



Board Report  
August 20, 2020

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317.635.3344



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**7. ADJOURN**

Executive Session Prior to Board Meeting  
(Per IC 5-14- 1.5.6.(b) {21 (A) and (B) & IC 5-14-1.5.6.1 (b) (9)})

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Our next Board Meeting will be Thursday, September 24, 2020







## Safe Drivers Recognition for July 2020

**To:** President & CEO Inez Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** August 20, 2020

### July 2020 Safe Drivers Recognition



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

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>
Thompson, Kirk	6014	20
Davis, Quinton	1411	15
Langford, Donna (Sullivan)	1421	13
Garrett, Victor	2163	12
Hook, Sandra (Smith)	8430	8
Reed, Bryant	8371	8
Wellington, Corene	8125	7
Matthews, Brandi	8626	6
Robinson, Sherika	8428	6
Brooks, Ronnie	8353	5
Ricks, Pamela (King)	8424	5
Savage, Shanez	9245	5
Solorio, Lisa (Bishop)	8314	5
Besley, Hardin	8794	4
Clark, Keana	8937	3
Jones, Antonio	8706	3
Bean, Duane	9096	1

Brown, Bryant	9441	1
Brown, Millicent	9502	1
Brown, Regeania	9509	1
Burnett, William	9484	1
Burts, Roy	9483	1
Foy, Crystalle	9486	1
Gaines, Carly	9375	1
Lewis, Eugene	9384	1
Maxwell, Cedric	9487	1
Ong, Marcus	9491	1
Rogers, Kimberly	9505	1
Turner, Jerry	9291	1
White, Desmond	9489	1



## Service Committee Chairperson Report – August 2020

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**To:** President & CEO Inez Evans and Chair and Board of Directors  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** August 20, 2020

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
August 13, 2020

The Service Committee met on August 13, 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 Item A-1 and Regular Agenda Items A-3, A-4, A-5, A-6 & A-7. Action Item A-2, Consideration and Approval of Proposed 2021 Budget on the Regular Agenda for this evening was not heard at the Service Committee Meeting.

Other than the minutes from the previous board meeting, the Service Committee did not recommend any other items to the consent agenda. All other items will be presented and heard during the regular agenda portion of this meeting. Therefore, I have nothing further to report.

Mr. Chairman, that concludes my report.

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## Finance Committee Chairperson Report – August 2020

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**To:** President & CEO Inez Evans and Chair and Board of Directors  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** August 20, 2020

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson’s Report**  
August 13, 2020

The Finance Committee met on August 13, 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 Item A-1 and Regular Agenda Items A-3, A-4, A-5, A-6 & A-7. Action Item A-2, Consideration and Approval of Proposed 2021 Budget on the Regular Agenda for this evening was not heard at the Finance Committee Meeting.

Other than the minutes from the previous board meeting, the Finance Committee did not recommend any other items to the consent agenda. All other items will be presented and heard during the regular agenda portion of this meeting. As Finance Chair and Treasurer of the Board of Directors, I would like to take this time to say how appreciative and thankful I am to all the IndyGo staff during this unusual budget season we find ourselves in this year. The tremendous and hard work that is being displayed from the IndyGo headquarters is not going unnoticed and I’m sure the citizens of Indianapolis who deeply depend on the service provided by IndyGo are very much appreciative for all your hard work and efforts during this trying time we are currently facing.

Mr. Chairman, that concludes my report.

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**AGENDA ITEM A – 1**

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

**Monday, July 27<sup>th</sup>, 2020**

**1. CALL TO ORDER AND ROLL CALL**

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The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chairman Greg Hahn at 5:02pm, Monday, July 27<sup>th</sup>, 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 six (6) Board Members attending remotely via Zoom and one (1) Board Member attending in person.

**1.1 ROLL CALL**

<b>Attendee Name</b>	<b>Title</b>	<b>Status</b>
Greg Hahn	Chair	Present
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**

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President/CEO Inez Evans presented the awards and commendations. Recognized were safe drivers for June 2020, two (2) promotion recognitions, July Operator Employee of the Month, and July Garage Employee of the Month.

**3. COMMITTEE CHAIRPERSON REPORTS**

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- I.1. Service Committee – Adairius Gardner, Service Committee Chairperson
- I.2. Finance Committee – Richard Wilson, Finance Committee Chairperson

#### 4. CONSENT AGENDA

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

- ACTION ITEM A – 1 – Consideration and Approval of Minutes from June 25<sup>th</sup>, 2020 Board Meeting

RESULT: Accepted - Agenda Item A-1 – Approval of Minutes from June 25<sup>th</sup>, 2020 Board Meeting  
MOVER: Richard Wilson  
SECONDER: Tommie Jones  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

#### 5. PUBLIC HEARING

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- ACTION ITEM A – 2 – Consideration and Approval of Final Action – Municipal Lease/Bond Issue of \$25,800,000 to Support the Purchase of 27 Hybrid Buses

Chief Financial Officer Bart Brown presented Action Item A – 2 to the Board of Directors to approve the final action for the municipal lease/bond issue of \$25,800,000 to support the purchase of 27 Hybrid buses. Mr. Brown indicated that there are 2 separate action items with the first being the actual authorization of the bond and the second being the appropriation of the bond. The meeting was open to the public for the first action of authorization of the bond. There were no members of the public present for the meeting, and we received no questions from the public viewers on our Facebook live stream of the meeting. The public hearing for this first action was then closed. The meeting was then opened back up to the public for the second action of the appropriation of the bond. There were no members of the public present for the meeting, and we received no questions from the public viewers on our Facebook live stream of the meeting. The public hearing for this second action was then closed.

RESULT: Accepted – Action Item A – 2 – Approval of Final Action – Municipal Lease/Bond Issue of \$25,800,000 to Support the Purchase of 27 Hybrid Buses – Bond Authorization  
MOVER: Richard Wilson  
SECONDER: Tommie Jones  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

RESULT: Accepted – Action Item A – 2 - Approval of Final Action – Municipal Lease/Bond Issue of \$25,800,000 to Support the Purchase of 27 Hybrid Buses – Bond Appropriation  
MOVER: Richard Wilson  
SECONDER: Tommie Jones  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

## 6. REGULAR AGENDA

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- ACTION ITEM A – 3 – Consideration and Acknowledgment of ADA Paratransit Next Steps

Manager of Special Projects and Regional Mobility Integration Ryan Wilhite presented Action Item A – 3 to the Board of Directors for their acknowledgment of the ADA Paratransit Next Steps. This acknowledgment would approve IPTC staff to continue conversations with the community by developing and then implementing a broader public outreach and engagement effort beginning this summer. This next step is intended to gather input on how to make policy changes to improve the quality of service delivered, including an opportunity for the community to prioritize specific areas of improvement.

RESULT: Accepted – Action Item A – 3 – Acknowledgment of ADA Paratransit Next Steps  
MOVER: Richard Wilson  
SECONDER: Tommie Jones  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

- ACTION ITEM A – 4 – Consideration and Approval of On Call Scheduling Services

Director of Service Planning Annette Darrow presented Action Item A – 4 to the Board of Directors to approve On Call Scheduling Services. This contract would enable IPTC to do many things related to scheduling. New staff has been hired and are being trained, but we have been unable to give the attention and skills to those needed to learn this software. This would allow us to bring the training to them. This software will train current and future staff to better optimize the system and use it to its full potential. It will be able to review and assist staff in improving the effectiveness of the scheduling process and the efficiency and accuracy of the resulting schedules. This would be a three (3) year contract not to exceed \$200,000.

RESULT: Accepted – Action Item A – 4 – Approval of On Call Scheduling  
MOVER: Tommie Jones  
SECONDER: Lise Pace  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

- ACTION ITEM A – 5 – Consideration and Approval of Resolution to Purchase Real Property Located at 8925 S. Madison Ave, Indianapolis, Indiana

General Counsel Jill Russell presented Action Item A – 5 to the Board of Directors to approve a resolution to purchase real property at 8925 S Madison Ave to provide a location to construct an induction charging facility for electric buses. 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 St. This will increase the range needed to provide the service required of the Red Line.

RESULT: Accepted – Action Item A – 5 – Approval of Resolution to Purchase Real Property Located at 8925 S. Madison Ave, Indianapolis, Indiana  
MOVER: Richard Wilson  
SECONDER: Adairius Gardner  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

- ACTION ITEM A – 6 – Consideration and Approval of New Indianapolis Public Transportation Foundation Board Member

Indianapolis Public Transportation Foundation Executive Director Roscoe Brown presented Action Item A – 6 to the Board of Directors to approve a new board member for the Indianapolis Public Transportation Foundation. Due to the resignation of Foundation Secretary/Treasurer Mark Fisher, the foundation has one vacant seat. The foundation met virtually on Thursday, July 23, 2020, at which time the Foundation board voted to approve Lacey Everett to fill the vacant seat.

RESULT: Accepted – Action Item A – 6 – Approval of New Indianapolis Public Transportation Foundation Board Member  
MOVER: Lise Pace  
SECONDER: Adairius Gardner  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

## 7. INFORMATION ITEMS

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- I – 1 INFORMATION ITEM – Consideration of Receipt of Finance Report for June 2020
  - Deputy Chief Financial Officer Hardi Shah presented this information item.
- I – 2 INFORMATION ITEM – 2021 Budget Proposal
  - Chief Financial Officer Bart Brown presented this information item.
- I – 3 INFORMATION ITEM – Section 5307/5311 Allocation Plan Update
  - Manager of Special Projects and Regional Mobility Integration Ryan Wilhite presented this information item.

## 8. ADJOURNMENT

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On order of Chairman Greg Hahn, and there being no objection, the meeting was adjourned at 6:42pm.

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Jill D. Russell  
General Counsel



Date: August 14, 2020  
Current Meeting: August 20, 2020  
Board Meeting: August 20, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President & CEO Inez P. Evans  
**FROM:** Chief Financial Officer Bart Brown  
**SUBJECT:** Consideration and Approval of Proposed 2021 Budget

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**ACTION ITEM A – 2**

**ISSUE:**

The Financial and Management Plan – Budget 2021 was introduced to the Indianapolis Public Transportation Corporation Board of Directors on July 27, 2020.

On August 6, 2020, a public hearing was held at the IPTC offices and the public was afforded the opportunity to comment on the proposed budget. There was one (1) member of the public who offered a comment via our Facebook live stream.

On September 14, 2020, at 7:00pm, Municipal Corporations Budgets will be introduced at full council meeting.

On September 17, 2020, at 5:30pm, there will be a public hearing held by the Municipal Corporations Committee.

On September 30, 2020 at 5:30pm, the Municipal Corporation Committee will hold a meeting to review and analyze proposal \_\_\_\_\_, 2020, which reviews, modifies and approves the 2021 operating budget of the Indianapolis Public Transportation Corporation.

The Indianapolis Public Transportation Corporation Financial and Management Plan – Budget 2021 will be submitted to the City County Council for final approval on Monday, October 12, 2020 at 7:00pm.

**RECOMMENDATION:**

Approval of the Financial and Management Plan – Budget 2021



**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
RESOLUTION 2020-13**

**Resolution for Levy of Special Tax Under Indiana Code § 36-9-4-49  
and  
For a Temporary Increase to the Maximum Levy**

**WHEREAS**, the Indianapolis Public Transportation Corporation has determined that the funds that the Corporation will be able to raise through all sources will be insufficient to defray the expenses incurred by the Corporation to provide necessary transportation services within the boundaries of the Corporation’s district for 2021; and

**WHEREAS**, the Indianapolis Public Transportation Corporation has determined that it cannot carry out its governmental functions for 2021 under the levy limitations imposed by IC 6-1.1-18.5-3; and

**WHEREAS**, the Board of Directors of the Indianapolis Public Transportation Corporation is authorized by law, IC 36-9-4-49, to levy a special tax upon all of the property within the taxing district of the corporation at the rate required to defray such expenses and to fund the budget formulated by the Board pursuant to law; and

**WHEREAS**, notice to taxpayers has been provided of the intention of the Board of Directors to levy a Special Tax in the amount of \$14,800,000 and for a temporary increase to the Maximum Levy;

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Indianapolis Public Transportation Corporation of Marion County, Indiana, that a need now exists for the establishment of a special tax and an increase in the Maximum Levy for the following purposes:

For services necessary to enable the system to provide adequate service within the municipality, and all other purposes as set forth in IC 36-9-4-1 et seq.

The proposed special tax shall not exceed \$0.034 (to raise the sum of \$14,800,000) on each \$100.00 of assessed valuation. Said tax rate will be in addition to the Maximum Levy tax rate set under IC 6-1.1-18.5-1 and shall be levied in 2021.

**BE IT FURTHER RESOLVED**, that a certified copy of this resolution shall be submitted to the City County Council as provided by law and that the Corporation shall petition to the City-County Council for authority to levy the special tax and for a temporary increase in its pay 2021 property tax levy above the maximum levy limits set under IC 6-1.1-18.5-1 *et seq.*

DATED this \_\_\_20th\_\_\_ day of \_\_\_August\_\_\_, 2020.

FOR:

AGAINST:

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ATTEST: \_\_\_\_\_



Ordinance / Resolution Number: 2020-03

Be it ordained/resolved by the **Board of Directors** that for the expenses of **INDIANAPOLIS PUBLIC TRANSPORTATION** for the year ending December 31, **2021** the sums herein specified are hereby appropriated and ordered set apart out of the several funds herein named and for the purposes herein specified, subject to the laws governing the same. Such sums herein appropriated shall be held to include all expenditures authorized to be made during the year, unless otherwise expressly stipulated and provided for by law. In addition, for the purposes of raising revenue to meet the necessary expenses of **INDIANAPOLIS PUBLIC TRANSPORTATION**, the property tax levies and property tax rates as herein specified are included herein. Budget Form 4-B for all funds must be completed and submitted in the manner prescribed by the Department of Local Government Finance.

This ordinance/resolution shall be in full force and effect from and after its passage and approval by the **Board of Directors**.

Name of Adopting Entity / Fiscal Body	Type of Adopting Entity / Fiscal Body	Date of Adoption
Board of Directors	Board of Directors	08/20/2020

Funds				
Fund Code	Fund Name	Adopted Budget	Adopted Tax Levy	Adopted Tax Rate
8001	SPECIAL TRANSPORTATION GEN	\$78,596,581	\$37,975,360	0.0884
8090	SPECIAL TRANSPORTATION CUMULATIVE	\$6,000,000	\$3,995,598	0.0093
		<b>\$84,596,581</b>	<b>\$41,970,958</b>	<b>0.0977</b>

Home-Ruled Funds (Not Reviewed by DLGF)		
Fund Code	Fund Name	Adopted Budget
9500	Capital GRants Projects	\$77,251,679
9501	Federal Pass Through	\$700,000
9502	Income Tax Revenue Fund	\$48,242,880
9503	Income Tax Debt Service Fund	\$6,370,725
		<b>\$132,565,284</b>

Special Notes:	The proposed tax levies listed included in Adopted Tax Levy column include a special tax levy under IC 36-9-4-49 in the amount of \$14,800,000. Said proposed special tax for 2021 will be in addition to the Maximum Levy set under IC 6-1.1-18.5-1.
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Name		Signature
Greg Hahn, Chair	Aye Nay Abstain	
Adairius Gardner, Vice-Chair	Aye Nay Abstain	
Mark Fisher, Secretary	Aye Nay Abstain	
Richard Wilson, Treasurer	Aye Nay Abstain	
Tommy Jones	Aye <input type="checkbox"/> Nay Abstain	
Juan Gonzalez	Aye Nay Abstain	
Lise Pace	Aye <input type="checkbox"/> Nay Abstain	

**ATTEST**

Name	Title	Signature
Jill D. Russell	Secretary/General Counsel	



Date: August 06, 2020  
Current Meeting: August 13, 2020  
Board Meeting: August 20, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President & CEO Inez P. Evans  
**FROM:** Senior Director of Mobility Services Michael Roth  
**SUBJECT:** Consideration and Approval of New Mobility Advisory Committee (MAC) Member

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**ACTION ITEM A – 3**

**RECOMMENDATION:**

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

**BACKGROUND:**

The bylaws of the Mobility Advisory Committee (MAC) require staggering the members terms to assure continuity in representation as well as new membership. There is currently one (1) open position on the MAC. Recently the IPTC Board of Directors approved changes to the bylaws, which increased the MAC membership from nine (9) members to eleven (11). This increase would only affect the representatives from the rider category. The MAC has approved one member and seeks board approval for Linda Gosnell to fill the current open position. The MAC submitted the nomination to the Service Committee on August 13, 2020 with recommendation for approval by the IPTC Board of Directors.

**DISCUSSION:**

The attached biography represents the nominee that is being recommended to the IPTC Service Committee for appointment to the Mobility Advisory Committee.

**Linda Gosnell**

Linda is an Office Administration Specialist for *accessABILITY*, Center for Independent Living. The mission of *accessABILITY* is “To empower our peers with disabilities to lead and control independent lives fully included in community life”. In Linda’s current position, she is responsible to Assist Directors and the Leadership team with special projects. In addition, she prepares satisfaction surveys; creates purchase requisitions for building supplies and assistive technology for consumers; attends special meetings/seminars/events as required; and in the absence of the receptionist, she greets and assists visitors and consumers, answers and directs calls and assist callers with resources.

When asked why you wish to serve on the Mobility Advisory Committee, Linda response was “To help find solutions to issues faced by persons with disabilities utilizing Open Door and Fixed Route.”

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

N/A

**DBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Service Committee and Finance Committee on August 13, 2020.



Date: August 04, 2020  
Current Meeting: August 13, 2020  
Board Meeting: August 20, 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 Contract Amendment with Corey Saunders, CPA PLLC

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**ACTION ITEM A – 4**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards it is requested that the Board authorize the President/CEO to enter into an amendment to the contract dated March 10, 2020 with Corey Saunders, CPA PLLC. This amendment is to continue providing consulting services and support of an Internal Governance and Audit Function through December 31, 2020 in the amount not to exceed \$123,500.

**BACKGROUND:**

The objective of this project is to continue to provide IndyGo with consulting services supporting the ongoing establishment of IPTC’s “Governance & Audit” (G&A) function. To help establish the framework, methodologies, processes and protocols necessary within a high-performing G&A function.

**DISCUSSION:**

This amendment is intended to add sufficient funding to the originally contemplated scope of services in order to provide the time needed by us to support the tasks outlined below, through December 31, 2020:

- Ongoing on-the-job training/mentoring for staff
- In-depth participation in the following G&A projects:
  - Strategic Planning/Capital Projects Process Mapping
  - Procurement Process Review
  - Business Continuing Planning Assessment
  - Comprehensive IT Risk Assessment
- Supervisory participation with respect to the following projects:
  - Compliance Mapping
  - Ethics Hotline Setup/Monitoring/Reporting

Additionally, as acknowledgement of IPTC's current fiscal constraints, the contractor will include in-depth participation in the 2021 Risk Assessment Refresh, tentatively to be performed during Nov/Dec 2020, including completion of the corresponding Heat Map deliverable and resulting 2021 G&A Workplan.

**ALTERNATIVES:**

We are at a critical juncture and to change consultants now would stop the momentum and delay crucial audits.

**FISCAL IMPACT:**

The total cost of this amendment will not exceed \$123,500. To achieve the level of work described above, Corey Saunders, CPA PLLC has discounted the hourly rate to \$175. They will continue to bill all time associated with tasks specific to the original Statement of Work at the stated \$250 hourly rate.

**DBE DECLARATION:**

As of this time there are no certified subcontractors being utilized in these services. We will discuss the importance of IPTC's Supplier Diversity program with Mr. Saunders. As such, Mr. Saunders should do his due diligence to partner with a certified firm when/if an opportunity presents itself.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by Service Committee and Finance Committee on August 13, 2020.



Date: August 06, 2020  
Current Meeting: August 13, 2020  
Board Meeting: August 20, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President & CEO Inez P. Evans  
**FROM:** Director of Strategic Planning Brooke Thomas, AICP  
**SUBJECT:** Consideration and Approval of On-Call Planning Services RFP 20-05-358

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**ACTION ITEM A – 5**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations with Nelson\Nygaard and, upon successful negotiations, enter into a contract not to exceed \$1,250,000 (or \$250,000 per year) spread over five years. This budget number is consistent with the findings of the independent cost estimate, which used data from peer transit agencies.

This contract is intended to run for three (3) years with the possibility of two (2), one-year extensions, at the direction and discretion of the IPTC.

**BACKGROUND:**

IPTC has a growing need for on-call, professional planning services. More specifically, transit route and service planning; computerized GIS mapping; route and system service analysis, ridership analysis, costing, and modeling; operating cost estimates; forecasting for existing services; and development and deployment of employer surveys, interviews, and case studies to optimize route design. This solicitation specifically sought the need to improve service monitoring for the purposes of determining where further adjustments or refinements to the system could improve the passenger experience, on-time performance, and/or service reliability, while maintaining the desired 80%/20% frequency/coverage split. As needs arise, IPTC staff will engage members of the consulting team to prepare and execute one or more task orders under this agreement. The budget for each task order will be based on the predetermined, blended hourly rates.

**PROCUREMENT PROCESS:**

On May 26th, 2020, IPTC released RFP 20-05-348, One-Call Planning Services, with an email to all registered vendors and via posting on our website [www.indygo.net](http://www.indygo.net). Advertisements were placed with both *Mass Transit Magazine Online* as well as on the *American Planning Association* website. Ads ran beginning May 26th, 2020. A pre-proposal meeting was held on May 29th, 2020. IndyGo issued three (3) addenda to the original RFP; Addendum 1 – Clarify due date and delivery address for documents requiring notary seal as well as answer vendor provided questions, Addendum 2 – Clarification regarding real estate needs, and Addendum 3 – Notification of movement from the July to the August Board

meeting. It received five (5) proposals on, or before, June 23rd, 2020. All proposals were ruled responsive and responsible by Procurement and were sent to the evaluation committee for scoring.

IPTC convened an evaluation team comprised of members of the following departments: Infrastructure, Strategy, and Innovation; Operations; Budget and Finance; and Legal Services. The evaluation team evaluated written proposals based on professional qualifications and team structure, team qualifications and project experience. Through a competitive scoring process, Nelson\Nygaard Consulting Associates, Inc. was selected as providing the best value for this service.

**DISCUSSION:**

Nelson\Nygaard’s core practice is transit. They have extensive experience working with public agencies and municipalities, elected officials, and community stakeholders to “envision, develop, and improve transit systems that support community needs,” and to do so through meaningful community outreach and engagement. Nelson\Nygaard, in association with RLS & Associates, Inc., RSG, and LVR International, aptly demonstrated their understanding of our mission and aim to offer improved mobility experiences, and to do so in an equitable way. They described the potential for new services to better ensure that we match the transportation needs of the community with right-sized mobility solutions. Their overall approach to this type of work using “applied, practical experience with emerging mobility,” coupled with a host of specialized and leadership capabilities that complement the knowledge and capabilities of IPTC staff, will afford the IPTC with a wealth of practitioners to draw upon, as needed. This is evidenced by the depth and breadth of their highly experienced team, including staff that have worked directly for micro mobility and transportation network companies.

**FISCAL IMPACT:**

For this procurement, there is no fiscal impact until Task Orders are executed. IPTC has budgeted up to \$225,000 for the both FY2021 and FY2022.

**FUNDING:**

It is anticipated that this contract will be funded by local dollars. Funding for individual task orders will be determined on a case-by-case basis, depending on funding and subcontracting opportunities. Total annual spend is estimated based upon the blended rates proposed for the duration of the contract (5 years), including the two options years.

**DBE DECLARATION:**

Funded locally, these services will require XBE participation. The on-call nature of these services means that an XBE goal will be established for each task order executed under the agreement. As of this time Nelson/Nygaard has an established team of certified subcontractors that consist of following businesses: RLS & Associates (DBE) and LVR International (MBE/WBE - IDOA). Depending on future task orders, additional certified businesses may be required.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Service Committee and Finance Committee on August 13, 2020.



Date: August 04, 2020  
 Current Meeting: August 13, 2020  
 Board Meeting: August 20, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President & CEO Inez P. Evans  
**FROM:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and Approval of Procurement of Transit Vehicles for FTA’s Section 5310 Grantees

**ACTION ITEM A – 6**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President and CEO to enter into a purchase contract with Midwest Transit Equipment, Inc. for the immediate purchase of four (4) accessible transit vehicles to include: two (2) Low Floor Minivans (for Tangram, Inc.) and two (2) Medium Transit body-on-chassis (BOC) vehicles (for CICOA Aging and In-Home Solutions) for an amount not to exceed \$205,168.

**BACKGROUND:**

The Enhanced Mobility of Seniors and Individuals with Disabilities Program (aka Section 5310) is a Federal Transit Administration (FTA) grant program providing funding assistance for eligible entities in providing transportation support for the elderly and persons with disabilities. Typically, Section 5310 grant funds are utilized for capital projects (e.g. vehicles), allowing them to continue or expand transportation support to eligible individuals where public transportation is unavailable or insufficient. Projects submitted for IPTC call for projects (CFP) must fill an identified need within the Coordinated Public Transit-Human Services Transportation Plan, last updated in 2017.

In December of 2012, Governor Mitch Daniels selected IPTC as the designated recipient for Section 5310 funds for the Indianapolis Urban Area. To facilitate the process of distributing grant funds IPTC staff conducted a Call for Projects (CFP) in April 2020 with submissions due May 22. The table below provides information on the projects submitted.

	<b>CICOA</b>	<b>Tangram (1)</b>	<b>Tangram (2)</b>
<b>Project Type</b>	<b>Expansion</b>	<b>Replacement</b>	<b>Expansion</b>
Replaced Vehicle		2012 Braun/70,000 miles	
One-way Passenger Trips Maintained		1,068	
Expansion New Trips	28,000		2,190
New Staff Required	2-4	0	n/a

A committee of IPTC staff reviewed the applications. Following a review, the two (2) eligible recipients were awarded funding for a total of four (4) transit vehicles. Grant agreements will be executed prior to placing the vehicle order.

Each grantee (subrecipient) are required to provide a 20% local match for their award. The award breakdown is as follows:

<b>Agency</b>	<b>Vehicle Type</b>	<b>Quantity</b>	<b>Total Cost</b>	<b>Federal Share</b>	<b>Local Share</b>
<b>CICOA Aging and In-Home Solutions</b>	Medium Transit BOC	2	\$116,896	\$93,517	\$23,379
<b>Tangram, Inc.</b>	Low-Floor Minivan	2	\$88,272	\$70,618	\$17,654
<b>TOTAL</b>			<b>\$205,168</b>	<b>\$164,135</b>	<b>\$41,033</b>

In an effort to ensure procurement compliance, IndyGo will be procuring these vehicles on behalf of the sub recipients. Once delivered, the vehicles will be inspected and the subrecipients will receive the vehicles. IPTC requires that its listed as a lienholder on the vehicle title until the federal useful life of the vehicle is met or exceeded. Subrecipients are required to list IPTC as an insured on all vehicles with a lien.

**DISCUSSION:**

IPTC will utilize the State of Indiana’s Quantity Purchase Agreement (QPA) which meets federal procurement requirements. Based on the current QPA, Midwest Transit Equipment, Inc. is the approved vendor for this order. Prior to ordering vehicles, IPTC requires subrecipients to deliver a local match check and sign a grant agreement. The grant agreement outlines the terms of the Section 5310 grant.

There are two considerations with this year’s call for projects. First, the low-floor minivan make and model is changing from the Dodge Caravan to the Chrysler Voyager. The cost of a low-floor minivan will increase by approximately \$5,000 with this change. IPTC staff have been informed that a limited number of Dodge Caravans are still available for order; the supplier believes there is supply until November. IPTC staff is optimistic about placing an order before November. To be safe, however, the amount quoted for the low-floor minivans is for the higher-priced Chrysler Voyager. Second, usually the selection process involves the participation of the Marion County Transportation Advisory Committee (TAC). The MCTAC is comprised of not-for-profit entities that participate in County Connect. Staff at the Central Indiana Regional Transportation Authority (CIRTA) coordinate the TAC and typically participate in the selection process every year, providing the MCTAC prioritized recommendations. Due to the low number of applicants (two) and available funding, IPTC staff proceeded with the competitive process without the MCTAC participation.

**ALTERNATIVES:**

IPTC staff cannot identify an alternative that would not undermine the competitive process established for the Section 5310 program.

**FISCAL IMPACT:**

This action item has no fiscal impact for IPTC. The grantees (also known as subrecipients) will be required to provide the 20% match for the base vehicle costs. None of the grantees requested any accessories added to the vehicles. Any accessories are fully-funded by the subrecipient.

**DBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Service Committee and Finance Committee on August 13, 2020.



Date: August 05, 2020  
 Current Meeting: August 13, 2020  
 Board Meeting: August 20, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy Chief Operating Officer Cheryl Purefoy  
**SUBJECT:** Consideration and Approval of Fuel Contract Ratification – CY2021

**ACTION ITEM A – 7**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, staff is seeking IPTC Board authorization for the President and CEO to ratify the contract with Co-Alliance for a minimum of 1,800,000 gallons of premium ultra-low sulfur diesel at a price of \$1.59 per gallon delivered over a twelve (12) month period January 1, 2021 through December 31, 2021 for a total dollar amount of \$2,862,000.00.

**BACKGROUND:**

IPTC’s annual fuel consumption for 2020 was budgeted at approximately 1.8 million gallons per year of premium ultra-low sulfur diesel at a price of \$2.0031 per gallon delivered over a twelve (12) month period January 1, 2020 through December 31, 2020. Due to the very unusual and unprecedented timing of pandemic of COVID-19, fuel consumption dropped below projected levels and IndyGo opted to adjust the CY2020 contract and create a Sole Source procurement with current premium diesel fuel vendor (Co-Alliance) for CY2021.

**DISCUSSION:**

During the first part of 2020, IPTC reduced fixed route service hours due to COVID-19, subsequently creating a deficit with our contracted consumption of premium fuel, 150,000 gallons per month. During the months of March through May 2020, IPTC used 86,328 gallons less than our contracted minimum. Co-Alliance our premium fuel supplier offered to roll-over this amount and the balance of our capacity in 2021 into a CY2021 Premium Diesel Fuel contract. IPTC assessed the proposal taking into consideration the possibility of Crude Oil Prices increasing dramatically in the future (based on two (2) accredited financial information sources; Business Insider / Construction Equipment Guide and Transit Finance News / Investing New; reviewed on 6/23/2020, both reporting potential 90% increase in 2021 for Crude Oil Prices), and with crude oil being so volatile in the market as a trading commodity. There is still the on-going threat of the uncertainty with COVID-19 pandemic in the near future. Any or all of the possibilities mentioned could be detrimental to our budget and operational expenses. IndyGo selected to Sole Source the balance of CY2021 Premium Fuel Supply (1,800,000 gallons at \$1.59 per gallon). IPTC administered this Sole Source procurement in accordance with IPTC procurement policies and with FTA Circular 4220.1F. Pursuant to the Circular (Unusual & Compelling Urgency/Emergency circumstance), IPTC created and reviewed the Sole Source Justification solicitation to determine process was accurate and justified.

This strategy meets FTA requirements for Sole Source procurement and simultaneously maintains the agility to take advantage of sometimes significant price swings in the fuel market, removing some of the risks associated with contracting large fuel purchases in a volatile market. IPTC is very concerned of price increase if we wait to solicit at a later date and time. Federal Clauses are included in contract, to help protect IPTC from potential future interruptions of service due to COVID-19 pandemic.

**ALTERNATIVES:**

The Board could choose to not ratify the fuel contract with the proposed vendor.

**FISCAL IMPACT:**

Fuel purchases are funded by the operational budget and included in the 2021 proposed budget.

**DBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Service Committee and Finance Committee on August 13, 2020.



Date: August 20, 2020  
Board Meeting: August 20, 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 Acquire Appraisal and Purchase Real Property Located at 9503 E. 33<sup>rd</sup> Street, Indianapolis, Indiana

**ACTION ITEM A –8**

**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 appoint two (2) appraisers to appraise the fair market value of the real estate located at 9503 E. 33<sup>rd</sup> Street, Indianapolis IN., and to provide a copy of both appraisals to the Chair of the Board of Directors. It is also requested that the Board direct the President and CEO to enter into an agreement for the purchase real estate located at 9503 E. 33<sup>rd</sup> Street, Indianapolis, IN. for a sum not exceed the average of the two appraisals required by IC 36-1-10.5-6, and not to exceed the listing price of Four Millions Dollars (\$4,000,000.00).

**BACKGROUND:**

IndyGo is committed to providing bus rapid transit and increased services as required by the Marion County Transit Plan. To achieve increased service, additional coaches have been purchased resulting in a vehicle fleet larger than the facility at 1501 W. Washington can accommodate. Implementation of the Marion County Transit Plan has also required the increase in both operational and administrative staff. To effectively respond to the COVID -19 pandemic IndyGo needs to provide staff a workspace that is a safe environment.

**DISCUSSION:**

The increased fleet size necessary for the implementation of the Marion County Transit Plan has resulted in overcrowding in the garage. The overcrowding has led to unsafe operational conditions for staff, and coaches being parked outside the building. The additional administrative staff required to support operations are currently located in cubicles with areas less than the recommended 6 feet for social distancing and prevention of the spread of Covid-19. As a result, many departments have rotated their staff in and out during the pandemic to allow for a safer work environment. Many administrative functions cannot be as effectively and efficiently executed while working remotely. Securing space that would allow all staff to all be present in the office is desired. Adequate space would allow all

administrative staff to be present on site to provide the support needed by operational staff, whose job must be performed on site.

**ALTERNATIVES:**

Maintain the current status and allow department heads to rotate staff who can perform job duties remotely and continue to park revenue vehicles outside.

**FISCAL IMPACT:**

List price is Four Million Dollars (\$4,000,000). 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.

**RESOLUTION 2020-015**

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION 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) 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 and the Marion County Transit plan requires the expansion of staff and vehicle to achieve meet that requirement; and

**WHEREAS**, the Corporation has exceeded the capacity of the facility at 1501 W. Washington Street to accommodate safely socially distanced administrative staff; and

**WHEREAS**, 1501 W. Washington Street cannot accommodate the current vehicle inventory in a safe manner; 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:

**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 to accommodate the increased staff and vehicle inventory 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 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 Celadon Trucking.

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 Indianapolis Public Transportation Corporation.

Section 5. That upon receipt of those appraisals the Board hereby directs the CEO and President to enter into negotiations for the purchase of said property in an amount not to exceed the average of the two

fair market price appraisals and current Four Million Dollars (\$4,000,000) list price. 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 20<sup>th</sup> day of August, 2020.**

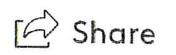
BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

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**Gregory F. Hahn**  
Chairman of the Board of Directors

Attest: \_\_\_\_\_  
Jill D. Russell, General Counsel  
Indianapolis Public Transportation Corporation

# EXHIBIT A



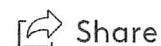
# 9503 E 33rd St

Indianapolis, IN 46235 · Industrial For Sale



## EXECUTIVE SUMMARY

- Three buildings totaling 110,910 s.f. 38



- Central heating and air
- Steel frame with concrete block construction
- Sealed membrane roof
- Fluorescent lighting
- ±850 auto parking
- Fully sprinklered
- Zoned I-4

## PROPERTY FACTS

Sale Type	<b>Investment or Owner User</b>	No. Stories	<b>2</b>
Property Type	<b>Industrial</b>	Year Built	<b>1996</b>
Property Subtype	<b>Warehouse</b>	Tenancy	<b>Single</b>
Building Class	<b>B</b>	Parking Ratio	<b>7.66/1,000 SF</b>
Lot Size	<b>10.10 AC</b>	No. Drive In / Grade-Level Doors	<b>8</b>
Rentable Building Area	<b>110,910 SF</b>	Opportunity Zone	<b>No</b>

Listing ID: 19626663

Date Created: 5/21/2020

Last Updated: 8/18/2020

## ZONING

Zoning Code **I-4**

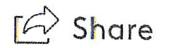
## MAJOR TENANTS

TENANT

SF OCCUPIED

39

RENT/SF



Celadon is one of the largest and most progressive transportation and logistics companies in North America. Founded in 1985, Celadon has grown continuously for over 28 years and now employs over 4,000 associates worldwide. We have the newest

strategically located within the United States, Canada, and Mexico. In addition to international business, Celadon also offers a range of truckload transportation services within the United States, including long-haul, regional, local and dedicated.

## PROPERTY TAXES

Parcel Number	<b>49-08-20-107-021.00-0-700</b>	Improvements Assessment	<b>\$5,755,000</b>
Land Assessment	<b>\$659,900</b>	Total Assessment	<b>\$6,414,900</b>

[More public record information on 9503 E 33rd St, Indianapolis, IN 46235](#)

The Industrial Property at 9503 E 33rd St, [Indianapolis, IN 46235](#) is currently available for sale. Contact JLL for more information.

## NEARBY LISTINGS

[245 S Franklin Rd, Indianapolis IN](#)

[9802 E 56th St, Indianapolis IN](#)

[7303 E 30th St, Indianapolis IN](#)

[10611 E 59th St, Indianapolis IN](#)



Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

## Mobility Advisory Committee Update – July 2020

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**To:** Chair and Board of Directors  
**From:** Mobility Advisory Committee Member Eric Schlegel  
**Date:** August 20, 2020

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### Mobility Advisory Committee Update – July 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**  
**July 15<sup>th</sup>, 2020**  
**This was a public Zoom meeting due to Covid-19**

**Attendees**

Greg Meyer – MAC Chair	Ryan Wilhite - IndyGo
Mark Early – MAC Vice Chair	Leslie Gordon - IndyGo
Mandla Moyo - MAC	Teresa Franklin - IndyGo
Cori Wills – MAC	Charlie Carlino - IndyGo
Eric Schlegel - MAC	Marilyn Sadler - IndyGo
Edward Rickenbach – MAC	Mike Roth – IndyGo
Erin Hardwick - MAC	Jordan Patterson – IndyGo
Jason Robinson - MAC	Greg Bedan - Visitor
Ryan Malone - Visitor	Lise Pace – IndyGo Board Member
Linda Gosnell - Visitor	Kelly Samson - Visitor

**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 Bernie Wilmer, Dustin Gilmer and Leslie Dailey.

**Approval of the May 20<sup>th</sup>, 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 Jason Robinson. Approved

**Approval of the July 15<sup>th</sup>, 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 Cori Wills. Approved

**Discussion Items:**

**New Business;**

**Senior Director of Mobility Solutions, Mike Roth** gave an update on Mobility Services –

**MAC Chair, Greg Meyer** gave some member updates:

Jason Robinson – end of his 2<sup>nd</sup> term, thanked him for his service on the MAC committee and he stated he enjoyed participating and assisting the MAC and IndyGo riders.

Linda Gosnell – will become a MAC member at the next meeting in September, she has gone through the interview process and looks forward to participating.

Mandla Moyo – end of his first term, he said he would like to serve another term and the MAC committee voted for him to serve a second term.

**Strategic Planner, Ryan Wilhite:** IndyGo has not decided on the Paratransit Operational Analysis recommendations.

**MAC Chair, Greg Meyer – asked for public comments,**

**MAC Chair, Greg Meyer – Adjourns meeting**



Date: August 11, 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: July 2020 Financial Summary

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Revenue

- The federal assistance revenue for the month shows a significant negative variance. In July, IndyGo transferred over \$17.4 million revenue that we received from the CARES Act over to a separate fund and investment account. The purpose of this separate fund is to help offset some of the declines in the current and future year revenues while preserving the fund balances. Year to date, the federal assistance is over budget by \$1,870, 142 (28%).
- The Other Operating Income is over budget by \$20,019 (28%) for the month of July and under budget by \$96,798 (19%) year to date.
- IndyGo continues to experience a declining trend in the passenger service revenue as a result of the pandemic. This revenue category is under budget by \$407,387 (48%) and \$2,690,965 (44%) year to date.
- There is no monthly revenue recorded under the PMTF revenue category as the full grant has been drawn as of May and year to date revenue reflects that very well.
- Property Tax Revenue is over budget for July by \$17,223 (1%). Year to date, this revenue is \$585,699 (3%) under budget.
- Local Transit Income Tax revenue received is exactly on target with the budgeted revenue.
- Service Reimbursement Program revenue is \$3,457 (10%) under budget for the month of July and \$14,699 (6%) year to date.

*Total Revenue for the agency is over budget by \$3,110,207 (4.81%) year to date.*

## Expenditures

### I) Personnel Services

- In July, the fringe benefits are under budget by \$239, 112 (14%). Our health insurance expenses have realized lesser than budgeted leaving this category under budget year to date as well by \$803, 053 (7%)
- Overtime expenses are over budget by \$78,003 (28%) in July and \$713,646 (36%) over budget year to date.
- The salary expense for the month of July is under budget by \$290,871 (7%) and \$1,069,311 (3%) year to date.

*In July, the Personnel Services category is under budget by \$451,980 (7%) and by \$1,158,718 (3%) year to date.*

### II) Other Services and Charges

- For the month of July, the claims expense category is under budget \$179,137 (72%). But for the year to date, this category is over budget by \$125,035 (7%). Since settlement expenses tend to vary month over month, it is hard to see a continued over/under budget trend in this expense category.
- Miscellaneous expense category continues to trend under budget for the month and year to date as well. It is under budget by \$53,255 (65%) for the month and \$280,062 (49%) 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 \$213,096 (22%) in July and \$906,570 (13%) year to date.
- “Services” expense category is under budget by \$4,281 for the month and by \$1,029,864 (12%) year to date.
- The Utilities expenses are over budget by \$9,500 (8%) in July and \$147,760 (19%) year to date. This expense category is trending over budget mainly because of the higher electricity costs of the red line stations.

*Other Services & Charges category is under budget by \$440,269 (18%) for the month of July and under budget by \$1,943,701 (11%) year to date.*

### III) Materials & Supplies

- The fuel and lubricant category is under budget by \$396,334 (57%) for July and \$2.7M (55%) year to date. The budget for the month carries the rolled over budget from the prior year.

- In July, the Maintenance materials category is under budget by \$49,232 (11%). Year to date, it is under budget by 5%.
- The other materials and supplies category is under budget by \$17,629 (20%) and over budget by \$237,430 (38%) year to date. IndyGo continues to work on health and safety of our riders and employees and various purchases are made to ensure that.
- The “Tires & Tubes” expense is under budget by \$37,173 in July and \$204,454 (44%) year to date.

*The Total Materials and Supplies category is under budget by \$500,369 (38%) in July and \$2,845,863 (31%) year to date.*

*Overall, expenditures are under budget by \$1.3M (14%) for the month of July and under budget by \$5.9M (9%) year to date.*

**Expense Tracking - COVID19**

CARES Act grant allows IndyGo to draw the funds against the eligible expenditures which comprises the operating expenses necessary to operate, maintain, and manage a public transportation system including costs related to personal protective equipment and cleaning supplies that occur on or after January 20, 2020. As the pandemic continues to hover around, our current and future revenues are going to be deeply affected. In light of that situation, Finance team is tracking the federal revenue from the CARES Act, implementing strategies to make sure that fund balances reserves are preserved and help offset declines in the future revenue to some extent.

Below table shows the Federal Revenue received from the CARES Act for the month ended July 31, 2020.

REVENUE FEDERAL ASST - CARES ACT            \$20,693,272

IndyGo is committed to the safety of our riders and employees and continues to incur costs related to the PPEs, secure enhanced cleaning/sanitizing efforts and COVID leaves. Below is the summary of expenses incurred.

<b>COVID Related Expenses</b>	<b>PPEs, cleaning/Sanitization Exps</b>	<b>COVID Leave Exps</b>	<b>Total</b>
March	404,839	11,550	416,389
April	722,819	520,092	1,242,911
May	293,910	230,934	524,844
June	239,480	152,592	392,072
July	327,286	99,017	426,303
<b>Total</b>	<b>1,988,334</b>	<b>1,014,185</b>	<b>3,002,519</b>



Indianapolis Public Transportation Corporation

Budget to Actuals (Comparative Statement) - IndyGo

For the Seven Months Ending Friday, July 31, 2020

8/11/2020 9:28 PM

Period Selected: 7

	Current Month				YTD					
	Actual	Budget		Actual	Budget		Actual	Budget		
		Budget	Variance		Budget	Variance		Budget	Variance	
	\$	%	\$	%	\$	%	\$	%		
<b>Operating Revenue</b>										
Federal Assistance	(16,371,121.52)		(17,327,788.52)	(1811.27)	8,566,807.77		6,696,665.00	1,870,142.77	27.93	8,681,231.73
Other Operating Income	91,294.03		20,019.03	28.09	402,131.91		498,930.00	(96,798.09)	(19.40)	433,358.77
Passenger Service Revenue	437,236.06		(407,386.94)	(48.23)	3,362,760.11		6,053,725.00	(2,690,964.89)	(44.45)	5,322,703.76
PMVTF Revenue			(925,650.00)	(100.00)	11,107,800.00		6,479,550.00	4,628,250.00	71.43	6,391,350.00
Local Property & Excise Tax Revenue	3,056,301.00		17,223.00	0.57	20,687,846.96		21,273,546.00	(585,699.04)	(2.75)	22,277,463.07
Local Transit Income Tax Revenue	3,342,536.00		(4.00)	(0.00)	23,397,752.00		23,397,776.00	(24.00)	(0.00)	20,182,246.35
Service Reimbursement Program	31,583.00		(3,457.00)	(9.87)	230,581.00		245,280.00	(14,699.00)	(5.99)	237,617.58
<b>Total Operating Revenues</b>	<b>(9,412,171.43)</b>		<b>(18,627,044.43)</b>	<b>(202.14)</b>	<b>67,755,679.75</b>		<b>64,645,472.00</b>	<b>3,110,207.75</b>	<b>4.81</b>	<b>63,525,971.26</b>
<b>Operating Expenses</b>										
<b>Personal Services</b>										
Fringe Benefits	1,495,835.01		(239,112.29)	(13.78)	10,001,364.58		10,804,417.30	(803,052.72)	(7.43)	6,732,081.64
Overtime	355,967.87		78,003.29	28.06	2,659,397.61		1,945,752.06	713,645.55	36.68	2,076,730.62
Salary	4,047,095.65		(290,871.11)	(6.71)	25,826,082.57		26,895,393.45	(1,069,310.88)	(3.98)	19,015,471.61
<b>Total Wages and Benefits</b>	<b>5,898,898.53</b>		<b>(451,980.11)</b>	<b>(7.12)</b>	<b>38,486,844.76</b>		<b>39,645,562.81</b>	<b>(1,158,718.05)</b>	<b>(2.92)</b>	<b>27,824,283.87</b>
<b>Other Services &amp; Charges</b>										
Claims	67,904.45		(179,137.22)	(72.51)	1,854,327.51		1,729,291.69	125,035.82	7.23	1,339,114.93
Miscellaneous Expenses	28,060.09		(53,254.71)	(65.49)	289,141.38		569,203.60	(280,062.22)	(49.20)	348,602.24
Purchased Transportation	767,152.93		(213,096.07)	(21.74)	5,955,172.44		6,861,743.00	(906,570.56)	(13.21)	6,611,778.28
Services	1,017,307.13		(4,281.20)	(0.42)	7,149,306.24		8,179,170.35	(1,029,864.11)	(12.59)	5,881,183.88
Total Utilities	120,333.82		9,500.50	8.57	923,592.85		775,833.24	147,759.61	19.05	500,811.71
<b>Total Other Services &amp; Charges</b>	<b>2,000,758.42</b>		<b>(440,268.70)</b>	<b>(18.04)</b>	<b>16,171,540.42</b>		<b>18,115,241.88</b>	<b>(1,943,701.46)</b>	<b>(10.73)</b>	<b>14,681,491.04</b>
<b>Materials &amp; Supplies</b>										
Fuel & Lubricants	302,200.95		(396,334.14)	(56.74)	2,179,026.90		4,889,745.63	(2,710,718.73)	(55.44)	2,501,471.52
Maintenance Materials	405,046.42		(49,232.31)	(10.84)	3,011,830.76		3,179,951.11	(168,120.35)	(5.29)	3,085,552.41
Other Materials & Supplies	72,322.04		(17,629.46)	(19.60)	867,090.66		629,660.50	237,430.16	37.71	629,041.44
Tires & Tubes	29,670.08		(37,173.08)	(55.61)	263,447.98		467,902.12	(204,454.14)	(43.70)	454,782.53
<b>Total Materials &amp; Supplies</b>	<b>809,239.49</b>		<b>(500,368.99)</b>	<b>(38.21)</b>	<b>6,321,396.30</b>		<b>9,167,259.36</b>	<b>(2,845,863.06)</b>	<b>(31.04)</b>	<b>6,670,847.90</b>
<b>Total Operating Expenses</b>	<b>8,708,896.44</b>		<b>(1,392,617.80)</b>	<b>(13.79)</b>	<b>60,979,781.48</b>		<b>66,928,064.05</b>	<b>(5,948,282.57)</b>	<b>(8.89)</b>	<b>49,176,622.81</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>(18,121,067.87)</b>		<b>(886,641.24)</b>	<b>(17,234,426.63)</b>	<b>6,775,898.27</b>		<b>(2,282,592.05)</b>	<b>9,058,490.32</b>		
GAIN/LOSS ON ASSET DISPOSAL	(1,311.60)		(1,311.60)	0.00	57,134.08		57,134.08	0.00		556,355.17
<b>NET INCOME/(LOSS)</b>	<b>(18,119,756.27)</b>		<b>(17,233,115.03)</b>	<b>1943.64</b>	<b>6,718,764.19</b>		<b>(2,282,592.05)</b>	<b>9,001,356.24</b>	<b>(394.35)</b>	<b>13,792,993.28</b>

## Procurement Activity Report

### Past 30 days (actual)- July 2020

Released New Opportunity	<ul style="list-style-type: none"> <li>- Financial Advisor</li> <li>- Vehicle Filters</li> <li>- Shredding Services</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- Financial Advisor</li> <li>- Vehicle Filters</li> <li>- On-Call Planning</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- On-Call Scheduling</li> <li>- Property Purchase (Madison)</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- On-Call Bus Destruction</li> <li>- Driver Barriers (2)</li> <li>- Parts Washer</li> <li>- Capital Program Management Consulting (Contract)</li> </ul>
Renewals	
Close Out	

### Current Month (expected)- August 2020

Release/ New Opportunity	<ul style="list-style-type: none"> <li>- Employee Intranet</li> <li>- Transportation Network Company</li> <li>- HVAC</li> <li>- Federal Lobbyist</li> <li>- VOIP Replacement</li> <li>- Fleet Batteries</li> <li>- Non-Revenue Vehicles</li> <li>- Maintenance Uniforms</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- Fleet Batteries</li> <li>- Shredding Services</li> <li>- Transportation Network Company</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- Shredding Services</li> <li>- Property Purchase</li> <li>- Fuel Ratification</li> <li>- Governance &amp; Audit Consulting Amendment</li> <li>- On-Call Planning</li> <li>- Vehicle Filters</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- On-Call A&amp;E</li> <li>- Vehicle Filters</li> <li>- Mobility Technology Solutions</li> <li>- On-Call Scheduling</li> <li>- Capital Program Management Consulting (Kickoff)</li> <li>- Financial Advisor</li> </ul>
Renewals	<ul style="list-style-type: none"> <li>- Web Development</li> <li>- Financial Auditor</li> <li>- Maintenance Uniforms</li> </ul>
Close Out	<ul style="list-style-type: none"> <li>- Red Line (Potential)</li> <li>- Office Renovations (Potential)</li> </ul>

### Future 30 days (planned)- September 2020

Release/ New Opportunity	<ul style="list-style-type: none"> <li>- Bus CCTV</li> <li>- In Plant Bus Inspections</li> <li>- On-Site Health Clinic</li> <li>- BRT Stops/Station Repairs/Maintenance</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- HVAC</li> <li>- Federal Lobbyist</li> <li>- Employee Intranet</li> <li>- Maintenance Uniforms</li> <li>- VOIP Replacement</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- Fleet Batteries</li> <li>- Copier/Lease Amendment</li> <li>- Federal Lobbyist</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- On-Call Planning</li> <li>- On-Call Scheduling</li> <li>- Shredding Services</li> <li>- Vehicle Filters</li> </ul>





## Information Update – Microtransit Mobility Initiatives

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**To:** Chair and Board of Directors  
**Through:** President & CEO Inez Evans  
**From:** Senior Director of Mobility Solutions Mike Roth  
**Date:** August 20, 2020

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### MICROTRANSIT MOBILITY INITIATIVES

#### BACKGROUND:

**Shared Use Mobility:** IndyGo continues to explore and advance strategies to promote shared use mobility options for Indianapolis. The two pilots are aimed at boosting transportation options and awareness for Indy residents and were identified through the [Ford City: One Challenge](#) that took place in 2019, and then funded by an approval by the IndyGo Board of Directors.

#### Mid-Town-Get-Around

The mobility partnership between IndyGo and the MLK Center launched in March 2020, and at the height of pandemic, the MLK Center and IndyGo team pivoted the Mid-Town-Get-Around (MTGA) from transporting people to food and prescriptions. Now, with many looking for employment, school and childcare services, and healthcare visits, the 4 MTGA vans and drivers are transporting individuals and families. During the course of the project, MLK Center has hired two additional drivers and is providing trips from 8a – 6p to pre-registered youth and adults. In an effort to reduce the spread of COVID-19 and maintain health of drivers and passengers, space inside the vehicles is limited to 3 individuals of the same household, or 2 that are not.

#### Briometrix

The Briometrix pilot has moved from the technology refinement to gearing up to map the accessibility of several future Purple Line Rapid Transit station pathways. Starting August 1, IndyGo and Briometrix began recruiting to equip and employ up to five individuals who use wheelchairs (the Pilots), to survey the pathways for 9 days in September. Final map layers available to IndyGo and the City of Indianapolis by November 1.

The Pilots' wheelchairs will be equipped with a Briometrix data logger along with a video camera and smart phone. As the wheelchair passes over the sidewalks, curb ramps, and intersections, the technology will log and analyze the forces around the wheelchair. The project will result in a visual map of the level of difficulty to traverse the area, especially for individuals who use a wheelchair or have limited mobility. The resulting map will be color-coded and utilize clickable icons to show effort ratings, material of the pathways, and curb and sidewalk hazards to demonstrate how accessible the journey is to and from transit stations in the area. These maps will be available via the IndyGo website and offered to the City of Indianapolis for display as well.

IndyGo, the City of Indianapolis, Indiana State Independent Living Council (INSILC), Health by Design, and Easterseals Crossroads are helping to recruit, and all interested individuals are encouraged to reach out to Andy Brown of Briometrix at [AndyB@Briometrix.com](mailto:AndyB@Briometrix.com) no later than Friday, August 28. The Pilot mappers will be trained over one day and will work with IndyGo to ensure transportation to and from the mapping sites.

## **OPERATING STATISTICS FOR 2020:**

### **Mid-Town-Get-Around**

Since July, the MTGA team has completed more than 400 trips, transporting 450 individuals to and from youth programming, job interviews, healthcare appointments, work locations, and shopping.

Starting August 1, the IndyGo customer service team will begin monthly customer satisfaction calls to all participants of the program. These questions are both meant to improve the delivery of the pilot, and to also dive deeper into mobility barriers in an effort to better assist individuals in trip linking neighborhood solutions with the transit network.

## **RECOMMENDATION:**

Receive the report.

Mike Roth  
Senior Director of Mobility Solutions  
Department of Mobility Services

## Section 5307/Section 5311 Allocation Analysis Update

**To:** IPTC Board of Directors  
**Through:** President & CEO Inez Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Memo Date:** August 20, 2020

### CONSIDERATION OF SECTION 5307/5311 ALLOCATION ANALYSIS UPDATE

**BACKGROUND:**

At the July committee and Board meetings, IPTC staff provided an update to the Service and Finance Committees regarding the Section 5307/Section 5311 Allocation Plan, which is being led by the Indianapolis Metropolitan Planning Organization (MPO), in coordination with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and the Central Indiana region’s rural providers. RLS & Associates is the lead consultant on the project. The purpose of this plan is to determine how Federal Transit Administration (FTA) formula funding for the region will be administered and allocated. To date, planning activities have centered around two key components for the plan: sub-allocation of federal dollars generated by the region, and grant administration.

*Table 1. Plan Components by Funding Source*

Grant Program	FY 2020 UZA Appropriation	Plan Components	
		Sub-allocation	Administration
Section 5307/5340, Urbanized Area	\$15.72M	Yes	Yes
Section 5311, Rural Area	~\$2.4M*	No	Yes
Section 5339, Bus and Bus Facilities	\$1.72M	Yes**	Yes
Section 5310, Enhanced Mobility of Seniors & Individuals with Disabilities	\$1.29M	n/a	n/a
* Section 5311 funding is distributed by INDOT to the rural areas. This amount approximates the amount received in FY2020 from INDOT. ** Sub allocation is recommended as a project-based approach, similar to the existing Section 5310 program, administered by IPTC.			

Why is this plan needed? The Indiana Department of Transportation (INDOT) has informed the region that, effective January 1, 2022, funding for Section 5311 will be reduced to reflect the growth of the urbanized area. The providers in the counties outside of Marion County have already begun reporting trips as urban trips, entitling any of the eligible agencies to receive 5307/5340/5339 funding.

IPTC is currently the designated recipient for Section 5307/5340 funding and splits, or sub-allocates, this funding with CIRTA. IPTC is also the designated recipient for Section 5339 funding and does not split the funds. IPTC is the designated recipient and grant administrator for Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities, grant program. INDOT is the recipient of Section 5311 funding and passes this funding to the suburban agencies through county fiscal bodies.

**UPDATE:**

The project team continues to work to provide the final recommendations, which will be included in the final report. The boards of the MPO, CIRTA, and IPTC will be asked to pass resolutions that support the recommendations in the report; this resolution is targeted for October.

The current recommendation for the Section 5307/5340 sub allocation is Minimize Loss, which represents a small ongoing loss of funding for all providers, including IPTC.

Regarding program administration, IPTC staff continues to support the project team by maintaining all options as possibilities at this time. Final determination, however, is likely to occur in August or September, as all involved continue to discuss which options are considered feasible.

**RECOMMENDATION:**

Receive the update.

Ryan Wilhite  
Manager of Special Projects and Regional Mobility Integration  
Department of Strategic Planning

## Information Update – Section 5310 2019 Operating Statistics

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**To:** Chair and Board of Directors  
**Through:** President and CEO Inez Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Date:** July 30, 2020

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### SECTION 5310 – 2019 OPERATING STATISTICS

#### BACKGROUND:

The Enhanced Mobility of Seniors and Individuals with Disabilities (49 U.S.C 5310) is commonly referred to as Section 5310. The Federal Transit Administration (FTA) provides Section 5310 formula funds to states and large urban areas. In 2012, the Governor Mitch Daniels designated the Indianapolis Public Transportation Corporation (IPTC) as the designated recipient for Section 5310 formula funding for the Indianapolis Urbanized Area. As the sole direct recipient of funds, IPTC is responsible for grant administration, including oversight of any subrecipients.

Section 5310 formula funding is intended to support programs that transport seniors and individuals with disabilities. Eligible recipients include private not-for-profits and public transit operators whose projects provide transportation for seniors and individuals with disabilities. Eligible projects include those requiring operating funds (e.g. vouchers) or capital funds (e.g. vehicles). The formula funding is used to fund three activities: purchasing vehicles for IPTC's ADA Paratransit fleet, vouchers for eligible clients of IPTC's ADA Paratransit program, and subrecipient capital purchases. The remainder of this memorandum will focus on the latter of these activities, the provision of funds to support capital purchases.

IPTC holds a competitive process to determine the distribution of capital funding for subrecipients. Every year, IPTC announces and completes a call for projects for available Section 5310 funding. Eligible entities submit comprehensive applications. These applications are reviewed by committees and then IPTC staff reviews and provides the final recommendations for funding. The capital projects (typically vehicles) are authorized by the IPTC Board of Directors, purchased by IPTC staff, and then distributed to the subrecipients. The subrecipients are the owners of the vehicles, although IPTC maintains interest in the vehicle until the end of the vehicle's useful life. IPTC staff conduct annual compliance reviews to ensure that the subrecipients are adhering to federal regulations, including maintaining the vehicles in working order.

In 2019, IPTC maintained a relationship with 13 subrecipients:

- Access Johnson County (Gateway Services, Inc) – Serving Johnson County
- Boner Center – Serving the east-side of Indianapolis
- Bosma Enterprises – Serving clients in Indianapolis
- Catholic Charities – Serving clients in Indianapolis
- CICOA Aging and In-Home Solutions – Serving Central Indiana
- Hancock County Senior Services – Serving Hancock County
- Health and Human Corporation – Serving Indianapolis
- Janus (Operating as Hamilton County Express) – Serving Hamilton County
- Johnson County Senior Services – Serving Johnson County
- Noble of Indiana – Serving Central Indiana

- PrimeLife Enrichment – Serving clients in Hamilton County
- Sycamore Services – Serving Hendricks/Morgan Counties
- Tangram – Serving clients in Central Indiana

These 13 subrecipients have 59 vehicles funded through Section 5310 funds within their useful life. The largest fleet is 14, operated by CICOA Aging and In-Home Solutions. The majority of vehicles are body on chassis or cutaways, with minivans as the second-most common vehicle type.

### **OPERATING STATISTICS FOR 2019:**

In the beginning of 2020, IPTC staff informed all subrecipients that the monthly reports previously required would be replaced with annual vehicle reports. The intent of the change was two-fold: reduce administrative burden for the subrecipients and provide IPTC staff with vehicle-specific operating statistics.

The subrecipients reported approximately 74,000 one-way trips in 2019 were completed using Section 5310 funded vehicles. Individuals who were served by the project when otherwise service wouldn't have been available (also known as Estimated Gaps in Service) was approximately 1,800. The operating statistics may change slightly as the information provided is reviewed.

### **RECOMMENDATION:**

Receive the report.

Ryan Wilhite  
Manager of Special Projects and Regional Mobility Integration  
Department of Strategic Planning

## Risk and Safety Division Report – July 2020

**To:** President and CEO Inez Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** August 20, 2020

### Risk and Safety

- On Tuesday July 17<sup>th</sup>, Brian Clem attended a meeting hosted by IndyGo for Indianapolis Fire Department (IFD) in preparations for Purple Line BRT construction. Plans and coordination with first responders will continue and updates will be given as this project progresses.
- Brian Clem continues to attend on the weekly calls with the Marion County Emergency Operations Center (EOC) that was activated in March and continues through out the pandemic. These updates help IndyGo know what is going on with the health department and local agencies.
- Risk and Safety Coordinator Dwight Benjamin, completed IndyGo’s yearly safety training audit with mobility services contractor Trans-Dev. The audit reviewed wheelchair restraints, ADA practices, presentation materials, attendance rates, and other common practices regarding training. A final report has been issued to Senior Director of Mobility Services, Mike Roth.
- The IndyGo Emergency Response Team (ERT) is still meeting once a month for Covid-19 purposes. Current focus has been mask ordinance, communication to staff and riders, and thermal temperature scanners at IndyGo.
- On July 21<sup>st</sup>, TJ Lanham, Kevin Neumann, Dwight Benjamin attended the downtown safety and security virtual meeting. Businesses in the downtown area attend these meeting to address crime and safety concerns amongst one another to formulate corrective actions led by IMPD.
- On July 30<sup>th</sup>, Director of Risk and Safety Brian Clem recorded a presentation to APTA on operator assault and Covid-19 barriers and new technology. The presentation will be given at the APTA Mobility and Rail NOW! Conference being held virtually on Aug 12<sup>th</sup> and 13<sup>th</sup>. Presentation talks about what and how IndyGo was able to protect our operators and the success of our vehicle maintenance team.
- On July 20<sup>th</sup>, with a big help from Risk and Safety Coordinator Kevin Neumann, IndyGo now has completed its first draft IndyGo’s Public Transportation Agency Safety Plan (PTASP). This document revises the former Safety and Security Program Plan and incorporates our commitment and communication to safety and emergency response. IndyGo’s next step in this process is to submit to the FTA for a compliance review before rolling it out, educating and presenting the plan to IndyGo Board of Directors. This will take place at the September board meeting.

### *July 2020 Safe Drivers Recognition*

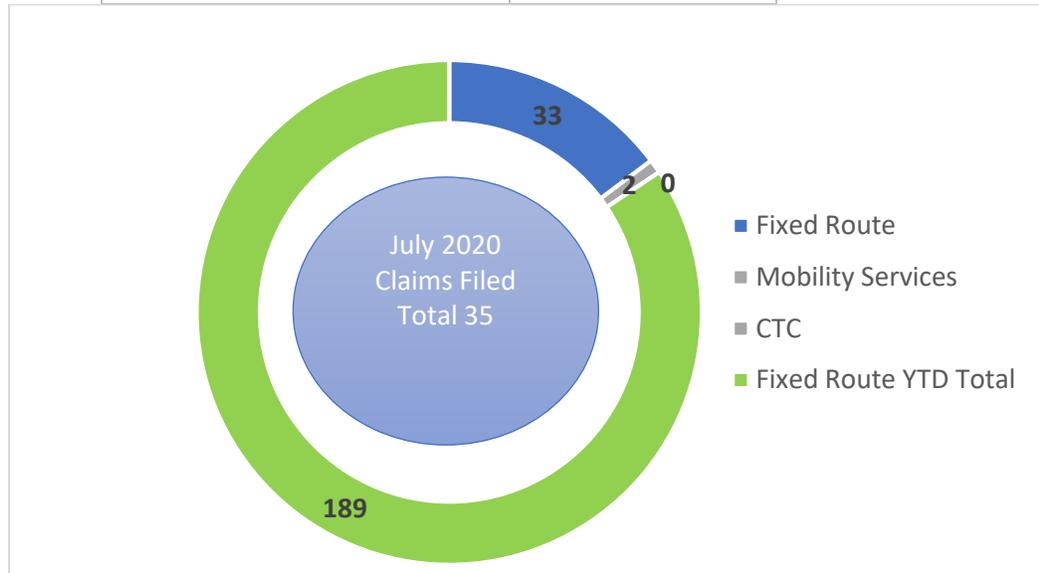
*The following Operators are recognized for their safe driving for the month of July and received a National Safety Council patch, pin and certificate.*

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>
Thompson, Kirk	6014	<b>20</b>
Davis, Quinton	1411	<b>15</b>
Langford, Donna (Sullivan)	1421	<b>13</b>
Garrett, Victor	2163	<b>12</b>

Hook, Sandra (Smith)	8430	8
Reed, Bryant	8371	8
Wellington, Corene	8125	7
Matthews, Brandi	8626	6
Robinson, Sherika	8428	6
Brooks, Ronnie	8353	5
Ricks, Pamela (King)	8424	5
Savage, Shanez	9245	5
Solorio, Lisa (Bishop)	8314	5
Besley, Hardin	8794	4
Clark, Keana	8937	3
Jones, Antonio	8706	3
Bean, Duane	9096	1
Brown, Bryant	9441	1
Brown, Millicent	9502	1
Brown, Regeania	9509	1
Burnett, William	9484	1
Burts, Roy	9483	1
Foy, Crystalle	9486	1
Gaines, Carly	9375	1
Lewis, Eugene	9384	1
Maxwell, Cedric	9487	1
Ong, Marcus	9491	1
Rogers, Kimberly	9505	1
Turner, Jerry	9291	1
White, Desmond	9489	1

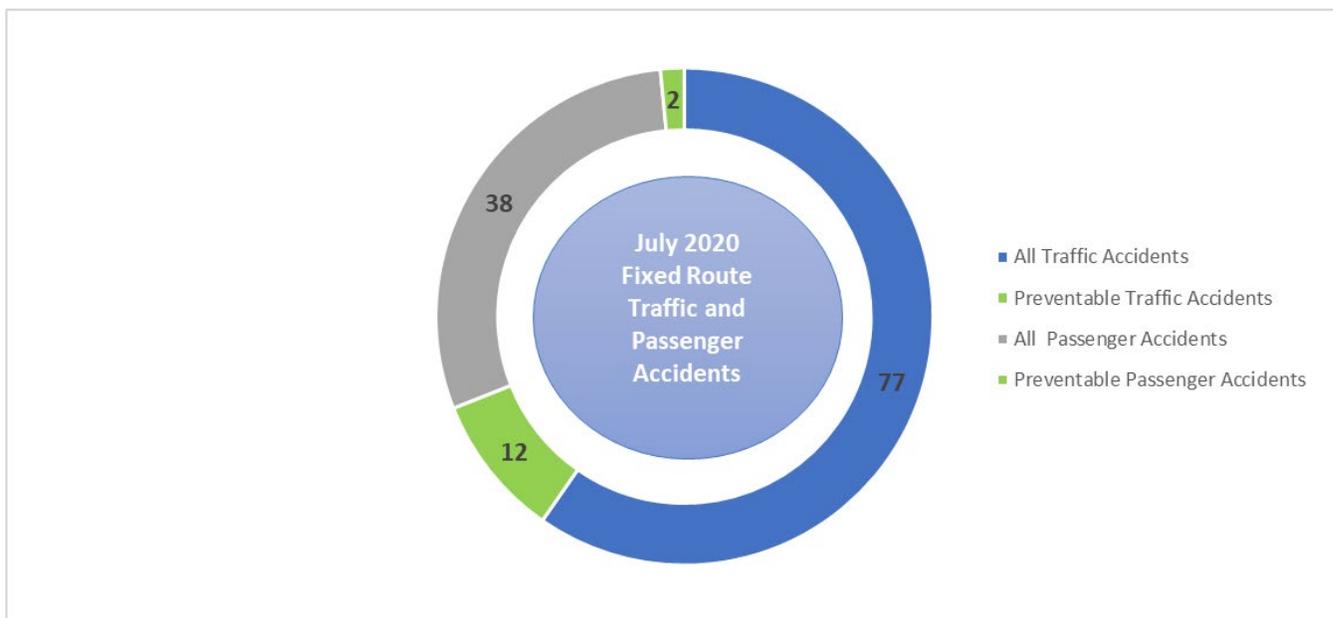
### July 2020 Claims Submitted

Claims for Fixed Route	33
Claims for Mobility Services	2
Claims for the CTC	0
Total Fixed Route Claims YTD	189

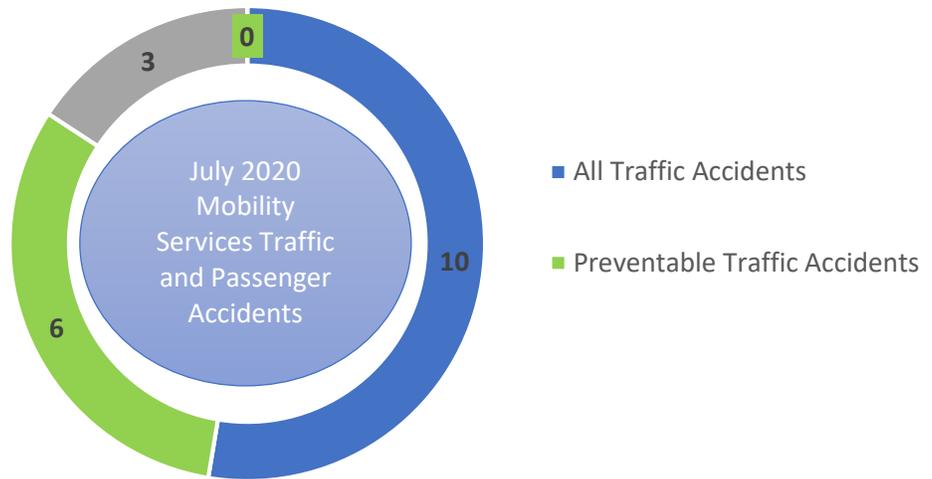


### July 2020 Fixed Route Current Month, Prior Month & Prior Year Comparison Data

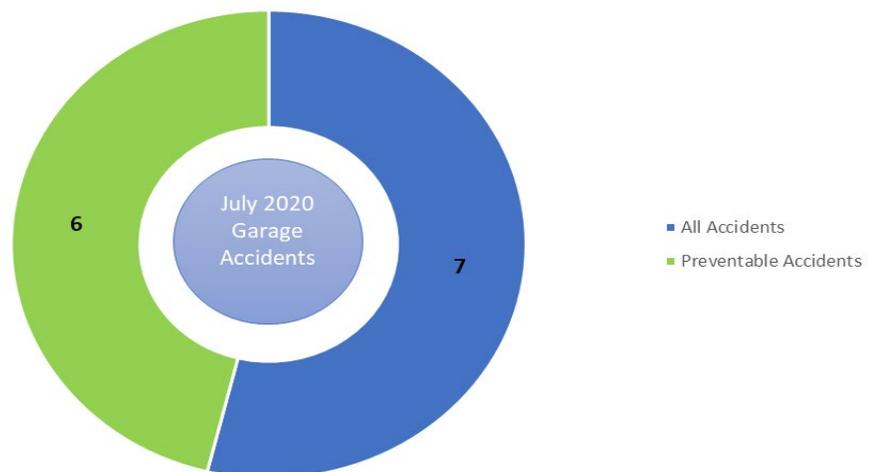
Fixed Route Accidents				
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
June 2020	79	24	14	0
July 2020	77	12	38	2
July 2019	0	0	0	0



<b>Mobility Services Accidents</b>				
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
June 2020	7	6	5	0
July 2020	10	6	3	0
July 2019	0	0	0	0



<b>Garage Accidents</b>		
	<u>All Accidents</u>	<u>Preventable Accidents</u>
June 2020	3	3
July 2020	7	6
July 2019	0	0



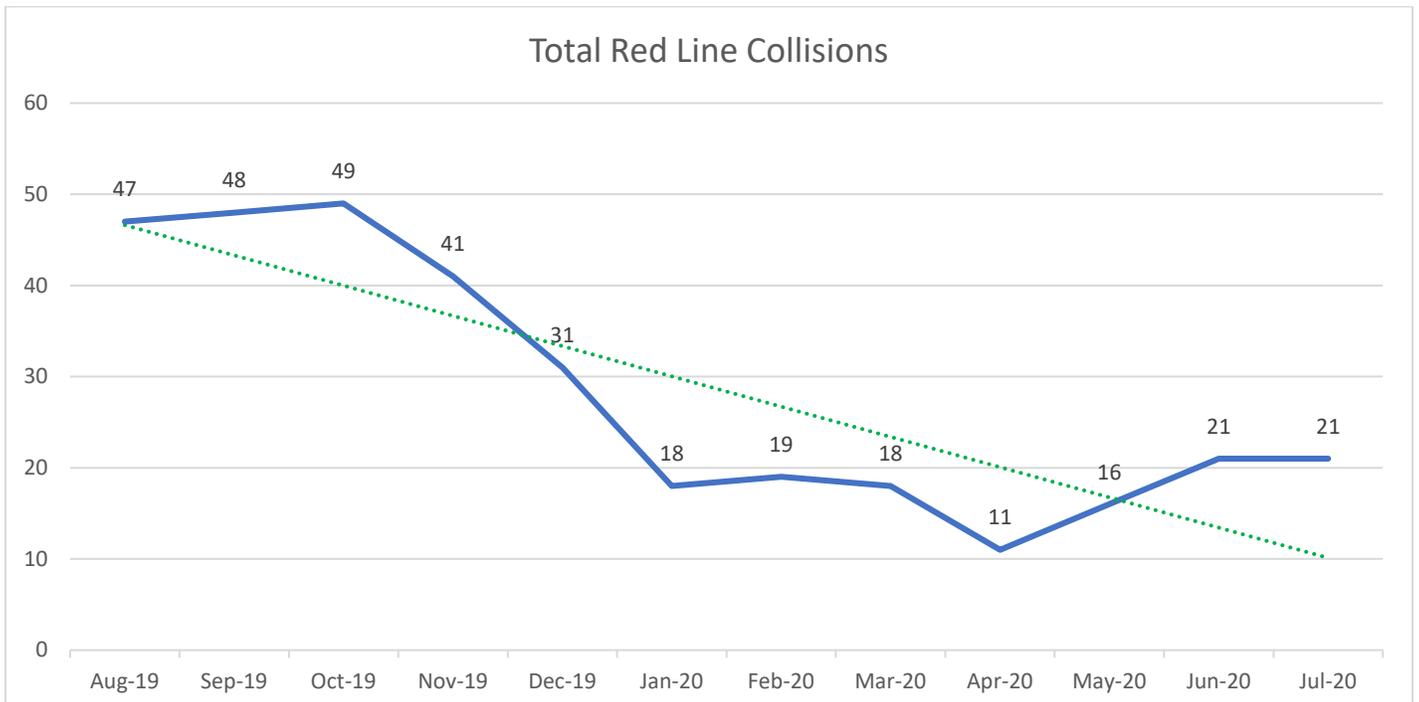
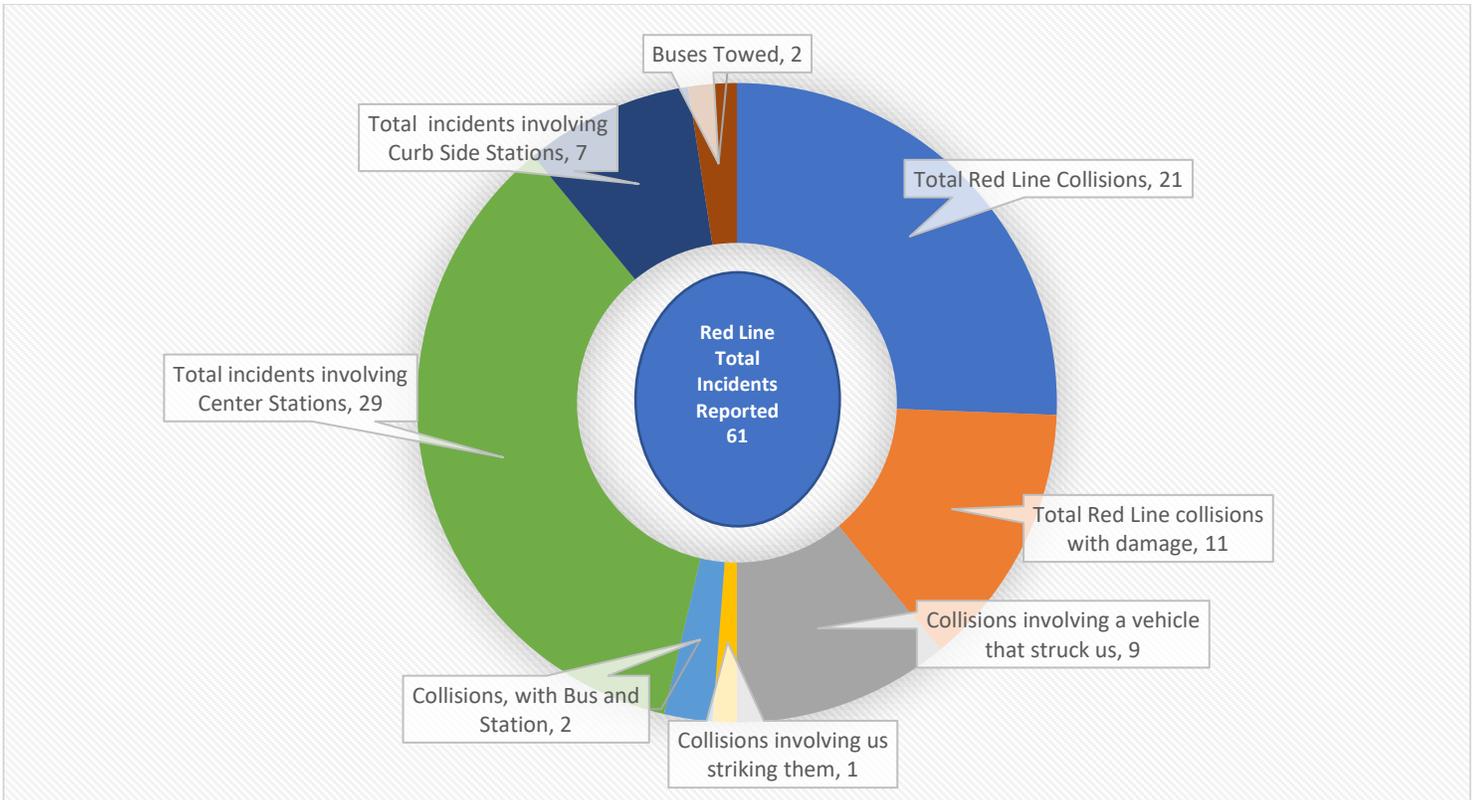
<b>Training Accidents</b>		
	<u>All Accidents</u>	<u>Preventable Accidents</u>
June 2020	0	0
July 2020	0	0
July 2019	4	1

### July 2020 Red Line/Route 90 BRT Data

<b>Red Line Route 90</b>	
Total Reported Incidents	61
Total Number of Traffic Accidents (TA)	21
Total Number of Traffic Incidents (TI)	1
Location where most incidents occurred (Capitol Ave)	15
Total Number of TA/TI involving Platform/Station	2
Total Number of TA/TI with Damage to the Coach	11
Total Center Station Incidents	29
Total Curb Station Incidents	7
Collisions involving a vehicle that struck us	9
Collisions involving us striking them	1
Total Number of Passenger Accidents (PA)	12
Total Number of Passenger Incidents (PI)	2
Number of Falls	8
Total Number of Other Incidents (Police, EMS, Vandalism, etc.)	25
Average Incidents per day on Route 90	1.97

	<u>August 2019</u> *Training	<u>September 2019</u>	<u>October 2019</u>	<u>November 2019</u>	<u>December 2019</u>	<u>January 2020</u>	<u>February 2020</u>	<u>March 2020</u>	<u>April 2020</u>	<u>May 2020</u>	<u>June 2020</u>	<u>July 2020</u>
<b>Total Red Line Collisions</b>	47	48	49	41	31	18	19	18	11	16	21	21
Total Red Line collisions with Damage	37	42	36	38	24	18	16	16	7	13	11	11
Collisions involving a vehicle that struck us	8	8	17	13	8	7	9	6	2	5	10	9
Collisions involving us striking them	0	4	6	9	12	2	2	1	1	3	4	1
Collisions, with Bus and Station	42	25	15	13	6	4	6	4	2	8	5	2
Total Involving Center Stations	33	28	21	28	18	22	24	24	12	29	19	29
Total Involving Curb Side Stations	11	22	21	16	12	12	23	16	5	12	13	7
Buses Towed	2	2	2	0	0	0	1	2	0	1	1	2

## July 2020 Red Line/Route 90 BRT Data



**End of Report**



## Planning & Capital Projects Report – July 2020

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**To:** President and CEO Inez Evans  
**From:** Vice President of Infrastructure, Strategy and Innovation Jennifer Pyrz  
**Date:** August 20, 2020

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### 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:** 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.

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

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

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

**Mobility Solutions:** IndyGo continues to explore and advance strategies to promote shared use mobility options for Indianapolis. Two pilots are aimed at boosting transportation options and awareness for Indy residents and were identified through the Ford City: One Challenge that took place in 2019, and then funded by approval from the IPTC Board of Directors.

In partnership with the MLK Center, IndyGo provided four ADA-accessible vans for the neighborhood-based microtransit service and will work with Briometrix to map the accessibility of pathways to and from future Purple Line stations.

- **MidTown Get Around** - The mobility partnership between IndyGo and the MLK Center launched in March 2020, and at the height of quarantine, the MLK Center and IndyGo team pivoted the Mid-Town-Get-Around (MTGA) from transporting people to food and prescriptions. Now, with many returning to job interviews, school and childcare services, and healthcare visits, the four MTGA vans and drivers are transporting individuals and families. MLK Center recently hired two additional drivers and is providing trips from 8a – 6p to pre-registered youth and adults. To reduce the spread of COVID-19 and maintain health of drivers and passengers, space inside the vehicles is limited to three individuals of the same household, or two that are not. Since July, the MTGA team has completed more than 400 trips, transporting 450 individuals to and from youth programming, job interviews, healthcare appointments, work locations, and shopping. Starting August 1, the IndyGo customer service team will begin monthly customer satisfaction calls to all participants of the program. These questions are meant to improve the delivery of the pilot and dive deeper into mobility barriers to better assist individuals in trip linking neighborhood solutions with the transit network.
- **The Briometrix, “City on Wheels” pilot project** – The Briometrix pilot is preparing to start mapping accessibility of several future Purple Line Rapid Transit station pathways. Starting August 1, IndyGo and Briometrix began recruiting to equip and employ up to five individuals who use wheelchairs (the Pilots), to survey the pathways for nine days in September. Final map layers will be available to IndyGo and the City of Indianapolis by November 1. The Pilots' wheelchairs will be equipped with a Briometrix data logger along with a video camera and smart phone. As the wheelchair passes over the sidewalks, curb ramps, and intersections, the technology will log and analyze the forces around the wheelchair. The project will result in a visual map showing the level of difficulty to traverse the area, especially for individuals who use a wheelchair or have limited mobility. The resulting map will be color-coded and utilize clickable icons to show effort ratings, material of the pathways, and curb and sidewalk hazards to demonstrate how accessible the journey is to and from transit stations in the area. These maps will be available via the IndyGo website and offered to the City of Indianapolis for display. IndyGo, the City of Indianapolis, Indiana State Independent Living Council (INSILC), Health by Design, and Easterseals Crossroads are helping to recruit volunteers.

**Blue Line TOD Planning:** As part of FTA’s Pilot Program for TOD Planning, IndyGo is partnered with the City of Indianapolis, Department of Metropolitan Development and the Indianapolis Metropolitan Planning Organization (MPO) 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 – continues to vet strategic text amendments, as well as the creation of a new TOD overlay district. This project is on track to be completed by the end of the year; final (city) adoption in Q1 2021.

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

- **Purple Line Transit Impact Study:** Following in the footsteps of the MPO's Red Line Transit Impact Study (TIS), IndyGo staff is 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 MPO. IndyGo staff is working to address their comments and suggestions. Once finalized, this document will serve as a community resource. It is anticipated that this will be complete within the next two months.
- **Paratransit Operational Analysis (POA):** The final report was presented to the Board of Directors on June 25, 2020. The Board of Directors accepted the report. Staff presented the "next steps" recommendation at the July 27, 2020 IPTC Board of Director's meeting and it was approved. Staff will continue working with public affairs and mobility services to advance the conversation.
- **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 past month resulted in several new partnerships, in addition to our SY2019-2020 partners. Total program enrollment as of August 14: 7,262 students. The next significant step is the creation of the full suite of partnership/program opportunities, including a corporate sponsorship program.
- **Retail Network:** IndyGo is in the process of deploying 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 entirely 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. Due to other recent developments regarding fare collection, the Executive Team is discussing methods for moving forward.

- **Grant Applications**

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

- *Bus and Bus Facilities Program:* - Award announcements were made on August 11, 2020. IndyGo was not awarded a grant. Staff have scheduled a debrief with the program administrator to glean lessons from the technical scoring of the project.
- *2020 Accelerating Innovative Mobility (AIM) Challenge Grant:* 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 MPO has executed the agreement with INDOT to swap its federal allocation with state funding beginning in SFY2025. There will be no call for projects this year and the existing projects submitted for the SFY2025 CFP will not be advanced

to the policy committee until the MPO staff can review how the federal swap will impact its program.

- **Transit Asset Management (TAM)**

TAM Plan Implementation: The FTA requires agency plans to be updated every four years. IndyGo staff is convening a TAM Team to review the 2018 TAM Plan and its recommended actions. The TAM Team have been meeting quarterly. Two distinct groups of internal staff have been formed to discuss different activities: TAM Fleet and TAM Facilities. An action plan will be prepared for the remaining years of the plan

Fleet Replacement Plan: Strategic Planning has been working with Operations and Finance to develop scenarios for a fleet replacement plan. There is no substantive update for August.

- **North Split Action Plan**

Coordination with HNTB: Working with HNTB (consultant firm leading the North Split coordination), IndyGo staff have been routinely briefed on the progress of the North Split construction project. IndyGo staff have worked with HNTB to identify potential operational challenges, with potential enhancements to mitigate those challenges. A key point in the coordination is to understand how Indiana Department of Transportation (INDOT) can use project funds to offset costs of the operational challenges. IndyGo staff shared ideas with HNTB regarding operational efficiencies and other ideas to mitigate operational impacts of the North Split project.

As part of the project, data have been analyzed regarding vehicle speeds for routes in downtown Indianapolis. In addition, a comparative data analysis is underway to examine vehicle speeds of roadway treatments along the Red Line corridor. Staff hope to utilize the resulting analysis to understand impacts of the various roadway treatments (e.g. dedicated lanes) on vehicle speeds. Staff are hopeful this work will have uses outside this project.

- **Regional Initiatives/Discussions**

Section 5307/5311 Allocation Plan: 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. Staff presented a detailed update on the progress to the Board of Directors in July and will do so again at the August meetings. At this time, the only item outstanding is who will be the grant administrator for the funding. There is likely an informational Board item in August with Board action on a resolution of support in October.

Section 5310 Oversight: Sub-recipients are aware of outstanding issues and are working to correct them. Annual reports have been submitted and an informational item was provided to the board in the August board packet. Subrecipients have been contacted and oversight meetings have been scheduled to occur in 2020. Staff have worked to update the Section 5310 Disposition Form for vehicles that are Section 5310-funded and need to be disposed.

Section 5310 2019 Call for Projects: All vehicles ordered for the 5310 2019 Call for Projects have been picked up. The lone equipment project (new telecommunications equipment) had added expenses that were approved by IndyGo staff and should be delivered and installed in the next few weeks.

Section 5310 2020 Call for Projects: The 2020 CFP closed in late May. IndyGo has finished the CFP and will be presenting its recommendations at the August board meeting. Staff believe the vehicles can be ordered shortly thereafter (once the local match checks have been received).

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 Audible Pedestrian Signals. Design is complete and installation is expected to begin in the next 1-2 months.

The Red Line will require inductive charging to be constructed at two sites along the corridor. One of these sites is at 6410 North College Avenue, formerly a KeyBank. Due to the nexus of Federal funding and BYD, a NEPA Re-Evaluation is required. The documentation for this was submitted to SHPO on August 6, 2020 and SHPO concurrence was received on August 14, 2020. The second site is 8925 S. Madison Avenue. NEPA documentation is in progress for this site.

### **Purple Line**

IndyGo's design consultant is progressing towards final design being completed in January 2021. We are currently conducting a review of the revised 60% plan set in cooperation with our construction management consultant. A NEPA reevaluation has been prepared to incorporate the new drainage work. This documentation was submitted to the Federal Transit Administration for review on July 31, 2020. The Archaeological Phase III Mitigation Report received concurrence from the State Historic Preservation Office (SHPO) on June 18, 2020. Information relating to the findings will be shared with the public through public outreach, the IndyGo website, and a future session with a to-be-determined partner historical organization.

### **Blue Line**

Blue Line NEPA and design is currently on hold. It is expected that NEPA and design work will begin again in Q4 this year.

### **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 Rural Street underpass project is currently under value engineering review.

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. The Planning & Capital Projects team continues to consult the Executive Leadership team with respect to the timing of various approval processes; anticipating that the soonest construction of Super-Stops could begin is late-2020 to early-2021. Super-Stops had applied for a Federal Transit Administration Bus and Bus Facilities grant but was not a recipient. NEPA Re-evaluation work will continue for the purposes of keeping other potential grant opportunities on the table.

## **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 were presented to the IndyGo Board at the June 2020 Board Meeting and approved to move forward with contract negotiations. A Kick-off Meeting will be conducted with each team.

In the on-call services contract from 2017, 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 completing open tasks only.

- **Electric Bus Charging Facility Upgrades Phase 2** – Under the Electric Bus Fleet Charging Master Plan and Facility Upgrades Phase 1 project a master plan was created regarding the parking of buses in the IndyGo garage with the anticipation of additional 60’ and 40’ buses. This task order is to update the plan, with the inclusion of installation of DC chargers and the required conversions needed, identify the space needs to accommodate parking of the entire IndyGo fleet and the space needs for the maintenance garage to accommodate the fleet; electric maintenance bays, brake bays, etc. and provide recommendations regarding an additional facility. The deliverables would be the following:
  - Updated parking plan with identified spaces for 40’ chargers
  - Drawings, Specs and procurement documents for constructing the garage conversion and installing chargers
  - A study of storage and maintenance space needs to accommodate the modified fleet and their charging requirements
- **Julia Carson Transit Center Feasibility Charging Study** - At the Julia Carson Transit Center, WSP is assisting in identifying options for accommodating 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** – This project is in closeout with RL Turner, Prime Contractor. The activity to close out has been delayed beyond original plans due to the COVID 19 pandemic. Final delivery of furniture has been completed.
- **Space Planning Renovations Maintenance Area Design**—Garage door improvements were the first task for this project. Elements include widening of the garage door from vehicle wash to the parking, charging area, the retrofit of the fire door and tie-in to the fire suppression system, and upgrade and installation of the fire door for the front garage door near Treasury. This work has been completed under the Vehicle Wash/Paint Booth/Garage Door Improvement Project.

The next phase of maintenance improvements will be renovation of offices, rest rooms, maintenance locker rooms and lounge, and the old Training Room (Cube Farm). A new exercise area will be constructed and the IndyGo Board Room, the front lobby restrooms and the front security desk will be improved. 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**— This project scope included removal and installation of a new vehicle wash system, removal and installation of a new paint booth system and widening of the garage door and removing the fire suppression door and suppression system. Internal coordination is ongoing regarding logistics during construction. Demolition of the door widening is completed and awaiting the frame of the opening. The new vehicle wash system is now operational.

The Paint Booth construction is complete, with a few remaining punch list items for completion. Staff Training is scheduled for August 14 at 6am and 1pm to accommodate several shifts. The Paint Booth is scheduled to be operational by August 31.

The paint booth operating permit was issued by IDEM and 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. RL Turner is the Prime Contractor for the project.

- **Training & Contingency Facility** – The location is planned to provide a full training facility with grounds for a driving course and space for maintenance training. It would also operate as a contingency / emergency operations site for the agency. The project went out for procurement and we received four proposals for the project. All proposals were substantially over the Independent Cost Estimate and project budget and so the project will not be awarded at this time. The design team, IndyGo procurement and legal are reviewing the project to determine next steps.
- **Overhead Security Screen Doors/Emergency Exit Doors** – Screen doors are to be installed on all bay doors in the facility (nine) and 18 emergency exit/exterior doors. The project was out for procurement, proposals were due Monday April 6, 2020; no bids were received. Some of the overhead screen doors and pedestrian access doors will be included in the Maintenance Area renovations project. Remaining doors will be addressed individually.
- **Solar Panel Expansion** – This project is federally grant funded. The design is 100% complete for expansion on the roof. The design team have worked on cost estimate and options for expansions in other areas on property, possibly the South parking area. Once all options have been explored, an evaluation will be made on how to proceed. WSP is the design team for the project.

Respectfully submitted,

**Jennifer Pyrz, PE**

Vice President of Infrastructure, Strategy and Innovation





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

## Public Affairs Division Report – July 2020

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**To:** President and CEO Inez Evans  
**From:** Director of Public Relations and Partnerships Lesley Gordon  
**Date:** August 20, 2020

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR JULY 2020

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

Lesley Gordon  
Director of Public Relations and Partnerships

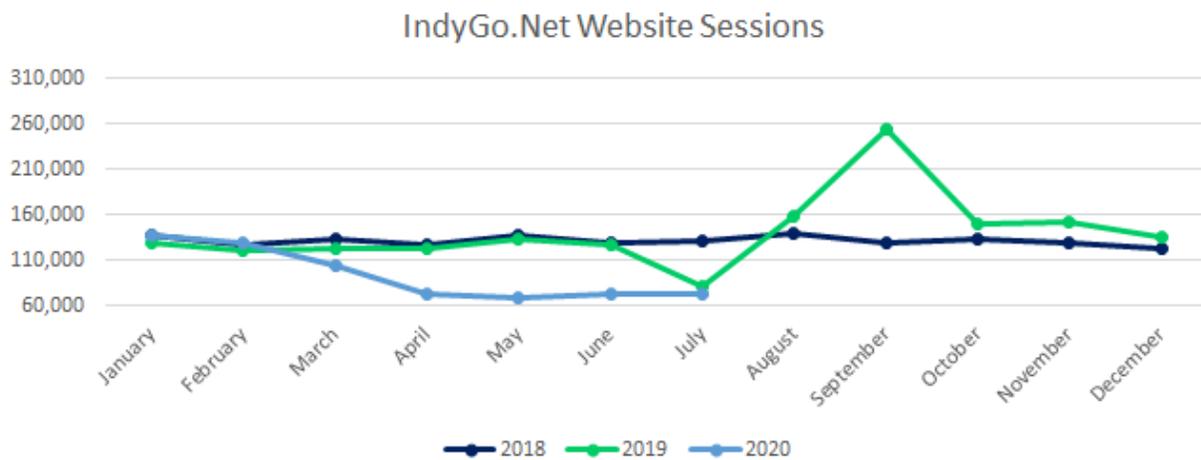
Attachments

Contributing Staff includes:

Lesley Gordon, Director of Partnership & Public Affairs  
Allison Potteiger, Organizational Communications Manager  
Jordan Patterson, Community Outreach Coordinator  
Faith Chadwick, Public Information Officer  
Dion Hazelbaker, Creative & Design Specialist

**INDYGO.NET WEBSITE STATISTICS:  
(7/1/2020-7/31/2020)**

Page Views	157,072
Bounce Rate	56.52%
New Users	21,871
Returning Users	10,870
Total Sessions	72,613
Total Monthly Sessions Comparison to Previous Year	89.43%



**Mobile Share**

Date	Mobile	Desktop	Tablet
July-20	68.80%	29.47%	1.73%
Jun-20	67.86%	30.41%	1.74%
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-20	67.47%	30.60%	1.93%
Dec-19	70.09%	27.89%	2.02%
Nov-19	67.09%	30.43%	2.48%

## Transit agency leaders, APTA press urgent need for additional Congressional funding

The group says more emergency stimulus funding is needed to avert a 'looming financial calamity.'

Author — [Mischa Waneke-Libman](#)

Jul 29th, 2020



Illustration: Mass Transit; Top: APTA; Bottom: Maria Gossard/Unsplash

The American Public Transportation Association (APTA), along with 10 transit agencies, held a virtual press conference July 28 to reiterate the transit industry's need for an additional \$32 billion in federal funding. Transit was not included in the proposed stimulus package released by [Senate Republicans on July 27](#) and the [\\$15.75 billion included in a House-passed proposal](#) is short of what the industry needs.

**PROMOTE RFPs, RFQs AND BIDS**  
Reach transit industry suppliers

**MASS TRANSIT**

RELATED

Management  
**Virtual event rallies support for transit funding**  
[Mischa Waneke-Libman](#) Aug 9th, 2020

Management  
**US Commentary: Congress must act to save public transit**  
[Aug 9th, 2020](#)

Management  
**MD: Maryland congressional delegation requests \$32 billion more relief funding for U.S....**

## IndyGo to offer paratransit service events



by: [Mary Wilkom](#), *Inside Indiana Business*

Posted: Jul 28, 2020 / 10:47 AM E&T / Updated: Jul 28, 2020 / 12:12 PM E&T

INDIANAPOLIS (Inside Indiana Business) – The Indianapolis Public Transportation Corp. is taking steps to begin gathering public input regarding the future of paratransit service. IndyGo's board of directors has authorized staff to plan a series of events to engage the disability community on how to most effectively provide paratransit services in the future.

## IndyGo To Continue Current ADA Paratransit Service Open Door - And Seeks Input To Improve It

MICHAH YASON

Open Door provides door-to-door services to people with disabilities in Marion County -- where riders may schedule a ride to any in-county location. However, many users say the service is unreliable -- reporting late pick-ups and long ride times, as long as 3 and 6 hour. IndyGo also identified some management issues. It commissioned a consulting firm to study the service and [advise solutions](#).



IndyGo Paratransit Service

In its Monday meeting, the board of directors advised IndyGo staff to gather more community input before making any changes to the current service.

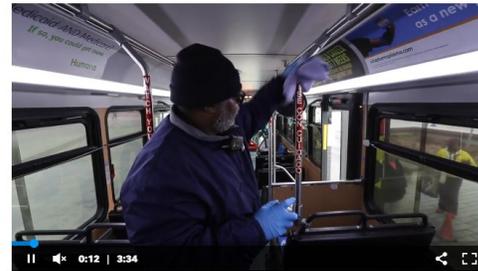
Manager of Special Projects and Regional Mobility Integration Ryan Wilhite said the board needs a broader public outreach effort.

"This next step is intended to gather input on how to make policy changes to improve the quality of service delivered, including an opportunity to prioritize policies and determine what on-demand service looks like beyond the ADA required area."

## IndyGo ridership rebounds, but remains down compared to 2019 amid pandemic

[Ethan May](#) Indianapolis Star

Published 2:11 p.m. ET Jul. 30, 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 Moving Forward Against All Odds

July 31, 2020 Transit 0



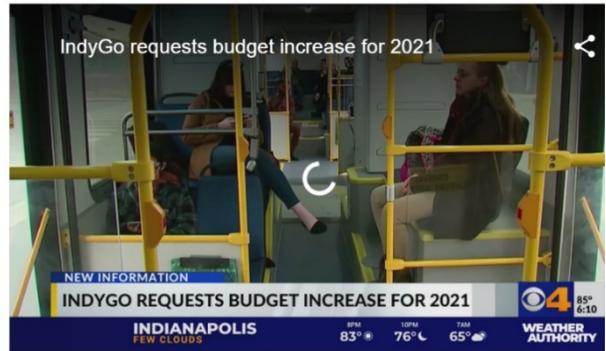
Purple Line BRT station at the Indiana State Fairgrounds. IndyGo rendering



by Thomas P. Healy

POLITICS

## IndyGo seeks budget hike while revenues, ridership dip



INDIANAPOLIS  
FEW CLOUDS

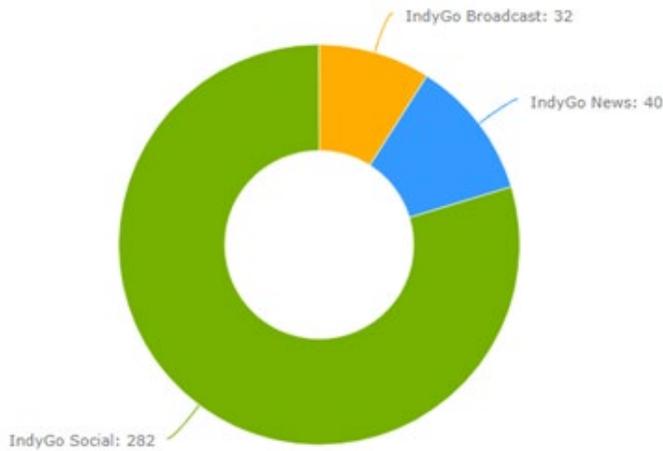
83° \* 76° 65°

4 85°  
6:10 WEATHER  
AUTHORITY

**Topics Include:**

This month, topics included COVID-19 impacts on IndyGo and other transit agencies, IndyGo’s paratransit operational analysis, and IndyGo’s proposed budget. Outlets covered the Board of Directors’ decision to authorize staff to conduct more outreach and solicit community feedback on paratransit service and potential changes to future service. Media also covered the rise in passenger trips seen by the service in June 2020. President and CEO Inez Evans joined other agency leaders and the American Public Transportation Association (APTA) for a virtual press conference highlighting the need for additional funding for transit agencies in response to COVID-19.

**Media Exposure:**



-IndyGo News: 40

-IndyGo Broadcast: 32

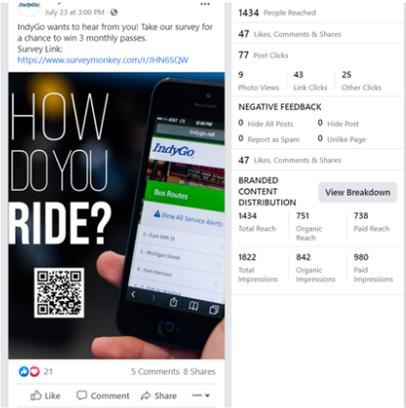
-IndyGo Social: 282

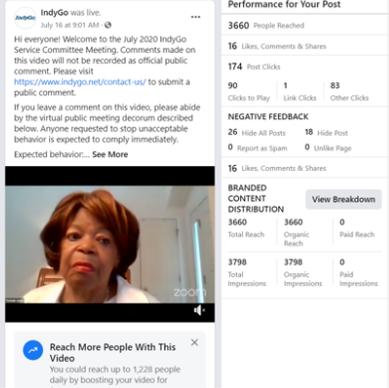
number Indiana  
 COVID  
 plan City  
 IndyGo state  
 board district  
 ridership

**Social Performance:**

## Facebook Performance

- Had a total of **20,729** organic impressions and **980** paid impressions.
- **2,060** post engagements (number of times people engaged with posts through reactions, comments, shares and clicks).





8

# Twitter Performance

- 36,000 impressions
- 40 retweets and 61 likes
- Generated 15 new followers
- 5,822 current followers

**Top Tweet** earned 2,503 impressions

Effective tomorrow - Riders must wear masks onboard all IndyGo fixed route and paratransit vehicles and at all IndyGo facilities, including the Carson Transit Center, to comply with the Marion County Health Department's order. Learn more: [bit.ly/maskmandate](http://bit.ly/maskmandate)

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**Top media Tweet** earned 1,947 impressions

Join IndyGo's President and CEO Inez Evans on Thursday at 11 a.m. for a Virtual Town Hall, hosted by the [@IndyChamber!](https://twitter.com/IndyChamber) Register for this online event here: [indychamber.com/events/virtual...](http://indychamber.com/events/virtual...) [pic.twitter.com/wlH0qNuVau](https://pic.twitter.com/wlH0qNuVau)



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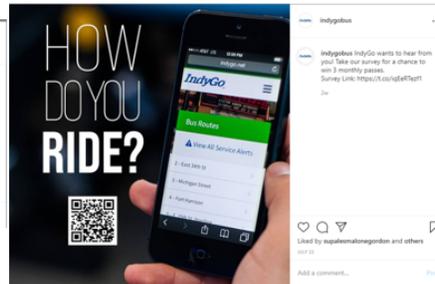
9

# Instagram performance

- Generated 1,326 impressions
- 46 engagements
- Generated 12 New Followers: 2,995 Current followers



492 Accounts reached



- 9 actions taken from this post (profile visits, website clicks, get directions etc.)
- 398 accounts reached

## Email Marketing:

# Email Marketing

**INSIDEINDYGO** >>>

### INSIDE INDYGO THIS JULY!

Food in Transit Returns On Wednesdays!



Food in Transit, a farm stand presented by Growing Places Indy and IndyGo, returns for its third year on July 1, 2020. The stand will run every Wednesday from 2:00 to 5:00 p.m. from July through October. The Food in Transit program provides fresh, affordable, and locally-grown produce to current and future transit riders. Produce is provided by Growing Places Indy and the farm stand is made possible by the Department of Metropolitan Development's Community Block Development Grant (CDBG) funding through the U.S. Department of Housing and Urban Development.

Food in Transit is available every Wednesday between July 1 and the end of October, from 2:00 to 5:00 p.m. at the Julia M. Carson Transit Center. In the event of inclement weather, the farm stand will be held inside the Carson Transit Center, with the capacity limited to promote social distancing.

The farm stand will provide a wide variety of fresh, local vegetables each week with affordably priced bundles of \$5 or \$10. The vegetables will be pre-bundled and wrapped for safety and convenience. Cash, SNAP, EBT, credit and debit are all accepted forms of payment, and Growing Places Indy offers a 50% discount on orders up to \$10 for SNAP recipients.

We hope you'll join us!

## July Newsletter

- 6,867 recipients
- 8.42% CTR
- 5.88% Open Rate

1  
2

## Outreach Summary for July:

Engagement in July marked a return to in-person events in addition to a continued digital engagement approach.

Digital events consisted of an Indianapolis Business Journal Town Hall with Inez Evans. The focus was to mark her 1-year anniversary as President and CEO. A monthly “IndyGo Now” video presentation shared pertinent updates on new face-covering requirement for riders, fresh food at the Carson Transit Center, and new options for IndyGo paratransit service. The month also included live streams of the July Service and Finance Committee meetings, along with the Board of Directors meeting.

Following guidance of government and health officials, IndyGo participated in two in-person events on July 18. IndyGo engaged over 80 attendees at Earth Day Indiana Festival. Attendees participated in an activity where they were asked to plot where they live, work, and play on the IndyGo Next system map using push pins. The activity showed participants what routes and trips they could use with IndyGo’s future grid system. IndyGo also attended Geo Next Generation H.S. Community Fair. Staff and families were updated on the Purple Line project.



Purple Line targeted outreach continued in July with faith leaders, Emergency Services, and outbound calls to establishments throughout the corridor. IndyGo staff met virtually with Tanya Johnson of Mt. Carmel Baptist Church and Deputy Chief Jerry Martin to gather feedback on a Maintenance of Traffic Plan (MOT) for Purple Line construction. In addition, IndyGo’s call center made a second round of calls to a list of nearly 2,000 business establishments in the Purple Line corridor. Calls were made to inform businesses of the project and opt-in for future communications.

Overall, IndyGo reached approximately 13,563 compared to the previous month’s reach of 11,191. In August, IndyGo will host a public meeting and two open houses regarding the Purple Line rapid transit project.

## July Outreach Events

7/1/2020	IndyGo Now: July 2020
7/2/2020	IndyGo Purple Line: Faith Leader Meeting - Mount Carmel Baptist Church
7/6/2020	July 2020 IndyGo Service Committee Meeting
7/16/2020	July 2020 IndyGo Finance Committee Meeting
7/17/2020	IndyGo Purple Line: Emergency Services Update, IMPD
7/18/2020	Earth Day Indiana Festival
7/18/2020	Geo Next Generation H.S./Community
7/27/2020	July 2020 IndyGo Board of Directors Meeting
7/30/2020	IBJ Virtual Town Hall with IndyGo's Inez Evans

## Ridership Experience Report

### *Digital Divide Survey*

In July, IndyGo conducted the “Digital Divide” survey to better understand how riders use technology to navigate and plan their trips on IndyGo. There were nearly 400 attempts to complete the survey, with over 200 surveys fully completed. Those who took the survey were very frequent riders. Over 130 survey respondents were Red Line riders. The demographic makeup of survey respondents was 70% White, 20% Black, and 5% Hispanic. 36% of survey respondents completed the survey using IndyGo’s WiFi.

Additional insights from the survey results are forthcoming.

### *IndyGo Art Update*

IndyGo’s Public Affairs division will soon be implementing an Art in Transit program. IndyGo will call for submissions a few times per year. IndyGo is reaching out to the Arts Council of Indianapolis to determine collaboration opportunities. IndyGo is already a partner in the Art and Seek program this year with the Arts Council. There are two artists displaying art on IndyGo shelters.



*Example of Art and Seek program art on IndyGo shelter (Photo Credit: Todd Bough)*



## Operations Division Report – July 2020

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**To:** President and CEO Inez Evans  
**From:** Chief Operating Officer/Vice President of Operations Aaron Vogel  
**Date:** August 20, 2020

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### OPERATIONS DIVISION REPORT – JULY 2020

#### Service Scheduling:

IndyGo’s next service Bid change takes effect on October 11. Staff is working on minor service adjustments and schedule time adjustments for trips. This means that the time it takes for a trip from beginning to end may change based on data collected and analyzed with our Swiftly and Avail CAD/AVL systems. The data that is collected real-time can be used to calibrate schedules for better on-time performance. A new Hastus run cut for operator work will be created and posted for operators to bid on their work for the next four months. This bid will have a combination of operator work that will be 8-hour runs selected cafeteria style and 10-hour four (4) day packages of work known as “rostered work”.

#### BidWeb:

Staff is testing Hastus BidWeb with the Labor Day pick. All operator selections will be entered into each account in the Hastus environment to ensure that the system produces the expected result. If all goes well a pilot group of operators will invited to enter their selections for the October Bid. This will allow staff to monitor performance, make process changes if necessary and gather feedback. Along with viewing operator work choices on smartphones or the internet, there will be a “Bid Monitor” screen in the South Lounge and CTC that will show all the choices on a scrolling screen. When selected the selected choices will be grayed out. For the timeline, the goal is to go live with a holiday bid and then a full bid in February.

#### 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 Balancing:

Service Planning staff is moving forward with Bus Stop Balancing to improve operational performance of IndyGo's fixed-route bus routes by adjusting the spacing between existing bus stops. Many stops are placed too close together, causing excessive stopping, slowing IndyGo's fixed-route service and impacting on-time performance and reliability. Using IndyGo's Board adopted Service Standards, Service Planning staff has reviewed all 3,385 existing bus stops and have determined which bus stops can be removed to improve spacing. This will reduce the total number of fixed-route bus stops by approximately 500 stops, down to a total of 2,861 stops to remain. These changes will benefit on-time performance for IndyGo's most productive routes and minimize bus stop maintenance and ADA improvement costs, while still maintaining adequate access to the IndyGo fixed route network. In making decisions on which bus stops to remove, staff reviewed existing ridership for each stop (boarding's and alighting's) , existing land use (including apartment buildings, grocery stores, senior housing, and medical facilities), and existing pedestrian infrastructure. An interactive map can be found at [IndyGo.net/next](http://IndyGo.net/next) that shows which stops will be removed. Notices will be posted at the bus stops that are planned to be removed starting in September and those stops will be removed by the start of the new bid change on October 11th.

### 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, 120 bus stops have been completed, with the remaining 20 bus stops to be completed by early-September.



### Community and external agency-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 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. Staff also continues to work closely with other municipal agencies on bus stop improvements as part of larger road construction projects, including the City of Speedway and City of Indianapolis (DPW).

Fixed Route Ridership:

Jul-19	Jul-20	% Change	IndyGo Fixed Route Ridership	2019	2020	% Change
15,695	7,512	-52.1%	<b>2 E. 34th St.</b>	106,332	59,007	-44.5%
32,170	14,710	-54.3%	<b>3 Michigan St.</b>	222,839	125,670	-43.6%
12,527	5,413	-56.8%	<b>4 Fort Harrison</b>	83,346	46,310	-44.4%
17,629	8,054	-54.3%	<b>5 E. 25th</b>	117,690	67,758	-42.4%
11,330	5,669	-50.0%	<b>6 N. Harding</b>	79,136	45,955	-41.9%
137,224	82,104	-40.2%	<b>8 Washington St.</b>	921,900	600,392	-34.9%
90,938	51,328	-43.6%	<b>10 10th St.</b>	605,939	386,498	-36.2%
3,258	2,249	-31.0%	<b>11 E. 16th St.</b>	23,989	20,379	-15.0%
4,102	1,936	-52.8%	<b>12 Minnesota</b>	28,858	15,158	-47.5%
3,163	1,330	-58.0%	<b>13 Raymond</b>	21,294	10,361	-51.3%
9,274	4,090	-55.9%	<b>14 Prospect</b>	62,251	29,700	-52.3%
16,852	6,991	-58.5%	<b>15 Riverside</b>	112,677	62,582	-44.5%
10,685	7,942	-25.7%	<b>16 Beech Grove</b>	74,448	52,950	-28.9%
19,479			<b>17 College</b>	135,069		
10,746	2,889	-73.1%	<b>18 Nora</b>	73,628	27,160	-63.1%
34,734	13,234	-61.9%	<b>19 Castleton</b>	235,753	97,957	-58.4%
11,814	8,772	-25.7%	<b>21 East 21st St.</b>	89,152	66,489	-25.4%
9,474			<b>22 Shelby</b>	62,556		
10,796	8,025	-25.7%	<b>24 Mars Hill</b>	72,067	54,221	-24.8%
13,384	7,749	-42.1%	<b>25 W. 16th St.</b>	85,909	57,100	-33.5%
14,501	10,260	-29.2%	<b>26 Keystone</b>	93,050	73,459	-21.1%
13,722	6,111	-55.5%	<b>28 St. Vincent</b>	90,019	50,344	-44.1%
7,764	4,100	-47.2%	<b>30 30th St.</b>	53,047	35,297	-33.5%
25,370	6,300	-75.2%	<b>31 Greenwood</b>	168,838	48,436	-71.3%
28,715	14,799	-48.5%	<b>34 Michigan Rd.</b>	183,638	113,476	-38.2%
37,930	18,791	-50.5%	<b>37 Park 100</b>	246,330	134,590	-45.4%
25,304	11,885	-53.0%	<b>38 Lafayette Square</b>	181,911	88,901	-51.1%
95,682	44,008	-54.0%	<b>39 E. 38th St.</b>	655,866	341,190	-48.0%
3,697	2,660	-28.0%	<b>55 English</b>	26,414	21,956	-16.9%
9,019	6,854	-24.0%	<b>86 86th Street Crosstown</b>	60,143	44,910	-25.3%
12,341	6,905	-44.0%	<b>87 Eastside Circulator</b>	79,275	47,823	-39.7%
	71,818		<b>90 Red Line - BRT</b>		576,230	
	864		<b>901 College - Local</b>		4,877	
	5,219		<b>902 County Line - Local</b>		24,783	
75	33	-56.0%	<b>Others</b>	507	698	37.7%
<b>749,394</b>	<b>450,604</b>	<b>-39.9%</b>	<b>Total</b>	<b>5,053,871</b>	<b>3,432,617</b>	<b>-32.1%</b>

## TRANSPORTATION SERVICES

### Employee Recognition:

July Employees of the Month:

**Operator:** Jacquece Rutledge

Janise was nominated by Road Supervisor Abdul Hasan;

Operator Jacquece Rutledge is very reliable. She is always willing to go above and beyond to provide exceptional customer service. She always greets her passengers and co-workers with a pleasant demeanor. Several of her passengers speak very highly of her, stating that “it’s a joy to ride with her, and she will get them to their destination safe and on time”.

**Garage:** Avante Harrison

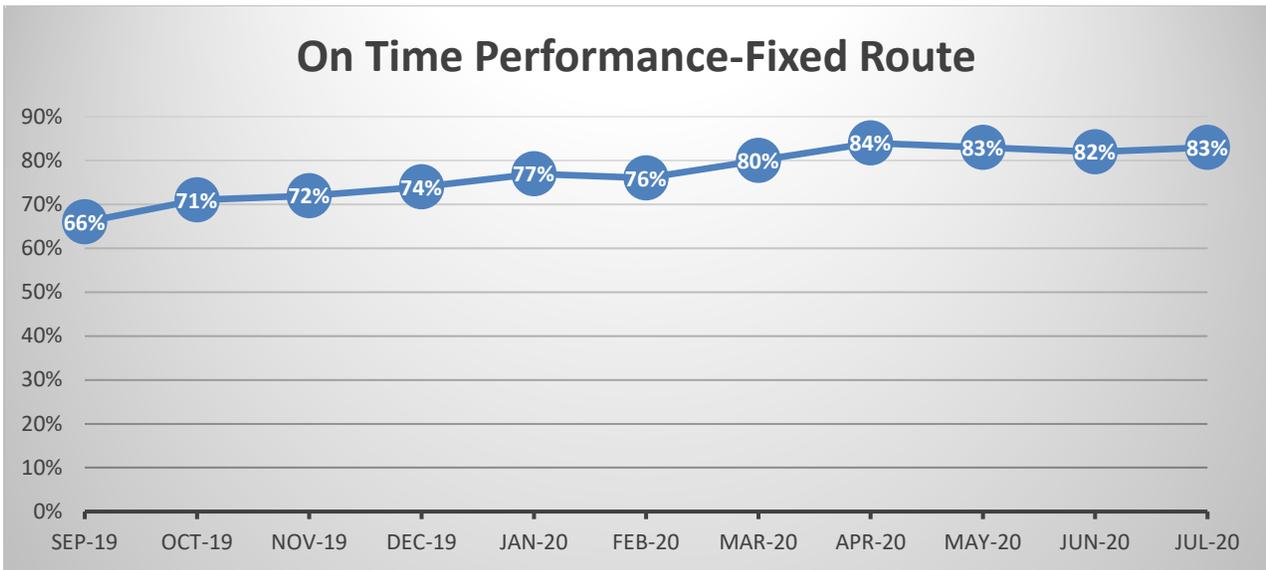
Avante was nominated by Alene Brown.

Avante is great to work with and always has a smile. He is willing to help out whenever there is a need.

**90% Club:** The following operators achieved an on-time performance rating of 90% or better during the month of July. Each name is entered into a drawing that is held each month from this group of Operators. The winner receives an extra personal day.

**The winner for the month of July is Jamie Moss-Fain**

Allen, Joy	Ford, Wanda	McClaren, Ricco
Anderson, Rose	Frierson, Razheana	Mcleod, Timothy
Anderson, Treva	Gardner, Onesha	Morrow, Tamanika
Anthony, Dove	Goudiaby, Mamadou	Moss-Fain, Jamie
Atkinson, Jerry	Grant, Mary	Oxley, Ricardo
Barnes, Paris	Greene, Jeffery	Parrish, Michael
Benson, Olu	Harden, Erica	Patterson, Larry
Birdsong, Edgar	Harrell, Douglas	Perry, Tammy
Boicourt, Phillip	Hazen, William	Roberson, Ashley
Bradford, Keary	Hicks, Mikia	Roberts, Darnell
Brent, Shanta	Hinton, Lactetia	Robertson, Wesley
Brown, Bryant	Hook, Sandra	Robinson, Ricky
Byrd, Kim	Horst, Martin	Staggs, Garry
Cammon, Jakori	Jackson, Calvin	Starkey, Catherine
Carpenter Williams, Lakisha	Johnson, Diane	Sweatt, Melvina
Carroll, Lashona	Jones, Darrell	Taylor, Richard
Chest, Mornice	Jumba, Charles	Thein, Stephen
Clark, Keana	King, Nakia	Turner-Woods, Raveen
Coleman, James	Lewis, Adrian	White, Anthony
Cox, Sean	Lewis, Eugene	Wilson, James
Davis, Elisa	Lewis, Terrill	Wilson, William
Dubose, Phillip	Mallory, Kevin	Winfield, Michael
Duncan, Scott	Mance, Anthony	
England, William	Mason, Rodney	

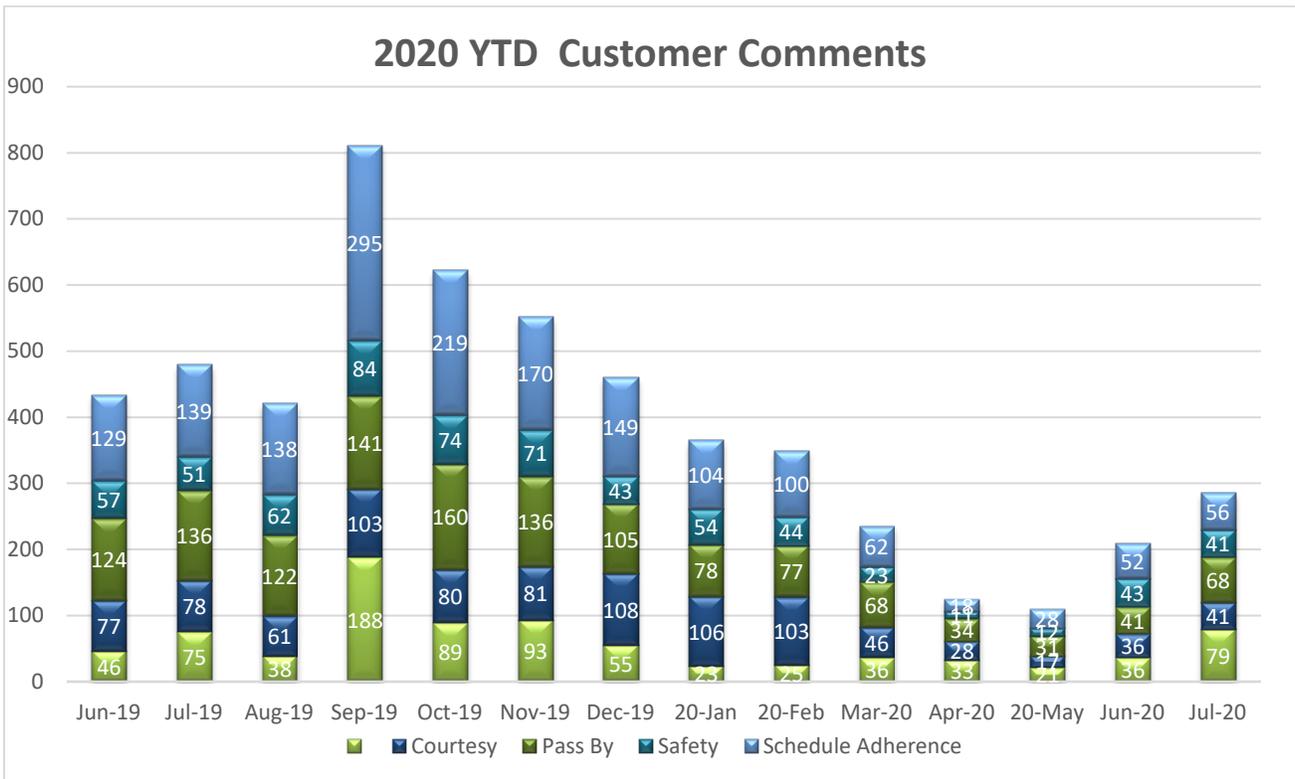


**Commendations:**

The following employees were recognized by riders for their extraordinary customer service:

Pamela Ricks  
 Deborah Carter  
 McKensy Rainey  
 Lori Beach  
 Eric Roberts

Steven Goodrich  
 Donna Langford  
 Ashley Stanford  
 Rodriguez McGuire



## VEHICLE MAINTENANCE & FLEET SERVICES

### Vehicle Maintenance:

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January 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												

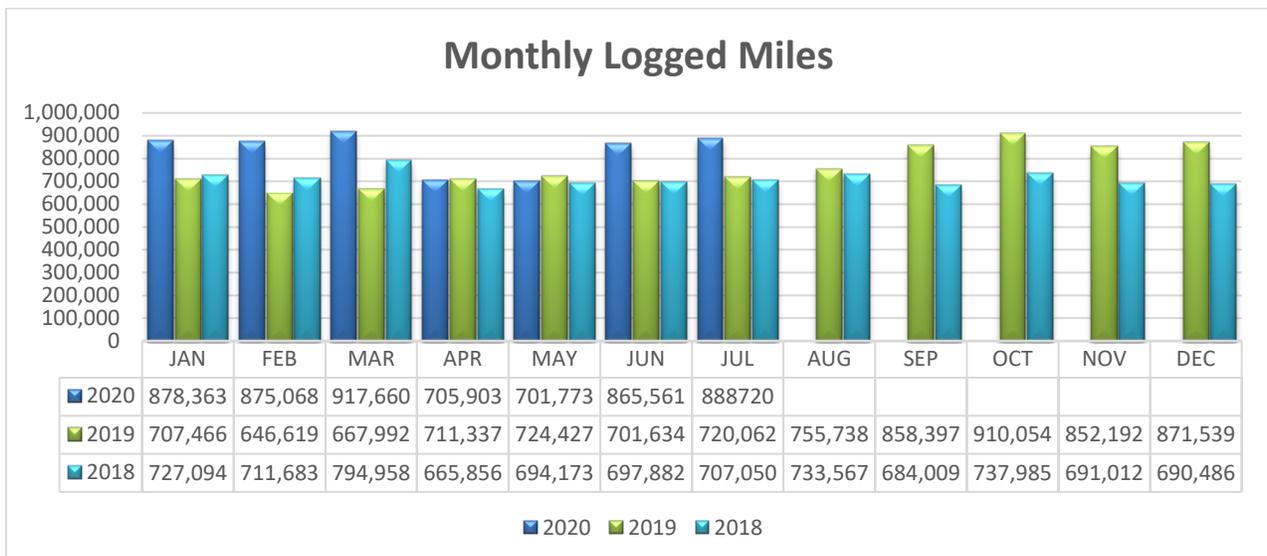
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682					
<b>ALL</b>	4,307	4,307	4,307	4,307	4,307	6,816	5,278					
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
<b>MAJOR</b>	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
<b>ALL</b>	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
<b>MAJOR</b>	5,834	9,585	6,907	5,745	4,269	7,070	6,655	8,202	7,049	6,330	5,496	7,000
<b>ALL</b>	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062	5,258	5,333	4,389	4,895

\*The green cells represent averaged totals

### Fleet Services:

There were 61 buses detailed in July. The goal is to detail every bus at least once per month. Total buses serviced (fluids topped off and washed) for the month of July was 4,631. The fleet was sanitized and disinfected by a contracted vendor each evening.

We have logged 5,833,048 miles YTD

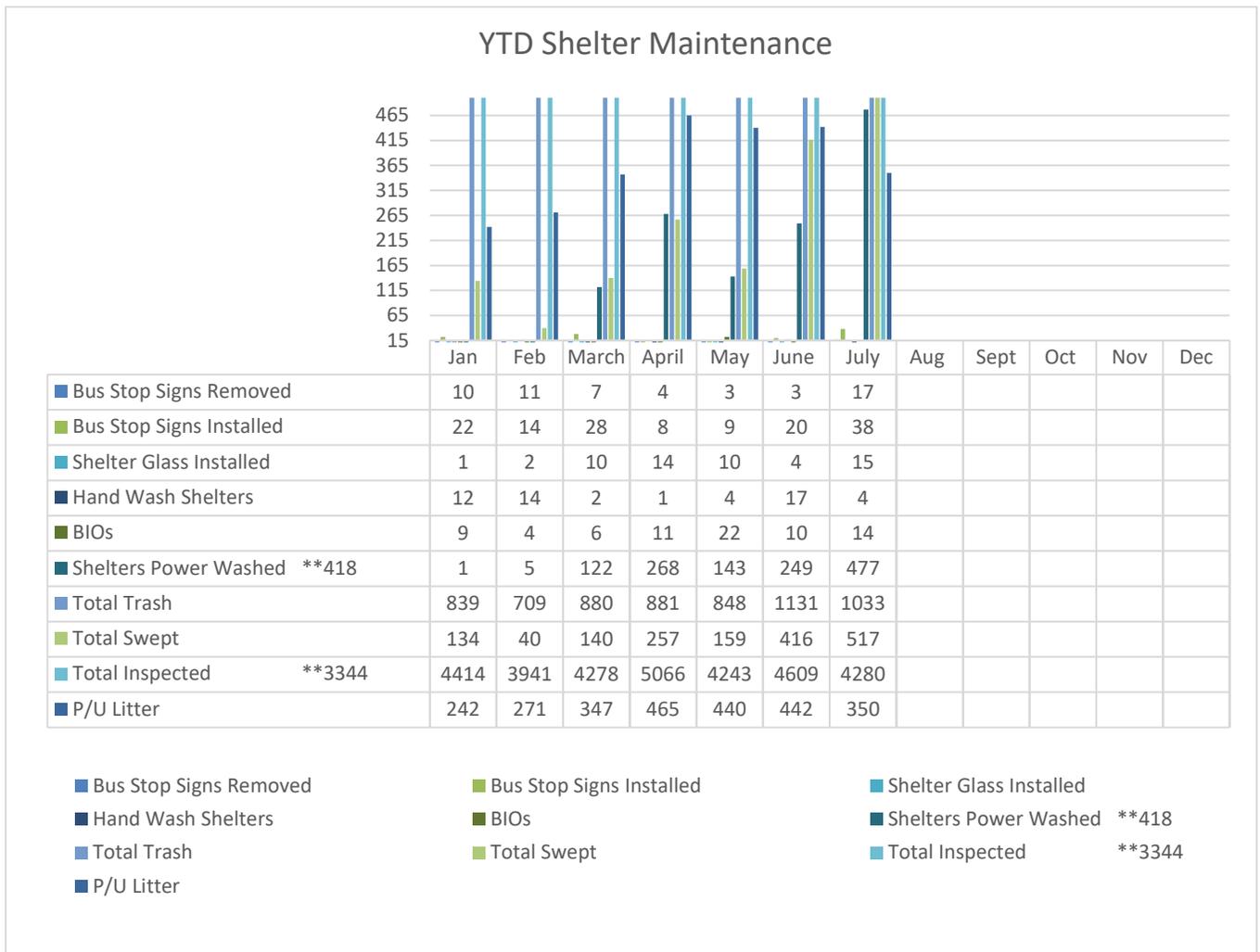


## FACILITIES

Covid-19 pandemic continues to be a significant concern. The facilities staff continues to maintain the increased levels of sanitizing at all IndyGo locations, with focus on high traffic area. Additional hand sanitizer units have been placed both internally and in external areas- including the south lot gate. Additionally, cleaning stations equipped with supplies have been installed employee access in all office areas.

The contracted vendor services each location multiple times per week and specializes in interior deep cleaning with misting spray and electrostatic solution. The bus fleet is disinfected and sanitized 7 days a week. These services are provided at night while all buses are in the garage.

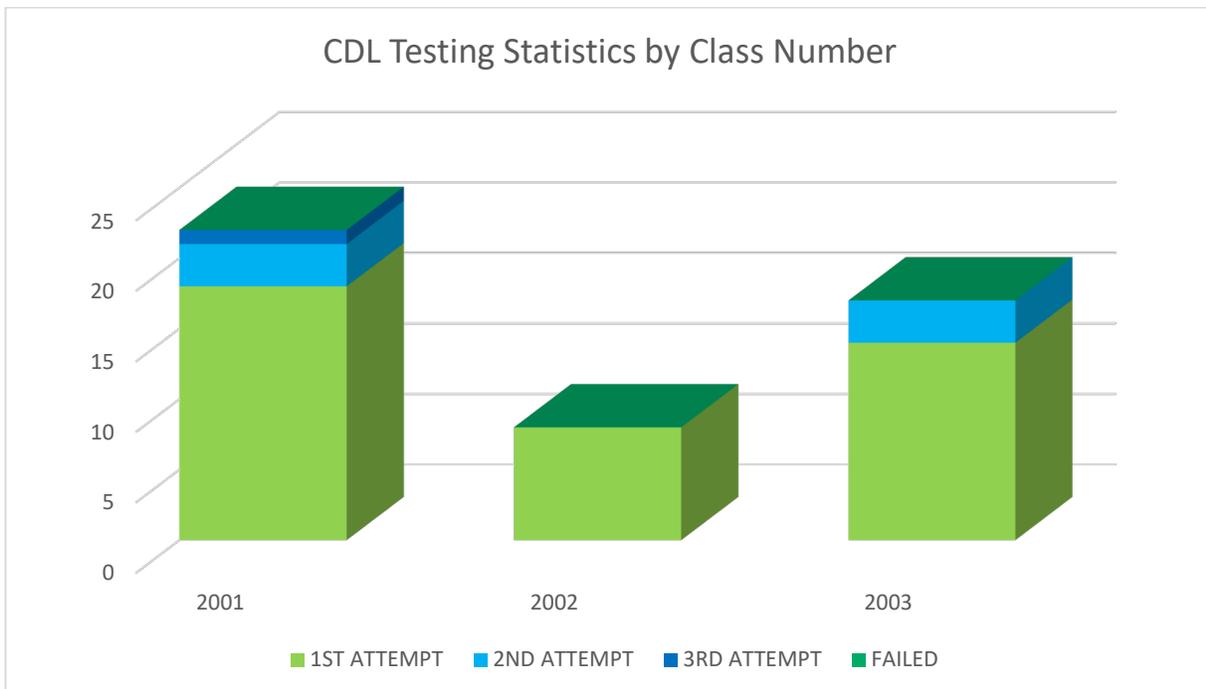
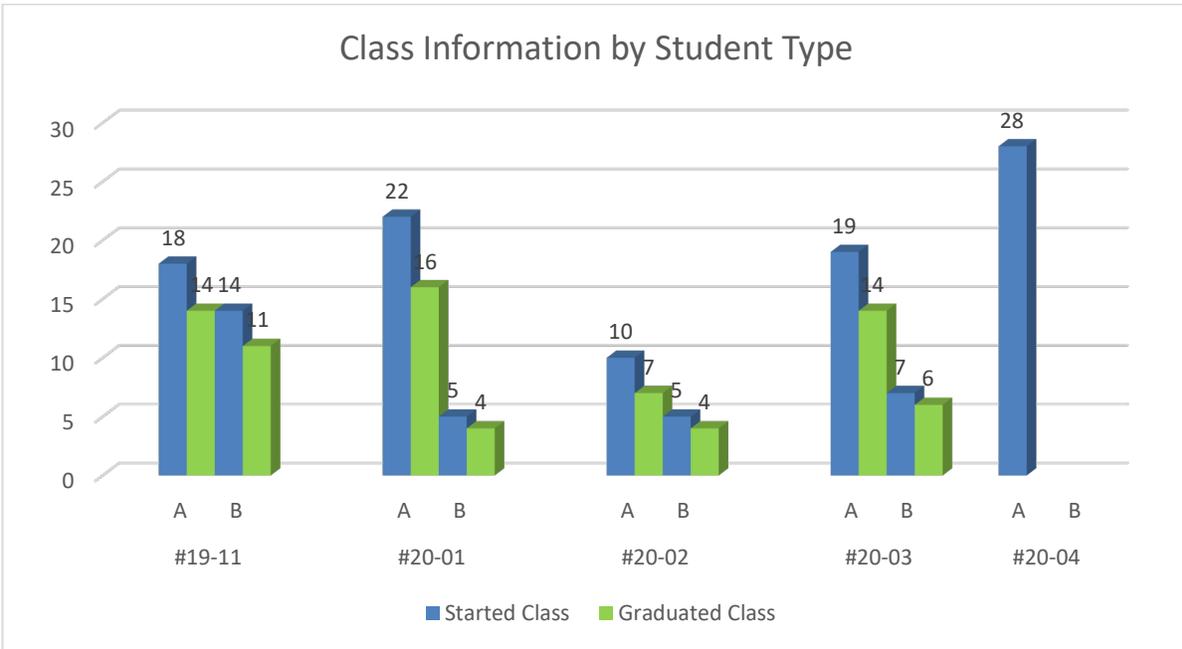
R. L. Turner is in the final stages of the paint booth renovation. Staff training is scheduled to being in August. They continue to work on the remaining punch list items from Phase IV renovations and the door widening project.

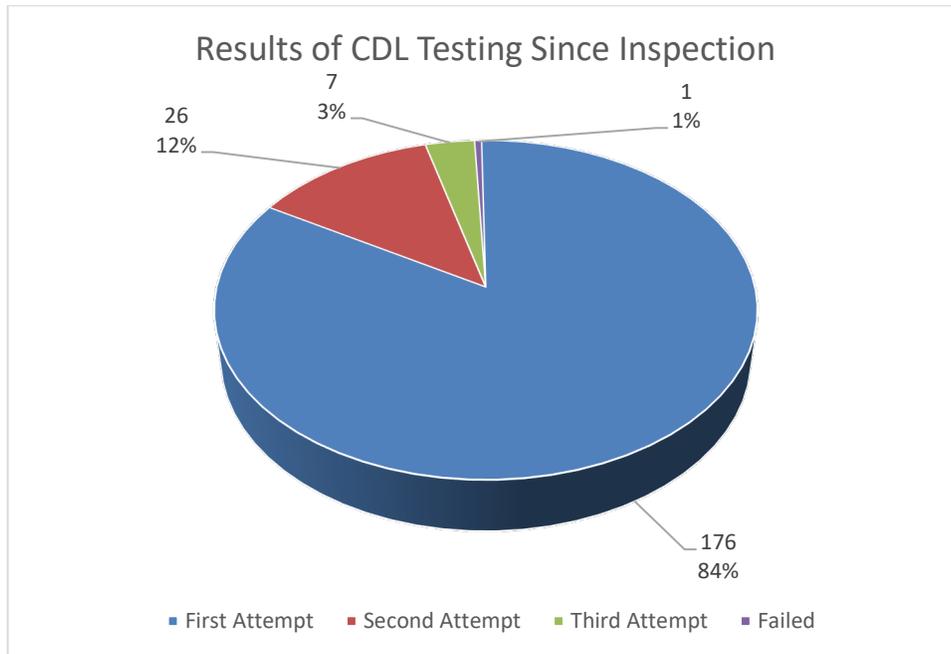


## Security & Training

### TRAINING:

The chart below shows the number of Trainee A and Trainee B students that started each class. It will also show the number of students in each group that graduated. The number for class #20-04 will change next month with the start of a new class on August 3, 2020.





IndyGo staff finished the 2020 Operator In-Service training. The in-service covered items such as, but not limited to, new routes scheduled to start next year, HazCom, PPE, ADA and other important information. At the end of July there were 463 operators that have completed the in-service.

Security Specialist II, India Davidson, attended the Indianapolis Downtown Task Force Meeting that was held at the Indianapolis Central Library. This meeting brings together government agencies and downtown area businesses to discuss issues that are currently being found in the downtown area. Members include IMPD, the Marion County Prosecutors Office, IndyGo, and other downtown stakeholders.

Training instructors and supervisors completed a Trainer and Behind the Wheel (BTW) Certification program. The goal of this training is to present consistent information to all new employee training classes and retraining classes. Upon completion of the course they were given a certificate of completion.

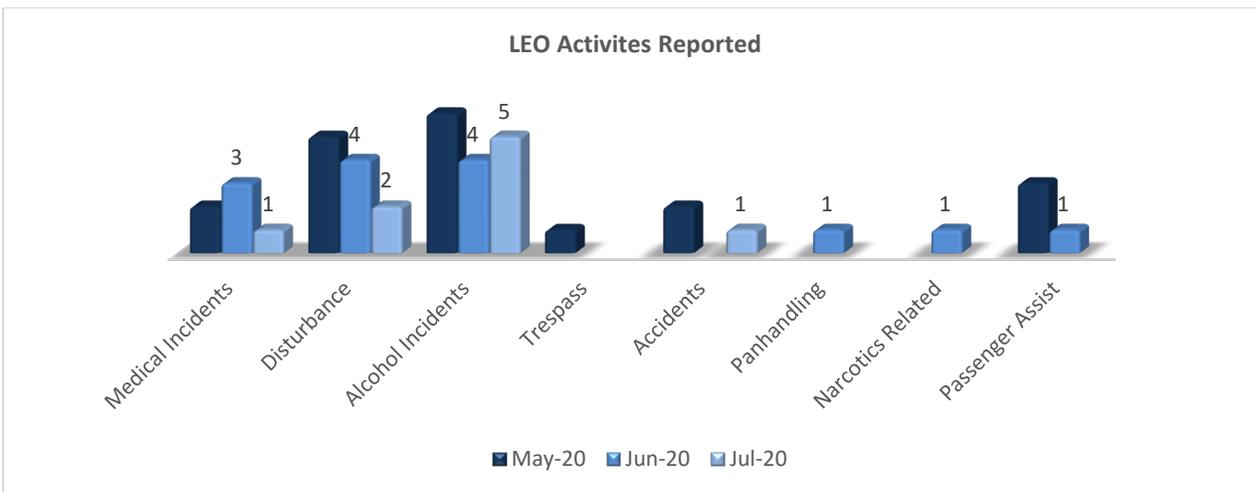
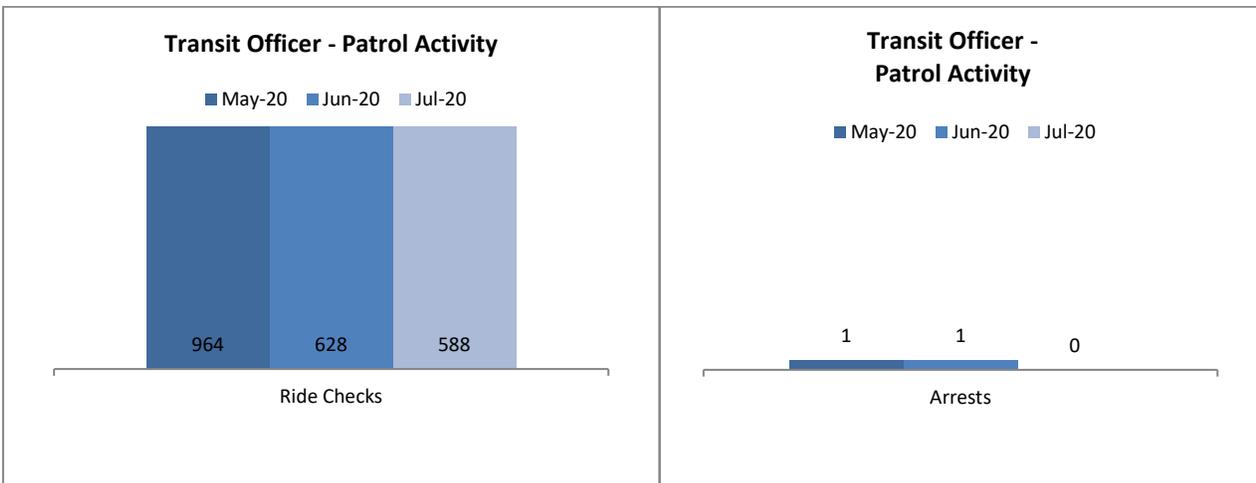
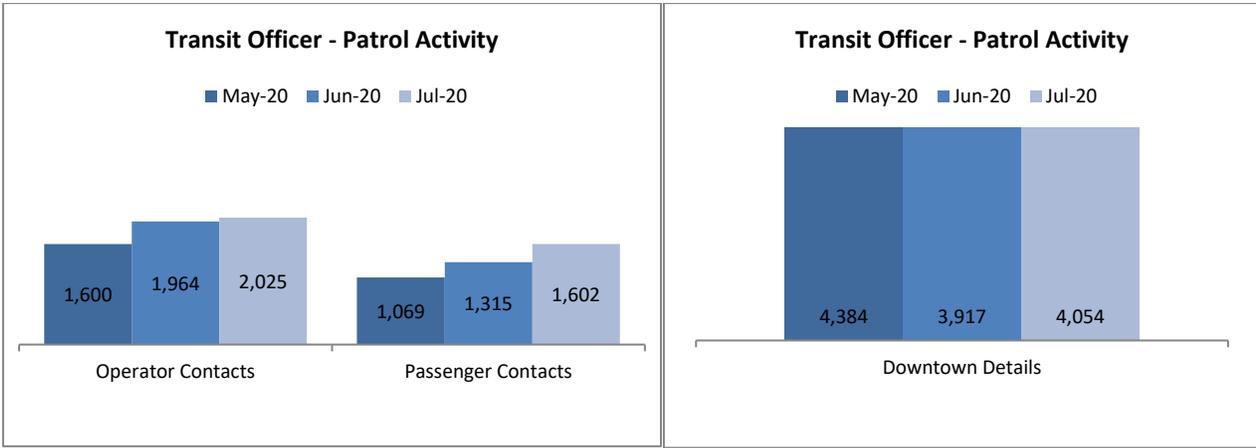
Training staff successful completed the first Safety Leadership Training course for Maintenance Supervisors, Lead Instructors and Training Supervisors. This is a program that will aid in developing a safety conscience culture as it relates to the daily duties of IndyGo employees. Sixteen employees completed the training and received a certificate of completion.

The following training sessions were conducted in June:

Staff performed the following trainings:

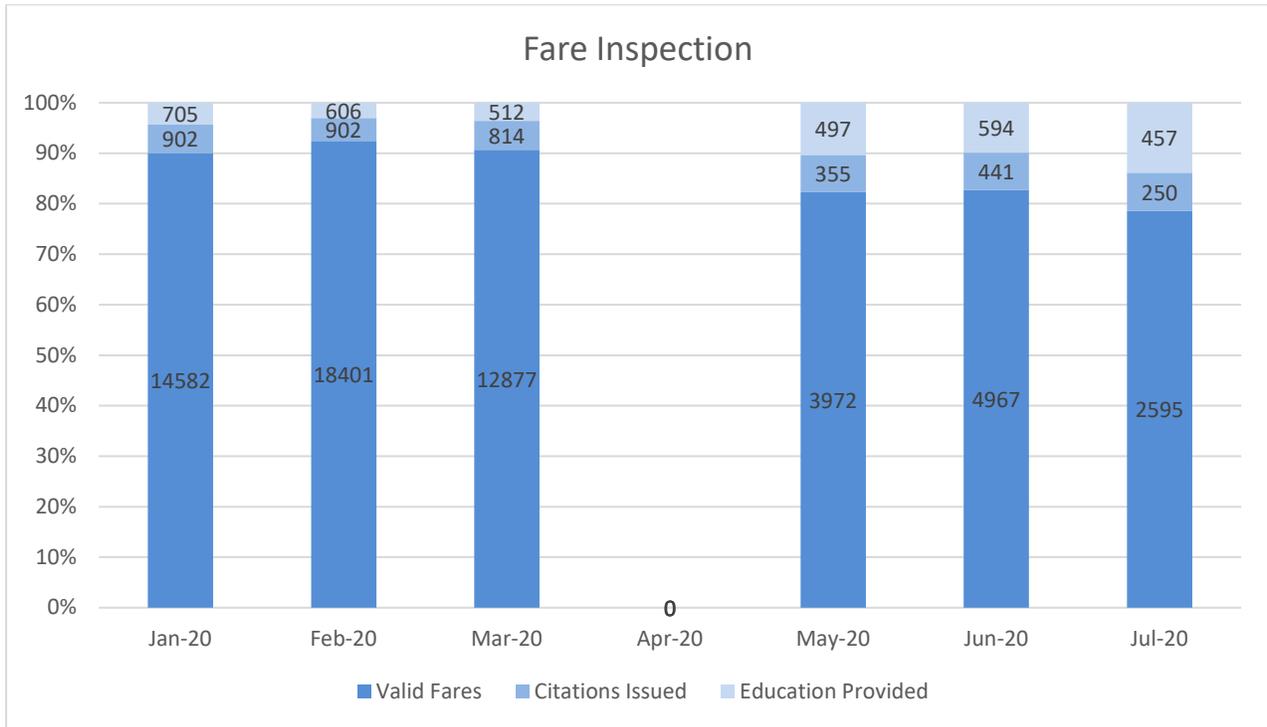
- Fifteen (15) operators for accident retrains
- One (1) operator for customer service training
- Twenty-one (21) fixed route employees for return to work

Security:



The chart above shows a breakdown of activates that the Law Enforcement Officers (LEO), that are stationed at the Julian M. Carson Transit Center, performed or addressed for the last three months

**FARE INSPECTION REPORT:**

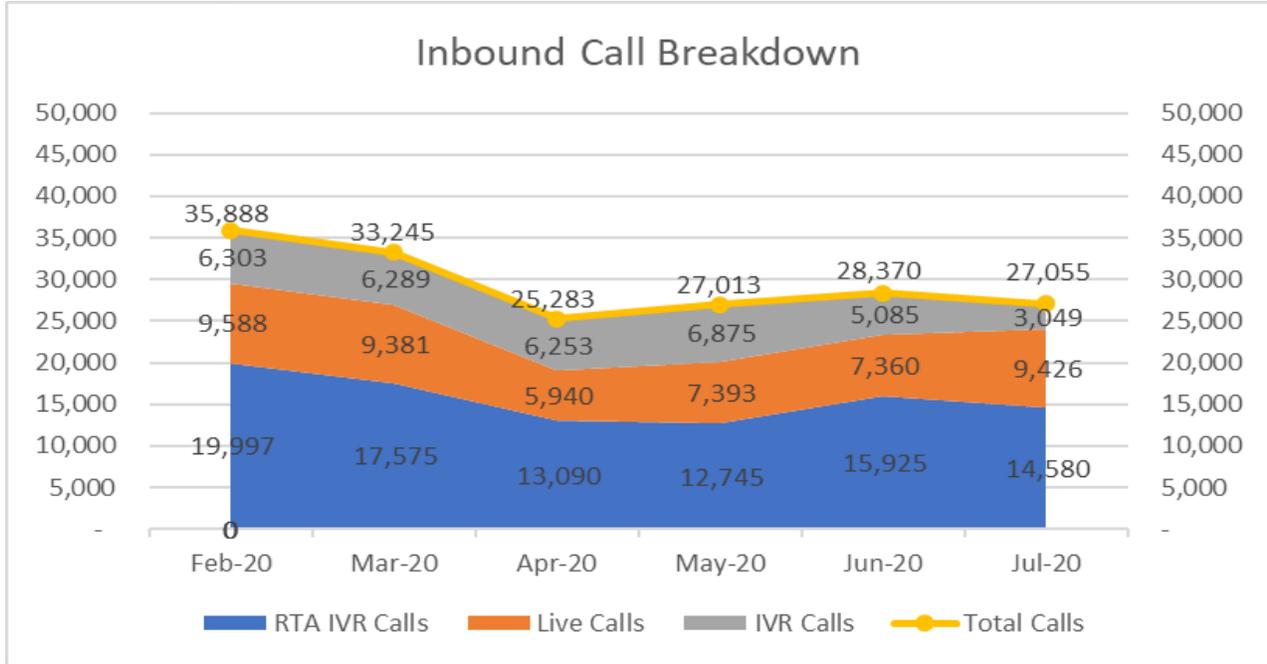


July	Passenger Contact	Notifications	Educations
<b>Monthly</b>	2595	250	457
<b>Weekday</b>	2427	222	428
<b>Saturday</b>	160	24	25
<b>Sunday</b>	75	7	7

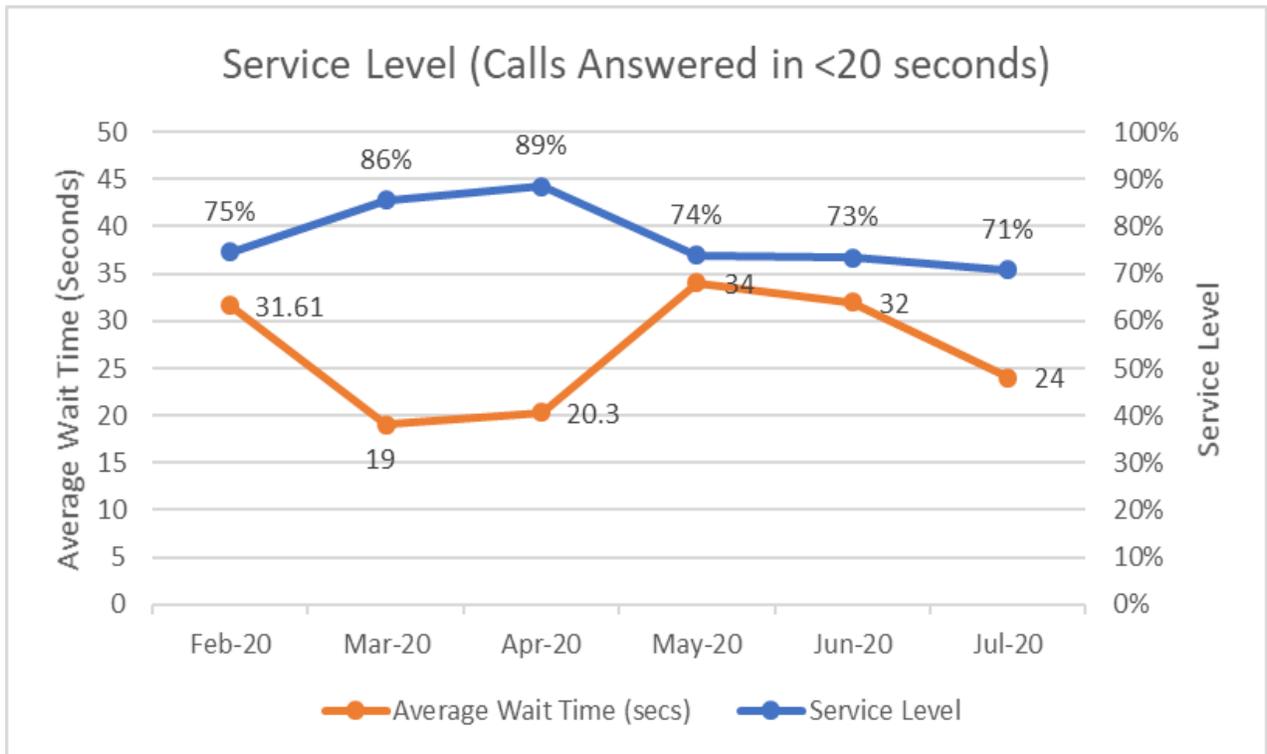
**MOBILITY SERVICES**

Contact Center Report

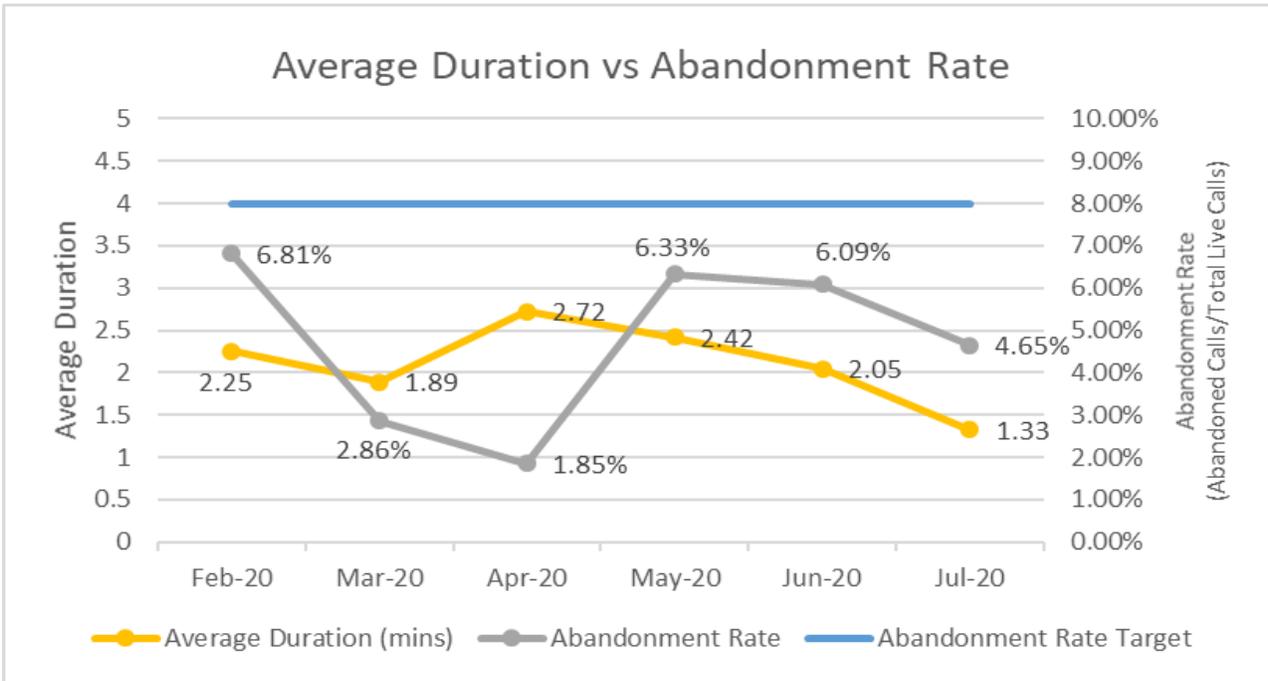
Inbound call metrics continued to experience reduced call volume combined with reduced ridership due to COVID-19. However, in July, live calls returned to a more nominal level while there was a steep reduction in normal IVR related calls.



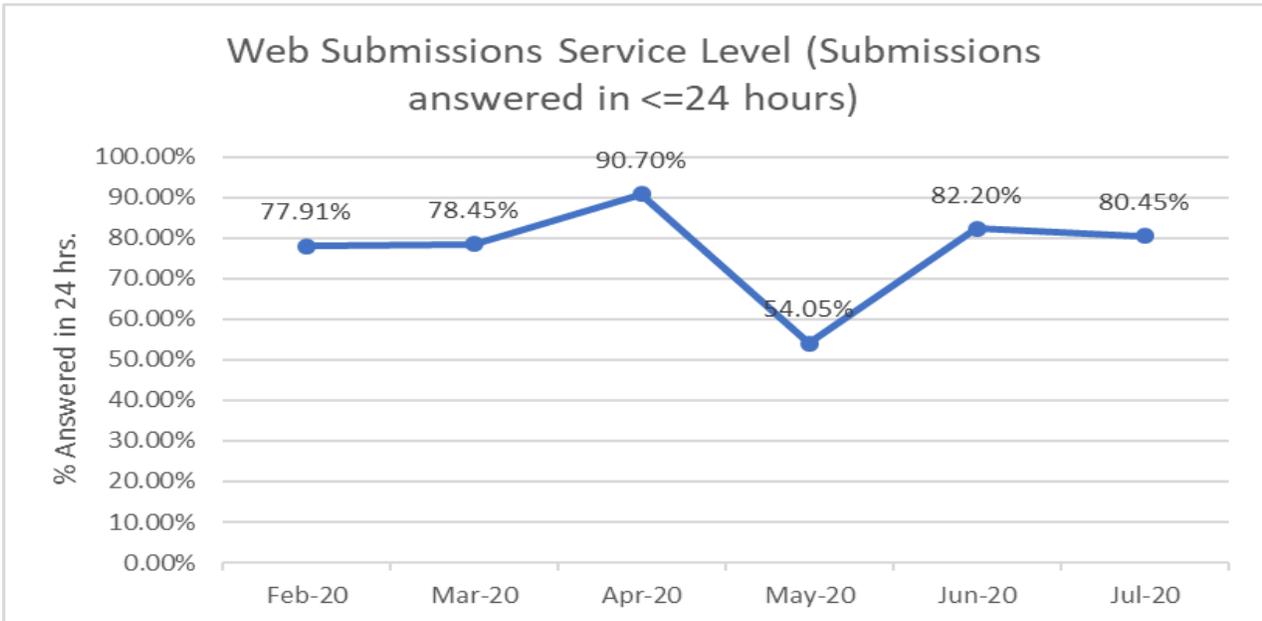
Service level maintained a steady level from June to July. With the help of a more intentional, long term approach to scheduling we hope to improve these numbers in the future.



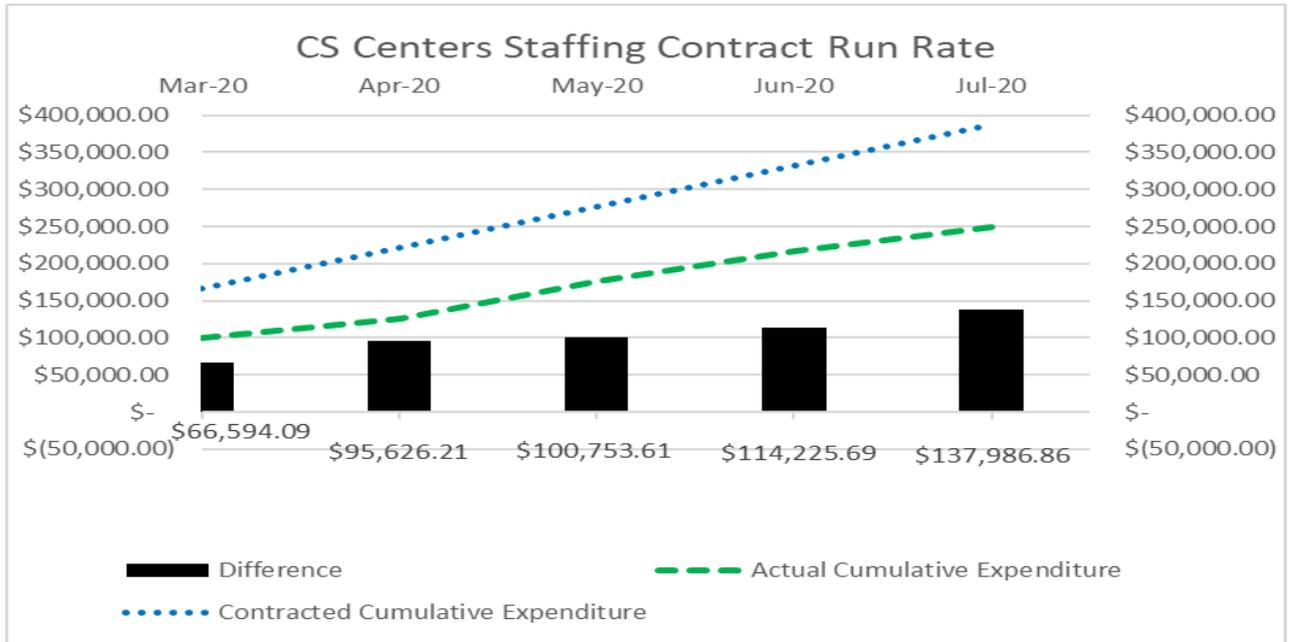
Abandonment rate continues to meet our target.



Web submission service level returned to the expected range. Comment submissions are reaching our queue again through manual forwarding. Automated forwarding temporarily suspended due to technical issues.

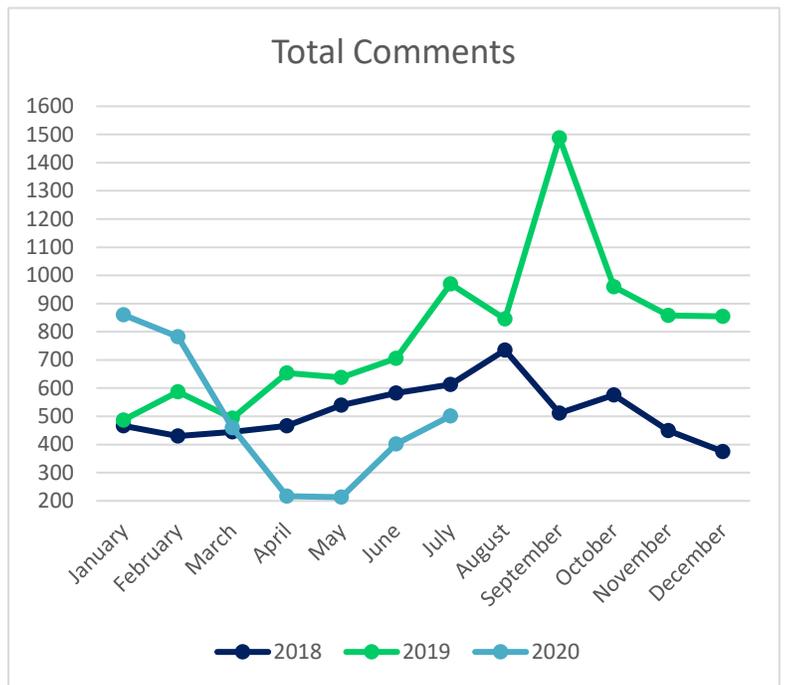


Based on invoice date, the graph below continues to show a significant favorable contract standing at \$137,986.86 short of contracted expenditure. Please note, this does not include the 2019 (December) budget which was also short of contracted expectations.

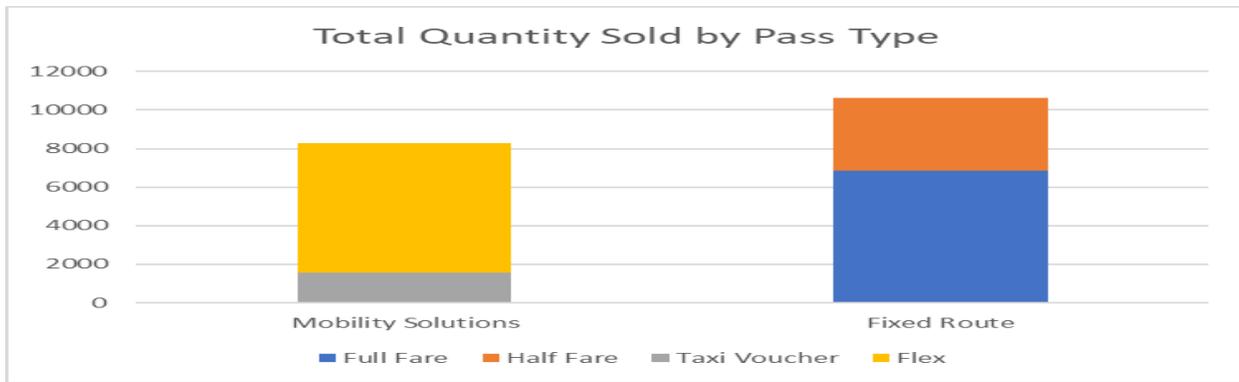


Quality Service Report:

Category	Amount
Pass by	69
Safety	66
Schedule Adherence	66
Courtesy	58
2020 COVID	53
Vehicle Maintenance	37
Facility Maintenance	27
Fares	26
Request	22
Compliment	14
Customer Service Center	12
Rules	12
Security	10
Suggestion	8
Bus Stop	6
Route	4
Denial	3
Detour	3
Civil	2
Marketing	1
Real Time Arrivals	1
Wrong Information	1

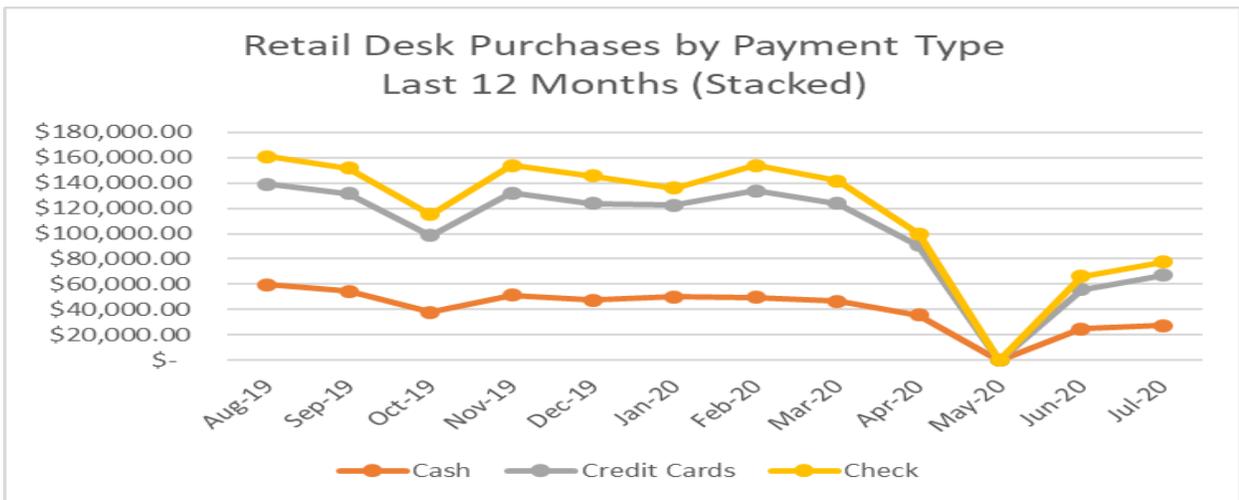


Retail Center and Sales Report: Total Quantity of Passes: 18,914

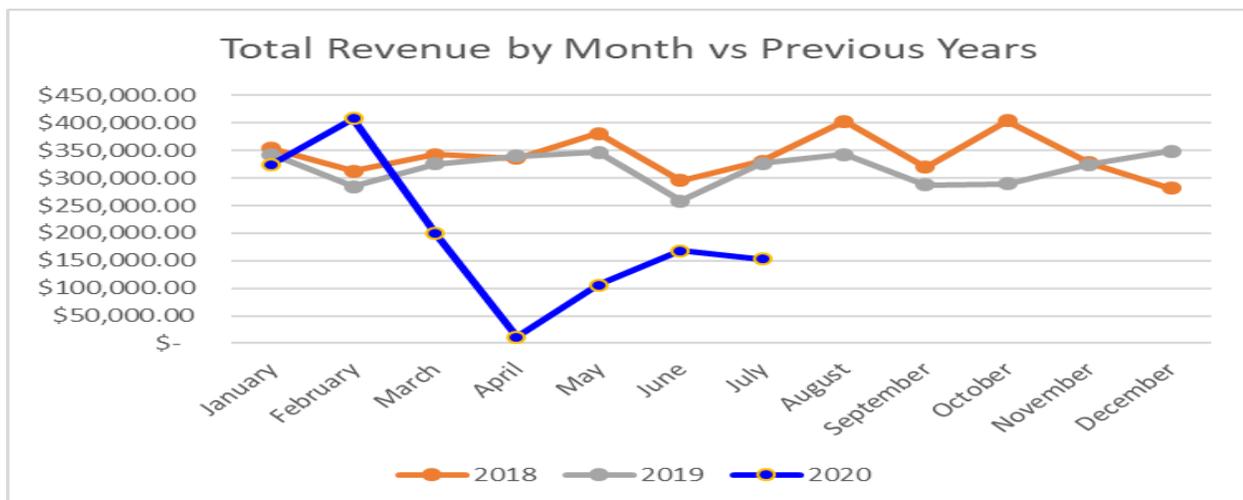


**Payment Breakdown:**

Retail Desk sales continue to be below nominal levels because of decreased traffic during the pandemic.



Total Revenue (Including eCommerce, Retail, and Invoice): Total Revenue continues to be below nominal levels because of decreased ridership during the pandemic.



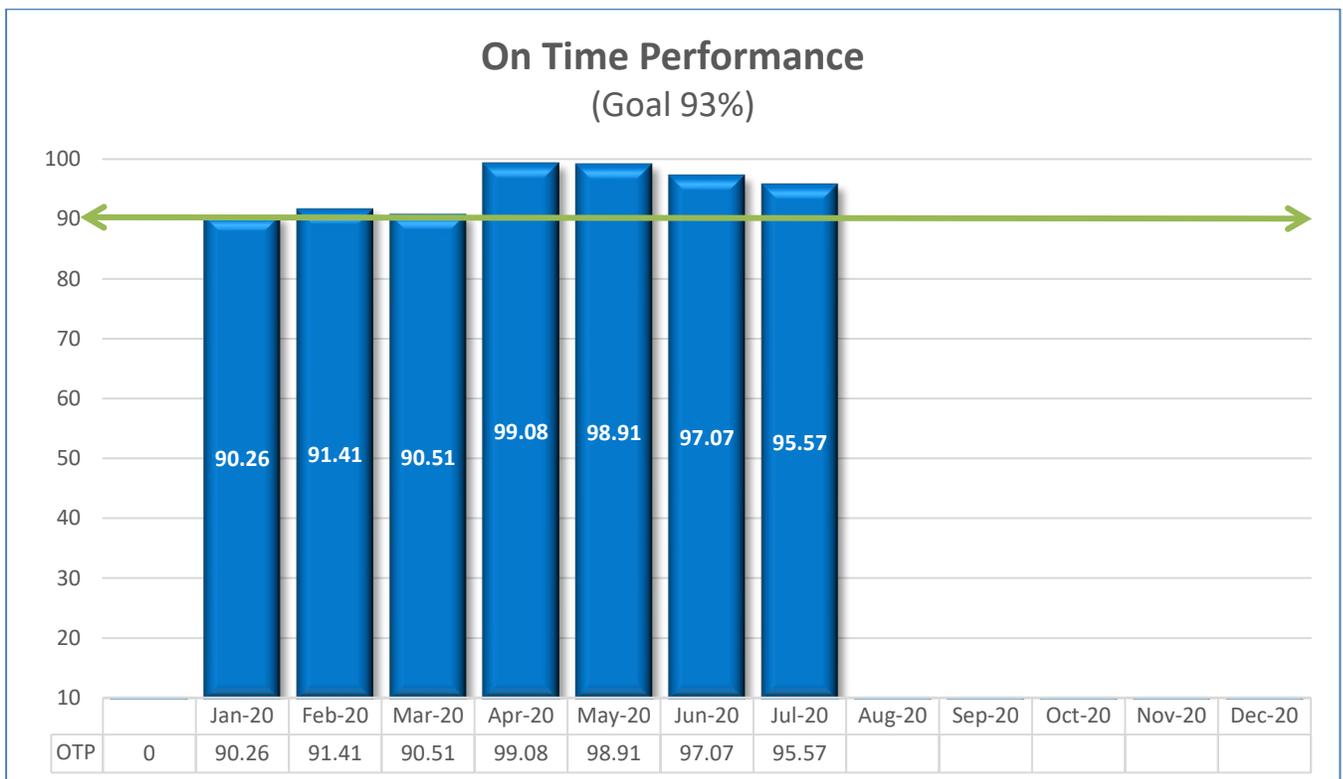
Open Door

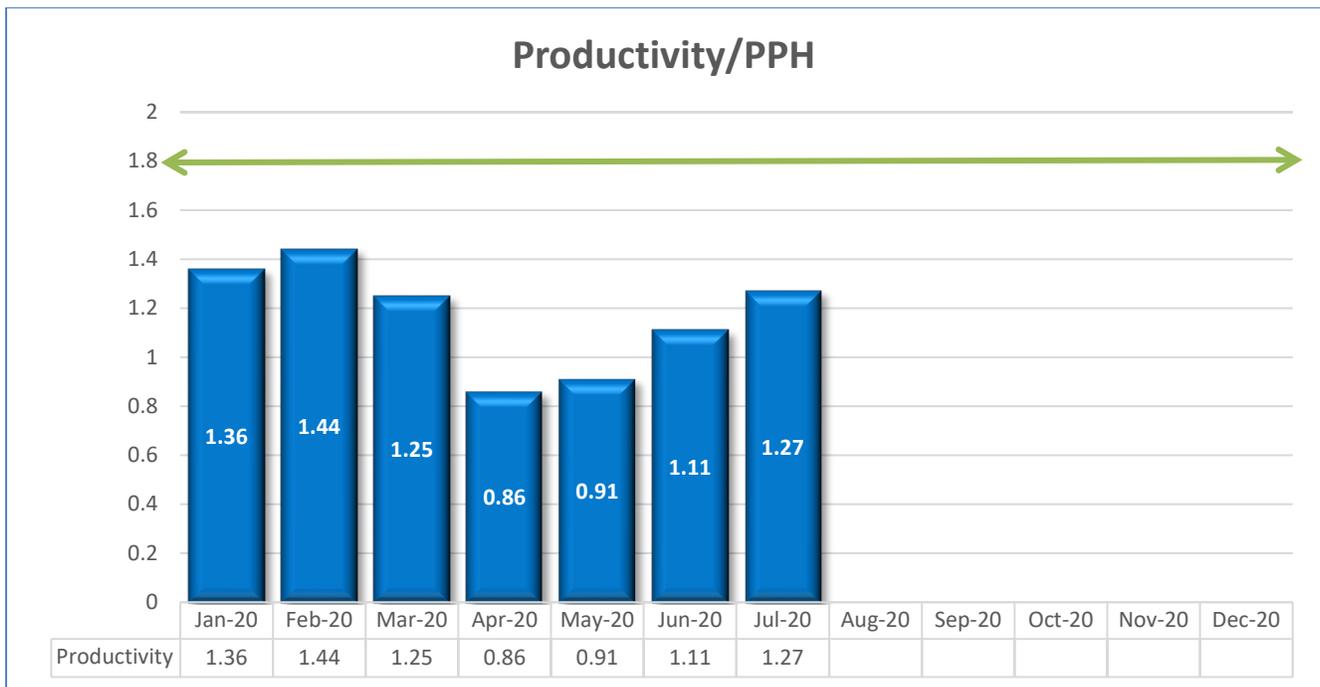
COVID-19/Ridership:

Ridership has decreased versus prior year due to COVID-19. Ridership in July 2019 reflected 22,740 unlinked passenger trips, July 2020 data reflects 13,406 unlinked passenger trips a decrease of 41.0% YOY.

On Time Performance (OTP) has increased versus prior year, however, productivity decreased. July 2019 was 88.48% with productivity rate of 1.35% and July 2020 OTP was 95.57% and productivity rate was 1.27% ; this reflects an OTP increase of 6.89% and a PR decrease of 5.93% respectively YOY.

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





**Hawkeye Health (Assessment & Eligibility):**

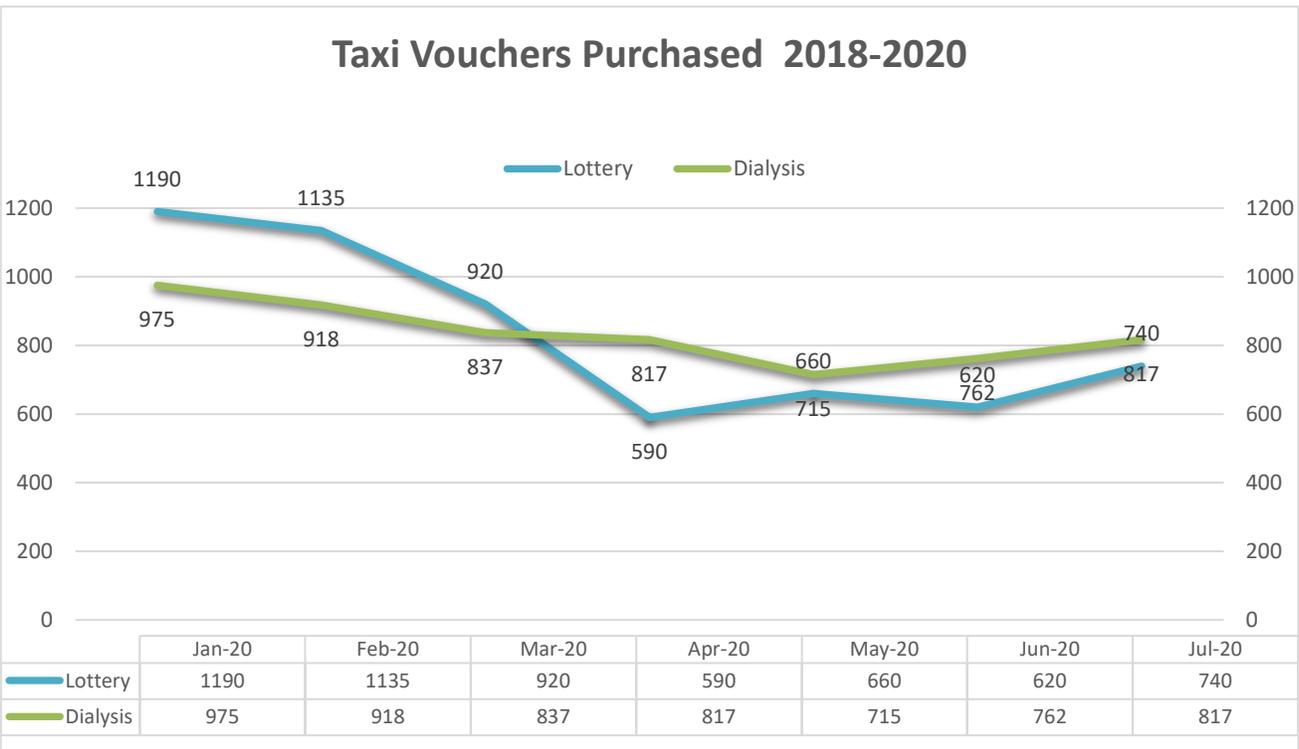
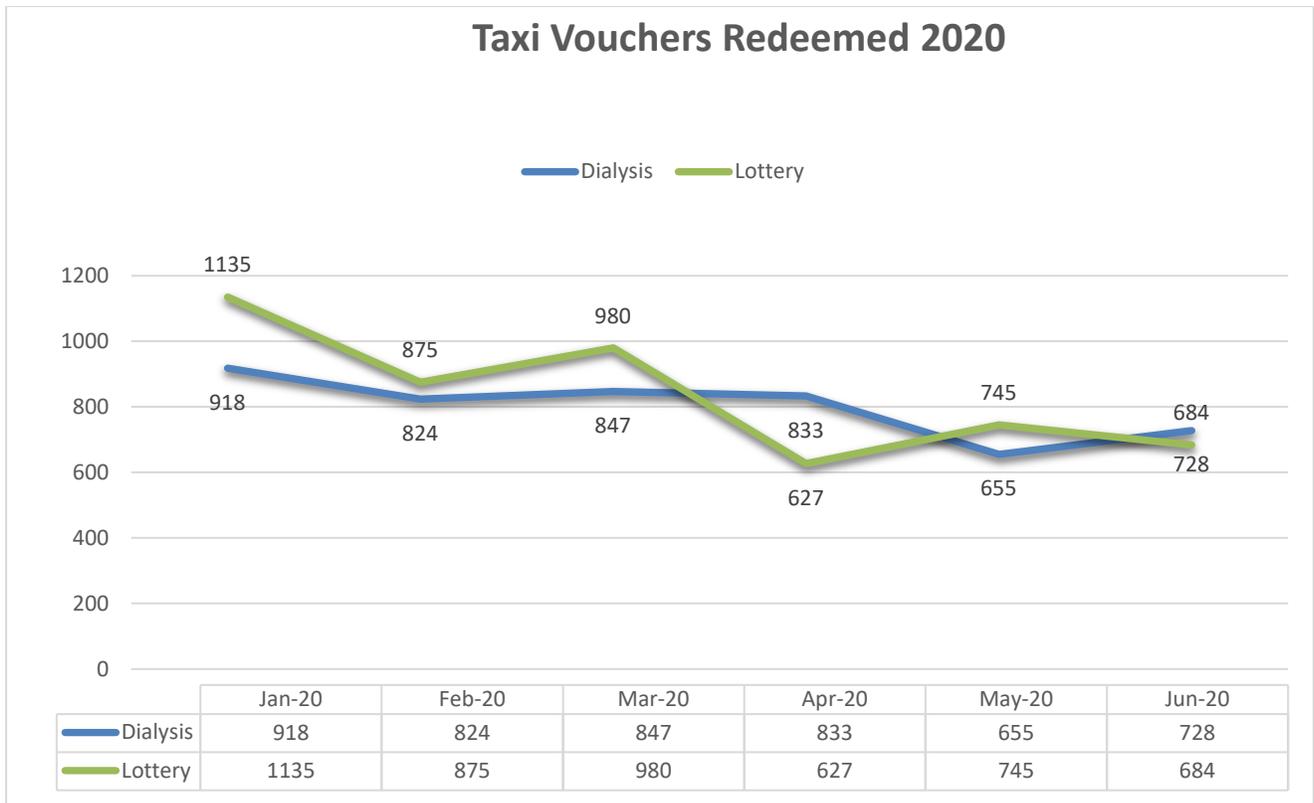
Assesses eligibility based on the functional ability to board, disembark, and access transportation in accordance with ADA criteria. This requires providing functional evaluations within regulatory parameters for state, and federal entities using a wide range of medical conditions and their impact on functional capabilities.

19-July	20-July	% Change	Assessment & Eligibility - New Applicants	2019	2020	% Change
70	17	-75.70%	Unconditional	467	230	-50.75%
0	1	100.0%	Conditional	0	13	92.31%
1	0	-50.00%	Denial	14	4	-71.43%

19-July	20-July	% Change	Assessment & Eligibility - Renewals	2019	2020	% Change
40	36	-10.0%	Unconditional	315	288	-8.57%
0	1	100.0%	Conditional	2	24	91.7%
1	0	-50.00%	Denial	14	9	-35.71%

Voucher Program:

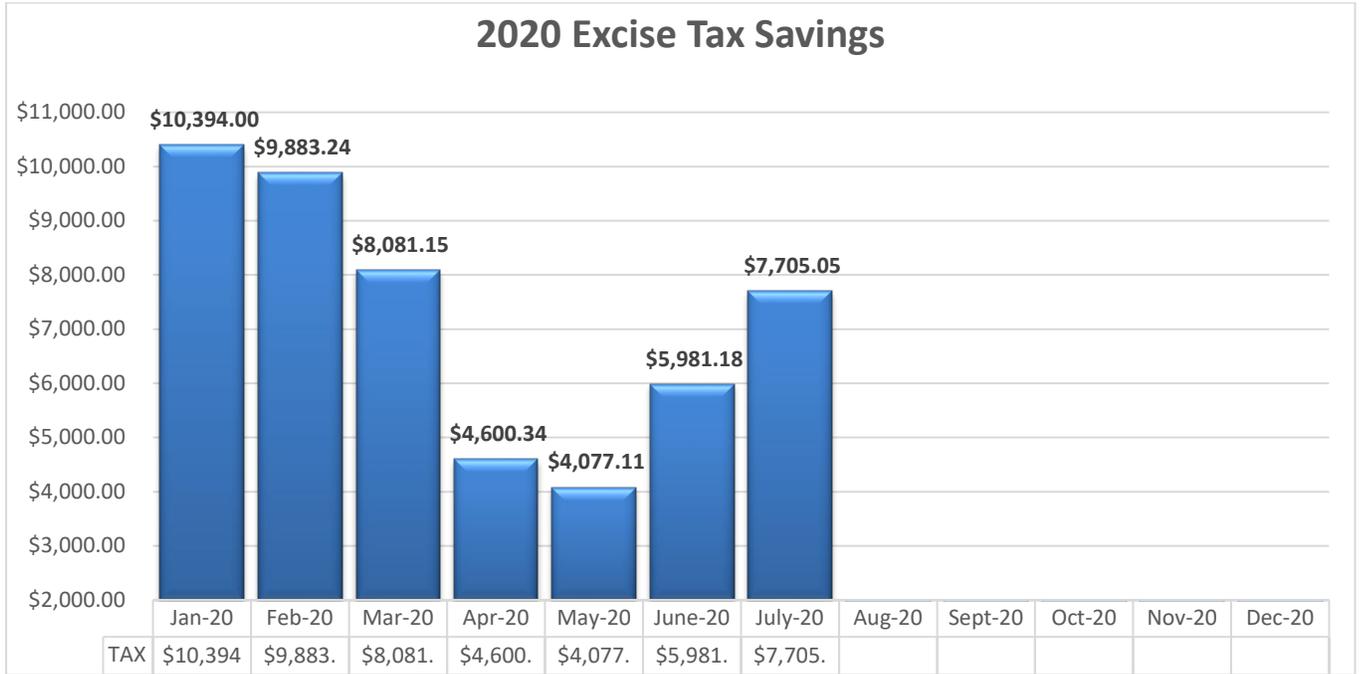
Mobility Services offers a Lottery Program and our Dialysis program. Both programs are open to eligible Open-Door customers. As with all programs, IndyGo maintains the right to augment the Voucher programs.



WEX Fuel Card Program:

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

Total July 2020 savings from fuel excise taxes were \$7705.05  
 (Fed Taxes = \$5626.71 and State Taxes = \$2078.34)







## Human Resources Division Report – July 2020

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**To:** President and CEO Inez Evans  
**From:** Vice President of Human Resources Jeffrey M. Brown  
**Date:** August 20, 2020

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### CONSIDERATION OF HUMAN RESOURCES REPORT FOR JULY 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 address the unprecedented impact of the coronavirus, IndyGo continues to implement new measures:

1. **Temperature Taking for Health Screen Self-Certification:** IndyGo will be implementing temperature checks for employees and visitors who enter IndyGo’s buildings in furtherance of Governor Holcomb’s Executive Order 2020-28, on June 2, 2020. Thermal cameras have been set up in building entrances and will be fully operational for scanning employee temperatures.
2. **Working Group - Leave and Staffing:** Human Resources formed a working group that includes other members of the IndyGo community to proactively identify potential leave and staffing issues and to recommend workplace solutions. The working group has
3. **COVID-19 Testing:** 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

- 4. 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.

**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 IndyGo Employees:                     | 853    |
| 2. Total Union Employees:                      | 652    |
| 3. Total Coach Operators:                      | 487    |
| 4. Annual Coach Operator Turnover Rate:        | 30.23% |
| 5. Total Non-Coach Operators Employees:        | 354    |
| 6. Annual Non-Coach Operator Turnover Rate:    | 16.84% |
| 7. Annual IndyGo Employee Turnover Rate:       | 24.65% |
| 8. Total Open Positions (Vacant, Not Budgeted) | 61     |

**C. Labor & Employee Relations**

**A. Labor Negotiations**

On July 13, 2020, IndyGo and ATU started negotiations for a successor collective bargaining agreement. To date, the parties have held nine (9) negotiations sessions in which proposals and counterproposals have been exchanged. The parties are continuing to negotiate with the aim of reaching a constructive accord prior to the expiration of the collective bargaining agreement.

**B. Pension Arbitration**

IndyGo and ATU, Local 1070 are parties to a pension plan that has a funding mechanism subject to interest arbitration. Back in 2019, the parties were unable to negotiate a resolution to the dispute, resulting in the parties submitting the issue to an arbitrator. The arbitrator issued a draft award and following that draft, IndyGo submitted a request to modify the award on the basis that the economic climate has taken a downturn by way of the pandemic. The arbitrator then issued a final decision that awarded the following:

1. IndyGo is to pay \$225,000 into the pension plan starting on July 1, 2020 and continuing until July 1, 2022.
2. Should the actuarial valuation of the pension plan fall below the funded ratio of 110%, active employees who do not contribute to the pension plan will have .5% diverted to the pension plan.

3. IndyGo must increase its contribution to 4.5% for active employees currently participating in the Pension Plan.
4. IndyGo must also increase its contribution 4.5% to active employee pension participants for those employees also in the 401A retirement plan.
5. Lastly, the pension plan must issue retroactive payments to retirees within 30 days, plus 2% interest (that is the benefit restoration the retirees were supposed to get but that never got paid).
6. Finally, the arbitrator rejected Union proposal to require IndyGo to guarantee 100% of the pension plan going forward.



## Inclusion & Workforce Development Division Report – July 2020

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**To:** Chair and Board of Directors  
**Through:** President & CEO Inez Evans  
**From:** VP of Inclusion & Workforce Development Denise Jenkins-Agurs  
**Date:** August 20, 2020

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### EMPLOYEE APPRECIATION MEAL (Ask Dion for photos)

We had to postpone our Employee Appreciation Day Meal (thanks COVID) until July 22 to thank employees for all their hard work every day. In order to maintain everyone’s safety, we had to forgo the fried chicken this time around and had boxed meals. We raffled off 10 personal days and IndyGo swag.



**INDYGO GROW GARDEN (Ask Allison for photos)**

The garden is thriving thanks to a small, but mighty team of green thumbs!







**RECOMMENDATION:**

Receive the report.

Denise Jenkins-Agurs  
VP of Inclusion & Workforce Development