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: <u>https://www.indygo.net/about-indygo/title-vi-and-ada/</u>
- 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: <u>https://www.indygo.net/about-indygo/title-vi-and-ada/</u>. 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.

	Service Area ¹		Mobility Advis	ory 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%

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

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.

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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).



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.



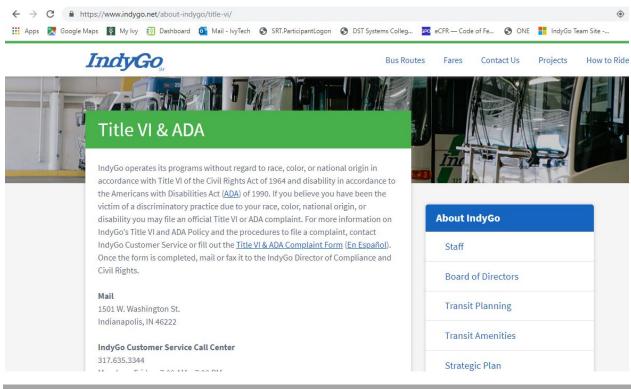


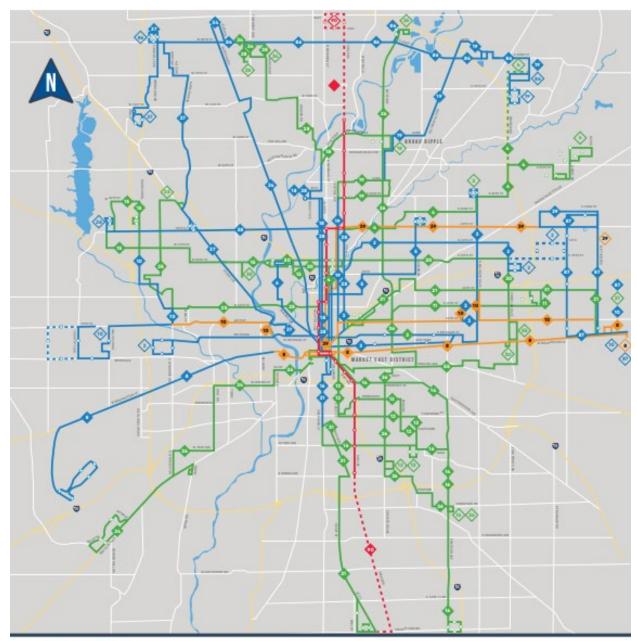
Figure I-1. Screenshot of Title VI & ADA Page on IndyGo Website

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)



LEGEND



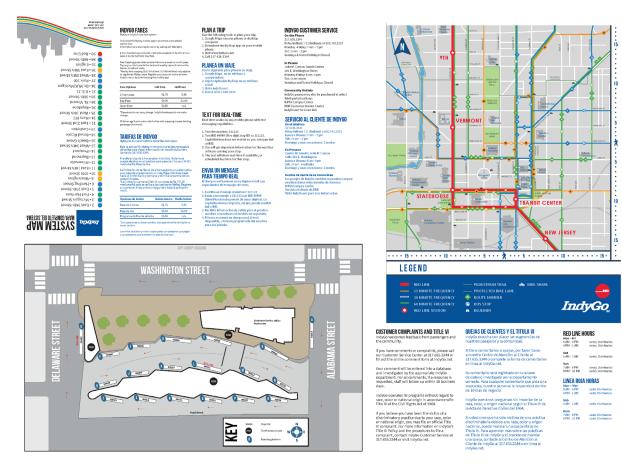
- 30 MINUTE FREQUENCY
- 60 MINUTE FREQUENCY
- RED LINE STATION 0





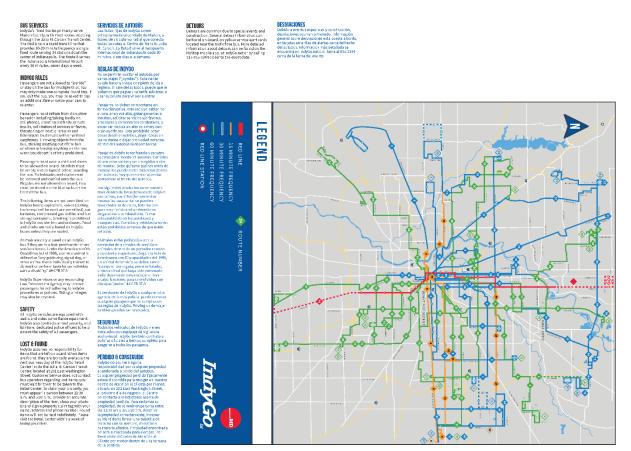
IndyGo System Guide

Appendix Figure A-1. IndyGo System Guide





Appendix Figure A-2. IndyGo System Guide (2)





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: <u>https://www.indygo.net/about-indygo/title-vi-and-ada/</u>



Indianapolis Public Transportation Corporation dba IndyGo 1501 W. Washington Street Indianapolis, IN 46222 T: 317.635.2100 F: 317.634.6885 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 (<u>www.indygo.net</u>) 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		Work Telephone
Street	City, State	
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
	crimination (Check appropriate box(es	

Title VI: 🗆 Race	Color	National Origin
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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

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

2



	Federal Agency	Federal Court	State Agency	State Court	Local Agency	
	Agency Name and Da	ate Filed				
5.	Provide contact person information for the additional agency or court:					
lan	ne					
	dress			Telephone		
Stre						
	Are you filing the comp	City, State laint on your own behalf? on for whom you are com		o, please supply the n		
.	Are you filing the comp relationship of the pers	laint on your own behalf?	Yes ⊡No □ Ifno			
7. 3.	Are you filing the comp relationship of the pers Please explain why you	laint on your own behalf? on for whom you are com	Yes ⊡No □ If no			
.	Are you filing the comp relationship of the pers Please explain why you	laint on your own behalf? ion for whom you are com I have filed a third party.	Yes ⊡No			

Sign complaint in the space below. Attach any suppo	prting documents <u>.</u>
Signature	Date
Please fill out this form and mail it to th	e IndyGo Director of Compliance and Civil Rights. Mail:
1501 W. Wash	nington St. Indianapolis, IN 46222.
P	lease call (317) 614-9272 if you have
	questions.

3

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

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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.	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.	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.	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

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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.

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	% of
	LEP	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

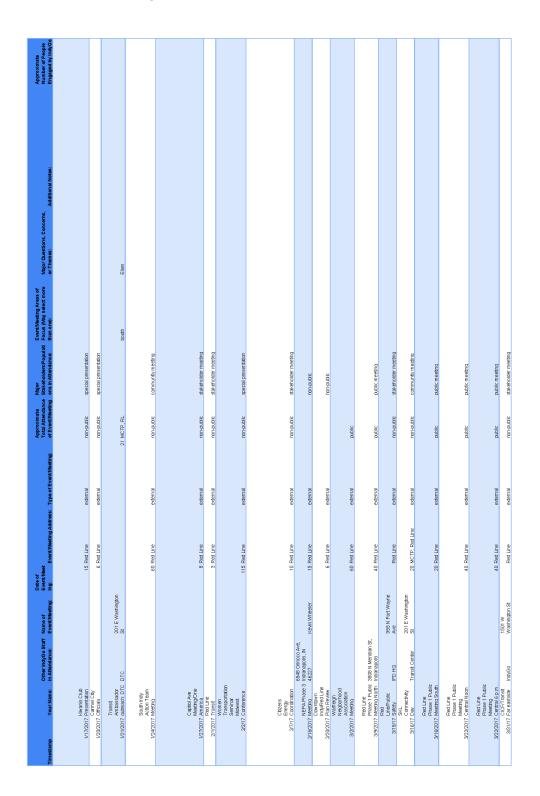
IndyGo conducts ongoing internal monitoring of its language assistance practices to ensure that the strategies employed remain effective. This is accomplished partially through feedback from customers and IndyGo staff who are in frequent contact with LEP persons. If any aspects of the current plan are 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.



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.



Approximate Number of People Engaged by IndvGo																							
Additional Notes:					Jennifer called to find out about how much on-street parking would be provided on College Ave near Kessler once Peed Line is open																		
Major Questions, Concerns, or Themes:					Jennifer Pyrz																		
Event/Meeting Areas of Focus (May select more than one):					stakeholder meeting																		
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Event/Meeting Address: Type of Event/Meeting:	external	external	external	external		external	external	external	external	external	external	external	external	external	external	external	external	external	external	external	external	external	
t Event/Meeting Address:	MCTP, Red Line	MCTP, Red Line	100 Red Line, MCTP	MCTP, Red Line	Jennifer Haas, business owner - Orange Theory	7 Red Line	7 Red Une	MCTP, Red Line	Red Line	MCTP, Red Une	Red Line 250 MCTD DI DI	Red Line	250 MCTP, Red Line	MCTP, RL, PL	MCTP. RL PL	Red Une	13 Red Line	Red Line	Red Line	Red Line	Red Line	5 Red Line	
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Other IndyGo Staff Name of In Attendance: Event/Me		Re-Development Offices	OneAmerica Tower) phone	Gaogle phone	Tomlinson Tap Room	Tomlinson Tap Room	Broad Ripple Park		Greenwood 5. Government Center	Zink Distributing Company		James Russell Lowell School #51	I CCB	TAB Church	Central Library	y Ulndy Krannert Memorial Librarv	e Fairbanks Hall	Children's Museum		St. Richards	BNS Hoiten Totton	
testamp Your Name:	Destination Fall Creek Projects 4/6/17 Meeting	Haly Cross Neighborhood Re-Development 4/20/17 2way Michigan Offices	OneAmerica Earth Day Red 4/21/17 Line Outreach OneAmerica Tower	5/3/17 Susan Orr - IBJ phone	Red Line Corridor Lation tusiness 5/8/2017 outreach	IndyCog stakeholder 5/15/17 meeting	IndyCog stakeholder 5/15/17 meeting	Broad Ripple 5/21/17 Art Fair	Greenwood Leadership - Red Line 5/23/17 extension	Greenwood 6/8/17 Red Line Costs Government Center	Red Line: Troy Ave 6/15/17 intersection 6/15/17 intersection	Red Line + Broad Ripple Parking 6/20/17 Carage	Ctrole Up for James Russell 6/24/17 Peace Festival Lowell School #51	Meeting with 6/26/17 Councillor Oslii CCB	Meeting with Cauncillor 6/27/17 Oliver	Red Line Contractor Outreach 6/27/17 Evert	Red Line Uindy Uindy Krannert 629/17 Stop Meeting Mermortal Library	IndyGo/Redline 7/12/2017 & U Health Fairbanks Hall	RL Update to Children's 7/17/2017 Museum	IndyGo Red Line meeting 7/26/2017 with Teamster	IndyGo Red Line/ St 7/28/2017 Richards	8	Red Line - Colleen F &

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Other IndyGo Staff Name of In Attandance: Event Meeting	St. Paul's Episcopal Church		Lake City Bank	d\Go					polis Art	iks Hall					Children's Museum	R	Resource Langsdale
Timeetamn Your Name		Carpenter RealtylindyGo 10/17/2017 RL	Women's Business 10/18/2017 Round table L	MAC Meeting/RL 10/18/2017 ADA features 1	Garfield Park Ubrany IndyGo 10'23/2017 RL	Garfield Park / 10/23/2017 Ind/Go RL	SE Neighborhood Cangress 10/26/2017 Meeting	Krista Gaynor, Micua resident/realtor - update on 10/30/2017 transit	artist ishop	IU 11/2/2017 Health/IndyGo FairbanksHall	Transit zoning/infrastr ucture/Constru toton 11/7/2017 Coordination E		LITTE Red Door/IndyGo 11/8/2017 RL	Fall Creek Place HOA 11/9/2017 Meeting (RL)		Surface Work Communicatio Is Team Meeting/Citizen 11/16/2017 DPW C	CEG/DPW/Ind yoo 11/28/2017 coondination Resource Langsdale

			This group is being assembled to give an update on the invigors BRT Redine which will impact our facilities along Capitol Avenue. Each team member has been identified because this formit properties and relationships that will be critical as this construction noniert facilics off	Mendian Kessler pdate on red Line					hidy & Arts Council of seting of 2018!		internal preview day to go over information being shared with public at meetings		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.					The next DFC Task Force meeting will be Jan 23rd at 5:30 in norm 521 of the IFC Building, Ivy Tech, 2555 N. Captol, As the Red Line construction starts, it is critical to act YCUR more, Please come.			
Additional Notes:			This group is being assemi innyGo's BFT Redine white along Capitbi Avenue. Eac identified because they bri- that will be critical as this of	Jerome – please hold for Meridian Kessler neighborhood meeting to update on red Line	Meet with Paul Richart				Please join Transit Drives Indy & Arts Council of Indianapolis for our first meeting of 2018!		internal preview day to go o with public at meetings		HI Susan— wanted to chat outreach. If you have 20 m would be great to connect.					The next DFC Task Force meetin 5:30 in morn 521 of the IFC Build Capitol. As the Red Line construct to get YOUR input, Please come.			
Major Questions, Concerns, or Themes:						ها الا	ها الت	Lauren	Lauren	Ellen	Jerome	Jerome	Brvan	Jerome	Lauren	Jerome	Lauren	Jerome	Jerome	Jerome	
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Date of Event/Meet Ing: Event/Meeting Address: Type of Event/Meeting:						E			75	c	ihorne@indvgo.net		susan weben@ddt.cov		lda,@hrdygo.net		10				
f Name of EventMeeting:		201 E Washington St		4550 Central Ave	2001 E 80th St	201 E Washington St		501 Virginia Ave	615 N. Alabama St	201 E Washington St	1501 W Washington St			40 E St. Clair St.	40 E St. Clair St.	40 E St. Clair St.	615 N Alabama St	2535 N Captiol Ave	1 4180 N College Ave	6259 N College Ave	
Other IndyGo Staff Name of In Attendance: Event/Me	United Way of Central IN	DTC				DTC		Rook	cicF	DTC	Ind/Go	Shortridge HS		Central Library	Central Library	Central Library	CICF		College Ave Branch Library	5259 N College The Vogue Ave	
ë	0 0	Transit/Zoning/ Infrastructure 12/5/2017 Coordination	IU Health Red 12/13/2017 Line undale	MKNA Red 12/14/2017 Line update	Red Line update to concerned 12/15/2017 ctitzen	Transit Ambassador 1/4/2018 outreach: DTC DTC	Transit Ambassador outreach 1/6/2018 Route 8/V		/ update - t Drives	Transit Ambassador 1/13/2018 outreach: DTC	Internal Public Meeting 1/16/2018 Preview Day Ind/Go	Transit Talk Shortridge 1/17/2018 High School	IndyGo Red Une 1/17/2018 outreach/FTA	~	MNA update at 1/16/2018 Transit Talk Central Llbrary	Transit Talk Central Library 1/18/2018 6PM	ty Red artists in ence ing	۶×	alk Ve	Talk gue	c

IndyGo.

Approximate Number of People Engaged by IndvGo																					
Additional Notes:					Brought Transit Talk materials to a community meal to engage with residents.			Citizens Energy attended also; All very positive - TA who worked sign in table			how the route 3 has change (changes that started on Feb. 11), Most questions involved the Red Line, its status, and extended hours of routes		Red Line construction limetable, route and frequency							Some people were just confused about service upgrades, a few wanted to know if transit fare were point up.	
Major Questions, Concerns, or Themes:	Jerome	Jerome, Kaliah	Jerome, Kalah	Lauren	Kallah	Lauren	Kaliah, Ellen	Kaliah, Ellen, Jerome, Bryan; Leslie S		Bryan	Deb B., Jason R., Janet A	Lauren	Eller	Lauren	Jerome	Jerome	Lauren	Jerome	Lauren	Deb B., Jowanna P.	Kallah Jenne
Event/Meeting Areas of Focus (May select more than one):	public meeting	public meeting	public meeting	stakeholder meeting	community meeting	stakehol der meeting	community meeting	public meeting	stakeholder meeting	stakeholder meeting	boath	community meeting	boath	stakeholder meeting	stakeholder meeting	comm unity meeting	media	stakeholder meeting	stakeholder meeting	boath	community meeting
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eet Event/Meeting Address: Type of Event/Meeting	7																AVA				
Date of Name of Event/Meet Event/Meeting: Ing	ampus Dr. polis, IN	901 Shetby St, Indianapolis, IN 46203	901 Shelby St, Indianapolis, IN 46203	200 E Washington St	1637 Prospect St.	615 N Alabama St	1400 Hanna Ave	1125 Crust St. Indianapolis, IN	201 N Shadeland Ave		201 E Washington St	5014 E 62nd St	201 E Washington ST	i N. Alabam a St	3150 Shelby St, Indianapolis, IN 46227	N IIIhoois St	407 Fulton St, Indianapolis, IN 46202	3995 Shelby St	200 E Washington St	201 E Washington St	to the country of the
Other IndyGo Staff Nan In Attendance: Eve	1400 C Indiana UIndy 46227	Southeast Community Services	Southeast Community Services	City County Building	Fletcher Place Community Center 163			Tube Factory artspace	IMPD Regional Operation Center	Tom tap		Blind Owl Brewing 501	DTC 201	CICF 615	Distributing			hird Bank	200 CCB		
imestamp Your Name:	Transit Talk 1/31/2018 Ulndy	t Talk east unity es noon	Transit Talk Southeast Community 5 2/1/2018 Services 6PM (2/1/2018 MNA update (Fletcher Place Community Meals 2/5/2018 presentation	3CIndy Red Une artists in residence 2/5/2018 meeting (Secretary of State Straight Answer 2/10/2018 Saturday event Ulnoy	Transit Talk Big Car/Tube 7 2/12/2018 Factory		Monumental/R 2/15/2018 ed Line	ador h at	P transit te	Transit Ambassador outreach at 2/19/2018 DTC	ly Red artists in ence	y Zink	Sertoma Club Red Line 2/22/2018 presentation Le Peep	2/23/2018 Ind/Ga/MTTS WTTS	Red Line/ 5/3 2/23/2018 Bank F	Mayor's Action Center Red 2/23/2018 Line update (South Indy Shelby St. Corndor transit Tube Factory

Approximate Number of People Engaged by IndyGo										
Additional Notes:		Route 4 needs to operate on Sundays, questions about temporary bay stops for routes 24 and 21, Where the Dus Day ways warting here with on the part of nears, which redatement dock. & location real time bus arrival info	Spoke atout what the Red Line is, how it will work, how it will interact with Unray campus, park and ride upabuns; incyclo is in advere conversations with Ulndy on where the bises will him around	Recorded RL advertisements for use during future construction	Some people are having problems with the bus drivers and tell them call Customer Service	Red Line commercial, Hosting of special event, popcorn, business	People were very receptive to the material we were diving them.		May crocent was Station 12 (SN Autameter Cannual) (SN Autameter Cann	
Major Questions, Concerns, or Themes:	Jerome, Kalah	Renne L. Lieslie S. Both S.	erome	Lauren	Jason R	Lauren	Karen, Leslie	General interest	Major concern was Station 62 (SW quadration (L. Hynush), exologing the existence for them existence in the existence of them mountain the existence of the mountain existence of the array or and mark mountain the existence of the existence difficult is there are several the mountain or of the them are and or of the existence of the existence of the existence of the existence of the array of the existence of the array of the existence of the existence of the existence of the existence of the array of the existence of the existence of the order of the existence of the order of the existence of the existence of the order of the existence of the existence of the order of the existence of an array of the existence of array Streick Streick respondence of the order of the existence of array Streick Streick respondence of the order of array streick of the order of the existence of the order of the existence of array streick of the order of the existence of the order of the orde	
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Date of Event/Meet Ing: Event/Meeting Address: Type of Event/Meeting:				N/A				IndyGe HQ. Internal - Tading for 46222 IndyGe employees	700 NHgs Staterolder Meeting - Scrool King, Staterolder Meeting - Scrool Smitg out or reinkubal Scrool Smitg out or reinkubal and state arrean, concluint Model a Nadarda (Smitg on call Model Model) Smitg St. Street Team - Small Smitg St. Street Team - Small managed group (- 12 people) pb a 2, home group (- 12 people) pb a 2, home group (- 12 people) pb a 2, home mer - Taking for manament mer - Taking for 1601 M.	Washingto n, manttenanc Internal - Tacking for
eting:		201 E Washington St	1400 F Hanna Ave		201 E Washington ST	6404 Comell	201 E Washington ST		te Tewesho Departement er Dung Stee er Dung Stee er Dung Stee er dont ge about	tabling in ance
Other IndyGo Staff Name of In Attendance: Event/M	Fountain Square Library	DTC	tzer Studert		DTC		DTC	5/17/2018	5/23/2018 Fire 5/23/2018 Fire 6/23/2018 Own 6/23/2018 Own 0.000	internal mainter
Timestamp Your Name:		Transit Ambassador outreach at 2/27/2018 DTC	Presentation for Ulndy 3/1/2/18 Leadership	WTTS 3/2/2018 advertising	Transit Ambassador outreach at 3/7/2018 DTC	Just Pop In + 3/7/2018 Ind/Go	Transit Ambassador outreach at 3/12/2018 DTC	5/18/2018 10:32:09 GMIagher	5232018 14.57.35 Jane Canada 5232018 10.23.27 Peter Thrm 5232018 15.34.21 Pottelege	Allson

Approximate Number of People									
A Addition of Moreae.	lust not that date!	o Good conversation - should continue to coordinate with them through the Blue Line planming process.	Contact was happy to receive CM Team's entropency constant transmaski and states to be constant for constant transmaski and states to be constant for Determined constit personner transmissification and the states and personner and the state states and states called states the states building the Indexe Statebores. Market and this e-mail is join mitheligibant from	 6.000 Mea Dhave Nese meetings, his ore was very oversafted by induced 	The Board Trustees Dinnig Room (where the meeting was held) was quite out of the way and hard to find. Vicuid suggest a different room or more signage hext time		I think we need to have the stakeholder meeting in the eventing with having this event ouring the day it was not well attended:		
Major Questions, Concerns,	E Sul	Location of the stop adjacent to Central State (discussion of alternative between Central Geners or Warman as stop Iocation), with a preference expressed for Central Greens	Determined contact person for turnel linking 1 North Capitol Building to Indiana Stateriouse	Questions about duration of construction in each segment to iso	Questions about BOI services; construction duration in each segment	Issues with deliveries and pull- ins for commercial propertes along the nouse, many attendees wartes to ensure attendees wartes to ensure FeEk along High School road, Concern about left.htm Concern about left.htm	None	Are the station areas for the Red Line as in source. The Julian Center way concern addut their residents widing between stations. The Julian Center was concerned about the related parking on Mendian Sheet.	There was additional support from starebioliers and the duality for the BioL Line to have the Hindler found support for the BioL and Social Cooxid Social accommodating traction the enclore classifier and sees alout accommentative and sees alout of of thurk walf.
Event/Meeting Areas of to Focus (May select more		Blue Line	Red Line	adulue Activitation	Red Line	Biue Line		General, MCTP, Blue Line, Super Sopps	х Вие Lne
Approximate Major Total Attendance Stakeholders/Populati R Eusent Maendance one in Attendance	0 n'a	MerrithChase - Master Planner for Central 1 State	Building Engineer for 1 1 North Captrol Building	12 Estenzzi, MKNA	2 South Quality of Life	Wetside CDC, Indy 10 Gateway	Urtversity of Indianapolis & University Heights Neghtorhood 3 Association	6 Julân Center	West Side Chamber of 10 Commerce
	0	-	0	2	~	ę	m	G	0
f Mæt Truns of Elementation Addresses - Truns of Elementation		Stakenolder Meeting - Stakenolder Meeting - Small group or nutwotusi meeting on criterbin ropic 2222 areas, rome-public	street Team - Small group (1-5 precipie) go to a group (1-5 precipie) go to a group (1-5 precipie) go to a 2204 etucate, phyraity mobile	Noth Unted Amboids Church, 3880N Sakeholder Neeting- Meridaa S. Smail group or heeting- Mindaa S. Smail group or cenhingot S. N. 42503 aress, from-public	Undy Submitzer Subert Stakeholder Meeting- Center, Small grupp or nokwisal Campus Dr eresti nocio	Wayne Wayne Dowrigh D-Muic Methog- Open Coverthing reading - Open Coverthing reading distantiated Ball W. Pyhraydoc, Inndoo adentos Ball W. Pyhraydoc and and a Washing a public meeting or open nast Nas. Naska Nashing a public meeting or open nast S. Naska Nashing a public meeting or open s. S. Naska Nashing a public meeting or open s. S. Naska Nashing a public meeting or open s. Naska Naska Nashing a public meeting or open s. Nashing	10 C	Public Meeting - Open nouse or public meeting or provide the second second second or the second second second provide second second second provide second second second provide second second second second second provide second second second second second provide second second second second second second provide second second second second second provide second second second second second second second provide second second second second second second second second second provide second	Puter Memory Can Duals Memory Can Duals of Duals Memory Castor Castor Matter method castor Manager and Castor Manager Duals Memory Namer David Memory Castor Mayre Township Bezoto Bauchas Method Memory Mayre Township
Date of Event/Meet		Central Steeples Bind 46222	1 North Capitol Capitol th Ave, ith Indianapoli anager s, IN 46204					40 E St 40 E St Central Lbrary Indianapol Noom	5401 W Mashingto nSt. nSt. Meeting S. IN 46241 Meeting S. IN 46241
Other IndyGo Staff Name of Control IndyGo Staff Science Staff		Meeting w/Central 6/1/2016 State	ubilmpromptu mim meeting manager 66/2018 bulluka manager	Red Line Business Statemology 64(2010 Meeting)	Red Line Business Stakeholder 65/2018 Meeting	Transt Taks 666,0018 Blue Ine	Red Line Stadholder Metakholder Metakholder Metakholde University of 665/2018 Indianapolis	Blue Line Medi Central Lünary 6.5/2018 North	n anew 66,2018 aue
Timaetamor	Allison 5/25/2018 15/36/42 Potteiger	0,1/2018 16,17,09	6/7/2018 14:58-11 Peter Flynn	6//2018 16.07.12 Eilen Forthofer	6/7/2018 16:09:31 Ellen Forthofer	68/2018 7.34 02. Frvan Withite	Jennifer Osel- Abebrese- 6/8/2018 8:57.07 Hetsley	6.8/2018.9.00.27 Austin Gibble	68201891043 Austri Gable

Approximate Number of People Engaged by IndyGo									
Additional Notes:			5.30 AM - 6.30 AM is the sweet spot with maintenance, it was also suggested to try 7.45 AM.			Ivy Tech is very exclect to have the station located in this parking for the true as a short of short parking the true as a short of short parking the true and a darget canculars. They were un-phased by the removal of adaptiona parking as ther currently parking this understatized. They really wanted to now how they could be howed is any at inforcural the station.	We would need more abentising to make this worth it in the future.		againments on E statism about the againments on E statism backet operations and of theme. - the statism about the strong operations about how and, - the statism about the statism about the indy-out the represented at entergency service while the strengt about the indy-out the ingresented at entergency service while the strengt about the indy-out the ingresented at strengt capacity and whether there will not operate about the induction appears will be actived and any parties due and any currant the due strengt capacity and whether there will not operate about the induction appears will be actived and parties due and any currant the due strengt capacity and and any and a bound at the oute.
Major Questions, Concerns, or Themes:	renovations at 1501	lifts - filling in or not	lifts - raising keeping pts?	Mike Milam who is the owner of Billie Milam Used Cars is concented that the subhorh that is on the contrar of Shelby is on the contrar of Shelby Street & Troy Awnue Bathe witch poses an issue as the writch poses an issue as the ordnarde stabe that the will need Mo drives for this car lot.	With Dig Indy and the utility reclectation trappening the is concerned that there is not good route to begit to his The Center. His block to be the Miller to stores do to this Brad Miller bustness do to this Brad Miller and Stopped by due to his radio appearance on 60°18 on WFTM.	No concerns, questions about art at the station	The biggest concern was about the cost of the stations. One genterman through the cost as outrageous and that we should improve the evel statig rutue, but not mest so much in the stations since the news sees wery many people at the bus statios.	There were a lot of questions about the burgle Line, and great interest in the planned cyclepted pain on the inomiside of E. San AnnBOD starctures confere alluers bits conners about more and services and provided of RT statons along the comfort.	There were concerns about the apartments on E 38th beliveent Meadows and Sherman – Meadows and Sherman – dreations and chrome anno Lous proceptioned and while a second access, etc. A flew people access, etc. A flew peop
Event@eeting Areas of Focus (May select more than one):	General, renovations at 1501 renovations at 1501	General, 1501 renovations	General, 1501 renovations	Real Line	Red Line	Purple Line	Bue Line Bue Line		Purde Line
e Major lance Stakeholders/Populati eting ons in Attendance:		eju E	10 n/a	2 Bille Miam Used Cars	Randy Peterman - Federman - 1 Peterman - Tre Certer Red Line	Aaron Roberts from Ny 1 Tech	Just members of the community. A city councilitan was there, but asket in optrathere, and et night after the 3 gresentation.		Christine Scales, Duive Cintert, Health by Cliker, AARP
Approximate Total Attendance of Event Meeting: of Event Meeting	n	m	10	~	m	-	4		ä
et Event/Meeting Address: Type of Event/Meeting	8	2	nc Internal - Tabling for IndyGo employees	251 S Sheth of the monotone of the monotone indexange method on the motion. In 46200 areas, non-public	Stakeholder Meeting - Small group or makdual Breas, monecular	twy Tech Teaking Luc, Roland, Rakenolder Meeting - Road and Sakenolder Meeting - Meeter Smail group or mankuda Meeter Smail group or mankuda Indersettion areas, mort-public	Ransturg Public Meeting - Chen Wicz, In touse crautic meeting PMI-501 craseboakerad-totation PMI-70201 mhyco-attento PMI-102001 mhyco-attento PMI-70200 public meeting or open Ran Mazira B, val activa b, val activa b, val activa b, val activation		Special Presentation - Special Presentation - Lectures, parases, speakers, parases, dimens, acc hat pare notyphoral public input opportunities, drive imited public audence
Date of Event/Meet Ing:	1501 maintena e lounge	1501 maintenanc e lounge 46222	1501 maintenanc e lounge, 46222	2951 S Shelby Street., Indianapo s, IN 462	2633 Shelby Streat., Indianapoli s IN 46203	Ny Tech Parking Lot, Rising Road and Wheeler Road Intersection	Ransburg YMCA Oym, 501 N Shortridge Rd, Indianapoli s, IN 46219 s, IN 46219		Avondale Meadows MCA (3908 Meadows Dr)
Other IndyGo Staff Name of In Attendance: Event/Meeting:	/2018		internal tabling in 6/6/2018 maintenance	ano rabionitates Critatan ano na Britoccina	Meeting with Neeting with Peterman's Tire 6/12/2018 Center	gnihat tvi 606/2018 Lot Tak	6/31/2018 Meeting 5/31/2018 Meeting		Walk Safe Workshop
Timestamp Your Name:		Allison 6/8/2018 9:37:33 Pottelger	Allison 6/8/2018 9:39:24 Potteiger	Jennier Ose- Jennier Ose- 6/12/2018 11:11 30 Helsiev	Jennier Ose- Jennier Ose- 6/12/2018 11:15.28. Hatsiev	6/14/2018 8:39:09 Jane Canada	6/14/2018 8:50-15-Jane Canada		6142018102006 Eller Forboler

Approximate Number of People Engaged by IndyGo											
Ap Additional Notes: En	We need to reasess our methods for geting the word out adout public meetings No. one showed up	irformatoria visitiron Ball State students in first year planning classes	The Food Trust is a national organization based in Perilabetha with a starty organization to access on the face starts and the national and saved are producted in the national and access the product of the national and access and the national access of the national MCTP charget to contain the access of the national MCTP charget to contain the access of the national pick. Food The service of the national commune starts and the results and recommendation in elit.		interest in red line, cuntous #Wwen it will the chire: counties Great event, a demographic we do not usually hit	Need to bring a real IndyGo bus in addition to or in lieu or a paradrast bus Mike, the Coach Operator, was reactively the childreni	Good event because people come seeking info from table ventions.		Have an riterative tabling piece, important to have someone at the table to engage.	I gat contact into for Tucker's Director of Training for an entractor (Crimical Assack), which assacks, com 317-3 assacks, com 317-3 assacks, and the assack assack and an and an entrained and the relative subset and the relative subset as presix about the improvement's in the MCTP.	50
Major Questions, Concerns, or Themes:	No one showed up.	ę	Questions about future service along 40th St	strategic plan, red line, produce pliot	interest in red line, curious if/when it will hit other counties	When will construction begin?	What is the Red Line? When will it be here?	Didn't know the level of connectivity between the rapid transit lines.	No major questions, several employees noted that the tabilings in the Maintenance and Operations lounges have helped them keep up to date.	Lots of great questions related to construction impacts and through traffic after the corridor built some questions about the buses being used for BRT and station design.	I provided Retects with information about the ReeL Line address, construction activities ReeL Line and schedule and severed questions: Three is softwalk in fund of the Dark Mark is mean context, Louder Wer about context, Louder Wer about context, Louder Wer about context, Louder Wer about and see frequer could be made.
Event/Meeting Areas of Focus (May select more than one):	Red Line	General, MCTP	General, MCTP, Produce Plut	General	General	General, MCTP, Red Line	General, MCTP, Red Line	General, MCTP, Red Line, Purple Line, Blue Line	General, Red Line, strategic plan	MCTP, Red Line	1 Red Line
Approximate Major Total Attendance Stakeholders/Populati of Event/Meeting ons in Attendance:	еци U	20 Ball State University	20 Food Trust	10 n/a	20 IndvHub	40 N/A	45 N/A	7 n'a	25 n'a; IndyGo staff	30 Tucker realtors	P
	-	20	5	2	20	50	8	25	40	B	q
Event/Meeting Address: Type of Event/Meeting:	Public Meeting - Open created/approxemeting by intry-os, inny-os attends a public meeting or open house by another organization	Special Presentation - Lectures, guest speakers, panels, dimers, etc. that are nothynical public input public audience public audience	Community Meeting - Invited to speak a a momunity event (neghtochrobo (neghtochrobo), etc.)	Internal - Tabling for IndvCo employees	Inform atton - Brochure/etc; no attendance	Booth - A table at a fair, testival, expo, etc.	Booth-A table at a fair, festival, excor, etc.	Booth - A table at a fair, festival , expo, etc.	Internal - Taking for Indção employees	Special Presentation - Lectures, guest speakers, panels, dimers, etc. that are not bytical public input apportunities, often limited public audence	Od Hattoral Restures Restures Restures Not and Statisticates Meeting - Not and Statisticates Not and Statistic
Date of Event/Meet ing:	University of Indianapoli s Health Pavilion (1643 E Hanna Ave)	DTC (201 E Washingto n St)	Heritage Place at (9201 E 46th St.	1501 W Washingto n St, south parking lot	Central Library	Touch a Truck, Broad Ripple Park, 46220	Broad Ripple Park, 46220	708 E. Michigan St. 46202	1501 W Washingto n St, 46222	9279 N Meridian St Indianapoli s, IN 46260	Old National
Other IndyGo Staff Name of In Attendance: EventMeeding:	Red Line Construction 6/12/2018 Fublic Meeting	BSU PLAN100 Indianapolis site 6/13/2018 visit	F bod Trust community 6/13/2018 Connession	e7	6/14/2018 ind///olved	-	Ajun	INRC Presidents 6/18/2018 Roundtable	1501 W 1501 W Washing Tr. 4522 IndyGo employee 6/14/2018 IndyGo Health Fair 151, 45222 IndyGo employee	8279 N 8279 N Red Line Meridan St, Preendaor for Indianappol 6/19/2018 P.C. Tucker realors 5, 14.4520	stalentidar GOUCO16 meeting
C Timestamp Your Name: II	6142018 1022.56 Ellen Fortholer	6/14/2018 10:24:18 Ellen Forthofer	6/14/2018 10.27/-10 Ellen Fortholer	Allison 6/15/2018 16:30:39 Pottelger	Allison 6/15/2018 16:32:21 Pottelger	nqqLl hallex, C2,927, 8102,8178	6/18/2018 7:35:06 Kalah Lioon	6/18/2018 18:23:01 Kalah Lioon	6/19/2018 11:09:55 Ellen	6/19/2018 11/25/21 Ellen	6202019 16 2348 Jemiler Pyrz

Approximate Number of People Engaged by IndyGo											
Addibonal Notes:	g	Na	g	ελ		r/a		The weather was a factor in the turnout, with good weather, I anticipate well connect with more people. We had to bring our own table and charts. A general labor staff member delivered them for us.	Great crowd, with the rain we had to move inside and we were less visible.	Same date and time as the Garlead Park Famers' Market and time as the Garlead Park Famers' affected attendance.	Good apportuntly to connect before event started.
Major Questions, Concerns, or Themes:	I met with Christis to share information about the Feel Line endernes, construction schedule and construction score I - Jué and construction score I - Jué précession and the précession de ment and the information and the precession of the diskness with media to fact and the which is not bear (II is wery arrival).	left voicemail asking to schedule a meeting with him	I taiked to the ste manager and gave her some tasic and gave her some tasic and its features, the location of the station and construction threnine. I gave website address and my cell #. Offered address at mer convence out the project at their convence out	I scheduled a meeting for 6/26/18 to provide staff with inform ation about Red Line ad answer any questions	I gave manager basic incomation bouch the Fed Line as it will operate on Capitol Avenue and provided my Avenue and provided my trait was available to answer guestions	I emailed Colleen to ask if we could schedule a meeting to update on Red Line	How to navigate system if visually and mertally impaired?	Most people we talked to do not currently ride IndyGo and were unaware of the changes we're making.	When will the Red Line open. Several people excited about Red Line coming, Questions about what happens to the local routes.	When will the Red Line open, Deviced will stre Red Line open, Deviced will served on Streiby	Business owner on Shelby didn't know where stations would be relative to his tax bushess.
Event/Meeting Areas of ti Focus (May select more than one):	1 Red Line	Red Line	Red Line		Red Line	d cil Red Line	General	General, MCTP, Red Line, Purple Line, Blue Line	General, MCTP, Red Line, Purple Line, Blue Line	General, MCTP, Red Line	MCTP, Red Line
Approximate Major Total Attendance Stakeholders/Populati of Event/Meeting ons in Attendance:	e	Jay Mitchell , building engineer for 1 North Capitol building and 0 tunnel under Capitol	Plarned Parenthood, Stand Meridan D location	The Julian Center, 19th 0 and Meridian	Deering Cleaners Marager, Capitol Ave Red Line	Colleen Fanning, Broad Ripple VIIIage Assoc 8 and City-County Council Red Line	4 Noble of Indiana	25 N.A	18 n/a	10 10 13	6 N/a
	¢	-	64	0	0	-	4	150	80	8	40
st Event/Meeting Address: Type of Event/Meeting:		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	Stakeholder Meeting - Småll group or indvidual meeting proprietran tropic areas, non-public	Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	Stakeholder Meeting - Stakeholder Meeting - meeting on certain topic areast norpholatic	Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	Training - Travel trainings, etc.	Ganheid Park, 2345 Pagoda Dr. Booth - A table at a fair, Zip, 46203 Festival, expo, etc.	t, Booth - A table at a fair, festival, expo, etc.		l Booth - A table at a fair, festival, expo, etc.
Date of Event/Meet ing:	Chy Dogs, Chy Dogs, 8055 N Cotlege Ave, Indatopol 5, IN 46220	ne bγphone	ne by phone			al by email	2406 N Tibbs Ave		1 820 East 67th Street, 10 zlo: 46220	University of Indianapoli s, 1400 E Hanna Ae, r Indianapoli s, IN 46227	
Other IndyGo Staff Name of Your Name: In Attendance: Event/Meeding:	6/20/2018 Network	stakeholder phone 6/11/2018 call	6/11/2015 call	stakeholder phone 6/11/2018 call	stakeholder phone 6/14/2018 call	6/19/2018 stakeholder email	Travel Training: 6/22/2018 Noble of Indiana	HealthNet Healthy 6/22/2018 Families Picnic	Community BBIC Pany & Art From 820 East the Heatland 67th Street. 6/22/2016 Exhibition Opening 2(0:46220	Red Line Bg Car 6/20/2018 Craft Fair	South Indy COL 6/25/2018 Summit
Timestamp Your Name: 1	6202019 16 2740 - Manuel	6/20/2018 16/29/33 Jennfer Pyrz	6202018 16.32.48 Januar - Phys.	6/20/2018 16:34:35 Jennifer Pvrz	6202018 16:51:49 Jennier Pyrz	6/20/2018 16:54:31 Jennfer Pyrz	6222018 16:23:52 Ellen	6222018 20.37.55 Kalah	6/22/2018 20/46/27 Kalah	6242018 19.1546 Kalah	6/25/2018 18:51:03 Kalah

Approximate Number of People Engaged by IndyGo								
Additional Notes:			There are two buildings on the campa, is we could be the campa of the campa, is we could have been as the campa of the campa of the campa campa of the campa attempt of the campa of the campa doub? On the community on the campa of the campa adminents five should dian to attend families mines:	This is a really cool program that educates conorts of bernager's every 5-7 weeks. Have discussed potential pathrership where a trup in b DTC or ATC is involved; could steak about entry level into onconturtles.	questors about hours of serves, which noutes will be serves, they instantis will be Great way to get word out on updates to servior messaged messaged			, cone
Major Questions, Concerns, or Themes:	How will the transit lanes work? Will these treasulting traffic congestion? How will refetures and u-turns work? Other questions about local route changes.	Tum restrictions at Shepherd Community Center,	Concerns about access for respectences on waterlogan was one resistore at year and one concerns on waterlogan and research and waterload access on waterload water barre are concerned water barre are concerned waterload and access on a this sector and access on a this sector and access on a this waterload access on a this waterload access on a this waterload access on a this sector access on a this sector access on a this and a concerned access on a concerned access on a this and a concerned access on a sector access on a this and a concerned access on a this access on a this and access on a sector access on a this and access on a sector access on a this and access on a sector access on a this access on a this access on a sector access on a this access on a this access on a sector access on a this access on a this access on a sector access on a this access on a this access on a this access on a sector access on a this acce	Questions about Customer Service hours, how to ride the bus.	questions about hours of service, which routes will be improved, how changes will be messaged.	Chereral questions about how and work. Yong people advocated for center stations to real more prominent. One person was concerned with left but access to his threk-ay. Cohres seared to juste asing questions to better understations to better here any opposition.	Conveyed the plan to use the High School Rd Alignment, which was supported. Most of the discussion focused on the discussion the TIF and the grant process.	expressed their concerns about safety of their families. prowning of safeth unter faulty and out safet their about about construction readers in about construction readers in prowning to their sate, schedule none
Event/Meeting Areas of Focus (May select more than one):	MCTP, Blue Line	Ceneral, Blue Line	BIB Dir Ling	General, MCTP	MCTP	Bitue	Blue Line	Red Line
Approximate Major Total Attendance Stakeholders/Populati of EventMiseting ons in Attendance.	Shepherd Community 20 Center	Councilor Johnson; reignoriood associations; shiptherd 15 church school	, counding Blake	25 Adult & Child Health	Goodwill SCSEP, 80 seniors	Councilior Blake 20 Johnson	Arport, Indy Gateway, INDOT, DPW, 10 Cramber, CIRTA	0 Julian Center
	3	ŭ	r	52		8	2	m
Event/Meeting Address: Type of Event/Meeting	Public Meeting - Open house or public meeting created and the creating or innycas, mayoo alteruts a public meeting or open busie created and settled motional	Public Meeting - Open house of Ablic meeting by moyean and an and an and by moyean and an and a public meeting or open house createbackteschnistel	Pulie Methog - Open Pulie Methog - Open Proprioza (postale methog by fingoza alteriar a pulier methog or open house	training - Travel trainings, etc.	Community Meeting - Community Heeting - community Heetit (regithborrhood association, Factary, organization, etc.)	Public Meeting - Open Public Meeting - Open Meeting - Open meeting Meeting - Open meeting Meeting Meeting - Open meeting Meet	Stakeholder Meeting - Smail group or individual areas, non-public	Julen Certes 2011 N. Salaschder Meeting - Meetinks: Sami group or renkindal Meetinks: Sami group or renkin bips 3. Madicar areas (nor-puts)
Date of Event/Meet Inc	4107 E Washingto n St, indiarapoli	4107 E. Washingto n Street	4107 E Washingto Nista6201	603 E Washingto n St	1635 W Michigan St, indianapoli 3,46222	Shepherd Community 46201	Indianapoli s Airport	Julian Center, 2011 N Meridan St, Indianapoli S, IN 46202
Other IndyGo Staff Name of In Attendance: Event/Meedhot:	Mer Mer 2018 Con	Statistics Comm Statistics Comm	Biue Line Biue Line Scapziale Compared	Adult & Child Heath Travel 6/27/2018 Trainho	Goodwill SCSEP 6/28/2018 Quarterty Meebing	5:30/2016 Meeting	Airport Stakeholder 6/27/2018 Meeting	Julen Julen Certer, 2011 N. Salenoter Meefrg - 2011 N. Salenoter Meefrg - Meefrg with Julen marging - reservance Accordie Center
		ۍ ا						
Timestamp Your Name:	627/2018 10.09:14 Austin Citate	6/2//2018 15/3331 Lauren Day	62272018 1555 58 Birdan Luellen	6/28/2018 9-23:05 Ellen Forthofer	6/20/2018 15:02:19 Ellen F	tradinary (1,00,4,1,6,0,1,0,1,0,1,0,1,0,1,0,1,0,1,0,1,0,1	Justin 6/29/2018 14.42.37 Stueffrenderg	7/2/2018 15 00 22 Jennier Pyrz

Approximate Number of People Engaged by IndyGo									
Additional Notes:	ер	50	augu			Will the bus service pertoeter? Great opportunity to connect, with neighbors.	Good opportunity to connect before event started.		Good partnership with SECS to take summer campers to DTC for tour, lots of great questions from the youth campers. This group uses transit to get to programming throughout the summer, very engaged.
Major Questions, Concerns, or Themes:	I called chuck to let him know that utility work would be beginning on College Ave in vichtly of his business in the next couple weeks	I left a vm for Jessica to let her know that utility work would be beginning on College Ave in vicinity of the library in the next couple weeks	I left a vm for Chelsea to let her know that utility work would be beginning on College Ave in the next couple weeks and to the rest couple weeks and to the rate of more information	I called to Brian to let him know that utility work would be taking place at 491V college in the coming weeks. He asked me to follow up with an email.		Will the bus service get better?	Business owner on Shelby didn't know where stations would be relative to his tax business.	There was some intellation of the service was some intellation of the service was shown the service would intraction regarding that turns and u-burns. This as so cleared by the service and u-burns. This as so cleared by the service and u-burns. The source are expression and u-burns and u-burns and u-burns. The source are expression and u-burns and u-burns and u-burns. The source are expression and u-burns and u-burns and u-burns. The source are expression and u-burns and u-burns and u-burns. The source are expression and u-burns and u-burns. The source are expression and u-burns and u-burns. The source are expression and u-burns are expression and u-burns. The source are expression and u-burns are expression and u-burns. The source are expression and u-burns are expression and u-burns. The source are expression and u-burns are expression and u-burns are expression and u-burns are expression and u-burns. The source are expression and u-burns are expression and u-burns are expression and u-burns are expression. The source are expression and u-burns are express	N/A
Event/Meeting Areas of Focus (May select more than one):	Red Line	v Red Line	Red Line	Rest Line	General MCTP, Pumple Line Winatis BR77	General, MCTP	MCTP, Red Line	MOTP. Blue Une	General, MCTP
Approximate Najor Total Attendance Stakeholders/Populati of Event/Meeting ons in Attendance:	Mae and Johnnys, 0 Chuck Mack	College Ave Branch 1 Library, Jessica Trinosky. Red Line	MI/0NA Exec DIr.	1 Open Society, Brian.	ANU, Avondale 23 Meadows YMCA	Broadway Christian 15 Church, CICF	6 N/a	Gase Tueedo Park Gase Tueedo Park 9 Association	Southeast Community Services Center Youth 12 Camp
	61	0	0	~	22	8	40	o.	12
t Event Meeting Address: Type of Event Meeting	Stakeholder Meeting - Small group or Individual meeting on certain topic areas; non-public	Stakeholder Meeting - Small group or midkutal meeting on certain topic areas, morpublic	Stakeholder Meeting - Small group of navkulai meeting on toeltain areas: non-pulait	Stakeholder Meeting - Small group or indvolual meeting on chankutual areas: non-pubolica	Community Meeting - Inveted to speak at a community seert (neightorhood association (Adary, 45:005 organization (etc.)	Communky Meeting - Inveted to speak at a communy event (registromod association (cdary, 45204 organization, etc.)	Urtverstly Indianaptoli Booth - A table at a fair, s 46227 festival, expo, etc.	Tuerdo Park Backt Communy Meeting - Church 29 InNedit operas 4 a N. Gant country eret Inderspel i sociation, fotday, Ae, in registrance	Training - Travel trainings, etc.
Date of Event/Meet ing:		by phone	by phone	by phone	46205	46204	University of Indianapoli s 46227	Park Park Church, 29 Church, 29 Church, 29 Church, 20 S. M. 46201 3, N. 46201	201 E Washingto n St., 46204
Other IndyGo Staff Name of In Attendance: EventMeeding:	2018 cal	stakeholder phone 7/2/2018 call	stakeholder phone 31akeholder phone	stakeholder phone 7/2/2018 call	7///2018 Tacos v Tacones	Biker Boyz and Biker Boyz and 7//2018 Opening	South Indy GOL 6/25/2018 Summit	Grace Tureeto Park Negronood	SECS Tour of 7/16/2018 Transit Center
Timestamp Your Name:		7/2/2018 15/26-00 Jennifer Pyrz	7/2/2018 15/2/47 Jenniter Pyrz	7/2/2018 15.29 30 Jennier Pvz.	udojn (relie) 85:11:81.8102///2	77//2018 18:18:47 Kalah Lippin	7/8/2018 19:43:40 Kalah	711/2018 10:34 17 Austin Oable	7/16/2018 13:39:46 Ellen

Approximate Number of People Engaged by IndyGo							
Additional Notes:	Incyclo provided not barrers and CF1X-state CF1X shared fratework and the stress and character and an appointing/country and an approximation of the stress This event is a free please ventur moly financially untradie frames and useful theorem as are desired documents lies so consider handing our magnets with methor may.	Small crowd but CAFE has been tough in my experience, innAvouals who showed up, were ernpaped	Earth Charter Inden a brought a group of 40 youth campers on the about one bar a part of the other and a 10 must bourd of the DCF, routiseg on stastmatially a species, and internolise the user with them to 1501 a species, and internolise the source bar of the DCF. The discussion internolise the source bar of the DCF. The approximation of the source bar and approximate approximation of the source bar and approximate and the source bar and approximate and the DCF and approximation of the approximate and the DCF and approximation of the approximate and the DCF and approximate and the DCF and the DCF and the DCF and approximate and the DCF and approximate and the DCF and the DC	Great space. Englanciad Christian Church methodeal the method in the Juliana manufacturation of the character back of the Juliana manufacturation of a character character is a back to parking the character and the manufacturation back to parking the character and the manufacturation of the parking set of the set and the manufacturation of the parking for	Great opportunţi, bi engage with people one-on-one and to small grouns:	I vould atterritie evert again the taker it is a great approximation to the the current every electronic to the topographic handless current electronic to the topographic handless current electronic to the server electronic and anong the naster workdows of the blue great current and anong the naster workdows coand operation and anong the naster workdows coand operation and anong the naster workdows coand operation and anong the naster workdows of servers appending the restrict available and the server electronic and anong the naster workdows and server and the nation and anong the ward server and servers a standing the server and servers and the nation and the nation and the server appending the restrict available and the nation ward monographic distribution and the nation and the server and the nation and the nation and the nation and the nation and the nation and the nation and the nation and the nation and the nation and the nation and the server and the nation and the naton anong the nation and the nation and the nation and the nation a	Took the New Bus Network functivines to the start at 22 booths and discussed the Mart TP and Changes coming to incrysta. It would be greated to have a harmout that discusses how employee in any benefit from their employees using incrycto's improved system.
Major Questions, Concerns, or Themes:	 Plainfield connector 	Questions about how to get inform ation to church congregation	No major questions. Youth campers were very engaged and asked good questions about the MOTP and IndyGo sustainabity, efforts	Outstions about design confidence/abentaneses lares about that for the two lares about that for the two lares about for about for when beat about for about the two competition, etc., questions about being n middle of control and for the vehicle a ga	Most durit realize that the Purgle-the will start statting attrough who is an relativity attrant of the statting that attrant of the statting that about 15-a mindes statting that about 15-a mindes statting that attrant 25-a statting that	Questions on how to rise, how much costs onte	Frequency, routes, what is BRT7, three was lots of excitement about the indementation of the MCTP and how it will connect employees
Event/Neeting Areas of I Focus (May select more than one):	MCTP, Red Line, Plainfield connector	Purple Line	General, MCTP	But Line	Most don't Most don't with the Same and with the same and the most Short for sapor the same the same the same the same and same and same MCTP. Red Line, Purgle Line Cardinal	g General, MCTP	General, MCTP, Red Line, Purple Line, Blue Line
Approximate Major Total Attendance Stakeholdens/Populati of Event/Meeting ons in Attendance.	20 CIRTA	6 NA	40 Earth Chater Indana	27 NA	The National (event 25 sporeon)	potential rides including	IU Heathi, Ionger, General, MCTP, PedL 75 FetCK, Vateran Atriais Pungle Line, Blue Line
	2000	۵	40	23	02	ŝ	8
Date of Event/Meet Ing: Event/Meeting Address: Type of Event/Meeting:	ol, Street, 5	CAFE, Invited And Aletting - CAFE, Invited pages 4 a B802 East community event 38m Street, (registromod 38m Street, (registromod 3, N 442/36 organization, etc.)	Transt Centes 201 E Mashinga - Traning - Traning - Gao Hanings, esc.	Public Meeting - Open Public Meeting - Open to see 7 Jours or Jours or Jours or propriot under the second second second propriot of the second of decing ST Numal Conduction	215E Săm Booh-Atable at Jan, 213E Beana, Jopo, Bic	000 Biographics Pood Contr. A table at a far, Factor Featral error en:	10 ¹⁰
D: Other IndyCo Staff Name of Ev In Attendance: Event/Meeting: In	2018 Convoy of Hope	C. 88 71 Transt Taks - In 7/19/2018 Purple Line - 3	1 7 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Blue Une Putote Meetro: Arcenterio Contenencia 7/23/2018 Christian Church 57	71 1142018 Cans Gaw S	Shadon Handin La Shadon Hadith La Shadon Hadith La Shadon Hadith La	na Black Expo Tair
O Timestamp Your Name: In	3 15:37:23 Kaliah Lippn	7/20/2018 0.15 56 Ryen Withite	7/20/2018 10:56:52 Ellen	704201810.02332 Ellen	nqui fiele, 650k 81 8102927	1000 - 12900 - 12900 - 12000	7/24/2018 16:10:55 Kalah Ligon

Approximate Number of People Engaged by IndyGo						8
Additional Notes:	Left tums on Meridian, stop gazing andre attikju valk (an notentifely sure public meeting atterdees to stops					It was asked how fares would be direction the Fugle Life be direction the Fugle Life beat direction that the fugle Life conductive fare that would the conductive function would be conducted as function and and the unmand. The meetings along 36th Street was expressed pendles for not rewing stare. DPW at the meetings along 36th Street was expressed
Major Questions, Concerns, or Themes:	Left turns on Meridiary, stop spacing and the ability to walk to stops	Stop spacing, invington streetscape integrity	There were general questions exerts to reach point be to a different point be the sol of an exert point of the sol of an exert point of the sol of the overal point, we are exerci- ted the overal point, we are reference and unter some constraint of the solution of dop of signature and an overal point of the solution of dop of signature budgets would be of both of a solution of dop of signature and a solution of dop of signature and a solution of dop of signature overal point of the ov	Centreal questions relating to how the system worked and how the system worked and how the transforms alo whether or roticities service would be generation asset of there would generation asset of there would be park and the opportunities at the ends of the local bus time strik would reach Wayne Townsho.	to the first and your standard first any portrango 38m street and mealion to the street and mealion to the street and mealion to the street relating the bins of contrast of the way as loop contrast of the way as loop contrast of the meal of the post of the meal of the meal of the meal of the post of the meal of the meal of the meal of the meal of the post of the meal of the post of the meal of the m	It was asked how fares would be enforced on the Pupile Line and other BAT lines. The and other BAT lines. The attendees were informed that the fare enforcement would be conducted by chilans working of a corrected by chilans working of a corrected by chilans working and would be unamed. The penaltes for not having a fare
Event/Neeting Areas of i Focus (May select more than one):	Purste Line, Blue Line	Blue Line	MCCTP Blue Inc	General, MCTP		e Purde Live
i Major E ance Stakeholders/Populati F titing ons in Attendance: t	A NA	T NA	Englewood Christian 30 Church	Chape Box/Christian Chape Box/Christian Churan Out and Manaquola Larae Boxan General MCTP 30 Counted Jarae Boxan General MCTP		Chaple Rock Christian Chaple Rock Christian Chaple Rock Christian Notheast Unitide Notheast Quality of Line 20 Northeast Quality of Line
Approximate Approximate Total Attendance trMeeting: of Event Meeting	4	٣	8	ŝ		20
et Event Meeting Address: Type of Event Meeting:		Public Meeting - Open Duce or public meeting createdAhonetineAhoneting Di N by IndySou, IndySou andySo attends Reg apublic meeting or open Reg 3, MaSUS 9, A andre organization	Public Meeting - Cpen Public Meeting - Cpen created-weitisechrosofic created-weitisechrosofic created-weitisechrosofic created-weitisechrosofic s N Rucka (N Weitige Created-weitisechrosofic construction) created-weitisechrosofic construction (created-weitisechrosofic construction) created-weitisechrosofic construction (created-weitisechrosofic created-weitige created-weitige)	Creger Rock Current Current Current Current Current Consol Commung-Meeting Sector Consol Commung-Meeting Sector Consol Commung-Current Current		Resurrech Public Meeting - Open neurosch Public Meeting - Open Communk, reakerschafter Communk, reakerschafter Scholler auflichter mehren and 2005 auflichter mehren Bergen nurseenhonschafter 7/27/2019 Meeting _ S. MidS10 Byrandber organization
Date of Event/Meet Ing:		501 N Shortridge Rd, Indianapol s, IN 4621		Chapel Chapel Rock Church Church Church Gris Senol Read Senol Senol Senol Senol		Resurrectio Public I n Community created Community created Church, by Indy Schurch, by Indy Schurch, by Indy State house attrational created c indianapoli created s, IN 46218 by and
Other IndyGo Staff Name of In Attendance: EventMedIng:	Purgießund eine Produktionennen	Blue Line Public 7/24/2018 Meeting	12332018 Meetine Public	Cristel Rock Communey Meeting Controlling Controlling Communey Meeting 2020 Noth Communey Meeting 2020 Noth Communey Meeting 2020 Noth Communey Communey Rock Communey Common Magers Rock Communey Common Magers Rock Common Meeting		Purgie Lhe Publi
Timestamp Your Name:	Samuel Day- Samuel Day-	Sanuel Day- Sanuel Day-	9001 9002722	7272018 1007.47 Austro Gladde		7272018-10:37.06 Austin Gibte

Approximate Number of People Engaged by IndyGo									
Additional Notes:	There were about 5 people that came, but not all right at 6, so we were about for point the work of the source super- section to a prevention the work and an answere about cand answere appending them in hokkuby the stand answere activity opening.	There was a question about hang a visual of flow a pretestion would get the fraction. This guestion has not use yeared lines before and think we should work on qatting point bighting put bighter that clearly		Everything was awesome.	Concents about left-turm Concents about left-turm with 11 and new 2010 decision with 11 and new 2010 decision with 11 and new 2010 decisions at New Order Andrea Decision and Andrea Andrea Decision and Andrea Andrea Decision and Andrea Andrea Decision and Andrea Andrea Decision and Andr	Shoud continue to stay in contact as plans for 2019 Tenovic more promad and contact as plans for 2019 Communy East Presin Cit take leval	Should certainly continue training for integrated pass partnershus	Not a whole lot of interest from families - I taiked to mayoe 1/10 of pepterber, if that a cool face three with families though if we can come up with a more engaging labele setup.	Great way to get in front of acrisis teens and get real about the two - frainties in two partments.
Major Questions, Concerns, or Themes:	General concerns about traffic corgestantwith Star Street being starter to large as starter and distribution to a starter ownermanager at Starter and Stremma wartiefu know about access, but was highly that customers and to a whith the customers and to a whith the structure of a whith the structure and a whith the structure and a whith the structure and a whith the structure and a starter or use the drewad there.	Centeral south offic concerna south offic corrections south offic end offic the south offic and direction. Other mark was angly that the large angly that the large public and was not public and only and the profered and anyois that is bring performation was not oper performation and how the angle and has the public performation and performation and performation and performation and and and and and and and and	request of station at Chenry Tree Praza on Blue Line. Concern about buses using - Vermont energione Super Stops happens.	None	Concerns about left-turn restrictors and utartic on 38th with 11 ane in each direction. Upset about turn restrictions at their church	Discussion about service changing anound community east in 2019 enteronic shift, as well as blue stop placement on the Community East site regarding their new construction and stel about	Questions about Trip Planning tools; questions about partnership between indyGo and PPHS	Questions about 2019 network & Red Line	Spoke about the bus system and improvements to come; this was an opportunity to give prior commanish before an all- youth focus group to discuss barriers and obstacles with transportation.
Approximate Major Schutterdance StakeholdesPopulat Found Meeting Areas of Coll Attendance StakeholdesPopulat Toolo May select more of Event/Meeting ons in Attandance Than onle:	Purpe Line	Blue Line	Purple Line, Blue Line, Super Stops	General, Red Line	Purple Line	MCTP	General, Integrated Pass Partnerships	General	General
Approximate Major Total Attendance Stakeholders/Populati of Event/Meding ons in Attendance:	Manager of Cas Station & Sherman and 38th 5 Street	People IAng near Vasaington Street - Parany from closer to 9 Avrigton	People IMng near the 4 routes	1000 None	12 NIA	3 Community East	SHdd <u>5</u> 2	WN DS	20 Adult & Child Health
	6	m	4	1500 10	2	σ	150	29	2
Date of Event/Meet Ing: Event/Meeting Address: Type of Event/Meeting:	Public Meeting - Cent Nouse or Junic meeting translow district meeting by Introposition 8802 East a Junic meeting or open 3805 Astan Junic organization 1. Nac255 by analysis	Rastburg Public Metterly - Open W.C.A. Touse or public meeting M.C. 301 exected Adversariation N. Dy McS.C. Indoor attrants Storming a public methog or open Read, mouse Read, mouse	Public Meeting- Open Dates Meeting- Open Certeral Tours or public meeting Certeral Construction and Construction Certeral Construction and Construction Certeral Construction and Construction Science on Mouse Translation Construction Certeral Construction S I & AGXUD Manimer Construction	Booth - A table at a fair, 46222 festival, expo, etc.	Resurredo Pudio Meeting- Open no toto coulde meeting- Open Comme Construction Construction Construction Sector Construction Construction Construction Santas Santas Si Naciosi by annohime comparationne	Communky Communky East, 1900 Stateholder Neeting - East, 1900 Statel group or notworkual Ne Rener meeting on orchanitopic Are, 245	PPHS,49 W Maryland Booth-Atable at a fair, 54.46204 featival, excou, etc.		Special Presentation - Liscures, greek speakers, Liscures, greek scheres, sch. Inde 2015 presentation and scheres, sch. Inde Averstrop operational schere and and Constantion and and and and and and and and and an
Da Other indyGo Staff Name of Ev Your Name: in Athendance: EventhMeeting: mi	Purple Line Public 88 Purple Line Public 88 Purple Chef at no. 7/1920318 CAF				Resure Commun Commun Purple Line Transit 2012 Furple Line Transit 2012 Talk- Resuredion 36102,E Talk- Resuredion 3610,2 T126-2016 Communty	Con Hos Hos 7/2/7/2016 Buls Stops Ave	Purdue PP Polytechnic High W School Back to Ma 7/27/2018 School Night St.	Bin Reack Indy Part "vids RockThe Part" 7/29/2018 Part"	Adult Child and Hadint Child and Transportation W 7/31/2016 Focus Group nt
C Timestamp Your Name: In	7277018110121_Jane Canada	727700181111216. Jane Canada	7272016 1149 33 Jane Canada	8/1/2018 14:44:28 Victoria Learn	8/32/018 15:20-13 Ellen	0.02018 15:29:52 Ellen	8/3/2018 15/32/48 Ellen	6/3/2018 15:36:44 Eilen	8/32018 15:40:59 Ellen

Approximate Number of People Engaged by IndyGo								
Additional Notes:	Faithanis Conteence Room was very far Oom the hall - a bit cumbersome and hard to thru	l foosibe, word de geat to hee more specific Steases souch finele the full-fulle.	n/a	Ve stoudsjustkeep n buuh with the group to give them updates as referensary.	ANA	None	Using the bus as our bodh worked really well for this event.	NA
Major Questions, Concerns, or Themes:	Questions about service on Wheeler Rd (near residential area); questions about step sporting and dedicated lares on 30th.	Answered questors about the SHSINGCS patterns patterns pattor the prestors and the pattor the prestors of the about home of the prestors of the about home of the prestors of the an additions and the presson of the statement of the presson of the statement of the presson of the additions of the presson of the statement of the presson of the additions of the presson of the statement of the presson of the duration of the presson of the presson of the presson of the presson of the presson of the presson of the presson of the statement were exceeded and the bus access	Gave 2 sessions during International student orientation on how to nde Indy-So. No major questions/feedback.	The meeting was held so that the land use committee could give inny/so minimisten relating to street usage by residents, innog har meet to be addressed in the preliminary 10% plans, and future Blue Lue addres to be downersbar	None	Dheway access	aron	Tum restrictions
Event/Neeting Areas of the Focus (May select more than one):	Purple Line	General, integrated Pass	General	Blue Line	General, MCTP, Red Line, Purple Line, Blue Line	General, MCTP, Pumie Line Dineway access	General, MCTP, Red Line, Purple Line, Blue Line	General, MCTP, Puple Une, Blue Une
Approximate Major EventMeeting Areas of DisLiAttendance StakeholdenPopulat Foous (May select more of EventMeeting ons Indexedance than one).	2 L(3	945 061	IUPUI Office of 50 International Affairs	Hdy Cross Land Use 4 Committee	Odwi Os	4 CAFE	Shalom Health Care 200 Center	10 None
	0	2	50	च	009	4	100	Đ
et Event/Meeting Address: Type of Event/Meeting:	Public Meeting - Open house or public meeting transdoventsethorsted by IntryCo. IntryCo. Internation a public meeting or open house transded adventsethorsted by anther organization	3401 N Booth - Atable & 184, Meridan St festral, esco, esc. 4007	Training - Travel trainings, etc.	Redevelop merk Crifice, 1017 E Michigan Stakeholder Meeting- St, Staal group or criahinopic S, N.46202 gress non-public	3500 Brookside Prewy S Dr. Madianapoli Booth - A table at a fair, s, IN 46201 festival, expo, etc.	Public Meeting - Cpen house or cubic meeting created/shorthseting by indy-Go, indy-Go attends galact, indy- galact, indy- galact, indy- galactic or pen by another croating s, N.422,50, by another croating	3400 Lafryette Rd Indianapoul Booth- A table at a far, s, IN 46222 festhal, expo., etc.	Public Meeting- Open nouse of public meeting reaeabahahahahabaa su su s
Date of Date of Event/Meet	he Public 9301 E Ivy Tech 59th St, e 46216		IUPUI International IUPUI Student Student Orientation Center			ne Public		40 E St Clar St Clar St Iue Public Indianapp
Other indyGo Staff Name of In Attendance: EventMe	Purpie Line Public Netting - Vy Texh 7/91/2019 - Bavered	iĝini a <u>ĝi</u> nako Simola Bako Borod Bako	IUPUI Intern Student 8/3/2018 Orientation	Hoty Cross Land 8/7/2018 Use Committee	1/11/2018 Community Day	8102/018		
Timestamp Your Name:	uail3 60.81 810,000	832016 16.0257 Filen	8/3/2018 16:04:21 Ellen	8/92018 15 44.02 Austh Gibble	89/2018 14-53-11 Jerome Home	amoH amoar L 85581 1810299	8/9/2018 14:58:10 Jerome Home	8/9/2018 15:00:24 Jerome Home

Approximate Number of People Engaged by IndyGo						
Additional Notes:	YIN	, MA	We allowed general G&A to go too long, which burdeneral GAA to go too long, which the general GAA we should near a flow of the mary differ info@ci apitr to sets dimensione and puestions.	Underturately, the projector in the morn, would ind, connect with any computers and the ins/Go projector was in use.	Helpfull to be near outliet so computer can be used to plaintfrass val Google Jukes so	Contractor del not inform cover that they would be avoire that they would be avoid priority down in the tot of the autograde interview and the they avoid the second the the tight of way and was not give they avoid avoid avoid avoid avoid avoid about the properties the avoid avoid avoid avoid the properties avoid avoid avoid avoid the properties avoid avoid avoid avoid the properties avoid avoid avoid avoid avoid the properties avoid avoid avoid avoid avoid avoid the properties avoid avoid avoid avoid avoid avoid avoid the properties avoid avoid avoid avoid avoid avoid avoid the properties avoid avoid avoid avoid avoid avoid avoid avoid the properties avoid a
Major Questions, Concerns, or Themes:	People wanted to know r Indyco would consider doing more park and red locadors.	Warted to know 1 an additional station will be added in the Lawrone Village	Parking access, Decision to externd blum past Holt ensess vability after and duming Blue. Line construction, stop sporting and the accessibility of seniors and disabled riders	Station location for segment one, general train flow after travel fane reductions, Wability of electric buses	How to ride bus? Does IndyGo have an app? What are farebyass options for students? Does my ID work as a bus pass? Do you have a 1 year or ken of the roths outside of wist other roths outside of indanapolis?	Contractor dal noti inform owner tractitude dal noti inform owner tractitude values arrop. Dimension was scioned during lucinitour. Owner and arrog lucinitour. Owner and arrow arrow arrougher traff of weigh and was not great fiberersolaris were bastroned. with Owner fiberersolaris were bastroned.
Approximate Major EventMeeting Areas of Total Attendance Stakeholders/Populati Focus (May select more of EventMeeting ons in Attendance: than one):	General, MCTP, Red Line, Purple Line, Blue Line	Ceneral, MCTP, Purple Line	Bilue Line	Blue Line	General	Resture
Approximate Major Total Attendance Stakeholders/Popula of Event/Needing ons in Attendance:	30 City of Indianapolis	2 None	8 None	7 None	IUPUI International 89 Affairs	1 Lisa Mowry - Grieners
	00	N	2	۲	150	m
st Event/Meeting Address: Type of Event/Meeting:	Public Meeting - Open conserver public meding conserver public meding by mody caracteristic by mody of meeting or open Strict RA, mouse a public meeting or open caracteristic	Public Meeting - Open couse or public meeting created/hosting by moyou mayoo attends by moyou mayoo attends by apolic meeting or open 580 St. house in addrepting createdaneeter/fasted	Putulic Meeting - Open created short meting by / m5/ccu, Im0/cco attended by / m5/ccu, Im0/cco attended by / m5/ccu, Im0/cco attended by / m5/ccu, Im0/ccu h0/ccu h0/ccu by another of created short h0/ccu by another of created	Public Meeting - Open and the open of public meeting by Irony-Gou, Irony-Go attention by Irony-Gou, Irony-Go attentio by Irony-Gou, Irony-Bort I Public Public meeting or open another organization by another organization	Booth - A table at a fair, festival, expo, etc.	2156 Shelpy Stalenolder Meeng - Shelpy Stalenolder Meeng - Indaroptic Strait group on indikulal Indaroptic Strait group on indikulal R 46203 areas, non-public
Date of Event/Meet Ing:	≥		5401 W Washingto n Street, 46222	2215 W Washingto n Street, 46222	nal IUPUI s Campus Center	2126 Shelby Street, Indianapoli s. IN 46203
Other IndyGo Staff Name of In Attendance: Event Meeting:	2020 N 2020 N Mager's Strond Rd, Nager's Singer Side S, N M251	Purple Line Public Meening 7/31/2018 (Lawrice)	Blue Line Public Blue Line Public	pildury and suits	U.P.U. International IUPUI Subert Service Camp 8/13/2018 Far	Gheners (Sub- 8/17/2018 shoot
Other IndyGo S mestamp Your Name: In Attendance:	amoH amora, 81:81:81:81:00080	əməH əməər 24 21:31 8102608	8/10/2018 9.22.58 P.qan Wilhite	8/10/2016 9.24.55 P.ean Withite	81920181242.04 Ellen	J emfer Osek Briežni 8-10.24 Höbrese

Approximate Number of People Engaged by IndyGo								
Ay Additional Notes:	We should follow-up as needed, depending on what	We had a bue staged at the event which allowed us to We had a bue staged at the event which allowed us to perpetition events through a commense the first experience on a bue. 10 suggest bringing a but with Jurk Un embrand basefics.	⁴ No you alterdance, The Dating apped makes strong body one alterdance, The Dating apped makes strong next that a Strong more contrast contraster in the 4-1 and participation of the strong mark process by an globardiam.			ΨN		ua ua
Major Questions, Concems, or Themes:	The FHoA was interested in paramong they variate could be changed Purple to could be changed to connot on the could be changed where could be changed where could be changed where they are could be changed to change the could be changed to change the could be changed to change the change where the change the change of the change the change where the change the change of the change the change the change the change the change the change the change of the change	Several questions about where students can purchase passes (5 Paasas on ond seem to be promoted very much). Good amount drivers in Jagrass Program, Many students had never been on a bus before and vers aurytes of how simple and rice the bus was simple and rice the bus was	auestions about transit services from Gamel, Nobesville, and Fishers to downtrown in advance of Strada moving offices to Market Tower, questions about alternative transport options; will the Feed Line extend to Gamel?"	Left Turn Restrictions were the main concern.	Park and Ride options? Justin arswered that yes, exploring,	 People warted to know what their new routes would be. 		Gave 2 sessions during international student orientation on how to ride indyGo. No on how to ride indyGo. No
Approximate Major Event/Meeting Areas of Totali Attendance Stakenders Populati Fouri (May seet more of Event/Meeting ons in Attendance than one):	Purite Lie Lie Lie Lie Lie Lie Lie Lie Lie Li	General, JagPass	General, MCTP	General, MCTP, Blue Line	s MCTP.Blue Line	General, MCTP, Red Line, Purple Line, Blue Line, Super Stops, 2-Way Conversion		General
Approximate Major Total Attendance Stakeholders/Popula of Event/Meeting ons in Attendance	Fort Harrison Reuse 3 Autoridy	115 IUPUI students	4 NA	10 None	15 Councilior Jared Evans MCTP, Blue Une	10 Marion University	Arport, Invington, downtown hospitality, 20 councilions invited	IUPUI Office of 50 International Affairs
Approximate Total Attendar of Event Meet	m	00	4	P	5	150	20	50
st Event/Meeting Address: Type of Event/Meeting:	Salaer outer Neeting - Salaer outer Neeting - Rinadi goup or melaniqo. Rinadi goup or relaniqo.	Tayor Piuzz, 915 Michigan Booth - A takie at a fair, St.	t Traning - Travei brainigs ,	Pudale Meeting - Ogen house of public meeting or researchestronisation (hymo)-or indoor atterns a public meting or open created one festivity indoor who other or created on		i Booth - Atzole at a fair, 2 festival, evon, etc.	Stakeholder Meeting - smail group or indwitual meeting on certain topic areas; non-public	Traning - Travel trainings, etc.
Date of Event/Meet	1501 W. Washingto Nashingto Nashori Nashori S. N.	Taylor Plaza, 815 W. Michiga St	9998 9998 Bivd, Sulte min 400			3200 Cold Spring Rd, N Indianapoli r s, IN 46222	5	nal IUPUI Student Center
staff Name of Event/Meeting:	FertHaman 60/2018 Registra	Crimson Card Kickoff (UPUI 8/22/2018 Orientetion)	CIRTA + Ind/Go CIRTA + Ind/Go presentation at presentation at	Biston Line Public Biston Line Public	Jared Evans, 08/2018 Town Hall	Marion University 8/22/2018 Multicultural Fair	Blue Line Corridor 7/20/2018 Advisory Meeting	UPUI International UPUI student student 8/15/2018 Orientation Center
Other IndyGo Staff Your Name: In Attendance:	8162018 16.5938 Austr Gobe	8222018 154617 Ellen F	8282016 1 236.08 Ellen F	ame		828/2018 14:02:27 Jarome Home		9/1/2018 8:56:00 Ellen 8/15/
Timestamp	e16/2018 16:	8/2/2/018 15.	8/28/2018 12:	8/28/2018 13:	8/28/2018 14:0	8/28/2018 14:0	8/28/2018 14:0	9/7/2018 8:

Approximate Number of People Engaged by Indy Go												
Additional Notes:	Not great attendance, but good questions and conversations. Consider training Excel staff to be able to strate this into on their own.	Need to make sure that indyGo has it's own will capability at this type of event.				a lot more people than expected, asked specific questions about here areas, not just operators, admin and maintenance tion	very ergaged group! had great ideas too.				many decide come atach to ask more questions	Should continue to update and exurate staff and residentials attorner context - uneywer way wanggod and castro to start on the They were context they will reach out to the ext back again reach reach
Major Questions, Concerns, or Themes:	Questions about which buses to back to Excel Center questions about MCTP Will we be available for other	events, specifically could we come to HVAF weekly	Is IndyGo developing an app? When will be able to pay with my phone? How will the dedicated lange work for BPT?	Pastor Jordan was not happy about the reduction in lares on 2 about the reduction in lares on 2 about section the restrictions with lare Lune of the restrictions with lare turns level areas most concerned about from access the his chruch would be limited although turning lettin this church today is a dangerous move today is a dangerous move	Some were apprehensive about left turn restrictions and the reductions on Washington St.	where will I be moved temporally and permanently	questions about heating and cooling in maintenance area, questions about layout, questions about layout,	e/u	¢1	ndthing I can recall:(exhaust fans in maintenance, when dispatch is going, traning location after the cube farm and trailer, seating plan in cube farm	Cuestions about fares carearyopics, what will happen in new networkhow will invittis change? questions about half Fare program - will tremain the same in new network?
Approximate Major EventMeeting Areas of Total Attendance StakeholdensPopulati Focus (May select more of EventMeeting ons in Attendance: than one):	General, MCTP	Veterans Pass Program	General, MCTP, Red Line, Purple Line, Sluer Line, Super Stops, 2-Way, Conversion	n Purple Line	General, MCTP, Blue Line	1501 renovations	1501 renovations	red line, but all projects	General	General	renovations	MCTP, Fare/Technology improvements
Approximate Major Total Attendance Stakeholders/Populati of Event/Meeting ons in Attendance:	15 Excel Center Customer Service.	Outreach, Veterans, 50 HVAF	12 N.A	2 ANU and Pastor Jordan Purgle Lihe	15 NA	12 n/a	14 n/a	600 internal	600 Internal	600 Internal	0 10	Baner Community 10 Center
	25	200	2	ن م	5		4		8	8	Ę	2
Event/Meeting Address: Type of Event/Meeting:			. 40		78 7			total of all our employees, don't remember exact number	600+I\$H	600 ish		
	2525 N Shadeland Ave, Indianapidi Booth - A table at a fair, s, N 46219 festival, expo, etc. 312 W.	Booth - A table at a fair, festival, expo, etc.	201E Lectures guest speakers. Washingto panels, dimers, etc. that in Street, are intruption publics often limited indianapoli opportunities, often limited	Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	Public Meeting - Open house or public meeting created/adventsed/hosted by InnySoc, InnySoc aterns a public meeting or open house created/adventsed/hosted			1501 w washington internal - Tatking for st, trailer 2 indy-Go employees	1501 w washington Internal - Tatking for st, trailer 2 Indy-Go employees	1501 w washington Internal - Tabling for st. trailer 2 IndvGo employees		Jahn H. Baner yommunty Meeting - Common Kyommunty Meeting - Center Invited to speak at a Center Invited to speak at a Toth St. (neghtborhood Toth St. (neghtborhood St. N. 42201 organization, etc.)
Date of Event/Meet ing:		Mhnesota St. 46241		3908 Meadows Dr, Indianapoli s, IN 46205	6401 W Washingto N St, Indianapoli 8, IN 46241	1501 W Washingto n St, Operations Iounge	1501 W Washingto n st, maintenanc e lounge	1501 w washington st, trailer 2	1501 w washington st, trailer 2	1501 w washington st,trailer 2	1501 w washington \$, operations conference	John H. Boner Community Center 2036 E 10th St. 10th St. 8. IN 46201
Other indyGo Staff Name of In Attendance: Event Meeting:	Excel Center Rapid Errollment 8/24/2018 Day	9/1/2018 Stand Down	82/2018 VPT IndyGo Tour	Meeding Measure Britishing Measure	Blue Line Public Neemg Q Wayne Townsip Coveniment 88/2018 Center		Renovation 965/2018 updates	Renovations 9/5/2018 updates	9/5/2018 In service	9/5/2018 in service	Renovations Renovations 8/31/2018 updates	Boner Center Boner Center Arts/2018 Writeshond
Timestamp Your Name:	9/7/2018 9:00:14 Ellen F	Chauncyla 9/7/2018 12:21:32 Coleman	9/10/2018 14:05/10 Jerome Home	91102018 14.0824 Jerome Home	31(0/2018) 44:10:58 Jerome Honne	Allison 9/10/2018 16:32.44 Podialor	Allison 9/10/2018 16:38:29 Potteiger	Allison 9/10/2018 16:41:13 Pottelger	Allison 9/10/2018 16:42:26 Pottelger	Allison 9/10/2018 16:44:52 Pottelger	Allison 9/10/2018 16/47/27 Pottalger	or 97016 Mit 756 Filen

2020 Title VI Program Update

Approximate Number of People Engaged by IndyGo										
Major Questions, Concerns, or Themes:	DO NOT SCHEDULE LATE ON A MONDAY, no one 0 camer, varith	does the red ine extend to other cites, where will training the lockades exciment about	location of offices, office set up	office location, moving terms, T⊺ set up	Who will drive the Red Line, Fare updates		where an I moving, where is striage	red line (boson), is is going into obtacts, to swhen, fare who will show it when in the control, who will show the red line bases	crudies buincreage crudies buincreage crudies buincreage ratus from Vermot to ratus from Verm	about to strengt and information about to strengt pairing, months - and construction months - I sources than resources or minipgo red not construction tab.
		daes other be loc	locati	office loc	Who. Fare	VIN	where a storage	red line other o who wito buses		
Approximate Major EventMeeting Arasion Total Attendance Stakeholders/Populati Focus (May select more of EventMeeting ons in Attendance: than one):	renovations	600 General	renovations at 1501	4 IT, facility maintenance renovations	General	Service Standards	renovations	General	MC TP. Servee Standards	
iders/Populat ttendance:		ø		v m aintenance						Matt Langfeldt, commercial real estate professional
Major nce Stakeho ing onsin A	0 Ma	600	5 n'a	4 IT, facilit	600 Ma	WN 0	5 n'a	e,u 009	4 73 8	Matt Langfeldt, commercial red professional
Approximate Fotal Attenda of Event/Meel										
		a	4	4	8		ى ا	009	4	2
: Type of EventM		600 employees total				n ² n			7,8 7	
Event/Meeting Address: Type of Event/Meeting:	1501 w washington 3t. operations conference internal - Tacting for RM	1501 w washington Internal - Tabling for trailer Indy/So employees	Internal - Tabling for IndyCo employees	Internal - Tabling for IndvGo employees	1501 W Washingto n St, trailer Internal - Tatking for 2 IndyGo employees	Public Meeting - Open nuce or public meeting created/acvertes/hosted by inny/soi, inny/soi atterist by inny/soi, inny/soi atterist de E Saint apublic meeting or open Clar St, nuce si N 46204 by another organization	1501 W Washingto n St, Board Internal - Tabling for RM IndyCo employees	Internal - Tabling for IndyGo employees	Pudnic Meeting- Open Control of Application Provide Application Provide Application Application Application Application Application Application Application	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public
Date of Event/Meet Ing:	1501 w washington st, operations conference RM	1501 w washington trailer		1501 W washington St, board RM		40 E Saint Clair St. Indianapoli s, IN 46204	1501 W Washingto n St, Board RM	1501 W Washingto n St, trailer 2	Central Library, 40 E St. Clar	by phone
Other IndyGo Staff Name of In Attendance: Event/Meeting:	9/10/2018 Updates	9/11/2018 in service	9/18/2018 1501 Renovations	9/20/2018 1501 Renovations	In Service for the 9/18/2018 9/18 - 9/20 week	Service Standards Public Meeting No. 9/26/2019 2	Renovation 9/28/2018 Updates		ervice Standards both teaming	e call with angfeit
Timestamp Your Name:		Allison 9/14/2018 10:33.29 Potteiger	Allison 9/21/2018 10:03:05 Potteiger	Allison 9/2//2018 10:04:27 Pattelger	Allison 9/21/2018 10:05:57 Pottelger	Samuel Day- Samuel Day-	Allison 9/28/2018 10/28/47 Potteiger	Allison 9/28/2018 10:30/49 Potteiger	9/28/2018 11 00 456 Ellen	9282018 14.58-16 Jennfer Pyrz

Approximate Number of People Encaded by InduGo							
Approxir Number Fndateo					reancing about reancing about to the form all puestions	ģ	good; could have rds a bit better focus
Additional Notes:					Things overall vectivel. She was underdiarding about the policy and the charged for the property. If onth think syndhord follow to recessary prior that format RW policy.	the maximum of the future	Boarts were helpful, presentation was good, could have framed conversion on Service Standards alt better (discussed) hardine plate better alt hand).
Major Questions, Concerns, or Themes:	Doug had questions about station locations/route	Chelsea and Jennfer were coordinating on how to best notify neighborhoot of upcorning utifity relocations	Bornie called to ask why utilities were marked by her home and whether tree trimming by her home could be red line related	Helen is considenting starting a business in strip mail just south or Yogue on College Avenue (north of Zond Street), sine had north of Zond Street), sine had north of Zond Street), set and duration, construction had and duration, construction had and duration, construction had and duration.	I tod Ms. Brown about the crange bre conversely crange bre conversely and the conversely should change an exolution convergence on any service and service on any service and service and service and service and service about the change to the question of any service to an service and service and the question of any service to an service and service and the particular service and service and service and service and the question of any service to an service and service and the particular service and service and service and service and the particular service and service and service and service and the particular service and the particular service and the particular service and the service and service and particular service and service and service and service and service and service and service and service and service and service and service and service and service and service and service and service and service and service and ser	aff was curious about the project Ligave Ima on overview of the project and showed him project and showed him project and showed him buckers is the was interested and very prosite a dought and buckers is the wait the project and and each show project and and and and project and project and project and project and project and project and project and project and project and project and project and project and project and proje	Elderly access to bus stops Enderly access to bus stops Confusion in changing route numbers. Concern that the grid-based with some of the routes
Event/Neeting Areas of the Focus (May select more	1 Red Line	Red Line	Red Line	an Red Line	Pagis Pagis - ra	er augusta erresser e	Service Standards
Approximate Major Total Attendance Stakeholders/Populati of Event/Meeting ons in Striendance	-	Meridian Kessler 1 Neighborhood Assoc.	MKWA/Forest Hills 1 resident	Hefen - potential bushes owner at BR 1 AveCollege	Variesa Brom Owner 1 of Variesa Brom Owner 1 of Varies San Street – Prigre Line	Jef Beil, Owner of Bei Montany 47, 3310, W	a BU R C
	со С	0	0	2	-	-	m
Event Metering Address. Turns of EventMetering	R D	let o	a S	ष थ	و ب	ت ب	tad strads teen n
		T Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	Stakeholder Meeting - e Small group or individual i meeting on certain topic areas; non-public	Stakeholder Meeting - Small goup or indvilual meeting on certain topic areas, non-public	Stateholder Meeting. 5 Stateholder Meeting. 4 Small group on Individual areas mon public.	Statemoler Meeting - Smart group molevating - serval group molevation	Public Meeting - Open house or public meeting createrblackentisechnoted by IndyGo, IndyGo attends a public meeting or open house i createdachrosted
Date of Event/Meet inor	by email with Doug on Day	emails with Chelsea Marburger, MKNA Exec dr	<u>ല</u>	by phone	1846 E. 38th Street 6.1n Anappoli 5.1n	al 2310 W. Washingto Washingto	40 E Saint Clair St, clair St, s, IN
Other IndyGo Staff Name of In Attendance Ecentritikeditor	by/e with 9/24/2018 email conversation Day	emal 9/27/2018 correspondence	Stakeholder pho 9/26/2018 call	10//2018 stateholder call	Principal Meeting with	Meet whu aff Bel Meet whu aff Bel of Bel Mortany 3310W of Bel Mortany 3310W 9-13/2018 0W Assimut	40 E Saint 40 E Saint Clar St Service Standards Indargold Madagold
Timestamn Your Name		9/28/2018 15.07:36 Jennfer Pv/z	9/28/2018 15:10:42 Jennifer Pyrz	10/1/2018 9:38:53 Jennifer Pyrz	10/4/2016 12.52 (b4. Jane Cannada	10/4/2018 1.2.58 05-Jane Camada	10/5/2018 9.31.38 Pryon Winnie

Approximate Number of People	Engagea by Indy Go											
	Additional Notes:		We tud the Stare Director adout the Blue Line Project and ur gains role the minus adout the Blue Line Project (coadon theng) untiler from the store adordsee a substrate projects Stere date Line and weak exceed a substrate projects Stere date Line and weak more and cut ly operation of the project address of the address and cut ly operation to exectly the date that the store address of the store of the address and the scalar of the scalar of the address and cut ly operation and the scalar of the cut store and and the scalar of the scalar of the scalar scalar store and the scalar of the scalar scalar of the scalar of the scalar of the observation of coadon the scalar of the scalar scalar store at the cut store at the address are the cut store at the scalar of the scalar scalar scalar of the scalar of the operation at the cut store at the scalar of the address are as the cut store at the scalar of the address are as the scalar of the scalar of the operation at the cut store at the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the operation at the cut store at the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the address are as the scalar of the scalar of the scalar of the address are as the scalar of the scalar of the scalar of the address are as the scala									
Major Questions, Concerns,	or Internet: Red Line - who is driving? cost of riding the Red line?	how will the red line fare checking work, some kids (rouce 3, Mets) are very rude on the buses, what renovations will take place in the bathrooms	Termitus Station in Moller Darancia Cardina in Moller		will route 39 be removed when the purple line starts?, how will we ensure people don't drive in the bus only lanes?	Jennifer left volcemail Introducing henself and checking in on whether Adarius is getting information he needs. Left call back number	Jennifer spoke with Tim. Gave him details about impending water and gas utility work near 46th and College	Jennifer left voicemail message with Sarah about impending water and gas utility work on College in front of Upland	Jenuiter left volcernall message about impending construction on Virginia near Anthem. Requested a return phone call	Jennifer spoke with Neal Gave him details about impending water and gas utility work near 43th and College	Jennifer spoke with Chuck about impending utility work on College near his business. Followed up with email ne his request for safety info	Jennifer left voicernal with Colleen offering to share additional detail about impending utility work on College Ave
Event/Neeting Areas of Focus (May select more	General General	General	Bia Line Bia	General	General	Red Line	Red Line	Red Line	Red Line	Red Line	Red Line	Red Line
Approximate Najor Event/Meeting Areas of Total Attendance Statesholders/Populati Focus (May select more	or Eventorreeung ons in Attrentantoe. 600 n/a	600 n/a	Mejer Store Drector	Wayne Township 10 Transition Center	600 employees	1 IU Heath	Tim, manager of Next 1 Door Eaterv	Sarah Fackland of 1 Uptand Brewing	Sid, Athem's Facilities 1 manager	Neal Brown, owner of Ukiyo restaurant, 49th 1 and College	Chuck Mack, owner of 1 Moe and Johnny's	Colleen Faming - C-C Councilor and BRVA 1 Dir.
		00	m	Đ	009	6	~	~	2	6	24	N
	Eventionmeting Address. Type of Eventionmeting. Internal - Tabling for Inductor employees 600 total	1501 W Washingo Tist, Trailer Internal - Tacking for 2 hind/ca emilorees	Stakenolder Meeting Small group or includual a areas, group on certain ropic	1501 W Washingto n St. 1. Már222 etc. 5, Nár222 etc.	1501 W Washingto n St, Traten finternal - Tatking for 2 Tim IndyGo enployees	Stakeholder Meeting - Stakeholder Meeting - meeting on or molwidual meeting on certain topic areas, non-public	Stateholder Meeting - Small group or individual meeting on cortain topic meas: non-public	Stakeholder Meeting - Small group or Inchvidual meeting on certain topic meas: non-public	Stakeholder Meeting - Smail group or individual meeting on certain topic areas, non-public	Stakeholder Meeting - Small group or individual meeting on certain topic areas: non-public	Stakeholder Meeting - Staal group on ndsvibual meeting on certain topic areas, non-public	Stakerholder Meeting - Smail group or individual meeting on certain topic areas, non-public
of tr/Meet	1501 W Vashingto n St, trailer Inte 2 Ind	1501 W Washingto n St, Trailer Inte 2 Indi	11351 E Weshingto Sta n St. mdaraptoti me	1501 W Washingto N St, Indianapoli Tra s, IN 46222 etc.	1501 W Washingto n St, Trailer Inte 2 Indi	Sta Sm by phone are	Sta Sm by phone are		Sta Sm by phone are	Sta Sm by phone are	Sta Sm phone are	Sta Sm by phone are
Other IndyGo Staff Name of	In Attentaance. Eventoweeung. 10/1/2018 In service 2018	10/11/2018 In Service	Cumbertand	10/2/2018 Travel Training	10/18/2018 In service	10.9/2018 stakeholder call	10.9/2018 stakeholder call	109/2018 stakeholder call	10.9/2018 stakeholder call	10.9/2018 stakeholder call	10.9/2018 stakeholder call	10/9/2018 stakeholder call
	10/8/2018 14:55:11 Potteger	Allison 10/12/2018 11:52.32 Podeiger	10/12/018 5 31:16 . Jane Canada	Jordan 10/16/2018 12/26/44 Patterson	Allison 10/18/2018 16:27:20 Pottelger	10/19/2018 9.40.25 Jennifer Pyrz	10/19/2018 9.42.34 Jennifer Pyrz	10/19/2018 9/44:10 Jennier Pyrz	10/19/2018 9:46:43 Jennifer Pyrz	10/19/2018 947/55 Jennifer Pvrz	10/19/2018 9.48.56 Jennifer Pyrz	10/19/2018 9:50:00 Jennier Pyrz

Approximate Number of People Engaged by IndyGo													
A Additional Notes: E											Concerned about left turns, accress, and impacts to business stakeholder wil have major impacts to property as a signal an on-we will be installed at Sheridan. Exhibits were shared and a follow-up meeting schentineri	Provided updated exhibit of what could be done to accommodate them. Salin not happy about the project, but grad we've been meeting with them. Likely some contention during R2W accuration.	Concerned about access. We will recordigue drives to martian as much access as possible will send follow. Up exhibit and meet again if requested. Lively will be contendious in RW acquisition, but overall not against the project.
Major Questions, Concerns, or Themes:	Jennifer Pyrz, Lauren Day and Brad Miller provided general Brad Miller provided general specific mformation about the MC Py, specific mformation about bed arswered questions, No major questions / concerns	Jennifer, Jerome Horre and Brad Miller provided general information about the MCTP, Specific information about Red Line constitution, and arrevered questions	Jennifer spoke with Christi about impending utility work on College rear her business.	discussed construction threline and phasing, communication to statedholders	discussed access to properties at approx. 62nd and College - both during construction and once Red Line is operating	getting rid of the sleep room, where will my office be located, when do I need to move, where will departments be during and after renovations, how will my new space lock (cubicle)	will there be fare checkers on all the buses at all times?, will they be police officers?	space for files, new space locations, space for new employees, space for meetings	more chargers for operators in lounges, worried about students inding the buses, students are unruly on the buses	drivers nervous about new schools, students are unruly on buses	Concern atout access	Still concerned about project. Less about their access.	Concerned about access
Event/Meeting Areas of Focus (May select more than one):	Red Line	Red Line	Red Line	Red Line	Red Line	renovations	General	renovations	General	General	Purnie Line	Purche	Purple Line
Approximate Major Total Attendance Stakeholders:Populati of Event/Meeting ons in Attendance:	Fourtian Square 60 Neigrborhood Assoc	Broad Ripple Vilage 80 Assoc	Christi Rider, owner of City Dogs, 61st and 1 College	IU Health - Adairtus Garcher and Naomi 2 Plasky	Buckingham Companies, Ryan 1 Gallmever	e vig	600 all employees	5 n'a	600 n/a	600 n/a	Lee and Todd 2 Runciman of Brandand Purchel Ine	2 Boattand Owners	2 Brad and Bob Cohron Purple Line
	8	8	2	m	<i>ი</i> ა	œ	00	5	8	00	e	. 0	р
t Event/Meeting Address: Type of Event/Meeting:	The Write Market. Community Meeting - 1031 Investo space at a rrygbias community event Aer, (registromod Aer, (registromod Statistication retrain, 5, N. 45520 organization (etc.)		Stakeholder Meeting - Small group or Indvidual meeting on certain topic areas, non-pudic		941 N Stakeholder Meeting - Imdians t, Small group or individual Indianapoli meeting on certain topic s, N 44204 areas, run-public	1501 W Washingto Operations Corretence internal - Taking for RM		1501 W Washingto n St, Board Internal - Taking for RM	1501 W Washingto Mastingto Task, trailer internal - Tabling for 2		6225 E Stakeholder Meeting - 38th St, Small group or hickkutual indianopti meeting on on-crienti tupic is Na 42736 arease non-crienti	Stakeholder Meeting - Smail group or mich/dual meeting on certain topic areas: non-public	Stakeholder Meeting - Small group or individual meeting on certain topic areas: non-public
Date of Event/Meet ing:		St Paul Episcopal Church, Meridan St, Indianapoli s, IN 46208	by phone	714 N Senate Ave, Suite 250, Indianapoli s, IN 46202	941 N Meridian Si Indianapoli 5, IN 46204					1501 W Washingto n St, Trailer 2	6225 E 38th St, Indianapoli * IN 46276	6225 E 38th St, Indianapoli s, IN	leton Vapoli
Other IndyGo Staff Name of In Attendance: Event/Meeding:	Fourtain Square Neightorthood 10/15/2018 Assoc Meeting	Broad Ripple Mage Assoc: 10/16/2018 Ammal Mg	10/17/2018 stakeholder call	stakeholder meeting with IU 10/23/2019 Heatin	rabionavers nateshig with metinginam	Renovation Open 10/22/2018 House	10/22/2018 In Service 2018	Renovations open 10/31/2018 house	11/2/2016 In Service	11/9/2018 In Serivce	6/25/20118 Bloatfand	7/30/2018 Boatland	7/2/2018 Post Acres
Timestamp Your Name:	10/19/2018 95246 Jennier Pyrz	2520 Jennier pyz	10/19/2018 9:56:23 Jennifer Pyrz	20/23/2018 15:35.29 Jennier Pyrz	10/23/2018 15:38:11 Jennifer Pyrz	Allison 1026/2018 10.44.11 Potteider	Allison 10/26/2018 10:46:50 Pottelaer	Allison 11/2/2018 9:16:48 Pottelger	Allison 11/2/2018 16:13:29 Potteloer	Allison 11/9/2018 8:42:29 Potteiger	11/14/2018 15.48.46. Jane Canada	11/14/2018 15/54:46 Jane Canada	11/14/2018 15:58:51 Jane Canada

Approximate Number of People Engaged by IndvGo								
Additional Notes:		Austin and I presented them whi 2 alternatives for access to them from the more than the norms of the strate the stop is and allowed access from foother cound and south. Wenness of cell restants and stop load reging of a complement "Networks and allowed access the stop of the complement" is an end allowed access the stop of the access They allowed access and the stop access to the large configuration. One allowed accounted	Concerned about restricting access to north drive. The server design to ensure quick egress for on- dury officers. Also discussed project timelines. Follow-up meeting required.	Police Chef lived levels Bv1 lare design that allowed for quark energy branches and provide the advance for quark energies Discussed sector advance meta such more there achieves and more would use the properties to use a source more than the advance and make an interval and more and provide the advance and more an interval design and more and more an interval provide advance and an advance of the advance of the advance and an advance of the advance of advance advance and advance of the advance of the advance of the advance of the advance of the advance advance of the advance of the advance of the advance advance of the advance of the advance of the advance advance of the a	Thurd Roles and David about the Purple Line and gave them entrols showing the impacts to the Church's property. This have level upper the parality at west of the Church's reservable to parality and the the Church's and the Church's and the Church's and the Church's and the Church's and the Church's and the Church's and the Church's the Church's and the Church's and the Church's the Church's and the Church's and the Church's the ansate base constrained and the maked the church's and the Church's and the Church's and the ansate base constrained and the maked the and the Church's and the Church's and the Church's and the Church's and the Church's and the Church's and the Church's and the Church's and the Church's and the Church's and the Church's the Church's and the Church's and	There will be major impacts to there parking ut. Sin and I stroke enter an entited itempory water could be corre- ted on the stroke and both stroke and doth search. They remains about the parking strates. They have an enter about the parking strates. They have an enter about the parking strates. They are to the the parking strates and stroke the parking and to the the parking strates and stroke the parking and the other strates and stroke the parking strate configuration and efficient models and stroke the parking the back of the parking strates and stroke the parking and the the parking strates and stroke the parking strate configuration and efficient models are and and the tracket showing struke strates and stroke the parking meeting of could scorementations during Feb/Mators		
Major Questions, Concerns, or Themes:	Concerned about traffic on Concerned about traffic on Onlo, Concerned about theers on Meridian understanding the larres, concerns about access to drive on meridian	Access to drive on Mendian	Concerns about access to police station development	timeline of both projects and the potential a agin south other with Pots Acres Drive	They i see to mitigate darage second of a construction to second construction of a construction to pupper want tear out in teas	impacts to parking lot and traffic concerns	NONE	will we be getting rid of other bus routes when the red line comes online? How far does the red line gor? route? That some serious trouble kids on the bus!
Event/Meeting Areas of I Focus (May select more than one):		Purde Line		Purple Line	Purde Line	au Purate Line b	General, Purple Line	General
Approximate Major Total Attendance Stakeholders/Populati of EvertMineding ons in Attendance.	Representatives for the Federal Counthouse - Jason Hoffman and	Reps. for Federal Countryes - Jason 4 Hoffmanus	Lawrence Police Chief David Hofmann and 10 Design Team	Lawrence Police Chler Lawrence Police Chler Davd Hofmann and construction 10 management Bam	Rowe Sultran and Rowe Sultran and Rections Church New	Deacon Keny Blandford an Markin, Johnson of 4. St. Antfewis	100 ALL	600 Ma
	ى م	4	0	2	0	4	100	80
Date of Event/Meet Inc. Event/Meeting Address: Type of Event/Meeting.	apoli 6204	46 Elsett Staterfolder Meding - Strets, Sharefolder Meding - Strets, Sharal proug or hondraal and applied grees, non-public	Stakeholder Meeting - Stakeholder Meeting - meeting on certain topic 590h Street areas, monuolic	Stavenolder Meeting - Stavenolder Meeting - soon E. meeting on creamitude Steret areas: non-public	Staterolder Metrig . Staterolder Metrig . 6330E metrig or enan knock	Staterolder Meeng - Staterolder Meeng - Snal group or northual SSIRSteet areas non-public	Media Briefing - Press TESTING Diriefings and conferences	Had I W Maanuga nSt. Thatemai - Taking for 2
Other IndyGo Staff Name of In Attendance: Event/Meedind:	/2018 C	Eederal T0/18/2016 Eederal	Lawrence Police 7/31/2018 Station	Lawrence Police Bazarzu 18 Station	IO/12/2016 Cheve Directions	art warons is a second and second second	11/15/2018 TESTING	11/16/2018 In Service
O Timestamb Your Name: Ir		11/14/2018 16 (07.48 Jane Canada	11/14/2018 16:14:37 Jane Canada	1 11 42018 16.2008 Jane Canada	11/1/4/2018 16:2:2:39 Later Canada	111.42018 16.2820 Jane Canada	11/15/2018 9:31:15 LAUREN	Allison 11/15/2018 16.17.13 Pottelger

Approximate Number of People Endaded by IndvGo											
Additional Notes:		Was able to talk to Councilor Shreve after and he seems supported of thing economic development to the area based around the Redine					Concerned about blocking Deer Statue and traffic at intersection. Looking into moving to other site of street		Should by to hold up on 36th Street	infosys coordination, location of Need confinued outreach throughout project. Need to station at termineal	
Major Questions, Concerns, or Themes:	is the red line going to other countles?, we operators have to interact with riders?	signade at Red he stops	who drives the red line, will there be training, bikes are loaded on the bush, why do we have to drifer cash payment for rides?, which stops are we defind rid of?	provided information about the Virginia Ave closure	people asked about improvements to local stops on limprovements to local stops on College brancherous locations to - noted dangerous locations to wait for bus. Questions about Dilege no luoses, juler archs, College Ave configuration	how do I move my computer, when do I meed to move, furmiture situation	Concerned about West Street station location	West Street Station, congestion on Washington Street,	Concern about snow removal, Increase is travel time for cars, congestion on 38th Street	Infrasys coordination, location o station at terminal	Concern is about train: environment and the metal concernent of the concernent of the metal confly and the metal confly and the metal mode of the photo- metal confly and the metal concernent of the metal of the metal concernent of the metal set
Event/Meeting Areas of the Focus (May select more than one):	General	Red Line	General		. General, Red Line	sinotations	Blue Line	Blue Line	Purple Line		n Red Line
Approximate Major Event/Meeting Areas of Total Arkendanes BrakenoldensPopulati Focus (May select more Event/Meeting ons in Attendance. Man one:	600 r/a	15 Councilor Shreve	600 n/a	Christy Keeven, Mozzo 2 Apartments	20 Windcombe reighbors General, Red Line	20 Ma	Bryan Corbin, Public Relations Manager & John Vanausdall, 8 President/CEO	8 Most CAC members	6 Most CAC members	Jarod Klaas, Drew Genneken, Eric Anderson, Bill Stinson, 6 Brad Bobich	Steve Bring - Steve Bring - Vandegi Presetst, avandegi armig fan Red Lite 1 ruudsdia ormal fan Red Lite
	6	ŭ	8	0	9	20	œ	20	5	۵	
Event/Meeting Address: Type of Event/Meeting	1501 VV Washingto NGL, Trailer Internal - Tatkingtor 2.	Communty Meeting - communty veent communty veent (neightorfrood (neightorfrood coraanization, etc.)	internal - Tabling for IndAG0 employees	Stakeholder Meeting - Smaal group or individual meeting on certain topic areas; non-public	Community Meeting - Invided to speak at a community erent (regiptorriood sascalator, RcLary, coganization, etc.)	(161) w. washingto Operations conference internal - Taking for conference internal - Taking for	500 W Washingto Stakeholder Meeting - n St. Smail group or individual indiarapoli meeting on cerlaintopic St. 445:204 areas, non-public	Stakeholder Meeting - Small group or individual meeting on certain topic	Stakeholder Meeting - Smäll group or individual smettig on certain topic areas, non-public	Indianapoli Stakeholder Meeting - s Smail group or indvitual Internationa meeting on certain topic Arrondr areas: non-public	Saken holer Medfig- Sival grap er monotal sival grap er monotal sress, rev kolte, phore cal
Date of Event/Meet Inc: E	1501 W Washingto n St, Trailer I 2	1552 Standish In Avenue, Indianapoli (s, Indiana, a 46227	1501 W Washingto n St, Trailer II 2 II	phone / n	Nora Ubrary, 0 8625 Guilford 0 Ave, (1 Indianapoli 3 s, IN 46240 0	1501 W Washingto n st, Operations conference II RM II	500 W Washingto n St, indianapoli s, IN 46204	50 West Washingto n Street	1501 W. 15 Washingto n n Street	Indianapoli s Internationa n I Airoort	a)
Other IndyGo Staff Name of In Attendance: Event/Meeding:	/2018	11/27/2018	12/7/2018	1/9/2019, phone / email	Whidcombe Neightorhood 1/3/2019 Needing	Renorations Renorations	124/2018 Eiteljorg Outreach		12/14/2018 Purple Line CAC		6102/81/1
Timestamb Your Name:		11/28/2018 10.3/2 11 Brandon Evans	Allison 12/7/2018 11:32:01 Potteloer	1/10/2019 9:45:19 Jennifer Pyrz	1/10/2019 9.47.51 Jennier Pyz	nosillA nosillA	1/14/2019 15/42/52 Jane Canada	1/14/2019 15:45:27 Jane Canada	1/14/2019 15:47:15 Jane Canada	1/14/2019 15:50:56 Jane Canada	1182019105904 Brandon Evens

Approximate Number of People Engaged by IndyGo							
Additorial Notes:	Contract impressions were that they were not overly concerned with the states were that they were not overly concerned with the states they intrudy it is house to allow the concerned are not they are the states they found and they were the concerned about costs of the states in observation intert in the states that shows about not account in the states it is particularing to the states in observation intert in the states that and about the states in the states it is particularing to the states in observation intert in the states in the states in the states in the states in the states in the states in the states in the states in the states in the states in the states in the states in the states in the states	They did express some concerns about ducking the about some concerns about ducking the about some and the apound and about some and the apound about cause them when the the the statom was an the normade them when the the the statom was not about cause the some some about a some about a some the statement of the statom was not about the statement of the statom was not about the statement of the statom was not about about the the source about a some statement about a some some about a distribution and about the state state about the the source about a source the statement of the statement of the statement about a the statement about a the statement about about a the statement of the statement of the statement about the statement of the statement of the statement about the statement about a source the statement about the statement about about about a the statement about about about about a the statement about					
Major Questions, Concerns, or Themes:		Station locations effect on Total	Barbara called Jennifer's gouge voice number safing whether driveway to One open through construction on capitol. Jennifer left return voicional assumb ret that it would be	Mariha called requesting help with the noise from a plate on College Antria was kerting her tenant waskes an ingit. We determined twas out where by CEG and made a request for them to see if they could better the noise	Marchas son rides roule 17 to and from Prudue Polytechnic H.S. Three were a flow days when the bus did not plok thin up and there to not day where it dropped him of well before flo regular son and polytic plot of plot up with Marsha regarding bus defour this was not clearly communicated	Steve wrote to ask when signal would be trackaller at extructing and when the combound terturn man would be removed at College Ward be removed at College BR Ave Jennifer emilied to tertimin know that signal work would be happening in Luneuluy and that the fer turn lares in of poing away!	Jerufer condinated with Todd about the Stic Brode Bear Run and yrigida Areura and fwr ar would te minazated yr r would te minazated yr crwarudion. Polar Bear roe curren will be moved ord the curren will be moved ord the Curlers will be moved ord the construction area construction area
Approximate Major Event/Meding/Areas of Deul-Attendance Staken-JodensPopulat Roux (May aeder more of Event/Meding ons Attendance than one);		Philip Ray and Me. Visung Reset GM and Director	ole, 317-915-	Masha Celentura 317. 257-5000		Steve Binning, Warlegin Na and Carlong, Mariagin Ream, Betwa	CRRG Events, Toda Sando Events, Toda 3 and Defa a FID
Approximate Major Total Attendance Stakeholders.Popu of Event/Needing ons in Attendance.		Philip Envis 2 1000, Envis	-	Marsha Marsha 1 257-500	Maria Maria	Steve B NA and N 2 Famin	CRRGI CRRGI 0.wer . 3 and Bre
Event Meeting Address: Type of Event Meeting:		States of the state of the stat	Stakeholder Mederg - Smalt grupp or modMute medrg on or nethal tage	Staterioter Meding - Staterioter Meding - Sinal group or monwhal meeting pro-presentations	Stakenoder Meenry - Stakenoder Meenry - Small group or redshutsal meenry on certain topic	Staterholder Meeting - Staterholder Meeting - Brinalti group or monokual meeting propriotici	Statentoder Meeting - Statentoder Meeting - Straid group or monkual meeting on cetterin toder
Date of taff Name of Event/Meet Event/Meeting: Ing:		10 S Went Street 4204	phone by phone	by phone	eholder phone by phone	em al	r emais by emai
Other IndyGo 5 Timestamp Your Name: in Attendarce:		ebenino, aniel, ad 655 kt. (2005020)	2/12/07/019 8:59 07 Jennter Pvz	1,28/2019 9.02.05, Jennier P.v.z	11,000,000,000,000,000,000,000,000,000,	20/4 - 2016 9 06 31	1,128/2019 9 1119 Jennifer P.rz

Event/Meeting Address: Type of Event/Meeting:

Approximate Number of People	En gaged by Indy Go											
	er i hennes. Safety Plans along college Attendance was high, the Litrary room was bo small, safety shares along college Attendance was high, the Litrary room was bo small, and patrion in the more between agreeding, and	Safety Cannenns, Central Safety Cannenns, Central In Pediterninosa	did outreach to every open busites during the day	This was a tabling event held at the Transt Certer.	Tabling event held at the Transit Center.	Tabling event held at the Transit Center.	Taking event at the Transt Center.	Taking event at the Transt Center.	Tabling event at Transit Center.	Taking event at the Transt Center,	Tabling event at Transit Center.	Tabing event at Transit Center.
Major Questions, Concerns,	or Themes: Safety Plans along college corridor, and cut through that and parking in neighbornour that	Safety Concerns, Central Avenue traffic patterns, parki In reiphothoods	Closure of Virghia and Woodlawn questions	none	none	nane	uque	nane	none	uque	none	nane
Approximate Najor EventMeeting Areas of Total Attendance Staketolders.Populati Focus (Nay select more	man onei: General, Red Line	General, Red Line	a Red Line	Fare Policy	Fare Policy	Fare Policy	Fare Policy	Fare Policy	Fare Policy	Fare Policy	Fare Policy	Fare Policy
e Major ance Stakeholders/Popula	or Eventrowendig one in Attendance. College Avenue 117 Control Persuents	College Avenue 132 Condor Resolute	Well Done Marketing, Willwood Market, Uguor Cashnet, Three Mee Henndon, Three Carrds Sian Squ Tabo, La Mogarda, Heatland Film, Fest, Fountain Sq. 15 Lunary,	0 public	0 public	0 public	0 public	0 public	0 public	0 public	0 public	0 public
	117	<u>13</u>										
	Functioned a data cast: Type of Exercitivating Public Meeting - Coren translational - Coren translational - Coren erabled a stratistic a public meeting or coper translational - Core a stratistic - A stratistic - Core - Core - A stratistic - A stratistic - Core - A stratistic - A stratistic - Core - A stratistic - A stratistic - Core - A stratistic - Core -	Public Meeting - Open house or Abilic meeting created she thread host in mode. It may be a denors a public meeting or open house created backensed host and a motine organization	Streat Team - Small group (1-3 people) goth a place or bublic events bucade, phraithreade	Street Team - Small group (1-3 people) go to a place or public event to educate , typicality mobile Unknown	Street Team - Small group (1-3 people) go to a place or public event to educate, typicality mobile Uknown	Street Team - Small group (1-3 people) go to a piaze or public evert to educate, typtically mobile Unknown	Street Team - Small group (1-3 people) go to a plaze or public event to educate, typicality mobile Unisnown	Street Team - Small group (1-3 people) go to a plaze or public everit to educate, hypically mobile Unknown	Street Team - Small group (1-3 people) go to a plaze or public evert to educate , hytically mobile Unknown	Street Team - Small group (1-3 people) go to a plaze or plublic everit to educate, hypically mobile Unknown	Street Team - Small group (1-3 people) go to a plaze or plublic evert to educate, hypically mobile Unknown	Street Team - Small group (1-3 people) go to a place or public event to educate, Apticality mobile Unknown
of	ng: Event Public house by ind) by ind) by ind) a bubi house s Art create s Art by ano Center by ano	Public 1 house (created by inch a public a public s Art the atte		Street group Transit place	Street group Transit place	Street group Transit place	Street group Transit place Center educa	Street Street group Transit place	Street group Transit place	Street group Transit place		Street group Transit place Center educa
	220 E 6220	IndyGo Public 2/19/2019 Meebing	Fourtain Softher Place Vrghta Subsrites Outent Aende	2/8/2019 Fare Policy	2/11/2019 Fare Policy	2/12/2019 Fare Policy	2/13/2019 Fare Policy	2/13/2019 Fare Policy	2/14/2019 Fare Policy	2/15/2019 Fare Policy		2/20/2019 Fare Policy
	Notriana Notrana. In an 30/2019 13:43:13 Brandon Evans	36/2019 13.45.02 Brancon Evans	362019 13.48.48 Brancon Evans	Public Affairs 3/6/2019 14:47.23 Team	Public Affairs 3/6/2019 14:49:35 Team	Public Affairs 366/2019 14:51:39 Team	Public Attairs 366/2019 14:58:36 Team	Public Atfairs 366/2019 15:00:18 Team	Stér2019 15:02:26 Team	Public Attairs 366/2019 15:06:00 Team	Public Atfairs 3/6/2019 15:08:46 Team	Public Affairs 3/6/2019 15:11:06 Team

y Go										
Approximate Number of People Engaged by IndyGo										
Additional Notes:	Taking event at the Transt Center.	Tabling event at Transit Center.	Amosphere was productive to meet with people in the community. Business somers were very supportive	Bushess owners were supportive of project and IndyCo. Not a heavy crowd of people possibly due to the day of week.						
Major Questions, Concerns, or Themes:	ионе	nane	Construction around area	Fare system, changes h reades, Red Line general questions	Construction update and subsex: connerns about sidewalk closures in high traffic pereisitina areas; station canopy bioliching building signage; costs for clearning due to contractors	Transit, indyGo, and how it operates the network in Indianapolis.	Fare policy change was discussed and the MCTP.	They vert the effect the bala and the second the fraction bala and the second bear and the bala and the second balance of the second part and the second balance balance part and the second balance a part and the second balance a part the second balance a part the second balance and the the second balance and the second balance of the second balance and the second balance of the second balance of the second balance of the second balance of the second balance of the second balance of the second balance of the second balance of the second balance of the second balance of the second balance of the second balance of the second ba	Businesses - Delivery enterence and parking	construction and traffic congestion concerns were raised
Event/Meeting Areas of I Focus (May select more than one):	Fare Policy	Fare Policy	Red Line	Red Line	Red Line			Central, Inc. 1, equasi for revenues of the contract for	Billue Line	d General, MCTP, Red Line
Approximate Major Total Attendance Stakeholders.Populati of Event/Meeting ons in Attendance.	0 public	0 public	20 President of Solindy	15 None	Fountain Square 15 Merchants			Councilior Eddrirson. 1. russes: Johnson, Piles 3. russes: Johnson, Piles	D Businesses	Deputy Mayor Hampton, vop Osili, Neghborhood Leaders for multiple reighborhood associators in Midtown 30 area
Approximate Total Attendance of Event/Meeting				ā	<u>a</u>			σ		B
t Eventritweeting Address: Type of Eventritweeting:	Street Team - Smail group (1-3 people) go ta a grave or public evert tb educate, typically mobie Unknown	Street Team - Small group (1-3 people) go to a páse or touloi cevert to educate, phocalty mobile - Unknown		Street Team - Small group (1,5,people) go to a group control (1,0,0,0,0,0) group (1,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0	Stakeholder Meeting - Small goup or mokotual areas, non-kubicu			Stakeholer Meting - man goor molecular man goor molecular	Community Meeting Community Meeting community seent (neghtochrood (neghtochrood (neghtochrood	Community Meeting - community event community event association, Fotaty, organization, etc.)
Date of Event/Meet ing:	Transit Center	Transit	Carrfield Park Brewery 2310 Shelby St. Indianapoli s, IN 46203 s, IN 46203	Uptand Brewery, 4842 N. College Ave. s. IN 46205 s. IN 46205	1031 Virginia Ave, Indianapoli s, IN 46203			S665 Exercise Lafayer for Ste Cr. In dangold	201 E Washingto n St, indianapoli s, IN 46204	IW Tech
Other IndyGo Staff Name of Your Name. In Attendance: Event/Meeding:	LL OD	2/22/2019 Fare Policy	30/2019 Transt Talk	3/11/2019 Transt Taik	Fournain Sq. 3/15/2019 Merchants			Pike Twg Transportation 31/12/116.	ne Meeting	Highland Vicinity Neighand Vicinity 8//2019 Association
Timestamp Your Name:	9 15:15:22	Public Affairs 2/6/2019 15:17:04 Team	3122019 133257 Mally Oliver	3/12/2019 13.37.32 Maily Oliver	3/19/2012/19/2027				325/2019 11:19.03 Vee	3/26/2019 13.37.49 Brandon Evans

Approximate Number of People												
	readatorial Notes-									Patrick, our contact, was very supporte and would love to host other events for us in the future.	Heavy traffic, faculty very interested, Buller Is very supportive and would welcome us back anythme.	The set up was a little odd but t ended up working fine. Great tum out for taking up people in the library and a few came from Facebook post.
stions, Concerns,	or nemes. How indyGo can be better ordiners with HA.	New construction projects and how they will be built around transit opticities	Construction concerns, and traffic congestion, and how the dedicated larges will work.	Business owners were upset trey were not notified that some of the froperly was	red line routing	1501 renovations	Thing of completion	Streetscape in Irvington will it remain the same, guestions about delicated lares, phasing and turing of new traffe signals	When will construction begin, concerns about traffic congestion, land acquisition concerns	When will Red Line launch, are people generally happy or upset, what is the safety of the new line, how frequent will bus line te?	Route changes to 28 or 18	Are emergency vehicles going to be able to taxel on Sheby street? What is the BRT? How will fare change?
Event/Meeting Areas of Focus (May select more	rran one; General MCTP Red Ine	General MCTP. Red Line	Neigtborhood Sassostath Members General, MCTP, Fed Line	Red line Purde in	sttrateolic planning	strategic planning	. General	Blue Une	Purcle Line	General, Red Line	General, Red Line	General, Red Line, Purple Line, Blue Line
Major Ce Stakeholders/Populati	Multiplie organizations to work in coordination with IHA's efforts for different 1.2 Initiatives	Cummins, Ctty MNA's, and multiple business and property owners in the Cole-Noble domration 30 relationmood.	Neghtomood 20 Association Members	12 NA	20 n/a	20 n'a	lke McCoy MNA, Laura Giffel Bates Hendricks 30 Neichbourbood Presiderid	Members from the Indanapolis Zoo, Eteljorg, MAS, Mall from Amcose Group, CIRTA, Shepherd Community, Downtown 15 Indy	Watson Park NA, Mapleton Fall Creek CDC, Resumection Community Church, CAFE, Greater 23 Lawrence Chamber	5 10116	15 Nane	15 None
Approximate Total Attendance	2	. 8	20	2	20	20	B	5	23	5	Unsure, Jocadon was during Tunch hour	Илклож п
	Exproved address, yee or event reveal of Special Presentation - Lectures, guest speakers, parends, of more such that are not Aprical public input opportunities, offen innited in him candiance		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	Meadows Meadows MACA MACA MACA Solo Solo Solo Solo Solo Solo Solo Sol	Internal - Tabing for IndyCo employees	1501 w washington Internal - Tabling for st IndyGo employees	Community Meeting - Invited to speak at a community event (neighborhood association, etc.) organization, etc.)	Invington Library Stakeholder Meeting - 6625 E Small group or indikual Washingto meeting on certain topic B. 48219 arrest, non-public	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	BooksBhe ws, 3808 Shelby St Street Team - Small group (17, 28 people) go ba indianapoli (12, 22 people) go ba s, IN 46277 ectucate, Morcally moble	Street Team - Small group (1-3 people) go to a place or public event to educate, typically mobile	2502 Shelby Street Team - Small Breat group (1,-3 Beoph) go th a Indianapol (1,-3 Beoph) go th a Indianapol (1,-3 Beoph) go th Jace or public event th 3, IN 46203 educate, hybrally mobile Unknown
Date of Event/Meet	an HA offices	Indiana Conservan cv	Watson Park	Avondale Meadows YMCA, 3908 Meadows Dr, Dr, Indianapoli s, IN 46205, USA	transit center employee lounge		1849 E. Pileasant Run Parkway Drive South, 46203	Invington Library 5625 E Washingto n St. 46215	8902 E 38th st. 46226	Books&Bre ws , 3808 Shelby St Indianapoli s, IN 46277	704 West Hampton Drive Indianapoli s, IN 46208	2502 Shelby Street Indianapoli s, IN 46203
Other IndyGo Staff Name of	Sufficiences			Transt Talks. Avondate 2071/2110 (Meandaw YMCA	3/19/2019 strategic planning	evening tabling for 3/19/2019 strategic plan				Transit Talk - 44/2019 Books and Brews	Transt Talk Butler 4/8/2019 University	Transt Taik Gameid Park 4/9/2019 Library
	our ruane. 325/2019 13.44.11 tranton Evans	32552019 13.46.37 Elandon Evans	32562019 13.49.21 Brandon Evans	norani norani 1011.00	allison 3/29/2019 14:03:51 pothelger	allison 3/29/2019 14:36:13 potteiger	4//2019 10:31:13 Brandon Evans	4//2019 10:39:26 Brandon Evans	4/1/2019 10 43 58 Brandon Evans	4/5/2019 13:10:15 Mally Oliver	4/8/2019 16:04:20 Mally Oliver	4/10/2019 8:46:40 Mally Oliver

IndyGo	

Your Name:	Other IndyGo Staff Name of In Attendance: Event/Meeting:	Date of Event/Meet ing:	t Event/Meeting Address: Type of Event/Meeting:	Approximate Total Attendance	Vajor Stakeholders/Populati ons in Attendance:	EventMeeting Areas of Focus (May select more than one):	Major Questions, Concerns, or Themes:	Approxi Number Additional Notes: Engage	Approximate Number of People Engaged by IndyGo
4/15/2019 13:02:43 Molly Oliver	Thine - Tour Inn/SonTavel	1501 West Washingto n Street Indianapoli s, IN 46222	Training - Travel trainings, etc.	с, С	9 Ben Davis School	General	No major questions.	Great croud, they tave came before.	
4/18/2019 16:36:50 Maly Oliver	hoendan Highland berklan Highland Neighborna Ar15/2019 Association		Community Meeting - community veert (regithornood association, retray, coganization, etc.)	0	10 None	General, Red Line	Warted to know if the construction was on track to be finished in time for launch.		
4/18/2019 16:44:02 Mally Oliver	Transt Talks: University of 4/18/2019 Indianapolis	1400 East Hanna Ave. Indianapoli s, IN 46227	Street Team - Small Street Team - Small group (1-3 people) go to a place or public event to educate. Myrcally michle Unhmown	20	20 None	Ceneral, Red Line, Purple Line, Blue Line	Three it would take to travel to Broad Ripple from University. How trafft would flow with semi-designated lanes.	Great space in the commons area during lunch hour.	
4252019 10 01 47 Maily Cliver	4/22/2019 Earth Day Event	OneAmeric a Tower, 1 American Square Indianapoli s, IN 46204	Booth - A table at a fair, feathrai, eago, etc.	200	130 None	General, Red Line, Purple Line, Blue Line	How will people cross stretts? Is there a tain to come to Hendricks Country?	Very pool location time and alterdance.	
vition Vition Vition Vition Vition		50 West Fall Creek Pkwy N. Dr. Indianapoli s, IN 46208	all 9 go to a erit to mode	20	25 none	General, Red Line, Blue Line - Windt's Fed LineBRT7	What Is Red UneGRT?	Good locatoryme.	
425/2019 10.27.31 Moliv Oliver	Transit TaikHoITEA 4/24/2019 ToiTEA	6283 N. College Ave Indianapoli s. IN 46220		is.	5 None	General Red Line	Cross walk inform alton	Although It was not well attended it does seem live a good location, perhaps a officient time would work	
5/13/2019 9.24.42 Brandon Evans		Bates Hendricks). Laura Granieri IndvHub	30 Laura Granteri Indvirtuo. General, MCTP, Red Line	Questions on MyKey faire svitierin		
5/13/2019 13:14:32 Molly Oliver		210 East 0 24h Street 0 Indianapoli 2 s. IN 46205 0	Community Meeting - community event neightformoad neightformoad vooanization: Retary.	20	20 None	General, Purole Line	JUN	Supportie group	
		Battes Hendricks 46203	Communky Meeting - communky weard communky weard neighborhooid neighborhooid sociation, retary, sociatization, etc.)		30 Laura Granieri Indivilub General, Red Line	General, Red Line	Mikkey Fare questions		
5/16/2019 15:17:47 Mally Oliver		1831 W. Lafayette Rd. Indianapoli s IN 46222	Booth - A table at a fair, festival, expo, etc. 1		25 None	General, Red Line, Purple Line, Blue Line	None	Access to people in that specific area	
5/16/2019 15:23:50 Maily Oliver	IMPD SE 5/16/2019 COMMUNITY Day	2345 Pagoda Drive Indianapoli s IN 46203	Sooth - A takile at a fair, testival, expo, etc.		75 Nane	General, Red Line, Purple Line, Blue Line	Construction questions.	Luds of community members were present.	
Jordan 6/10/2019 12:56:57 Patterson	St W Frait Community, Meeting St W Frait Community, Meeting Community, Pawo,N LC, respective Meeting, Community, Pawo,N LC, respective St M St	50 W Fall Creek Pkwy N Dr. 1 Indianapoli 3, IN 46208		15		15 Ceneral, MCTP, Red Line	Fare policy, how employers will transition to new system		

Approximate Number of People														
A Addressed Morease				We brought a BYD hus and the idds seem ed to love gebring on board and exploring t						The rapid transit bus was a big hit at the event!	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.	Great feedback about how useful the info was.		Hinh traffic faw krierarted with our honth
Major Questions, Concerns, A	. <	Nome	How to ride	Information about Red Line Vi opering	Impacts to business with the construction of the Blue Line	Interested in details about the Red Line and opening	ру И	N/a	NA	Rapid Transt Bus	M irr Bus Rapid Transt Vehicle at	Ŕ	Red Line, MyKev	Concerns about property outreach communication Hi
Event/Meeting Areas of Focus (May select more them one)	Blue Line	Purate Line	General	General, Red Line	e General, Blue Line	General, Red Line	Purple Line	0 Purple Line	s Purple Line	300 Red Line	1000 Red Line	30 How to ride Indy/So	General IndyGo Updates, Red Line	ty General IndyGo Updates, MCTD Dumle Line
Approximate Major Total Attendance Stakeholders/Populati of EuromAtendor	dSM 61	Invited property owners 0 along the Pungle Line	Community youth and 30 adults	Broad Ripple parents, 2001 youth	Business owners on the 15 west side	6 Area residents	0 Herd Strategies	0	0 Denise Herd Strategies Purple Line	400 30	1200 100	8	General community 20 members	General Public, Property Owner along Purple 6 Line
	6		8	206.300	<u>0</u>	ω.	Stakeholder Meeting - Small group or indvidual meeting on certain topic areas, non-public	Stakeholder Meeting - Small group or Indvidual meeting on certain topic areas, non-public	Stakeholder Meeting - Smäll group or individual meeting on certain topic areas, non-public	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD, bus on-site.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Transit Talik - Small group (1- 3 people) go to a place or public event to educate, bypically mobile	Community Meeting - Invited to speak at a community event (neighbormood association, Rotary, organization, etc.)	Transit Talk - Small group (1- 3 people) go to a place or public event to educate,
f Mæt Tunna of Elemented Adriance - Tunna of Elementedadion		Pudic Meeting - Cpen house or public meeting createrdarentsechnosted by InnyGo, innyGo attends a public meeting or open house pool i createrdarentisechnosted 2005 by andreir organization	603 E Washingto n St, In dianapali Traning - Travel trahings, s, M 46204 etc.	th - A table at a fair, val, expo, etc.	2883 West Rockville Stakeholder Meeting - Ro, Smail group or indvidual Indianpoli meeting on certain topic s. N 46224 areas; non-public	40 W 40th Street Team - Small Transt Tark St. an Marth Luther king Indianopol I pace on public verit b 619:2019 Community Central 5, N 45:208 extrate photoin/mode				Bo fes 6/21/2019 brit	Bo 6/29/2019 brit	603 E Washington St. Indanapolis, IN 46204	Co 3001 Central Ave, 6(4/2019 Indanapolis, IN 46205 Ro	
Date of Date of Event/Meet Event/Meet		3008 3008 Mreadows Dr., Purple Line Indianapoli 2,26/2019 Propert Meeting, 3, 11, 43/202	603 E Kashingto Adult and Child n St. Health Travel Indianapul 6/26/2019 Training		52	40 W 40th Transit Talk St, Marthn Luther King Indianapoli 19 Community Center S, IN 46208	Purple Line BRT Property Outreach 6/26/2019	Purple Line BRT Property Outreach 6/26/2019	Purple Line BRT Property Outreach 6/28/2019	Broad Ripple Park Touch a Truck 6/21/	Indy Utitimate 6/29/	e e	Community of Friends Meeting 6/4/	5
Other IndyGo Staff							Brandon Evans, Faith Chadwick	Brandon Evans, Faith Chadwick	Brandon Evans, Faith Chadwick	Falth Chadwick	Branton Evans, Fath Chatwick	Faith Chadwick	Brandon Evans, Faith Chadwick	English Chromodociate
and the second se	Gran barren b	627/2019 13.26.25 Faith Chadwick	6/2//2019 13:29:36 Fath ChadMick	6/27/2019 13:40/46 Fath Chadwick	6/27/2019 13/47.19 Fath Chadwick	6/27/2019 14:20:00 Fath Chadwick	jordan 7/8/2019 14:42:44 patterson	Jordan 7/8/2019 14:53:11 Patterson	Jordan 7/8/2019 14:56:12 Patterson	Jordan 7/8/2019 15:00:35 Patterson	Jordan 7/8/2019 15:05:05 Patterson	Jordan 7/8/2019 15:08:00 Patterson	Jordan 7/8/2019 15.12.19 Patterson	Jardan Ziemono Kenenden

Approximate Number of People Endaged by IndyGo											
Major Questions, Concerns, Additional Notes:	using wastregation and lever universe using wastregation there are custed wastregation there calitationess calitat	, MA	Red Line (District 16 is certered in Fourtain Sq.)	Warted general update on IndyGo	Phyliis has concerns about how traffic with the Blue Line will impact her funeral home.	Station Locations, bus only larres, business impacts	Purple Line, and general route Concerns, safety questions with Red Line	Bus Stop requests, shelter requests, concerns about Red Line	Rapid transit bus	Red Line ourstions	Mykey, Route Changes with Red Line, Seneral Rapid Transt info
Major Event/Meeting Areas of Stakeholders/Populat Focus (May select more ons in Attendance: than one:	e e e e e e e e e e e e e e e e e e e	Parents and students of Ceneral IndyGo Updates, IHA Job program MCTP, Red Line	General IndyGo Updates	General IndyGo Updates	Blue Line	Blue Line	General IndvGo Updates	General IndyGo Updates	MCTP, Red Line	. General IndvCo Undates	Mykey, Route Changes w General ImbyGo Updates, Red Line, General Rapid MCTP, Red Line, Purple Line Transit Info
Approximate Major Total Attendance Stakeholders/Populati of Event/Meeting ons in Attendance:	 Councilor MeHarry - Councilor MeHarry - Councilor Meharry - Loador Lanon Rizzey - David Champe - - David Champe - - David Champe - Mandro Campe Sales - Owner of Champe - Owner of Champe - Champe - Champe - Champe - Champe - Champe - Champe - Champe - Champe - - Champe - Champe - Champe - Champe - - Champe - Champe - Champe - Champe - Champe - - Champe - Champe -	Parents and students of 60 IHA (bb program	1 Kristin Jones	1 Ryan Mears	2 Usher Funeral Home	Rachel Hawkins, Jason 2 Richey	10 Neidithorhood Leaders Ceneral IndxGo Updates	Councilor Adamson, 40 Nathan Sheets (DPW)	Millennials interested in getting involved in Indy's 300 nonprofits	50 Keller Williams realaurs. General IndxGo Updates	10 General Public
	a a a subscription of the	Special Presentation - Lectures, puest speakers, pareis, dimens, etc. that are not typical public input opportunities, other limited public audience	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	Stakeholder Meeting - Small group or indvidual meeting on certain topic areas, non-public	Stakeholder Meeting - Small group or Individual meeting on certain topic areas, non-public	Community Meeting - Invited to speak a community event (neighborhood association, Rotany, organization, etc.)	Community Meeting - Invited to speak at community event (neightormood association, Rotary, organization, etc.)	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD, bus on-site.	Special Presentation - Ectories, guest speakers, parels, dimens, etc. that are not typical public rout not typical public rout public autience public autience	Transt Talk - Small group (1- 3 people) go to a place or public event to educate, typically mobile
Date of Event/Meet In a Event/Meeting Address: Type of Event/Meeting:	2015	6/12/2019	6/5/2019	6/10/2019	6/11/2019	6/14/2019	6/15/2019	6/25/2019	40 E St Clar St, 6/13/2019 Indanapols, IN 46/204	6262019	Transt Taik MLK Community Center 6/19/2019 Indanapols, IN 46/208
Name of Event Meeting:	Janice McHenry & Association	IHA Student Job Program	Kristin Jones Council Candidate	Ryan Mears (Deputy Prosecutor)	Phylis Usher - Usher Funeral Home	Jason Richey/Rachel Hawkins	MCANA	Martindale- Brightwood Neighborhood Meeting	pavlovvpul	Keller Williams	Transit Talk MLK Community Center
Other IndyGo Staff Your Name: In Attendance:	Brandon Brans. Famologia	Brandon Evans	anon ana	auou sue	Brandon Evans	ans none	ans Lauren Dav	ans Faith Chadwick	Brandon Evans, Fath Chadwick	ans none	Fath Chadwick
Timestamb Your Name	1534.12	Jordan 7/8/2019 15:46:53 Patterson	7/8/2019 16:06:38 Brandon Evans nore	7/8/2019 16:08:08 Brandon Evans none	Jordan 7/8/2019 16:08:39 Patterson	7/8/2019 16:09:27 Brandon Evans nore	7/8/2019 16 10:41 Brandon Evans Lauren Dav	78/2019 16-13-17 Brandon Evans Fath Chadwick	Jordan 7/8/2019 16:14:30 Patterson	anon Evandon Evans nore	Jordan 7/8/2019 16:20:34 Patterson

	Approximate Number of People Engaged by IndyGo														9	40	20
	Additional Notes: E	Partnership with Transit Connect/MPO															Having a captive auderice way vERV helpful. Some proper lean one wark way helpful some proper lean one wark way helpful some dowary been fromed, and done quete a lot of rearry. If hondo on Help user monor and and one them to hondo and be warp and some duetas. I been to hondo and be warp and some duetas. I explaned the term hough the 1 way going away, they would all how explore one up and the 1 way and and and the term to hondo and the and the and the and the would all how explore one up and the 1 way and a and the model one of the some and the and the model one of the some and the model one of the model
	Major Questions, Concerns, or Themes:	Expansion of Red Line service into Westifield	¢/N	Left tums on the Red Line	Service changes with the implementation of the Red Line, extension of Veterans Passes	Impacts of Red Line construction/opening on parking downtown	Route changes	A/A	Many were excited about partnership. Main concern was rush to finalize important details.	 Security, Logistics, Policy 	AIA	VIA	How to plan tip	How to Plan Trips, How to Get Pass	Red Line specific questions	Route 18 changes, how to get to Red Line, route to use instead of 18	Will we still have service when our route goes away? "Are they going to charge us more to ride the bus?"
	Eventiveeung Areas of Focus (May select more than one):	General IndyGo Updates, Red Line	General IndvGn Lindates	General IndyGo Updates, Red Line	Red Line, Veterans Passes	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line	Travel Training	Ind/GoAPS Pass Partnership Security, Logistics, Policy	General IndyGo Updates, Red Line, Veterans Pass Update	General IndyGo Updates, Red Line	General IndyGo Updates, PPHS & IndyGo Pass Parthership	PPHS & IndyGo Pass Partherships	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line	General Inty/So Updates, Red Line, fielding questions about fare changes
	Approximate najor Total Attendance Stakeholders/Populati of Event/Meeting ons in Attendance	General II 1000 Westfield area residents Red Line	15 Sneethway residents	Visitors to Southeast 6 Community Services	200 Veterans	Downtown Indy parking 10 managers	12 N/A	600 N.A	IPS Principals & 8 Administrative Staff	20 IPS Staff	1000 Veterans	Broad Ripple Area 300 Residence	Students & Parents of 400 PPHS	Students & Parents of 100 PPHS	200 Police, news	Residents of apartment building, senior citizens, 45 veterans	20 riders
	Approximate Total Attendan of Event/Meetir																
	Type of Event/Meeting:	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, noranization, etc.)	Transt Talk - Small group (1- 3 people) go to a place or public event to educate, twoically mobile	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Stakeholder Meeting - Small group or indvidual meeting on certain topic areas; non-public	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Training - Travel training, etc.	Training - Travel training, etc.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Special Presentation - Lectures, guest speakers, panels, dimmers, etc. that are not typical public input opportunities; often limited public audience	Meeting riders as they boarded and rove the bus
,	uate or Event/Meet Ing: Event/Meeting Address: Type of Event/Meeting:	19000 Grand Park Bivd. 7/4/2019 Westfield, IN 46074	5065 W. 16th St. 7/1/2019 Indananolis IN 46724	901 Shelby St 7/15/2019 Indanapolis, IN 46203	720/2019 Indianapolis, IN 46239	1 E. Ohio Street, 7/17/2019 Indianapolis, IN 46204	200 east washington street indianapolis in 7/11/2019 46204	Booth - A table at a fair, 3500 Brookside PlwyS festhal, expo, etc. May include 7/102019 Dr. Indianapids, IN 44301 hmtging a BYD bus on-site.	201 E Washington St. 7/17/2019 Indanapolis. IN 46204	201 E Washington St. 7/16/2019 Indianapolis, IN 46204	7300 E Troy, Indianapolis IN 46239, 7300 E Troy, 7/20/2019 Indianapolis IN 46239	7/28/2019 1500 Broad Ripple Ave	49 West Maryland Street Space H10B Indianapolis, 7/30/2019 IN 46204	1405 Broad Ripple Ave, Indianapolis, Indiana 7/31/2019 46220, United States	700 38th Street 8/7/2019 Indianapolis, IN 46208	8005 Evergreen 8/7/2019 Indanapolis, IN 46240	Leaving the Transt Center Leaving the Transt Center at 11:00, returning at 8/15/2019 12:35 p.m.
12	Name of Event/Meeting:	Westfield Rocks the 4th	OSCNA Update/Communit v Meeting	¥ >	/eterans ion Day	Downtown Indy Parking Parthership	Mayor's Neighborhood Advocates Updates	IMPD East Community Day 7/		rincipals uction & I Training	Mayor's Veterans Appreciation Evert 7/	Girts Rock Kids Rock the Park 7/	c,	PPHS Open House: Broad Ripple	Crown Hill NA National Night Out		On-bus shift route 17 College
	Other IndyGo Staff In Attendance:	:k Jordan Patterson	k Arandon Evans	ik Jordan Patterson	k Jordan Patterson	Lauren Day, Jordan 14. Patterson	S N/A	N/A	James Miles	James Miles	Faith Chadwick	Faith Chadwick	Brandon Evans, Faith Chadwick	Faith Chadwick	Faith Chattwick, Jordan Patterson	Jordan Patterson, Faith Chadwick	None
	Timestamp Your Name:	7/16/2019 11:52.21 Fath Chadwick Jordan Patterson	7/16/2019 11:54 58 Faith Chardwick Reardon Evans	7/16/2019 12:09:25 Faith Chadwick Jordan Patterson	7/22/2019 13.31.26 Fath Chadwick Jordan Patterson	12222019 13.34.22 Fath Chadwick Paterson	865/2019 7:50:34 Brandon Evans N/A	Jordan 865/2019 8:01:17 Patterson	Jordan 8/5/2019 8:37:45 Patterson	Jordan 8/5/2019 8:48:34 Patterson	Jordan 8/5/2019 8/51/47 Patterson	Jordan 8/5/2019 9:04:09 Patterson	Jordan 8/5/2019 9:10:09 Patterson	Jardan 8/5/2019 9:14:02 Patterson	8/7/2019 11:59:14 Molly Oliver	8/8/2019 11:09:36 Maily Oliver	8152019.20.51.17. Susen Jones None

Approximate Number of People Engaged by IndyGo	26	20	œ	15	15	2	8	50	20	45	85	R	25
Additional Notes:	Most riders were very appreciable of the information. Introduction and the indicated of the information introduces made and other introduces matching and expected inits are appreciated in the of day, to have more indexs, that there really werefit many day to have more indexs, the three really werefit many do this an hour later, thus meeting nuck hour forces.		interface with Red Line at 22ml and Central Ave route thanges Some needed Meridan above 22nd						Connections with Red Line and Need route brochures for 26, 86 and 90. Also concern destinations on 88th for for Keepting local stops on Capitol below 18th.	Good tearwork. Bdo was the storyteller in the front. I gave elevator speeches in the back. We handed out change bronches, Red Line updates, and schedules for 38 and comections	Full outbound, 80% inbound. Lots of interest, handed out schedules, change brochures and helped with thp planning	About haif the people we met had never loadadd an richQc bus takene. We vanabue wat familuks sin a southbound uus. When it came, we got on the we were southbound uus. When it came, we got on the use wo note up we sto soft, especially given the number of people richg, and enjoy conversion. The annundation on the take we note facik taken when was not were interproj. Some relears were mote the more another experiming at all understanding, and their the log note another expecting the tow with we note. We will were interproj.	Not a busy stop, though inbounds were full between 8 and 9. B or 10 from Miloor boarded for the Launch party at statehouse.
Major Questions, Concerns, or Themes:	Why don't we have better bus service on the west side? "Will we ta able to the ave there or to the Red Line buses?" "When will we have service to Gerefield?" Notes wille? "Other places?"	Some still needed Meridian stops. Worried about stop discontinuing stickers.	Interface with Red Line at 22nd and Central Ave route changes	Collection of rider demographics/commentary on service	Collection of rider/produce shopper demographics	I got many questions about transfers that will need to be made by folks whon need to point positive new enting point of positive new enting point of positive new enting point of positive new entities and positive transfers and positive new who work in retail on the far- morth side of the current Route 18.	It wasn't immediately clear from the immediately clear from the immediately clear the strength of the strength of the strength of the strength (strength and the strength of the just tuble or strength of the clear the strength of the other strength of the other strength of the other strength of the other strength of the other strength of the other strength of the other strength of the other str	Route changes and time adjustments	Connections with Red Line and destinations on 86th	Route changes and transfers	Route changes, transfers to Red Line	Concerns that bus wearing wastring very other, and wastring very differ, and the need to out to work on with blue.	
Event/Meeting Areas of i Focus (May select more than one):	General IndyGo Updates, Red Line, addressing fare changes	Route changes off Meridian	General IndyGo Updates	Julia M. Carson Transit Center	Transit center	d H Routes 18 and 26	Red Line, Changes to Route 33 Timetade	General IndyGo Updates, Red Line, Stop removals	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line	General Inty-So Updates, Red.Line, Omentation to stator, discussion of the system Lonoming MAKer Res System	Red Line
Major Ince Stakeholders/Populati ting ons in Attendance:	25 riders	20 Riders	30 Riders	Bus riders who wanted to buy produce from 25 Growing Places Indy	25 Bus riders	Rutes of Routes 18 and Rutes of Routes 18 and 60 35 bit Media 18 and 26	60 Bus nders	40 ???	Riders above Broad 20 Ripple	15 Riders	100 Riders	25 Inders	regulars, Heron 30 Students
Approximate Total Attendance Type of Event/Meeting: of Event/Meeting	Engaging Meters as they. boarded and now Phe bus.	Riding bus	Ridh bus	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	the bus that frain routes 18 information - Brochureviets, no and 26	Roue Troue	Internal - Tabling for IndyGo employees	Onboard education	Onboard education	Rider education	Red Line station meets.	Laurich week at stations
Date of Event/Meet Ing: Event/Meeting Address: Type of Event/Meeting	Lasving Transit Center Lasving Transit Center 300 p.m. on bus, and 8192019 4 560 p.m. 04782019 4 560 p.m.	8/22/2019 Route 19	8/22/2019 Route 39	Julia M. Carson Transit 7/12/2019 Center	Julia M. Carson Transit 8/9/2019 Center	81,22019 and 26 Brid 2019	66 anos 6 (1027) 2/8	Internal - Ti 8/26/2019 DTC 9:30 am - 2:00 pm employees	8/29/2019 Route 18	8/29/2019 Route 38 11-1		Red Line station, 22rd 902019 College Station, 22rd	9/3/2019 18th Street station
Name of Event/Meeting:	On-bus shift route 17 College	Ride 19 11-1	Route 39 3-5	Food and Transit	Food and Transit	On-bus informational shift on Red Line- changes changes	Ridng Route 3	Tabling	Onboard education on 18	. Onboard education	Onboard education rte 39 3- 5	Red Line Week One	Red Line Station
Other IndyGo Staff In Attendance:	None	Driver	Driver	Not applicable	Jordan Patterson (for 1st 1/2 hour, I think - then another volunteer came)	Drivers of routes 18 and 26	Red Line table staffers (Jordan, Erandon, Maritza, etc.)	Bryan Luellen and Jerome Home	Driver	Driver Jeffrey and TA. Onboard Bob education	Driver Amon	Estella Peridins, ambiender and ambieserator	
mestamp Your Name:	earroh nesus 71:5015.01024.19		8/27/2019 12:57:30 Ottle Howe	8/27/2019 13:08:43 Leah Berti	8/27/2019 13:16:29 Leah Berli	827/2019 13.29.28 Leath Berth	042019 14.5201 Lean Ben	ller	8/29/2019 9:44:32 Ollie Howe			202019 21 25 02 21 26 02 21 26 02	

te People r IndyGo	4	06	100	4 0	75	50	200	-	-	15	-	-	100	15	35	40	25	75
Approximate Number of People Engaged by IndyGo																		
Additional Notes:	While the vast majority ergloyed the new service, several people with price an imitation range nearly expression angle that stations were too far apart, unable to gaf door on mealore. Livery or post drive whold threadering and waterg too mary outost. They clearly there at least periods returning the 39 to New York. St Periods returning the 39 would help.																	
Major Questions, Concerns, or Themes:	Need more outbound capacity pask afternoon. Interval times between buses fluctuated (25 mutues then 2 or 3 right behind).	General questions about Red Line.	Student passes and trip planning	MAKey General questions about Red	None	Red Line questions	Veterans passes, visual verification	General updates	Questions about bus only lane and parking	concerns about construction and lane patterns	advertising strategy	Travel Training questions	Red Line questions, MyKey questions	Questions about MyKey and Red Line mainly	Training Internal volunteers for Red Line launch	Training internal volunteers for Red Line launch	Training Internal volunteers for Red Line launch	none
Major EventMeeting Areas of Stakeholders/Populati Focus (May select more ons in Attendance: than one):	Rest Line	Red Line	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line Ded Line	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line, Purple Line, Blue Line	. Red Line	General IndyGo Updates, Blue Line	advertising	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line	General IndyGo Updates, Red Line, Purple Line, Blue Line	Red Line	Red Line	Red Line	General IndyGo Updates, Red Line
Approximate Major Total Attendance Stakeholders/Populat of Event/Meeting ons in Attendance:	Families visiting Children's Museum, Crommutters, students	90 Public Volunteers	100 International Students	4 CIRTA 00 Dunito Volunteere	100 Game attendees	50 Gartfeld Park residents	200 Veterans	1 Hannah Harper MNA	1 Danielle Dove from IRT Red Line	Indianapolis Zoo 15 Leadership	3 Jim Matis from Colts	Yalansa from MET 1 HighSchool	PPHS 300 Students/Parents/Staff	HR Directors for every 15 major hotel	35 IndyGo Employees	40 IndyGo Employees	25 IndvGa Emplavees	Zack Adamson, Kennedy King 75 neighborhood
Approximate Total Attendance of Event/Meeting																		
Event/Meeting Address: Type of Event/Meeting:	Red line station assisting	Training - Travel training, etc.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Training - Travel training, etc. Training - Travel training, etc.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-ste.	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	Stakeholder Meeting - Small group or indvidual meeting on certain topic areas, non-public	Stakeholder Meeting - Small group or IndMdual meeting on certain topic areas; non-public	Stakeholder Meeting - Small group or IndMdual meeting on certain topic areas; non-public	Stakeholder Meeting - Small group or indvidual meeting on certain topic areas; non-public	Stakeholder Meeting - Small group or indvidual meeting on certain topic areas; non-public	Commurity Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	Stakeholder Meeting - Small group or indvidual meeting on certain topic areas: non-public	Internal - Tabling for IndyGo employees	Internal - Tabling for IndyGo employees	Internal - Tabling for IndyGo employees	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.
Date of Event Meet Ing: Event Meeting Address:	9/9/2019 30th street stadon	Central Library, 40 East St. Clair St. Indianapolis, 8/18/2019 IN 46204	IUPUI, 635 Barrhill Drive 8/19/2019 Indianapolis, IN 46204	Julia Carson Transit 8/19/2019 Center Central Library, 40 East St Clair Indianapolis, IN Anomia Anomia	501 West Manyand 8/23/2019 Indanapolis, IN 46/25	2505 Conservatory Drive 8/24/2019 Indianapolis, IN 46/203	3912 W Minnesota Street 9/4/2019 Indianapolis, IN 46241	8/23/2019 Coat Check Coffee	Meeting with Danielle 8/24/2019 Dove from the IRT	8/29/2019 Indianapolis Zoo	8/30/2019 Shapiros	830/2019 Call	8/30/2019 PPHS Open House	9/1/2019 Tamm Capital Group	8/21/2019 1501 W. Washington St	8/22/2019 1501 W. Washington St.	8/23/2019 1501 W. Washington St.	1702 Broadway Street 9/7/2019 Indianapolis, IN 46202
Name of Event/Meeting:	Volunteer Becky and Red Line station 1 - 2 from Procurement 5 pm	Red Line External Volunteer Training	IUPUI International Student Orientation	Travel Training Red Line External Volumber Training	Indians Game with CIRTA	Garfield Park Farmers Market	Veterans Stand Down	Meeting with MNA Hannah Harper	IRT Meeting	s Zoo Meeting	Colts advertising meeting	Call with MET Highschool	PPHS Open Auuse	HR Directors For RLA	Red Line Volunteer Internal Training 1	Red Line Volunteer Internal Training 2	Red Line Volunteer Internal Training 3	Kennedy King Block Party
Other IndyGo Staff In Attendance:	Volumber Becky an 2 from Procuremen			Jordan Patterson Jordan Patterson, Brandon Exanc		Jordan Patterson	Jordan Patterson	ans none	ans none	Jane and members ins of WSP	ans Faith Chadwick	ans none	Faith Chadwick, ins Jordan Patterson	ins none	ick Allison Potteiger	ick Allison Potteiger	ick Allison Pottelger	Jordan Patterson
amp Your Name:	9/3/2019 17:45:23 Cille Howe	9/6/2019 9:37:12 Molly Oliver	9/6/2019 9.42:36 Molly Oliver	9/6/2019 9:44:27 Maily Oliver	9/6/2019 10:13:54 Moliv Oliver	9/6/2019 10:19:42 Maily Oliver	9/6/2019 10:25:58 Mally Oliver	3/6/2019 14:34:15 Brandon Evans nore	3/6/2019 14:37:40 Brandon Evans none	Jane and members 9/6/2019 14:39:56 Brandon Evans of WSP	9/6/2019 14:59:12 Brandon Evans Faith Chadwick	9/6/2019 15:15:18 Brandon Evans none	Fath Chatwick, 9/6/2019 15.27.49 Brandon Evans Jordan Patterson	9/6/2019 15:30.04 Brandon Evans none	9/8/2019 20:19:06 Faith Chadwick Allison Pottelger	9/8/2019 20:21:37 Faith Chadwick Allison Potteiger	9/8/2019 20:22:59 Faith Chadwick Allison Potteige	9/10/2019 13:45:07 Molly Oliver
Timest	10/6	8	86	76 70	9/6	19/6	9/6	9/6	9/6	9/6	9/6	9/6	19/6	9/6	/B/6	8/8	9/8/	9/10/

Approximate Number of People	Engaged by Indu co	0	1	ى م	20											
	Adductial Notes:		Would be better use of time with larger crowd	We need a higher target audience attendance for best results			Few conversations I had were from riders who didn't know whatthe Red Line was or how it works						ony one this whole thing is intertistive a sport experience to spread information, one connected shares the more entition the intertistic for intertistic for intertistic structure message. Second spikers, - interturbated, second second second structure and construction and second second second second second second second there else no handouic to the spiker we have in the planet and run to so them.		Not a lot of traffic. Meaningful discussion with the few I talked to.	
Major Questions, Concerns,	or Inemos. Riding Red Line, next BRT lines	None	Using new fare system, half fare, location of BRT stations when it's on Washington	How zero income people will use bus, hair fare, open door changes	Trip Planning, cost of ride, new fare media, Red Line, and Route 31				Refer to Q&A	Refer to Q&A	None		only one "this whole thing is dumb' comment. Most people were interested in the new Tap Card system - unfortunizety, there were no handouts to give them.		More bus stops near schools	Wry isn't there a discount pass for families with bus aged children?
	General IndyGo Updates, Red Line, Purple Line, Blue Is Line	Ceneral IndyGo Updates, Riding bus from home to school and back home after s school	 General IndyGo Updates, Red Line, Blue Line 	e General IndyGo Updates, Rest Line	General IntlyGo Updates, Red Line, Purple Line, Blue e Line		Red Line	Red Line	Purple Line	anti- tine tine	General, Red Line, Purple Line	General, Red Line	Red Line	General, Red Line. Purple Line	General, Red Line, MyKev	General, MTCP, Red Line
tte Major dance Stakeholders/Populati	or Eventorweeung ons in Attendance. Downtown and 60 surrounding populations	4 Famiry from Shorbidge	People with disabilities, 14 supportive housing	People with disabilities and those in supportive 5 housing	Students at Excel 75 Center, Along Red Line	25 None	5 None	N	41 WSP	19 WSP	80 None	20 None	43 None	15 None	10 None	10 None
	te ofinde	Training - Travel training, etc.	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	Community Meeting - Invited to speak at a community event (neightborhood association, Rotary, organization, etc.)	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	3	2		14	Ē	00	20	6	40	70	10
	19 EVALUATION AND TASK 1 IF OF CARLONDER AND	Ľ.	Gladstone Apartments C 4317 East Washington to Street Indanapols, IN (1 8/25/2019 46/201	C Central Lbrary 401 East to St. Claire Street (1 9/26/2019 Indianapolis, IN 46/204 R	3919 South Madison B Avenue Indianapolis, IN fe 10/1/2019 46227 bi	g - Travel trainings,	Booth - A table at a fair, festival, expo, etc.	Community Meeting - Invited to speak at a community event (neghtborhood association, Rotary, organization, etc.)	Public Meeting - Open house or public meeting created/anterteachnoted by Imy/So, Imy/So attends a public meeting or open house created/antertised/hosted by another organization	Public Meeting - Open house or public meeting reated advertised hosted by Iring/So, Iring/so atterds a public meeting or open house created advertised hosted by another organization	Booth - A table at a fair, festival, expo, etc.	Booth - A table at a fair, festival , expo, etc.	Street Team - Small group (1-3 people) go to a place or public evert to eductate, honcally mobile	Booth - A table at a fair, festival, expo, etc.	Booth - A table at a fair, festival , expo, etc.	Street Team - Small group (1-3 people) go to a place or public event to educate, typically mobile
Name of	Irish Festival	IPS parent/student training 9/14/20	Housing Partnership 9/25/2(Housing Partnership 9/26/2(Æ	Travel Training: Indiana Latino Institute		Ganneld Park Neighborhood 5/21/2019 Association	Purple Line Public 5/21/2019 Meeting		Far Eastside 019 Festival	Transit Talk College Ave 5/6/2019 Library	Transit Amhasaabr Outreach: Cet on 4/25/2019 Board Day	Methodist Hospital 4/18/2019 ECO Fair	Perry Township Schools Transition 4/18/2019 Fair	Transit Ambassador Outreach: Bonner 4/8/2019 Center
Other IndyGo Staff			er Jordan Patterson	ar Brandon Evans	er Jordan Patterson		5/22/2019 L	5/21/20	5/21/20	6/20/2019	5/18/2019 F	5/6/20	4/25/2	4/18/20	4/18/20	4/8/2
	Strictoria 100648 Main Oliver	9/16/2019 10:10:58 Molly Ollver	9/30/2019 8:35:33 Molly Oliver	9/30/2019 8:40.27 Molly Oliver Brandon Evans	10/1/2019 14:33:25 Maily Oliver											



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Public Involvement Program

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



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.

IndyGo

APPENDIX D. SUBRECIPIENT COMPLIANCE

Sample Documents Provided to Subrecipients

Site Visit Checklist

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

Subrecipient	+Date	1
Reviewer Initials ¶		
¶ I. → VEHICLE-PROCUREMENT¶		
Process-used-(Bid,-State-QPA,-etc)-&-documer	traviaur	
→→ Solicitation-notices-(if-applicable) → ¶	icreview 1	
→ Vendor-response(s)¶		
→→ Other¶		
1		
II. → <u>VEHICLE-MAINTENANCE</u> ¶		
→ → Policies¶		
→ → Provider¶		
→→ Records review sample (e.g. inspection sheets)	s, 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¶		
1 V. → FINANCIAL-REVIEW¶		
→→ Accounting capacity/experience (internal-staf	fing-or-outsourcing) -+ ¶	
→ A133-audit-requirement¶	ing of outsourcing/	
→ Financial-Statement-(e.glocal-share-documer	tation)¶	
→ → Audit-Report-Review-(most-recent)¶		
→→ Other¶		
→ <u>1</u>		
VI. → <u>CLAIMS-PROCESS-REVIEW</u> ¶		
→ → Claims·process·review¶		
→→ Claims·review·(incsampling·reimbursement·c	laims-submitted)¶	
→ → Tier·review·and·determination¶		
→→ Other¶		
¹ VII. → <u>COMPLIANCE-REVIEW</u> ¶		
→→ Certifications·&·Assurances·¶		
→ → Title-VI¶		

JARC/NFsitevisitcheckList-rsb/12-11-13-REVISED¶



Information on Title VI

Title-VI-Compliance----Information-for-Subrecipients¶

٦.

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,-ornational-origin,-be-excluded-from-participation-in,-be-denied-the-benefits-of,-or-be-subjected-todiscrimination-under-any-program-or-activity-receiving-federal-financial-assistance."-Title-VI-isimportant-because-it-ensures-that-public-services,-including-transportation,-are-provided-in-a-nondiscriminatory-manner.¶

T

How does Title VI affect Indy Go?

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 record keeping. "Indy Go-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 trace, color or national origin. Since Indy Go supports its grantees with federal funds, Indy Go-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 with held."

T

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••¶

1

How-will IndyGo monitor subrecipients?¶

Subrecipients-will-submit-their-Title-VI-Program-documentation-to-IndyGo.-All-Title-VI-Programdocumentation-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-letteradvising-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-subrecipientsannually-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-publicoutreach-and-involvement-activities-on-an-annual-basis.-IndyGo-will-provide-templates-for-reportsubmissions-where-appropriate.¶

1

Resources for subrecipients:

°--Title-VI-Circular-4702.1B----"Title-VI-Requirements-and-Guidelines-for-FTA-Recipients"¶ °--FTA's-Title-VI-homepage---<u>http://www.fta.dot.gov/civilrights/12328.html</u>--¶

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

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.

Name:					
Address:			~		
Telephone (Hor	ne):		Telephone	(Work):	
Electronic Mail	Address:				
Accessible Form	nat Large	e Print		Audio Tape	
Requirements?	ŤĪ	DD		Other	
Section II:	in a star				
Are you filing t	his complaint on your	own behalf?		Yes*	No
*If you answere	d "yes" to this question	n, go to Secti	on III.		
for whom you a	pply the name and rela re complaining:		90474 (State) (S		
for whom you a Please explain v Please confirm		a third party: I the permissi	on of the	Yes	No
for whom you a Please explain v Please confirm	re complaining: why you have filed for that you have obtained	a third party: I the permissi	on of the	Yes	No
for whom you a Please explain v Please confirm aggrieved party Section III:	re complaining: why you have filed for that you have obtained	a third party: I the permissi half of a third	on of the 1 party.		No
for whom you a Please explain v Please confirm aggrieved party Section III: I believe the dis	re complaining: why you have filed for that you have obtained if you are filing on be	a third party: I the permissi half of a third	on of the 1 party.	all that apply):	No
for whom you a Please explain w Please confirm aggrieved party Section III: I believe the dis [] Race	re complaining: why you have filed for that you have obtained if you are filing on be crimination I experien	a third party: I the permissi half of a third ced was base	on of the i party. d on (check	all that apply):	No

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IPTC-12-31-13¶

Section IV	5.0	2.0	
Have you previously filed a Title VI complaint with th agency?	is	Yes	No
Section V	-		
Have you filed this complaint with any other Federal, or State court?	State, or local ag	ency, or with any	Fede
[]Yes []No			
If yes, check all that apply:			
[] Federal Agency:			
[] Federal Court []	State Agency_		_
] State Court [] Local Agency			
Please provide information about a contact person at the filed.	ie agency/court	where the complai	int wa
Name:			
Title:			
Agency:			
Address:			
Telephone:			
Section VI			
Section VI Name of agency complaint is against:			
Name of agency complaint is against:			

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

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IPTC-12-31-13¶

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.

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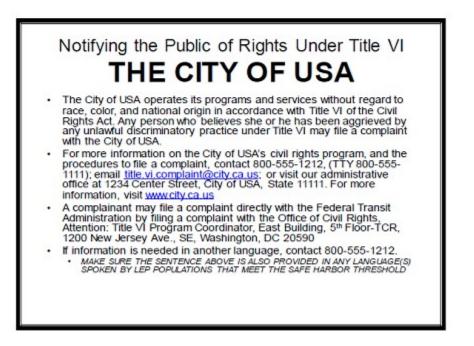
Sample Title VI Notice to the Public

SAMPLE-NOTICE-TO-THE-PUBLIC¶ (from-FTA-Circular-C-4702.1B)¶

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Background: A.Title-VI-Notice-to-the-Public-must-be-displayed-to-inform-a-recipient's-customers-oftheir-rights-under-Title-VI-Notice-to-the-Public-must-be-displayed-to-inform-a-recipient's-customers-oftheir-rights-under-Title-VI-Notice-in-transit-facilities-(e.g.--headquarters,-transit-shelters-andstations,-etc.)-and-on-transit-vehicles-(e.g.--buses,-rail-cars,-etc.). The-Title-VI-Notice-is-a-vitaldocument.-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-inthe-Notice---"If-information-is-needed-in-another-language, then-contact-[phone-number]"---shouldbe-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:



¶ IPTC-12-31-13¶

Title VI Program Checklist

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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)-¶

___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 ¶

- ____A'Title-VI-equity-analysis,·IF-the-recipient-has-constructed-a-facility,-such-as-a-vehicle-¶
- ____A·copy·of·board-meeting-minutes,-resolution,-or-other-appropriate-documentation-¶
- ·····showing the board of directors or appropriate governing entity or official(s) responsible ¶
- $....for \ policy \ decisions \ reviewed \ and \ approved \ the \ Title \ VI \ Program \ ... The \ approval \ must \ \P$
- -----occur-prior-to-submission-to-IPTC.¶

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REQUIREMENTS OF TRANSIT PROVIDERS

All-fixed-route-transit-providers-must-submit: ¶

- → ____All requirements set out under GENERAL REQUIREMENTS (above) ¶
- → <u>____Service</u>-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¶
- 1

IPTC-1-3-14¶

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IndyGo

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

- <u>--Demographic</u> and service profile maps and charts
- <u>--Demographic</u>-ridership-and-travel-patterns,-collected-by-surveys¶
- ____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 ¶

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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

 $\underline{\ \ \ } description \circ f \cdot the \cdot procedures \cdot by \cdot which \cdot the \cdot mobility \cdot needs \cdot of \cdot minority \cdot populations \cdot are \cdot \P \cdots dentified \cdot and \cdot considered \cdot within \cdot the \cdot planning \cdot process \P$

___<u>...Demographic</u>-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 ¶

____Description of the procedures the agency uses to ensure nondiscriminatory pass ¶

- _____Description of the procedures the agency uses to provide assistance to potential ¶
- -----subrecipients-in-a-nondiscriminatory-manner-(if-requested)¶

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IPTC-1-3-14¶

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Subrecipient Compliance

Subrecipient Compliance Review Data

	Follow Up Needed	Program Approved and letter sent	12/13/2019	Program Approved and letter sent	12/13/2019	No	Program Approved and letter sent	Yes. Requested a copy of Board Approval Letter/Resolution							
	Other Requirement s for 50 or More Vehicles	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
	Service Standards & Policies	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No				
6	Advisory LAP/LEP Boards, etc.	Yes	Not Provided Not Provided	Yes	No	N/A	Yes	Yes	Yes	Yes	Yes				
ta 2019	LAP/LEP	Yes	Not Provided	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes				
Subrecipient Title VI Compliance Review Data 2019	List of Complaints, Investigations, and Lawsuits	Yes	Not Provided	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes				
VI Complian	Notices and Complaint Instructions	Yes	Not Provided	Yes	Not Provided	N/A	Yes	Yes	Yes	Yes	Not Provided				
ent Title	Board Approval	Yes	Not Provided	Yes	Not Provided	N/A	Yes	Yes	Yes	Yes	Yes				
Subrecipie	Title VI Program	Yes	Non- compliance notice sent 11/25/19		it é	N/A					it E				
	Date Rec ⁱ d	12/20/2018 Yes	2019 No Response	12/31/2018 Yes	Non- complianc notice sen Partial Program 11/25/19	N/A	6/20/2019 Yes	6/20/2019 Yes	6/20/2019 Yes	6/20/2019 Yes	Non- complianc notice ser 6/20/2019 11/25/19				
	Due Date	12/20/2018	11/1/2019	12/31/2018	12/13/2019 for Program Submission	N/A	6/3/2019	6/3/2019	6/3/2019	6/3/2019	6/3/2019				
	Notice of Review Sent	Site Visit	10/14/2019	Site Visit	Site Visit		12/19/2018	None	Site Visit 12/31/2019	None	None				
	Name of Subrecipient	Access Johnson County	Catholic Charities	Janus Dev. Srv.	Tangram	Exodus Refugee Grant Expired	CICOA	Noble of IN	Bosma Enter.	Health & Hospital	Boner Center				

D-9



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: <u>Asczesney@archindy.org</u> 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,

Marílyn Sadler

Marilyn Sadler, Attorney Director of Compliance and Civil Rights IPTC/IndyGo 1501 West Washington Street Indianapolis, IN 46222 <u>msadler@indygo.net</u> 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 DirectorsFROM: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 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. <u>ACTION ITEM 4: CONSIDERATION AND APPROVAL OF GROUP HEALTH/MEDICAL INSURANCE</u>



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.

El D. Sussel 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

IndyGo

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

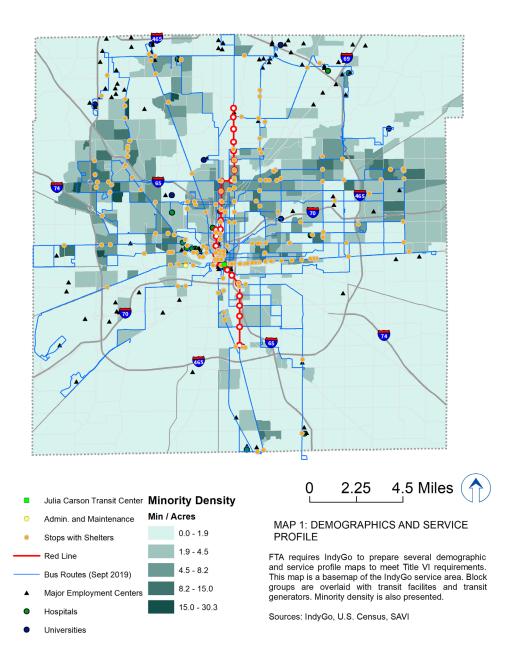


APPENDIX F. DEMOGRAPHIC ANALYSIS

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

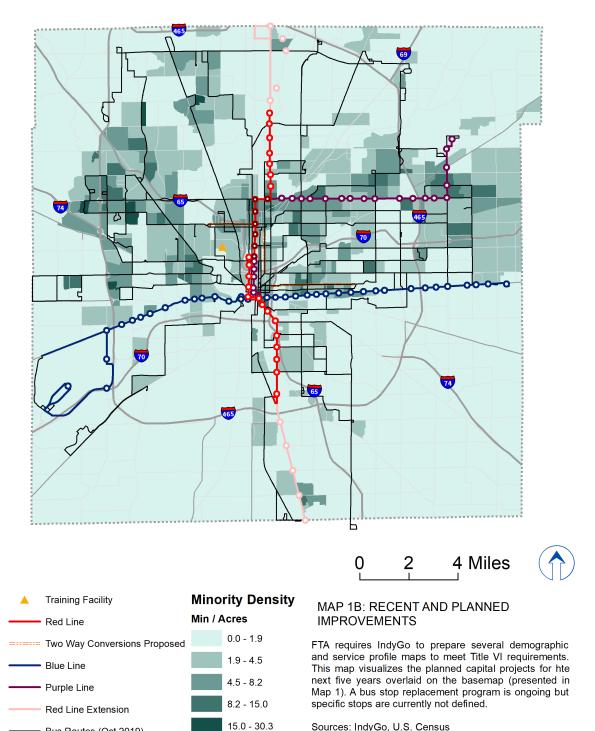
The following is a base map of IndyGo's service area, overlaid Census block groups with transit facilities. Local bus stops are excluded from this map, with the except of stops with shelters, to preserve the visualization literacy of the map.





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.



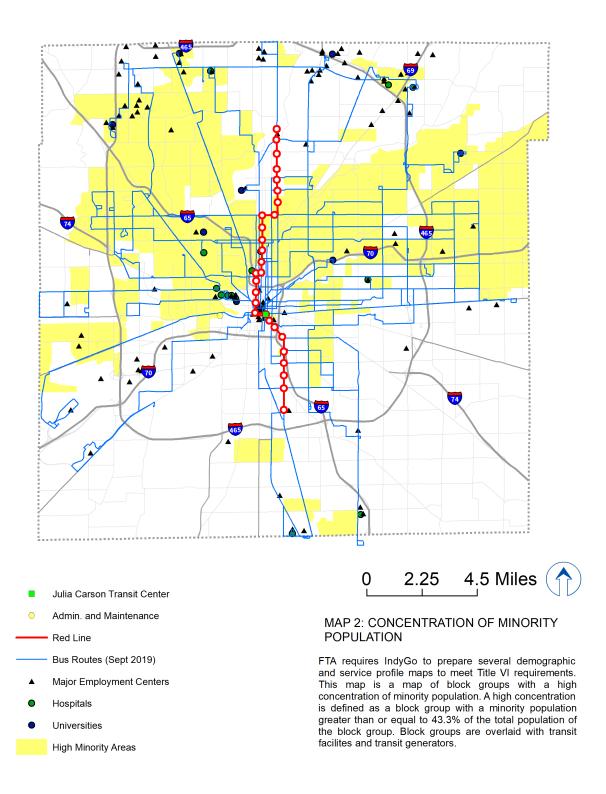
Sources: IndyGo, U.S. Census

- Bus Routes (Oct 2019)



Map 2 - Concentration of Minority Population

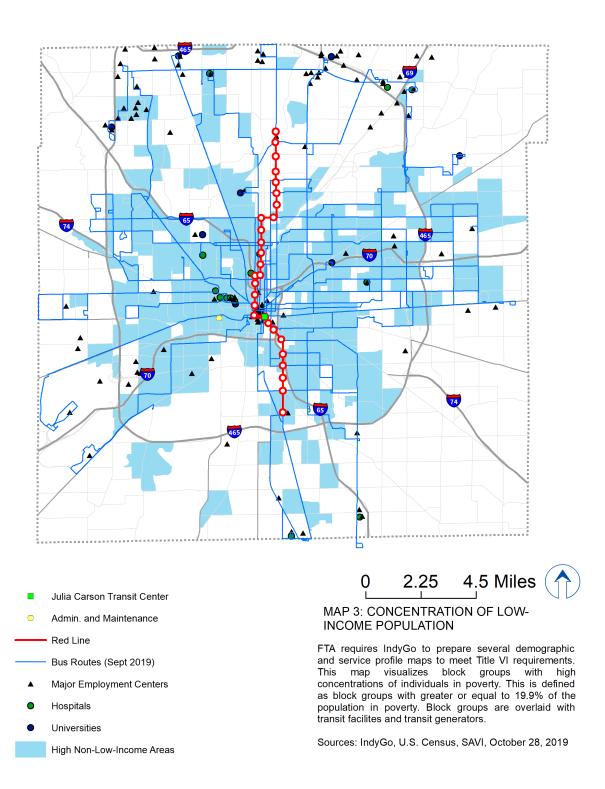
The following map visualizes those block groups with a minority population greater than the average for the service area.





Map 3 - Low-Income Population

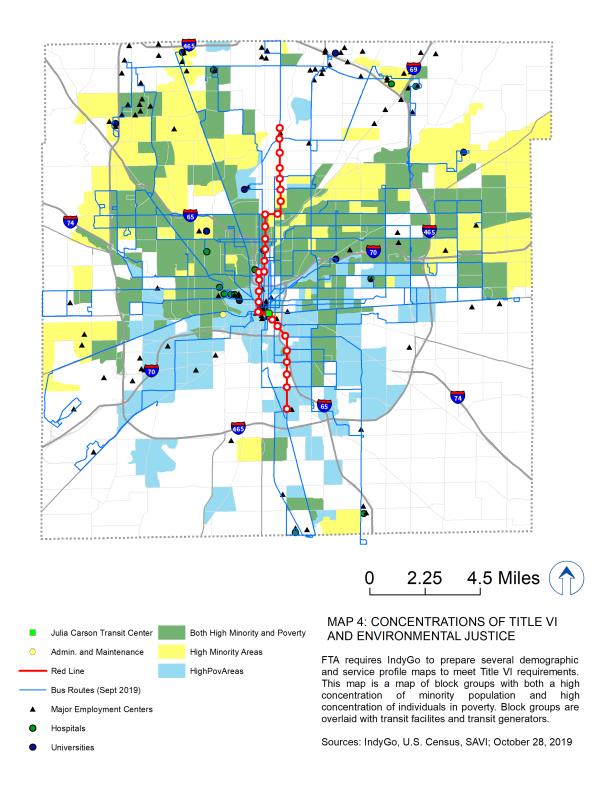
Individuals who are considered low-income are included in this Title VI Program Update because the FTA and IndyGo recognize the overlap between Title VI protected populations (minority) and environmental justice populations.





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.



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	73% with household incomes
	under \$35k	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	67% had no access to a vehicle
	during their trip	during their trip
Without Transit	25% would have not made trip	29% would not have made trip
	without transit	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	65% had no access to a vehicle
	during their trip	during their trip
Without Transit	31% would have not made trip	18% would not have made trip
	without transit	without transit
Accessing Transit	93% walked to transit	92% walked to transit
Language	7% speak a language	10% speak a language
	other than English at home	other than English at home

Passenger Survey

IndyGo 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? What type of place are you COMING FROM NOW? (the <u>starting place</u> for your one-way trip) Work or Work Related College / University (students only) School K-12 (students only) Occtor / Clinic / Hospital (non-work) Shopping Social / Religious / Personal Business Airport (passengers only) Your HOME → Go to Question #4 Other: Chere: Coming from now?	GOING TO? 6. What type of place are you GOING TO NOW? (the endino place for your one-way trip) • Work ro Work Related • College / University (students only) • School K-12 (students only) • Doctor / Clinic / Hospital (non-work) • Shopping • Social / Religious / Personal Business • Aliport (passengers only) • Other:					
 What is the EXACT ADDRESS of this place? (OR Intersection if you do not know the exact address:) 	8. What is the <u>EXACT ADDRESS</u> 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? • Waik /Wheelchair • Blike • Was dropped off by someone (answer 4a) • Drove aione and parked (answer 4a) • Drove or rode with others and parked (answer 4a) • Car share (e.g. Bluelndy, etc.) (answer 4a) • O ther • O ther 4a. Where did you board the FIRST bus you used for this one-way trip (Nearest intersection):	City: state: Zip: e 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? • Waik / Wheelchair • Bike • Be ploked up by someone (answer 9a) • Get in a parked vehicle & driver dide wiothers (answer 9a) • Get in a parked vehicle & driver wiothers (answer 9a) • Get in a parked vehicle & driver wiothers (answer 9a) • Get in a parked vehicle & driver wiothers (answer 9a) • Gar share (e.g. Bluelndy, etc.) (answer 9a) • Other 9a. Where will you get off the LAST bus you are using for this one-way trip (Nearest intersection):					
5. Where did you <u>get ON</u> this bus? Please provide the nearest intersection:	10. Where will you <u>get OFF</u> this bus? Please provide the nearest intersection:					
11a. Did you transfer FROM another bus <u>BEFORE</u> getting on this bus? ○ Yes ○ No 11b. Will you transfer TO another bus <u>AFTER</u> 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 2 nd Rou	te 3rd Route 4th Route Committee					



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? O No O Yes - At what time did/will you leave for this trip in the opposite direction?
14. What fare payment methods were used for this one-way trip? (select all that apply) 0 1 Trip (Cash on bus) 0 1 Day Pass 0 7 Day Pass 0 31 Day Pass (Monthly) 0 1 Trip Ticket 0 10 Trip Pass 0 S Pass (If S Pass skip to Q16) 0 Other
15. What type of fare was this? O Youth (6-18) O Regular O Senior (65 and older) O 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) O No other trip O Go to work O Go to school O Go shopping O Buy a meal/beverage O Visit friend/relative or attend a religious/social event O Other errands O 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 blocked ○ 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? 0.6-7 days a week 0. Twice a month 0. First time riding 0.3-5 days a week 0. Once a month 0.1-2 days a week 0. Less than once a month
ABOUT YOU AND YOUR HOUSEHOLD
19. Are you a visitor to the indianapolis region? ONo O 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? OYes ONo
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)
C Employed full-time (more than 30 hours per week) Employed part-time (less than 30 hours per week) C Full time temporarily employee C Full time temporarily employee C Retired
24. What is your student status? (check the one response that BEST describes you)
Not a student O Yes – College/University/Community College O Yes – K - 12 th grade O Yes – Vocational / Technical / Trade school O Other
25. Do you have a valid driver's license? OYes ONo
26. What is your AGE? O Under 16 0 16-18 0 19-24 0 25-34 0 35-49 0 50-64 0 65 and over
27. What is your race / ethnicity? (check all that apply)
27. What is your race / ethnicity? (check all that apply) O American Indian/Alaska Native O Asian O Black/African/African American O Hispanic/Latino Native Hawalian/Pacific Islander O White O Other:
O American Indian/Alaska Native O Asian O Black/African/African American O Hispanic/Latino
O American Indian/Alaska Native O Asian O Black/African/African American O Hispanic/Latino Native Hawailan/Pacific Islander O White O Other:
O American Indian/Alaska Native O Asian O Black/African/African American O Hispanic/Latino Native Hawalian/Pacific Islander O White O Other: 28. What is your gender? O Male O Female
O American Indian/Alaska Native O Asian O Black/African/African American O Hispanic/Latino Native Hawalian/Pacific Islander O White O Other:
American Indian/Alaska Native Asian Asian Black/African/African American American American American Indian/Alaska Native Asian O Black/African/African American O Hispanic/Latino Native Hawaiian/Pacific Islander O White O 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 \$35,000 \$35,000 \$25,999 \$100,000 \$149,999 \$200,000 or more
O American Indian/Alaska Native O Asian O Black/African/African American O Hispanic/Latino Native Hawaiian/Pacific Islander O White O Other:

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!

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APPENDIX H. SERVICE MONITORING REPORT

Service Monitoring Report



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Service Monitoring Report – 2020 Title VI Program Update

Service Monitoring Report

Title VI Program Update - 2020

January 2020

IndyGo

Service Monitoring Report – 2020 Title VI Program Update

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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."

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the US DOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.

Per C4702.1B, all transit operators with 50 or more fixed route vehicles in peak service and that are located in an urbanized area (UZA) of 200,000 or more persons must monitor their service according to the standards established in the service standards. IndyGo meets these criteria and therefore must monitor its transit service accordingly.

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.

³ FTA Circular C4702.1B, Chapter IV-10.



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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:

<u>Disparate Impact</u>: 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.

<u>Disproportionate Burden</u>: 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 nonminority 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 lowincome 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.

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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.



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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).



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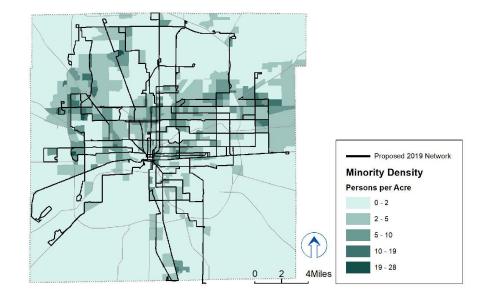
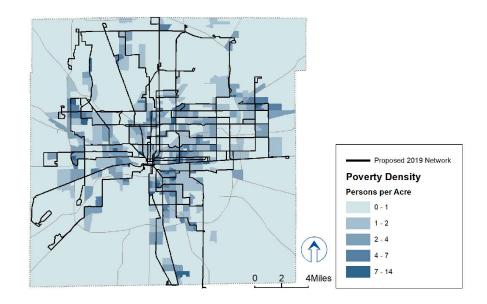


Figure II-1. Minority Density and Proposed 2019 Network

Figure II-2. Poverty Density and Proposed 2019 Network





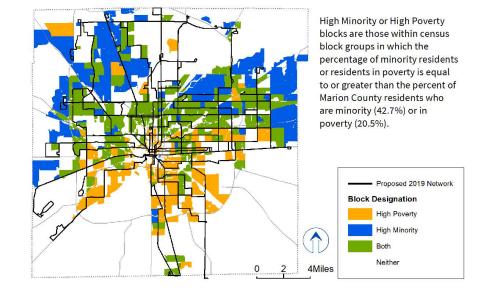


Figure II-3. High Poverty and High Minority Blocks

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

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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-Incom
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

Route Type	Average Headways in Minutes	Acceptable Range	Result
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

Route Type	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

Route Type	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 lowincome / non-low-income routes. IndyGo found no disparate impacts nor disproportionate burdens associated with stop spacing.



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Table III-5. Stop Spacing

Route Type	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

Route Type	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

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

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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

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

Stop Type	Stops with Benches	Stops with No Benches	Total Stops	Percent of Stops with Benches	IndyGo Acceptable Range
Both Minority and Non- Minority Stop	15	332	347		
Minority Stop	63	1766	1829	3.4%	2.0% to 3.0%
Non-Minority Stop	36	1428	1464	2.5%	The second
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Low-Income Stop	91	2900	2991	3.0%	2.1% to 3.1%
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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.

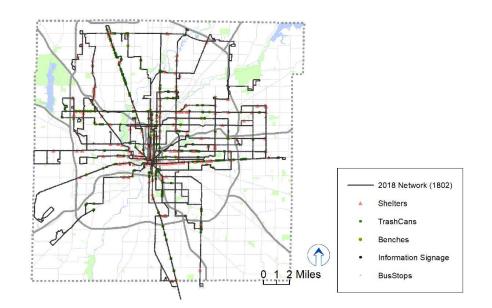
IndyGo

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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.



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Table III-11. Passenger Load

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

Route Type	Average Age of Vehicle in Years	Acceptable Range	Result
Minority	9.3	7.7 - 11.5	No Disparate Impact
Non-Minority	9.6		
Low-Income	9.5	7.3 - 11.0	No Disproportionate Burden
Non-Low-Income	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 Report – 2020 Title VI Program Update

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."

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the US DOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.

Per C4702.1B, all transit operators with 50 or more fixed route vehicles in peak service and that are located in an urbanized area (UZA) of 200,000 or more persons must monitor their service according to the standards established in the service standards. IndyGo meets these criteria and therefore must monitor its transit service accordingly.

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.

³ FTA Circular C4702.1B, Chapter IV-10.



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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:

<u>Disparate Impact</u>: 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.

<u>Disproportionate Burden</u>: 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 nonminority 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 lowincome 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.

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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
 - o 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.



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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).



IndyGo.

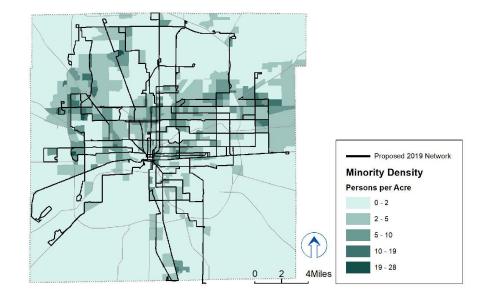
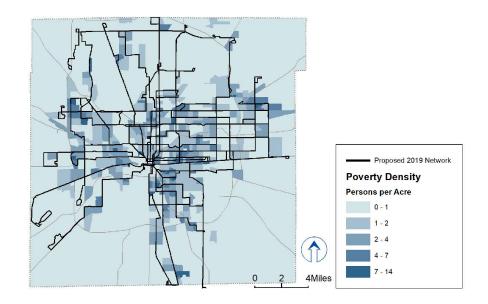


Figure II-1. Minority Density and Proposed 2019 Network

Figure II-2. Poverty Density and Proposed 2019 Network





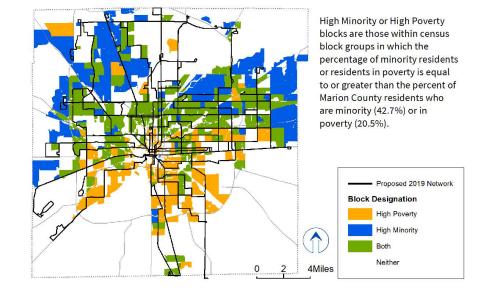


Figure II-3. High Poverty and High Minority Blocks

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

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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-Incom
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-Incom
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-Incom
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

Route Type	Average Headways in Minutes	Acceptable Range	Result
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

Route Type	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

Route Type	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 lowincome / non-low-income routes. IndyGo found no disparate impacts nor disproportionate burdens associated with stop spacing.



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Table III-5. Stop Spacing

Route Type	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

Route Type	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

Route Type	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 %		

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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

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Low-Income Stop	172	2819	2991	5.8%	4.0% to 5.9%
Non-Low-Income Stop	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

Stop Type	Stops with Benches	Stops with No Benches	Total Stops	Percent of Stops with Benches	IndyGo Acceptable Range
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Both Low-Income and Non-Low-Income Stop	14	287	301		
Low-Income Stop	91	2900	2991	3.0%	2.1% to 3.1%
Non-Low-Income Stop	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.

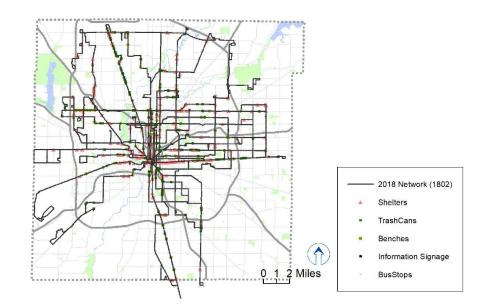
IndyGo

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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.



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Table III-11. Passenger Load

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

Route Type	Average Age of Vehicle in Years	Acceptable Range	Result
Minority	9.3	7.7 - 11.5	No Disparate Impact
Non-Minority	9.6		
Low-Income	9.5	7.3 - 11.0	No Disproportionate Burden
Non-Low-Income	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 discimination on the basis of race, coloar, 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

Auder & Fingerinan Oul D. Sussel

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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, lowincome, 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 appendicies 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



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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 <u>25 percent or more</u> of the transit <u>route miles</u> on an existing route.
- 3. A service change that will impact <u>25 percent or more</u> 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 <u>minority population</u>, both adverse and beneficial, are not within <u>20 percent</u> of the effects borne by the <u>non-minority population</u>.

Disproportionate Burden Policy

Disproportionate Burden:

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

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



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

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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 appendicies 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

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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.

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	10.070	72,459	101,399	236,271
	12,878	462.7%	687.4%	1,734.7%
Non-Minority		92,260	102,289	270,364
	7,951	1060.4	1,186.5%	3,300.4%

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

*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

<u>RECOGNITIONS</u>: 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 10year 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

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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 meet 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.

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General Course



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, Marylin has also enhanced a cooperative relationship with various community groups focused on equality of opportunity.

IndvGo

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.

IndvGo

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 Luckett

- 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 <u>https://www.indygo.net/transitplan/</u>

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



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 guorum 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 Roadeo and she will be a participant representing IndyGo at the 2019 International Bus Roadeo 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 knowhow 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 CONSTRCTION 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:

- 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% ontime 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, Roadeo 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.

Jul N. Jussell General Counsel