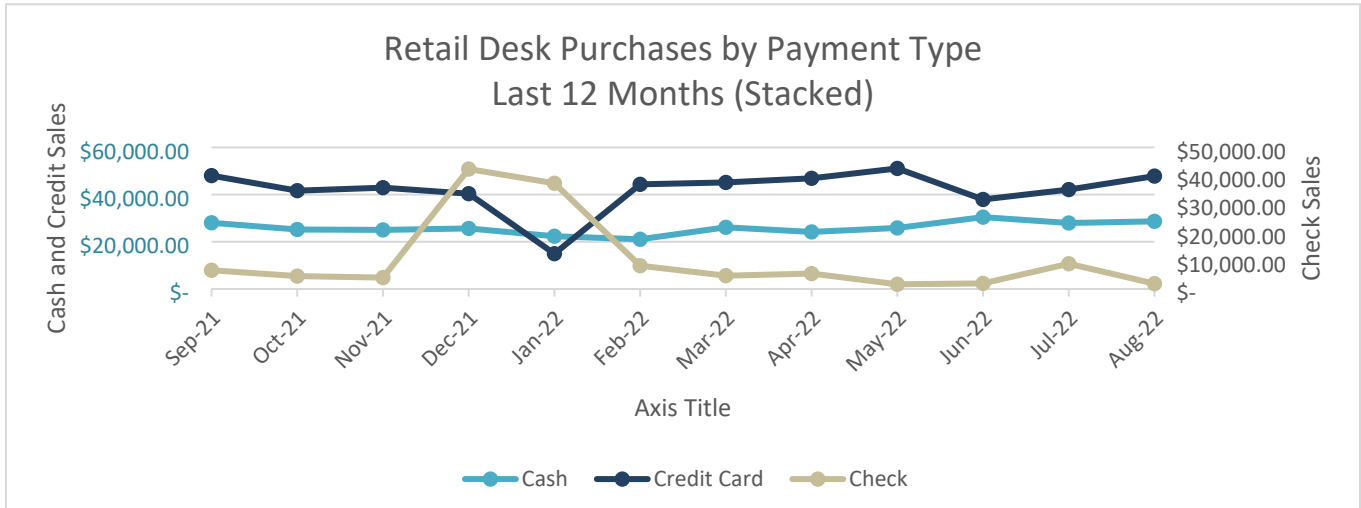
**Care Center Desk and Sales Report:**

**TOTAL QUANTITY OF PASSES SOLD: 25,008**



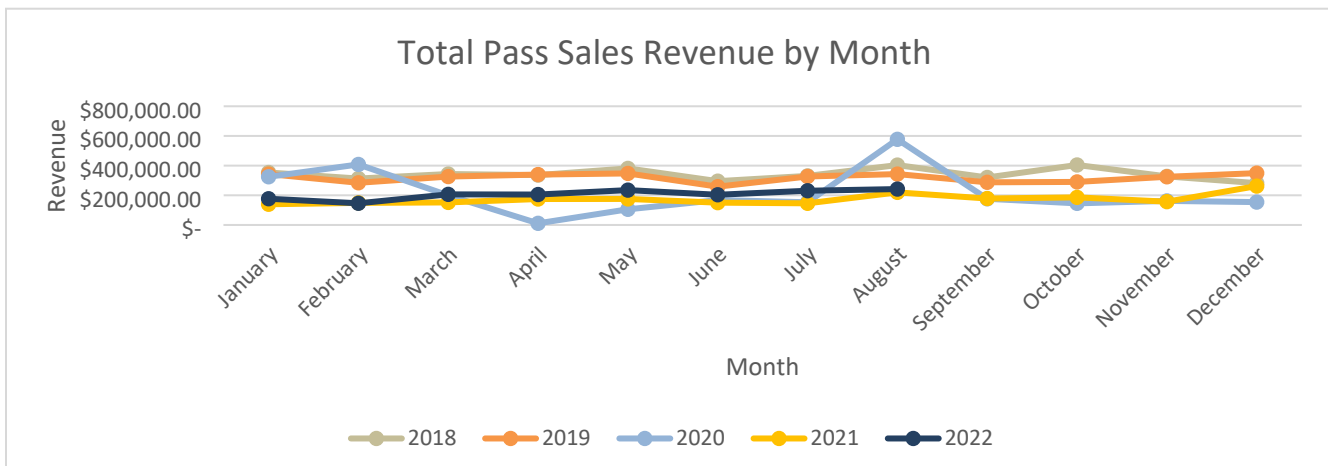
**Payment Breakdown:**

The Customer Care Center Desk experienced an increase in credit card and cash sales by 49.06% combined. Check sales experienced a 78.86% decrease for August 2022.



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

Total pass revenue increased by 4.86% from July 2022 to August 2022. The influx of pass sales could be attributed to the increase in ridership for August 2022.



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**

<b>Paratransit</b>	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	10,649	6,160	107,652	37	31
June	9,846	5,532	100,195	32	30
July	9,903	5,938	107,046	32	31
August	11,079	6,475	118,260	34	31
September					
October					
November					
December					
<b>Total</b>	<b>80,697</b>	<b>46,398</b>	<b>843,424</b>	<b>33</b>	<b>243</b>

**2021 Paratransit Data**

<b>Paratransit</b>	Unlinked Passenger Trips	Vehicle Revenue Hours	Vehicle Revenue Miles	Vehicles Operated in Max Service	Number of Days of Regular Service Operated
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>

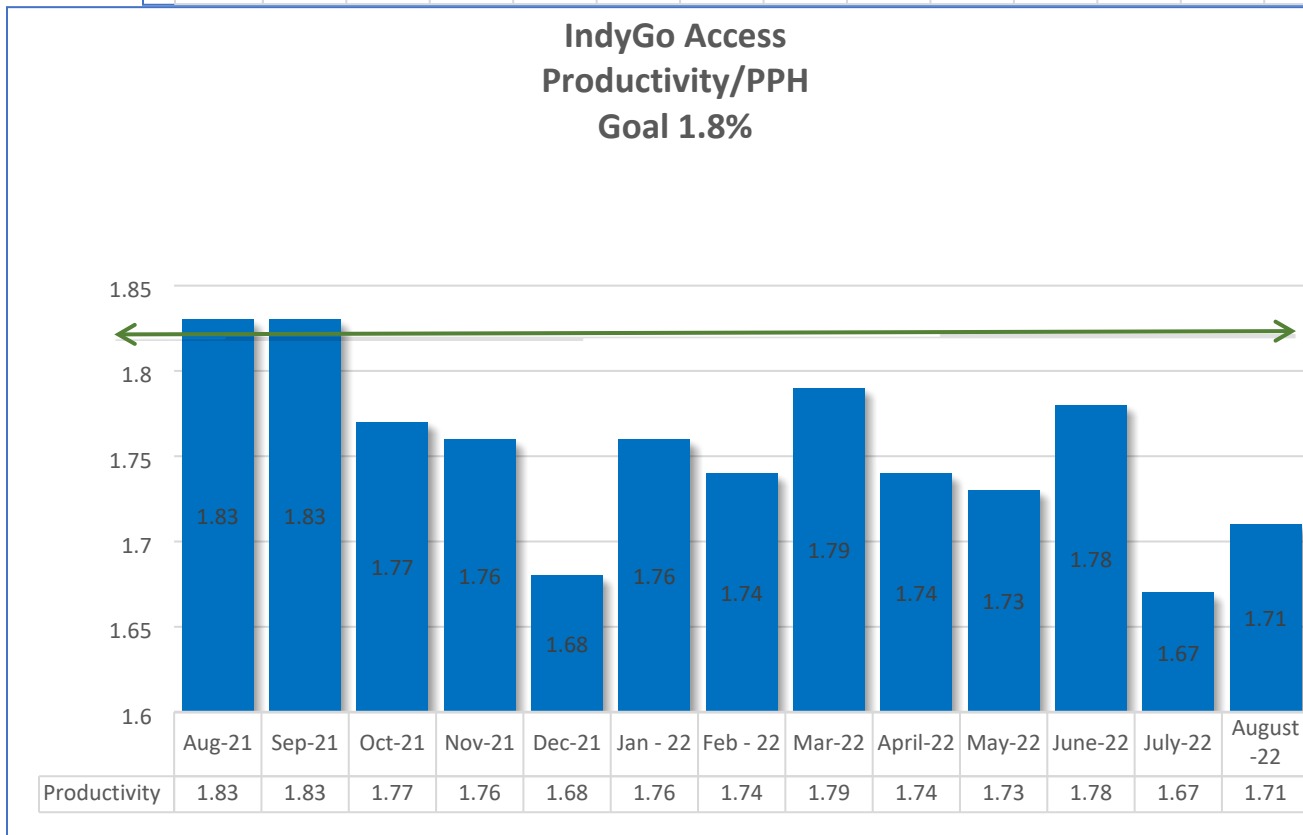
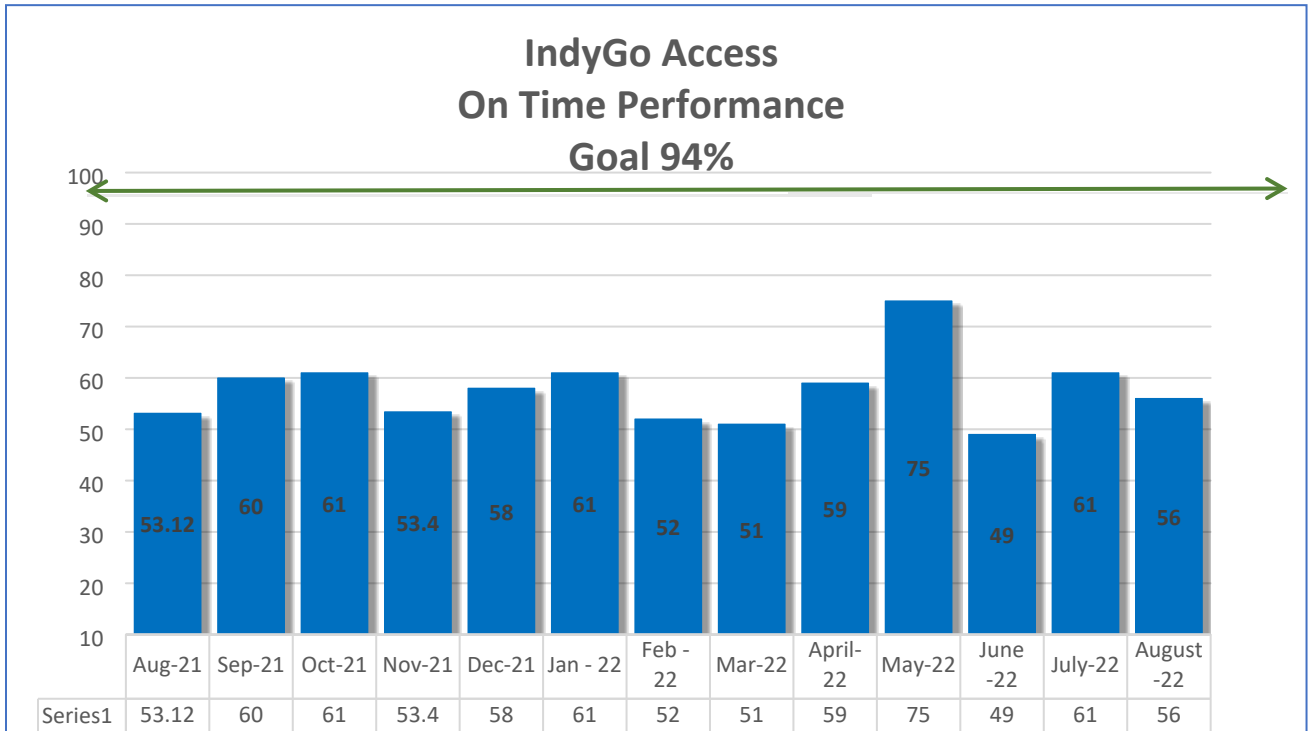
IndyGo Access Customer Comments:

Customer comments for August 2022. IndyGo Access 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>Mobility Solutions Comment Category MTD 8.1.22 - 8.31.22</b>	
<b>Comment Category</b>	<b>Number of Comments</b>
SCHEDULE ADHERENCE	56
FARES	5
UZURV	3
COMPLIMENTS	3
CUSTOMER CARE CENTER	3
WRONG INFORMATION	3
PASS BY	2
COURTESY	2
ROUTE	1
SUGGESTIONS	1
DISCRIMINATION - TITLE VI	1
ADA	1
OTHER	1
<b>Grand Total</b>	<b>82</b>

<b>Schedule Adherence Type</b>	<b>Validity</b>	<b>INVALID</b>	<b>Grand Total</b>
LATE BUS	41	3	44
EXTENDED RIDE ON BUS	3		3
SCHEDULE ADHERENCE OTHER	3		3
UZURV NO SHOW	2		2
BUS EARLY	1	1	2
BUS WAS NO SHOW	1		1
DRIVER DISREGARD SCHEDULE		1	1
<b>Grand Total</b>	<b>51</b>	<b>5</b>	<b>56</b>

On-Time Performance for **August 2022** was 56%, and Productivity was 1.71%. **August 2021**, OTP was 53%, and Productivity was 1.83%; this is an increase of 5.4% and a decrease of 7.1%, respectively, YOY.



IndyGo Access 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	43	66	109	0	0	3
JUNE	34	86	120	0	0	3
JULY	46	75	121	0	0	1
AUG	56	81	135	0	2	1
SEPT						
OCT						
NOV						
DEC						

Total 362 517 877 0 2 9

**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	0	0	43	60	6	0
JUNE	34	0	0	86	0	0
JULY	46	0	0	73	1	1
AUG	56	0	0	79	0	0
SEPT						
OCT						
NOV						
DEC						

Total 146 0 216 504 9 2

	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 IndyGo Access 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	670	536	619	565	1791	1576	5,763
June	620	588	605	652	1628	1654	7,747
July	630	594	691	667	1831	1594	6,007
August	700	604	683	720	1713	1912	6,332
September							
October							
November							
December							
	5,340	4,962	4,973	4,965	12,299	12,128	44,667

**2021 Taxi Voucher Tracking**

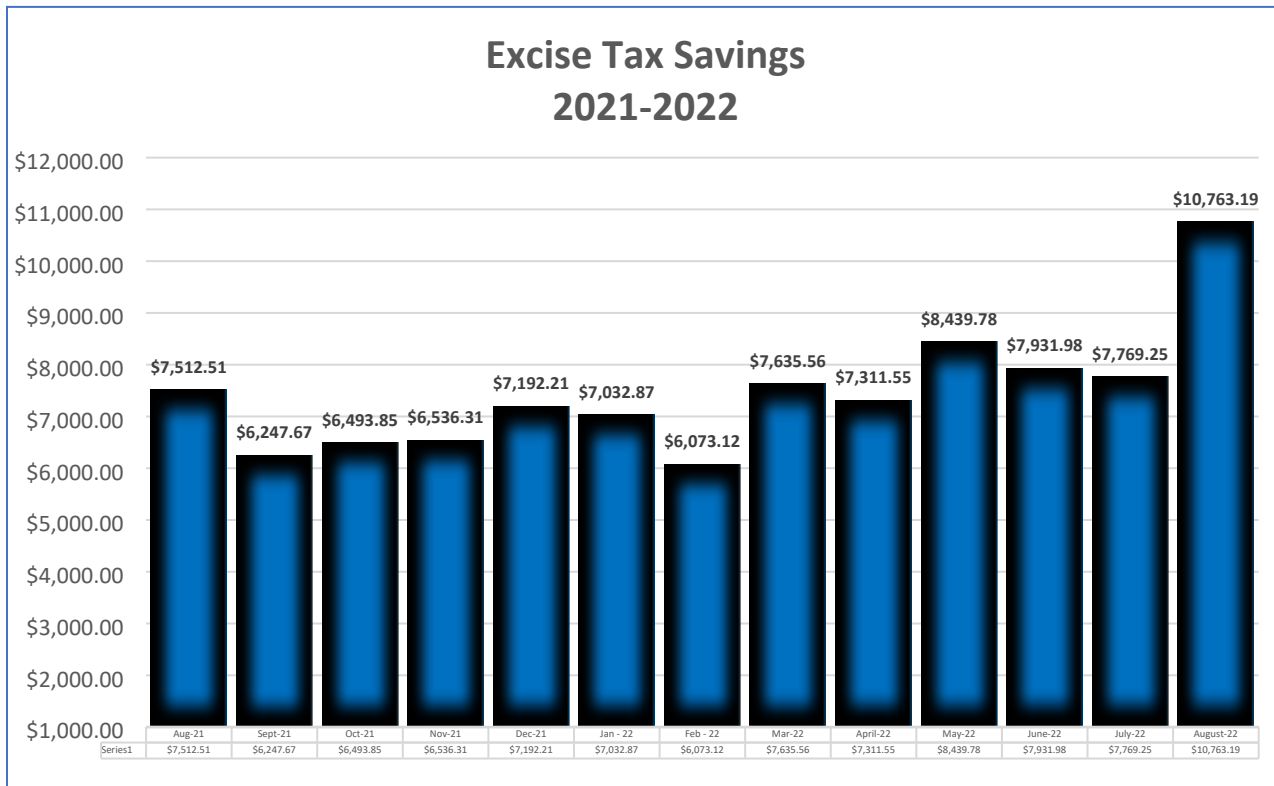
	Lottery		Dialysis		Emergency-Green		Total Vouchers
	Sold	Used	Sold	Used	Sold	Used	Used
January	720	591	703	749	0	0	1,340
February	760	541	673	707	0	0	1,248
March	680	589	714	761	0	0	1,350
April	680	637	828	680	0	0	1,317
May	750	587	599	697	0	0	1,284
June	640	708	742	700	0	0	1,408
July	710	609	634	636	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.

August 2022 savings from fuel excise taxes were \$10,763.19 (Fed Taxes = \$4,131.98 and State Taxes = \$6,631.21.)

**Total 2022 annual savings is \$62,957.30.**



Page  
Intentionally  
Left  
Blank



## Department of People & Teammate Experience Division Report – August 2022

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief People Officer Denise E. Jenkins-Agurs, MS.Ed.  
**Date:** September 22, 2022

---

### Wellness and Teammate Engagement:

- Tutoring for Rhoades Elementary School began 9/6 with 8 teammates engaging with 2<sup>nd</sup> and 3<sup>rd</sup> graders for an hour each week
- We are partnering with IU Health Breast Mobil Unit to offer Breast Screening to our teammates on 9/23

### Workforce Development:

- Lunch-n-Learn: Creating Compassionate Compliance with Mandy Bagwell, ADA Coordinator for the Indiana Family and Social Services Administration, Wednesday, 9/28 at Noon
- Six Sigma Green Belt Course started 9/13 at our 2425 Michigan St. Location with 18 IndyGo Teammates

### Diversity & Inclusion:

- Secured a DEI Consultant through Zilo International Consulting to help with IndyGo's DEI Strategic Plan and two other community initiatives

### Learning Management System:

- Collaborating with Operations to develop video micro learn courses and manual for General Labor Facilities and Fleet Services training.
- Converting New Operator Training Presentation from PowerPoint to digital learning course to be used in classroom training.
- Reformatting Employee Handbook for more professional, polished, welcoming look and layout.

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

- Maintenance Apprenticeship Program
  - Working on the intake process
  - Meeting with Ivy Tech to develop the enrollment process
  - Established the RAPIDS account with DOL to send the program data
  - Working on the marketing piece of the program
  - Collaborating with the garage team to outline trainings calendar
  - Program projected launch October 1st

**Benefits:**

- Tentative Open Enrollment dates: 11/06-11/19
- Updating collection of benefit premium arrears
- Updating Leave tracking, communication, return to work process

**Staffing:**

- Working on recruitment strategy to increase candidate flow, ensure positive candidate experience, identify process owners and identify metrics to measure success.
- Reviewing job duties within HR to ensure that we are customer focused and meet agency service and compliance requirements.
  - Implemented new requisition request form (incorporating necessary information from EEO Officer Latosha Higgins) to streamline new postings
- Created Talent “You’ve impressed me” cards to give to those who show exceptional customer service at locations outside of IndyGo.
- Upcoming Job Fairs:
  - IU/UI STEM Career Fair (September 21<sup>st</sup>)
  - October Hiring/Resource Event (October 5<sup>th</sup>)
  - Indy Pride Career Fair (October 24<sup>th</sup>)
- Working towards improving Coach Operator screening process to improve interview questions and bring back the eSkills assessment.
- The Referral Bonus Program is currently being discussed and reviewed

Respectfully submitted,

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

Chief People Officer

## Supplier Diversity Division Report – August 2022

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Senior Supplier Diversity Officer Greg Garrett  
**Date:** September 22, 2022

---

### DISCUSSION:

As of July 2022, IndyGo has obtained 24.54% 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.

On August 25, 2022, the Supplier Diversity team participated in the Indy Chamber Business Equity for Indy Procurement Roundtable and Supplier Meet & Greet. Supplier Diversity met and followed up with twelve (12) businesses. Of those, all twelve (12) were not registered at the time, but since the outreach event and our follow up, two (2) new vendors have registered with IndyGo on Bonfire.

### UPDATES/UPCOMING ITEMS:

Supplier Diversity will participate in the following upcoming events and share information about doing business with IndyGo, the supplier diversity program, and upcoming projects:

- Indianapolis Airport Authority Supplier Outreach Event
  - Date: September 20, 2022, from
  - Time: 1:00 PM to 3:30 PM.
  - Location: IND Airport Building 280 3747 S. High School Rd.
  - Registration Link: [BIT.LY/IAA22DIVOUTREACH](https://bit.ly/IAA22DIVOUTREACH)
- Indiana Department of Administration “It Takes a Village” Webinar
  - Date: September 22, 2022
  - Time: 10:00 AM to 11:30 AM
  - Link to Webinar is provided via email at [mwbe@idoa.in.gov](mailto:mwbe@idoa.in.gov). The event Link is also provided on the event flyer located on the IndyGo Supplier Diversity page.
- Indiana Department of Administration Supplier Diversity B2B Showcase
  - Date: October 14, 2022
  - Time: 11:00 AM to 3:00 PM
  - Location: Indiana Government Center South Conference Rooms A-C, 402 W. Washington Street Indianapolis, IN 46204
  - Registration link: <https://www.eventbrite.com/e/2022-b2b-showcase-registration-click-link-below-to-fill-out-the-form-tickets-393084395007>

**RECOMMENDATION:** Receive the report.

Greg Garrett  
Senior Supplier Diversity Officer

Page  
Intentionally  
Left  
Blank