



Board Report
April 23, 2020

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317.635.3344

1. CALL TO ORDER AND ROLL CALL

2. AWARDS AND COMMENDATION

3. COMMITTEE CHAIRPERSON REPORTS

Service Committee – Adairius Gardner
Finance Committee – Richard Wilson

4. CONSENT AGENDA

AGENDA ACTION ITEM A – 1: Consideration of Approval of Minutes from March 26, 2020 Board Meeting

AGENDA ACTION ITEM A – 2: Consideration and Approval of System-wide Service Changes – Service Equity Analysis

AGENDA ACTION ITEM A – 3: Consideration and Approval of The Etica Group Task Order – Additional Design Maintenance Area Renovations

5. REGULAR AGENDA

NONE

6. INFORMATION ITEMS

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

INFORMATION ITEM I – 2: BRT Project Updates for April 2020

INFORMATION ITEM I – 3: CARES/Families First Act Update

INFORMATION ITEM I – 4-8: Department Report

7. ADJOURN

Safe Drivers Recognition for March 2020

To: President and CEO Inez, Evans
From: Brian Clem, Director of Risk and Safety
Date: April 23rd, 2020

March 2020 Safe Drivers Recognition



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

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>
Foster, Vernessa	1975	10
Howard, Jeffery	8141	10
Beharry, Roger	8392	8
Jones, Darrel	8423	7
McLaughlin, Christine	8513	7
Davis, Kenneth	8462	6
Grady, Vandall	8465	5
Jackson, Jonathan	8739	5
Lloyd, Ashley	8941	3
Banks, Diahavanna	9113	2
Bonds, Bertina	9114	2
Jones, Shirley	8967	2
Barnes, Brandon	9347	1
Bell, Danny	9355	1
Johnson, Justina	9119	1
Long, Debbie	9346	1
Spence, Mary	9124	1



Service Committee Chairperson Report – April 2020

To: Chair and Board of Directors
From: Adairius Gardner, Service Committee Chairperson
Date: April 23rd, 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
April 16, 2020

The Service Committee met on April 16, 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. For the month of April, there are no Regular Agenda Action Items currently to review.

An item from the Consent Agenda I would like to highlight is item A-2, Consideration and Approval of System-wide Service Changes – Service Equity Analysis. IndyGo Strategic Planner, Ryan Wilhite, presented this action item to the Service Committee. A Service Equity Analysis is required when a major service change has been triggered by any proposed changes that a transit agency is putting forward. Our system wide service changes, which were originally proposed for June 2020, are what triggered this required Service Equity Analysis. This is essentially a comparison of the change in service for the minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IndyGo's established Title VI policy, are considered a disparate impact (DI) or disproportionate burden (DB). When the Marion County Transit Plan was originally approved by the IndyGo Board of Directors, the initial analysis found no DI/DB. The updated system-wide service changes also resulted in a finding of no DI/DB. The expansion of transit service via the system-wide service changes provides a 20% increase in the number of weekly transit trips provided to Marion County, allowing IndyGo to increase the average number of trips to census blocks by nearly 18%.

That concludes my report.



Finance Committee Chairperson Report – April 2020

To: Chair and Board of Directors
From: Richard Wilson, Finance Committee Chairperson
Date: April 23rd, 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
April 16, 2020

The Finance Committee met on April 16, 2020 at 1pm. In attendance was, myself, Rick Wilson, Chairman of the Finance Committee, as well as Committee Members Juan Gonzalez and Mark Fisher. 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. For the month of April, there are no Regular Agenda Action Items currently to review.

An item from the Consent Agenda I would like to highlight is item A-3, Consideration and Approval of The Etica Group Task Order – Additional Design Maintenance Area Renovations. IndyGo VP of Infrastructure, Strategy and Innovation, Jennifer Pyrz, presented this action item to the Finance Committee. In a manner consistent with IndyGo contract award standards, IndyGo wishes to issue a Task Order to the Etica Group for additional design work for the Maintenance Area Renovations. The additional design work will include the following areas: IndyGo Board Room and new IndyGo Staff Exercise Area. In 2017, IndyGo entered a contract with The Etica Group for the On-Call A&E services for Architectural and Engineering discipline for facility projects. Over the past couple years, they have performed design and construction service work on numerous projects for IndyGo, including, but not limited to, 1501 Facility Assessment, Office Renovations, & New Training Facility. Currently working under Task Order #9, Etica was approved for work for the Maintenance Area Renovations in an amount not to exceed \$234,500, which was presented to the Board under a large action with five (5) projects in 2017; Office Renovations, Vehicle Wash, Paint Booth, Security Screen Doors and Maintenance Area Design. The Maintenance Area Design Task Order is the last of the five projects remaining for completion under theis Action Item that was approved by the IPTC Board. IndyGo staff would like to amend that Task Order for an additional \$107,360 to cover the additional design work for the IndyGo Board Room and new IndyGo Staff Exercise Area.

That concludes my report.



AGENDA ITEM A – 1

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

THURSDAY, March 26, 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 Chairman Greg Hahn at 5:05pm, Thursday, March 26, 2020. This meeting was held remotely with all seven (7) Board Members attending remotely via Microsoft Teams, pursuant to Executive Order 20-09 Relating to the Continuity Of Operations Of Government issued by Governor Eric Holcomb subsequent to 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 "COVID-19".

1.1 ROLL CALL

Attendee Name	Title	Status
Greg Hahn	Chair	Present
Adairius Gardner	Vice Chair	Present
Mark Fisher	Secretary	Present
Richard Wilson	Treasurer	Present
Juan Gonzalez	Board Member	Present
Tommie Jones	Board Member	Present
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 February 2020, 1 employee for 35 years of service, 1 employee for 40 years of service, a driver for exceptional above and beyond service, and 1 ROSE Award Winner and 1 ROSE Award nominee.

3. COMMITTEE CHAIRPERSON REPORTS

I.1. Finance Committee – Richard Wilson, Finance Committee Chairperson

I.2. Service Committee – Adairius Gardner, Service Committee Chairperson

4. CONSENT AGENDA

Upon staff recommendation, motion for consent approval by Chairman Greg Hahn for Agenda Items A-1, A-2, & A-3 are as follows:

- ACTION ITEM A – 1 – Consideration and Approval of Minutes from February 27, 2020 Board Meeting
- ACTION ITEM A – 2 – Consideration and Approval of Microsoft Licensing Annual Renewal
- ACTION ITEM A – 3 – Consideration and Approval of Environmental Services

RESULT: Accepted - Agenda Items A-1, A-2, & A-3
MOVER: Richard Wilson
SECONDER: Adairius Gardner
AYES: Greg Hahn, Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace
NOES: None
ABSENT: None

5. REGULAR AGENDA

- ACTION ITEM A – 4 – Consideration and Approval of Temporary Tax Anticipation Borrowing of \$20,000,000

VP of Finance/CFO, Bart Brown, presented Action Item A – 4 to the Board of Directors, to 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. If approved, the bond bank will then meet on April 23rd, we then could place this out to the market. Mr. Brown stated that he has heard that the market is a little volatile at the moment, so the extra time may be a good thing. The note itself cannot exceed 7% though we hope it will be far below that. We do not believe that we would want to go out for anything above 4%. Mr. Brown indicated that the Board of Directors did approve a similar note two (2) years ago of an amount of \$15,000,000.

RESULT: Accepted – Action Item A – 4 – Approval of Temporary Tax Anticipation Borrowing of \$20,000,000
MOVER: Richard Wilson
SECONDER: Adairius Gardner
AYES: Greg Hahn, Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace
NOES: None
ABSENT: None

- ACTION ITEM A – 5 – Consideration and Approval of Emergency Authority

General Counsel, Jill Russell, presented Action Item A – 5 to the Board of Directors, to authorize the approval of Resolution 2020-05, Authority During Public Health Emergency. With the issuance of Executive Order 2020-02 by Governor Eric Holcomb declaring a Public Health Emergency, it became apparent that President/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/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/CEO Evans requires the flexibility, upon recommendation from the VP of Finance/CFO to reallocate Transit Income Tax between operational and capital funds as needed for the continuation of payroll and accounts payable. Mrs. Russell indicated that this is also along the line of the most recent executive order which says that the board, during the time of a public emergency, can deligate authority and ratify later. This resoution would take care of that upfront.

RESULT:	Accepted – Action Item A – 5 – Approval of Emergency Authority
MOVER:	Richard Wilson
SECONDER:	Tommie Jones
AYES:	Greg Hahn, Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Lise Pace
ABSTAIN:	Juan Gonzalez
NOES:	None
ABSENT:	None

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

VP of Operations/COO, Aaron Vogel, presented Action Item A – 6 to the Board of Directors, to 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 outbreak through September 1, 2020, and shall automatically renew unless terminated by a vote of the Board. This action will delay the currently proposed Route Network Change from June to a later date, to be determined once the COVID-19 pandemic passes. Certain examples of action that may need to be taken 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, approving critical contracts in excess of the board threshold without formal board action, and Initiate a health screening process for employees and visitors to determine whether an individual may be sick. 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.

Board Treasurer, Richard Wilson, offered an amendment to Action Item A – 6. He proposed to strike the September 1, 2020 date and to extend it to September 30, 2020. He also proposed the removal of the

provision to auto renew unless terminated by way of Board action and take appropriate action for moving forward at either the August or September board meeting. Further, he proposed creating a committee consisting of the board chair and committee chairs, to work with General Counsel, to develop an emergency policy which would trigger emergency actions under the provisions which are requested by the President/CEO.

RESULT: Accepted – Action Item A – 6 – Amendment of Approval of Ratification of Emergency Purchases
MOVER: Richard Wilson
SECONDER: Lise Pace
AYES: Greg Hahn, Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace
NOES: None
ABSENT: None

RESULT: Accepted – Action Item A – 6 – Approval of Ratification of Emergency Purchases
MOVER: Richard Wilson
SECONDER: Tommie Jones
AYES: Greg Hahn, Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace
NOES: None
ABSENT: None

6. INFORMATION ITEMS

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

Bart Brown, VP of Finance/CFO presented on behalf of this information item.

I – 2 INFORMATION ITEM – COVID-19 Department Updates

Aaron Vogel – VP of Operations/COO

I – 3-7 INFORMATION ITEM – Department Reports

7. ADJOURNMENT

On order of Chairman Greg Hahn, and there being no objection, the meeting was adjourned at 6:00 p.m.

Jill D. Russell
General Counsel



Date: April 13, 2020
Current Meeting: April 16, 2020
Board Meeting: April 23, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: Ryan Wilhite, Strategic Planner
SUBJECT: System-wide Service Changes Service Equity Analysis

Policy-Related Action: No

ACTION ITEM A – 2

RECOMMENDATION:

In accordance with FTA Requirements and IndyGo board-adopted Title VI policies, IndyGo staff is recommending approval of the analysis and its findings.

BACKGROUND:

The system-wide service changes are the next major milestone in the implementation of the Marion County Transit Plan (MCTP); these changes would be introduced as early as June 2020.¹ The system-wide service changes will modify the design of the existing service from a traditional hub and spoke route system to a more grid-like route system. As part of the service changes, nearly all routes will be modified in some fashion. IndyGo is introducing new routes to better serve the overall network; most of the new routes will be created from the pieces of existing routes in the network. System-wide service changes also include added trips to the network, allowing for easier transfers from route to route, a key component of a grid-based design. The Red Line, IndyGo's first bus rapid transit system, will serve as the spine of the network, providing riders an opportunity to transfer to a fast, efficient, and comfortable trip through designated bus lanes into downtown Indianapolis or another route in the network.

A service equity analysis is required when service changes trigger IndyGo's Major Service Change policy; these system-wide service changes meet or exceed thresholds established by the Major Service Change policy. Equity analyses are intended to evaluate the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Any

¹ More information at <https://www.indygo.net/transitplan/>

changes that do not provide similar benefits to minority or low-income populations, as defined by IndyGo's established Title VI policy,² are considered a disparate impact (DI) or disproportionate burden (DB), respectively.³

DISCUSSION:

The system-wide service changes will continue IndyGo's commitment to building out the MCTP. When the MCTP was originally approved by the IndyGo Board of Directors, the initial analysis found no DI/DB. Almost the entire network was also analyzed through a service equity analysis prior to the launch of the Red Line; there was no finding of a DI/DB there, either.

The updated system-wide service changes resulted in a finding of no DI/DB. The current iteration of the system-wide service changes was affected by public input sessions conducted by IndyGo in early 2020. Considering those changes, despite the results of the previous service equity analyses conducted prior and given IndyGo's Title VI policies, IndyGo performed a new service equity analysis. IndyGo compared the Existing 2020 network to the Proposed 2020 network, analyzing the difference through a Title VI lens. The expansion of transit service via the system-wide service changes provides a 20 percent increase in the number of weekly transit trips provided to Marion County, allowing IndyGo to increase the average number of trips to census blocks by nearly 18 percent.

ALTERNATIVES:

After reviewing, the Board of Directors could choose to not approve. The service changes, however, cannot take effect until this analysis has been reviewed and approved by the board.

FISCAL IMPACT:

The current findings of the System-wide Service Changes Service Equity Analysis (SEA) requires no additional IndyGo financial resources beyond those already committed to the system-wide service changes.

DBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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

² Available from <https://www.indygo.net/about-indygo/title-vi/>

³ A finding of a potential disparate impact and/or disproportionate burden requires transit agencies to modify the original proposal and re-analyze. If the modification does not resolve the DI/DB, then alternatives must be presented to the public for comment. The original proposal (or modification) can only be implemented if there is a substantial legitimate justification made and none of the proposed alternatives would have a less disparate impact, assuming all proposed alternatives can accomplish the program's goals.



Date: April 14, 2020
Current Meeting: April 16, 2020
Board Meeting: April 23, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: LaTeeka Washington, Project Manager Facility Capital Projects
SUBJECT: The Etica Group Task Order – Additional Design Maintenance Area Renovations

Policy-Related Action: No

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, IPTC wishes to issue a Task Order to The Etica Group for additional design work for the Maintenance Area Renovations. The additional design work will include the following areas: IndyGo Board Room and new IndyGo Staff Exercise Area. The deliverables will include project drawings and documents for procurement, preliminary phasing plan, data sheets for equipment and a probable independent cost estimate for construction.

BACKGROUND:

In 2017, IPTC entered a contract with The Etica Group for the On-Call A&E services for Architectural and Engineering discipline for facility projects. The Etica Group has performed design and construction service work on numerous projects for IndyGo during their 2-year contract: Olney Street Assessment, 1501 Facility Assessment (which included the Mezzanine and Office Renovations layout), Office Renovations, New Training Facility, Security Screen Doors (and the Exterior & Overhead Doors Project), Vehicle Wash/Paint Booth/Garage Door Improvement Project. Under Task Order #9, Etica was approved work for the Maintenance Area Renovations in an amount not to exceed \$234,500, which was presented to the Board under a large action with (5) projects in 2017; Office Renovations, Vehicle Wash, Paint Booth, Security Screen Doors and Maintenance Area Design. The Maintenance Area Design Task Order is the last of the five projects remaining for completion under this Action Item that was approved by the IPTC Board.

DISCUSSION:

Since the original task order for Maintenance Area Renovations, there has been a few changes in some of the projects, which will be addressed in this task order for design; the inclusion of renovations to the IndyGo Board Room and the creations of an exercise area for IndyGo staff. This renovation project will also cover the

IndyGo Lobby (Security Desk & Lobby Restroom), which were not completed under the Office Renovations as previously identified.

The project design work would begin upon approval by the IPTC Board, with anticipated schedule of going out for procurement in July and being presented to the IPTC Board with a recommended contactor in August. The area that is most critical in the schedule are the IT Offices (the cube farm), which the staff have an urgent need due to expansion and conditions.

ALTERNATIVES:

An alternative to this design work could be to reduce the scope of work and only focus on the IT offices, new exercise area, the women's and men's locker rooms and the Central Break Room. This would delay the much-needed work in the Maintenance Garage Area for staff.

FISCAL IMPACT:

The proposal cost for this additional design work is \$107,360, which will include the documents in preparation for construction. The project is funded by a combination of federal grants and local funds. The total budget for the project is \$3.1million.

DBE DECLARATION:

The Etica Group is a certified Women Owned Business (WBE).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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



Date: April 16, 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: March 2020 Financials Summary

Revenue

- The federal assistance for the month of March was \$595,024 (62%) higher than budget. The eligible expenditures pertaining to these draws were substantially high due to the higher eligible expenditures under this category related to the Facilities and Preventative Maintenance expenditures. Year to date, we are trending \$768,279 (27%) higher than the budget.
- Other Operating Income is under budget by \$11,275 (16%) in March and \$30,701 (14%) year to date. Revenue from miscellaneous sources such as vending services and sale of recycling/scrapp materials continues to be under budget.
- Passenger Service Revenue is under budget by \$329,764 (36%) for the month of March and \$459,467 (18%) year to date. COVID19 pandemic has impacted Transit Revenues significantly as expected. IndyGo realized a significant dip in the month of March and we will continue to see this trend in the coming months too. Due to health & safety of our riders and coach operators reduced service hours are introduced and fares stay suspended until further notice. All other transit agencies across the nation are going through the similar experience as it relates to the reduction in fare revenue due to implementation of various measures in place.
- PMTF revenue is the same as budgeted. Our PMTF (State Grant) 1st claim of 2020 will be submitted in the month of April. Revenue is accrued monthly in lieu of that.
- Property Tax Revenue is slightly higher than budgeted due to higher than budgeted LOIT (levy freeze) distributions. For the month and year to date, Property Tax Revenue is less than 1% over budget.
- 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 March and year to date.

Total Revenue for the agency is over budget by \$270,747 (3%) in March and by \$328,401(1%) year to date.

Expenditures

I) Personnel Services

- Fringe benefits were over budget for the month of March by \$68,386 (5%) but under budget by \$258,183 (6%) year to date. The medical claims payouts for the month of March were higher for this month. Since IndyGo is partially self-insured for health insurance, claims seem to vary month over month.
- Overtime expenses were over budget by \$44,620 (16%) for March and \$386,594 (46%) over budget year to date.
- Salary expenditure for the month of March was \$50,290 (1%) under budget. Year to date, it is under budget by \$467,661 (4%).

Personnel Services category is over budget by \$62,716 (1%) in March and under budget by \$339,250 (2%) year to date.

II) Other Services and Charges

- In the month of March, claims expenses category was over budget by \$401,456 (163%). We realized a large legal settlement claim that was paid out in March. This significant overage in one month is driving the year to date expenses under this category over budget by \$269,034 (36%). The claims tend to vary month over month due to the nature of this expense.
- Under the Miscellaneous expense category, training & travel, misc. expenses continue to come under budget. In March, it was under budget by \$49,453 (61%) and year to date by \$133,751 (55%).
- The purchased transportation expense category is under budget by \$96,701 (10%) for the month of March and \$103,502 (3%) under budget year to date. This is mainly due to the taxi vouchers expense coming under budget.
- “Services” category is over budget by \$268,469 (26%). There were couple of months of invoices for salt services that were received and paid for in March causing the March expenses to go higher. It included services for various locations such as Red Line Stations, Carson Transit Center, and IndyGo Headquarters. Also, we realized higher repairs related to the Facilities. However, this category is under budget by \$608,298 (15%) year to date.
- The Utilities expenses are over budget by \$32,382 (29%) for the month of March and \$66,135 (20%) year to date. This is due to higher electricity charges reported for the month. We charge our articulated 60 ft. 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.

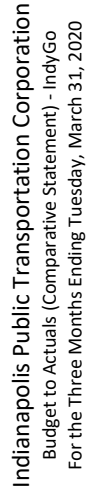
Other Services & Charges category is over budget by \$556,055 (23%) in March and under budget by \$510,382 (6%) year to date.

I) Materials & Supplies

- The Fuel & Lubricants category is under budget by \$349,595 (50%) for the month of March. It is also under budget year to date by \$1,029,748 or 49%. This is partly 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 over budget for the month by \$38,110 (8%) and under budget by \$53,970 (4%) year to date.
- Other materials and supplies are under budget for the month by \$45,733 (51%) and \$15,302 (6%) year to date.
- Tires & Tubes expenses are under budget by \$6,581 for the month of March and \$76,671 (38%) year to date.

Total Materials and Supplies category is under budget by \$363,799 (28%) in March and \$1,175,692 (30%) year to date.

Overall, we are over budget by \$254,973 (3%) for the month of March and under budget by \$2,025,325 (7%) year to date.

GAIN/LOSS ON ASSET DISPOSAL

Procurement Activity Report

Past 30 days (actual)- March 2020

Released New Opportunity	- Parts Washer
Received Bids	- New Training Facility Construction
Awarded	- Environmental Management Services
Contracted/ Kickoffs	
Renewals	-
Withdrawn	- New Training Facility Construction
Closed Out	

Current Month (expected)- April 2020

Release/ New Opportunity	<ul style="list-style-type: none"> - Mobility Technology Solutions - On-Call Planning - Capital Program Management - Fleet Batteries - Vehicle Filters - On-Call A&E
Received Bids	<ul style="list-style-type: none"> - Exterior & Overhead Doors (none received) - Parts Washer
Awarded	<ul style="list-style-type: none"> - Parts Washer - Maintenance Area Renovation (Task Order)
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Environmental Management Services - Insurance Broker - EAP - Fare Retail Network
Renewals	<ul style="list-style-type: none"> - Towing Services - Industrial Soaps - Financial Advisor (extension of current agreement) - Vehicle Filters (extension of current agreement)
Withdrawn	
Closed Out	

Future 30 days (planned)- May 2020

Release/ New Opportunity	<ul style="list-style-type: none"> - Employee Intranet - VoIP Solution - Ad Agency - Financial Advisor
Received Bids	<ul style="list-style-type: none"> - On-Call A&E - Fleet Batteries - Vehicle Filters - On Call Planning - Mobility Technology Solutions - On-Call A&E - Capital Program Management
Awarded	<ul style="list-style-type: none"> - 40 Ft. Electric Buses - Fleet Batteries - Mobility Technology Solutions - Purple Line Task Order #4
Contracted/ Kickoffs	- Parts Washer
Renewals	
Closed Out	



Capital Projects BRT Project Updates – April 2020

To: Chair and Board of Directors
From: Jennifer Pyrz, Vice President of Infrastructure, Strategy and Innovation
Date: April 16th, 2020

CONSIDERATION OF CAPITAL PROJECTS BRT PROJECT UPDATES FOR APRIL 2020

ISSUE:

Informational Item 1. Change Order #7 to HNTB's Construction Management Contract for Red Line. In 2016, HNTB was selected as the Construction Manager to oversee Red Line Construction. Even though all of work under the base Package A contract has been completed as of July 31, 2019, the punch list was only recently completed and added scope items are still pending. This additional work includes adding audible beacons for pedestrian crossing at station intersections and constructing repairs to pavement on the Capitol Avenue bus lane. We expect that these added scope items will extend the final completion of the project to approximately June 2020. As such, additional time from HNTB's construction management staff will be needed to oversee the added work, do required testing and completely close out the project. **Change Order #7 increases HNTB's contract value by an amount not to exceed dollar amount of \$97,504.02 to allow them to oversee the additional scope of work and finish closeout of the project.** The cost of this supplement is coming from the allocated contingency in the Red Line project budget and does not change the total budget

Informational Item 2. Task Order #3 for Butler, Fairmain and Seufert's (BFS) Construction Management Contract for Purple Line. BFS was selected as the Construction Manager for the Purple Line in October 2018. Their work is directed by Task Order, assigned by project phase. BFS's current scope of work is identified in Task Order #1 (TO#1) and provides IndyGo with construction management services through 60% design. Due to changes in design to refine drainage on 38th Street, the scope of work for TO#1 has not been completed and funds remain in the task order that have not been spent. Task Order #2 was previously executed and extended the date of TO#1 to April 30, 2020. **Task Order #3 further extends TO#1 to a completion date no later than December 31, 2020.**

RECOMMENDATION:

Receive the report.

Jennifer Pyrz

Vice President of Infrastructure, Strategy and Innovation

Contributing Staff includes:

Jennifer Bruner

Paul Spragg



CARES Act 2020

April 16, 2020

CARES Act Overview

- Since initial reports of the novel coronavirus in December, more than 1 million people have tested positive for COVID-19
- Transit providers have seen a drastic decrease in ridership and revenue as a result of social distancing, while incurring unplanned costs for health and safety
- On March 27th, the CARES Act was signed into law providing \$2 trillion in support for a variety of industries affected by COVID-19, including the transit industry

\$25 billion Provided for Transit

- The CARES Act provides an unprecedented \$25 billion in funding to support the transit industry response to COVID-19
 - Urbanized Area Formula Program (49 USC 5307): \$22.7 billion
 - Formula Grants for Rural Areas (49 USC 5311): \$2.2 billion
 - Includes \$30 million for Tribal Transit formula program
 - \$75 million for administration and oversight

Eligible Formula Program Activities

- Beginning January 20, 2020, all activities normally eligible under the Urbanized Area (49 USC 5307) and Rural Area (49 USC 5311) formula programs are eligible for CARES Act funding, including:
 - Planning
 - Capital (preventive maintenance, rolling stock, equipment, etc.)
 - Operating

Operational Activities in Response to Covid 19

Operations Division currently:

- Outsourcing of extra cleaning
- Steam cleaning of buses
- Deep sanitization and electrostatic spraying at CTC, 1501, Drover and Open Door facility.
- Added PPE, masks, gloves, sanitizer
- Potential operator protective shields in buses

IndyGo's Response For Its Employees

Workplace Policies Implemented

- On March 12, 2020, IndyGo implemented Workplace Policies In Response To Coronavirus
- Temporary measure designed to provide immediate relief given the uncertainty of the pandemic.
- Provided emergency leave for employees

Federal Legislation Passed

- On March 18, 2020, the Families First Coronavirus Response Act (FFCRA) became law
- On March 27, 2020, the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) became law

IndyGo Implements New Policies

- On March 31, 2020, IndyGo implemented new leave policies consistent with federal legislation

IndyGo's Response For Its Employees

IndyGo Implements New Policies

- On March 31, 2020, IndyGo implemented new leave policies consistent with federal legislation
- Two weeks (up to 80 hours) of paid sick leave for COVID-19 related illness or care for a child (under 18 years of age) whose school or child care provider is closed or unavailable for reasons related to COVID-19.
- Up to an additional 10 weeks of paid expanded family and medical leave at two-thirds the employee's regular rate of pay where an employee is unable to work due to a bona fide need for leave to care for a child whose school or child care provider is closed or unavailable for reasons related to COVID-19

IndyGo's Response For Its Employees

Paid Sick Leave and Expanded FMLA Data

- 183 IndyGo employees have been approved for the Paid Sick Leave and Expanded FMLA.
- Applications are pending for roughly a dozen employees who still have to provide supporting documentation.
- 9 employees were denied Paid Sick Leave or Expanded FMLA because they did not meet the eligibility requirements.

Operating Expenses Also Eligible

- Operating expenses for all recipients, including large urbanized areas, are eligible beginning January 20, 2020
 - Includes paying administrative leave of operations personnel due to reductions in service or quarantine
 - There is no limit on the amount of funds that may be used for operating expenses
 - There is no limit on the amount of funds that may be used for paratransit service
 - Charter service in response to the COVID-19 emergency may be provided for up to 45 days without a waiver

Funding Features

- 100 percent federal share for all projects funded by CARES Act
- Pre-award authority for all projects starting on January 20, 2020
 - Expenses may be incurred prior to grant award
- Funds are available until expended
 - No lapse date
 - Recipients are encouraged to use funds expeditiously

Normal Program Requirements Apply

- All Federal transit program (49 USC Ch. 53) requirements apply to CARES Act funding
 - DOL certification
 - A new split letter is required (if applicable)
 - The intercity bus (49 USC 5311(f)) requirement

Split Letter with CIRTA

Terms of Section 5307 under Current Split letter

FY2019 Section 5307 Total appropriation - \$14,846,024

FY2019 Section 5307 IndyGo - \$14,611,024

FY 2019 Section 5307 CIRTA - \$235,000

Total FTA Funds Available

Direct Recipient	FFY 2020 Section 5307/5340	FFY 2020 CARES Act Section 5307	Total
Indy UZA	\$15,726,796	\$44,567,016	\$60,293,812

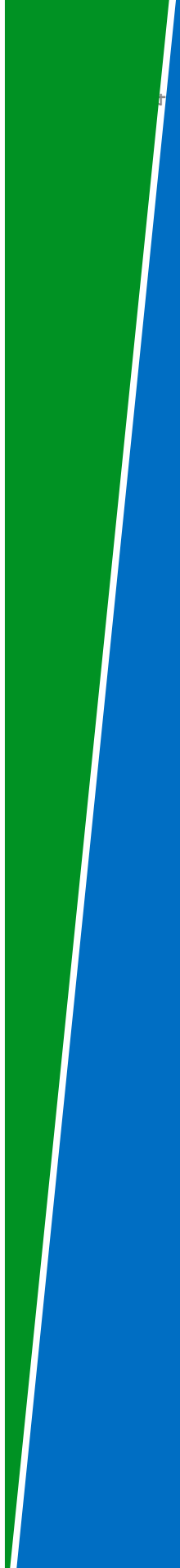
Negotiations underway with CIRTA and MPO

Preparations for CARES draw down

Finance Division currently:

- Tracking all Covid 19 related expenditures
- Creating models to estimate lost revenue for short and long term
- Tracking all lost time due to Covid 19 absences
- Seeking waivers for FTA to expediate emergency purchases

Questions we can answer for you?





Risk and Safety Division Report - MARCH 2020

To: President and CEO, Inez Evans
From: Brian Clem, Director of Risk and Safety
Date: April 23rd, 2020

Risk and Safety

- The Risk and Safety department has been working countless hours on updating and implementing the Pandemic plan with the rest of the IndyGo divisions. There have been many moving parts including our contingency for limited staff, reduction in ridership, implementing safety protocols and deliverables, and working with legal and HR on best know actions to keep employees safe and operations moving. Our plan has come a long way and has been stressed tested in an actual scenario that we have never experienced. The collaboration between department heads and leadership continues to go on well before the sun rises and many hours each day after the sun has set. It has been 24/7. We continue our mission with claims, safety inspections, environmental compliance and recommendations to position IndyGo to continuing deliver of service and protecting our employees.
- During the month we have seen a decline in the amount of auto accident and personal injury claims. Our current video retention recovery is running at around 79.5%. The ones that were not recoverable involved, .9% no cameras, 6% IT hardware issues, and 13.6% were the report time, bus number, location, was off and could not be downloaded in time. The current Safety Vision platform is now nearing 13 years old. A new RFP is scheduled to be released later this year for a fleet upgrade and or replacement. The new technology will be able to drive our video recovery rate up.
- Brian Clem for the Risk and Safety department and Mark Emmons from the Security and Training department have been actively reporting to the Marion County Emergency Operations Center (EOC) since it was activated on March 19th. As IndyGo is designated as Marion county's emergency support function (EFS-1) – Transportation, we have been giving updates to leaders on what we have been doing to slow the spread of Covid-19, and what resources we have on standby to assist other city departments and first responders during the state of emergency.
- The Risk and Safety depart procured products to make our own hand sanitizer for the corporation during this time of a global shortage. On March 27th, a batch was mixed up using the ingrediencies list from the World Health Organization and formula. We currently have 7.5 gallons ready to distribute.

March 2020 Safe Drivers Recognition



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

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>
Foster, Vernessa	1975	10
Howard, Jeffery	8141	10
Beharry, Roger	8392	8
Jones, Darrel	8423	7
McLaughlin, Christine	8513	7
Davis, Kenneth	8462	6
Grady, Vandall	8465	5
Jackson, Jonathan	8739	5
Lloyd, Ashley	8941	3
Banks, Diahavanna	9113	2
Bonds, Bertina	9114	2
Jones, Shirley	8967	2
Barnes, Brandon	9347	1
Bell, Danny	9355	1
Johnson, Justina	9119	1
Long, Debbie	9346	1
Spence, Mary	9124	1
Walker, Sylvia	9249	1

March 2020 Fixed Route/Open Door Accident Data

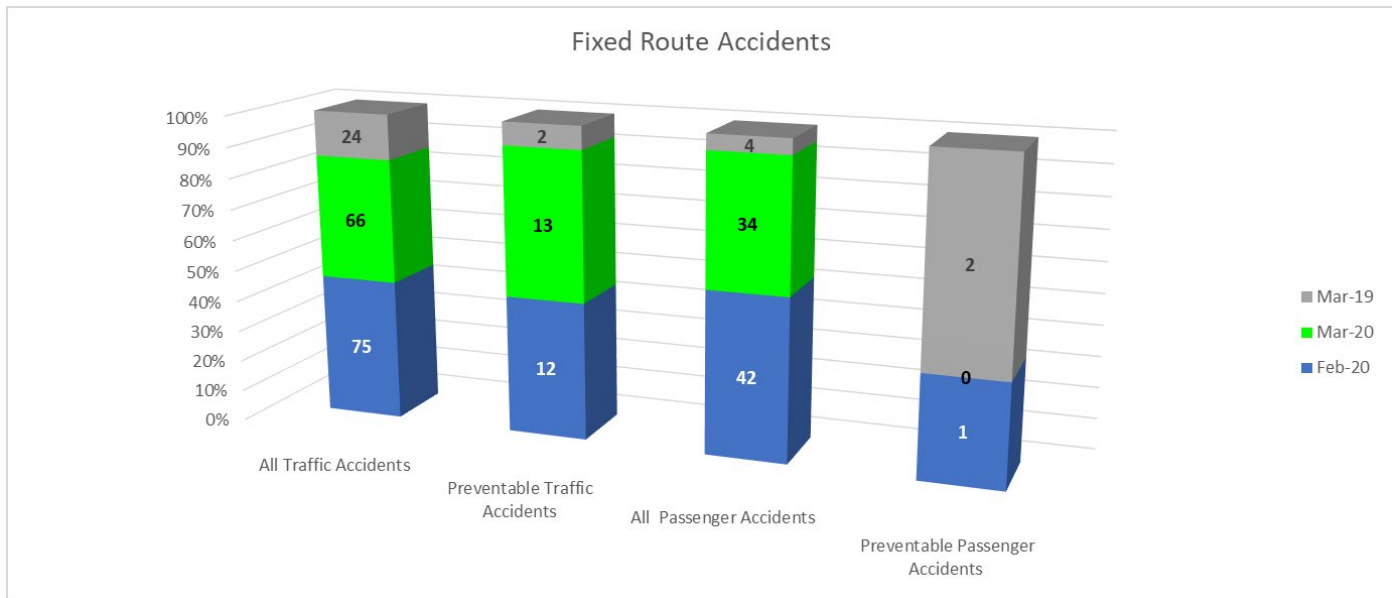
March 2020	Traffic Accidents			Passenger Accidents		
	Non-Preventable	Preventable	Total	Non-Preventable	Preventable	Total
IPTC Fixed Route	53	13	66	34	0	34
Mobility Services	7	3	10	1	0	1
Garage	2	1	3	0	0	0
Training	2	0	2	0	0	0
CTC	0	0	0	0	0	0

March 2020 Police Events, EMS Events and Claims Submitted Data

CTC Police Events	8	Claims for Fixed Route	25
CTC EMS Events	30	Claims for Mobility Services	7
Operations Police Events	19	Claims for the CTC	0
Operations EMS Events	12		

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

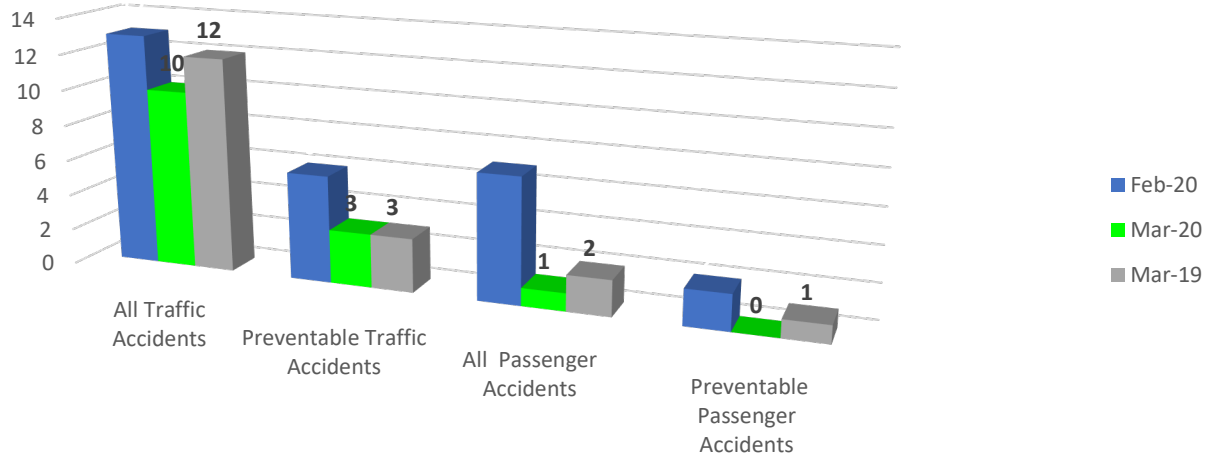
Fixed Route Accidents				
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
February 2020	75	12	42	1
March 2020	66	13	34	0
March 2019	24	2	4	2



Mobility Services Accidents

	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
February 2020	13	6	7	2
March 2020	10	3	1	0
March 2019	12	3	2	1

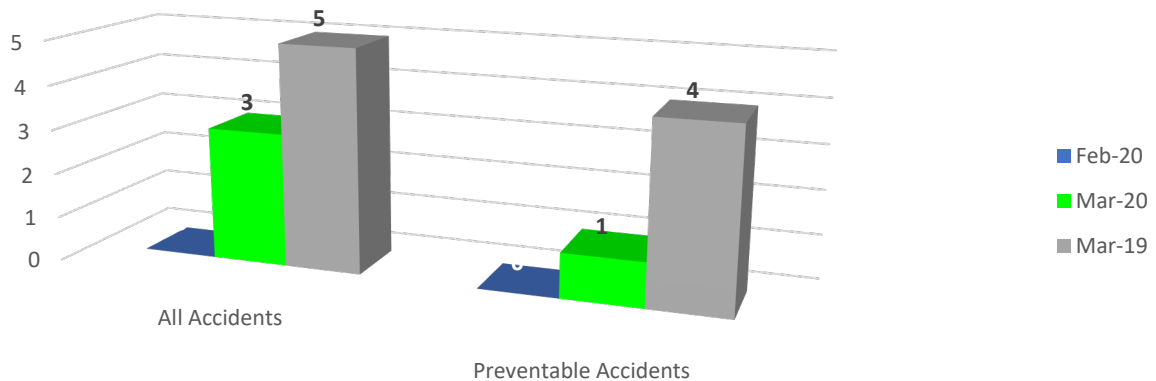
Mobility Services Accidents



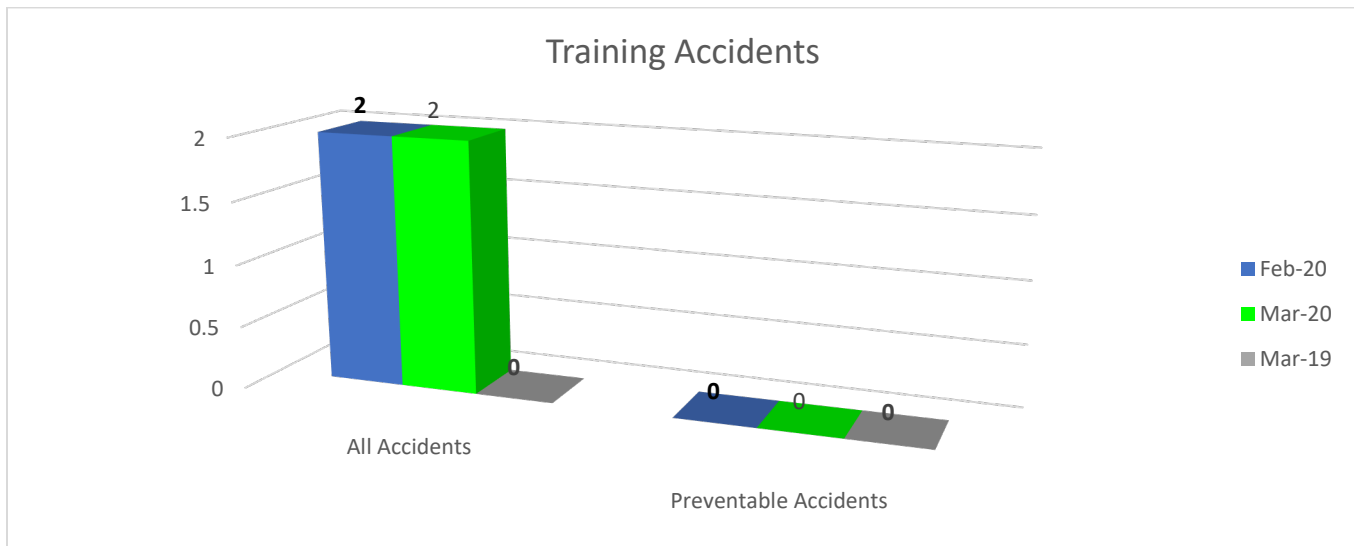
Garage Accidents

	<u>All Accidents</u>	<u>Preventable Accidents</u>
February 2020	0	0
March 2020	3	1
March 2019	5	4

Garage Accidents



Training Accidents		
	All Accidents	Preventable Accidents
February 2020	2	0
March 2020	2	0
March 2019	0	0

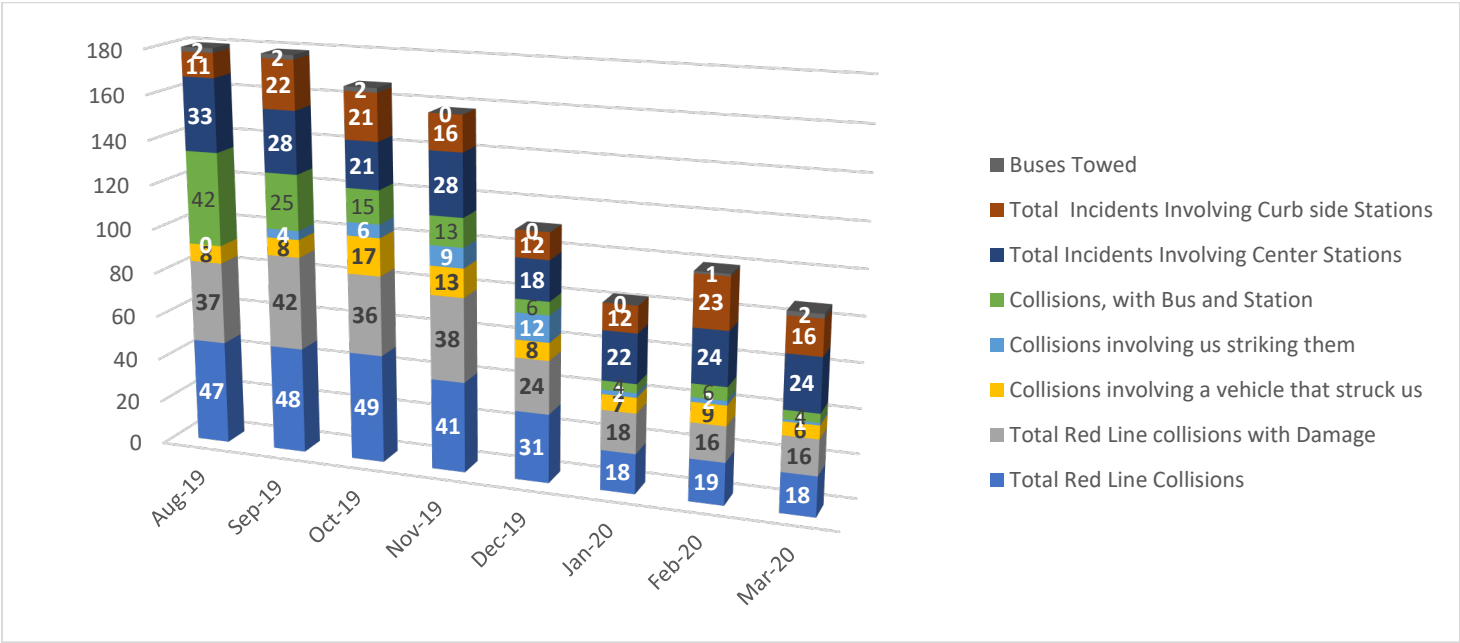


March 2020 Redline/Route 90 BRT Data

Redline Route 90	
Total Reported Incidents	64
Total Number of Traffic Accidents (TA)	18
Total Number of Traffic Incidents (TI)	1
Location where most incidents occurred (Shelby St)	12
Total Number of TA/TI involving Platform/Station	4
Total Number of TA/TI with Damage to the Coach	16
Total Center Station Incidents	24
Total Curb Station Incidents	16
Collisions involving a vehicle that struck us	6
Collisions involving us striking them	1
Total Number of Passenger Accidents (PA)	5
Total Number of Passenger Incidents (PI)	7
Number of Falls	6
Total Number of Other Incidents (Police, EMS, Vandalism, etc.)	28
Average Incidents per day on Route 90	2.06

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

Total Involving Center Stations	33	28	21	28	18	22	24	24
Total Involving Curb Side Stations	11	22	21	16	12	12	23	16
Buses Towed	2	2	2	0	0	0	1	2





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: Jennifer Pyrz, V.P. of Infrastructure, Strategy and Innovation
Date: April 23rd, 2020

SERVICE PLANNING

Service Scheduling

With the Covid-19 crisis beginning to take hold in March, staff acted quickly to put together an emergency operator Bid to reduce weekday service levels to match Saturday. This effort was to prepare for potential staff shortages due to COVID-19. A traditional bid takes 10 days to complete. This bid was completed in 3 days and put into effect within 7 days. Staff has been working with operations to provide support and bolster schedules where needed to alleviate scheduling gaps due to reduced service.

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 the recommendations would result in a long-range plan to fully address pedestrian access at every bus stop in the system. Service Planning staff is now working to design a methodology to rank and prioritize bus stops for ADA accessibility improvements. This will fulfill the next step of creating an ADA accessibility implementation plan, which will serve as the roadmap to bringing all IndyGo bus stops into ADA compliance.

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 physical improvements 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 reevaluated in the next phase of improvements to begin in mid-to-late-2020. To date, approximately 60 bus stops have been improved, with the remainder to be completed this spring and summer.

Planning staff is continuing work on the Bus Stop Orientation plan. The fixed-route improvements will affect hundreds of bus stops that will need to be added, relocated, or removed prior to the IndyGo Next service changes. 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.

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.

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 testing the full MyKey ticket vending machine (TVM) software, IndyGo has continued to test the MyKey TVM functions that are available. 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 TVM 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's 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. Currently, customers enrolled in IndyGo's Veterans program are using the system, along with students from local high schools. A pilot rollout of the MyKey app to volunteers who assisted with the Red Line launch will take place over the coming months.

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. The launch of a retail network was adopted by the IPTC Board of Directors as part of the Fare Policy adoption in February 2019 under the recommendation of IndyGo staff.

Contract negotiations have concluded, and the contract is undergoing final legal review and signature. Upon signature of all parties, IndyGo, InComm, Flowbird, and EDM will all participate in a project kickoff.

The anticipated schedule is as follows:

Contract Milestone	Expected Completion
Business Requirements Document (BRD) Completed and Approved	30 Days After Contract Execution
Proof that Development Has Concluded and Flowbird Integration is Complete	90 Days After BRD Completion Approval
System Demonstration	90 Days After BRD Completion Approval
Fare Card Media Available in Store #1	120 days After BRD Completion Approval
Equitable Coverage per Section 1.8 of RFP 19-03-314 Fare Card Retail Network	Quarter 4 of 2020

Ridership

Mar-19	Mar-20	% Change	Fixed Route Ridership	2019	2020	% Change
15,357	9,761	-36.4%	2 E. 34th St.	45,455	34,283	-24.6%
31,755	20,946	-34.0%	3 Michigan St.	92,541	81,098	-12.4%
11,652	7,059	-39.4%	4 Fort Harrison	34,748	27,812	-20.0%
16,341	11,933	-27.0%	5 E. 25th	48,397	39,424	-18.5%
11,353	6,905	-39.2%	6 N. Harding	34,163	29,108	-14.8%
131,218	100,290	-23.6%	8 Washington St.	372,192	323,029	-13.2%
86,262	63,134	-26.8%	10 10th St.	246,798	213,760	-13.4%
3,554	3,337	-6.1%	11 E. 16th St.	9,798	11,942	21.9%
3,624	2,252	-37.9%	12 Minnesota	12,705	8,855	-30.3%
2,891	1,768	-38.8%	13 Raymond	8,390	6,128	-27.0%
8,827	4,844	-45.1%	14 Prospect	24,639	16,805	-31.8%
15,769	10,423	-33.9%	15 Riverside	46,131	40,187	-12.9%
10,277	8,279	-19.4%	16 Beech Grove	29,395	29,485	0.3%
19,576			17 College	56,194		
10,636	4,319	-59.4%	18 Nora	31,677	17,445	-44.9%
33,324	16,033	-51.9%	19 Castleton	95,809	58,555	-38.9%
12,764	11,050	-13.4%	21 East 21st St.	37,297	39,018	4.6%
9,278			22 Shelby	25,291		
9,986	8,191	-18.0%	24 Mars Hill	30,347	30,772	1.4%
11,631	8,959	-23.0%	25 W. 16th St.	35,445	31,459	-11.2%
13,209	11,659	-11.7%	26 Keystone	37,162	41,718	12.3%
12,939	8,204	-36.6%	28 St. Vincent	37,058	30,154	-18.6%

Mar-19	Mar-20	% Change	Fixed Route Ridership	2019	2020	% Change
7,423	5,746	-22.6%	30 30th St.	21,693	21,846	0.7%
23,392	7,935	-66.1%	31 Greenwood	67,719	28,175	-58.4%
24,958	19,151	-23.3%	34 Michigan Rd.	72,635	66,187	-8.9%
33,252	22,474	-32.4%	37 Park 100	100,133	79,094	-21.0%
26,269	13,803	-47.5%	38 Lafayette Square	73,413	47,527	-35.3%
94,314	53,396	-43.4%	39 E. 38th St.	273,087	189,627	-30.6%
3,701	3,569	-3.6%	55 English	11,025	13,193	19.7%
8,110	6,749	-16.8%	86 86th Street Crosstown	23,763	24,198	1.8%
11,461	7,583	-33.8%	87 Eastside Circulator	31,319	27,108	-13.4%
	93,763		90 Red Line - BRT		330,590	
	526		901 College - Local		2,449	
	2,034		902 County Line - Local		10,873	
62	71	14.5%	Others	173	293	69.4%
715,165	556,146	-22.2%	Total	2,066,592	1,952,197	-5.5%

Mar-19	Mar-20	% Change	Flexible and Contracted Services	2019	2020	% Change
28,117	18,532	-34.1%	Open Door Riders on Fixed Route	79,066	64,008	-19.0%
24,571	16,325	-	Open Door	71,360	50,094	-29.8%
2,600	1,827	-	Open Door Taxi Vouchers	7,550	3,752	-50.3%
11,406	5,461	-52.1%	31 Day S-Pass	35,753	24,863	-30.5%

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, 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. NEPA investigations for the Blue Line will begin after the conclusion of NEPA for the Purple Line.

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. Design has been brought to the 30-percent design stage and has been reviewed. These plans will be held at the 30-percent design stage until 2022/2023. Construction for Julia M. Carson Transit Center level boarding would be concurrent with the construction of the Blue Line BRT.

Mobility Solutions: The strategic planning team continues to work with Public Affairs and Operations to explore and advance strategies that promote shared use mobility options for Indianapolis. Due in large part to the fact that public transit serves as the backbone of all mobility solutions, this is a strategic role for the team and the agency.

While this work continued this month, some progress has been slower than planned due to the public health emergency posed by COVID-19. A small working group comprised of staff from Strategic Planning and Public Affairs continue to refine a position paper aimed at how best to handle requests or opportunities for the expansion or introduction of new mobility solutions. 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.

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:** As noted in previous months, IndyGo is 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).

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.

2. FTA Mobility on Demand On-Ramp: As noted in previous reports, IndyGo worked 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 – finalized the Mobility Hubs business plan outline at the end of March. This will be submitted to SUMC as the final deliverable required as an On-Ramp awardee.

IndyGo continues to pause additional outreach and implementation 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, closed 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. Shared Mobility Pilots, MLK Center and Briometrix: As was previously reported, 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. As of March 15, with the rapidly changing climate of COVID19, the needs of the MLK served neighborhoods became food and prescription delivery. IndyGo worked with MLK Center to revise the project scope and MOU to allow for food and Rx deliveries using the four vehicles purchased by IndyGo as part of the mobility pilot. MLK Center will provide monthly reporting to IndyGo on delivery counts and both organizations will work together to assess the need to continue or revise the project scope in mid-May.

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 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. Due to COVID-19 travel restrictions, health measures, and supply chain impacts, the team has postponed next steps in the process, which requires the Briometrix team to return to Indianapolis to resume their work on-site. In the meantime, the Briometrix team is working to finalize the technology development for deployment when the time is right.

As a follow up, 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 to facilitate mobility; and 3) the co-location of mobility services at strategic locations. IndyGo's project was not selected for funding. IndyGo staff will debrief with the FTA.

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 piece of this grant award is specific to the Blue Line bus rapid transit line. 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 and into 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 Purple Line TIS has undergone its internal review and is being edited. After editing is complete, the TIS will be offered to the Indianapolis Metropolitan Planning Organization for their review, comment, and reference.
- **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 be conducted after the study is concluded. It is anticipated that the study will be completed in June 2020. Project team members updated board members about the service area recommendations.
- **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 nearly 60 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 of 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 submitted an application for the FY 2020 call for projects with a program ask for construction of the Super-Stops program. IndyGo staff believe grant announcements will be made in third quarter of 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.

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 is recommending that no projects are selected for funding until, at least, August, depending on the negotiations with INDOT regarding the federal program swap.

NEW. 2020 Accelerating Innovative Mobility (AIM) Challenge Grant: The Federal Transit Administration (FTA) has set aside \$11 million in Public Transportation Innovation funds to support innovation throughout the transit industry by promoting forward-thinking approaches to improve transit system design, service, and financing. The Strategic Planning Team, aided by Public Affairs, is preparing an application for the creation of an open data platform for trip planning and payment integration system, coupled with a call center merger and the added capability to route transit riders to such things as free school lunch pick up locations or places where people are hiring. In the transportation industry, this is referred to as "trip chaining." If awarded, IndyGo would use this data to operate more efficiently, pairing the most appropriate mode with the demand for our services. This effort would also be another way for IndyGo to demonstrate the agency's commitment to exploring different ways of providing transportation services in the Indianapolis area.

Integrated Mobility Innovation: See Shared Use Mobility on the previous pages.

- **Transit Asset Management (TAM)**

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 to develop an action plan for the remaining years of the plan.

TAM State of Good Repair Targets: Annually, IndyGo is required to submit state of good repair targets for revenue vehicles, non-revenue service vehicles, and facilities to NTD. 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. The

second technical report to be received will focus on the projected growth of the urbanized area population in 2020 and trip reporting.

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. The project has been delayed as IndyGo staff have been working on emergency procurement requests due to the coronavirus.

Section 5310 2020 Call for Projects: The 2020 CFP was held virtually on April 6, from 3 to 4 pm. Notices about the transition from an in-person meeting to a virtual meeting were sent to eligible agencies and IndyGo released a press release. 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 open for service. Contractors have completed all punch list items. They will be addressing some added scope over next few months to address operations issues, including Accessible Pedestrian Signals. We anticipate wrapping up all activities this summer.

Purple Line

IndyGo's design consultant is progressing towards final design being completed in January 2021. They are currently modifying drainage plans on 38th Street to address CEG requirements and preparing the necessary documents for submittal to FTA this summer as part of the Small Starts program. The team will hold a risk workshop in May. The next design review will occur in July/August.

The Purple Line team has agreement from CEG and DPW on drainage requirements for the Purple Line BRT. IndyGo legal is preparing the draft Memorandum of Understanding between IndyGo-DPW-CEG for execution by May 1.

Blue Line

Blue Line NEPA and design is currently on hold.

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. Work on Delaware Street that is associated with this project is being coordinated with Indy DPW. 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.

Super-Stops, for the purposes of the Bus and Bus Facilities Grant, will require a NEPA re-evaluation for the Vermont & Capitol platform pair. A cost estimate for the work from Metric Environmental, the environmental sub-consultant to Shrewsberry, has been requested.

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 and Maintenance Area Renovations.

- **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. Both studies will be completed and submitted Friday, April 10, 2020.
- **CCTV Camera Improvement Project** – This project is managed by Mark Emmons, IndyGo Director of Security & Training. The project is currently under construction with Miller-Eads, Prime Contractor.
- **Space Planning Renovations Construction** – Project is at Substantial Completion, with punch list work and a few remaining items to be completed for project closeout with RL Turner, Prime Contractor.

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 with Business Furniture.

- **Space Planning Renovations Maintenance Area Design**– The Garage Door Improvements will begin this phase of work; this will include widening 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. This work has been completed under the Vehicle Wash/Paint Booth/Garage Door Improvement Project.

The next phase of Maintenance will be the renovation of offices, rest rooms, Maintenance locker rooms and lounge and the old Training Room (Cube Farm) and new exercise area; the project also includes the IndyGo Board Room, the front lobby restrooms and the front security desk. Design is underway. An additional Task Order is being issued for additions to the Maintenance Area Renovations Project. The goal is to have the IT Area, Locker Rooms and new Exercise Area start construction August 2020.

- **Vehicle Wash Rack/ Garage Door Improvement/Paint Booth**– The project scope includes the removal and installation a new vehicle wash system, removal and installation of a new paint booth system and widening of the garage door, and 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

complete. 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 scheduled to start again May 18, 2020 with the receipt of IDEM 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. New Standard Operating Procedures will be created on operational compliance and permit renewal requirements. The application has been submitted and construction should continue soon with an estimated completion date mid-June. RL Turner is the Prime Contractor for the project.

- **Training & Contingency Facility** – The location is to provide a full training facility with grounds for a driving course and space for maintenance training. It will also operate as a contingency site for the agency. The project went out for procurement and we received (4) proposals for the project. Although the proposals were all within \$500,000 from the lowest proposal to the highest proposal, they all were substantially over the Independent Cost Estimate and project budget. This project will not be awarded at this time. The design team, IndyGo procurement and legal will review the project and come up with a different strategy, schedule and budget for procurement again later this year.
- **Overhead Security Screen Doors/Emergency Exit Doors** – The project scope is for the installation of nine screen doors on all bay doors in the facility and 18 emergency exit/exterior doors, in hopes of creating a more project that will attract more contractor interest. The project was out for procurement, proposals were due Monday April 6, 2020; no bids were received. This project will be re-evaluated.

Respectfully submitted,

Jennifer Pyrz, PE

Vice President of Infrastructure, Strategy and Innovation



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

Public Affairs Division Report – March 2020

To: Chair and Board of Directors
From: Bryan Luellen, Vice President of Public Affairs and Communications
Date: April 23rd, 2020

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR MARCH 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

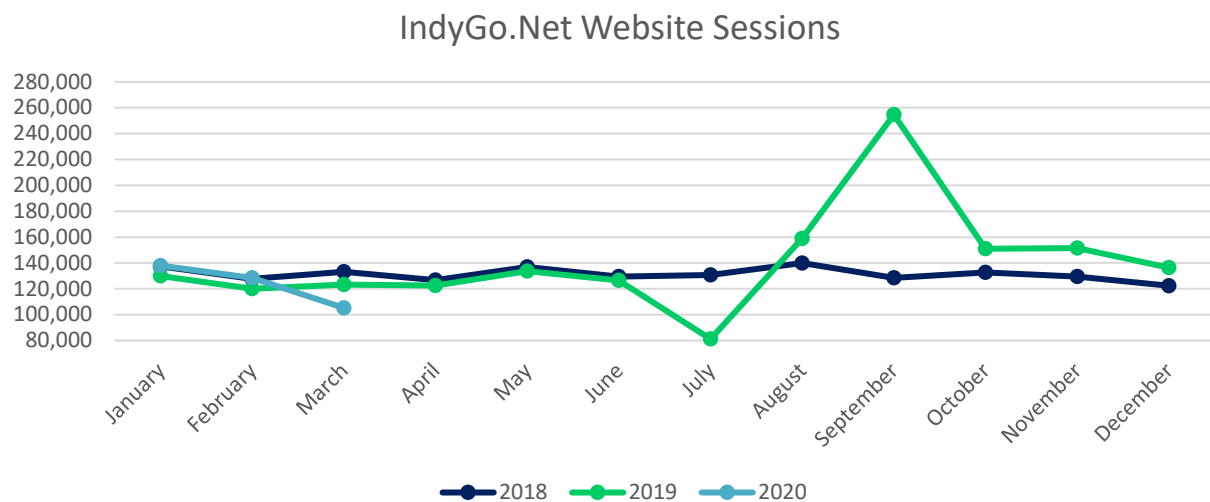
Bryan Luellen
Vice President of Public Affairs and Communications

Attachments
Coronavirus Response Summary

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: (3/1/2020-3/31/2020)

Page Views	223,233
Bounce Rate	56.99%
New Users	30,775
Returning Users	16,741
Total Sessions	105,295
Total Monthly Sessions Comparison to Previous Year	85.39%

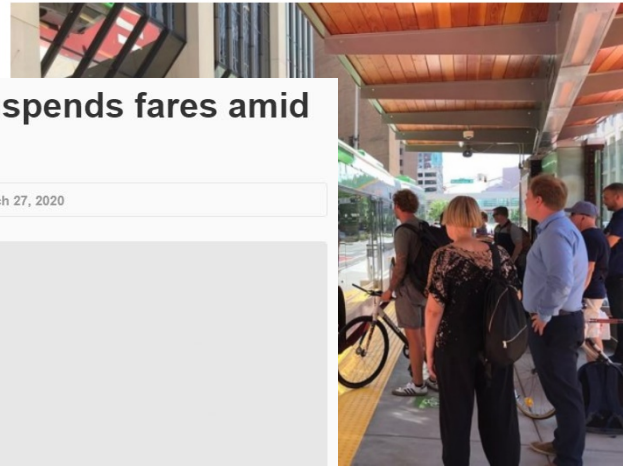


Date	Mobile	Desktop	Tablet
Mar-20	66.58%	31.57%	1.85%
Feb-20	67.47%	30.57%	1.96%
Jan-19	67.47%	30.60%	1.93%
Dec-19	70.09%	27.89%	2.02%
Nov-19	67.09%	30.43%	2.48%
Oct-19	67.09%	30.08%	2.82%
Sep-19	69.12%	26.95%	3.93%
Aug-19	62.37%	33.75%	3.88%
Jul-19	70.24%	26.99%	2.77%

Without Private Funding, Transit Revenue Could Take a Hit in Indianapolis

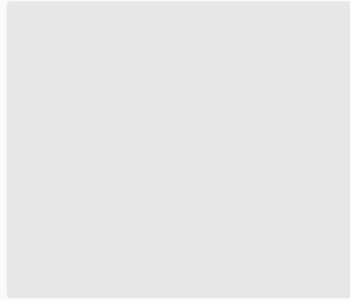
IndyGo transit officials are required to match transit income tax revenue with funding from private sources, but haven't yet met that end of the bargain. A new state law would hold IndyGo accountable to those requirements.

March 3, 2020, 7am PST | James Brasuell | [@CasualBrasuell](#)



IndyGo reduces scheduled service, suspends fares amid safety measures due to COVID-19

Holly V. Hays, Indianapolis Star Published 8:50 p.m. ET March 26, 2020 | Updated 6:55 a.m. ET March 27, 2020



IndyGo Bill Dies In General Assembly

JILL SHERIDAN [Twitter](#) [Facebook](#)

A bill that could have hurt efforts to expand bus transportation in Indianapolis died in the final minutes of the Indiana General Assembly's regular session.

Language that was added late in the session to an unrelated transportation bill that would have required IndyGo to pay a percentage of operating costs. But the House pulled the bill before a final vote required to approve the legislation was made.



Lawmakers let controversial attorney, IndyGo bills die

Victoria Ratliff and Haley Carney TheStatehouseFile.com Mar 12, 2020

13

WTHR.com USA · Mar 2 · 5:35 am

IPS buses running on normal route Monday morning

routes in a safe and efficient manner for Monday. IPS also partnered with IndyGo to provide rides (with no bus pass required)...



Reach 2M · Social Echo

Keywords: IndyGo



Victoria Ratliff | TheStatehouseFile.com Sen. Ed Charbonneau, R-Valparaiso, introduces SB 1 to the Senate after it underwent minor language changes in committee.

[Facebook](#) [Twitter](#) [LinkedIn](#) [Pinterest](#) [Email](#)



Topics Include:

March was interesting, to say the least. The beginning of the month media coverage consisted of a variety of topics. IPS school buses were not running on schedule because bus drivers did not show up to work. In response, IndyGo partnered with IPS to help students get to school on time. At the same time, a bill in the middle of being passed that could've jeopardized IndyGo's advances in future projects. Media availability with CEO Inez Evans and others were held in defense of ending the bill that could've cut IndyGo's funding in half. The bill did move forward to Legislature, however, the Indiana House killed the bill. The Mid-end of March consisted of a COVID-19. In response to the pandemic, IndyGo reduced service to Saturday schedules to encourage people to stay home, help with ridership, and protect drivers. Media coverage surrounding this topic has been information-based.

MEDIA EXPOSURE

- Indygo news: 83
- Indygo broadcast: 168
- Indygo social: 1,013

SOCIAL PERFORMANCE:

FACEBOOK PERFORMANCE

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



PAID SOCIAL

BOOSTED

FACEBOOK

Duration: 7 days

Spent: \$150.00

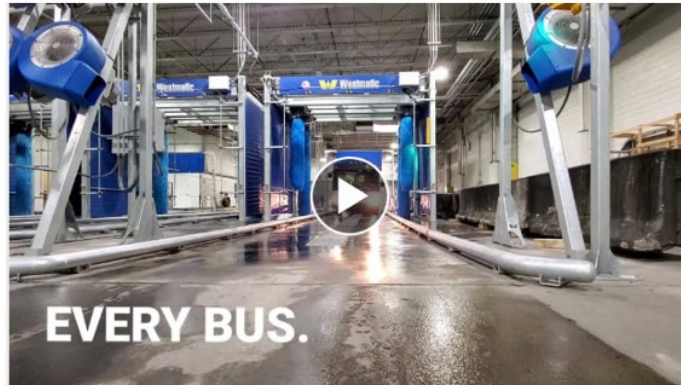
Cost Per Result: .01

CTR: 1.81%

CPC: .10

Reach: 46,152

Impressions: 79,636



IndyGo...

The safety of our passengers and our Operators is our priority, every day. Learn more at indygo.net/health.

EMAIL MARKETING:

EMAIL MARKETING

COVID-19 NEWSLETTERS

INSIDEINDYGO»»

COVID-19 UPDATE: INDYGO IS COMMITTED TO SAFELY SERVE

On March 18, Governor Eric J. Holcomb announced additional efforts to prevent the coronavirus from spreading. As restaurants and other gathering places close their doors, we understand that many people are still dependent on our services and may be required to go to work. To get people where they need to go during this time, we will continue to run our services as usual.

We take this responsibility very seriously and will follow the guidance of the CDC, the [Indiana Department of Health](#), and the Marion County Public Health Department for best practices.

To help prevent the spread of COVID-19, it is recommended to maintain six feet of distance between yourself and other people. If you need to ride IndyGo, we are here for you and will continue cleaning and disinfecting our buses as well as provide additional antibacterial stations at the Carson Transit Center. Starting tonight, IndyGo will begin using electrostatic disinfectant treatments on buses and at IndyGo facilities. This state-of-the-art treatment will help disinfect hard to reach areas and will also provide a thin barrier for longer lasting disinfectant.

Health officials are currently recommending limitations on the size of public gatherings.

With this in mind, visits to the Carson Transit Center lobby will be limited to 30 minutes and restrooms will be closed to the public to limit large crowds, effective immediately.

IndyGo has also decided to close the March Board of Directors meeting to the public in-person. The meeting will be available to stream and the link will be available on our website and social media outlets.

- 5,415 of Recipients received the newsletter
- 1.69% CTR
- 28.95% Open Rate

INSIDEINDYGO»»

Let's Work Together to Protect Each Other!

Over the last several weeks there have been many uncertainties. We are seeing many global challenges, but we are taking them together. With travel and work restrictions, more and more people are staying home, and with the new stay at home order, fewer people will be out and about. Most businesses are closed, while some are offering alternative solutions to remain open. These changes have not been easy to adjust to, as we have seen a reduction in ridership systemwide since the beginning of the month to date.

To keep you and our staff safe, we have made a few changes to the way we will be operating.

If you will be riding the bus, beginning on Sunday, March 29, you will need to board and disembark at the back of the bus unless you utilize a mobility device you may still board at the front of the bus. Bus Operators will deploy the ramp as normal. During this time, we are not collecting fare, nor will we be inspecting. We are doing this to protect our Bus Operators and to help eliminate people gathering at the front of the bus.

Additionally, some seats will be blocked off with signs to promote social distancing while on the bus.

With the ongoing virus, we will continue to follow the guidance of the CDC, the [Indiana Department of Health](#), and the Marion County Public Health Department for best practices.

- 5,415 of Recipients received the newsletter
- .68% CTR
- 43.31% Open Rate

1

EMAIL MARKETING

MARCH NEWSLETTER

- 5,313 of Recipients received the March newsletter
- 7.68% CTR
- 23.53% Open Rate

INSIDEINDYGO»»



Last month was successful in our books. We held a Purple Line Open House and a Public Meeting to get your feedback on the proposed route changes and to learn more about how we are creating more and better transportation opportunities for you. However, we're not finished yet, read below to find out more!

More Connectivity is Coming!

Ten routes received modifications based on 200 unique comments received during the comment period. The comment period was held from January to February 18, 2020. We invited you to provide feedback through outreach events, online, in-person at the CTC, and by calling customer service.

We are now conducting an equity analysis of the proposal before the Board adopts the final version. Stayed tuned for more information. More on the June 2020 changes, please click [here](#).

Thank you for providing your comments! Please continue to provide your feedback as we are always evaluating our services.

Transit Employee Appreciation Day



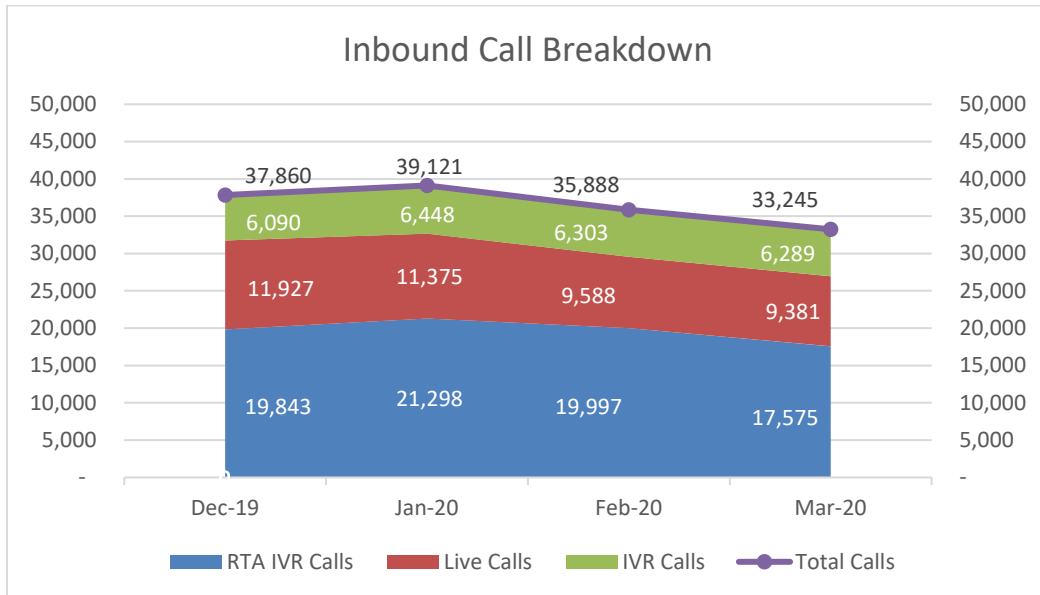
Every year on March 18th our IndyGo Coach operators are recognized for their incredible work ethic, not only do we say "thank you" but we encourage the public to do so as well. This year not only are we showing appreciation for our Coach Operators, but we are celebrating all IndyGo employees. All employees are incredibly hard workers with one goal in mind, the goal to provide better mobility options to create more opportunities.

Join our celebration by thanking an IndyGo employee on social media or in-person during the week of March 14-21. Let them know you support and appreciate them!

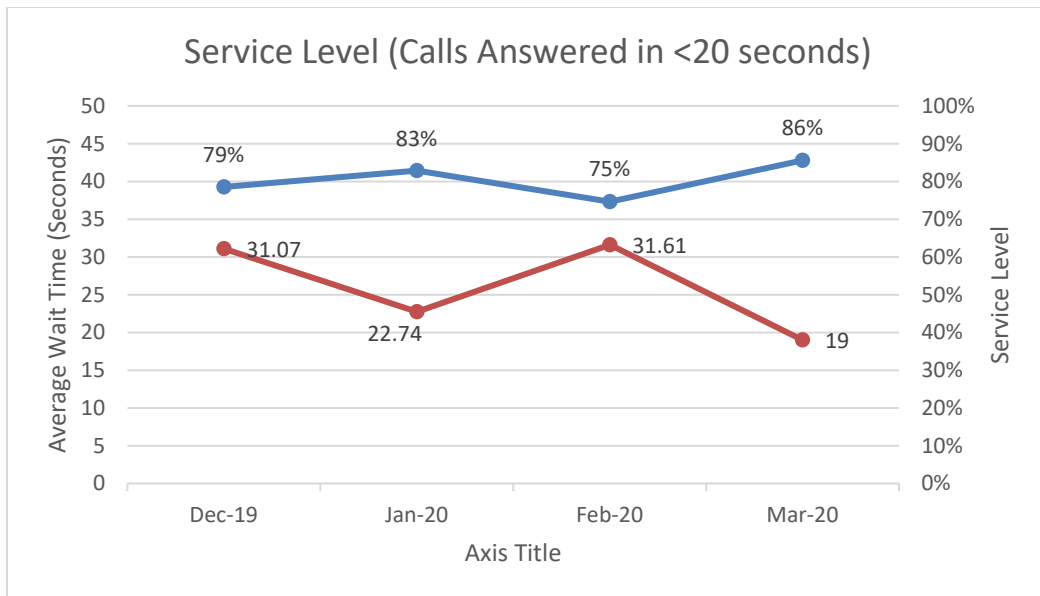
Transit Neighbors

MARCH CONTACT CENTER REPORT

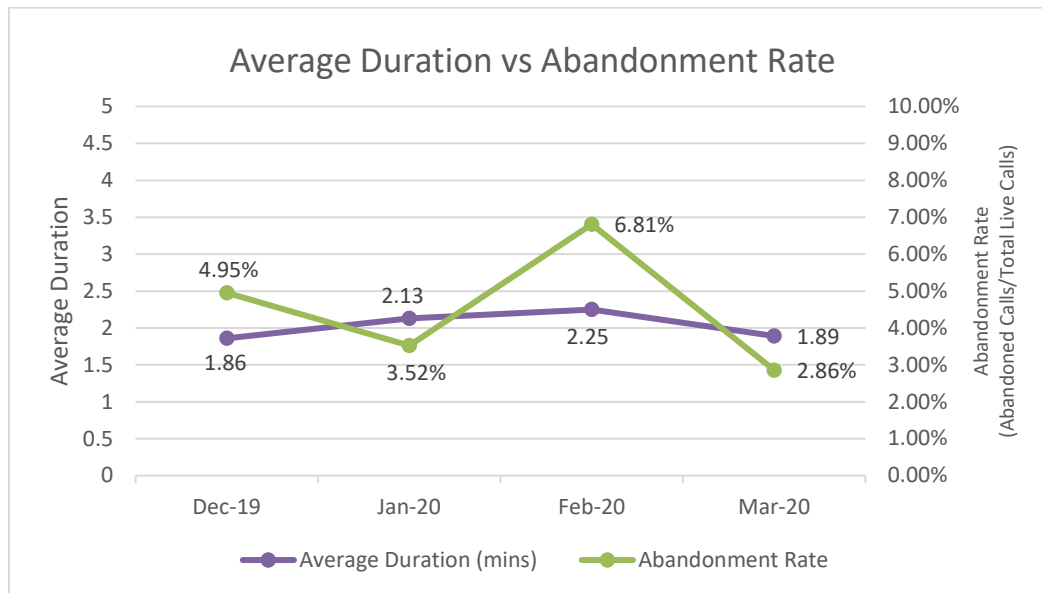
Inbound call metrics experiences a small drop off likely due to COVID-19 reduced call volume.



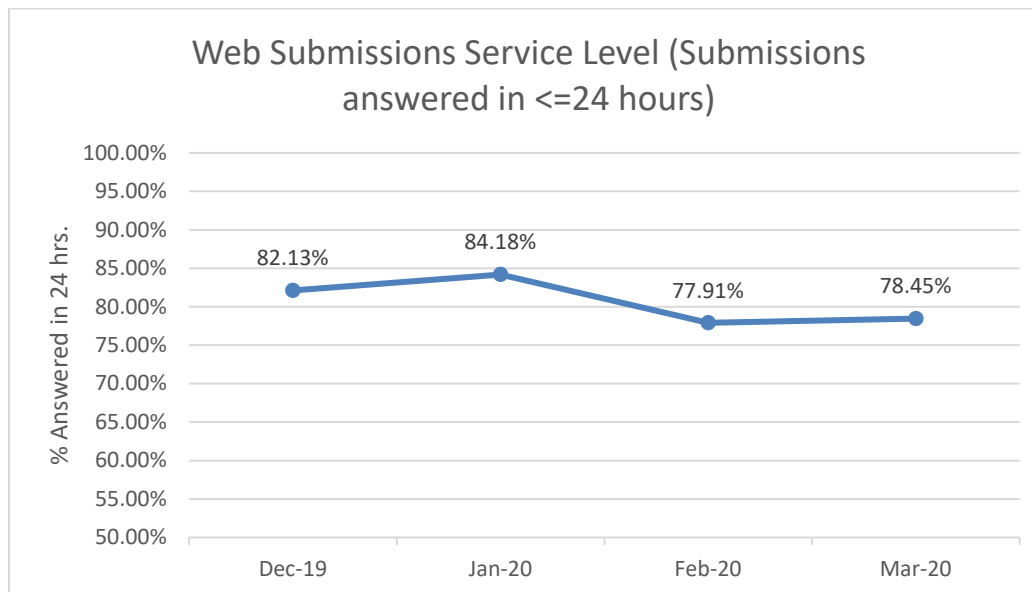
Calls answered in 20 seconds rebounded to an all time high due to a reduction in average wait time. This corresponds with a reduction in call volume due to COVID-19.



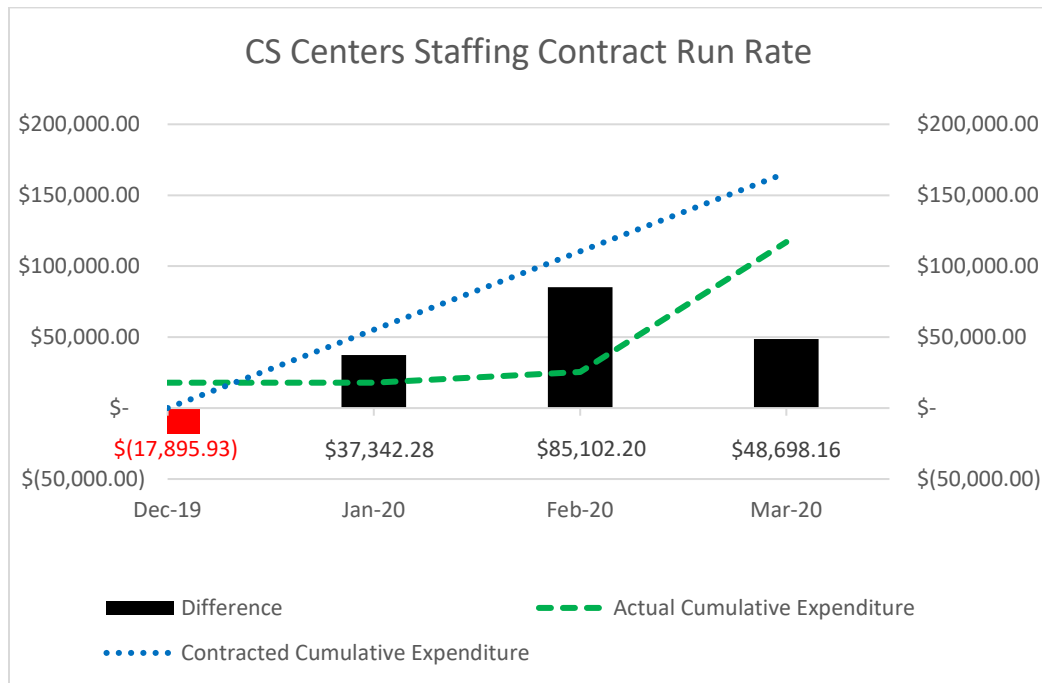
Abandonment rate in March reached an all time low after a high February. This corresponds with a decrease in average duration.



Web submission service level experienced a similar level to February.

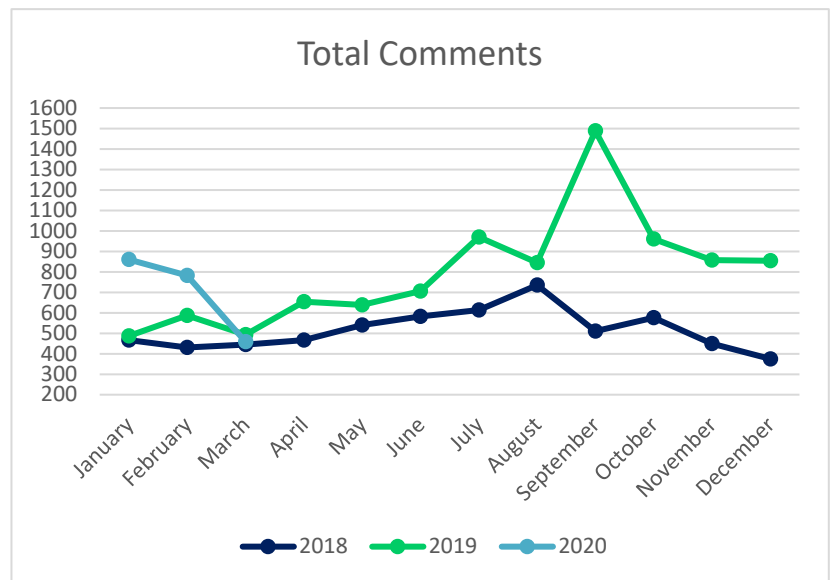


Contract Run Rate is a new metric we are tracking. This will particularly give us insight to the changes in staffing. Currently, we are \$48,698.16 under budget. This is due to lower than anticipated staffing needs in Q1 of 2020.



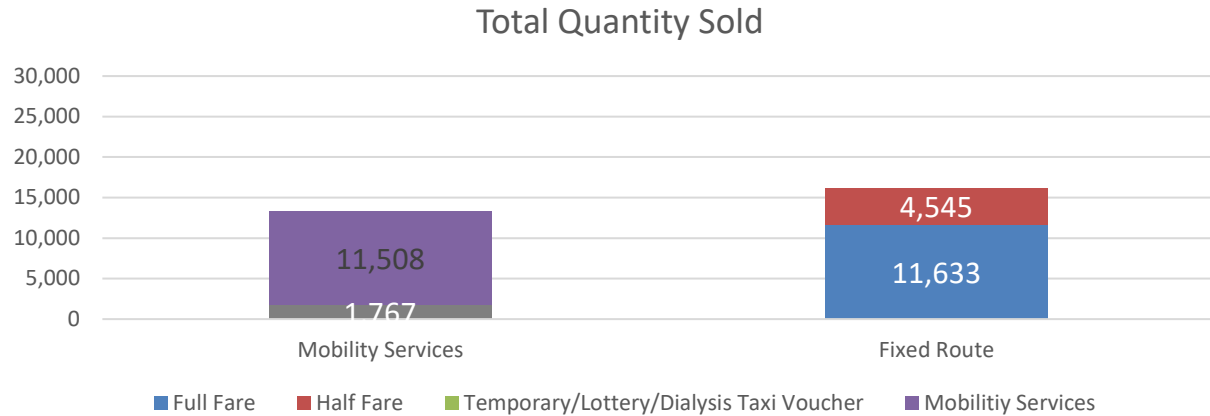
MARCH CUSTOMER COMMENTS: 459

Category	Amount
Schedule	99
Safety	79
PassBy	68
Courtesy	67
Compliment	27
Fares	16
Facility Maintenance	15
Vehicle Maintenance	14
Denial	13
Security	9
Route	9
Request	9
Suggestion	7
Wrong Information	7
Rules	6
Discrimination - Title VI	5
Customer Service Centers	4
Route Detour	2
Bus Stop	1
Marketing	1
Red Line	1



MARCH PASS SALES REPORT:

Total Quantity of Passes: 29,453



ADDITIONAL REVENUE AND RIDERSHIP INFORMATION FOR MARCH:

Retail Desk Purchases: \$99,786.60

Cash: \$25,956.10

Checks: \$9,276.25

Credit Cards: \$54,554.25

Veteran IDs Sold: 18

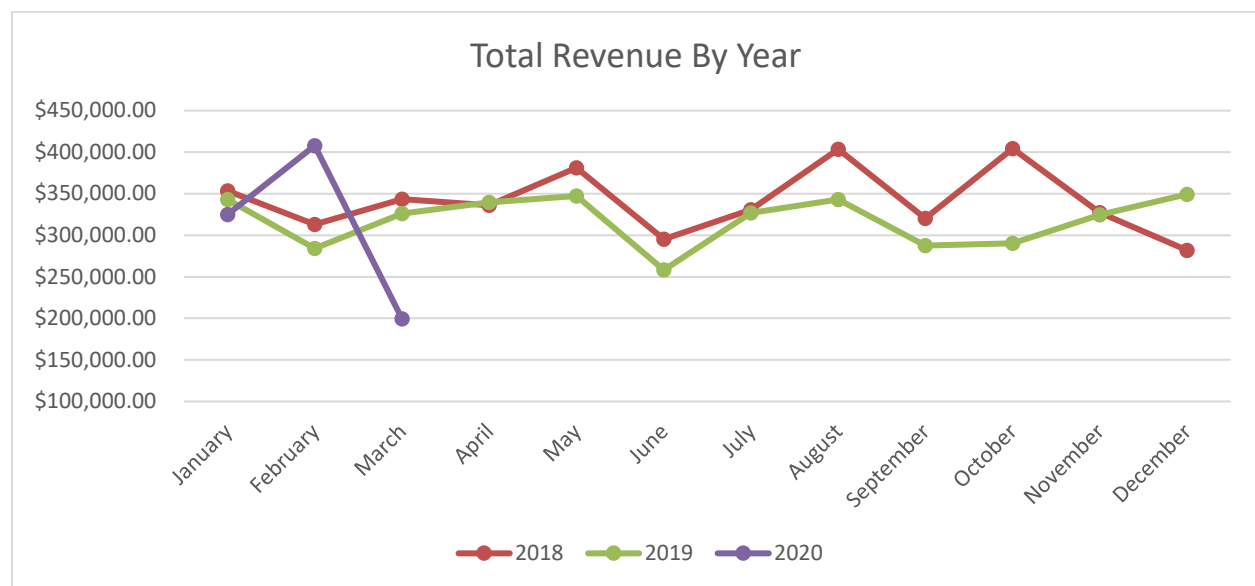
North Central: 230

IPS Ridership: 10,661

IndyMet: 2,403

PPHS: 3,278

IndyGo: 1,146



OUTREACH SUMMARY FOR MARCH

Outreach in March reflects the guidance of government and health officials to limit group gatherings. With in-person events cancelled in mid-March due to the COVID-19 outbreak, outreach efforts pivoted to a digital strategy to provide education and allow feedback about IndyGo service. This included video presentations and live streams.

Outreach in early March consisted of attendance at Indiana Safe Place Legislation Day, Laundry & More along the Purple Line, The Hendricks County Veterans Council, and an opportunity to connect with neighborhood leaders at Neighborhood Power Indy.

With a pivot to a digital focused strategy in mid-March, coverage was exponential with a combined 60,272 reached and 3,887 engaged in the second half of March. This included an “IndyGo Now” recorded presentation with pertinent updates for partners and volunteers, along with a video showing IndyGo’s commitment to safety and cleanliness. It also included live streams of the March Board and Service Committee meetings, and the Operator Graduation.

MARCH OUTREACH EVENTS:

3/4/2020	Hendricks County Veterans Council
3/5/2020	Indiana Safe Place Legislation
3/7/2020	Neighbor Power Indy
3/10/2020	Purple Line Outreach: Laundry & More
3/13/2020	Video: Bus Cleaning Process
3/24/2020	Virtual: IndyGo Service Committee Meeting
3/26/2020	Virtual: IndyGo Board Meeting
3/27/2020	Virtual: IndyGo Coach Operator Graduation
3/30/2020	Virtual: IndyGo Now Presentation

INTERNAL COMMUNICATIONS & STRATEGIC PLANNING MARCH

INTERNAL COMMUNICATIONS & STRATEGIC PLANNING:

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

ARTICLES:

ROSE AWARDS

IndyGo is excited to celebrate two of our employees who were honored at the 29th Annual ROSE Awards held March 11, 2020. The ROSE Awards celebrate excellence in the service industry, and employees whose dedication to their community, co-workers, and organizations goes beyond what's in their job description.

OPERATOR BABA DIOP was selected as a 2020 Rose Award winner. Baba has ten years of experience and was honored for his commitment to his riders—even during his days off. Diop noticed a frequent rider struggling with a broken wheelchair and provided the rider with a new one. The rider and Baba formed a friendship that later led to Baba Diop helping this rider in finding a new home.



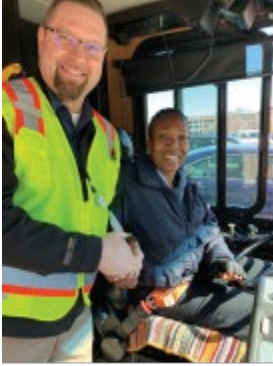
BODY SHOP MECHANIC CHARLIE

WATKINS was also nominated for a Rose Award. Charlie has worked at IndyGo for eight years and is known by his coworkers as a “go-getter,” - always looking for new solutions in the garage. Charlie is responsible for building battery carts, engine stands, and more. His dedication to innovation demonstrates his determination to help IndyGo serve its riders as efficiently as possible.



TRANSIT EMPLOYEE APPRECIATION DAY

On Wednesday, March 18 we recognized Transit Employee Appreciation Day with colorful banners and notes of kind words. While the Appreciation meal is postponed to a future date, we hope the notes & banners brighten your day and helped showcase our appreciation. Plus, as part of the celebration, a personal day raffle was held and the following employees won 1 personal day each: **Diane Johnson, Mike Nugent, Arthur Spain, Ashely Lloyd, and Devon Davis**. Thank you for your part in successfully providing our community safe, reliable, and accessible mobility experiences.



RECOGNIZING SAFE DRIVERS

While recently driving Route 8, operator **Romona Watts** was surprised by Director of Risk & Safety Brian Clem. Romona was recognized for achieving 7 years of safe driving with zero preventable accidents. Thank you Romona, for working hard to keep our riders safe!

WHAT OUR RIDERS ARE SAYING ...

- Caller states that she wanted to call in to give the driver of this coach a compliment for getting off of the bus to help a person who is blind cross the street.
- Caller states that she appreciates that the driver is always on time in the mornings.
- Driver has good customer service and how she handles her job and how she did a great job in assisting someone pushing a wheelchair on and off the bus. He appreciated that she was all about her job and she greets everyone.

WORKING TOGETHER TO MAKE A DIFFERENCE: by NATHAN BARNES

When I was fresh out of operator training, I remember the challenges of beginning a new career. But remember, you are not alone. Tenured operators can be wonderful mentors to new operators. They want to see new hires succeed and are ready to offer encouragement along the way.

As one of those senior drivers, I have personally encouraged many of our newer drivers by offering practical advice. For instance, if you are met with unpleasant situations when dealing with the public, go through the protocol guidelines. And, do not take the situation personally. If you feel unsure about how to succeed at IndyGo, there are three things that I commit to that have brought me success in my career: 1. Come to work; 2. Be on time; 3. Follow the rules.

While experiences of tenured employees and new employees are unique, we can learn from each other, mentor each other, and support each other and together make IndyGo an even better company.

BUS ROADEO

A unique learning opportunity for operators to showcase their talent in a competition of driving skills and disciplines.

Saturday, March 14

Lafayette Square Mall

(takes place on backside of the mall)

3819 Lafayette Road, Indianapolis

Participants:

Eleanor Wilson

Jeffery Howard

Juanita Davis

Laura Beck

Michael Flowers

Ramona Wyatt

Robert Feiock

Brenda Stiers

Rose Anderson

EVENTS:

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

April 6 – June 5

In Service Training for all IndyGo employees

March 27 - 30

Virtual Tabling Sessions

Coronavirus Response Summary: Overview + Timeline

Proactive Health Messaging / Initial Outbreak	
Proactive External / Public Messaging	<ul style="list-style-type: none"> Website and homepage banner created: indygo.net/health with general safety tips and best practices; updates on IndyGo's new cleaning procedures Social media (Appendix A) Moved IndyGo public events to livestream – Service Committee Meeting, Board Meeting, and Operator Graduation (Appendix A)
Signage + Installations	<ul style="list-style-type: none"> CDC best practices signage installed on every local bus; screens on BYD buses and CTC monitors (Appendix B)
Media Inquiries + Coverage	
Internal / Employee Messaging + Initiatives	<ul style="list-style-type: none"> CDC best practices signage installed internally (Appendix B) CEO Email: IndyGo Continues to Remain Fully Operational During the Stay at Home Directive (Appendix C) CEO Email: IndyGo's Measures to Keep Operators Safe (Appendix C) New website with employee-specific information Slides with information for employees shared in lounges & Informational video about masks playing in employee lounges FAQs about coronavirus for managers Human Resources issued memos on workplace policies and travel restrictions
CTC Lobby Limitations + Restroom Closures	
Proactive External / Public Messaging	<ul style="list-style-type: none"> Website update: added CTC limits and restroom closures to indygo.net/health Newsletter (Appendix D) Social media (Appendix A) CTC + On-Bus Announcements
Signage + Installations	<ul style="list-style-type: none"> Signage explaining limits and closures installed at the CTC (Appendix B)
Media Inquiries + Coverage	

Internal / Employee Messaging + Initiatives	<ul style="list-style-type: none"> • Internal signage for Operators explaining limits and closures (Appendix B) • Updates to website with employee-specific information
Service Reductions (Saturday Schedule M - S)	
Proactive External / Public Messaging	<ul style="list-style-type: none"> • Press release (same as rear boarding) • Website update: added service changes • Newsletter update sent Friday, March 27, 2020 (Appendix D) • Social media (Appendix A) • CTC + On-Bus Announcements
Signage + Installations	<ul style="list-style-type: none"> • On-bus, monitor, and printed signage (Appendix B)
Media Inquiries + Coverage	<ul style="list-style-type: none"> • Inquires: IndyStar, WISH-TV, WRTV • Media Coverage (Appendix E)
Internal / Employee Messaging + Initiatives	<ul style="list-style-type: none"> • Updates to website with employee-specific information • Prepared a script for the Call Center and updated IVR for customers calling in (Appendix F) • Hosted “Virtual Tabling” chats via Teams between Public Affairs team members and Operators • Shared press release internally • Talking points for supervisors (Appendix F) • Operations shared a memo detailing new procedures for rear boarding and suspension of fare collection in mailboxes & email inbox • CEO Email: Board Approves Updates (Appendix C)
Rear Boarding + Fare Suspension	
Proactive External / Public Messaging	<ul style="list-style-type: none"> • Press release (same as service reductions) • Website update: added rear boarding • Newsletter (Appendix D) • Social media (Appendix A) • CTC + On-Bus Announcements
Signage + Installations	<ul style="list-style-type: none"> • On-bus, monitor, and printed signage (Appendix B)
Media Inquiries + Coverage	<ul style="list-style-type: none"> • Inquires: IndyStar, WISH-TV, WRTV • Media Coverage (Appendix E)

Internal / Employee Messaging + Initiatives	<ul style="list-style-type: none"> • Updates to website with employee-specific information • Prepared a script for the Call Center and updated IVR for customers calling in (Appendix F) • Hosted “Virtual Tabling” chats via Teams between Public Affairs team members and Operators • Shared press release internally • Talking points for supervisors (Appendix F) • Operations shared a memo detailing new procedures for rear boarding and suspension of fare collection in mailboxes & email inbox • CEO Email: Board Approves Updates (Appendix C)



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

Operations Division Report – March 2020

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

TRANSPORTATION SERVICES

Employee Recognition:

Employee of the Month of April: Claude Crawford

Claude Crawford was nominated for employee of the month by his supervisor. He has such a commitment to excellent customer service. Also, he has been willing to work on off days to help train our Operators on the Red Line.

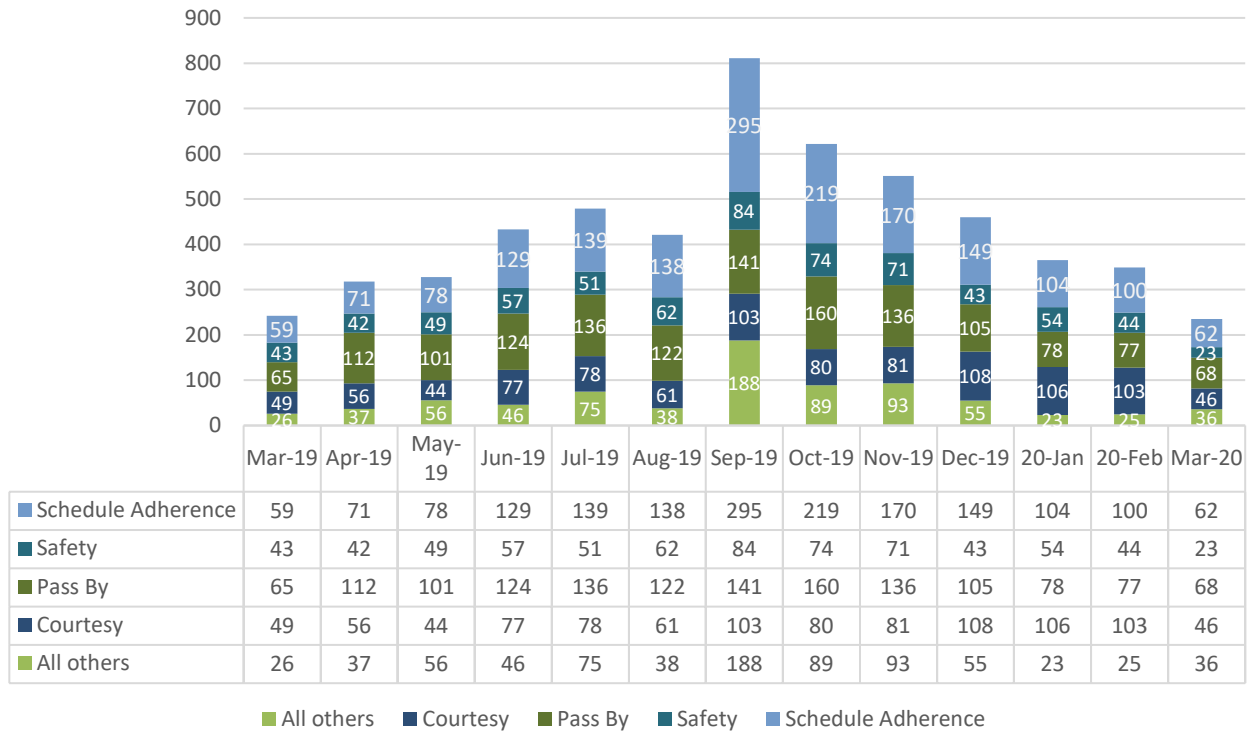
Commendations:

The following employees were recognized for their extraordinary customer service.

Fixed Routes:

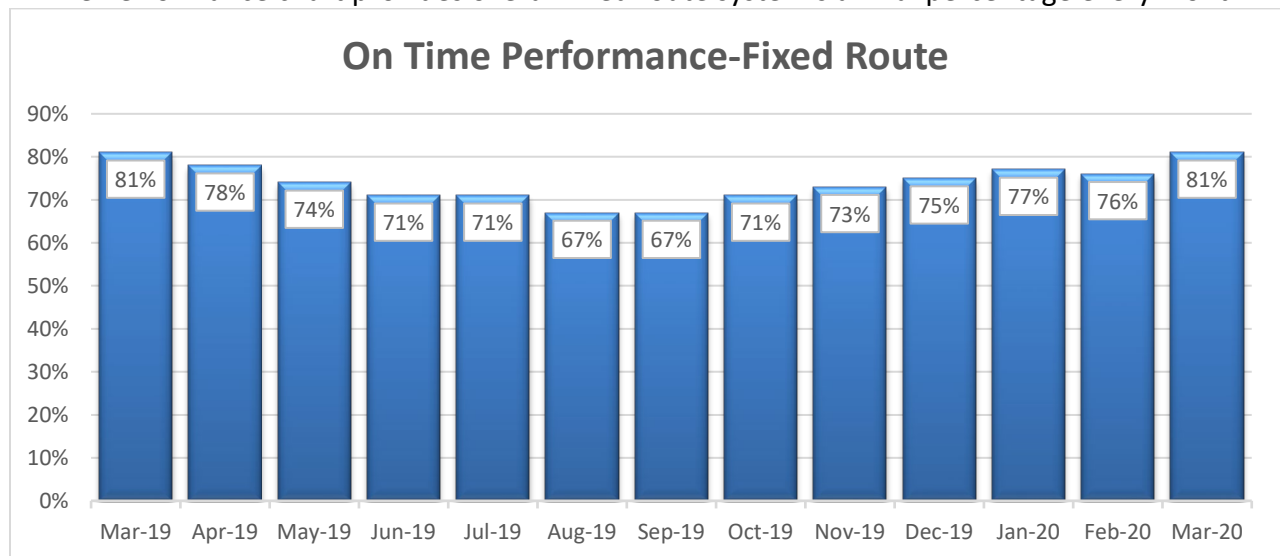
India Boone, Gina Bragg, Irvine Devers, Tevon Green, Angela Heitzman, Jessica Hoffman, Marilyn Hughes (2x), Travis Pearson (2x), Kathy Smith, Anthony Snow, Arthur Spain, Kelly Vinson and Ray Wright

YTD Customer Comments



Key Performance Indicators:

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



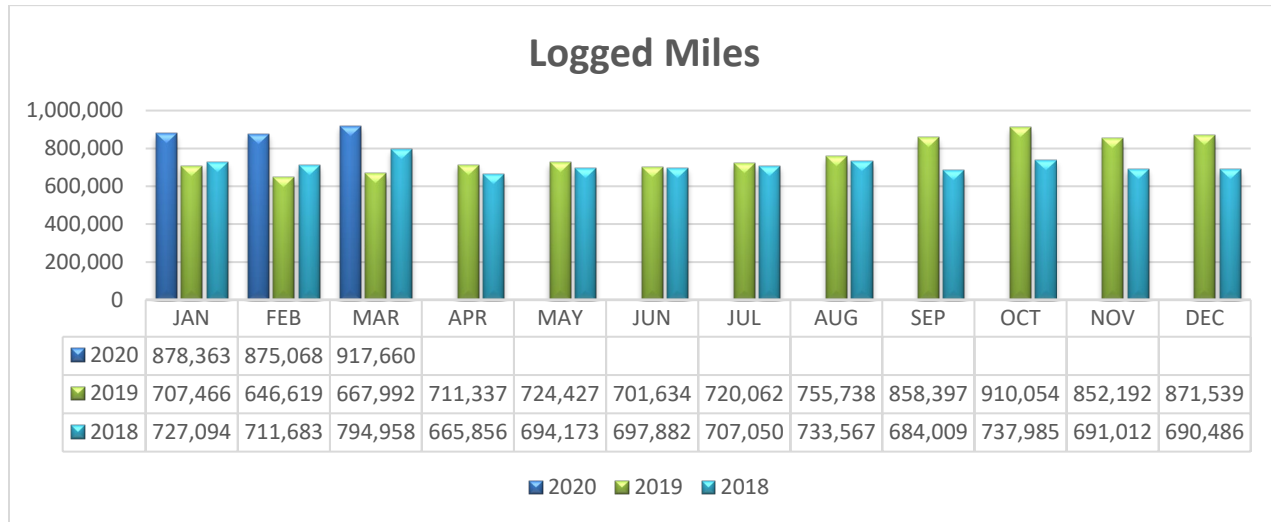
VEHICLE MAINTENANCE & FLEET SERVICES

Vehicle Maintenance:

The SCR campaign from Cummins is underway. The SCR is the advanced emission system that injects a liquid into the exhaust for cleaner emissions coming out the exhaust pipe. We also have VGT turbo actuator campaign that will also flow through Cummins warranty. A total of 107 buses are completed on these 2 campaigns. The driver barrier campaign has completed the installation phase and is awaiting final approvals.

Fleet Services:

There were 100 buses detailed in March. IPTC coaches logged 2,671,091 miles YTD.



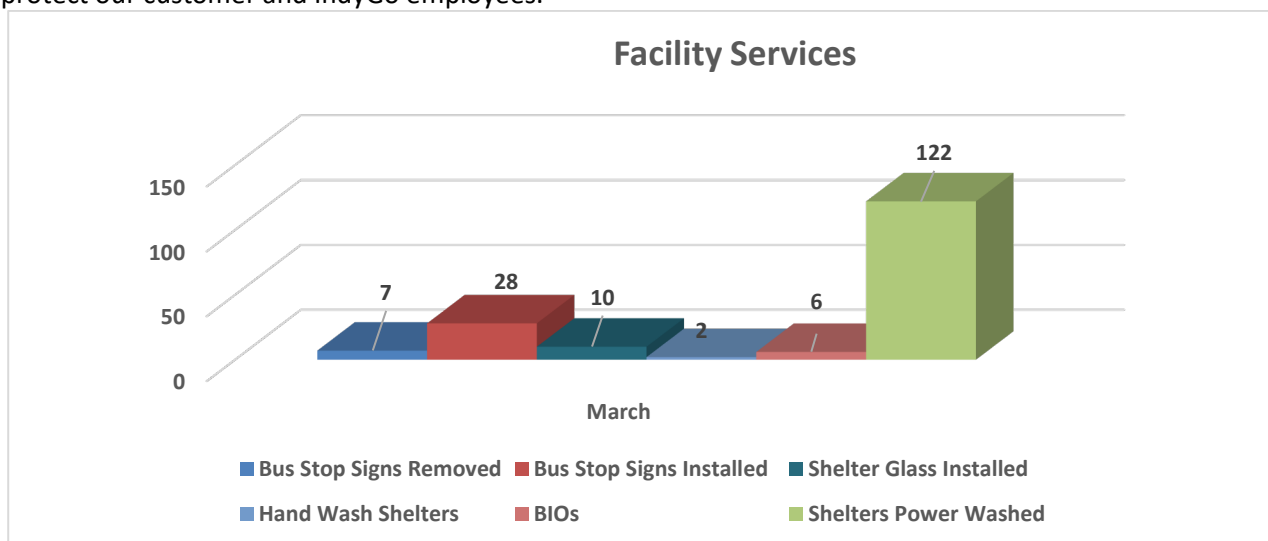
FACILITIES

Due to the COVID-19 pandemic, R.L. Turner, per their company policy has stopped all construction work until further notice. There are still punch list items left to be performed in the Administration area for Phase 4 and they will resume once cleared to do so.

The new wash rack installation was completed mid-March. However, the paint booth renovation project has also been put on hold until further notice.

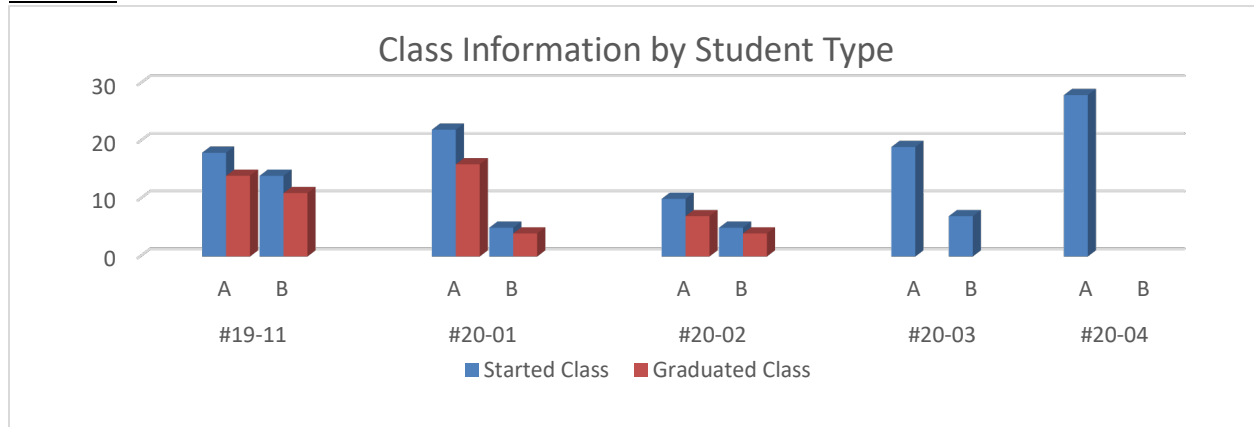
The (2) large 65-foot trailers used during renovations the past couple of years have been removed from the large south parking lot. This allowed approximately 30 additional parking spaces for IndyGo employees at the 1501 building.

The decision was made to close the public bathrooms at The Julia M. Carson Transit Center to mitigate loitering and reduce crowds. IndyGo closely monitored the foot traffic each hour to better determine if recommended social distancing was feasible. Based on that data, IndyGo shut down the customer waiting area to general public to help protect our customer and IndyGo employees.

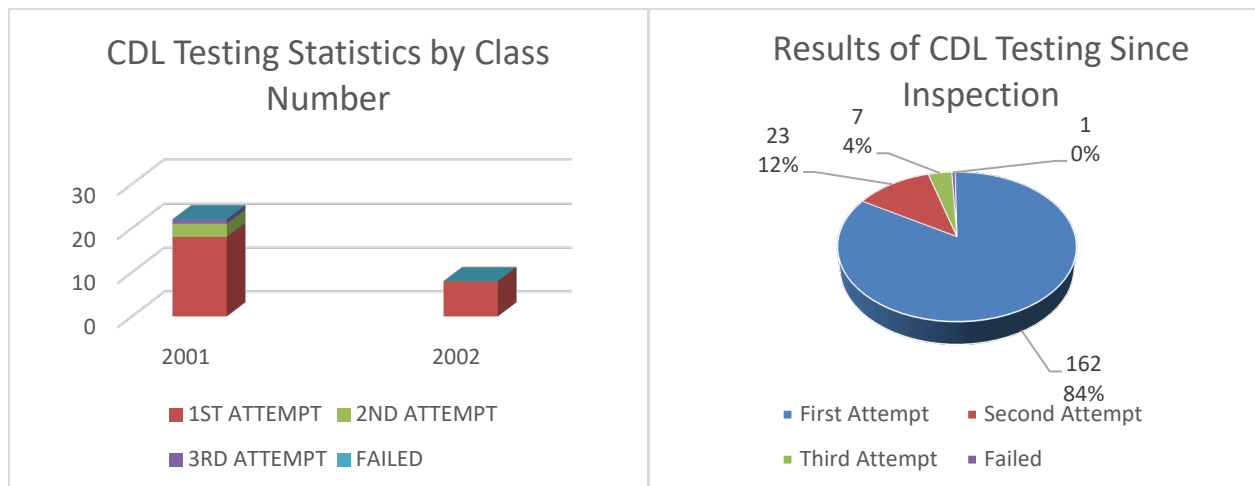
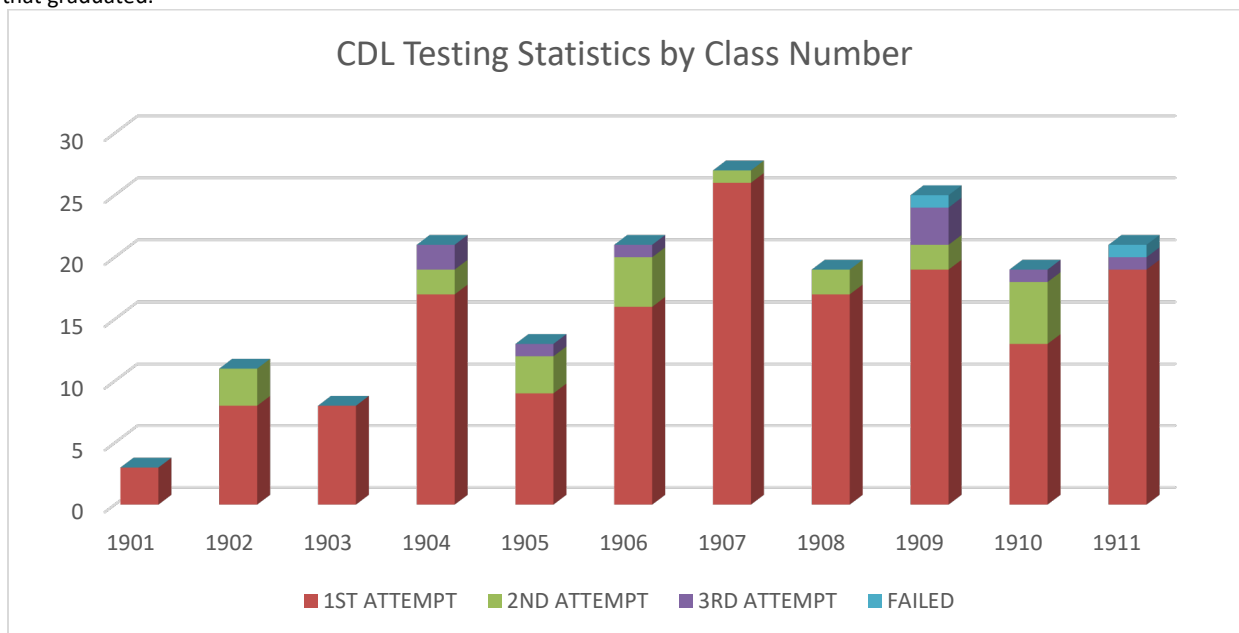


SECURITY AND TRAINING

TRAINING:



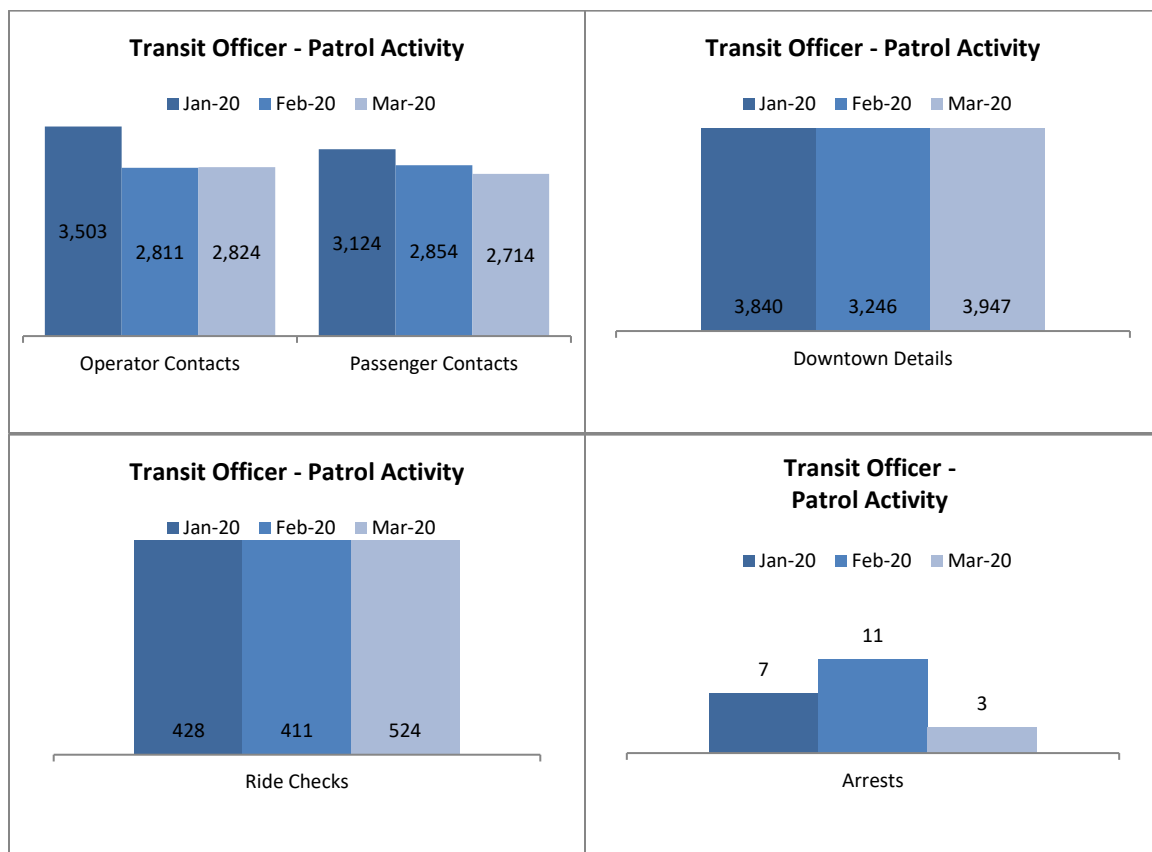
The chart above shows the number of Trainee A and Trainee B students that started each class and the number of students in each group that graduated.



IndyGo has been training new employees that do not hold a CDL the skills and knowledge needed to be able to successfully obtain them. Each chart above will show the number of students that passed on their first, second, or third attempt. It will also show the number of students that failed the test which means they did not pass on the third and final attempt. The first one is a recap of the classes held in 2019. The second one is a recap of the classes that have taken place in 2020. The third and final graph will show the total number and percentages for all classes combined since the start of the training.

- The IndyGo training staff is currently working on the Operator In-service for 2020. This in-service will cover items such as but not limited to new routes scheduled to start later this year, HazCom, PPE, ADA and other important items. The in-service is scheduled to start on April 6th.
- IndyGo held it's 2019 Local Roadeo on March 14, 2020. The original date had to be pushed back due to staffing issue in October of last year. The winner of this Roadeo would have represented IndyGo in the International Bus Roadeo in San Antonio, TX in May, but that was cancelled due to the COVID-19 outbreak. IndyGo will hold another Roadeo later this year for 2020 and that winner will represent IndyGo at the next International Roadeo once the date and location are finalized. I would like to thank everyone that took time out of their busy schedules to help on this project and make it another success. This year's winners were:
 - 1st Place – Robert Feiock
 - 2nd Place – Michael Flowers
 - 3rd Place – Rose Anderson
- IndyGo had the quarterly sprinkler inspection completed at the CTC in March. This inspection checks all the sprinkler heads, risers and post indicator valves (PIVs). There were no major findings and those items that needed repaired were repaired that day. The results were forwarded to the City Fire Marshalls office as required.

SECURITY:



FARE INSPECTION REPORT

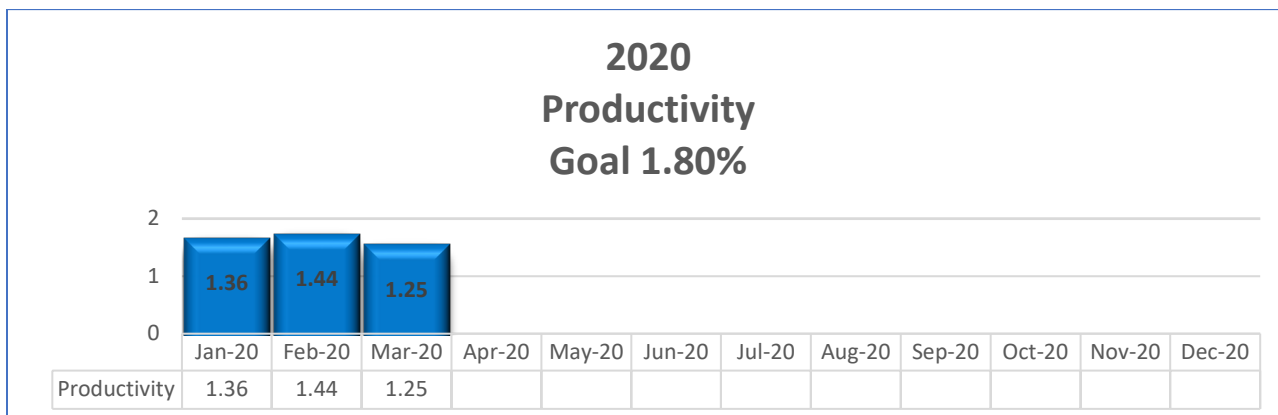
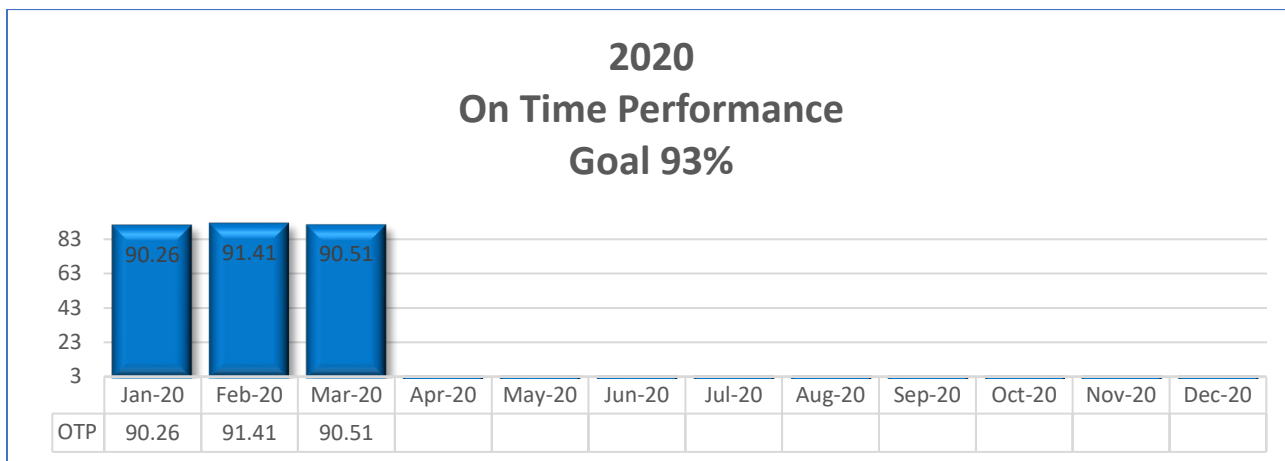
	Passenger Contact	Notifications	Education
Monthly	12877	814	512
Weekday	9352	562	397
Saturday	1768	127	61
Sunday	1757	125	54

MOBILITY SERVICES

COVID-19/Ridership: Ridership due to the COVID pandemic has decreased from 2020 compared to 2019. Ridership in March 2019 reflected 24,571 unlinked passenger trips and for March 2020 data reflects 16,325 unlinked passenger trips a decrease of 50.5%.

On Time Performance for March 2020 was 90.51% with Productivity of 1.25%. March 2019 OTP was 92.41% and Productivity was 1.42% both reflect a decrease of 2.06% and a 11.97% decrease respectively YOY.

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



Hawkeye Health – Assessment/Eligibility: During the COVID pandemic and for anyone whose eligibility is expiring, IndyGo will extend eligibility for 60 days (over the phone, by extending eligibility in Trapeze.) All new eligibility certifications, we will offer a 60-day eligibility (over the phone; after 60 we would schedule the actual assessment.

In addition, IndyGo will communicate to our customers a letter explaining the extension period and send a letter to anyone that is new noting their eligibility is temporary for 60 days and an actual certification meeting will be scheduled. In addition, all doctor statements, applications from the customers must be completed.

Voucher Program: Mobility Services offers a Lottery Program and our Dialysis program. Both programs are open to eligible Open-Door customers. As with all programs, IndyGo maintains the right to augment the Voucher programs. Based on data reconciliation, vouchers will be reported a month in arrears.



Human Resources Division Report – March 2020

To: Chair and Board of Directors
From: Jeffrey M. Brown, Vice President of Human Resources
Date: April 23rd, 2020

CONSIDERATION OF HUMAN RESOURCES REPORT FOR MARCH 2020

ISSUE:

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

RECOMMENDATION:

Receive 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 implemented in response to the pandemic:

1. **New Workplace Policies:** In Response to Coronavirus implemented on March 12, 2020 and implementation on March 31, 2020 of the Emergency Paid Sick Leave Policy and Expanded FMLA Policy policies and practices.
 - **Temporary Workplace Policies:** *The Workplace Policies in Response to Coronavirus was a temporary measure designed to provide immediate relief given the uncertainty of the pandemic by permitting leave for COVID-19 related issues. Rather than wait for state or local governments to enact new law and relief measures, IndyGo acted quickly and created the Workplace Policies in Response to Coronavirus which was aimed at providing needed relief for employees impacted by COVID-19.*
 - **Temporary Emergency Leave Policies:** *Shortly after implementing the Workplace Policies, the Families First Coronavirus Response Act ("FFCRA") was passed into federal law which is a temporary law effective April 1, 2020 and sunsets December 31, 2020. In furtherance of the FFCRA, IndyGo created and implemented new policies - the Emergency Paid Sick Leave and Expanded FMLA – both of which impose a new leave requirement that provide greater benefits and relief for IndyGo employees who are impacted by the COVID-19 pandemic. Under these new policies, IndyGo will provide paid leave to employees for certain COVID-19-related reasons and expands the Family and Medical Leave Act ("FMLA") to provide employees paid leave under the FMLA to care for a child as a result of school or child care closings due to a public health emergency.*

- **Remote Working Arrangements:** Except for Operations staff, all other departments have been permitted to work remotely so long as prior approval was granted by the area vice president. 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.
- **Health Coverage:** IndyGo has gone above and beyond by making certain employees will have a full complement of health coverage for COVID-19 related illnesses. While the topic of COVID-19 health coverage continues to be fluid, IndyGo has made certain that its provider will cover all treatment costs associated with COVID-19, which includes all medical and pharmaceutical coverage if someone is diagnosed with the virus.

2. **COVID-19 Testing:** IndyGo has already satisfied the demand to provide free testing for IndyGo employees. Although testing is not provided onsite, there are two ways for IndyGo employees to obtain free testing for COVID-19. First, Elli Lilly is now providing testing for IndyGo employees, however, testing is limited to ten employees per day. Only IndyGo can authorize an employee to go to Elli Lilly for testing. If an employee receives direction from IndyGo to go to Elli Lilly for testing, the employee will be paid for up to three scheduled working days while you wait for test results. If the test results come back before the three-day period is up, and it is negative, the employee is required to return to work. Second, COVID-19 testing also is being conducted by the Marion County Health Department at the Indiana Fairgrounds. Employees who utilize the Fairgrounds do so voluntarily and are not paid for the day they are tested or while awaiting test results. For this reason, an IndyGo employee will have to use a regular day off or paid time to obtain testing at the Fairgrounds or while waiting for the test results.

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: | 502 |
| 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: | 898 |
| 6. Annual IndyGo Employee Turnover Rate: | 23.02% |

C. Labor & Employee Relations

Both IndyGo and ATU, Local 1070 share the fundamental goal and commitment to keep employees and passengers safe during this challenging and uncertain time. Many of the proactive safety measures have been implemented through constructive collaboration with ATU, Local 1070. Throughout the pandemic, IndyGo has

worked collaboratively and proactively with ATU, Local 1070 to respond to COVID-19 by implementing new measures and agreements aimed at protecting the health and safety of employees and to minimize the spread of the virus. IndyGo and ATU, Local 1070 continue to discuss how best to respond to the pandemic and how to provide additional protective measures for employees and passengers. With respect to labor developments, there are two (1) the union advanced to arbitration 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.

Jeffrey M. Brown

VICE PRESIDENT OF HUMAN RESOURCES AND LABOR RELATIONS