

Board Report June 25, 2020

www.lndyGo.net 317.635.3344



1. CALL TO ORDER AND ROLL CALL

2. AWARDS AND COMMENDATION

3. COMMITTEE CHAIRPERSON REPORTS

Governance and Audit Committee – Greg Hahn Service Committee – Adairius Gardner Finance Committee – Richard Wilson

4. CONSENT AGENDA

AGENDA ACTION ITEM A – 1:	Consideration of Approval of Minutes from Board Meeting held on May 28 th , 2020
AGENDA ACTION ITEM A – 2:	Consideration and Approval of Mobility Services Technology Solutions
AGENDA ACTION ITEM A – 4:	Consideration and Approval of Purple Line Construction Management Task Order #4
AGENDA ACTION ITEM A – 5:	Consideration and Approval of Purple Line Design – Task Order #9 (Supplement for Task Order #6)
AGENDA ACTION ITEM A – 6:	Consideration and Approval of New On-Call A&E Services Contracts
AGENDA ACTION ITEM A – 7:	Consideration and Approval of Selection of HNTB for Program Management Support Services
AGENDA ACTION ITEM A – 10:	Consideration and Approval of Amendment to Contract 16-05-232 to Exercise the First Option Year

AGENDA ACTION ITEM A – 12: Consideration and Approval of Governance and Audit Risk Universe/Heat Map

2020-5

AGENDA ACTION ITEM A – 13: Consideration and Approval of Governance and Audit Risk Workplan

AGENDA ACTION ITEM A – 11: Consideration and Approval of Governance and Audit Reports 2020-2 –

AGENDA ACTION ITEM A – 14: Consideration and Approval of Governance and Audit Risk Committee Meeting Cadence

5. REGULAR AGENDA

AGENDA ACTION ITEM A – 3: Consideration and Approval of Paratransit Operational Analysis Final Report and Next Steps

AGENDA ACTION ITEM A – 8: Consideration and Approval of Public Hearing on Consideration to Secure Municipal Lease/Bond Issue of \$22,500,000 to Support the Purchase of 27 Hybrid Buses

AGENDA ACTION ITEM A – 9: Consideration and Approval of Transfer of Appropriations in 2020 Budget in Response to COVID-19 Funded by CARES Act

AGENDA ACTION ITEM A – 15: Consideration and Approval of Resolution for Appraisal of 9000 Precision Dr. Indianapolis, IN

AGNEDA ACTION ITEM A – 16: Consideration and Approval of Resolution to Purchase Real Estate Property – 6410 N. College Ave

6. **INFORMATION ITEMS**

INFORMATION ITEM I – 1: MAC Update

INFORMATION ITEM I – 2: Consideration of Receipt of the Finance Report for May 2020

INFORMATION ITEM I – 3: Governance and Audit Department Charter

INFORMATION ITEM I – 4-8: Department Report

7. ADJOURN



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

Awards & Commendation Recognition for June 2020

To: Indianapolis Public Transportation Corporation Board of Directors

From: President/CEO, Inez P. Evans

Date: June 25th, 2020

June 2020 Awards & Commendations

Employee	Position	Recognition		
Patrick Gray	Operator – Fixed Route	15 Years of Safe Driving		
Bryan Luellen	Vice President of Public Affairs & Communications	Leaving IndyGo After 11 Years		



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Safe Drivers Recognition for May 2020

To: President and CEO, Inez Evans

From: Director of Risk and Safety, Brian Clem

Date: June 25th, 2020

May 2020 Safe Drivers Recognition





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

<u>Operator</u>	<u>ID #</u>	Years of Safe Driving
Patrick Gray	2339	15
LaVelle Tealer	5948	14
Maurice Wilburn	6538	13
Maurice Bowen	0593	12
Christopher Mihay	3968	11
Byron Reed	5094	11
Vanessa McGhee	4840	10
Michael Melvin	8105	9
Claude Crawford	8243	8
Mamadou Goudiaby	8185	8
Shauwn Monroe	8106	8
Lisa Walker	6300	8
Margaret Callahan	0821	7
Anthony Mance	8555	7
Wesley Robertson	8488	6
William Wilson	8605	5
Terry LaGrone	8727	4
Conniejoe Morton	8367	4
Sherlynn Johnson	8961	3
Diana Williams	8946	3
Ashanti Battle	9409	1
Paul Pelmore	9170	1
Lanisha Webster	9416	1



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Governance and Audit Committee Chairperson Report – June 2020

To: President and CEO, Inez Evans and IndyGo Board of Directors **From:** Governance and Audit Committee Chairperson, Greg Hahn

Date: June 25th, 2020

ISSUE:

A report of IndyGo June Governance and Audit Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Greg Hahn Governance and Audit Committee Chairperson's Report

June 16th, 2020

The Governance and Audit Committee met on June 16th, 2020 at 2pm. In attendance was, myself, Greg Hahn, Chairman of the Governance and Audit Committee, as well as Committee Members, Service Committee Chair Adairius Gardner and Finance Committee Chair Rick Wilson. 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-11, A-12, A-13 & A-14.

An item from the Consent Agenda I would like to highlight is item A-12, Consideration and Approval of Governance and Audit Risk Universe/Heat Map. IndyGo Governance and Audit Director, Brian Atkinson, presented this action item to the Governance and Audit Committee. In early 2020, the Governance and Audit team, with input from Management and its Subject Matter Advisors, compiled a Heat Map to identify and illustrate the Agency's risk universe. A "heat map" is a way to capture the risks relevant to an entity measured by a combination of how likely each risk is to actually occur, and how severe the impact would be should the risk occur. IndyGo compiled the heat map after a series of 12 initial conversations with members of IndyGo management, followed by a detailed review with our Subject Matter Advisors and comparison to risks across other similar transit agencies. The heat map is intended to serve as a basis for how we design our workplan going forward. Additionally, going forward, the heat map will be refreshed annually, with adjustments made to the ongoing workplan accordingly.

Madam President, that concludes my report.



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Service Committee Chairperson Report – June 2020

To: President and CEO, Inez Evans and Chair and Board of Directors

From: Service Committee Chairperson, Adairius Gardner

Date: June 25th, 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner Service Committee Chairperson's Report

June 18th, 2020

The Service Committee met on June 18th, 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-4, A-5, A-6, A-7, & A-10 and Regular Agenda Items A-3, A-8 & A-9.

An item from the Consent Agenda I would like to highlight is item A-2, Consideration and Approval of Mobility Services Technology Solutions. IndyGo Director of Mobility Services, Mike Roth, presented this action item to the Service Committee. Mr. Roth informed the Service Committee members that IndyGo is seeking a modern, dynamic software solution for Mobility Integration and management of Mobility on Demand, Micro-Mobility Management, Microtransit, MaaS and First Mile/Last Mile Operations. Mr. Roth indicated that this can be securely accessed via standard web browsers and should incorporate industry-leading tools to effectively monitor operational processes and resources. The selected Proposal will be for intuitive, easy to use GIS-based scheduling and dispatch software that accurately selects the most appropriate vehicle/run to place reservations using a batch scheduling process that improves overall on-time performance. The selected software is expected to provide the capability to automate real time scheduling functions while increasing the efficiency of service, increasing the accuracy of data, and reducing time spent on administrative and reporting activities. Software features include client registration, scheduling, dispatching, trip brokering, verification, invoicing, reporting, zone specification, geo-coding, mapping, and reduce the number of routes and vehicles needed to maintain service levels. Customers and their caregivers shall have the option of scheduling trips in a web-hosted and/or app-based portal.

Mr. Chairman, that concludes my report.



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Finance Committee Chairperson Report – June 2020

To: Chair and Board of Directors

From: Finance Committee Chairperson, Richard Wilson

Date: June 25th, 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson Finance Committee Chairperson's Report

June 18th, 2020

The Finance Committee met on June 18th, 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-4, A-5, A-6, A-7, & A-10 and Regular Agenda Items A-3, A-8 & A-9.

An item from the Consent Agenda I would like to highlight is item A-5, Consideration and Approval of Purple Line Design – Task Order #9 (Supplement for Task Order #6). IndyGo Chief Development Officer, Jennifer Pyrz, presented this action item to the Finance Committee. This would authorize the President/CEO to execute Task Order #9 (as a supplement to Task Order #6) with WSP, Inc. to reflect the scope changes that have taken place since execution of the previous task order and increase the amount of the task order by \$1,912,829.00. Over the past 8-to-10 months, IndyGo and its consultants have been working to respond to new site information and drainage requirements. To progress the project in the most responsible and expedient manner, IndyGo has requested that WSP change its design in two important ways: by removing the Meridian Street segment from the project and by modifying the design of 38th Street to reduce utility conflict and accommodate stormwater separation. While these changes will provide benefit to the city and the neighborhoods on 38th Street, they also result in additional design costs and schedule delays. This amendment funds the design changes, additional survey and mapping, additional geotechnical investigation, revisions to the ridership model, and other activities to support the team's progression to final design. This amendment also incorporates several new scope items, including coordination with the Indiana Dept. of Homeland Security, a landscape plan, details for station communication, station electrical and snow melt equipment, and modifications to the terminus station to add a restroom and charging flexibility.

Mr. Chairman, that concludes my report.



AGENDA ITEM A - 1

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION EXECUTIVE SESSION

THURSDAY, May 28th, 2020

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:00pm, on Thursday, May 28th, 2020. This session was held both remotely via Microsoft Teams, as well as in person by some board members.

Board members present were:

Greg Hahn, Chair (In Person)
Adairius Gardner, Vice-Chair
Richard Wilson, Treasurer (In Person)
Mark Fisher, Secretary
Tommie Jones, Board Member
Juan Gonzalez, Board Member
Lise Pace, Board Member

Discussion was limited to matters enumerated under IC 5-14-1.5.6.1(b)(2)(A) and (B) and IC 5-14-1.5.6.1(b) (9). Session adjourned at 5:00pm.

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION BOARD OF DIRECTORS MEETING MINUTES

THURSDAY, May 28th, 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 5:08pm, Thursday, May 28th, 2020. 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", this meeting was held both remotely and in person, with five (5) Board Members attending remotely via Zoom and two (2) Board Members attending in person.

1.1 ROLL CALL

Attendee Name	Title	Status	
Greg Hahn	Chair	Present (in person)	
Adairius Gardner	Vice Chair	Present	
Mark Fisher	Secretary	Present	
Richard Wilson	Treasurer	Present (in person)	
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 April 2020, 4 employees for Outstanding Performance, 1 employee retirement, and the May Operator and Garage Employee of the Month.

3. COMMITTEE CHAIRPERSON REPORTS

- I.1. Service Committee Adairius Gardner, Service Committee Chairperson
- I.2. Finance Committee Richard Wilson, Finance 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, & A-5 are as follows:

- ACTION ITEM A 1 Consideration and Approval of Minutes from April 23rd, 2020 Board Meeting
- ACTION ITEM A 2 Consideration and Approval of New Board Member for the Indianapolis Public Transportation Foundation (IPTF) 2020 Board of Directors
- ACTION ITEM A 3 Consideration and Approval of GIRO, HASTUS Software Upgrade
- ACTION ITEM A 5 Consideration and Approval of Extension of Current On-Call A&E Contracts to Complete Existing Task Orders

RESULT: Accepted - Agenda Items A-1, A-2, A-3 & A-5

MOVER: Richard Wilson SECONDER: Tommie Jones

AYES: 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 Retroactive Statement Outlining Service Considered
 Transit Emphasis Corridors

Finance Chair and Treasurer of the Board, Richard Wilson, presented Action Item A – 4 to the Board of Directors, to approve Retroactive Statement Outlining Service Considered Transit Emphasis Corridors. Mr. Wilson stated that there is no fiscal impact to this, and that IndyGo is simply redefining what a transportation emphasis corridor is so that people that are re-zoning, developers, etc., better understand what a transit emphasis corridor is and how they can help their businesses. Mr. Wilson stated that he believed it to be important to bring in front of the board because it is an actual resolution.

RESULT: Accepted – Action Item A – 4 – Approval of Retroactive Statement Outlining Service

Considered Transit Emphasis Corridors

MOVER: Lise Pace SECONDER: Mark Fisher

AYES: Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace

NOES: None ABSENT: None

ACTION ITEM A – 6 – Consideration and Approval of Driver Protection Barriers

Vice President of Operations & COO, Aaron Vogel, presented Action Item A – 6 to the Board of Directors, to approve Driver Protection Barriers. This is a procurement to purchase up to 225 durable and permanent driver barriers for the fleet in an amount not to exceed \$1,400,000. This is something that all future buses will have installed. New permanent barrier would be 1/2in thick, anti-glare protection, sliding window, 180 degree hinge, and door locking latch. Mr. Vogel stated that this is a critical piece to protect our Operators and to help increase social distancing. This is 100% funded by the CARES Act.

RESULT: Accepted – Action Item A – 6 – Approval of Driver Protection Barriers

MOVER: Tommie Jones SECONDER: Mark Fisher

AYES: Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace

NOES: None ABSENT: None

ACTION ITEM A – 7 – Consideration and Approval of 40ft. Hybrid Buses

Vice President of Operations & COO, Aaron Vogel, presented Action Item A – 7 to the Board of Directors, to approve 40ft. Hybrid Buses. This is a recommendation to procure 27 40' Hybrid buses & associated equipment not to exceed \$22,500,000. This is a part of the Board adopted Capital Plan to move away from diesel buses. This plan originally called for 22 electric buses, but by converting over to Hybrid, we can purchase 5 more. The electric battery technology has not advanced as much as we have hoped for. To compare, Hybrid buses can get a 480 mile range, while electric is yielding only 150 mile range. The cost comparison per bus is \$811,000 for Hybrid and \$1,050,000 per bus for Electric. This procurement was very

competitive. Gillig came in with the best value and lowest bidder at \$810,383 per bus. We would replace some of the older 2003-2007 and old ZEP vehicles. We are looking at a 12-16 month delivery for these buses. This is classified as a Municipal Lease, merely in order to spread out the payments over 12 years. After that time, IndyGo will fully own all these buses.

RESULT: Accepted – Action Item A – 7 – Approval of 40ft. Hybrid Buses

MOVER: Richard Wilson SECONDER: Mark Fisher

AYES: Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace

NOES: None ABSENT: None

 ACTION ITEM A – 8 – Consideration and Approval of Memorandum of Agreement Between IndyGo, CEG, and DPW for the Purple Line

Vice President of Infrastructure, Strategy, and Innovation, Jennifer Pyrz, presented Action Item A – 8 to the Board of Directors, to approve Memorandum of Agreement Between IndyGo, CEG, and DPW for the Purple Line. This is regarding stormwater management infrastructure and the Purple Line Bus Rapid Transit Project. The agreement will become a critical component of the Small Starts Grant Funding Application that IPTC will submit to FTA in June 2020. In addition to stormwater detention and regulation facilities, the agreement between IPTC, DPW, and CEG for the Purple Line BRT Project will include two (2) additional components: (1) Provision for IPTC's Purple Line Contractor to complete a combined storm sewer separation project; and (2) Provisions for IPTC's reimbursement of CEG utility relocation costs.

RESULT: Accepted – Action Item A – 8 – Approval of Memorandum of Agreement Between

IndyGo, CEG, and DPW for the Purple Line

MOVER: Tommie Jones SECONDER: Adairius Gardner

AYES: Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace

NOES: None ABSENT: None

ACTION ITEM A – 9 – Consideration and Approval of Final Resolution Supporting the Purple Line BRT
 Application for FTA Small Starts Funding

Vice President of Infrastructure, Strategy, and Innovation, Jennifer Pyrz, presented Action Item A – 9 to the Board of Directors, to approve Final Resolution Supporting the Purple Line BRT Applications for FTA Small Starts Funding. This is asking the Board to approve a final resolution in support of the Purple Line Bus Rapid Transit Project and in support of its submission to the FTA of a Small Starts Grant Application to fund the capital investment for this second BRT service.

RESULT: Accepted – Action Item A – 9 – Approval of Final Resolution Supporting the Purple Line

BRT Application for FTA Small Starts Funding

MOVER: Adairius Gardner SECONDER: Juan Gonzalez

AYES: Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace

NOES: None ABSENT: None

ACTION ITEM A – 10 – Consideration and Approval of Real Estate Acquisition – 8925 S Madison Ave

General Counsel, Jill Russell, presented Action Item A-10 to the Board of Directors, to approve Real Estate Acquisition -8925 S Madison Ave. It is requested that the Board direct the President/CEO, on behalf of the IPTC, to appoint two (2) appraisers to appraise the fair market value of the Real Estate located at 8925 S. Madison Ave, Indianapolis, IN and to provide a copy of both appraisals to the Chair of the Board of Directors of the IPTC. The purpose of this is to provide charging stations in order to extend the battery life of buses while on their route. Current locations have been secured by lease agreements; those agreements allow the owner to cancel those agreements with only minimum amount of notice.

RESULT: Accepted – Action Item A – 10 – Approval of Real Estate Acquisition – 8925 S Madison

Ave

MOVER: Richard Wilson SECONDER: Adairius Gardner

AYES: Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace

NOES: None ABSENT: None

ACTION ITEM A – 11 – Consideration and Approval of Real Estate Acquisition – 550 E Washington St

General Counsel, Jill Russell, presented Action Item A – 11 to the Board of Directors, to approve Real Estate Acquisition 550 E Washington St. It is requested that the Board direct the President/CEO, on behalf of the IPTC, to appoint two (2) appraisers to appraise the fair market value of the Real Estate located at 550 E Washington St, Indianapolis, IN and to provide a copy of both appraisals to the Chair of the Board of Directors of the IPTC. IndyGo is committed to providing the increased services and bus rapid transit as required by the Marion County Transit Plan. To achieve those results, additional operational and administrative staff is required. The increase in staff at IndyGo's main facility at 1501 W Washington St has exceeded the current capacity of the facility. Further, the results of the COVID-19 pandemic requires that IndyGo provide staff a workspace that is a safe environment in the interest of their health. This requires additional office space to accommodate which is not feasible at the current facility. This resolution would allow the hiring of two (2) appraisers and not the purchase of this property.

RESULT: Accepted – Action Item A – 11 – Approval of Real Estate Acquisition – 550 E Washington

St

MOVER: Richard Wilson SECONDER: Adairius Gardner

AYES: Adairius Gardner, Mark Fisher, Richard Wilson; Tiebreaker – Greg Hahn

NOES: Juan Gonzalez, Tommie Jones, Lise Pace

ABSENT: None

ACTION ITEM A – 12 – Consideration and Approval of Real Estate Acquisition – 6410 N College Ave

General Counsel, Jill Russell, presented Action Item A – 12 to the Board of Directors, to approve Real Estate Acquisition – 6410 N College Ave. It is requested that the Board direct the President/CEO, on behalf of the IPTC, to appoint two (2) appraisers to appraise the fair market value of the Real Estate located at 6410 N College Ave, Indianapolis, IN and to provide a copy of both appraisals to the Chair of the Board of Directors of the IPTC. The purpose of this is to provide charging stations in order to extend the battery life of buses while on their route. Current locations have been secured by lease agreements; those agreements allow the owner to cancel those agreements with only minimum amount of notice.

RESULT: Accepted – Action Item A – 12 – Approval of Real Estate Acquisition – 6410 N College

Ave

MOVER: Richard Wilson SECONDER: Adairius Gardner

AYES: 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 April 2020

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

I – 2 INFORMATION ITEM – Mobility Position Paper

Director of Strategic Planning, Brooke Thomas, presented on behalf of this information item.

I – 3 INFORMATION ITEM – IndyGo Updates

Vice President of Public Affairs and Communication, Bryan Luellen, presented on behalf of this information item.

7. ADJOURNMENT

On order of Chairman Greg Hahn, and there being no objection, the meeting was adjourned at 6:25pm.

Jill D. Russell
General Counsel



Date: June 12, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Director, Mobility Services, Michael L. Roth and Contract Specialist, Justin Fulford

SUBJECT: Consideration and Approval of RFP 20-03-345 Mobility Services Technology Solutions

ACTION ITEM A – 2

RECOMMENDATION:

Authorize the President and CEO into a contract negotiation with Ecolane, and upon successful negotiations, enter into a contract for a term of five (5) years for an amount not to exceed \$940,489.00.

BACKGROUND:

On April 3rd, 2020 the Procurement Department released a solicitation to various media sources as well as the IndyGo web site for Mobility Services Technology Solutions. The pre-proposal meeting was held on April 10th, 2020. A total of 32 individuals representing 17 firms attended.

IndyGo is seeking a modern, dynamic software solution for Mobility Integration and management of Mobility on Demand, Micro-Mobility Management, Microtransit, MaaS and First Mile/Last Mile Operations. It can be securely accessed via standard web browsers and should incorporate industry-leading tools to effectively monitor operational processes and resources. The selected Proposal will be for intuitive, easy to use GIS-based scheduling and dispatch software that accurately selects the most appropriate vehicle/run to place reservations using a batch scheduling process that improves overall on-time performance.

The selected software is expected to provide the capability to automate real time scheduling functions while increasing the efficiency of service, increasing the accuracy of data, and reducing time spent on administrative and reporting activities. Software features include client registration, scheduling, dispatching, trip brokering, verification, invoicing, reporting, zone specification, geo-coding, mapping, and reduce the number of routes and vehicles needed to maintain service levels. Customers and their caregivers shall have the option of scheduling trips in a web-hosted and/or app-based portal.

DISCUSSION:

Of the five (5) proposals received, all were deemed responsive and responsible. All five (5) proposals were provided to the Evaluation Committee, consisting of five (5) members, who ranked each of the proposals based on the following requirements:

- Ability to Meet the Defined Technical Requirements
- Proven Experience with Related Projects
- Ability for Chosen Solution to Expand with IndyGo's Future Needs
- Qualifications of Firms Proposed Staff

The final solicitation requirement, Overall Project Cost Including Reoccurring Charges, was evaluated by the Procurement Department, added to the Evaluation Committees, and tallied. Each of the five (5) members of the evaluation committee ranked Ecolane as the superior solution.

DIVERSITY PARTICIPATION:

A DBE goal of 1% was placed on this procurement. Ecolane has committed to meeting 4.6% DBE utilization by partnering with ESP Enterprises, Inc. ESP Enterprises will be performing the installation of vehicle mounting hardware.

ALTERNATIVES:

The Board of Directors could choose not to award this contract to the suggested bidder. If, this alternative is selected the ramifications of this decision are as follows:

- Highest Priced Contract
- Inferior Technology Solution
- Enter IndyGo into a sole-source agreement

FISCAL IMPACT:

The funding sources for this procurement are Capital Plan-Year 1 and Operating Budget-Years 2-5. Service performed during this contract are without commissions (net) and must comply with federal, state and agency procurement procedures.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Consent Agenda.



Date: June 22, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Strategic Planner, Ryan Wilhite

SUBJECT: Consideration and Acceptance of Paratransit Operational Analysis Final Report and Next Steps

ACTION ITEM A - 3

RECOMMENDATION:

The IndyGo Board of Directors should accept the Final Report of the Paratransit Operational Analysis (POA) as presented and permit staff the opportunity to advance one or more policy changes to the way IndyGo delivers complementary American with Disabilities Act (ADA) paratransit services.

Additionally, the IndyGo Board of Directors should request IndyGo staff to continue the ADA Paratransit conversation with the community by developing and then implementing a broader public outreach and engagement effort beginning this summer. Specifically, IndyGo will apply ADA regulations only within the ¾ mile area. IndyGo will continue to provide county-wide on-demand service beyond the ¾ mile area. The public involvement process will determine what service looks like beyond the ¾ mile area.

Throughout the upcoming year, IndyGo staff will present the Board of Directors with policy recommendations following additional community input.

BACKGROUND:

In 2018, IndyGo's contractor-operated complementary ADA paratransit service, branded Open Door, experienced a significant performance drop which resulted in numerous customer complaints and negative media attention. The significant performance issues coupled with the gap between the last time IndyGo evaluated its service, led the (then) IndyGo Board of Directors to commission a comprehensive study of its Open Door service. The study, dubbed the Paratransit Operational Analysis (POA), was led by the KFH Group of Bethesda, MD, with assistance from the Palo Consulting Group and The McCormick Group. Beginning in May 2019, the POA examined ADA paratransit in Indianapolis through a series of tasks. The POA solicited input from Mobility Advisory Committee (MAC) members, agencies who provide services to individuals with disabilities, key stakeholders, and riders (through a rider survey). The study also involved a detailed dive into Open Door operations and performance data. A steering committee was established and included members of the MAC and the IndyGo Board of Directors. The POA Steering Committee provided valuable feedback to the project team throughout the study process.

DISCUSSION:

The final report for the POA includes a set of recommendations for ADA paratransit in Indianapolis. Two of those sets of recommendations, Short Term Improvements without Major Fiscal Impact and Recommendations Related to Contractual Considerations, include items that IndyGo staff can implement without significant fiscal impact or additional input.

The remaining set of recommendations, Recommendations with Significant Change for Paratransit Service, includes a discussion on the ADA paratransit next-day service area. At present, IndyGo's next-day service area is the entirety of Marion County, which includes areas outside the legally required ADA service area (3/4 mile around all fixed-route routes). The POA recommends that IndyGo transition its practice of applying the ADA paratransit regulations to the entirety of Marion County and presents policy recommendations that form three alternatives to choose from.

The decision to revisit providing ADA paratransit service county-wide is based on several factors. First, the ADA paratransit requirements enforced in these non-ADA paratransit areas have an impact on Open Door's performance, which affects performance in the ADA paratransit area. Second, the current service area is not complementary to IndyGo's fixed-route service. Third, the provision of ADA paratransit in these non-ADA paratransit areas prevents IndyGo from implementing different controls to reduce the demand in these areas. Fourth, the requirement to provide ADA paratransit in these areas limits IndyGo's ability to control its costs for the Open-Door program.

Considering the consultant's recommendation to revisit the status quo, IndyGo staff would like to continue conducting community outreach and engagement activities regarding its ADA paratransit service area, for the purposes of formulating new policies for the Board of Directors to consider and adopt.

ALTERNATIVES:

1. The IndyGo Board of Directors could choose to accept the study but not request staff to proceed with additional public input. In this alternative, IndyGo staff would begin developing a plan to implement action steps for all recommendations in the report, excepting the ADA Paratransit service area. The existing ADA Paratransit service area would remain in place. The additional implementation may include revisiting IndyGo's provision of its Same-Day Service.

FISCAL IMPACT:

This action item may require resources to procure outside assistance for the public meetings and additional analysis, if required. Staff will bring any contracts for board approval in accordance with regular procurement standards.

DBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Regular Agenda.



Date: June <u>2</u>**1**2, 2020 Current Meeting: June 25, 2020

Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Strategic Planner, Ryan Wilhite

SUBJECT: Consideration and <u>Acceptance Approval</u> of Paratransit Operational Analysis Final Report and

Next Steps

ACTION ITEM A

RECOMMENDATION:

The IndyGo Board of Directors should accept the Final Report of the Paragansit Operational Analysis (POA) as presented and, which would permit staff the opportunity to prepare advance or more policy changes that would have to be adopted before changes could be made to the property dyGo vavers complementary American with Disabilities Act (ADA) paratransit services.

Additionally, the IndyGo Board of Directors Save request indyGo staff to continue the ADA Paratransit conversation with the community by developing the composition menting a broader public outreach and engagement effort beginning this summer. Specifically, IndyG will apply ADA regulations only within the ¾ mile area. IndyGo will continue to provide county-wide on-demand service beyond the ¾ mile area. The public involvement process will determine what service looks like beyond the ¾ mile area. Staffare requesting that the IndyGo Board of Directors decide to move the discussion beyond the status quo and focus the conversation on the policy options, such as grandfathering, that are described in Alternatives #3 and #4 from the report.

Throughout the upcoming year, IndyGo staff will present the Board of Directors with policy recommendations following additional community input.

BACKGROUND:

In 2018, IndyGo's contractor-operated complementary ADA paratransit service, branded Open Door, experienced a significant performance drop which resulted in numerous customer complaints and negative media attention. The significant performance issues and coupled with the gap between the last time IndyGo evaluated its service, led the (then) IndyGo Board of Directors to commission a comprehensive study of its Open Door service. The study, dubbed the Paratransit Operational Analysis (POA), was led by the KFH Group of Bethesda, MD, with assistance from the Palo Consulting Group and The McCormick Group. Beginning in May 2019, the POA examined ADA paratransit in Indianapolis through a series of tasks. The POA solicited input from Mobility Advisory Committee (MAC) members, agencies who provide services to individuals with disabilities, key stakeholders, and riders (through a rider survey). The study also

involved a detailed dive into Open Door operations and performance data. A steering committee was established <u>andthat</u> included members of the MAC and the IndyGo Board of Directors. The POA Steering Committee provided valuable feedback to the project team throughout the study process.

DISCUSSION:

The final report for the POA includes a set of recommendations for ADA paratransit in Indianapolis. Two of those sets of recommendations, Short Term Improvements without Major Fiscal Impact and Recommendations Related to Contractual Considerations, include items that IndyGo staff can implement without significant fiscal impact or additional input.

The <u>final-remaining</u> set of recommendations, Recommendations with Significant Change for Paratransit Service, includes a discussion on the ADA paratransit next-day service area. At present, Include service area is the entirety of Marion County, which includes areas outside the legally required ADA pervice are 3/4 mile around all fixed-route routes). The POA recommends that IndyGo transition its practice of applying the ADA paratransit regulations to the entirety of Marion County and presents policy recommendation. That for a three alternatives to choose from.

The decision to revisit providing ADA paratransit service county-wide based on several factors. First, the ADA paratransit requirements enforced in these non-ADA paratransit areas have an impact on Open Door's performance, which affects performance in the ADA paratransit area. See and the content service area is not complementary to IndyGo's fixed-route service. Third, the provision of DA pala transit in these non-ADA paratransit areas prevents IndyGo from implementing different controls to recace the remand by these areas. Fourth, the requirement to provide ADA paratransit in these areas limits IndyGo's about the controls to costs for the Open-Door program.

Considering the consultant's recommendation to exist the status quo, IndyGo staff would like to continue conducting community outreach and engagement activities regarding its ADA paratransit service area, for the purposes of formulating new policies for the Board of Directors to consider and adopt.

ALTERNATIVES:

The IndyGo Board of Directors could choose to accept the study but not request staff to proceed with
additional public input. In this alternative, IndyGo staff would begin developing a plan to implement action
steps for all recommendations in the report, excepting the ADA Paratransit service area. <u>The existing ADA</u>
Paratransit service area would remain in place. Theis additional implementation may include revisiting IndyGo's
provision of its Same-Day Service. The existing ADA Paratransit service area would remain in place.

FISCAL IMPACT:

This action item may require resources to procure outside assistance for the public meetings and additional analysis, if required. Staff will bring any contracts for board approval in accordance with regular procurement standards.

DBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Regular Agenda.





Date: June 18, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Chief Development Officer, Jennifer Pyrz

SUBJECT: Consideration and Approval Purple Line Construction Management - Task Order #4

ACTION ITEM A-4

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to issue Task Order #4 to Butler, Fairman, & Seufert, Inc. (BF&S) to provide Construction Management services through the final design and contract document preparation of the Purple Line BRT project for a total not to exceed amount of One Million One Hundred Ninety Six Thousand Five Hundred Sixty Six Dollars (\$1,196,566.00).

BACKGROUND:

The Purple Line bus rapid transit (BRT) project is envisioned to be the second of three rapid transit lines in the City of Indianapolis/Marion County. It would connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined the Purple Line project in more detail, including the specific mix of funding sources and timelines for development of the project. Based on that plan, design work for the Purple Line was planned to continue through 2021. The Purple Line Project is expected to open at the end of 2023.

PROCUREMENT PROCESS:

IPTC Board approved recommendation for Vendor selection went to the July 2018 board. Based on the recommendation the Board approved IPTC to enter into a task-order based contract with Butler, Fairman, and Seufert (BF&S) to perform Construction Management Services for Purple Line BRT. The contract was executed in 2018. This is a task-order based contract with specific scope and fee for each new task order negotiated individually.

DISCUSSION:

This task order is a continuation of construction management services to prepare for Purple Line construction. It includes the necessary tasks of design and constructability review through final plan development and contract document preparation. It additionally adds support from the DBE/MBE firm JQOL for public and stakeholder engagement.

FISCAL IMPACT / FUNDING:

Funding for the Purple Line project is anticipated to be from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and local funds, as documented in the Capital Plan.

DIVERSITY PARTICIPATION:

Task Order #4 includes participation from JQOL (DBE/MBE) - 8.9%, Shrewsberry & Associates (DBE/MBE) - 4.7%, and Infrastructure Engineering (DBE/MBE) - 11.9% for a total of 25.5% participation. An additional 1% will be assigned to CTL Engineering (MBE) as well.

The overall DBE goal placed on this contract was 15%.

STANDING COMMITTEE DISCUSSION/RECCOMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Consent Agenda.



Date: June 18, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Chief Development Officer, Jennifer Pyrz

SUBJECT: Consideration and Approval of Purple Line Design – Task Order #9 (Supplement for Task Order #6)

ACTION ITEM A - 5

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute Task Order #9 (as a supplement to Task Order #6) with WSP, Inc. to reflect scope changes that have taken place since execution of the previous task order and increase the amount of the task order by One Million Nine Hundred Twelve Thousand Eight Hundred Twenty Nine Dollars (\$1,912,829.00).

BACKGROUND:

The Purple Line bus rapid transit (BRT) project is envisioned to be the second of three rapid transit lines in the City of Indianapolis/Marion County. It would connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined The Purple Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. Based on that plan, design work for the Purple Line was planned to continue through 2021. The Purple Line Project is expected to open at the end of 2023.

PROCUREMENT PROCESS:

IPTC Board of Directors awarded a task-order based contract to WSP in 2017. To date, funding has been awarded for eight task orders for the Purple Line design and NEPA work. The project has progressed to Task Order 9, which will complete all design activities and prepare the project for bidding. This is a task-order based contract with specific scope and fee for each new task order negotiated individually.

DISCUSSION:

Over the past 8-to-10 months, IndyGo and its consultants have been working to respond to new site information and drainage requirements. To progress the project in the most responsible and expedient manner, IndyGo has requested that WSP change its design in two important ways: by removing the Meridian Street segment from the project and by modifying the design of 38th Street to reduce utility conflict and accommodate stormwater separation. While these changes will provide benefit to the city and the neighborhoods on 38th Street, they also result in additional design costs and schedule delays.

This amendment funds the design changes, additional survey and mapping, additional geotechnical investigation, revisions to the ridership model, and other activities to support the team's progression to final design. This amendment also incorporates several new scope items, including coordination with the Indiana Dept. of Homeland Security, a landscape plan, details for station communication, station electrical and snow melt equipment, and modifications to the terminus station to add a restroom and charging flexibility.

FUNDING:

Funding for the Purple Line project is provided from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and local funds, as documented in the Capital Plan.

DIVERSITY PARTICIPATION:

There is no DBE participation on this specific task order/supplement. However, there was an overall goal placed on Purple Line Design of 15%.

STANDING COMMITTEE DISCUSSION/RECCOMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Consent Agenda.



Date: June 08, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Senior Director of Capital Assets and Facility Management, LaTeeka Washington

SUBJECT: Consideration and Approval of RFQ 20-02-344 On-Call A&E Services

ACTION ITEM A - 6

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into contract negotiations with WSP USA Inc., HDR Engineering Inc., Woolpert Inc., The Etica Group, Guidon HEAPY JV, LLC and Lochmuller Group, upon successful negotiations enter into a contract.

Per standing IPTC procedures, any individual task order for any of these firms that exceeds \$100,000 will require a separate board approval for that task order. The Board will be advised of contracts/task order between \$50,000-100,000.

BACKGROUND:

IPTC frequently has need for design services on facility and infrastructure projects which are small enough in scale to not justify a separate procurement solely for design. Vendors selected under this solicitation would be engaged in an on-call contract allowing IPTC to use their services based on a predetermined hourly rate. Design services for very large projects, such as BRT corridor, will still be procured via a standalone RFQ.

This on-call contract was previously held by WSP USA Inc. The Etica Group and Shrewsberry USA, in order to maximize opportunities for smaller firms and to get specialty vendors for each type of work, this solicitation was broken out into four separate disciplines.

PROCUREMENT PROCESS:

On March 12, 2020 IPTC released RFQ 20-02-344 with a posting on the IPTC website. Advertisements were placed in The Indianapolis Star, The Court and Commercial Recorder, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine. Ads ran in March 11th,18th,25th and April 1st of 2020;

On March 23rd, 2020 IPTC received thirty-seven (37) written questions regarding RFQ 20-02-344 On Call A&E Services;

On March 30th, 2020 IPTC release Addendum #1 answering written questions received and providing clarification of the project scope;

On May 5th. 2020 IPTC received twenty-three (23) proposals in response to RFQ 20-02-344 On Call A&E Services. The RFQ was divided into four (4) disciplines: seven (7) firms responded to discipline #1, twelve (12) to discipline #2, two (2) to discipline #3 and six (6) to discipline #4.

The evaluation team evaluated written proposals based on professional qualifications and team structure, team qualifications and project experience. At that time, it was determined that interviews of the firms would not be necessary for disciplines #1&2, interviews were needed for disciplines 3&4, the evaluation team tallied evaluation determined clear leaders.

WSP USA Inc. and HDR Engineering rated highest in discipline #1 (Specialty Electrical Design) and discipline #2 (Facility Architecture & Engineering) The Etica Group, HDR Engineering, Woolpert Inc. was the clear leader in discipline #2. Discipline #3 (Safety & Security Systems Designs) WSP USA Inc, Guidon-HEAPY rated the highest & discipline #4 (Street Design) the Lochmueller Group rated the highest.

<u>DISCUSSION:</u> From experience with the previous On-Call contracts, it is proposed to award to (2) two or (3) design teams in discipline #1, #2 and #3; discipline #4 was the only discipline with one (1) selected design firm and discipline #2 was the only discipline with (3) three design team selected. By selecting multiple teams in the discipline with the most anticipated upcoming work, no team would be overburdened, and the teams could be used as a quality check to each other to provide IndyGo with a better product/project.

ALTERNATIVES: The alternatives are to just select one (1) team in each discipline.

FISCAL IMPACT: The fiscal impact could be in the long term from the costs of a project. For this procurement there is no fiscal impact until Task Orders are issued for work.

FUNDING:

Funding for individual task orders will be determined on a case-by-case basis.

DIVERSITY PARTICIPATION:

The solicitation did not specifically state required DBE or XBE participation goals. However, it was clarified in Addendum #1 that each task order would have its own specific goal depending on funding and subcontracting opportunities.

The following teams have been identified for each discipline:

Discipline #1:

WSP, USA: Advanced Engineering Consultants (DBE/MBE/WBE) and The Etica Group (DBE/WBE)

HDR: The Etica Group (DBE/WBE) and Primera Engineers (WBE – IDOA)

Discipline #2:

The Etica Group (DBE/WBE): CE Solutions, Applied Engineering, MossCost, and WSP, USA

Woolpert, Inc: HCO, Inc (MBE-IDOA), Loftus Engineering (WBE), Cripe (MBE-IDOA), Infrastructure Engineering (DBE/MBE), Brenner Design Architects (DBE), Mitsch Design (WBE), Roger Ward Engineering (VBE), CTL Engineering (MBE), Hamilton Designs (DBE/DOBE), Resolution Group (DBE/WBE), GeoSolutions (DBE/MBE), Metric Environmental (DBE/MBE), and Davis & Associates (DBE/MBE)

HDR: Facet Engineering (DBE), Primera (WBE – IDOA), JQOL (DBE/MBE), the Etica Group (DBE/WBE) and VDA

Discipline #3:

WSP, USA: Same team as mentioned above in Discipline #1

Guidon (VBE)/HEAPY: Connico (DBE)

Disciple #4:

Lochmueller Group: JQOL (DBE/MBE), VS Engineering (DBE/MBE), DB Engineering (DBE/WBE), The Etica Group (DBE/WBE), Resolution Group (DBE/WBE), Northpointe Engineering & Surveying (DBE/WBE), and Eagle Ridge (VBE)

Official percentages and dollar amount for each certified subcontractor will be determined on a task order basis when the prime contractor is utilized.

STANDING COMMITTEE DISCUSSION/RECCOMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Consent Agenda.



Date: June 18, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Senior Director of Capital Assets and Facility Management, LaTeeka Washington

SUBJECT: Selection of HNTB for Program Management Support Services Contract

ACTION ITEM A - 7

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board recognize HNTB Corporation, Inc. as the most qualified firm responding to RFQ 20-03-346, Capital Program Management Support Services, and authorize the President / CEO to enter into contract negotiations with HNTB Corporation, Inc. to provide program management support to the Planning and Capital Projects Team. It is further requested that the Board authorize the President / CEO to enter into a contract, upon successful negotiations, for an amount not to exceed One Million Two Hundred Fifty Thousand Dollars (\$1,250,000.00) per year, plus a 3% escalation per year (beginning with Year 2) for a contract term not to exceed five (5) years.

BACKGROUND:

Since passing the 2016 transit referendum, IndyGo's Capital Project and Planning Team has been dedicated to delivering the infrastructure improvements needed to support the Marion County Transit Plan. Several critical vacancies on the engineering team have made this work especially challenging, including a project manager position that has been vacant since August 2019 and a Director position that has been vacant since December 2019. While we recently were able to hire a well-respected traffic engineer, we are still in need of experienced project managers to ensure successful delivery of our most high-profile projects.

PROCUREMENT PROCESS:

On May 5, 2020 IPTC released RFQ 20-03-346 with a posting on the IPTC website. Advertisements were placed in The Indianapolis Star, The Court and Commercial Recorder, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine. Ads ran on May 6^{th} , 13^{th} , 20^{th} , and 27^{th} of 2020

On May 18, 2020 IPTC received eleven (11) written questions regarding RFQ 20-03-346 IndyGo Capital Projects Program Management Support;

On May 22nd, 2020 IPTC release Addendum #1 answering written questions received and providing clarification of the project scope;

On May 29. 2020 IPTC received four (4) proposals in response to RFQ 20-03-346 IndyGo Capital Projects Program Management Support – GS1 Consulting, HNTB, SMOOT Construction, TransPro. The RFQ was divided into Director of Capital Projects / Project Manager-Capital Assets & Facilities Management / Project Manager-Capital Projects and Subject Matter Experts (SME's).

The evaluation team evaluated written proposals based on professional qualifications and team structure, team qualifications and project approach, and references and past performance. At that time, it was determined that interviews of the firms would not be necessary. The evaluation team determined the most qualified vendor to be HNTB.

DISCUSSION:

This solicitation was designed to support the work of the Capital Projects and Capital Assets and Facilities Management teams through a combination of embedded staff and on-call support services. IndyGo requested that vendors provide individuals who could fill three full time positions on that team; a Director, one Project Manager for BRT/roadway projects and one Project Manager for facilities projects. We also requested up to twelve subject matter experts who could support the team in a variety of smaller technical roles needed for project delivery. The full-time individuals selected would act as extensions of staff to IndyGo, working from our facility and managing our projects as part of the IndyGo team. This model of providing support at an agency's program level is similar to that used by Indianapolis DPW for their stormwater program.

There are several reasons IndyGo feels this model provides the best opportunity for successful program delivery:

- It allows us to get staff on board more quickly and with less time dedicated to recruiting/hiring activities.
- It provides more flexibility to change staff as our needs change.
- It provides the ability to reduce the number of staff if we find we no longer need three. And allows us to add specialty or short-term staff if needed to address increased demand.
- It provides the opportunity to scale staff hours to match the level of effort required at any time, dropping to a few hours per week as projects close out.
- It provides us a better opportunity to hire the most qualified engineers and planners for the specific needs of our program.

IndyGo issued RFQ 20-03-346, IndyGo Program Management Support, on May 5, 2020. The RFQ outlined desired qualifications of the individuals proposed, including engineering, planning or architecture degrees, experience on transit/FTA projects, experience managing similarly sized projects, history of working with Indianapolis DPW, etc.

Four proposals were received and evaluated based on the criteria outlined in the RFQ. Professional qualifications, approach and references/past performance were considered in the evaluation.

The HNTB team ranked highest on the evaluation criteria scored. Their team members had the most experience on relevant projects (including FTA-funded, BRT, roadway, drainage, and DPW), had strong and relevant references, and demonstrated the best understanding of our agency's needs.

ALTERNATIVES:

If desired, we could continue to seek in-house candidates to fill these positions. There are several factors, though, that have hindered our ability to do so thus far and will continue to present challenges. The biggest challenge we face is that experienced project managers are in extremely high demand. We are competing against consulting firms for talent and the pool of qualified candidates is small. Additionally, our most critical needs are for skills that are not common in this job market. Especially for the Director level position, it is important to have someone with an understanding of transit, experience with FTA-funding, and experience with large-scale infrastructure projects.

Note also that we are committed to evaluating the effectiveness of these services annually, at a minimum. If at any time we decide that we want to hire in-house staff to fill these roles, we have the ability to do so.

FUNDING:

This contract will be funded through a combination of local and FTA Small Starts sources. The Purple Line budget includes funds to cover consultant project management in this manner. The Blue Line budget will similarly incorporate this function. Operating budget will be used to cover staff time spent on non-CIG funded projects.

DBE DECLARATION:

This solicitation included a 2% DBE goal. HNTB has committed to 6% DBE participation on this contract. Their teaming partners are Herd Strategies for public/stakeholder outreach and JQOL for construction oversight. DBE participation would be provided as part of the Subject Matter Expert portion of this procurement, brought onto the team in an on-call type arrangement.

In addition to the usual teaming arrangement where a prime firm assigns a portion of the overall contract value to its DBE sub-consultants, HNTB is additionally supporting Herd Strategies and JQOL through the HNTB Partners Program, which provides broader support and mentoring for its DBE partners to help them expand and grow in ways that are tailored to their own business growth plans.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Consent Agenda.



Date: June 12, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Vice President of Finance/CFO, Bart Brown

SUBJECT: Consideration and Approval of Public Hearing on Consideration to secure Municipal Lease/Bond Issue of

\$22,500,000 to support the purchase of 27 Hybrid Buses

ACTION ITEM A - 8

RECOMMENDATION:

Request Board to schedule public hearing on consideration to secure Municipal Lease/Bond Issue of \$22,500,000 thru the Indianapolis Local Improvement Bond Bank to support the purchase of 27 Hybrid Buses funded by the Local Transit Income Tax at its July 27, 2020 board meeting.

BACKGROUND:

On May 28, 2020 the IPTC Board authorized the procurement of procure (27) 40' BAE Hybrid Low Floor Gillig buses via a purchase from the Commonwealth of Virginia State Contract (Action Item A-7). At that time the IndyGo staff recommended issuing a municipal lease instrument (a financing mechanism) to support the purchase of the buses.

DISCUSSION:

The purchase of additional and replacement buses for delivery in fiscal year 2021 was part of the Five-Year Capital plan presented and adopted in 2019. The accepted method of payment in the plan was to issue debt to be paid back over 12 years, which equals the useful life of the bus. The actual funds are not required until delivery and acceptance of the buses, which is anticipated in 3rd Quarter 2021. If Board approves this action, then it will require approval by the City-County Council.

ALTERNATIVES:

The Board could choose to pay in cash but that would deplete the corporation's fund balances to a level that is contrary to the Agency's reserve fund policy and could jeopardize funding of the other capital projects under the capital plan.

FISCAL IMPACT:

Interest rates are still near historical lows for municipal borrowing and should remain there throughout 2021. Using an assumed interest rate of 5.0% (on a conservative basis) the Corporation can expect to pay yearly debt service estimated at \$2,516,000. First installment would not be due until December 2021.

DIVERSITY PARTICIPATION

As of this time, there are no "DBE" or "XBE" certified banks. We will continue pursuing new businesses that may fit these criteria by means of education workshops, networking events, and one-on-one meetings.

STANDING COMMITTEE DISCUSSION/RECCOMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Regular Agenda.



Date: June 12, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Vice President of Finance/CFO, Bart Brown

SUBJECT: Consideration and Approval of Transfer of Appropriations in 2020 Budget in Response to COVID-19

Funded by CARES Act

ACTION ITEM A - 9

RECOMMENDATION:

1. Transfer \$1,000,000 of appropriations from Character 2 (Materials and Supplies) to Character 1 (Personnel Services) to cover unexpected overtime and employee leave expenses due to COVID-19.

BACKGROUND:

On March 27, 2020 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. The Act provided \$22.7 billion for urbanized transit areas, which IndyGo's eligible share is \$44,200,516. Our approved application requests \$41,058,016 in operational reimbursements and \$3,142,500 in capital reimbursements.

DISCUSSION:

The following expenditures were included in our CARES Act application.

Budget Item	FTA Amount	Total Eligible Amount
OPERATING ASSISTANCE	41,058,016	41,058,016
BUS: PARTITIONS (BOARD APPROVED)	1,760,000	1,760,000
ADP HARDWARE	318,500	318,500
ADP SOFTWARE	520,000	520,000
PROJECT MANAGEMENT - 3RD PARTY	394,000	394,000
REHAB/RENOVATE - MISC SUPPORT EQUIPMENT	150,000	150,000

As of May 31, 2020 IndyGo, has expended over \$797,000 in unbudgeted employee compensation to include overtime because of COVID-19. That number is expected to reach \$1 million by 4th quarter of 2020. Under the CARES Act these expenditures are eligible for reimbursement. We believe adding \$1 million of appropriations to Character 1 will safely carry us through to the end of the year.

ALTERNATIVES:

There are not sufficient local funds to support the purchase of the capital items listed in the grant application. The Board does have the option to request of the FTA to modify the operational and capital reimbursement amounts.

FISCAL IMPACT:

The CARES Act funding will fully cover these actions if approved.

DIVERSITY PARTICIPATION

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Regular Agenda.



Date: June 16, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Vice President of Human Resources, Jeff Brown

SUBJECT: Consideration and Approval of Amendment to Contract 16-05-232 to Exercise the First Option Year

ACTION ITEM A - 10

RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board authorize the President and Chief Executive Officer to amend Contract 16-05-232 to exercise the first option year at a cost of \$50,000.000, subject to increase based on future hiring, effective July 1, 2020 to June 30, 2021.

BACKGROUND:

IndyGo plays a vital role in ensuring the safety of their employees and the traveling public. As a public transportation system, IndyGo is subject to U.S. Department of Transportation ("DOT") laws and regulations relating to substance abuse, including drug and alcohol testing. According to these regulations, IndyGo conducts drug and alcohol testing in the following circumstances: pre-employment, post-accident, reasonable suspicion, random, and return-to-duty. With respect to random drug and alcohol testing, recent legal changes have resulted in increased testing. As mandated by its drug and alcohol regulation, effective January 1, 2019, the Federal Transit Administration ("FTA") increased the minimum rate of random drug testing from 25 percent to 50 percent of covered employees for employers subject to the FTA's drug and alcohol regulations.

IndyGo is committed to operating a safe public transportation system by ensuring compliance with the FTA's drug and alcohol regulations. IndyGo has established a drug abuse and alcohol misuse program and ensures that employees follow these long-established policies. And in furtherance of its commitment to safety and compliance, for the past two-and-one half years, IndyGo has engaged Concentra (formerly "U.S. Healthworks"), a third-party contractor, to conduct its drug and alcohol testing of new and current employees. Concentra also provides IndyGo work related injury care and physical abilities testing services.

DISCUSSION:

Drug and alcohol testing is a legal mandate that is critical for operating a safe public transportation system for the Indianapolis-Marion County community. IndyGo's initiatives, and engagement of Concentra to perform testing, has furthered it safety goals to prevent accidents, injuries, and fatalities resulting from the misuse of alcohol and use of prohibited drugs by employees who perform safety-sensitive functions. To this end, IndyGo must continue to conduct drug and alcohol testing initiatives.

IndyGo's contract with Concentra is unique in that IndyGo pays for services rendered. In rendering services, Concentra only charges for specific services rendered - \$51 per individual for DOT and non-DOT drug testing; \$28 per individual for DOT and non-DOT alcohol testing; \$66 per individual for DOT and non-DOT pre-employment physicals; and \$85 per individual for physical abilities testing. In 2017, IndyGo requested \$255,600.00 to be budgeted for drug and alcohol testing provided by Concentra for the duration of the contract, excluding the option years. To maintain its current drug and alcohol testing protocols, IndyGo recommends amending Contract 16-05-232 to exercise the first option year at a cost of

\$50,000.000. There is a second option (July 1, 2021 to June 30, 2022) available to exercise, however, it is not recommended that the Board exercise that option until there is additional information about the implementation of the Marion County Transit Plan.

In summary, with increased random drug and alcohol testing and anticipated employee growth, IndyGo believes amending Contract 16-05-232 to exercise the first option year at a cost of \$50,000.000 is in the best interest for IndyGo.

ALTERNATIVES:

The Board could choose to not to exercise the first option year and open a new procurement and request for proposals.

FISCAL IMPACT:

The total cost for services under Concentra is projected to be \$50,000.00, subject to increase or decrease based on future hiring needs.

STANDING COMMITTEE DISCUSSION/RECCOMENDATION:

This action was reviewed by the Service and Finance Committee on June 18, 2020 and recommended to the Consent Agenda.



Date: June 12, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Director of Governance & Audit, Brian Atkinson

SUBJECT: Consideration and Approval of Governance and Audit Reports 2020-2 through 2020-5

ACTION ITEM A - 11

RECOMMENDATION:

Review and receive Governance & Audit Reports 2020-2 through 2020-5

- 2020-2 Transdev Fuel Purchase Reporting
- 2020-3 Lost and Found Policy Update Addressing Found Cash
- 2020-4 Lost Revenue Online Credit Card Processing Error
- 2020-5 Payments against expired agreement Non-Order Invoices

BACKGROUND:

- 2020-2
 - When compiling fuel usage reports by the Budget Department, it was noticed that the fuel usage reported by contractor Transdev declined in December 2019
- 2020-3
 - During a review of the drawer balancing process at the Carson Transit Center, the Retail Desk Manager asked, "what to do with found cash?"
- 2020-4
 - Lost revenue was discovered by IndyGo Customer Service based on a phone call from a customer who
 purchased passes that were not posted to their credit card account.
- 2020-5
 - o IndyGo was contacted by a lobbying consultant regarding a new pricing structure. It was determined the terms of their agreement had expired.

DISCUSSION:

- 2020-2
 - A review of backup spreadsheets for fuel charges by Transdev was reviewed. From June 2018 –
 November 2019 the gallons reported as purchased greater than the 55-gallon tank capacity is 5,854.47 with a cost of \$15,966.84. It is noted that Transdev did apply the \$2/gallon contracted credit to the

overage gallons making the cost overage \$4,257.91. Mobility Services was provided a copy of the report to seek resolution from the contractor.

• 2020-3

 On occasion, cash is found at the Carson Transit Center. There was no direction how to handle the found cash. As of 2/27/2020 the total accumulation was \$157.82 It was recommended to the Finance and Customer Service Departments that the IndyGo Lost and Found Policy be updated to address found cash.

2020-4

After a review of credit card transactions, it was determined that no payments were expired with lost revenue prior to November 6, 2019. After transitioning Customer Service from contractor Netfor to IndyGo, it was not clearly communicated or understood by staff concerning reviewing and authorizing suspicious transactions on hold before expiring in 30 days. This resulted in a revenue loss of \$9,210.50 of which \$4,817.25 was during the Netfor contract period. The IndyGo Legal Department is in process of recouping the loss that was realized during the contractor's management period.

• 2020-05

As a result of our review, we noted a relatively high frequency of non-order invoices paid during the 2019-2020 testing period. Upon further review we noted that all were approved and paid appropriately, per IndyGo's Procurement policy with two exceptions. The two exceptions were the expired lobbying agreements previously identified. These agreements we noted as having been properly approved by a prior IndyGo Chief Executive but were not renewed. IndyGo Procurement Department was provided the report. Re-procurement of Lobby Services is being processed.

ALTERNATIVES:

N/A

FISCAL IMPACT:

- 2020-2
 - The financial impact of \$4,257.91 is under the Materiality Threshold and did not have to be reported to the State Board of Accounts.
- 2020-3
 - No Fiscal Impact
- 2020-4
 - The impact of \$9,210.50 was over the Materiality Threshold and had to be reported to the State Board of Accounts.
- 2020-5
 - No Fiscal Impact. Services were provided to IndyGo for all invoices received.

DBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance and Audit Committee on June 16, 2020 and recommended to the Consent Agenda.

Transdev Fuel Purchase Reporting

Governance and Audit Report No. 2020-2

Report Issued February 2020 with Indianapolis Public Transportation Corporation (IndyGo) Management Responses.

EXECUTIVE SUMMARY

Background

When compiling fuel usage reports by the Budget Department, it was noticed that the fuel usage reported by contractor Transdev declined in December.

fuel purchase volume by Transdev had a significant drop now that IndyGo is direct It is noted that IndyGo starting a Wex Fuel Card Account in December 2019 and is direct paying for fuel rather than reimbursing the contractor. It was noticed the paying and has fuel usage reports provided by the Wex system.

The Finance and Mobility Services departments requested this audit/review to be conducted by the Governance and Audit Department here at IndyGo.

Number of Observations by Risk Rating Medium See Appendix A for definitions) High 0 Report Rating High **Transdev Fuel Purchase** Reporting

Overall Report Rating & Observations

Low 0

Overall Summary and Review Highlights

The IndyGo contract with Transdev to provide Paratransit Operations for the Mobility Services Department started in April 2018. Monthly, Transdev invoices IndyGo for services which include revenue hours, fuel reimbursement and dispatch. The IndyGo Audit and Governance audited monthly invoices from Transdev from the contract start through December 2019. This audit was to compare monthly fuel usage and revenue hours. Revenue hours charged represent ridership. We would like to thank IndyGo staff and all those involved in assisting us in connection with the review. Questions should be addressed to Brian Atkinson in the IndyGo Department of Governance and Audit at: batkinson@indygo.net

Objective and Scope

The objective was to determine if the contractor (Transdev) has been over reporting fuel usage for reimbursement. Why did the fuel usage significantly decrease after IndyGo started using the Wex Fuel Cards and is directly paying for the fuel? Determine if an over reporting and charging has been done by the contractor prior to starting the Wex Fuel Program.

OBSERVATIONS SUMMARY

Following is a summary of observations noted in the areas reviewed. Definitions of the observation rating scale are included in Appendix A.

Governance and Audit Observations	
Recommendation Title	Rating
1. Transdev Fuel Purchase Reporting	Medium

Trans	Transdev Fuel Purchase Reporting		
Ref	Observation:	Recommendation:	Management's Response and Action Plan:
#	IndyGo took over fuel purchasing for Para Transit Services using the Wex Fuel Card Program in December 2019. After the start of the Wex Fuel Card system, the fuel usage reported significantly declined. It is believed that when the contractor was direct purchasing fuel, the usage volumes were being overstated for reimbursement.	IndyGo maintain using the Wex Fuel System for direct purchase of fuel and review the findings with the contractor to seek reimbursement.	
Obse	Observation Rating: Medium		

1. Transdev Fuel Purchase Reporting

Spreadsheets used for backup of the monthly invoices from Transdev were requested from Mobility Services to compare against the actual invoices submitted to Accounting for payment.

The backup spreadsheets matched the fuel costs charged on the Invoices each month. The spreadsheets showed the date, location and volume of each fuel purchase.

The vehicle specification sheet was requested from the Procurement Department to determine the fuel tank size on the paratransit vehicles. The fuel tanks are 55 gallons.

From June 2018 to November 2019

 324 cases of gallons claimed purchased by Transdev are over the 55-tank capacity for the buses.

Each occurrence with more than 55 gallons purchased is listed as an individual fuel purchase with the location and credit card listed.

- This is conflicting as the tanks hold 55 gallons.
- Usually fuel stations do not allow that large of a purchase on one transaction. Many have a limit of \$75 or \$100.

There is not a way to prove the fuel claimed for miles driven because inaccurate odometer readings are reported on the fuel purchase detail. Many times, the odometer reading is

To improve operational efficiencies and help mitigate noted operational risks and cost overages related to Mobility Services Fuel Purchases.

Continue the use of the Wex Fuel System for IndyGo direct purchasing of fuel for the Para-transit contractor.

The Wex Fuel system cards are given to the contractor to use but the direct invoicing comes to IndyGo.

Monthly review of the Wex Fuel System invoices should occur to see that the purchase volumes at each fill make sense.

Mobility Services management should meet with Transdev for an explanation of the purchase volumes reported.

Chargeback Transdev for all purchases over 55 gallons

Management Response

On February 21, Governance and Audit met with the director of Mobility Services and a representative of the Legal Department to review findings.

- Discussion comparing overall monthly fuel purchases was compared against the monthly revenue hours charges.
- A list of questions was developed for the Mobility Services Department to have when approaching Transdev regarding the reported fuel charges.
- The Director of Mobility Services agreed that Transdev should be charged back for all fuel overage charges.

This finding along with other items being reviewed by the Legal Department will be used to determine the continuation or amendment to the contract for Para-Transit Services.

.ss.	EX fuel cards in	fuel purchase	ingle purchase	
the same on multiple days or multiple vehicles.	It is noted that since IndyGo provided the WEX fuel cards in	December 2019 and IndyGo would receive a fuel purchase	report, greater than 55 gallons claimed at a single purchase	has stonned.

From June 2018 – November 2019 the gallons reported as purchased greater than the 55 tank capacity is 5,854.47 with a cost of \$15,966.84. It is noted that Transdev did apply the \$2/gallon contracted credit to the overage gallons making the cost overage \$4,257.91

There does not appear to be a relationship for increased revenue hours compared to increased fuel gallons purchased.

- There are months where more gallons of fuel are reported as purchased but Revenue Hours reported are less.
- There are months with more Revenue Hours reported but the gallons of fuel reported as purchased are less.

APPENDIX A - RATING DEFINITIONS

	Observation Risk Rating Definitions		Report Rating Definitions
Rating	Definition	Rating	Explanation
Low	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	Low	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.
Medium	Process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	Medium	 Certain internal controls are either: Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.
High	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	High	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. Significant non-compliance with laws and regulations.
Not Rated	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	Not Rated	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.

Lost and Found Policy Update Addressing Found Cash

Governance and Audit Report No. 2020-3

Report Issued February 2020 with Indianapolis Public Transportation Corporation (IndyGo) Management Responses.

EXECUTIVE SUMMARY

Background

When meeting with the Retail Desk Manager at the Carson Transit Center to review the updated drawer balancing process, the question was asked what to do with found cash?

Found cash in this instance referred to the following:

- Loose cash found on the floor or sidewalk of the Carson Transit Center.
- Cash found in jackets or wallets left on Carson Transit Center property.

Overall Report Rating & Observations (See Appendix A for definitions)

Number of Observations by Risk Rating	Medium Low	0 1
Number of Obs	High	0
Report	Rating	High
		Lost & Found Policy – Found Cash

Overall Summary and Review Highlights

The IndyGo Lost and Found Policy issued November 2017 was reviewed and there was no process to handle found cash.

Policies of other transit agencies and local government were reviewed for suggestions to be used in an updated IndyGo Policy.

Customer Service and Finance should work together to reissue the policy addressing the handling of found cash as recommended by the Finance Department.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review. Questions should be addressed to Brian Atkinson in the IndyGo Department of Governance and Audit at: batkinson@indygo.net

Objective and Scope

Is there a local government regulation how to handle found cash?

How do other transit agencies handle found cash?

Is there an IndyGo Lost and Found Policy and does it address found cash?

OBSERVATIONS SUMMARY

Following is a summary of observations noted in the areas reviewed. Definitions of the observation rating scale are included in Appendix A.

Governance and Audit Observations	
Recommendation Title	Rating
1. Lost and Found Policy Update Addressing Found Cash	Low

Lost a	Lost and Found Policy Update Addressing Found Cash	ash	
	Observation:	Recommendation:	Management's Response and Action Plan:
- #	When meeting with the Carson Transit Center Retail Manager, the question was asked what should be done with found cash. They currently have a balance of cash that was found on the property.	IndyGo update the Lost and Found Policy with directions to handle found cash onsite and in buses.	
Obser	Observation Rating: Low		
		201107 Pace +20 1 00, Pac 04+ +04+ Popusous association +1	

On occasion, cash is found at the Carson Transit Center. There was no direction how to handle the found cash. The cash found has been kept at the transit center locked in the Customer Service safe. As of 2/27/2020 the total accumulated is \$157.82.

The newest Lost and Found Policy was issued by the IndyGo Customer Service Department November 2017.

The Policy does not address found cash.

Research was done to see how the Lost and Found Policies of other Transit Agencies address found cash. Some examples include:

- Amounts under \$5 found on the bus should be placed in the farebox.
- Larger amounts to be turned in at the Transit Agency Finance Office.
- Some agencies deposit lost cash into the fare collection account.
- Some agencies deposit lost cash into the General Fund as miscellaneous Revenue.

The only example that could be found regarding a policy in Marion County Government was referencing the Coroner's Office. Cash found by the Coroner that is not claimed is deposited into the County General Fund.

It is recommended that the IndyGo Lost and Found Policy be updated to address found cash and reissued.

The Lost and Found Policy could be a joint effort with Customer Service and the Finance Department.

- Customer Service could review the current policy, make updates and reissue.
- It should be determined by the Finance Department where to deposit the found cash.

Cash found on the ground, floor, bus should be handled differently than that found in jacket pockets, back packs and wallets.

- Effort should be made by the Customer Service Department to find the owner of the item containing the cash and return it.
- Cash found in items such as jackets, back packs, wallets not claimed after (30) days should be deposited where the Finance Department determines.
- Loose cash found on the ground, seats, buses should be turned in and deposited where the Finance Department determines.

Like other items listed in the Lost and Found Policy, under no circumstances are IndyGo or IndyGo affiliated employees permitted to claim any lost cash.

At no time should lost cash be used as a petty cash fund to make purchases.

Management Response

CFO Bart Brown agreed to take a recommendation to update and reissue the Lost and Found Policy to the Executive Team for review.

If agreed to update the policy, the Finance and Customer Service Departments will work together to update and reissue the IndyGo Lost and Found Policy.

APPENDIX A - RATING DEFINITIONS

oi+co	Observation Risk Rating Definitions	oi+c0	Report Rating Definitions
Rating	Definition	Rating	Explanation
Low	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	Low	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.
Medium	Process improvement opportunities exist to help IndyGomeet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	Medium	 Certain internal controls are either: Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.
High	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	High	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. • Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. • Significant non-compliance with laws and regulations.
Not Rated	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	Not Rated	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.

Lost Revenue - Online Credit Card Processing Error

Governance and Audit Report No. 2020-4

Report Issued March 2020 with Indianapolis Public Transportation Corporation (IndyGo) Management Responses.

EXECUTIVE SUMMARY

Background

This issue of not receiving revenue for all online credit card purchases was discovered by Customer Service who received a call from a customer. This customer noticed their online pass purchase was not deducted from their credit card account.

IndyGo Customer Service reviewed payments in Authorize.net to discover many were in pending status and many had expired. Customer Service contacted Finance as soon as this was discovered.

Overall Report Rating & Observations (See Appendix A for definitions) Report Rating High Medium Low Credit Card Processing

Overall Summary and Review Highlights

Credit Card transactions are processed through Authorize.net to add a level of fraud protection. Items checked to help prevent credit card fraud include address, zip code and name.

If a transaction is identified as a possible fraud threat, Authorize.net holds the transaction in pending status up to 30 days until it is manually reviewed, approved and captured.

IndyGo took over call and fulfillment center from contractor Netfor. The last business day Netfor processed payments was December 13, 2019.

It appears that IndyGo staff was not property trained on the 30-day pending status and the correct process for approving and capturing the transactions when taking over the fulfillment process. They only understood the Taxis Voucher Lottery payments had to be reviewed which are on the 21st each month.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review. Questions should be addressed to Brian Atkinson in the IndyGo Department of Governance and Audit at: batkinson@indygo.net

Objective and Scope

Has staff been property trained on manual authorization and capture of pending transactions?

Are pending transactions reviewed on a timely basis?

What amount of revenue was lost?

Is the contractor responsible for any of the lost revenue?

Has a collection effort occurred to recoup any of the lost revenue?

OBSERVATIONS SUMMARY

Following is a summary of observations noted in the areas reviewed. Definitions of the observation rating scale are included in Appendix A.

Governance and Audit Observations	
Recommendation Title	Rating
1. Lost Revenue – Online Credit Card Processing Error	Medium

Lost Revenue – Online Credit Card Processing Error

Observation:

authorizing credit card transactions that were Was notified by the Customer Service Group of a potential loss of \$10K due to an error in in pending status.

Recommendation:

December 13, 2019. Reach out to customers to Ensure that staff is property trained in the credit transactions which are pending from prior to reimbursement from the contractor for those card transaction authorization process for transactions in pending status. Request recoup some of the expired payments.

Management's Response and Action Plan:

Observation Rating: Medium

After being notified by Customer Service of a possible loss of revenue from the online credit card processing, a review of payments was completed.

It has been determined that no payments were expired with a revenue loss for online purchases prior to November 6, IndyGo notified Netfor that the Customer Service Operation There is also a copy of an email from Netfor acknowledging no services would be continued after December 13, 2019. contract would be terminated as of December 13, 2019.

Four IndyGo employees attended a training at Netfor on the authorize/capture process on pending transactions was not shared by Netfor in training. No IndyGo staff members left training with the understanding that pending transactions Authorize.net system operations. It is believed that the had to be authorized/captured manually.

concerning the suspicious fraud alerts being a possibility for website. The only understanding by staff was to review the every order/transaction that is executed though IndyGo's It was not clearly communicated or understood by staff Taxis Voucher purchases for pending transactions.

for 30 days before expiring. Once expired, they cannot be Pending credit card transactions are held in Authorize.net authorized for payment.

Ensure that Customer Service Staff is property trained to review payments that are in pending status for approval/capture.

Review the pending credit card transactions daily

Request the contractor (Netfor) to reimburse IndyGo \$4,817.25 for the expired transactions that were initiated during the Netfor contract period which expired after 12/13/2019.

contractor (Netfor) is recovered, the total loss will be ess than the materiality threshold contained in the If revenue lost from the period managed by the IndyGo Internal Controls Policy.

Management Response

reviewing with two additional employees trained Customer Service Manager is the key person reviewing pending transactions daily. The Staff members have been trained and are as backup.

letter to the contractor (Netfor) for the amount of ndyGo Legal Department is sending a demand management of the pass fulfillment process. transactions that were initiated during their \$4,817.25. This is the amount of expired

does not produce results, IndyGo will file a claim if the demand letter to the contractor (Netfor) against Netfor in Small Claims Court. If collection from Netfor is successful, the amount of lost revenue will be less than the materiality threshold contained in the IndyGo Internal Controls Policy.

Upon realizing there was an issue with pending transactions	not processed, IndyGo Customer Service staff reviewed all	transactions back 30 days and were able to authorize and	capture them.

The total dollar amount for transactions passed the 30-day window for authorization and capture was \$13,994.50.

payment that was not fully processed. This activity collected \$4,784 of the original \$13,994.50 in expired payments. Several customers authorized a new payment to replace the IndyGo Customer Service worked on contacting customers who had purchased online prior to the 30-day window.

were processed by Netfor were not reviewed which allowed Pending transactions from 11/6/2019 to 12/13/2019 which them to expire.

period which ended 12/13/2019. This action lowered the The expired payments recouped by IndyGo staff included payments that were initiated during the Netfor contract ost revenue to \$9,210.50

Breakdown of expired payments and lost revenue

Expired Transaction Summary	ımary
Processed by Indygo	6,433.25
Recouped by IndyGo	(2,040.00)
	4,393.25
Processed by Netfor	7,561.25
Recouped by Indygo	(2,744.00)
	4,817.25
Total Loss	9,210.50

Expired Transaction Summary	n Summary
Processed by Indygo	6,433.25
Recouped by IndyGo	(2,040.00)
	4,393.25
Processed by Netfor	7,561.25
Recouped by Indygo	(2,744.00)
	4,817.25
Total Loss	9,210.50

APPENDIX A - RATING DEFINITIONS

Observation Risk Rating Definitions	Rating Definition	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	Process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.
	Rating	Adequate int improvement observation improvement impro	Certain internal control Not in place or are n represent a significal scope of the review. Several moderate co high and moderate version.	Fundamental interna substantial areas with substantial areas with which have the poter control environment. High Significant non-cores Significant non-co	Adequate int reportable ok
Report Rating Definitions	Explanation	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.	Certain internal controls are either: Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. Significant non-compliance with laws and regulations.	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.

Payments against expired agreement: Non-Order Invoices

Governance and Audit Report No. 2020-5

Report Issued June 2020 with Indianapolis Public Transportation Corporation (IndyGo) Management Responses.

EXECUTIVE SUMMARY

Background

IndyGo's standard Procurement policies allow for what are referred to as "Non-Order invoices." Non-Order invoices are processed for payment in the agency's accounting system without being attached to a PO. Some examples include employee reimbursements, health insurance premiums, utility payments, property leases and one-time purchases. Other non-order invoices can be paid without purchase orders but are tied to managed contracts, such as insurance policies.

IndyGo was contacted by a lobbying consultant regarding a new pricing structure for their services. IndyGo Procurement determined the terms of their agreement was expired.

Objective and Scope

After discussing with IndyGo's CEO and Procurement Director, it was decided to review all 2019 and 2020 invoices not tied to a purchase order to identify if there were additional agreements for services that were expired but still in use.

Overall Report Rating & Observations (See Appendix A for definitions)

	Report	Number of Ok	Number of Observations by Risk Rating	Risk Rating
	Rating	High	Medium	Low
Expired Agreement: Non- Order Invoices	Medium	-	0	-

Overall Summary and Review Highlights

As a result of our review, we noted a relatively high frequency of non-order invoices paid during the 2019-2020 testing period. Upon further review we noted that all were approved and paid appropriately, per IndyGo's Procurement policy with two exceptions.

The two exceptions were the expired lobbying agreements previously identified. These agreements we noted as having been properly approved by a prior IndyGo Chief Executive but were not renewed.

We rated this overall observation as "Medium". The exception for Contractor "A" is a low rating and the exception of Contractor "B" is a high rating. No dollars were lost and all invoices in question were approved by an individual with proper approval authority.

- The agreement for Contractor "A" was simply not renewed timely. A low risk rating is therefore assigned.
- The agreement for Contractor "B" was not renewed timely which also caused payments to exceed the spending authority of the CEO which is \$99,999.99. A high risk rating is therefore assigned.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review. Questions should be addressed to Brian Atkinson in the IndyGo Department of Governance and Audit at: batkinson@indygo.net

OBSERVATIONS SUMMARY

Following is a summary of observations noted in the areas reviewed. Definitions of the observation rating scale are included in Appendix A.

	Rating	Low	High				
Governance and Audit Observations	Recommendation Title	1. Payments against an expired agreement: Non-Order Invoices (Contractor A)	2. Payments against an expired agreement: Non-Order Invoices (Contractor B)				

Payments against an expired agreement: Non-Order Invoices

et + |-

Observation:

Invoices for lobbying services were processed for payment against expired agreements.

Recommendation:

Reduce the number of Non-Order Invoices where possible and create more PO Invoices. This recommendation will reduce the chance of payments against expired agreements or payment amounts exceeding the agreement total.

Management's Response:

Reduce the amount of non-order payments

Observation Rating: Medium

After being contacted by a lobbying consultant regarding a new pricing structure for their services, IndyGo's Procurement team determined that the agreement had expired. With further research, we noted an additional lobbying consultant's agreement had also expired.

Upon inspection, we noted that while both agreements were appropriately approved by a prior IndyGo Chief Executive, neither were routed through the standard procurement process. Accordingly, neither agreement was attached to a purchase order (PO). Hence, neither agreement was flagged for spend and expiration parameters in the accounting system (Microsoft Dynamics).

Per IndyGo policy, the CEO does have the authority to arrange a sole source agreement if either: (1) The agreement falls within their approved spending authority or, (2) In the event of an emergency. (Note that an emergency agreement over the spending authority is to be later ratified by the IndyGo Board of Directors.)

To provide IndyGo leadership with reasonable assurance around the potential pervasiveness of such non-order invoices being paid against expired or unauthorized agreements, we reviewed all 2019-2020 invoices not associated with a PO.

As a result of our work, we noted no other similar circumstances.

If a sole source or emergency agreement is needed, management should ensure that the originator shares the details with Procurement. Procurement should then create a single-use PO, correlated with the appropriate spending terms and expiration date, and appropriately approved per IndyGo's spending authority guidelines.

Additionally, Procurement should consider beginning to create POs for any types of agreements or contracts that would have a specified regular, periodic payment. One example would be property leases.

Agreements that cannot be set up as a PO due to irregular payment frequencies or variable dollar amounts could be maintained separately in a spreadsheet, listing all relevant terms and reviewed by management regularly for completeness and accuracy.

Finally, if Accounts Payable (AP) receives non-order invoices for payment, they should inquire with management to see if they could be converted to a PO invoice with terms for future payments and expiration.

Action Plan:

Re-procure Lobbying Services in a competitive manner with appropriate workflow approvals.

Create PO's for Leases and Insurances

In the event an invoice is received by AP and a PO/PA cannot be located, the invoice should not be submitted for payment without investigation unless it is listed in the exceptions in this report.

Continual monitoring of Non-Order Payments

Responsible Partv:

IndyGo Procurement and Accounting Groups

Due Date:

6/4/2020

APPENDIX A - RATING DEFINITIONS

Observatio	Rating	Process imp priority for I opportunitie IndyGo.	Process imp meet or imp Medium control struc perception.	Significant p help IndyGo its internal c brand or pul should be ac	Observation Not process imple considered kated appropriate.
Observation Risk Rating Definitions	Definition	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	Process improvement opportunities exist to help IndyGo meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.
	Rating	Low	Medium	High	Not Rated
Report Rating Definitions	Explanation	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.	 Certain internal controls are either: Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive. 	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. Significant non-compliance with laws and regulations.	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.



Date: June 12, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Director of Governance & Audit, Brian Atkinson

SUBJECT: Consideration and Approval of Governance and Audit Risk Universe/Heat Map

ACTION ITEM A - 12

RECOMMENDATION:

Review and receive Governance & Audit Risk Universe/Heat Map

See Reference Item 2020 GA-1, Page 8

BACKGROUND:

During early 2020 the Governance & Audit team, with input from Management and its Subject Matter Advisors, compiled a Heat Map to identify and illustrate the Agency's risk universe.

DISCUSSION:

A "heat map" is a way to capture the risks relevant to an entity (also referred to as the entity's "risk universe"), measured by a combination of how likely each risk is to actually occur, and how severe the impact would be should the risk occur.

We compiled the heat map after a series of 12 initial conversations with members of IndyGo management, followed by detailed review with our Subject Matter Advisors and comparison to risks across other similar transit agencies. We then followed up with more detailed discussions with certain members of management and held a final review meeting with IndyGo's President/CEO and also General Counsel.

The heat map is intended to serve as a basis for how we design our workplan going forward and has thus informed the workplan presented to the Committee separately. Additionally, going forward the heat map will be refreshed annually, with adjustments made to the ongoing workplan accordingly.

ALTERNATIVES:

N/A

FISCAL IMPACT:

N/A

DBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance and Audit Committee on June 16, 2020 and recommended to the Consent Agenda.



Date: June 12, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Director of Governance & Audit, Brian Atkinson

SUBJECT: Consideration and Approval of Governance and Audit Risk Workplan

ACTION ITEM A - 13

RECOMMENDATION:

Review and receive Governance & Audit Workplan

• See Reference Item 2020 GA-1, Page 9-10

BACKGROUND:

Using the heat map developed in early 2020, we have created a workplan to reflect certain of the most immediate and highest impact risks to IndyGo today.

DISCUSSION:

The workplan will guide the Governance & Audit team's focused activities and will serve to inform the Governance & Audit Committee of upcoming items to be brought before the Committee.

The workplan can consist of various types of projects: Audits, Reviews, Assessments, and Compilations. Audits are detailed inspections of functional areas or processes and include both substantive and analytical testing procedures. Reviews are less intrusive, focus observation of activities and internal controls within processes, and limit testing to analytical procedures. Assessments are the least intrusive, focused on comparing activities within a process to best practices. Compilations, in an internal audit context, are simply intended to document the people, processes, and technologies involved in a functional area.

In all of our activities we will focus on both identifying weaknesses within internal controls and opportunities to improve processes. Also, for observations brought forth as a result of audits and reviews, we will work with management to identify reasonable, practicable approaches to implement our recommendations.

We will aim to bring at least one completed report to the Governance & Audit Committee during each quarterly meeting.

<u>ALI EKI</u>	<u> </u>	IV	<u>ES</u>
N/A			

FISCAL IMPACT:

No Fiscal Impact

DBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance and Audit Committee on June 16, 2020 and recommended to the Consent Agenda.



Date: June 12, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Director of Governance & Audit, Brian Atkinson

SUBJECT: Consideration and Approval of Governance and Audit Risk Committee Meeting Cadence

ACTION ITEM A - 14

RECOMMENDATION:

Agree Upon and Set Regular Governance & Audit Committee Meeting Cadence

• See Reference Item 2020 GA-1, Page 11

BACKGROUND:

We recommend a regularly scheduled cadence of Governance & Audit Committee meetings to ensure the timely progress of relevant activities and to maintain accountability over the department.

DISCUSSION:

Currently the IndyGo Board Committees meet on a formally scheduled monthly basis. To maintain simplicity with respect to Committee members' attendance at Committee meetings, we recommend that all future Governance & Audit Committee meetings be scheduled quarterly to coincide with the other Board Committee meeting dates. Accordingly, the next Governance & Audit Committee meeting would coincide with the current standing Committee meeting date in September. Future dates would continue quarterly henceforth. A quarterly cadence for the Governance & Audit Committee fits the natural timing of departmental activities, allowing sufficient time between meetings for projects to be completed and reported upon.

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact

DBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance and Audit Committee on June 16, 2020 and recommended to the Consent Agenda.



Date: June 24, 2020 Current Meeting: June 25, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: General Counsel, Jill D. Russell

SUBJECT: Consideration and Approval of Resolution for Appraisal of 9000 Precision Drive Indianapolis, IN

ACTION ITEM A - 15

RECOMMENDATION:

In a manner consistent with IndyGo standards and pursuant to State and Local requirements, it is requested that the Board direct the CEO and President, on behalf of the Indianapolis Public Transportation Corporation, to appoint two (2) appraisers to appraise the fair market value of the Real Estate located at 3049N. Post Road, Indianapolis, IN., and to provide a copy of both appraisals to the Chair of the Board of Directors of Indianapolis Public Transportation Corporation.

BACKGROUND:

IndyGo is committed to providing the increased services and bus rapid transit as required by the Marion County Transit Plan. To achieve increased service, additional coaches have been purchased. Implementation of the Marion County Transit Plan has also required the increase in both operational and administrative staff. In addition, as a result of the COVID -19 pandemic, IndyGo is required to provide staff a workspace that is a safe environment in the interest of their health. This requires additional office space to accommodate social distancing.

DISCUSSION:

Implementation of the Marion County Transit Plan has also required the increase in both operational and administrative staff. Currently, the majority of the administrative staff at 1501 W. Washington are located in cubicles of very small areas, less than the desired 6 feet desired for social distancing. Staff have been rotating in and out of the administrative office space to accommodate distancing. Transit is an essential service, and staff are required to report to duty. For staff to report for duty in an office setting safely, additional space allowing social distancing is needed.

The current operational space at 1501 W. Washington is at maximum fleet storage capacity, and has resulted in a shortage of needed spaces for garaging the fleet. As IndyGo's services plan continue to expand, the number of vehicles required to support the expansion also increases, far exceeding the capacity of the facility at 1501 W. Washington.

Staff have identified a property that would provide the necessary additional space for both vehicles and staff.

ALTERNATIVES:

Maintain the current status and allow department heads to rotate staff who can perform job duties remotely, and continue utilizing the limited operational space.

FISCAL IMPACT:

List price is \$3,500,000. IndyGo may not purchase the property for more than the average of two appraisals as required by law.

DBE DECLARATION:

Not applicable

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Service or Finance Committee.

EXHIBIT A



Larry Hughes (260) 490-3000

Tippmann Group

9000-9040 Precision Dr

Indianapolis, IN 46235 · Industrial For Sale

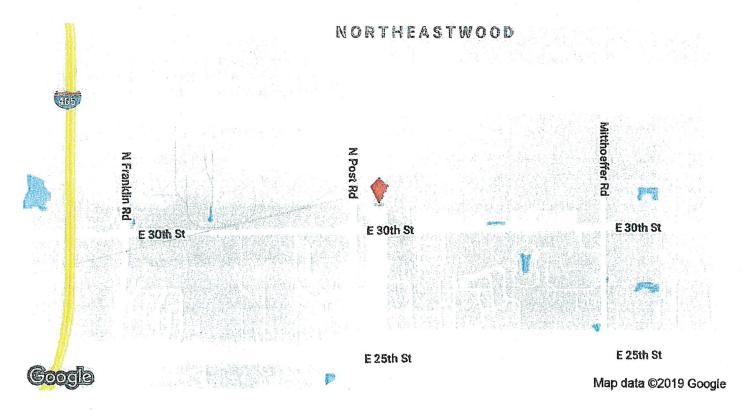


Indianapolis International Airport

33 min

24.8 mi

MAP OF 9000-9040 PRECISION DR INDIANAPOLIS, IN 46235



BLDG 290

Price \$3,500,000 Year Built 1967

Property Type Industrial Parking Ratio 2.03/1,000 SF

Property Sub-type Manufacturing Clear Ceiling Height 16 FT - 28 FT 4 IN

Building Class B No. Dock-High 15

Doors/Loading

Sale Type Investment No. Drive In / Grade- 5

Level Doors

Lot Size 17.00 AC Zoning Description 1-3S

Rentable Building Area 246,088 SF APN / Parcel ID 49-08-20-107-002.000-

700

No. Stories 1

Listing ID: 9826222 Date Created: 11/1/2017 Last Updated: 3/4/2019

DESCRIPTION

Manufacturing, Warehouse, Distribution, Office Space.
Located at Post Road and 30th, Just 1/2 mile from I-70 and 2 miles from I-465 on the East side of Indianapolis.

HIGHLIGHTS

More than 200,000 square feet of manufacturing / distribution space

Easy access to major interstates

SALE NOTES

Roof replaced on 200,000 sf of the facility in 2018.

UTILITIES

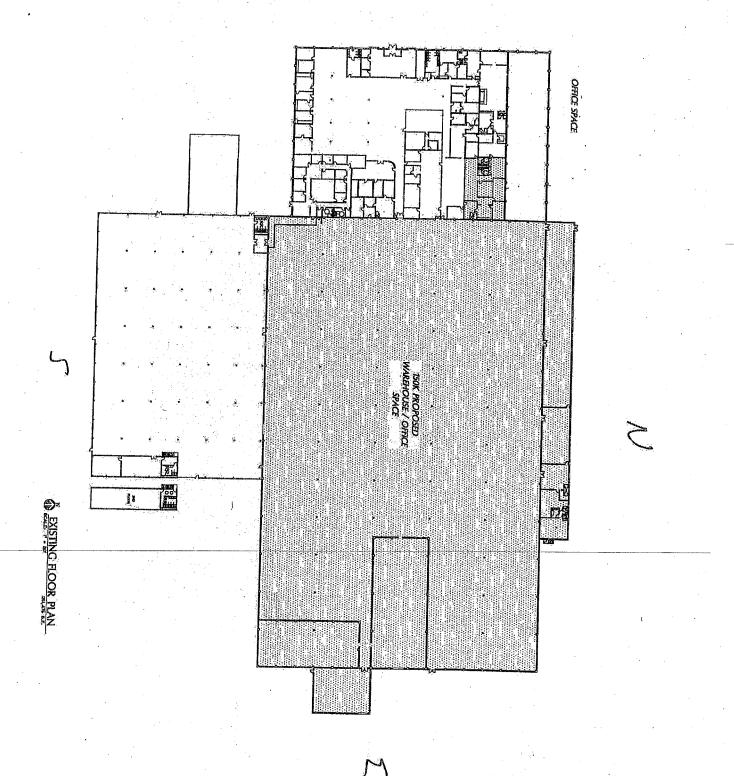
Lighting Sewer

Gas Heating

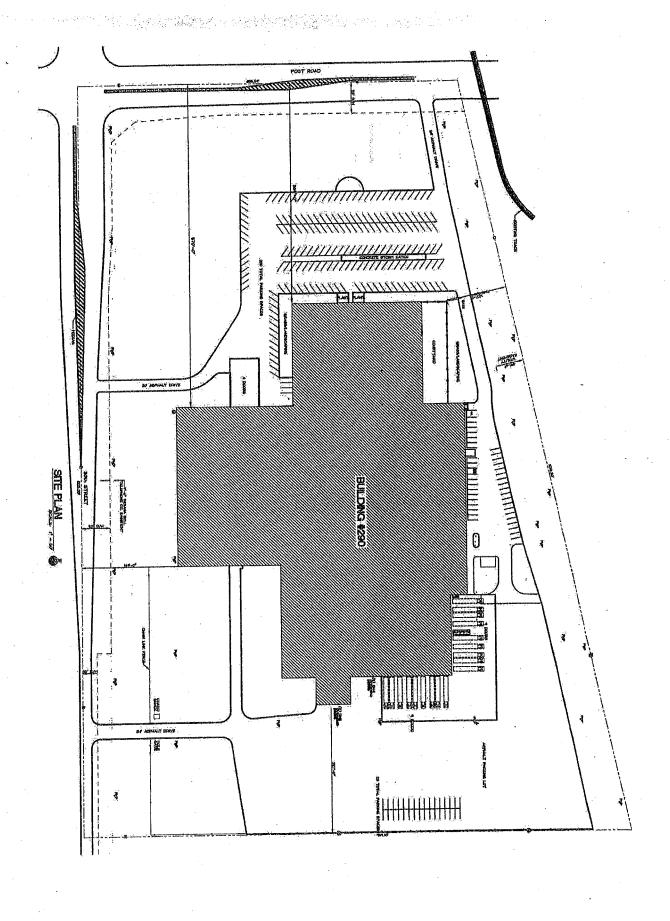
Water



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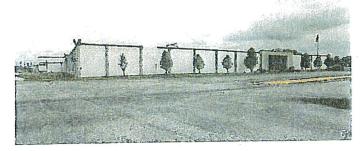


REVISIONS PROJECT; EXISTING FLOOR PLANS:
BUILDING #290
9000 PRECISION DRIVE
INDIANAPOLIS, INDIANA
PROPERTIES
TEPMAN PROPERTIES
TEPMAN CROWN BOOK PLANS:
BUILDING #290
9000 PRECISION DRIVE
INDIANAPOLIS, INDIANA
PROPERTIES
TEPMAN CROWN BOOK PLANS:
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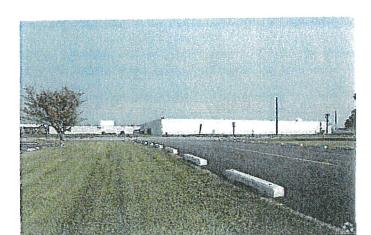


ADDITIONAL PHOTOS



Building Photo

14









The LoopNet service and information provided therein, while believed to be accurate, are provided "as is". LoopNet disclaims any and all representations, warranties, or guarantees of any kind.

RESOLUTION 2020-011

RESOLUTION OF THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORATION CORPORATION

A RESOLUTION establishing that the Board of Directors of the Indianapolis Public Transportation Corporation, is interested in leasing or purchasing specified land.

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC) in a municipal corporation pursuant to Indiana Code 36-9-4-10; and

WHEREAS, Indiana Code 36-19-4-14 establishes management of the Corporation by a Board of Directors; and

WHEREAS, Indiana Code 36-9-4-30 authorizes the Board of Directors to acquire real property through purchase; and

WHEREAS, the development and provision of services for Bus Rapid Transit pursuant to the Marion County Transit plan has required the hiring of additional administrative staff to support the activities of the expansion of services and construction of rapid transit bus lines; and

WHEREAS, transit is considered an essential service requiring employees to report for duty; and

WHEREAS, the need for a workspace which provides social distancing of a minimum of 6 feet is a necessity to ensure the health and safety of employees as a result of the COVID-19 pandemic; and

WHEREAS, the development and provision of services for Bus Rapid Transit pursuant to the Marion County Transit plan has required the purchase, maintenance and garaging of additional coaches; and

WHEREAS, the current location at 1501 W. Washington Street lacks the capacity to provide the needed administrative workspace and the maintenance and garaging of the additional coaches required to provide service; and

WHEREAS, the Board of Directors, having considered the acquisition of the Real Estate and being duly advised, finds that the Board of Directors has as an interest in acquiring the Real Estate; now, therefore:

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

- Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-30 for the acquisition of real property necessary for the use in the carrying out the purpose of the Corporation and providing a safe workspace employees providing the increased services and construction required the Marion County Transit Plan and benefiting the public good.
- Section 2. The Board of Directors establishes that it has an interest in acquiring the Real Estate and described and depicted in Exhibit "A" attached hereto.
- Section 3. For purposes of Revised Code Sec. 151-66, the Real Estate is owned by the Tippmann Group.

Section 4. The Board hereby directs the CEO and President, on behalf of the Indianapolis Public Transportation Corporation, to appoint two (2) appraisers to appraise the fair market value of the Real Estate and to provide a copy of both appraisals to the Chair of the Board of Directors of the Indianapolis Public Transportation Corporation.

Section 5. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

Section 6. If any section, paragraph or provision of this resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this resolution.

Adopted this 25th day of June 2020.

BOARD OF DIRECTORS INDIANAPOLIS
PUBLIC TRANSPORTATION CORPORATION
Gregory F. Hahn
Chairman of the Board of Directors

Attest:	
	Jill D. Russell, General Counsel

Indianapolis Public Transportation Corporation



Date: June 24, 2020 Current Meeting: June 25, 2020

Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: General Counsel, Jill D. Russell

SUBJECT: Consideration and Approval of Resolution to Purchase Real Estate Property – 6410 N. College Ave

ACTION ITEM A - 16

RECOMMENDATION:

In a manner consistent with IndyGo standards and pursuant to State and Local requirements, it is requested that the Board issue a Resolution directing the CEO and President, on behalf of the Indianapolis Public Transportation Corporation, to enter into an agreement for the purchase real estate located at 6410 N. College Avenue for the sum of Nine Hundred Eighty Five Thousand Dollars (\$985,000.00).

BACKGROUND:

On May 28, 2020, staff requested the Board issue a Resolution instructing the President and CEO to acquires two appraisals as required by IC 36-1-10.5 for the purchase of property located at 6410 N. College Avenue. This property provides a location to construct an induction charging facility for electric buses.

DISCUSSION:

Constructing the charging station will allow electric buses to be charged while in service on the Red Line without returning to the main facility at 1501 W. Washington Street. This will increase the range needed to provide the service required of the Red Line. Currently buses have to be taken out of service for charging, which limits the available buses to provide the necessary service and places added stress on the available fleet.

ALTERNATIVES:

Maintain the current status requiring removing buses from service to return to the main facility for charging.

FISCAL IMPACT:

Nine Hundred Eighty- Five Thousand Dollars (\$985,000.00).

DBE DECLARATION:

Not applicable

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Service or Finance Committee.

RESOLUTION 2020-012

RESOLUTION OF THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORATION CORPORATION

A RESOLUTION establishing that the Board of Directors of the Indianapolis Public Transportation Corporation, is interested in making a purchase of specified land.

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC) is a municipal corporation pursuant to Indiana Code 36-9-4-10; and

WHEREAS, Indiana Code 36-19-4-14 establishes management of the Corporation by a Board of Directors; and

WHEREAS, Indiana Code 36-9-4-30 authorizes the Board of Directors to acquire real property through purchase; and

WHEREAS, the development and provision of services for Bus Rapid Transit pursuant to the Marion County Transit plan requires the acquisition of property to provide for bus charging stations along or near those rapid transit lines; and

WHEREAS, on May 28th, 2020 the Board of Directors, directed the CEO and President on behalf of the Indianapolis Public Transportation Corporation, to acquire two appraisals concerning the property and to provide a copy of both appraisals to the Chair of the Board of Directors of Indianapolis Public Transportation Corporation; and

WHEREAS, the Board having received the results of the appraisals and have taken into consideration the information provided; now, therefore state the following:

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

- Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-30 for the acquisition of real property in the charging of buses for the Red Line necessary for increased service frequency and extended operational hours pursuant to the Marion County Transit Plan and benefiting the public good.
- Section 2. The Board of Directors establishes that it has an interest in the acquiring the Real Estate as described and depicted in Exhibit "A" attached hereto.
- Section 3. For purposes of Revised Code Sec. 151-66, the Real Estate is owned by Beischel Investments Limited.
- Section 4. The Board hereby directs the CEO and President, on behalf of the Indianapolis Public Transportation Corporation, to enter into a purchase agreement for the property located at 6410 N. College Avenue, Indianapolis. Indiana, owned by Beischel Investments, Inc. for an amount not to exceed Nine Hundred Eighty-Five Thousand Dollars (\$985,000.00).
- Section 5. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

		provision of this resolution shall be held to be invalid or inforceability of any such section, paragraph or provision this resolution.
Adopted this	25 th day of June 2020.	
		BOARD OF DIRECTORS INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
		Gregory F. Hahn Chairman of the Board of Directors

Attest:

Jill D. Russell, General Counsel Indianapolis Public Transportation Corporation



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

Mobility Advisory Committee Update – May 2020

To: Chair and Board of Directors

From: Mobility Advisory Committee, Eric Schlegel

Date: June 25th, 2020

Mobility Advisory Committee Update - May 2020

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

RECOMMENDATION: Receive the report

Mobility Advisory Committee (MAC) Meeting Minutes May 20, 2020

This was a public Zoom meeting due to Covid-19

Attendees

Greg Meyer – MAC Chair Mark Early – MAC Vice Chair Bernie Wilmer – MAC Cori Wills – MAC Eric Schlegel - MAC Edward Rickenbach – MAC

Edward Rickenbach – MA
Leslie Dailey - MAC
Mandla Moyo - MAC
Mike Roth – IndyGo
Ryan Malone – MAC
Barb Price – Visitor
Melissa Burgess – Visitor
Betsy Terry – Visitor

Aaron Vogel - IndyGo
Inez Evans - IndyGo
Leslie Gordon - IndyGo
Ryan Wilhite - IndyGo
Bryan Luellen - IndyGo
Faith Chadwick - IndyGo
Greg Began - Visitor
Teresa Franklin - IndyGo
Kim Meyer - Visitor
Marilyn Sadler - IndyGo
Linda Gosnell - IndyGo
Jordan Patterson - IndyGo
Jerome Horne - IndyGo

Welcome and Roll Call:

- MAC Chair, Greg Meyer, Meeting called to order, stated Mobility Director Mike Roth would take attendance of MAC members.
- Mobility Director Mike Roth took attendance of MAC members, all present except Erin Hardwick, Dustin Gilmer and Jason Robinson.

Approval of the January 20th, 2020 minutes:

- MAC Chair, Greg Meyer asked for a motion to approve the January 2020 minutes.
- MAC Vice Chair, Mark Early made the motion and seconded by Eric Schlegel. Approved

Approval of the May 20th, 2020 meeting agenda.

- MAC Chair, Greg Meyer, asked for a motion to approve the May 2020 agenda.
- MAC Vice Chair Mark Early made the motion and seconded by Bernie Wilmer. Approved

Discussion Items:

New Business;

MAC Chair Greg Meyer stated a letter to the IndyGo board from the MAC members at the February Board Meeting. MAC member Eric Schlegel summarized the letter as follows:

Reviewed original options

Would like to see additional choices besides the original options given.

How does the Open Door budget impact IndyGo's whole financial picture and what impact is happening with fixed route if this is due to a financial constraint?

MAC Chair Greg Meyer stated that their choice is to go with the option of Status Quo, leave the area as it is currently with service to all of Marion county.

Strategic Planner, Ryan Wilhite: Reviewed draft from Paratransit operational analysis.

Final Paratransit Operational Analysis Draft prepared by KFH group was distributed to the MAC members prior to the meeting.

Strategic Planner, Ryan Wilhite: Reviewed draft from Paratransit operational analysis.

Compilation of plans, some suggestions is to pull out some of the updates that have already been completed, mostly done through March and April 2019.

Study Recommendations:

- 1. Short Term Improvements without major fiscal impact.
- 2. Recommendations related to Contractual Considerations
- 3. Recommendations with Significant Change for Paratransit Service:

Gather feedback from this MAC meeting and the steering committee meeting next week and send it to KFH to adjust draft for a final report to go to the Board of Directors in June.

Efforts toward implementing study recommendations is a component.

Open Discussion among the MAC members:

Any new options, please present, IndyGo would be willing to listen.

Points/Comments made by MAC members & public in attendance

5th option – Have an ADA & non ADA area, plus grandfather all current Open Door riders & businesses that serve or employ people with disabilities.

¾ mile is not a good option. This could eliminate several employers of the disabled, thought the area was from a bus stop, but it is from the bus route, not a stop.

Another member likes option 5 recommendation.

The only one that would save money would be ADA only. MAC doesn't want that.

Non-MAC member did some research and all the top 10 was using the ¾ mile rule, but several offered service areas larger or different counties but it costed more.

Ryan Wilhite - Bosma building 3 would be in the service area if it went to ¾ mile.

If the cost is similar for all these options, then what is pushing the reason to change.

Ryan Wilhite – it impacts service times and nothing to compare for length of ride since no fixed route even close to some of the Open Door service areas.

3 lenses to look at this through, Productivity, Control of future demand, and IndyGo's Mission statement.

Don't just look at the number of clients that live outside the ¾ mile but also how often they ride. If they ride 5 days a week to go to work, it would be a huge impact on them.

The perception of improving service with the BRT lines while decreasing the service area in paratransit looks to be inequitable.

Extra charge for BRT, will not happen due to it is considered normal service and FTA grant money was based on the fare remaining the same as fixed route.

Greg Meyer MAC chairman closed the meeting by thanking everyone for their participation and attending. Please keep looking for options.



Date: June 12, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Vice President of Finance and CFO, Bart Brown and Deputy CFO, Hardi Shah

SUBJECT: May 2020 Financials Summary

Revenue

- The federal assistance draws are higher than budgeted for the month of May. This category is over budget by \$912,635 (95%) for the month and \$1.6M (34%) year to date. By the end of FY2020, this category would have up to \$8M in Preventative Maintenance draws regardless of how draws vary month over month as they are driven by the eligible preventative maintenance expenditures.
- In May, the Other Operating Income is under budget by \$35,493 (50%) and \$80,495 (23%) year to date. Our advertising revenues, as well as other revenues are received lesser than budgeted.
- We continue to see a decline in the passenger service revenue since the pandemic had begun. The passenger service revenue is reported \$621,037 (68%) under budget for the month of May and \$1,857,567 (43%) year to date.
- The Indiana State Department of Transportation (INDOT) had waived the local match requirements for the agencies seeking PMTF reimbursements following the COVID19 situation. As a result, we were able to draw the PMTF funds in full in the month of May. Therefore, the month of May shows the full revenue under this category that was budgeted for the entire year and is over budget by \$6.5M.
- Property Tax Revenue is slightly higher than budgeted due to higher than budgeted LOIT
 (levy freeze) distributions. Also, the June property tax distribution was received at the end
 of May. The Property Tax Revenue is over budget by \$208,590 (7%) in May and \$277,481
 (2%) year to date.
- Local Transit Income Tax revenue received is exactly on target with the budgeted revenue.
- Service Reimbursement Program revenue is \$3,957 (11%) under budget for the month of May and \$5,785 (3%) year to date.

Total Revenue for the agency is <u>over</u> budget by \$6.9M (74%) in May and by \$6.4M (14%) year to date.

Expenditures

Personnel Services

- Fringe benefits were over budget by \$90,052 (6%) in May. Medical Insurance expenses were slightly higher than budgeted. Year to date, fringe benefits are under budget by \$588,119 (8%).
- Overtime expenses are over budget by \$39,608 (14%) for May and \$585,617 (42%) over budget year to date.
- The salary expense for the month of May is under budget by \$252,002 (7%). This category is also under budget year to date by \$564,363 (3%).

The Personnel Services category is <u>under</u> budget by \$122,342 (2%) in May and by \$566,864 (2%) year to date.

II) Other Services and Charges

- In the month of May, the claims expenses category is over budget by \$50,304 (20%) and \$313,250 (25%) year to date. We have realized some large settlement claims early this year and as a result, we are over budget under this category.
- Miscellaneous expense category is under budget by 1% for the month of May and \$164,856 (40%) year to date. This category includes expenses such as training & travel, dues and memberships, misc. expenses etc.
- The purchased transportation expense category is under budget by \$68,870 (7%) in the month of May and \$176,321 (3.6%) year to date.
- For the month of May, the "Services" expense is under budget by \$263,493 (26%) and \$938,720 (15%) year to date.
- The Utilities expenses are over budget by \$14,715 (13%) for the month of May and \$114,922 (21%) year to date.

Other Services & Charges category is <u>under</u> budget by \$268,287 (11%) for the month of May and <u>under</u> budget by \$851,725 (6%) year to date.

Materials & Supplies

• Diesel fuel is one of the largest expenses under this category. We continue to see lesser fuel consumption due to some revenue service hours modification which stemmed from the effect global pandemic. This expense is under budget by \$513,383 (73%) for the

month of May and \$1.9M (54%) year to date. The budget for the month carries the rolled over budget from prior year.

- The Maintenance materials category is over budget by \$25,314 (6%) in May. Year to date, it is under budget by just 2%.
- We continue to purchase material, supplies and PPEs to make sure the health and safety of our employees and passengers. Other materials and supplies category is over budget for the month by \$140,676 (157%) and \$169,635 (38%) year to date.
- In the month of May, "Tires & Tubes" expenses are under budget by \$31,846 for the month of May and \$141,307 (42%) year to date.

Total Materials and Supplies category is <u>under</u> budget by \$379,239 (29%) in May and \$1,901,305 (29%) year to date.

Overall, we are <u>under</u> budget by \$7.7M for the month of May and <u>under</u> budget by \$9.7M year to date.

Expense Tracking - COVID19

In the wake of COVID19 pandemic, IPTC entered into contracts with the vendors to purchase the PPEs and secure enhanced cleaning/sanitizing efforts to ensure the safety of all our employees and passengers.

Also, almost 6 months' worth of Inventory orders from Stores room (Operations) were placed in March to ensure that we have parts available to maintain our coaches as many facilities stopped productions and/or delayed delivery of parts and materials by months.

Below is the summary of expenses that we continue to track related to this Pandemic.

COVID related expenses	Total
March	\$ 404,838.82
April	\$ 722,818.96
May	\$ 294,404.85



Indianapolis Public Transportation Corporation Budget to Actuals (Comparative Statement) - IndyGo For the Five Months Ending Sunday, May 31, 2020

		Current Month	lonth			YTD			
			Budget	Budget			Budget	Budget	PRIOR
			Variance	Variance			Variance	Variance	YTD
	Actual	Budget	\$	%	Actual	Budget	φ	%	Actual
Operating Revenue									
Federal Assistance	1,869,302.02	956,667.00	912,635.02	95.40	6,404,745.66	4,783,331.00	1,621,414.66	33.90	5,995,127.42
Other Operating Income	35,781.54	71,275.00	(35,493.46)	(49.80)	275,884.63	356,380.00	(80,495.37)	(22.59)	309,962.46
Passenger Service Revenue	290,555.65	911,593.00	(621,037.35)	(68.13)	2,466,440.60	4,324,008.00	(1,857,567.40)	(42.96)	3,836,363.06
PMTF Revenue	7,405,200.00	925,650.00	6,479,550.00	700.00	11,107,800.00	4,628,250.00	6,479,550.00	140.00	4,565,250.00
Local Property & Excise Tax Revenue	3,247,667.83	3,039,078.00	208,589.83	98.9	15,472,871.83	15,195,390.00	277,481.83	1.83	14,945,948.77
Local Transit Income Tax Revenue	3,342,536.00	3,342,540.00	(4.00)	(0.00)	16,712,680.00	16,712,696.00	(16.00)	(0.00)	14,415,890.25
Service Reimbursement Program	31,083.00	35,040.00	(3,957.00)	(11.29)	169,415.00	175,200.00	(5,785.00)	(3.30)	185,869.70
Total Operating Revenues	16,222,126.04	9,281,843.00	6,940,283.04	74.77	74.77 52,609,837.72	46,175,255.00	6,434,582.72	13.94	13.94 44,254,411.66
Operating Expenses									
Personal Services									
Fringe Benefits	1,489,946.46	1,399,893.85	90,052.61	6.43	7,081,457.19	7,669,576.15	(588,118.96)	(7.67)	4,400,837.56
Overtime	317,572.86	277,964.58	39,608.28	14.25	1,975,439.91	1,389,822.90	585,617.01	42.14	1,388,289.25
Salary	3,218,370.67	3,470,373.46	(252,002.79)	(7.26)	18,522,690.47	19,087,053.23	(564,362.76)	(5.96)	13,553,929.97
Total Wages and Benefits	5,025,889.99	5,148,231.89	(122,341.90)	(2.38)	27,579,587.57	28,146,452.28	(566,864.71)	(2.01)	19,343,056.78
Other Services & Charges									
Claims	297.346.40	247.041.67	50.304.73	20.36	1,548,458,69	1,235,208,35	313.250.34	25.36	920.312.42
Miscelland Property	90 175 09	04 214 90	(10 070)	(116)	06 717 176	406 574 00	(164 956 62)	(40 55)	221 401 20
Miscellaire dus Expelises	00,371.09	080,314.60	(16.242)	(1.10)	241,/11/30	406,374.00	(104,030.02)	(40.33)	231,401.39
Purchased Transportation	911,3/6.40	980,249.00	(00,070.34)	(50.7)	4,724,923.57	4,901,245.00	(I/0,32I.43)	(3.60)	4,712,002.44
Services	758,095.05	1,021,588.33	(263,493.28)	(25.79)	5,197,273.77	6,135,993.69	(938,719.92)	(15.30)	4,388,066.40
Total Utilities	125,547.86	110,833.32	14,714.54	13.28	669,089.13	554,166.60	114,922.53	20.74	335,250.62
Total Other Services & Charges	2,172,739.66	2,441,027.12	(268,287.46)	(10.99)	12,381,462.54	13,233,187.64	(851,725.10)	(6.44)	10,587,713.27
Materials & Supplies									
Fuel & Lubricants	185,151.58	698,535.09	(513,383.51)	(73.49)	1,605,538.73	3,492,675.45	(1,887,136.72)	(54.03)	1,721,827.68
Maintenance Materials	479,593.71	454,278.73	25,314.98	5.57	2,228,898.16	2,271,393.65	(42,495.49)	(1.87)	2,214,944.75
Other Materials & Supplies	230,627.31	89,951.50	140,675.81	156.39	619,392.59	449,757.50	169,635.09	37.72	420,067.42
Tires & Tubes	34,997.00	66,843.16	(31,846.16)	(47.64)	192,908.36	334,215.80	(141,307.44)	(42.28)	342,404.58
Total Materials & Supplies	930,369.60	1,309,608.48	(379,238.88)	(28.96)	4,646,737.84	6,548,042.40	(1,901,304.56)	(29.04)	4,699,244.43
Total Operating Expenses	8,128,999.25	8,898,867.49	(769,868.24)	(8.65)	44,607,787.95	47,927,682.32	(3,319,894.37)	(6.93)	(6.93) 34,630,014.48
OPERATING INCOME/(LOSS)	8,093,126.79	382,975.51	7,710,151.28		8,002,049.77	(1,752,427.32)	9,754,477.09		
GAIN/LOSS ON ASSET DISPOSAL	48,719.08		48,719.08	0.00	40,759.42		40,759.42	0.00	556,355.17
NET INCOME/(LOSS)	8,044,407.71	382,975.51	7,661,432.20	2000.50	7,961,290.35	(1,752,427.32)	9,713,717.67	(554.30)	9,068,042.01



Date: June 15, 2020 Current Meeting: June 16, 2020 Board Meeting: June 25, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Director of Governance & Audit, Brian Atkinson

SUBJECT: IndyGo Governance and Audit Department Charter

For Information Only

RECOMMENDATION: Receive the report

Indianapolis Public Transportation Corporation (IndyGo) GENERAL AUDITOR CHARTER

OBJECTIVES

As recommended by the IndyGo Organizational & Financial Assessment, in 2020 IndyGo established the independent General Auditor (GA) function to assist the Board in fulfilling its fiduciary responsibilities of overseeing and managing risks and controls in financial reporting, financial integrity, program activities and brand and reputational integrity. Accordingly, the mission of the IndyGo GA function is to provide independent, objective assurance and consulting services designed to add value and improve IndyGo operations. The GA function helps IndyGo accomplish its objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control, operational, and governance processes.

SCOPE

The scope of work of GA activities encompasses the following:

- Reviewing the reliability and integrity of significant financial, managerial, and operating information and the means used to identify, measure, classify and report such information;
- Reviewing the systems established to ensure compliance with policies, standards, procedures, and applicable laws and regulations which could have a significant impact on operations;
- Reviewing and assessing whether resources are acquired economically, used efficiently, adequately protected, and properly accounted for;
- Reviewing operations or programs to ascertain whether they are being carried out as planned and whether results are consistent with stated goals and objectives, and
- Reviewing the processes used to appropriately identify and manage enterprise risk.

Opportunities for improving management control, efficiency, and IndyGo's image may be identified during audits. They will be communicated to the appropriate level of IndyGo management and/or the Governance & Audit (G&A) Committee.

ACCOUNTABILITY

The GA is charged with overseeing the Internal Audit function and shall be accountable to the IndyGo Board of Directors through the G&A Committee, with an administrative reporting relationship to the IndyGo CEO. The GA, in the discharge of his/her duties, shall be accountable to the G&A Committee to:

- Provide annually an assessment on the adequacy and effectiveness of the organization's processes for controlling its activities and managing its risks in the areas set forth under the mission and scope of work.
- Report significant issues related to the processes for controlling the activities of the organization and its affiliates, including potential improvements to those processes, and provide information concerning such issues through resolution.
- Provide information periodically on the status and results of the annual audit plan and the sufficiency of GA resources.
- Coordinate with and provide oversight of other control and monitoring functions (risk management, compliance, security, legal, ethics, environmental, external audit).

INDEPENDENCE

To provide for the independence of the GA activity, its personnel report to the General Auditor, who reports functionally to the IndyGo Board of Directors through the G&A Committee and administratively to the IndyGo CEO in a manner outlined above in the section on Accountability. The GA function will cooperate with IndyGo management in a joint effort to accomplish the organization's objectives; however, the auditors will maintain independence in order to render impartial and unbiased judgments essential to the proper conduct of audits. It will include as part of its reports to IndyGo CEO a regular report on GA personnel.

RESPONSIBILITIES

The GA function's responsibilities include:

- Develop a flexible annual audit plan using appropriate risk-based methodology, including any risks or control concerns identified by IndyGo management, and submit this plan to the G&A Committee for its review and approval;
- Implement the annual audit plan, as approved, including, as appropriate, any special tasks or projects requested by management and the audit committee;
- Assign and manage the resources required to effectively conduct each project;
- Provide audit results and progress reports to the G&A Committee and Board;
- Establish a quality assurance program by which the GA assures the operations of internal auditing activities;
- Perform consulting services, beyond internal auditing's assurance services, to assist management in meeting its objectives. Examples may include facilitation, process design, training, and advisory services;
- Evaluate and assess significant merging/consolidating functions and new or changing services, processes, operations, and control processes coincident with their development, implementation, and/or expansion;
- Communicate findings with appropriate individuals throughout the audit as it is conducted; develop written preliminary audit findings promptly and review the findings with the appropriate levels of IndyGo management;
- Solicit IndyGo management response to preliminary audit findings, develop a draft audit report that incorporates IndyGo management's response to findings and review it with IndyGo management;
- Create a final report for each audit and review it with IndyGo management and the G&A Committee;
- Periodically follow up on the status of audit recommendations and report on corrective actions implemented by IndyGo management;
- Keep the G&A Committee informed of emerging trends and successful practices in internal auditing;
- Provide a list of significant measurement goals and results to the G&A Committee;
- Recommend revisions to the approved internal audit plan as appropriate;
- Assist in the investigation of significant issues, including suspected fraudulent activities, within IndyGo and notify the CEO, the General Counsel and the G&A Committee of the results;
 and
- Perform supplemental or special audits, as directed by the G&A Committee.

AUTHORITY

The GA and its staff are authorized to:

- Have unrestricted access to all functions, activities, records, property, information systems, and personnel necessary to accomplish their mission;
- Have full and free access to the members of the G&A Committee;
- Obtain the necessary assistance of personnel in the departments of IndyGo where they perform audits.

The GA and its staff are not authorized to:

- Perform any management or operational duties for IndyGo;
- Initiate or approve accounting transactions, or
- Engage in any activities that an internal auditor in the normal course of business would normally be expected to review or appraise, such as writing policies and procedures for IndyGo use.

STANDARDS OF AUDIT PRACTICE

The GA function will follow generally accepted government auditing standards as prescribed by the US Government Accountability Office and will also abide by the applicable professional standards and practices issued by the Institute of Internal Auditors.



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

Risk and Safety Division Report - May 2020

To: President and CEO, Inez Evans

From: Director of Risk and Safety, Brian Clem

Date: June 25th, 2020

Risk and Safety

- COVID-19 Emergency Response Team meetings with our executive team and department heads continue to take place once a week. The information shared has resulted in changes to; employee and rider safety, board actions, work at home policies and updated sanitizing and disinfecting procedures.
- During the Month of May, 14 Job and Safety Analysis (JSA's) were completed. This is the process of looking at job classifications to determine what hazards are present and look towards ways to mitigate or eliminate them. We are working on the group with an anticipated completion date of July 2020.
- On Wednesday May 20th, Brian Clem the Director of Risk and Safety and Mark Emmons, the Director of Life Safety, Security and Training demoed a new UV-C technology on a Fixed Route bus that cleans and disinfects the bus using UV-C light. Results were positive and promising and now considering how we could implement this technology on the fleet and fund it.
- The IndyGo Risk and Safety department rolled out PTASP/SMS (Safety Management System) training to employees and staff. This program is for the understanding of how to incorporate an employee's safety into every task one performs. The goal of this initiative is to incorporate safety into culture for positive results and assurance. In the upcoming months, IndyGo board members will be invited to participate in a presentation/workshop for an understanding of SMS and how IndyGo is incorporating safety into our vision and values.

May 2020 Safe Drivers Recognition





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

<u>Operator</u>	<u>ID #</u>	Years of Safe Driving
Patrick Gray	2339	15
LaVelle Tealer	5948	14
Maurice Wilburn	6538	13
Maurice Bowen	0593	12

Christopher Mihay	3968	11
Byron Reed	5094	11
Vanessa McGhee	4840	10
Michael Melvin	8105	9
Claude Crawford	8243	8
Mamadou Goudiaby	8185	8
Shauwn Monroe	8106	8
Lisa Walker	6300	8
Margaret Callahan	0821	7
Anthony Mance	8555	7
Wesley Robertson	8488	6
William Wilson	8605	5
Terry LaGrone	8727	4
Conniejoe Morton	8367	4
Sherlynn Johnson	8961	3
Diana Williams	8946	3
Ashanti Battle	9409	1
Paul Pelmore	9170	1
Lanisha Webster	9416	1

Fixed Route/Open Door Accident Data, May 2020

May 2020						
	Т	raffic Accidents		Passenger Accidents		S
	Non-Preventable	Preventable	Total	Non-Preventable	Preventable	Total
IPTC Fixed Route	46	10	56	37	0	37
Mobility Services	3	7	10	0	0	0
Garage	0	1	1	0	0	0
Training	0	0	0	0	0	0
СТС	0	0	0	0	0	0

Police Events, EMS Events and Claims Submitted Data, May 2020

CTC Police Events	3	Claims for Fixed Route	24
CTC EMS Events	20	Claims for Mobility Services	8
Operations Police Events	18	Claims for the CTC	0
Operations EMS Events	13		

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

	Fixed Route Accidents						
	All Traffic Accidents	Preventable Traffic Accidents	All Passenger Accidents	Preventable Passenger Accidents			
Apr-20	41	9	25	1			
May-20	56	10	37	0			
May-19	58	26	9	3			

Garage Accidents for May 2020

Garage Accidents				
	All Accidents	Preventable Accidents		
Apr-20	1	0		
May-20	1	1		
May-19	3	3		

Training Accidents for May 2020

	Training Accident	s
	All Accidents	Preventable Accidents
Apr-20	0	0
May-20	0	0
May-19	0	0

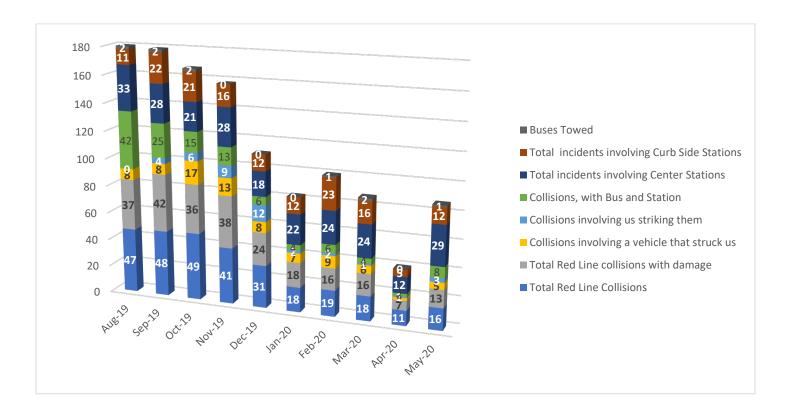
Traffic Accidents per 100,000 miles

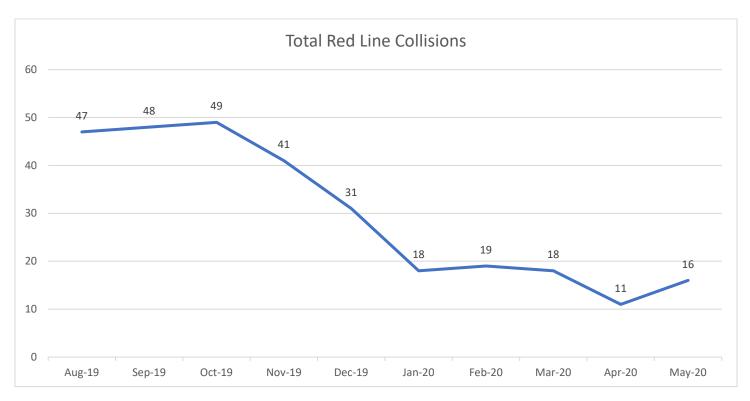
Traffic Accidents (TA) 2020)			
Fixed Route	Actual Miles	Total Accidents	Acc/100,000 Miles	
January	728,401	26	3.57	
February	565,894	13	2.30	
March	459,823	17	3.70	
April	281,360	17	6.04	
May	0	0	#DIV/0!	
BRT/Route 90				
January	138,480	9	6.50	
February	114,910	9	7.83	
March	96,323	7	7.27	
April	62,700	3	4.78	
May	0	0	#DIV/0!	

Red Line/Route 90 BRT Data for May 2020

Red Line Route 90				
Total reported incidents	63			
Total number of Traffic Accidents (TA)	16			
Total number of Traffic Incidents (TI)	2			
Location where most incidents occurred (Meridian St.)	17			
Total number of TA/TI involving Platform/Station	8			
Total number of TA/TI with damage to the coach	13			
Total Center Station Incidents	29			
Total Curb Station Incidents	12			
Collisions involving a vehicle that struck us	5			
Collisions involving us striking them	3			
Total number of Passenger Accidents (PA)	14			
Total number of Passenger Incidents (PI)	2			
Number of Falls	12			
Total number of Other Incidents (Police, EMS, Vandalism, etc.)	27			
Average incidents per day on Route 90	2.03			

	August 2019 *Training	September 2019	October 2019	November 2019	December 2019	<u>January</u> <u>2020</u>	February 2020	<u>March</u> <u>2020</u>	<u>April</u> 2020	<u>May</u> 2020
Total Red Line Collisions	47	48	49	41	31	18	19	18	11	16
Total Red Line collisions with damage	37	42	36	38	24	18	16	16	7	13
Collisions involving a vehicle that struck us	8	8	17	13	8	7	9	6	2	5
Collisions involving us striking them	0	4	6	9	12	2	2	1	1	3
Collisions, with Bus and Station	42	25	15	13	6	4	6	4	2	8
Total incidents involving Center Stations	33	28	21	28	18	22	24	24	12	29
Total incidents involving Curb Side Stations	11	22	21	16	12	12	23	16	5	12
Buses Towed	2	2	2	0	0	0	1	2	0	1





Risk and Safety end of report.



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Planning & Capital Projects Report – May 2020

To: President and CEO, Inez Evans

From: Vice President of Infrastructure, Strategy and Innovation, Jennifer Pyrz

Date: June 25th, 2020

STRATEGIC PLANNING

The Strategic Planning team continues to advance, or otherwise support, several projects outlined in previous board reports including, among other things:

- Ridership reporting and ridership studies
- Service reliability reporting and research
- Transit-oriented development planning & zoning
- Shared use mobility planning
- Paratransit operational analysis
- Implementation of the Avail system
- APC certification (rapid and local fleets)
- Purple Line archeology, design, and construction
- Super-Stops project development, planning, and design
- The pursuit of various grant opportunities
- Procurement of the retail network as part of the new MyKey fare collection system
- Annual update to the IndyGo 5-year Capital Plan
- Fuel and maintenance projections / rolling stock capital plan
- Transit Asset Management (TAM) plan
- North Split action plan
- Key Performance Indicators (KPIs)

Project Development:

Blue Line: IndyGo will update the application to the Federal Transit Administration Section 5309 Capital Investment Grants Project Development in August 2020. The Strategic Planning Department continues to track and monitor progress related to the project justification criteria for existing land use and economic development in response to FTA's FY 2021 Annual Report on Funding Recommendations; chief among them is the need to adopt local transit-oriented development zoning regulations (see Blue Line TOD Planning below). By addressing the FTAs recommendations for improving the Blue Line's existing land use and economic development criteria, we can protect (or improve) our strong rating for this Capital Investments Grant (CIG) Program project.

National Environmental Protection Act (NEPA) investigations for the Blue Line project development will proceed after completion of Purple Line NEPA. 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," the latter of which is a higher threshold of investigation.

Julia M. Carson Transit Center Level Boarding: As previously reported, the design of level boarding platforms at the Julia M. Carson Transit Center has slowed to allow key staff to prioritize development of the Purple Line. 30-percent design has been completed and reviewed.

As charging needs for Purple Line buses at the Julia M. Carson Transit Center have become apparent, design may need to progress more quickly so that modifications can be completed in time for Purple Line to begin service (2023). Coordination in relation to the potential for on-site electric bus charging has been conducted between Strategic Planning and the Operations Planning teams.

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. A small working group comprised of staff from Strategic Planning and Public Affairs continue to develop a position paper; a tool that staff and executive leadership can use to vet and manage new mobility programs and projects.

In addition to the agency mobility position paper, IndyGo has continued to maintain and foster partnerships with other mobility providers to assess the potential for technology, trip planning, and payment integrations. Chief among these partnerships are IndyGo's strategic plan partnerships with local high schools and the potential to add university students in the coming years.

Mobility planning activities that are currently on hold due to the COVID-19 pandemic include: mobility hubs infrastructure project(s), and the Briometrix, "City on Wheels" pilot to digitally map and assess the health and integrity of sidewalk infrastructure along the Red and Purple bus rapid transit lines.

Blue Line TOD Planning: As part of FTA's Pilot Program for TOD Planning, which was designed to help 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, IndyGo is partnered with the City of Indianapolis, Department of Metropolitan Development and the Indianapolis Metropolitan Planning Organization to propose changes to the local zoning ordinance. 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 – has begun vetting strategic text amendments and creating a new TOD overlay district. This project is on track to be completed by the end of the year.

Other initiatives: The Strategic Planning team continues to work with other departments within the Capital Projects division, Public Affairs, and Operations:

- Purple Line Transit Impact Study: Following in the footsteps of the MPO's Red Line Transit Impact Study (TIS),
 IndyGo staff is documenting the "before" conditions of the Purple Line corridor. This project includes a drone
 flyover, corridor survey, and the report on existing conditions. The Purple Line TIS underwent internal review
 and edits, most recently with the Indianapolis Metropolitan Planning Organization (MPO). IndyGo staff is
 working to address the comments and suggestions provided by MPO staff. Once finalized, this document will
 serve as a community resource.
- Paratransit Operational Analysis (POA): The final report of the Paratransit Operational Analysis (POA) was
 received in early June. A draft of the final report was shared with the POA Steering Committee and the MAC in
 May, with discussions at meetings of these committees. The final report will be presented at the June
 committee and Board of Director's meetings.
- Sponsored Rides: The Strategic Planning team continues to collaborate with the Public Affairs, Finance & Accounting, and Legal Services divisions to further develop a longer-term IndyGo's Sponsored Rides program where students, employees, and/or clients of partner organizations can ride IndyGo at no direct cost to the program participants. This work has picked up in the past month as we prepare for the upcoming school year. A significant next step is the creation of the full suite of partnership/program opportunities.
- Retail Network: IndyGo is preparing for deployment of a retail network for the MyKey fare collection system.
 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.

Due to Flowbird's lack of staff capacity, the start of this work has been delayed until September. InComm will be sequencing the Business Requirements Document, or BRD, to be completed in September to ensure that the project can get back on track as quickly as possible. This delay means that the first retail locations will not be online until early-2021.

• Grant Applications

IndyGo is awaiting announcements from the FTA regarding the following grant submissions:

- o <u>Bus and Bus Facilities Program:</u> to supplement capital costs associated with the Super Stops projects.
- o <u>Advanced Technology and Congestion Management Technology Deployment:</u> for advanced technology to resolve issues that present safety, mobility, or congestion challenges in a city or region.
- <u>2020 Accelerating Innovative Mobility (AIM) Challenge Grant:</u> a full-service Mobility Concierge program
 capable of facilitating the complete trip and ease trip payment by brokering mobility trips across modes,
 payment systems, and transit providers.

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 be selected for funding until, at least, August, depending on the negotiations with INDOT regarding the federal program swap.

Transit Asset Management (TAM)

<u>TAM Plan Implementation</u>: 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.

<u>TAM State of Good Repair Targets:</u> IndyGo staff compiled and submitted the state of good repair targets for FY 2020.

<u>Fleet Replacement Plan:</u> Strategic Planning has been working with Operations and Finance to develop scenarios for a fleet replacement plan.

Regional Initiatives/Discussions

<u>Section 5307/5311 Allocation Plan:</u> The project team met with County Connect to discuss NTD reporting and Section 5307 sub allocation alternatives. In addition, IndyGo staff and regional suburban providers will continue to discuss how the regional administrative relationships and processes will be resolved. There is likely an informational Board item in August with Board action on a resolution of support in October.

<u>Section 5310 Oversight:</u> 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.

<u>Section 5310, 2019 Call for Projects:</u> 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 underway 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.

<u>Section 5310 2020 Call for Projects:</u> The 2020 CFP closed in late May. IndyGo is coordinating with CIRTA to complete the selection process. The process should be completed with board action in the next three months.

Suburban Transit Planning: Nothing to report this month.

ENGINEERING & CONSTRUCTION

Red Line

The Red Line project is substantially complete and open for service. Contractors have completed all punch list items. The only major scope item remaining on the project is the installation of Accessible Pedestrian Signals. Design is complete and installation will likely begin this summer.

Purple Line

A NEPA Re-Evaluation is being prepared to incorporate the new drainage work. The Archaeological Phase III Mitigation Report is under review by the State Historic Preservation Office (SHPO).

IndyGo's design consultant is progressing towards final design with completion in January 2021. We will conduct a review of the revised 60% plan set in July in cooperation with our construction management consultant.

As of June 12, we have delivered most of the documents necessary for FTA readiness review. One outstanding item for delivery is an update to the Safety and Security Management Plan. Our internal team is preparing that now and we expect to deliver it to FTA in early August. We expect to have further guidance from FTA this month regarding schedule for risk review and grant execution. We are still on schedule to bid the project mid-2021.

Blue Line

Blue Line NEPA and design is currently on hold. We expect to re-start both by Q4 2020.

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 Super-Stops project is undergoing advanced design and coordination with the Department of Public Works. Work on Delaware Street that is associated with this project is being coordinated with Indy DPW. Construction will not begin until late-2020 or early-2021. The project requires 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 received and fully processed. The NEPA Re-Evaluation kickoff was held this month.

Several options are being evaluated for how to safely and sustainably provide local route service on Rural Street, given the constraints of a low clearance railroad bridge. We expect to provide recommendations for how to proceed by the end of Q3 2020.

Local bus stops are currently being improved in anticipation of changes to routing as part of the Marion County Transit Plan. IndyGo is working with DPW to identify, program, and fund improvements that will ensure all new stops are accessible. This may include sidewalk or curb ramp construction and/or sidewalk construction. Service Planning is leading this project with Capital Projects support through construction.

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. The current on-call contracts were extended for an additional year to complete open Task Orders only, with no additional task orders or cost to these current contracts. The new On-Call Services contracts will be presented to the IndyGo Board at the June 2020 Board Meeting for approval.

In the current on-call services contract 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. These On-Call contracts are wrapping up and only open tasks are being completed.

- Electric Bus Fleet Charging Facility Upgrades Project completed and closed.
- Garage Charging Conversion –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. The design for the garage will allow installation of (2)

two types of DC chargers. The design for the garage conversion is nearly completed and this will be coordinated for construction start with the future purchase of 40' electric buses.

- Julia Carson Transit Center Feasibility Charging Study At the Julia Carson Transit Center WSP is assisting in
 identifying what options IndyGo has for charging within the existing footprint and in coordination with the
 planned future level-boarding platforms.
- 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** Final delivery of furniture has been completed. The project closeout with RL Turner, Prime Contractor, has been delayed due to the COVID 19 pandemic.
- Space Planning Renovations Maintenance Area Design— The Garage Door Improvements will kick off this phase
 of work; including widening of the garage door from vehicle wash to the parking, charging area, 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.

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

The Paint Booth construction has started again 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 of end of July. RL Turner is the Prime Contractor for the project.

- Training & Contingency Facility This project would provide a full training facility, with grounds for a driving course and space for maintenance training. It would also operate as a contingency site for the agency. Design is complete, but initial bids came in significantly higher than the engineer's estimate. The design team, IndyGo procurement and legal are reviewing the project against current budget and needs and will determine next steps later this year.
- Overhead Security Screen Doors/Emergency Exit Doors This project will install nine screen doors on all bay
 doors in the facility and 18 emergency exit/exterior doors. The scope of work has been modified in hopes of
 creating a more project that will attract more contractor interest. The project was out for procurement in April,
 but no bids were received. Some of the overhead screen doors and pedestrian access doors will be included in
 the Maintenance Area renovations project. The remaining doors are being addressed individually.
- Solar Panel Expansion This project is funded through a federal grant. The design team is preparing a cost estimate and options for expansions of solar in other areas on property besides the 1501 roof; possibly the South parking area. Once all options have been explored, an evaluation will be made on how to proceed.



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

Public Affairs Division Report – May 2020

To:

President and CEO, Inez Evans

From:

Vice President of Public Affairs and Communications, Bryan Luellen

Date:

June 25th, 2020

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR MAY 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Bryan Luellen

Vice President of Public Affairs and Communications

Attachments

Contributing Staff includes:

Daniel Krupski, Customer Service Business Analyst Lesley Gordon, Director of Partnership & Public Affairs Allison Potteiger, Organizational Communications Manager Cheryl McElroy, Internal Communications Specialist Jordan Patterson, Community Outreach Coordinator

INDYGO.NET WEBSITE STATISTICS: (5/1/2020-5/31/2020)

Page Views	153,536
Bounce Rate	54.66%
New Users	20,093
Returning Users	11,144
Total Sessions	69,516
Total Monthly Sessions Comparison to Previous Year	51.99%

IndyGo.Net Website Sessions



Date	Mobile	Desktop	Tablet
May-20	68.26%	30.00%	1.74%
Apr-20	69.69%	28.50%	1.81%
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%

Trump says \$77.5M in federal funds earmarked for 'game-changing' local transit project

KEYWORDS FEDERAL GOVERNMENT / INDYGO / PUBLIC TRANSPORTATION / TRANSPORTATION

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RELATED NEWS AND OPINION assets May 28, 2020

Boeing cuts 12,000 jobs, resumes production of grounded jet May 28, 2020

U.S. House poised for first-ever proxy vote amid political wrangling May 27, 2020

Sputtering public firms scoop up small-biz PPP loans May 22, 2020

workers May 22, 2020

President Donald Trump said on Twitter on Thursday that \$77.5 million in federal transportation funds have been committed to Indiana for a "game-changing transit project to provide fast and frequent service to the people of Indianapolis and Lawrence.

That amount would pay for half of the proposed IndyGo Purple Line project, which has an estimated budget of \$155

The 15.2-mile Purple Line route is expected to run from Lawrence to downtown, with most of the route following the current IndyGo Route 39 along 38th Street.

IndyGo said about \$95 million of the overall budget will be directed toward infrastructure improvements along the route. The improvements include new pavement, new or repaired sidewalks, a new path for pedestrians and bicyclists, and new traffic signals and ADA-compilant curb ramps.

When the City-County Council approved the Purple Line in mid-May, officials said the project was expected to go out to bid in early 2021, with the route projected to open for service in 2023.

The Purple Line will serve a high-minority, low-income population in an area where many families don't have access to a car. Daily ridership is projected to be 9,500 people.

In addition to the IndyGo funding, Trump tweeted that \$100 million in U.S. Department of Transportation funds have been directed toward the South Shore Line's West Lake Corridor project, which will extend commuter rail from the existing South Shore line in Hammond southward eight miles through Munster to Dyer. The projected cost of the project is \$933

IndyGo receives PPE donations from former NFL players and ProKel Mobility

Donations include boxes of hand sanitizer and 1000 masks.

From — Indianapolis Public Transportation Corporation (IndyGo)







IndyGo received boxes of hand sanitizer and 1000 masks as a donation through a partnership between former Indianapolis Colts Hall of Famer Edgerrin James, Super Bowl Champion Reggie Wayne, former NFL player Brant McKinnie and ProKel Mobility CEO Kelly Gonzalez, Jr.





CM/GC Emerges as a Non-Traditional Procurement Alternative in the Transit...



All in this Together: Companies Step Up to Fill PPE Shortages Megan Perrero Jun 8th, 202

TRANSPORTATION

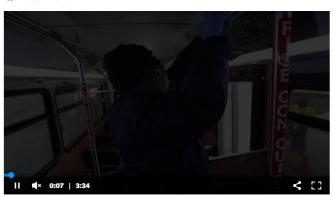
These IndyGo bus routes are affected by the restaurant street closures

Ethan May Indianapolis Star Published 3:10 p.m. ET May 21, 2020









IndyGo drivers and riders adapt to changes meant to combat coronavirus Masks, hand sanitizer, distancing are included with spot cleaning of IndyGo buses during these unprecedented times Riders and drivers are adjusting. Kelly Wilkinson/Indystar, Indianapolis Star

IndyGo is closing stops along Mass Ave. and in Broad Ripple as the city prepares for road closures to make room for additional outside restaurant seating.

'We're not the generation of tomorrow': Young black leaders rise to challenge of coronavirus

Ryan Martin Indianapolis Star









Feeding the northwest side during pandemic brings community together Food is needed in the northwest side during the COVID-19 pandemic, but efforts to help are bringing the community together to grow for the future. Kelly Wilkinson/Indystar, Indianapolis Star

There is no question that the coronavirus is hitting African-American residents in Indianapolis harder than many other populations.

TRANSPORTATION

IndyGo will resume regular weekday service June 1. Here's what to know.

Ethan May Indianapolis Star

Published 2:04 p.m. ET May 20, 2020 | Updated 2:05 p.m. ET May 20, 2020









IndyGo drivers and riders adapt to changes meant to combat coronavirus

Masks, hand sanitizer, distancing are included with spot cleaning of IndyGo buses during these unprecedented times
Riders and drivers are adjusting. Kelly Wilkinson/Indystar, Indianapolis Star

After reducing services amid <u>the coronavirus pandemic</u>, IndyGo will resume its regular weekday schedule on June 1.

TECH - UBER

No buses, no problem. Some cities provide subsidized Uber rides amid pandemic

BY DANIELLE ABRIL



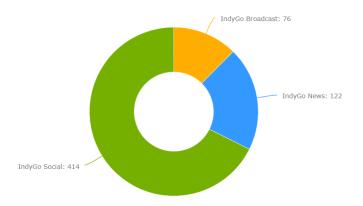
As cities cut bus and train service because of the coronavirus epidemic, Uber is trying to partner with them to fill in the gaps.

Topics Include:

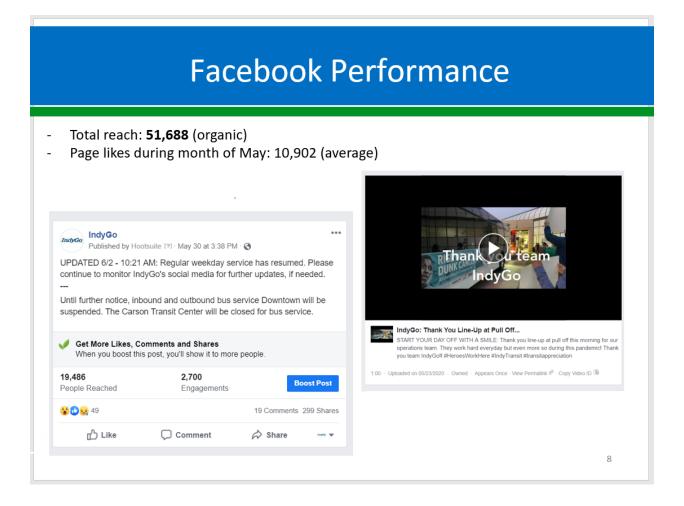
This month, topics focused on service adjustments in response to COVID-19, the passage of Purple Line ordinances, and service disruptions in response to protests downtown. On May 4, IndyGo reinstated front door boarding and fare collection. At the end of the month, IndyGo was preparing riders for a return to regular weekday schedules on June 1. In mid-May, the City-County Council approved the ordinances needed to advance the Purple Line, and it was announced that the Purple Line would receive federal funding. At the end of the month, IndyGo had to make route modifications to accommodate protestors and street closures in the downtown area.

Media Exposure:

<u>Dashboards</u> > <u>IndyGo - La</u>... > Media Exposure ▼
May 1, 2020 - May 31, 2020



Social Performance:



Twitter Performance

- 111.6K impressions
- 1.1% engagement rate
- Generated 16 NEW followers; 5,823 current followers
- 1,298 profile visits

Top Tweet earned 12.3K impressions

Until further notice, inbound and outbound bus service Downtown will be suspended. The Carson Transit Center will be closed for bus service.

◆3 **±3**-21 ♥ 19

Top media Tweet earned 6,151 impressions

We've put new safety measures in place on our buses, which means we can start collecting fares again. Effective Monday, May 4, fare collection resumes – so bring cash or your bus pass! The Customer Service desk will be open tomorrow. Learn more: indygo.net/health pic.twitter.com/9Zycc1bspJ



PAYMENT REQUIRED BEFORE BOARDING. THANK YOU!

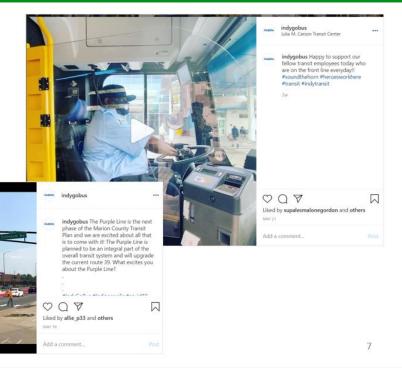
41 135 W4

Instagram Performance

- Post reach: **6,442**

Generated 18 New
 Followers: 2,971 Current

followers



Email Marketing:

Email Marketing



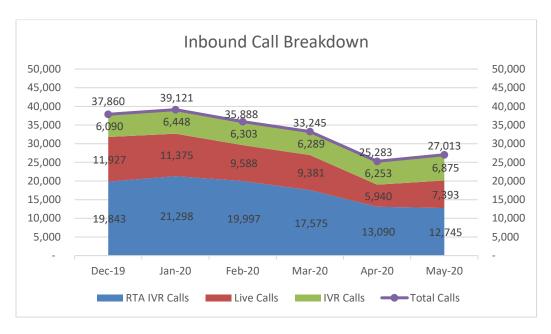
May Newsletter

- 5,431 recipients
- 7.05% click-through rate
- 20.88% open rate

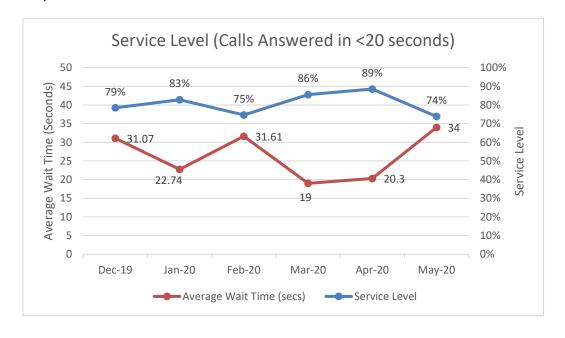
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MAY CONTACT CENTER REPORT

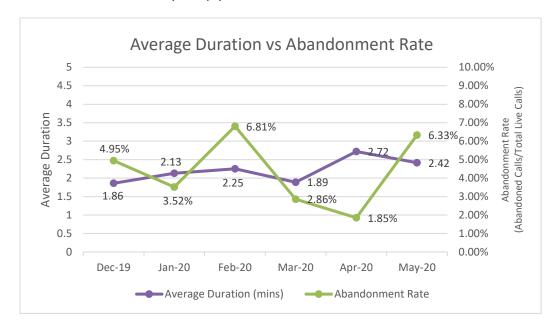
Inbound call metrics continued to experience reduced call volume combined with reduced ridership due to COVID-19.



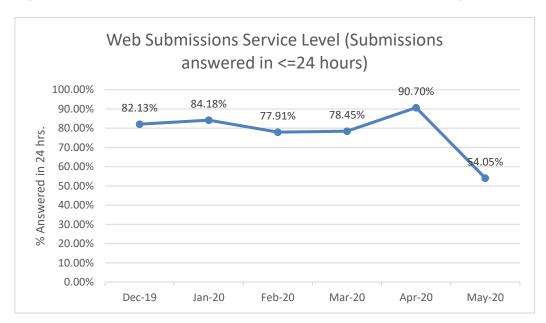
Service level reduced and wait time increased due to a drop in staffing and significant adjustments to IndyGo service.



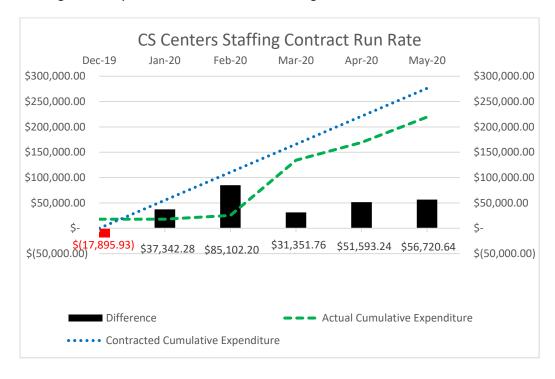
Abandonment rate in May sharply increased.



Web submission service level is lower this month due to a low sample size. Our website comment form experienced technical difficulties which resulted in fewer comments in May.

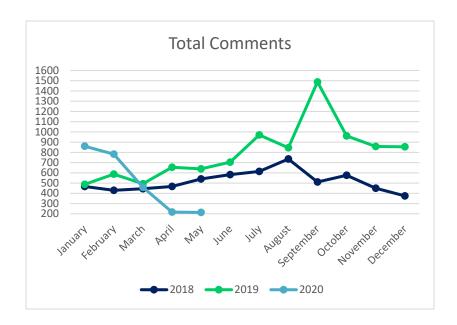


Contract Run Rate is a new metric we are tracking. This will particularly give us insight to the changes in staffing. Currently, we are \$56,720.64 under budget.



MAY CUSTOMER COMMENTS: 213

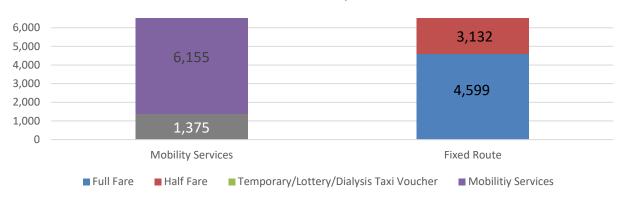
Category	Amount
Safety	33
Schedule	30
Pass By	29
Courtesy	24
Fares	19
Request	13
2020 COVID	10
Facility Maintenance	9
Rules	8
Compliment	8
Customer Service	5
Security	4
ADA	4
Vehicle Maintenance	3
Wrong Information	2
Annunciators -	
CAD/AVL	2
Blue Line	2
Denial	2
Route	2
Marketing	1
Detour	1
Suggestion	1
Red Line	1



MAY PASS SALES REPORT:

Total Quantity of Passes: 15,261



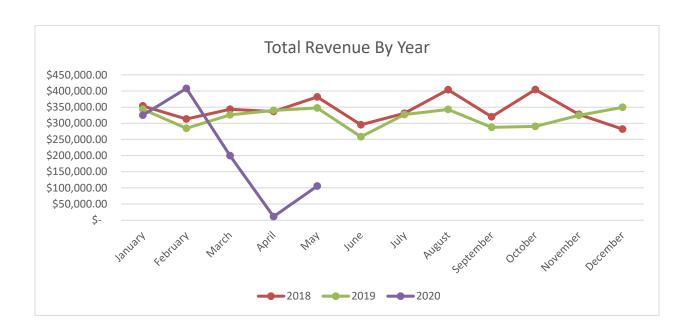


ADDITIONAL REVENUE AND RIDERSHIP INFORMATION FOR MAY:

Retail Desk Purchases: \$66,239.55 North Central: 17

Cash: \$24,933.40 IPS Ridership: 2,563 Checks: \$10,507.80 IndyMet: 540

Credit Cards: \$30798.35 PPHS: 254 IndyGo: 305



OUTREACH SUMMARY FOR MAY

Outreach in May continued the pivoted approach to a digital strategy to provide education and allow feedback about IndyGo service. This included video presentations and live streams. The month also focused on Purple Line stakeholder engagement.

This digital strategy consisted of an "IndyGo Now" video presentation with pertinent updates for partners, volunteers, and neighborhood groups. The month also included live streams of the May Service and Finance Committee meetings, along with the Board of Directors meeting. Reach in May was 6,437, comparable but an improvement from reach in March 2020 at 6,272.

MAY OUTREACH EVENTS:

Date	Event	Reach
1-May	Virtual Presentation: IndyGo Now	1,452
13-May	Outbound Calls: Purple Line Property Owners	222
19-May	Purple Line Stakeholder Meeting: Councillor Jackson & Graves	4
21-May	Virtual Meeting: Service Committee	1,862
21-May	Virtual Meeting: Finance Committee	1,399
22-May	Virtual Meeting: Purple Line CAC	372
28-May	Virtual Meeting: Board Meeting	1,126

On May 22, 2020 IndyGo held its quarterly Purple Line Corridor Advisory Committee (CAC) Meeting. The virtual meeting updated stakeholders in the advancements in ordinance changes, updated design, and a timeline for moving forward with the rapid transit project. Tripling the size of attendance from the previous CAC meeting at 60, these stakeholders were identified as those entities and representatives best able to facilitate the distribution of information to (and from) wide audiences along the Purple Line.



Prior to the meeting, IndyGo made calls to 222 businesses and property owners affected by property acquisition and invited 372 identified stakeholders to attend. Additionally, attendees were asked to complete a post-meeting survey. With over 30 surveys complete, the results will help shape future communications, how IndyGo supports businesses along the corridor, and potential questions that could arise in the community. IndyGo plans to host a Purple Line public meeting and open house in August.

Internal Communications & Strategic Planning

INTERNAL EVENTS

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

LISTENING SESSIONS

- 50+ Live Individual Dial-ins
- 5 Remote Viewing Groups
- 15 Live Questions



On Wednesday, June 3, Live Listening Sessions were hosted by CEO & President Inez Evans, Vice President of Operations Aaron Vogel, and Vice President of Human Resources Jeff Brown to answer questions that were collected during the May Town Halls. This leadership panel also fielded Live questions that were streamlined Live.

INDYGO SPONSORED BLOOD DRIVE



- Thursday, June 1111:30 AM 4:30 AM
- 12 Donors

IndyGo is partnering with to host an on-site Blood Drive for our employees. Blood supply is critically low and help is needed to maintain a safe blood supply for the well-being of patients in our community.

INDYGO GARDEN CLUB

- On-site at 1501 Facility
- Approx. 16 participants

IndyGrow is a group of employees who share the love of gardening while enriching their lives with fresh vegetables and herbs. We work together to plant, tend to, and enjoy a shared garden here at 1501.!



#SHOWUSYOURMASK

All IndyGo Invited



As we resume regular weekday service, we are encouraging riders to wear a face covering to help protect our operators and other riders. To support this safety effort, Public Affairs invited employees to submit a photo and/or video that would be a part of the **#ShowUsYourMask** video campaign.



Internal Communications & Strategic Planning

EMPLOYEE RECOGNTION

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

CHEERS FOR PEERS

- Quarter One Winner:Tim Cox, Manager of Transportation
- 6 Nominations



Cheers for Peers is IndyGo's new employee recognition program that provides a great opportunity to acknowledge a co-worker's kindness, teamwork, and excellence. A winner is randomly selected each quarter.

The 2020 first quarter winner is **Tim Cox**, Manager of Transportation. Tim was nominated by **Robbie Waggoner**, Facility Maintenance Technician.

Robbie has known Tim for about 20 years, starting back to when Tim began as an IndyGo operator. Robbie was also co-workers with Tim's father, Tony. Robbie wrote in his Cheers for Peers nomination, "Tim has advanced through the ranks of the company in both Union and non-Union positions. This has enabled him to really "have his finger on the pulse" of how things work at IndyGo." Robbie continued, "Tim has great people skills and is not afraid to ask the questions. Tim, and people like him, should be the future of IndyGo!"

DRIVERS SIDE

Contributing Article from Operator Nathan Barnes, Sr.



Enthusiasm.

We all need some form of enthusiasm to draw upon - especially during trying times such as COVID-19.

What is enthusiasm? It is intense and eager enjoyment. Enthusiasm can be very infectious - passing on enjoyment to others! What a positive thing to have in the workplace, plus, it is said that enthusiasm can increase productivity. Let's each find our own enthusiasm and together, make IndyGo an even better place to work!



Internal Communications & Strategic Planning

EMPLOYEE RECOGNITION

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

TALKING TRANSIT

- 1 Admin Employee Feature: Jordan Patterson, Public Affairs
- 1 Operator Feature: Maryah Moncel

Two IndyGo employees were featured by on IndyHub.org, a community organization that works to build meaningful connections to the people, places, opportunities, and organizations that make Indy thrive. IndyHub works toward engaging 20-30 year olds byminvolving and empowering Indy's young and talented residents, connecting them to volunteer opportunities, interest groups, social events, and people all over the city.

Check out IndyHub's Facebook page to watch IndyGo's Engagement Specialist, **Jordan Patterson**, talk about all things transit and how to keep Indy on the move.

You can also visit https://indyhub.org/on-the-frontline-maryah-moncel/ where you will find an interview with Operator Maryah Moncel as she talks about IndyGo operators being tasked with keeping mobility going and ensuring that residents are having the healthiest and safest experience possible.





MAINTENANCE TOP GUN

Darrin Cummings Jr.

Maintenance employees who complete all their tasks, do not call in sick and are on-time to work for the month are entered in a monthly drawing. The selected Top Gun program winner receives access to the front parking lot, a lunchbox cooler, their name on the plaque located near the wash rack area, and Top Gun bragging rights for the month.





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

Operations Division Report – May 2020

To: President and CEO, Inez Evans

From: Chief Operating Officer/Vice President of Operations, Aaron Vogel

Date: June 25th, 2020

OPERATIONS DIVISION REPORT – MAY 2020

SERVICE PLANNING

Service Scheduling:

IndyGo resumed regular Weekday service on June 1, 2020. Service for the next Bid begins on June 28, 2020. There are no schedule or route changes for this Bid. Staff is working on minor service adjustments to schedules times for the October 11, 2020 driver Bid. With the October Bid staff hopes to run a pilot test of the new HASTUS BID Web module where all selections would be handled remotely, and information updated in real time.

Bus stops ADA accessibility plan:

In 2019, per requirement by INDOT, Service Planning completed an inventory of all existing bus stops in order to collect bus stop measurements to be used for determining ADA accessibility and ADA compliance. In recent weeks, Service Planning staff has been reviewing the inventory data and compiling a methodology to determine ADA compliance using the collected bus stop data. An internal kickoff meeting for the ADA Access Advisory Group, consisting of staff from several IndyGo departments, was held on June 15th. Several internal working groups will be formed and will include staff from the larger advisory group. These working groups will provide input and assist Service Planning staff with tasks related to this project, including determining criteria and data points that will be used to prioritize existing bus stops for ADA improvement, coordinating external community engagement and stakeholder engagement, and creating internal policies and procedures related to bus stop design and placement. The final ADA bus stop priority plan, which will be submitted to INDOT, will provide IndyGo's Service Planning team with a framework and guide for ongoing bus stop accessibility improvements. This will continue to move IndyGo towards increased accessibility and ADA compliance for bus stops within the IndyGo service area.

Bus stop improvements:

IndyGo awarded a contract to improve over 180 bus stops with sidewalks, curb ramps, crosswalks, and boarding, bench, and/or shelter pads. Work on these sites began in August 2019 and will continue through Summer 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. Approximately 140 bus stops will be completed in this first phase of improvements. Some bus stops had to be removed from the initial improvement list due to design or constructability issues but will be reevaluated in the next phase of

improvements, to begin in late-2020 or early-2021. To date, 86 bus stops have been completed, with the remainder to be completed this summer.

Community initiated bus stop improvements:

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.

Current Month			IndyGo	Year to Date		
		%	-			
May-19	May-20	Change	Fixed Route Ridership	2019	2020	% Change
15,607	5,858	-62.5%	2 E. 34th St.	76,795	44,618	-41.9%
34,531	9,549	-72.3%	3 Michigan St.	159,884	98,217	-38.6%
12,496	4,182	-66.5%	4 Fort Harrison	60,084	36,168	-39.8%
18,284	6,719	-63.3%	5 E. 25th	83,753	51,960	-38.0%
10,985	3,503	-68.1%	6 N. Harding	56,677	35,368	-37.6%
142,823	66,594	-53.4%	8 Washington St.	650,681	439,909	-32.4%
91,868	40,196	-56.2%	10 10th St.	427,412	286,630	-32.9%
3,672	2,045	-44.3%	11 E. 16th St.	17,547	15,693	-10.6%
3,932	1,644	-58.2%	12 Minnesota	20,982	11,549	-45.0%
3,255	974	-70.1%	13 Raymond	14,994	7,821	-47.8%
10,006	2,978	-70.2%	14 Prospect	43,541	22,007	-49.5%
17,660	5,668	-67.9%	15 Riverside	80,222	49,219	-38.6%
12,104	5,348	-55.8%	16 Beech Grove	53,072	38,133	-28.1%
20,924			17 College	97,225		
10,846	2,421	-77.7%	18 Nora	53,668	21,376	-60.2%
36,418	8,229	-77.4%	19 Castleton	167,244	72,221	-56.8%
14,110	6,091	-56.8%	21 East 21st St.	65,752	49,887	-24.1%
10,059			22 Shelby	44,484		
10,741	5,569	-48.2%	24 Mars Hill	51,589	39,452	-23.5%
13,186	6,419	-51.3%	25 W. 16th St.	60,557	42,085	-30.5%
14,052	5,965	-57.6%	26 Keystone	65,068	53,032	-18.5%
13,272	4,909	-63.0%	28 St. Vincent	63,682	38,713	-39.2%
8,345	3,301	-60.4%	30 30th St.	38,271	27,422	-28.3%
25,974	4,642	-82.1%	31 Greenwood	119,029	36,386	-69.4%
28,216	10,512	-62.7%	34 Michigan Rd.	127,663	84,981	-33.4%
36,296	11,384	-68.6%	37 Park 100	172,934	98,879	-42.8%
28,616	10,273	-64.1%	38 Lafayette Square	129,634	65,424	-49.5%
99,050	36,215	-63.4%	39 E. 38th St.	469,142	256,481	-45.3%
4,068	2,225	-45.3%	55 English	19,151	16,964	-11.4%
9,422	4,510	-52.1%	86 86th Street Crosstown	42,652	31,605	-25.9%
12,433	4,511	-63.7%	87 Eastside Circulator	56,250	34,308	-39.0%
	51,480		90 Red Line - BRT		444,770	
	370		901 College - Local		3,205	

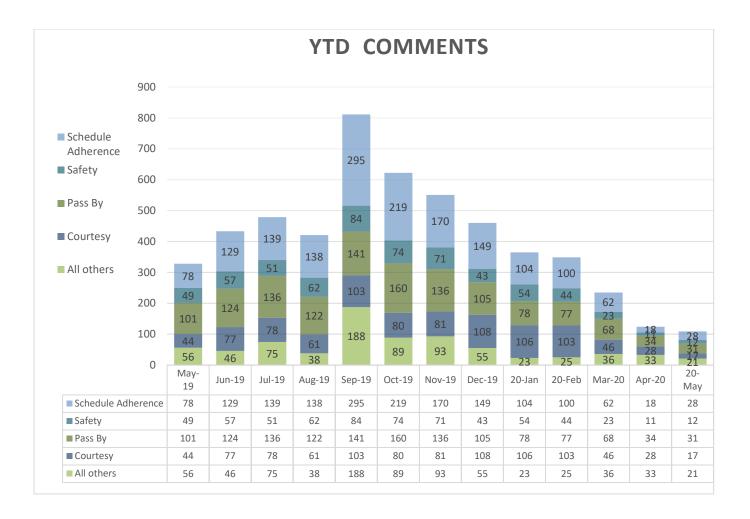
	1,716		902 County Line - Local		14,325	
64	2	-96.9%	Others	273	451	65.2%
773,315	336,002	-56.6%	Total	3,589,912	2,569,259	-28.4%

		%				
May-19	May-20	Change	Flexible and Contracted Services	2019	2020	% Change
31,254	11,579	-63.0%	Open Door Riders on Fixed Route	141,304	79,986	-43.4%
24,584	6,864	-72.1%	Open Door	119,810	80,127	-33.1%
3,925	1,400	-64.3%	Open Door Taxi Vouchers	15,705	8,439	-46.3%
8,897	180	-98.0%	31 Day S-Pass	56,804	25,043	-55.9%

TRANSPORTATION SERVICES

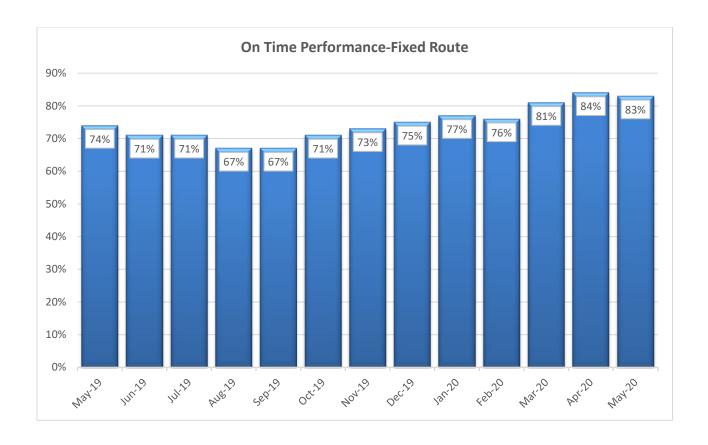
Commendations:

The following employees were recognized by riders for their extraordinary customer service:
Nakia King
Daryl Passwater
Wanda Ford

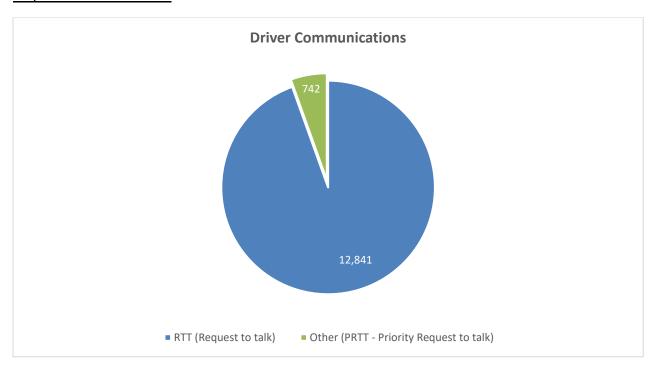


Key Performance Indicators:

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



Dispatch Driver Contact:



VEHICLE MAINTENANCE & FLEET SERVICES

Vehicle Maintenance:

The new Gilligs buses have arrived and are being prepped to go in service. The campaign for in frame engine rebuilds on the older fleet models (2007, 2010, 2014, and 2017) is completed. This project will help prolong the life of the coaches and reduce engine failure issues. All mechanics have been trained on the familiarization of the mechanics of the new coaches.

Exhaust fans have been installed at both ends of the garage. This allows for better circulation of air in the shop. The staff has commented on the noticeable difference in air flow throughout the garage.

The (2) new service trucks arrived and are being prepped for in-field service. This will enable a coach with minor issues to be serviced on the route or at the Carson Transit Center. This will reduce the need to bring the coach back to the garage for minor issues and remain in revenue service with minimal delays.

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January 2017 through current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance Mean Distance Major Systems Failures

	Mean Distance Between All Systems Failures											
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
MAJOR	5,506	5,506	5,506	5,506	5,506							
ALL	4,307	4,307	4,307	4,307	4,307							
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
MAJOR	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
ALL	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307
	2018/1	2018/2	2018/3	2018/4	2018/5	2018/6	2018/7	2018/8	2018/9	2018/10	2018/11	2018/12
MAJOR	5,834	9,585	6,907	5,745	4,269	7,070	6,655	8,202	7,049	6,330	5,496	7,000

5,730

4,979

6,062

5,258

5,333

4,389

4,895

7,465

5,708

5,359

4,615

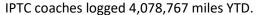
4,805

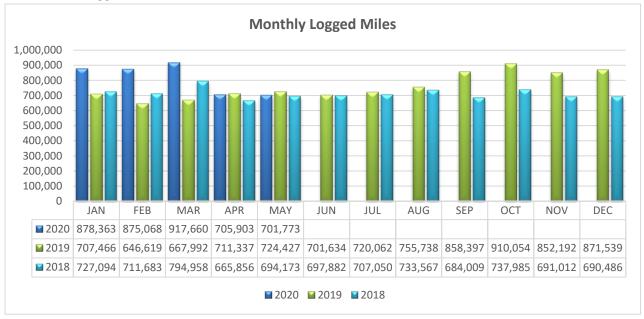
ALL

^{*}The green cells represent averaged totals

Fleet Services:

There were 191 buses detailed in May. The goal is to detail every bus at least once per month. The entire fleet was electrostatically disinfected by an outside company and 84 buses were steam cleaned.



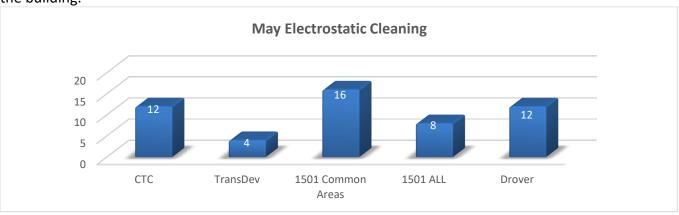


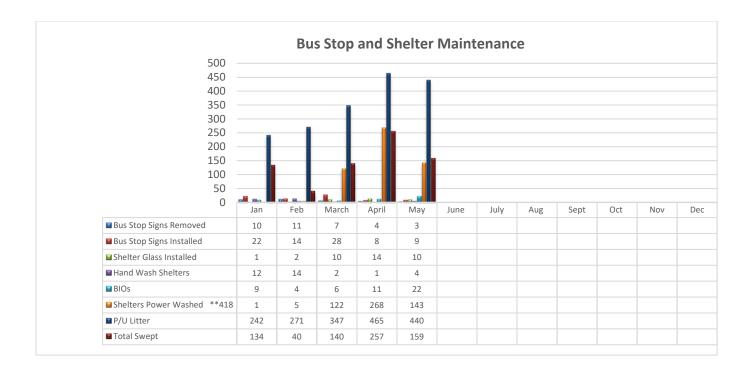
FACILITIES

The facilities department continues to perform extra cleaning, disinfecting, and sanitizing at all three locations. The contractors hired to assist specialize in interior deep cleaning with disinfectant mist spray and electrostatic cleaning. Hand sanitizer stations have been installed throughout the building along and cleaning stations with supplies for employees to use for their offices and work areas. The entire fleet is electrostatically cleaned 7 days a week. These services are performed at the end of service each evening.

The R.L. Turner construction team will resume work in June on the new paint booth and complete the punch-list for phase 4 renovations.

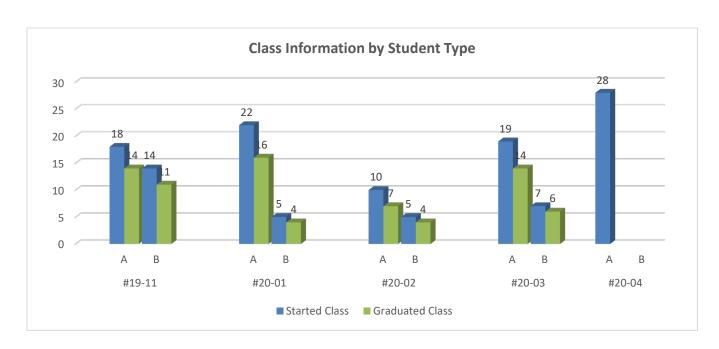
The design for the additional solar array is 100% completed. The project is with capital planning group for final approvals. Once authorization is given, the bid process will begin. The current 1-megawatt system is producing enough energy to charge all of the ZEPS buses, with the additional solar energy being absorbed by the building.



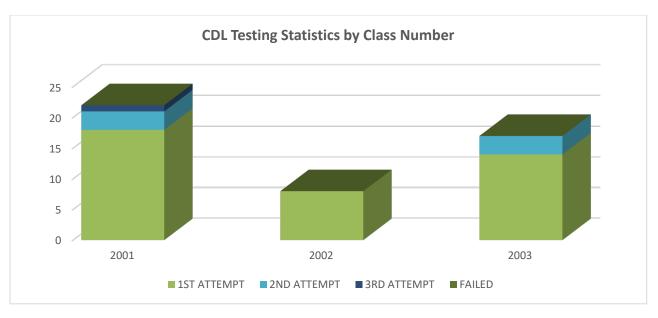


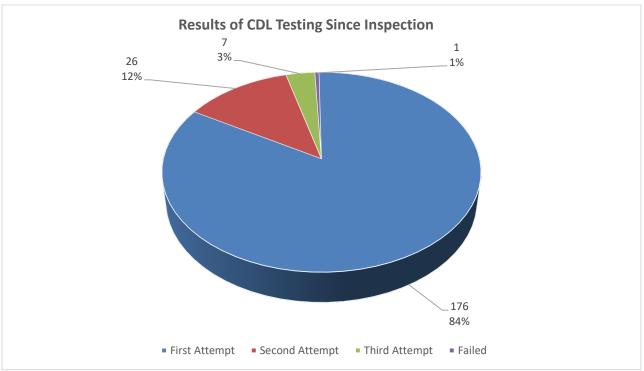
Security & Training

Training:



The chart above shows the number of Trainee A and Trainee B students that started each class. It also shows the number of students in each group that graduated. The state CDL testing sites opened back up in May, and there was a change in the Trainee "A" group. Indiana BMV limited service to appointment only, some of the Trainee "A" group could not graduate until they obtained their paper CDL license.





Pro-Safe opened up to the public for CDL state testing in May. Once testing started, staff was able to send all 17 students for testing. All students passed on either their first or second attempt.

IndyGo staff is currently teaching the 2020 Operator In-Service. This in-service covers various items including new routes, HazCom, PPE, ADA and other important information. All Fixed Route Operators have to complete the training. At the end of May, 255 operators had completed their in-service.

IndyGo training staff and Tyler Sharp, put together an on-line In-Service module that was given to all non-fixed route employees. This in-service covered the mandatory annual in-service items required by OSHA. All non-union employee completed the new Safety Management System (SMS) module that all transit agencies are required to covert to.

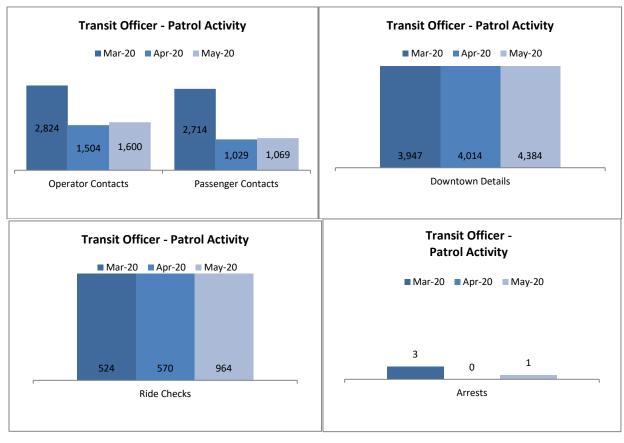
IndyGo continues to be represented at the Marion County Emergency Operations Center weekly web conference calls. The calls started in late March 30, 2020 and are currently happening once a week. The calls

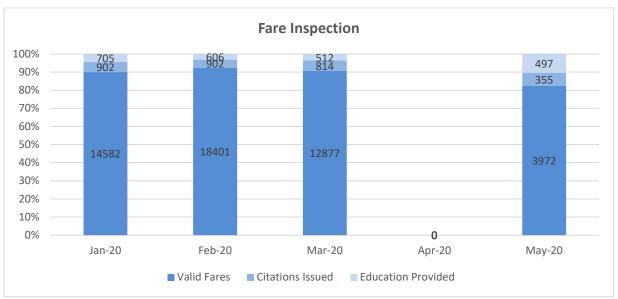
bring together all the Emergency Support Functions (ESF) in Indiana, IndyGo oversees the ESF-1 function and handles all transportation issues.

The following training sessions were conducted in May:

Ten (10) operators for preventable accident retraining

Security:





Fare Inspection Report:

April fare inspections were put on hold in response to the Covid-19 pandemic. Inspections resumed in May.

MAY	Passenger Contact	Notifications	Education
Monthly	3972	355	497
Weekday	3151	274	392
Saturday	416	42	35
Sunday	405	39	70

MOBILITY SERVICES – Open Door

COVID-19/Ridership:

Ridership decreased due to the COVID-19 pandemic versus prior year. Ridership for May 2019 reflected 24,584 unlinked passenger trips compared to May 2020 6,864 unlinked passenger trips this is a decrease of 72.2% YOY.

On-time Performance (OTP) for April 2019 was 89.33% with productivity at 1.46%. April 2020 OTP was 99.08% and productivity at .86% both reflect an increase of 10.9% and a decrease of 41.1% 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 frequently monitor OTP and mitigate any immediate and foreseeable future impacts to service.





<u>Hawkeye Health – Assessment/Eligibility:</u>

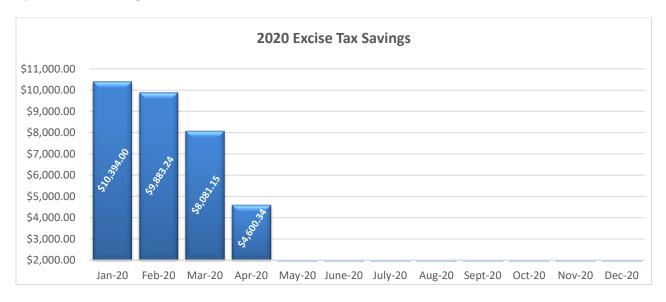
During the COVID pandemic and for anyone whose eligibility is expiring, IndyGo will extend eligibility for 60 days (over the phone, by extending eligibility in Trapeze.) All new eligibility certifications, we will offer a 60-day eligibility (over the phone; after 60 we would schedule the actual assessment.

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.

WEX Fuel Card Program:

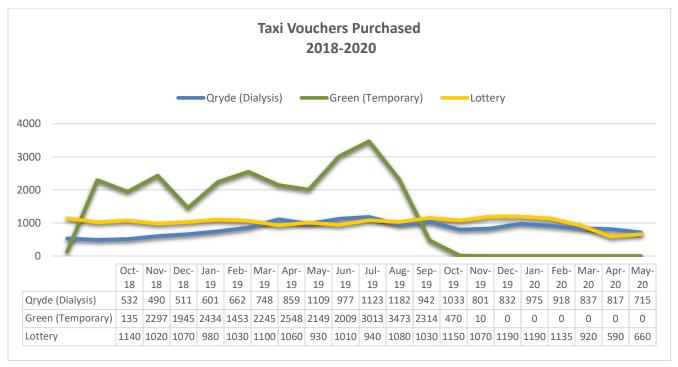
The WEX Tax Exemption and Reporting Program can significantly reduce accounting and administrative time for qualified fleets exempt from motor fuel excise taxes or certain sales taxes — at Federal, state, county or local levels.

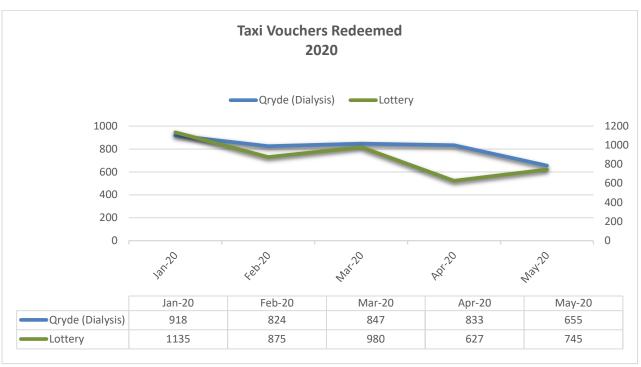
April 2020 our savings from fuel excise taxes were \$4600.34 (Fed Taxes = \$3,321.79 and State Taxes = \$1278.55.)



Voucher Program:

Mobility Services offers a Lottery Program and Dialysis program. Both programs are open to eligible Open-Door customers. As with all programs, IndyGo maintains the right to augment the voucher programs.







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

Human Resources Division Report – May 2020

To: President and CEO, Inez Evans

From: Vice President of Human Resources, Jeffrey M. Brown

Date: June 25th, 2020

CONSIDERATION OF HUMAN RESOURCES REPORT FOR MAY 2020

ISSUE:

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

RECOMMENDATION:

Receive Human Resources report.

Human Resources Report

A. Coronavirus (COVID-19) Update

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 continues to implement new measures in response to the ongoing pandemic:

- 1. Health Screen Self-Certification: In accordance with Governor Holcomb's Executive Order 2020-28, on June 2, 2020, Human Resources implemented a Health Screen Self-Certification policy in response to the ongoing Coronavirus (COVID-19) outbreak. The purpose of this new policy is to proactively identify employees who may be symptomatic and prevent exposure of COVID-19 to the IndyGo workforce. Under this new policy, upon entering IndyGo property, employees are required to certify that they have not experienced certain symptoms related to COVID-19 prior to returning to work. If an employee has experienced symptoms Human Resources has advised that employees must contact his/her supervisor and healthcare provider for further direction.
- 2. Return to Work From Remote Working Arrangements: During the initial stage of the pandemic, IndyGo permitted certain employees to work remotely so long as prior approval was granted. Now that the stay at home restrictions have been gradually lifted, IndyGo has initiated plans for employees to return to work. The plan's goals are to protect the health of employees and to help ensure the well-being of the IndyGo community. Towards this end, all employees working from home have incrementally returned to the office. Departments that have a shared workspace have established processes to maintain workplace social distancing, and in some cases, permit a rotating group of employees work from the office every other week to ensure coverage across roles and to support employee distancing.

- 3. 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.
- **4. COVID-19 Testing:** IndyGo has been able to offer free testing for IndyGo employees. Since the beginning of the pandemic, Elli Lilly provided testing for IndyGo employees. That service has recently ended. However, IndyGo employees are eligible for free testing after being seen by a medical authority at the following locations:
 - Indianapolis Motor Speedway: 4790 W 16th St. Tuesday and Thursday from 11:00 AM 7:00 PM
 - Warren Central High School: 9500 E 16th St. Monday, Wednesday, and Friday from 6:00 AM
 2:00 PM
 - Marion County Public Health Department: 3838 N Rural St. Monday Friday from 9:00 AM 4:00 PM
- **5. Leave Data:** As part of the Families First Coronavirus Response Act, Congress enacted the Emergency Family and Medical Leave Expansion Act and the Emergency Paid Sick Leave Act, both effective April 1, 2020.
 - **Emergency Paid Sick Leave Act**: The "Emergency Paid Sick Leave Act" establishes a new paid sick time benefit that permits eligible full-time employees to receive up to 80 hours of pay.
 - Emergency Family and Medical Leave Expansion Act: The "Emergency Family and Medical Leave Expansion Act" creates a new category of leave protected under FMLA and requires leave to be granted when an employee is unable to work due to the need to care for a child under the age of 18, if that child's elementary school, secondary school, or place of care has been closed due to COVID-19.

Both enactments imposed significant new obligations on IndyGo and caused tremendous staffing shortages and challenges for maintaining operational continuity. And both were preceded by IndyGo creating new policies effective March 12, 2020 to provide relief to employee impacted by COVID-19.

TOTAL COVID-19 LEAVES – APRIL 1, 2020 TO PRESENT									
	EPSL EFMLA Both EPSL / EFMLA Total								
Number of Employees	Number of Employees 164 22 65 251								

The utilization of EPSL and EFMLA has caused substantial staffing shortages across IndyGo, resulting in a spike in overtime:

COVID-19 LEAVES BY POSITION – APRIL 1, 2020 TO PRESENT								
April May June Total								
Coach Operators	146	25	6	177				
General Laborers 14 1 0 15								
Transportation Supervisors 12 0 0 12								

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: 510

2. Total Non-Coach Operators Employees: 351

3. Total IndyGo Employees: 898

C. <u>Labor & Employee Relations</u>

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, IndyGo and ATU are scheduled to begin collective bargaining negotiations for a successor contract in mid-July.

D. Other News and Updates

1. Electronic Processes: Human Resources is currently developing a process to implement a fully electronic hiring process and to better track and administer its leave management. Through its own internal assessment and review, there are several processes that involve the exchange of paperwork. Human Resources seeks to change that by developing fully electronic systems to avoid unnecessary delays and errors while improving efficiency.

Change to Non-Discrimination Policy: On June 15, 2020, the United States Supreme Court ruled that Title VII of the Civil Rights Act of 1964 ban on discrimination protects gay, lesbian and transgender employees. Following that decision, IndyGo announced a change to its Non-Discrimination Policy, effective June 19, 2020, to ensure compliance with federal law.

Jeffrey M. Brown

VICE PRESIDENT OF HUMAN RESOURCES AND LABOR RELATIONS