



Board Report
January 23, 2020

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1. CALL TO ORDER AND ROLL CALL

2. AWARDS AND COMMENDATION

3. COMMITTEE CHAIRPERSON REPORTS

Finance Committee
Service Committee

4. CONSENT AGENDA

AGENDA ACTION ITEM A – 1: Consideration of Approval of Minutes from Board Meeting held on December 5, 2019

AGENDA ACTION ITEM A – 3: Consideration and Approval of Ratification of Office Renovations Construction Change Order

AGENDA ACTION ITEM A – 4: Consideration and Approval of Ratification of Office Renovations Furniture Additions

AGENDA ACTION ITEM A – 5: Consideration and Approval of Title VI Program Update

AGENDA ACTION ITEM A – 6: Consideration and Approval of Designation of Controller for the Indianapolis Public Transportation Corporation

5. REGULAR AGENDA

AGENDA ACTION ITEM A – 2: Consideration and Approval of Fare Inspection Policy

AGENDA ACTION ITEM A – 7: Consideration and Approval of New MAC Members

AGENDA ACTION ITEM A – 8: Consideration and Approval of Insurance Renewals

6. INFORMATION ITEMS

INFORMATION ITEM I – 1: Mobility Advisory Committee (MAC) Update

- INFORMATION ITEM I – 2: CEO Update
- INFORMATION ITEM I – 3: Consideration of Receipt of the Finance Report for December 2019
- INFORMATION ITEM I – 4: Paratransit Update
- INFORMATION ITEM I – 5 Insurance Renewals
- INFORMATION ITEM I – 6 – 10: Department Reports

7. ADJOURN



AGENDA ITEM A – 1

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 5:01 pm, Thursday December 05, 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	Present
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

Jill Russell request to move Agenda Item A-3, to the Consent Agenda from the Regular Agenda, Chair Juan Gonzalez, to accept the Order of the Day:

RESULT: ACCEPTED-Agenda Item A-3
MOVER: Richard Wilson
SECONDER: Tommie Jones
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Greg Hahn, Richard Wilson
NOES: None
ABSENT: Danny Crenshaw

2. AWARDS AND COMMENDATION

Chelci Hunter has been nominated by the National Association of Women Business Owners for the Indianapolis Choice Award. This award honors one outstanding individual who serves as a powerful advocate for women-owned businesses. Recipients of this award have a demonstrated history of helping woman-owned businesses reach their full potential through contracting opportunities and/or advocacy efforts.

Nancy Manley and Hardi Shah have received the Distinguished Budget Presentation Award for 2019. The award was issued by the Government Finance Officers Association.

3. PUBLIC HEARINGS

There were no Public Hearings

4. COMMITTEE REPORTS

- I.1. Financial report for November 2019 – Bart Brown
- I.2. Service Committee – Roscoe Brown

5. CONSENT AGENDA

Upon staff recommendation motion for consent approval by Chair Juan Gonzalez for Agenda Items A 1-4, A-6, A-10, A-11 the following:

- A.1. ACTION ITEM – APPROVE THE Board of Directors Regular Meeting Minutes of October 24, 2019.
- A.2. ACTION ITEM – Approval of Board Meeting Dates for 2020.
- A.3. ACTION ITEM – Approval of Fiduciary Insurance Broker
- A.4. ACTION ITEM – Approval of HASTUS Annual Renewal.
- A.6. ACTION ITEM – Approval of Resolution #2019-12 for Purple Line Real Estate Acquisition.
- A.10. ACTION ITEM –Approval of Fuel Ratification.
- A.11. ACTION ITEM – Approval of Interlocal Agreement for Temporary Use of Property.

RESULT:	ACCEPED-Agenda Item A-1- A-4, A-6, A-10, A-11
MOVER:	Adairius Gardner
SECONDER:	Tommie Jones
AYES:	Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson, Greg Hahn
NOES:	None
ABSENT:	Danny Crenshaw

6. REGULAR AGENDA

A.5. ACTION ITEM – Approval of Resolution #2019-11 Transfer in Appropriations and Outstanding Purchase Orders.

Hardi Shah, Director of Budget, referenced Agenda Item A.5 to allow the Board to authorize the outstanding purchase orders at year-end. These outstanding purchase orders were not paid prior to December 31, 2019 therefore it will be necessary to carry them forward into the next fiscal year (2020) pending available cash balances at the close of the fiscal year 2019. The appropriation to cover the purchase orders, once expensed, will come from the 2019 budget. Under the same guidelines, budget adjustments in the Operating budget will be necessary to make sure that major expense categories are in alignment with the budget. This action does not change the 2019 appropriation authority for the already approved and adopted Operating Budget.

RESULT: ACCEPED-Agenda Item A-5
MOVER: Greg Hahn
SECONDER: Richard Wilson
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson, Greg Hahn
NOES: None
ABSENT: Danny Crenshaw

A.7. ACTION ITEM – Approval of Resolution #2019-13 Ford Pilot Funding Allocation.

Bryan Luellen, VP Of Public Affairs & Communications referenced Agenda Item A-7 Through the Ford City Solutions several pilot proposals aimed at reducing barriers to mobility were identified as feasible. BrioMetrix and the MLK Center’s mobility proposals identify community priorities and a means of addressing ADA accessibility and micro transit neighborhood needs; and IndyGo will allocate funding, in an amount not to exceed \$300,000 to work with BrioMetrix and the MLK Center to execute their respective pilot proposals by December 31, 2020.

RESULT: ACCEPTED-Agenda Item A-7
MOVER: Greg Hahn
SECONDER: Tommie Jones
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson, Greg Hahn
NOES: None
ABSENT: Danny Crenshaw

A.8. ACTION ITEM – Approval of Resolution #2019-14 Free Fare After 8:00 p.m. New Year’s Eve

Bryan Luellen, VP of Public Affairs & Communications, referenced Agenda Item A-8 Resolution Authorizing IndyGo to Offer Free Rides After 8:00 p.m. December 31st (New Year's Eve) to 2:00 a.m. on January 1, 2020 on Fixed Routes.

RESULT: APPROVED-Agenda Items A-8
MOVER: Mark Fisher
SECONDER: Greg Hahn
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson, Greg Hahn
NOES: None
ABSENT: Danny Crenshaw

A.9. ACTION ITEM – Approval to Purchase Additional BRT Buses

Roscoe Brown, VP Of Operations & COO referenced the purchase options for an additional 5 BRT units from the current open contract with Build Your Dreams Corporation (BYD), for an amount not to exceed \$6,484,740 million (1,296,948 per unit).

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

I.1. INFORMATION ITEM – Paratransit Update

Mike Roth, Director of Mobility Services, gave an update on the Paratransit Services and the Taxi Voucher Program.

I.2-6. INFORMATION ITEM – Department Reports

7. OTHER ITEMS

None

8. CLOSED SESSION

None

9. CEO Update

General Counsel Jill Russell provided an update on CEO and President Inez Evans activities in Washington D.C. and encouraged those who choose to party on New Years' Eve to take advantage of IndyGo's free rides.

10. ADJOURNMENT

On order of Chairperson Gonzalez and there being no objection, the meeting was adjourned at 5:52 p.m.

Jill D. Russell
General Counsel



Date: January 6, 2020
Current Meeting: January 16, 2020
Board Meeting: January 23, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Bryan Luellen, VP of Public Affairs

SUBJECT: Resolution #2020-01 ADOPTING New Policies for Fare Inspection, and
REQUESTING Action by the Indianapolis-Marion County City-County Council

POLICY RELATED TO: NO

ACTION ITEM A – 2

RECOMMENDATION:

Approve the resolution, ADOPTING new IPTC policies related to off-board fare collection/fare inspection to help protect IPTC fare revenue.

RESOLUTION 2020-01
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)

A RESOLUTION
ADOPTING New Policies for Fare Inspection

WITNESS THAT:

WHEREAS, Fare revenue comprises a significant part of the IPTC operating budget; and

WHEREAS, On most IndyGo routes, every passenger is required to board the bus at the front door and pay or validate fare upon entering the vehicle; and

WHEREAS, IndyGo's Red Line rapid transit service invested millions in infrastructure to accommodate off-board fare collection and enhanced accessibility to allow for quicker, all-door boarding, and more efficient operation; and

WHEREAS, It remains the policy of the Indianapolis Public Transportation Corporation (IPTC) Board of Directors that anyone riding any IndyGo bus must have valid bus fare, and thus are subject to having their fare inspected at any time; and

WHEREAS, Transit industry best practices call for a fare inspection rate between 15 and 25 percent of all passengers;

IT IS HEREBY RESOLVED by the board of directors for the Indianapolis Public Transportation Corporation as follows:

1. Any person riding any IndyGo bus must have valid fare, and thus is subject to having their fare inspected at any time while on board.
2. IPTC hereby establishes each and every Red Line station, and any future locations outfitted with off-board fare collection and validation equipment, as "paid fare zones". Paid Fare Zones shall be marked with appropriate signage, and will be monitored by IPTC or its agents for loitering and fare evasion.
3. IPTC hereby establishes a penalty for transit fare evasion at \$20.00 per citation, with a late charge of an additional \$20.00 for citations not paid within seven days.
4. Any person without a valid fare riding an IndyGo vehicle, or waiting in a Paid Fare Zone shall be considered to be evading fare, and may be:
 - a. Escorted off a moving vehicle to a ticket vending machine or fare validation device in order to purchase or validate fare, or;
 - b. Issued a warning for evading fare, or;
 - c. Issued a citation for fare evasion.

5. Use of personalized fare media by any person other than the cardholder shall constitute fare evasion.
6. Persons who have purchased or validated a reduced fare product must show proof of eligibility in accordance with IPTC's reduced fare program. Use of reduced fare products without proof of eligibility shall constitute fare evasion.
7. Fare Inspectors working on behalf of IPTC have the duty to inspect fare for each passenger on board an IndyGo vehicle, or within any Paid Fare Zone where the inspector is conducting fare inspections. Profiling or targeting specific individuals will not be tolerated.
8. In accordance with Title VI, fare inspector work assignments will be randomized to ensure equity.
9. Based on transit industry best practices, IPTC will staff .45 FTE fare inspectors per 1,000 riders, targeting a 20 percent inspection rate. Regular monitoring reports for fare inspection shall be provided to the Board of Directors and made available to the public.
10. After one year of off-board fare collection and inspecting fares, IPTC staff shall issue a report on fare inspection and fare recovery for the Red Line.
11. IPTC shall establish an adjudication process, accessible to any individual who may have been issued a citation for fare evasion.

ALL OF WHICH IS RESOLVED by the Indianapolis Public Transportation Corporation on this 23 day of January 2020.

Indianapolis Public Transportation Corporation

Chairman

Attest



Date: December 12, 2019
Current Meeting: January 16, 2020
Board Meeting: January 23, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: LaTeeka Washington
SUBJECT: Ratification of Office Renovations Construction Change Order #3

Policy-Related Action: No

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, IPTC wishes to ratify the contract with RL Turner for construction in a combined change order in the amount of \$122,646.12.

BACKGROUND:

The Office Renovations project began with the creation of additional meeting spaces, dividing of a few offices in the Administration and the reconfiguration of the cubicles. Once an evaluation was completed of the staffing needs and new organizational needs were identified, IPTC's Office Renovations was impacted by the changes for both construction and furniture. The overall project budget is as follows:

<u>Total Project Budget</u>	\$2,535,000
<u>Construction</u>	
Original Contract Amount	\$1,516,000
Previous Change Orders	\$135,392
This Change Order	\$122,646.12
<u>Furniture</u>	
Original Contract Amount	\$343,199
Previous Change Orders	\$ 0
This Change Order	\$222,000
<u>Expected Total Expenditures</u>	\$2,339,237.12
<u>Remaining Contingency</u>	\$185,762.88

With the changes (5) five additional offices were created, with (2) additional offices that were converted from meeting rooms in Phase 3 & 4. Currently in Administration we have 17 offices for Vice President and Director level positions, plus the office of the CEO, which accommodates all current and immediate staffing needs. There is a total of 62 cubicles throughout the Administration area.

DISCUSSION:

Due to the changes, there were impacts to the project schedule, which pushed back the date of completion. The approved changes total amount came in between the December and the January scheduled board meetings and to prevent any additional delays the general contractor, RL Turner was directed to proceed. However, the subcontractors were also impacted, causing issues with their availability to adhere to the adjusted project schedule and receipt of payments. The XBE participation RL Turner committed to for the overall project was 25.5%; they have exceeded their commitment at 36.8%.

FISCAL IMPACT:

The construction of this project is funded by the local funds.



Date: December 12, 2019
Current Meeting: January 16, 2020
Board Meeting: January 23, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: LaTeeka Washington
SUBJECT: Ratification of Office Renovations Furniture Additions

Policy-Related Action: No

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, IPTC wishes to ratify the change order with Business Furniture for additional furniture needed to accommodate the construction changes for additional offices and staffing needs in the amount of \$222,000. 3.3% of the total of \$222,000.00 change order will be provided by a certified XBE business. That business is Commercial Office Environments.

BACKGROUND:

The Office Renovations project began with the creation of additional meeting spaces, dividing of a few offices in the Administration and the reconfiguration of the cubicles. Once an evaluation was completed of the staffing needs and new organizational needs were identified, IPTC's Office Renovations was impacted by the changes for both construction and furniture. The overall project budget is as follows:

<u>Total Project Budget</u>	\$2,535,000
<u>Construction</u>	
Original Contract Amount	\$1,516,000
Previous Change Orders	\$135,392
This Change Order	\$122,646.12
<u>Furniture</u>	
Original Contract Amount	\$343,199
Previous Change Orders	\$ 0
This Change Order	\$222,000
<u>Expected Total Expenditures</u>	\$2,339,237.12
<u>Remaining Contingency</u>	\$185,762.88

With the changes (6) six additional offices were created, with (3) three additional offices that were converted from meeting rooms in Phase 3 & 4. Currently in Administration we have 17 offices for Vice

President and Director level positions, plus the office of the CEO, which accommodates all current and immediate staffing needs. There is a total of 62 cubicles throughout the Administration area.

The additional furniture include the following items: Conference Room chairs, Meeting flip tables, additional storage and file cabinets, including new rotating cabinets, additional desks, additional cubicles for the Cube Farm area, Dispatch area cubicles, additional desk chairs and the reconfiguration/relocation of furniture in a couple of areas.

DISCUSSION:

The approved changes total amount came in between the December and the January scheduled board meetings and to prevent any additional delays and moving staff into permanent locations, additional furniture was purchased.

FISCAL IMPACT:

The furniture for the Office Renovations project is funded by local funds.



Date: December 30, 2019
Current Meeting: January 16, 2020
Board Meeting: January 23, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Justin Stuehrenberg, VP of Planning and Capital Projects

SUBJECT: Resolution #2020-02 ADOPTING the 2020 Title VI Program Update

POLICY RELATED TO: No

ACTION ITEM A – 5

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 Title VI Program is due to the FTA on February 1, 2020. Under the FTA guidelines, IndyGo is required to seek review and approval of key components of its Title VI program by the Board of Directors of IndyGo. This includes the following:

- **Approval of Service Standards:** Service standards are a set of thresholds for different service modes; these standards are used in the planning and evaluation of existing and new routes. Service standards are established for on-time performance, operating speed, and bus amenities, among others. IndyGo had last updated its service standards in 2007. The updated service standards document reflects IndyGo's current planning practice and future planning based on its shift to a ridership model of service.

The service standards document was adopted by the IPTC Board of Directors on October 25, 2018. An amended service standards document was adopted by the IPTC Board of Directors on October 24, 2019. The service standards document can be found [online](#).

- **Approval of the Fare Equity Analysis:** IndyGo staff conducted a fare equity analysis prior to the adoption of a new fare media and elimination of certain existing fare media. The analysis found no disparate impact or disproportionate burden with regards to the elimination of fare media. However, a disparate income and disproportionate burden were found in regards to access to the new fare media. The new fare media cannot be dispensed from fixed route buses like some existing fare media. To mitigate the impact and burden, IndyGo staff conducted outreach about potential alternatives. The alternative recommended, and implemented, is the establishment of a large retail network in IndyGo's service area.

The fare equity analysis was reviewed and approved by the IPTC Board of Directors on February 28, 2019.

- **Approval of the Red Line Service Equity Analysis and Fare Equity Analysis:** The Red Line rapid transit line is a 13.1 mile rapid transit project using dedicated lanes and level boarding at dedicated stations, among other amenities. An FTA Small Starts grant was received and used to fund the construction of the project. As such, a service equity analysis and fare equity analysis needed to be completed 6 months prior to the opening of revenue service. The service equity analysis found no disparate impact or disproportionate burden with the service. The fare equity analysis conducted a few months prior was used as the fare equity analysis for the Red Line project.

The Red Line service equity analysis and fare equity analysis was reviewed and approved by the IPTC Board of Directors on April 25, 2019.

- **Approval of the Service Monitoring Report:** Every three years, IndyGo is required to evaluate its service based on its service standards and policies to determine if these policies have a disparate impact on minority persons within the service area. IndyGo also evaluates its service standards on how it affects individuals who are low-income within the service standards.

The 2020 Title VI Program follows.

If approved, IndyGo will submit the final board adopted program and policies to the Federal Transit Administration (FTA) by February 1, 2020.

RECOMMENDATION:

Approve the resolution, adopting the IndyGo 2020 Title VI Program Update.

RESOLUTION 2020-02
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)

A RESOLUTION
ADOPTING the 2020 Title VI Program Update

WITNESS THAT:

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

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

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

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

Indianapolis Public Transportation Corporation

Chairman

Attest



Date: January 16, 2020
Current Meeting: January 23, 2020
Board Meeting: January 23, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: General Counsel, Jill Russell
SUBJECT: Designation of Controller for the Indianapolis Public Transportation Corporation

Policy-Related Action: No

ACTION ITEM A – 6

RECOMMENDATION:

Authorize the approval of Richard B. Brown as the designated Controller for the Indianapolis Public Transportation Corporation effective immediately.

BACKGROUND:

Pursuant to Indiana Code 36-9-4-27, the Board of Directors of the Indianapolis Public Transportation Corporation is required to appoint a qualified person as controller. IC 36-9-4-27 further requires that the controller is the chief fiscal officer of the corporation.

DISCUSSION:

With the appointment of Nancy as VP of Governance & Internal Audits, the position of CFO and VP of Finance was filled by the appointment of Richard B. Brown. It is required by statute that the holder of the position of chief fiscal officer for the corporation, the position currently held by Richard B. Brown, be designated controller for the corporation.

ALTERNATIVES:

Not Applicable

FISCAL IMPACT:

There is no additional fiscal impact.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee on January 16, 2020 and by the Service Committee on January 21, 2020.



Date: January 03, 2020
Current Meeting: January 21, 2020
Board Meeting: January 23, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: Director, Mobility Services, Michael Roth
SUBJECT: Introduction of new MAC Committee Members

Policy-Related Action: No

ACTION ITEM A – 7

RECOMMENDATION:

Approval of the nominees recommended for membership to the Mobility Advisory Committee.

BACKGROUND:

The bylaws of the Mobility Advisory Committee (MAC) require staggering the member's terms to assure continuity in representation as well as new membership. There are currently two (2) open positions on the MAC. Most recently the IPTC Board of Directors approved changes to the bylaws, which increased the MAC membership from nine (9) members to eleven (11). This increase would only affect the representatives from the rider category. The MAC has approved two members and seeks board approval for Leslie Daily and Eddie Rickenbach to fill the remainder of the open positions. The MAC submitted the nominations to the Service Committee on January 21, 2020 with recommendation for approval by the IPTC Board of Directors.

The attached biographies represent the nominee's recommended by the IPTC Service Committee for appointment to the Mobility Advisory Committee.

DISCUSSION:

The attached biographies represent the nominee's recommended by the IPTC Service Committee for appointment to the Mobility Advisory Committee.

Leslie Daily

Leslie Daily is a Regional Manager, South Region for Meridian Health Services. Meridian Health Services is a non-profit organization that assists individuals with mental and physical challenges, including transportation concerns. Leslie, when asked, why would you be an asset to the MAC Committee; she stated-As a MAC Committee Member comes with an obligation and dedication for the individuals, she provides services to and desires individuals to receive appropriate care and benefits to be productive in their communities. Leslie couples this with activities and many other support areas to help each person achieve.

Leslie brings to the MAC Committee experience as an active member of the Operations committee at Meridian Health. The counsel works to develop a strategic plan to ensure for Meridian Health Services to ensure optimum care for our individuals as well as performance for our employees.

Eddie Rickenbach

Eddie Rickenbach is currently a Guides Manager at Goodwill of Central and Southern Indiana. Goodwill is a non-profit organization that offers a variety of employment, education and health services geared toward helping individuals and families become economically self-sufficient. In order to do this, we must also help individuals overcome barriers preventing them from reaching their goals. While we work with individuals with a variety of life barriers, approximately 20% of program participants have a disability. My personal caseload has historically had a significantly higher proportion of individuals with a disability than the program average.

Eddie, when asked, why would you be an asset to the MAC Committee; he stated-Transportation barriers can limit opportunities in employment and in accomplishing everyday tasks (grocery shopping, banking etc.,). Eddie is eager to voice his experience and energy to make transportation equally accessible to individuals with disabilities.

ALTERNATIVES:

FISCAL IMPACT:

DBE DECLARATION:

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Service Committee on January 21, 2020.



Date: January 13, 2020
Current Meeting: January 23, 2020
Board Meeting: January 23, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: Brian Clem, Director of Risk and Safety
SUBJECT: Aon Insurance Broker Services - Insurance Renewals

Policy-Related Action: No

ACTION ITEM A – 8

BACKGROUND:

Executive Summary: 2020-2021 Insurance Placement

During the past year the insurance market has experienced a significant shift. Driven by landmark verdicts, increased claim frequency across many lines of coverage and catastrophic property losses, carriers have been reducing capacity, and in some cases, exiting a market entirely. This reduction of supply has resulted in carriers raising rates and taking corrective action on their books of business in an attempt to return to profitability. To do so, carriers are looking at individual risks on a ground-up basis, call into play all aspects of each renewal including not only pricing, but retentions, limits and terms.

This year was an exciting one for IndyGo as you added the Red-Line bus rapid transit line. This included 28 bus stops and several new fully electric buses. This addition increased your values significantly. Also, this year a deep dive into your statement of values was completed in an effort to confirm the proper values and accurately reflect the bus fleet's size and scope.

Commercial Property: Simply put, it was a very challenging year for the commercial property market. As you know, the CNA Insurance Company, who had been a long-term partner, notified us they no longer wished to insure the property interests. This necessitated a complex marketing effort of your property program. The new program consists of a \$100M primary limit, which includes coverage for the busses as well as equipment breakdown coverage which you currently have in place. The program then contains four excess layers to make up the roughly \$250,000,000 tower. All told, we approached forty-two different markets to secure the layered property coverage. For comparison, the next best Property offering was a \$5M primary policy for roughly \$225k in premium, and we obtained \$100M for approximately \$316k.

Retained Limits GL/Auto: We partnered with Zurich again this year as they are a leader in the Public Entity Transit space and have remained consistent with rates despite a complex market. Thank you again for meeting with the underwriter to explain the steps taken to ensure the safety of the IndyGo passenger and employees. In response to this year's submission, we did see an increased premium in line with the increased exposures. Specifically, we added the additional BYD busses and the additional mileage associated with the Red Line.

Management Liability: This includes the Crime, Fiduciary, and Public Officials Liability / Employment Practices Liability coverages. All terms and conditions remained the same as the expiring policies, which has been rare in the current hard market. The Fiduciary policy was previously a two-year term; however, the coverage is for a single year this renewal. The pricing remained flat which again is rare in the current marketplace.

Cyber liability: The cyber market remains competitive with new carriers entering the space. We obtained a favorable quote from Hiscox (Lloyd's of London syndicate). The Policy covers first and third-party claims. First party claim would be for costs associated with a cyber event. Third party claims include liability coverage, defense costs, and damages brought by a third party.

RECOMMENDATION:

Approve Insurance Renewals



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

Mobility Advisory Committee Update – November 2019

To: Chair and Board of Directors
From: Greg Meyer, Chair, Mobility Advisory Committee
Date: Jan 23, 2020

Mobility Advisory Committee Update – November 2019

ISSUE: An update from the Mobility Advisory Committee (MAC) will be presented at the board meeting.

RECOMMENDATION: Receive the report

Mobility Advisory Committee (MAC)
Meeting Minutes
November 20, 2019

Attendees

Greg Meyer – MAC Chair
Mark Early – MAC Vice Chair
Bernie Wilmer – MAC
Cori Wills – MAC
Erin Hardwick – MAC
Dustin Gilmer – MAC
Jason Robinson – MAC
Eric Schlegel - MAC
Chelci Hunter – IndyGo
Mike Roth - IndyGo

Roscoe Brown - IndyGo
Inez Evans - IndyGo
Marilyn Sadler - IndyGo
Ryan Wilhite - IndyGo
Bryan Luellen - IndyGo
Cheryl Purefoy - IndyGo
Aaron Vogel - IndyGo
Teresa Franklin - IndyGo
Nila Zaman - Transdev
Leslie Dailey - Visitor

Welcome and Introduction:

MAC Chair, Greg Meyer, introduced Mike Roth and then asked everyone to introduce themselves.

Approval of the September 17, 2019 minutes:

MAC Vice Chair, Mark Early, requested that the July 2019 minutes be amended to add Teresa Franklin to attendees and correct the spelling in Cori's name.

MAC Chair, Greg Meyer asked for a motion to approve the September 2019 minutes.

MAC Vice Chair, Mark Early made the motion and seconded by Jason Robinson. Approved

Approval of the September 2019 Agenda:

MAC Chair, Greg Meyer, asked for a motion to approve the November 2019 agenda.

MAC Vice Chair Mark Early made the motion and seconded by Bernie Wilmer. Approved

Discussion Items:

Director of Mobility Services, Mike Roth:

Appreciates Greg and the MAC members for the work that they do to support IndyGo.

Improved OTP performance seen lately, trending higher in the 90's for the last month.

Transdev General Manager Nila Zaman and her group are working very hard to achieve an increase in on time performance.

Technology changes for the dispatchers allowing a better view of trips and on board times.

Decrease in customer complaints as service improves.

Nila spoke about the update of Trapeze from version 12 to version 18, and they were testing it.

Then identify a go live date for the Trapeze 18 conversion.

Questions for Mike Roth:

- **Will this be the latest and greatest version of Trapeze? –**
 - It is the latest that IndyGo wants to use, the newest version has new bells and whistles and all of them may not be working yet, by staying 1 version behind you are not dealing with those issues.
- **Are we going to stay up to date on software and will the money be available?**
 - It is an update not a new system and future upgrades will depend on what the changes are and how that version is performing. This upgrade will make a big difference and allow IndyGo to add rider choices for scheduling and checking on rides.
- **We hear comparable times with fixed route? Will this version help with Open Door be more comparable to fixed route?**
 - Open Door being comparable to fixed route is not impacted by the software. It is having the same ride length as if you rode a fixed route bus on the same trip.
- **Will this upgrade help with having better routes? Example is not having 5 east siderers and the someone from the west side on the same coach?**
 - It will help with the linear transportation which is ping ponging around the city. It is not the only area that impacts routing and Transdev is currently working with schedulers to improve mapping the routes.
 - Breakdowns and other things also impact that.
- **Can we track drop off delivery? One client has been late several times.**
 - If that is an issue, call Teresa and she can assist with that. Riders need to know how long that ride should take. If you schedule by when your appointment is then Transdev will tell you when you need to be picked up by to get there on time.
- **Bus showed up early and left them, then dispatch would not send out another bus.**

- Call us at the office and we can assist if we are informed immediately or research the issue.
- If the issues are not communicated to IndyGo then we are unaware of the problems.
- **Is there a report where the MAC can see if someone is on board for 2 hours and then 3 hours?**
 - IndyGo will see if that information can be tracked and shared.
- **Why software upgrade wasn't until this year and at no point should anyone be on board for more than an hour.**
 - It is upgraded now, and we can move forward, trips will be over an hour depending on the length of the trip, this is a shared ride and it is comparable to the same trip on fixed route.
- **Can you bring the information to the MAC meetings? Will it be in March's meeting if the upgrade made an impact?**
 - We currently do that at every meeting you are given the last 3 months key performance indicators.
 - In March depends on when the upgrade is complete and then we will share all the information like we always do.
- **You are in violation of ADA rules in the formats used to present the information.**
 - IndyGo is not in violation, have you asked for it in a different format? No, the MAC members have not.
 - IndyGo will send out a survey on how the MAC would like the information presented.
 - A violation occurs when someone has asked for a specific format and then if IndyGo does not provide it that would be an ADA violation.

MAC chairman Greg Meyer:

Asked the MAC committee and everyone else in the room to please remember all the improvements and changes in the last 6 months. MAC is more involved than it has ever been and look at everyone attending the MAC meeting for support and to answer questions.

IndyGo President CEO – Inez Evans:

- One Challenge, (Collaboration between Indianapolis and Ford) city leaders, community advocates, and mobility providers celebrated the selection of four proposals that will pilot solutions to local mobility issues outlined in the City: One Indianapolis Challenge.
- President and CEO Inez Evans and IndyGo Board Member Adairius Gardner participated.
- The first City: One Challenge winner, granted in the amount of \$75,000, is the pilot proposal from AbleLink Smart Living Technologies. This project will enhance transportation for individuals with cognitive disabilities using the WayFinder Ecosystem. WayFinder operates on iOS and Android mobile devices and uses GPS and personalized visual, audio, and vibration prompts to allow individuals with cognitive disabilities to be able to use fixed route public transportation independently. Verbal instructions and alerts to tell you when you arrive to the bus stop and

destination. It also includes pictures of landmarks and different locations so someone using it can tell if they are in the right place. Anybody can use this software. A pilot will be initiated this year and the MAC will be asked to assist.

- The second City: One Challenge winner is a \$50,000 pilot proposal from local organization The Learning Tree. This proposal is receiving \$25,000 of City: One Challenge funding with an additional \$25,000 in matching funds from CICF. The Learning Tree's "Knowledge = The Power of Mobility" proposal will work with nontraditional transportation providers to collect baseline data regarding the challenges for low income communities to access transportation to cultural and recreational activities in Indianapolis. That data will then be used to increase information about existing transportation options and to create additional means of getting around the city.
- IndyGo will be seeking authorization from its Board of Directors for funding in these partnerships.
- IndyGo will partner with the MLK Center to develop and pilot a neighborhood-based microtransit service utilizing wheelchair accessible and family friendly vehicles to connect Midtown residents to jobs, school, health care, and first/last mile connections to fixed transit routes. IndyGo will buy 4 wheelchair accessible caravans and then lease them to the center for this project. IndyGo will also provide \$100,000 as seed money to set up their own micro transit agency. We will help them set up hours of operation and service area. This is our pilot and we hope to have more in the future.
- In addition, IndyGo will work with Briometrix on its "City on Wheels" proposal to digitally map and assess the health and integrity of 61 miles of sidewalk infrastructure along the Red Line bus rapid transit line. The pilot will employ residents who use wheelchairs, which will be outfitted with various technologies to map all aspects of the sidewalks. These findings will be used in the development of pedestrian infrastructure along the Purple and Blue Lines.
- Doing an assessment to determine if paratransit service should be contracted out or look at bringing it back in house. Should have the answer by February or March. Being done by Christian Kent consulting.
- BRT coaches are being ran with very heavy loads. Planning on asking the board to order more busses.
- Some changes being proposed to the purple line due to some issues on Meridian and it could take 2 years to move utilities from 18th to 22nd. That is not building any of the BRT line.
- Hard to see in the early morning, IndyGo is looking into the cost of placing solar panels to light up some of the bus stops. Not in the budget but seeing if this could be possible.
- Update to Trapeze does not mean we are not looking at other software choices, it is under review.

New Business, MAC Chair, Greg Meyer:

- Introduce Leslie Daily, Regional Manager at Meridian Health Services.
Nominations committee is recommending Leslie to fill the Agency position on the MAC. Vote carried and official start is in January.
- Greg stated, proposed MAC meeting dates:
 - **Wednesday January 15th**
 - **Wednesday March 18th**
 - **Wednesday May 20th**
 - **Wednesday July 15th**
 - **Wednesday September 16th**
 - **Wednesday November 18th**

Mark Early motioned, Jason Robinson seconded, Vote approved

Subcommittees:

- Currently there is only one subcommittee up and working.
- Sub Committee participation, email sent out to see who was interested in each one. No response back, do we need all of them?
- Sub Committee's maybe just nomination and education.

Meeting adjourned, next meeting will be held on November 20, 2019

○

Open Door Month End Report

Dec-19

Day	Trip Date	Total Trips Request	Total Trips Completed	No Shows	Missed Trips	Total Trips Performed	Trips Over 2 Hr	WC	Ridership	Total Cancels	Total Denials	Total Denials%	On Time Trips	On Time %	Trips per Hour	Drop Off OTP
Sunday	12/1/2019	314	236	8	0	244	0	89	267	70	0	0	242	99%	1.27	90.63
Monday	12/2/2019	1,280	1,028	58	11	1,097	50	206	1,049	182	1	0	916	84%	1.63	70.99
Tuesday	12/3/2019	1,333	1,079	25	4	1,108	29	214	1,116	225	0	0	1,032	93%	1.46	72.99
Wednesday	12/4/2019	1,350	1,123	29	1	1,153	13	244	1,152	197	0	0	1,074	93%	1.56	72.19
Thursday	12/5/2019	1,305	1,056	26	7	1,089	17	223	1,081	216	0	0	1,019	94%	1.46	77.27
Friday	12/6/2019	1,280	965	40	2	1,007	12	191	986	273	0	0	937	93%	1.39	79.64
Saturday	12/7/2019	372	285	15	0	300	0	77	318	72	0	0	292	97%	1.03	100.00
Sunday	12/8/2019	346	259	11	1	271	4	91	297	75	0	0	257	95%	1.17	88.00
Monday	12/9/2019	1,279	1,044	35	6	1,085	47	210	1,056	194	0	0	944	87%	1.60	63.86
Tuesday	12/10/2019	1,290	1,064	48	4	1,116	14	204	1,089	174	0	0	1,007	90%	1.44	69.14
Wednesday	12/11/2019	1,378	1,076	47	1	1,124	20	233	1,089	254	0	0	1,067	95%	1.39	80.56
Thursday	12/12/2019	1,323	1,073	37	2	1,112	27	206	1,095	211	0	0	1,027	92%	1.46	79.77
Friday	12/13/2019	1,290	1,034	39	6	1,079	18	189	1,069	211	0	0	1,013	94%	1.48	77.14
Saturday	12/14/2019	366	281	17	1	299	0	69	306	67	0	0	293	98%	1.12	96.55
Sunday	12/15/2019	346	246	7	2	255	3	76	273	91	0	0	248	97%	1.04	97.24
Monday	12/16/2019	1,314	964	47	5	1,016	43	194	990	298	0	0	787	77%	1.42	58.93
Tuesday	12/17/2019	1,285	931	56	5	992	39	172	941	293	0	0	729	73%	1.43	57.79
Wednesday	12/18/2019	1,336	1,057	40	11	1,108	40	211	1,080	228	0	0	892	81%	1.49	67.22
Thursday	12/19/2019	1,324	1,049	30	14	1,093	39	222	1,078	231	0	0	899	82%	1.56	64.90
Friday	12/20/2019	1,271	927	39	10	976	18	170	946	295	0	0	874	90%	1.40	78.46
Saturday	12/21/2019	382	304	12	0	316	3	94	338	66	0	0	307	97%	1.19	96.67
Sunday	12/22/2019	407	316	18	2	336	4	108	354	71	0	0	303	90%	1.29	66.67
Monday	12/23/2019	1,174	817	57	0	874	11	178	855	300	0	0	790	90%	1.44	86.67
Tuesday	12/24/2019	1,082	390	62	0	452	0	107	406	630	0	0	446	99%	1.07	98.67
Wednesday	12/25/2019	184	135	12	0	147	0	61	163	37	0	0	141	96%	0.93	100.00
Thursday	12/26/2019	1,031	631	85	1	717	3	162	650	314	0	0	694	97%	1.30	91.00
Friday	12/27/2019	1,064	703	63	0	766	0	155	735	298	0	0	750	98%	1.29	88.89
Saturday	12/28/2019	304	241	4	0	245	0	76	260	59	0	0	245	100%	1.17	94.74
Sunday	12/29/2019	336	232	12	1	245	0	77	250	91	0	0	244	100%	1.11	88.89
Monday	12/30/2019	1,127	800	51	2	853	1	183	829	274	0	0	820	96%	1.43	80.31
Tuesday	12/31/2019	1,219	801	56	1	858	0	181	838	361	0	0	829	97%	1.32	90.18
SUMMARY		29,692	22,147	1,086	100	23,333	455	4,873	22,956	6,358	1	0%	21,118	90.51%	1.40	



Indianapolis Public Transportation Corporation
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Board Information, CEO Report

To: Indianapolis Public Transportation Corporation Board of Directors
From: President/CEO, Inez P. Evans
Date: Jan 23rd, 2020

CEO Report

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

RECOMMENDATION: Receive the report

CEO Report 1/23/2020 – Inez P. Evans

1. Since the last board meeting in December, IndyGo has transitioned to new executive leadership within the Corporation. These include...
 1. Aaron Vogel, Chief Operating Officer and Vice President of Operations
 2. Roscoe Brown, Executive Director of the IndyGo Foundation
 3. Jeff Brown, Vice President for Human Resources
 4. Nancy Manley, Vice President for Governance and Internal Audit
 5. Bart Brown, Vice President of Finance and Chief Financial Officer
 6. Michael Roth, Director of Mobility Services
 7. Lesley Gordon, Director of Partnerships & Public Relations
2. On December 13th, 2019, we welcomed the VIA Metropolitan Transit agency from San Antonio, Texas. We met at the Julia M Carson Transit Center for a “Red Line” Visit.
3. DBE Results
4. I have been selected to be on the ARTS Council of Indianapolis Board for a term of 3 years. The Arts Council is an organization that advocates for the need and importance of broad community funding and support for a thriving arts scene; innovates by constantly pursuing and promoting innovative ideas and programs that better serve the area, its artists, and arts organizations; and connects artists, audiences, businesses, foundations, and arts and cultural organizations with opportunities to explore and expand central Indiana’s creative vitality. The Arts Council owns and operates two performance and exhibition spaces, the Indianapolis Artsgarden and Gallery 924 at 924 N. Pennsylvania Street.
5. IndyGo will be doing a Red Day on February 7 in recognition of Go Red for Women from the American Heart Association. Marketing will be working on some communication to show our support. Go Red for Women encourages awareness of the issue of women and heart disease, and action to save more lives. The movement harnesses the energy, passion and power women have to band together and collectively wipe out heart disease. It challenges them to know their risk for heart disease and take action to reduce their personal risk. It also gives them the tools they need to lead a heart healthy life.
6. I will be participating in the IRT Celebrity Radio Show on February 7 in which I will portray Madam CJ Walker. The IRT Celebrity Radio Show is the Indiana Repertory Theatre’s annual fundraising event. It is a truly one-of-a-kind event that focuses on what the Theatre does best: producing a grand and exciting evening of live entertainment. The event features a hand-crafted script presented as a 1940s radio program with live sound effects, audience participation and community VIPs dressed in costumes. The evening is a fabulous party and silent auction hosted at the IRT. It’s all for a great cause—proceeds from this event put world-class theatre on the IRT’s stages.



Date: December 14, 2019

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: Bart Brown, Vice President of Finance and CFO
SUBJECT: December 2019 Financial Update

The Finance Division is in the process of closing out the fiscal year 2019. As in the past we will not close December until the last Friday of January so we can process all the outstanding 2019 invoices. This report reflects all activity as of January 10, 2020. The official year end financials will be reported in our 2019 Comprehensive Annual Financial Report (CAFR).

FTA Assistance

Federal Assistance came in over budget by \$94,273 (0.78%) for the year 2019.

Other Operating Income

Other operating revenue was over budget by \$9,840 (14.1%) for the month but \$66,243 (-7.9%) under budget for the year.

Passenger Service Revenue

Passenger service revenue was under budget for the month of December by \$91,294 (-10.9%). Year-to-date final was \$1,104,302 (-11%) under projected collections.

- Farebox revenue was under budget by \$682,103 (-12.8%) for the year.
- Ticket and pass sales were under budget \$304,332 (-8.6%) for 2019.
- December was the first month the new ticket vending machines (TVMs) began accepted payments. The total collected in December was \$55,555

Property and Income Tax Revenue

Income tax revenue was exactly on target for December. In 2019 we received \$34,598,136 for our operating funds.

Property Tax revenue received in 2019 surpassed budget by \$1,065,494 (2.98%). For the entire year we collected \$36,833,525.

Service Reimbursement Program

The revenue received for service reimbursement was \$11,269 (-33.8%) under budget for the month and \$4,908 (-1.23%) under for 2019. The Service Reimbursement Program includes taxi voucher reimbursements as well as reimbursement from Greenwood & Speedway. IndyGo has drawn all the taxi voucher revenue allocated under the Federal 5310 grants for the fiscal year 2019. Beginning October, the service agreement with Greenwood has come to an end after the launch of Red Line.

Total Revenue

For 2019, the total revenue recognized was \$104,635,047, which was \$15,684 (-0.01%) under budget.

Expenditures

Personal Services

Overall, Personal services came in \$1,582,247 (52.3%) over budget in December but was \$7,220,813 (-11.7%) under for the year.

- Fringe benefit expenses were over budget for December at \$537,940 (59.9%) due to end of year insurance claims that were paid out. YTD this budget expense was under budget by \$3,208,608 (-19.5%). The savings was mainly due to IPTC changing to a partial self-insured plan.
- Overtime was \$159,581 (64.8%) over budget for the month and was \$1,759,587 (59.5%) over budget for the year. This is related to several things -- driver shortage, training, and staff covering vacations. The overage was offset by underspending in Salaries and Fringe Benefits.
- Salary was \$884,726 (47.1%) over budget for the month due to transfers out approved by the Board at the December meeting. For the year salary was under budget by \$5,771,792 (-13.7%).

Other services and Charges

Collectively, this category was under budget by \$1,285,906 (-47.3%) for December and \$3,421,334 (-8.5%) under YTD.

- Claims were over budget by \$52,126 (58.7%) in December. Overall this category was under budget by \$373,482 (-13.6%) for the year.
- Misc. Expenses were over budget by \$2,448 (2.8%) for December but \$419,050 (-40%) under in 2019.
- Purchased Transportation in December was affected negatively because the Trans Dev invoice has not yet been posted. As a result, only the accrual reversing entries are showing. This will be corrected by the end of January and will be reflected in the CAFR.
- Services were under budget by \$331,930 (-23.5%) for the month. Year to date, this category was \$1,054,688 (-13.7%) under budget.
- Utilities were \$53,615 (44.8%) over budget in month of December. For YTD this category is under budget by \$248,579 (-17.1%).

Materials and Supplies

The materials and supplies category was under budget by \$438,950 (-30.6%) in December and \$818,511 (-6.4%) under budget for 2019.

- Fuels and Lubricants were \$641,657 (-30.2%) over budget in the month due to approved transfer of appropriations adjustment yet to be posted. For the year this category was \$346,378 (7.3%) under budget.
- Maintenance Materials were under budget by \$605,089 (-58.5%) in December and under \$419,503 (-7.2%) for the year.

- Other materials and supplies were over budget by \$56,389 (61.2%) in the month and was \$280,551 (22.1%) over in 2019. The overage was offset by underspending in other categories.
- Tubes and tires were under budget projections for the month by \$531,908 (96.0%) and under budget by \$333,181 (33.3%) YTD.

Total Expenses

In summary, total expenses came in at \$142,609 (-2.0%) under budget projections in December and remained under budget YTD by \$11,460,659 (-11.2%).



	Current Month				YTD			
	Actual	Budget	Budget		Actual	Budget	Budget	
			Variance	%			Variance	%
Operating Revenue			\$	%		\$		
Federal Assistance	354,291.43	1,007,675.00	(653,383.57)	(64.84)	12,186,366.81	12,092,093.00	94,273.81	0.78
Other Operating Income	79,476.59	69,636.00	9,840.59	14.13	769,393.00	835,636.00	(66,243.00)	(7.93)
Passenger Service Revenue	742,039.34	833,334.00	(91,294.66)	(10.96)	8,895,697.98	10,000,000.00	(1,104,302.02)	(11.04)
PMTF Revenue	913,054.00	913,050.00	4.00	0.00	10,956,604.00	10,956,604.00		0.00
Local Property & Excise Tax Revenue	2,529,111.56	2,980,669.00	(451,557.44)	(15.15)	36,833,525.25	35,768,031.00	1,065,494.25	2.98
Local Transit Income Tax Revenue	2,883,177.97	2,883,178.00	(0.03)	(0.00)	34,598,136.52	34,598,136.00	0.52	0.00
Service Reimbursement Program	22,083.00	33,352.00	(11,269.00)	(33.79)	395,323.52	400,232.00	(4,908.48)	(1.23)
Total Operating Revenues	7,523,233.89	8,720,894.00	(1,197,660.11)	(13.73)	104,635,047.08	104,650,732.00	(15,684.92)	(0.01)
Operating Expenses								
Personal Services								
Fringe Benefits	1,435,652.46	897,712.00	(537,940.46)	(59.92)	13,239,859.35	16,448,468.00	3,208,608.65	19.51
Overtime	405,801.08	246,220.00	(159,581.08)	(64.81)	4,714,187.96	2,954,600.00	(1,759,587.96)	(59.55)
Salary	2,763,518.37	1,878,792.00	(884,726.37)	(47.09)	36,266,415.07	42,038,208.00	5,771,792.93	13.73
Total Wages and Benefits	4,604,971.91	3,022,724.00	(1,582,247.91)	(52.35)	54,220,462.38	61,441,276.00	7,220,813.62	11.75
Other Services & Charges								
Claims	281,335.93	229,209.00	(52,126.93)	(22.74)	2,377,017.95	2,750,500.00	373,482.05	13.58
Miscellaneous Expenses	89,762.10	87,314.00	(2,448.10)	(2.80)	628,693.77	1,047,744.00	419,050.23	40.00
Purchased Transportation	(128,053.00)	954,113.00	1,082,166.00	113.42	10,123,822.65	11,449,357.00	1,325,534.35	11.58
Services	1,012,326.35	1,324,257.00	311,930.65	23.56	9,881,278.78	10,935,967.00	1,054,688.22	9.64
Total Utilities	174,449.25	120,834.00	(53,615.25)	(44.37)	1,201,420.27	1,450,000.00	248,579.73	17.14
Total Other Services & Charges	1,429,820.63	2,715,777.00	1,285,906.37	47.35	24,212,233.42	27,633,568.00	3,421,334.58	12.38
Materials & Supplies								
Fuel & Lubricants	393,584.85	(248,073.00)	(641,657.85)	258.66	4,414,211.98	4,760,590.00	346,378.02	7.28
Maintenance Materials	428,687.88	1,033,777.00	605,089.12	58.53	5,385,786.76	5,805,290.00	419,503.24	7.23
Other Materials & Supplies	148,647.33	92,258.00	(56,389.33)	(61.12)	1,387,602.81	1,107,051.00	(280,551.81)	(25.34)
Tires & Tubes	22,258.05	554,167.00	531,908.95	95.98	816,818.57	1,150,000.00	333,181.43	28.97
Total Materials & Supplies	993,178.11	1,432,129.00	438,950.89	30.65	12,004,420.12	12,822,931.00	818,510.88	6.38
Total Operating Expenses	7,027,970.65	7,170,580.00	142,609.35	1.99	90,437,115.92	101,897,775.00	11,460,659.08	11.25
OPERATING INCOME/(LOSS)	495,263.24	1,550,314.00	1,055,050.76		14,197,931.16	2,752,957.00	(11,444,974.16)	
GAIN/LOSS ON ASSET DISPOSAL				0.00	628,687.91		(628,687.91)	0.00
NET INCOME/(LOSS)	495,263.24	1,550,314.00	1,055,050.76	68.05	13,569,243.25	2,752,957.00	(10,816,286.25)	(392.90)



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ParaTransit Report-Nov & Dec 2019

To: Chair and Board of Directors
From: Aaron Vogel, Chief Operating Officer/Vice President of Operations
Date: Jan 23, 2020

MOBILITY SERVICES – Open Door

Transdev's On Time Performance (OTP) for December 2019 was 90.27%. IPTC continues to see a renewed-commitment from Transdev to immediately improve service provision to the customers of Marion County.

Transdev was required to submit a 90-Day Corrective Action Plan with immediate steps to achieve results that will improve service provision. The time-sensitive action plan is being monitored closely by IPTC for performance improvements and enhancements. The plan includes a comprehensive strategy to improve all levels of services, along with time expectations to meet the contractual requirements between IPTC and Transdev.

Paratransit Business Model

Christian T. Kent – Transit Management Consultant, LLC – During the February 2020 Board Meeting, Mr. Kent will present to the Board his findings of the Paratransit Business Model review that was at the request of the September 2019 Board Meeting. The Board of Directors requested to have a Paratransit Business Model review completed to provide costing for our Open-Door service to; 1. Provide Paratransit service in house, 2. Contract Paratransit service and/or 3. Hybrid model.

Service Performance:

Transdev Services concluded the month of December 2019 with an average On Time Performance of 90.27% and Productivity of 1.34%. December 2018 OTP was 91.43% representing a 1.27% decrease versus prior year and December 2018 Productivity was 1.33% representing a 4.51% decrease versus prior year.

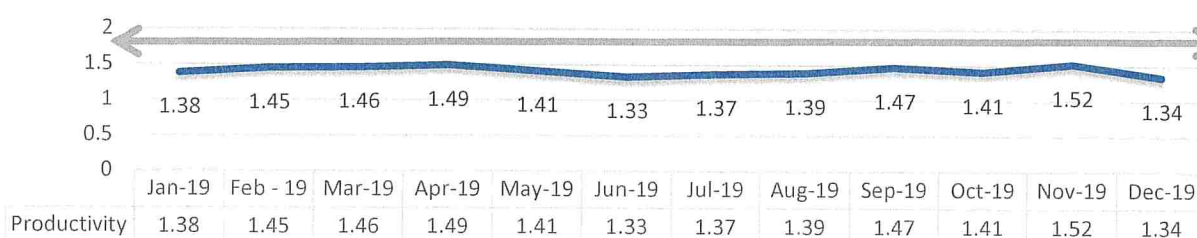
IPTC continues to perform daily monitoring; on-site visits and discussions regarding a proactive outlook for the current/next day's service. IPTC staff also collaborates with Transdev staff to continually monitor On Time Performance as well as mitigate any immediate and future impacts to service.

2019 On Time Performance and Productivity

On Time Performance - Goal 95%



Productivity/PPH - Goal 1.8%

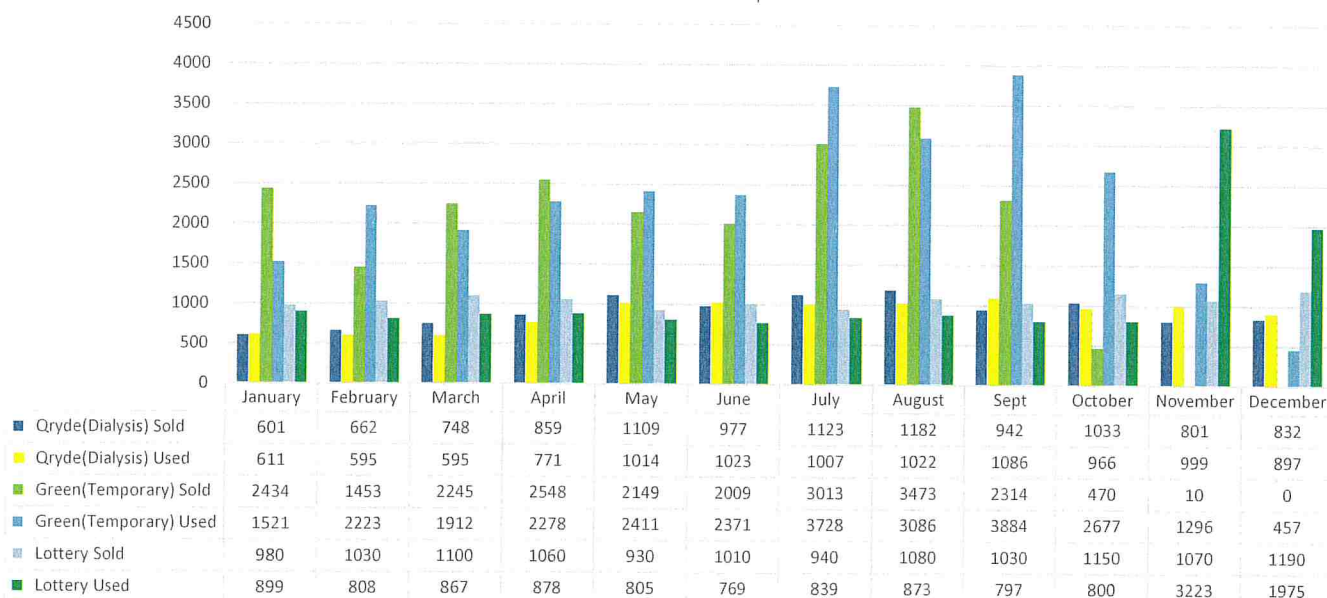


Voucher Program:

Starting January 1, 2020, IndyGo has finalized the temporary Green Ticket (Emergency Voucher Program). The standard Lottery Program will continue as it has existed, and the Dialysis voucher program will not be impacted. Our priority is to ensure that our Open-Door customers seamlessly transition to Transdev for transportation services and/or participation in our ongoing Lottery and Dialysis Voucher Program.

As with all programs, IndyGo maintains the right to change this procedure based on review of the Voucher program.

Voucher Sales & Redemption



Service Comments:

As we continue to see On Time Performance improve our customer comments are increasing YOY. In addition, ridership for December 2019 was 22,953 passenger trips and December 2018 were 22,648 passenger trips, an increase of ridership of 1.35% YOY. Customer comments for December 2019 are 101 and customer comments for December 2018 are 69 reflecting a 46.38% increase YOY. Schedule adherence continues to drive the increase in customer comments.

Hawkeye Health – Assessment/Eligibility:

Total Eligibility Applications received for services for December 2019 was 117. Hawkeye Health approved 23 renewals and 2 denied renewals. Total number of new applicants for December 2019 was 59 and new applicants denied were 3.

Transdev Liquidated Damages:

To date Transdev still has not met the contracted goal of 95% monthly on-time performance (OTP). In addition, as a result of areas of underperformance, IPTC continues to assess and collect liquidated damages (LD's) from Transdev invoice payments. Through November 2019, IPTC has assessed and collected a total of \$628,900 in contractual Liquidated Damages.

WEX Fuel Card Program:



The WEX Tax Exemption and Reporting Program can significantly reduce accounting and administrative time for qualified fleets exempt from motor fuel excise taxes or certain sales taxes — at Federal, state, county or local levels.

For December 2019 our savings from fuel excise taxes were \$9,684.27. (Fed Taxes = \$6,967.90 and State Taxes = \$2,716.37).

Benefits include:

- Net billing of federal excise tax on applicable fuel purchases at any location.
- Net billing of state, local, county and special tax on applicable fuel purchases at participating merchant brands based on local tax laws.
- Detailed reporting of the purchase data and tax exemption.

EXEMPTIONS ARE DEPENDENT UPON SEVERAL FACTORS, SUCH AS YOUR TAX-EXEMPT STATUS FOR FUEL PURCHASES, THE TAXING JURISDICTION'S LAWS, REGULATIONS AND REQUIREMENTS, AND FOR MOST STATE, COUNTY AND LOCAL TAXES, MERCHANT PARTICIPATION. IN THE EVENT THAT A TRANSACTION CANNOT BE BILLED "NET OF TAX", YOU WILL RECEIVE DETAILED REPORTING SHOWING THE FULL PURCHASE PRICE AND THE TAX PAID.



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Indianapolis, IN 46222
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Board Information, Insurance Renewals 2020

To: Inez Evans and Finance committee
From: Brian Clem, Director of Risk and Safety
Date: Jan 15th, 2020

IndyGo insurance renewals

In 2015 IndyGo performed an internal assessment and the findings noted that we had an asset value of \$185,888,815.00 million dollars. During this year's renewal process we identified that in 2019 our asset values increased by 35% to \$251,426,870. We also added a cyber insurance policy to our line items of coverage for 2020 for 5 Million Dollars. The following items contributed into our asset values increase;

- | | |
|--|-----------------|
| 1. Information Technology equipment for fare collection | \$2.20 Million |
| 2. Solar panel farm, on our roof was recorded in our assets | \$2.50 Million |
| 3. Increase of the fixed route bus fleet size for service enhancements | \$4.30 Million |
| 4. Addition of the Bus Rapid Transit (BRT) Red Line infostructure and stations | \$18.32 Million |
| 5. Purchase of new electric BYD buses and charging for the Red Line | \$38.19 Million |

We were able to bind policies at the same coverages that we have had in the past with our new value covered at 100% percent. We have also added a cyber policy for the first time this year to our portfolio. The total for all binding policies for this year comes to \$815,427.18.

In your board packet is an informational letter provided by Aon titled "Executive Summery:2020-2021 Insurance placement" that identifies this year's renewal process. Our Insurance broker (AON) will be available at the IndyGo board meeting on Jan 23rd, 2020 to address and questions.

Thank you,

Brian Clem,
IndyGo, Director of Risk and Safety

Risk and Safety Division Report-Dec 2019

To: President and CEO Inez, Evans
From: Brian Clem, Director of Risk and Safety
Date: Jan 7th, 2020

Risk and Safety

- During the month of December, our Insurance broker (AON) was able to finalize submitted insurance quotes that was binded on 01/01/2020. The coverages include protecting all of IndyGo's property and assets at 100% to include property, fiduciary, cyber, crime, D&O, flood, earth quake, fire. With the property market globally experiencing unrepresented increases in premiums, IndyGo will have Aon at the January board meeting to answer any questions on the renewals.
- The Director of Risk and Safety Brian Clem attended the APTA mid-year safety seminar, held in Seattle WA. During the 3-day event multipool APTA working groups and committees met for regulation updates, standards presentations and best practices for bus safety, cyber security, operator assaults, Safety Management Systems, threat vulnerability assessments etc. This experience also included a several hour tour to multipool public transportation maintenance garages for the local agency to evaluate their bus electrification improvements.
- The IndyGo Safety and Security Committee held it's 4th quarter meeting to discuss a number of topics including internal OSHA inspections, claims and accident involving red line and fixed route, air emissions for the buses in the maintenance garage, safety on our capital projects, electrification and BYD buses, driver assaults etc. This committee is made up of employees from all divisions to include 26 members. The next meeting will be held in February 202 or as needed.

December 2019 Safe Drivers Report

The following Operators were recognized for their safe driving for the month of December

Employee Name	No.	Award due on next Award Date
Gray, Bryan C.	2338	22
Norris, Jerome	4405	22
Fox, Harry	1981	18
Badiane, Khadijah (Wilrich, Sharrilynn)	5140	15
Washington, Daron	7291	13
Lewis, Adrian	8192	10
Claypool, Tawana (Monroe)	8366	6
Squires, Sade	8722	5
Thomas, Terisha	8521	5
Savage, Shanez	9245	4

Dean, Rena	New	3
Hankins, Tiona	9069	2
Hodges, Anthony	8681	2
Johnson, Montell	9000	2
McDuffie, Kevin	8950	2
Turner, Lashanda	8908	2
Anthony, Brittany	9284	1
Boutte - Williams, Clywone	9072	1
Harden, Dewayne	9095	1
Horst, Martin	9292	1
Marzett, David	9288	1
Moncel, Maryah	9284	1
Questelles, January	9295	1

December 2020 Fixed Route/Open Door Accident Data

19-Dec

TRAFFIC ACCIDENTS

PASSENGER ACCIDENTS

	Non-Preventable	Preventable	TOTAL	Non-Preventable	Preventable	TOTAL
IPTC Fixed Route	64	18	82	49	1	50
Trans Dev	2	3	5	6	0	6
My City	0	0	0	0	0	0
Garage	1	1	2	0	0	0
Training	0	0	0	0	0	0
DTC	1	0	1	6	0	6
TOTAL	68	22	90	61	1	62

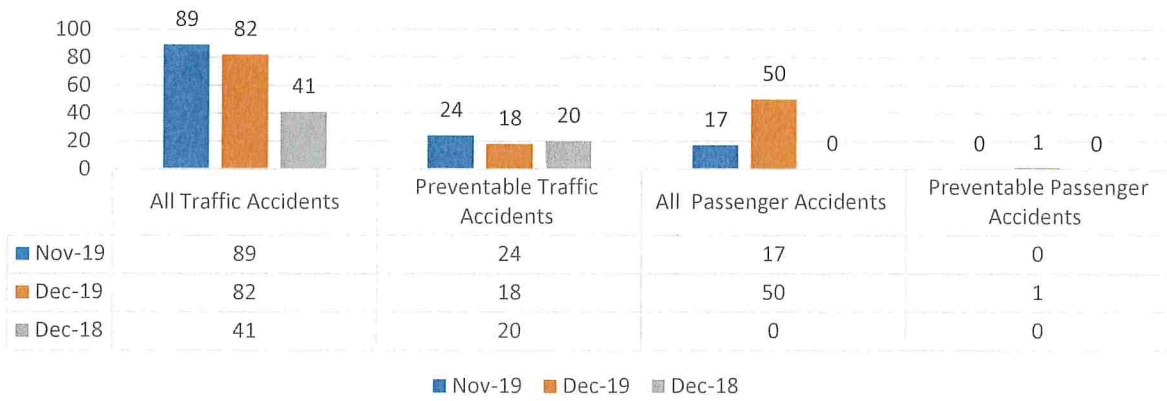
TRAFFIC INCIDENTS

PASSENGER INCIDENTS

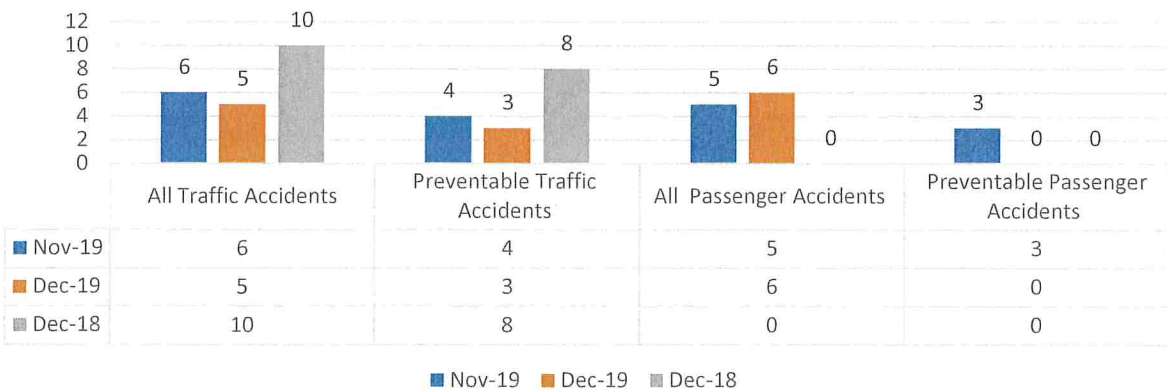
	TOTAL		TOTAL
IPTC Fixed Route	24		30
Trans Dev	0		2
My City	0		0
Garage	0		0
Training	0		0
DTC	0		2
TOTAL	24		34

F-04	DTC POLICE	9	CLAIMS	FR	40
F-04	DTC EMS	24		OD	3
F-04	OPS POLICE	17		DTC	1
F-04	OPS EMS	19		TOTAL	44

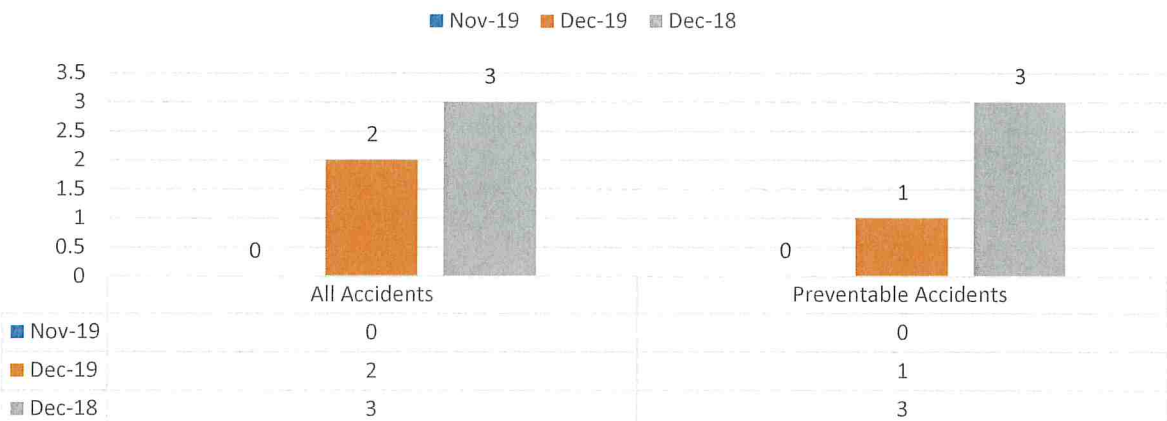
Fixed Route Accidents



Open Door Accidents



Garage Accidents



December 2019 Red Line Accident Data

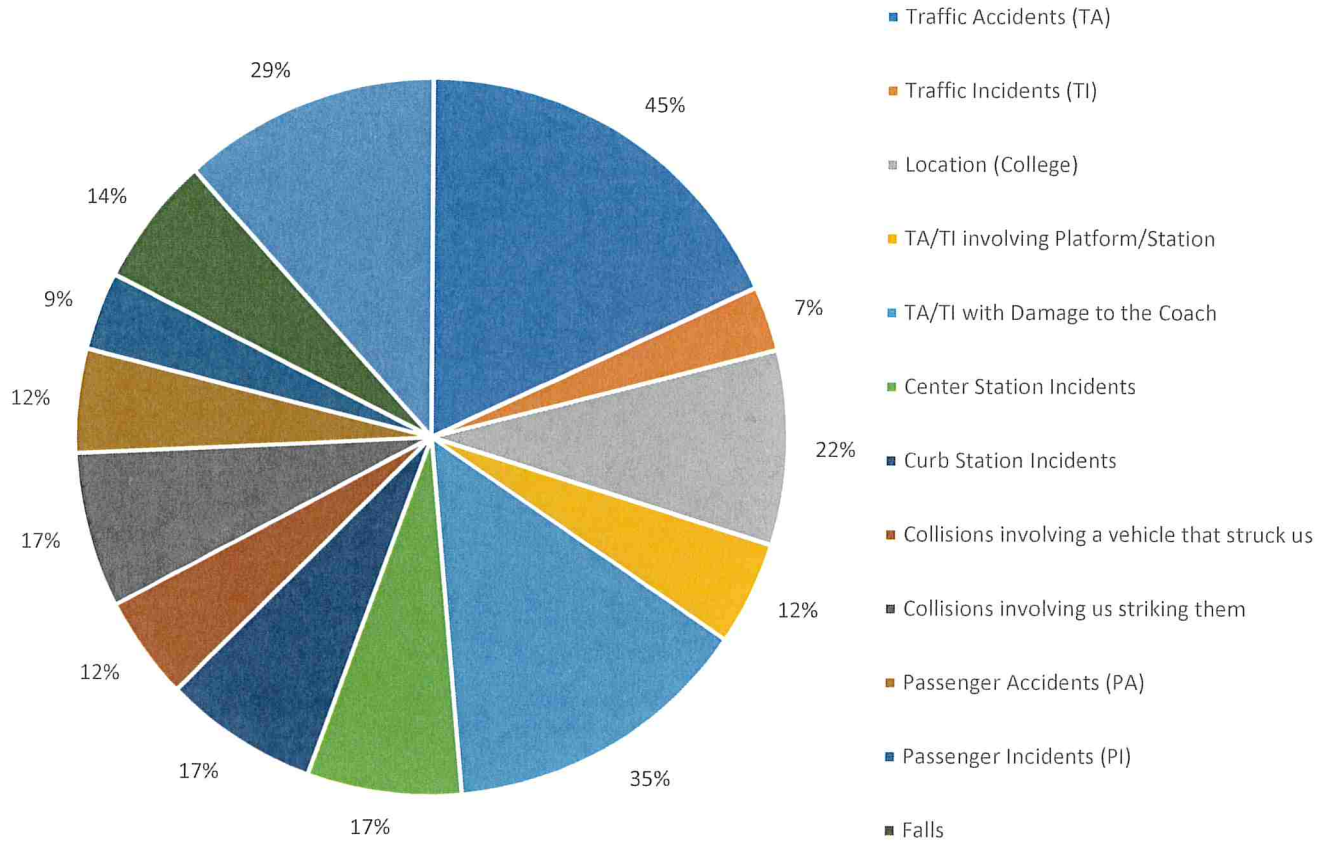
	<u>Aug-19- Training</u>	<u>Sep-19</u>	<u>Oct-19</u>	<u>Nov-19</u>	<u>Dec-19</u>
Total Red Line Collisions	47	48	49	41	31
Total Red Line collisions with Damage	37	42	36	38	24
Collisions involving a vehicle that struck us	8	8	17	13	8
Collisions involving us striking them	0	4	6	9	12
Collisions, with Bus and Station	42	25	15	13	6
Total Involving Center Stations	33	28	21	28	18
Total Involving Curb side Stations	11	22	21	16	12
Buses Towed	2	2	2	0	0

Redline- Route 90

Total Reported Incidents	69
Total Number of Traffic Accidents (TA)	31
Total Number of Traffic Incidents (TI)	5
Location where most incidents occurred (College)	15
Total Number of TA/TI involving Platform/Station	8
Total Number of TA/TI with Damage to the Coach	24
Total Center Station Incidents	18
Total Curb Station Incidents	12
Collisions involving a vehicle that struck us	8
Collisions involving us striking them	12
Total Number of Passenger Accidents (PA)	8
Total Number of Passenger Incidents (PI)	6
Number of Falls	10
Total Number of Other Incidents (Police, EMS, Vandalism, etc)	20
Average Incidents per day on Route 90	2.23

Traffic Accidents (TA)	45%
Traffic Incidents (TI)	7%
Location (College)	22%
TA/TI involving Platform/Station	12%
TA/TI with Damage to the Coach	35%
Center Station Incidents	17%
Curb Station Incidents	17%
Collisions involving a vehicle that struck us	12%
Collisions involving us striking them	17%
Passenger Accidents (PA)	12%
Passenger Incidents (PI)	9%
Falls	14%
Other Incidents (Police, EMS, Vandalism, etc)	29%

Redline- Route 90





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Planning & Capital Projects Report-Jan 2020

To: President and CEO Inez, Evans
From: Justin Stuehrenberg, VP of Planning & Capital Projects
Date: January 23rd, 2020

SERVICE PLANNING

Service Scheduling

A new operator pick will begin on January 13 and take effect on February 9, 2020. The following changes will occur.

- Added weekday service on Route 8 west from Harding to the airport every 15 minutes until 7pm.
- Increased weekday frequency on Route 10 from every 20 minutes to every 15 minutes until 9p.
- Route 39 minor schedule adjustments.

For the February pick IndyGo is reintroducing 10-hour packaged work. This is work that is scheduled as a bundle. The shifts are 10-hours for 4 days. Each operator picks a package instead of picking their work individually. There are 67 packages to pick this time, but we expect more in future picks when we have software deployed to make more efficient packages.

Transit Amenities

This first iteration of the bus stop inventory was completed in December and delivered to Indiana Department of Transportation (INDOT) in fulfillment of the Federal Transit Administration's (FTA) request to identify all IndyGo bus stops that do and do not meet ADA regulations. This is the first step in prioritizing the placement/location, design, and construction of existing and new bus stops to meet American's with Disabilities Act (ADA) requirements. Planning staff is currently refining the second iteration of the inventory which will enable staff to expand and improve the internal bus stop database to fulfill the second FTA/INDOT requirement of producing a long-range prioritization-plan to make systemwide bus stop improvements.

IndyGo awarded a contract to improve over 180 bus stops with sidewalks, curb ramps, crosswalks, and boarding, bench, and/or shelter pads. Work on these sites began in August 2019 and will continue through Spring 2020. This project provides for the physical improvement to the pedestrian environment at key bus stop locations and transfer points throughout the system. This is the first phase of the Local Bus Stop Improvement Project and will result in the

installation of over 40 shelters, 100 benches, and 150 boarding pads. Of the 180 sites, 35 will have additional sidewalk totaling approximately 1,238 linear feet. To date, approximately twenty-nine bus stops have been completed. Of the original 180 bus stops approximately twenty have also been removed from the list due to design or constructability issues and will be re-valuated in the next phase of improvements to begin in mid-to-late-2020.

Planning staff is re-deploying shelters and benches that were removed from local bus stops ahead of the Red Line opening and can be re-installed at bus stops along current routes that have a need, as well as the space allowed to do so. As well, staff is finalizing the next bus shelter and bench order for the locations that are being built under Phase One of the Local Bus Stop Improvement Project. As always, staff continues to work with individual property owners, developers, and non-profit groups to improve bus stops near, or important to, their facilities. Locations being improved through these partnerships are at 25th & Hillside (east and westbound), Clifton & Congress (north and southbound), Wilson & Greenwood Springs Blvd. (outbound), and at three Indianapolis Marion County Public Library locations (Michigan Street & Belmont, Michigan Road & 62nd Street, and 25th & Sherman Street).

Fare System Implementation

IndyGo's IT Department has recently taken over project management of IndyGo's modernized fare payment system, which will be branded as MyKey. The modernized fare system will include new fare cards, fare card validators (on buses and at rapid transit stations), a mobile payment application, a customer website, and ticket vending machines at all rapid transit stations. The vendor for this new fare system is Flowbird.

Red Line station fare system equipment was installed at Red Line station platforms prior to the start of Red Line service. While there are continuing delays by fare system vendor Flowbird in the development of the full MyKey ticket vending machine software, IndyGo has begun testing of several MyKey TVM functions. Testing will continue as the final software package is completed, prior to rollout of the TVM's to Red Line stations. Because of the delays, Flowbird installed a modified ticket vending machine system, which launched on December 1, 2019. This system has allowed IndyGo to collect fare revenue for Red Line service until the final TVM software is completed and installed at Red Line stations. The TVMs are currently being maintained and serviced by IndyGo Treasury department.

Additional components of the MyKey system continue to be tested and will be released to the public when IndyGo is fully confident in the performance of the system.

Retail Network

IndyGo is in the process of deploying a retail network for the MyKey cards. This will include retail sales, reloading capabilities, and card registration at approximately 400 retail locations in Indianapolis-Marion County. As this time, contract negotiations with the vendor, InComm, are underway.

Ridership

With the addition of the Red Line, data showed an increase of 4.9 percent over the previous December.

November 2019

Current Month			IndyGo	Year to Date		
Nov-18	Nov-19	% Change	Fixed Route Ridership	2018	2019	% Change
15,393	12,645	-17.9%	2 E. 34th St.	176,569	166,265	-5.8%
31,214	30,112	-3.5%	3 Michigan St.	309,087	362,750	17.4%
11,986	10,982	-8.4%	4 Fort Harrison	143,090	132,151	-7.6%
16,563	13,806	-16.6%	5 E. 25th	177,769	184,462	3.8%
11,524	11,007	-4.5%	6 N. Harding	139,861	126,351	-9.7%
129,703	121,227	-6.5%	8 Washington St.	1,394,869	1,458,784	4.6%
86,074	80,603	-6.4%	10 10th St.	998,806	980,956	-1.8%
3,559	4,342	22.0%	11 E. 16th St.	37,568	42,105	12.1%
4,005	4,211	5.1%	12 Minnesota	48,648	44,911	-7.7%
2,871	2,143	-25.4%	13 Raymond	35,639	33,074	-7.2%
9,267	5,751	-37.9%	14 Prospect	100,785	93,892	-6.8%
16,449	14,576	-11.4%	15 Riverside	189,648	185,005	-2.4%
10,016	10,462	4.5%	16 Beech Grove	118,864	121,617	2.3%
17,634			17 College	231,712	155,197	
10,685	6,526	-38.9%	18 Nora	125,095	111,108	-11.2%
32,395	22,118	-31.7%	19 Castleton	380,588	347,117	-8.8%
13,589	14,107	3.8%	21 East 21st St.	154,349	148,975	-3.5%
9,670			22 Shelby	108,824	72,459	
10,875	11,584	6.5%	24 Mars Hill	118,313	120,731	2.0%
13,002	12,232	-5.9%	25 W. 16th St.	154,091	139,631	-9.4%
13,742	16,181	17.7%	26 Keystone	148,370	161,504	8.9%
13,552	10,435	-23.0%	28 St. Vincent	147,675	140,942	-4.6%
6,935	8,096	16.7%	30 30th St.	81,987	92,823	13.2%
23,676	11,191	-52.7%	31 Greenwood	257,833	235,642	-8.6%
25,484	24,687	-3.1%	34 Michigan Rd.	282,424	298,599	5.7%
36,922	31,779	-13.9%	37 Park 100	405,690	393,784	-2.9%
24,602	18,349	-25.4%	38 Lafayette Square	311,275	275,817	-11.4%
89,830	71,534	-20.4%	39 E. 38th St.	1,067,654	1,003,320	-6.0%
3,731	5,229	40.2%	55 English	41,692	48,259	15.8%
8,429	10,895	29.3%	86 86th Street Crosstown	105,772	105,452	-0.3%
11,081	11,155	0.7%	87 Eastside Circulator	131,430	125,918	-4.2%
	179,757		90 Red Line		633,367	
85	518		Others	3,655	3,559	
714,543	788,240	10.3%	Total	8,129,632	8,546,527	5.1%

Nov-18	Nov-19	% Change	Flexible and Contracted Services	2018	2019	% Change
27,930	25,718	-7.9%	Open Door Riders on Fixed Route	320,629	319,181	-0.5%
23,957	22,666	-5.4%	Open Door	277,269	259,330	-6.5%
2,868	3,223	12.4%	Open Door Taxi Vouchers	13,589	43,077	217.0%
12,804	10,032	-21.6%	31 Day S-Pass	163,879	106,653	-34.9%

Current Month			IndyGo	Year to Date		
Dec-18	Dec-19	% Change	Fixed Route Ridership	2018	2019	% Change
15,327	11,973	-21.9%	2 E. 34th St.	191,896	178,238	-7.1%
29,155	27,748	-4.8%	3 Michigan St.	338,242	390,498	15.4%
10,872	10,302	-5.2%	4 Fort Harrison	153,962	142,453	-7.5%
16,353	13,161	-19.5%	5 E. 25th	194,122	197,623	1.8%
11,480	10,492	-8.6%	6 N. Harding	151,341	136,843	-9.6%
125,303	111,754	-10.8%	8 Washington St.	1,520,172	1,570,538	3.3%
83,061	72,902	-12.2%	10 10th St.	1,081,867	1,053,858	-2.6%
2,949	4,124	39.8%	11 E. 16th St.	40,517	46,229	14.1%
4,871	3,043	-37.5%	12 Minnesota	53,519	47,954	-10.4%
2,925	2,221	-24.1%	13 Raymond	38,564	35,295	-8.5%
8,328	6,457	-22.5%	14 Prospect	109,113	100,349	-8.0%
15,698	14,486	-7.7%	15 Riverside	205,346	199,491	-2.9%
8,934	10,509	17.6%	16 Beech Grove	127,798	132,126	3.4%
19,795			17 College	251,507	155,197	
9,875	6,429	-34.9%	18 Nora	134,970	117,537	-12.9%
31,658	21,548	-31.9%	19 Castleton	412,246	368,665	-10.6%
12,023	13,228	10.0%	21 East 21st St.	166,372	162,203	-2.5%
8,484			22 Shelby	117,308	72,459	
10,036	10,297	2.6%	24 Mars Hill	128,349	131,028	2.1%
11,827	11,002	-7.0%	25 W. 16th St.	165,918	150,633	-9.2%
12,545	14,828	18.2%	26 Keystone	160,915	176,332	9.6%
12,798	10,401	-18.7%	28 St. Vincent	160,473	151,343	-5.7%
6,184	7,112	15.0%	30 30th St.	88,171	99,935	13.3%
22,402	10,826	-51.7%	31 Greenwood	280,235	246,468	-12.0%
24,512	23,445	-4.4%	34 Michigan Rd.	306,936	322,044	4.9%
33,099	29,591	-10.6%	37 Park 100	438,789	423,375	-3.5%
24,155	16,760	-30.6%	38 Lafayette Square	335,430	292,577	-12.8%
89,831	67,562	-24.8%	39 E. 38th St.	1,157,485	1,070,882	-7.5%
3,190	4,683	46.8%	55 English	44,882	52,942	18.0%
8,188	9,815	19.9%	86 86th Street Crosstown	113,960	115,267	1.1%
10,243	10,281	0.4%	87 Eastside Circulator	141,673	136,199	-3.9%
	130,015		90 Red Line		763,382	
216	1,333		Others	3,871	4,892	
686,317	698,328	1.8%	Total	8,815,949	9,244,855	4.9%

Dec-18	Dec-19	% Change	Flexible and Contracted Services	2018	2019	% Change
26,965	23,671	-12.2%	Open Door Riders on Fixed Route	347,594	342,852	-1.4%
22,657	22,956	1.3%	Open Door	299,926	282,286	-5.9%
1,918	3,329	73.6%	Open Door Taxi Vouchers	15,507	46,406	199.3%
9,887	8,495	-14.1%	31 Day S-Pass	173,766	115,148	-33.7%

IndyGo continues to develop statistical methods sufficient for FTA certification of its Red Line BRT Automatic Passenger Counters. Until such certification is achieved, Red Line BRT ridership numbers are considered preliminary and subject to future revision.

STRATEGIC PLANNING

The Strategic Planning team continues to advance the projects outlined in previous board reports, including, but not limited to, transit-oriented development planning & zoning, environmental planning related to the Blue Line, joint development activities associated with the Blue Line, advancing shared use mobility efforts, the paratransit operational analysis, supporting Avail implementation, working with a statistician to develop an FTA-compliant sampling plan for measuring ridership and other data analysis/research projects.

Project Development:

Blue Line: IndyGo formally submitted an application to the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process on September 6, 2018. An updated application for the Small Starts program (required annually until grant execution) was filed on August 23, 2019.

The National Environmental Protection Act (NEPA) investigations associated with Blue Line project development will lag behind the Purple Line investigations that are currently underway. The team has indicated to FTA its plan to identify and pursue a single site joint development opportunity, which should keep the level of investigation at a “documented categorical exclusion” rather than an “environmental assessment”, a higher threshold of investigation.

Julia M. Carson Transit Center Level Boarding: The design of level boarding platforms at the Julia M. Carson Transit Center has slowed in large part to allow key staff to prioritize the development of the Purple Line. A new project schedule for the level boarding platforms is in development. The construction phase of the level-boarding project was/is not anticipated to begin until 2023/2024; therefore, staff is able to delay the completion of the design phase without having an adverse impact on the overall schedule.

Shared Use Mobility: The strategic planning team continues to work with the Public Affairs division in exploring and advancing strategies to promote shared use mobility options for Indianapolis. With transit systems serving as the core of any shared use mobility system – and with shared use mobility options proliferating in cities across the country, including Indianapolis with the introduction of electric scooters – this is a strategic role for the team and the agency. There are currently three primary efforts that are being led by the strategic planning team, specifically. This includes:

1. **Mobility Partnerships:** IndyGo is currently working with other mobility providers to assess the potential for mobility integrations. The team is participating in the City’s work around resiliency hubs and supporting the transportation planning efforts of the Englewood CDC with respect to its having been selected as a *Moving Forward* awardee through the Indiana Housing and Community Development Authority.

Moving Forward is an innovative approach to the federal Low-Income Housing Tax Credit program. In addition to using these program resources to fund low-income

housing tax credit developments, the purpose of Moving Forward is to identify, pilot, and implement innovative strategies and wrap-around supports that improve the livability and usability of a particular housing project as well as yield innovative applications of technology that can be adapted, applied, and/or commercialized elsewhere. Transportation innovations are a key part of the Moving Forward program, and IndyGo is assisting the Englewood project, providing insight and expertise related to their plan. As part of this engagement, IndyGo is participating in a Moving Forward kickoff workshop this month to help frame issues and opportunities related to transportation innovation.

The team is also providing informational and material support on IndyGo's strategic plan partnerships efforts, particularly as it relates to supporting the project pilots with Purdue Polytechnic High School, Indianapolis Public Schools, and Indianapolis Metropolitan High School.

2. FTA Mobility on Demand On-Ramp: As noted in previous reports, as part of its local pilot/demonstration project, IndyGo is partnering with the John H Boner Neighborhood Center to develop a mobility district within the Near East Side to better connect residents to opportunity, via transit and other modes of shared use mobility. IndyGo and the Boner Center – in partnership with the Personal Mobility Network, an initiative of the Central Indiana Community Foundation – are preparing a business plan to advance mobility hubs and mobility integration.

IndyGo facilitated a workshop with civic and community stakeholders and resident leaders at the Boner Center on December 19, focused on identifying - through a collaborative process - two to five locations with the greatest opportunity for the first implementation of mobility hubs. That effort will help the team focus its engagement and planning activities on specific sites. IndyGo is in the process of working with its partners to develop a community engagement strategy to facilitate community input on opportunity locations.

3. FTA Integrated Mobility Innovation Grant Opportunity: On August 5, IndyGo submitted a grant proposal for the FTA Integrated Mobility Innovation grant opportunity. The effort proposed to advance three core areas of mobility innovation: 1) integrated payments across mobility providers, housed within the IndyGo MyKey system, 2) transportation savings account mechanisms, through which individuals could build and centralize resources (as well as including investment by third-party payors such as social services agencies) to facilitate mobility; and 3) the co-location of mobility services at strategic locations. While no official timeline regarding announcements from FTA has been made public, IndyGo anticipates an announcement from FTA with regard to this program in the near future.

Blue Line TOD Planning: In July 2018, IndyGo submitted, and was subsequently awarded, a \$320,000 federal grant award – matched locally by IndyGo (\$40,000) and the City of Indianapolis, Department of Metropolitan Development (\$40,000) for a total of up to \$400,000

– as part of FTA’s Pilot Program for TOD Planning. According to the FTA, the Pilot Program for TOD Planning helps support FTA’s mission of improving public transportation for America’s communities by providing funding to local communities to integrate land use and transportation planning with a new fixed guideway or core capacity transit capital investment. In Indianapolis, the new capital investment is in reference to the Blue Line bus rapid transit route, specifically.

On May 23, 2019 the IPTC Board accepted the joint-recommendation of the team of Gould Evans (Kansas City, MO), Urban3 (Ashville, NC), Toole Design Group (Minneapolis Office), and Green3 (Indianapolis, IN) for this work and authorized the President/CEO to enter into contract negotiations with Gould Evans. A detailed scope of work was included as part of the final contract negotiation phase, as this project is an integral part of both the City of Indianapolis’ TOD implementation strategy and the City of Indianapolis’ participation in the Bloomberg Philanthropies, American Cities Climate Challenge.

The consultant team returns to Indianapolis the week of January 20th to set in motion a process for elected and appointed officials to determine which approach to zoning for TOD is best for the city of Indianapolis. A clearly defined, widely-accepted approach is needed before the consulting team – working alongside city staff – can prepare technical changes to the city’s zoning ordinance.

Other initiatives

The Strategic Planning team continues to work with other departments within the Capital Projects division, as well as support Public Affairs and Operations, across several initiatives:

- **Title VI Program Update:** In coordination with legal and public affairs, Capital Projects and Planning staff are working to update IndyGo’s Title VI Program. The update, last completed in 2017, is a federal requirement. The team has gathered necessary data and information to start completing much of the paperwork related to the update; we will be presenting the Title VI Program Update at the January 2020 IPTC Board of Directors Meeting for their consideration and approval. If approved, the document will be uploaded to TrAMS for FTA’s review.
- **Purple Line Transit Impact Study:** Following in the footsteps of the MPO’s Red Line Transit Impact Study (TIS), IndyGo staff is gathering data to capture the “before” conditions of the Purple Line corridor. This project is multi-faceted: it includes a drone flyover, corridor survey, and the report on existing conditions. The intent of the report is to perform a before and after analysis of all rapid transit corridors following a defined set of time after operation begins. Baseline data collection and analysis is ongoing; a preliminary draft report of existing data is anticipated near the end of January.
- **Paratransit Operational Analysis (POA):** The Strategic Planning team is working with operations, public affairs, legal, and others to facilitate a comprehensive review of IndyGo’s paratransit policies, procedures, and practices called the Paratransit Operational Analysis (POA). The first deliverable from KFH was accepted at the end of July; the second draft deliverable was received in late August. In August, the IndyGo

project team re-tooled the engagement portion of the study. A Steering Committee, comprised of members of the Board of Directors, MAC members, and community stakeholders will help guide the study. IndyGo has received the initial Options & Recommendations report. Staff anticipates a public input period in February to solicit comments about paratransit service delivery options.

- **Sponsored Rides:** The Strategic Planning team continues to collaborate with the Public Affairs, Finance & Accounting, and Legal Services divisions to further develop a longer-term IndyGo's Sponsored Rides program where students, employees, and/or clients of partner organizations can ride IndyGo at no direct cost to the program participants. We have connected with over 30 existing or prospective partners to start to determine what their needs and concerns are as it relates to the creation of a more comprehensive sponsored rides program; one that includes other partnership opportunities. In the meantime, strategic planning staff—in partnership with public affairs—continues to monitor and evaluate the successes and challenges that are attributable to the pilot programs that are currently underway. Our current partners for our sponsored rides program include: Purdue Polytechnic High School, Indianapolis Public Schools, Indianapolis Metropolitan High School, and most recently, Washington Township Schools.
- **Automatic Passenger Counter Certification:** The team is working with Service Planning, Information Technology – Connected Vehicles group, and the Avail project management team to review data, hardware, and processes that will be used for certifying IndyGo's Automatic Passenger Counters (APCs). Upon certification, IndyGo could use APC data as its official ridership count; having this certification will be important as it will be one of the primary means by which ridership on the Red Line will be able to be verified. Certification may also allow automation of passenger-miles traveled reporting. This effort is ongoing; however, it is reliant upon the successful implementation of the CAD/AVL system.
- **Grant Applications:**

Bus and Bus Facilities Program: IndyGo applied for this program last year with a program ask for all-electric vehicles using a public-private partnership. The submission was highly rated but did not receive funding as this grant was highly over-subscribed. With additional funding available for the FY 2019 program (approximately an additional \$100 million), IndyGo staff believe the same application will have a good chance at receiving funding. IndyGo submitted an application for 27 40' buses with a total ask of \$10,800,000 and a local match of 20% (\$2,700,000). IndyGo anticipated the award announcement in September but the FTA has not yet announced the awardees.

Advanced Technology and Congestion Management Technology Deployment: The Federal Highway Administration (FHWA) is administering this U.S. DOT grant that seeks projects using advanced technology to resolve issues that present safety, mobility, or congestion challenges in a city or region. The maximum project award is \$12 million. The

program is authorized through the FAST-Act and has one additional year of funding available. IndyGo is awaiting an announcement on whether its application was funded.

Integrated Mobility Innovation: See above under Shared Use Mobility

Indianapolis MPO SFY 2025 Call for Projects: The Indianapolis MPO released its call for projects package for SFY 2025 federal funding on September 12th. IndyGo submitted its project application. The MPO should present recommended projects in 1Q 2020 with approval of those projects in 2Q 2020.

- **Regional Initiatives/Discussions:**

Section 5307/5311 Allocation Plan: A consultant has been selected and is under contract for this study. RLS and Associates will perform the analysis, with guidance from the MPO, IndyGo, and CIRTa.

Section 5310 Oversight: Nearly all site visits for active Section 5310 subrecipients were completed in December. Follow-up communication will continue in January/February for any issues discovered during the site visits.

Section 5310 2019 Call for Projects: Vehicles from the 2019 CFP have been delivered. Subrecipients have been informed and will be picking the vehicles throughout January.

Section 5310 2020 Call for Projects: The 2020 CFP will be held in the 1Q of 2020. No date has been set.

Suburban Transit Planning: IndyGo has participated in several stakeholder meetings for the development of the Plainfield/Guilford Township Transit Plan. At this time, no preferred routing has been identified but outreach will be conducting over the next few weeks to help the project team understand preferred networks based on available funding. IndyGo will continue to participate and update the board on the likelihood that a transit referendum could be held in November 2019. Currently, the question is on the ballot for Guilford Township residents.

ENGINEERING & CONSTRUCTION

Red Line

The Red Line project is substantially complete and is open for service. Contractors are finishing punch list items and some added scope to address operations issues now. All work should be complete by the first quarter of 2020.

Purple Line

IndyGo's design consultant WSP is currently working towards with 90% design 60% A risk workshop was held by FTA and the PMOC on May 16th and 17th and expecting to complete the risk report early next year. WSP is working with Citizen's Energy Group and Indy DPW to

finalize the drainage design along 38th street. This would include some separation of storm and sanitary along 38th Street. ROW acquisition is ongoing with offers accepted for almost half of the parcels. And offers out for the rest. 6 parcels are in condemnation currently. The current schedule for Purple Line's is as follows

- **95 Percent** – September 2020
- **Ready for Bid Package** – 12/31/2020
- **Bid** – January 2020 (Contingent on Right-of-Way Status)
- **Bid Award** – March 2021
- **Construction Notice To Proceed** – April 2021
- **Revenue Service** – Summer 2023

An update to the Small Starts Grant Application package was submitted in August 2019.

Blue Line

Preliminary design has started on the Blue Line project. The designer, WSP, has submitted 30% plans for all segments. Further design of Blue Line and NEPA work is currently on hold until to point where Purple Line design elements have been agreed upon by DPW and CEG. This schedule revisions also intended to limit the overlap of construction between the Purple and Blue Lines.

An update to the Small Starts Grant Application package was submitted in August 2019.

Other On-Street Projects

Several other on-street projects, including the Super Stops project, Rural Street underpass lowering, and bus stops and shelter improvements were included in the Marion County Transit Plan and the IndyGo Five-Year Capital Plan. The bus stops project has been awarded to Shuck Corporations and expected to start Construction in next few weeks Rural Street Underpass and Super Stops project are currently in design. The Super-Stops project is expected to reach 95-percent design stage by Spring 2020 when final design will hinge on the passage of the city ordinance that is needed. The Planning & Capital Projects team continues to consult the Executive Leadership team with respect to the timing of various approval processes; anticipating that the soonest construction of Super-Stops could begin is late-2020 to early-2021.

FACILITY PROJECTS

The Capital Improvement Projects for Facilities have Task Orders/Projects for on call services with WSP for high voltage and The Etica Group for architectural. WSP is tasked to work on Electric Bus Fleet Charging Facility Upgrades and CCTV Camera Improvement placement. The Etica Group is tasked with Office Renovations, Vehicle Wash, Garage Door Improvements (Maintenance Area), Paint Booth, Security Screen Doors, Multi-Use Training Facility.

WSP:

- **Electric Bus Fleet Charging Facility Upgrades** – Project completed and closed.

The Etica Group:

- **Space Planning Renovations Construction** – Phase IV- Staff has moved into the Administration Area. Several planned conference rooms have been converted into offices to accommodate current and immediate future staffing needs.

There are still some items remaining for completion, however the project is substantially complete.

- **Space Planning Renovations Maintenance Area Design** – The Garage Door Improvements will begin this phase of work; this will include widen of the garage door from vehicle wash to the parking, charging area, the retrofit of the fire door and tie-in to the fire suppression system and upgrade and installation of the fire door for the front garage door near Treasury. The next phase of Maintenance will be the renovation of offices, rest rooms, fall protection, vehicle lifts, Maintenance locker rooms and lounge. The design completion has been pushed out to allow the design team to focus on the new Training Facility Design, the construction of Vehicle Wash/Paint Booth/Garage Door Improvement, design & construction of Security Screen Doors/Emergency Exit Doors.
- **Vehicle Wash Rack/ Garage Door Improvement/Paint Booth**– The project scope includes the removal and installation a new vehicle was system, removal and installation of a new paint booth system and the widening of the garage door, removing the fire suppression door and suppression system. Internal coordination is ongoing regarding the logistics during construction. Demolition of the door widening is completed and awaiting the frame of the opening. The new vehicle wash has been delivered and all three bays have been installed. The vehicle wash system construction installation is 80% complete, with test and start-up and training for staff beginning in February.
- **Training & Contingency Facility** – The design was completed, however there has been some changes to accommodate the additional programs for the facility. Renderings will be available for presentation for continued outreach to keep the community informed of construction activities. The location is to provide a full training facility with grounds for driving course as well, with space for maintenance training as well and operate as a contingency site for the agency. The current schedule for advertising the project January 2020, with construction starting in Spring 2020, conducive to outdoor construction.
- **Overhead Security Screen Doors/Emergency Exit Doors** – The project scope is for the installation of (9) screen doors on all bay doors in the facility. One contractor submitted a proposal for the construction; however, the contractor was not recommended to move forward. The project is being redesigned to include (18) emergency exit doors, in hopes to create a more attractive project to more contractors. The design documents for the project are completed. The schedule for project advertising is January 2020, with construction starting in Spring 2020.

Justin Stuehrenberg

Vice President of Planning & Capital Projects



Operations Division Report – Dec 2019

To: Inez Evans, President and CEO
From: Aaron Vogel, Chief Operating Officer/Vice President of Operations
Date: January 23, 2020

TRANSPORTATION SERVICES

Employee Recognition:

Employee of the Month:

November – Samuel McGhee

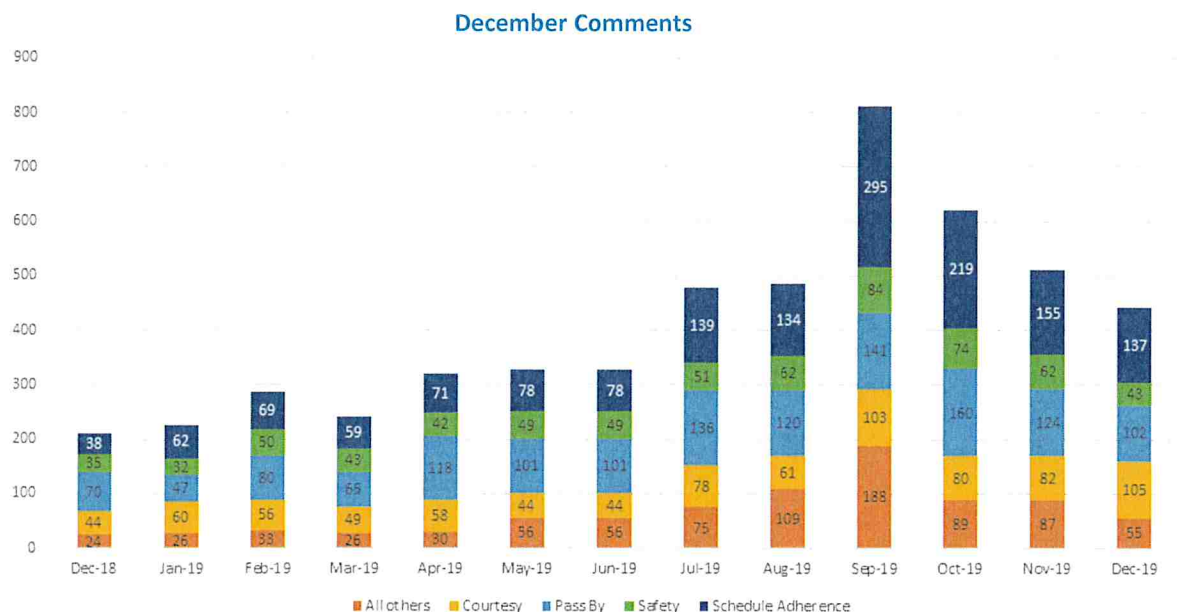
December – Maurice Bowen

Commendations:

The following Transportation employees were recognized for their extraordinary customer service.

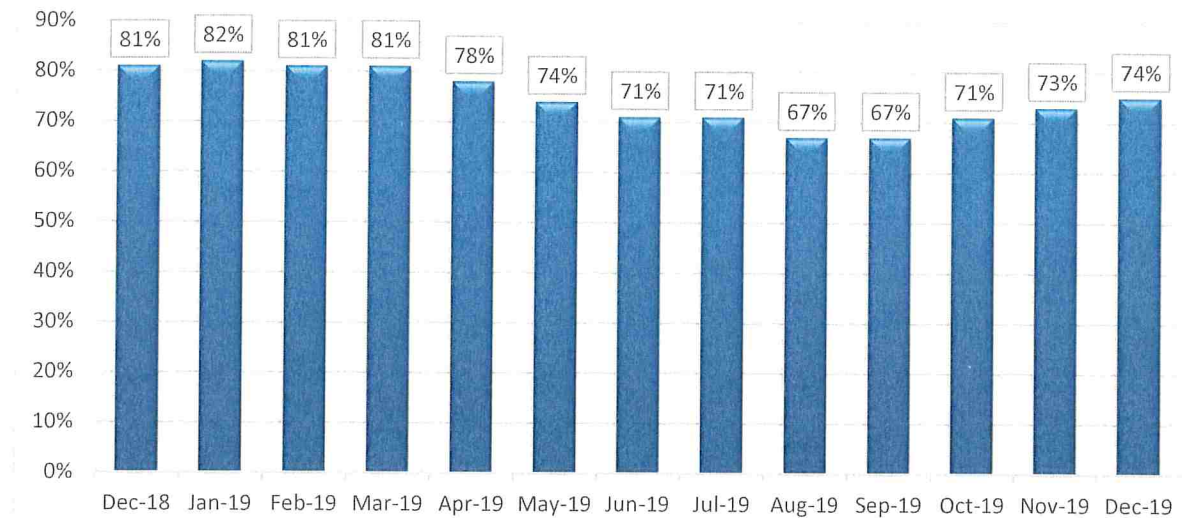
November: Mikaiah Arnold, Paris Barnes, Ashanti Battle, Leonard Caldwell, Deshawnta Carpenter, Mecca Clark, Larry Hall, Didance Hategekimana, Regina McCain, Cheryl Spence, Traina West, Leah Rowe

December: Joyce Ledell, Bryant Reed, McKensey Rainey, Eric Wilson, Renita Davis, Edgar Birdsong, David Madyun, James Washington, Joetta Camden, Timothy Hughes, Anthony Sanders, Michelle Draper, Jacquece Rutledge, Rebecca Maring, David Clay, Michael Parrish, Debbie Long, Sandra Taylor, Regina Brooks, Francheska McGraw, Michael Detienne, Tifernie Irby, Kathleen Robinson, Sandra Hook



Key Performance Indicators:

YTD On Time Performance-Fixed Route



The On-Time Performance chart provides overall fixed route system's arrival percentage by month.

VEHICLE MAINTENANCE & FLEET SERVICES

Vehicle Maintenance:

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January 2018 through current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance

Mean Distance Major Systems Failures
Mean Distance Between All Systems Failures

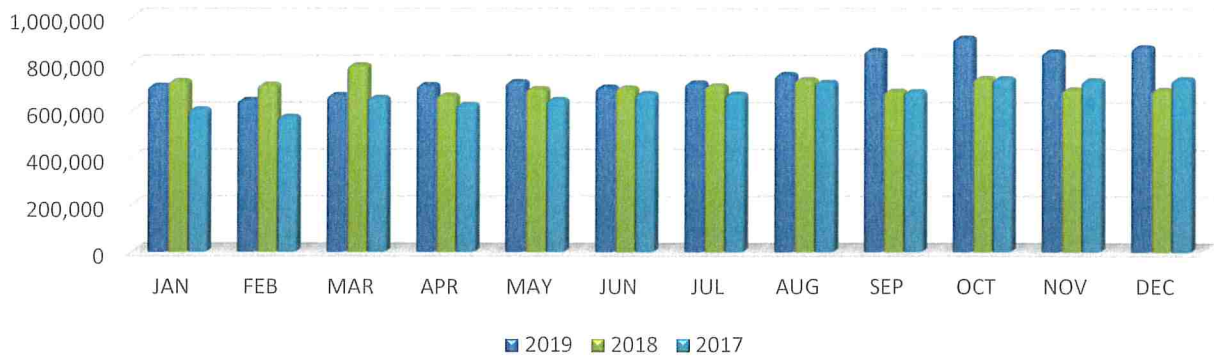
	2019/01	2019/02	2019/03	2019/04	2019/05	2019/06	2019/07	2019/08	2019/09	2019/10	2019/11	2019/12
MAJOR	6,052	7,370	8,406	5,640	5,183	6385	8273	9516	19794	15,747	18,388	20,046
ALL	4,312	5,182	6,937	6,382	6,617	8807	11031	29280	38728	154,848	45,486	128,869
	2018/01	2018/02	2018/03	2018/04	2018/05	2018/06	2018/07	2018/08	2018/09	2018/10	2018/11	2018/12
MAJOR	4,895	4,392	5,342	6,238	5,016	4,181	5,164	5,554	7,285	12,211	8,546	7,968
ALL	3,200	3,618	4,474	4,822	3,973	3,122	4,179	4,611	6,000	9,962	7,023	6,221
	2017/01	2017/02	2017/03	2017/04	2017/05	2017/06	2017/07	2017/08	2017/09	2017/10	2017/11	2017/12
MAJOR	5,834	9,585	6,907	5,745	5,269	7,070	6,655	8,202	7,049	6,330	5,496	7,000
ALL	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062	5,258	5,333	4,389	4,895

Fleet Services:

There were 126 buses detailed in December. The goal is to detail every bus at least once per month.

We have logged 9,127,457 miles YTD

Coach Logged Miles



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2019	707,466	646,619	667,992	711,337	724,427	701,634	720,062	755,738	858,397	910,054	852,192	871,539	9,127,457
2018	727,094	711,683	794,958	665,856	694,173	697,882	707,050	733,567	684,009	737,985	691,012	690,486	8,535,755
2017	605,993	574,706	655,652	626,211	647,575	674,175	671,980	721,481	681,961	737,269	730,269	736,784	8,064,056

FACILITIES

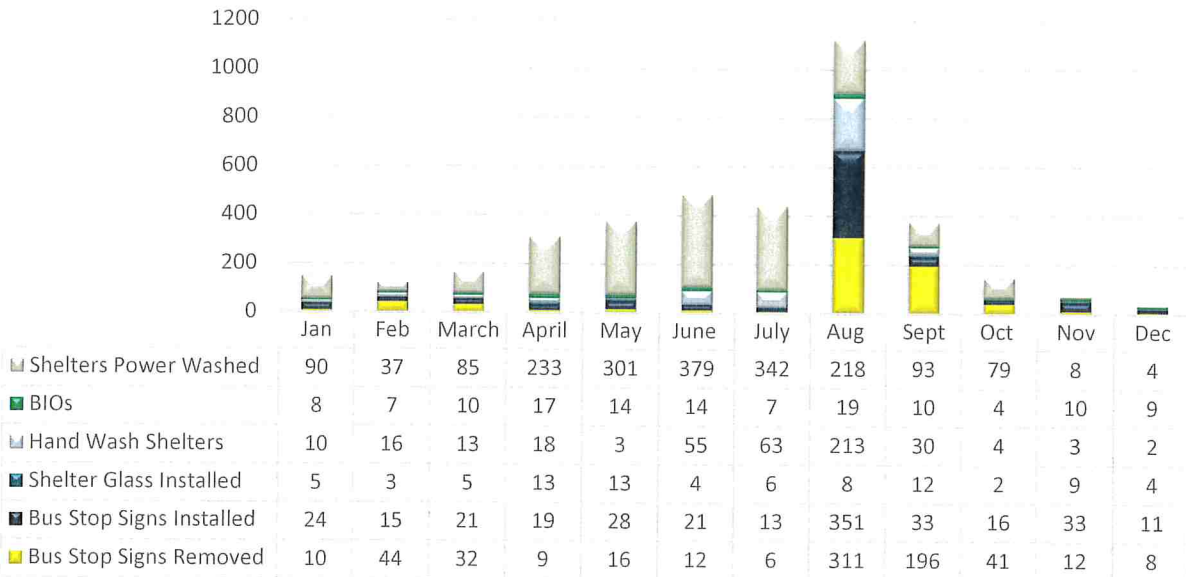
The contractor R.L. Turner continued with work on Phase 4, the Administrative Offices. The renovation will be significantly completed, and the employees moved into the new office space. They will continue with punch list items through January.

The Julia M. Carson Transit Center continues to experience high volumes of traffic, much of this driven by the increased presence of students from the IPS partnership. The construction work on the bays is significantly complete with Bay S still under construction to repair the elevation issues.

We continue to monitor the traffic at the 34 BRT stations and have them serviced throughout the week. During November and December, we were able to deploy our snow and ice removal plan successfully to keep the stations and ramps clear. We have also increased the security monitoring of the stations to reduce loitering.

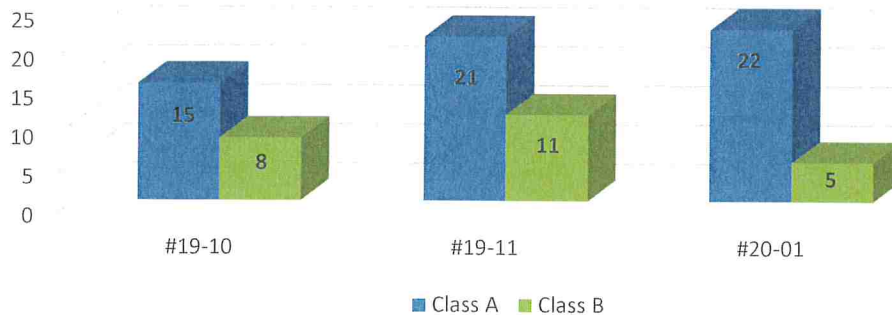
During the fall/winter months the solar panel system continues to produce enough energy to charge the electric fleet although there are shorter daylight hours. The design work for the additional panels is progressing through the A&E Firms. Once completed we will add up to 2,150 more solar panels to produce another half megawatt of power for charging electric buses and facility.

Facility Services



SECURITY AND TRAINING

Operator Trainees



Class #19-10 started on October 7, 2019. The class has finished all portions of the Fixed Route Training and graduated on December 20th. They transferred over to Operations on December 22, 2019.

Class #19-11 started on November 18, 2019. This class is currently in the route familiarization portion of training. This class is expected to graduate in late January/ early February due to the holidays.

Class #20-01 started on December 30, 2019. This class is expected to graduate in late February/ early March.

In 2019 we had 212 students that started the training program, 174 of those students graduated.

For CDL training tests are as follows:

The total number of students that have taken the CDL test is 219

Total number of students that passed: 212

We had a 96.8% success rate for students acquiring their CDL.

The following training sessions were conducted in December:

Staff performed the following trainings:

- Three (3) requests for training to aid in acquiring CDL permits
- Twenty-four (24) operators for preventable accident retraining
- Three (3) operators who reported back to work after an extended leave

YTD Security Update:

They made 29,117 operator contacts – verbal check-in with the operator

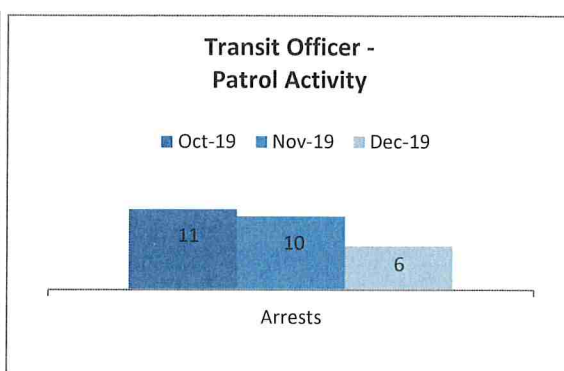
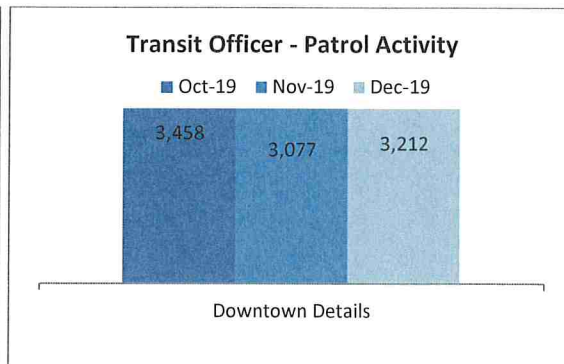
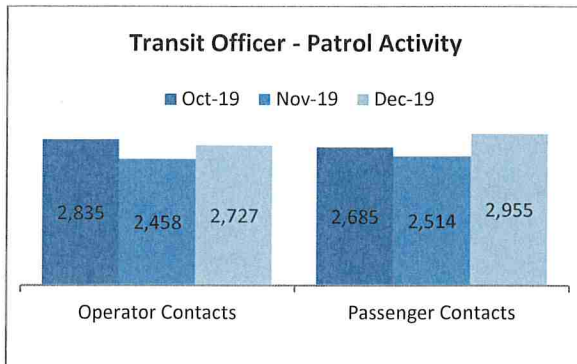
They made 31,663 passenger contacts – answered passenger inquiries or assisted them

They performed 29,767 downtown details – walk through of shelters, stops and stations

They performed 4027 ride checks – ride the bus from one location to another on issue routes.

They performed 89 arrests at the CTC or once the coach arrived at the CTC

Mark Emmons and Manager of Facility Maintenance, Mark Crane, attended a meeting with the Department of Public Works (DPW) and their snow removal team following the snow event that occurred that brought up to 8 inches of snow to the Indianapolis area. This was the first snow that required plowing by DPW and this meeting was to discuss how the event went. It was mentioned that they did not have any issues with IndyGo and the Red Line buses.



MOBILITY SERVICES – Open Door

Transdev's On Time Performance (OTP) for December 2019 was 90.27%. IPTC continues to see a renewed-commitment from Transdev to immediately improve service provision to the customers of Marion County.

Transdev was required to submit a 90-Day Corrective Action Plan with immediate steps to achieve results that will improve service provision. The time-sensitive action plan is being monitored closely by IPTC for performance improvements and enhancements. The plan includes a comprehensive strategy to improve all levels of services, along with time expectations to meet the contractual requirements between IPTC and Transdev.

Paratransit Business Model

Christian T. Kent – Transit Management Consultant, LLC – During the February 2020 Board Meeting, Mr. Kent will present to the Board his findings of the Paratransit Business Model review that was at the request of the September 2019 Board Meeting, The Board of Directors requested to have a Paratransit Business Model review completed to provide costing for our Open-Door service to; 1. Provide Paratransit service in house, 2. Contract Paratransit service and/or 3. Hybrid model.

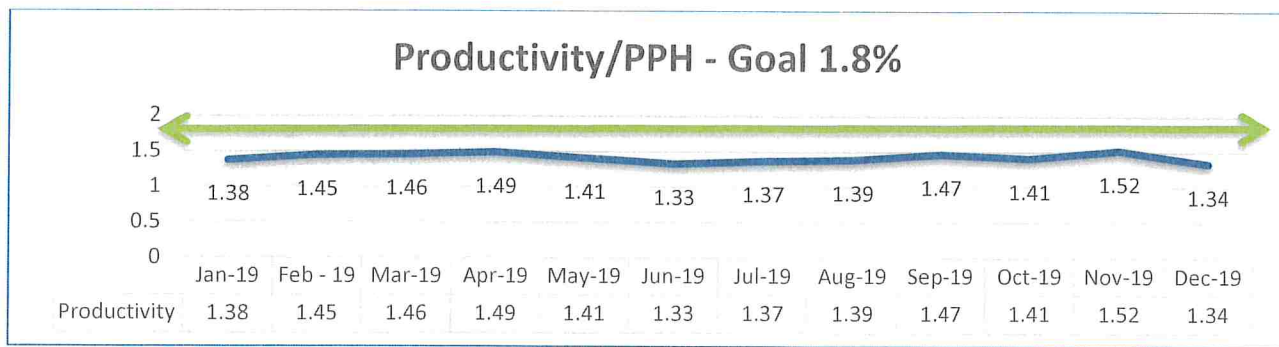
Service Performance:

Transdev Services concluded the month of December 2019 with an average On Time Performance of 90.27% and Productivity of 1.34%. December 2018 OTP was 91.43% representing a 1.27% decrease versus prior year and December 2018 Productivity was 1.33% representing a 4.51% decrease versus prior year.

IPTC continues to perform daily monitoring; on-site visits and discussions regarding a proactive outlook for the current/next day's service. IPTC staff also collaborates with Transdev staff to continually monitor On Time Performance as well as mitigate any immediate and future impacts to service.

2019 On Time Performance and Productivity

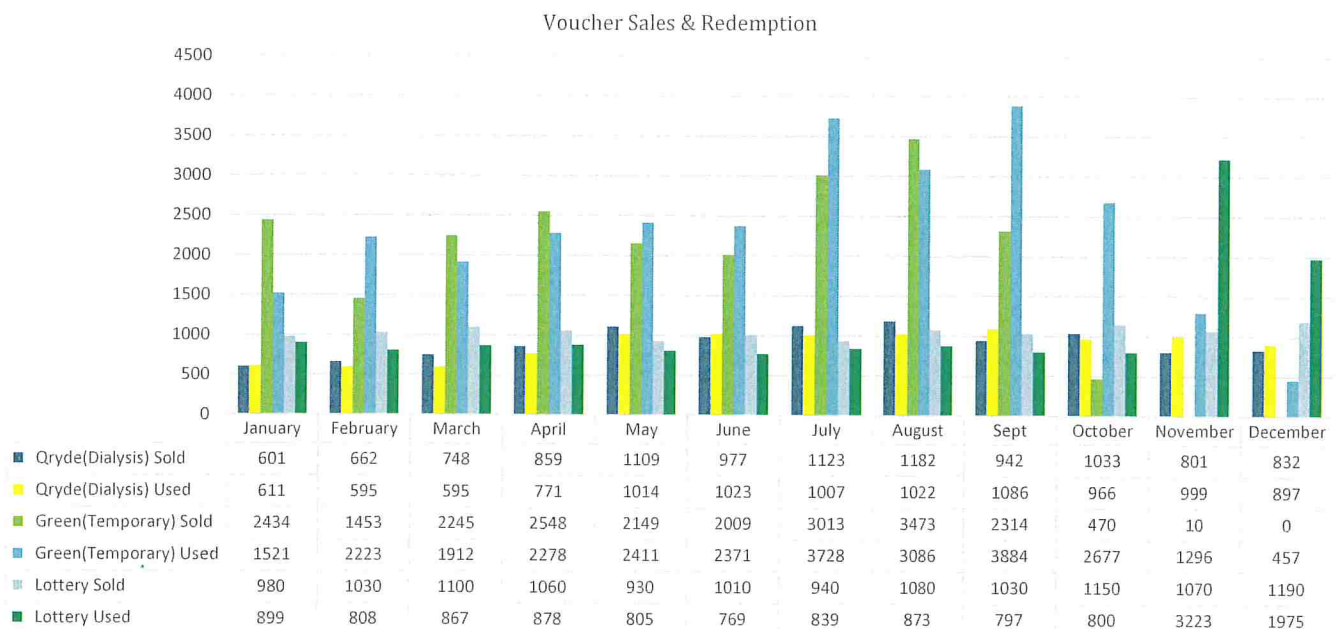




Voucher Program:

Starting January 1, 2020, IndyGo has finalized the temporary Green Ticket (Emergency Voucher Program). The standard Lottery Program will continue as it has existed, and the Dialysis voucher program will not be impacted. Our priority is to ensure that our Open-Door customers seamlessly transition to Transdev for transportation services and/or participation in our ongoing Lottery and Dialysis Voucher Program.

As with all programs, IndyGo maintains the right to change this procedure based on review of the Voucher program.



Service Comments:

As we continue to see On Time Performance improve our customer comments are increasing YOY. In addition, ridership for December 2019 was 22,953 passenger trips and December 2018 were 22,648 passenger trips, an increase of ridership of 1.35% YOY. Customer comments for

December 2019 are 101 and customer comments for December 2018 are 69 reflecting a 46.38% increase YOY. Schedule adherence continues to drive the increase in customer comments.

Hawkeye Health – Assessment/Eligibility:

Total Eligibility Applications received for services for December 2019 was 117. Hawkeye Health approved 23 renewals and 2 denied renewals. Total number of new applicants for December 2019 was 59 and new applicants denied were 3.

Transdev Liquidated Damages:

To date Transdev still has not met the contracted goal of 95% monthly on-time performance (OTP). In addition, as a result of areas of underperformance, IPTC continues to assess and collect liquidated damages (LD's) from Transdev invoice payments. Through November 2019, IPTC has assessed and collected a total of \$628,900 in contractual Liquidated Damages.

WEX Fuel Card Program:



The WEX Tax Exemption and Reporting Program can significantly reduce accounting and administrative time for qualified fleets exempt from motor fuel excise taxes or certain sales taxes — at Federal, state, county or local levels.

For December 2019 our savings from fuel excise taxes were \$9,684.27. (Fed Taxes = \$6,967.90 and State Taxes = \$2,716.37).

Benefits include:

- Net billing of federal excise tax on applicable fuel purchases at any location.
- Net billing of state, local, county and special tax on applicable fuel purchases at participating merchant brands based on local tax laws.
- Detailed reporting of the purchase data and tax exemption.

Exemptions are dependent upon several factors, such as your tax-exempt status for fuel purchases, the taxing jurisdiction's laws, regulations and requirements, and for most state, county and local taxes, merchant participation. In the event that a transaction cannot be billed "net of tax", you will receive detailed reporting showing the full purchase price and the tax paid.



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

Public Affairs Division Report-Nov & Dec 2019

To: Chair and Board of Directors
From: Bryan Luellen, Vice President of Public Affairs and Communications
Date: Jan 15th, 2020

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR NOVEMBER & DECEMBER 2019

ISSUE:

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

RECOMMENDATION:

Receive the report.

Bryan Luellen
Vice President of Public Affairs and Communications

Attachments

Contributing Staff includes:

Daniel Krupski, Customer Service Business Analyst
Chauncyia Coleman, Director of Customer Service
Lauren Day, Director of Public Relations
Jerome Horne, Ridership Experience Specialist
Vanesa Rivera, External Communications Coordinator
Allison Potteiger, Organizational Communications Manager
Cheryl McElroy, Internal Communications Specialist
Jordan Patterson, Community Outreach Coordinator
Brandon Evans, Digital Strategy and Community Engagement

INDYGO.NET WEBSITE STATISTICS:
(11/1/2019-11/30/2019)

Page Views	330674
Bounce Rate	56.33%
New Users	49,495
Returning Users	24,673
Total Sessions	151,475
Total Monthly Sessions Comparison to Previous Year	116.93%

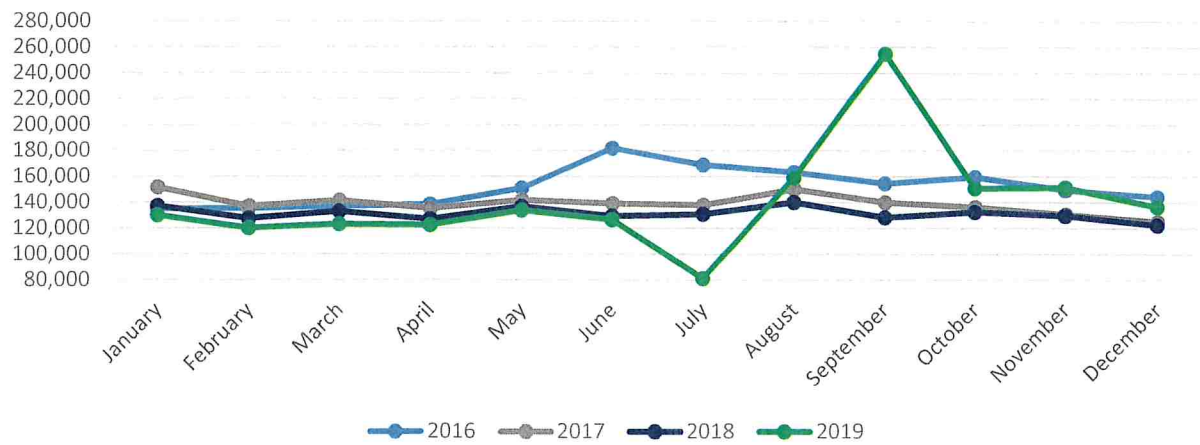
Date	Mobile	Desktop	Tablet
Nov-19	67.09%	30.43%	2.48%
Oct-19	67.09%	30.08%	2.82%
Sep-19	69.12%	26.95%	3.93%
Aug-19	62.37%	33.75%	3.88%
Jul-19	70.24%	26.99%	2.77%
Jun-19	85.20%	13.15%	2.88%
May-19	69.48%	27.48%	3.05%
Apr-19	84.19%	14.00%	1.81%
Mar-19	84.54%	13.71%	1.75%

INDYGO.NET WEBSITE STATISTICS:
(12/1/2019-12/31/2019)

Page Views	297,832
Bounce Rate	55.23%
New Users	37,633
Returning Users	21,778
Total Sessions	136,501

Total Monthly Sessions Comparison to Previous Year	111.51%
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IndyGo.Net Website Sessions



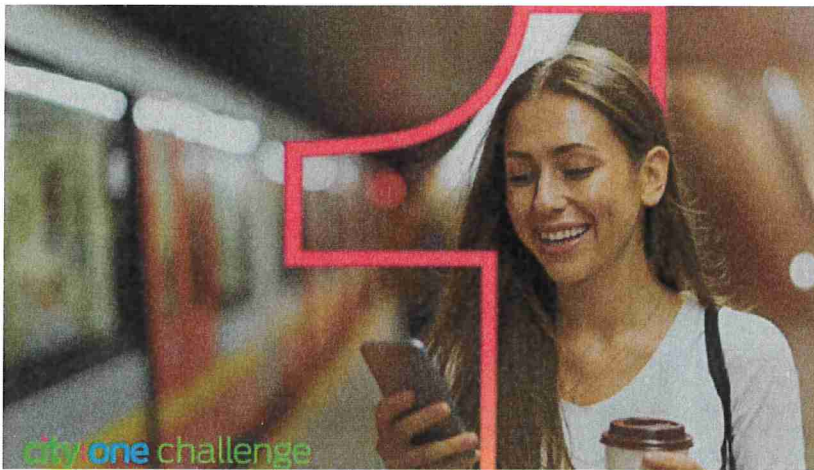
Date	Mobile	Desktop	Tablet
Dec-19	70.09%	27.89%	2.02%
Nov-19	67.09%	30.43%	2.48%
Oct-19	67.09%	30.08%	2.82%
Sep-19	69.12%	26.95%	3.93%
Aug-19	62.37%	33.75%	3.88%
Jul-19	70.24%	26.99%	2.77%
Jun-19	85.20%	13.15%	2.88%
May-19	69.48%	27.48%	3.05%
Apr-19	84.19%	14.00%	1.81%

NOVEVMBER COMMUNICATIONS RECAP

Red Line buses will use regular traffic lanes on College Avenue during median replacement

INSIDE INDIANA BUSINESS

Winners named in City: One Indianapolis Challenge



by: Reed Parker, Inside Indiana Business

Posted: Nov 22, 2019 / 11:10 AM EST / Updated: Nov 22, 2019 / 11:20 AM EST

Red for Ed ralliers encouraged to ditch the car on Tuesday

Posted: 10:58 PM, Nov 18, 2019 Updated: 11:21 PM, Nov 18, 2019

By: Cornelius Hocker

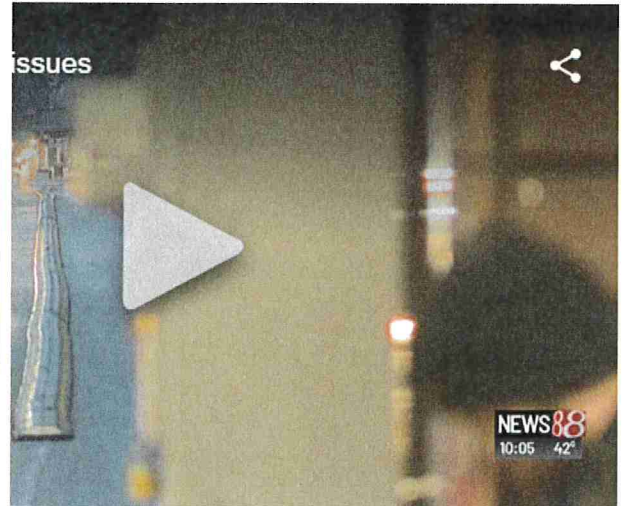


Show Caption

INDIANAPOLIS — As thousands of educators and their supporters get ready for the Red For Ed rally on Tuesday, ralliers are encouraged to ditch their cars to get there.

Lesley Gordon, who works for IndyGo, says Tuesday could be one of the busiest days for for the Red Line.

"We're just asking that you give us a little extra time and plan extra time in your travel," Gordon said.



Updated: Nov 20, 2019 / 06:08 PM EST

ne buses will periodically use regular traffic lanes on College Avenue as the medians deemed "unstable" and "ineffective" by IndyGo.

's over 4 to 6 weeks beginning the week of Nov. 19.

riding north and southbound bus lanes "lifted" following improper caused by drivers, and will be replaced with concrete dividers, IndyGo

IndyGo testing Red Line fare collection solution

IndyGo continues free rides on the Red Line while temporary fare collection solution is deployed and tested.

Indianapolis Public Transportation Corporation (IndyGo) NOVEMBER 7, 2019



INDYGO TWITTER

Headline	Reach	Desktop Reach	Mobile Reach	AVE
Super Universal Shape Shifters part of the Spirit & Place Festival	19129	12762	6367	176.94
IndyGo Red Line ridership reaches nearly quarter million in September	44616	26170	18446	412.7
ArtTroop: Transformance, as a part of the Spirit & Place Festival	19129	12762	6367	176.94
IN Focus: Fact-checking the Indianapolis mayoral debate	1095254	454191	641063	10131.1
IndyGo services, including Red Line, modified for Indianapolis Monumental Marathon	601149	206411	394738	5560.63
How to get a free ride to the polls on Election Day 2019	1095254	454191	641063	10131.1
How to get to the polls for free on Election Day 2019	130923	55231	75692	1211.04
A Tailored Fit with Ellise Smith - Part of the Spirit & Place Festival	19129	12762	6367	176.94
IndyGo Extends Free Fares for Red Line, Again	78521	41405	37116	726.32
IndyGo Extends Free Rides On Red Line Through November	41466	22769	18697	383.56
IndyGo extends free Red Line rides again, citing technical difficulties in pay system	16784	13614	3170	155.25
IndyGo extends free Red Line rides again, citing technical difficulties in pay system	229728	108950	120778	2124.98
IndyGo Red Line extends free rides through November 30	601149	206411	394738	5560.63
IndyGo extending free Red Line rides	1321007	502562	818445	12219.31
IndyGo Red Line rides to be free through November	1321007	502562	818445	12219.31
IndyGo Red Line extends free service until November 30 due to continued ticketing issues	130923	55231	75692	1211.04
IndyGo Red Line extends free service until November 30 as they continue to test fare system	1095254	454191	641063	10131.1
IndyGo owed thousands due to Red Line fare delays	601149	206411	394738	5560.63
Red Line extends free rides through November 30	229728	108950	120778	2124.98
IndyGo extends free rides on the Red Line ... again	1403129	484499	918630	12978.94
IndyGo testing Red Line fare collection solution	44616	26170	18446	412.7
BYD, Toyota Partner Up For New Electric Vehicles	70788876	25410695	45378181	654797.1
APTA Appoints Evans to Board	78521	41405	37116	726.32
Art of Boycott: Exhibit & Panel part of Spirit & Place Festival	19129	12762	6367	176.94
IndyGo says vendors causing missed Red Line deadlines	121655	54687	66968	1125.31
How Red Line riders and motorists can navigate the Monumental Marathon this Saturday	1403129	484499	918630	12978.94
IndyGo closing some Red Line stations during Monumental Marathon Saturday	1321007	502562	818445	12219.31
200+ Veterans Day free meals, food, deals and discounts to honor your soldier in 2019	1403129	484499	918630	12978.94
200+ Veterans Day free meals, food, deals and discounts to honor your soldier in 2019 - IndyStar	377	131	246	3.49
IndyGo rapid transit buses find hurdles in 1st snow	229728	108950	120778	2124.98

Battery Electric Buses: the innovative technology that's re-energizing urban mass transit	8515957	3450802	5065155	78772.6
IndyGo's Red Line readies for winter test	601149	206411	394738	5560.63
Yes, snowplows will be able to clear the Red Line route. Here's how it will happen	1403129	484499	918630	12978.94
New public art on the White River Trail celebrates work by University of Indianapolis faculty	1434	1052	382	13.26
IndyGo electric buses having battery problems, can't handle the cold	601149	206411	394738	5560.63
IndyGo Red Line medians being replaced	601149	206411	394738	5560.63
Red Line Buses Having Charging Problems	41466	22769	18697	383.56
IndyGo Continues Free Red Line Rides Through November	2625	1372	1253	24.28
Red Line median along College Avenue needs to be replaced, IndyGo says	1095254	454191	641063	10131.1
IndyGo confirms Red Line median along College Avenue needs to be replaced	130923	55231	75692	1211.04
Interview: IndyGo seeks to build on successes and challenges of Red Line	601149	206411	394738	5560.63
IndyGo paid out 18% of injury, damage cases	601149	206411	394738	5560.63
Briggs: The Red Line can't keep its promises, but it will be fine	1403129	484499	918630	12978.94
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	191891	60095	131796	1774.99
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	2333	1467	866	21.58
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	2123	1991	132	19.64
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	38913	24393	14520	359.95
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	587	454	133	5.43
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	24744	6	24738	228.88
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	24751	13	24738	228.95
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11

Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	77586	45508	32078	717.67
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	7369	3237	4132	68.16
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	461	461	0	4.26
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	605	605	0	5.6
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	377	377	0	3.49
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	24750	12	24738	228.94
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1402	1246	156	12.97
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1331	1331	0	12.31
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	24754	16	24738	228.97
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1609	1448	161	14.88
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1226	1226	0	11.34
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	30073	30064	9	278.18
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	903	903	0	8.35
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1461	1461	0	13.51

Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1026	1026	0	9.49
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	439	439	0	4.06
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1286	1242	44	11.9
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	19776	98	19678	182.93
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	933	933	0	8.63
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	298	298	0	2.76
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	347	347	0	3.21
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	20535	857	19678	189.95
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	86	77	9	0.8
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	368	368	0	3.4
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1281	1281	0	11.85
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	47	47	0	0.43
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	80274	55536	24738	742.53

Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	793	793	0	7.34
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	4533	2510	2023	41.93
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	128	128	0	1.18
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	248	248	0	2.29
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	444	444	0	4.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	24748	10	24738	228.92
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	49742	30064	19678	460.11
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	341	341	0	3.15
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1275	1275	0	11.79
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	221	221	0	2.04
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	631	631	0	5.84

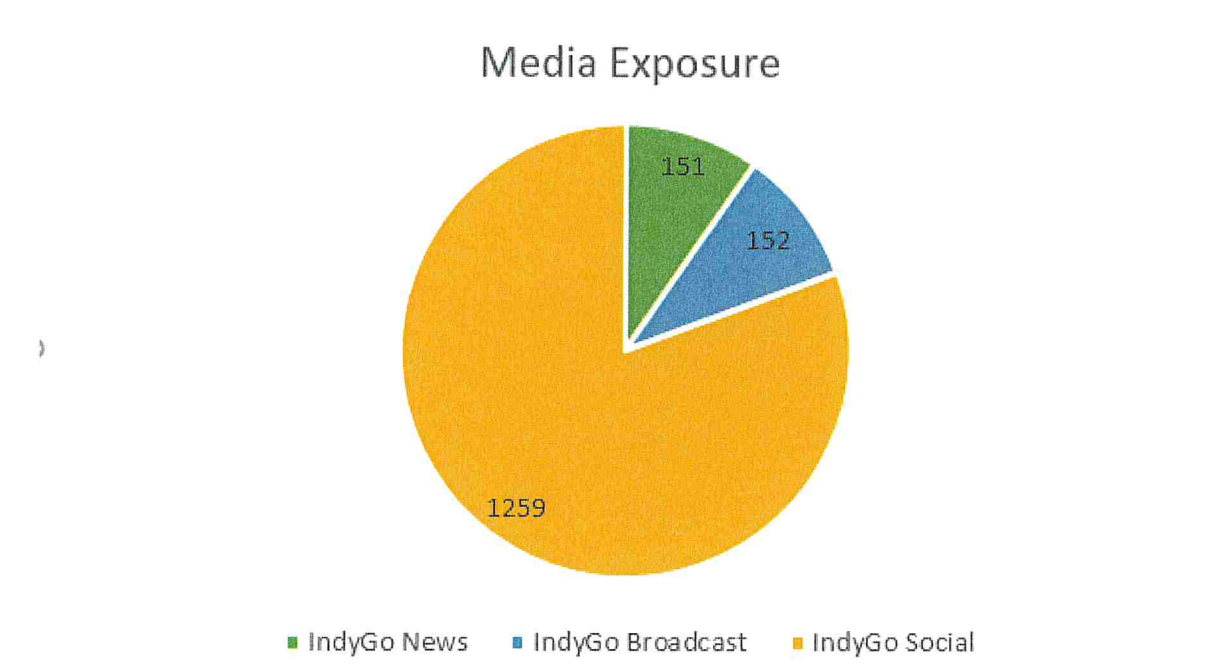
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	24743	5	24738	228.87
Red for Ed ralliers encouraged to ditch the car on Tuesday	601149	206411	394738	5560.63
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	619287	289533	329754	5728.4
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	902	902	0	8.34
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	19760	82	19678	182.78
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1864791	1344438	520353	17249.32
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	440799	303067	137732	4077.39
DUBLIN--(BUSINESS WIRE)--Nov 18, 2019-- The Wireless Electric Vehicle Charging (WEVC) Market Sizing And Outlook Report By Power Sources, By Installations, By Distribution Channels, By Type...	12195079	3738116	8456963	112804.48
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	445	445	0	4.12
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com Spoke	39383	33543	5840	364.29
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	13066	9577	3489	120.86
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	451	451	0	4.17
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1187	1187	0	10.98
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	1881	1800	81	17.4
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	2596	2542	54	24.01
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	536	536	0	4.96
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	92	92	0	0.85

Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	626	626	0	5.79
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	398	398	0	3.68
Global Wireless Electric Vehicle Charging (WEVC) Industry Report 2019-2029: Market Sizing & Outlook - ResearchAndMarkets.com	20185	507	19678	186.71
Thousands descend on Statehouse for Red for Ed: Live updates	820058	311913	508145	7585.54
Half of Indiana's school districts close as thousands of teachers descend on Statehouse for Red for Ed, demand better pay	56526407	18044790	38481617	522869.26
Red for Ed Action Day: Indiana teachers march, public schools close	10547	7138	3409	97.56
Half of Indiana's school districts close as thousands of teachers descend on Statehouse for Red for Ed, demand better pay	314985	147677	167308	2913.61
Half of Indiana's school districts close as thousands of teachers descend on Statehouse for Red for Ed, demand better pay	511214	134168	377046	4728.73
Half of Indiana's school districts close as thousands of teachers descend on Statehouse for Red for Ed, demand better pay	824810	289697	535113	7629.49
Half of Indiana's school districts close, thousands of teachers demand better pay on Red for Ed Action Day	205770	42702	163068	1903.37
Thousands descend on Statehouse for Red for Ed: Live updates	63034	25111	37923	583.06
Thousands descend on Indiana Statehouse for Red for Ed rally in support of teachers	229524	99730	129794	2123.1
Red Line buses will use regular traffic lanes on College Avenue during median replacement	229728	108950	120778	2124.98
IndyGo to install temporary boost chargers and replace medians for Red Line	601149	206411	394738	5560.63
IndyGo continues to make Red Line improvements beginning next week	44616	26170	18446	412.7
Eastside Quality of Life Planning Session Slated for Dec. 3	2625	1372	1253	24.28
Winners named in City: One Indianapolis Challenge	229728	108950	120778	2124.98
Funding awarded to winners of City:One Challenge	44616	26170	18446	412.7
Here's what is open, closed for Thanksgiving, Black Friday in the Indianapolis area	1403129	484499	918630	12978.94
Red Line free rides coming to an end	1095254	454191	641063	10131.1
Free Red Line rides coming to an end	130923	55231	75692	1211.04
IndyGo ready to launch temporary Red Line pay system	229728	108950	120778	2124.98
No more free rides: Red Line users will need to start buying tickets on Dec. 1	1403129	484499	918630	12978.94
Wednesday, November 27, 2019	190	190	0	1.76
IndyGo Red Line no longer free starting Sunday	601149	206411	394738	5560.63

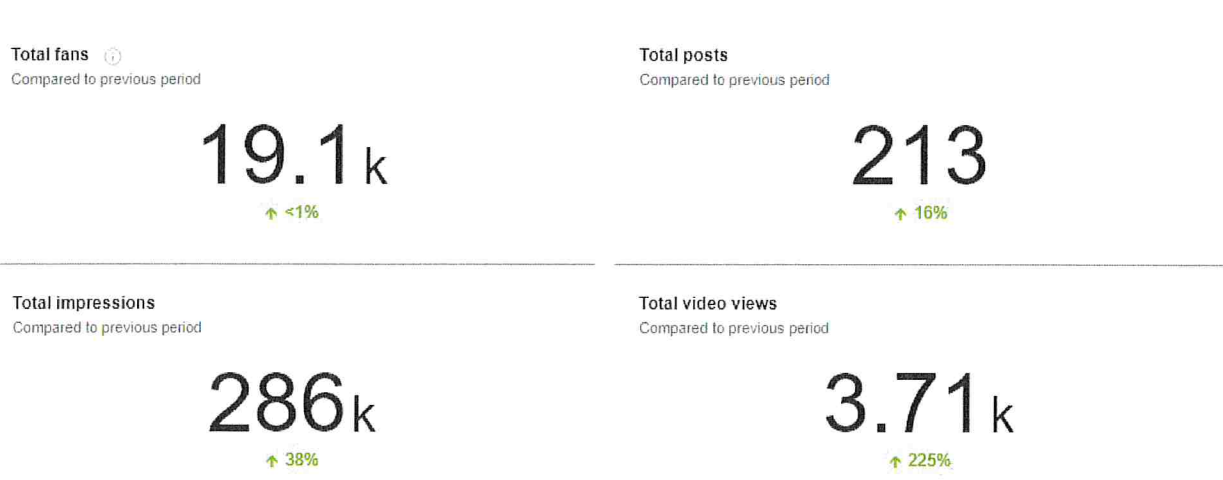
IndyGo educates passengers in preparation for launch of temporary fare system	44616	26170	18446	412.7
IndyGo replacing Red Line rubber median on College Ave. with concrete alternative	229728	108950	120778	2124.98
Get ready for the Circle of Lights Celebration	601149	206411	394738	5560.63
Saturday is last day to catch free rides on IndyGo's Red Line	16784	13614	3170	155.25
Saturday is last day to catch free rides on IndyGo's Red Line	229728	108950	120778	2124.98

Topics Include: The beginning of November consisted of media coverage was surrounding IndyGo's announcement to extend free fares on the Red Line until November 30 to prepare for the temporary fare solution. With the cold temperatures Indianapolis faced, the media approached IndyGo on the solution for the medians along the Red Line Route. In addition, there was focus on the collaboration IndyGo had with the Monumental Marathon organizers. Mid November also included coverage on Red of Ed. Educators encouraged everyone attending this event to ride the Red Line, which generated a lot of buzz for transpiration and accessibility. The end of November touched on the steps riders should take to purchase fare on December 1, as well as, additional information about the replacement of the rubber median along College Ave.

NOVEMBER COMMUNICATIONS RECAP CONTINUED:



CROSS CHANNEL SOCIAL PERFORMANCE:



NOVEMBER NEWSLETTER:



INSIDEINDYGO»



Free Rides Continue



We've extended the free fare period for the Red Line through November 30th as we work to fully test and implement the fare system.

The extension of the free fare period will allow us to thoroughly test the temporary fare solution and educate riders on how to use the new ticket vending machines. With the temporary fare solution, we'll be able to collect fares on the Red Line until the MyKey system is ready to launch.

Riders will be expected to produce proof of a valid Red Line fare beginning December 1st. Ticket vending machines will be available at each Red Line station as well as the Julia Carson Transit Center.

Additional information can be found in our recent [press release](#).

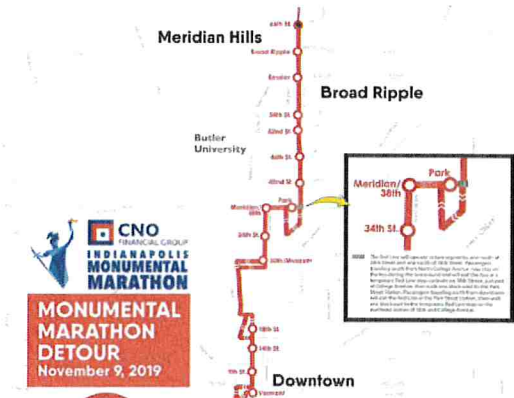
The Monumental Marathon

The Monumental Marathon is this weekend! Whether or not you are participating, there are a few things you need to know!

We've partnered with race organizers to develop a transit operating plan that will allow us to run modified Red Line service alongside the marathon route. Street closures will impact transit service as early as 5:30 a.m. on Saturday and are expected to last through 4:30 p.m.

In addition to the Red Line, some fixed routes in the downtown area will have bus stop closures.

As the race progresses, streets along the course will open, and IndyGo will begin servicing those areas. Closures will delay service performance on IndyGo routes. See the [Monumental Map](#) for time restrictions and additional information on the IndyGo [website](#).



Indy November Events

We know this time around can be chaotic with the holidays right around the corner, so make time for you and your family to attend one, two, or all the events below. These events are easily accessible via transit!

- [Indy Fuel Hockey](#) – November 8
- [Good Food Festival](#) – November 9
- [Festival of Trees](#) – Begins November 15
- [Indianapolis Ballet – The Nutcracker](#) – Begins November 29
- [Circle of Lights – Light-up on November 29](#)
- [Celebration Crossing – Opening Day and Santa Landing](#) – Begins November 29
- [IPL Yuletide Celebration with Indianapolis Symphony Orchestra](#) – Begins November 30

#GrowWithIndyGo



- FINANCE, ACCOUNTING & TREASURY
- MARKETING & COMMUNICATIONS
- FACILITY & VEHICLE MAINTENANCE
- HUMAN RESOURCES (HR)
- PROCUREMENT & PURCHASING
- PLANNING & SCHEDULING
- INFORMATION TECHNOLOGY (IT)
- TRAINING & SECURITY
- LEGAL & COMPLIANCE

If you are looking for career advancement opportunities, check out all the openings [here](#).

Tidbits from the Globe

Seattle, Washington is investing in transit, and last month they saw a drop-in car-ownership compared to previous years!

"In the new estimates, about 81% of Seattle households owned at least one vehicle in 2018 — that's the lowest rate since the 1980s."

Find out what they are doing [here](#).

IndyGo in the News

Check out the recent news we've been sharing! We think you might find this information useful. Enjoy!

- [Indianapolis Public Schools hosts first-ever State of the District Address](#)
- [IndyGo announces extensions to Greenwood and 96th Street on Red Line](#)
- [West side businesses concerned over IndyGo's Blue Line proposal](#)
- [Free service continues on IndyGo Red Line](#)

Thank you for riding IndyGo!



[Check out our Service Alerts](#)

DECEMBER COMMUNICATIONS RECAP



MassTransitmag.com USA · Dec 10, 2019 · 11:33 am

IndyGo Board of Directors authorizes \$300,000 to fund two mobility pilots anticipated to launch in 2020

The two projects funded by **IndyGo** are in addition to two selected by the selection committee, which included **IndyGo**...



Reach 41k · Social Echo

Keywords: **IndyGo**



IndyStar Kellie Hwang USA · Dec 9, 2019 · 3:17 pm

Red Line temporary ticketing system confuses riders

a government-issued Medicare card or **IndyGo** Half Fare ID card, youth ages 18 and younger with a student ID or **IndyGo** Half...



Reach 2M · Social Echo

Keywords: **IndyGo**

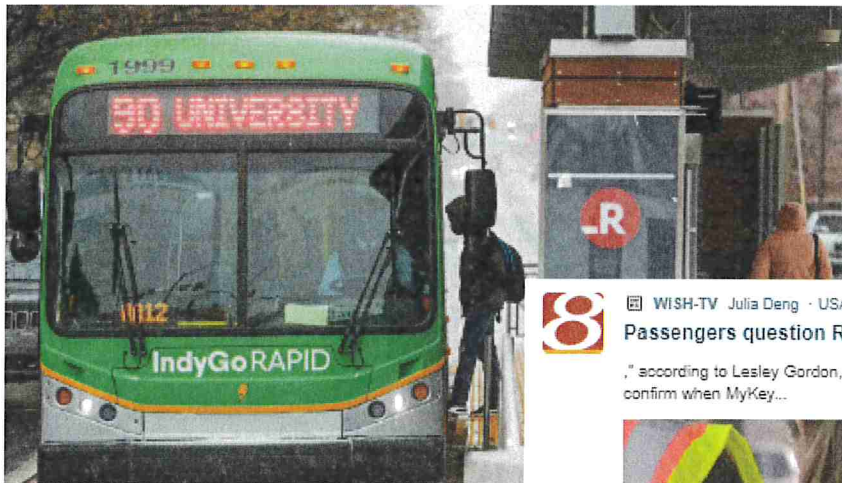
Neutral



IndyStar USA · Dec 29, 2019 · 6:00 am

Op-ed: A trailblazing decade for Marion County's mass transit system

the challenges faced by transit users circa 2009, or those confronted by **IndyGo** as their fleet aged beyond repair. Challenges are...



Reach 2M · Social Echo

Keywords: **IndyGo**

6:08 PM EST

cally use regular traffic lanes on College Avenue as "unstable" and "ineffective" by **IndyGo**.

beginning the week of Nov. 19.

thbound bus lanes "lifted" following improper id will be replaced with concrete dividers, **IndyGo**



WISH-TV Julia Deng · USA · Dec 24, 2019 · 12:40 am

Passengers question Red Line pay system as fare skippers ride penalty free

," according to Lesley Gordon, a spokesperson for **IndyGo**. Gordon and other **IndyGo** staffers could not confirm when MyKey...



Reach 271k · Social Echo

Keywords: **IndyGo**

Neutral

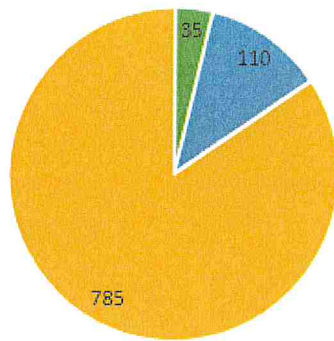
DECEMBER COMMUNICATIONS RECAP

Headline	Reach	Desktop Reach	Mobile Reach	AVE
New Red Line vending machines cause confusion as riders learn to pay to ride	264626	118961	145665	2447.79
MENU	3119	808	2311	28.85
Don't drink and drive: Ride IndyGo free, including Red Line, on Christmas and New Year's	1614158	585181	1028977	14930.96
IndyGo giving free rides on Christmas and New Year's Eve	588698	173108	415590	5445.46
Red Line temporary ticketing system confuses riders	1614158	585181	1028977	14930.96
IndyGo Trustees approve \$300K for two mobility pilots	264626	118961	145665	2447.79
IndyGo Board of Directors authorizes \$300,000 to fund two mobility pilots anticipated to launch in 2020	41402	27052	14350	382.97
IndyGo's MyKey app for Red Line	1025881	348848	677033	9489.4
IndyGo Board approves to reallocate funds for capital spending; approves free rides for Christmas and New Year's Eve	41402	27052	14350	382.97
IndyGo Offers Free Rides for Christmas & New Year's Eve	4356	1141	3215	40.29
If you have an opinion on the I-465 reconfiguration, this is your last chance to comment	1614158	585181	1028977	14930.96
Indianapolis shelter helps those in need as temperatures drop	588,698	173108	415590	5445.46
City Steps In To Help Save The Drake	54,265	28458	25807	501.95
IndyGo bus involved in north side accident	645,334	188849	456485	5969.34
Red Line riders asked how to bring art, IndyGo buses together	271,353	115443	155910	2510.02
IndyGo adds to executive team	271,353	115443	155910	2510.02
Infrastructure, Testing Behind Chicago's Electric Bus Delay	205,822	155309	50513	1903.85
It'll be years before most Chicagoans get an electric bus on their route. Here's why it's taking so long.	9,684,105	3638746	6045359	89577.97
It'll be years before most Chicagoans get an electric bus on their route. Here's why it's taking so long.	9684105	3638746	6045359	89577.97
Winners of Ford challenge aim to find solutions for unmet transportation needs	1787505	607932	1179573	16534.42
Electric car service BlueIndy ceasing operations	5115	2173	2942	47.31
Passengers question Red Line pay system as fare skippers ride penalty free	271353	115443	155910	2510.02
IndyGo expands leadership for growth and opportunity	39079	22024	17055	361.48
CIRTA announces Whitestown forms EID to pay for workforce transportation	39079	22024	17055	361.48
Business owners near Red Line have mixed reviews about the rapid transit system	1787505	607932	1179573	16534.42

Working For You: How RTV6 worked to find answers and solve problems in 2019	645334	188849	456485	5969.34
Op-ed: A trailblazing decade for Marion County's mass transit system	1787505	607932	1179573	16534.42
Fire in vacant home damages neighboring buildings, displaces 12	19276	10847	8429	178.3
Fire in vacant home damages neighboring buildings, displaces 12	271353	115443	155910	2510.02
COMMENTARY: An autopsy of 'BlueIndy': Death by official arrogance	5115	2173	2942	47.31
Working For You: How RTV6 worked to find answers and solve problems in 2019	645334	188849	456485	5969.34
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COMMENTARY: An autopsy of 'BlueIndy': Death by official arrogance	5115	2173	2942	47.31
After A Few Hiccups, IndyGo's Red Line Is Fully Operational	54265	28458	25807	501.95
10 photos from some of the biggest stories in Central Indiana in 2019	645334	188849	456485	5969.34
An autopsy of 'Blue Indy': death by official arrogance	5112	2487	2625	47.29
IndyGo offering free rides on New Year's Eve	965325	359197	606128	8929.26
IndyGo: Free rides being offered on New Year's Eve	109570	41462	68108	1013.52

Topics Include: In December, IndyGo had a fare change which impacted a lot of due to the use of the new temporary fare system. This system caused a lot of confusion for some rides and IndyGo also experienced some machines not working properly. The media focused on this at the beginning of the month; both negative and positive. Positive in the sense of trying to help educate riders on how to properly use the machines. The beginning of December also consisted of positive media surrounding free rides for Christmas Day and New Year's Eve. The IndyGo Board of Directors approved this at the December board meeting. The rest of the month consisted of negative and positive articles about IndyGo involvement in the community as well as more coverage around the free rides approved by the IndyGo Board of Directors.

Media Exposure



■ IndyGo News ■ IndyGo Broadcast ■ IndyGo Social

CROSS CHANNEL SOCIAL PERFORMANCE:

Total fans ⓘ

Compared to previous 14 days

16.3k

↑ <1%

Total posts ⓘ

Compared to previous 14 days

90

↑ 6%

Total impressions ⓘ

Compared to previous 14 days

112k

↑ 32%

Total video views ⓘ

Compared to previous 14 days

381

↑ 36%

DECEMBER NEWSLETTER:

5,952

Total Recipients

928

✉ Opens

73

🖱 Clicks

874

📧 Bounces

4

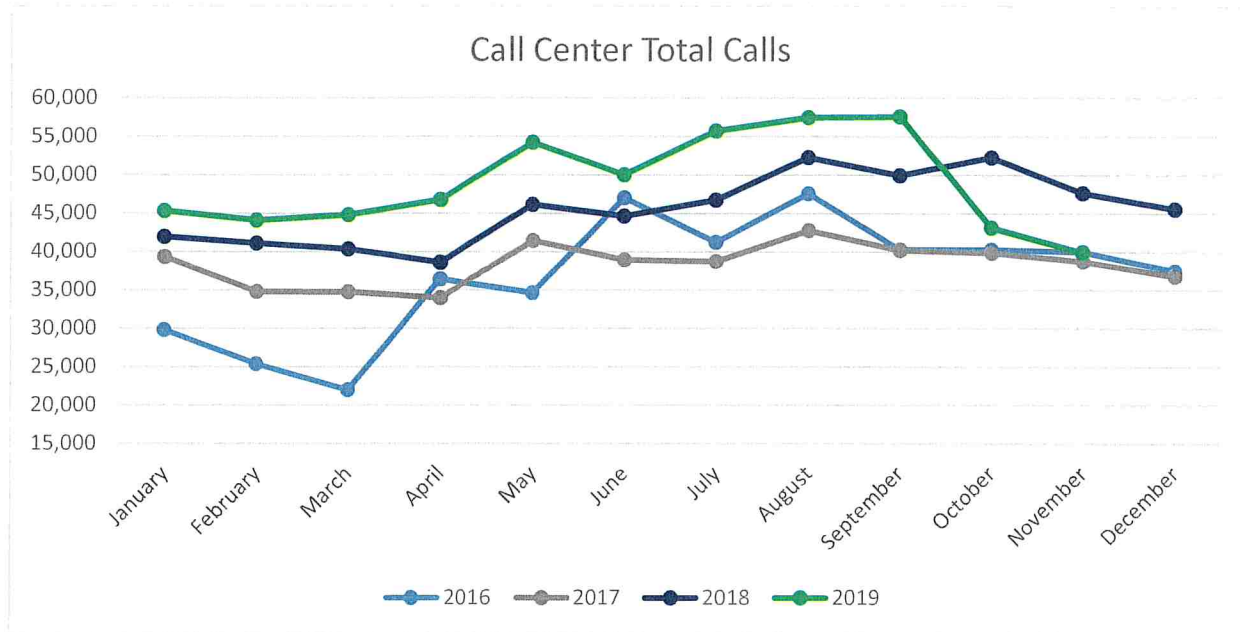
✉ Unsubscribes

NOVEMBER CALL CENTER REPORT:

39,899 total calls

3.97% calls abandoned in queue

61.53% Interactive Voice Response (IVR) calls



DECEMBER CALL CENTER REPORT

Metric	Result	Target
Total Calls	38,325*	-
Real Time Arrival IVR Calls	21,518*	-
Live Calls	10,250*	-
Service Level (Calls Answered in <20 seconds)	91%	90%
% of Calls Abandoned in Queue	5.82%	<5%
Average Wait Time	0:12	0:20
Average Duration	1:56	-
Web Submissions Answered in <= 24 hours	82.13%	85%

*Results estimated based on call data from 12/13/19-12/31/19 (60% of the month).

CALL CENTER LAUNCH SUMMARY – DECEMBER 2019

With the transition of the Call Center from a third party vendor to an onsite function, a lot of changes and adaptations have occurred. Guided by Chauncyia Coleman and the rest of the customer service staff, the Call Center officially went live on December 13th. This transition required the implementation of a voice-over-internet-protocol service (Talkdesk), a customer relationship management software (Salesforce Service Cloud), coordination of furniture installation (including workstations and technology hardware), a fulfillment center, and most importantly staffing. With months of planning and assistance from other departments such as IT, Procurement, Communications, Outreach, and Finance/Accounting, we have gained control of this function and will continue to advance our level of customer service. Our primary goal is to be the voice of the customer and it will now be far easier to communicate, maintain transparency, and assist our customers.

CUSTOMER SERVICE IN 2020

Our focus going forward with the call center will be to build out the functionality of our software. We will be adding additional channels to Talkdesk including a live chat option on our website and SMS functionality. This will also include utilizing Salesforce to further track on a customer accounts every interaction we have with them. With this new functionality we will be able to better report on our KPIs including first contact resolution metrics.

CUSTOMER SERVICE IN 2020, CONT.

The Salesforce CRM opens the door to numerous opportunities in other Public Affairs departments and beyond. Customer Service will be working closely with Outreach to begin tracking the interactions they have with customers at events utilizing Campaigns in Salesforce. Customer Service will also be working with Communications to begin the conversation of purchasing and utilizing Salesforce Social Studio in conjunction with the existing CRM functionalities to better interact with our customers on social media.

Finally, long range planning has begun to fully understand using Salesforce as a comment management system. Our current system, HASTUS, is dated, limited in its features, and does not integrate with our other customer interaction data. We will be collaborating with other departments such as Outreach, Communications, and Quality Assurance to combine all of the data IndyGo receives from our customers and aid our operations departments to make data driven decisions to best serve our customer base.

CUSTOMER COMMENTS:

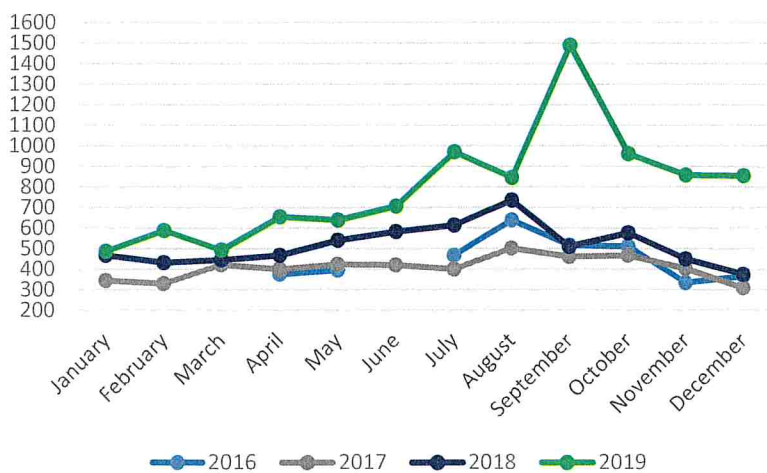
NOVEMBER 858

Comment Category	Quantity
Schedule Adherence	218
Pass By	138
Safety	123
Courtesy	95
Other	41
Route	38
Request	26
Facilities Maintenance	22
Fares	21
Suggestion	21
Compliment	19
Denial	19
Vehicle Maintenance	15
Rules	14
Bus Stop	10
ADA	9
Red Line	9
Security	9
Customer Service Center	2
Route Detour	2
Discrimination Title VI	2
Real Time Arrivals	2
Blue Line	1
Marketing	1
Wrong Information	1

DECEMBER: 854

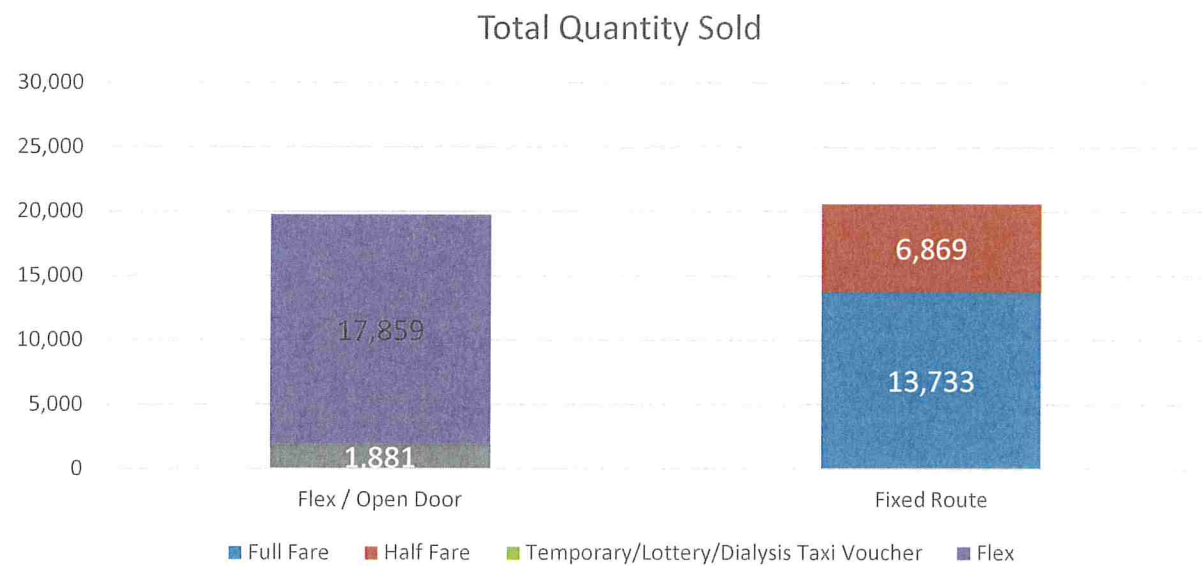
Category	Amount
SCH	180
COU	134
SAF	125
PAS	103
FAR	101
COM	41
FAC MAINT	27
REQ	24
OTH	21
ROU	20
SUG	17
CSC	11
VEH MAINT	11
RUL	8
DISCRIM	6
SEC	5
WRO	5
RED LINE	4
2019 FARE	2
DEN	2
MAR	2
ADA	1
DETOUR	1
ICE	1
IT	1
RTA	1

Total Comments



NOVEMBER PASS SALES REPORT:

Total Quantity of Passes: 40,342



ADDITIONAL REVENUE AND PASS INFORMATION FOR NOVEMBER

Retail Desk Purchases: \$145,397.70

IPS MyKey Ridership: 25,315

Cash: \$47,690.79

Veteran Ridership: 4,726

Checks: \$21,652.75

Credit Cards: \$76,154.16

Veteran IDs Sold: 45

Total Veteran IDs: 3,622

DECEMBER PASS SALES REPORT:

Total Quantity of Passes: 38,417



ADDITIONAL REVENUE AND PASS INFORMATION FOR DECEMBER:

Retail Desk Purchases: \$135,983.10

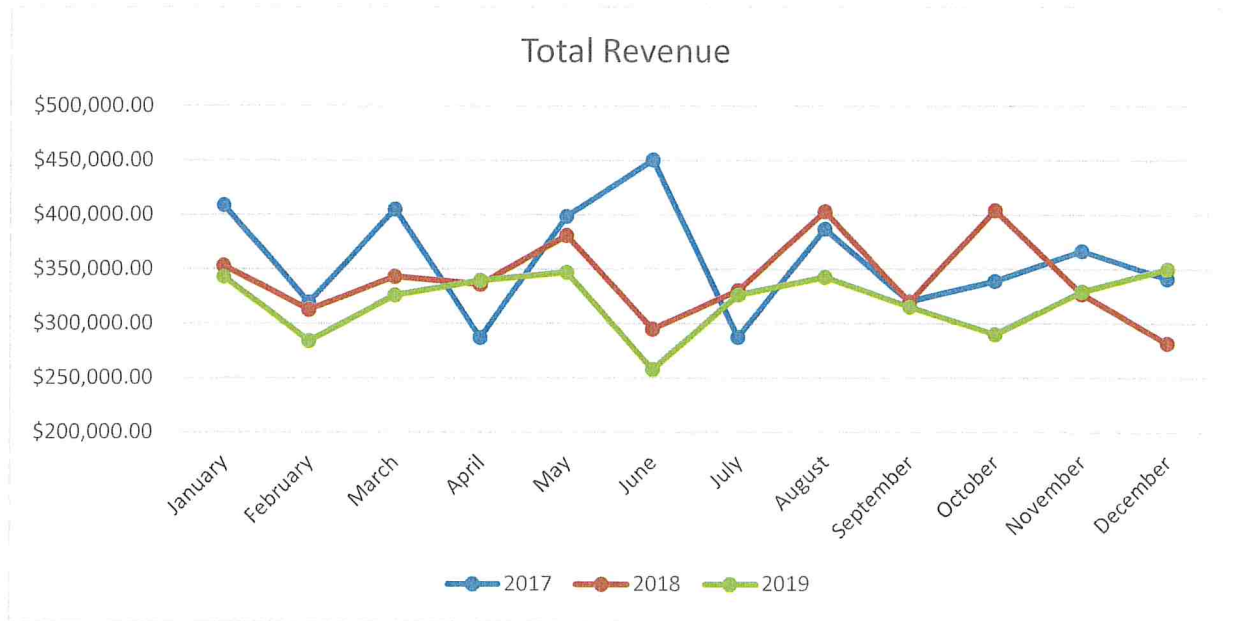
Cash: \$50,125.08

Checks: \$13,720.70

Credit Cards: \$72,137.32

Veteran IDs Sold: 101

Veteran Ridership with MyKey in 2019 (late Nov.-Dec.): 40,361



OUTREACH SUMMARY

NOVEMBER Outreach in November largely consisted of community events, collaborative discussion meetings and Travel Trainings. Collaboration meetings focused on how IndyGo can better serve underserved communities and included discussions with Horizon House, PACE, and Connect2Help. Partners in Housing and the Jack & Jill of America participated in Travel Trainings. These efforts were complemented by Transit Ambassadors outreach on the Red Line route about changes to fare on the Red Line.

DECEMBER Outreach in December consisted of meeting with groups who expressed interest in IndyGo updates including Salvation Army and the Northwest Alliance located along the Purple Line. IndyGo Outreach team also facilitated a travel training that incorporated a system wide scavenger hunt for Catholic Charities located along the Red Line.

NOVEMBER OUTREACH EVENTS

11/5/2019	Travel Training: Partners in Housing
11/10/2019	IPS Showcase
11/12/2019	Community Meeting: North Kessler Manor NA
11/12/2019	Lunch and Learn
11/13/2019	IndyGo Collaboration: PACE
11/14/2019	IndyGo Collaboration: Horizon House
11/14/2019	Polytechnic High School Parent Night
11/14/2019	Indy Chamber Women in Business Breakfast
11/15/2019	IndyGo Collaboration: AccessABILITY
11/16/2019	Travel Training: Jack and Jill
11/18/2019	IndyGo Collaboration: Connect2Help
11/22/2019	IndyGo Collaboration: CAGI
11/23/2019	Immigrant Welcome Center workshop day
11/23/2019	Naturalization Clinic
11/26/2019	BRVA Land Use committee
11/26/2019	Collaboration: Connect2Help
11/26/2019	Veteran's Pass exchange

DECEMBER OUTREACH EVENTS

12/6/2020	Collaboration Meeting: Center for Leadership Development
12/10/2020	Laundry and More Outreach
12/4/2020	Travel Training: Catholic Charities Indianapolis
12/5/2020	Stakeholder: Salvation Army
12/13/2020	Stakeholder Meeting: Northwest Alliance

INTERNAL COMMUNICATIONS & STRATEGIC PLANNING NOVEMBER

Internal outreach is focusing on the human aspect of IndyGo through employee stories that foster an engaged, employee-centric culture.

Internal Communications Updates

Operators Investing in Our Riders Well-Being

Our employees make IndyGo about so much more than just getting people from one place to another. We get riders to their work, their education, their careers, their family, and their friends. Often, the difference we make in a rider's life can help get them to their place of well-being.

Many of our IndyGo operators collectively gather slightly-used shoes and socks and distribute to riders in need. The program was originally started by operator Mecca Dunn - as the need and

donations grew, supervisor Tony Sanders began coordinating those efforts. "Multiple bags of shoes have been collected over the past year," said Tony, "Shoes have been given to men, women, children, and even an entire family." Shoes are a basic item of necessity, but for people with limited means, shoes are often a luxury. "It was a freezing cold winter day," shared Tony, "There was a woman outside of the CTC with only socks on her feet - no shoes. I approached her and was able to find her a pair of shoes of the perfect size." Shoes can change the life of someone living in poverty - and the IndyGo operators donating and distributing shoes are investing in helping these people step towards better lives.

Operator Baba Diop has also made a life-changing difference for an IndyGo rider, "Every day I would see this man struggling with his manual wheelchair. No matter the weather, I would encounter him on the same stretch of sidewalk." Baba wanted to help. Not for notoriety, but simply because he believes kindness everyday can make a difference in our community, society, and world. Baba spent his personal time and finances to locate just the right wheelchair for the IndyGo rider Sherwin Elias Barclay, a former police officer. "IndyGo has an exceptional human being in Baba. He is always smiling and ready to share a kind word. He helped me out of his own pocket," Mr. Barclay shared. "Poverty is a major pollutant in our society. Baba soars above the system to make a difference." In addition to the surprise wheelchair, Baba recently used a day off work to also drive Mr. Barclay out of the city to locate a new residence. In response to the compliments, Baba modestly explained, "It's about being kind. If we all cared just a little bit more, think how different our world could be."

Along with providing safe and reliable mobility to our riders, IndyGo operators often provide the unspoken gift of investing in the well-being of riders. Kindness, caring, and choosing to help riders get to a better place of well-being - it's what sets IndyGo operators apart.

Below are a series of events that took place at IndyGo in December, Board Members are always welcome: (did we also mention the food drive, toys for tots, etc.?)

Let's Get to Know Each Other & Celebrate the Season – Join us at our Tree Trimming Celebration

Date & Time: Wednesday, December 11 from 1:30 PM - 3:00 PM

Location: South Lounge

Needs: Bring ornaments you would like to donate to sparkle at IndyGo. Don't have any to donate? No worries – we need your help decorating! You can drop off your ornaments with North Security

Let's Celebrate 2019 - Join us for a Meal

Thursday, December 19

10:30 AM – 4:00 PM – 1501 South Lounge

11:00 AM – 2:00 PM – CTC Lounge

4:00 PM – 7:30 PM – CTC Lounge

7:00 PM – 11:00 PM – 1501 Center Lounge

Colts Surprise: Food & Swag

The Colts would like to recognize & thank you for all that IndyGo does for our community

Fri. Dec. 20

12:30 PM – 1 PM

1501 South Lounge

Strategic Planning Update

Allison Potteiger interviewed all VPs (Sponsors) and Initiative Leads in October and November to discuss, review, and brainstorm how to set up the second year of Strategic Plan for success.

INTERNAL COMMUNICATIONS & STRATEGIC PLANNING DECEMBER

Internal outreach is focusing on the human aspect of IndyGo through employee stories that foster an engaged, employee-centric culture.

Internal Communications Updates

Chelci Hunter Receives NAWBO Indianapolis Choice Award

Chelci Hunter has been awarded as the recipient of the National Association of Women Business Owners (NAWBO) Indianapolis Choice Award. The Indianapolis Choice award honors one outstanding individual who serves as a powerful advocate for NAWBO Indianapolis and woman-owned businesses throughout the state. Recipients of this award have a demonstrated history of helping women-owned businesses reach their full potential while improving the overall business climate via contracting opportunities and/ or advocacy efforts.

Chelci was nominated for this award based on IndyGo's significant improvement of "XBE" spend and participation, especially with regards to women-owned businesses, and our efforts to continually grow IndyGo's Supplier Diversity Program. "XBE" is a term used to describe women, minority, veteran, and disability owned businesses. Efforts to grow our Supplier Diversity Program include leveraging the relationships that have been built to support the economic growth of not only women-owned businesses but all certified businesses, hosting and attending networking events and workshops regarding training, setting up one-on-one meetings with vendors interested in doing business with us, maintaining constant communication with the community, and monitoring compliance/follow-ups. As a whole, IndyGo strives to persistently learn, show ownership, listen, be proactive, and help ensure that Indianapolis has an increase of strong, knowledgeable, and independent group of women, minority, veteran, and disability-owned businesses that will make a difference for our community.

Making a Difference in the Community

Thanks to all IndyGo co-workers who gave back to their community and to the event coordinators who organized the following opportunities:

- **Salvation Army Angel Tree** – 15 children were adopted
- **Toys for Tots Drive** – Final report forthcoming
- **Canned Food Drive** – 78 food items collected
- **Warm Clothes Drive** – still ongoing



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

Human Resources Report-Nov & Dec 2019

To: Chair and Board of Directors
From: Jeffrey M. Brown, Vice President of Human Resources
Date: Jan 16th, 2020

A. Recruitment and Retention Data

For 2020, the chief priority for Human Resources is to increase staffing and recruitment in order to assist IndyGo in meeting its service goals. To that end, IndyGo's hiring and retention data and shows that marked improvement in the recruitment and retention of employees, particularly Coach Operators, is necessary to fulfill IndyGo's service expansion goals. Human Resources offers the following information concerning its hiring and retention of employees:

1. Total Coach Operators:	464
2. Annual Coach Operator Turnover Rate:	24.99%
3. Total Non-Coach Operators Employees:	305
4. Annual Non-Coach Operator Turnover Rate:	13.08%
5. Total IndyGo Employees:	769
6. Annual IndyGo Employee Turnover Rate:	20.16%
7. Current Coach Operator Trainees:	59
8. Pending Coach Operator Trainees:	15

Human Resources is using the above data to shape its 2020 strategic priorities and to actively develop new and creative hiring solutions to improve the recruitment and retention of employees. To that end, Human Resources will operate in partnership with all departments to improve recruitment and retention efforts and to meet the 2020 service goals. Continuing that partnership will be key to implementing the significant changes in 2020.

B. Labor & Employee Relations

As we have previously reported, IndyGo has taken positive steps to improve labor management relationships with the Amalgamated Transit Union, Local. Weekly labor-management meetings are used to address concerns and proactively resolve issues before reaching the grievance process. These meetings have resulted in constructive agreements and the principal result is that there are currently no new grievances or arbitrations that have arisen since the last report. In fact, since the above approach has been implemented, there has only

been one grievance and no arbitrations since October 2019, which is further evidence of the parties' commitment to constructive dialogue and early resolution.

C. Human Resources News

- 1. Veterans Career Fair:** In December 2019, Human Resources attended the Recruit Military Career Fair for Veterans.
- 2. Two Hour Commitment:** In furtherance of Human Resources' goal to reaffirm service, whenever an employee, applicant, retiree or member of the public calls or emails, within standard working hours, Human Resources has implemented a policy that staff shall return calls or emails within two hours or less. No exceptions. Human Resources may not have a solution in that two-hour period, but it is important that staff speak with the individual, identify the issue(s), and plot a solution.
- 3. Ticketing System:** Human Resources has developed and implemented a ticketing system to track employee inquiries and responsiveness. The system is in its infancy and more data will be available in the first quarter of 2020.
- 4. Open Enrollment:** IndyGo held open enrollment for all employees to make changes to their health and ancillary benefits.

WEEKLY HR TEAM MEETINGS: HUMAN RESOURCES HOLDS WEEKLY MEETINGS TO KEEP THE TEAM APPRISED OF WHAT IS GOING ON SO THAT ALL OF HUMAN RESOURCES IS AWARE OF PENDING AND PROSPECTIVE ISSUES.