

2020 Title VI Program Update

Approved by the IPTC Board of Directors on January 23, 2020

January 2020

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TITLE VI PROGRAM

This document is being submitted by the Indianapolis Public Transportation Corporation (dba IndyGo) to the Federal Transit Administration (FTA) in compliance with the requirements of FTA Circular 4702.1B “Title VI Requirement and Guidelines for Federal Transit Administration Recipients.” This document specifically meets the requirements of Chapter III, Part 4 “Requirement to Prepare and Submit a Title VI Program.” The necessary contents of each Title VI program, as outlined in Chapter III, are shown below with responses detailing how IndyGo has met each requirement.

1) A copy of the recipient’s Title VI notice to the public that indicates the recipient complies with Title VI and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted.

IndyGo’s Title VI notice is included in APPENDIX A. The text reads as follows:

In accordance with Title VI of the Civil Rights Act of 1964, IndyGo operates its programs without regard to race, color or national origin. If you believe you have been the victim of a discriminatory practice under Title VI, you may file an official complaint. For more information on IndyGo’s Title VI Policy and the procedures to file a complaint, contact:

IndyGo Customer Service
317.635.3344
Monday-Friday: 7 am. – 7 p.m.
Saturday: 9 a.m. – Noon
www.IndyGo.net

The notice is posted in the following places:

- All revenue fixed route vehicles
- All revenue ADA complementary paratransit vehicles
- IndyGo website: <https://www.indygo.net/about-indygo/title-vi-and-ada/>
- IndyGo Fixed Route guidelines
- IndyGo Open Door [ADA Complementary paratransit service] guidelines
- IndyGo reception desk and meeting rooms
- Julia M. Carson Downtown Transit Center

A copy of the Title VI notice to beneficiaries, screen capture of the IndyGo Title VI website, and system map have been included as part of APPENDIX A.

2) A copy of the recipient’s instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

Customers who believe they have been subjected to discrimination based on race, color, or national origin by an IndyGo employee can file a complaint with IndyGo. The Title VI / ADA Complaint form can be found on IndyGo’s website at the following address: <https://www.indygo.net/about-indygo/title-vi-and-ada/>. A copy of the complaint form is provided in APPENDIX B. Complainants are instructed to fill out the form and return the form to the Customer Service Center, which is located at the Julia M. Carson Transit Center.

3) A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission.

A list of any public transportation-related Title VI investigations, complaints or lawsuits filed since the last submission (February 2017) is included in APPENDIX B. Since the last Title VI Program Update, there have been five Title VI complaints. In all cases, no evidence of discrimination was determined by the Civil Rights Officer.

4) A public participation plan that includes an outreach plan to engage minority and Limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission.

IndyGo's public outreach efforts are informed and guided by the adopted Public Involvement Program (May 2015). The program outlines stakeholders, engagement and education techniques, notification procedures, and how public input is considered.

Since the previous Title VI submittal, IndyGo has conducted several focused public outreach efforts. These include:

- Public outreach related to the Purple Line;
- Public outreach related to the Blue Line;
- Educational efforts to inform residents of Marion County about the Red Line, including traffic impacts and how to ride;
- Site location for the Training Facility;
- Service standards updates, including bus stop spacing.

In addition to these targeted efforts, IndyGo continues to engage the public via social media, posting information about route detours and public meetings. A complete summary of IndyGo public outreach efforts since the previous Title VI program submission is included in APPENDIX C. and covers the period from January 1, 2017 to August 2019 (most current data at the time of Title VI Program Update collection).

5) A copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP guidance.

A copy of the Language Assistance Plan is found in APPENDIX C.

6) Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.

The IPTC Board of Directors is the governing body for IndyGo. Comprised of seven members, these members are appointed by the Mayor of the City of Indianapolis and the Indianapolis-Marion County City-County Council; the Mayor appoints three while the Council appoints four members. As these board members are not selected by the recipient, no racial breakdown is provided.

The IPTC Board of Directors created a council to inform the board members of the concerns of individuals with disabilities; the Mobility Advisory Committee (MAC). The MAC provides a forum for riders, employers, elected representatives, and organizations to raise concerns, ideas, and propose solutions to improve transportation service and mobility options for individuals with disabilities. Individuals wishing to serve on the MAC submit an application to the Director of Mobility Services (Formerly the Director of Contracted Services). Applications are considered and either approved or denied by the Chairman of the IPTC Board of Directors.

At present, the MAC is comprised of 11 members; eight are white/Caucasian and three are black/African-American; see Table I-1. The current committee structure is appropriately racially diverse and therefore no additional steps have been deemed necessary to encourage minority participation on the MAC.

Table I-1. Racial Breakdown of Mobility Advisory Committee Members

Service Area ¹			Mobility Advisory Committee	
Non-Hispanic, White	532,896	57%	8	73%
Hispanic or Latino	94,609	10%	0	0%
Black or African American	255,912	27%	3	27%
American Indian and Alaska Native	1,758	0%	0	0%
Asian	26,970	3%	0	0%
Native Hawaiian and Other Pacific Islander	221	0%	0	0%
Other	2,751	0%	0	0%
Two or More Races	24,847	3%	0	0%

¹ Table B16001, "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older", 2011-2015 5 Year ACS Estimates; aggregation completed by IndyGo staff.

7) Primary recipients shall include a narrative or description of efforts the primary recipient uses to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions.

IndyGo is the designated recipient for Section 5307 (Urbanized Area Formula Grant) and Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) formula funding in the Indianapolis Urbanized Area. IndyGo has no subrecipients for Section 5307 funds but does have subrecipients for the Section 5310 program.

Title VI Compliance for Section 5310 subrecipients is handled by the Director of Compliance and Civil Rights. As required by federal guidance and IndyGo documentation, subrecipient compliance is reviewed by the director. All subrecipients are provided with a summary and checklist of Title VI program requirements, a sample notice to the public, sample complaint form and sample complaint procedures to all subrecipients. Copies of these documents are provided in APPENDIX D. IndyGo also provides Title VI training to all potential subrecipients during the annual Section 5310 “call for projects” meeting. Subrecipients are additionally provided either a copy of or link to the IndyGo Title VI Program Plan, which includes the IndyGo notice to the public, complaint form and complaint procedures for their reference.

Subrecipients are required to submit their Title VI Program documentation to IndyGo every 3 years. The Director of Compliance and Civil Rights completes a compliance review of each subrecipient and issues a review letter advising the subrecipient that they are either in compliance or that follow up is needed. Subrecipients are additionally monitored for Title VI compliance during the annual site visit. A copy of the site visit checklist has been provided in APPENDIX D. All subrecipients also annually complete the FTA-required Title VI certifications and assurances. IndyGo monitors subrecipients by requiring Title VI complaint reports and a summary of public outreach and involvement activities on an annual basis.

8) If the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

IndyGo has not constructed a facility since its last submission. IndyGo is planning to construct a Training Facility within the next 12 months. A copy of the site equity analysis, required by Title 49 CFT Section 21.9(b)(3) and outlined in FTA Circular 4702.1B, specifically Chapter III-11-12, will be included in the next Title VI Program Update.

9) Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a fixed route transit provider, a State or an metropolitan planning organization (MPO).

IndyGo is a fixed-route transit provider in the Indianapolis urbanized area, which as of the 2010 decennial census, had 1,487,483 persons, which exceeds the threshold of 200,000 persons.

- a. System-wide service standards and system-wide service policies, whether existing or new (i.e., adopted by the transit provider since the last submission).**

IndyGo adopted new Service Standards in 2018 and amended it in 2019. A copy of both meeting minutes are included in APPENDIX E. A copy of the Service Standards, as amended, can be found on the IndyGo website (www.indygo.net) The most significant change from the 2007 Service Standards is the categorization of routes into four different types: Rapid, Frequent, Basic, and Coverage. Rapid service is provided by the bus rapid transit routes included in the Comprehensive Operational Analysis (COA) and the Marion County Transit Plan (MCTP).

IndyGo uses the following system-wide service standards and policies to evaluate transit service:

- **Vehicle Load:** Vehicle load is also known as passenger load and it is defined as the percentage above seated capacity of a vehicle. Overcrowded vehicles can lead to safety hazards and are uncomfortable for passengers. Rapid service has a higher threshold for passenger load because passenger trips are intended to be shorter; therefore a rider will tolerate more crowding than if the trip is longer.

Table I-2. Passenger Load by Service Category

Category	Passenger Load
Rapid	150%
Frequent	120%
Basic	120%
Coverage	120%

- **Vehicle Headway:** Frequency is the number of buses that operate per hour along a route for a majority of the day. Frequency is expressed by the number of minutes between bus arrivals. Service during the periods in the early morning and late evening are often less frequent than peak hour service due to reduced demand.

Table I-3. Frequency by Service Category

Service Category	Frequency
Rapid	10 min.
Frequent	15 min. or better
Basic	30 min. or better
Coverage	60 min. or better

- **On-Time Performance:** On-time performance measures how often a bus adheres to its scheduled time. The better the on-time performance, the more reliable a system can feel. IndyGo's current measurement of on-time performance is as follows: if a bus is less than one minute early or less than five minutes late at a time point, it is considered on-time.

Table I-4. Service Reliability (OTP) Standards

Service Category	2018 Reliability Standard	2021 Reliability Standard
Rapid	90%	90%
Frequent	75%	85%
Basic	75%	85%
Coverage	75%	85%

- **Service Availability:** Service availability is determined by stop spacing. Service standards at IndyGo are intended to focus on providing rapid and efficient service where it can be most utilized by the most people. However, some routes are designed to provide coverage where there are fewer people but potentially important destinations.

Table I-5. Stop Spacing by Service Category.

Service Category	Stops per mile	Ideal distance between stops
Rapid	2 stops	½ mile
Frequent	4 stops	¼ mile
Basic	4 to 6 stops	Varies based on context
Coverage	4 to 6 stops	Varies based on context

- **Distribution of Transit Amenities:** The distribution of transit amenities is based on several factors, but a primary consideration is daily boardings at a stop. Other considerations include the availability of public right-of-way, access to popular destinations, ADA accessibility, and proximity to key transfer locations.

Table I-6. Amenities by Bus Stop Type

	Amenities	Typical Ridership
Basic Bus Stop	Bus Stop Sign Boarding Pad (if possible)	Default
Bus Stop with Bench	Basic Bus Stop Amenities and: Seating (Bench or Simme-Seat)	10-20 Boardings Per Day
Sheltered Bus Stop	Basic Bus Stop Amenities and: Shelter Lighting Waste Receptacle Seating Bike Racks	20+ Boardings Daily
Super Stop	Sheltered Bus Stop Amenities and: Larger Shelter Near-Level Boarding Real-Time Information Display Security Cameras Off-Board Fare Payment	Based on Route Service Category
Rapid Transit Station	All Super Stop Amenities and: Station Signage Level Boarding Fully Covered Platform WiFi	Determined by Planning Effort
Transit Center	All Rapid Transit Station Amenities and: Public Restrooms On-Site Security Staffed information desk	Determined by Planning Effort

- **Vehicle Assignment:** IndyGo policy is to distribute vehicles equitably amongst its routes based on the age of the vehicle. High ridership routes are more likely to be assigned vehicles with higher capacity. Rapid routes are only assigned 60' articulated vehicles. Vehicles may also be assigned to routes based on other factors beyond age or route ridership.

b. A demographic analysis of the transit provider's service area. This shall include demographic maps and charts completed since submission of the last Title VI Program that contains demographic information and service profiles.

Demographic maps are contained in APPENDIX F. and additional tables discussing demographics are contained in the Service Monitoring Report, found in APPENDIX H.

c. Data regarding customer demographics and travel patterns, collected from passenger surveys.

The most recent on-board passenger survey was conducted in 2016. The report summarizing this information is provided in APPENDIX F. IndyGo plans on conducting an on-board survey in 2021, the results of which should be available for the 2023 Title VI Update.

- d. Results of the monitoring program of service standards and policies and any action taken, including documentation (e.g., a resolution, copy of meeting minutes, or similar documentation) to verify the board's or governing entity or official(s)'s consideration, awareness, and approval of the monitoring results.**

The most recent IndyGo Service Monitoring Report, as well as a resolution documenting the IPTC Board of Director's review and approval of the 2020 Title VI Program Report, which included the 2020 Service Monitoring Report, are included in APPENDIX E.

- e. A description of the public engagement process for setting the major service change policy, disparate impact policy, and disproportionate burden policy.**

IndyGo conducted a public engagement process in June 2013 to solicit feedback from the public on its proposed Title VI policies for "major service change," "disparate impact," and "Disproportionate burden".

- f. A copy of board meeting minutes or a resolution demonstrating the board's or governing entity or official(s) consideration, awareness, and approval of the major service change policy and disparate impact policy.**

A copy of the board meeting (See APPENDIX I.) resolution from August 26, 2013 demonstrates the board's consideration, awareness, and approval of the major service change policy and disparate impact policy.

- g. Results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission.**

Summaries for each equity analysis conducted since the last Title VI Program submission can be found in APPENDIX J.

- h. A copy of board meeting minutes or a resolution demonstrating the board's or a governing entity or official(s)'s considerations, awareness, and approval of the equity analysis for any service or fare changes required by this [FTA C4701.2B] circular.**

A Fare Equity Analysis was reviewed and approved by the IPTC Board of Directors in February 2019; a copy of the meeting minutes for February 28, 2019 are included in APPENDIX J. The Red Line Service Equity Analysis was reviewed and approved by the IPTC Board of Directors on April 25, 2019, approximately 6 months prior to the opening of the Red Line; a copy of the meeting minutes is included in APPENDIX J.

APPENDIX A. TITLE VI NOTICES

Title VI Notice to the Public

The Title VI Policy Notice is prominently displayed in all IndyGo revenue vehicles, including ADA paratransit vehicles (operated by a contractor).

NOTICE:

AVISO:

INDYGO NORMA DEL TÍTULO VI

De conformidad con el Título VI de la ley de Derechos Civiles de 1964, IndyGo opera las programas de transporte sin consideración de la raza, el color u origen nacional. Si usted cree que ha sido víctima de una práctica discriminatoria en virtud del Título VI, puede presentar una queja oficial. Para más información sobre la norma del título VI y el proceso de presentar una queja, contacte:

INDYGO SERVICIO AL CLIENTE
317.635.3344
lunes – viernes: 7 a.m. – 7 p.m.
sábado: 9 a.m. – mediodía
www.IndyGo.net

INDYGO TITLE VI POLICY

In accordance with Title VI of the Civil Rights Act of 1964, IndyGo operates its programs without regard to race, color or national origin. If you believe you have been the victim of a discriminatory practice under Title VI, you may file an official complaint. For more information on IndyGo's Title VI Policy and the procedures to file a complaint, contact:

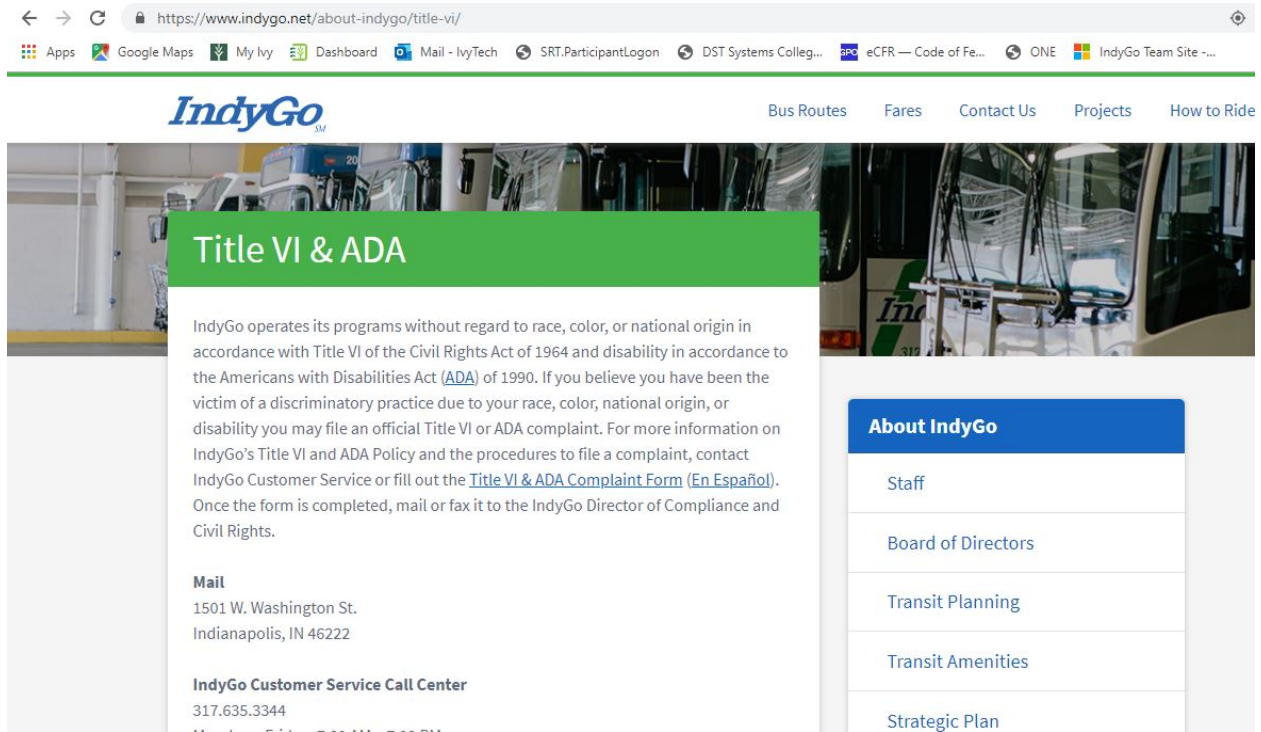
INDYGO CUSTOMER SERVICE
317.635.3344
Monday – Friday: 7 a.m. – 7 p.m.
Saturday: 9 a.m. – Noon
www.IndyGo.net



Title VI Website Screenshot

The following is a screenshot of the IndyGo Title VI webpage (6/26/2019). A link to the American with Disabilities Act and the Title VI & ADA Complaint Form (in both English and Spanish) is available.

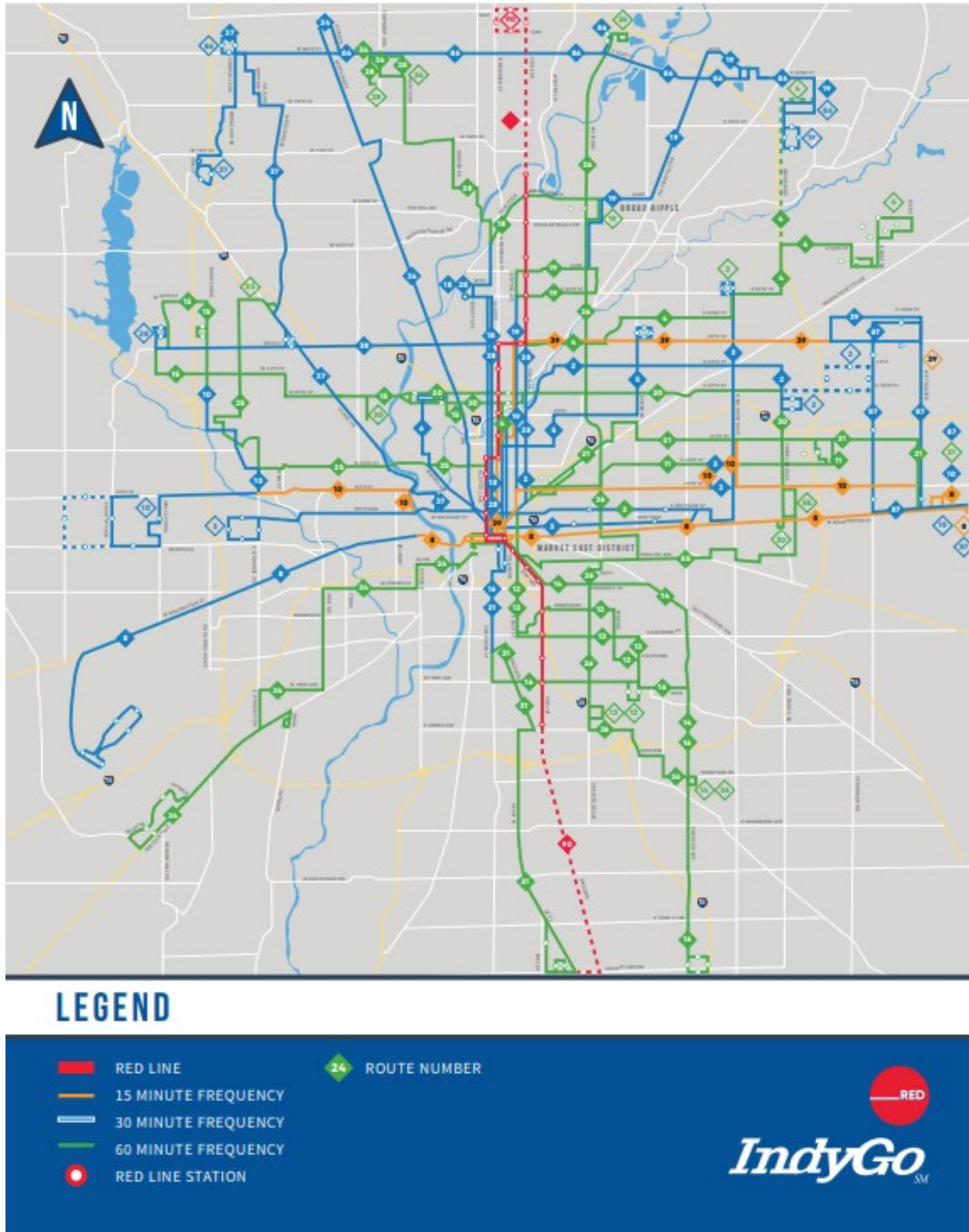
Figure I-1. Screenshot of Title VI & ADA Page on IndyGo Website



IndyGo System Map

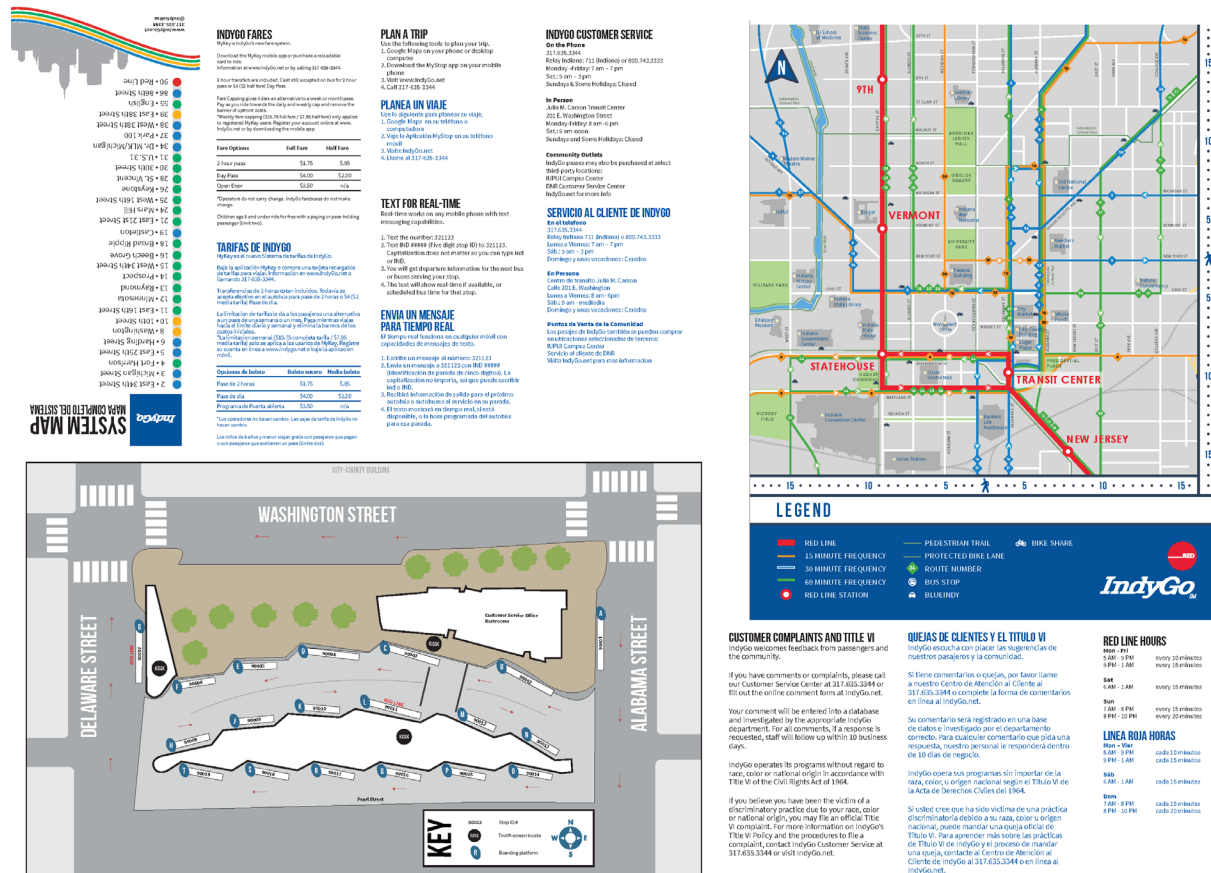
The following system map is for the IndyGo system beginning on September 1, 2019; see Figure I-2. The image was pulled from the IndyGo website on August 26, 2019.

Figure I-2. IndyGo System Map (September 1, 2019)



IndyGo System Guide

Appendix Figure A-1. IndyGo System Guide



A-5

APPENDIX B. TITLE VI COMPLAINT PROCEDURES

Title VI Complaint Procedure

IndyGo recently updated its Title VI Complaint Procedure document. The document now serves as a Title VI / ADA Complaint Procedure form. The complaint form is available both in English and Spanish and can be downloaded from the IndyGo website: <https://www.indygo.net/about-indygo/title-vi-and-ada/>



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
T: 317.635.2100
F: 317.634.6585
www.IndyGo.net

Title VI and ADA Complaint Form

Title VI of the Civil Rights Act of 1964 provides that any person who believes he or she has been discriminated against on the basis of race, color or national origin by the **Indianapolis Public Transportation Corporation (IPTC)** may file a formal complaint.

Similarly, The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Any person who believes he or she has been discriminated against based on disability may also file a formal complaint with IPTC.

Complaints may be filed by completing and submitting the **Title VI and ADA Complaint Form** by mail to the attention of the Director of Compliance and Civil Rights. IPTC investigates complaints received no more than 180 days after the alleged incident. IPTC will only process complaints that are complete. Complaint forms may be found on the IPTC website (www.indygo.net) or by calling the IndyGo Customer Service Call Center at (317) 635-3344.

Mail complaints to:

Director of Compliance and Civil Rights
Indianapolis Public Transportation Corporation
1501 W. Washington Street
Indianapolis, IN 46222

Individuals may also file complaints directly with the Federal Transit within the 180-day timeframe.

Complaints should be mailed to:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Complaint forms may be downloaded from the FTA website at www.fta.dot.gov.

If information is needed in another language, call the IndyGo Customer Service Call Center at (317) 635-3344. Si se necesita información en otro idioma, llame al 317-635-3344.

IndyGo Title VI and ADA Complaint Form

Name of Complainant	Home Telephone
Home Address Street City, State	Work Telephone
Email Address	Cell Telephone
Name of person filing the complaint (if other than Complainant)	Home Telephone
Home Address Street City, State Zip	Work Telephone
Email Address	Cell Telephone

1. Specific basis of discrimination (Check appropriate box(es)):

Title VI: ☐ Race ☐ Color ☐ National Origin
 ADA: ☐ Disability

2. Date of alleged discriminatory act(s) _____

3. Respondent (Name, position and work location of person you believe discriminated against you (if applicable).)

Name or Operator ID	
Position	Work Location
Route Number	Time of Incident

4. Describe how you believe you were discriminated against. What happened and who was responsible? For more space, attach additional sheets of paper.

5. Did you file this complaint with another federal, state or local agency; or with a federal or state court? ☐ Yes ☐ No. If you answered yes, please check each agency with whom the complaint was filed.

☐ Federal Agency ☐ Federal Court ☐ State Agency ☐ State Court ☐ Local Agency

Agency Name and Date Filed _____

6. Provide contact person information for the additional agency or court:

Name			
Address Street		City, State	Zip
			Telephone

7. Are you filing the complaint on your own behalf? Yes ☐ No ☐ If no, please supply the name and relationship of the person for whom you are complaining. _____

8. Please explain why you have filed a third party.

9. Please confirm that you have obtained the permission of the person for whom you are filing a complaint:

Yes ☐ No ☐

Sign complaint in the space below. Attach any supporting documents.

Signature	Date
-----------	------

Please fill out this form and mail it to the IndyGo Director of Compliance and Civil Rights. Mail:
1501 W. Washington St. Indianapolis, IN 46222.
Please call (317) 614-9272 if you have questions.

Complaint Summary Table

Name of Complainant	Record Type	Date Filed	Date Letter Sent	Summary of Allegation	Current Status	Actions Taken	Final Findings	Date Closure or LOF Sent
Surdaury Fleming	Complaint filed with IPTC	7/24/2017	7/24/2017	Complainant alleged she was discriminated against because of her race. Coach operators were making derogatory comments about Blacks, Whites and Senior Citizens.	Closed.	Civil Rights Officer reviewed available video.	Behavior of the Coach Operators was rude and inappropriate, but not discriminatory. Coach Operators received written warnings regarding their conduct.	8/1/2017

Name of Complainant	Record Type	Date Filed	Date Letter Sent	Summary of Allegation	Current Status	Actions Taken	Final Findings	Date Closure or LOF Sent
Becky Thompson	Complaint filed with IPTC	3/16/2018		Complainant alleged she was discriminated against because of her race (White) and disability.	Closed.	<p>This complaint was not forwarded to Civil Rights Officer in a timely manner. Once the complaint was received, the Civil Rights Officer contacted complainant and learned she was in the hospital for an unrelated issue. Civil Rights Officer went to the hospital to meet complainant and take her complaint. Complainant alleged that the Security Officers at the Downtown Transit Center discriminated against her because they refused to call an ambulance after she requested one.</p>	<p>Ms. Thompson has a history of sleeping at the DTC. The officers banned her from the DTC for 1 year. While there was no discrimination based on race, the officers should have called an ambulance when Ms. Thompson requested one. Civil Rights Officer advised Security to dismiss the trespass and this was done. Complainant was given 3-months' worth of bus passes.</p>	3/16/2018

Name of Complainant	Record Type	Date Filed	Date Letter Sent	Summary of Allegation	Current Status	Actions Taken	Final Findings	Date Closure or LOF Sent
Amy & Demetrius Winters	Complaint filed with IPTC.	4/16/2017		Mrs. Winters is White and her husband is African American. He is legally blind. They claimed that the Customer Service representatives served other riders before they provided service to Mrs. Winters because she is White.	Closed.	Searched for video but it was no longer available. Met with Mr. and Mrs. Winters at the DTC. Also interviewed customer service representatives who regularly interacted with the Winters.	There was no evidence of discrimination. Mr. Winters claimed he could "see" that the representatives were disrespecting his wife, but then confirmed that he is blind and unable to see. Mrs. Winters could not really explain why she thought she was being discriminated against.	5/10/2017

Name of Complainant	Record Type	Date Filed	Date Letter Sent	Summary of Allegation	Current Status	Actions Taken	Final Findings	Date Closure or LOF Sent
Zakira Porter	Complaint filed with IPTC.	3/6/2019	4/8/2019	Porter raised 4 issues: 1. Allegation of discrimination because of race because the operator asked to see identification since she was using a half-fare card. 2. Operator was aggressive and combative. 3. The operator closed to door in her face; and 4. Operator refused to let her board the bus on the return trip.	Closed.	Viewed video and interview operator. Interviewed drivers' supervisor.	No Title VI violation validated. Ms. Porter refused to show Identification which is clearly stated in the Rider Guidelines. Ms. Porter cursed the coach operator and was repeatedly rude. Coach operator conducted herself appropriately. Coach operator refused to allow Porter to board bus for the return trip because she was concerned about a physical confrontation. Operator called a supervisor to the location and was authorized to proceed without Ms. Porter.	4/25/2019

Name of Complainant	Record Type	Date Filed	Date Letter Sent	Summary of Allegation	Current Status	Actions Taken	Final Findings	Date Closure or LOF Sent
Chris Thomas	Complaint filed with IPTC.	6/25/2019 (actual Title VI Form Received)	Civil Rights Officer called Mr. Thomas on 6/18/19 to acknowledge that she was made aware that he intended to file a complaint.	Complainant alleged the Coach Operator discriminated against him because of his sexual orientation (Gay) in that the operator refuses to greet him. He also claimed driver called him a fag. Complainant later said that the driver also discriminated against him because of his race.	Closed.	Although Title VI does not cover sexual orientation discrimination, Civil Rights officer proceeded to investigate the complaint because Thomas later added race discrimination to his complaint. Interviewed Mr. Thomas by phone; interviewed driver in-person, and review relevant video.	Neither racial or sexual orientation discrimination could be validated. The driver did fail to greet Mr. Thomas, but he also failed to greet other passengers. There was no evidence of racial discrimination. The driver, who was African American, treated Mr. Thomas (African American) respectfully. There was no evidence that the driver called him names; this alleged event occurred in a gas station parking lot so no video or audio.	8/5/2019

APPENDIX C. PUBLIC OUTREACH

Language Assistance Plan (LAP)

The purpose of this Language Assistance Plan (LAP) is to provide guidance on the strategies used to provide language assistance to IndyGo customers who are not proficient in the English language. While the majority of the population within the IndyGo service area speaks English as their primary language, there are still many who struggle with language barriers preventing them from fully utilizing the transportation services that are available to them.

IndyGo is committed to providing language services to allow all residents the ability to easily utilize its services; the LAP is a key tool in communicating what strategies IndyGo use. The LAP is also a requirement of Title VI of the Civil Rights Act of 1964, which states that recipients of Federal financial assistance may not discriminate with regard to race, color, or national origin. Additionally, Executive Order 13166, “Improving Access to Service for Person with Limited English Proficiency” requires recipients of Federal financial assistance to “examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency.”

FOUR FACTOR ANALYSIS

A Four Factor Analysis is the first step in understanding the appropriate services IndyGo should offer to provide access. The analysis provides IndyGo with an understanding of what languages are prevalent in its service area, which is the entirety of Marion County, Indiana.

1) Number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

The five-year American Community Survey (ACS) population estimates were used to determine the number of LEP persons eligible to be served. Data from the ACS (2015) were pulled from table B16001, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”, and aggregated to the top 5 languages, as shown in Table I-6. Newer vintages of the ACS are available but the detailed tables for Table B16001 were not available for Marion County in either the 2016 or 2017 vintages.²

The total population above 5 years old in Marion County was 856,679 in 2015. Of those individuals, over 50,000 reported not speaking English very well; the total percent of people within Marion County not speaking English well was 5.9% in 2015.

Table I-7. Top 5 Languages Spoken at Home (2015)³

Total Population (5 years or older)	856,679	
Limited English Proficiency (LEP)	50,560	
Percent LEP	5.90%	

² As of August 26, 2019.

³ Table B16001, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”.

Top 5 Languages Spoken at Home	Total LEP	% of LEP
Spanish	36,100	71.40%
Other Asian Languages	3,112	6.20%
Chinese	2,939	5.80%
African Languages	1,541	3.00%
Arabic	1,297	2.60%

Of those 50,560 individuals, the top 5 languages were Spanish, Other Asian Languages, Chinese, African Languages, and Arabic.

The U.S. Department of Transportation (USDOT) has adopted the U.S. Department of Justice's (USDOJ) Safe Harbor Provision. This provision requires that any eligible LEP language group that constitutes 5% or 1,000 persons merits consideration for written language services.

2) The frequency with which LEP persons come into contact with the program.

The LEP analysis should also include an analysis of the likelihood that these LEP populations interact with IndyGo, the public transportation provider for Marion County. In examining the ACS 2017 5-year data (Table B08113) on the means of transportation for workers, only 8,374 of 444,556 workers use public transportation. Of those 8,374 workers, only 733 reported speaking English less than "very well". The small number of commuters who use public transportation limits the likelihood that individuals other than the largest LEP group would need to access IndyGo services. The largest LEP group speaks Spanish well at home.

IndyGo's call center data can be used to understand the frequency with which LEP persons interact with IndyGo. The call center, currently outsourced, employs a bilingual (English/Spanish) speaker. All other individuals needing translated can use the Language Line, which supports the translation of 240 languages. From 2017-2019, only 1 person needed language assistance through the Language Line. Call center employees assisted the following individuals with Spanish translation:

Appendix Table C-1. Number of Spanish-Speaking Individuals Assisted by the IndyGo Call Center

Year	Spanish-Speaking Callers
2017	8,736
2018	3,023
2019*	1,945

* January to August, 2019. Data from the IndyGo Call Center.

3) The nature and importance of the program, activity, or service provided by the program to people's lives.

IndyGo provides fixed-route and paratransit service to residents of Marion County, Indiana. The service connects residents to employment opportunities, cultural and social engagements, and civic institutions. For many residents who are unable to own or operate an automobile, IndyGo's service is a lifeline.

4) The resources available to the recipient for LEP outreach, as well as the costs associated with the outreach.

Based on the previous three factors, IndyGo will commit resources to implement the strategies in the LAP for, primarily, Spanish-speaking individuals. IndyGo will also continue to support its existing strategies while evaluating the effectiveness of the existing strategies. Deficient strategies or new strategies that will enhance the customer accessibility for LEP individuals will be evaluated based on its resource-intensity and available budget.

LANGUAGE ASSISTANCE STRATEGIES

Based on the Four Factor analysis above, the most predominant language spoken by LEP persons is Spanish. Because of this, IndyGo focuses the majority of its language assistance on Spanish-speaking customers. Language assistance for other languages is typically provided on an as-needed basis.

IndyGo employs a variety of strategies to provide language assistance to LEP persons:

1. Translation of Vital Documents

IndyGo will continue translating its identified vital documents into Spanish and providing those documents on the website and available on request.

IndyGo's vital documents are identified as the following:

- Title VI Public Notice
- Title VI / ADA Complaint Form
- Open Door (ADA Paratransit) Application
- Fixed Route Rider's Guide
- Open Door Rider's Guide
- Route Maps

IndyGo provides a Spanish translation of its website, including a translation of the online comment form. IndyGo service and schedule information is available on Google Transit, which supports the translation of information into many non-English languages. Additionally, IndyGo also provides Spanish instruction on how to use Google Transit.

2. Translation for Other Documents and On Transit Property

All other documents, can be made available within 10 business days of request:⁴

- Braille information and bus route cards for the visually impaired.
- Interpreters for public meetings, including American Sign Language, and non-English.
- Audio transcribing.
- Travel trainings (for groups of 15 or more).

Before public meetings and hearing, IndyGo posts advertisements in both English and Spanish to encourage LEP participation. Advertisements are also placed in a local Spanish-language publication, La Voz de Indiana.

Special on-board audio and print announcements are utilized to alert customers of upcoming service changes, important safety messages and opportunities for public input. Announcements are recorded in both English and Spanish.

3. Employee Training and Monitoring

According to LEP guidance provided by the USDOT, “Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly training.”

For IndyGo employees who are likely to encounter LEP persons during the course of their work, education about IndyGo’s LEP policies are included as part of their new employee orientation. All employees are made aware of the LAP document and their responsibilities to ensuring that the requirements set forth in this plan are met. Employees are also encouraged to review the FTA PowerPoint presentation titled, “Providing Language Access to Persons with Limited English Proficiency and Low Literacy.” Additional LEP training is given to employees on a case-by-case basis based on employee, supervisor, and customer feedback.

IndyGo monitors staff interaction with LEP persons in order to identify potential areas of need for language assistance.

4. Employment of Multilingual Customer Service Staff

IndyGo employs bilingual (English/Spanish) speakers at the customer service desk at the Julia M. Carson Transit Center (aka DTC).

⁴ Per our Fixed Route Rider’s Guide (Updated August 2019).

UPDATING AND MONITORING THE LAP

IndyGo conducts ongoing internal monitoring of its language assistance practices to ensure that the strategies employed remain effective. This is accomplished partially through feedback from customers and IndyGo staff who are in frequent contact with LEP persons. If any aspects of the current plan are found to be ineffective, they will be revised or replaced with more suitable strategies.

Additionally, as new technologies and strategies for language assistance become available, IndyGo will assess the viability and cost-effectiveness of implementing such measures.

DRAFT

Public Outreach Efforts

The following table is a list of public outreach meetings or engagements conducted or attended by IndyGo staff from 2017 to August 2019.

Timestamp	Your Name	Other IndyGo Staff in Attendance	Name of Event/Meeting	Date of Event/Meeting	Event/Meeting Address	Type of Event/Meeting	Approximate Total Attendance of Event/Meeting	Major Stakeholders/Participants in Attendance	Event/Meeting Areas of Focus (May select more than one)	Major Questions, Concerns, or Themes	Additional Notes	Approximate Number of People Engaged by IndyGo
1/17/2017	Kenya Club				15 Red Line	external	non-public	special presentation				
1/20/2017	Carmel City				6 Red Line	external	non-public	special presentation				
1/21/2017	Transit											
1/21/2017	Transit	Ambassador	201 E Washington St				21	MCTP, RL	both	Ellen		
1/24/2017	South Indy				60 Red Line	external	non-public	community meeting				
1/27/2017	Capitol Ave				8 Red Line	external	non-public	stakeholder meeting				
2/1/2017	Transit				3 Red Line	external	non-public	stakeholder meeting				
2/2/2017	Women's Transportation Movement				115 Red Line	external	non-public	special presentation				
2/7/2017	Citizens Energy				10 Red Line	external	non-public	stakeholder meeting				
2/16/2017	NEPA Phase 3	6549 Chicago Ave, Indianapolis, IN 46227	Kevin Wheeler		15 Red Line	external	non-public					
2/20/2017	Warleigh				6 Red Line	external	non-public					
3/22/2017	Red Line				60 Red Line	external	public					
3/29/2017	Red Line				40 Red Line	external	public					
3/15/17	LinePublic Safety	IFD HQ	955 N Fort Wayne Ave		Red Line	external	non-public	stakeholder meeting				
3/16/17	Connectivity				201 E Washington St	external	non-public	community meeting				
3/16/2017	Red Line				20 Red Line	external	public					
3/22/2017	Red Line				40 Red Line	external	public					
3/22/2017	Red Line				40 Red Line	external	public					
3/22/2017	Red Line				40 Red Line	external	public					
3/22/2017	Red Line				40 Red Line	external	public					

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4/6/17 Meeting	Red Line Judson Mapleton Fall Creek CCC	Mapleton Fall Creek CCC	130 E 30th St		MCTP, Red Line	external	public	community meeting				
4/20/17	Red Line Hwy Cross Neighborhood Re-Development Offices	1017 E Michigan St			MCTP, Red Line	external	public	community meeting				
4/21/17	Red Line Earth Day Red Outreach	OneAmerica Tower			100 Red Line, MCTP	external	public	booth				
5/9/17	Red Line Susan Orr - BJ phone				MCTP, Red Line	external	public	media				
5/9/2017	Red Line Corridor Outreach	Google phone	n/a		Jennifer Haas, business owner - Orange Theory		1 Red Line	stakeholder meeting		Jennifer called to find out about how much on-street parking is available on College Ave near Red Line once Red Line is open		
5/15/17	Red Line IndyCoog stakeholder Room	Tonkinson Tap	222 E Market St		7 Red Line	external	non-public	stakeholder meeting				
5/15/17	Red Line IndyCoog stakeholder Room	Tonkinson Tap	222 E Market St		7 Red Line	external	non-public	stakeholder meeting				
5/21/17	Red Line Broad Ripple Park	Broad Ripple Park		50+	MCTP, Red Line	external	public	booth				
5/23/17	Red Line Greenwood Leadership - extension	Greenwood			Red Line	external	non-public	stakeholder meeting				
6/6/17	Red Line Red Line Coors Government Center Ave	3150 Shelby St, Zink Distributing Company			MCTP, Red Line	external	non-public	stakeholder meeting				
6/15/17	Red Line IndyCoog stakeholder Room	Central Library	40 E St, Clear St		250 MCTP, RL, PL	external	non-public	booth				
6/20/17	Red Line Circle Up for Peace Festival	James Russell Lowell School #51	6440 Westfield Bldg 46220		Red Line	external	non-public	stakeholder meeting				
6/20/17	Red Line Meeting with Councilor	200 E Washington St			200 MCTP, Red Line	external	public	booth				
6/26/17	Red Line Meeting with Councilor	200 E Washington St			MCTP, RL, PL	external	non-public	stakeholder meeting				
6/27/17	Red Line Outreach Contractor	748 Church St			MCTP, RL, PL	external	non-public	stakeholder meeting				
6/27/17	Red Line Outreach Contractor	Central Library	40 E St, Clear St		Red Line	external	public	stakeholder meeting				
6/29/17	Red Line Red Line Indy Meeting	Memorial Library			13 Red Line	external	non-public	stakeholder meeting				
7/12/2017	Red Line RL Update to Children's	Children's Museum	1233 Shelby St, 46203		Red Line	external	non-public	stakeholder meeting				
7/17/2017	Red Line Line meeting with Teamster	1233 Shelby St, 46203			Red Line	external	non-public	stakeholder meeting				
7/26/2017	Red Line BNSF/IndyGo Meeting	St. Richards			Red Line	external	non-public	stakeholder meeting				
8/1/2017	Red Line BNSF/IndyGo Meeting	St. Richards			Red Line	external	non-public	stakeholder meeting				
8/2/2017	Red Line BNSF/IndyGo Meeting	St. Richards			Red Line	external	non-public	stakeholder meeting				
8/2/2017	Red Line BNSF/IndyGo Meeting	St. Richards			Red Line	external	non-public	stakeholder meeting				
8/2/2017	Red Line BNSF/IndyGo Meeting	St. Richards			Red Line	external	non-public	stakeholder meeting				
8/7/2017	Red Line BNSF/IndyGo Meeting	St. Richards			Red Line	external	non-public	stakeholder meeting				

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Timestamp	Your Name in Attendance	Other IndyGo Staff in Attendance	Name of Event/Meeting	Date of Event/Meeting	Event/Meeting Address	Type of Event/Meeting	Approximate Total Attendance of Event/Meeting	Major Stakeholders Present in Attendance	Event/Meeting Areas of Focus (May select more than one)	Major Questions, Concerns, or Themes	Additional Notes	Approximate Number of People Engaged by IndyGo
10/17/2017	Meeting St. Paul's Episcopal Church	IndyGo	600 N. Mendota St.				MCTP, RL	external	community meeting	Jerome		
10/17/2017	RL	IndyGo	61st & College				12 RL	external	stakeholder meeting			
10/18/2017	Barrett's NAC	Lake City Bank	100 W. 3rd St. Indianapolis, IN 46204				MCTP, RL	external	community meeting	Jerome		
10/18/2017	Meeting/RL	IndyGo	1501 W. Washington St.				RL	external	public meeting			
10/23/2017	RL	IndyGo	2500 Shelby St.				RL	external	stakeholder meeting	Jerome		
10/23/2017	Meeting/RL	IndyGo	2505 Conservatory Dr. 46203				RL	external	stakeholder meeting	Jerome		
10/26/2017	Meeting	IndyGo	307 Lincoln St. 46225				RL	external	community meeting	Jerome		
10/30/2017	Meeting	IndyGo	820 E 67th St. 46220				2 MCTP, RL	external	stakeholder meeting	Lauren		
10/31/2017	Meeting	IndyGo	100 W. 3rd St. Indianapolis, IN 46204				RL	external	community meeting	Lauren		
11/2/2017	Meeting	IndyGo	111 Monument Circle				RL	external	stakeholder meeting	John		
11/2/2017	Meeting	IndyGo	201 E Washington St.				MCTP, Red Line	external	stakeholder meeting	Erin, Lauren		
11/8/2017	Meeting	IndyGo	1029 E Fletcher Ave.				5 RL	external	stakeholder meeting	Jerome		
11/8/2017	Meeting	IndyGo	2301 N Park Ave. 46205				4 RL	external	stakeholder meeting	Bryan, Jerome, John		
11/8/2017	Meeting	IndyGo	2301 N Park Ave. 46205				50 RL	external	community meeting	Jerome		
11/13/2017	Meeting	IndyGo	111 Monument Circle				RL, RL	external	community meeting	Bryan		
11/16/2017	Meeting	IndyGo	111 Monument Circle				MCTP, RL	external	stakeholder meeting	Bryan		
11/28/2017	Meeting	IndyGo	Resource Landscaping				RL	external	stakeholder meeting	Bryan		

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12/1/2017	Citizens Group Meeting for Neighborhood Transit/Zoning Infrastructure	Unmet Way of Central Ave	201 E Washington St			RL		external	community meeting			
1/25/2017	Coordination	DTC	201 E Washington St			MCTP, Red Line		external	stakeholder meeting			
12/13/2017	IL Health Road											
12/14/2017	NHRA Red Line update		4550 Central Ave			Red Line		external	stakeholder meeting		This group is being assembled to give an update on the IndyGo's BRT Redline which will impact our facilities along Capitol Avenue. Each team member has been assigned a specific area of the project that will be critical as the construction project begins off.	
12/14/2017	Red Line update to concerned					Red Line		external	community meeting		Jerome – please hold for Meridian Kessler neighborhood meeting to update on Red Line	
12/15/2017	citizen		2001 E 90th St			Red Line		external	stakeholder meeting		Meet with Paul Richard	
1/4/2018	Transit Ambassador Outreach	DTC	201 E Washington St			35 MCTP, RL		Ellen	both			
1/6/2018	Transit Ambassador Outreach	DTC				24 MCTP, RL		Ellen	street team			
1/8/2018	Transit Ambassador Outreach	DTC	501 Virginia Ave			Red Line, Purple		Lauren	stakeholder meeting			
1/8/2018	Transit Ambassador Outreach	DTC	615 N Alabama St			10 Red Line		Lauren	stakeholder meeting		Please join Transit Chorus Day & Adv. Council of Indianapolis for our first meeting of 2018!	
1/13/2018	Transit Ambassador Outreach	DTC	201 E Washington St			69 MCTP, RL		Ellen	both			
1/16/2018	Transit Ambassador Outreach	DTC	1501 W Washington St			15 MCTP, RL, PL, BL		Jerome	both		Internal preview day to go over information being shared with public at meetings	
1/17/2018	Transit Ambassador Outreach	DTC				24 MCTP, RL, PL, BL		Jerome	public meeting		Hi Susan – wanted to chat for a minute about red line outreach. If you have 20 minutes today or tomorrow, it would be great to connect.	
1/17/2018	Transit Ambassador Outreach	DTC				3 Red Line		Jerome	stakeholder meeting			
1/18/2018	Transit Ambassador Outreach	DTC	40 E St Clair St			40 MCTP, RL, PL, BL		Jerome	public meeting			
1/18/2018	Transit Ambassador Outreach	DTC	40 E St Clair St			19 MCTP, RL, PL, BL		Lauren	stakeholder meeting			
1/18/2018	Transit Ambassador Outreach	DTC	40 E St Clair St			20 MCTP, RL, PL, BL		Jerome	public meeting			
1/22/2018	Transit Ambassador Outreach	DTC	615 N Alabama St			10 Red Line		Lauren	stakeholder meeting		This next DTC Title VI meeting will be on Jan 25th at 5:00 PM at the DTC Title VI meeting room (615 N Alabama St). As the Red Line construction starts, it is critical to get YOUR input. Please come.	
1/23/2018	Transit Ambassador Outreach	DTC	2536 N Capitol Ave			Red Line, Purple		Jerome	community meeting			
1/24/2018	Transit Ambassador Outreach	DTC	4180 N College Ave			96 MCTP, RL, PL, BL		Jerome	public meeting			
1/25/2018	Transit Ambassador Outreach	DTC	6229 N College Ave			97 MCTP, RL, PL, BL		Jerome	public meeting			
1/25/2018	Transit Ambassador Outreach	DTC	615 N Alabama St			10 Red Line		Lauren	stakeholder meeting			

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1/31/2018	Transit Talk	Uninv.	1400 Campus Dr, Indianapolis, IN 46227				22	MCTP, RL, PL, BL	public meeting	Jerome		
2/10/2018	Transit Talk Southeast	Uninv.	901 Shelby St, Southeast Indianapolis, IN 46203				9	MCTP, RL, PL, BL	public meeting	Jerome, Kailah		
2/10/2018	Transit Talk Southeast	Uninv.	901 Shelby St, Southeast Indianapolis, IN 46203				8	MCTP, RL, PL, BL	public meeting	Jerome, Kailah		
2/10/2018	Transit Talk Southeast	Uninv.	200 E Washington St, City County Building				15	MCTP, RL, PL, BL	stakeholder meeting	Lauren		
2/10/2018	Transit Talk Southeast	Uninv.	1537 Prospect St, Fletcher Place Community Center				MCTP, RL, PL, BL	community meeting	community meeting	Kailah	Brought Transit Talk materials to a community meeting to engage with residents.	
2/10/2018	Transit Talk Southeast	Uninv.	615 N Adams St, CCF				10	Red Line	stakeholder meeting	Lauren		
2/10/2018	Transit Talk Southeast	Uninv.	1400 Hanna Ave, State Street				70	MCTP, RL, PL, BL	community meeting	Kailah, Ellen		
2/10/2018	Transit Talk Southeast	Uninv.	1125 Court St, Big Car/Tube Garage				45	MCTP, RL, PL, BL	public meeting	Kailah, Ellen, Jerome, Bryan, Kailah S	Citizens Energy attended also. All very positive - TA who worked with us.	
2/10/2018	Transit Talk Southeast	Uninv.	201 N Shadel and Operation Center Ave				RL		stakeholder meeting	Bryan, Sri		
2/10/2018	Transit Talk Southeast	Uninv.	1000 N. Meridian St, Monumental R				1	RL	stakeholder meeting	Bryan		
2/15/2018	Transit Talk Southeast	Uninv.	201 E Washington St, DTC				MCTP, RL, 1802		booth	Debi B, Jason B, Janet A	Row the route 3 has changes (changes that started on Feb. 11). Most questions involved the Red Line, its status, and extended hours of routes.	
2/15/2018	Transit Talk Southeast	Uninv.	5014 E 62nd St, Bird Owl Brewing				MCTP, RL		community meeting	Lauren		
2/19/2018	Transit Talk Southeast	Uninv.	201 E Washington St, Outreach at				25	MCTP, RL, PL, BL	booth	Ellen	Red Line construction timetable, route and frequency.	
2/19/2018	Transit Talk Southeast	Uninv.	615 N Adams St, 3150 Shelby St, Indianapolis, IN				10	Red Line	stakeholder meeting	Lauren		
2/20/2018	Transit Talk Southeast	Uninv.	407 Fulton St, Zirk Distribution				5	RL	stakeholder meeting	Jerome		
2/22/2018	Transit Talk Southeast	Uninv.	301 N Illinois St, Le Peep				15	Red Line	community meeting	Jerome		
2/23/2018	Transit Talk Southeast	Uninv.	407 Fulton St, Indianapolis, IN 46202				RL		media	Lauren		
2/23/2018	Transit Talk Southeast	Uninv.	3995 Shelby St, Felt Third Bank				6	RL	stakeholder meeting	Jerome		
2/23/2018	Transit Talk Southeast	Uninv.	200 E Washington St, Center Red				10	RL	stakeholder meeting	Lauren		
2/24/2018	Transit Talk Southeast	Uninv.	201 E Washington St, Outreach at				5	MCTP, RL, PL, BL	booth	Debi B, Jowanna P	Some people were just confused about service upgrades, a few wanted to know if transit fare were going up.	
2/27/2018	Transit Talk Southeast	Uninv.	1125 Court St, Southway				15	RL	community meeting	Kailah, Jerome		

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2/27/2018	Transit Association Merchants	Fourtan Square Library					23	MCTP, RL	stakeholder meeting	Jamie, Karen		
2/27/2018	Transit Ambassador Outreach at DTC		201 E Washington St.				15	MCTP, RL, PL, BL	booth	Renee L. Leslie, S, Bob S	Route 4 needs to operate on Sundays. Questions about temporary bay stops for routes 24 and 21; where the bus bay was, waiting help with money for fare, which was a problem. Also, the bus bay was a problem. It will interact with IndyGo campus, park and ride questions. IndyGo is in active conversations with Unity about the bus bay. Recorded RL advertisement for use during future construction	
3/1/2018	Presentation for Unity Center, Unity WITS		1400 E Hanna Ave				50	Red Line	special presentation	Jamie		
3/2/2018	Transit Ambassador Outreach at DTC		201 E Washington St					Red Line	media	Lauren		
3/7/2018	Transit Ambassador Outreach at DTC		201 E Washington St				43	MCTP, RL, PL, BL	booth	Jason R	Some people are having problems with the bus drivers and tell them call Customer Service	
3/7/2018	Transit Ambassador Outreach at DTC		6404 Cornell					Red Line	stakeholder meeting	Lauren	Red Line commercial. Hosting of special event, potcom, business	
3/12/2018	Transit Ambassador Outreach at DTC		201 E Washington St				30	MCTP, RL, PL, BL	booth	Karen, Leslie	People were very receptive to the material we were giving them.	
5/19/2018 10:32:09	Ryan Gallagher		IndyGo HQ Internal - Taking for Blue Line Table - Breakroom				20	15 n/a	Blue Line	General interest		
5/23/2018 14:57:35	Jane Canada		Wayne Township Fire Department				4	2 Director Ronald Carrillo	Blue Line		Major concern was Station B2 (SW quadrant of Lynhurst). Told them if the center of the station was not there we may look at removing the mountable median. Told them that we would supply them with a sign that they could practice driving over it. They currently use infrared cameras to detect vehicles that are too close to the station. We are looking at upgrading to GPS to work better with new system. Told us there are several fire hydrant/sprinkler hookups that are in or near the street that will likely have to be relocated. Sent the Red Line Emergency Vehicle SOP document for their review. Station B2 is being designed for the Blue Line.	
5/25/2018 10:23:27	Peter Flynn		Encounter with Owner During Site Visit in maintenance lounge about renovations & transit plan				2	1 Financial Trust, LLC	Red Line		Owner was polite and generally positive towards project. He was concerned about the fact that he was not notified (by the owner) about the removal of his drive access along Shelby Street.	
5/25/2018 15:34:11	Allison		Internal table in maintenance lounge				15	15 n/a	General, MCTP	renovations		
5/25/2018 15:35:23	Allison		Internal table in maintenance lounge				5	5 n/a	General	renovations		

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5/25/2018 15:36:42	Allison Potelger		Internal talking in maintenance lounge	5/25/2018	IndyGo maintenance lounge	Internal - Talking for maintenance lounge	0	0 n/a	nothing	n/a	last that date!	
6/1/2018 16:17:09	John Marron		Meeting w/Central Streets	6/1/2018	1800 Steppes Blvd #6222	Stakeholder Meeting - Stakeholder meeting on certain topic	1	Merrichase - Master Planner for Central	Blue Line	Location of the stop adjacent to Central State (discussion of alternative between Central location) with a preference expressed for Central Greens	Good conversation - should continue to coordinate with them through the Blue Line planning process.	
6/7/2018 14:58:11	Peter Flynn		Impromptu meeting in building manager	6/6/2018	1 North Capitol Ave, Indianapolis	Street Team - Small group (1-3 people) go to a meeting to educate locally mobile	2	Building Engineer for 1 North Capitol Building	Red Line	Determined contact person for contact information and asked to be contacted for construction schedule updates to inform his building tenants when TCU Indiana Finance Authority, Building to Indiana Statehouse. Mitchell and his e-mail is jaymitchell@gmail.com.	Contact was happy to review CM Team's emergency construction schedule updates to inform his building tenants when TCU Indiana Finance Authority, Building to Indiana Statehouse. Mitchell and his e-mail is jaymitchell@gmail.com.	
6/7/2018 16:07:12	Ellen Fortmeyer		Red Line Business Stakeholder Meeting	6/6/2018	Meridian St, Indianapolis	Stakeholder Meeting - Small group or individual meeting on certain topic	12	12 Ekenesi, MNNA	Red Line	Questions about duration of construction in each segment of corridor and both resources to ride	Good idea to have these meetings, this one was very oversatified by IndyGo	
6/7/2018 16:09:31	Ellen Fortmeyer		Red Line Business Stakeholder Meeting	6/6/2018	Meridian St, Indianapolis	Stakeholder Meeting - Small group or individual meeting on certain topic	2	2 South Quality of Life	Red Line	Questions about ECU services, construction duration in each segment	The Board Trustees Dining Room (where the meeting was held) was very nice. Would suggest a different room or more signage next time.	
6/6/2018 7:34:02	Ryan White		Transit Talks - Blue Line	6/6/2018	Wayne Township Government house or public meeting	Public Meeting - Open house or public meeting created/advertised/photostaked	10	Westside CDC, Indy	Blue Line	Issues with schedules and pull-ins for commercial properties along the route, many attendees wanted to ensure that the schedule was not too strict along High School track. Concern about left turn restrictions and commercial vehicles.		
6/6/2018 8:57:07	Jennifer Osh-Ahmed		Red Line Stakeholder Meeting - University of Indianapolis	6/6/2018	1400 E Hanna St, Indianapolis	Stakeholder Meeting - Small group or individual meeting on certain topic	3	University of Indianapolis	Red Line	None	What we need to have the stakeholder meeting in the evening. With having this event during the day was not well attended.	
6/6/2018 9:00:27	Austin Gable		Blue Line Meeting - Central Library	6/6/2018	401 E St, Indianapolis	Public Meeting - Open house or public meeting created/advertised/photostaked	6	6 Julian Center	General, MCTP, Blue Line, Super Stops	Are the station areas for the Red Line set in stone? The Julian Center expressed concern about their residents' parking situation. The Julian Center was concerned about the retained parking on Meridian Street.		
6/6/2018 9:10:43	Austin Gable		Wayne Township Blue Line Meeting	6/6/2018	5001 W. Washington St, Indianapolis	Public Meeting - Open house or public meeting created/advertised/photostaked	10	West Side Chamber of Commerce	Blue Line	There was additional support from stakeholders and the public for the Blue Line to take the route through the area. Perimeter Road alignment into the airport. There were questions raised about accommodating tractor-trailers, since the area is very commercial/industrial and sees a lot of truck traffic.		

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6/6/2018 9:36:13	Allison		6/6/2018 Internal talking	6/6/2018	Internal - Talking for e lounge	IndyGo employees	3	3 N/A	General	renovations at 1501		
6/6/2018 9:37:33	Allison		6/6/2018 Internal talking	6/6/2018	Internal - Talking for maintenance	IndyGo employees	3	3 N/A	General	1501 renovations		
6/6/2018 9:39:24	Allison		6/6/2018 Internal talking	6/6/2018	Internal - Talking for maintenance	IndyGo employees	10	10 N/A	General	1501 renovations	5:30 AM - 8:30 AM is the sweet spot with maintenance, it was also suggested to try 7:45 AM.	
6/12/2018 11:11:50	Jennifer Osie-Abernethy		6/12/2018 Stakeholder one on one meeting	6/12/2018	Stakeholder Meeting - Small group or individual meeting on certain topic	IndyGo employees	2	2 Billie Milam Used Cars	Red Line	Billie Milam who is the owner of the corner of Shelby Street & Troy Avenue that the ordinance states that he will need two drives for his car lot. We are going to have a meeting with him to see if we can resolve the issue. He is concerned that there isn't a good route to get to his Tire business due to this. Brad Miller and I stopped by due to his business and spoke about it on WFV.		
6/12/2018 11:15:26	Jennifer Osie-Abernethy		6/12/2018 Meeting with Stakeholder	6/12/2018	Stakeholder Meeting - Small group or individual meeting on certain topic	IndyGo employees	3	3 Patsy Clemons - 1 Pelemans Tire Center	Red Line			
6/14/2018 8:39:09	Jane Canada		6/14/2018 Indy Tech Lot Talk	6/14/2018	Indy Tech Lot Talk - Small group or individual meeting on certain topic	IndyGo employees	1	1 Tech	Purple Line	Indy Tech is very excited to have the station located in this area. They are concerned about the shuttle between the two largest campuses. They were un-phased by the removal of additional parking as their currently parking lot is underutilized. They really wanted to know if they could be involved in any at this point about the station.		
6/14/2018 9:50:15	Jane Canada		6/14/2018 Blue Line Public Meeting	6/14/2018	Blue Line Public Meeting - Small group or individual meeting on certain topic	IndyGo employees	4	4	Blue Line	The biggest concern was about the loss of the bus stops. One of the biggest concerns was that we should improve the existing routes, but not lose the bus stops. We would need more advertising to make this worth it in the future.		
6/14/2018 10:20:06	Ellen Forrester		6/14/2018 Wait Stop	6/14/2018	Wait Stop - Small group or individual meeting on certain topic	IndyGo employees	12	12 Christine Scates, Duke Oliver, Health by Design, 4438	Purple Line	There were a lot of questions about the Purple Line, and great interest in the planned station. The station is located at 38th. An MPD Narcotics Officer alluded to his concerns about increased aggressive behavior at the station along the corridor. There were concerns about the station being located near Meadows and Sherman - questions about how school bus pickup/dropoff will work, and how the station will be accessed, etc. A few people asked questions about whether there will be any additional stops along the corridor. I think it was important for IndyGo to be represented at this event, several stakeholders along the corridor were there with lots of questions about the Purple Line. If any agencies will be added along, similar events are held on any corridor that involves the corridor.		

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6/14/2018 10:22:56	Ellen Fortmeyer		Red Line Construction Meeting	6/15/2018	University of Indianapolis Public Meeting - Open house or public meeting created/advertised/photobombed by IndyGo, IndyGo stands in front of open house created/advertised/photobombed by another organization (1543 E Hanna Ave)	Public Meeting - Open house or public meeting created/advertised/photobombed by IndyGo, IndyGo stands in front of open house created/advertised/photobombed by another organization (1543 E Hanna Ave)	0	0 n/a	Red Line	No one showed up	We need to reassess our methods for getting the word out about public meetings. No one showed up.		
6/14/2018 10:24:18	Ellen Fortmeyer		BSU PLAN100 Indianapolis site visit	6/19/2018	Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities, often limited public audience	Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities, often limited public audience	20	20 Ball State University	General, MCTP	n/a	Informational visit from Ball State students in first year planning classes		
6/14/2018 10:27:10	Ellen Fortmeyer		Food Trust Community Conversation	6/15/2018	Community Meeting - Invited to speak at a public event (neighborhood association, Rotary, organization, etc.)	Community Meeting - Invited to speak at a public event (neighborhood association, Rotary, organization, etc.)	20	20 Food Trust	General, MCTP, Produce First	Questions about future service along 46th St.	The Food Trust is a national organization based in Philadelphia who is studying food insecurity and access on the far east side. They reached out to us and asked us to participate in community conversations after we had a meeting on the east side. They are interested in MCTP changes to come in the area and the Produce Pilot. Food Trust will be sending community survey results and recommendations in fall.		
6/15/2018 16:30:39	Portage		IndyGo Health & Wellness Fair	6/14/2018	Internal - Talking for IndyGo employees	Internal - Talking for IndyGo employees	10	10 n/a	General	strategic plan, red line, produce pilot			
6/15/2018 16:32:21	Portage		IndyGo Health & Wellness Fair	6/14/2018	Internal - Talking for IndyGo employees	Internal - Talking for IndyGo employees	20	20 Individual	General	Interest in red line, Curious if when it will hit other corridors	Great event, a demographic we do not usually hit		
6/19/2018 7:29:52	Kalish Ligon		Kalish Ligon	6/15/2018	Both - A table at a fair, festival, expo, etc.	Both - A table at a fair, festival, expo, etc.	200	40 n/a	General, MCTP, Red Line	When will construction begin?	Need to bring a real IndyGo bus in addition to or in lieu of a paratransit bus. Miss the Coach Operator was great with the children		
6/19/2018 7:56:06	Kalish Ligon		MPO Community Park, Michigan	6/14/2018	Both - A table at a fair, festival, expo, etc.	Both - A table at a fair, festival, expo, etc.	300	45 n/a	General, MCTP, Red Line, Purple Line, Blue Line	What is the Red Line? When will construction begin? Dark how the level of connectivity between the rapid transit lines	Good event because people come seeking info from table vendors. Table for one hour. I would recommend attending again if we can speak at the event.		
6/19/2018 18:23:01	Kalish Ligon		INRC President's Roundtable	6/19/2018	Both - A table at a fair, festival, expo, etc.	Both - A table at a fair, festival, expo, etc.	25	7 n/a	General, Red Line, Strategic plan	No major questions - several employees noted that the table in the Maintenance shop was helpful to have someone at the table to engage			
6/19/2018 11:09:55	Ellen		IndyGo Health Fair	6/14/2018	Internal - Talking for IndyGo employees	Internal - Talking for IndyGo employees	40	25 n/a, IndyGo staff	General, Red Line, Strategic plan	Have an interactive table please, important to have someone at the table to engage			
6/19/2018 11:26:21	Ellen		Red Line Presentation for FC Tucker residents	6/19/2018	Special Presentation - Invited guest speakers, panels, dinners, etc. that are not typical public input opportunities, often limited public audience	Special Presentation - Invited guest speakers, panels, dinners, etc. that are not typical public input opportunities, often limited public audience	30	30 Tucker residents	MCTP, Red Line	Lots of great questions related to construction impacts and safety. Tucker residents are interested about riding IndyGo again for other trainees the buses being used for BRT and new riders to speak about the improvements in the MCTP.	I got contact info for Tucker's Director of Training for Red Line (Christy Kaskay, 317.472.2971), she is interested about riding IndyGo again for other trainees the buses being used for BRT and new riders to speak about the improvements in the MCTP.		
6/20/2018 16:23:48	Jennifer Pitz		stakeholder meeting	6/20/2018	Old National Bank, 6136 N. Exchange Ave, Indianapolis, IN 46220	Stakeholder Meeting - Small group or individual meeting on certain topic area, non-public	2	0	1 Red Line	n/a	I provided Rebecca with information about the Red Line features, construction activities and safety. There is a sidewalk in front of the bank that is in need of repair. I told her we should contact the contractor to see if repair could be made.		

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6/20/2018 15:27:40	Jennifer PYZ		Stakeholder	City Digs, 600 N Capitol Ave., Indianapolis, IN 46203	Stakeholder Meeting - Small group or individual meeting on certain topic	by phone	2	0	1 Red Line	I met with Chris to share information about the Red Line features, construction schedule and construction scope. I provided information on how to stay informed, where parking would remain and how the construction would be impacted. Her comments were noted to occur on 61st Street which is not ideal (it is very narrow)	n/a	
6/20/2018 15:29:33	Jennifer PYZ		stakeholder	by phone	Stakeholder Meeting - Small group or individual meeting on certain topic	by phone	1	0	Red Line	I left voicemail asking to schedule a meeting with him	n/a	
6/20/2018 16:32:48	Jennifer PYZ		stakeholder	by phone	Stakeholder Meeting - Small group or individual meeting on certain topic	by phone	2	0	Red Line	I talked to the site manager and gave her some basic information about the Red Line and its track, the location of the station and construction timeline. I gave website information and she offered to come speak to staff about the project at their convenience	n/a	
6/20/2018 16:34:35	Jennifer PYZ		stakeholder	by phone	Stakeholder Meeting - Small group or individual meeting on certain topic	by phone	2	0	Red Line	I scheduled a meeting for the 30th and Meridian. I gave her information about Red Line and answered any questions	n/a	
6/20/2018 16:51:49	Jennifer PYZ		stakeholder	by phone	Stakeholder Meeting - Small group or individual meeting on certain topic	by phone	2	0	Red Line	I gave manager basic information about Red Line as well as spoke on Capitol Avenue and provided my business card - let him know I would be available to answer questions	n/a	
6/20/2018 16:54:31	Jennifer PYZ		stakeholder	by email	Stakeholder Meeting - Small group or individual meeting on certain topic	by email	1	0	Red Line	I emailed Colleen to ask if we could schedule a meeting to discuss the Red Line update on Red Line	n/a	
6/22/2018 15:23:52	Ellen		Travel Training	2405 N. 100th Ave., Indianapolis, IN 46240	Training - Travel trainings, etc.	in person	4	4	General	How to navigate system if visually and/or hearing impaired?		
6/22/2018 20:37:55	Kalah		Healthier Healthy Families Clinic	Garfield Park, 2345 Garfield Ave., Indianapolis, IN 46203	Booth - A table at a fair, festival, expo, etc.	in person	150	25	General, MCTP, Red Line, Purple Line, Blue Line	The weather was a factor in the turnout, with good weather, I anticipate we'll connect with more people. We had a lot of people at the booth. A general laborer was making the changes to the booth. Staff member delivered them for us.		
6/22/2018 20:46:27	Kalah		Community BBQ	800 East 67th Street, Indianapolis, IN 46220	Booth - A table at a fair, festival, expo, etc.	in person	250	18	General, MCTP, Red Line, Purple Line, Blue Line	Several people excited about the Red Line. I gave them information about what happens to the local routes.	Great crowd, with the rain we had to move inside and we were less visible.	
6/24/2018 19:15:46	Kalah		Red Line Big Car Craft Fair	University of Indianapolis, Harna Ave., Indianapolis, IN 46227	Booth - A table at a fair, festival, expo, etc.	in person	50	10	General, MCTP, Red Line	When will the Red Line open, how long will construction last on Shelby, how many people didn't know where station would be relative to his tax	Same date and time as the Garfield Park Fair? Market and the weather was overcast both factors likely affected attendance	

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7/27/2018 11:01:21	Jane Canada		Purple Line Public Meeting at CAFE	7/19/2018	Public Meeting - Open house/creative/artist-hosted by IndyGo, IndyGo attends 8802 East - a public meeting or open house Indanapolis - creative/artist-hosted by another organization	5	5	Manager of Gas Station at Sherman and 38th	Purple Line	General concerns about traffic congestion with 38th Street being restricted to 1 lane in each direction. The gas station was closed for 2 days and Sherman wanted to know about access, but was happy that customers can do a u-turn. There were about 5 people that came, but not all right at 8 so we don't do a presentation. It worked out because we had a lot of people there. One woman was very excited, the rest seemed cautiously optimistic.			
7/27/2018 11:12:16	Jane Canada		Blue Line Public Meeting	7/24/2018	Public Meeting - Open house or public meeting YMCA, 501 Shoringage - a public meeting or open house Indanapolis - creative/artist-hosted by another organization	9	9	People living near Washington Street - Primarily from closer to 9th Ward	Blue Line	General concerns about traffic congestion with Sherman being reduced to 1 lane in each direction. One man was angry that the lane was closed for 2 days. He was also concerned about the referendum. I told him the general rule was, but the referendum was not yet complete and that the purpose of these meetings is to get the word out.			
7/27/2018 11:49:33	Jane Canada		Purple/Blue Line Meeting	7/25/2018	Public Meeting - Open house or public meeting Creative/Artist-hosted by IndyGo, IndyGo attends 2012 E - a public meeting or open house Indanapolis - creative/artist-hosted by another organization	4	4	People living near the 4th poles	Purple Line, Blue Line, Super Stops	request of station at Cherry Tree Plaza on Blue Line. Concern about buses using the lane once Super Stops happens			
8/1/2018 14:44:23	Victoria Leam		Catch the Stars	7/26/2018	Public Meeting - Open house or public meeting Community - creative/artist-hosted by another organization	150	1000	None	General, Red Line	Everything was awesome.			
8/9/2018 15:20:13	Ellen		Community Meeting - Purple Line Transit Talk - Resurrection 38th St.	7/25/2018	Public Meeting - Open house or public meeting Community - creative/artist-hosted by another organization	12	12	N/A	Purple Line	Concerns about upturn in traffic and lane on 38th. Upstart about turn restrictions at over children.	Need to check in advance about AVV equipment. Need comment cards in meeting materials.		
8/9/2018 15:29:52	Ellen		Community Meeting - Purple Line Transit Talk - Resurrection 38th St.	7/27/2018	Public Meeting - Open house or public meeting Community - creative/artist-hosted by another organization	3	3	Community East	MCTP	Discussion about service changing around Community East. Concern about the Community East site construction and site layout.	Should continue to stay in contact as plans for 2019 network move forward and construction finishes at Community East. Reply to take lead.		
8/9/2018 15:32:48	Ellen		Purple Line Polytechnic High School Book to School Night	7/27/2018	Public Meeting - Open house or public meeting Community - creative/artist-hosted by another organization	150	75	PPHS	General, Integrated Pass Participants	Questions about Trip Planning book, questions about partnering between IndyGo and PPHS.	Should certainly continue training for integrated pass participants.		
8/9/2018 15:36:44	Ellen		Girls Rock the Indy	7/29/2018	Public Meeting - Open house or public meeting Community - creative/artist-hosted by another organization	250	30	N/A	General	Not a whole lot of interest from families. I talked to families though. I think we can come up with a more engaging table setup.			
8/9/2018 15:40:59	Ellen		Adult Child and Transportation Focus Group	7/31/2018	Public Meeting - Open house or public meeting Community - creative/artist-hosted by another organization	20	20	Adult & Child Health	General	Scope about the bus system and improvements to come, this was an opportunity to give brief comments before an all-day presentation on bus barriers and obstacles with transportation.	Great way to get in front of at-risk teens and get real about the bus. Potential future partnerships.		

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8/9/2018 15:46:09	Ellen		Purple Line Public Meeting - Ivy Tech 59th St. 46216	7/31/2018 Lawrence	Public Meeting - Open house or public meeting created/advertised/photoboothed by IndyGo, IndyGo attends or public meeting or open house created/advertised/photoboothed by another organization		2	2 N/A	Purple Line	Questions about service on Purple Line. Questions about spilling and dedicated lanes on 38th	Fairbanks Conference Room was very far down the hall - a bit cumbersome and hard to find.	
8/9/2018 16:02:27	Ellen		Shordridge High School Back to School Day	8/9/2018	Booth - A table at a fair, Meridian St. 46207		100	SHS	General Integrated Pass Partnerships	Answered questions about the SHS/IndyGo partnership. Filled several questions about the bus. Asked about parking out your house to students that told parents and students that an exact timeline was not yet established. Students will receive a year long IndyGo pass with their student ID and phasing out will be completed by the end of the year. Questions about how to ride and plan a trip on IndyGo. Most questions were answered. Students and parents were excited about the bus access year-round.	If possible, would be great to have more specific answers about timeline in the future.	
8/9/2018 16:04:21	Ellen		IUPUI International Student Center	8/9/2018	Training - Travel trainings, etc.		50	IUPUI Office of International Affairs	General	Gave 2 sessions during international student orientation on how to ride IndyGo. No major questions/feedback.	N/A	
8/9/2018 15:44:02	Austin Gable		High-Cross Land Use Committee	8/7/2018	Stakeholder Meeting - Small group or individual meeting created/advertised/photoboothed by IndyGo, IndyGo attends or public meeting or open house created/advertised/photoboothed by another organization		4	High-Cross Land Use Committee	Blue Line	The meeting was held so that the land use committee could provide input on the bus. Residents, things that need to be addressed in the preliminary plan should be discussed. We should just keep in touch with the group to give them updates as necessary.		
8/9/2018 14:45:11	Jerome Home		MPO East Community Day	7/11/2018	Booth - A table at a fair, 38th St. 46201		500	MPO	General, MCTP, Red Line, Purple Line, Blue Line	N/A		
8/9/2018 14:56:48	Jerome Home		Purple Line Public Meeting	7/19/2018	Public Meeting - Open house or public meeting created/advertised/photoboothed by IndyGo, IndyGo attends or public meeting or open house created/advertised/photoboothed by another organization		4	4 CAFE	General, MCTP, Purple Line	Unimodal access	None	
8/9/2018 14:46:10	Jerome Home		Shalom Health Fair	7/21/2018	Booth - A table at a fair, 38th St. 46222		1000	Shalom Health Center	General, MCTP, Red Line, Purple Line, Blue Line	None	Using the bus as our booth worked really well for this event.	
8/9/2018 15:00:04	Jerome Home		Purple/Blue Public Meeting	7/25/2018	Public Meeting - Open house or public meeting created/advertised/photoboothed by IndyGo, IndyGo attends or public meeting or open house created/advertised/photoboothed by another organization		10	None	General, MCTP, Purple Line, Blue Line	Turn restrictions	N/A	

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8/9/2018 15:13:18	Jerome Horne		Mayor's Neighborhood City	2020 N Washington Crisis School Rd, Indianapolis	Public Meeting - Open house or public meeting created/developed/endorsed by InGoGo. InGoGo attends a public meeting or open house	created/developed/endorsed by another organization	300	30 City of Indianapolis	General, MCTP, Red Line, Purple Line, Blue Line	People wanted to know if InGoGo would consider doing more park and ride locations.	N/A	
8/9/2018 15:15:45	Jerome Horne		Purple Line Public	9301 E 59th St, Indianapolis	Public Meeting - Open house or public meeting created/developed/endorsed by InGoGo. InGoGo attends a public meeting or open house	created/developed/endorsed by another organization	2	2 None	General, MCTP, Purple Line	Wanted to know if an additional meeting could be held in the Lawrence Village.	N/A	
8/10/2018 19:22:58	Ryan White		Blue Line Public	5401 W 11th St, Indianapolis	Public Meeting - Open house or public meeting created/developed/endorsed by InGoGo. InGoGo attends a public meeting or open house	created/developed/endorsed by another organization	10	8 None	Blue Line	Parking access. Decision to extend Blue Line past HITEC. Business viability after and during Blue Line construction. Accessibility of seniors and disabled riders.	We allowed general Q&A to go too long, which was not the intent of the general Q&A. We should have allowed the many other InGoGo staff to assist attendees with questions.	
8/10/2018 19:24:55	Ryan White		Blue Line Public	2215 W 46th St, Indianapolis	Public Meeting - Open house or public meeting created/developed/endorsed by InGoGo. InGoGo attends a public meeting or open house	created/developed/endorsed by another organization	7	7 None	Blue Line	Station location for segment one, general traffic flow after travel line reductions, viability of electric buses? Does InGoGo have an app? What are farepass options for students? Does my ID work as a bus pass? Does InGoGo have a 6 month pass? Does InGoGo visit other cities outside of Indianapolis?	Unfortunately, the projector in the room would not connect with any computers and the InGoGo projector was in use.	
8/13/2018 12:42:04	Ellen		IUPUI International Student Services	IUPUI Campus Center	Booth - A table at a fair, festival, expo, etc.		150	IUPUI International 89 Affairs	General	Helpful to be near outlet so computer can be used to print info via Google Maps.		
	Jennifer Ousk-Akshess		Cheniers (Sub-Shelley)	2126 Shelley Indianapolis	Stakeholder Meeting - Stakeholder meeting on certain topic					Contractor did not inform owner that they would be closing the driveway and her shop. Driveway was closed during lunch hour. Owner planned townhouse in the area. Owner did not give notice to relocate. Over \$2k of meeting will be in after Labor to discuss next steps.		

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8/16/2018 16:59:38	Austin Gibble		Fort Harrison Reuse Authority Meeting	8/7/2018	1501 W. Washington St., Indianapolis, IN 46222	Stakeholder Meeting - Stakeholder report meeting on certain topic areas, non-public	3	Fort Harrison Reuse Authority	Purple Line	The FHRA was interested in learning if they alignment of the Purple Line and the IndyGo Wheelabrator station was still on the table. It was determined that, based on what was said, it is unlikely that the Ops & Wheeler station will be built as part of the Purple Line project. The door is open for the future. In the environmental review process, there were also questions relating to pavement conditions along Wheeler, Ohio, and the My Tech Parking lot. We should follow-up as needed, depending on what questions or further concerns the FHRA has.		
8/22/2018 15:46:17	Ellen F		Crimson Card Kickoff (IUPUI Orientation)	8/22/2018	Taylor Plaza, 815 W. Michigan St., Indianapolis, IN 46202	Both - A table at a fair, informal expo, etc.	600	115 IUPUI students	General, JayPass	Several questions about where students can purchase passes (S Passes do not seem to be provided very much). Good questions about the JayPass Program. Many students had never been on a bus before and were surprised at how easy it was to use. We were with IUPUI re-integrated passholders.		
8/29/2018 12:36:08	Ellen F		CRTA + IndyGo Presentation at the Crosspoint Center	8/29/2018	9980 Crosspoint Blvd, Suite 400, Wayne, IN 46220	Training - Travel training, etc.	4	N/A	General, MCTP	Very low attendance. The training aspect makes sense, but only if we are able to confirm full staff participation next time. Strada moves offices downtown on Nov 5-1 and whether the Red Line extend to Carmel.		
8/29/2018 13:59:05	Jerome Home		Blue Line Public Meeting	8/6/2018	Wayne Community Center, 3200 Cold Spring Rd, Indianapolis, IN 46220	Public Meeting - Open house of public meeting. Community meeting by IndyGo, IndyGo attends a public meeting or open house. Wayne Community Center, 3200 Cold Spring Rd, Indianapolis, IN 46220	10	None	General, MCTP, Blue Line	Left Turn Restrictions were the main concern.		
8/29/2018 14:02:16	Lauren Day		Jared Evans, Christian Church	8/29/2018	Valley Mills Church, 10000 N. Meridian Rd, Indianapolis, IN 46220	Community Meeting - Invited to speak at a community meeting by association, Rotary, organization, etc.	15	15 Council/Jared Evans	MCTP, Blue Line	Park and Ride options? Justin answered that yes, existing.		
8/29/2018 14:02:27	Jerome Home		Marion University Indianapolis Metropolitan Fair	8/22/2018	3200 Cold Spring Rd, Indianapolis, IN 46220	Both - A table at a fair, informal expo, etc.	150	10 Marion University	General, MCTP, Red Line, Purple Line, Blue Line, Super Stop, 2-way conversion	People wanted to know what the new rules would be.		
8/29/2018 14:09:34	Lauren		Blue Line Corridor Meeting	7/29/2018	400 West 10th St, Indianapolis, IN 46202	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	20	Aspart, Irvington, downtown hospital, 20 Corridor's United	Blue Line	Status with west side routing with IndyGo, etc., training		
9/7/2018 8:56:00	Ellen		IUPUI International Student Orientation	8/15/2018	IUPUI International Student Center	Training - Travel training, etc.	50	IUPUI Office of International Affairs	General	Gave 2 sessions during international student orientation. Student orientation major questions/feedback.		

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9/7/2018 9:00-14	Ellen F	Excel Center 2525 N. Shadeland Ave. Indianapolis 46204	Excel Center Rapid Enrollment	9/7/2018 9:00-14	Both - A table at a fair, 3812 W. Minnesota St. 46204	Excel Center, 3812 W. Minnesota St. 46204	25	Excel Center, 3812 W. Minnesota St. 46204	General, MCTP	Questions about which buses to take to Excel Center? Will we be available for other events, specifically could we come to HVAF weekly?	Not great attendance, but good questions and conversations. Consider training Excel staff to be able to share this info on their own.	
9/7/2018 12:21-132	Chauranya Coleman	9/7/2018 Stand Down	Stand Down	9/7/2018	Both - A table at a fair, 3812 W. Minnesota St. 46204	Excel Center, 3812 W. Minnesota St. 46204	200	Excel Center, 3812 W. Minnesota St. 46204	Veterans Pass Program	Will we be available for other events, specifically could we come to HVAF weekly?	Need to make sure that IndyGo has its own vft capacity at this time or event.	
9/10/2018 14:05-10	Jerome Home	9/10/2018 YPT IndyGo Tour	YPT IndyGo Tour	9/10/2018	201 E Washington St. 46204	Excel Center, 3812 W. Minnesota St. 46204	12	Excel Center, 3812 W. Minnesota St. 46204	General, MCTP, Excel Line, Purple Line, Blue Line, Silver Line, 2-Way Conversion	Is IndyGo developing an app? Will we be able to use it with my phone? How will the Purple Line, Blue Line, Silver Line, 2-Way Conversion dedicated lanes work for BRT?		
9/10/2018 14:08-24	Jerome Home	9/10/2018 Meeting w/Pastor Jordan	Meeting w/Pastor Jordan	9/10/2018	201 E Washington St. 46204	Excel Center, 3812 W. Minnesota St. 46204	5	Excel Center, 3812 W. Minnesota St. 46204	Purple Line	Pastor Jordan was not happy about the reduction in lanes on E 38th Street for the Purple Line or the restrictions with left turn lanes. He was asking about how access to his church would be limited although turning left into his church today is a dangerous move.		
9/10/2018 16:32-44	Patricia	9/10/2018 Renovations Updates	Renovations Updates	9/10/2018	201 E Washington St. 46204	Excel Center, 3812 W. Minnesota St. 46204	12	Excel Center, 3812 W. Minnesota St. 46204	General, MCTP, Blue Line	Some were apprehensive about return restrictions and dedicated lanes on Washington St.		
9/10/2018 16:38-23	Patricia	9/10/2018 Renovations Updates	Renovations Updates	9/10/2018	201 E Washington St. 46204	Excel Center, 3812 W. Minnesota St. 46204	14	Excel Center, 3812 W. Minnesota St. 46204	General, MCTP, Blue Line	where will the moved temporarily and permanently? questions about their areas, not just operators, station and maintenance too.		
9/10/2018 16:41-13	Patricia	9/10/2018 Renovations Updates	Renovations Updates	9/10/2018	201 E Washington St. 46204	Excel Center, 3812 W. Minnesota St. 46204	14	Excel Center, 3812 W. Minnesota St. 46204	General, MCTP, Blue Line	Questions about loading and unloading in maintenance area, questions about layout, questions about raised lifts.	very engaged group! had great ideas too.	
9/10/2018 16:42-26	Patricia	9/10/2018 Renovations Updates	Renovations Updates	9/10/2018	201 E Washington St. 46204	Excel Center, 3812 W. Minnesota St. 46204	600	Excel Center, 3812 W. Minnesota St. 46204	General	red line, but all projects		
9/10/2018 16:44-52	Patricia	9/10/2018 Renovations Updates	Renovations Updates	9/10/2018	201 E Washington St. 46204	Excel Center, 3812 W. Minnesota St. 46204	600	Excel Center, 3812 W. Minnesota St. 46204	General	nothing I can recall (
9/10/2018 16:47-77	Patricia	9/10/2018 Renovations Updates	Renovations Updates	9/10/2018	201 E Washington St. 46204	Excel Center, 3812 W. Minnesota St. 46204	10	Excel Center, 3812 W. Minnesota St. 46204	General	extract from in maintenance, where dispatch is going, training location after the cube team and trailer, seating plan in cube team.	many people come again to ask more questions	
9/13/2018 14:17-56	Ellen	9/13/2018 Workshop	Workshop	9/13/2018	201 E Washington St. 46204	Excel Center, 3812 W. Minnesota St. 46204	10	Excel Center, 3812 W. Minnesota St. 46204	MCTP, Excel Line, Purple Line, Blue Line, Silver Line, 2-Way Conversion	Questions about fares, how fares will change, will my trips change? questions about Half Fare, questions about the same in new network?	Should continue to update and educate staff and residents at Borer Center, they were very engaged and out to have us back again next year.	

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9/29/2018 15:06:01	Jennifer Pirtz		9/24/2018 email conversation	Day	Stakeholder Meeting - Small group or individual meeting on certain topic area, non-public	3	1	1 Red Line	Doug had questions about station locations/route		
9/29/2018 15:07:36	Jennifer Pirtz		9/27/2018 correspondence	email	Stakeholder Meeting - Small group or individual meeting on certain topic area, non-public	2	1	Red Line	Chelsea and Jennifer were coordinating on how to best notify neighborhood of northbound station locations		
9/29/2018 15:10:42	Jennifer Pirtz		Stakeholder phone call	by phone	Stakeholder Meeting - Small group or individual meeting on certain topic area, non-public	2	1	Red Line	Bonnie called to ask why utilities were marked by her home and whether the home could be moved. Home could be moved but it would be a pain.		
10/1/2018 9:38:53	Jennifer Pirtz		10/1/2018 stakeholder call	by phone	Stakeholder Meeting - Small group or individual meeting on certain topic area, non-public	2	1	Red Line	Helen is considering starting a business in the area of Vegas on College Avenue (north of 62nd Street). She had questions about configuration, duration, construction impact		
10/4/2018 12:02:04	Jane Canada		Meeting with Vanessa Brown	1946 E 38th Street Indianapolis, IN	Stakeholder Meeting - Small group or individual meeting on certain topic area, non-public	1	1	Purple Line	I told Ms. Brown about the change to her driveway and she said she would give her an exhibit showing the changes and explained that normal RW acquisition would be required. She would like to have the overall ok with the project, but felt upset about the change to her parking lot and loss of a spot. She said she would be compensated for the loss of the spot. I told her that was not the case and that the details of the purchase price would be worked out during the normal RW process. I did not know if she was going to give me the exhibit or not. I left my card for her and gave her the exhibit.	Things overall went well. She was understanding about the change to her driveway and the loss of a spot. I think my card for her and gave her the exhibit.	
10/4/2018 12:56:05	Jane Canada		Meeting with Jeff Bell or Earl Mortuary	2310 W. Washington Street Indianapolis, IN	Stakeholder Meeting - Small group or individual meeting on certain topic area, non-public	1	1	Blue Line	Jeff was curious about the project. I gave him an overview of the project and showed him the plans. He was interested and very positive about the project. He seemed to just want to know more about the project and asked basic, big picture questions. I left the plans sheets and Blue Line cards. He said he would give them to some of his other mortician friends with whom he had business. He did not ask specific questions about his business and didn't raise any concerns.	He may have more questions in the future.	
10/5/2018 9:31:38	Rien White		Service Standards Meeting #1	40 E Saint Clair St. Indianapolis, IN	Public Meeting - Open house or public meeting created/created/photographed house	3	3	Service Standards	Elderly access to bus stops with new stop spacing. Concern about the "grid-based" system isn't really grid-based with some of the routes.	Boards were helpful, presentation was good, could have framed conversation on Service Standards a bit better (discussed with Jeanne). How do we recruit participants to what is the topic of the day?	

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10/9/2018 14:45:11	Allison Potolinger		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600 total	600 n/a	General	Red Line - who is driving? cost of running the Red Line? how will the red line fare in the winter? how will the buses fare in the winter? (route 3, Metrolink) are very rude on the buses, what renovations will take place in the rail rooms		
10/12/2018 11:52:32	Allison Potolinger		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/12/2018 15:31:16	Jane Canada		10/1/2018 in service	2	11351 E Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/19/2018 12:26:44	Jordan Peterson		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/19/2018 16:27:20	Allison Potolinger		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/19/2018 9:40:25	Jennifer Pyle		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/19/2018 9:42:34	Jennifer Pyle		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/19/2018 9:44:10	Jennifer Pyle		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/19/2018 9:46:43	Jennifer Pyle		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/19/2018 9:47:55	Jennifer Pyle		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/19/2018 9:48:56	Jennifer Pyle		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			
10/19/2018 9:50:00	Jennifer Pyle		10/1/2018 in service	2	1501 W Washington n St, Trailer Internal - Talking for IndyGo employees	600	600 n/a	General			

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10/19/2018 9:52:46	Jennifer Pritz		Foundation Square Neighborhood Assoc. Meeting	10/19/2018	Community Meeting - Invited to speak at a community event	Community Meeting - Invited to speak at a community event	60	Foundation Square Neighborhood Assoc.	Red Line	Jennifer Pritz, Laura Day and Brad Miller provided general information about the MCTP. Specific information about Red Line construction, and answered questions. No major questions/concerns.		
10/19/2018 9:55:20	Jennifer Pritz		Broad Ripple Village Association Meeting	10/19/2018	Community Meeting - Invited to speak at a community event	Community Meeting - Invited to speak at a community event	80	Broad Ripple Village Association	Red Line	Jennifer, Jerome Horne and Brad Miller provided general information about the MCTP. Specific information about Red Line construction, and answered questions.		
10/19/2018 9:56:23	Jennifer Pritz		St. Paul Episcopal Church Meeting	10/19/2018	Community Meeting - Invited to speak at a community event	Community Meeting - Invited to speak at a community event	2	St. Paul Episcopal Church	Red Line	Jennifer spoke with Christi about impending daily work on College near her business.		
10/23/2018 15:35:29	Jennifer Pritz		St. Paul Episcopal Church Meeting	10/23/2018	Stakeholder Meeting - Small group or individual meeting on certain topic	Stakeholder Meeting - Small group or individual meeting on certain topic	3	St. Paul Episcopal Church	Red Line	discussed construction timeline and phasing, communication to stakeholders		
10/23/2018 15:38:11	Jennifer Pritz		St. Paul Episcopal Church Meeting	10/23/2018	Stakeholder Meeting - Small group or individual meeting on certain topic	Stakeholder Meeting - Small group or individual meeting on certain topic	2	St. Paul Episcopal Church	Red Line	discussed access to properties at approx. 62nd and College - both during construction and once Red Line is operating		
10/26/2018 10:44:11	Alison Pritteger		Renovation Open House	10/26/2018	Internal - Taking for IndyGo employees	Internal - Taking for IndyGo employees	8	IndyGo employees	renovations	getting rid of the sleep room, where will my office be located, how will my employees be during and after renovations, how will my new space look (cubicle)		
10/26/2018 10:46:50	Alison Pritteger		Renovations open house	10/26/2018	Internal - Taking for IndyGo employees	Internal - Taking for IndyGo employees	600	IndyGo employees	General	will there be fare checkers on all the buses at all times?, will they be police officers?		
11/2/2018 9:16:48	Alison Pritteger		Renovations open house	11/2/2018	Internal - Taking for IndyGo employees	Internal - Taking for IndyGo employees	5	IndyGo employees	renovations	space for files, new space locations, space for new employees, space for meetings		
11/2/2018 16:13:29	Alison Pritteger		Renovations open house	11/2/2018	Internal - Taking for IndyGo employees	Internal - Taking for IndyGo employees	600	IndyGo employees	General	more changes to stations in line with new bus, students riding the buses, students are unhappy on the buses		
11/9/2018 8:42:29	Alison Pritteger		Renovations open house	11/9/2018	Training - Travel trainings, etc.	Training - Travel trainings, etc.	600	IndyGo employees	General	drivers nervous about new buses		
11/14/2018 15:49:46	Jane Canada		Renovations open house	11/14/2018	Stakeholder Meeting - Small group or individual meeting on certain topic	Stakeholder Meeting - Small group or individual meeting on certain topic	3	IndyGo employees	Purple Line	Concerned about left turns, access, and impacts to business. Stakeholder will have major impacts to property as a signal an drive will be installed at Sheridan. Concern about access		
11/14/2018 15:54:46	Jane Canada		Renovations open house	11/14/2018	Stakeholder Meeting - Small group or individual meeting on certain topic	Stakeholder Meeting - Small group or individual meeting on certain topic	2	IndyGo employees	Purple Line	Still concerned about project but glad we are working with them. Likely some updates about the Purple Line		
11/14/2018 15:58:51	Jane Canada		Renovations open house	11/14/2018	Stakeholder Meeting - Small group or individual meeting on certain topic	Stakeholder Meeting - Small group or individual meeting on certain topic	2	IndyGo employees	Purple Line	Concerned about access. We will reconfigure direct to up street and meet again if requested. Likely will be a new expansion, but overall not against the project.		

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11/14/2018 16:03:19	Jane Canada		Federal Courthouse	46 East Ohio Indiana 3, N. 46204	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	Small group or individual meeting on certain topic areas, non-public	5	Representatives for the City of Chicago, Jason Hoffman and 5 others	Purple Line	Concerned about traffic on Ohio and Meridian. They expressed concern about the impact of the proposed changes on the traffic flow. They also expressed concern about the impact of the proposed changes on the parking lot access. They were concerned about access to drive on Meridian. Will require follow-up meeting.	David and I went to the meeting. I met with 5 people. They were all concerned with the proposed changes. They were all concerned with the impact of the proposed changes on the traffic flow. They were all concerned with the impact of the proposed changes on the parking lot access. They were all concerned with the impact of the proposed changes on the access to drive on Meridian. Will require follow-up meeting.	1
11/14/2018 16:07:49	Jane Canada		Federal Courthouse	46 East Ohio Indiana 3, N. 46204	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	Small group or individual meeting on certain topic areas, non-public	4	Reps for Federal Courthouse - Jason Hoffman	Purple Line	Access to drive on Meridian	David and I went to the meeting. I met with 4 people. They were all concerned with the proposed changes. They were all concerned with the impact of the proposed changes on the traffic flow. They were all concerned with the impact of the proposed changes on the parking lot access. They were all concerned with the impact of the proposed changes on the access to drive on Meridian. Will require follow-up meeting.	1
11/14/2018 16:14:37	Jane Canada		Lawrence Police Station	9001 E 55th Street	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	Small group or individual meeting on certain topic areas, non-public	10	Lawrence Police Chief David Hoffman and 10 Design Team	Purple Line	Concerns about access to police station development	Info/Go will revise design to ensure quick egress for on-duty officers. Also discussed project timelines. Follow-up meeting required.	1
11/14/2018 16:20:08	Jane Canada		Lawrence Police Station	9001 E 55th Street	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	Small group or individual meeting on certain topic areas, non-public	10	Lawrence Police Chief David Hoffman and 10 management team	Purple Line	Timeline of both projects and the potential to sign south drive with Post Acres Drive	Police Chief filed revised BAT lane design that allowed for quick egress. Discussed the possibility of aligning their south drive with Post Acres south drive. Would require a change in the scope. Info/Go will try and clear RW there first since Purple Line will have to relocate poles. If this can be done by early Spring the on-site can be aligned. If not the plan is to have a temporary closure from January/February to see if status of RW and relocation timelines will workout.	1
11/14/2018 16:22:29	Jane Canada		New Directions Church	5330 E 38th Street	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	Small group or individual meeting on certain topic areas, non-public	2	Roxie Sullivan and David Kogen of New Directions Church	Purple Line	They have to mitigate drainage issues. They need to find money on something the Purple Line will bear out in less than a year.	I told Roxie and David about the Purple Line and gave them exhibits showing the impacts to the Church's property. They have recently gotten the parking lot west of the Church which David has been helping them with. They've been getting notes from DPW Permitting that drainage improvements need to be made to the parking lot area between 35th Street and 38th Street Drive (maybe install a rain garden) to address the drainage issues. They are currently working on a year and a half plan. They want to work with us to make sure they aren't losing money or spending it prematurely. I told them we could share applicable information with them. They need to find money on something the Purple Line will bear out in less than a year.	1
11/14/2018 16:28:20	Jane Canada		St Andrew the Apostle church	4952 E 38th Street	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	Small group or individual meeting on certain topic areas, non-public	4	Deacon Very Standard and Mark Zwoyer of St. Andrew's	Purple Line	Impacts to parking lot and traffic concerns	There will be major impacts to their parking lot. Sn and I showed them an exhibit illustrating what could be done to mitigate. They wanted to see traffic and didn't seem to understand the impact. They were concerned about the impact of the proposed changes on the traffic flow. They were all concerned with the impact of the proposed changes on the parking lot access. They were all concerned with the impact of the proposed changes on the access to drive on Meridian. Will require follow-up meeting.	1
11/15/2018 13:15:15	LAUREN		TESTING	TESTING	Media Briefing, Press briefings and conferences	Media Briefing, Press briefings and conferences	100	ALL	General Purple Line	NONE	will be getting rid of other bus routes when the red line is built. They are concerned about the impact of the proposed changes on the traffic flow. They were all concerned with the impact of the proposed changes on the parking lot access. They were all concerned with the impact of the proposed changes on the access to drive on Meridian. Will require follow-up meeting.	1
	Allison			1651 W. Washington n/SC Trailer Internal - rading for								

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1/12/2018 8:43:30	Allison Potliger		1/12/2018 In Service	1/12/2018	IndyGo n.s. Trailer	Internal - Training for IndyGo employees	600	600 n/a	General	Is the red line going to other courtesies? we operators have to interact with riders?		
1/12/2018 10:32:11	Brandon Evans		1/12/2018 Meeting	1/12/2018	1552 Washington Avenue, Indianapolis (neighborhood association, Rotary, organization, etc.)	Community Meeting - Indianapolis neighborhood association, Rotary, organization, etc.)	15	15	Red Line	Was able to talk to Councilor Shreve after and he seems supportive of bringing economic development to the area based around the red line.		
12/7/2018 11:32:01	Allison Potliger		12/7/2018 In Service	12/7/2018	1501 W. Washington n.s. Trailer	Internal - Training for IndyGo employees	600	600 n/a	General	Was able to talk to Councilor Shreve after and he seems supportive of bringing economic development to the area based around the red line.		
1/10/2019 9:45:19	Jennifer Pirtz		1/10/2019 phone / email	1/10/2019	phone / email	Stakeholder Meeting - Stakeholder meeting on certain topic areas non-public	2	2	Red Line	provided information about the Virginia Ave. closure		
1/10/2019 9:47:51	Jennifer Pirtz		1/10/2019 Meeting	1/10/2019	1501 W. Washington n.s. Trailer	Community Meeting - invited to speak at a community event	50	20	General Red Line	provided information about the Virginia Ave. closure		
1/14/2019 13:27:46	Allison Potliger		1/14/2019 Updates	1/14/2019	500 W. Washington n.s. Trailer	Operations - Internal - Training for IndyGo employees	20	20 n/a	renovations	how do I move my computer, when do I need to move, furniture station		
1/14/2019 15:42:52	Jane Canada		1/14/2018 Election Outreach	1/14/2018	500 W. Washington n.s. Trailer	Stakeholder Meeting - Stakeholder meeting on certain topic areas non-public	8	8	Blue Line	Concerned about West Street station location	Concerned about blocking Deer Stale and traffic at intersection. Looking into moving to other side of street	
1/14/2019 15:45:27	Jane Canada		1/14/2018 Advisory Meeting	1/14/2018	500 W. Washington n.s. Trailer	Stakeholder Meeting - Stakeholder meeting on certain topic areas non-public	20	8	Blue Line	West Street Station congestion on Washington Street	Went well. Good to have it not at IndyGo.	
1/14/2019 15:47:15	Jane Canada		1/14/2018 Purple Line CAC	1/14/2018	500 W. Washington n.s. Trailer	Stakeholder Meeting - Stakeholder meeting on certain topic areas non-public	15	6	Purple Line	Concern about new proposal, increase in travel time for car, competition on 38th Street	Should try to hold up on 38th Street	
1/14/2019 15:50:56	Jane Canada		1/14/2018 Airport	1/14/2018	500 W. Washington n.s. Trailer	Stakeholder Meeting - Stakeholder meeting on certain topic areas non-public	6	6	Blue Line	IndyGo's coordination, location of Need continued outreach throughout project. Need to address location at Inflow and at terminal		
1/19/2019 10:59:04	Brandon Evans		1/19/2019 Phone Call with Cathy Babcock	1/19/2019	500 W. Washington n.s. Trailer	Stakeholder Meeting - Small group of individual stakeholders on phone	1	1	Red Line	Stakeholder Meeting - Small group of individual stakeholders on phone		

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3/6/2019 13:43:13	Brandon Evans		IndyGo Public Meeting 820 E 5th St 4620	2/19/2019 5/7/19 5C 4620	IndyGo Public Meeting 820 E 5th St 4620	Public Meeting - Open house or public meeting created/advertised/photographed by IndyGo, IndyGo attends meeting or open house	117	College Avenue Corridor Residents	General, Red Line	Safety Plans along college corridor, and cut through traffic, move to Auditorium. Have more defined agenda, and parking in neighborhoods	Attendance was high, the Library room was too small, and cut through traffic, move to Auditorium. Have more defined agenda, and parking in neighborhoods sign up for questions	
3/6/2019 13:45:02	Brandon Evans		IndyGo Public Meeting	2/19/2019	IndyGo Public Meeting	Public Meeting - Open house or public meeting created/advertised/photographed by IndyGo, IndyGo attends meeting or open house	132	College Avenue Corridor Residents	General, Red Line	Safety Concerns, Central Avenue traffic patterns, parking in neighborhoods	Auditorium was a good space, still need more defined agenda, and sign up for questions	
3/6/2019 13:48:48	Brandon Evans		Fountain Business Outreach Avenue	2/26/2019	Fountain Business Outreach Avenue	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	11 Businesses	College Avenue Corridor Residents	General, Red Line	Closure of Virginia and Woodlawn bus stops	did outreach to every open business during the day	
3/6/2019 14:47:23	Public Affairs Team		Fare Policy	2/6/2019	Fare Policy	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	Unknown	0 public	Fare Policy	none	This was a bidding event held at the Transit Center.	
3/6/2019 14:49:35	Public Affairs Team		Fare Policy	2/11/2019	Fare Policy	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	Unknown	0 public	Fare Policy	none	Taxi/Uber event held at the Transit Center.	
3/6/2019 14:51:09	Public Affairs Team		Fare Policy	2/12/2019	Fare Policy	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	Unknown	0 public	Fare Policy	none	Taxi/Uber event held at the Transit Center.	
3/6/2019 14:58:36	Public Affairs Team		Fare Policy	2/19/2019	Fare Policy	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	Unknown	0 public	Fare Policy	none	Taxi/Uber event at the Transit Center.	
3/6/2019 15:00:18	Public Affairs Team		Fare Policy	2/13/2019	Fare Policy	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	Unknown	0 public	Fare Policy	none	Taxi/Uber event at the Transit Center.	
3/6/2019 15:02:26	Public Affairs Team		Fare Policy	2/14/2019	Fare Policy	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	Unknown	0 public	Fare Policy	none	Taxi/Uber event at the Transit Center.	
3/6/2019 15:06:00	Public Affairs Team		Fare Policy	2/15/2019	Fare Policy	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	Unknown	0 public	Fare Policy	none	Taxi/Uber event at the Transit Center.	
3/6/2019 15:08:46	Public Affairs Team		Fare Policy	2/16/2019	Fare Policy	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	Unknown	0 public	Fare Policy	none	Taxi/Uber event at the Transit Center.	
3/6/2019 15:11:06	Public Affairs Team		Fare Policy	2/20/2019	Fare Policy	Street Team - Small group (1-3 people) go to a place or public event to educate typically mobile	Unknown	0 public	Fare Policy	none	Taxi/Uber event at the Transit Center.	

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3/8/2019 15:15:22	Public Affairs Team		Transit Center	Transit Center	Street Team - Small group (1-3 people) go to a place or public event to educate typical mode	Unknown	0	Public	Fare Policy	none	Talking event at the Transit Center	
3/8/2019 15:17:04	Public Affairs Team		Transit Center	Transit Center	Street Team - Small group (1-3 people) go to a place or public event to educate typical mode	Unknown	0	Public	Fare Policy	none	Talking event at Transit Center	
3/12/2019 13:25:57	Malik Oliver		Transit Talk	Transit Talk	Street Team - Small group (1-3 people) go to a place or public event to educate typical mode	Unknown	20	President of Sunday	Red Line	Construction around area	Atmosphere was productive to meet with people in the community. Business owners were very supportive.	
3/12/2019 13:27:52	Malik Oliver		Transit Talk	Transit Talk	Street Team - Small group (1-3 people) go to a place or public event to educate typical mode	Unknown	15	None	Red Line	Fare system, changes in rules, Red Line general	Business owners were supportive of project and IndyGo. Not a heavy crowd of people possibly due to the day of the week.	
3/19/2019 7:29:27	Ervin		Foundation Sq	Foundation Sq	Stakeholder Meeting - Small group or individual meeting on certain topic	Unknown	15	Foundation Square Merchants	Red Line	Construction update and issues. Concerns about sidewalk closures in high traffic areas. Concerns about agency costs for cleaning due to contractors.	Transit, IndyGo, and how it impacts the neighborhood in Indianapolis.	
3/19/2019 7:32:48	Ervin		Foundation Sq	Foundation Sq	Stakeholder Meeting - Small group or individual meeting on certain topic	Unknown	3	Councilor Robinson, Trustee Johnson, Pike	General, MCTP, request for new services	Fare policy changes, bus discounts and the MCTP.	They were interested in bus system and how it impacts Lafayette Road. The judge has people from all over the county that may have to come to the court. The judge is just Pike Township. She was very interested in knowing more about available grants and how the program worked for IndyGo and her annual budget. The judge was most interested in how it can set up and sponsored by businesses to take people from IndyGo at the intersection of Walnut. From there they could track membership for a year and see if it would be worth it for IndyGo to start a service.	
3/25/2019 11:19:03	Vec		Blue Line Meeting	Blue Line Meeting	Community Meeting - invited to speak at a community event	Unknown	7	0	Businesses	Businesses - Delivery entrance and parking		
3/25/2019 13:37:49	Brandon Evans		Highland Varsity Association	Highland Varsity Association	Community Meeting - invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	Unknown	30	Danely Mays-Hamilton, Vito Celli, Neighborhood leaders for multiple neighborhood associations in Midtown	General, MCTP, Red Line	Construction and traffic concerns were raised		

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3/25/2019 13:44:11	Brandon Evans		IHA Coordination Committee	IHA offices	Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input sessions. Open to all interested parties.	Public Meeting - Community Meeting	12	Multiple organizations to work in coordination with IndyGo for future development. Partners with IHA.	General, MCTP, Red Line	How IndyGo can be better partners with IHA.		
3/25/2019 13:46:37	Brandon Evans		Colin Noble Business/Neighborly	Indiana Conservancy	Invited to speak at a community meeting (neighborhood association, Rotary, organization, etc.).	Public Meeting - Community Meeting	30	Community meeting in the Colton-Hoble downtown neighborhood.	General, MCTP, Red Line	New construction projects and how they will be built around transit opportunities.		
3/25/2019 13:49:21	Brandon Evans		Watson Park NA	Watson Park	Invited to speak at a community event (neighborhood association, Rotary, organization, etc.).	Public Meeting - Community Meeting	20	Neighborhood Association Members	General, MCTP, Red Line	Construction concerns, and the impact on the dedicated lanes will work.		
3/25/2019 16:11:03	Jordan Peterson		Transit Talks	Avondale	Street Team - Small group (1-3 people) go to a place or public event to educate. Typically mobile.	Public Meeting - Community Meeting	12	12 N/A	Red Line, Purple Line	Business owners were upset they were not notified that some of their property was being taken.		
3/25/2019 14:03:41	allison potberger		Strategic planning	IndyGo employees	Internal - Talking for employee	Internal Meeting	20	20 N/A	strategic planning	red line routing		
3/25/2019 14:36:13	allison potberger		Strategic planning	IndyGo employees	Internal - Talking for employee	Internal Meeting	20	20 N/A	strategic planning	1901 renovations		
4/1/2019 10:31:13	Brandon Evans		Southeast	IndyGo employees	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.).	Public Meeting - Community Meeting	30	12 McCoy/MIA, Laura Neighborhood President	General	Timing of construction		
4/1/2019 10:39:28	Brandon Evans		Blue Line CAC Meeting	IndyGo employees	Stakeholder Meeting - Small group or individual place or public event to discuss a topic.	Public Meeting - Community Meeting	15	Members from the Indianapolis Zoo, IndyGo, and the City of Indianapolis from the IndyGo Group, CIRTA, Shepherd	Blue Line	Stakeholder in Indianapolis will remain the same, questions about dedicated lanes, phasing and timing of new transit signals.		
4/1/2019 10:43:58	Brandon Evans		Purple Line CAC Meeting	IndyGo employees	Stakeholder Meeting - Small group or individual place or public event to discuss a topic.	Public Meeting - Community Meeting	23	Magister Park NA, CDC, Resurrection Church, IndyGo, CAP, etc.	Purple Line	When will construction begin, concerns about traffic congestion, and acquisition concerns.		
4/5/2019 13:10:15	Malik Oliver		Transit Talks	IndyGo employees	Street Team - Small group (1-3 people) go to a place or public event to educate. Typically mobile.	Public Meeting - Community Meeting	12	5 none	General, Red Line	When will Red Line launch, are people generally happy or upset, what is the safety of the new line, how frequent will bus be?	Patrick, our contact, was very supportive and would love to host other events for us in the future.	
4/9/2019 16:04:20	Malik Oliver		Transit Talks	IndyGo employees	Street Team - Small group (1-3 people) go to a place or public event to educate. Typically mobile.	Public Meeting - Community Meeting	15	None	General, Red Line	Route changes by 28 or 19	Heavy traffic, faculty very interested. Butler is very supportive and would welcome us back anytime.	
4/10/2019 8:46:40	Malik Oliver		Transit Talks	IndyGo employees	Street Team - Small group (1-3 people) go to a place or public event to educate. Typically mobile.	Public Meeting - Community Meeting	15	None	General, Red Line, Purple Line	Are emergency vehicles going to be able to travel on Shelby street? What is the BR? How will the bridge be?	The set up was a little odd but it ended up working fine. Chatham out for talking to people in the library and a few came from Facebook post.	

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4/15/2019 13:02:43	Naah Oliver		Trine - Tour IndyGo/Travel Training	4/15/2019	1501 West Washington Street Indianapolis, IN 46204	Training - Travel training, Community Meeting -	9	9 Ben Davis School	General	No major questions.	Great group, they have came before.	
4/19/2019 16:36:50	Naah Oliver		Meridian Highland Neighborhood Association	4/19/2019	2150 N. Capitol Indianapolis, Indiana, Rotary, S, N 46202, organization etc.)	Community Meeting -	10	10 None	General, Red Line	Wanted to know if the construction was on track to be finished in time for launch.	Very supportive group.	
4/19/2019 16:44:02	Naah Oliver		Transit Talks University of Indianapolis	4/19/2019	1400 East Hanna Ave. group (1-3 people) go to a place or public event to educate local/middle	Unknown	20	20 None	General, Red Line, Purple Line, Blue Line	Time it would take to travel to Broad Ripple from University. How traffic would flow with semi-separated lanes.	Great space in the commons area during lunch hour.	
4/22/2019 10:01:47	Naah Oliver		East Day Event	4/22/2019	OneAfricanSquare Indianapolis, IN 46204, 1st American Square	Booth - A table at a fair, S, N 46204, 1st American Square, etc.	200	130 None	General, Red Line, Purple Line, Blue Line	How will people cross streets? Herod's courtyard?	Very good location/time and attendance.	
4/25/2019 10:06:44	Naah Oliver		Transit Talks Tech Community College	4/25/2019	50 West Washington Street Indianapolis, IN 46204, Phyllis Dr. group (1-3 people) go to a place or public event to educate local/middle	Community Meeting -	50	25 None	General, Red Line, Blue Line	What is Red Line/BRT?	Good location/time.	
4/25/2019 10:27:31	Naah Oliver		Transit Talks Tech Community College	4/25/2019	6283 N. College Ave. Indianapolis, IN 46204, Phyllis Dr. group (1-3 people) go to a place or public event to educate local/middle	Community Meeting -	25	5 None	General, Red Line	Cross walk information	Although it was not well attended it does seem like a good location, perhaps a different time would work better.	
5/13/2019 9:24:42	Brandon Evans		Bates Hendricks NA	4/26/2019	Bates Hendricks Indianapolis, IN 46203	Community Meeting -	30	30 Laura Granter Individual	General, MCTP, Red Line	Questions on MKey fare system		
5/13/2019 13:14:32	Naah Oliver		Mapleton Fall Creek Neighborhood Association	5/9/2019	210 East 34th Street Indianapolis, IN 46205, Phyllis Dr. group (1-3 people) go to a place or public event to educate local/middle	Community Meeting -	20	20 None	General, Purple Line	None	Supportive group	
5/13/2019 13:26:30	Brandon Evans		Bates Hendricks NA	5/7/2019	Bates Hendricks Indianapolis, IN 46203	Community Meeting -	30	30 Laura Granter Individual	General, Red Line	MKey/Fare questions		
5/15/2019 15:17:47	Naah Oliver		MPD NW Community Day	5/15/2019	1831 W. 18th Street Indianapolis, IN 46222, 18th St, 1500, etc.	Booth - A table at a fair, S, N 46203, 18th St, 1500, etc.	100	25 None	General, Red Line, Purple Line, Blue Line	Access to people in that specific area.		
5/16/2019 15:23:40	Naah Oliver		MPD SE Community Day	5/16/2019	1831 W. 18th Street Indianapolis, IN 46203, 18th St, 1500, etc.	Booth - A table at a fair, S, N 46203, 18th St, 1500, etc.	200	75 None	General, Red Line, Purple Line, Blue Line	Construction questions.	Lots of community members were present.	
6/10/2019 12:36:07	Jordan Patterson		Community Meeting - Ivy Tech	5/10/2019	50 W. Fall Indianapolis, IN 46204, Phyllis Dr. group (1-3 people) go to a place or public event to educate local/middle	Community Meeting -	15	15	15 General, MCTP, Red Line	Fare policy how employees will transition to new system		

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6/10/2019 13:44:44	Jordan Patterson		Blue Line Public Meeting	6/10/2019	1501 W. Washington IndyGo	Public Meeting - Open house or public meeting created/advertised/photographed by IndyGo, IndyGo attends public meeting or open house	19	13 WSP	Blue Line	Refer to Q&A		
6/17/2019 13:26:35	Faith Chadwick		Purple Line Property Meeting	6/17/2019	603 E Washington IndyGo	Public Meeting - Open house or public meeting created/advertised/photographed by IndyGo, IndyGo attends public meeting or open house	0	Indivd property owners along Purple Line	Purple Line	None		
6/27/2019 13:29:36	Faith Chadwick		Adult and Child Health Training	6/27/2019	603 E Washington IndyGo	Training - Travel training	30	Community youth and adults	General	How to ride		
6/27/2019 13:40:46	Faith Chadwick		Broad People Touch a Truck	6/27/2019	1500 Broad Reple Ave, IndyGo	Booth - A table at a fair, festival, expo, etc.	200-300	Broad People parents, youth	General, Red Line	Information about Red Line opening	We brought a BVO bus and the kids seemed to love getting on board and exploring it	
6/27/2019 13:47:19	Faith Chadwick		40 West Business Association	6/27/2019	5083 West Rockville IndyGo	Stakeholder Meeting - Small group or individual meeting on certain topic	15	Business owners on the westside	General, Blue Line	Impacts to business with the construction of the Blue Line		
6/27/2019 14:20:00	Faith Chadwick		Transit Talk	6/27/2019	40 W 40th IndyGo	Small group (1-3 people) go to a place or public event to educate	6	Area residents	General, Red Line	Interested in details about the Red Line and opening		
7/8/2019 14:42:44	Jordan Patterson	Brandon Evans, Faith Chadwick	Purple Line BRT Property Outreach	6/28/2019		Stakeholder Meeting - Small group or individual meeting on certain topic	0	Herd Strategies	Purple Line	n/a		
7/8/2019 14:45:11	Jordan Patterson	Brandon Evans, Faith Chadwick	Purple Line BRT Property Outreach	6/28/2019		Stakeholder Meeting - Small group or individual meeting on certain topic	0		Purple Line	N/A		
7/8/2019 14:56:12	Jordan Patterson	Brandon Evans, Faith Chadwick	Purple Line BRT Property Outreach	6/28/2019		Stakeholder Meeting - Small group or individual meeting on certain topic	0	Diverse Herd Strategies	Purple Line	N/A		
7/8/2019 15:00:05	Jordan Patterson	Faith Chadwick	Broad People Park Touch a Truck	6/27/2019		Booth - A table at a fair, festival, expo, etc. May include a BVO bus on-site	400	300 Red Line	Red Line	Rapid Transit Bus	The rapid transit bus was a big hit at the event!	
7/8/2019 15:05:05	Jordan Patterson	Brandon Evans, Faith Chadwick	Indivd Table	6/28/2019		Booth - A table at a fair, festival, expo, etc. May include a BVO bus on-site	1200	1000 Red Line	Red Line	Bus Rapid Transit Vehicle	Many participants first time on a bus, generally impressed with the rapid transit vehicle, many comments about how being at the event was great PR	
7/8/2019 15:08:00	Jordan Patterson	Faith Chadwick	Travel Training: Adult and Child Health	6/28/2019	603 E Washington St, IndyGo	Public event to educate, specially mobile	30	30 How to ride IndyGo	How to ride IndyGo	MyStop Mobile, Text for Next, Trip Planner	Great feedback about how useful the info was	
7/8/2019 15:12:19	Jordan Patterson	Brandon Evans, Faith Chadwick	Community of Friends Meeting	6/28/2019	3001 Central Ave, IndyGo	Community Meeting - Invited to speak at a community event	20	General community members	General IndyGo Updates, Red Line, Metrolink			
7/8/2019 15:18:25	Jordan Patterson	Faith Chadwick	Transit Talk	6/28/2019	5734 Lee Rd, IndyGo	Transit Talk - Small group (1-3 people) go to a place or public event to educate, specially mobile	5	General Public, Property Owner along Purple Line	General IndyGo Updates, Metrolink, Purple Line	Concerns about property owner communication	High traffic, few interactions with our booth	

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7/8/2019 15:34-17:12	Jordan Patterson	Brandon Evans, Faith Chadwick	Janice McHenry & 40 West Business Association	6/9/2019	5383 West Pocomille Rd, Indianapolis, IN 46224	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa		Janice McHenry • Councilor McHenry • David Gilmore • President of 40 West Community - Rachel Martin • Owner of Martin Camper Sales • Owner of Dreier • Owner of Spelway Auto parts • Roy Reynolds • Owner of Reynolds • Communications Officer for Wayne Township	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	
7/8/2019 15:46-53	Jordan Patterson	Brandon Evans	IHA Student Job Program	6/12/2019		Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa		Parents and students of IHA IHA program	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	
7/8/2019 16:06-38	Brandon Evans	none	Kristin Jones Council Candidate	6/5/2019		Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa		1 Kristin Jones	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	
7/8/2019 16:08-08	Brandon Evans	none	Ryan Meers (Council Prosecutor)	6/10/2019		Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa		1 Ryan Meers	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	
7/8/2019 16:08-39	Jordan Patterson	Brandon Evans	Phyllis Lyster - Union General Home	6/11/2019		Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa		2 Union Funeral Home	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	
7/8/2019 16:09-27	Brandon Evans	none	Jason Reynolds Rachel Hawkins	6/14/2019		Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa		2 Rachel Hawkins, Jason Reynolds	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-pa	
7/8/2019 16:10-41	Brandon Evans	Lauren Day	MCANA	6/15/2019		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)		10 Neighborhood Leaders	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	
7/8/2019 16:13-17	Brandon Evans	Faith Chadwick	Madropole Neighborhood Meeting	6/25/2019		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)		Councilor Adamson, 40 Indian Streets (CPM)	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	
7/8/2019 16:14-30	Jordan Patterson	Brandon Evans, Faith Chadwick	Involved	6/13/2019	40 E St Clair St, Indianapolis, IN 46204	Booth - A table at a fair, festival, expo, etc. May include promoting a BIG bus on-site.		Millennials interested in getting involved in Indy's joint efforts	Booth - A table at a fair, festival, expo, etc. May include promoting a BIG bus on-site.	Booth - A table at a fair, festival, expo, etc. May include promoting a BIG bus on-site.	Booth - A table at a fair, festival, expo, etc. May include promoting a BIG bus on-site.	
7/8/2019 16:20-26	Brandon Evans	none	Keller Williams	6/25/2019		Lecture, guest speakers, panels, dinners, etc. that are not typical public input		50 Keller Williams realtors	Lecture, guest speakers, panels, dinners, etc. that are not typical public input	Lecture, guest speakers, panels, dinners, etc. that are not typical public input	Lecture, guest speakers, panels, dinners, etc. that are not typical public input	
7/8/2019 16:20-34	Jordan Patterson	Faith Chadwick	Transit Talk - MLK Community Center	6/19/2019	40 W 4th St, Indianapolis, IN 46208	Transit Talk - Small group (1-3 people) to a place or location for education, local mobility		10 General Public	Transit Talk - Small group (1-3 people) to a place or location for education, local mobility	Transit Talk - Small group (1-3 people) to a place or location for education, local mobility	Transit Talk - Small group (1-3 people) to a place or location for education, local mobility	

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7/16/2019 11:52:21	Faith Chadwick	Jordan Patterson	Westfield Rocks the 4th	7/16/2019	19000 Grand Park Blvd Westfield, IN 46074	Booth - A table at a fair, festival, expo, etc. May include bringing a BTO bus on-site.	1000	Westfield area residents	General IndyGo Updates, Red Line	Expansion of Red Line service into Westfield	Partnership with Transit Connect/MPO	
7/16/2019 11:54:58	Faith Chadwick	Brandon Evans	OSGNA Update/Community Meeting	7/16/2019	5065 W. 16th St Indianapolis, IN 46224	Community Meeting - Invited to speak at a community event (neighborhood association, Transit, etc.)	15	Spectator residents	General IndyGo Updates	N/A		
7/16/2019 12:09:25	Faith Chadwick	Jordan Patterson	Southside Community Services	7/16/2019	901 Shelby St Indianapolis, IN 46203	3 people go to a place or public event to educate, specialty mobile	6	Visitors to Southeast Community Services	General IndyGo Updates, Red Line	Left turn on the Red Line	Service changes with the implementation of the Red Line, extension of Veterans Passes	
7/22/2019 13:31:26	Faith Chadwick	Jordan Patterson	Mayor's Veterans Appreciation Day	7/22/2019	7300 E. Troy Ave Indianapolis, IN 46229	Booth - A table at a fair, festival, expo, etc. May include bringing a BTO bus on-site.	200	Veterans	Red Line, Veterans Passes	Impacts of Red Line construction on parking downtown		
7/22/2019 13:34:22	Faith Chadwick	Lauren Day, Jordan Patterson	Downtown Indy Partnership	7/22/2019	1 E. Ohio Street, Indianapolis, IN 46204	Stakeholder Meeting - Small group or individual meeting on certain topic, areas, not public	10	Downtown Indy parking managers	General IndyGo Updates, Red Line	Contribution on parking downtown		
8/5/2019 7:50:34	Brandon Evans	N/A	Neighborhood Advocates	7/11/2019	200 east Washington Street Indianapolis IN 46204	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	12	N/A	General IndyGo Updates, Red Line	Route changes		
8/5/2019 9:01:17	Jordan Patterson	N/A	MPD East Community Day	7/10/2019	5000 Brookside Pkwy S Indianapolis, IN 46201	Booth - A table at a fair, festival, expo, etc. May include bringing a BTO bus on-site.	500	N/A	General IndyGo Updates, Red Line	N/A		
8/5/2019 9:37:45	Jordan Patterson	James Miles	IndyGo Travel Training for IPS Staff	7/17/2019	201 E Washington St, Indianapolis, IN 46204	Training - Travel training, etc.	8	IPS Principals & Administrative Staff	Travel Training	Many were excited about partnership. Main concern was rush to finalize important details.		
8/5/2019 9:48:34	Jordan Patterson	James Miles	IPS Principals Introduction & Travel Training	7/16/2019	201 E Washington St Indianapolis, IN 46204	Training - Travel training, etc.	20	IPS Staff	IndyGo/IPS Pass Partnership	Security, Logistics, Policy		
8/5/2019 9:51:47	Jordan Patterson	Faith Chadwick	Mayor's Veterans Appreciation Event	7/20/2019	7300 E Troy, Indianapolis, IN 46229	Booth - A table at a fair, festival, expo, etc. May include bringing a BTO bus on-site.	1000	Veterans	General IndyGo Updates, Red Line, Veterans Pass Update	N/A		
8/5/2019 9:04:09	Jordan Patterson	Faith Chadwick	Girls Rock/Kids Rock the Park	7/29/2019	1500 Broad Ripple Ave Indianapolis, IN 46204	Booth - A table at a fair, festival, expo, etc. May include bringing a BTO bus on-site.	300	Broad Ripple Area Residents	General IndyGo Updates, Red Line	N/A		
8/5/2019 9:10:09	Jordan Patterson	Brandon Evans, Faith Chadwick	PPHS Downtown Open House	7/30/2019	48 West Maryland Street, Space H108 Indianapolis, IN 46204	Booth - A table at a fair, festival, expo, etc. May include bringing a BTO bus on-site.	400	Students & Parents of PPHS	General IndyGo Updates, PPHS & IndyGo Pass Partnership	How to start trip		
8/5/2019 9:14:02	Jordan Patterson	Faith Chadwick	PPHS Open House: Broad Ripple	7/31/2019	1405 Broad Ripple Ave Indianapolis, Indiana 46220, United States	Booth - A table at a fair, festival, expo, etc. May include bringing a BTO bus on-site.	100	Students & Parents of PPHS	PPHS & IndyGo Pass Partnership	How to Plan Trips, How to Get Pass		
8/7/2019 11:59:14	Naomi Oliver	Faith Chadwick, Jordan Patterson	Crown Hill NA National Night Out	8/7/2019	200 38th Street Indianapolis, IN 46208	Booth - A table at a fair, festival, expo, etc. May include bringing a BTO bus on-site.	200	Police, news	General IndyGo Updates, Red Line	Red Line specific questions		
8/9/2019 11:09:36	Naomi Oliver	Jordan Patterson, Faith Chadwick	Nona Commons Senior Assessment Presentation	8/7/2019	6805 Evergreen Indianapolis, IN 46240	Special Presentation - Invited to speak at a community event (panels, dinners, etc. that are not typical public input opportunities, often limited public audience)	45	Residents of apartment building, senior citizens, 45 veterans	General IndyGo Updates, Red Line	Route 16 changes, how to get to Red Line, route to use instead of 15		
8/14/2019 20:51:17	Susan Jones	None	On-bus shift route 17 Change	8/15/2019	Leaving the Transit Center at 11:00, returning at 8:30 p.m.	Meeting riders as they board and leave the bus	20	Users	General IndyGo Updates, Red Line	Will we still have service when our route goes away? Are they going to change us more routes?	Having a captive audience was VERY helpful. Some people had no clue what was happening, some had obviously been informed, and done quite a lot of research. I explained that even though the 17 was going away, they would still have service when the route was changed, but it was a bit different. I directed them to IndyGo website to view maps and schedules. I explained that even though the 17 was going away, they would still have service, but changed up a bit.	

Timestamp	Your Name	Other IndyGo Staff in Attendance	Name of Event/Meeting	Date of Event/Meeting	Event/Meeting Address	Type of Event/Meeting	Approximate Total Attendance of Event/Meeting	Major Stakeholders Present	Event/Meeting Area of Focus (You may select more than one)	Major Questions, Concerns, or Themes	Additional Notes	Approximate Number of People Engaged by IndyGo
8/15/2019 21:03:17	Susan Jones	None	On-bus shift route 17 College	8/15/2019	Lakeland Transit Center 3:00 p.m. on bus, and returning to Transit Center 4:50 p.m.	Engaging riders as they boarded and rode the bus	25 riders		General IndyGo Updates, Red Line, addressing fare changes	Why don't we have better bus service on the west side? Will IndyGo net to check-out schedules, maps and other information to help riders? "When will we have service to more than the 11:00-12:35 run, I would hope we might do this an hour later, thus meeting off-hour riders."	Most riders were very appreciative of the information service on the west side? Will IndyGo net to check-out schedules, maps and other information to help riders? "When will we have service to more than the 11:00-12:35 run, I would hope we might do this an hour later, thus meeting off-hour riders."	25
8/27/2019 12:53:55	Ollie Howe	Driver	Ride 19 11-1	8/27/2019	Route 19	Riding bus	20 Riders		Route changes off Meridian	Start with a 10 min station stop. Wanted about stop	discussing stickers.	20
8/27/2019 12:57:30	Ollie Howe	Driver	Route 39 3-5	8/27/2019	Route 39	Ridin bus	30 Riders		General IndyGo Updates	Interface with Red Line at 22nd and Central Ave route changes. Some needed Meridian above 22nd		30
8/27/2019 13:08:43	Leah Beth	Jordan Patterson (for 1st 1/2 hour, I think - volunteer came)	Food and Transit	7/12/2019	Jules M. Carson Transit Center	Both - A table at a fair, bringing a BFO bus on-site	Bus riders who wanted to grow	25 Growing Places Indy	Jules M. Carson Transit Center	Collection of rider applications/commentary on service		15
8/27/2019 13:16:29	Leah Beth	Erin Ladden and Richard Miller	Food and Transit	8/9/2019	Jules M. Carson Transit Center	Both - A table at a fair, bringing a BFO bus on-site	25 Bus riders		Transit center	Collection of rider/producers shopper demographics		15
8/27/2019 13:29:28	Leah Beth	Drivers of routes 18 and 26	On-bus informational shift related route changes	8/12/2019	The bus that can routes 18 and 26	Information - Brochure/etc., no attendance	60 26 between 1 and 5 PM	Riders of Routes 18 and 26	Routes 18 and 26	I got many questions about transfers that will need to be made. We will need to do positive new ending point of Route 18, namely from North Central suburbs and people north side of the current Route 18.		10
8/27/2019 14:52:01	Leah Beth	Red Line table Brandon, Mattia, etc.)	Riding Route 39	8/12/2019	Route 39	Route ride	60 Bus riders		Red Line, Changes to Route 39 terminate	It wasn't immediately clear from the terminate how people's journeys were going to be affected by changes to the route. We need to just build everyone who reported regularly taking Route 39 to check their usual departure times and see how the changes that they would be experiencing.		10
8/27/2019 16:46:06	Richard Miller	Erin Ladden and Jordan Miller	Talking	8/9/2019	DTC	Internal - Talking for IndyGo employees	40 777		General IndyGo Updates, Red Line, Sales (transfers)	Route changes and time		50
8/29/2019 14:44:32	Ollie Howe	Driver	Onboard education on 18	8/29/2019	Route 18	Onboard education	20 Riders above Broad	Riders above Broad	General IndyGo Updates, Red Line	Connections with Red Line and need more brochures for 26, 86 and 90. Also concern about the bus that can route 18 and 26. The driver from the front I gave elevator speeches in the back. We handed out change brochures, Red Line updates, and schedules for Red Line.		20
8/29/2019 13:15:41	Ollie Howe	Driver Jeffrey and 1A Bob	Onboard education on 39	8/29/2019	Route 39 11-1	Onboard education	16 Riders		General IndyGo Updates, Red Line	Route changes and transfers		45
8/29/2019 17:57:36	Ollie Howe	Driver Arnon	Onboard education on 39	8/29/2019	Route 39	Rider education	100 Riders		General IndyGo Updates, Red Line	Route changes, transfers to Red Line	Full outreach, 80% received. Lots of interest, handed out schedules, change brochures and helped with trip planning	65
9/22/2019 21:26:02	Susan Jones	Estelle Perkins, fellow transit ambassador	Red Line Week One	9/22/2019	College Station	Red Line station meet & greet	25 riders		General IndyGo Updates, Red Line, Orientation	About half the people we met had never boarded an IndyGo bus before. We waited over 45 minutes for a southbound bus. When it came, we got on bc we were over our time. The announcement on the bus was read up over our time, saying we were on the bus for the ride, and enjoying conversation. The announcement on the bus we rode back to town was not working at all. The bus was not working, very often, and especially understanding and had to help one another, especially boarding and exiting the buses. Every bus, including the bus on which we rode, was full, with standing room only. No one was happy with the bus stop, though incomes were full between 6 and 8 or 10 from Motor boarded for the Launch party at		25

C-42

C-43

Timestamp	Your Name	Other IndyGo Staff in Attendance	Name of Event/Meeting	Date of Event/Meeting	Event/Meeting Address	Type of Event/Meeting	Approximate Total Attendance of Event/Meeting	Major Stakeholders/Populations in Attendance	Event/Meeting Areas of Focus (May select more than one)	Major Questions, Concerns, or Themes	Additional Notes	Approximate Number of People Engaged by IndyGo
			Transit Ambassador Outreach DTC	4/2/2019	Small group (1-3 people) go to a place or public event to educate locally mobile	Street Team - Small group (1-3 people) go to a place or public event to educate locally mobile	26	26 N/A	General	Will buses running at 4 am run at that time when new system starts	One person interested in being a Transit Ambassador, directed her to indygo.net	

Public Involvement Program

IndyGo's Public Involvement Program was adopted in May 2015; a full copy is provided herein.

INDYGO

PUBLIC INVOLVEMENT PROGRAM

MAY 2015
WWW.INDYGO.NET
317.635.3344



PURPOSE AND OBJECTIVES

An effective public involvement program provides for an open exchange of information and ideas between the public and transportation decision makers. The objective of IndyGo's public involvement process is to support proactive public involvement at all stages of planning and project development.

IndyGo seeks public feedback on a variety of decisions, including:

- Service and Fare Changes
- Annual Operating Budget
- Title VI related policy development

Each time decisions need to be made on one of these items, IndyGo will utilize its public involvement program to ensure it is meeting these performance objectives, especially in consideration of low income and minority populations:

- Early and continuous involvement
- Reasonable public availability of technical information
- Collaborative input on alternatives, evaluation criteria and mitigation needs
- Open public meetings
- Access to the decision-making process prior to closure

AFFECTED PUBLIC AND STAKEHOLDERS

IndyGo strives to reach many audiences in its public outreach and engagement strategies. For each individual plan, project or program that calls for public involvement, IndyGo will identify the stakeholders who are either directly or indirectly affected. Those who may be adversely affected or who may be denied benefit of a plan, project or program are of particular interest in the identification of stakeholders. IndyGo's stakeholders include, but are not limited to:

- IndyGo Riders
- Minority Populations
- Limited English Proficiency (LEP) Populations
- Low-Income Populations
- Those with Disabilities
- Neighborhood Associations
- The City of Indianapolis Leadership
- Indianapolis City-County Council
- Other regional and municipal transit providers including: Commuter Connect, IUPUI Shuttle Services, Ivy Tech Shuttle Services, Access Johnson County, Central Indiana Regional Transit Authority, Janus Developmental Services, Hamilton County Express
- Hamilton and Johnson Counties
- IndyGo Board of Directors
- IndyGo Open Door Service
- Major Employers
- Major Colleges, Universities and School Districts
- Non-profits and private businesses

ENGAGEMENT TECHNIQUES

To ensure that all segments of the community are included in the process, IndyGo will use some or all of the following techniques to engage with the public. The public outreach strategies used in any particular instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach.

Public Meetings

- *Community Organizations* - IndyGo will arrange to speak at Community Development Corporations, Neighborhood Associations and other community meetings that will be affected by impending plans or service changes. At each meeting IndyGo will present information on the purpose, need, background and milestones of IndyGo services and updates being discussed, engage in dialogue about how each population is affected and take comment on the plans.
- *Public Open Houses* - IndyGo may host a public open house to engage with the public on how changes to service, fares or other projects could affect them. Open houses are an informal meeting at an easily accessible, public space where information on the purpose, need, background and milestones of IndyGo services and updates being discussed are displayed for the public to view. IndyGo staff will be available to interact with the public in attendance, answer questions and take comments on any of the plans. Comment cards will also be available for those who do not wish to speak with an IndyGo staff member.
- *Public Hearings* - IndyGo hosts public hearings to present its annual budget among other plans. In the case of a public hearing, IndyGo will give information on the purpose, need, background and milestones of IndyGo services and updates being discussed and take either verbal or written public comment at the conclusion. No dialogue will be had at a public hearing. It is a forum for voicing opinions only.

Social Media: Twitter/ Facebook

IndyGo will utilize its social media presence to engage in dialogue with the public. All upcoming projects and plans will be posted to IndyGo's Twitter and Facebook accounts for followers to leave comment. Where appropriate, IndyGo staff will follow-up with each on an individual basis.

Surveys

IndyGo creates a variety of surveys to engage with the public and learn more about its constituents. When appropriate in the planning process, IndyGo will make a survey available to the public to gauge public opinion and respond accordingly.

Call Center

IndyGo will utilize its Customer Service Call Center as a two-way engagement tool to communication upcoming projects and plans. Call Center staff are informed of all major projects underway, public meetings as well as impending service or fare changes to answer any questions callers may have. If a caller would like someone from IndyGo's staff to return their call, the Call Center will log their comment and assign it to the correct department for follow-up.

NOTIFICATION PROCEDURES

IndyGo uses a variety of outlets to notify affected groups including current riders of IndyGo, transit stakeholders, Marion County taxpayers with special consideration of low income and minority populations, about upcoming public meetings and transportation plans, programs, and projects. The notification procedures used in any particular instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach.

On-Board Notifications

IndyGo will notify current riders of any public meetings or plans that may affect them with on-board announcements and service alert cards. On-board announcements are created on a case by case basis to announce potential impacts to riders. They are pre-recorded and set to play at a set interval between stop announcements and general messages to insure those riding the bus will hear about potential impacts to their travel. IndyGo also creates a monthly service alert card that is posted on the interior of the bus with construction and event detours as well as any upcoming public meeting dates and the phone number to IndyGo's Customer Service Call Center for those seeking more information.

Web Content and Monthly E-Newsletter

IndyGo will notify anyone who visits IndyGo.net or subscribes to IndyGo's e-newsletter, of public meetings and upcoming transportation plans, programs, and projects. Large scale projects will be given their own web page, while smaller scale projects will be presented in a blog post or e-newsletter highlighting key initiatives.

Social Media: Twitter/ Facebook

IndyGo will notify those that follow IndyGo on Twitter or Facebook of all upcoming public meetings and plans with several posts leading up to the event.

Media

IndyGo will issue a press release and be available for interview about any scheduled public hearings or proposed changes to IndyGo service to the media to reach those that do not regularly interact with IndyGo.

Local Media includes, but is not limited to:

- Indianapolis Associated Press (AP)
- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal
- La Voz
- Local Network Television: 4, 6, 8, 13, 59
- Radio One
- WFYI
- WIBC
- WTTS

Legal Notices

IndyGo will purchase advertisements in one or more of the following publications to announce public meeting dates and times in attempt to reach as many Marion County residents as possible:

- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal

EDUCATION AND ASSISTANCE TECHNIQUES

IndyGo offers a variety of education and assistance techniques to help its constituents get an accurate and full public understanding of the transportation problem, potential solutions and obstacles and opportunities within various solutions to the problem.

To educate its constituents, IndyGo holds public meetings to engage with attendees and help them understand impending plans. In the event of a public meeting, IndyGo will ensure:

- Dates and times are released well in advance.
- It is held at convenient and accessible locations and times.
- Visualization techniques are employed to more clearly show plans.
- Information is available in via print and electronically accessible formats, on the IndyGo web site.
- The public review and comment period lasts well beyond the meeting to garner the most input.
- All reasonable requests for access to large print, Braille and other special services for non-English speakers or people with disabilities with at least three days' notice.

CONSIDERATION OF PUBLIC INPUT

IndyGo takes public comment and suggestions very seriously and will revise plans if there is a large public consensus against proposals. When plans are updated, IndyGo will notify the public of the changes through all the same avenues they were originally broadcast. Once a comment period is closed, IndyGo will publish a summary of all public engagement efforts and public comment.

The summary will be available in IndyGo's board packet for the month it was submitted to the IndyGo Board of Directors for approval. Board packets are available on IndyGo.net for the public to download after each meeting date. It can also be obtained by calling the IndyGo Customer Service Call Center at 635.3344 or submitting a comment online at IndyGo.net.

EVALUATION OF PUBLIC INVOLVEMENT

IndyGo will debrief internally after each public outreach and engagement campaign to identify what strategies did or didn't work well. The evaluation will allow IndyGo to adjust its next public involvement plan to better suit the needs of the community and IndyGo passengers.

To help with our program evaluation, IndyGo will use some or all of these measurable performance objectives as they specifically related to the proposed project, plan or activity:

- Website traffic
- Number of e-newsletters distributed and opened
- Social Media reach
- Media coverage
- Number of contacts made with community organizations, specifically in low income and minority neighborhoods
- Number of comments received by IndyGo Customer Service Call Center
- Number of participants who attended public open houses, public hearings or community meetings
- Percentage of public open house or public hearing attendees who heard about meeting from each outreach effort
- Number of survey responses received

IndyGo's Public Involvement Program will be reviewed in its entirety every three years at a minimum to ensure the core principles and best practices are up to date. The evaluation process will require IndyGo staff to track the effectiveness of public participation activities and techniques and make recommendations for adjustments.

LEGAL AUTHORITY & COMPLIANCE

The IPTC Public Involvement Program was developed in accordance with applicable federal law and the following federal circulars:

- FTA C 4702.1B – Title VI Requirements and Guidelines for Federal Transit Administration Recipients
- FTA C 4703.1 – Environmental Justice Policy Guidance for Federal Transit Administration Recipients

In accordance with 49 U.S.C. 5307 and by resolution of the IPTC Board of Directors, IndyGo relies on the public participation process of the Indianapolis Metropolitan Planning Organization (MPO) for the Program of Projects (POP).

In establishing an overall Disadvantaged Business Enterprise goal for the corporation, IPTC provides for public participation in accordance with 49 CFR Part 26.

APPENDIX D. SUBRECIPIENT COMPLIANCE

Sample Documents Provided to Subrecipients

Site Visit Checklist

IPTC-JARC-&-NEW-FREEDOM-¶ SITE-VISIT-CHECK-LIST¶

Subrecipient: _____ → Date: _____ ¶

Reviewer Initials: _____ ¶

¶

I. → VEHICLE-PROCUREMENT¶

- _____ → Process used (Bid, State-QPA, etc) & document review ¶
- _____ → Solicitation notices (if applicable) → ¶
- _____ → Vendor response(s) ¶
- _____ → Other ¶

¶

II. → VEHICLE-MAINTENANCE¶

- _____ → Policies ¶
- _____ → Provider ¶
- _____ → Records review sample (e.g. inspection sheets, maintenance logs) ¶
- _____ → Other ¶

¶

III. → VEHICLE-OPERATION¶

- _____ → Operational policies/procedures ¶
- _____ → Operator driver licenses & training ¶
- _____ → Drug/alcohol policies ¶
- _____ → Fare revenue ¶
- _____ → Trip log sheets ¶
- _____ → Other ¶

¶

IV. → VEHICLE-INSPECTION¶

- _____ → Fleet storage ¶
- _____ → VIN # verification, Year, Make & Model ¶
- _____ → Accessibility equipment ¶
- _____ → Condition: External & Internal ¶
- _____ → Mileage ¶
- _____ → Other ¶

¶

V. → FINANCIAL-REVIEW¶

- _____ → Accounting capacity/experience (internal staffing or outsourcing) → ¶
- _____ → A133 audit requirement ¶
- _____ → Financial Statement (e.g. local share documentation) ¶
- _____ → Audit Report Review (most recent) ¶
- _____ → Other ¶
- _____ ¶

¶

VI. → CLAIMS-PROCESS-REVIEW¶

- _____ → Claims process review ¶
- _____ → Claims review (inc. sampling reimbursement claims submitted) ¶
- _____ → Tier review and determination ¶
- _____ → Other ¶

¶

VII. → COMPLIANCE-REVIEW¶

- _____ → Certifications & Assurances ¶
- _____ → Title VI ¶

¶

JARC/NF site visit checklist-rsb/12-11-13-REVISED ¶

Information on Title VI

Title VI Compliance --- Information for Subrecipients ¶

¶

What is Title VI? ¶

Title VI of the Civil Rights Act of 1964 addressed discrimination in most areas of public life in the United States. Title VI states: "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Title VI is important because it ensures that public services, including transportation, are provided in a non-discriminatory manner. ¶

¶

How does Title VI affect IndyGo? ¶

The U.S. Department of Transportation (DOT) regulations implementing Title VI requires the collection of data and other information to enforce the statute. Further, the Federal Transit Administration (FTA) as part of DOT has established a program of grantee reviews assessing compliance with all Title VI regulations. The review includes an evaluation of each agency's policies, procedures and recordkeeping. IndyGo must ensure to FTA that federally supported transit services and related benefits are distributed in an equitable manner with no discrimination on the grounds of race, color or national origin. Since IndyGo supports its grantees with federal funds, IndyGo must ensure that all subrecipients also comply with the applicable parts of Title VI. Noncompliance with Title VI can cause federal funding to be conditioned or withheld. ¶

¶

How will IndyGo assist subrecipients? ¶

IndyGo will inform all subrecipients about Title VI requirements in writing and provide sample materials such as a sample complaint form and sample Title VI public notice. Comprehensive Title VI training for subrecipients will coincide with the annual "call for projects" meeting. IndyGo's Title VI Program documentation will also be provided to all subrecipients. ¶

¶

How will IndyGo monitor subrecipients? ¶

Subrecipients will submit their Title VI Program documentation to IndyGo. All Title VI Program documentation will be due from subrecipients in 2014. The IndyGo Director of Compliance and Civil Rights will complete a compliance review of each subrecipient and issue a review letter advising the subrecipient that they are either in compliance or that follow-up is needed. Subrecipients are also monitored for Title VI compliance during site visits. All subrecipients annually complete the FTA required Title VI certifications and assurances as well. In addition, IndyGo monitors subrecipients by requiring Title VI complaint reports and a summary of public outreach and involvement activities on an annual basis. IndyGo will provide templates for report submissions where appropriate. ¶

¶

Resources for subrecipients: ¶

• Title VI Circular 4702.1B --- "Title VI Requirements and Guidelines for FTA Recipients" ¶

• FTA's Title VI homepage --- <http://www.fta.dot.gov/civilrights/12328.html>. ¶

• FTA's Civil Rights Training Materials --- <http://www.fta.dot.gov/civilrights/12885.html>. ¶

Sample Title VI Complaint Form

SAMPLE TITLE VI COMPLAINT FORM (from FTA Circular C-4702.1B)

¶

Background

Recipients must create and make available a Title VI Complaint Form for use by customers who wish to file a Title VI complaint. The complaint form shall be available on the recipient's website. A recipient's Title VI Complaint Form shall specify the three classes protected by Title VI—race, color, and national origin—and allow the complainant to select one or more of those protected classes as the basis/bases for discrimination. The Title VI Complaint Form is a vital document. If any of the Limited English Proficient (LEP) populations in your service area meet the Safe Harbor threshold (see Chapter III), then the procedure should be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold.

The sample below is provided for the purposes of guidance only.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information				

¶

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¶

of any witnesses. If more space is needed, please use the back of this form.		
Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____		
<input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____		
<input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature _____ Date _____

Please submit this form in person at the address below, or mail this form to:
City of USA Title VI Coordinator
1234 Center Street
City of USA, State 11111

Sample Title VI Complaint Procedure

SAMPLE-TITLE-VI-COMPLAINT-PROCEDURE¶

(from FTA Circular C-4702.1B)¶

Background

Recipients' Title VI Programs must include a copy of the agency's Title VI complaint procedure. The complaint procedure and complaint form shall be available on the recipient's website. The Title VI Complaint Procedure is a vital document. If any of the Limited English Proficient (LEP) populations in your service area meet the Safe Harbor threshold (see Chapter III), then the complaint procedure should be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold. At a minimum, the complaint procedure should include a notice—"If information is needed in another language, then contact [phone number]"—should be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold.

The sample below is provided for the purposes of guidance only.

SAMPLE Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of USA Transit Authority (hereinafter referred to as "the Authority") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The City of USA Transit Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has XX days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has XX business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within XX business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has XX days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

¶

Sample Title VI Notice to the Public

SAMPLE NOTICE TO THE PUBLIC¶

(from FTA Circular C-4702.1B)¶

¶

Background: A Title VI Notice to the Public must be displayed to inform a recipient's customers of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. Many agencies display their Title VI Notices in transit facilities (e.g., headquarters, transit shelters and stations, etc.) and on transit vehicles (e.g., buses, rail cars, etc.). The Title VI Notice is a vital document. If any of the Limited English Proficiency (LEP) populations in your service area meet the Safe Harbor Threshold, then the Notice should be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold. At a minimum, this statement in the Notice—"If information is needed in another language, then contact [phone number]"—should be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold.¶

The sample Title VI Notice below is provided for the purposes of guidance only.¶

Notifying the Public of Rights Under Title VI **THE CITY OF USA**

- The City of USA operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of USA.
- For more information on the City of USA's civil rights program, and the procedures to file a complaint, contact 800-555-1212, (TTY 800-555-1111); email title.vi.complaint@city.ca.us; or visit our administrative office at 1234 Center Street, City of USA, State 11111. For more information, visit www.city.ca.us
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 800-555-1212.
 - MAKE SURE THE SENTENCE ABOVE IS ALSO PROVIDED IN ANY LANGUAGE(S) SPOKEN BY LEP POPULATIONS THAT MEET THE SAFE HARBOR THRESHOLD

¶

IPTC-12-31-13¶

¶

Title VI Program Checklist

¶

Title VI Program Checklist¶

Each subrecipient is required to submit the following information to the Indianapolis Public Transportation Corporation (IPTC):¶

GENERAL REQUIREMENTS¶

All subrecipients must submit:¶

- ..Title VI Notice to the Public, including a list of locations where the notice is posted¶
- ..Title VI Complaint Procedures (e.g., instructions to the public regarding how to file a ..Title VI discrimination complaint).¶
- ..Title VI Complaint Form¶
- ..List of transit-related Title VI investigations, complaints and lawsuits¶
- ..Public Participation Plan, including information about outreach methods to engage .. minority and limited-English-proficiency (LEP) populations, as well as a summary of outreach efforts made since the last Title VI Program submission¶
- ..Language Assistance Plan for providing language assistance to persons with limited .. English proficiency, based on the DOT LEP Guidance¶
- ..A table depicting the membership of any non-elected committees and councils, the .. membership of which is selected by the subrecipient, broken down by race, and a .. description of the process the agency uses to encourage participation of minorities on .. such committees¶
- ..A Title VI equity analysis, if the recipient has constructed a facility, such as a vehicle .. storage facility, maintenance facility, operation center, etc.¶
- ..A copy of board meeting minutes, resolution, or other appropriate documentation .. showing the board of directors or appropriate governing entity or official(s) responsible .. for policy decisions reviewed and approved the Title VI Program. The approval must .. occur prior to submission to IPTC.¶

¶

REQUIREMENTS OF TRANSIT PROVIDERS¶

All fixed-route transit providers must submit:¶

- ..All requirements set out under GENERAL REQUIREMENTS (above)¶
- ..Service standards¶
- → ..Vehicle load for each mode¶
- → ..Vehicle headway for each mode¶
- → ..On-time performance for each mode¶
- → ..Service availability for each mode¶
- ..Service policies¶
- → ..Transit amenities for each mode¶
- → ..Vehicle assignment for each mode¶

¶

¶

¶

IPTC-1.3-14¶

¶

¶

Transit providers that operate 50 or more fixed-route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the "major service change policy," "disparate impact policy and disproportionate burden policy"
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

¶

REQUIREMENTS OF MPOs

Metropolitan Planning Organizations and other planning entities must submit:

- All requirements set out under GENERAL REQUIREMENTS (above)
- All requirements set out under REQUIREMENTS OF TRANSIT PROVIDERS (above) if the MPO is a provider of fixed-route public transportation
- Demographic profile of the metropolitan area
- A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process
- Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- Analysis of the MPO's transportation system investments that identifies and addresses any disparate impacts
- Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance (if requested)
- Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner (if requested)

¶

IPTC-1-3-14¶

¶

Subrecipient Compliance

Subrecipient Compliance Review Data

Subrecipient Title VI Compliance Review Data 2019

[illegible]

Sample Letter to Subrecipients Regarding Compliance



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
T: 317.635.2100
F: 317.634.6585
www.IndyGo.net

November 25, 2019

Amy Sczesny
Catholic Charities
Indianapolis, IN 46202

SENT VIA EMAIL TO: Asczesney@archindy.org
SENT VIA U.S. MAIL

RE: **NOTICE OF NON-COMPLIANCE-TITLE VI SUBRECIPIENT COMPLIANCE REVIEW**

Dear Amy,

49CFR 21.9(B) and FTA Circular C4702.1B require Indianapolis Public Transportation Corporation (dba IndyGo) to monitor subrecipient compliance with Title VI of the Civil Rights Act of 1964 at least once every three (3) years. A letter was sent to you on October 14, 2019, requesting you to submit your Title VI plan. As of November 23, 2019, I have not received your plan. Accordingly, I find that you are noncompliant with Title VI requirements. Please correct your noncompliance and submit a Title VI plan by **December 13, 2019. Failure to comply may result in penalties or damages being assessed as provided for in the 5310 Grant Agreement.**

Thank you in advance for your cooperation.

Sincerely,

Marilyn Sadler

Marilyn Sadler, Attorney
Director of Compliance and Civil Rights
IPTC/IndyGo
1501 West Washington Street
Indianapolis, IN 46222
msadler@indygo.net
T: 317.614.9272
F: 317.634.6585
www.IndyGo.net

CC: Ryan Wilhite
5310 Program Manager

APPENDIX E. SERVICE STANDARDS

2018 Service Standards Approval – Meeting Minutes

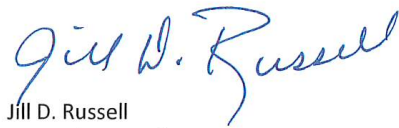
IndyGo Agenda
December 6, 2018
Item No. A – 1

TO: Board of Directors
FROM: Jill D. Russell, General Counsel

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on October 25, 2018.

RECOMMENDATION: Approve the minutes for the above listed meeting.



Jill D. Russell
General Counsel

Attachment

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS MEETING
MINUTES**

THURSDAY, October 25, 2018

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00 pm, on Thursday, October 25, 2018, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

Board members present at commencement of the meeting and comprising a quorum were:

Danny Crenshaw, Chair
Juan Gonzalez, Vice-Chair
Tommie Jones, Secretary
Mark Fisher, Board Member
Adairius Gardner, Board Member

IPTC executive staff in attendance:

Michael Terry, CEO/ President
Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance
Roscoe Brown, COO/VP of Operations
Bryan Luellen, VP of Public Affairs and Communications
Marcus Burnside, Interim CIO

RECOGNITIONS:

Danny Crenshaw presented Alan Rowland with a plaque honoring him for his 10 years of service on the Board of Directors at IndyGo. Mike Terry read a letter from Mayor Hogsett thanking Mr. Rowland for his dedication and service.

ACTION ITEM 1: APPROVAL OF MINUTES FROM BOARD MEETING SEPTEMBER 27, 2018

Motion for approval by Juan Gonzalez and seconded by Tommie Jones passed unanimously.

ACTION ITEM 2: TASK ORDER FOR MAINTENANCE AREA RENOVATIONS DESIGN

Presented by LaTeeka Washington for approval of Task Order to Etica for Design of Phase II Facility Renovations. Motion for approval by Juan Gonzalez and seconded by Mark Fisher carried unanimously.

ACTION ITEM 3: APPROVAL OF SERVICE STANDARDS

Presented by Jerome Horne for adoption of 2018 Service Standards. Motion for approval by Mark Fisher and seconded by Juan Gonzalez carried unanimously.

ACTION ITEM 4: CONSIDERATION AND APPROVAL OF GROUP HEALTH/MEDICAL INSURANCE

Presented by Teresa Boone for approval to enter into a one (1) year contract with Anthem Blue Cross Blue Shield. Motion for approval by Juan Gonzalez and seconded by Tommie Jones carried unanimously.

ACTION ITEM 5: CONSIDERATION AND APPROVAL OF GROUP VISION INSURANCE

Presented by Teresa Boone for approval to enter into a four (4) year contract with Anthem Blue Cross Blue Shield. Motion for approval by Juan Gonzalez and seconded by Tommie Jones carried unanimously.

ACTION ITEM 6: APPROVAL OF PURPLE LINE CONSTRUCTION MANAGEMENT TASK ORDER

Presented by Sri Venugopalan for approval to issue Task Order #1 to Butler, Fairman & Seufert for construction services at 60% design. Motion for approval by Juan Gonzalez and seconded by Adairius Gardner carried unanimously.

ACTION ITEM 7: APPROVAL OF TASK ORDER FOR RURAL STREET UNDERPASS DESIGN

Presented by Justin Stuehrenberg for approval of Task Order to Shrewsberry for design and bid documents for Rural Street underpass lowering. Motion for approval by Tommie Jones and seconded by Juan Gonzalez carried unanimously.

ACTION ITEM 8: RESOLUTION FOR FREE TRANSIT RIDES ON ELECTION DAY NOVEMBER 6TH

Presented by Mike Terry for approval of free rides on November 6, 2018, Election Day. Motion for approval by Tommie Jones and seconded by Adairius Gardner carried unanimously.

INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR SEPTEMBER 2018

Nancy Manley presented the report. The report was accepted.

INFORMATION ITEM 2: TRANSIT PROJECTS UPDATE

Justin Stuehreberg provided a presentation. A copy of the presentation is attached. The report was accepted.

INFORMATION ITEM 3: OPEN DOOR-PARATRANSIT UPDATE

Roscoe Brown provided the Board the six- month update on the TransDev contract and he latest quarterly customer approval ratings, which are down
The call center and dispatchers will be relocating to a warehouse on Rural and I-70. The move should be completed by the end of October or first week of November.

To improve service, TransDev brought in staff from Illinois to assist in training drivers, dispatch and HR personnel. In addition, fifteen (15) new paratransit vehicles have been received to support these improvements. Open Door is also offering taxi vouchers to help with meeting the demand. The Board

expressed disappointment and inquired about contract enforcement measures and utilization of other resources to improve service. Board member Adairius Gardner requested that someone from TransDev be present at the December 6th meeting. The report was accepted.

INFORMATION ITEM 4: FARE SYSTEM & POLICY

John Marron provided the report. A copy of the presentation is attached. The report was accepted.

INFORMATION ITEM 5: CEO UPDATE

President and CEO Mike Terry recognized Greg Meyer from the Mobility Advisory Committee (MAC). Marcus Burnside was introduced as the Interim CIO. Mr. Terry advised the Board that Congress has a continuing resolution for the budget through December 7, 2018. As there will be no board meeting in November, the next meeting will be on December 6th, 2018. The report was accepted.

DEPARTMENT REPORTS 1-4:

The Board and public are directed to the reports contained in the Board Packet.

ADJOURNMENT:

Chair Danny Crenshaw adjourned the meeting at approximately 6:42pm.


Jill D. Russell
General Counsel

2018 Service Standards, Amended Approval – Meeting Minutes

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019



1. CALL TO ORDER AND ROLL CALL

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Juan Gonzalez at 5:03 pm, Thursday October 24, 2019, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

1.1 ROLL CALL

Attendee Name	Title	Status
Juan Gonzalez	Chair	Present
Mark Fisher	Vice Chair	Present
Tommie Jones	Secretary	Present
Gregory Hahn	Treasurer	Absent
Adairius Gardner	Board Member	Present
Richard Wilson	Board Member	Present
Danny Crenshaw	Board Member	Absent

A quorum was present.

1.2 ORDERS OF THE DAY

President/CEO Inez Evans request to move Agenda Item A-1 – A-8, to the Consent Agenda from the Regular Agenda, Chair Juan Gonzalez, to accept the Order of the Day:

RESULT: ACCEPED-Agenda Item A-1 – A-8
 MOVER: Richard Wilson
 SECONDER: Everyone
 AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson
 NOES: None
 ABSENT: Danny Crenshaw, Gregory Hahn

2. AWARDS AND COMMENDATION

NONE

3. PUBLIC HEARINGS

There were no Public Hearings

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019

4. COMMITTEE REPORTS

- I.1. Financial report for September 2019 - Nancy Manley
- I.2. Service Committee – Roscoe Brown

5. CONSENT AGENDA

Upon staff recommendation motion for consent approval by Chair Juan Gonzalez for Agenda Items A 1-8 the following:

- A.1. ACTION ITEM – APPROVE THE Board of Directors Regular Meeting Minutes of September 26, 2019.
- A.2. ACTION ITEM – Approval of Facility Cameras Replacement.
- A.3. ACTION ITEM – Approval of Vendor for DTC Deep Cleaning Janitorial Service.
- A.4. ACTION ITEM – Approval of Vendor for IPTC Headquarters Deep Cleaning Janitorial Service.
- A.5. ACTION ITEM – Approval of Data Analytics and Real Time Information Software.
- A.6. ACTION ITEM – Approval of Task Order for Training & Contingency Operations Facility Additional Design.
- A.7. ACTION ITEM –Approval of Retroactive Adoption of Service Standards.
- A.8. ACTION ITEM – Approval of Addition to Printing Budget.

RESULT: ACCEPED-Agenda Item A-1 – A-8
MOVER: Richard Wilson
SECONDER: Adairius Gardner
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson
NOES: None
ABSENT: Danny Crenshaw, Gregory Hahn

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019

6. REGULAR AGENDA

- A.9. ACTION ITEM – Approval of Contract with Anthem Blue Cross and Blue shield for Medical Coverage.

Jeff Brown, Interim VP of Human Resources referenced Agenda Item A-9 we request that the Board authorize the President and CEO to negotiate and enter into a one (1) year contract with Anthem Blue Cross Blue Shield under a Partially Self-Funded contract for group health premiums and insurance coverage for current member enrollment of 851 employees with a projected annual cost of \$10,414,786, subject to increase or decrease based on future enrollments and claims experience.

- A.-10. ACTION ITEM – Approval of Contract with Delta Dental for Dental Coverage

Jeff Brown, Interim VP of Human Resources referenced Agenda Item A-10 we request that the Board authorize the President and CEO to negotiate and enter into a two (2) year contract with Delta Dental for group dental premiums and coverage for current member enrollment at a projected annual cost of \$339,607.92 subject to increase or decrease based on future enrollments and claims experience.

- A.11. ACTION ITEM – Approval of Contract with Cigna for Group Life, Long-Term & Short-Term Disability Coverage

Jeff Brown, Interim VP of Human Resources referenced Agenda Item A-11 we request that the Board authorize the President and CEO to negotiate and enter into a three (3) year contract with Cigna for Group Short/Long-term Disability and Life and Accidental Death and Dismemberment premiums and coverage for current member enrollment at a cost of \$525,732, subject to increase based on future enrollment.

RESULT: APPROVED-Agenda Items A.9 – A.11
MOVER: Richard Wilson
SECONDER: Mark Fisher
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson
NOES: None
ABSENT: Danny Crenshaw, Gregory Hahn

- A.12. ACTION ITEM – Retroactive Adoption of Service Standards

Justin Stuehrenberg, VP of Planning and Capital Projects referenced Agenda Item A-12
IndyGo staff shall have the authority to extend free rides on the Red Line up to the 9th

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019

of December 2019, based on vendor completion of project milestones plus adequate time for public education.

RESULT: APPROVED -Agenda Item A-12
MOVER: Adairius Gardner
SECONDER: Mark Fisher
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson
NOES: None
ABSENT: Danny Crenshaw, Gregory Hahn

I.1 INFORMATION ITEM – Receive a Mobility Advisory Committee (MAC) Update.
Greg Meyer, Chair Mobility Advisory Committee

I.3. INFORMATION ITEM – Receive a Paratransit Update.

Mike Roth, Director of Mobility Services, paratransit seeing a renewed committed relationship from Transdev with immediately improvements in customer service. There has been a 90% On Time Performance for 13 days last month and 3 days at 95%. These achievements have become possible due to the new technology updates, a new dispatch counsel which has real time activity board, also a working action plan. The customer complaints have decreased.

I.4. INFORMATION ITEM – Receive an CEO Update.

Inez Evan, President/ CEO, For the month the Red Line had 246,000 riders which was 25% of our total ridership. Ridership is up 30% from last year at this time.
Inez Evans, President/CEO was appointed to APTA Board of Directors and the APTA Leadership Committee.

7. OTHER ITEMS

None

8. CLOSED SESSION

None

9. ADJOURNMENT

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019

On order of Chairperson Gonzalez and there being no objection, the meeting was adjourned at 5:40 p.m.



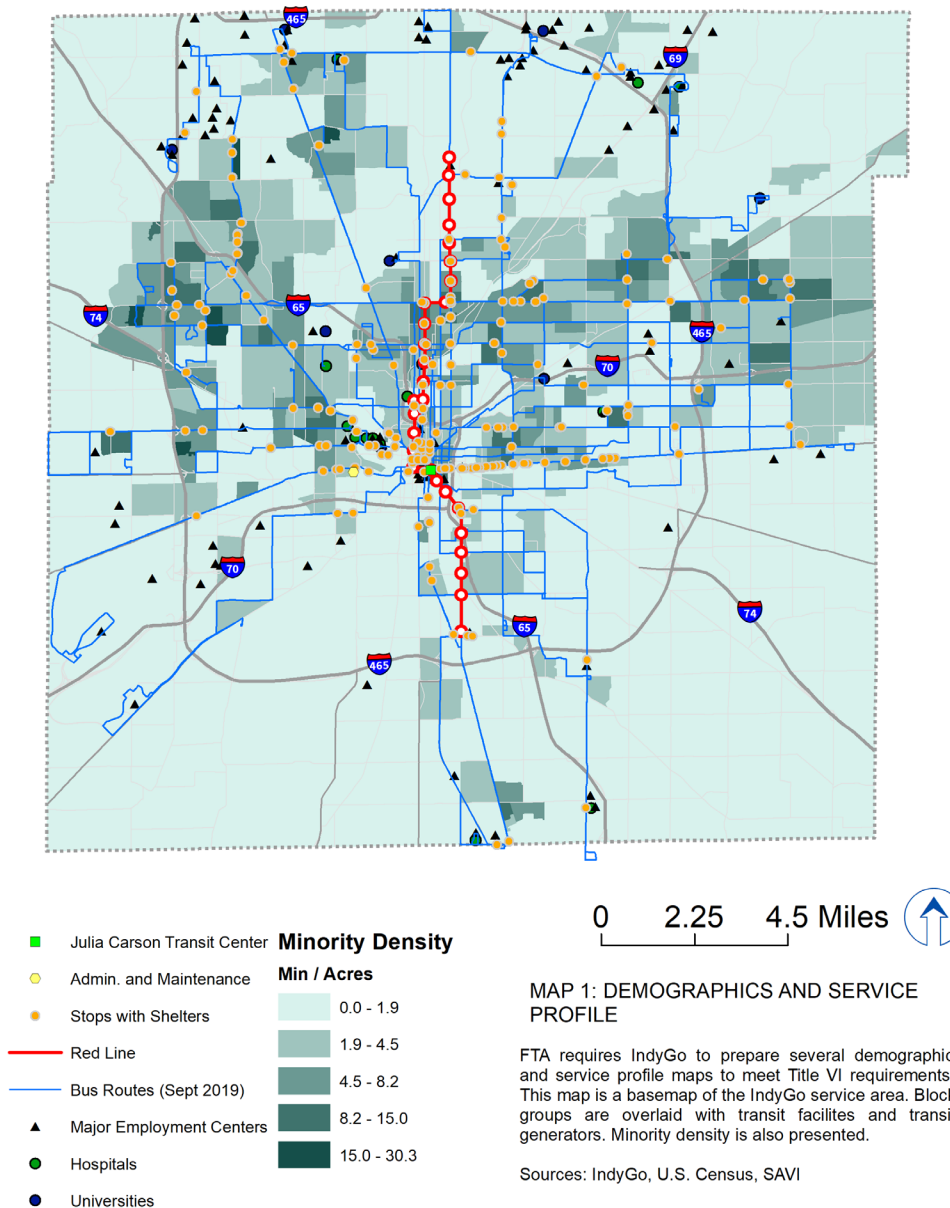
Jill D. Russell
General Counsel

APPENDIX F. DEMOGRAPHIC ANALYSIS

The following maps were generated to meet the requirement to collect and report demographic data, as outlined in FTA Circular C 4702.1B, specifically Chapter IV-7.

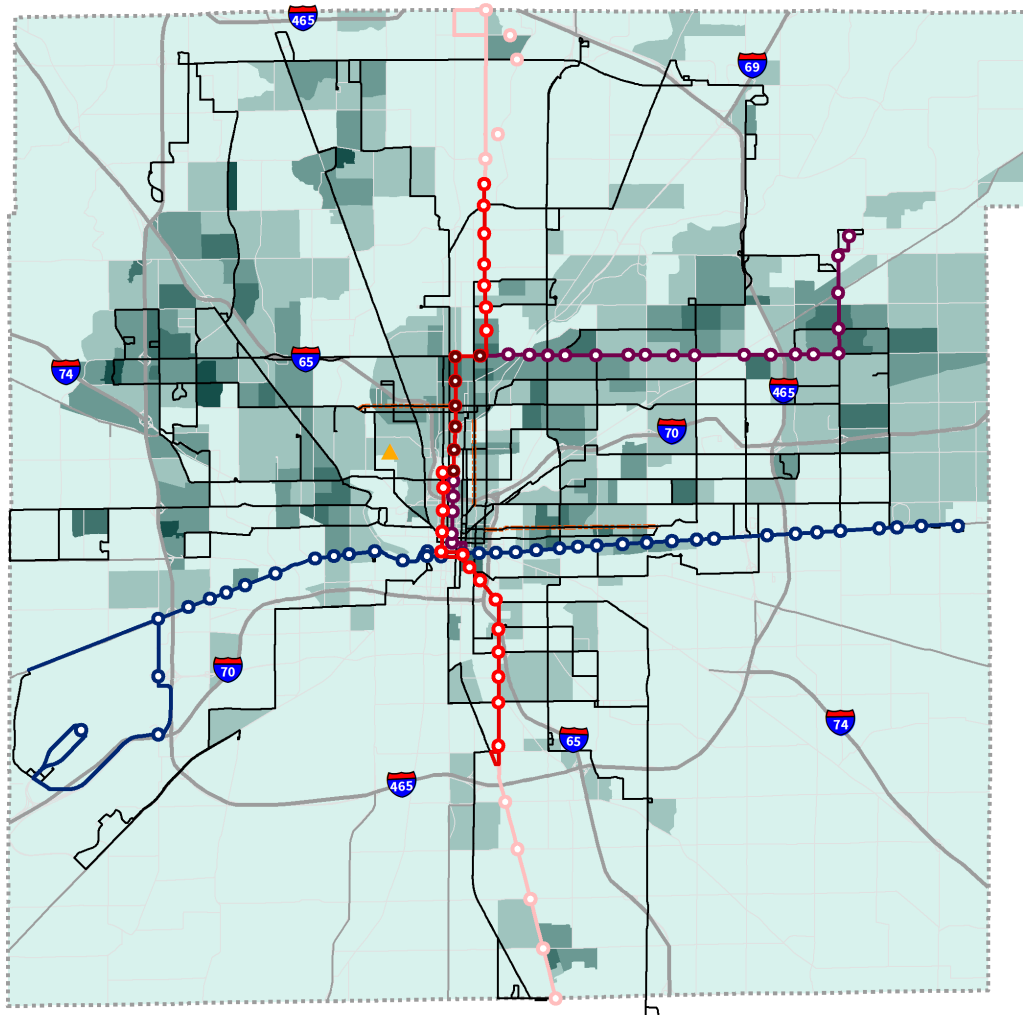
Map 1 – Base Map with Minority Population

The following is a base map of IndyGo's service area, overlaid Census block groups with transit facilities. Local bus stops are excluded from this map, with the except of stops with shelters, to preserve the visualization literacy of the map.



Map 1B – Recent and Planning Transit Facilities

The following is a map of the recently constructed transit facilities and transit facilities planned to be constructed within the next five years.



0 2 4 Miles



- ▲ Training Facility
- Red Line
- - - Two Way Conversions Proposed
- Blue Line
- Purple Line
- - - Red Line Extension
- Bus Routes (Oct 2019)

Minority Density

Min / Acres

	0.0 - 1.9
	1.9 - 4.5
	4.5 - 8.2
	8.2 - 15.0
	15.0 - 30.3

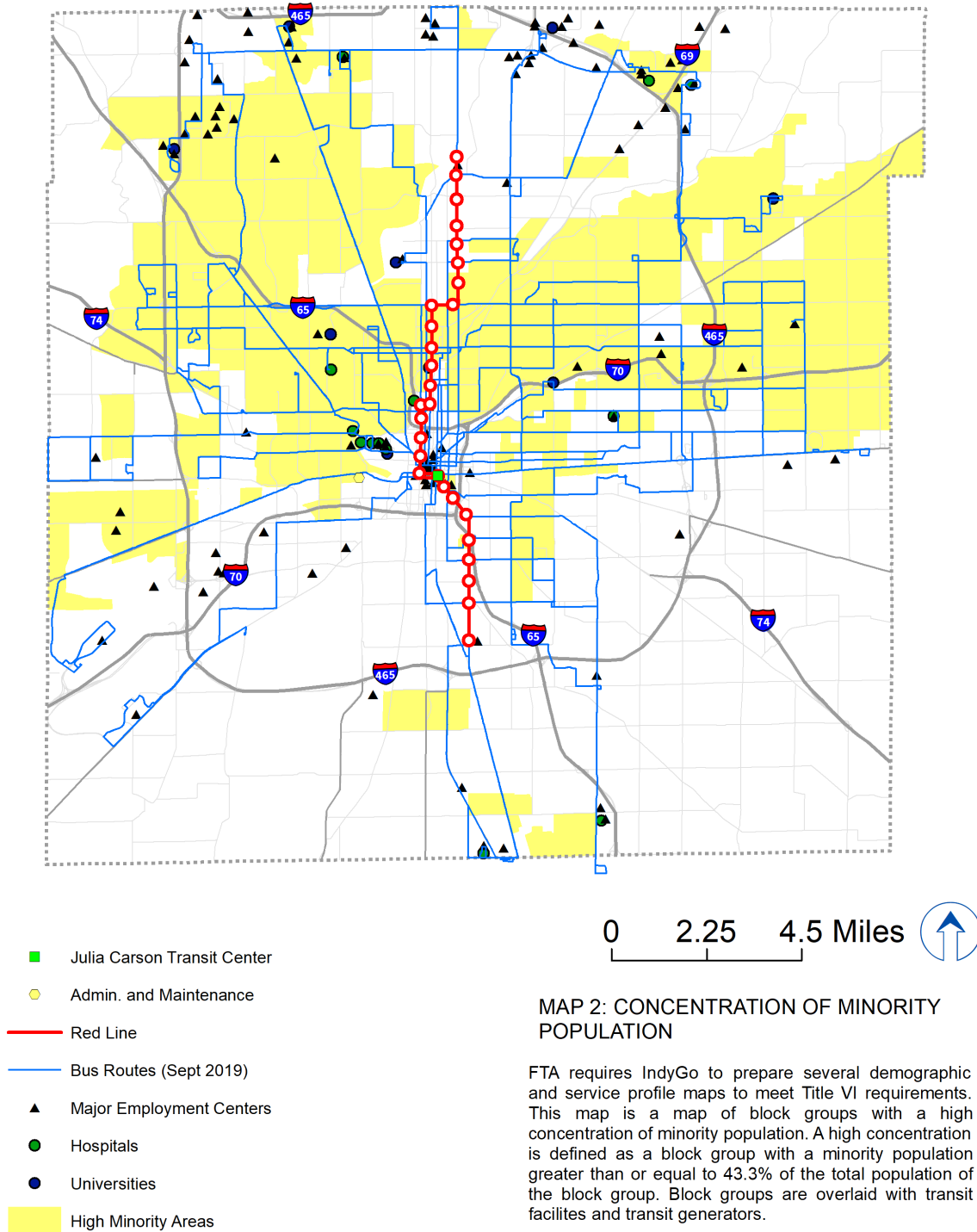
MAP 1B: RECENT AND PLANNED IMPROVEMENTS

FTA requires IndyGo to prepare several demographic and service profile maps to meet Title VI requirements. This map visualizes the planned capital projects for the next five years overlaid on the basemap (presented in Map 1). A bus stop replacement program is ongoing but specific stops are currently not defined.

Sources: IndyGo, U.S. Census

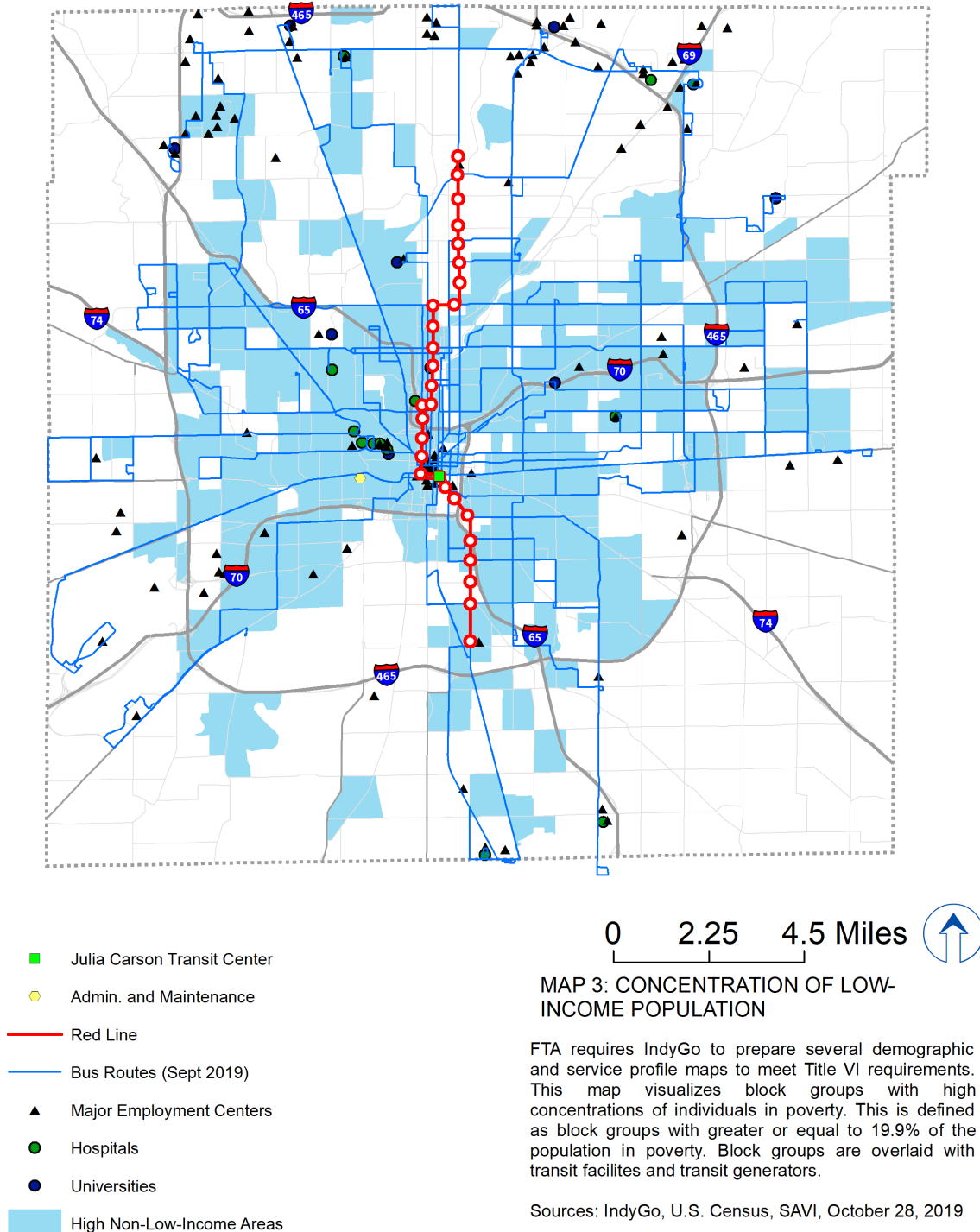
Map 2 – Concentration of Minority Population

The following map visualizes those block groups with a minority population greater than the average for the service area.



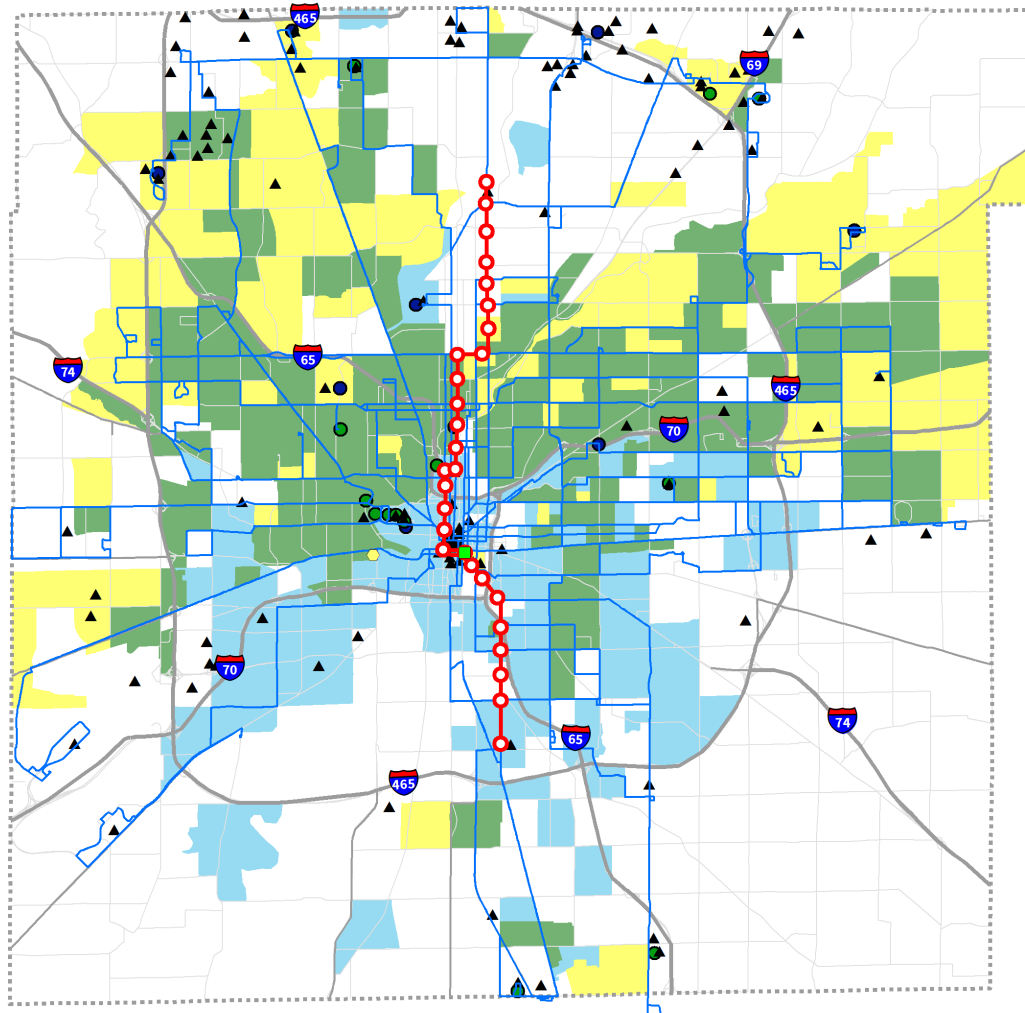
Map 3 – Low-Income Population


Individuals who are considered low-income are included in this Title VI Program Update because the FTA and IndyGo recognize the overlap between Title VI protected populations (minority) and environmental justice populations.



Map 4 – Concentrations of Both Minority and Low-Income

The following map visualizes the areas of concentrations for minority, low-income, and the overlap of the two populations.



0 2.25 4.5 Miles 

- Julia Carson Transit Center
- Admin. and Maintenance
- Red Line
- Bus Routes (Sept 2019)
- ▲ Major Employment Centers
- Hospitals
- Universities
- Both High Minority and Poverty
- High Minority Areas
- HighPovAreas

MAP 4: CONCENTRATIONS OF TITLE VI AND ENVIRONMENTAL JUSTICE

FTA requires IndyGo to prepare several demographic and service profile maps to meet Title VI requirements. This map is a map of block groups with both a high concentration of minority population and high concentration of individuals in poverty. Block groups are overlaid with transit facilities and transit generators.

Sources: IndyGo, U.S. Census, SAVI; October 28, 2019

APPENDIX G. ON-BOARD SURVEY

Survey Analysis Report

In 2016, ETC Institute conducted an on-board passenger survey on behalf of Indianapolis Public Transportation Corporation (IndyGo). A total of 4,189 passenger surveys were collected between September 1, 2016 and November 22, 2016. The surveys were collected and analyzed to determine demographic characteristics and travel patterns of IndyGo riders. A summary of the analysis and findings from the passenger survey are detailed in this report.

Key Findings from Passenger Survey

Analysis of the passenger survey attempted to identify key travel patterns among IndyGo transit riders, determine the demographic characteristics of a typical IndyGo rider, and compare findings to general population trends within the IndyGo service area. Key findings from the on-board passenger survey are as follows:

Demographics

- 54 percent of riders are female and 46 percent are male.
- More than 40 percent of riders are between the age of 19 and 34.
- 70 percent of riders could not use a vehicle in lieu of their transit trip.
- The majority of riders, about 75 percent, are employed either full-time or part-time.
- More than 50 percent of riders have a household income that is less than \$25,000. About 90 percent of riders have household incomes less than \$60,000. Less than 2 percent of transit riders have household incomes greater than \$100,000.

Travel Patterns

- Home and work are the most common origin and destination points.
 - 50 percent of trips originate at the rider's home while 38 percent end at their home.
 - 24 percent of trips originate at work and 26 percent end at work.
- Walking is the primary mode of first and last mile mobility.
 - 93 percent of riders walk to the bus stop to access transit.
 - 95 percent of riders walk the last mile of their trips.
- In the absence of IndyGo transit services, 26 percent of riders would not have made their trip, highlighting the importance of transit.
 - Without transit, the remaining passengers would have turned to the following alternatives:
 - 32 percent would have ridden with someone else;
 - 13 percent would have walked to their destination;
 - 12 percent would have taken a taxi, Uber, or Lyft;
 - 6 percent would have driven themselves;
 - 6 percent would have bicycled;
 - The remaining 6 percent would have used car share, taken a shuttle, taken transit to a different location, or found some other form of transportation.

Fares

- The most popular method of fare types are: 1 trip (cash on bus), 1 day pass, and monthly pass. These three fare types account for 85 percent of trips.
 - Nearly 85 percent of passengers pay full fare. About 9 percent pay the disabled fare and 3 percent pay the senior rate.

Typical Rider

In 2016, IndyGo's typical weekday passenger is a Black/African American between the ages of 19 and 49. The typical passenger is employed with a household income under \$60,000 per year. The current IndyGo rider is transit dependent with limited access to a vehicle. The rider uses transit to travel to and from home and work. They start their transit trip by walking to their stop and end their trip by walking to their destination. If IndyGo services are not available, the rider completes their journey by riding with a friend, walking, or skipping the trip.

In 2009, the typical IndyGo rider was a Black/African American female between the ages of 35 and 49, who used the bus to travel to and from home and work. She earned less than \$15,000 annually and did not have access to a vehicle, relying on transit for mobility within Indianapolis. If transit was not available, she would either ride from 2008. Just over 57 percent of households earned less than \$50,000 in 2015, with 17 percent earning fewer than \$15,000 that year. About 21 percent of the Indianapolis residents and 17 percent of the families were below the poverty level.

Around 58 percent of Indianapolis residents are white, 27 percent are Black or African American, 10 percent are Hispanic or Latino, two percent are Asian, and the remaining three percent of residents are American Indian, Pacific Islander, or two or more races. with a friend or skip the trip.

Demographic Comparison

Appendix Table F-1 and Appendix Table F-2 compare minority riders with non-minority riders and low-income riders with non-low-income riders.

Appendix Table F-1. Summary of Selected Survey Responses for Minority and Non-Minority Riders

	Minority Rider	Non-Minority Rider
Income	77% with household incomes under \$35k	73% with household incomes under \$35k
Employment	78% employed, 53% full-time	73% employed, 52% full-time
Trip Purpose	27% destined for work	25% destined for work
Fare Type	65% use 1-trip cash or day pass	61% use 1-trip cash or day pass
Vehicle Access	71% had no access to a vehicle during their trip	67% had no access to a vehicle during their trip
Without Transit	25% would have not made trip without transit	29% would not have made trip without transit
Accessing Transit	94% walked to transit	91% walked to transit

Appendix Table F-2. Summary of Selected Survey Responses for Low-Income and Non-Low-Income Riders

	Low-Income Rider	Non-Low-Income Rider
Employment	72% employed, 49% full-time	87% employed, 65% full-time
Trip Purpose	24% destined for work	29% destined for work
Fare Type	65% use 1-trip cash or day pass	62% use 1-trip cash or day pass
Vehicle Access	77% had no access to a vehicle during their trip	65% had no access to a vehicle during their trip
Without Transit	31% would have not made trip without transit	18% would not have made trip without transit
Accessing Transit	93% walked to transit	92% walked to transit
Language	7% speak a language other than English at home	10% speak a language other than English at home

Passenger Survey



IndyGo 2016 On-Board Ridership Survey

Please take a few minutes to be counted as we plan the future of your transit system.

What is your **HOME ADDRESS** (please be specific, ex: 123 W. Main St):
(If you are visiting the Indianapolis area, please list the hotel name or address where you are staying)

Street Address

City

State

Zip Code

COMING FROM?

1. What type of place are you **COMING FROM NOW?**
(the starting place for your one-way trip)

- ☐ Work or Work Related
- ☐ College / University (students only)
- ☐ School K-12 (students only)
- ☐ Doctor / Clinic / Hospital (non-work)
- ☐ Shopping
- ☐ Social / Religious / Personal Business
- ☐ Airport (passengers only)
- ☐ Your HOME → Go to Question #4
- ☐ Other: _____

2. What is the **NAME** of the place you are coming from now?

3. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

4. How did you **GET FROM** your origin (the place in Question #1) **TO THE VERY FIRST** bus you used for this one-way trip?

- ☐ Walk / Wheelchair
- ☐ Bike
- ☐ Was dropped off by someone (answer 4a)
- ☐ Drove alone and parked (answer 4a)
- ☐ Drove or rode with others and parked (answer 4a)
- ☐ Car share (e.g. BlueIndy, etc.) (answer 4a)
- ☐ Taxi, Uber, Lyft, etc. (answer 4a)
- ☐ Other _____

4a. Where did you board the **FIRST** bus you used for this one-way trip (Nearest intersection):

5. Where did you get ON this bus? Please provide the nearest intersection:

GOING TO?

6. What type of place are you **GOING TO NOW?**
(the ending place for your one-way trip)

- ☐ Work or Work Related
- ☐ College / University (students only)
- ☐ School K-12 (students only)
- ☐ Doctor / Clinic / Hospital (non-work)
- ☐ Shopping
- ☐ Social / Religious / Personal Business
- ☐ Airport (passengers only)
- ☐ Your HOME → Go to Question #9
- ☐ Other: _____

7. What is the **NAME** of the place you are going to now?

8. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

9. How will you **GET TO** your destination (listed in Question #6) after you get off the **LAST** bus you will use for this one-way trip?

- ☐ Walk / Wheelchair
- ☐ Bike
- ☐ Be picked up by someone (answer 9a)
- ☐ Get in a parked vehicle & drive alone (answer 9a)
- ☐ Get in a parked vehicle & drive with others (answer 9a)
- ☐ Car share (e.g. BlueIndy, etc.) (answer 9a)
- ☐ Taxi, Uber, Lyft, etc. (answer 9a)
- ☐ Other _____

9a. Where will you get off the **LAST** bus you are using for this one-way trip (Nearest intersection):

10. Where will you get OFF this bus? Please provide the nearest intersection:

11a. Did you transfer FROM another bus BEFORE getting on this bus? ☐ Yes ☐ No

11b. Will you transfer TO another bus AFTER getting off this bus? ☐ Yes ☐ No

11c. Please list the **BUS ROUTES** in the exact order you use them for this one-way trip

START → → → → → END
1st Route 2nd Route 3rd Route 4th Route [Continue](#)

OTHER INFORMATION ABOUT THIS TRIP

12. What time did you BOARD this bus? _____ : _____ am / pm (circle one)
13. Will you (or did you) make this same trip in exactly the opposite direction today?
☐ No ☐ Yes - At what time did/will you leave for this trip in the opposite direction? _____ : _____ am/pm (circle one)
14. What fare payment methods were used for this one-way trip? (select all that apply)
☐ 1 Trip (Cash on bus) ☐ 1 Day Pass ☐ 7 Day Pass ☐ 31 Day Pass (Monthly)
☐ 1 Trip Ticket ☐ 10 Trip Pass ☐ S Pass (If S Pass skip to Q16) ☐ Other _____
15. What type of fare was this?
☐ Youth (6-18) ☐ Regular ☐ Senior (65 and older) ☐ Disabled
16. On this round trip (between the time you left home and will return home) will you or did you (check all that apply)
☐ No other trip ☐ Go to work ☐ Go to school ☐ Go shopping
☐ Buy a meal/beverage ☐ Visit friend/relative or attend a religious/social event ☐ Other errands
☐ Other (please specify): _____
17. If bus services were not available, how would you have made this trip?
☐ Would have walked ☐ Would have driven myself ☐ Car Share (e.g. Blue Indy, etc.)
☐ Would have bicycled ☐ Would have taken a taxi, Uber, Lyft, etc. ☐ Would not have made this trip
☐ Would have ridden with someone else
18. How many days a week do you usually make this trip?
☐ 6-7 days a week ☐ Twice a month ☐ First time riding
☐ 3-5 days a week ☐ Once a month
☐ 1-2 days a week ☐ Less than once a month

ABOUT YOU AND YOUR HOUSEHOLD

19. Are you a visitor to the Indianapolis region? ☐ No ☐ Yes (if YES, please skip to Q25)
20. How many vehicles (cars, trucks, or motorcycles) are available to your household? _____ vehicles
 20a. [If #20 is more than NONE] Could you have used one of these vehicles for this trip? ☐ Yes ☐ No
21. Including YOU, how many people live in your household? _____ people
22. Including YOU, how many people (over age 15) in your household are employed full/part-time? _____ people
23. What is your employment status? (check the one response that BEST describes you)
☐ Employed full-time (more than 30 hours per week) ☐ Not employed ☐ Part time temporarily employee
☐ Employed part-time (less than 30 hours per week) ☐ Full time temporarily employee ☐ Retired
24. What is your student status? (check the one response that BEST describes you)
☐ Not a student ☐ Yes - College/University/Community College ☐ Yes - K - 12th grade
☐ Yes - Vocational / Technical / Trade school ☐ Other _____
25. Do you have a valid driver's license? ☐ Yes ☐ No
26. What is your AGE? ☐ Under 16 ☐ 16-18 ☐ 19-24 ☐ 25-34
☐ 35-49 ☐ 50-64 ☐ 65 and over
27. What is your race / ethnicity? (check all that apply)
☐ American Indian/Alaska Native ☐ Asian ☐ Black/African/African American ☐ Hispanic/Latino
☐ Native Hawaiian/Pacific Islander ☐ White ☐ Other: _____
28. What is your gender? ☐ Male ☐ Female
29. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2015 before taxes?
☐ Less than \$15,000 ☐ \$25,000 - \$34,999 ☐ \$60,000 - \$99,999 ☐ \$150,000 - \$199,999
☐ \$15,000 - \$24,999 ☐ \$35,000 - \$59,999 ☐ \$100,000 - \$149,999 ☐ \$200,000 or more
30. Do you speak a language other than English at home? ☐ No ☐ Yes - Which language? _____
 30a. [If #30 is Yes] How well do you speak English? ☐ Very Well ☐ Well ☐ Less than well ☐ Not at all
31. Do you have any of the following? (check all that apply)
☐ Smart phone ☐ Checking account ☐ Debit card ☐ Credit card

REGISTER TO WIN \$100

Please provide your name and phone number in case we have any questions about your responses.

Your Name: _____

Phone Number: (____) _____

Thank you for your help!

APPENDIX H. SERVICE MONITORING REPORT

Service Monitoring Report

Service Monitoring Report

Title VI Program Update - 2020

January 2020

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SECTION I. INTRODUCTION

Per Title VI regulations, transit agencies providing more than 50 or more vehicles in peak service and are located in an urbanized area of 200,000 or more in population are required to perform, every three years, an analysis of existing service in relation to existing system-wide service standards and service policies. The last time IndyGo evaluated its service was in 2016, with submission of the Title VI Program Update in 2017.

Title VI Background¹

Title VI of the Civil Rights Act of 1964, Section 601 states: “No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

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Low-income people are not specifically a protected class under Title VI; however, the FTA recognizes an “inherent overlap of environmental justice principles” with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.² Consequently, FTA requires transit providers to also evaluate proposed service and fare changes to determine whether low-income populations will bear a “Disproportionate Burden” of the changes. Under this requirement, transit providers must also establish the threshold for determining when a change has caused a “Disproportionate Burden” as a result of a major service change.

In a case where there is no disparate impact or disproportionate burden when monitoring service, but IndyGo does not meet its service standards, FTA requires that agencies “analyze why the discrepancies exist and take steps to reduce the potential effect.”³

IndyGo's Title VI Policy

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that service (and any service changes) are provided to riders in a non-discriminatory manner. IndyGo's

¹ FTA Circular C4702.1B, Chapter IV-15-18.

² FTA Circular C4702.1B, Chapter IV-16-17.

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Title VI policy, first adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from a major service change. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

In practice, this means that a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations outside that range may be categorized as a disparate impact or disproportionate burden.

The IndyGo DI/DB policies consider a beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit federal recipients from adversely impacting minority populations. Therefore, if an analysis were to find a beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not having a DI and/or DB. IndyGo will acknowledge when beneficial effects occur but will not consider them a finding of DI and/or DB.

SECTION II. DATA USED IN ANALYSIS

The Federal Transit Administration (FTA) provides guidance for conducting service monitoring reports in Federal Circular 4702.1B. This section is intended to convey the datasets used, geography of analysis and accessible population for the purpose of this report.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive and precise dataset with all the information needed for this examination. At the time of the Fare Equity Analysis, the most recent version of the dataset was the ACS 2012-2016: 5-year estimates. For the purposes of consistency, the same datasets were used for this analysis. Census geographies are those developed as a result of the 2010 census.

- ACS Summarized Data 2013-2017 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Transit Service Data

IndyGo designs its routes in HASTUS, a transit scheduling software. Service analyzed was from February to June 2018 and the feature class was created from a General Transit Feed Service (GTFS) file.

Transit Trip Generators

Transit trip generators are defined into two categories:

- **Significant Job Centers.** Job centers were determined from Longitudinal Employment Household Dynamics (LEHD) Origin-Destination Employment Statistics (LODES). A job is counted if a worker is employed with positive earnings during the reference quarter. LODES data was exported from OnTheMap, a website hosted by the Census Bureau. The vintage of the data is 2017. These data were exported and any point with more than two (2) standard deviations from the mean were considered a significant job center.
- **Higher Education Facilities.** Universities in Marion County were identified from the SAVI database. These data were downloaded on October 28, 2019 and geocoded.
- **Hospitals.** To visualize the location of hospitals in Marion County, hospital addresses were downloaded from the SAVI database and geocoded.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. Data from the ACS is not available at the smallest Census geography, the census block. Based on the availability of data, census block groups were used as the geography of analysis.

Determining Access

Access to transit and transit amenities can be determined by measuring the estimated distance a rider would walk to the route or amenity. For local bus routes, IndyGo uses a ¼ mile buffer; for rapid transit lines, a ½ mile buffer is used.

Determining Accessible Population

Population data are attributed geographically to census block groups evenly, which are represented by polygons in the spatial software. Any population within a census block within the 1/4-mile buffer are used as population with access to transit.

Minority and Poverty Populations

Title VI regulations require that IndyGo examine its service by comparing minority and non-minority populations. For this analysis, areas were classified as a Minority area if the census block group possessed a percentage of minority population that was equal to or greater than the service area as a whole (43.3%). The same approach was used to identify areas in poverty (19.9%). See Table II-1 for additional details.

Table II-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	407,068	43.3%
Population in Poverty	182,317	19.9% ⁴
Total Population	939,964	100%

Besides Table II-1, the following maps were developed to visualize the minority and poverty population densities within Marion County.

⁴ The percent of low-income population is based off the estimate for total population with income data (920,904).

Figure II-1. Minority Density and Proposed 2019 Network

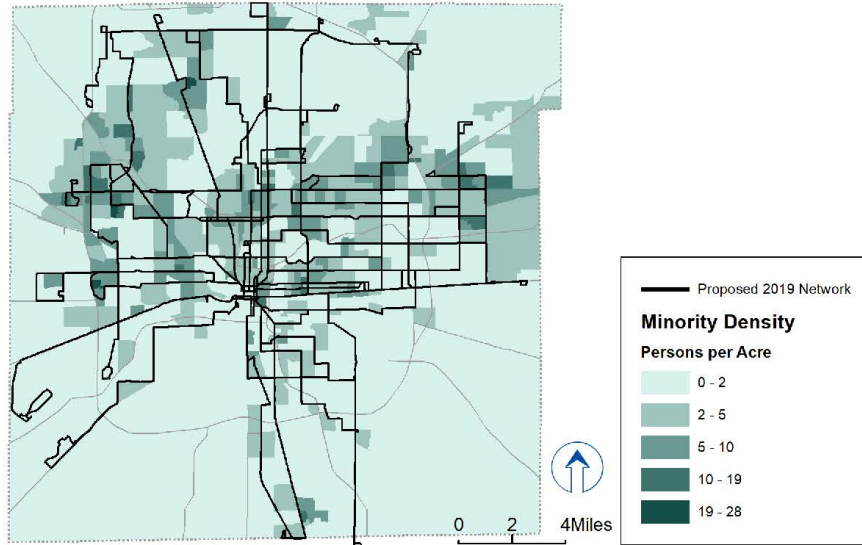


Figure II-2. Poverty Density and Proposed 2019 Network

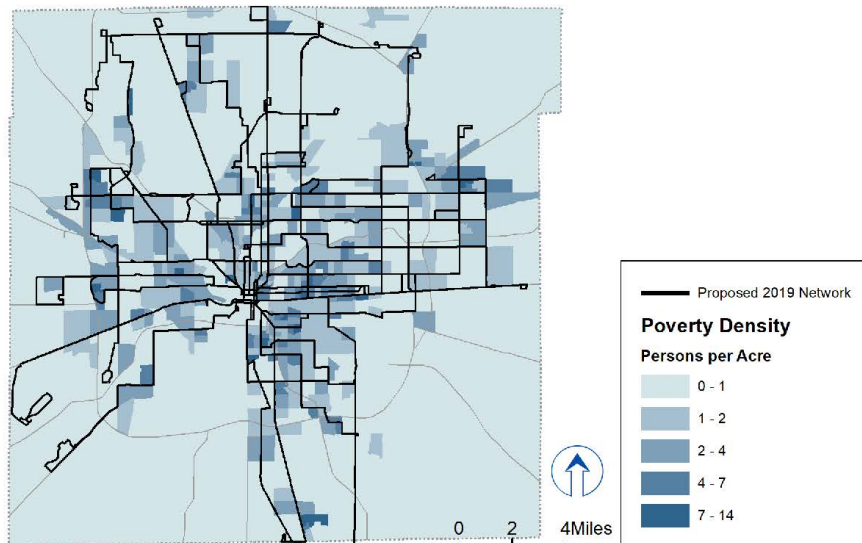
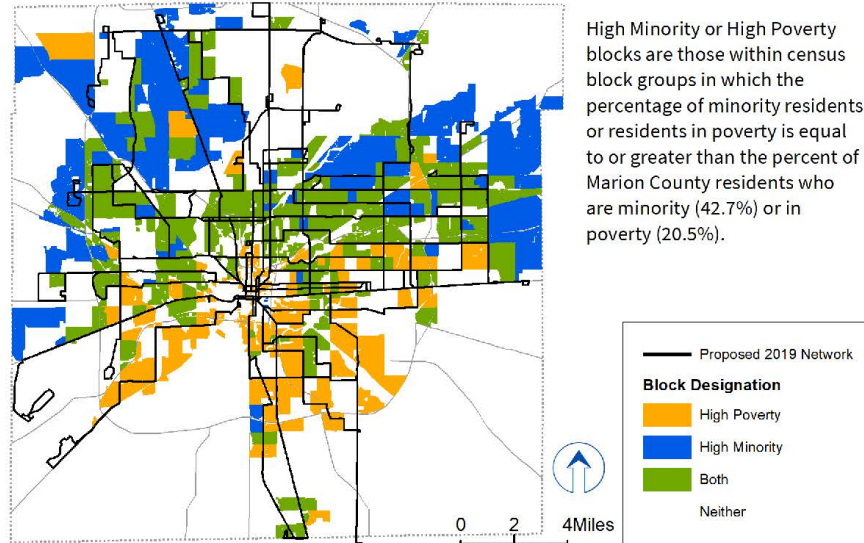


Figure II-3. High Poverty and High Minority Blocks



SECTION III. SERVICE ANALYSIS

Minority and Low-Income Routes

Using the definition of minority and low-income routes, and the accessible population, Table III-1 presents each route in the February 2018 GTFS and labels whether it is a minority/non-minority and/or a low-income/non-low-income route. These designations will be used to perform the Title VI analysis.

Table III-1. Route Designation

Route Number	Percent Minority	Percent Low-Income	Minority Route Designation	Income Route Designation
2	60.9%	27.3%	Minority	Low-Income
3	49.1%	31.7%	Minority	Low-Income
4	60.2%	26.6%	Minority	Low-Income
5	59.2%	30.6%	Minority	Low-Income
6	57.9%	38.4%	Minority	Low-Income
8	39.1%	27.8%	Non-Minority	Low-Income
10	46.7%	27.6%	Minority	Low-Income
11	42.2%	27.7%	Non-Minority	Low-Income

12	33.2%	27.2%	Non-Minority	Low-Income
13	27.5%	27.7%	Non-Minority	Low-Income
14	27.6%	23.4%	Non-Minority	Low-Income
15	73.2%	30.2%	Minority	Low-Income
16	25.7%	16.9%	Non-Minority	Non- Low-Income
17	37.3%	16.3%	Non-Minority	Non- Low-Income
18	35.6%	21.5%	Non-Minority	Low-Income
19	40.1%	18.9%	Non-Minority	Non- Low-Income
21	46.9%	29.9%	Minority	Low-Income
22	30.8%	23.8%	Non-Minority	Low-Income
24	28.3%	31.8%	Non-Minority	Low-Income
25	61.3%	32.4%	Minority	Low-Income
26	41.3%	29.6%	Non-Minority	Low-Income
26N	15.3%	10.2%	Non-Minority	Non-Low-Income
28	46.7%	23.1%	Minority	Low-Income
30	73.5%	36.7%	Minority	Low-Income
31	32.4%	22.2%	Non-Minority	Low-Income
34	62.8%	25.8%	Minority	Low-Income
37	70.7%	30.0%	Minority	Low-Income
38	65.6%	28.6%	Minority	Low-Income
39	70.8%	35.9%	Minority	Low-Income
55	32.7%	27.0%	Non-Minority	Low-Income
86	34.8%	14.6%	Non-Minority	Non- Low-Income
87	65.4%	30.0%	Minority	Low-Income

Frequency

IndyGo's Service Standards define designed frequency (also known as headways) for respective service categories. For example, "Frequent" service is intended to have headways of fifteen minutes or better; "Coverage" routes are designed to have headways of thirty or more minutes. For the Title VI Service Monitoring Report, staff compared the headways of minority routes to non-minority routes and low-income routes to non-low-income routes. Headways are calculated by dividing the total span in minutes by the number of recorded timepoint departures per unique timepoint per route. IndyGo staff found no disparate impact nor disproportionate burden for headways.

Table III-2. Frequency

<i>Route Type</i>	<i>Average Headways in Minutes</i>	<i>Acceptable Range</i>	<i>Result</i>
Minority	40.2	36.7 - 55.0	No Disparate Impact
Non-Minority	45.8		
Low-Income	43.5	30.1 - 45.1	No Disproportionate Burden
Non-Low-Income	37.6		

Daily and Weekly Span

IndyGo's 2018 Service Standards define span as the hours of day and days per week that a service operates and the hours that runs at its defining frequency. IndyGo applies different span standards depending upon service category. For the Title VI Service Monitoring Report, staff compared the daily and weekly span of minority routes to non-minority routes and low-income routes to non-low-income routes. Daily span was calculated by multiplying total service hours by days in service for each route during the study period; average weekly span was calculated by dividing days in service for each route by the number of weeks in the study period. IndyGo staff found no disparate impacts nor disproportionate burdens associated with daily or weekly span.

Table III-3. Daily Span

<i>Route Type</i>	Average Daily Span in Hours	Acceptable Range	Result
Minority	17.0	12.7 - 19.0	No Disparate Impact
Non-Minority	15.8		
Low-Income	16.5	13.1 - 19.6	No Disproportionate Burden
Non-Low-Income	16.3		

Table III-4. Weekly Span

<i>Route Type</i>	Average Weekly Span in Days	Acceptable Range	Result
Minority	6.3	4.7 - 7.0	No Disparate Impact
Non-Minority	5.9		
Low-Income	6.1	4.9 - 7.0	No Disproportionate Burden
Non-Low-Income	6.1		

Stop Spacing

IndyGo sets standards for stops per mile that depend on service categories defined in its Service Standards. For example, "Rapid" service is designed to have about two stops per mile, whereas "Frequent" service is designed to have about four stops per mile. For IndyGo's Title VI Service Monitoring Report, staff compared the stops per mile for minority / non-minority routes and low-income / non-low-income routes. IndyGo found no disparate impacts nor disproportionate burdens associated with stop spacing.

Table III-5. Stop Spacing

<i>Route Type</i>	Stops per Mile	Acceptable Range	Result
Minority	5.7	3.8 - 5.7	No Disparate Impact
Non-Minority	4.8		
Low-Income	5.4	3.7 - 5.6	No Disproportionate Burden
Non-Low-Income	4.6		

Travel Speed

IndyGo's 2018 Service Standards allow the evaluation of different standards of vehicle speed depending on defined service categories. For example, "Rapid" service is expected to operate between 20 to 22 miles per hour, whereas "Coverage" routes are expected to operate between 14 to 18 miles per hour. For IndyGo's Title VI Service Monitoring Report, staff compared the service speed of minority / non-minority routes and low-income / non-low-income routes. Service speed was calculated by dividing revenue miles by revenue hours. IndyGo staff found no disparate impacts nor disproportionate burdens in the application of this Service Standard.

Table III-6. Travel Speed

<i>Route Type</i>	Speed	Acceptable Range	Result
Minority	13.0 miles per hour	10.8 - 16.3 miles per hour	No Disparate Impact
Non-Minority	13.5 miles per hour		
Low-Income	13.1 miles per hour	10.8 - 16.2 miles per hour	No Disproportionate Burden
Non-Low-Income	13.5 miles per hour		

On-Time Performance

IndyGo assesses service reliability by measuring each route's on-time performance. IndyGo's current standard for on-time performance allows buses to be at scheduled time points between one minute early and five minutes late to be considered on-time. The better the on-time performance, the more reliable a service can feel for riders.

IndyGo compared the on-time performance of minority routes to non-minority routes and low-income routes to non-low-income routes and found no disparate impacts nor disproportionate burdens.

Table III-7. On-Time Performance

<i>Route Type</i>	On-time Performance	Acceptable Range	Result
Minority	81.3 %	65.8 % - 98.7 %	No Disparate Impact
Non-Minority	82.2 %		
Low-Income	82.0 %	63.8 % - 95.7 %	No Disproportionate Burden
Non-Low-Income	79.7 %		

Distribution of Transit Amenities

IndyGo's policy for transit amenity distribution is outlined in its Service Standards and based on the actual or planned ridership levels of a specific service. Transit amenities include shelters, benches, informational displays, and trash cans. IndyGo's current policy states the following:

- Basic bus stop – No ridership criteria
- Bus stop with bench (bench or simme-seat) – 10-20 boards per day
- Sheltered bus stop (lighting, waste receptacle, etc.)– 20+ boardings per day
- Super Stop (larger shelter, near-level boarding, real-time information display) – based on route service category
- Rapid Transit Station (All Super Stop Amenities and Station Signage) - Determined by planning effort
- Transit Center (All Rapid Transit Station Amenities, plus public restrooms and on-site security) – Determined by planning effort

This report analyzed the distribution of amenities at the bus stop level. A bus stop was classified as a minority or non-minority stop based on the type of route (s) that served the stop. However, a bus stop could be both a minority and non-minority bus stop if it was served by minority and non-minority routes.⁵ This methodology was also used for classifying low-income and non-low-income bus stops. The full distribution of transit stop amenities is shown in Figure III-1.

Shelters

Shelters are located at high activity bus stops. In 2018, there were a total of 218 shelters. Minority routes had 5.8% of stops with shelters, as compared to non-minority stops, which had 5.2% of stops with shelters. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-8. Stops with Shelters

<i>Stop Type</i>	Stops with Shelter	Stops with No Shelter	Total Stops	Percent of Stops with Shelter	IndyGo Acceptable Range
<i>Both Minority and Non-Minority Stop</i>	37	310	347		
<i>Minority Stop</i>	106	1723	1829	5.8%	4.1% to 6.2%
<i>Non-Minority Stop</i>	75	1389	1464	5.1%	
<i>Both Low-Income and Non-Low-Income Stop</i>	29	272	301		
<i>Low-Income Stop</i>	172	2819	2991	5.8%	4.0% to 5.9%
<i>Non-Low-Income Stop</i>	17	331	348	4.9%	

⁵ Stops that serve both a minority and non-minority route are not utilized in determining disparate impact or disproportionate burden.

Benches

Benches are located at bus stops with moderate activity. In 2018, there were a total of 228 benches. Minority stops had 3.4% of stops with benches, as compared to non-minority stops, which had 2.5% of stops with benches. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-9. Stops with Benches

<i>Stop Type</i>	Stops with Benches	Stops with No Benches	Total Stops	Percent of Stops with Benches	IndyGo Acceptable Range
<i>Both Minority and Non-Minority Stop</i>	15	332	347		
<i>Minority Stop</i>	63	1766	1829	3.4%	2.0% to 3.0%
<i>Non-Minority Stop</i>	36	1428	1464	2.5%	
<i>Both Low-Income and Non-Low-Income Stop</i>	14	287	301		
<i>Low-Income Stop</i>	91	2900	2991	3.0%	2.1% to 3.1%
<i>Non-Low-Income Stop</i>	9	339	348	2.6%	

Information Signage

Information signage are located at high activity bus stops. In 2018, there were a total of 23 stops with information signage; 19 of those stops were at the Julia Carson Transit Center (CTC). All of the stops are both minority and non-minority and low-income and non-low-income. As such, there is a finding of no disparate impact or disproportionate burden.

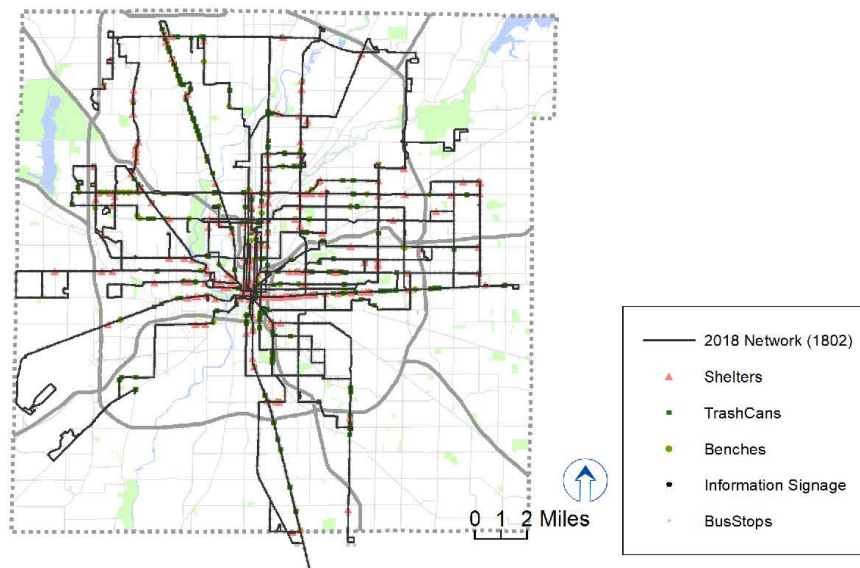
Trash Cans

Trash cans are located at stops with moderate activity. In 2018, there were a total of 486 trash cans. Minority stops had 6.9% of stops with trash cans, as compared to non-minority stops, which had 6.0% of stops with trash cans. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-10. Stops with Trash Cans

Stop Type	Stops with Trash Cans	Stops without Trash Cans	Total Stops	Percent of Stops with Trash Cans	IndyGo Acceptable Range
Both Minority and Non-Minority Stop	29	318	347		
Minority Stop	126	1703	1829	6.9%	4.8% to 7.3%
Non-Minority Stop	88	1376	1464	6.0%	
Both Low-Income and Non-Low-Income Stop	30	271	301		
Low-Income Stop	200	2791	2991	6.7%	3.0% to 4.5%
Non-Low-Income Stop	13	335	348	3.7%	

Figure III-1. Map of Transit Amenities



Passenger Load

IndyGo's 2018 Service Standards measure passenger load by evaluating average ridership per trip against vehicle capacity. No route has an average ridership above the lowest capacity vehicle in IndyGo's fixed-route fleet. Therefore, each route met IndyGo's standard for passenger load, and there were no disparate impacts nor disproportionate burdens.

Table III-11. Passenger Load

<i>Route Type</i>	Percent of routes that meet Load Standard	Acceptable Range	Result
<i>Minority</i>	100 %	80 % - 100 %	No Disparate Impact
<i>Non-Minority</i>	100 %		
<i>Low-Income</i>	100 %	80 % - 100 %	No Disproportionate Burden
<i>Non-Low-Income</i>	100 %		

Vehicle Assignments

IndyGo's Vehicle Assignment Policy prevents discrimination based on the age of vehicles assigned to routes. IndyGo staff reviewed the age of vehicles assigned to routes and found no disparate impact nor disproportionate burden.

Table III-12. Vehicle Assignment

<i>Route Type</i>	Average Age of Vehicle in Years	Acceptable Range	Result
<i>Minority</i>	9.3	7.7 - 11.5	No Disparate Impact
<i>Non-Minority</i>	9.6		
<i>Low-Income</i>	9.5	7.3 - 11.0	No Disproportionate Burden
<i>Non-Low-Income</i>	9.1		

Conclusion

After evaluating each service standard established by the IPTC Board of Directors, none of the existing service standards or policies were found to have a disparate impact or disproportionate burden. IndyGo staff will continue to implement its service standards and policies and explore opportunities to improve the standards or match the standards to service delivery.

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Title VI Program Update - 2020

January 2020

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Title VI policy, first adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from a major service change. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

In practice, this means that a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations outside that range may be categorized as a disparate impact or disproportionate burden.

The IndyGo DI/DB policies consider a beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit federal recipients from adversely impacting minority populations. Therefore, if an analysis were to find a beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not having a DI and/or DB. IndyGo will acknowledge when beneficial effects occur but will not consider them a finding of DI and/or DB.

SECTION II. DATA USED IN ANALYSIS

The Federal Transit Administration (FTA) provides guidance for conducting service monitoring reports in Federal Circular 4702.1B. This section is intended to convey the datasets used, geography of analysis and accessible population for the purpose of this report.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive and precise dataset with all the information needed for this examination. At the time of the Fare Equity Analysis, the most recent version of the dataset was the ACS 2012-2016: 5-year estimates. For the purposes of consistency, the same datasets were used for this analysis. Census geographies are those developed as a result of the 2010 census.

- ACS Summarized Data 2013-2017 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Transit Service Data

IndyGo designs its routes in HASTUS, a transit scheduling software. Service analyzed was from February to June 2018 and the feature class was created from a General Transit Feed Service (GTFS) file.

Transit Trip Generators

Transit trip generators are defined into two categories:

- **Significant Job Centers.** Job centers were determined from Longitudinal Employment Household Dynamics (LEHD) Origin-Destination Employment Statistics (LODES). A job is counted if a worker is employed with positive earnings during the reference quarter. LODES data was exported from OnTheMap, a website hosted by the Census Bureau. The vintage of the data is 2017. These data were exported and any point with more than two (2) standard deviations from the mean were considered a significant job center.
- **Higher Education Facilities.** Universities in Marion County were identified from the SAVI database. These data were downloaded on October 28, 2019 and geocoded.
- **Hospitals.** To visualize the location of hospitals in Marion County, hospital addresses were downloaded from the SAVI database and geocoded.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. Data from the ACS is not available at the smallest Census geography, the census block. Based on the availability of data, census block groups were used as the geography of analysis.

Determining Access

Access to transit and transit amenities can be determined by measuring the estimated distance a rider would walk to the route or amenity. For local bus routes, IndyGo uses a ¼ mile buffer; for rapid transit lines, a ½ mile buffer is used.

Determining Accessible Population

Population data are attributed geographically to census block groups evenly, which are represented by polygons in the spatial software. Any population within a census block within the 1/4-mile buffer are used as population with access to transit.

Minority and Poverty Populations

Title VI regulations require that IndyGo examine its service by comparing minority and non-minority populations. For this analysis, areas were classified as a Minority area if the census block group possessed a percentage of minority population that was equal to or greater than the service area as a whole (43.3%). The same approach was used to identify areas in poverty (19.9%). See Table II-1 for additional details.

Table II-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	407,068	43.3%
Population in Poverty	182,317	19.9% ⁴
Total Population	939,964	100%

Besides Table II-1, the following maps were developed to visualize the minority and poverty population densities within Marion County.

⁴ The percent of low-income population is based off the estimate for total population with income data (920,904).

Figure II-1. Minority Density and Proposed 2019 Network

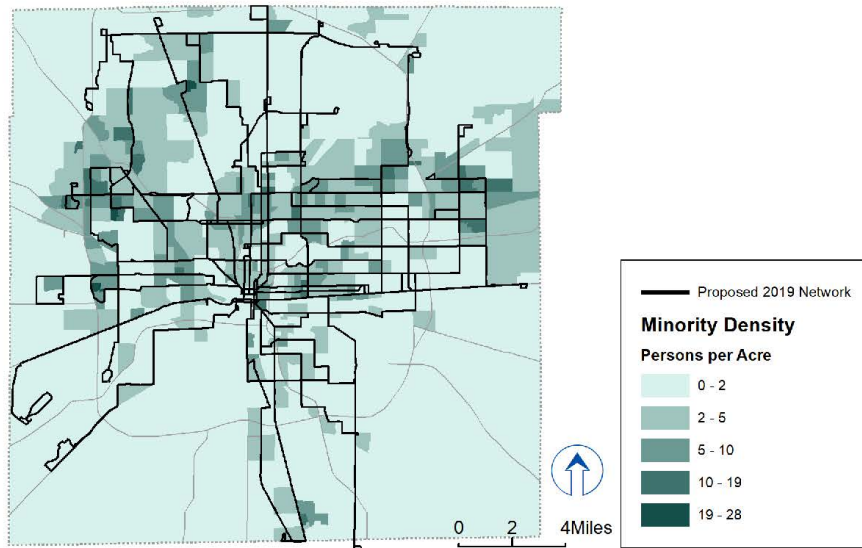


Figure II-2. Poverty Density and Proposed 2019 Network

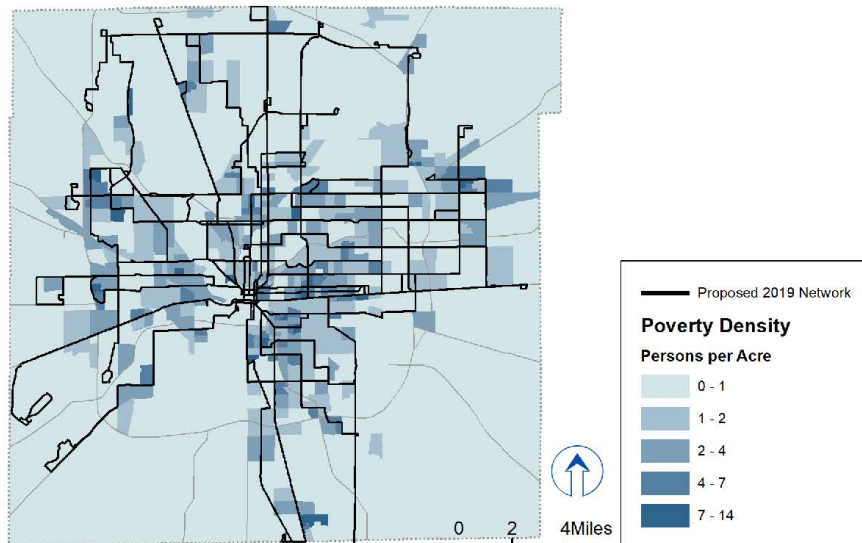
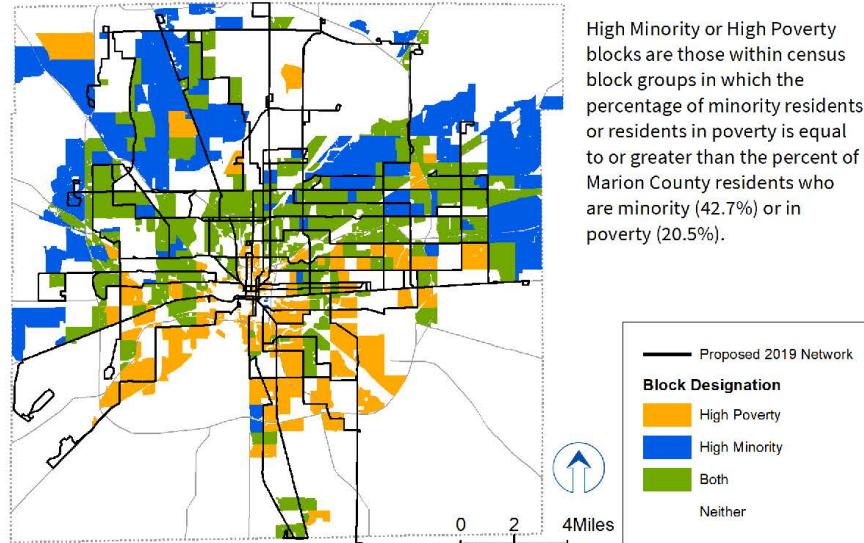


Figure II-3. High Poverty and High Minority Blocks



SECTION III. SERVICE ANALYSIS

Minority and Low-Income Routes

Using the definition of minority and low-income routes, and the accessible population, Table III-1 presents each route in the February 2018 GTFS and labels whether it is a minority/non-minority and/or a low-income/non-low-income route. These designations will be used to perform the Title VI analysis.

Table III-1. Route Designation

Route Number	Percent Minority	Percent Low-Income	Minority Route Designation	Income Route Designation
2	60.9%	27.3%	Minority	Low-Income
3	49.1%	31.7%	Minority	Low-Income
4	60.2%	26.6%	Minority	Low-Income
5	59.2%	30.6%	Minority	Low-Income
6	57.9%	38.4%	Minority	Low-Income
8	39.1%	27.8%	Non-Minority	Low-Income
10	46.7%	27.6%	Minority	Low-Income
11	42.2%	27.7%	Non-Minority	Low-Income

12	33.2%	27.2%	Non-Minority	Low-Income
13	27.5%	27.7%	Non-Minority	Low-Income
14	27.6%	23.4%	Non-Minority	Low-Income
15	73.2%	30.2%	Minority	Low-Income
16	25.7%	16.9%	Non-Minority	Non- Low-Income
17	37.3%	16.3%	Non-Minority	Non- Low-Income
18	35.6%	21.5%	Non-Minority	Low-Income
19	40.1%	18.9%	Non-Minority	Non- Low-Income
21	46.9%	29.9%	Minority	Low-Income
22	30.8%	23.8%	Non-Minority	Low-Income
24	28.3%	31.8%	Non-Minority	Low-Income
25	61.3%	32.4%	Minority	Low-Income
26	41.3%	29.6%	Non-Minority	Low-Income
26N	15.3%	10.2%	Non-Minority	Non-Low-Income
28	46.7%	23.1%	Minority	Low-Income
30	73.5%	36.7%	Minority	Low-Income
31	32.4%	22.2%	Non-Minority	Low-Income
34	62.8%	25.8%	Minority	Low-Income
37	70.7%	30.0%	Minority	Low-Income
38	65.6%	28.6%	Minority	Low-Income
39	70.8%	35.9%	Minority	Low-Income
55	32.7%	27.0%	Non-Minority	Low-Income
86	34.8%	14.6%	Non-Minority	Non- Low-Income
87	65.4%	30.0%	Minority	Low-Income

Frequency

IndyGo's Service Standards define designed frequency (also known as headways) for respective service categories. For example, "Frequent" service is intended to have headways of fifteen minutes or better; "Coverage" routes are designed to have headways of thirty or more minutes. For the Title VI Service Monitoring Report, staff compared the headways of minority routes to non-minority routes and low-income routes to non-low-income routes. Headways are calculated by dividing the total span in minutes by the number of recorded timepoint departures per unique timepoint per route. IndyGo staff found no disparate impact nor disproportionate burden for headways.

Table III-2. Frequency

<i>Route Type</i>	<i>Average Headways in Minutes</i>	<i>Acceptable Range</i>	<i>Result</i>
Minority	40.2	36.7 - 55.0	No Disparate Impact
Non-Minority	45.8		
Low-Income	43.5	30.1 - 45.1	No Disproportionate Burden
Non-Low-Income	37.6		

Daily and Weekly Span

IndyGo's 2018 Service Standards define span as the hours of day and days per week that a service operates and the hours that runs at its defining frequency. IndyGo applies different span standards depending upon service category. For the Title VI Service Monitoring Report, staff compared the daily and weekly span of minority routes to non-minority routes and low-income routes to non-low-income routes. Daily span was calculated by multiplying total service hours by days in service for each route during the study period; average weekly span was calculated by dividing days in service for each route by the number of weeks in the study period. IndyGo staff found no disparate impacts nor disproportionate burdens associated with daily or weekly span.

Table III-3. Daily Span

<i>Route Type</i>	Average Daily Span in Hours	Acceptable Range	Result
Minority	17.0	12.7 - 19.0	No Disparate Impact
Non-Minority	15.8		
Low-Income	16.5	13.1 - 19.6	No Disproportionate Burden
Non-Low-Income	16.3		

Table III-4. Weekly Span

<i>Route Type</i>	Average Weekly Span in Days	Acceptable Range	Result
Minority	6.3	4.7 - 7.0	No Disparate Impact
Non-Minority	5.9		
Low-Income	6.1	4.9 - 7.0	No Disproportionate Burden
Non-Low-Income	6.1		

Stop Spacing

IndyGo sets standards for stops per mile that depend on service categories defined in its Service Standards. For example, "Rapid" service is designed to have about two stops per mile, whereas "Frequent" service is designed to have about four stops per mile. For IndyGo's Title VI Service Monitoring Report, staff compared the stops per mile for minority / non-minority routes and low-income / non-low-income routes. IndyGo found no disparate impacts nor disproportionate burdens associated with stop spacing.

Table III-5. Stop Spacing

<i>Route Type</i>	Stops per Mile	Acceptable Range	Result
Minority	5.7	3.8 - 5.7	No Disparate Impact
Non-Minority	4.8		
Low-Income	5.4	3.7 - 5.6	No Disproportionate Burden
Non-Low-Income	4.6		

Travel Speed

IndyGo's 2018 Service Standards allow the evaluation of different standards of vehicle speed depending on defined service categories. For example, "Rapid" service is expected to operate between 20 to 22 miles per hour, whereas "Coverage" routes are expected to operate between 14 to 18 miles per hour. For IndyGo's Title VI Service Monitoring Report, staff compared the service speed of minority / non-minority routes and low-income / non-low-income routes. Service speed was calculated by dividing revenue miles by revenue hours. IndyGo staff found no disparate impacts nor disproportionate burdens in the application of this Service Standard.

Table III-6. Travel Speed

<i>Route Type</i>	Speed	Acceptable Range	Result
Minority	13.0 miles per hour	10.8 - 16.3 miles per hour	No Disparate Impact
Non-Minority	13.5 miles per hour		
Low-Income	13.1 miles per hour	10.8 - 16.2 miles per hour	No Disproportionate Burden
Non-Low-Income	13.5 miles per hour		

On-Time Performance

IndyGo assesses service reliability by measuring each route's on-time performance. IndyGo's current standard for on-time performance allows buses to be at scheduled time points between one minute early and five minutes late to be considered on-time. The better the on-time performance, the more reliable a service can feel for riders.

IndyGo compared the on-time performance of minority routes to non-minority routes and low-income routes to non-low-income routes and found no disparate impacts nor disproportionate burdens.

Table III-7. On-Time Performance

<i>Route Type</i>	On-time Performance	Acceptable Range	Result
Minority	81.3 %	65.8 % - 98.7 %	No Disparate Impact
Non-Minority	82.2 %		
Low-Income	82.0 %	63.8 % - 95.7 %	No Disproportionate Burden
Non-Low-Income	79.7 %		

Distribution of Transit Amenities

IndyGo's policy for transit amenity distribution is outlined in its Service Standards and based on the actual or planned ridership levels of a specific service. Transit amenities include shelters, benches, informational displays, and trash cans. IndyGo's current policy states the following:

- Basic bus stop – No ridership criteria
- Bus stop with bench (bench or simme-seat) – 10-20 boards per day
- Sheltered bus stop (lighting, waste receptacle, etc.)– 20+ boardings per day
- Super Stop (larger shelter, near-level boarding, real-time information display) – based on route service category
- Rapid Transit Station (All Super Stop Amenities and Station Signage) - Determined by planning effort
- Transit Center (All Rapid Transit Station Amenities, plus public restrooms and on-site security) – Determined by planning effort

This report analyzed the distribution of amenities at the bus stop level. A bus stop was classified as a minority or non-minority stop based on the type of route (s) that served the stop. However, a bus stop could be both a minority and non-minority bus stop if it was served by minority and non-minority routes.⁵ This methodology was also used for classifying low-income and non-low-income bus stops. The full distribution of transit stop amenities is shown in Figure III-1.

Shelters

Shelters are located at high activity bus stops. In 2018, there were a total of 218 shelters. Minority routes had 5.8% of stops with shelters, as compared to non-minority stops, which had 5.2% of stops with shelters. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-8. Stops with Shelters

<i>Stop Type</i>	Stops with Shelter	Stops with No Shelter	Total Stops	Percent of Stops with Shelter	IndyGo Acceptable Range
<i>Both Minority and Non-Minority Stop</i>	37	310	347		
<i>Minority Stop</i>	106	1723	1829	5.8%	4.1% to 6.2%
<i>Non-Minority Stop</i>	75	1389	1464	5.1%	
<i>Both Low-Income and Non-Low-Income Stop</i>	29	272	301		
<i>Low-Income Stop</i>	172	2819	2991	5.8%	4.0% to 5.9%
<i>Non-Low-Income Stop</i>	17	331	348	4.9%	

⁵ Stops that serve both a minority and non-minority route are not utilized in determining disparate impact or disproportionate burden.

Benches

Benches are located at bus stops with moderate activity. In 2018, there were a total of 228 benches. Minority stops had 3.4% of stops with benches, as compared to non-minority stops, which had 2.5% of stops with benches. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-9. Stops with Benches

<i>Stop Type</i>	Stops with Benches	Stops with No Benches	Total Stops	Percent of Stops with Benches	IndyGo Acceptable Range
<i>Both Minority and Non-Minority Stop</i>	15	332	347		
<i>Minority Stop</i>	63	1766	1829	3.4%	2.0% to 3.0%
<i>Non-Minority Stop</i>	36	1428	1464	2.5%	
<i>Both Low-Income and Non-Low-Income Stop</i>	14	287	301		
<i>Low-Income Stop</i>	91	2900	2991	3.0%	2.1% to 3.1%
<i>Non-Low-Income Stop</i>	9	339	348	2.6%	

Information Signage

Information signage are located at high activity bus stops. In 2018, there were a total of 23 stops with information signage; 19 of those stops were at the Julia Carson Transit Center (CTC). All of the stops are both minority and non-minority and low-income and non-low-income. As such, there is a finding of no disparate impact or disproportionate burden.

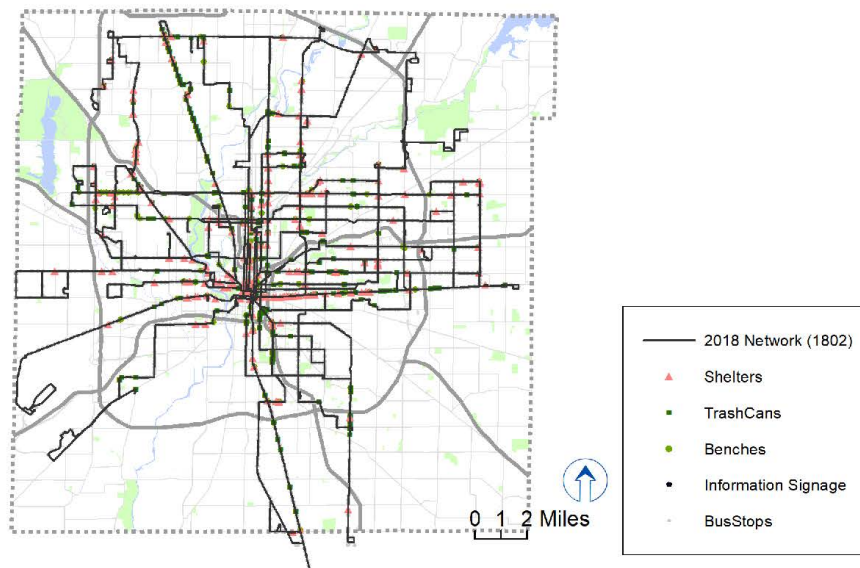
Trash Cans

Trash cans are located at stops with moderate activity. In 2018, there were a total of 486 trash cans. Minority stops had 6.9% of stops with trash cans, as compared to non-minority stops, which had 6.0% of stops with trash cans. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-10. Stops with Trash Cans

Stop Type	Stops with Trash Cans	Stops without Trash Cans	Total Stops	Percent of Stops with Trash Cans	IndyGo Acceptable Range
Both Minority and Non-Minority Stop	29	318	347		
Minority Stop	126	1703	1829	6.9%	4.8% to 7.3%
Non-Minority Stop	88	1376	1464	6.0%	
Both Low-Income and Non-Low-Income Stop	30	271	301		
Low-Income Stop	200	2791	2991	6.7%	3.0% to 4.5%
Non-Low-Income Stop	13	335	348	3.7%	

Figure III-1. Map of Transit Amenities



Passenger Load

IndyGo's 2018 Service Standards measure passenger load by evaluating average ridership per trip against vehicle capacity. No route has an average ridership above the lowest capacity vehicle in IndyGo's fixed-route fleet. Therefore, each route met IndyGo's standard for passenger load, and there were no disparate impacts nor disproportionate burdens.

Table III-11. Passenger Load

<i>Route Type</i>	Percent of routes that meet Load Standard	Acceptable Range	Result
<i>Minority</i>	100 %	80 % - 100 %	No Disparate Impact
<i>Non-Minority</i>	100 %		
<i>Low-Income</i>	100 %	80 % - 100 %	No Disproportionate Burden
<i>Non-Low-Income</i>	100 %		

Vehicle Assignments

IndyGo's Vehicle Assignment Policy prevents discrimination based on the age of vehicles assigned to routes. IndyGo staff reviewed the age of vehicles assigned to routes and found no disparate impact nor disproportionate burden.

Table III-12. Vehicle Assignment

<i>Route Type</i>	Average Age of Vehicle in Years	Acceptable Range	Result
<i>Minority</i>	9.3	7.7 - 11.5	No Disparate Impact
<i>Non-Minority</i>	9.6		
<i>Low-Income</i>	9.5	7.3 - 11.0	No Disproportionate Burden
<i>Non-Low-Income</i>	9.1		

Conclusion

After evaluating each service standard established by the IPTC Board of Directors, none of the existing service standards or policies were found to have a disparate impact or disproportionate burden. IndyGo staff will continue to implement its service standards and policies and explore opportunities to improve the standards or match the standards to service delivery.

Service Monitoring Board Action Item

**RESOLUTION 2020-02
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)**

**A RESOLUTION
ADOPTING the 2020 Title VI Program Update**

WITNESS THAT:

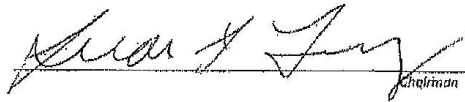
WHEREAS, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance; and


WHEREAS, federal regulations require transit agencies receiving federal assistance to provide an update of their policies and programs every three years, including an evaluation of service provision; and

WHEREAS, IndyGo is a recipient of FTA-administered funds;

IT IS HEREBY RESOLVED by the board of directors for the Indianapolis Public Transportation Corporation that the 2020 Title VI Program Update has been reviewed and approved by the Indianapolis Public Transportation Corporation on this 23 day of January 2020.

Indianapolis Public Transportation Corporation


Chairman


Attest

APPENDIX I. POLICY ADOPTION

Adoption of Major Service Change, Disproportionate Burden, and Disparate Impact Policies

IPTC Agenda
08-26-13
Item No. A - 4

TO: Chair and Board of Directors

FROM: Annette Darrow
Director of Planning

REQUEST FOR ADOPTION OF TITLE VI POLICIES AND PROGRAM - RESOLUTIONS 2013-03 AND 2013-04

Background: Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance. To provide guidance on this issue, the Federal Transit Administration (FTA) issued Circular 4702.1B in October 2012 which outlines Title VI compliance procedures for recipients of FTA-administered transit program funds. As a recipient of FTA-administered federal funding, IndyGo must meet the requirements established in this document.

An updated IndyGo Title VI Program is due to the FTA on October 1, 2013. Under the FTA guidelines, IndyGo is required to seek review and approval of key components of its Title VI program by the IndyGo Board of Directors. This includes the following:

- **Approval of the “Major Service Change” and “Disparate Impact” policies:** Under the new FTA requirements, IndyGo is required to establish a threshold for determining when a service change is considered “major,” thus requiring a Service Equity Analysis before implementation. The setting of these policies included public engagement meetings to educate the public on Title VI and solicit feedback on the proposed policies.
- **Approval of the Service Monitoring Evaluation:** IndyGo is required to set system-wide service standards and policies for vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities, and vehicle assignment. The Service Monitoring Evaluation is an assessment of how closely IndyGo is meeting those standards for minority, non-minority, low-income, and non-low-income populations. The evaluation found that the rates of compliance with IndyGo’s standards and policies for each population group are within acceptable ranges.
- **Approval of the 2013 Service Improvements Service Equity Analysis:** The two phases of service improvements implemented by IndyGo in 2013 meet the criteria for a “major service change.” A Service Equity Analysis was completed

to ensure a fair and equitable distribution of service changes throughout the IndyGo service area. The analysis found no disparate impacts to minority populations and no disproportionate burdens to low-income populations as a result of the 2013 service improvements.

The Title VI Program follows and has no appendices attached, but the full report is on file at IndyGo.

If approved IndyGo will submit the final board adopted program and policies to the Federal Transit Administration by October 1, 2013.

Recommendation: Adopt policies and program for IndyGo 2013 Title VI Program.

Annette Darrow
Director of Planning

**Title VI Policies for Adoption
By
The IndyGo Board of Directors**

Resolution 2013-03

The following policies are included in the IndyGo 2013 Title VI Program Update.

Major Service Change Policy

A major service change shall be defined as any proposed change that meets one or more of the following criteria:

1. An increase or decrease in fare.
2. A service change that will impact 25 percent or more of the transit route miles on an existing route.
3. A service change that will impact 25 percent or more of the total passengers on an existing route.
4. An implementation of a new route.

Disparate Impact Policy

Disparate Impact:

"A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin."

Policy - A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

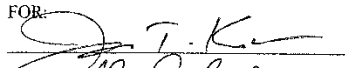
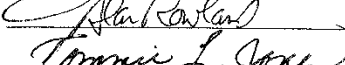
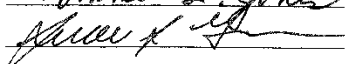

Disproportionate Burden Policy

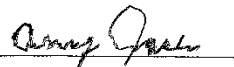
Disproportionate Burden:

"A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations."

A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

These policies were adopted by the I.P.T.C. Board of Directors **Resolution No. 2013-03**. Board approval date 08-26-2013

FOR:	AGAINST:
	
	
	
	

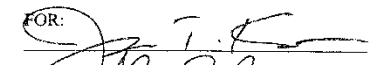
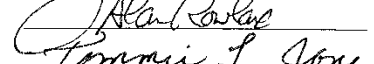
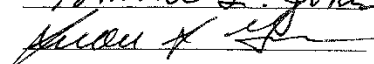

ATTEST: 

**2013 Title VI Program Update
for Adoption by
The IndyGo Board of Directors**

Resolution 2013-04

The following attachment is a The Title VI Program and has no appendices attached, but the full report is on file at IndyGo. Approval by the IndyGo Board of Directors will be noted as Appendix G of the Title VI report that will be submitted to the Federal Transit administration no later than October 1, 2013.

This program was adopted by the I.P.T.C. Board of Directors **Resolution No. 2013-04**. Board approval date 08-26-2013

FOR:	AGAINST:
	
	
	
	

ATTEST: 

APPENDIX J. EQUITY ANALYSES

Fare Equity Analysis Summary

The following is the Executive Summary of the Fare Equity Analysis, as approved in February 2019:

As IndyGo advances the Marion County Transit Plan, it is implementing a modernized fare system enabling it to introduce new benefits and provide greater convenience to its riders. These benefits are encompassed in proposed fare policy changes and the introduction of an account-based system with durable fare cards and a mobile ticketing application. As the system shifts from its current route structure to a grid-based system, these changes have the potential to benefit most riders in the IndyGo system.

With the implementation of the new system, IndyGo is proposing changes to IndyGo fare policies, fare structure, fare media, and fare validation procedures. Central to these changes are two new fare policies: free transfers and fare capping. Free transfers will enable riders to take a subsequent transit trip, within two hours of an initial trip, at no additional cost to that rider; this should provide greater access and convenience to riders making use of IndyGo's new grid-based network system. Fare capping will limit the total expenditure a transit rider will experience within a given day or week; a cap of \$4.00 for transit trips within a given day and a cap of \$15.75 for transit trips within a given week are proposed. In addition, IndyGo will eliminate the 7-day, 31-day, 10-trip passes and the policy of allowing Open Door eligible riders to ride free on fixed-route buses. The one-day and one-trip passes will remain, although the one-trip pass will be renamed the "Two-Hour Ticket"; users will only be able to purchase these passes on-board a local bus. These changes, and accompanying changes, are explored within Section II of this document.

Per IndyGo's Title VI policies, consistent with the Title VI requirements of the Federal Transit Administration, major fare policy changes require IndyGo to perform a fare equity analysis. The purpose of the analysis is to proactively assess the benefits and/or negative impacts of policy changes upon minority and low-income populations relative to non-minority and non-low-income populations. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IndyGo's established Title VI policy, is considered a disparate impact or disproportionate burden, respectively. A finding of disparate impact requires mitigations and an evaluation of alternatives. For the changes proposed by IndyGo, staff had to analyze the major policy changes and policies associated with the implementation of the new account-based system, including geographic access to locations where fare media would be vended. An overview of the fare equity analysis findings related to fare policy changes and other procedures associated with the implementation of the account-based system is provided in Executive Summary Table i. These analyses are presented in full detail in Section III of this document; the methodology for conducting these analyses is provided as an Appendix.

Executive Summary Table i. Summary of Fare Equity Analysis.

Policy	Free Transfer + Fare Capping	Geographic Access to Fare Media (2019)	Geographic Access to Fare Media (2023)	Card Issuance Fee	Deposit Bonus
Disparate Impact	NO	YES	YES	NO	NO
Disproportionate Burden	NO	YES	YES	YES	NO

The findings of a disparate impact and disproportionate burden for geographic access to fare media required IndyGo to develop alternatives and analyze those alternatives based on the same policy threshold that the initial proposal was analyzed. IndyGo staff explored several alternatives which were trimmed down to two potentially feasible alternatives: the providing of additional ticket vending machines (TVMs) in strategically located areas and the provision of a retail sales network that would stock and be able to reload account values. The alternatives do not eliminate the disparate impact, but it does significantly increase access to the fare media, and therefore access to IndyGo (See Executive Summary Table ii). Due to the far greater access, in terms of the number individuals with access to vending locations, with the retail network alternative, IndyGo staff recommend the adoption of that alternative. The analysis of alternatives is included in Section VI of this document.

Executive Summary Table ii. Summary of Access for Both Proposals Following Full Build Out

Population Group	Current Access (2018)	Baseline Scenario (2023)*	Ticket Vending Machine Alternative*	Retail Network Alternative*
Overall	20,828	164,724	203,699	506,629
		690.6%	878.0%	2,332.4%
Minority	12,878	72,459	101,399	236,271
		462.7%	687.4%	1,734.7%
Non-Minority	7,951	92,260	102,289	270,364
		1060.4	1,186.5%	3,300.4%

**Note: Percentages shown reflect the percent change of the percent of population with access. For example, the 690.6% increase for overall population relative to the baseline reflects access moving from 2.2% of population currently to 17.7% in the future.*

This document has been created by IndyGo staff to facilitate a dialogue with the public regarding the proposed changes to IndyGo fare policies, procedures, and practices. As such, it seeks to provide a comprehensive overview of the proposal, the equity analysis, and the consideration of alternatives. The document concludes with a discussion of IndyGo’s mitigation strategies to limit any impacts that these changes may have upon IndyGo riders and the public, and outlines IndyGo’s public outreach strategies associated with these changes.

Fare Equity Analysis – Meeting Minutes

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION BOARD OF DIRECTORS MEETING MINUTES

THURSDAY, February 28, 2019

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Danny Crenshaw at 5:02 pm, Thursday, February 28, 2019, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

Board members present at commencement of the meeting and comprising a quorum were:

Danny Crenshaw, Chair
Juan Gonzalez, Vice-Chair
Tommie Jones, Secretary
Mark Fisher, Board Member
Adairius Gardner, Board Member
Richard Wilson, Board Member

Absent

Greg Hahn, Treasurer

IPTC executive staff in attendance:

Michael Terry, CEO/ President
Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance
Roscoe Brown, COO/VP of Operations
Bryan Luellen, VP of Public Affairs and Communications
Phalease Crichlow, VP Human Resources
Justin Stuehrenberg, VP of Planning and Capital Projects

Absent

Marcus Burnside, Interim CIO

RECOGNITIONS: See Attachment.

ACTION ITEM 1: CONSIDERATION OF APPROVAL OF MINUTES FROM BOARD MEETING January 24, 2019

Motion for approval by Juan Gonzalez and seconded by Mark Fisher, passed unanimously.

ACTION ITEM 2: CONSIDERATION OF BOARD OFFICERS ELECTIONS

Upon presentation of the ballot nominating Juan Gonzalez for Chair, Mark Fisher for Vice-Chair, Adairius Gardner for Secretary and Greg Hahn as Treasurer, the motion for approval by Rick Wilson and seconded by Adairius Gardner carried unanimously.

ACTION ITEM 3: CONSIDERATION OF ADOPTION OF REVISED FARE POLICY

Presented by Bryan Luellen, VP of Public Affairs and Communications, for the approval and adoption of the proposed change in Fare Policy.

At this time, the floor was opened to the public for comment and testimony on the Fare Policy change.

PUBLIC HEARING ITEM 1: PRESENTATION OF PROPOSED FARE POLICY CHANGE

All individuals asking to speak were heard, their testimony is attached to these minutes.

Motion for approval of the proposed Fare Policy changes by Mark Fisher and seconded by Richard Wilson passed unanimously.

ACTION ITEM 4: CONSIDERATION AND APPROVAL OF PURPLE LINE TASK ORDER 6 (100% DESIGN) TO WSP

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval to issue a Task Order to WSP to develop final design drawings, specifications, and bid documents as well as right-of-way services, utility work plan coordination services and project management services related therein for Purple Line BRT project.

Motion for approval by Adairius Gardner and seconded by Richard Wilson, passed unanimously.

ACTION ITEM 5: APPROVAL OF TASK ORDER FOR E-BUILDER LICENSE RENEWAL

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval to renew the e-Builder license of the I (one) option year to April of 2020.

Motion for approval by Richard Wilson and seconded by Adairius Gardner, passed unanimously.

ACTION ITEM 6: ADOPTION OF STRATEGIC PLAN MISSION/VISION/VALUE/GOALS

Presented by Allison Potteiger, Communication Specialist Marketing, for approval to adopt IndyGo's 10-year Strategic Plan inclusive of Mission, Vision, Values and Goals.

Motion for approval by Adairius Gardner and seconded by Mark Fisher, passed unanimously.

ACTION ITEM 7: APPROVAL OF NEW MAC MEMBERS

Presented by Paula Haskin, Director of Flexible SVC/Contract Services, for approval of the following nominees recommended for membership to the Mobility Advisory Committee:

1. Erin Hardwick is a Director of Community Integration and Prevocational Services at Noble.
2. Suzanne McVey has worked in the Employment Division at Easterseals Crossroads for over ten (10) years.
3. Cori Wills has been employed at Bosma Enterprises for the past eight (8) years. He has also been a user of the Open Door service for the past eight (8) years.
4. Dustin Gilmer is a project manager for the Indianapolis Office of Disability Affairs where he assists various departments of government in complying with the Americans with Disabilities Act (ADA).

Motion for approval by Richard Wilson and seconded by Adairius Gardner, passed unanimously.

INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR JANUARY 2019

Presented by Nancy Manley, CFO/VP of Finance. The Board accepted the report.

INFORMATION ITEM 2: PLANNING AND CAPITAL PROJECTS UPDATE

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects. The presentation is attached.

The Board accepted the report.

INFORMATION ITEM 3: PARATRANSIT UPDATE- Rosco Brown

Presented by Rosco Brown, Chief Operating Officer/Vice President of Operations, reported TransDev concluded the month of February at an 87% on-time performance rating which is up 27% from Aug 2018; however, the on-time service goal of 95% has not been met yet. The service is showing improvements.

Rosco thanked Paula Haskin and Cheryl Purefoy for putting together and facilitating a Board Member orientation with TransDev and took a tour of the new TransDev location.

MAC (Mobility Advisory Committee) members in attendance:

John King, Regional VP from Corporate

Anell Zimond -General Manager

INFORMATION 5: CEO UPDATE:

Mike Terry congratulated all the Board members on their new officers' positions. He also thanked Suzanne Cory, and Dustin Gilmer for their willingness to service as new MAC members and Greg Meyer for his leadership in the community.

Federal Budget for 2019 has passed. State budget passed may have an increase in funds.

Mike Terry will be attending the APTA Legislative Conference in Washington D.C., while there he will be visiting with Congressional offices to update them on IndyGo's projects and programs.

Justin Stuehrenberg was recognized in the Indianapolis Business Journal, under article "2019 Class of 40 under 40" January 2019 issue.

Procurement is hosting an Outreach Event March 27, 2019 at Ivy Tech Culinary School, 2829 N. Meridian St. from 8am-11am. It will be a speed networking meeting for key individuals who can help grow your business. There will be an IndyGo representative there to discuss our newest contracts and latest events.

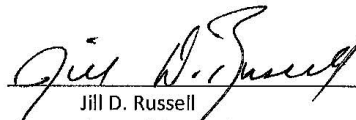
Special thanks to Danny Crenshaw for his years of service on the Board, his support, professionalism and friendship and congratulations to Juan Gonzalez for his new role as Board Chair.

DEPARTMENT REPORTS 1-4:

The Board and public are directed to the reports contained in the Board Packet.

ADJOURNMENT:

Chair Juan Gonzalez adjourned the meeting at approximately 6:40 pm.



Jill D. Russell
General Counsel

2018 Employees of the Year for Leadership

Effective leaders exemplify flexibility, strong communication, and inspire others to collaborate. The following individuals have made exceptional efforts to improve their individual work and have carried it out in a way that helps sustain the organization, particularly through supporting the growth of their peers.

Allison Potteiger has dedicated her seemingly endless enthusiasm to authentic employee engagement. In 2018, Allison pushed through many months of uncharted territory to help establish IndyGo's mission, vision, values and aligned strategic goals. Her leadership has been critical for our agency to begin to create new internal communication and collaboration structures that will ultimately enable successful undertaking of the Marion County Transit Plan and the future of the agency.

Myra Burge started at IndyGo in 1998. This last year, she has been invaluable in the success of migrating our financial system to the Microsoft Dynamics AX platform. As a Super-user of the AX system, Myra has been responsible for training and supporting the ongoing learning among IndyGo staff.

Marilyn Sadler has been IndyGo's Director of Civil Rights and Compliance since August 2016. Marilyn has utilized her experience in Diversity and Compliance to build capacity within IndyGo's procurement and human resource functions to increase minority participation in contracting and employment. In addition to her leadership inside the company, Marilyn has also enhanced a cooperative relationship with various community groups focused on equality of opportunity.

LaTeeka Washington has been with IndyGo for 2 years. For anyone who has ever worked in an office, people get persnickety about their work space. While IndyGo has been shoring up staff capacity, we've had some growing pains with our office space. LaTeeka has masterfully navigated through difficult waters with diverse stakeholders to make the best of our office renovation project. She has worked to find the best solution for everyone while always keeping her cool and continuing to move the project forward.

2017 we initiated three annual awards named after individuals who set the bar high and exemplified valued qualities in our agency.

The Sam Garrison Customer Service Award - Exemplify excellent customer service, professionalism, and respect to their internal and external customers, and works in the example that Sam Garrison set during his over 50-year tenure.

Misti El Shabazz has been a professional coach operator for IndyGo since March 2014. Misti has numerous compliments for her polite and professional demeanor, even going above and beyond to help one of her blind riders cross the street. In addition to receiving the Sam Garrison Award, Misti was also nominated for the 2019 Recognition of Service Excellence Award, coordinated by Visit Indy to honor our city's best ambassadors in the hospitality industry.

David Perkins Excellence Award- Exemplify compassion, level decision-making, and a superior positive attitude and excellence in his role.

Thierno Balde Thierno Balde began working at IndyGo in August of 2002 and currently serves as Electric Vehicles and Special Projects Manager, As IndyGo pursues new technology in transportation, Thierno brings passion and enthusiasm to make sure that IndyGo's efforts to transition the fleet to electric is a success. Thierno's leadership has always been exemplified by a positive attitude, quality and excellence when interacting with his team members and others within or outside of the organization.

Bob Monroe Innovation Award - Exemplify innovation, an attitude of openness and willingness to find collaborative solutions that improve not only their individual work but that of the organization.

Chuck Summers has worked at IndyGo for his entire adult life, since 1980. Every year he contributes his ideas for making things better for IndyGo riders and Drivers. Each IndyGo bus holds a fire extinguisher for safety. As you can imagine, bumps in the road can cause them to fall and be accidentally discharged. Chuck created an earth quake proof holder and it worked so well that each bus was retrofitted with his new extinguisher holder and has reduced the amount of accidental discharges by 10-fold.

Procurement outreach event

March 27

8-11am

Ivy Tech Culinary School at 2829 N Meridian

This will be a Speed networking where you will meet key individuals to help you grow your business. You will have a few minutes with representatives from IndyGo to discuss upcoming contract opportunities as well as peers in the private sector for partnership opportunities.

Public Testimony

Craig Meyer

- Presented IndyGo a letter that we sent to him about Open Door policy changes
- Talked about how we started free Open Door rides in 2007
- Said just because IndyGo is collecting less fare is not a good reason to change policy
- If we start charging, please put that money back into paratransit to make the existing service better

Ben Hill

- This change in fare policy with Open Door will hurt me because I am low income
- These new fare boxes can do wonders, suggesting we put limits on number of rides Open Door recipients can receive.
- Notes how he has been riding for 57 years and is an advocate for public transit in Indianapolis

Beth Kizer

- Notes she is a special ed teacher at North Central High School
- Speaks on job training program and her students use Open Door free program to get to their jobs.
- Notes with this change in Open Door fare policy her students may have to find new transportation
- Is against taking away 10-day trip passes that the teachers use

Marsha Vorhis

- States that we haven't taken into consideration low income riders

- Notes even half-fare is above her budget and does not think this policy change is fair to her.
- Also has issues with our existing Open Door service as a whole. Was late getting to this meeting due to Open Door
- Suggests hiring new dispatchers or bringing in new service all together
- Thinks \$3.50 is too much to charge for the door to door Open Door service as well.

Derrick Lockett

- Wants service to be 24 hours a day like other cities
- Wants to do away with cash all together for fares because it's too slow and unsafe to carry on busses

Jessica France

- Thinks \$3.50 is too much for full Open Door service and can't afford half-fare on local routes either.
- Thinks the advance ordering of Open Door service isn't convenient for helpful
- Wants us to take low income riders into further consideration

Board Comments

Tommie Jones

- Wants the public to consider the IndyGo staff and how we all need to chip in to make this transit system work and grow
- Remarked how cities around the Midwest all have half-fare on local routes for their Open Door like services.

Adairius Gardner

- Asked what the process is to qualify for half fare.
- Bryan Luellen explained process
- Asked how many Open Door riders use fixed route vs. Open Door service.

Danny Crenshaw

- Asked what the financial impact of adding this half-fare for Open Door local route service will have on the organization.

Richard Wilson

- Asked for an amendment to research impact
- Bryan Luellen stated that is already in the fare policy proposal at year one of service running.

Red Line Service and Fare Equity Analyses Summary

The following is the Executive Summary of the Red Line Service and Fare Equity Analyses, as adopted on April 25, 2019.

IndyGo is implementing its first rapid transit line, the Red Line Bus Rapid Transit Project: Phase 1 (Red Line). The Red Line will travel 13.1 miles from Broad Ripple to the north, through Downtown, to the University of Indianapolis in the south; upon completion, the Red Line will be the spine for a complete revisioning of the bus network as outlined in the Marion County Transit Plan (MCTP).⁵ The Red Line was awarded a Small Starts Capital Investment Grant (CIG) from the Federal Transit Administration (FTA) in 2017. IndyGo plans to commence revenue service in September 2019.

As part of meeting FTA requirements for Small Starts-funded projects, the Red Line, and any parallel or connecting route changes, are required to undergo a service and fare equity analysis six months prior to revenue operations. Equity analyses are intended to evaluate the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IndyGo's established Title VI policy,⁶ is considered a disparate impact (DI) or disproportionate burden (DB), respectively. A finding of disparate impact requires mitigation and an evaluation of alternatives.

In March 2019, IndyGo compared the Existing 2019 network to the Proposed 2019 network, analyzing the difference through a Title VI lens. The expansion of transit service via the MCTP adds a substantial number of trips in Marion County, and the MCTP planning emphasized service frequency over service coverage. The planning also considered the impact of the redesigned network on Title VI populations. Unsurprisingly, when evaluating the service through the Title VI policies as reviewed by the public and approved by the IPTC Board of Directors, the initial analysis found no DI/DB.

The 2019 implementation plan has been envisioned to deploy more than a 50% increase in transit service. Given the magnitude of this undertaking, staff did not bring a final equity analysis results to the March board. As implementation strategy has evolved to maximize the benefits of this investment while effectively managing staff capacity, staff re-evaluated the currently proposed network, which was developed in early April. This new proposed 2019 network modified the number of trips and routes, and that updated service profile formed the basis for this updated service equity analysis. This updated analysis also showed no DB/DI.

If additional modifications of the 2019 implementation of the Marion County Transit Plan routing and service levels fluctuate before the September launch, IndyGo staff commits to re-evaluating the system with the final 2019 network. It will present its findings to the board, and engage in required public outreach and mitigation strategies, if there is a change in its findings. Any major service changes will be evaluated and vetted in accordance with the IPTC board-adopted Title VI policy

⁵ More information at <https://www.indygo.net/transitplan/>

⁶ Available from <https://www.indygo.net/about-indygo/title-vi/>

If the additional analysis determines a DI/DB, additional steps will be taken to comply with IndyGo and federal policies and best-practices regarding a finding of a DI/DB.

The Fare Equity Analysis accompanied the fare policy adoption presented to and approved by the board in February 2019. This analysis reviewed potential impacts related to the implementation of the fare system that will occur concurrently with the opening of the Red Line. IndyGo staff engaged in public outreach related to geographic disparities that were identified as a result of the fare system implementation and are currently pursuing mitigation strategies by working to deploy a retail network. This analysis, because it evaluated the same material and would result in the same conclusion, serves as the required fare equity analysis for this project. The document is available on IndyGo's website.

Red Line Service and Fare Equity Analyses – Meeting Minutes

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION BOARD OF DIRECTORS MEETING MINUTES

THURSDAY, April 25, 2019

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Juan Gonzalez at 5:03 pm, Thursday, April 25, 2019, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

Board members present at commencement of the meeting and comprising a quorum were:

Juan Gonzalez, Chair
Mark Fisher, Vice-Chair
Adairius Gardner, Secretary
Gregory Hahn, Treasurer
Danny Crenshaw, Board Member
Richard Wilson, Board Member
Tommie Jones, Board Member

IPTC executive staff in attendance:

Michael Terry, CEO/ President
Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance
Bryan Luellen, VP of Public Affairs and Communications
Marcus Burnside, Interim CIO
Phalease Crichlow, VP Human Resources
Roscoe Brown, COO/VP of Operations
Justin Stuehrenberg, VP of Planning and Capital Projects

RECOGNITIONS:

RECOGNITIONS:

The mission of the Rose Awards is to honor non-managerial hospitality employees or volunteers who provide excellent customer service. This year, IndyGo nominated two ideal employees for this honor.

Misti El-Shabazz was recognized as a Visit Indy Rose Award Winner this year! She has worked at IndyGo for 5 years as a Professional Coach Operator. Our riders have nothing but great things to say about Misti's professionalism and kind disposition. Beyond offering excellent customer service, Misti competed and won the Local Bus Rodeo and she will be a participant representing IndyGo at the 2019 International Bus Rodeo in Louisville, Kentucky this May.

Sam Dolce has been a Mechanic for IndyGo for 45 years and is the most senior employee in that department. For questions, advice, or projects no one wants or has the skills to take on, Sam can fix just about anything. And if he can't fix it, he will make it. He has the expertise and know-how to literally complete any project.

ACTION ITEM 1: CONSIDERATION OF APPROVAL OF MINUTES FROM BOARD MEETING March 28, 2019

Motion for approval by Greg Hahn and second by Rick Wilson carried unanimously.

ACTION ITEM 2: PROCUREMENT OF 40FT. DIESEL BUSES

Presented by Rosco Brown, COO/VP of Operations, for approval to authorize the President/CEO to place a bus order under the current contract option with Gillig Corporation to build, as specified by IPTC, fifteen (15) new 40-foot Gillig Low Floor Diesel Buses for an amount not to exceed \$7,857,030 (\$523,802 per bus). The cost per bus includes all camera/recording and IT requirements.

Motion for approval by Greg Hahn and second by Mark Fisher passed unanimously.

ACTION ITEM 3: A RESOLUTION FOR OUTLINING SERVICE CONSIDERED TRANSIT EMPHASIS CORRIDORS

Presented by Bryan Luellen, VP of Public Affairs and Communications, for the approval of the clear definition for the Department of Metropolitan Development interpret the zoning code, thereby allowing property owners and developers to modify off-street parking requirements in accordance with the zoning code.

Motion for approval by Tommie Jones and second by Danny Crenshaw, passed unanimously.

ACTION ITEM 4: CONSIDERATION AND APPROVAL OF TITLE VI COMPLIANCE ANALYSIS

Presented by John Marron, Deputy Project Manager, for approval to adopt FTA requirements and IndyGo Board-adopted Title VI policies.

Motion for approval by Danny Crenshaw and second by Tommie Jones, passed unanimously.

ACTION ITEM 5: TASK ORDER FOR DTC/DELAWARE ST DESIGN

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval of the President/CEO to budgetary approval with Shrewsberry for the task orders to carry out necessary design work for the Julia M. Carson Transit Center Level-Boarding, Delaware & Pearl Street Signal and Street Configuration Modification, and Super-Stops Utility Investigations not to exceed \$222,372.56.

Motion for approval by Greg Hahn and second by Adairius Gardner, passed unanimously.

ACTION ITEM 6: RED LINE CONSTRUCTION CHANGE ORDERS

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval of the following Change orders and Supplements for the Red Line project:

1. Change Order to the contract with F. A. Wilhelm in the increased amount not-to-exceed \$813,276.00 to meet an August 31st substantial completion and resolve previous delay claims.
2. A Change Order to Reith-Riley Construction Co. for the total amount not-to-exceed \$1,629,020.68 to cover various exploratory work and quantity reconciliations with no change to contract time.
3. A Change Order to Reith-Riley Construction Co for a total amount not-to-exceed \$950,000 to resurface Shelby St. and Virginia Ave. with no change to contract time.
4. A Supplement to CDM Smith for total amount not-to-exceed \$402,182.00 to execute construction design services for the accelerated schedule.
5. A Supplement to HNTB for total amount not-to-exceed \$1,193,66.57 to execute construction management services for the accelerated schedule.

Motion for approval by Greg Hahn and second by Danny Crenshaw, passed unanimously.

ACTION ITEM 7: CONSIDERATION AND APPROVAL OF COPIER/PRINTER LEASE

Presented by Marcus Burnside, Interim CIO, for approval to enter into contract negotiations with Sharp Business Systems for a three (3) year contract to provide copier lease services as outlined in RFP#19-01-308 for an amount not to exceed \$165,631.86.

Motion for approval by Greg Hahn and second by Danny Crenshaw, passed unanimously.

INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR MARCH 2019

Nancy Manley, CFO/VP of Finance. The Board accepted the report.

INFORMATION ITEM 2: PLANNING AND CAPITAL PROJECTS UPDATE

Justin Stuehrenberg, VP of Planning and Capital Projects. A copy of the report is attached.

The Board accepted the report.

INFORMATION ITEM 3: PARATRANSIT UPDATE

Rosco Brown, COO/VP of Operations. Reported TransDev concluded the month of March at a 93% on-time performance rating which represents a 6% increase from February, also 10% increase of the same period in 2018. The first 3 weeks of April the average was 89%. As a result of the on-time performance TransDev recognized, 100 coach operators where on time in that period. The customer comments are down 22 1/2%.

In the areas of underperformance, we continue accessing and liquidate damages. October 2018 payment is released less the liquidated damages.

Paratransit will be converting over to a new software system later in the year. The assessment service contract expires in August and a solicitation for that service will be released. KFH, the organization conducting a Paratransit Operational Analysis, is in the final stages of discussion. The contract should be executed late next week or early the following week. It's about a 9-month process and there will be reports presented to the Board on a regular basis. Also, TransDev and the MAC will be involved in the contract.

MAC members did a walk-through of the TransDev facility. Twelve (12) new vehicles for Paratransit buses arrived last week.

INFORMATION 4: CEO UPDATE:

Mr. Mike Terry, CEO/ President, thanked Cory Wills from the MAC Committee, for attending the meeting and serving on the MAC Board.

He introduced:

Isaac Wiesner, Center Grove School, Boy Scout Troop 139, Working on Eagle Scout Observing Project. His parents are Sandy and Brian Clem.

National "Get on Board" Day, promotes and recognizes the value of transit and the need to invest in our infrastructure.

Brian Luellen, VP of Public Affairs and Communications is promoting some of the tools APTA has made available to IPTC to help educate the community on the economic value of public transit. A fact sheet is available on the IndyGo website. Staff has been pushing some of facts out through social media and other campaigns in addition to using our transit ambassadors to help reach riders one on one.

Allison Potteiger, Organizational Communications Manager, is leading the Strategic Planning Initiative and has been having Co-Hort sessions with Butler University with the change agents. The Strategic goals have been set and there will be a report coming this summer.

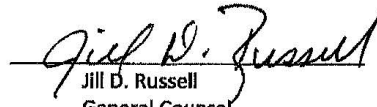
In May, IndyGo will provide a significant representation at the APTA (American Public Transportation Association) 2019 Mobility Conference (previously called the 2019 Bus and Paratransit Conference) being held in Louisville, Ky. This is also where the International Bus Rodeo will take place. At the Mobility Conference, there will be a number of sessions including vehicle maintenance, operations, fixed route and Paratransit. IndyGo will have representatives that are on the risk management committee, operations committee, Rodeo committee and Justin Stuehrenberg, VP of Planning and Capital Projects is on the panel to represent and talk about IndyGo's bus rapid transit.

DEPARTMENT REPORTS 1-4:

The Board and public are directed to the reports contained in the Board Packet.

ADJOURNMENT:

Chair Juan Gonzalez adjourned the meeting at approximately 6:35 pm.


Jill D. Russell
General Counsel