



Board Report
March 26, 2020

www.IndyGo.net
317.635.3344

1. CALL TO ORDER AND ROLL CALL

2. AWARDS AND COMMENDATION

3. COMMITTEE CHAIRPERSON REPORTS

Finance Committee – Richard Wilson
Service Committee – Adairius Gardner

4. CONSENT AGENDA

AGENDA ACTION ITEM A – 1: Consideration and Approval of Minutes from February 27, 2020 Board Meeting

AGENDA ACTION ITEM A – 2: Consideration and Approval of Microsoft Licensing Annual Renewal

AGENDA ACTION ITEM A – 3: Consideration and Approval of Environmental Services

5. REGULAR AGENDA

AGENDA ACTION ITEM A – 4: Consideration and Approval of Line of Credit

AGENDA ACTION ITEM A – 5: Consideration and Approval of Emergency Authority

AGENDA ACTION ITEM A – 6: Consideration and Approval of Ratification of Emergency Purchases

6. INFORMATION ITEMS

INFORMATION ITEM I – 1: Consideration of Receipt of the Finance Report for February 2020

INFORMATION ITEM I – 2: COVID-19 Department Updates

INFORMATION ITEM I – 3-7: Department Report

7. ADJOURN



Safe Drivers Recognition for February 2020

To: President and CEO Inez, Evans
From: Brian Clem, Director of Risk and Safety
Date: March 26th, 2020

February 2020 Safe Drivers Recognition

The following Operators were recognized for their safe driving for the month of January and received a National Safety Council patch, pin and certificate.

Operator	ID	Years
Anthony White	3334	18
Patricia Wilson-Smith	6792	12
Michael Williams	6710	11
Akemme Bryant	8336	8
Kevin Mallory	8400	5
Amon-Ra Sanders	8642	5
Brian Bozek	8723	4
Gregory Scott	8719	3
Elisa David	9023	2
Tocara Isabell	9075	2
Shundreline Merritt	9106	2
Francheska McGraw	9325	1
Willie Reeves	9326	1
Jarret Walters	9127	1
Rosetta Williams	9329	1



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

Finance Committee Chairperson Report – March 2020

To: Chair and Board of Directors
From: Richard Wilson, Finance Committee Chairperson
Date: March 26th, 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
March 19, 2020

The Finance Committee scheduled for March 19, 2020 at 1pm was cancelled due to a lack of a quorum.

That concludes my report.



Service Committee Chairperson Report – March 2020

To: Chair and Board of Directors
From: Adairius Gardner, Service Committee Chairperson
Date: March 26th, 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
March 24, 2020

The Service Committee met on March 24, 2020 at 9am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Members Tommie Jones and Lise Pace. Due to the Coronavirus Pandemic, this committee met remotely via video conferencing.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-2, & A-3 and Regular Agenda Items A-4, A-5, & A-6.

An item from the Consent Agenda I would like to highlight is item A-2, Consideration and Approval of Microsoft Licensing Renewal. VP of Technology/Chief Information Officer, Marcus Burnside, presented this action item to the Service Committee. It was explained to us that in 2019, IndyGo purchased a Microsoft Enterprise Agreement (EA) through CDW (a Microsoft Enterprise Gold Partner) for Microsoft products including Microsoft Office (Word, Excel, PowerPoint, etc.), Visio, Project, SharePoint, Office 365 cloud-based email, Windows Server, Azure Cloud Instance, and Dynamics AX 2012. The purpose of entering into a Microsoft Enterprise Agreement (EA) for licensing is to lock in the cost of subscription licenses over a 3-year period without inflation. The benefits are 1) IndyGo would not pay for any license listed in the EA for more than the stated price, and 2) IndyGo would benefit from decreases in subscription licenses during the term (if the costs decrease, so will our annual renewal).

Regular Agenda Items will be heard at more length during this evenings board meeting.

The Committee received an update from Bart Brown, VP of Finance/CFO, regarding IndyGo obtaining a line of credit in the amount of 20,000,000 needed to meet cash flow needs. It was relayed to the committee that full repayment of the note must occur by December 31st of each year. IndyGo does not have to draw down the full amount, and IndyGo has the flexibility to only draw what we need. All interest payments will be based on what we draw.

That concludes my report.



AGENDA ITEM A – 1

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

THURSDAY, February 27, 2020

1. CALL TO ORDER AND ROLL CALL

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Vice Chair Mark Fisher at 5:01pm, Thursday, February 27, 2020 in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

1.1 ROLL CALL

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

A quorum was present.

2. AWARDS AND COMMENDATION

President/CEO, Inez Evans, presented the awards and commendations. Recognized were safe drivers for January 2020, 3 employees for 35 years of service, 6 employees for 40 years of service, 1 employee for 45 years of service, a retiring employee, a driver for exceptional service, January employee of the month, and out-going Board Member, Danny Crenshaw.

3. PUBLIC HEARINGS

There were no Public Hearings

4. COMMITTEE CHAIRPERSON REPORTS

- I.1. Finance Committee – Greg Hahn, Finance Committee Chairperson
- I.2. Service Committee – Tommie Jones, Service Committee Chairperson

5. CONSENT AGENDA

Upon staff recommendation, motion for consent approval by Vice Chair Mark Fisher for Agenda Items A-1, A-3, A-4, A-5, the following:

- ACTION ITEM A – 1 – Approval of the Board of Directors Regular Meeting Minutes of January 23, 2020.
- ACTION ITEM A – 3 – Approval of New Board Members for the Indianapolis Public Transportation Foundation (IPTF) 2020 Board of Directors
- ACTION ITEM A – 4 – Approval of Interlocal Agreement to Transfer Property for the Purple Line
- ACTION ITEM A – 5 – Approval of e-Builder Construction Software 2020 License Renewal

RESULT: Accepted - Agenda Items A-1, A-3, A-4, A-5
MOVER: Greg Hahn
SECONDER: Tommie Jones
AYES: Mark Fisher, Tommie Jones, Greg Hahn, Adairius Gardner, Lise Pace
NOES: None
ABSENT: Juan Gonzalez and Richard Wilson

6. REGULAR AGENDA

- ACTION ITEM A – 2 – Approval of Election of 2020 Board Officers

General Counsel, Jill Russell, presented Action Item A – 2 to the Board of Directors, to approve the 2020 Board of Directors Election of Officers. On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice Chair, Secretary, and Treasurer. After receiving back nomination forms, the following officers were selected; Chair – Greg Hahn, Vice Chair – Adairius Gardner, Secretary – Mark Fisher, and Treasurer – Richard Wilson. Chairman Hahn gave thanks to out-going Board Member, Danny Crenshaw, for his years of service to the board. Chairman Hahn also gave thanks to Juan Gonzalez for his service as Chairman of the Board during the past year. Chairman Hahn stated that Juan Gonzalez has been an incredible leader for this organization.

RESULT: Accepted – Action Item A – 2 – Approval of Election of 2020 Board Officers
MOVER: Mark Fisher
SECONDER: Tommie Jones
AYES: Mark Fisher, Tommie Jones, Greg Hahn, Adairius Gardner, Lise Pace
NOES: None
ABSENT: Juan Gonzalez and Richard Wilson

- ACTION ITEM A – 6 – Approval of Route Network for June 2020

Vice President of Planning & Capital Projects, Justin Stuehrenberg, presented Action Item A – 6 to the Board of Directors. This action is for IndyGo to close the public comment period on the new route network changes. This action item is not to approve the proposed map, but to close the public comment of this. After this, we will conduct an equity analysis. A version of the proposed changes was presented in January of this year, but after some community input, some changes were made. Justin highlighted the following changes. Route 34, Route 31, Route 19, Route 37, Route 26, Route 30, Route 24, Route 10, Route 12, and Route 2.

RESULT: Accepted – Action Item A – 6 – Approval of Route Network for June 2020
MOVER: Adairius Gardner
SECONDER: Mark Fisher
AYES: Mark Fisher, Tommie Jones, Greg Hahn, Adairius Gardner, Lise Pace
NOES: None
ABSENT: Juan Gonzalez and Richard Wilson

- ACTION ITEM A – 7 – Approval of Procurement of 13 40ft. Diesel Buses

President/CEO, Inez Evans, presented Action Item A – 7 to the Board of Directors, to authorize the President/CEO to sole source and procure 13 40 foot Gillig diesel buses for the delivery of the June 2020 transit service redesign in an amount not to exceed \$7,500,000 for 40 foot buses and associated equipment and services. Initial new route plan for June, planned on BYD electric buses, on purple line route 39. BYD has not yet met the contractual range of 275 miles and have underdelivered on battery performance thus these buses will not work. To preserve service on the Red Line, all 31 BYD buses are dedicated on the Red Line. The range challenges paired with the upcoming service enhancements have increased IndyGo's total fleet requirement for June. We currently have 15 Gillig buses scheduled to be manufactured on the production line in April from a recently expired contract. In an unprecedented move, Gillig can mirror our upcoming production and squeeze us into production directly after for these additional buses to arrive in late June. Specifications and pricing will remain consistent with the recently expired Gillig/IndyGo contract. Greg thanked Inez for her perseverance and dedication. Tommie asked if BYD offered any assistance. Inez said staff asked if they have any other 40ft buses. Inez said that they were unresponsive. Inez reiterated that we have not paid for any of the 31 BYD Buses, as they have not met our demands. Adairius said on the record, that he is extremely disappointed in BYD.

RESULT: Accepted – Action Item A – 7 – Approval of Procurement of 13 40ft. Diesel Buses
MOVER: Adairius Gardner
SECONDER: Mark Fisher
AYES: Mark Fisher, Tommie Jones, Greg Hahn, Adairius Gardner, Lise Pace
NOES: None
ABSENT: Juan Gonzalez and Richard Wilson

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

Eric Schlegel, Mobility Advisory Committee, gave an update on the MAC

I – 2 INFORMATION ITEM – Consideration of Receipt of Finance Report for January 2020

Bart Brown gave an update to the Board of Directors, of our current finances.

I – 3 INFORMATION ITEM – Employee Termination Timeliness – ADP

Brian Atkinson, Director of Governance & Audit, gave an update to the Board of Directors about proper and timeliness of termination reporting.

I – 4 INFORMATION ITEM – CEO Report

President/CEO, Inez Evans, provided an update which included, recycling of old IT equipment, visiting San Antonio, TX VIA Metro Transit to discuss IndyGo's Red Line project, METRO Magazine interview, conducting listening sessions with drivers, met with IUPUI Council of Deans to give IndyGo update and continue focus on increasing the partnership with IUPUI, IndyGo employees dress in red for Womens Health, presenting in front of City County Council Municipal Corporations Committee, and New Flyer visit to IndyGo to give demo of their Xcelsior 60ft electric coach.

I – 5 INFORMATION ITEM – Section 5307/5311 Allocation Plan Update

I – 6-10 INFORMATION ITEM – Department Reports

7. OTHER ITEMS

None

8. CLOSED SESSION

None

9. ADJOURNMENT

On order of Chairperson Hahn and there being no objection, the meeting was adjourned at 6:05 p.m.

Jill D. Russell
General Counsel



Date: March 9, 2020
Current Meeting: March 24, 2020
Board Meeting: March 26, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: Chief Information Officer, Marcus Burnside
SUBJECT: Consideration and Approval of Microsoft Licensing Renewal

Policy-Related Action: No

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IndyGo’s contract award standards, it is requested that the Board authorize the President and CEO to renew the Microsoft Annual Licensing for Year 2 of our 3-Year Microsoft Enterprise Agreement (EA) for a total not to exceed the amount of \$143,924.17.

BACKGROUND:

In 2019, IndyGo purchased a Microsoft Enterprise Agreement (EA) through CDW (a Microsoft Enterprise Gold Partner) for Microsoft products including Microsoft Office (Word, Excel, PowerPoint, etc.), Visio, Project, SharePoint, Office 365 cloud-based email, Windows Server, Azure Cloud Instance, and Dynamics AX 2012 (on-premise). The purpose of entering into a Microsoft Enterprise Agreement (EA) for licensing is to lock in the cost of subscription licenses over a 3-year period without inflation. The benefits are 1) IndyGo would not pay for any license listed in the EA for more than the stated price, and 2) IndyGo would benefit from decreases in subscription licenses during the term (if the costs decrease, so will our annual renewal).

DISCUSSION:

Over the term of the current Microsoft Enterprise Agreement (EA), IndyGo will be assessing the need for subscription-based end-user software licenses (i.e. Microsoft Office) versus purchasing said licenses outright with Software Assurance through our Microsoft Volume Licensing program (software with discounts via volume purchases) or discounted government volume licensing through a Microsoft Gold Partner vendor in an effort to decrease subscription licensing costs. The current term ends March 31, 2022.

ALTERNATIVES:

None currently.

FISCAL IMPACT:

The costs of our subscription licenses were below \$100,000 in 2019. However, with the implementation of HASTUS Bid Web, additional Administrative staff, and the need for all IndyGo employees to have IndyGo email, our subscription licenses has increased nearly 50%. It is expected that there will be a slight increase (up to 5%) in the licensing cost in 2021 due to additional email mailboxes for Professional Coach Operators and Administrative Staff. We are projecting that our subscription licensing costs will decrease significantly with the next Microsoft Enterprise Agreement (2022 – 2025) due to the removal of the Microsoft Dynamics AX licensing and the transition from subscription-based end-user software licenses (decrease costs up to 65%).

DBE DECLARATION:

No DBE goal is set for this software license renewal.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee on March 19, 2020, and by the Service Committee on March 24, 2020.



Date: March 26th, 2020
Board Meeting: March 26th, 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 and Karolyn Ratcliff, Contract Specialist
SUBJECT: RFP 19-12-338 Procurement for Environmental Management Services

Policy-Related Action: No

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IndyGo’s contract award standards, it is requested that the Board authorize the President/CEO to enter into a contract negotiation with Safe Metrics LLC, and upon conclusion of successful negotiations, enter into a contract for a term of three (3) years with two (2) one-year options for the total amount of all years not to exceed \$193,300

BACKGROUND:

On Dec. 30, 2019, IndyGo’s procurement team released solicitation RFP 19-12-338 Environmental Management System to various media sources as well as the IndyGo website. We advertised with the Indy Star, IBJ, La Voz, posted the ad online at Mass Transit Magazine and sent an email blast to over 1900 vendors registered with IndyGo. The prebid meeting was held on January 8th with nine (9) in attendance, representing five (5) companies with two (2) attending via the conference line. It was reported that procurement had nearly forty (40) downloads of the RFP packet. On January 24th, 2020, an addendum for Questions and Answers was published. IndyGo received communication from one (1) firm that submitted a “no-bid” and two (2) proposals which both were found to be responsive and responsible. The proposals were distributed to the Evaluation Committee, without the pricing data. They were evaluated against the published evaluation criteria: Approach, Experience & Qualifications. For Best of Service and References, Procurement reached out to the references provided and did a Price Normalization on the two (2) bids.

DISCUSSION:

The evaluation team consisted of four (4) members that ranked each of the proposals. Both firms possessed the experience and qualifications to perform the service. Both firms are local in Indianapolis and/or our region. The committee agreed that there was a big difference in the approach of the two (2) firms. The firm Safe Metrics LLC had a very detailed approach, added benefits including safety consulting and training and was less than what was budgeted or proposed on our Independent Cost Estimate. Safe Metrics LLC is currently the incumbent for this RFP. The pricing when shared after the scoring evaluation determined that there was also a big difference in hours proposed and the price.

DIVERSITY PARTICIPATION:

As this project is funded 100% by local funds out of the operational budget, IndyGo utilized the City “XBE” goals set forth in the solicitation packet. As of this time, IndyGo currently accepts two (2) certifications for XBE participation; The City of Indianapolis Office of Minority and Women Business Development (MBE, WBE, VBE, and DOBE) certifications and the Indiana Department of Administration’s Division of Supplier Diversity (MBE and WBE) certifications. Safe Metrics LLC is a certified WBE business with the City of Indianapolis and will be self-performing 85% of the total contract.

FISCAL IMPACT:

If approved, the consolidation of services for environmental services and wastewater testing will yield a positive financial impact on our budget. \$8,000 for year one, and consecutive years a savings of around \$12,000+ per year currently if approved by the board.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee on March 19th, 2020

This action will be reviewed by the Service Committee Meeting on March 24th, 2020.



Date: March 23, 2020
 Current Meeting: March 24, 2020
 Board Meeting: March 26, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: Bart Brown, VP of Finance/CFO
SUBJECT: Consideration of Approving Temporary Tax Anticipation Borrowing of \$20,000,000

Policy-Related Action: No

ACTION ITEM A – 4

RECOMMENDATION:

It is requested that the Board authorize the President/CEO and VP of Finance/CFO to work with the Indianapolis Local Public Improvement Bank to solicit financial institutions for the placement of tax anticipation notes up to \$20,000,000 with an expiration date of December 31, 2021.

BACKGROUND:

Property tax revenues are received in two primary installments during the year, while our expenditures must be made daily to operate. Short-term borrowings, such as warrants and notes, are allowed under Indiana Code 36-7-14-27.5 to cover deficits that may arise as a result of this timing mismatch.

Notes and warrants enable IndyGo to borrow to meet cash flow needs. The need is demonstrated by preparing month-by-month cash flow estimates for the funds for which the borrowing will be made. Below is the estimate of the Finance Division’s monthly cash flow for 2020. Please note it does not include fund reserve balances required by the Board’s policy.

CASH FLOW													
Expenditures	January	February	March	April	May	June*	July**	August	September	October	November	December	Total
Personal Services	5,689,774	5,689,774	5,689,774	5,689,774	5,689,774	5,689,774	5,689,774	5,689,774	5,689,774	5,689,774	5,689,774	5,689,774	68,277,284
Materials & Supplies	1,182,853	1,182,853	1,182,853	1,182,853	1,182,853	1,182,853	1,182,853	1,182,853	1,182,853	1,182,853	1,182,853	1,182,853	14,194,237
Other Services & Charges	2,197,789	2,197,789	2,197,789	2,197,789	2,197,789	2,197,789	2,197,789	2,197,789	2,197,789	2,197,789	2,197,789	2,197,789	26,373,468
Vehicles				1,560,000		22,150,000							23,710,000
Other Capital		2,936,822	2,936,822	7,383,010		6,385,904	7,500,000		4,762,053				31,904,611
Debt Service	1,750,000						1,750,000						3,500,000
Insurance	815,000												815,000
Total Out	11,635,416	12,007,237	12,007,237	18,013,426	9,070,416	37,606,320	18,320,416	9,070,416	13,832,469	9,070,416	9,070,416	9,070,416	168,774,600
Revenue	January	February	March	April	May	June	July	August	September	October	November	December	Total
Property Tax	0	0	0	0	0	17,005,000							17,005,000
Income Tax	4,906,673	4,573,340	4,573,340	4,573,340	4,573,340	4,573,340	4,573,340	4,573,340	4,573,340	4,573,340	4,573,340	4,573,340	55,213,413
Fares	800,000	800,000	800,000	800,000	800,000	800,000	800,000	800,000	800,000	800,000	800,000	800,000	9,600,000
PMTF			2,776,750			2,776,750			2,776,750				2,776,750
Advertising/Other	66,667	66,667	66,667	66,667	66,667	66,667	66,667	66,667	66,667	66,667	66,667	66,667	800,000
FTA Reimbursements	955,000	955,000	955,000	955,000	955,000	955,000	955,000	955,000	955,000	955,000	955,000	955,000	11,460,000
Total In	6,728,340	6,395,007	9,171,757	6,395,007	6,395,007	26,176,757	6,395,007	6,395,007	9,171,757	6,395,007	6,395,007	26,176,757	122,190,413
Cash on Hand	41,909,584	36,297,353	33,461,872	21,843,453	19,168,044	7,738,481	(4,186,928)	(6,862,337)	(11,523,050)	(14,198,459)	(16,873,868)	232,473	

PROCUREMENT PROCESS:

The Indianapolis Local Public Improvement Bond Bank will act as placement agent for this transaction. A copy of the term sheet that will be sent to prospective purchasers is attached.

FUNDING:

Full repayment of the note must occur by December 31st of each year. Under the proposed resolution of the Board we do not have to draw down the entire sum of \$20,000,000. We have the flexibility to only draw what we need. The interest payment will be based on what we draw.

DIVERSITY PARTICIPATION:

As this procurement is funded 100% by local funds, IndyGo optimizes all opportunities to garner “XBE” participation from businesses certified by the City of Indianapolis Office of Minority and Women Business Development (OMWBD) and the Indiana Department of Administration’s Division of Supplier Diversity. As of this time, there are no “XBE” certified banks. We will continue pursuing new businesses that may fit this criteria by means of education workshops, networking events, and one-on-one meetings.

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
RESOLUTION 2020-04

A RESOLUTION approving temporary tax anticipation borrowing, authorizing the Indianapolis Public Transportation Corporation (“IndyGo”) to obtain temporary loans for the use of the Operating Fund during the period May 1, 2020 through December 31, 2020 in anticipation of current taxes levied in the year 2019 and collectible in the year 2020 (the “2020 Taxes”) and during the period January 1, 2020 through December 31, 2020 in anticipation of current taxes levied in the year 2020 and collectible in the year 2021 (the “2021 Taxes” and with the 2020 Taxes, the “Taxes”), authorizing the issuance of tax anticipation time warrants for certain operating costs as described in Indiana Code 36-9-4-47; pledging the taxes to be received in the Operating Fund to the payment of the Warrants (as defined below), including the interest thereon; ratifying, approving, and confirming the proceedings had and action taken by the Board of Directors of IndyGo (the “Board”) in authorizing the temporary loans and the issuance of Warrants to evidence such loans for the Operating Fund and fixing a time when this resolution shall take effect.

WHEREAS, IndyGo has been established in accordance with Indiana Code 36-9-4; and

WHEREAS, the Controller of IndyGo (the “Controller”) has represented and the Board now finds that there will be insufficient funds in the IndyGo Operating Fund (the "Operating Fund") to meet the current operating expenses of IndyGo payable from the Operating Fund prior to the 2020 distributions of Taxes levied for the Operating Fund; and

WHEREAS, a necessity exists for the temporary loans for the Operating Fund in anticipation of Taxes for the Operating Fund actually levied and in the course of collection for the year 2020; and

WHEREAS, Indiana Code 5-1.4 permits IndyGo to issue and sell its Warrants to The Indianapolis Local Public Improvement Bond Bank (the “Bond Bank”);

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION:

SECTION 1. 1.1 The Board finds that it is necessary to authorize temporary loans for the use and benefit of the Operating Fund. The Board hereby approves the execution, issuance and delivery of tax anticipation time warrants, in the aggregate principal amount not to exceed Twenty Million Dollars (\$20,000,000) the proceeds of which are to be received in multiple advances over time, an amount in aggregate not exceeding 80% of the Taxes expected to be levied and in course of collection for the Operating Fund for the year 2020 and the year 2021, and designated as the “Indianapolis Public Transportation Corporation Taxable Tax Anticipation Time Warrants of 20__” (the “Warrants”).

1.2 The loans shall be evidenced by the Warrants bearing interest at a fixed or variable rate, at an initial interest rate or rates not to exceed seven percent (7%), the exact rate or rates of interest to be determined as provided in Section 4, and these Warrants to be substantially in the form set forth in Section 3. The Warrants shall be dated as of the date or dates of delivery of such Warrants. The Warrants payable from Taxes levied and in the course of collection for the Operating Fund payable in 2020 shall mature not later than December 31, 2020. The Warrants payable from Taxes levied and in the course of collection for the Operating Fund payable in the 2021 shall mature not later than December 31, 2021. The Warrants, including interest, shall be payable from the Operating Fund, and there is hereby pledged for the payment of the Warrants and interest thereon the Taxes to be received in the Operating Fund. The 2020 Budget for Warrants is hereby created for the payment of principal of the Warrants evidencing such temporary loans and for the payment of the amount of interest on such principal computed from the date or dates of the Warrants to the date of maturity or redemption at the interest rate or rates determined in the manner provided in Section 4.

1.3 The Warrants shall be sold to the Bond Bank.

SECTION 2. 2.1 The Warrants shall be executed in the name of IndyGo by the Chairman of the Board, countersigned by the Controller, and attested by the Secretary of the Board. The Warrants shall be payable in funds which are currently legal tender for the payment of debts at the office of the IndyGo Controller, ex officio Treasurer of IndyGo. The Warrants may be in any denominations determined by the Controller not to exceed the maximum amounts for any series set forth in Section 1. The Warrants are subject to redemption prior to their respective maturity dates as set forth in the Warrant Purchase Agreement (defined below) with the Bond Bank.

2.2 The Warrant proceeds shall be used for purposes of the Operating Fund and, if necessary, to pay all costs incurred in connection with the issuance of the Warrants.

SECTION 3. The Warrants shall be issued in substantially the following form (all blanks, including the appropriate amounts, date, statutory citations, and other data, to be properly completed prior to the execution and delivery thereof):

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
TAXABLE TAX ANTICIPATION TIME WARRANT
SERIES 202[]
(OPERATING FUND)

On the ____ day of _____, 202[] (unless redeemed prior to maturity as set forth below), the Indianapolis Public Transportation Corporation (“IndyGo”), in Marion County, Indiana, promises to pay to The Indianapolis Local Public Improvement Bond Bank at the office of the Controller, 1501 West Washington Street, Indianapolis, Indiana 46222, ex officio Treasurer of IndyGo, the sum set forth above, or so much of the principal amount of this warrant as has been advanced from time to time and as shown on Exhibit A plus interest at the rate of []% per annum on the amount advanced for the period of the advance. This Warrant shall be payable solely out of and from ad valorem property taxes levied in the year of [2019][2020], and payable from the [first installment] [second installment] for [2020][2021] (“Taxes”), which Taxes are now in the course of collection for the Board of IndyGo to pay general, current expenses of IndyGo from the Operating Fund.

This Tax Anticipation Time Warrant (“Warrant”) evidences a temporary loan in anticipation of Taxes levied and in the course of collection for the Operating Fund of IndyGo. This temporary loan was authorized by a resolution duly adopted by the Board of Directors of IndyGo at a meeting thereof duly and legally convened and held on the 26th day of March, 2020, for the purpose of providing funds for the current operating expenses of IndyGo for the Operating Fund and costs incurred in connection with the issuance thereof, in compliance with IC 36-9-4-47.

The consideration for the Warrant is a temporary loan made to IndyGo in anticipation of Taxes levied for the Operating Fund for the year of [2019][2020], payable in the year [2020][2021], and the Taxes so levied are hereby specifically pledged to the payment of this Warrant.

It is hereby certified and recited that all acts, conditions and things required to be done precedent to the authorization, preparation, complete execution and delivery of the Warrant have been done and performed as provided by law.

IN WITNESS WHEREOF, the Indianapolis Public Transportation Corporation has caused this Warrant to be signed in its corporate name by its Chairman of the Board of Directors, countersigned by the Controller, and attested by the Secretary of the Indianapolis Public Transportation Corporation Board of Directors.

Dated this _____ day of _____, 20 ____.

INDIANAPOLIS PUBLIC TRANSPORTATION
CORPORATION

By: _____
Chairman of the Board of Directors of Indianapolis
Public Transportation Corporation

COUNTERSIGNED:

By: _____
Controller, Indianapolis Public Transportation
Corporation

ATTEST:

Secretary of the Board of Directors
of Indianapolis Public Transportation
Corporation

[End of Warrant Form]

SECTION 4. 4.1 The Controller is hereby authorized and directed to have the Warrants prepared, and the Chairman of the Board, Controller and Secretary of the Board are hereby authorized and directed to execute the Warrants in the manner substantially set out in the form above. The Controller may sell any or all of the Warrants to the Bond Bank pursuant to IC 5-1.4 on such terms as are consistent with the terms of this resolution and are mutually agreed to between the Chairman of the Board and the Controller and the Bond Bank.

4.2 As an alternative, the Controller may sell any or all of the Warrants in one or more series at public sale. Prior to the public sale of the Warrants, the Controller shall cause to be published a notice of sale once each week for two consecutive weeks in two newspapers of general circulation, printed in the English language and published in Indianapolis with the first notice published at least 15 days before the sale date and the second notice published at least 3 days before the sale date, all in accordance with IC 5-3-1. All bids for the Warrants shall be sealed and shall be presented to the Controller at his office, and all bids shall name the rate or rates of interest for the Warrants, or portion thereof. If sold at public sale, the Warrants, rates of interest for the Warrants, or portion thereof bid for shall be awarded to the bidder or bidders offering the lowest net interest cost to IndyGo determined by computing the total interest on all Warrants and deducting any premium. Any premium bid shall be used solely for the repayment of the principal of and interest on the Warrants. No bid for less than par shall be considered, and the Controller shall have the right to reject any and all bids.

The proper officers of IndyGo are authorized to deliver the Warrants in one or more series to the purchaser or purchasers of the Warrants for the agreed purchase price in immediately available fund. The Warrants may all be delivered in one or more series at one time or in parcels from time to time, pursuant to any agreements or understandings with respect to delivery by and between the Controller and the purchaser of the Warrants. In the

event of a sale of the Warrants to the Bond Bank, the Controller, Chairman and Secretary of the Board are authorized to execute a Qualified Entity Purchase Agreement (the “Warrant Purchase Agreement”) between IndyGo and the Bond Bank in a form acceptable to the Chairman of the Board and the Controller and consistent with this resolution and to do such other actions and execute such documents as may be required by the Bond Bank as a condition to the purchase of the Warrants.

SECTION 5. The Board hereby authorizes the sale of the Warrants to the Bond Bank, in accordance with the terms of this resolution and the Warrant Purchase Agreement. Such officers may also take such other actions or deliver such other certificates as are necessary or desirable in connection with the issuance of the Warrants and the other documents needed for the financing as they deem necessary or desirable in connection therewith.

SECTION 6. The Chairman and the Secretary of the Board are hereby authorized and directed, for and on behalf of IndyGo, to execute and attest all such documents, instruments, certificates and closing papers and do all such acts and things as the executive official, upon advice of counsel, determines necessary or desirable to carry out the intent or terms of this resolution, the Warrant Purchase Agreement or other agreement of IndyGo or to take any other action necessary or desirable to carry out the purposes and intent of this resolution, and such determination shall be conclusively evidenced by their execution.

SECTION 7. All action heretofore taken by the Board with respect to the Warrants are ratified. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

SECTION 8. If any section, paragraph or provision of this resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of such section, paragraph or provision shall not affect any of the remaining provisions of this resolution.

* * * * *

Adopted this 26th day of March 2020.

BOARD OF DIRECTORS INDIANAPOLIS
PUBLIC TRANSPORTATION CORPORATION

Chairman of the Board of Directors

Attest:

Secretary of the Board of Directors

FORM OF
QUALIFIED ENTITY
WARRANT PURCHASE AGREEMENT

THIS AGREEMENT made and entered into as of this ____ day of [May], 2020, by and among The Indianapolis Local Public Improvement Bond Bank (“Bond Bank”), a body corporate and politic, created pursuant to the provisions of Indiana Code 5-1.4 (the “Act”), having its principal place of business in the City of Indianapolis, Indiana, the Indianapolis Public Transportation Corporation (“Qualified Entity”), a political subdivision of the State of Indiana (“State”) and _____ (“Lender”), [a national banking association] authorized to enter into this Agreement,

WITNESSETH:

WHEREAS, on the date hereof, for the benefit of the Bond Bank and the Qualified Entity, the Lender is willing to make a loan to the Bond Bank on a draw basis in the original aggregate principal amount of \$20,000,000 (the “Loan”); and

WHEREAS, The Bond Bank has adopted a resolution authorizing, pursuant to a Credit Agreement dated as of [May] __, 2020 (the “Credit Agreement”), by and among the Bond Bank, the Qualified Entity and the Lender, the issuance of its notes designated The Indianapolis Local Public Improvement Bond Bank Notes, Series 2020B (the “Bond Bank Notes”), for the purpose of providing funds for the purchase of Qualified Obligations (as defined below) in order to ease the cash flow deficits associated with the Qualified Entity’s expenditures incurred prior to collection of the Taxes (as hereinafter defined); and

WHEREAS, pursuant to the Act, the Bond Bank is authorized to purchase securities (as defined in the Act, “Securities”) issued by qualified entities (as defined in the Act); and

WHEREAS, the Qualified Entity is lawfully empowered to undertake all transactions and execute all documents mentioned or contemplated herein; and

WHEREAS, pursuant to Indiana Code 36-9-4-47, the Qualified Entity has full power to issue warrants of a specific fund which warrants are issued in anticipation of the receipt of ad valorem property taxes levied in 2019 and 2020 and in the course of collection and payable in the 2020 and 2021 budget years (“Taxes”); and

WHEREAS, the Qualified Entity has duly authorized the issuance of its warrant designated as “Indianapolis Public Transportation Corporation Taxable Tax Anticipation Time Warrant, Series 2020 (Operating Fund)” in the original aggregate principal amount of \$20,000,000 (the “Qualified Obligation”) and the Qualified Obligation is a Security; and

WHEREAS, the principal of and interest on the Qualified Obligation shall be payable from the fund for which the Taxes are levied;

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the Bond Bank, the Qualified Entity and the Lender agree as follows:

SECTION 9. Definitions.

The terms defined in this Agreement shall for all purposes have the meanings specified, unless the context clearly otherwise requires. Except where the context otherwise requires, words importing the singular number shall include the plural number and vice versa and the words “hereof” and “herein” shall be construed to refer to

the entirety of this Agreement and shall not be restricted to the particular section, subsection or paragraph in which they appear.

“Advance” means any advance of funds by the Lender on behalf of the Bond Bank to the Qualified Entity pursuant to this Agreement and the Credit Agreement. When reference is made to the purchase of a Warrant, such reference shall be deemed to also refer to an advance of funds to the Qualified Entity thereunder from time to time.

“Agreement” means this Qualified Entity Warrant Purchase Agreement by and among the Bond Bank, the Qualified Entity and the Lender, as amended or supplemented from time to time.

“Banking Day” means any day other than a Saturday, Sunday, federal holiday or other day on which the New York Stock Exchange is regularly closed and (i) with respect to all notices and determinations in connection with the One Month LIBOR, any day (other than a Saturday or Sunday) on which commercial banks are open in London, England, New York, New York, and _____, _____ for dealings in deposits in the London Interbank Market; and (ii) in all other cases, any day on which commercial banks in _____, _____ are required by law to be open for business; provided that, notwithstanding anything to the contrary in this definition of “Banking Day”, at any time during which a Rate Management Agreement with Lender is then in effect with respect to all or a portion of the Obligations, then the definitions of “Banking Day”, pursuant to such Rate Management Agreement shall govern with respect to all applicable notices and determinations in connection with such portion of the Obligations subject to such Rate Management Agreement.

“Bond Bank” means The Indianapolis Local Public Improvement Bond Bank, a body corporate and politic organized under the laws of the State of Indiana and separate from the City of Indianapolis in its corporate capacity.

“Bond Bank Note” means The Indianapolis Local Public Improvement Bond Bank Note, Series 2020B.

“County Auditor” means the auditor of Marion County, Indiana.

“Credit Agreement” means the Credit Agreement, dated [May] __, 2020, by and among the Bond Bank, the Qualified Entity and the Lender.

“Excluded Swap Obligation” means, with respect to any guarantor of a Swap Obligation, including the grant of a security interest to secure the guaranty of such Swap Obligation, any Swap Obligation if, and to the extent that, such Swap Obligation is or becomes illegal under the Commodity Exchange Act or any rule, regulation or order of the Commodity Futures Trading Commission (or the application or official interpretation of any thereof) by virtue of such guarantor's failure for any reason to constitute an “eligible contract participant” as defined in the Commodity Exchange Act and the regulations thereunder at the time the guaranty or grant of such security interest becomes effective with respect to such Swap Obligation. If a Swap Obligation arises under a master agreement governing more than one swap, such exclusion shall apply only to the portion of such Swap Obligation that is attributable to swaps for which such Swap Obligation or security interest is or becomes illegal.

“Fiscal Officer” means the Controller of the Qualified Entity or, to the extent permitted by law, an authorized deputy thereof.

“Lender” means _____.

“Obligations” means all obligations, indebtedness and liabilities of the Bond Bank under the Credit Agreement and the Series 2020B Notes (as defined in the Credit Agreement), any and all Rate Management Obligations (excluding, however, all Excluded Swap Obligations).

[“One Month LIBOR” means, as of any date of determination in accordance with this Note Indenture, the rate of interest rounded upwards (the “Rounding Adjustment”), if necessary, to the next 1/8 of 1% (and adjusted for reserves if Lender is required to maintain reserves with respect to relevant advances) fixed by ICE Benchmark Administration Limited (or any successor thereto, or replacement thereof, approved by Lender, each an “Alternate LIBOR Source”) at approximately 11:00 a.m., London, England time (or the relevant time established by ICE Benchmark Administration Limited, an Alternate LIBOR Source, or Lender, as applicable), two Business Days prior to such date of determination, relating to quotations for the one month London InterBank Offered Rates on U.S. Dollar deposits, as displayed by Bloomberg LP (or any successor thereto, or replacement thereof, as approved by Lender, each an “Approved Bloomberg Successor”), or, if no longer displayed by Bloomberg LP (or any Approved Bloomberg Successor), such rate as shall be determined in good faith by Lender from such sources as it shall determine to be comparable to Bloomberg LP (or any Approved Bloomberg Successor), all as determined by Lender in accordance with this Note Indenture and Lender’s loan systems and procedures periodically in effect. Notwithstanding anything to the contrary contained herein, in no event shall the One Month LIBOR be less than 0% as of any date (the “LIBOR Rate Minimum”); *provided* that, at any time during which a Rate Management Agreement with Lender is then in effect with respect to all or a portion of the Obligations, the LIBOR Rate Minimum, the Rounding Adjustment and the Adjustment Protocol (as defined below) shall all be disregarded and no longer of any force and effect with respect to such portion of the Obligations subject to such Rate Management Agreement. Each determination by Lender of the One Month LIBOR shall be binding and conclusive in the absence of manifest error. The One Month LIBOR shall be initially determined as of the date of the initial advance of funds to the Qualified Entity pursuant to that certain Credit Agreement (the “Credit Agreement”), dated May [___], 2020 and between the Lender and the Bond Bank, and shall be effective until the first Business Day of the month following the period commencing on the date of such initial advance (such first Business Day being the “First Adjustment Date”). The interest rate based upon the One Month LIBOR shall be adjusted automatically on the First Adjustment Date and on the first Business Day of each month thereafter (the “Adjustment Protocol”).

Notwithstanding anything herein contained to the contrary, if Lender, by written or telephonic notice, notifies the Qualified Entity that:

(a) any change in any law, regulation or official directive, or in the interpretation thereof, by any governmental body charged with the administration thereof, has made it unlawful for Lender to fund or maintain its funding in Eurodollars of any portion of any advance subject to the One Month LIBOR or otherwise give effect to Lender’s obligations as contemplated hereby, or

(b) (i) LIBOR deposits for periods of one month are not readily available in the London Interbank Offered Rate Market, (ii) by reason of circumstances affecting such market or other economic conditions, adequate and reasonable methods do not exist for ascertaining the rate of interest applicable to such deposits, or (iii) the One Month LIBOR as determined by Lender will not adequately and fairly reflect the cost to Lender of making or maintaining advances under the Credit Agreement bearing interest with reference to the One Month LIBOR (including inaccurate or inadequate reflection of actual costs resulting from the calculation of rates by reporting sources), then, in any of such events: (A) Lender’s obligations in respect of the One Month LIBOR shall terminate forthwith, (B) the One Month LIBOR with respect to Lender shall forthwith cease to be in effect, (C) Qualified Entity’s right to utilize One Month LIBOR index pricing as set forth in the Credit Agreement shall be terminated forthwith, and (D) amounts outstanding hereunder shall, on and after such date, bear interest at a rate per annum equal to the floating rate of interest established from time to time by the Lender at its principal office as its “Prime Rate”, whether or not the Lender shall at times lend to borrowers at lower rates of interest or, if there is no such Prime Rate, then such other rate as may be substituted by the Lender for such Prime Rate. Each determination by the Lender of the Prime Rate shall be binding and conclusive in the absence of manifest error. In the event of a change in the Prime Rate, the interest rate accruing hereunder based upon the Prime Rate shall be changed immediately with such change to be based upon such new Prime Rate.]

“Opinion of Bond Counsel” means a written opinion of counsel which is nationally recognized in the area of municipal law, which opinion is acceptable to the Bond Bank and the Qualified Entity.

“Prime Rate” means the rate of interest per annum announced from time to time by the Lender at its principal office in _____, _____, to be its prime rate, whether or not the Lender shall at times lend to borrowers at lower rates of interest or, if there is not such prime rate, then its base rate of such other rate as may be substituted by the Lender for the prime rate, such rate changing automatically from time to time effective as of the effective date of each such announced change; provided that in no event shall the Prime Rate exceed the rate permitted by law.

“Program” means the program established by the Bond Bank whereby the Bond Bank purchases warrants of qualified entities, including the Qualified Entity.

“Qualified Entity” means the Indianapolis Public Transportation Corporation.

“Rate Management Agreement” means any agreement, device or arrangement providing for payments which are related to fluctuations of interest rates, exchange rates, forward rates, or equity prices, including, but not limited to, dollar-denominated or cross-currency interest rate exchange agreements, forward currency exchange agreements, interest rate cap or collar protection agreements, forward rate currency or interest rate options, puts and warrants, and any agreement pertaining to equity derivative transactions (e.g., equity or equity index swaps, options, caps, floors, collars and forwards), including without limitation any ISDA Master Agreement between Bond Bank or the Qualified Entity and Lender or any affiliate, and any schedules, confirmations and documents and other confirming evidence between the parties confirming transactions thereunder, all whether now existing or hereafter arising, and in each case as amended, modified or supplemented from time to time.

“Rate Management Obligations” means any and all obligations of Bond Bank or the Qualified Entity to Lender or any affiliate, whether absolute, contingent or otherwise and howsoever and whensoever (whether now or hereafter) created, arising, evidenced or acquired (including all renewals, extensions and modifications thereof and substitutions therefore), under or in connection with (i) any and all Rate Management Agreements, and (ii) any and all cancellations, buy-backs, reversals, terminations or assignments of any Rate Management Agreement.

“Swap Obligation” means any Rate Management Obligation that constitutes a “swap” within the meaning of section 1a(47) of the Commodity Exchange Act, as amended from time to time.

“Warrant” or “Warrants” means the Series 2020 Warrant or Warrants issued by the Qualified Entity, portions payable from Taxes levied in 2019 and 2020, maturing on December 31, 2021 pursuant to this Agreement, which Warrants are issued in anticipation of the receipt of the Taxes, and are (i) issued in the aggregate amount not exceeding the Warrant Amount under this Agreement, and (ii) purchased by the Bond Bank in the manner provided under this Agreement.

“Warrant Amount” means the amount, not exceeding the maximum amount permitted by subsection 3.1(a) hereof, the Qualified Entity is authorized to borrow from the Bond Bank, which amount is set forth in Exhibit A for each Fund.

“Warrant Outstanding” means the unpaid Advances of the Warrant Amount.

“Year” means the then current calendar year.

Terms defined in the Credit Agreement and not defined herein shall for the purposes of this Agreement, have the meanings ascribed thereto in the Credit Agreement.

SECTION 10. Obligation of Bond Bank to Purchase Warrants.

10.1 Warrant Amounts. Attached to this Agreement as Exhibit A is a schedule prepared by the Fiscal Officer setting forth any Advance made by the Lender to the Bond Bank or the Qualified Entity pursuant to the Credit Agreement or this Agreement. The Qualified Entity, by execution of this Agreement, hereby ratifies and confirms as of the date hereof the information contained in Exhibit A.

10.2 Purchase and Advances: Payment.

a. The Bond Bank shall advance proceeds and so long as the Qualified Entity is not in default in the payment of a Warrant purchased by the Bond Bank pursuant to this Agreement or in the performance of any of its other obligations under this Agreement, the Bond Bank shall make an Advance to the Qualified Entity so long as at the time of such Advance the amount of the Warrant Outstanding for that fund after that Advance shall not exceed the Warrant Amount. Advances shall be made at closing in the amounts set forth in Exhibit A. As long as the Bond Bank determines that the repayment of the Notes will not be adversely affected, the Bond Bank may, with the consent of the Qualified Entity, waive the requirements of this paragraph. Such Advances shall be recorded on the Warrant and the Bond Bank Note.

b. The purchase price of the Warrants shall be par. The Warrants shall bear interest at a fluctuating rate per annum equal to the [_____] on the amounts shown on Exhibit A attached hereto. Interest shall be calculated on the basis of a 360 day year with twelve thirty day months. Commencing January 1, 2021, and continuing on the first Banking Day of each calendar month thereafter, Qualified Entity shall make a payment equal to all accrued and outstanding interest with respect to the Warrants.

c. [The Qualified Entity also agrees to pay to Lender a fee (the "Unused Fee") in an amount equal to (a) the sum of (i) Twenty Million Dollars (\$20,000,000), less (ii) the sum of all issued and outstanding Warrants, multiplied by (b) _____ () basis points (_____ %). Such fee shall be payable in arrears commencing on January 1, 2021, and continuing monthly on the first Banking Day of each calendar month thereafter.]

d. The Qualified Entity agrees to provide for the payment of the Warrant so that on the payment date the Bond Bank has immediately available funds.

10.3 Method of Payment. The Bond Bank shall make payment for Advances made by it pursuant to this Agreement, upon receipt of a written request of the Qualified Entity stating the amount of the Advance requested, which shall not exceed the Warrant Amount, by causing the Lender to make payment for Advances to the Qualified Entity or the Bond Bank.

SECTION 11. Further Conditions and Limitations.

11.1 Budget and Levy. Prior to the purchase by the Bond Bank of any Warrant, the Qualified Entity shall have filed with the Bond Bank the following:

a. A certificate, executed by the Fiscal Officer, to the effect that the amount of principal of the Warrant, or other tax anticipation borrowings of the Qualified Entity, to be issued does not exceed 80% of the amount of the Taxes levied in 2019 and 2020 and collectable and payable in 2020 and 2021, estimated by the County Auditor or her deputy to be collected for and distributed to the Qualified Entity at the settlement for which the Warrant is to be issued;

b. A certificate executed by the Fiscal Officer stating that the Qualified Entity has duly, regularly and properly adopted a budget for the then current Year setting forth expected revenues and probable expenditures; has complied with all statutory and regulatory requirements with respect to the adoption of such budget; has levied

ad valorem property taxes in accordance with all statutory and regulatory requirements and will expend the proceeds of the Warrant for lawful purposes provided for in the budget;

c. A copy of the resolution or ordinance of the Qualified Entity authorizing the issuance of the Warrant, certified by the Fiscal Officer of the Qualified Entity, or extracts so certified from the minutes of the meeting of the Qualified Entity at which such resolution or ordinance was adopted, setting forth such resolution or ordinance in full;

d. A signed copy of the Opinion of Bond Counsel to the Qualified Entity; and

e. All other documents required under the Credit Agreement.

11.2 Advances. Prior to each Advance, the Qualified Entity shall furnish to the Bond Bank a certificate of the Fiscal Officer of the Qualified Entity if at such time there has been any material adverse change in the matters set forth in the certificate delivered to the Bond Bank pursuant to subsection 3.1(a) of this Agreement and prior to an Advance of a Warrant payable from Taxes due in 2020, a certificate to the effect required in Section 3.1(b) above.

11.3 Additional Limitations. Notwithstanding any other provision of this Agreement to the contrary, the Bond Bank shall not be obligated to purchase any Warrant of the Qualified Entity if the Qualified Entity or the Bond Bank is then in default or in violation or breach of any covenant or agreement under this Agreement or the Credit Agreement or if such purchase would cause the Qualified Entity or the Bond Bank to default, violate or breach any covenant or agreement under this Agreement or the Credit Agreement.

SECTION 12. Agreements by Qualified Entity.

12.1 Consent by Qualified Entity. The Qualified Entity consents and agrees to the purchase of the Warrants by the Bond Bank and Advances made by the Bond Bank or the Lender pursuant to the terms and provisions of Section 2 of this Agreement.

12.2 Valid and Binding Obligations. The Qualified Entity shall issue the Warrants to be purchased by the Bond Bank in compliance with the statutes of the State so that the Warrants will be the valid and binding enforceable obligations of the Qualified Entity to pay the sums set forth therein from the funds pledged to their respective payments.

12.3 Form of Warrants. The Qualified Entity shall issue the Warrants in compliance with the statutes of the State and substantially in the form set forth in the resolution or ordinance of the Qualified Entity authorizing the issuance of the Warrants.

12.4 Pledge. The Qualified Entity has appropriated and pledges to the Bond Bank to secure payment of the principal of and interest on its Warrants, a sufficient amount of the revenues derived from the Taxes and the property tax replacement fund of the Qualified Entity for the Fiscal Year, no matter when or how collected. The Qualified Entity consents to the assignment by the Bond Bank to the Lender under the Credit Agreement of all the Bond Bank's right, title and interest granted by the Qualified Entity to the Bond Bank under this Agreement. The Qualified Entity covenants and agrees that it shall, if it fails to make any payment required herein when due, promptly undertake all actions that: (i) are necessary to cure such nonpayment, (ii) are legally available to cure such nonpayment, and (iii) do not, in the Opinion of Bond Counsel, cause the Warrants to be considered debt of the Qualified Entity within the meaning of Article 13, Section 1 of the Indiana Constitution or laws of the State of Indiana.

12.5 Prohibition Against Certain Other Borrowing. During the period of time when the Warrants are outstanding, the Qualified Entity shall not issue any other indebtedness in anticipation of the revenues budgeted

for the Warrant for the then current Fiscal Year without the consent of the Bond Bank. If consent is given, the Qualified Entity may enter into temporary loans and issue other evidences of indebtedness only to fund operating deficits in a fund which may occur in excess of the principal amount of the Warrant for that fund. Such temporary loans and other evidences of indebtedness shall be subordinate to and repaid only after payment of all the obligations of the Qualified Entity under this Agreement.

12.6 Financial Information. The Qualified Entity agrees to deliver annual audited financial statements to the Lender or semi-annual internally prepared financial statements to the Lender within thirty (30) days of such financials being finalized and become available for distribution.

SECTION 13. Miscellaneous.

13.1 Effect of Breach. a. Failure on the part of the Bond Bank or the Lender in any instance or under any circumstance to observe or fully perform any obligation assumed by or imposed upon the Bond Bank or the Lender by this Agreement or by law shall not make the Bond Bank or the Lender liable in damages to the Qualified Entity or relieve the Qualified Entity from paying the Warrants or fully performing any other obligation required of it under this Agreement; however, the Qualified Entity may have and pursue any and all other remedies provided by law for compelling performance by the Bond Bank or the Lender of said obligation assumed by or imposed upon the Bond Bank or the Lender.

b. If the Qualified Entity breaches this Agreement or any of the provisions of the ordinance, the Bond Bank and the Lender may exercise any available legal and equitable remedies and any applicable rights and provisions available under the Credit Agreement or this Agreement.

13.2 Execution of Counterparts. This Agreement may be executed in any number of counterparts each of which shall be executed by the Executive Director of the Bond Bank, by authorized officers of the Lender and by authorized officers or officials of the Qualified Entity and all of which shall be regarded for all purposes as one original and shall constitute and be but one and the same instrument.

13.3 Severability of Invalid Provisions. If any one or more of the covenants or agreements provided in this Agreement on the part of the Bond Bank, the Lender or the Qualified Entity to be performed should be contrary to law, then such covenant or covenants or agreement or agreements shall be deemed severable from the remaining covenants and agreements, and shall in no way affect the validity of the other provisions of this Agreement.

13.4 Notices. All notices, filings and other communications shall be sent by first class mail, postage prepaid, addressed as follows:

Bond Bank:	The Indianapolis Local Public Improvement Bond Bank City-County Building, Room 2342 200 East Washington Street Indianapolis, Indiana 46204 Attention: Executive Director
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Qualified Entity:	Indianapolis Public Transportation Corporation 1501 West Washington Street Indianapolis, Indiana 46204 Attention: Controller
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Lender:

Attention: _____

13.5 Expenses. The Qualified Entity covenants and agrees to pay the costs and expenses of providing the necessary certificates, documents and opinions required to be delivered hereunder, any fees and charges relating to the Program.

* * * * *

IN WITNESS WHEREOF, the Bond Bank and the Qualified Entity each has caused its seal to be hereunto affixed and attested and the Bond Bank, the Lender and the Qualified Entity each has caused these presents to be signed by their respective officers hereunto duly authorized, all as of the day and year first above written.

THE INDIANAPOLIS LOCAL PUBLIC IMPROVEMENT
BOND BANK

By: _____
Dennis Charles, Chairperson

(SEAL)

Attest:

Sarah S. Riordan, Executive Director

INDIANAPOLIS PUBLIC TRANSPORTATION
CORPORATION

By: _____
Gregory F. Hahn,
Chair of Board of Directors

By: _____
Bart Brown, Vice President of Finance, Chief Financial
Officer

(SEAL)

ATTEST:

Adairius J. Gardner,
Vice Chair of Board of Directors

_____, as Lender

By: _____

Name: _____

Title: _____

EXHIBIT A
TO WARRANT PURCHASE AGREEMENT

SCHEDULE OF WARRANT AMOUNT, ADVANCES AND
INTEREST OWED ON WARRANT OF THE
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
(OPERATING FUND)

Warrant Amount: \$ _____



**Term Sheet – Request for Proposals
Dated: March 25, 2020**

**\$20,000,000
The Indianapolis Local Public Improvement Bond Bank
Taxable Notes, Series 2020B (IndyGo Tax Warrants)**

The Indianapolis Local Public Improvement Bond Bank (the “Bond Bank”) is requesting proposals from prospective purchasers for its Bond Bank Taxable Notes, Series 2020B (IndyGo Tax Warrants) (the “2020B Notes”). Please submit your proposal to purchase the 2020B Notes via email to the Bond Bank no later than **12:00 PM EDT on Friday, April 23, 2020***.

Each response should include the following (1) rate or rates of interest (2) purchaser fee (if applicable), (3) purchaser’s counsel fee (if applicable), and (4) all other fees that would be charged to the Bond Bank by the purchaser (if applicable).

Issuer: The Indianapolis Local Public Improvement Bond Bank

Issue: The Indianapolis Local Public Improvement Bond Bank Notes, Series 2020B (IndyGo Tax Warrants) (the “2020B Notes”)

Qualified Entity: Indianapolis Public Transportation Corporation (“IndyGo”)

Qualified Obligations: Indianapolis Public Transportation Corporation Taxable Tax Anticipation Time Warrants of 2020 (the “Qualified Obligations”)

Par Amount: \$20,000,000

Interest Rate: Fixed or variable rate, at an initial interest rate or rates not to exceed seven percent; Acceptable LIBOR replacement language consistent with ARRC principles to the Bond Bank and IndyGo

Trustee: _____

Bank Qualified: No

Pricing Date: April 23, 2020*

Dated Date: Delivery Date

Delivery Date: May 7, 2020 (the “Delivery Date”)

Maturity Date: December 31, 2021

Tax Status: Taxable

Rating: Non-Rated

*It is currently anticipated that bids will be requested on or about April 23rd



Authorization: Resolution authorizing the 2020B Notes anticipated to be adopted by the Bond Bank Board of Directors on April 20, 2020

Plan of Finance: The proceeds from the sale of the 2020B Notes will be used to provide funds for the purchase of the Indianapolis Public Transportation Corporation Taxable Tax Anticipation Time Warrants of 2020 (the "Qualified Obligations"), issued on behalf of IndyGo.

The Qualified Obligations will be used to provide temporary loans for the use and benefit of the Operating Fund of IndyGo (the "Operating Fund") from the Delivery Date of the 2020B Notes through December 31, 2020, in anticipation of current taxes levied in the year 2019 and collectible in the year 2020 (the "2020 Taxes") and during the period January 1, 2021, through December 31, 2021, in anticipation of current taxes levied in 2020 and collectible in the year 2021 (the "2021 Taxes" and with the 2020 Taxes, the "Taxes").

Proceeds of the Qualified Obligations will be received in multiple advances over time and in an amount in aggregate principal not exceeding eighty percent (80%) of the Taxes expected to be levied and in the course of collection for the Operating Fund for the years 2020 and 2021.

The Qualified Obligations payable from Taxes levied and in the course of collection for the Operating Fund payable in 2020 will mature not later than December 31, 2020. The Qualified Obligations payable from Taxes levied and in the course of collection for the Operating Fund payable in 2021 will mature not later than December 31, 2021.

Prepayment: The 2020B Notes may be prepaid, together with accrued interest, on any business day without premium or penalty.

Security: The 2020B Notes will be issued under and secured by a Note Indenture between the Bond Bank and _____ (the "Trustee"), to be dated as of May 1, 2020 (the "Note Indenture").

The 2020B Notes are limited obligations of the Bond Bank payable solely from the revenues and funds of the Bond Bank pledged therefor under the Indenture, including payments received on the Qualified Obligations.

From the proceeds of the 2020B Notes, the Bond Bank intends to purchase, and upon purchase, will pledge to the Trustee, the Qualified Obligations. The Bond Bank will enter into a purchase agreement (the "2020B Purchase Agreement") with IndyGo for the purchase of the Qualified Obligations.



The Qualified Obligations are payable from the Taxes to be received in the Operating Fund.

**Disclosure and Required
Purchaser Representations:**

Prospective purchasers will receive copies of all legal documents including the bond resolutions, trust indenture, opinions and other information that prospective purchasers deem necessary, as applicable. No Official Statement or continuing disclosure undertaking will be delivered to the purchaser.

The purchaser will be expected to sign a purchase agreement or purchaser letter representing that the purchaser is a “qualified institutional buyer” as defined in Rule 144A promulgated under the Securities Act of 1933, as amended (the “Securities Act”), or an “accredited investor” as defined in Regulation D promulgated under the Securities Act, that the purchaser has sufficient knowledge and experience in business matters to be capable of evaluating the merits and risks of purchasing the 2020B Notes, that the purchaser has the financial ability to bear the risk of investment in the 2020B Notes, that the purchaser is purchasing the 2020B Notes for its own account and not with the present view of reselling, distributing or otherwise disposing of all or any part of the 2020B Notes and that the purchaser will not sell, convey, pledge, distribute or otherwise transfer the 2020B Notes without prior compliance with applicable registration and disclosure requirements of state and federal securities law.

Supplemental:

The Bond Bank creates no obligation, express or implied, by distributing this term sheet or by receipt of any proposals submitted pursuant hereto. The selection of a proposal to purchase the 2020B Notes as a result of this term sheet shall be at the sole discretion of the Bond Bank. Neither this term sheet nor any proposal submitted in response hereto is to be construed as a legal offer. The Bond Bank reserves the right to determine which of the responses have met the terms and conditions expressed in this term sheet. In addition, the Bond Bank may reject, in whole or in part, any and all responses, may waive any irregularities, and may negotiate with any respondent in any manner deemed necessary to serve the best interests of the Bond Bank in furtherance of the program. The Bond Bank shall not be liable for any expenses incurred in the preparation of responses to this term sheet. The Bond Bank is not required to furnish a statement of the reason(s) why a response was not deemed to be the most advantageous nor will it be required to furnish any information regarding this term sheet other than the original solicitation document.



Financial Information regarding IndyGo can be found on their website at <https://www.indygo.net/about-indygo/financial-information/>

Financing Team:

Sarah Riordan, Bond Bank
Executive Director & General Counsel
sarah.riordan@indy.gov

Kyle Willis, Bond Bank
Associate Director & Chief Compliance Officer
kyle.willis@indy.gov

Eva Flick, Bond Bank
Project Manager & Legislative Coordinator
eva.flick@indy.gov

Mr. Bart Brown, IndyGo
Vice President of Finance and Chief Financial Officer
babrown@indygo.net

Ms. Hardi Shah, IndyGo
Deputy Chief Financial Officer
hshah@indygo.net

Angie Steeno, Crowe LLP
Municipal Advisor
angie.steenocrowe.com

Becca Zakowski, Crowe LLP
Municipal Advisor
rebecca.zakowskicrowe.com

Michael Allen, Ice Miller LLP
Bond Counsel
michael.allen@icemiller.com

Tyler Kalachnik, Ice Miller LLP
Bond Counsel
tyler.kalachnik@icemiller.com

Note: Please send all questions and responses, via email to Ms. Sarah Riordan, Ms. Eva Flick, and Mr. Kyle Willis.



Please Note: Crowe LLP is acting in the capacity as a Municipal Advisor as registered with the Municipal Securities Rulemaking Board and the Securities and Exchange Commission (SEC) and not as a Registered Dealer.



Date: March 24, 2020
Current Meeting: March 24, 2020
Board Meeting: March 26, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: General Counsel, Jill Russell
SUBJECT: Resolution for Authority during Public Health Emergency 2020-05

Policy-Related Action: Yes, Procurement Manual Section 3.3

ACTION ITEM A –5

RECOMMENDATION:

Authorize the approval of Resolution 2020 – 05, Authority During Public Health Emergency

BACKGROUND:

With the issuance of Executive Order 2020-02 by Governor Erick Holcomb declaring a Public Health Emergency, it became apparent that President and CEO Inez Evans would require the authority and flexibility necessary to execute procurements and contracts necessary for the continued operation of the corporation within shorter time spans than monthly Board meetings. With concurrence from the Board Chair, President and CEO Evans will be allowed execute procurements and contracts exceeding \$100,000 during such time as the Governor of Indiana has declared a Public Health Emergency. In addition, President and CEO Evans requires the flexibility, upon recommendation from the Chief Financial Officer and Vice President of Finance to reallocate Transit Income Tax between operational and capital funds as needed for the continuation of payroll and accounts payable.

DISCUSSION:

Section 3.3 of the IndyGo Procurement manual requires that the President and CEO acquire the approval of the Board of Directors prior to entering into any procurement or contract valued at over \$100,000. During this period of unprecedented circumstances, procurements and contracts will need to be executed quickly to acquire the goods and services necessary for the uninterrupted delivery of transit service. Further, President and CEO Evans will require the authority, upon recommendation of the CFO and VP of Finance to reallocate Transit Income Tax between operational and Capital funds as necessary for the continuation of payroll and accounts payable. This resolution will remain in effect only until such time as Governor Holcomb declares the Public Health Emergency over.

ALTERNATIVES:

Not Applicable

FISCAL IMPACT:

This Resolution will exceed the Board approved Budget.

STANDING COMMITTEE DISCUSSION/RECCOMENDATION:

This action will be reviewed by the Service Committee March 24, 2020. The Finance Committee did not meet.

RESOLUTION 2020-05

RESOLUTION 2020-05 EMERGENCY RESOLUTION AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO ENTER INTO PURCHASES OVER ONE HUNDRED THOUSAND DOLLARS AND REALLOCATE TRANSIT INCOME TAX FUNDS WITHOUT BOARD APPROVAL DURING THE DECLARED PUBLIC HEALTH EMERGENCY

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

WITNESS THAT:

WHEREAS, the Indianapolis Public Transportation Corporation (“IPTC”) regularly enters into purchasing agreements and contracts for the operation and maintenance of the corporation and the provision of public transportation services; and

WHEREAS, purchasing agreements and contracts entered into by the Indianapolis Public Transportation Corporation with a value of over One Hundred Thousand Dollars (\$100,000) require approval by the Board of Directors; and

WHEREAS, the Governor of Indiana, Eric Holcomb, issued Executive Order 20-02 which declared that a public health disaster emergency exists in the State of Indiana as a result of the coronavirus disease 2019 “COVID-19”; and

WHEREAS, COVID-19 is an evolving and serious threat to the health, safety and welfare of all Indiana residents and is spreading rapidly through the United States and Indiana requiring more stringent measures to mitigate the spread of the disease; and

WHEREAS, the provision of public transportation by IPTC is an essential service to the residents of the City of Indianapolis and Marion County; and

WHEREAS, in light of the above, it may be necessary and proper during this declared public health disaster emergency to take action(s) to prepare for and respond to the emerging needs of the corporation, protect employees and the public; and

WHEREAS, to meet those needs the Corporate Executive Officer, Inez Evans, must have the ability to enter into purchase agreements and contracts over the \$100,000 threshold without prior Board approval; and

WHEREAS, Corporate Executive Officer, Inez Evans, will only enter into purchase agreements or contracts over \$100,000 with the concurrence of the Chair of the Board of Directors for IPTC; and

WHEREAS, during this declared public health disaster emergency, Corporate Executive Officer Inez Evans will require the authority and flexibility, upon recommendation of the Vice President of Finance, to re-allocate Transit Income Tax between operational and capital funds as needed to ensure the continuation of payroll and accounts payable.

WHEREAS, this resolution will be in place for the time that the State of Indiana is in a declared public health disaster emergency and will end immediately upon its expiration; therefore

IT IS HEREBY RESOLVED by the Board of Directors for the Indianapolis Public Transportation Corporation as follows:

For as long as the declared public health disaster emergency is in effect, the Board of Directors authorizes the IPTC Corporate Executive Officer, Inez Evans, to enter into purchasing agreements and contracts that exceed \$100,000 on behalf of the IPTC and re-allocate Transit Income Tax funds between operational and capital accounts as needed to ensure the continuation of payroll and accounts payable.

ALL OF WHICH IS RESOLVED by the Indianapolis Public Transportation Corporation on this 26th day of March 2020.

DATED this 26th day of _ March 2020.

Indianapolis Public Transportation Corporation

Chairman

Attest



Date: March 26, 2020
Board Meeting: March 26, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: VP of Operations/COO, Aaron Vogel
SUBJECT: Emergency Actions in Response to the COVID-19 Outbreak; Ratification of Emergency Purchases

ACTION ITEM A – 6

RECOMMENDATION:

Temporarily grant the President/CEO emergency powers to implement service changes, approve critical contracts, and modify IndyGo policies and procedures as needed to respond rapidly to the Coronavirus (COVID-19) outbreak through September 1, 2020, and shall automatically renew unless terminated by a vote of the Board.

This action will also authorize the delay of the implementation of the route network redesign to a later date, to be determined once the immediate pandemic has passed. Additionally, this action will ratify measures already taken as non-competitive purchases.

BACKGROUND:

The world is responding to an outbreak of respiratory illness caused by a novel (new) coronavirus. The outbreak first started in Wuhan, China, but cases have been identified in a growing number of other locations internationally, including the United States. In addition to CDC, many public health laboratories are now testing for the virus that causes COVID-19. As of this writing, there are over 7,000 cases in the USA.

In response, state and local governments including Indiana and Indianapolis have implemented restrictions on gatherings over a certain size and have forced many businesses to close or alter their business models. Effectively much of Indianapolis has shut down and gone into self-quarantine. This has reduced IndyGo’s staffing capacity, reduced ridership demand, and introduced a potential public health issue of large groups of people on a single bus.

DISCUSSION:

IndyGo is compelled to take several steps in response to this pandemic in order to limit exposure for staff and passengers and to provide service to the members of the community. To that end, the President/CEO needs broad powers to quickly respond to the unprecedented crisis in real-time.

These emergency powers may include, but are not limited to:

- Reducing service due to reduced demand and fewer available operators and buses.
- Eliminate fare collection to reduce the number of physical contact points around operators and to allow passengers to board at the back door, but only in the most extreme circumstances during the pandemic.
- Deploying booster buses to split up passenger loads if volumes exceed an acceptable threshold to improve social distancing and keep as many employees working as possible.
- Approving critical contracts in excess of the board threshold without formal board action.
- Complete non-competitive purchases in the event a real and present threat to IPTC property, employee welfare, or the provision of transit service that cannot be reasonably alleviated without the purchase in question.
- Implement emergency employee leave policies to be consistent with any public health guidance.
- Modify or suspend existing employment and labor policies or agreements to quickly respond to the unprecedented convergence of unforeseen health and economic circumstances.

- Initiate a health screening process for employees and visitors to determine whether an individual may be sick.
- Implement contingency scenarios to take decisive, informed action to limit the spread of COVID-19 while ensuring the continuity of public transportation services for the Indianapolis-Marion County community.

Additionally, IndyGo had been working towards a route network change in June 2020. With staff attention diverted to this crisis, as well as vendor supply chains being disrupted by it, it is infeasible to successfully roll out this new service. It is proposed that this implementation be postponed, with a new date to be selected once the pandemic is over and any resulting fallout can be assessed.

If the President/CEO exercises any emergency powers, they will be thoroughly documented and communicated to the Board at the earliest opportunity. It is proposed that this emergency authority be granted through September 1, 2020 and shall automatically renew unless terminated by way of Board action.

FISCAL IMPACT:

As this situation is of serious nature and has developed suddenly and unexpectedly, there will assuredly be a financial impact of this crisis and the decisions resulting from it. At this time, IndyGo requests that the Board of Directors provide retroactive review and approval of emergency purchase in the amount of \$1,060,000. IndyGo will do its best to make prudent financial decisions, but ultimately the safety of the staff and passengers are of primary importance. Staff will continue to track and report to the Board any future material cost impacts, as well as seek reimbursement where applicable.



Date: March 20, 2020

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 and Hardi Shah, Deputy CFO
SUBJECT: February 2020 Financials Summary

Revenue

- The federal draws for the month of February were \$86,198 (9%) higher than budget. This is due to draws related to the preventative Maintenance expenditures and our transit services expenditures related to ADA.
- Passenger Service Revenue is over budget by \$8,058 (1%) for the month and under budget by \$129,706 (8%) year to date. This category has been adjusted to account for the seasonality of the revenue receipts month over month.
- PMTF revenue is the same as budgeted. Our PMTF (State Grant) 1st claim of 2020 will be submitted after the end of first quarter. We accrue monthly revenue in lieu of that.
- Property Tax Revenue is slightly higher than budgeted due to higher than budgeted LOIT (levy freeze) distributions.
- Local Transit Income Tax revenue received is exactly on target with the budgeted revenue.
- Service Reimbursement Program revenue is just 1.30% under budget for the month of February.

Total Revenue for the agency is over budget by \$100,382 (1%) in February and by \$57,652 (0.31%) year to date.

Expenditures

I) Personnel Services

- Fringe benefits were over budget for the month of February by \$160,591 or 11.47% but under budget by \$326,568 or 10% year to date. The medical claims payouts for the month of February were higher than the month of January. Since IndyGo is partially self-insured for health insurance, claims seem to vary month over month.
- Overtime continues to trend higher for the month of February as well YTD as the shortage of our drivers and mechanics continues. Overtime for the month is over by \$45,511 or 16% and YTD by \$341,974 or 62%
- Salary expenditure for the month was over budget by \$75,857 or 1.47%. However, YTD was still under budget by \$401,966 or 3.5%

Personnel Services category is over budget by \$75,857 (1%) in February and under budget by \$401,966 (3.5%) year to date.

II) Other Services and Charges

- Claims expense was over budget for the month of February by \$30,902 or 13%. There were some invoices that we paid for in February related to January and February months. Year to date, this expense is under budget by \$132,422 or 27%. The claims tend to vary month over month due to the nature of this expense.
- Overall, Training & Travel, misc. expenses came under budget for February by \$27,729 and year to date by \$84,208 as well.
- The purchased transportation is coming on target with the budget by staying approximately 1% under budget for the month and year to date.
- “Services” category was slightly over budget by \$35,850. It was mainly due to one-time annual software renewal fees that was paid in the month of February. Year to date, this category is well under budget by \$876,767 or 29%.
- Electricity expenses under the “Utilities” category came over budget \$40,420 or 36%. Year to date, it is also over budget by \$33,753 or 15%. We charge our articulated all-electric buses at our premises. During winter months, the expenses tend to be higher as opposed to the summer months when we typically see a set off from the application of our solar energy to charge our rolling stock.

Other Services & Charges category is over budget by \$73,050 (3%) in February and under budget by \$1,066,437 (18%) year to date.

I) Materials & Supplies

- In February, the Fuel & Lubricants category is under budget by \$363,784 or 52%. It is also under budget year to date by \$680,154 or 49%. This is due to the 2019 budget carry over impact of the fuel contract. Even though, this budget carry over has been allocated out throughout the year, monthly budget still carries some impact of it.
- Maintenance materials are under budget for the month by \$54,075 or 12% and \$92,080 or 10% year to date.
- Other materials and supplies are over budget for the month by \$50,131. Expenses related to Bus Stop & Shelter cleaning and repairs were posted under this account which will be adjusted in the coming month. Year to date, this expense is over budget by \$30,431 due to the same reasons.
- Tires & Tubes expenses were under budget by \$51,858 for the month of February and \$70,090 year to date. We are realizing lesser expenses than our budgeted amounts each month since we have adopted phased approach for the replacement of tires of our existing fleet with the current vendor that we have a lease contract with.

Total Materials and Supplies category is under budget by \$419,485 (32%) in February and \$811,893 (31%) year to date.

Overall, we are under budget by \$270,678 for the month of February and \$2,337,948 year to date.



Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - NM
 For the Two Months Ending Saturday, February 29, 2020

	Current Month						YTD					
	Budget		Budget		Budget		Budget		Budget		Budget	
	Actual	Budget	Variance \$	Variance %	Actual	Budget	Variance \$	Variance %	Actual	Budget	Variance \$	Variance %
Operating Revenue												
Federal Assistance	1,042,864.63	956,667.00	86,197.63	9.01	2,086,585.63	1,913,330.00	173,255.63	9.06	2,109,559.00	2,109,559.00		
Other Operating Income	60,639.32	71,275.00	(10,635.68)	(14.92)	123,128.47	142,555.00	(19,426.53)	(13.63)	121,262.51	121,262.51		
Passenger Service Revenue	807,561.40	799,503.00	8,058.40	1.01	1,564,139.39	1,693,845.00	(129,705.61)	(7.66)	1,499,547.35	1,499,547.35		
PMTF Revenue	925,650.00	925,650.00	0.00	0.00	1,851,300.00	1,851,300.00	0.00	0.00	1,826,100.00	1,826,100.00		
Local Property & Excise Tax Revenue	3,056,301.00	3,039,078.00	17,223.00	0.57	6,112,602.00	6,078,156.00	34,446.00	0.57	5,961,338.00	5,961,338.00		
Local Transit Income Tax Revenue	3,342,536.00	3,342,540.00	(4.00)	(0.00)	6,685,072.00	6,685,076.00	(4.00)	(0.00)	5,766,356.10	5,766,356.10		
Service Reimbursement Program	34,583.00	35,040.00	(457.00)	(1.30)	69,166.00	70,080.00	(914.00)	(1.30)	70,997.88	70,997.88		
Total Operating Revenues	9,270,135.35	9,169,753.00	100,382.35	1.09	18,491,993.49	18,434,342.00	57,651.49	0.31	17,355,160.84	17,355,160.84		
Operating Expenses												
Personal Services												
Fringe Benefits	1,560,485.20	1,399,893.85	(160,591.35)	(11.47)	2,808,272.21	3,134,841.15	(326,568.94)	10.42	1,389,214.69	1,389,214.69		
Overtime	323,475.33	277,964.58	(45,510.75)	(16.37)	897,902.92	555,929.16	(341,973.76)	(61.51)	571,465.90	571,465.90		
Salary	3,940,128.44	3,470,373.46	(469,754.98)	(11.92)	7,390,967.84	7,808,339.55	(417,371.71)	5.35	4,752,165.25	4,752,165.25		
Total Wages and Benefits	5,224,088.97	5,148,231.89	(75,857.08)	(1.47)	11,097,142.97	11,499,109.86	(401,966.89)	3.50	6,712,845.84	6,712,845.84		
Other Services & Charges												
Claims	277,944.51	247,041.67	(30,902.84)	(12.51)	361,660.76	494,083.34	(132,422.58)	26.80	328,671.37	328,671.37		
Miscellaneous Expenses	53,985.31	81,314.80	(27,329.49)	(33.61)	78,421.93	162,629.60	(84,207.67)	51.78	47,386.99	47,386.99		
Purchased Transportation	973,455.72	980,249.00	(6,793.28)	0.69	1,953,704.72	1,960,498.00	(6,793.28)	0.35	1,900,541.38	1,900,541.38		
Services	1,057,438.06	1,021,588.33	(35,849.73)	(3.51)	2,194,461.57	3,071,228.70	(876,767.13)	28.55	2,076,240.28	2,076,240.28		
Total Utilities	151,253.21	110,833.32	(40,419.89)	(36.47)	255,419.87	221,666.64	(33,753.23)	(15.23)	99,109.06	99,109.06		
Total Other Services & Charges	2,514,076.81	2,441,027.12	(73,049.69)	(2.99)	4,843,668.85	5,910,106.28	1,066,437.43	18.04	4,451,949.08	4,451,949.08		
Materials & Supplies												
Fuel & Lubricants	334,750.56	698,535.09	(363,784.53)	(52.08)	716,916.59	1,397,070.18	(680,153.59)	48.68	629,797.67	629,797.67		
Maintenance Materials	400,204.65	454,278.73	(54,074.08)	(11.90)	816,477.28	908,557.46	(92,080.18)	10.13	855,192.61	855,192.61		
Other Materials & Supplies	140,082.69	89,951.50	(50,131.19)	(55.73)	210,333.70	179,903.00	(30,430.70)	(16.92)	164,042.50	164,042.50		
Tires & Tubes	14,985.34	66,843.16	(51,857.82)	(77.58)	63,596.45	133,686.32	(70,089.87)	52.43	122,689.17	122,689.17		
Total Materials & Supplies	890,023.24	1,309,608.48	(419,585.24)	32.04	1,807,324.02	2,619,216.96	(811,892.94)	31.00	1,771,721.95	1,771,721.95		
Total Operating Expenses	8,628,189.02	8,898,867.49	(270,678.47)	3.04	17,748,135.84	20,028,433.10	(2,280,297.26)	11.39	12,936,516.87	12,936,516.87		
OPERATING INCOME/(LOSS)	641,946.33	270,885.51	371,060.82		743,857.65	(1,594,091.10)	2,337,948.75					

Procurement Activity Report

Past 30 days (actual)- February 2020

Released New Opportunity	4	<ul style="list-style-type: none"> - Fleet Batteries - Vehicle Filters - Exterior/Overhead Screen Doors Replacement - Mobility Technology System
Received Bids	2	<ul style="list-style-type: none"> - Data Analytics/KPI Solutions (RFI) - Transportation Network Services for Eligible Individuals with Disabilities
Awarded	0	<ul style="list-style-type: none"> - E-Builder
Contracted/ Kickoffs	0	<ul style="list-style-type: none"> - Budget Book Software
Renewals	4	<ul style="list-style-type: none"> - Activate - Corvel - Concentra - E-Builder
Withdrawn	0	
Closed Out	0	

Current Month (expected)- March 2020

Release/ New Opportunity	8	<ul style="list-style-type: none"> - Parts Washer - Mobility Technology Solutions - On-Call A&E - On-Call Planning - Financial Advisor - Program Management - Fleet Batteries - Vehicle Filters
Received Bids	2	<ul style="list-style-type: none"> - New Training Facility Construction - Exterior & Overhead Doors
Awarded	4	<ul style="list-style-type: none"> - Emergency Management System - Line of Credit - 1816, Inc. - Saunders Consulting
Contracted/ Kickoffs	0	
Renewals	2	<ul style="list-style-type: none"> - Towing Services - Industrial Soaps
Withdrawn	0	
Closed Out	0	

Future 30 days (planned)- April 2020

Release/ New Opportunity	1	<ul style="list-style-type: none"> - Employee Intranet
Received Bids	8	<ul style="list-style-type: none"> - Financial Advisor - On-Call Planning - On-Call A&E - Mobility Technology Solutions - Parts Washer - Program Management - Fleet Batteries - Vehicle Filters
Awarded	6	<ul style="list-style-type: none"> - New Training Facility - Exterior & Overhead Doors - On-Call A&E - 40 Ft. Electric Buses - Parts Washer - Program Management
Contracted/ Kickoffs	2	<ul style="list-style-type: none"> - Insurance Broker - Fare Retail Network
Renewals	0	



Date: March 18th, 2020
Board Meeting: March 26th, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: IndyGo Vice President's and Department Head
SUBJECT: COVID-19 Department Updates

Policy-Related Action: No

COVID-19 INFORMATION ITEM

Risk & Safety

With the elevation of cases identified in the US for COVID-19, the Risk and Safety Department has been monitoring and informing staff of what measures should be taken as directed by the Marion County Health Department. Listed are some of the activities that have caused us a disruption from our normal services.

1. The IndyGo pandemic plan has been revised to reflect new information that has come in from the World Health Organization, State Board of Health, and the Marion County Health Department. With updated data coming in nearly every day, we have deviated time that we spend on updating and creating much need SOP's and updating our safety plans to comply with the SMS mandate of July 20th, 2020. We will still meet this objective ahead of the date but will have to delay some of our other projects. One being the Video Analytics project or RFP and another being the update to Job Safety Analysis updates for each worker classification.
2. Time spent in planning and meeting has rose by around 40% to inform and collaborate with department heads on our current plan to combat COVID-19.
3. With a limited supply of Mask and Hand Sanitizer and other resources, we have been engaging vendors to acquire supplies. With the supply market stressed, we have had to formulate a plan to create our own for our employees. These products have been purchased out of pocket with local vendors to create the needed item. We will have many hours of time focused on manually filling containers to distribute to our staff soon.
4. Engaging team members at all levels of our organization and answering many questions a day about what we are doing with covid-19 has cost the department around 4 hours a day or 20 hours a week. We can handle the volume, as we manage and move priorities.
5. We have limited meeting sizes and set up a phone-in conference line to assist in social distancing.
6. We continue to monitor and responded to customer comments and calls that come in regarding IndyGo safety. We have not seen an influx in claims or comments regarding COVID-19 to this point.

MOBILITY SERVICES – Open Door

1. City Wide Maintenance will be out this Saturday March 21st to perform the Electrostatic Disinfection of IndyGo's Open Door buses.
2. All workstations are sanitized before and after each employee.
3. Daily call with the Transdev GM to discuss current affairs and trends
4. Open Door vehicles are being cleaned thoroughly by mirroring IndyGo's bus cleaning procedures.
5. Open Door Ridership is down by 50% of trips scheduled. We are maintaining a spreadsheet and monitoring ridership closely.
6. We have implemented a 1 rider per seat process; Customers will not be seated next to each other in a row of seats.
7. IVR (Interactive Voice) – have implemented IVR blasts that will call active customers to keep them informed of scheduled trips etc. Message #1 is: Important message from IndyGo Open Door. Please understand that you may experience lengthy hold/wait times to schedule a trip with Open Door. Our goal is to provide you with the best customer experience possible. Your call will be answered in the order that it was received.
8. Service Reduction-if a service reduction is mandated; FTA will be notified, and Open Door will only provide Medical trips. Medical Trips covered will be Dialysis, Chemotherapy and Radiation.
9. Assessment/Eligibility – to reduce face to face exposure I have implemented the following; For anyone whose eligibility is expiring eligibility will be granted for 60 days (over the phone, by extending eligibility in Trapeze) and for new eligibility certifications, a 60 day eligibility (over the phone); after 60 days the customer will be scheduled for a face – face assessment interview (pending on the state of affairs.)

Government Affairs

Timeline of Events (Indiana)

1. March 6th, Indianan State Department of Health confirms first case of COVID-19 in Indiana
2. March 16th, Governor Holcomb signs executive order announcing steps to slow the spread of COVID-19
3. March 16th, Mayor Hogsett issues executive order declaring a local disaster emergency in Marion County and issuing a watch-level travel advisory.
 - a. All restaurants prohibited from serving food to dine-in customers but may prepare food via carry-out, delivery, or drive-thru.
 - b. Declaration orders all bars, nightclubs that do not serve food to close. Gyms, fitness facilities, movie theaters and other entertainment venues are also ordered to close.
 - c. Gatherings of 50 or more people must be cancelled or postponed in accordance with CDC regulations
4. March 16th, Indiana State Health Department reports the first death in Indiana due to COVID-19
5. March 19th, Governor Holcomb announces closure of all schools in Indiana until May 1st

IndyGo Coordination

1. March 17th, Conference call with Federal Transportation Administration officials expressing financial needs anticipated by IndyGo as a result of COVID-19 impact.
 - a. Loss of farebox revenues
 - b. Ability to meet payroll in the result of a reduced or total shutdown of mass transit in Indianapolis
 - c. Purchase of additional cleaning and sanitation items for IndyGo buses and facilities
 - d. Meeting financial needs for planned future financial projects

2. March 18th, Conference call with Paul Babcock, Director of the Indianapolis Office of Public Health and Safety, on present and future safety precautions being taken by IndyGo
 - a. Reducing the “loitering time” allowed in the Julia Carson Transit Center (CTC) from 2 hours to 30 minutes
 - b. Closure of public restrooms at CTC
 - c. Ongoing discussion for plans to go to a weekend schedule for bus service if necessary
 - d. Ongoing discussion surrounding the potential closure of the CTC lobby to the general public (except for ticket sales)
 - e. Ongoing discussion surrounding a plan for a near total shutdown of IndyGo services (offering only limited paratransit service)

3. March 19, Teleconference meeting with Transit for America (TFA)
 - a. Other cities around the nation have implemented policies ranging from backdoor boarding only, no fare collection, and switching to a weekend schedule 7 days a week
 - b. Agencies continue to lobby their members of congress for financial relief as they reduce service
 - c. Encourages transit organizations to stress to government officials how vital public transit is to ensuring workers in various industries are able to get between work and home
 - d. T4A sent letter to congress asking for \$13 billion in relief stimulus funding for transit agencies
 - e. APTA sent letter requesting \$16 billion. IndyGo is sending copies of the letter to our congressional representatives in support of this effort.

PUBLIC AFFAIRS

COVID-19 Information Items:

External Communications has focused on rider messaging and managing concerns about the safety of buses during the outbreak.

- Public Affairs developed and issued a media statement to reporters who made inquiries about IndyGo’s response to the coronavirus. - 3/6
- Public Affairs has posted and is continuing to develop social media posts that demonstrate the steps IndyGo is taking to protect riders and employees, as well as drive traffic to the new webpage. - 3/9 and ongoing
- Public Affairs posted a new webpage (www.indygo.net/health) with information about ways riders can protect themselves as well as IndyGo’s response. - 3/11
- Public Affairs posted a banner on the website to drive traffic to the new webpage. - Every day since 3/12, with the exception of Transit Employee Appreciation Day.
- Public Affairs posted flyers on local buses, screens on BYD buses, and screens at the CTC with information from the CDC on how to prevent the spread of germs. - 3/12

Internal Communications is working closely with Risk & Safety, Human Resources, and Operations to communicate unified messages to all IndyGo employees. Listed below are our internal communications.

- Flyer posted for all IndyGo employees throughout Drover, 1501, & CTC: 3/11
- Jeff Brown sent travel, sick, & work remotely memos via email to all IndyGo employees: 3/12
- Jeff Brown sent an email update to all IndyGo employees: 3/13
- Digital signage with talking points & memos in lounges for all IndyGo employees: 3/13
- Email sent from Aaron Vogel to Operations Directors/Managers: 3/17

- Included Talking points for supervisors with deadline of sharing face to face to direct reports by Friday, March 20, all call on bus announcement for Operators and riders, and information regarding hand sanitizers & HR memos
- Flyer posted at CTC to inform Operators that lounge & restrooms are open to Operators at the CTC: 3/17
- Mask recommendations [video](#) running in lounges for Operators: 3/18 - on-going

Public Affairs employees have the option to work remotely as they all have personal or work laptops and access to internet. We are collaborating and tracking our work via Microsoft Teams. We are looking into the option to create teams of co-workers who come in to the office and then switch every 2 weeks.

In the event of required service reduction in response to coronavirus:

- External:
 - Audio announcements on buses & CTC for riders & Operators
 - External signage at CTC and on buses
 - Update website banner and indygo.net/health
 - Press release
 - Social media updates
 - Prepare Call Center and Customer Service with talking points
- Internal:
 - Updated flyer & digital signage posted in lounges to inform Operators
 - Employee information phone line shared with all employees offering the most up to date information
 - Updated indygo.net/employeeinfo website for Operators
 - External press release sent to all IndyGo employees
 - Supervisor Talking Points sent to share with riders & Operators

Dispatch sent an all call to state on buses for riders & Operators until on bus announcements are implemented

Operations

The Novel Coronavirus (COVID-19) has significantly impacted the day-to-day operations at IndyGo.

In response to COVID-19, the IndyGo team has been responsive and proactive addressing the challenges and concerns surrounding this pandemic episode. Below are the high level initiatives that have been put in place to support and educate the IndyGo family and our patrons.

Division-Wide

- Participation in daily COVID-19 update meetings
- Updated Pandemic Plan to address COVID-19 specific concerns
- Develop, communicate and reinforce safety precautions to staff and patrons
- Working 7 days per week extended hours
- Increased collaboration with vendors to expedite needed supplies and materials to support operations
- Participation in the Marion County Emergency Operations Center

Vehicle Maintenance

- Planned purchases - parts and personal protective equipment supply orders increased for a 6-8 month of supply
- Continuing to maintain service with reduced workforce due to COVID-19 related issues
- Increase glove use for PPE

Fleet Services

- Increased fleet servicing audits by 50% nightly
- Provide service delivery with 20% staff
- Implemented deep steam cleaning process to the entire fleet
- Implemented electrostatic disinfecting process to the entire fleet
- Increased frequency of fleet detailing
- Provide a daily high touch area cleaning of buses in revenue service at CTC
- Added bus mopping campaign
- Maintained service delivery with reduced workforce due to COVID-19 related issues

Facilities

- Installation of hand sanitizer stations at all facilities
- Increased facility and restroom cleaning/disinfecting
- Closed CTC restrooms

Training & Security

- Restructured contract security force for added Security support at CTC
- Reduce waiting time in CTC lobby from 2 hours to 30 minutes

Transportation Services

- Meet with operators one on one to share information and address concerns
- Weekly meeting with supervisors to keep them updated on current status
- Assessing the reallocation of resources based on reduced ridership
- Evaluating the reduction in service offerings
- Evaluating rear door boarding
- Increased PPE distribution to operators and other team members
- Assessing feasibility of delaying the implementation of June service plan
- Continuing to provide service with reduced workforce due to COVID-19 related issues
- Conducting an emergency bid pick

Mobility Services

- Developed passenger prioritization listings
- Evaluating ways open door can assist fixed route

Planning

- Developed Emergency scenario to support reduced service

Finance

Finance is currently assessing our cash flows for the next 90 days to ensure the agency can cover payroll and accounts payable in the event of a disruption in our revenue collection. If the Line of Credit is approved by the Board this will enable us to operate through the end of 2020.

Risk and Safety Division Report-February 2020

To: President and CEO Inez, Evans
From: Brian Clem, Director of Risk and Safety
Date: March 26th, 2020

Risk and Safety

- Operator Safe Driver Recognition- Began implementing on route recognition for Operators, with focus on increase of morale and positively changing our culture. IndyGo wants our professional coach operators to know we appreciate their hard work and dedication to safety. Risk and Safety conducted the first on route recognition. We have since received buy in for participation from Operations, HR and Public Affairs. Risk and Safety is working with Public Affairs to reimplement the Safe Driver Milestones. The goal of additional recognition for every 5 years of safe driving.
- Sharps and Bio-Training was performed for general labors with a total of 35 personnel from Fleet Services, Facilities, and Operations. This training is currently scheduled yearly.
- The Risk and Safety Department started beta testing on the employee safety near miss call line. This will allow employees to call in safety hazards and be proactive in mitigating them before accidents happen. Rollout date for this program is slated for April.



February 2020 Safe Drivers Recognition

The following Operators were recognized for their safe driving for the month of February and received a National Safety Council patch, pin and certificate.

<u>Operator</u>	<u>ID</u>	<u>Years</u>
<i>Anthony White</i>	3334	18
<i>Patricia Wilson-Smith</i>	6792	12
<i>Michael Williams</i>	6710	11
<i>Akemme Bryant</i>	8336	8
<i>Kevin Mallory</i>	8400	5
<i>Amon-Ra Sanders</i>	8642	5
<i>Brian Bozek</i>	8723	4
Gregory Scott	8719	3
Elisa David	9023	2
Toccara Isabell	9075	2
Shundreline Merritt	9106	2
Francheska McGraw	9325	1
Willie Reeves	9326	1
Jarret Walters	9127	1
Rosetta Williams	9329	1

February 2020 Fixed Route/Open Door Accident Data

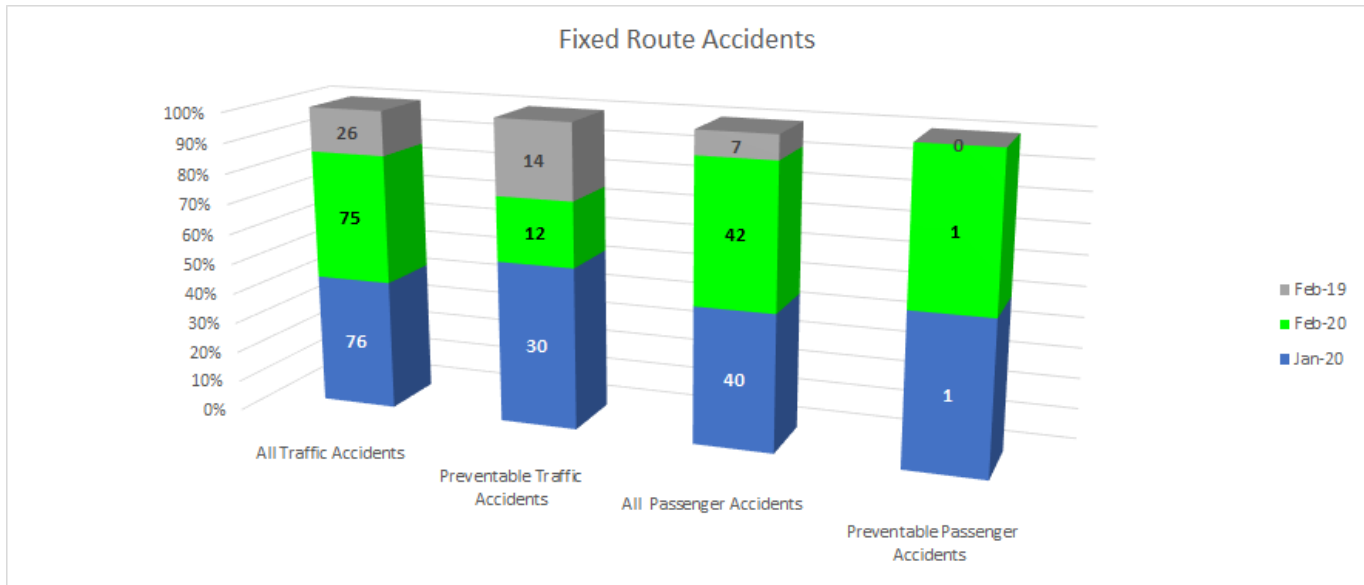
February 2020	Traffic Accidents			Passenger Accidents		
	Non-Preventable	Preventable	Total	Non-Preventable	Preventable	Total
	IPTC Fixed Route	63	12	75	41	1
Mobility Services	7	6	13	5	2	7
Garage	0	0	0	0	0	0
Training	2	0	2	0	0	0
CTC	0	0	0	3	0	3

February 2020 Police Events, EMS Events and Claims Submitted Data

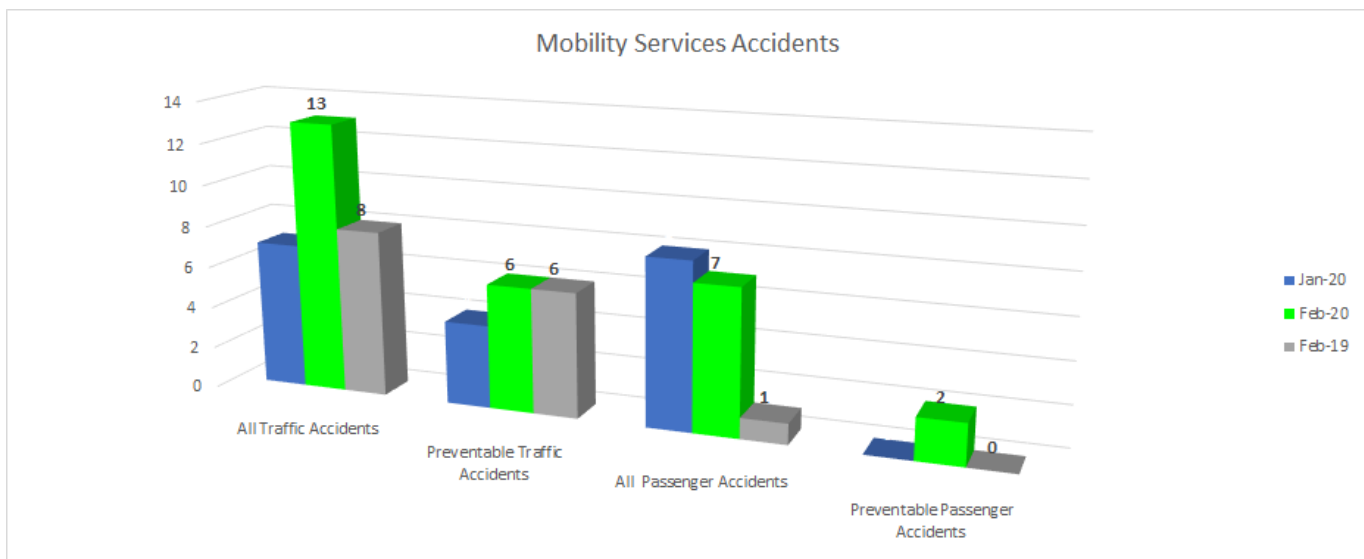
CTC Police Events	17	Claims for Fixed Route	30
CTC EMS Events	23	Claims for Mobility Services	24
Operations Police Events	20	Claims for the CTC	0
Operations EMS Events	17		

February 2020 Fixed Route Current Month, Prior Month & Prior Year Comparison Data

Fixed Route Accidents				
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
January 2020	76	30	40	1
February 2020	75	12	42	1
February 2019	26	14	7	0

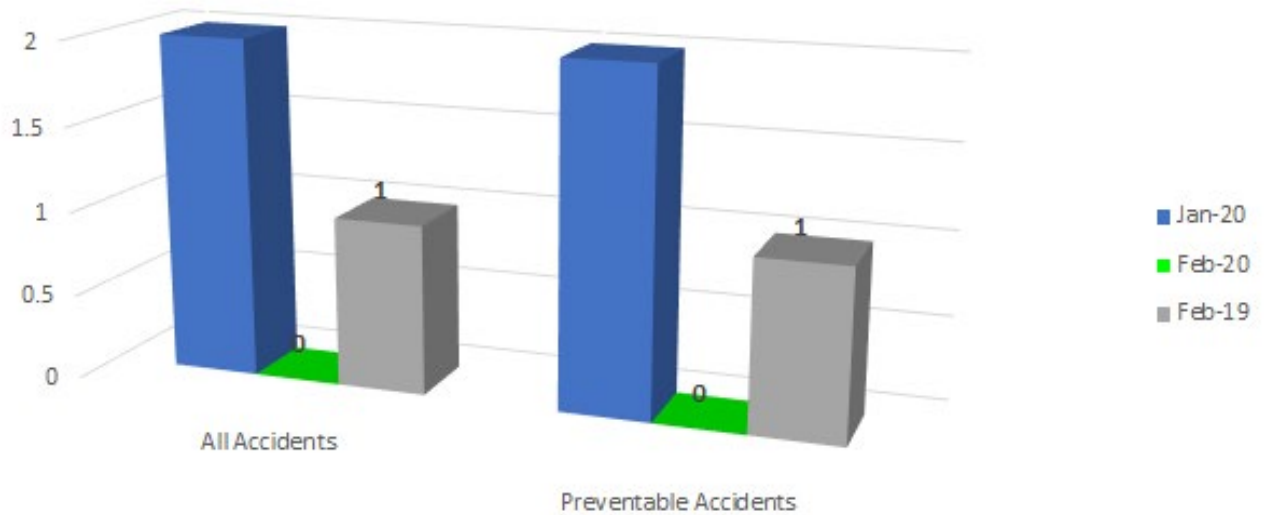


Mobility Services Accidents				
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
January 2020	7	4	8	0
February 2020	13	6	7	2
February 2019	8	6	1	0



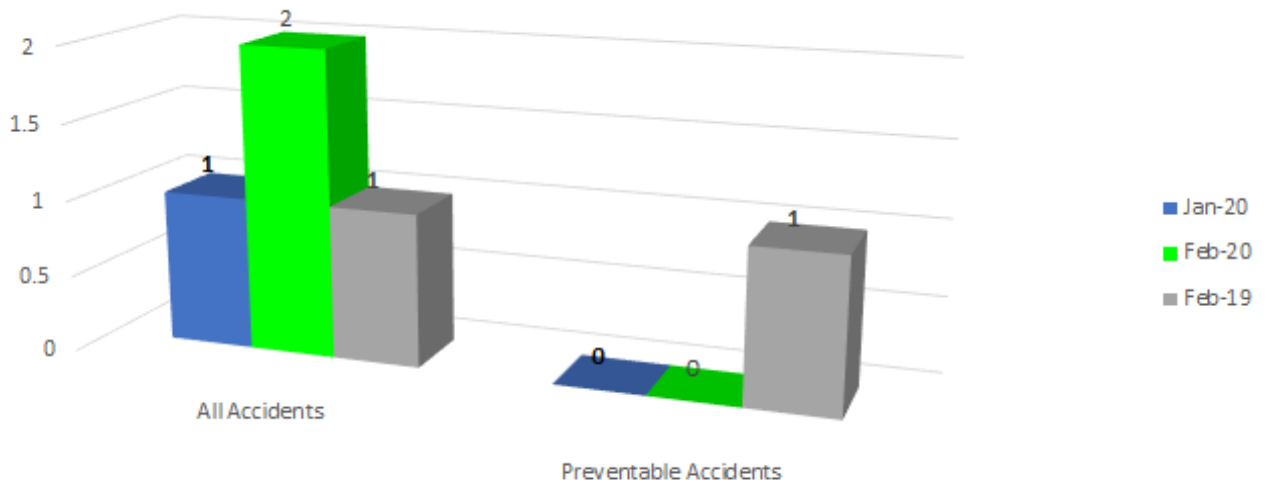
Garage Accidents		
	<u>All Accidents</u>	<u>Preventable Accidents</u>
January 2020	2	2
February 2020	0	0
February 2019	1	1

Garage Accidents



Training Accidents		
	<u>All Accidents</u>	<u>Preventable Accidents</u>
January 2020	1	0
February 2020	2	0
February 2019	1	1

Training Accidents

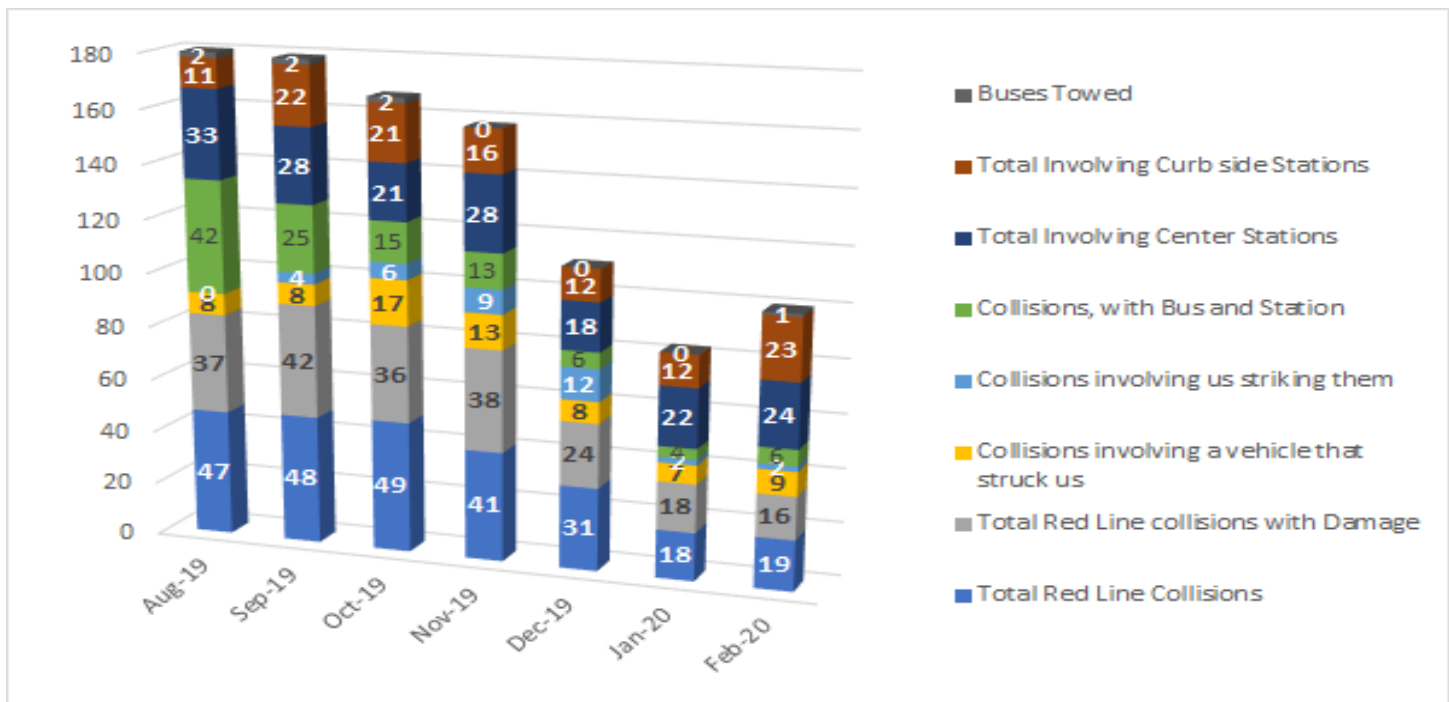


February 2020 Redline/Route 90 BRT Data

Total Reported Incidents	36
Total Number of Traffic Accidents (TA)	9
Total Number of Traffic Incidents (TI)	3
Location where most incidents occurred (College)	11
Total Number of TA/TI involving Platform/Station	4

Total Number of TA/TI with Damage to the Coach	8
Total Center Station Incidents	9
Total Curb Station Incidents	10
Collisions involving a vehicle that struck us	5
Collisions involving us striking them	0
Total Number of Passenger Accidents (PA)	8
Total Number of Passenger Incidents (PI)	2
Number of Falls	6
Total Number of Other Incidents (Police, EMS, Vandalism, etc)	14
Average Incidents per day on Route 90	2.77

	<u>August 2019</u> <i>*Training</i>	<u>September 2019</u>	<u>October 2019</u>	<u>November 2019</u>	<u>December 2019</u>	<u>January 2020</u>	<u>February 2020</u>
Total Red Line Collisions	47	48	49	41	31	18	19
Total Red Line collisions with Damage	37	42	36	38	24	18	16
Collisions involving a vehicle that struck us	8	8	17	13	8	7	9
Collisions involving us striking them	0	4	6	9	12	2	2
Collisions, with Bus and Station	42	25	15	13	6	4	6
Total Involving Center Stations	33	28	21	28	18	22	24
Total Involving Curb Side Stations	11	22	21	16	12	12	23
Buses Towed	2	2	2	0	0	0	1





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

Planning & Capital Projects Report - March 2020

To: President and CEO Inez, Evans
From: Justin Stuehrenberg, VP of Planning & Capital Projects
Date: March 26th, 2020

SERVICE PLANNING

Service Scheduling

A new operator pick took effect on February 9, 2020. The following changes were put in place. Increased frequency on Route 8 weekdays to the airport and Route 10 weekdays in the core service area. Early morning and evening headways on the Red Line were also adjusted. We also reintroduced 10-hour packaged work which had been gone for over a decade and many operators had never had an opportunity to pick work in this way. 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 workdays individually.

Transit Amenities

The Bus Stop Inventory was fully completed by IndyGo staff and consultants and is ready to be reviewed and integrated into the bus stop database. This is the next step in prioritizing the selection of new and existing bus stop placement/location, design, and construction to comply with American's with Disabilities Act (ADA), Federal Transit Agency (FTA), & INDOT requirements. Fulfillment of these guidelines and implementation of its recommendations would result in a long-range plan to fully address pedestrian access at every bus stop in the system.

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 fixed-route 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 over 100 boarding pads. Thirty-five sites will have additional sidewalk totaling approximately 1,238 linear feet. To date, approximately 41 bus stops have been completed and are ready to be added into service. Of the original 180 bus stops approximately 70 have had to be removed from the list due to design or constructability issues and will be re-validated 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. 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. Staff continues to work with individual property owners, developers, and non-profit groups to improve bus stops near or integral 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), with more to follow.

Planning Staff is finalizing the Bus Stop Orientation plan based on the June 2020 IndyGo Next service improvements. The fixed-route improvements will affect hundreds of bus stops that will need to be added, relocated, removed, or simply refaced. As staff works to improve access to bus stops that create vital connections around the city, we are also working to implement a plan to adhere to the Service Standards recommendations on system-wide bus stop spacing. Comprehensively improving safety and access, bus stop placement, and stop-level environments is crucial to operational efficiency, schedule-adherence, and reduction of overall dwell time (as well as breaking and accelerating events). These changes are vital to the transit-system and will continue to be monitored and evaluated to best serve our riders and the public.

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. Contract negotiations with the vendor, InComm, continue, and appear to be approaching a final resolution.

Ridership

With the addition of the Red Line, data showed an increase of 0.5 percent over the previous February and 4.5 percent YTD.

Current Month			IndyGo	Year to Date		
Feb-19	Feb-20	% Change	Fixed Route Ridership	2019	2020	% Change
15,260	11,778	-22.8%	2 E. 34th St.	30,098	24,522	-18.5%
30,909	28,831	-6.7%	3 Michigan St.	60,786	60,152	-1.0%
11,543	9,762	-15.4%	4 Fort Harrison	23,096	20,753	-10.1%
16,390	13,538	-17.4%	5 E. 25th	32,056	27,491	-14.2%
10,831	10,328	-4.6%	6 N. Harding	22,810	22,203	-2.7%
120,119	111,124	-7.5%	8 Washington St.	240,974	222,739	-7.6%
80,449	75,364	-6.3%	10 10th St.	160,536	150,626	-6.2%
2,857	4,265	49.3%	11 E. 16th St.	6,244	8,605	37.8%
4,351	3,067	-29.5%	12 Minnesota	9,081	6,603	-27.3%
2,733	2,127	-22.2%	13 Raymond	5,499	4,360	-20.7%
8,164	5,878	-28.0%	14 Prospect	15,812	11,961	-24.4%
15,367	14,584	-5.1%	15 Riverside	30,362	29,764	-2.0%
9,604	10,098	5.1%	16 Beech Grove	19,118	21,206	10.9%
18,637			17 College	36,618		
10,806	6,502	-39.8%	18 Nora	21,041	13,126	-37.6%
31,616	20,601	-34.8%	19 Castleton	62,485	42,522	-31.9%
12,438	13,542	8.9%	21 East 21st St.	24,533	27,968	14.0%
7,997			22 Shelby	16,013		
10,637	10,377	-2.4%	24 Mars Hill	20,361	22,581	10.9%
11,823	10,628	-10.1%	25 W. 16th St.	23,814	22,500	-5.5%
11,908	14,439	21.3%	26 Keystone	23,953	30,059	25.5%
12,445	10,816	-13.1%	28 St. Vincent	24,119	21,950	-9.0%
7,405	7,858	6.1%	30 30th St.	14,270	16,100	12.8%
22,291	9,912	-55.5%	31 Greenwood	44,327	20,240	-54.3%
23,484	22,796	-2.9%	34 Michigan Rd.	47,677	47,036	-1.3%
32,767	26,736	-18.4%	37 Park 100	66,881	56,620	-15.3%
23,485	16,173	-31.1%	38 Lafayette Square	47,144	33,724	-28.5%
89,485	65,840	-26.4%	39 E. 38th St.	178,773	136,231	-23.8%
3,866	4,528	17.1%	55 English	7,324	9,624	31.4%
7,687	7,998	4.0%	86 86th Street Crosstown	15,653	17,449	11.5%
10,214	9,032	-11.6%	87 Eastside Circulator	19,858	19,525	-1.7%
	114,910		90 Red Line - BRT		253,390	
	1,454		901 College - Local		1,923	
	5,906		902 County Line - Local		8,839	
34	19	-44.1%	Others	111	222	100.0%
677,602	680,811	0.5%	Total	1,351,427	1,412,614	4.5%

Feb-19	Feb-20	% Change	Flexible and Contracted Services	2019	2020	% Change
25,830	21,824	-15.5%	Open Door Riders on Fixed Route	50,949	45,476	-10.7%
23,105	23,810	3.1%	Open Door	46,789	50,094	7.1%
2,818	1,699	-39.7%	Open Door Taxi Vouchers	4,950	3,752	-24.2%
13,226	10,328	-21.9%	31 Day S-Pass	24,347	19,402	-20.3%

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, or otherwise support, several projects outlined in previous board reports, including transit-oriented development planning & zoning, shared use mobility planning, paratransit operational analysis, implementation of the Avail system, Purple Line design and construction work, the pursuit of various grant opportunities, procurement of the retail network as part of the new MyKey fare collection system, development of an FTA-compliant sampling plan for measuring ridership and other data analysis/research projects, and more.

Project Development:

Blue Line: As was previously reported, 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. On February 10th, 2020, the U.S. President’s Fiscal Year (FY) 2021 Budget was released. In conjunction with the President’s Budget, and as required by law, FTA has published the FY 2021 Annual Report on Funding Recommendations. Included in the February 2020 assessments of the Blue Line (and Purple Line) are FTAs recommendations for improving ratings for two of the project justification criteria: existing land use and economic development. The Strategic Planning Department continues to track and monitor progress related to these criteria.

As was previously reported, 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: As was previously reported, 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. Given the extensive timeline of the project, design will be brought to a 30-percent stage and held until a later date. 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 and Operations divisions 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, this is a strategic role for the team and the agency.

This month, in addition to specific initiatives discussed below, a small working group comprised of staff from the Strategic Planning and Public Affairs team have worked to draft a position paper pertaining as to how best to handle requests or opportunities for the expansion or introduction of new shared use mobility projects or programs going forward. This group was tasked with this effort by a broader committee comprised of the CEO; VPs of Operations, Capital Projects/Planning, and Public Affairs; and the Directors of Mobility, Strategic Planning, and Service Planning. The small working group will make recommendations to this larger group later in the month to finalize the position paper.

In addition to the position paper, 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 technology, trip planning, and payment 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 (IHCDA).

As noted in previous reports, 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 services 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. At present, the development concepts related to transportation innovations are on hold as Englewood CDC and its development partners are focused on preparing the required submissions for the real estate development activities and providing those to IHCDA.

The strategic planning team continues to provide 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.

At the beginning of March, at the direction of executive leadership, IndyGo augmented its partnership with Indianapolis Public Schools to help during the school bus driver call-offs. IndyGo continued to offer free public transportation services to **all** IPS students during the period of time when yellow school buses were suspended.

2. FTA Mobility on Demand On-Ramp: As noted in previous reports, 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 mobility hubs concept for development in identified locations.

A group of community and civic stakeholders chose five locations with the greatest opportunity for the first implementation of mobility hubs. These will be the locations in which IndyGo partners with the community to focus outreach and engagement efforts. Over the past month, IndyGo has paused activities on this effort as it has convened an internal discussion around developing an IndyGo mobility vision and policy (reference above).

The technical assistance provided by the Shared Use Mobility Center, through this grant award, closes on March 31, 2020. The experience has been invaluable in shaping IndyGo's approach to evaluating shared mobility opportunities, assessing the transit agency's appropriate role in the shared mobility ecosystem, and considering partnerships around shared mobility.

3. **FTA Integrated Mobility Innovation Grant Opportunity:** On August 5, 2019, IndyGo submitted a grant proposal for the FTA Integrated Mobility Innovation (IMI) 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 regarding this program in the near future.
4. **Shared Mobility Pilots: MLK Center and Briometrix:** IndyGo is partnering with the MLK Center to develop and pilot a neighborhood-based micro-transit 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. The MLK Center -- with support from IndyGo -- is refining project scope, process, and defining measurable metrics for the initiative.

IndyGo is also working 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 future Purple 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. Briometrix met with stakeholders in February and have begun the process of recruiting individuals to assist with the mapping exercise.

Blue Line TOD Planning: As was previously reported, 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. 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.

In early February 2020, the Office of the Mayor approved the proposed approach for updating the city’s zoning ordinance to better accommodate, and in some instances require, transit-oriented development along the Blue Line Rapid Transit corridor. The consulting team – working alongside city staff – is drafting strategic text amendments, as well as a new overlay district, which the Department of Metropolitan Development, aided by IndyGo and the MPO, will begin to vet in May/June.

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 other initiatives:

- **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. The DRAFT of the Baseline Report Data Analysis was completed on February 7th and is currently undergoing an internal, 60-day review period.

- **Paratransit Operational Analysis (POA):** The Strategic Planning team is working with operations, public affairs, legal, and other divisions to facilitate a comprehensive review of IndyGo's paratransit policies, procedures, and practices. 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 continues to help guide the study. IndyGo is also in receipt of the initial Options & Recommendations report. The public engagement portion will now be conducted after the study is concluded. It is anticipated that the study will be completed in June, 2020. Project team members are updating board members about the service area recommendation.
- **Sponsored Rides:** As previously reported, 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 50 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 Washington Township Schools. (See also, Shared Use Mobility, on the previous pages.)
- **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 in FY2019 with a program ask for all-electric vehicles using a public-private partnership. The submission did not receive funding as this grant was highly over-subscribed. At present, staff believe its most competitive project to apply with is no longer a public-private electric bus partnership, as the current fleet is near a state of good repair, which lessens the competitiveness of this type of request. Instead, IndyGo will seek a Bus and Bus Facilities grant for the construction of the Super-Stops program. IndyGo staff are working on the development of the grant application, due March 30, 2020.

Advanced Technology and Congestion Management Technology Deployment: As was previously reported, 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 Shared Use Mobility on the previous pages.

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.

- **Transit Asset Management**

TAM Plan Implementation: IndyGo submitted its Transit Asset Management (TAM) Plan in October 2018. The TAM Plan captures IndyGo's transit asset management process, including current inventory and asset management targets. The FTA requires this plan to be updated every four years. IndyGo staff is convening a TAM Team to review the 2018 TAM Plan and its recommended actions in order to develop an action plan for the remaining years of the plan.

TAM State of Good Repair Targets: Annually, IndyGo is required to submit to the NTD its state of good repair targets for revenue vehicles, non-revenue service vehicles, and facilities. The TAM Team is working to establish these targets for FY2020 before the NTD deadline.

- **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 CIRT. IndyGo staff received the first draft deliverable from the consultants and provided comments. Board members were updated on the background of the allocation plan at the February Service and Finance Committee meetings.

Section 5310 Oversight: All site visits for 2019 were concluded in March, 2020. Sub-recipients are aware of outstanding issues and are working to correct them. Staff have requested that each sub-recipient transition from monthly reporting to annual reporting. Annual reports are due from all sub-recipients by June 30, 2020. IndyGo staff plan to prepare a short presentation/report for board members to understand the impact of the Section 5310 program.

Section 5310 2019 Call for Projects: All vehicles ordered for the 5310 2019 call for projects have been picked up. The one remaining project to be delivered is the equipment purchase by Johnson County Senior Services. This project is well on its way, however, and IndyGo staff believe it should be ordered and delivered by the end of 2Q 2020.

Section 5310 2020 Call for Projects: Allocations for federal funding for FFY2020 have been released. The 2020 CFP will be held on April 6, from 3 to 4 pm at IndyGo HQ. Notices have been sent to eligible agencies, media have been contacted, and notices will appear in newspapers with regional reach. The estimated available amount of federal dollars is \$520,000. Last year's call resulted in the funding of 13 vehicles and some needed communication equipment.

Suburban Transit Planning: IndyGo has participated in several stakeholder meetings for the development of the Plainfield/Guilford Township Transit Plan. A preferred network has been developed and was presented to the Guilford Township Advisory Board on March 4. The preferred network connects to IndyGo at the airport. IndyGo will continue to participate and update the board on the likelihood that a transit referendum could be held in November 2020. Currently, the question is

on the ballot for Guilford Township residents. Guilford Township trustees will take action on the question at their April meeting.

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 with Citizen's energy group on the drainage design.

Blue Line

Blue Line progress is on hold, pending drainage design on Purple.

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 Corporation and is in progress. 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. 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.
- **Garage Charging Conversion & Julia Carson Transit Center Feasibility Charging Study** –WSP is working on options for conversion of power for not only new 40' vehicles, but also a more universal charging option for the garage. At the Julia Carson Transit Center WSP is assisting in identifying what options IndyGo has for charging within the existing footprint.

The Etica Group:

- **Space Planning Renovations Construction** – Project is at Substantial Completion, with punch list work and a few remaining items to be completed for project closeout.

There are a few remaining furniture items that are scheduled for delivery this month, once they are delivered it will conclude the furniture installation for Office Renovations Project.

- **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 and the old Training Room (Cube Farm); the project also includes the IndyGo Board Room, the front lobby restrooms and the front security desk. The design is underway.

- **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 vehicle wash system construction installation is completed. Testing & start-up went well and training for staff has been completed. The new vehicle wash system is now operational.

The Paint Booth construction is stalled awaiting an inspection from IDEM for the required operating permit needed for the new system. The operating permit will be maintained by IndyGo's Safety team; this is something new for the agency. The application has been submitted and construction should continue soon with an estimated completion date of end of April.

- **Training & Contingency Facility** – 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 project is out for procurement currently, with an anticipated construction start 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 and (18) emergency exit/exterior doors, in hopes to create a more attractive project to more contractors. The project is out for procurement, with construction starting in Spring 2020.

For the April 2020 Board meeting, the following Action items will be presented:

- New Training Facility Construction
- Exterior & Security Screen Doors Construction
- On-Call A&E Services Contract
- Mezzanine Design Study Task Order– The Etica Group

Justin Stuehrenberg

Vice President of Planning & Capital Projects



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

Public Affairs Division Report-February 2020

To: Chair and Board of Directors
From: Bryan Luellen, Vice President of Public Affairs and Communications
Date: March 26th, 2020

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR FEBRUARY 2020

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

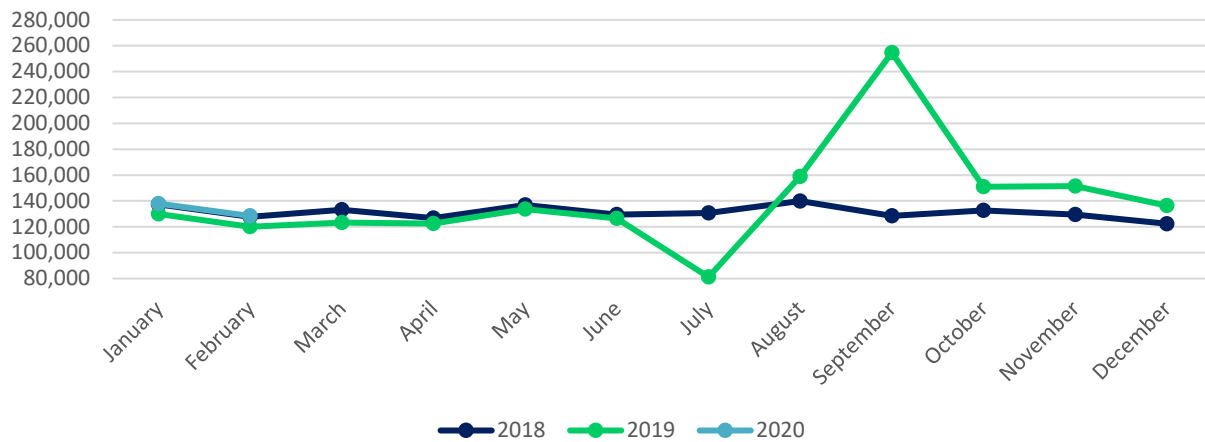
Contributing Staff includes:

Daniel Krupski, Customer Service Business Analyst
Vanessa Rivera, External Communications Coordinator
Allison Potteiger, Organizational Communications Manager
Cheryl McElroy, Internal Communications Specialist
Jordan Patterson, Community Outreach Coordinator

**INDYGO.NET WEBSITE STATISTICS:
(2/1/2020-2/29/2020)**

Page Views	283,627
Bounce Rate	55.36%
New Users	36,035
Returning Users	20,497
Total Sessions	128,422
Total Monthly Sessions Comparison to Previous Year	106.89%

IndyGo.Net Website Sessions



Date	Mobile	Desktop	Tablet
Feb-20	67.47%	30.57%	1.96%
Jan-19	67.47%	30.60%	1.93%
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%

IndyStar Kellie Hwang · USA · Feb 28 · 12:53 pm

IndyGo is canceling an electric bus order and buying diesels

of the benefits touted by IndyGo for the Red, Purple and Blue rapid transit lines has been the use of electric buses....



Reach 2M · Social Echo ▾

Keywords: IndyGo

WISH-TV USA · Feb 18 · 10:11 pm

Comment period ending on IndyGo's major route change proposals

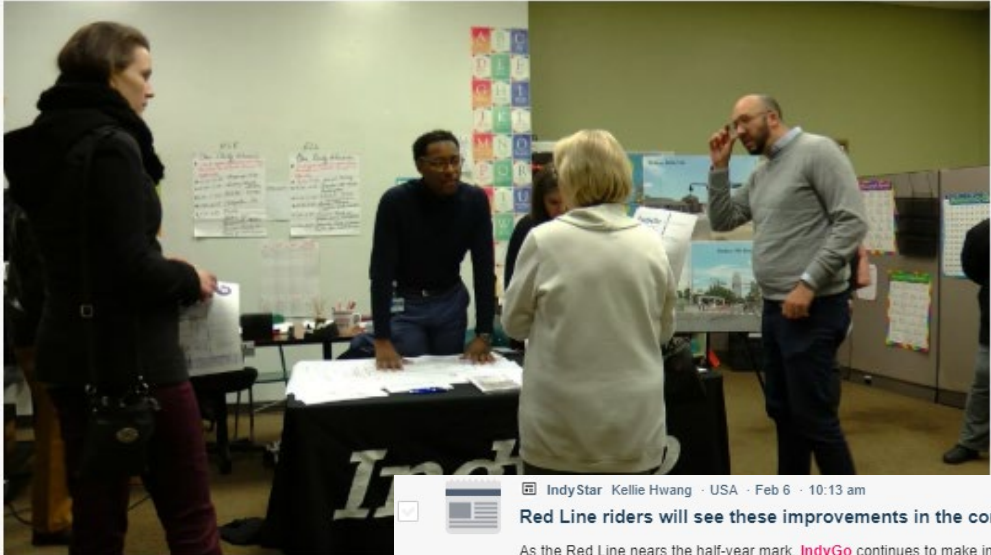
INDIANAPOLIS (WISH) — IndyGo had its final meeting to get feedback from the public about its proposed June route changes Tuesday...



WISH-TV USA · Feb 13 · 11:01 pm

A look at IndyGo's Purple Line bus transit

improvements will be a major impact for the area. Lesley Gordon, IndyGo director of public relations and partnerships, said the...



Reach 336k · Social Echo ▾

Keywords: IndyGo

Neutral ○

IndyStar Kellie Hwang · USA · Feb 6 · 10:13 am

Red Line riders will see these improvements in the coming months

As the Red Line nears the half-year mark, IndyGo continues to make improvements to the rapid transit line. In the coming months,...



Reach 2M · Social Echo ▾

Keywords: IndyGo

Neutral ○

Topics Include: The focus in February was communicating to the public everything about the June 2020 changes. The IndyGo Outreach team efforts included community outreach events at different locations throughout the city including an Open House at IndyGo headquarters to gather final comments/feedback from the public. One of the outreach events focused on the upcoming BRT line known as the Purple Line. IndyGo received 200+ comments during the public comment period, and the Planning Department made changes to 10 proposed routes. This information was presented to the Board of Directors at the February Board meeting, and a news release was released, which also included details on the new diesel bus purchase.

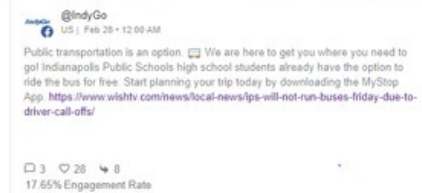
MEDIA EXPOSURE

- IndyGo news: 40
- IndyGo broadcast: 135
- IndyGo social: 885

SOCIAL PERFORMANCE:

FACEBOOK PERFORMANCE

- Had a total of 59,924 organic impressions and 44,122 paid impressions.
- Drove a 4.73% engagement rate



INSTAGRAM PERFORMANCE

- Generated 26.9K impressions
- Drove a 6.93% engagement rate
- Generated 28 New Followers: 2,880 Current followers

PROJECT BUDGET: \$155M
 Infrastructure: \$60M
 Materials: \$20M
 Vehicles: \$20M
 Professional Services: \$25M
 Planning Costs: \$20M
 Contingency: \$10M

@Indy's Public Transit
 US | Feb 22 • 12:00 AM

The Purple Line will replace our busiest corridor to give you more access to jobs, hospitals, education, culture, and surrounding communities. What are you excited about?

14 116
 9.87% Engagement Rate

@Indy's Public Transit
 US | Feb 1 • 12:00 AM

This month to celebrate Black History Month we will be sharing African American Cultural Attractions. Our city is filled with attractions that commemorate the essential role African Americans have played in the growth of Indianapolis! Today we are highlighting the Mari Evans Mural on Mass Ave by Artist Michael "Alkemi" Jordan and we are curious, do you know the significance? She was an influential writer in the 1960s and 1970s during the Black Arts movement. Her work consisted of poetry, theater pieces, children's books, short stories, an...

0 69
 9.43% Engagement Rate

6

TWITTER PERFORMANCE

- Total of 99,938 total impressions
- Drove a 2.40% engagement rate
- Generated 34 NEW followers: 5,698 current followers

@IndyGo
 US | Feb 22 • 12:00 AM

The #PurpleLine will replace our busiest corridor to give you more access to jobs, hospitals, education, culture, and surrounding communities. What are you excited about? Learn more here: <https://t.co/hzywYlim9g> <https://t.co/uYTykO3uq0>

1,925 Impressions	177 Engagements	19 Likes
9 Retweets	1 Replies	

@IndyGo
 US | Feb 14 • 12:00 AM

STOP, it's only FARE that you be my Valentine.
<https://t.co/1jqwOwubK>

1,729 Impressions	106 Engagements	15 Likes
1 Retweets	1 Replies	

8

PAID SOCIAL

BOOSTED

FACEBOOK

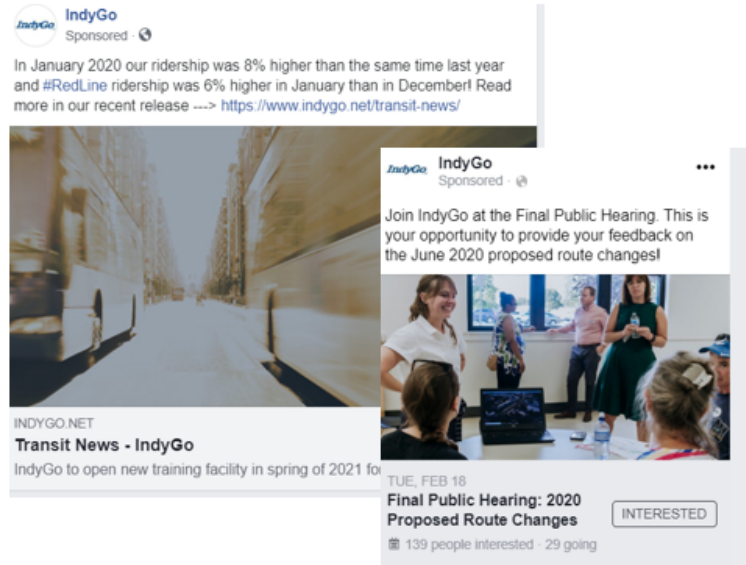
Spent: \$365.94

Duration: Monthly total – Combo

Link Clicks: 255

Reach: 11,780

Impressions: 34,359



9

EMAIL MARKETING:

EMAIL MARKETING

NEWSLETTER

- 5,326 of Recipients received the newsletter
- **34.38% Open Rate**
- **6.66% CTR**

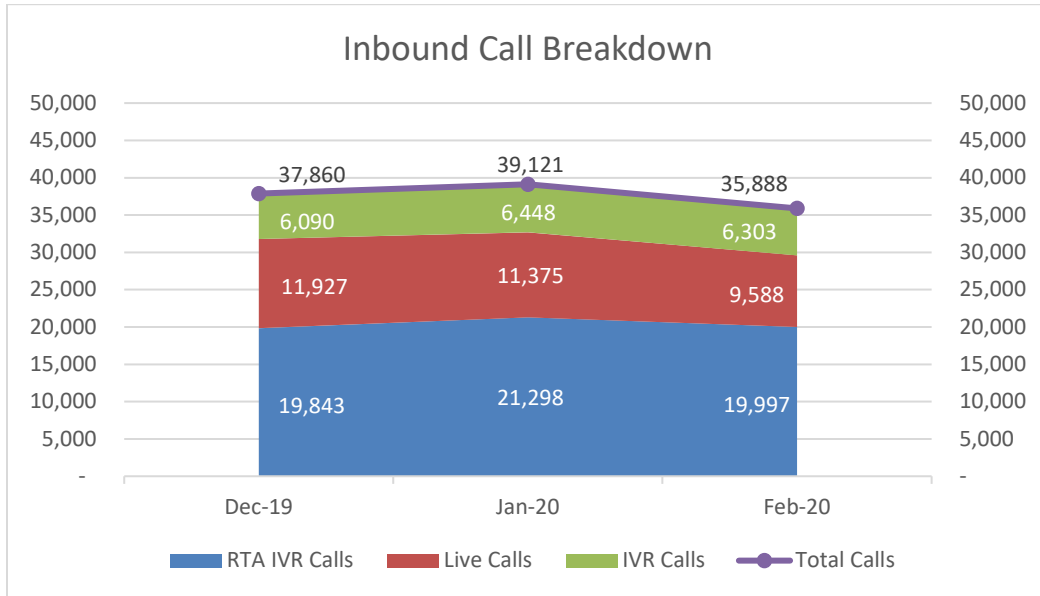
OTHER EMAILS

* A combination of releases and email blasts this month.

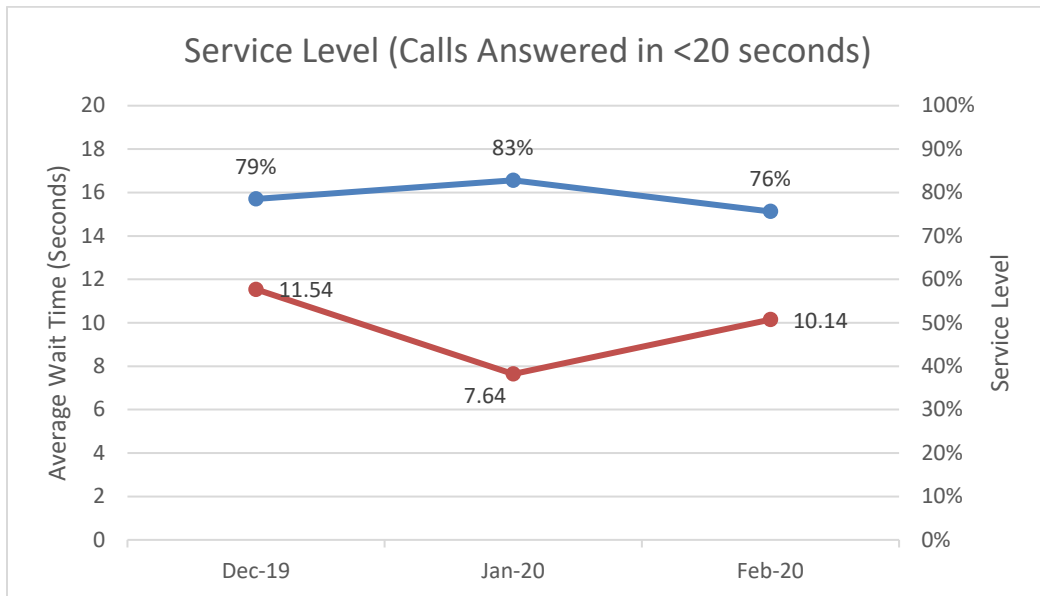
- 309.92% Open Rate
- 27.91% CTR

FEBRUARY CONTACT CENTER REPORT

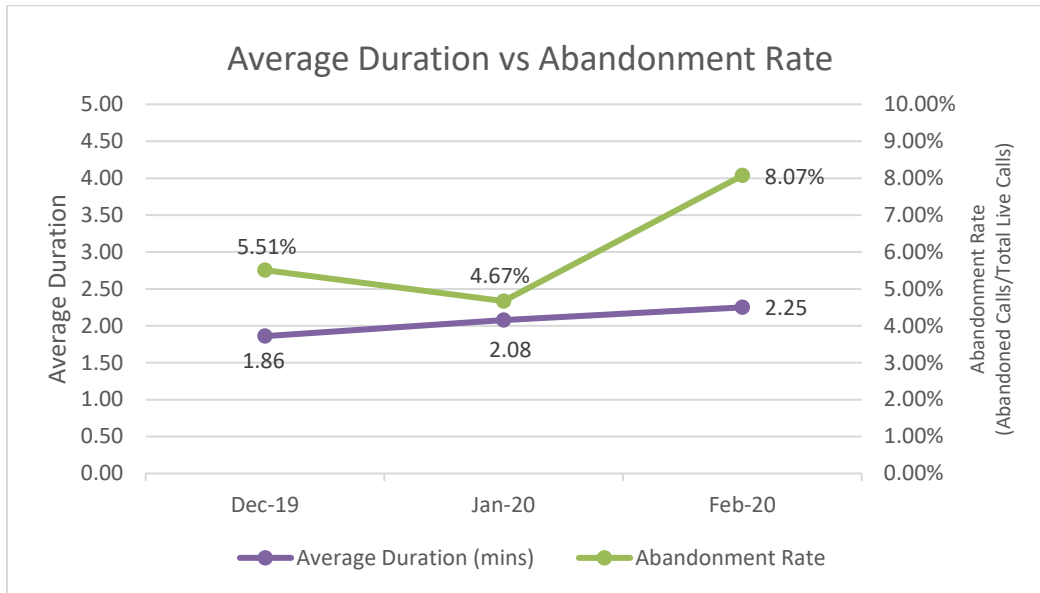
Inbound call metrics maintained a similar trend through the first 3 months post-call center transition, although there were fewer live calls in February.



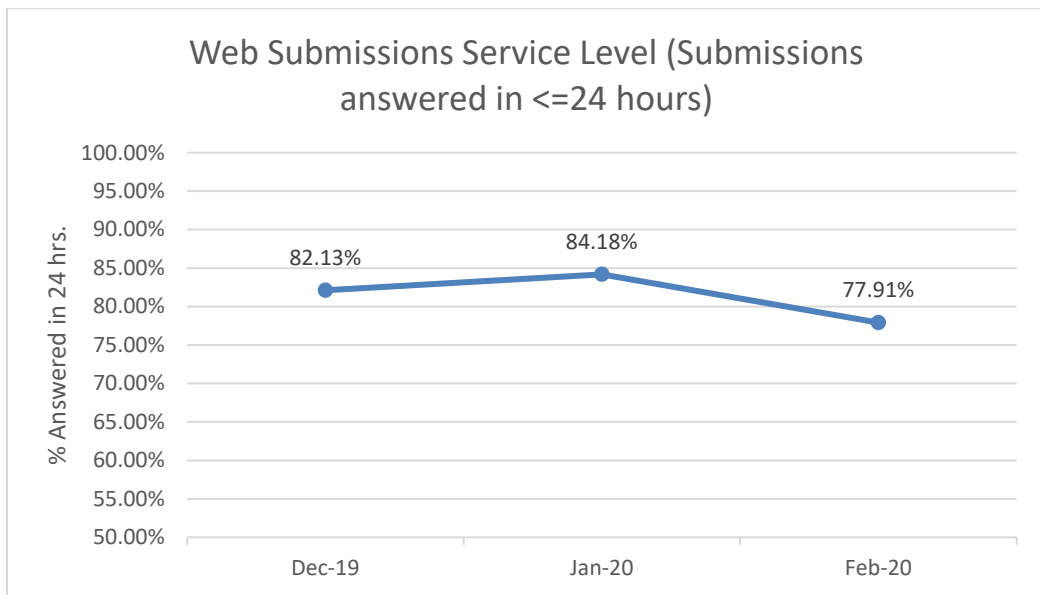
Calls answered in 20 seconds or less dropped slightly from January. Average wait time increased from 7.6 seconds in January to 10.1 seconds in February.



Abandonment rate in February was particularly higher along with a slight increase in average duration. (Not shown; average abandonment time experienced a decrease from 2.26 minutes in December and 1.45 minutes in January to 1.33 minutes in February.)

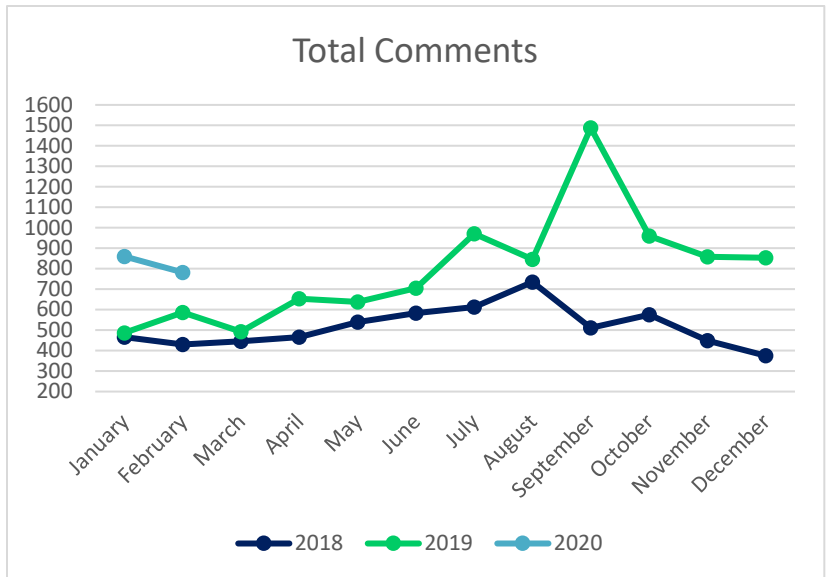


Web submission service level experienced a slight decrease from January.



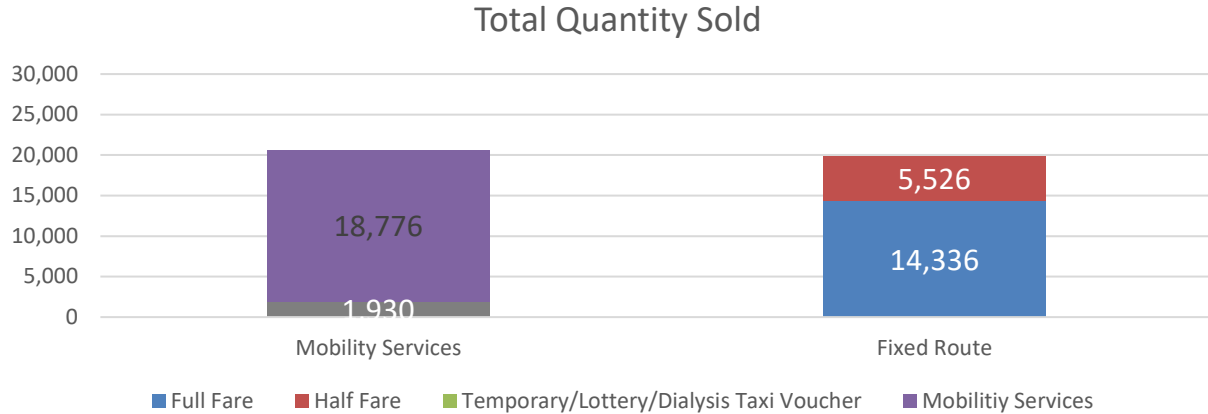
FEBRUARY CUSTOMER COMMENTS: 782

Category	Amount
Route	145
Courtesy	141
Schedule	134
Safety	89
Pass-By	79
Fares	39
Compliment	28
Request	21
DONOTUSE	20
Security	18
Facility Maintenance	11
Vehicle Maintenance	10
Suggestion	9
Customer Service Centers	9
Wrong Information	6
Denial	6
Bus Stop	5
Discrimination – Title VI	5
Marketing	2
Rules	2
Purple Line	1
Blue Line	1
Red Line	1



FEBRUARY PASS SALES REPORT:

Total Quantity of Passes: 40,568



ADDITIONAL REVENUE AND RIDERSHIP INFORMATION FOR FEBRUARY:

Retail Desk Purchases: \$141,617.50

Cash: \$46,855.72

Checks: \$18,072.90

Credit Cards: \$76,688.88

Veteran IDs Sold: 61

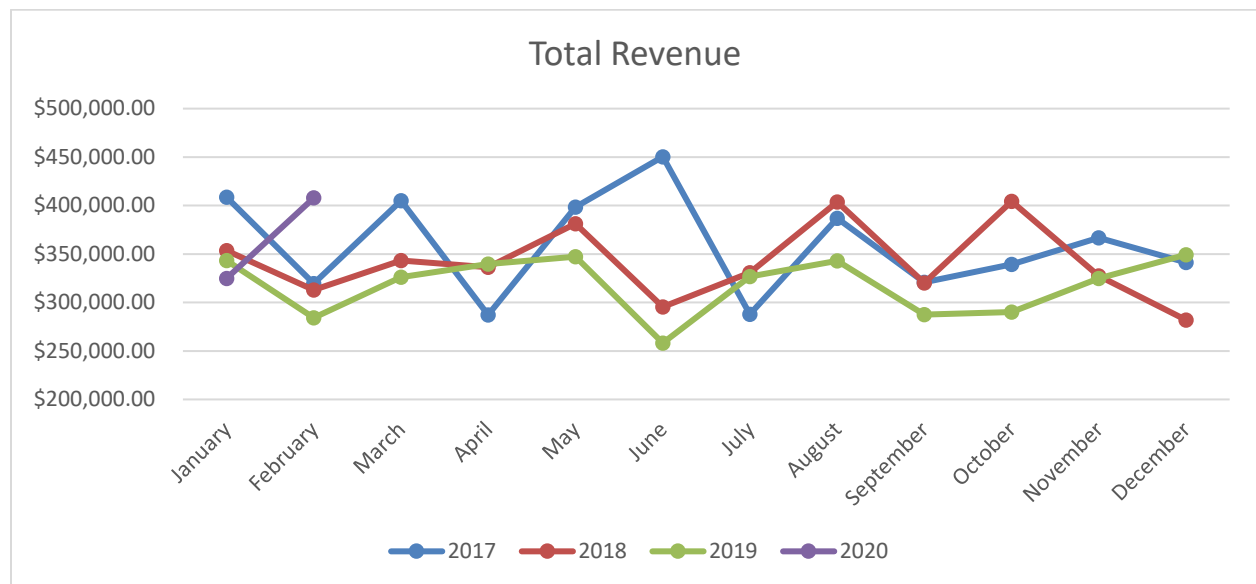
North Central: 579

IPS Ridership: 17,382

IndyMet: 3,888

PPHS: 5,436

IndyGo: 1,214



OUTREACH SUMMARY FOR FEBRUARY

Outreach in February focused on education and gathering public comment regarding proposed route changes planned to go into effect in June 2020, as well as Purple Line updates. On February 18, IndyGo hosted a final public hearing about June route changes. The collective feedback informed the final proposal that was presented to IndyGo's Board of Directors at its meeting on February 27, 2020. IndyGo also hosted a public Purple Line Open House and our quarterly Purple Corridor Advisory Committee meeting, with a focus on proactive collaboration with local business to thrive during the construction phase. Travel Trainings included Arsenal Tech High School, Georgetown Station Senior Apartments, and the Parent Life program with nearly 70 individuals trained. Transit Ambassadors engaged with riders at the Carson Transit Center about June 2020 route changes and with sentiment surveys along the Red Line.

FEBRUARY OUTREACH EVENTS

2/4/2020	South Village Neighborhood Meeting
2/6/2020	Downtown Indy Board Meeting
2/7/2020	KIP Neighborhood Meeting
2/11/2020	Purple Line CAC:Thriving through Construction
2/12/2020	Travel Training: Georgetown Station
2/12/2020	Travel Training: Parent Life
2/13/2020	Purple Line Open House
2/14/2020	Travel Training: Arsenal Technical High School
2/18/2020	Final Public Hearing: 2020 Proposed Routes
2/19/2020	Travel Training: Arsenal Technical High School
2/20/2020	Trusted Mentors: How We Move
2/25/2020	Far Eastside Community Council
2/28/2020	Open House at Purdue Polytechnic High School

INTERNAL COMMUNICATIONS & STRATEGIC PLANNING FEBRUARY

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

ARTICLES:

THE PEOPLE INSIDE OF INDYGO

Each day we come to work at IndyGo, we support and further mobility in our city. We are focused on doing our best, safest, and most efficient work - often through collaborating with co-workers. Have you ever wondered how well you know these co-workers outside of IndyGo, though? We have so many talented and skilled people among us!

Adam Blazucki, Business Owner of Kiln Creations

Vehicle Maintenance Supervisor Adam Blazucki and his wife, Louise, own and operate Kiln Creations. Kiln Creations is a pottery painting studio offering artsy fun for all ages and all levels of experience. Adam and his family were customers of Kiln Creations, which originally opened in 2001. "When we heard that the studio was for sale, we jumped on it," Adam said

about purchasing the business in December 2018. "Louise and I enjoy arts and crafts and share an entrepreneurial spirit - Kiln Creations has been a great opportunity for our family and we hope to grow and expand over the next few years." WTHR Channel 13 reporter Carlos Diaz recently broadcasted the Sunrise morning program from Adam's Noblesville shop. During the three televised segments, Louise and Carlos had fun making gnomes while highlighting the Kiln Creations community business. "My favorite thing about Kiln Creations is the creative freedom it provides me and my wife - this is something we can pass on to our children," said Adam.

Adam has worked at IndyGo for 2.5 years. Prior to IndyGo, Adam was a Bus Mechanic for the MTA in Baltimore, Maryland. He and his family moved to Indianapolis in 2017 when Adam accepted the position as Vehicle Maintenance Supervisor here at IndyGo.



Nathan Barnes Sr., Published Author

We also have a published author within our workforce, Operator Nathan Barnes Sr. Nathan recently published the children's book, "Make a Believer Out of Me." The book focused on two animals, Buddy and Ronnie, who found God along with love for each other and themselves despite their differences. A proud father himself, Nathan wrote the book to remind children it doesn't matter who you are, where you came from, or your obstacles, you must believe in yourself. Nathan also wrote "Have Faith in God: And the Power Within You," and is working on three additional books. Nathan has worked at IndyGo for 6 years and you have probably read one of his Dispatcher articles as contributing editor. In a previous life, Nathan played basketball for the University of Wisconsin-Green Bay. He was voted "Most Popular Person on Campus" during his college career and was inducted into the Phoenix Hall of Fame in 2002 - 2003.



CELEBRATING BLACK HISTORY MONTH

Indianapolis affords a rich history of African American culture that commemorates the essential role that African Americans have played in the growth of Indianapolis. IndyGo is privileged to be an agency that has experienced growth alongside our city - and we take pride in knowing that as IndyGo continues to improve access opportunities and provide reliable mobility options, we do so through an outstanding team of employees offering diverse skills, backgrounds, cultures, and heritages. In commemoration of February's Black History Month, we are excited to spotlight our co-workers. We showcase how Indianapolis Local ATU 1070 Financial Secretary Rachel Hill makes a difference in our community and we hear thoughts of CEO and President Inez Evans from her personal interview with Operator Nathan Barnes Sr.

Rachel Hill, Indianapolis Local Amalgamated Transit Union (ATU) 1070 Financial Secretary

For the past 4 years, Rachel Hill has established and maintained partnering with the United Steelworkers of America (USW) 1999 to help the local community. They serve a hot meal, provide hygiene kits, and IndyGo day passes to Horizon House individuals and families annually. They also raise funds to purchase coats for kids in the winter and backpacks for kids in the summer. "There is a time when others need your help, I look at people as I am you and you are me. If I was in a situation, I wish someone would help me in my time of need. It's these little things that can mean a lot. You have to give back every day. It is my goal to try to give more than I did the year before," stated Rachel. Rachel recruits friends and co-workers to help, including Indianapolis Local ATU 1070 President/Business Agent Roy Luster, Jr. as well as IndyGo Professional Coach Operators, General Laborers, and Union Representatives Darryl Carter, George Evans, Robbie Waggoner, Joyce Ledell, Diane Johnson, Arthurene Thompkins, Otha Dugan, Calvin Cargile, and many more.

Inez Evans, IndyGo President and CEO

- Interviewed by Operator Nathan Barnes Sr.

“My thoughts on black history month?” Inez Evans repeated the question posed from her interviewer, Operator Nathan Barnes Sr., as she considered her reply, “I appreciate the fact that we have a month that helps bring forth the accomplishments of African Americans.” Inez continued, “I would add, though, that a month isn’t enough time to talk about it. We should look to talk about the accomplishments and struggles of those who have helped to build this country. Those who helped shape this country are in all colors of the rainbow and deserve to be recognized and celebrated.”

When Nathan asked Inez to name her heroes, she noted, “I don’t necessarily refer to them as heroes, but rather, folks who have inspired me: Harriet Tubman, Oprah Winfrey, the Obamas, Langston Hughes, and Mahalia Jackson is a good sampling.” Inez explained her view that such individuals defied the “box” that society placed around African Americans, “These inspiring individuals refused to be boxed in - harrowing as if there was no box and allowing a higher power to drive them.”

“I agree with Ms. Inez 100%,” Nathan wrote from his interview, “I am most inspired by Dr. Martin Luther King Jr., as well as Jack Johnson, the first African American world heavyweight boxing champion. Johnson defied the box that society placed on African Americans in the early 1900’s.” Nathan concluded his writing with, “To be recognized as a country of greatness, we have to acknowledge that people of all colors contributed to building it.” Very much the same way IndyGo continues to grow and succeed - through an outstanding team of employees offering diverse skills, backgrounds, cultures, and heritages.

EVENTS:

Below are a series of events in which we participated or provided SAVE THE DATE information, Board Members are always welcome:

March 2	New Employee Orientation
March 5	National Safe Place Legislative Day
March 9	New Employee Orientation
March 14	Bus Rodeo
March 18	Transit Employee Appreciation Day
March 21	National Safe Place Week – Safe Place Recognition



Human Resources Division Report – February 2020

To: Chair and Board of Directors
From: Jeffrey M. Brown, Vice President of Human Resources
Date: March 26th, 2020

CONSIDERATION OF HUMAN RESOURCES REPORT FOR FEBRUARY 2020

ISSUE:

A written report of Human Resources information that will be presented at the Board meeting.

RECOMMENDATION:

Receive Human Resources report.

Jeffrey M. Brown
Vice President of Human Resources and Labor Relations

Human Resources Report

A. Coronavirus (COVID-19) Measures

Human Resources is supporting IndyGo's efforts to ensure the safety and well-being of the community by keeping our staff informed and taking preventive measures regarding the rapidly changing events of the coronavirus outbreak. To help address the unprecedented impact of the coronavirus, IndyGo has temporarily implemented policies and practices. Given the unpredictable nature of this health emergency, IndyGo will revisit these measures as developments related to the pandemic continue. The following are some of the measures that IndyGo has implemented in response to the pandemic:

1. Coronavirus Workplace Policies

- a. Preventative Measures: All employees are urged to take basic preventive measures to avoid exposure to or infection by the virus causing COVID-19. Prevention is centered on good hygiene:
 - Wash your hands often with soap and water (20 seconds of scrubbing) or use alcohol-based hand cleaners (cover all surfaces and rub until dry).
 - Cough/sneeze into a tissue. Dispose of used tissues immediately into a trash can. If you don't have a tissue, cough/sneeze into the crook of your elbow, not your hands.
 - Avoid touching your eyes, nose, and mouth, which accelerates the spread of infections.
 - Avoid close contact with others who are sick.
 - If you are sick, avoid contact with others, including meetings and events.

- b. Use of Paid Sick Time for Personal Quarantine: Employees may use paid sick time for self-isolation or quarantine, even if they are not sick, when it is required or recommended by public health authorities/guidelines or by health care providers.
- c. Use of Paid Sick Time For Care Of Immediate Family Member: Employees may use paid sick time to care for immediate family and household members who are not ill but need care due to any COVID-19 related closures of schools or day care centers, or for other breakdowns in care arrangements.
- d. Insufficient Accrued Sick Leave: Employees with insufficient accrued sick leave may use up to 14 unearned sick days for illness, to meet self-isolation or quarantine requirements, or for the active care of others because of disruptions relating to COVID-19. IndyGo will review this threshold periodically as conditions change. IndyGo reserves the right to recoup this time from the final paycheck of employees who terminate before they rebuild their accrued sick time.
- e. Remote Working: Unless otherwise notified, all IndyGo employees are expected to timely report to their designated assignments. Except for Operations staff, all other departments may work remotely. This will help IndyGo implement workplace social distancing should it become necessary. Remote work assignments will be assessed on a case-by-case, department-by-department basis and subject to approval by the area Vice President. In addition, remote work assignments may involve a rotation of department employees who will be permitted to work from home.
- f. Onsite Working: Those who will continue to work onsite because their jobs require it will be advised to maintain physical distance from others of at least 6 feet. If they have an underlying health condition or concern, they may request a change in job duties, location, hours, etc. by contacting Human Resources. Should IndyGo be closed by public health authorities due to COVID-19, IndyGo will provide affected non-remote employees with alternate work assignments or an emergency-related paid excused absence. If this occurs, and subject to approval by the IndyGo Board of Directors, IndyGo would make commitments to pay continuation for a defined period (e.g., 30 days), with review and possible extension as conditions change.

2. Travel Restrictions and Guidance During the Pandemic

- a. IndyGo-related International Travel: All IndyGo-related international travel is prohibited.
 - The reason for prohibiting IndyGo-related travel is that the number of known COVID-19 cases is increasing worldwide. Travel can increase the risks of exposure to you and the community. Government restrictions and public health measures are changing rapidly. Those changes may make it hard for you to achieve the goals of your trip and return to the U.S. (or your next intended destination) to resume your employment duties with IndyGo.
 - Travel is already difficult for some locations and may become increasingly difficult for others. Some airlines have suspended or reduced flights. Government authorities have enacted varying health screening and quarantine measures. More locations may be restricted with little or no advance notice. There may be limited access to adequate medical care in the affected areas.
- b. Personal International Travel: All personal international travel is strongly discouraged. When considering whether to travel, think about the following:

- Your health and safety, and that of others in your community
- Your ability to attain the goals for the trip
- Your ability to get around in country if significant transportation disruptions or government travel restrictions are imposed
- Your ability to maintain a supply of food, water, and basic necessities if businesses close
- Your access to basic medical care and any prescription medications you rely on
- Your ability to return to the U.S. (or your next intended destination) and resume your activities if government travel restrictions or isolation measures are imposed during your trip
- If you decide to travel, remain flexible, expect travel delays, and have strong backup plans.
- Please be advised that upon your return from international travel, you will need to consult a medical professional and provide documentation of that consultation to IndyGo before returning to work with IndyGo.

c. IndyGo-related Non-Essential Travel: All IndyGo-related non-essential domestic travel is prohibited.

- IndyGo seeks to limit the risks of exposure to its employees and passengers, and for that reason, IndyGo-related non-essential domestic air travel is prohibited.
- Essential travel determinations shall be made exclusively by the President and Chief Executive Officer.

d. Personal Domestic Travel: All personal domestic travel is strongly discouraged.

- The CDC's advice to lower the risk of COVID-19 transmission is similar to precautions for common colds and flu viruses:
- Wash your hands frequently with soap and warm water for at least 20 seconds.
- If soap and water aren't available, use an alcohol-based sanitizer.
- Avoid touching your eyes, nose, and mouth; germs spread this way.
- Cover your mouth and nose with a tissue or your sleeve when coughing or sneezing.
- Avoid contact with sick people.

e. CDC Level 3 Locations: Anyone who returns or arrives to Indiana from a location with a CDC level 3 travel warning for COVID-19, must first consult a medical professional at least 48 hours before your return/arrival to IndyGo and self-isolate using guidance from the CDC for at least 14 days. CDC level 3 locations are as follows:

- mainland China (on or after February 3)
- South Korea (on or after February 24)
- Italy (on or after February 28)
- Iran (on or after February 28)

Upon re-entry to the U.S., American citizens and lawful permanent residents who traveled to or transited through the above in the past 14 days will be subject to health screenings and, where appropriate, a 14-day quarantine or self-isolation. The U.S. and other governments may enact similar measures for other locations without advanced notice.

B. Recruitment and Retention Data

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:	495(an increase of 11 from last Month's total of 484)
2. Annual Coach Operator Turnover Rate:	29.89%
3. Total Non-Coach Operators Employees:	351
4. Annual Non-Coach Operator Turnover Rate:	13.21%
5. Total IndyGo Employees:	891
6. Annual IndyGo Employee Turnover Rate:	23.02%
7. Current Coach Operator Trainees:	42
8. Pending Coach Operator Trainees:	34

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. One creative solution Human Resources recently implemented was a hiring blitz. In early February, Human Resources held a hiring blitz in which 94 applicants were interviewed for coach operator positions. Of those 94, IndyGo extended offers of employment to 77 applicants.

C. Labor & Employee Relations

IndyGo has taken positive steps to improve labor management relationships with the Amalgamated Transit Union, Local. With respect to labor developments, there are two (1) the union filed a grievance contesting the discharge of an operator; and (2) IndyGo is preparing for collective bargaining negotiations for a successor contract that is set to expire on December 31, 2020.

D. Human Resources News

- 1. New Staff:** IndyGo's Human Resources added three new additions to its team. First, Mark Bryson is IndyGo's new Senior Director for Human Resources Administration. Mark brings a wealth of experience to IndyGo, as he has over twenty years of experience in both public and private sector human resources administration. Ernesto ("Ernie") Gonzales is IndyGo's new Human Resources-Business Partner Recruiter. Ernie has over seventeen years of experience as a recruiter and most recently came from Celadon where he was responsible for all aspects of recruiting. Finally, Donna Cantrell is IndyGo's new Special Projects Manager. Donna has significant human resources experience, including serving as a mediator for the judicial system in Dallas, Texas.
- 2. Electronic Processes:** Human Resources is currently developing a process to implement a fully electronic hiring process and to better track and administer its leave management. Through its own internal assessment and review, there are several processes that involve the exchange of paperwork. Human Resources seeks to change that by developing fully electronic systems to avoid unnecessary delays and errors while improving efficiency.