



Board Report  
September 24, 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)}

Our next Board Meeting will be Thursday, October 22, 2020





## Awards & Commendation Recognition for September 2020

**To:** Indianapolis Public Transportation Corporation Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** September 24, 2020

### September 2020 Awards & Commendations

Employee	Position	Recognition
Calvin Cargile	Coach Operator – Fixed Route	15+ Years of Safe Driving
Lea Soumana	Clerk – Service Center	August Operator Employee of the Month
Kenneth Pittman	Mechanic - Defect	August Garage Employee of the Month
Jerome Horne	Rider Experience Specialist	Mass Transit 40 Under 40
Thomas Jacobs	Coach Operator – Fixed Route	35 Years of Service
Diana Pittman	Purchasing Clerk	45 Years of Service
Edgar Birdsong	Coach Operator – Fixed Route	Retiring after 22 Years
Michael Hale	Coach Operator – Fixed Route	Retiring after 26 Years
Thierno Balde	Manager Electric Vehicles	Safety Dedication
Ron Duncan	High Voltage	Safety Dedication
LaMarcus Thomas	Vehicle Maintenance Supervisor	Safety Dedication
Charles Crim	Mechanic	Safety Dedication
Devon Davis	Mechanic	Safety Dedication
Gabe McKissack	Mechanic	Safety Dedication
Bryan Smith	HVAC Tech	Safety Dedication
Bob Williams	Fleet Manager	Safety Dedication
Keith Harkness	Fleet Supervisor	Safety Dedication
Troy Denson	Deputy Director	Safety Dedication



## Safe Drivers Recognition for August 2020

**To:** President/CEO Inez Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** September 24, 2020

### August 2020 Safe Drivers Recognition



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

<u>Name</u>	<u>Badge</u>	<u>Years</u>
Calvin Cargile	869	18
Albert Weathers	6418	13
Lakisha Carpenter	8174	11
Rose Anderson	8473	7
Samuel Abebe	8472	7
Garry Staggs	8376	6
Lakeita Smith	8557	6
Lauren Thomas	8656	5
Reginald Taylor	8673	5
Estella Williams	8766	4
Traina Smith	9011	3
Tiana Treadwill	9008	3
Mohammad Alem	9016	3
Ardis Griffin	9194	2
Keary Bradford	9190	2
Angela Williams	9018	2
Samuel Keller	9195	2
Ella Cartwright	9542	1
Douglas Harrell	9533	1
Jordon Hollonquest	9534	1
Robert Lundy	9524	1
Kimberly Taylor	9555	1





## Governance and Audit Committee Chairperson Report – September 2020

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**To:** President/CEO Inez Evans and Indianapolis Public Transportation Corporation Board of Directors  
**From:** Governance and Audit Committee Chairperson Greg Hahn  
**Date:** September 24, 2020

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Greg Hahn**  
**Governance and Audit Committee Chairperson's Report**  
September 17, 2020

The Governance and Audit Committee met on September 17, 2020 at 11 AM. Committee Chairman Greg Hahn was not able to be present but provided an email delegating Committee Member Rick Wilson to chair the meeting. Committee member Adairius Gardner was also present via Zoom. Due to the Coronavirus Pandemic, this committee was available remotely via video conferencing.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-6 & A-7.

An item from the Consent Agenda I would like to highlight is item A-6, Consideration and Acceptance of Governance and Audit review of the Business Continuity Planning Progress Assessment. Governance and Audit Deputy Director Brian Atkinson along with consultants Corey Saunders and Pat Hagan provided the assessment of IndyGo's continued development of the Business Continuity Plan (BCP) which was given an overall Risk Rating of High. Such plans are critical in complex organizations in order to provide emergency measures that will allow employees to maintain business-critical operations to continue in case of an event such as a natural disaster, catastrophe or as recently experienced a pandemic.

The following areas of the observation were reviewed

- Cloud Transition
- IndyGo Intranet Implementation
- Communication Across the Organization
- Continuous Pandemic Monitoring
- Contingency Planning Unification

Much discussion was held on Pandemic Monitoring and it was determined, from the review, that because of measures recently put into place, IndyGo is well prepared in the event of a second wave of COVID-19.

Other discussions were held on Redline Lessons Learned and the Governance & Audit Workplan Status Report.

Madam President, that concludes my report.





## Service Committee Chairperson Report – September 2020

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** September 24, 2020

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
September 17, 2020

The Service Committee met on September 17, 2020 at 9am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Tommie Jones. Committee Member Lise Pace was not in attendance. Due to the Coronavirus Pandemic, this committee met remotely via video conferencing.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1 and A-4 and Regular Agenda Items A-2, A-3, A-5, & A-8. Consent Agenda Items A-6 and A-7 were heard at the Governance and Audit Committee meeting on September 17<sup>th</sup> and were recommended to the Consent Agenda.

An item from the Committee meeting I would like to highlight is Action Item A-4, Consideration and Approval of IFB 20-04-347 Vehicle Filters. Deputy Director of Maintenance Troy Denson presented this action item to the Service Committee. Mr. Denson stated that our vehicles require a variety of filters, ranging from air, oil, and fuel to name a few. Our filters can be provided by several vendors, but it is more efficient and cost effective to utilize a single supplier. Since 2010, IndyGo has been using Muncie Transit to provide our filters. Of the six (6) bids that were submitted, Muncie Transit provided the lowest bid. Committee Member Jones wished to state that this is something that is needed to keep our fleet running, and this company has been with us for 10 years, so they must be doing a good job in providing the filters. I asked if there is any concern that 45 firms downloaded the bid opportunity but only 6 placed a bid. Mr. Denson stated that of those six (6) bids, three (3) firms were found to be responsive and responsible and are considered the "3 biggest hitters out there".

Mr. Chairman, that concludes my report.

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## Finance Committee Chairperson Report – September 2020

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** September 24, 2020

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
September 17, 2020

The Finance Committee met on September 17, 2020 at 1pm. In attendance was, myself, Rick Wilson, Chairman of the Finance Committee, as well as Committee Member Mark Fisher. Due to the Coronavirus Pandemic, this committee met remotely via video conferencing.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1 and A-4 and Regular Agenda Items A-2, A-3, A-5, & A-8. Consent Agenda Items A-6 and A-7 were heard at the Governance and Audit Committee meeting on September 17<sup>th</sup> and were recommended to the Consent Agenda.

An item from the Committee meeting I would like to highlight is Action Item A-5, Consideration and Approval of a Contract to Construct a Temporary Charging Site at 91<sup>st</sup> Street and Evergreen Avenue. Vice President of Infrastructure, Strategy and Innovation Jennifer Pyrz presented this action item to the Finance Committee. Mrs. Pyrz stated that as of the start of the Finance Committee meeting, the contractor and the amount have not yet been determined. Mrs. Pyrz went on to say that this information will be presented at the board meeting. There were five (5) contractors who have reviewed the plans, and we will go with the lowest bid for board approval. The hope is to have this temporary charging site fully operational by November 1<sup>st</sup>, 2020. This is only temporary until the 6410 College Ave site is fully operational. This is critical through the winter months when the temperate gets colder. Mrs. Pyrz stated that notices will be going out to local home owners to inform them of what we will be doing and that it will only be temporary.

Mr. Chairman, that concludes my report.

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**AGENDA ITEM A – 1**

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
EXECUTIVE SESSION**

**Thursday, August 20, 2020**

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:34pm, on Thursday, August 20, 2020. This session was held both remotely via Zoom, as well as in person by some board members.

**Board members present were:**

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

Discussion was limited to matters enumerated under IC 5-14-1.5.6.1(b)(2)(A) and (B) and IC 5-14-1.5.6.1(b) (9). Session adjourned at 5:01pm.

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

**Thursday, August 20, 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 5:08pm, Thursday, August 20, 2020. Pursuant to Executive Order 20-09 relating to the continuity of operations of Government issued by Governor Eric Holcomb subsequent to Executive Order 20-02, which declared that a public health disaster emergency exists in the State of Indiana as a result of the Coronavirus disease "COVID-19", this meeting was held both remotely and in person, with five (5) Board Members attending remotely via Zoom and two (2) Board Member attending in person.

1.1 **ROLL CALL**

<b>Attendee Name</b>	<b>Title</b>	<b>Status</b>
Greg Hahn	Chair	Present (in person)
Adairius Gardner	Vice Chair	Present
Mark Fisher	Secretary	Present
Richard Wilson	Treasurer	Present (in person)
Juan Gonzalez	Board Member	Present
Tommie Jones	Board Member	Present
Lise Pace	Board Member	Present

A quorum was present.

**2. AWARDS AND COMMENDATION**

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President/CEO Inez Evans presented the awards and commendations. Recognized were safe drivers for July 2020, one (1) driver for 20+ years of safe driving, July Operator Employee of the Month, July Garage Employee of the Month and IndyGo Finance Team for Distinguished Budget Award.

**3. COMMITTEE CHAIRPERSON REPORTS**

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

**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 July 27, 2020 Board Meeting

RESULT: Accepted - Agenda Item A-1  
MOVER: Richard Wilson  
SECONDER: Tommie Jones  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

**5. REGULAR AGENDA**

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- ACTION ITEM A – 2 – Consideration and Approval of Proposed 2021 Budget

Chief Financial Officer Bart Brown presented Action Item A – 2 to the Board of Directors to approve the proposed 2021 IPTC Budget and resolution for levy of special tax and for a temporary increase to the maximum levy. Mr. Brown indicated that there were a couple of changes from what was originally

proposed and what is being proposed now. On September 14<sup>th</sup>, upon approval by the board, the budget will be sent to the City County Council. On September 17<sup>th</sup>, the Municipal Corporations Committee will hear the IPTC proposed budget and on September 30<sup>th</sup>, the Full Council will hold a public hearing on the budget with the final passing being on October 12<sup>th</sup>, 2020.

RESULT: Accepted – Action Item A – 2 – Approval of Proposed 2021 Budget  
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 – 3 – Consideration and Approval of New Mobility Advisory Committee (MAC) Member

Senior Director of Mobility Services Michael Roth presented Action Item A – 3 to the Board of Directors to approve Linda Gosnell as a new member of the Mobility Advisory Committee (MAC). Mr. Roth presented a bio of Linda Gosnell, which can be found in the Board Packet under Action Item A – 3. Linda Gosnell thanked the board for their consideration, and she stated that she is happy to be a part of anything that can help make transportation better for people with disabilities.

RESULT: Accepted – Action Item A – 3 – Approval of New Mobility Advisory Committee (MAC) Member  
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 – 4 – Consideration and Approval of Contract Amendment for Corey Saunders, CPA PLLC

Director of Governance & Audit Brian Atkinson presented Action Item A – 4 to the Board of Directors to approve a contract amendment for Corey Saunders, CPA PLLC. Mr. Saunders provides IndyGo with consulting services supporting the ongoing establishment of IPTC’s Governance & Audit function. This contract amendment would run through December 31<sup>st</sup>, 2020 in an amount not to exceed \$123,500.

RESULT: Accepted – Action Item A – 4 – Approval of Contract Amendment for Corey Saunders, CPA PLLC  
MOVER: Richard Wilson  
SECONDER: Mark Fisher  
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 On-Call Planning Services RFP 20-05-358

Director of Strategic Planning Brooke Thomas presented Action Item A – 5 to the Board of Directors to approve On-Call Planning Services. The On-Call Planning Services could provide 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 contract is not to exceed \$1,250,000.00 (or \$250,000.00 per year) spread over five (5) years. It was noted that IPTC will only have to spend money for this if work is actually being done.

RESULT: Accepted – Action Item A – 5 – Approval of On-Call Planning Services RFP 20-05-358  
MOVER: Tommie Jones  
SECONDER: Richard Wilson  
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 Procurement of Transit Vehicles for FTA’s Section 5310 Grantees

Manager of Special Projects and Regional Mobility Integration Ryan Wilhite presented Action Item A – 6 to the Board of Directors to approve the procurement of transit vehicles for FTA’s Section 5310 Grantees. Section 5310 is used as shorthand for Formula Funding for Enhanced Mobility of Seniors and Individuals with Disabilities Program. It provides funding assistance for eligible entities in providing transportation support for the elderly and persons with disabilities.

RESULT: Accepted – Action Item A – 6 – Approval of Procurement of Transit Vehicles for FTA’s Section 5310 Grantees  
MOVER: Richard Wilson  
SECONDER: Juan Gonzalez  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

- ACTION ITEM A – 7 – Consideration and Approval of Fuel Contract Ratification – CY2021

Deputy Chief Operating Officer Cheryl Purefoy presented Action Item A – 7 to the Board of Directors to approve fuel contract ratification for calendar year 2021. This fuel contract ratification would lock in premium ultra-low sulfur diesel at a price of \$1.59 per gallon delivered over a twelve (12) month period January 1, 2021 – December 31, 2021. This price is down from our current rate of \$2.0031 per gallon. This would be the first time in over 15 years that IPTC will be able to lock in fuel prices at less than \$2.00 per gallon.

RESULT: Accepted – Action Item A – 7 – Approval of Fuel Contract Ratification – CY2021  
MOVER: Richard Wilson

SECONDER: Mark Fisher  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

- ACTION ITEM A – 8 – Consideration and Approval of Resolution to Acquire Appraisal and Purchase Real Property Located at 9503 E 33<sup>rd</sup> St., Indianapolis, Indiana

General Counsel Jill Russell presented Action Item A – 8 to the Board of Directors to approve the acquisition of appraisal and purchase real property located at 9503 E 33<sup>rd</sup> St., Indianapolis, Indiana in an amount not to exceed the average of two appraisals and the list price of \$4 Million (\$4,000,000.00) . To achieve increased service, additional coaches have been purchased resulting in a vehicle fleet larger than the facility at 1501 W Washington St. can accommodate. This space would allow for increased social distancing among IndyGo employees. Many departments have rotated their staff in and out during the pandemic to allow for a safer work environment. Securing space that would allow all staff to all be present in the office is desired.

RESULT: Accepted – Action Item A – 8 – Approval of Resolution to Acquire Appraisal and Purchase Real Property Located at 9503 E 33<sup>rd</sup> St., Indianapolis, Indiana  
MOVER: Richard Wilson  
SECONDER: Mark Fisher  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Juan Gonzalez, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

## 6. INFORMATION ITEMS

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- I – 1 INFORMATION ITEM – Mobility Advisory Committee (MAC) Update  
MAC Member presented this item.
- I – 2 INFORMATION ITEM – Consideration of Receipt of Finance Report for July 2020  
Chief Financial Officer Bart Brown presented this item.
- I – 3 INFORMATION ITEM – Microtransit Mobility Initiatives  
Senior Director of Mobility Solutions Michael Roth presented this item.
- I – 4 INFORMATION ITEM – Section 5307/5311 Allocation Analysis Update  
Manager of Special Projects & Regional Mobility Integration Ryan Wilhite presented this item.

## 7. ADJOURNMENT

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On order of Chairman Greg Hahn, and there being no objection, the meeting was adjourned at 6:05pm.

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Jill D. Russell  
General Counsel





Date: September 21, 2020  
 Current Meeting: September 24, 2020  
 Board Meeting: September 24, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Human Resources Jeff Brown  
**SUBJECT:** Consideration and Approval of Group Health Insurance Coverage

**ACTION ITEM A – 2**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to negotiate and enter into a one (1) year contract with Anthem Blue Cross Blue Shield under a Partially Self-Funded contract for group health premiums and insurance coverage for current member enrollment of seven-hundred sixty-eight (768) employees with a projected annual cost of \$11,871,033.00, subject to increase or decrease based on future enrollments and claims experience.

**BACKGROUND:**

IPTC is committed to providing affordable benefit plans to all employees and their families. IPTC views a healthy and productive workforce as a business imperative and continues to focus on the opportunities that preserve quality and effectiveness of the group health insurance plan. IPTC maintains a self-funded group health insurance plan which means it assumes the financial risk of paying for employees' health care claims under the cost-sharing terms of the plan. The benefit plan designs, however, are collectively negotiated between IPTC and the Amalgamated Transit Union (ATU) Local 1070.

Like other public sector employers IPTC is concerned with the costs and effectiveness of its health and wellness programs. The Coronavirus (COVID-19) pandemic has caused significant disruption to the economy and businesses including health insurance providers. While IPTC strives to keep its workers safe and healthy, recent trends show employers are likely to see their health care benefit costs jump as a result of both the spreading COVID-19. In particular, self-funded employers such as IPTC could see their health claims jump by as much as seven (7) percent in 2021. Self-insured employers are expected to see a bigger premium rise next year, outpacing costs from prior years. Despite IPTC taking proactive precautions to protect its workforce, COVID-19 continues to spread and place enormous pressure on healthcare costs, resulting in an increase in group health insurance costs beyond previous expectations.

**DISCUSSION:**

IPTC engaged LHD Benefit Advisors to serve as its broker to procure bids for group health insurance. LHD Benefit Advisors received proposals from various vendors based on the following criteria: (1) Total cost of Services Requested; (2) Contractual Benefits & Administration Flexibility; (3) Provider Network Strength in term of access and pricing; and (4) Implementation Process Timelines and Guarantees. Based on these guidelines and the results from the request for proposals, Anthem is the suggested successful bidder for the following reasons:

- Employees and families will continue to benefit from Anthem’s provider network which yields largest provider discounts in comparison to other provider networks that were considered. Other bidders could not match Anthem’s network of provider discounts.

- Employees and families will further benefit from Anthem’s broad provider network which permits greater access to care and less disruption. Other bidders could not offer the same access to care options as Anthem.
- Employees and families will have access to one of the largest networks in Indiana and Indianapolis metropolitan area. Anthem includes access to national Blue Card program which provides network access to contracted BCBS providers in non-Anthem states.

Anthem provided the best and most cost-effective proposal. Although Anthem’s bid presents an increase in cost from previous years, it was the lowest bid amongst the health insurance providers who responded to the request for proposal. Moreover, Anthem’s bid preserved the status quo for group health insurance benefits, as employees and their families will not see any changes to the benefits provided under the group health insurance plan. In summary, Anthem provides the best overall value for the quality and level of services for IPTC employees and families.

**ALTERNATIVES:**

The Board could choose to not award this contract to the suggested bidder and select another provider who submitted bids in response to the RFP issued by LHD. Otherwise, there is no viable alternative because IPTC is required to provide health insurance to represented employees pursuant to the collective bargaining agreement with the ATU, Local 1070.

**FISCAL IMPACT:**

The total cost of this procurement for group health premiums and insurance coverage is projected to be \$11,871,033.00, subject to increase or decrease based on future enrollments.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on September 17, 2020 and was recommended to the Regular Agenda.



Date: September 18, 2020  
 Current Meeting: September 24, 2020  
 Board Meeting: September 24, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Capital Assets and Facility Management LaTeeka Washington  
**SUBJECT:** Consideration and Approval of WSP Task Order – Electric Infrastructure Improvements Phase 2

**ACTION ITEM A – 3**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to issue a Task Order under WSP’s existing On-Call A&E Services contracts for Phase 2 of Electric Infrastructure Improvements for an amount not to exceed \$412,487. This would upgrade the Master Plan for vehicle parking and space in the garage, identify the locations and required infrastructure improvements for future electric vehicle charging (including the garage conversion) and conduct an assessment of needs for the maintenance area to accommodate the potential size of the future fleet.

**BACKGROUND:**

In June 2020, the Board approved an IPTC contract for On-Call A&E Services to WSP for High Voltage/Electrical Engineering Services.

WSP has worked on the following projects as part of previous High-Voltage / Electrical Engineering On-Call agreements with IPTC:

- Electric Charging and Infrastructure Improvement Project. In preparation for the Red Line, WSP designed for the installation of the BYD Chargers and prepared a Master Plan for the garage that would accommodate an all-electric fleet
- CCTV Camera Upgrade Project. WSP designed for the removal and installation of facility cameras (interior & exterior) and the supporting system.
- Solar Expansion Project and Feasibility Study. IPTC received a grant for solar expansion; WSP is looking at the feasibility of installing solar panels at 1501 W Washington.
- Garage Conversion Project. The BYD chargers use AC power and the new technology for 60’ or 40’ buses is potentially DC power. WSP will design for infrastructure for installation of two types of chargers in the garage.
- Study for Charging Options at the Julia Carson Transit Center (CTC). WSP is preparing designs for permanent inductive charging to take place at the CTC.

**DISCUSSION:**

Under the Electric Bus Charging Master Plan and Infrastructure Improvements Phase 1 project a Master Plan was created regarding the parking of buses in the IPTC garage with the anticipation of additional 40’ buses. This task order will update that plan to align with the agency’s most current needs. The Plan will consider a potential need for DC chargers (and the required conversions required), identify the space required to accommodate parking of the entire IPTC fleet, identify the space required for the maintenance garage to accommodate the fleet (including electric maintenance bays, brake bays, etc.) and provide recommendations regarding an additional facility.

WSP's deliverables will include a Facility Master Plan that will provide a road map for accommodating the projected fleet growth, considering that there has been significant investment made in upgrading the 1501 W Washington Street facility.

The resulting Facility Master Plan will:

- Document space in the Washington Street garage and maintenance area.
- Identify space requirements to support the current and projected fleet size and parking for agency vehicles (buses and non-revenue vehicles).
- Identify the operating capacity of the Washington Street garage.
- Identify the functions to be located at the Washington Street garage.
- Identify the functions to be located at a new facility and the corresponding space requirements for a new facility.

The Facility Master Plan will be based on a planning horizon of 25-years (through 2045). It will provide high-level planning recommendations but will not include environmental investigation or recommendations for shop equipment. Planning level cost estimates will be provided of recommended actions to inform decision making.

**ALTERNATIVES:**

The Board could choose to not move forward at this time with any additional improvements in the garage at 1501 W. Washington, nor the upgrading of the Master plan for the parking storage of the buses. The impacts of not moving forward would potentially limit the use of the facility for new buses storage and maintenance.

**FISCAL IMPACT:**

The project is funded by local funds and will be encumbered this year.

**DBE DECLARATION:**

The Etica Group will be used on the task order to fulfill the DBE goal.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on September 17, 2020 and was recommended to the Regular Agenda.



Date: September 10, 2020  
Current Meeting: September 17, 2020  
Board Meeting: September 24, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy Director of Maintenance Troy Denson  
**SUBJECT:** Consideration and Approval of IFB 20-04-347 Vehicle Filters

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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 a contract with Muncie Transit to provide vehicle filters for two (2) years in an amount not to exceed \$280,000 over the life of the contract.

**BACKGROUND:**

IPTC vehicles require a variety of filters; air, oil, fuel, AC and hydraulic. Although vehicle filters can be provided by several vendors, it is more efficient and cost effective to utilize a single supplier. Since 2010 IPTC has pursued the opportunity for one vendor to supply all filter types in order to gain a pricing advantage using economies of scale. Contracting all IPTC required filters with one vendor proves to increase efficiency, demonstrate cost savings, and allows IPTC one point of contact for all filter needs. Having a fleet of 209 buses, requiring 15 different types of filters, the cost would be more as demonstrated by the price analysis via this bid opportunity. IPTC would also have to rely on many different estimated shipping schedules and would likely need to purchase in advance in order to maintain stock of a specific types.

**DISCUSSION:**

This opportunity was strategically sourced as an IFB, or Invitation For Bid. Forty-five (45) firms downloaded the bid opportunity and three (3) firms submitted questions in the formal Q&A period. Six (6) bids were submitted in response to the IFB. Three (3) firms were found to be Responsive and Responsible and able to provide all requested filters in the scope provided in the IFB. Muncie Transit provided the lowest bid.

**ALTERNATIVES:**

The Board could choose not to award this contract. However, this would require IPTC to purchase filters at retail price, from several sources competitively procuring these resources.

**FISCAL IMPACT:**

Total cost of this procurement will not exceed \$280,000 over the life of the two-year contract. The funding source for this procurement is provided to preventative maintenance from the 5307 grant.

**DBE DECLARATION:**

Due to the specific nature of this opportunity, a zero percent DBE goal was placed on the procurement. Should an opportunity arise for participation Muncie Transit should do their due diligence to partner with a certified firm.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on September 17, 2020 and was recommended to the Consent Agenda



Date: September 18, 2020  
Current Meeting: September 24, 2020  
Board Meeting: September 24, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of a Contract to Construct a Temporary Charging Site at 91<sup>st</sup> Street and Evergreen Avenue

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**ACTION ITEM A – 5**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement contract award standards, it is requested that the Board authorize President/CEO to execute a contract with Grady Brothers, Inc. for the construction of a temporary charging site at the southeast corner of 91<sup>st</sup> Street and Evergreen Avenue, for an amount of \$102,800.00.

**BACKGROUND:**

IPTC is committed to providing bus rapid transit as part of the Marion County Transit Plan and uses a fleet of battery electric buses to provide that service. The buses require charging while in service, at locations along or near the bus rapid transit line. This need is especially critical in the winter months when electric heaters negatively impact the buses range.

While the Board previously approved purchase of a site at 6410 N. College Avenue to be used as a permanent charging facility for the Red Line, and that site is being designed now, its construction will not be complete until early Spring 2021. IPTC will therefore need a temporary location to charge buses through this winter to compensate for BYD's range issues and until they come up with their permanent solution.

IPTC has reached an agreement with Indianapolis Power & Light Company (IPL) to allow temporary charging to take place at its facility on the southeast corner of 91<sup>st</sup> Street and Evergreen Avenue. IPTC will need to construct an asphalt drive, parking area, and pad to conduct the charging at this site.

**DISCUSSION:**

IPL has agreed to let IPTC use the 91<sup>st</sup>/Evergreen site under the terms of our existing property lease. IPTC will use the site to charge BYD electric buses through approximately April 1, 2021 or until the permanent charging site is operational at 6410 N. College Avenue. IPL will review the plans and permits before IPTC proceeds with construction.

Work is underway to start construction as soon as possible. The current schedule would have the site operational by November 1, 2020. The public affairs team is preparing a mailer to notify surrounding residents and businesses of these activities.

**ALTERNATIVES:**

If the Board chooses not to approve this action and a temporary charging site is not constructed for the winter months, BYD buses will need to return to the garage more frequently to charge. This will result in increased operational costs and reduced service reliability and frequency on the Red Line.

**FISCAL IMPACT:**

Funds are available in the current year capital budget to complete this project. IPTC will seek reimbursement from BYD for these costs.

**DBE DECLARATION:**

The project will be funded locally, so DBE goals will not apply. Contractors will be encouraged to include MBE/WBE/VBE sub-contractors.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on September 17, 2020 and was recommended to the Regular Agenda.



Date: September 08, 2020  
Current Meeting: September 17, 2020  
Board Meeting: September 24, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy of Governance & Audit Brian Atkinson  
**SUBJECT:** Consideration and Acceptance of Governance and Audit Review of Business Continuity Planning Progress Assessment/IndyGo Pandemic Readiness

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**ACTION ITEM A – 6**

**RECOMMENDATION:**

Review and receive Governance & Audit Report 2020-6

- Business Continuity Planning Progress Assessment/IndyGo Pandemic Readiness

**BACKGROUND:**

The Governance and Audit Department was requested to review the progress of the agency’s Business Continuity Plan (BCP) development, in the context of the agency’s readiness in the event of a second wave of the COVID-19 Pandemic.

**DISCUSSION:**

The review initially focused on IndyGo’s BCP development process for our primary scope of work. Our plan was based on the assumption that the pandemic readiness would be covered within the BCP.

After initial conversations, it was determined that plans were already in place that serve to provide the agency with pandemic readiness.

Attached in the G & A Audit report is a summary of observations noted in the areas reviewed, related to both the ongoing BCP development process as well as recommendations around continuing pandemic readiness activity.

As a result of the review, we noted that IndyGo appears to be reasonably prepared in the event of a second COVID-19 wave. In addition, we noted certain aspects of the in-progress BCP design should be considered critical for IndyGo to be successful in case of an event such as a natural disaster, catastrophe or pandemic.

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

No Fiscal Impact

**DBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance and Audit Committee on September 17, 2020 and was recommended to the Consent Agenda.



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## **Business Continuity Planning Progress Assessment/IndyGo Pandemic Readiness**

Governance & Audit Report No. 2020-6

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

## EXECUTIVE SUMMARY

### Background

In June 2019 IndyGo began an initiative to design, as the project’s charter stated, “an actionable Business Continuity Plan (BCP) to plan for critical business process interruptions.” Such plans are critical in complex organizations in order to provide emergency measures that will allow employees to maintain business-critical operations to continue in case of an event such as a natural disaster, catastrophe or pandemic.

BCPs, which guide – as the naming convention suggests – recovery of the business side of the agency, are seen as complimentary to the agency’s Continuity of Operations Plan (COOP), the Emergency Response Plan (ERP), and the Disaster Recovery Plan (DRP). All such plans are essential, and all are either required or recommended as best practice by either the FTA (Federal Transit Administration) or APTA (American Public Transit Association). We have described each in greater detail in Appendix B.

This assessment was performed in accordance with the professional practice standards of the Institute of Internal Auditors, as are all Governance & Audit projects. This report was prepared for use by IndyGo’s Board of Directors, Governance & Audit Committee, and management.

### Objective and Scope

We initially focused on IndyGo’s BCP development process for our primary scope of work. Our plan was based on the assumption that pandemic readiness would be covered within said plan.

After initial stakeholder conversations, we learned about plans already in place within IndyGo that serve to provide the agency specifically with pandemic readiness.

Accordingly, our scope expanded to include a high-level review of the combination of plans maintained by IndyGo’s Risk & Safety group, which maintains a Pandemic Influenza Strategy Plan (PISP) as well as an Emergency Response Plan (ERP).

The report that follows will address both ongoing BCP design progress and in-place agencywide pandemic readiness.

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

Report Rating	Number of Observations by Risk Rating		
	High	Medium	Low
<b>High</b>	<b>4</b>	<b>1</b>	<b>0</b>

### BCP Planning Progress

#### Overall Summary and Review Highlights

As a result of our review, we noted that IndyGo has taken a series of measures in preparation for a potential second COVID-19 wave. Also, as a result of the aggregation of the recommendations noted on the following page combined with the unprecedented urgency of maintaining a safe experience for both riders and employees during COVID-19, we have rated the risk associated with this report as High.

IndyGo’s PISP was originally developed for the H1N1 Bird Flu in 2014 and was rolled forward for COVID-19. Mobilization began in early March with IndyGo’s Risk & Safety Director coordinating with State, County, and Local health officials and first responders. Then in mid-March, IndyGo Risk & Safety coordinated a meeting with all IndyGo executives and department heads to officially roll out the PISP. The pre-existence of the PISP made emergency measures quickly actionable through the immediate mobilization of an IndyGo Emergency Response Team and assignment of critical action area owners. Tactical measures quickly followed, including IndyGo mixing its own hand sanitizer, following the best guidance available at the time from both the CDC and the WHO.

Additionally, we noted certain aspects of the in-progress BCP design effort that should be considered critical in order for IndyGo to be successful. These recommendations are described on the following pages. Overall, we understand that it is not uncommon to take 12-18 months to successfully stand up a BCP. COVID-19 notwithstanding, IndyGo would be well served to take measures to ensure the BCP is completed timely. Although not stated in detail on the following pages, we do recommend that IndyGo ensures that the BCP effort is adequately resourced and that effective project management measures are in place and periodically reviewed with executive management.

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

## OBSERVATIONS SUMMARY

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

Governance and Audit Observations	
Recommendation Title	Rating
1. Cloud Transition	High
2. IndyGo Intranet Implementation	High
3. Communication Across Organization	High
4. Continuous Pandemic Monitoring	High
5. Contingency Planning Unification	Low

**Cloud Transition**

<p><b>Ref #1</b></p> <p><b>Observation:</b> Migrating data to outsourced cloud services provides the most effective combination of cost-efficiency and security. IndyGo has not yet migrated to the cloud.</p>	<p><b>Recommendation:</b> Cloud data migration is currently in IndyGo’s long-term IT strategic plan. IndyGo should ensure that the initiative is adequately funded and is provided adequate personnel for timely completion.</p>	<p><b>Management’s Response:</b> We are on a timeline to have all of IndyGo’s critical systems in the cloud by Q1 2023. IndyGo’s IT will be working with the Responsible Parties (listed below) throughout the transitions. The Responsible Parties listed below have budgeted the cloud migrations through their respective capital budgets.</p>
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**Observation Rating: High**

<p>Moving software and data services to the cloud brings with it myriad benefits and has evolved over the years to become the go-to option for numerous reasons, aside from being a critical component in effective business continuity planning.</p> <p>Staff can access software applications and data at any time and from any location, which has become more critical than ever during COVID when employees may find themselves quarantining at home for extended periods.</p> <p>Managing data in the cloud can reduce costs and increase flexibility. Rather than maintaining an onsite data center which requires hardware and onsite skilled technical maintenance, moving to the cloud allows an organization to pay only for what it uses and no longer worry about onsite hardware or maintenance costs.</p> <p>The need for backup plans is eliminated, as backup is handled fully by the cloud provider. Also, data security is heightened in the cloud. Companies can move away from aging and difficult to maintain firewall appliances to an environment where security is managed by expert-level service providers, making breaches on cloud platforms much more difficult.</p> <p>IndyGo has not yet migrated to the cloud, not yet having</p>	<p>IndyGo IT management should collaborate with executive leadership to ensure that the cloud migration initiative is given high priority along with adequate budget and talent resourcing.</p> <p>As the scope of the cloud migration is agreed upon, we recommend that priorities are considered when deciding which applications to send to the cloud. In other words, management should set a manageable scope at first, with the most critical business applications going first.</p> <p>Given the complexities of cloud migrations and the high level of risk inherent to such projects, IndyGo should seek assistance from a highly experienced third party in order to minimize exposures.</p> <p>Also, when selecting a cloud services provider, IndyGo should ultimately consider the providers that would provide the most unified solution, given major software packages already in place.</p> <p>For example, given that Microsoft Dynamics 365 is planned as the next upgrade to the agency’s current Microsoft Dynamics AX ERP platform, thereby enabling the potential for robust cloud integration, whatever combination of cloud services providers is</p>	<p><b>Action Plan:</b> We have four major critical business platforms slated for transition to the cloud:</p> <ul style="list-style-type: none"> <li>Microsoft Dynamics AX – will be transitioning to Dynamics 365 in the cloud throughout FY2021.</li> <li>Trapeze (paratransit operations) – Replaced by Ecolane (cloud-based), currently in transition.</li> <li>HASTUS (scheduling/dispatch/routing) – Recently completed the procurement for the upgrade.</li> <li>AVAIL (vehicle location tracking) – vendor stated that their cloud implementation is in beta, no defined date for implementation, may transition to new vendor by Q1 2023.</li> </ul> <p><b>Responsible Parties:</b> Microsoft Dynamics AX – VP Finance/CFO Ecolane – Senior Director, Mobility Solutions HASTUS – Director of Service Planning AVAIL – VP Technology/CIO</p>
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taken advantage of the many benefits to doing so.

selected should interface naturally.

**Due Dates:**

Ecolane – Late Q4 2020 / Early Q1 2021

HASTUS – Q4 2021

Microsoft Dynamics AX – December 31, 2021

AVAIL – TBD



<b>IndyGo Intranet Implementation</b>		
<b>Ref #2</b>	<p><b><u>Observation:</u></b> Company Intranets have long been a proven best practice for centralizing the dissemination of critical information to employees. IndyGo has not yet designed and deployed an Intranet solution.</p>	<p><b><u>Recommendation:</u></b> Creating an IndyGo Intranet is currently in IndyGo’s long-term IT strategic plan. IndyGo should ensure that the initiative is adequately funded and is provided adequate personnel for timely completion.</p>
		<p><b><u>Management’s Response:</u></b> Design and implementation of an IndyGo employee Intranet is currently being solicited through Procurement. We hope to have a vendor selected by late October 2020. This project is budgeted adequately through CARES Act funding, given its necessity as part of go-forward business continuity/pandemic response planning.</p>
<b>Observation Rating: High</b>		
<p>A company Intranet can provide a centralized location both for the sharing of critical information and for the storage and key documents for agency-wide access.</p> <p>We have noted numerous instances across multiple departments in which the lack of an Intranet noticeably hampers their effectiveness. One example is the sharing of the Agency Safety Plan (ASP) across the agency. Another is the dissemination of policies and procedures across the organization.</p> <p>When designed and implemented effectively, a companywide intranet can become a one-stop shop for all employees and can provide unified messaging within a culturally-appropriate online environment.</p>	<p>The Intranet is a project in-progress, and it will be critical that it is completed in a timely manner. IndyGo should even consider accelerating the project.</p> <p>While a Request for Proposal (RFP) is being released by the end of August (as of the date of this report), IndyGo management should ensure the RFP process is directed by Procurement. Relevant stakeholders should also be involved, including IT, Legal, and those internally who will be involved in the decision-making process around the look and feel of the site.</p>	<p><b><u>Action Plan:</u></b> Vendor Selection – announced at November’s Finance and Service Committees and December’s Board of Directors Meeting.</p> <p><b><u>Responsible Party:</u></b> VP Finance/CIO</p> <p><b><u>Due Date:</u></b> Project will be ongoing throughout FY2021, with completion by December 31, 2021. This may be extended into Q1/Q2 2022 depending on the length of contract negotiations and change orders on the original requirements.</p>

**Communication Across Organization**

**Ref #3** **Observation:**

Inherent to the design of successful Business Continuity Plans (BCPs) is collaboration across all organizational departments. We have noted instances that appear to make it clear that Risk & Safety has not been adequately involved.

**Recommendation:**

As IT is driving the BCP initiative, IT management should be sure to involve all key departments in the process, especially Risk & Safety.

**Management's Response:**

Ensure that the Public Transportation Agency Safety Plan (PTASP) combines in one place each plan. Each plan should be able to reference out supporting documents in the plan and flow together to provide for accuracy and ease of use for identified needs. Communicating the plan to all ERT members and how to use the PTASP and its contents will be critical.

**Observation Rating: High**

Design of a comprehensive BCP involves each functional department, e.g., Finance, Payroll, Legal, etc., throughout the business process. Additionally, given the multiple other contingency and emergency plan documents already being managed across the organization, IT as BCP project manager should ensure proper collaboration with other plan owners. For example, Risk & Safety owns and manages the Continuity of Operations Plan (COOP); however, we noted there has been little collaboration between IT and Risk & Safety during the BCP design process to-date.

Without adequate collaboration, key attributes of the various plans can potentially create conflicts and confusion if not fully reconciled.

We recommend that IT management work collaboratively with Risk & Safety throughout the BCP design process. Key milestones during the process can be used as check-in points to help ensure that the BCP is staying in-sync with already existing plans, such as the COOP.

Additionally, IndyGo management may consider assigning co-ownership of the BCP to be shared between IT and Risk & Safety. Shared ownership as such may help provide fully informed design of key business and operational aspects of the BCP.

We also recommend that IndyGo management engage with Transdev, (IndyGo's third-party paratransit vendor), to ensure that their people, processes and IT systems are folded into go-forward continuity planning.

**Action Plan:**

Risk & Safety will become Co-Owner of BCP plan and its sign-off. We will ensure that the BCP will be a key component in all existing and future plans and collaborated with Risk & Safety, while maintaining the integrity of its unique role, separate from the other plans. To do this it will be added into the PTASP. Before being added into the PTASP, however, the plan will be reviewed by both IT and Risk & Safety, with final approval by IndyGo's CEO. Annually, revisions will follow the same process. Also,

**Responsible Party:**

Vice President of IT/CIO Marcus Burnside;  
Director of Risk and Safety CSO Brian Clem

**Due Date:**

Late October / Early November 2020

**Continuous Pandemic Monitoring**

<p><b>Ref #4</b></p> <p><b>Observation:</b> COVID-19 is unpredictable, as are the circumstances surrounding it. For the continued safety of its riders, operators and employees, it will be critical that IndyGo continuously monitor COVID’s status in the community and re-evaluate the agency’s readiness frequently.</p>	<p><b>Recommendation:</b> IndyGo Risk &amp; Safety should ensure that adequate measures are in place to receive the newest and most updated information from local and state health officials, as well as the CDC and the World Health Organization, and that all information is shared across the organization with the appropriate members of the Emergency Response Team.</p>	<p><b>Management’s Response:</b> Currently updating IndyGo Pandemic Plan with updates from the CDC, Indiana State Health Department (ISDH), Marion County Public Health Department (MCPHD) and relevant IndyGo departments.</p>
<p align="center"><b>Observation Rating: High</b></p>		
<p>The current COVID-19 pandemic has created incredible challenges for everyone. While IndyGo was prepared thanks to the already in-place Pandemic Influenza Strategy Plan (PISP) and the accompanying Emergency Response Plan (ERP), it will be critical that these Plans be kept current.  It will also be critical from an overall business sustainability perspective to ensure that information such as infection rates and related prognostications, economic forecasts, business-decisions affecting the downtown core, etc., are shared timely across the Emergency Response Team (ERT). Since IndyGo’s executives are part of the ERT, providing this information for decision-making will be critical going forward.</p>	<p>Following the PISP, IndyGo Risk &amp; Safety should establish a cadence of information sharing across the internal network of Emergency Response Team members, as defined in the PISP.  Additionally, Risk &amp; Safety should collaborate with any and all relevant departments across the agency, e.g., Legal, Finance, IT, etc., to regularly update the PISP with real-time information as it is received. We recommend that the PISP only be updated with information and recommendations from trusted and authoritative sources, e.g., the CDC, Indiana State Department of Health, APTA, etc.</p>	<p><b>Action Plan:</b> Continue plan updates as scheduled with the ERT, leveraging information from the CDC, ISDH, MCPHD, and ensuring coordination with the Marion County Emergency Operations Center.  Continue to share information at weekly, bi-weekly, monthly or as needed ERT COVID-19/Pandemic Meetings.  <b>Responsible Party:</b> Director of Risk and Safety/CSO  <b>Due Date:</b> Underway and current</p>

**Contingency Planning Unification**

**Ref #5**

**Observation:**

IndyGo has numerous stand-alone contingency plans, and once the Business Continuity Plan (BCP) is completed, there will be one more to consider. Having many stand-alone plans can cause duplication, contradiction, and confusion in the case of emergency situations when the plans need to be utilized.

**Recommendation:**

Management should consider prioritizing a reconciliation exercise across all contingency plans before the BCP is finalized.

**Management's Response:**

Ensure that the Public Transportation Agency Safety Plan (PTASP) combines in one place each plan. Each plan should be able to reference out supporting documents in the plan and flow together to provide for accuracy and ease of use for identified needs. Communicating the plan to all ERT members and how to use the PTASP and its contents will be critical.

**Observation Rating: Medium**

Due to their unique role with respect to public safety and as a potential tool for other government agencies in certain emergency scenarios, it is common practice for transit agencies to maintain multiple contingency plans.

Within the agency, given the varied scope of each plan, it is also common for multiple departments to maintain ownership over the BCP.

Given all of that, there is a risk that without adequate coordination among all plan owners, the plans can diverge and cause confusion in case of an emergency situation. Plans can become duplicative or they can begin to contradict each other. Key team members can end up with different roles and responsibilities. Business impacts and recovery time objectives, for example, could be assigned differently, causing uncertainty as to task prioritization and resource allocation after an incident.

Before the BCP is finalized, all agencywide contingency plans should be identified and compared to reconcile potential differences in scope, attributes, etc.

The plans we identified during our work include:

- Business Continuity Plan (BCP)
- Agency Safety Plan (ASP); also referred to as the Public Transportation Agency Safety Plan (PTASP)
- Continuity of Operations Plan (COOP)
- Emergency Response Plan (ERP)
- Pandemic Influenza Strategy Plan (PISP)
- Disaster Recovery Plan (DRP)

As previously stated, each of these Plans is necessary. However, they should work together effectively and efficiently. Additionally, their management, upkeep, and periodic testing should be handled in a coordinated, efficient manner.

**Action Plan:**

Continue to update the Public Transportation Agency Safety Plan (PTASP) combining each plan into one place. Each plan will be able to reference out supporting documents in the plan and flow together to provide for accuracy and ease of use for any identified need. We will communicate the plan to all ERT members and train them on how to use the PTASP and its contents.

This plan is its final revision and currently combining the different updates to the plans listed in the recommendations.

**Responsible Party:**

Director of Risk and Safety/CSO

**Due Date:**

December 31, 2020 (per FTA mandate)



## APPENDIX A – RATING DEFINITIONS

Observation Risk Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
<b>Low</b>	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	<b>Low</b>	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.
<b>Medium</b>	Process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	<b>Medium</b>	Certain internal controls are either: 1. Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. 2. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.
<b>High</b>	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	<b>High</b>	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. 1. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. 2. Significant non-compliance with laws and regulations. 3. High observations which are pervasive in nature.
<b>Not Rated</b>	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	<b>Not Rated</b>	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.

## APPENDIX B – BUSINESS CONTINUITY AND OTHER EMERGENCY PLAN DEFINITIONS

Plan	General Definition/ Agency Areas Supported	Authoritative Guidance
Agency Safety Plan (ASP); also referred to as the Public Transportation Agency Safety Plan (PTASP)	This is overarching Plan under which all of the other plans described herein fall. It is mandated by the Federal Transit Administration (FTA) that, “certain operators of public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53 [must] develop Public Transportation Agency Safety Plans based on the Safety Management System approach. Operators of public transportation systems will be required to implement the safety plans.”	Public Transportation Agency Safety Plan Final Rule (49 CFR 673)
Continuity of Operations Plan (COOP)	As stated in the APTA standard cited herein, “The purpose of a Continuity of Operations Plan (COOP) is to prepare a transit agency so that it can provide essential agency functions following a significant event that limits or restricts the availability of personnel, facilities or technical systems.”	APTA-SS-SEM-S-001-08 (American Public Transportation Association)
Pandemic Influenza Strategy Plan (PISP)	The Plan’s stated intention is, “To develop a strategy in response to a pandemic outbreak and to coordinate with local and state entities in sustaining service and mitigating impact to the economy and the function of society. IndyGo’s goal is to be prepared in maintaining transit service while protecting the health and wellbeing of our employees, riders, and the regional community.” The PISP is intended to work cooperatively with the framework of the Emergency Response Plan (ERP, described below) to provide the very specific guidance necessary within a pandemic emergency, while at the same time provide the level of responsiveness provided by the tactical measures of the ERP.	Public Transportation Agency Safety Plan Final Rule (49 CFR 673)  Additional guidance taken from the Center for Disease Control (CDC) and the World Health Organization (WHO)

Emergency Response Plan (ERP)	<p>An ERP is intended to provide for the coordination of emergency response activities in the case of an emergency, such as earthquakes, severe weather conditions and their aftermath, power outages, downed power lines and trees, train derailments, evacuations, major accidents, fires, acts of terrorism, etc. The ERP specifically provides procedures to coordinate with local first responders, to establish emergency operations facilities/locations, organizes an emergency response team within the agency, and provide guidance for situations such as evacuations, shelter-in-place, bomb threats, etc.</p>	<p>FTA's MAP-21 (Moving Ahead for Progress in the 21st Century Act)</p> <p>FEMA's NIMS (National Incident Management System)</p>
Business Continuity Plan (BCP)	<p>A BCP lays out the steps and procedures a company will follow before, during, and in the wake of a disaster so that it can maintain maximum functionality during the emergency and get its operations back to normal in the shortest possible time. The scope of a BCP is intended to cover all business aspects of the agency, from Finance to Payroll to Procurement and so forth.</p>	<p>ISO 22301 (International Organization for Standardization)</p>
Disaster Recovery Plan (DRP)	<p>A DRP is intended to lay out the processes and procedures intended to protect an organization's IT infrastructure in the event of a disaster. The scope of a DRP is limited to the IT aspects of the agency, including all networking, data, software, and hardware.</p>	<p>NIST SP 800-34 Rev. 1 (National Institute of Standards and Technology)</p>



Date: September 08, 2020  
 Current Meeting: September 17, 2020  
 Board Meeting: September 24, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy of Governance & Audit Brian Atkinson  
**SUBJECT:** Consideration and Acceptance of Governance and Audit Review Red Line Lessons Learned

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**ACTION ITEM A – 7**

**RECOMMENDATION:**

Review and receive Governance & Audit Report 2020-7

- Red Line Lessons Learned

**BACKGROUND:**

The Governance and Audit Department was requested to review lessons learned from the Red Line project to best prepare for the upcoming Purple and Blue Line phases of the Bus Rapid Transit (BRT) system.

**DISCUSSION:**

The purpose review was to identify, and document lessons learned to carry forward for future BRT lines. Interviews and a series of workshops were held with 21 IndyGo staff members representing 12 departments. Staff members were very positive about the meetings and all who were invited also participated. A total of nine topics were reviewed, with process improvements and potential action plans discussed and documented. The material from these meetings will be useful in the development and operation of additionally planned BRT lines.

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

No Fiscal Impact

**DBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance and Audit Committee on September 17, 2020 and was recommended to the Consent Agenda.



**Red Line Lessons Learned**

Governance & Audit Report No. 2020-7

Report Issued September 2020



## EXECUTIVE SUMMARY

### Background

In May 2018 the Indianapolis Public Transportation Corporation (IndyGo) began construction of the Red Line, the first Bus Rapid Transit (BRT) line in Indianapolis. The Red Line, being the first phase of what is to become a three-line BRT system, opened on September 1, 2019. Two additional BRT Lines (Purple Line and Blue Line) are currently being planned.

The Red Line runs from Broad Ripple through downtown Indianapolis to the University of Indianapolis and provides convenient access to neighborhoods, cultural institutions, healthcare and education. The 13-mile route provides service to more than 50,000 residents and nearly 150,000 jobs.

The Red Line is serviced by a fleet of articulated battery electric buses which provide level boarding, pre-board fare collection, and WIFI. The Red Line buses have right and left side boarding, serving a total of 34 new stations.

This assessment was performed in accordance with the professional practice standards of the Institute of Internal Auditors, as are all Governance & Audit projects. This report was prepared for use by IndyGo's Board of Directors, Governance & Audit Committee, and management.

### Objective and Scope

Our objective was to engage the appropriate parties across IndyGo to openly discuss lessons learned and potential remediations to carry forward for future BRT lines. To do so we held interviews and a series of workshops with a total of 21 IndyGo staff members representing 12 functional departments.

Given the significant amount of staff turnover since the Red Line go-live, stakeholder involvement was in some cases limited to those who have joined IndyGo either during later phases of Red Line construction or subsequent to go-live and are now directly managing aspects of ongoing care of the Line.

Functional areas represented include: Strategic Planning, Capital Projects, Construction Management, Operations, Facilities, Service Planning, IT, Public Relations, Procurement, Finance, Grants, and Legal.

### Overall Summary and Review Highlights

Our overarching conclusion is that while there were indeed lessons to be learned through virtually every step of Red Line design, construction, and service launch, the Red Line has ultimately proven itself successful for the Indianapolis transit riders it was designed to serve. As the first BRT line constructed in Indianapolis, IndyGo stretched itself into unknown territory and proved its capabilities as a large-scale public works constructor.

During the course of our assessment procedures we noted numerous individual pain points that together combined to illustrate the general themes noted. The most comprehensive of these themes is that during the majority of the Red Line process, communication across the IndyGo organization was hampered by a pervasive silo mentality and decision-making centralized among too few executives.

As a result of our assessment, however, we noted that the environment which existed inside IndyGo during the formative Red Line development timeframe has changed dramatically. The wholesale change of executive leadership combined with changes at management and mid-management levels has created a noticeably more collaborative environment. We noted such collaboration evidenced during our workshops as staff and managers from multiple departments agreed on cross-functional project improvements already planned or in place.

Another broad organizational dynamic that has changed is overall headcount. Since the Red Line began operations, many departments have added headcount in critical functions. This has proved a significant organizational enhancement and has greatly improved project management quality and overall collaborative capabilities.

As previously stated, we noted multiple lessons learned during our assessment; however, we have provided on the following pages certain selected themes intended to provide a sense of the general nature of items involved. More individual lessons learned have been noted across the agency, many of which have already been addressed and actions put in place for the upcoming Purple Line build.

As this was an exercise intended to coalesce the appropriate parties across IndyGo to openly discuss lessons learned and potential remediations to carry forward for future BRT lines, we have not assigned this report a risk rating.

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

## SUMMARY OF SELECTED LESSONS LEARNED THEMES

Area Title	Themes
<b>1. Construction</b>	<ul style="list-style-type: none"> <li>Combining station construction steps for completion by a single general contractor, (rather than between two general contractors as was the case during Red Line construction), would help reduce coordination points. Since each coordination point provides an opportunity for error, reduction of coordination points is preferable to reduce risk.</li> </ul>
<b>2. Operator Training</b>	<ul style="list-style-type: none"> <li>Experienced operators should lead operator training sessions, which should be available on a rolling basis and include greater on-road drivetime.</li> <li>Training on bus equipment should be included for operators, maintenance technicians, and on-road supervisors.</li> </ul>
<b>3. Launch</b>	<ul style="list-style-type: none"> <li>To provide timely service from Day One, bus capacity should be intentionally over-resourced the first few weeks after launch in case of unexpectedly high demand.</li> </ul>
<b>4. Technology</b>	<ul style="list-style-type: none"> <li>IT should be involved from the earliest stages of design and then throughout the process to appropriately vet IT requirements to be included in construction planning.</li> </ul>
<b>5. Facilities</b>	<ul style="list-style-type: none"> <li>Underlying median design and possibly lane layout may require slight adjustments, including choice of bollards.</li> <li>Standardization of station shelters may help drive efficiencies with respect to repairs and maintenance.</li> </ul>
<b>6. Public Relations</b>	<ul style="list-style-type: none"> <li>Understanding that construction schedules can change over the course of a long and multi-variate project, citing to the public more generalized windows of time rather than specific dates when communications expectations can help reduce both confusion and the need for remedial communications efforts.</li> <li>Enlarging the mailing area for postal outreach efforts and expanding neighborhood-specific advocacy teams may enhance the volume of residential input prior to and during construction.</li> </ul>
<b>7. Procurement</b>	<ul style="list-style-type: none"> <li>Given competing larger public works projects had been ongoing concurrently with Red Line construction, broader contractor outreach measures may be necessary to provide enough qualified vendors for future BRT line competitive bids.</li> </ul>
<b>8. Finance</b>	<ul style="list-style-type: none"> <li>Defining more Key Performance Indicators (KPIs) and leveraging technology to share them across departments can provide a level of data transparency that can help staff better manage toward performance goals.</li> </ul>
<b>9. Grants</b>	<ul style="list-style-type: none"> <li>Original Red Line contract documents allowed for authority to request tailored specificity around Standard Cost Categories for capital projects, thereby allowing for significantly greater efficiency when matching costs incurred to grant reporting requirements.</li> </ul>





Date: September 21, 2020  
Current Meeting: September 24, 2020  
Board Meeting: September 24, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director, Mobility Solutions Michael L. Roth  
**SUBJECT:** Consideration and Approval of Activation of Emergency Transportation Services – zTrip

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**ACTION ITEM A – 8**

**RECOMMENDATION:**

Authorize the President/CEO to enter into a temporary, short-term (through year end of 2020) emergency contract with zTrip for Activation of Emergency Transportation Services, for an amount not to exceed \$250,000.00.

**BACKGROUND:**

Since August 2020, the Mobility Services Team continues to see and address a continuous decline with On Time Performance from Transdev. IPTC is incurring an increase in customer comments/complaints as a result of poor performance. Many of the customer complaints are categorized as; lengthy on-board times, late pickups and late drop offs to their destinations. This is a proactive emergency plan to provide our Open Door riders with an additional transportation option to improve the customer experience.

**DISCUSSION:**

- Emergency Transportation Services will be offered during peak times; Monday through Friday; 6am-9am and 2pm-6pm.
- Mobility Services team will contact current riders to establish/engage customers of this alternate transportation service with zTrip.
- Mobility Services will provide additional training to our customers for a seamless transition.
- Customers can use Open Door and zTrip interchangeably and is based on the needs of our customers.
- Customers will schedule trip with zTrip directly, like our current voucher programs.
- Customer will pay \$3.50, IPTC will subsidize remainder of costs to zTrip.

- Emergency Plan will remain in place and transition when our Transportation Network Companies (TNC's) are awarded by the Board of Directors in October 2020, with an estimated state date of December 2020.

**ALTERNATIVES:**

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

- On Time Performance will continue to below goal due to inadequate staffing (COVID).
- Increased negative Customer Comments.
- Negative impact on rider experience.

**FISCAL IMPACT:**

The funding sources for this emergency contract are available through purchased transportation.

**DBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on September 17, 2020 and was recommended to the Regular Agenda.



Date: September 21, 2020  
 Current Meeting: September 24, 2020  
 Board Meeting: September 24, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Executive Director, Indianapolis Public Transportation Foundation Roscoe Brown  
**SUBJECT:** Consideration and Approval of Foundation Board Expansion and New Board Members

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**ACTION ITEM A – 9**

**RECOMMENDATION:**

Approval of Indianapolis Public Transportation Foundation Board Expansion and New Board Members.

**BACKGROUND:**

The bylaws of the Indianapolis Public Transportation Foundation (IPTF) require the approval of the Board of Directors of the Indianapolis Public Transportation Corporation (IPTC). The foundation board consist of seven (7) members initially appointed by the IPTC board when the foundation was incorporated in August 2018. According to current articles and bylaws, the IPTF may expand its board membership from seven members to as many as thirteen (13) that may require IPTC approval. The foundation currently has six members (due to the resignation of one member) and is seeking IPTC board consent to expand its board membership. The foundation board met virtually (via Zoom) on Tuesday, September 1, 2020, at which time the board voted to approve Jeffrey Mittman to fill the vacant seventh seat on the foundation board. The board also voted to provisionally approved Ms. Barbara Malone and Ms. Erica Williams to be added to the foundation board. Foundation board members serve a three-year term.

**DISCUSSION:**

The IPTF board seeks approval to expand its board beyond seven members, but not more than a total board of thirteen members. The current Indianapolis Public Transportation Foundation board members being presented for your consideration and approval are:

- **Jeffrey Mittman**, President and CEO, Bosma Enterprises (bio attached)
- **Barbara Malone**, Attorney, ADA Compliance Manager, Indiana Department of Transportation, (bio attached)
- **Erica Williams**, Vice President and Wealth Advisor, BMO Private Bank (bio attached)

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Service Committee and Finance Committee on September 17, 2020.

### **Jeffrey Mittman Bio**

Blind military veteran and Chief Executive Officer (CEO) of NIB-associated agency Bosma Enterprises-Indiana's largest employer of workers who are blind or visually impaired. First blind CEO named in organization's 100-year history of **demonstrated employment growth** and participation in **NAEPB, NIB, and AbilityOne programs**. More than 20 years' experience leading organizations of 150+ employees. Highly sought after, engaging and authoritative presenter on veteran affairs, disability recovery and public policy for national private and government audiences. Participated in dozens of television, print and radio interviews. Inducted into the Indiana Military Hall of Fame in 2015.

### **Barbara Malone Bio**

I use my skills as a litigator and my broad civic, ethical and political experiences in my current law practice to bring about practical solutions to problems faced by individual and corporate clients.

I am also planning to use my skills and experiences in my next career in corporate governance or compliance, specifically health care compliance. I recently attained certification in health care compliance from the Health Care Compliance Association.

Experienced defense litigator in professional licensing, employment, workers' compensation and probate law.

Also, offering a detailed and practical review and audit of an employer's processing of their employees' employment discrimination and workers' compensation claims from start of the claim to final administrative or judicial outcome to recommend overall efficiencies and best practices.

I actively managed the day-to-day operations of a staff of professional investigators, mediators and attorneys in efficiently and fairly processing and assessing employment and housing discrimination complaints of the citizens of the state. In the course of these duties, I collaborated with the director in making key policy, budget and personnel decisions. I was responsible for instituting method to reduce a two-year backlog to 3-month turnaround.

### **Erica Williams Bio**

Erica serves as a lead advisor and relationship manager to high-net-worth individuals, families and organizations, including closely-held and family-owned businesses. Erica works closely with clients to gain a complete understanding of their lifestyle, career, philanthropic and wealth planning goals. Then, she identifies and engages a Client Strategy Team to create a unique and constantly evolving financial plan and strategy to help meet these goals. She joined the organization in 2015 and has over 20 years of experience in the financial services industry.

Erica earned a BA in marketing with a minor in advertising from Ball State University. Erica served as an EEOC board member for the city of Indianapolis. She is a current Executive Board Member for the Indianapolis Chamber of Commerce – Business Ownership Initiative, as well as a Board Member of Indianapolis City Market.



Date: September 22, 2020  
 Current Meeting: September 24, 2020  
 Board Meeting: September 24, 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 9050 E. 33<sup>rd</sup> Street, Indianapolis, Indiana

**ACTION ITEM A – 10**

**RECOMMENDATION:**

In a manner consistent with IPTC standards and pursuant to State and Local requirements, it is requested that the Board issue a Resolution directing the President/CEO, 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 9305 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/CEO to enter into an agreement for the purchase real estate located at 9305 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 Three Millions Five Hundred Dollars (\$3,500,000).

**BACKGROUND:**

IPTC 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 IPTC 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 Three Million Five Hundred Thousand Dollars (\$3,500,000). IPTC 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 Committee and Finance Committee on September 17, 2020.

**RESOLUTION 2020-16**

**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) is a municipal corporation pursuant to Indiana Code 36-9-4-10; and

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

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

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

**WHEREAS**, the service needs of the Marion County Transit Plan requires has resulted in an increased number of coaches currently housed and maintained at 1501 W. Washington Street; and

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

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

**WHEREAS**, the current location at 1501 W. Washington Street lacks the capacity to house and maintain the current fleet in a safe and efficient manner; and

**WHEREAS**, 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 the Three Million Five Hundred Thousand Dollars (\$3,500,000) 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 24<sup>th</sup> day of September, 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



# 9050 E 33rd St

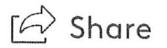
Indianapolis, IN 46235 · Office For Sale



## EXECUTIVE SUMMARY

- Three-story industrial building
- 61,000 s.f. Available
- 7.64 Acres
- Built in 2013
- (86) parking spaces plus unmarked parking areas
- Two (2) elevators

57



- Steel frame and reinforced concrete foundation
- Rubber membrane over metal decking roof
- Fully sprinklered
- Zoned I-2 (light industrial)

## PROPERTY FACTS

Sale Type	<b>Investment or Owner User</b>
Property Type	<b>Office</b>
Property Subtype	<b>Industrial Live/Work Unit</b>
Building Size	<b>61,000 SF</b>
Building Class	<b>B</b>
Year Built	<b>2013</b>
Price	<b>\$3,500,000</b>
Price Per SF	<b>\$57</b>
Tenancy	<b>Single</b>
Building Height	<b>3 Stories</b>
Typical Floor Size	<b>20,333 SF</b>
Building FAR	<b>0.18</b>
Land Acres	<b>7.64 AC</b>
Zoning	<b>I-2 - Light Industrial</b>
Parking	<b>86 Spaces (1.41 Spaces per 1,000 SF</b>
Opportunity Zone	<b>Leased)</b>
	<b>No</b>

Listing ID: 19626628

Date Created: 5/21/2020

Last Updated: 9/16/2020



Help

Share

Parcel Number	49-08-20-107-029.000-700	Improvements Assessment	\$5,099,800
Land Assessment	\$492,600	Total Assessment	\$4,192,400

### YOU MAY ALSO LIKE

5250 E US Highway 36 - Avon Medical ...  
Auction Sale

550 Congressional Blvd - 550 Congress...  
Auction Sale

#### More public record information on 9050 E 33rd St, Indianapolis, IN 46235

The Office Property at 9050 E 33rd St, **Indianapolis, IN 46235** is currently available for sale. Contact JLL for more information.

#### NEARBY LISTINGS

- 3749 N Kitley Ave, Indianapolis IN
- 2141 N Franklin Rd, Indianapolis IN
- 2825 N Ritter Ave, Indianapolis IN
- 6335 Oaklandon Rd, Indianapolis IN





Date: September 22, 2020  
 Current Meeting: September 24, 2020  
 Board Meeting: September 24, 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 2425 W. Michigan Street, Indianapolis, Indiana

**ACTION ITEM A – 11**

**RECOMMENDATION:**

In a manner consistent with IPTC standards and pursuant to State and Local requirements, it is requested that the Board issue a Resolution directing the President/CEO, 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 2425 W. Michigan 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/CEO to enter into an agreement for the purchase real estate located at 2425 W. Michigan 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 Two Millions Seven Hundred Dollars (\$2,700,000).

**BACKGROUND:**

IPTC 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 IPTC 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 Two Million Seven Hundred Thousand Dollars (\$2,700,000). IPTC 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 Committee and Finance Committee on September 17, 2020.

**RESOLUTION 2020-17**

**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) is a municipal corporation pursuant to Indiana Code 36-9-4-10; and

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

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

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

**WHEREAS**, the service needs of the Marion County Transit Plan requires has resulted in an increased number of coaches currently housed and maintained at 1501 W. Washington Street; and

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

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

**WHEREAS**, the current location at 1501 W. Washington Street lacks the capacity to house and maintain the current fleet in a safe and efficient manner; and

**WHEREAS**, 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 LILANEW REALTY I LLC.

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 the Two Million Seven Hundred Thousand Dollars (\$2,7000,000) 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 24<sup>th</sup> day of September, 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



## 2425 W Michigan St

28,800 SF | Industrial Building | Indianapolis, IN | \$2,700,000 (\$94/SF)

Warehouses / Indiana / Indianapolis / 2425 W Michigan St, Indianapolis, IN 46222



### INVESTMENT HIGHLIGHTS

Freestanding building

High-end office finishes

Approximately one (1) acre of undeveloped land for additional parking or outside storage

Extremely well maintained



Bennett Williams

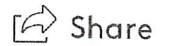
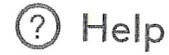


Abigail Sievers

65



Contact



## 2425 W Michigan St

28,800 SF | Industrial Building | Indianapolis, IN | \$2,700,000 (\$94/SF)

### RAILROAD

CENTRAL SOYA CO. INC-INDIANAPOLIS-IN

6 min drive

2.3 mi

## PROPERTY TAXES

Parcel Number	<b>49-11-04-134-011.000-901</b>	Improvements Assessment	<b>\$427,500</b>
Land Assessment	<b>\$172,400</b>	Total Assessment	<b>\$599,900</b>

[More public record information on 2425 W Michigan St, Indianapolis, IN 46222](#)

The Industrial Property at 2425 W Michigan St, [Indianapolis](#), IN **46222** is currently available for sale. Contact Cushman & Wakefield for more information.

## NEARBY LISTINGS

[2506 E Washington St, Indianapolis IN](#)

[1428 W Henry St, Indianapolis IN](#)

[2263 Distributors Dr, Indianapolis IN](#)

[5550 Progress Rd, Indianapolis IN](#)

[1175 W 16th St, Indianapolis IN](#)

[1201 W 16th St, Indianapolis IN](#)

[120 N Lynhurst Dr, Indianapolis IN](#)

[502 S Keystone Ave, Indianapolis IN](#)

[3701 W Morris St, Indianapolis IN](#)



Bennett Williams



Abigail Sievers

66



Contact







Date: Sept 14, 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: August 2020 Financials Summary

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Revenue

- The Federal Assistance for the month of August is over budget by \$207,617 (22%). Preventative Maintenance draws under 5307 formula grants were higher due to higher eligible expenditures. Year to date, this category is over budget by \$2,077,760 (27%) as well.
- In August, the Other Operating Income is under budget by \$16,192 (22%) and under budget by \$112,990 (20%) year to date.
- In a partnership with IPS & Purdue Polytechnic High School under the “Sponsored Rides program”, IndyGo realized \$407,180 under the “Pass & Ticket Sales” revenue category in the month of August. It is a one-time revenue; usually recognized during this time of the year. Therefore, the revenue for the month of August shows only \$184,180 (18%) under budget. Year to date, fare revenues are still significantly under budget by \$2,875,145 (40%) due to COVID-19 pandemic.
- 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 August by \$17,223 (1%). Year to date, this revenue is \$568,476 (2%) under budget.
- Local Transit Income Tax revenue received is exactly on target with the budgeted revenue.
- Service Reimbursement Program revenue is \$3,207 (9%) under budget for the month of August and \$17,906 (6%) year to date.

*Total Revenue for the agency is under budget by \$904,392 (10%) for the month of August and over budget \$2,205,815 (3%) year to date.*

## Expenditures

### I) Personnel Services

- The fringe benefits which majorly includes our health care expenses are over budget for the month by \$286,222 (20%). There were some large medical and pharmacy claims that were paid out to the provider causing this category to go over budget for the month. Year to date, this category is under budget \$516,830 (4%).
- In August, the overtime expenses are under budget by \$9,379 (3%) but still over budget by \$704,267 (32%) year to date.
- The salary expense for the month of August is under budget by \$260,327 (7%) and \$1,329,638 (4%) year to date.

*The Personnel Services category is over budget by \$16,516 (<1%) in August and under budget by \$1,142,202 (2%) year to date.*

### II) Other Services and Charges

- The claims expense category is under budget \$106,359 (43%) in August. However, it is slightly (<1%) over budget year to date.
- Miscellaneous expense category continues to trend under budget for the month and year to date as well. It is under budget by \$37,667 (46%) in August and \$317,729 (49%) year to date. This category includes expenses such as training & travel, dues and memberships, misc. expenses etc.
- In August, the purchased transportation expense category is under budget by \$254,354 (26%) and \$1,160,925 (15%) year to date.
- “Services” expense category is over budget by \$40,549 (4%) for the month and by \$989,315 (11%) year to date. IndyGo continues to incur costs related to the cleaning and sanitizing our facilities and coaches due to the ongoing pandemic.
- Utilities expenses came under budget for the month of August by \$3,661 (3%) but is still over budget by \$144,098 (16%) year to date.

*Other Services & Charges category is under budget by \$361,493 (15%) for the month of August and under budget by \$2,305,194 (11%) year to date.*

### III) Materials & Supplies

- The fuel and lubricant category is under budget by \$533,507 (76%) for August and \$3.2M (58%) year to date. The budget for the month carries the rolled over budget from the prior year.

- The Maintenance materials category is under budget by \$56,484 (12%) for the month of August. Year to date, it is under budget by 6%.
- The other materials and supplies category is under budget by \$65,630 (72%) but over budget by \$171,800 (24%) year to date. IndyGo continues to incur costs on the health and safety of our riders and employees via procuring necessary supplies and PPEs.
- The “Tires & Tubes” expense is under budget by \$6,002 (9%) in August and \$210,456 (39%) year to date.

*The Total Materials and Supplies category is under budget by \$661,624 (50%) in August and \$3,507,518 (33%) year to date.*

*Overall, expenditures are under budget by \$1.0M (11%) for the month of August and under budget by \$6.9M (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 August 31, 2020.

REVENUE FEDERAL ASST - CARES ACT      \$25,134,676

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
August	173,943	72,021	245,963
<b>Total</b>	<b>2,162,277</b>	<b>1,086,206</b>	<b>3,248,482</b>



**Indianapolis Public Transportation Corporation**  
 Budget to Actuals (Comparative Statement) - IndyGo  
 For the Eight Months Ending Monday, August 31, 2020  
**Current Month** **YTD**

	Current Month		YTD		Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	PRIOR YTD Actual
	Actual	Budget	Budget Variance \$	Budget Variance %							
<b>Operating Revenue</b>											
Federal Assistance	1,164,284.52	956,667.00	207,617.52	21.70	9,731,092.29	7,653,332.00	2,077,760.29	27.15	10,037,784.66		
Other Operating Income	55,082.93	71,275.00	(16,192.07)	(22.72)	457,214.84	570,205.00	(112,990.16)	(19.82)	497,750.09		
Passenger Service Revenue	845,778.00	1,029,958.00	(184,180.00)	(17.88)	4,208,538.11	7,083,683.00	(2,875,144.89)	(40.59)	6,162,307.34		
PMTF Revenue		925,650.00	(925,650.00)	(100.00)	11,107,800.00	7,405,200.00	3,702,600.00	50.00	7,304,400.00		
Local Property & Excise Tax Revenue	3,056,301.00	3,039,078.00	17,223.00	0.57	23,744,147.96	24,312,624.00	(568,476.04)	(2.34)	25,258,132.07		
Local Transit Income Tax Revenue	3,342,536.00	3,342,540.00	(4.00)	(0.00)	26,740,288.00	26,740,316.00	(28.00)	(0.00)	23,065,424.40		
Service Reimbursement Program	31,833.00	35,040.00	(3,207.00)	(9.15)	262,414.00	280,320.00	(17,906.00)	(6.39)	306,991.52		
<b>Total Operating Revenues</b>	<b>8,495,815.45</b>	<b>9,400,208.00</b>	<b>(904,392.55)</b>	<b>(9.62)</b>	<b>76,251,495.20</b>	<b>74,045,680.00</b>	<b>2,205,815.20</b>	<b>2.98</b>	<b>72,632,790.08</b>		
<b>Operating Expenses</b>											
<b>Personal Services</b>											
Fringe Benefits	1,686,116.10	1,399,893.85	286,222.25	20.45	11,687,480.68	12,204,311.15	(516,830.47)	(4.23)	8,046,806.14		
Overtime	268,585.82	277,964.58	(9,378.76)	(3.37)	2,927,983.43	2,223,716.64	704,266.79	31.67	2,514,076.51		
Salary	3,210,046.24	3,470,373.46	(260,327.22)	(7.50)	29,036,128.81	30,365,766.91	(1,329,638.10)	(4.38)	22,369,509.34		
<b>Total Wages and Benefits</b>	<b>5,164,748.16</b>	<b>5,148,231.89</b>	<b>16,516.27</b>	<b>0.32</b>	<b>43,651,592.92</b>	<b>44,793,794.70</b>	<b>(1,142,201.78)</b>	<b>(2.55)</b>	<b>32,930,391.99</b>		
<b>Other Services &amp; Charges</b>											
Claims	140,682.38	247,041.67	(106,359.29)	(43.05)	1,995,009.89	1,976,333.36	18,676.53	0.95	1,518,755.50		
Miscellaneous Expenses	43,647.89	81,314.80	(37,666.91)	(46.32)	332,789.27	650,518.40	(317,729.13)	(48.84)	416,293.69		
Purchased Transportation	725,894.40	980,249.00	(254,354.60)	(25.95)	6,681,066.84	7,841,992.00	(1,160,925.16)	(14.80)	7,516,600.73		
Services	1,062,137.40	1,021,588.33	40,549.07	3.97	8,211,443.64	9,200,758.68	(989,315.04)	(10.75)	6,706,713.84		
Total Utilities	107,171.77	110,833.32	(3,661.55)	(3.30)	1,030,764.62	886,666.56	144,098.06	16.25	581,925.98		
<b>Total Other Services &amp; Charges</b>	<b>2,079,533.84</b>	<b>2,441,027.12</b>	<b>(361,493.28)</b>	<b>(14.81)</b>	<b>18,251,074.26</b>	<b>20,556,269.00</b>	<b>(2,305,194.74)</b>	<b>(11.21)</b>	<b>16,740,289.74</b>		
<b>Materials &amp; Supplies</b>											
Fuel & Lubricants	165,027.99	698,535.09	(533,507.10)	(76.38)	2,344,054.89	5,588,280.72	(3,244,225.83)	(58.05)	2,881,478.00		
Maintenance Materials	397,794.32	454,278.73	(56,484.41)	(12.43)	3,409,593.28	3,634,229.84	(224,636.56)	(6.18)	3,520,996.52		
Other Materials & Supplies	24,321.20	89,951.50	(65,630.30)	(72.96)	891,411.86	719,612.00	171,799.86	23.87	702,999.97		
Tires & Tubes	60,841.17	66,843.16	(6,001.99)	(8.98)	324,289.15	534,745.28	(210,456.13)	(39.36)	471,386.93		
<b>Total Materials &amp; Supplies</b>	<b>647,984.68</b>	<b>1,309,608.48</b>	<b>(661,623.80)</b>	<b>(50.52)</b>	<b>6,969,349.18</b>	<b>10,476,867.84</b>	<b>(3,507,518.66)</b>	<b>(33.48)</b>	<b>7,576,861.42</b>		
<b>Total Operating Expenses</b>	<b>7,892,266.68</b>	<b>8,898,867.49</b>	<b>(1,006,600.81)</b>	<b>(11.31)</b>	<b>68,872,016.36</b>	<b>75,826,931.54</b>	<b>(6,954,915.18)</b>	<b>(9.17)</b>	<b>57,247,543.15</b>		
<b>OPERATING INCOME/(LOSS)</b>	<b>603,548.77</b>	<b>501,340.51</b>	<b>102,208.26</b>		<b>7,379,478.84</b>	<b>(1,781,251.54)</b>	<b>9,160,730.38</b>				
GAIN/LOSS ON ASSET DISPOSAL	(7,208.40)		(7,208.40)	0.00	49,925.68		49,925.68	0.00	556,355.17		
<b>NET INCOME/(LOSS)</b>	<b>610,757.17</b>	<b>501,340.51</b>	<b>109,416.66</b>	<b>21.82</b>	<b>7,329,553.16</b>	<b>(1,781,251.54)</b>	<b>9,110,804.70</b>	<b>(511.48)</b>	<b>14,828,891.76</b>		

## Information Update – Governance & Audit Workplan Status Report

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** September 24, 2020

### GOVERNANCE & AUDIT WORKPLAN STATUS REPORT

#### Governance & Audit Workplan Status Report

Project / Activity	Governance & Audit Committee Meeting					
	FY20			FY21		
	Jun 2020	Sep 2020	Jan 2021	Mar 2021	Jun 2021	Sep 2021
Non-Order Invoice Audit	█					
Business Continuity Planning Assessment	█	★				
Red Line Lessons Learned Exercise		█	★			
Procurement Process Review	█		★			
Strategic Planning/Capital Projects Assessment	█		★			
Comprehensive IT Risk Assessment			█	★		
Compliance Mapping Exercise			█	★		
Annual Risk Assessment Refresh			█	★		

Complete   
 In-Process   
 Planned

★ Report targeted to be presented at G&A meeting.

*Note: the timelines reflected above are estimates and may be subject to change due to scheduling constraints and/or Board requests.*

**RECOMMENDATION:**

Receive the report.

Brian Atkinson  
 Deputy of Governance & Audit



## Section 5307/Section 5311 Allocation Analysis Update

**To:** Indianapolis Public Transportation Corporation Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Memo Date:** September 3, 2020

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

**BACKGROUND:**

At the July committee and Board meetings, IPTC staff provided a detailed 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. 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.

Regarding program administration, IPTC staff continues to support the project team. IPTC staff has contacted CIRTA to discuss grant administration and the results of that conversation should be available at the time of the Service and

Finance Committees. As of the September board meeting, three of the four counties are supportive of procuring the service for their county, with another agency (either IPTC/IndyGo) passing the money from the FTA to the counties. Final determination is likely to occur at the end of September.

The boards of the MPO, CIRT, and IPTC will be asked to pass resolutions that support the recommendations in the report; this resolution is targeted for October.

**RECOMMENDATION:**

Receive the update.

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

## Board Information, CEO Report

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**To:** Indianapolis Public Transportation Corporation Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** September 24<sup>th</sup>, 2020

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### CEO Report

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

**RECOMMENDATION:** Receive the report

1. Vice President of Operations and Chief Operating Officer Aaron Vogel is here to present the Transit Operations Performance Report 2020, 1<sup>st</sup> Half.
2. Vice President of Diversity & Inclusion and Workforce Development Denise Jenkins-Agurs is here to provide an update on IndyGo's 2020-2021 Interns and Fellows.
3. On August 26<sup>th</sup>, Allison Transmission and IndyGo held a signing event to celebrate IndyGo's recent selection of Allison's H 40 EP electric hybrid propulsion solution to power 27 new buses and will be a lead fleet partner for Allison's revolutionary new electric hybrid product, eGen Flex™.
4. On August 27<sup>th</sup>, IndyGo hosted a free antibody testing and blood drive in the board room. The SARS CoV-2 antibody test was performed on all successful blood donations automatically. The test informed donors if they have the antibodies from prior COVID-19 infections but did not inform donors if they currently have COVID-19.
5. On September 3<sup>rd</sup>, in celebration of our Red Line anniversary, we hosted an Ice Cream Social. We also had multiple raffles for employees to win a fun prize. We cannot thank our team enough for making the Red Line a huge success.
6. On September 12<sup>th</sup>, the Strategic Plan Culture Team organized IndyGo's Car and Motorcycle Show to showcase employee's talents and passions. More than 20 cars and motorcycles participated, and co-workers came out to support and appreciate the vehicles and bikes.



## Risk and Safety Division Report – August 2020

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**To:** President/CEO Inez Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** September 10<sup>TH</sup>, 2020

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### Risk and Safety

- On Tuesday Aug 4<sup>th</sup>, Risk and Safety completed the final draft of the Public Transportation Safety Plan (PTASP) for IndyGo. This plan is required under the authority of the Federal Transit Administration (FTA) under 49 CFR 673. This plan and policy will outline the function of safety, define responsibilities, goals and measures, communication and how we will focus on a safety culture moving forward. The PTASP plan will be the new guide for emergency response, and how safety will play apart in all decision making and operations of IndyGo. This policy will be presented to the board for their approval in October.
- On Wednesday Aug 12<sup>th</sup>, Brian Clem, the Director of Risk and Safety was asked to be a guest speaker for APTA’s Bus, Mobility, and Rail NOW virtual conference. Brian was asked to talk about and present options for bus barriers to protect operator’s and disinfecting methods and technology related to Covid-19. The presentation lasted 25 minutes and followed with a multitude of questions and answers on how IndyGo was protecting our employees and the community.
- On Friday Aug 14<sup>th</sup>, Risk and Safety Coordinator, Kevin Neumann and Brian Clem met with Aon to discuss the upcoming insurance renewal process. There are some changes occurring in the market and we are pursuing options to best leverage IndyGo for coverage and reduce our risk exposure. The market will start to develop within the next 2 months with a picture on premium cost.
- On Tuesday Aug 18<sup>th</sup>, some members of the Risk and Safety Team as well as the Operations division met with EnerDel, bus batterie manufacture to see if we could develop a synergy with high voltage safety needs, vehicle maintenance training and potential using their product for future upgrades. A plant tour was conducted and today talks are still underway.
- During August, all members of the Risk and Safety Department completed a two (2) day training secession from the FTA on the guidelines for completing the PTASP requirement. Updated information and examples were shared to help us refine our plan.
- On August 25<sup>th</sup>- 28<sup>th</sup>, Kevin Neumann and Brian Clem completed a 4 day-long training through TAPTCO on” Safety Leadership”. This program is being rolled out to management and supervisors to promote safety culture and methods that can be used to communicate to employees and engage them in hazard resolution. The class received high remarks from the risk and safety department, and we encourage these classes continue from executive leadership to our front-line supervisors.

## August 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>Name</u>	<u>Badge</u>	<u>Years</u>
Calvin Cargile	869	18
Albert Weathers	6418	13
Lakisha Carpenter	8174	11
Rose Anderson	8473	7
Samuel Abebe	8472	7
Garry Staggs	8376	6
Lakeita Smith	8557	6
Lauren Thomas	8656	5
Reginald Taylor	8673	5
Estella Williams	8766	4
Traina Smith	9011	3
Tiana Treadwill	9008	3
Mohammad Alem	9016	3
Ardis Griffin	9194	2
Keary Bradford	9190	2
Angela Williams	9018	2
Samuel Keller	9195	2
Ella Cartwright	9542	1
Douglas Harrell	9533	1
Jordon Hollonquest	9534	1
Robert Lundy	9524	1
Kimberly Taylor	9555	1

### August 2020 Fixed Route/Open Door Accident Data

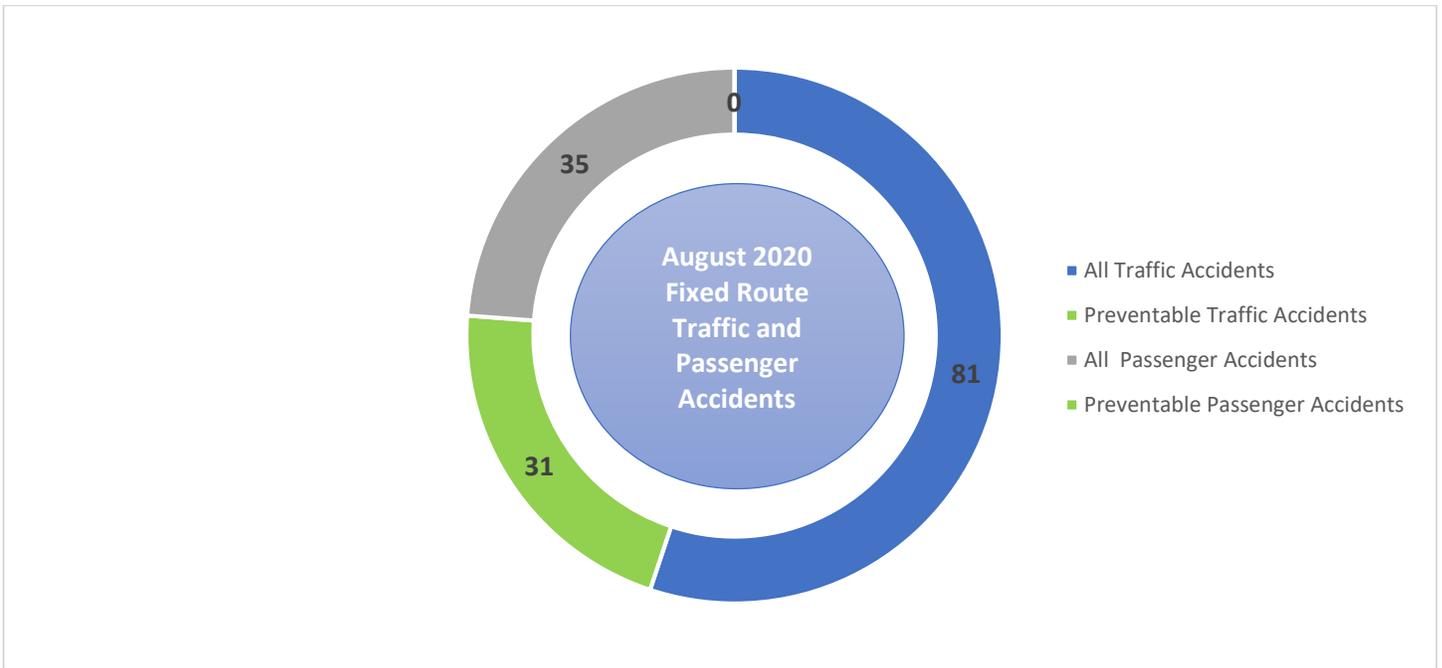
August 2020						
	Traffic Accidents			Passenger Accidents		
	Non-Preventable	Preventable	Total	Non-Preventable	Preventable	Total
IPTC Fixed Route	50	31	81	35	0	35
Mobility Services	1	5	6	1	0	1
Garage	1	4	5	0	0	0
Training	0	0	0	0	0	0
CTC	0	0	0	5	0	5

### **August 2020 Police Events, EMS Events and Claims Submitted Data**

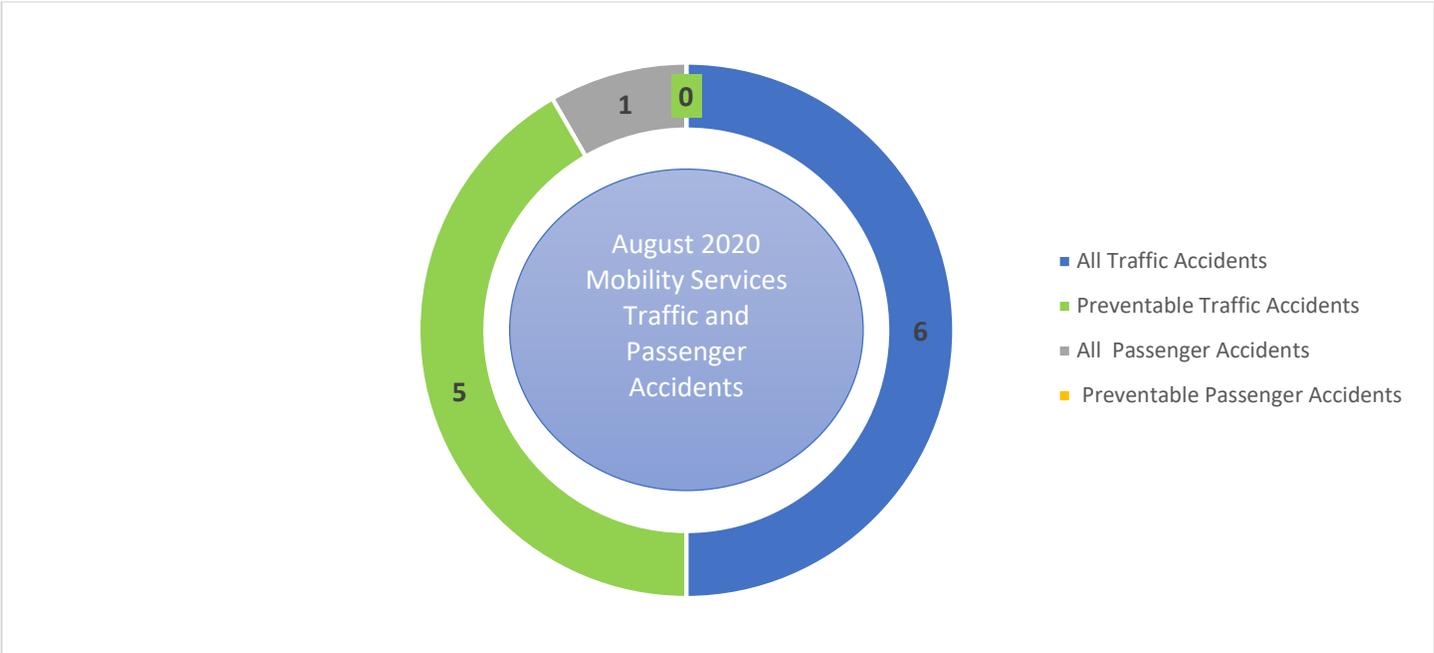
CTC Police Events	4	Claims for Fixed Route	35
CTC EMS Events	13	Claims for Mobility Services	1
Operations Police Events	18	Claims for the CTC	0
Operations EMS Events	18		

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

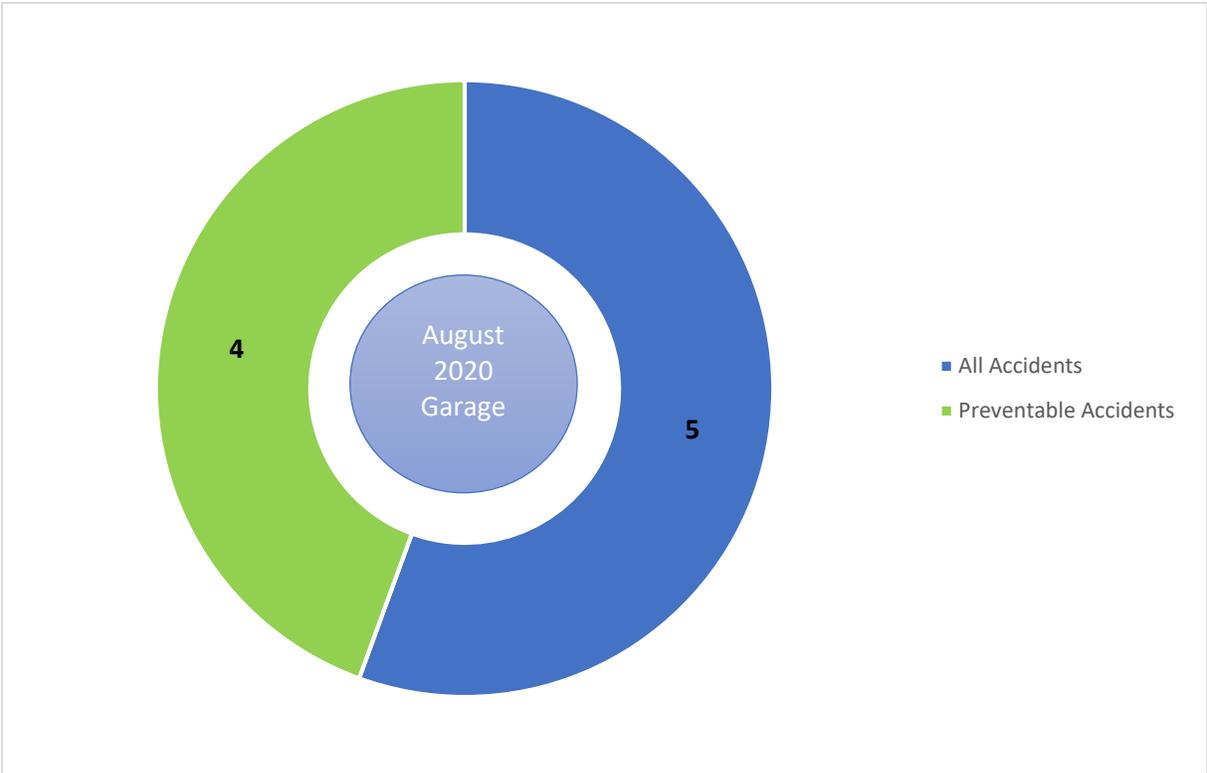
<b>Fixed Route Accidents</b>				
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
<b>July 2020</b>	77	12	38	2
<b>August 2020</b>	81	31	35	0
<b>August 2019</b>	42	13	10	0



<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>
<b>July 2020</b>	10	6	3	0
<b>August 2020</b>	6	5	1	0
<b>August 2019</b>	11	4	1	1



Garage Accidents		
	<u>All Accidents</u>	<u>Preventable Accidents</u>
July 2020	7	6
August 2020	5	4
August 2019	2	2



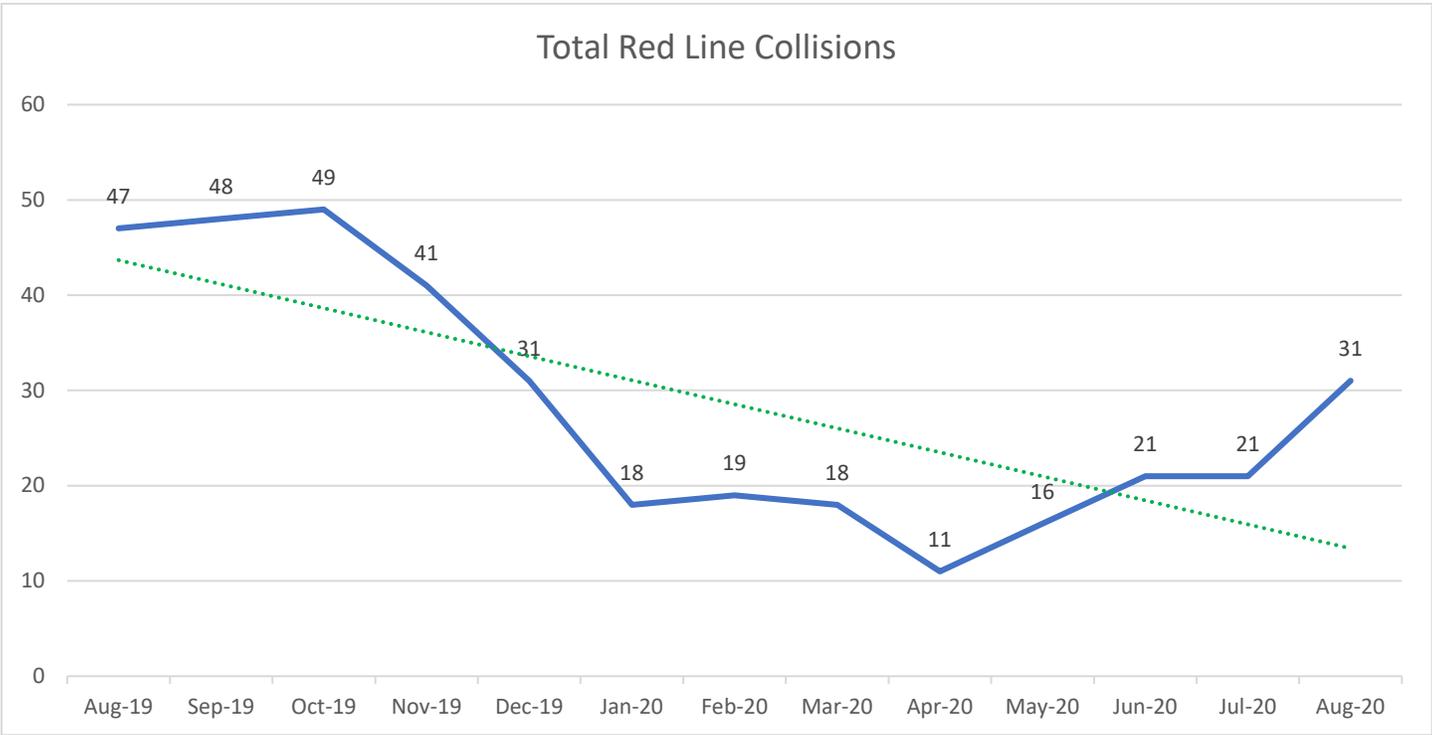
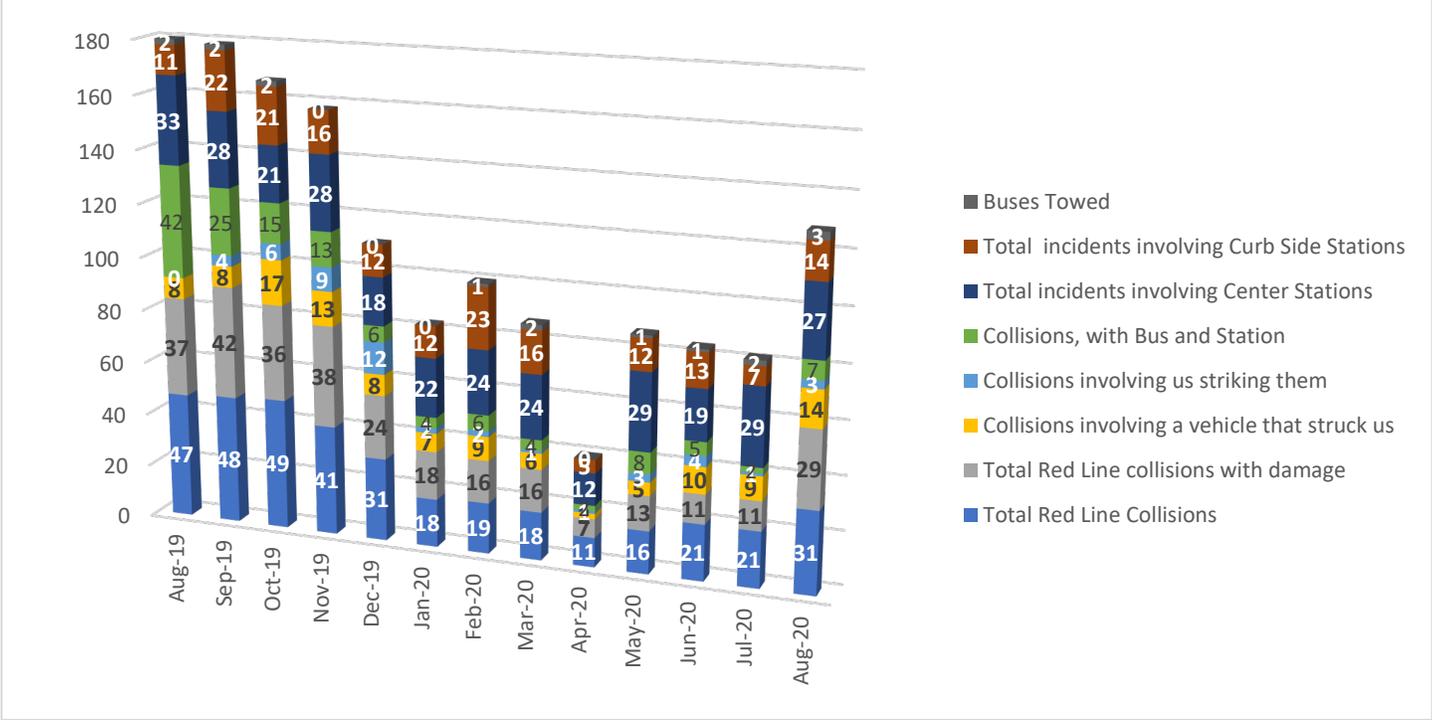
<b>Training Accidents</b>		
	<u>All Accidents</u>	<u>Preventable Accidents</u>
<b>July 2020</b>	0	0
<b>August 2020</b>	0	0
<b>August 2019</b>	10	0

### **August 2020 Red Line/Route 90 BRT Data**

<b>Red Line Route 90</b>	
Total Reported Incidents	68
Total Number of Traffic Accidents (TA)	31
Total Number of Traffic Incidents (TI)	3
Location where most incidents occurred (Capitol Ave)	15
Total Number of TA/TI involving Platform/Station	7
Total Number of TA/TI with Damage to the Coach	29
Total Center Station Incidents	27
Total Curb Station Incidents	14
Collisions involving a vehicle that struck us	14
Collisions involving us striking them	3
Total Number of Passenger Accidents (PA)	8
Total Number of Passenger Incidents (PI)	2
Number of Falls	8
Total Number of Other Incidents (Police, EMS, Vandalism, etc.)	8
Average Incidents per day on Route 90	2.19

	<u>August 2019</u> <i>*Training</i>	<u>September 2019</u>	<u>October 2019</u>	<u>November 2019</u>	<u>December 2019</u>	<u>January 2020</u>	<u>February 2020</u>	<u>March 2020</u>	<u>April 2020</u>	<u>May 2020</u>	<u>June 2020</u>	<u>July 2020</u>	<u>August 2020</u>
<b>Total Red Line Collisions</b>	47	48	49	41	31	18	19	18	11	16	21	21	31
Total Red Line collisions with Damage	37	42	36	38	24	18	16	16	7	13	11	11	29
Collisions involving a vehicle that struck us	8	8	17	13	8	7	9	6	2	5	10	9	14
Collisions involving us striking them	0	4	6	9	12	2	2	1	1	3	4	1	3
Collisions, with Bus and Station	42	25	15	13	6	4	6	4	2	8	5	2	7
Total Involving	33	28	21	28	18	22	24	24	12	29	19	29	27

Center Stations														
Total Involving Curb Side Stations	11	22	21	16	12	12	23	16	5	12	13	7	14	
Buses Towed	2	2	2	0	0	0	1	2	0	1	1	2	3	





## Planning & Capital Projects Report – August 2020

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**To:** President/CEO Inez Evans  
**From:** Vice President of Infrastructure, Strategy and Innovation Jennifer Pyrz  
**Date:** September 24, 2020

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### STRATEGIC PLANNING

The Strategic Planning team continues to advance, or otherwise support, several plans and projects, while at the same time supporting day-to-day operations.

#### Project Development:

**Blue Line, NEPA:** The National Environmental Protection Act (NEPA) investigations associated with Blue Line project development continue to lag behind the Purple Line investigations that are nearing completion. IndyGo has also 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 resume after the conclusion of NEPA for the Purple Line.

**Blue Line, CIG Program:** 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, Zoning for TOD* 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.

**Blue Line, Zoning for TOD:** 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. 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 substantially complete by the end of the year, with final (city) adoption in Q1 2021.

**Mobility Concierge Program:** The FTA recently announced that IndyGo is the recipient of a FY2020 Accelerating Innovation Mobility (AIM) Challenge Grant, which will be used to pursue the creation of 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. Strategic Planning has scheduled time with the appropriate departments to kickoff project development.

**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:

- **Mobility Solutions:** IndyGo continues to explore and advance strategies to promote shared use mobility options for Indianapolis. The strategic planning team is assisting the mobility services

department with two pilot projects aimed at boosting transportation options and awareness for Indy residents: the MLK Center Midtown Get Around microtransit pilot, and mapping exercises conducted by Briometrix “City on Wheels” pilot project to create effort maps for several station areas along the future Purple Line bus rapid transit route.

- **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. Final comments are being addressed through some minor re-analysis. The document will continue to serve as a community resource.
- **ADA Paratransit Next Steps (Formerly Paratransit Operational Analysis):** Strategic Planning staff is supporting Public Affairs and Mobility Services for the ADA Paratransit Next Steps process. Staff have been working with outside consultants to develop a process.
- **Sponsored Rides:** The strategic planning team continues to collaborate with the public affairs, finance & accounting, and legal services divisions to maintain 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. To date, there are 16 schools and programs, representing more than 7,000 area high school students, participating in the program for the 2020-2021 school year. The next significant step is the creation of the full suite of partnership/program opportunities, including a corporate sponsorship program. These efforts are directly related to the full implementation of the MyKey fare collection system.
- **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. Start of this work has potentially been delayed until FY2022.
- **Recent Grant Applications/Announcements:**
  - Bus and Bus Facilities Program: Award announcements were made on August 11, 2020. IndyGo was not awarded a grant. In a debrief with FTA staff, the application was described as competitive and a highly recommended application. The FY2020 program was highly oversubscribed, however, and the application was not funded.
  - 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 that an agency’s transit asset management plan 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 continues to provide scenario planning for the operations and finance divisions; a critical component to the completion of IndyGo's fleet replacement plan.

- **North Split Action Plan:** 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. IndyGo staff have received feedback from HNTB regarding the ideas and is planning a follow-up meeting with the HNTB staff.

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, which is comprised of representatives from IndyGo, CIRTA, RLS & Associates, Indianapolis MPO, and suburban transit providers, met with County Connect to discuss NTD reporting and Section 5307 sub allocation alternatives. Regarding the latter, IndyGo staff and regional suburban providers continue to discuss how the regional administrative relationships and processes will be resolved. Detailed updates on the progress of this work were given at the July and August Board of Directors meetings. At this time, the only item outstanding is to determine which agency will administer the funds beginning on January 1, 2022. It is anticipated that IndyGo staff will seek board action on a resolution in support of the project team's decision at the Board's regularly scheduled meeting in October.

Section 5310 Oversight: Sub-recipients are aware of outstanding compliance issues, such as the need to confirm the repair of a non-working wheelchair lift 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. Sub-recipients 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 of.

Section 5310 2020 Call for Projects (CFP): The 2020 CFP closed in late May. Following board approval in August, IndyGo staff have begun the process of procuring the vehicles. The vehicle orders should arrive in early 2021, with subrecipient pick-up shortly after.

Suburban Transit Planning: MPO staff have scheduled a kick-off meeting for the Johnson County/Pleasant Township transit planning effort. This process will be similar to the Guilford Township (Plainfield) planning process. IndyGo will be involved as a stakeholder.

## **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 was required. This re-evaluation has been completed and NEPA approval was received from FTA on August 24, 2020. Design is underway now to accommodate charging at the site and plans are being developed to share information and seek input from the community about our use of the property. A site at 91<sup>st</sup> Street and Evergreen Avenue is being prepared for temporary charging through this winter and until the 6410 College side is operational.

At the south end of the Red Line, a property at 8925 S. Madison Avenue is being considered for a second permanent charging site. NEPA documentation is in progress for this property.

Improvements to Transit Signal Priority (TSP) along the Red Line have been identified and coordination with DPW Operations has occurred in order to implement the improvements. Signal timings will be modified along College Ave. in the next 1-2 months and along Meridian St. in the next 3-4 months. Capitol Ave. signals are also being investigated for potential improvements.

### **Purple Line**

IndyGo's design consultant, WSP, is progressing towards final design being completed in January 2021. We have completed review of their revised 60% plan set in cooperation with our construction management consultant and comments are being incorporated into the plans.

A ratings justification package has been submitted to FTA headquarters for their annual report to congress. The review of Readiness for Engineering and Small Starts Construction Grant Agreement is on-going, with a key milestone of a Risk Workshop in October. Approval to enter final negotiations with FTA on the SSGA would be determined after the Risk Workshop in October.

A NEPA reevaluation has been prepared to incorporate the new drainage work. We are working with FTA Region 5 on the final update to the Documented Categorical Exclusion (DCE). Documentation were submitted to FTA on September 14, 2020. Following FTA review, the Section 106 documentation will proceed to SHPO.

### **Other On-Street Projects**

Several other on-street projects, including the Super-Stops project, Rural Street underpass, 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 being re-evaluated. Feasibility of design options is being investigated by a consulting firm, Shrewsberry.

The Super-Stops project is undergoing advanced design and coordination with the Department of Public Works. The project is now anticipated to be combined with the Delaware Street project, being designed by AECOM and managed by DPW, with IndyGo sharing the costs for Super-Stops and the conversion of Fort Wayne Avenue from a one-way street to a two-way street. 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. 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/electrical engineering and The Etica Group for architectural services. The current on-call contracts were extended for an additional year to complete open task orders only, with no additional task orders or budget assigned 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.

Kick-off meetings will be conducted with each team; we have begun the kick-off meetings with hopes to soon issue task orders for work.

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 we are 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 parking buses in the IndyGo garage with the anticipation of additional 60’ and 40’ buses. This task order will update the plan, and consider 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.
- **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.
- **Space Planning Renovations Maintenance Area Design** – This project is currently on hold.
- **Training & Contingency Facility** – This project is currently on hold.
- **Solar Panel Expansion** – This project is federally grant funded. The design team have prepared cost estimates and options for solar installation at 1501 W Washington. 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 – August 2020

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**To:** President/CEO Inez Evans  
**From:** Director of Public Relations and Partnerships Lesley Gordon  
**Date:** September 24<sup>th</sup>, 2020

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR AUGUST 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  
Jordan Patterson, Engagement Specialist  
Faith Chadwick, Public Information Officer  
Dion Hazelbaker, Creative & Design Specialist  
Katrina Ent, Digital Media Specialist  
Jerome Horne, Ridership Experience Specialist



# September 2020 *Board Report*



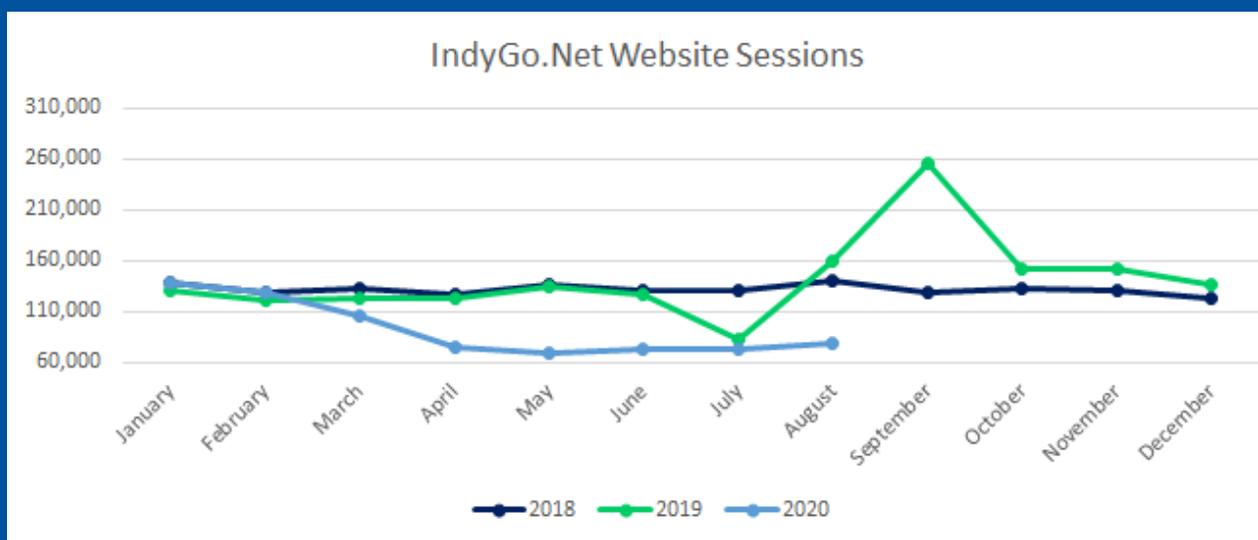
## INDYGO.NET WEBSITE STATISTICS:

(8/1/2020-8/31/2020)

Page Views	167,867
Bounce Rate	56.83%
New Users	23,348
Returning Users	11,483
Total Sessions	77,544
Total Monthly Sessions Comparison to Previous Year	48.76%

### Mobile Share

Date	Mobile	Desktop	Tablet
Aug-20	80.67%	18.07%	1.26%
July-20	68.80%	29.47%	1.73%
Jun-20	67.86%	30.41%	1.74%
May-20	68.26%	30%	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%



## Media Mention Highlights

TRANSPORTATION

### IndyGo will remove more than 500 bus stops

Ethan May Indianapolis Star

Published 2:52 p.m. ET Aug. 25, 2020 | Updated 4:37 p.m. ET Aug. 25, 2020

View Comments   

TRANSPORTATION

### IndyGo partners with Allison Transmission on 27 hybrid buses

Ethan May Indianapolis Star

Published 4:34 p.m. ET Aug. 26, 2020 | Updated 4:57 p.m. ET Aug. 26, 2020

View Comments   



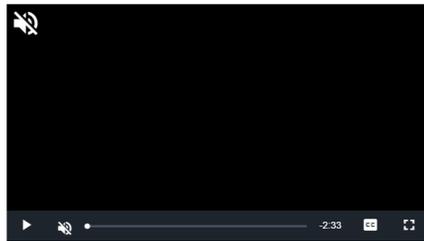
12 Photos [VIEW FULL GALLERY](#)

#### IndyGo and Allison Transmission announce new hybrid buses

IndyGo and Allison Transmission announced new hybrid bus technology on Wednesday, Aug. 26, 2020.

### Does the bus stop here? Pretty soon, it won't

But IndyGo says fewer stops is really a good thing



IndyGo is cutting the number of bus stops in Indianapolis.

By: Cameron Ride

WRTV 

IF YOU GIVE A CHILD A BOOK

DONATE TO HELP SUPPLY BOOKS TO CHILDREN IN NEED

 TOM WOOD

[Click here for more info](#)

NEWS

### IndyGo eliminating over 500 bus stops and making buses more environmentally friendly

Posted: Aug 26, 2020 / 06:17 AM EDT / Updated: Aug 26, 2020 / 02:06 PM EDT

INDIANAPOLIS – Changes are coming to IndyGo bus stops. The company announced it will remove over 500 stops to make travel more efficient. Many of those stops are on the near north side and the east side of Indianapolis.

Riders will see stickers placed at stops that will be removed on August 31. The removal process will begin on or around September 14, with the process completing on October 11. Stops that will be eliminated will still continue to operate as normal until they are physically removed.

### IndyGo considering purchase of former Celadon headquarters site

August 21, 2020 | Susan Orr

KEYWORDS CELADON / COMMERCIAL REAL ESTATE / CORONAVIRUS OUTBREAK / DEVELOPMENT/REDEVELOPMENT / INDYGO / MASS TRANSIT / PUBLIC TRANSPORTATION / REAL ESTATE DEALS / TRANSPORTATION

INSIDE INDIANA BUSINESS

### IndyGo, Briometrix recruiting for mobility pilot



(photo courtesy of IndyGo)

by: Mary Willkom

Posted: Aug 11, 2020 / 04:30 PM EST / Updated: Aug 11, 2020 / 04:30 PM EST

### Topics Include:

This month, topics included bus stop balancing, the Briometrix mobility pilot, IndyGo's consideration of potential property acquisitions, and IndyGo's partnership with Allison Transmission. Bus stop balancing was covered by many media outlets, which will help to raise awareness of the project among riders. IndyGo continues to recruit volunteers for the Briometrix mobility pilot. IndyGo President and CEO Inez Evans and other IndyGo staff attended a signing ceremony to celebrate IndyGo's newest partnership with Allison Transmissions.

## Social Performance:

# FACEBOOK PERFORMANCE

- Had a total of **35,279** organic impressions
- 1,304 post engagements (number of times people engaged with posts through reactions, comments, shares and clicks).

**IndyGo**  
Published by Hootsuite [1] · August 25 at 10:03 AM · 🌐

🔥 PAID Volunteers Needed 🔥 We're looking for individuals to assist us in a data mapping mobility program! Participants, who use a wheelchair or have limited mobility, will navigate through existing pathways that will be near future purple line stations. This pilot program will allow us to explore different ways of providing transportation services to all our diverse riders. Interested? Visit <https://www.indygo.net/indygo-and-biometrix-recruit-form...> for more details.



**3,370** People Reached      **225** Engagements      [Boost Post](#)

👍👍 Tom Coburn, Joe O Denton and 13 others      2 Comments · 32 Shares

👍 Like    💬 Comment    ➦ Share    ⋮

**IndyGo**  
Published by Hootsuite [1] · August 12 at 4:30 PM · 🌐

Coming up! Your opportunity to learn more about the Purple Line rapid transit project. Join us for a public meeting or open house next week. More details here: <https://www.indygo.net/purple-line/>.



**1,714** People Reached      **226** Engagements      [Boost Post](#)

👍👍👍 Sammi Coppedge, Anna Ent and 23 others      5 Comments · 8 Shares

**IndyGo**  
Published by Hootsuite [1] · August 17 at 7:02 AM · 🌐

We're hosting a public meeting and two open houses this week to answer your questions on the upcoming Purple Line project. Want to get involved? Learn more here: <https://www.indygo.net/purple-line/>



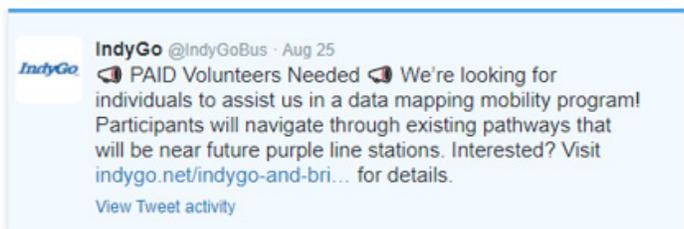
**2,041** People Reached      **230** Engagements      [Boost Post](#)

👍👍👍 Rod Kelly, Christopher Jones and 25 others      4 Comments · 9 Shares

8

# TWITTER PERFORMANCE

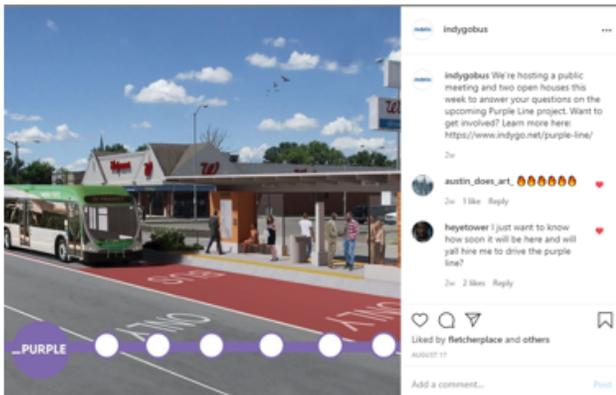
- 43,000 impressions
- 63 retweets and 135 likes
- Generated 11 new followers
- 5,837 current followers



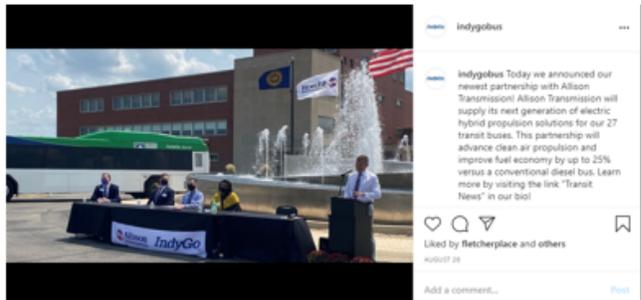
9

# INSTAGRAM PERFORMANCE

- Generated 10,555 impressions (696% increase from last month - 1,326 impressions)
- 712 engagements
- Generated 6 New Followers: 3,015 Current followers



**979 ACCOUNTS REACHED**  
**22 ACTIONS TAKEN FROM POST**  
**(PROFILE VISIT & WEB CLICKS)**



**645 ACCOUNTS REACHED**  
**6 ACTIONS TAKEN FROM POST (PROFILE VISIT**  
**& WEB CLICKS)**

## Email Marketing:

# EMAIL MARKETING

INSIDEINDYGO»»

INSIDE INDYGO THIS AUGUST

Masks Now Required Onboard



**MASKS ARE REQUIRED**

EFFECTIVE JULY 9, 2020 PER CITY ORDER

MORE INFORMATION AT: [WWW.INDYGO.NET/HEALTH](http://WWW.INDYGO.NET/HEALTH)



Effective July 9, IndyGo 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 that masks are required in public spaces. [Learn more here.](#)

Welcome IndyGo's First Vice President of  
Inclusion & Workforce Development



Denise Jenkins-Agurs joined IndyGo on Aug 1st as its first Vice President of Inclusion & Workforce Development. Denise has over 25 years in the workforce development industry. Most recently, she served as the Director of Education and Organizational Development at Memorial Hospital West in Pembroke Pines, FL.

Upcoming Purple Line Outreach

## AUGUST NEWSLETTER

- 7,564 recipients
- 5.78% CTR
- 7.32% Open Rate

10

## Outreach Summary for August

In August, IndyGo hosted both public and internal opportunities to bring awareness to and educate about the Purple Line Rapid Transit Project that will bring rapid transit and major infrastructure improvements to 38th Street and Post Road.

Internal Purple Line engagement consisted of tabling at the Carson Transit Center and Head Quarters over the span of two days. Public engagement consisted of a virtual public meeting, two socially distanced open houses, and a Purple Party that targeted Route 39 riders at the Carson Transit Center.

IndyGo's goal was to educate and bring awareness to the Purple Line before the project bids for construction. Through this outreach campaign, IndyGo provided updates on design and alignment, as well as advancements in ordinance changes and federal funding. In addition, IndyGo provided information on archaeological reviews and site investigations conducted as part of the National Environmental Policy Act (NEPA).

### Topline Stats:

- Approximately 68,000 reached through mailer, newsletter, email, phone, social media, at a virtual or in-person event
- 36,000 Mailers Sent to Addresses in Purple Line Corridor
- 21,441 Reached by Social Media Promotion
- 7,846 Newsletter Recipients
- 2,000 Calls to Businesses
- 683 Email Recipients
- Over 570 Viewed Virtual Public Meeting
- 150 riders of Route 39 Reached at Carson Transit Center
- 10 Attended In-Person Open Houses

IndyGo received questions about lessons learned from the Red Line, traffic patterns with bus rapid transit, the status of business acquisitions, and safety and accessibility features. Visit [indygo.net/purple-line](http://indygo.net/purple-line) for the full report on August 2020 Purple Line engagement.

IndyGo continued Purple Line outreach with a presentation at the August Far East Side Community Council virtual meeting on August 25. A major concern for was a gap in service on 38th Street between Post Road & Mitthoeffer Road with the approved route changes. IndyGo assured the group that route changes would not be happening at this time and that IndyGo is exploring options for a mobility solution that would service the area.

## August Outreach Events:

1-Aug	IndyGo Now Presentation
13-Aug	Service Committee Meeting
13-Aug	Finance Committee Meeting
18-Aug	Purple Line: Virtual Public Meeting
19-Aug	Purple Line: Open Houses - CAFE Indy
20-Aug	Purple Line: Purple Part - Carson Transit Center
25-Aug	Purple Line: Far Eastside Community Council



Left: Koda Witsken – Artist – Lend Your Light  
Right: Bruce Loewenthal – Mindful Wayfinding



## Operations Division Report – August 2020

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**To:** President/CEO Inez Evans  
**From:** Chief Operating Officer/Vice President of Operations Aaron Vogel  
**Date:** September 24, 2020

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### OPERATIONS DIVISION REPORT – AUGUST 2020

#### SERVICE PLANNING

##### SERVICE SCHEDULING:

IndyGo's next service Bid change takes effect on October 11. Staff completed the Bid and made trip and schedule time adjustments. Frequency changes for Route 8, 10, & the Red Line weekday were also made. Due to COVID-19 Route 8 weekday service was adjusted to fall 2019 levels with trips from Harding St to the Airport now being every 30-minutes instead of every 15- minutes. Route 10 frequency was adjusted in the core service area back to every 20-minutes from 15-minutes and the branches from 30-minute to 40-minutes. It's important to note that IndyGo increased weekday frequency in mid-February and then had to reduce service on all routes due to COVID-19 from March 30-May 31. Unfortunately, the new service increase had not been in effect for very long and our overall system ridership to date is only a little more than half of what it was pre-COVID. The Red Line weekday 10-minute service was adjusted to every 15-minutes. The new HASTUS run cut for operator work was 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".

##### 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 15<sup>th</sup>. 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 were posted at the bus stops between September 1<sup>st</sup> to September 11<sup>th</sup>. Bus stops will begin to be removed during the last two weeks of September, to be fully completed by the start of the new bid change on October 11<sup>th</sup>.

### 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. 139 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. To date, 137 bus stops have been completed, with the remaining 2 bus stops to be completed by early-September. Site review and design for a second phase of bus stop improvements is also now underway.



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:

Aug-19	Aug-20	% Change	IndyGo Fixed Route Ridership	2019	2020	% Change
16,950	7,342	-56.7%	<b>2 E. 34th St.</b>	123,282	66,277	-46.2%
38,446	15,666	-59.3%	<b>3 Michigan St.</b>	261,285	141,322	-45.9%
12,438	6,272	-49.6%	<b>4 Fort Harrison</b>	95,784	52,572	-45.1%
18,878	8,323	-55.9%	<b>5 E. 25th</b>	136,568	76,112	-44.3%
11,311	5,082	-55.1%	<b>6 N. Harding</b>	90,447	51,085	-43.5%
137,243	83,962	-38.8%	<b>8 Washington St.</b>	1,059,143	686,186	-35.2%
99,441	51,506	-48.2%	<b>10 10th St.</b>	705,380	438,162	-37.9%
3,703	2,364	-36.2%	<b>11 E. 16th St.</b>	27,692	22,743	-17.9%
5,002	1,869	-62.6%	<b>12 Minnesota</b>	33,860	17,027	-49.7%
3,629	1,288	-64.5%	<b>13 Raymond</b>	24,923	11,646	-53.3%
9,352	3,817	-59.2%	<b>14 Prospect</b>	71,603	33,521	-53.2%
18,861	7,818	-58.5%	<b>15 Riverside</b>	131,538	70,400	-46.5%
11,504	7,905	-31.3%	<b>16 Beech Grove</b>	85,952	60,855	-29.2%
20,128			<b>17 College</b>	155,197		
12,147	3,370	-72.3%	<b>18 Nora</b>	85,775	30,531	-64.4%
36,956	13,140	-64.4%	<b>19 Castleton</b>	272,709	111,125	-59.3%
13,081	8,980	-31.4%	<b>21 East 21st St.</b>	102,233	75,465	-26.2%
9,903			<b>22 Shelby</b>	72,459		
11,503	8,253	-28.3%	<b>24 Mars Hill</b>	83,570	62,474	-25.2%
13,931	7,714	-44.6%	<b>25 W. 16th St.</b>	99,840	64,804	-35.1%
15,283	10,159	-33.5%	<b>26 Keystone</b>	108,333	83,604	-22.8%
14,323	6,313	-55.9%	<b>28 St. Vincent</b>	104,342	56,650	-45.7%
9,511	4,349	-54.3%	<b>30 30th St.</b>	62,558	39,648	-36.6%
27,020	6,311	-76.6%	<b>31 Greenwood</b>	195,858	54,748	-72.0%
30,278	14,410	-52.4%	<b>34 Michigan Rd.</b>	213,916	127,971	-40.2%

39,904	19,531	-51.1%	<b>37 Park 100</b>	286,234	154,114	-46.2%
29,494	12,231	-58.5%	<b>38 Lafayette Square</b>	211,405	101,133	-52.2%
105,982	43,659	-58.8%	<b>39 E. 38th St.</b>	761,848	384,988	-49.5%
4,615	2,812	-39.1%	<b>55 English</b>	31,029	24,763	-20.2%
10,247	6,749	-34.1%	<b>86 86th Street Crosstown</b>	70,390	51,657	-26.6%
12,016	6,851	-43.0%	<b>87 Eastside Circulator</b>	91,291	54,674	-40.1%
	70,558		<b>90 Red Line - BRT</b>		646,788	
	964		<b>901 College - Local</b>		5,841	
	5,140		<b>902 County Line - Local</b>		29,923	
1,017	15	-98.5%	<b>Others</b>	1,524	713	-53.2%
<b>804,097</b>	<b>454,723</b>	<b>-43.4%</b>	<b>Total</b>	<b>5,857,968</b>	<b>3,889,522</b>	<b>-33.6%</b>

## TRANSPORTATION SERVICES

### EMPLOYEE RECOGNITION:

August Employees of the Month:

#### **Operator:** Lea Soumana

Lea was nominated by several supervisors, a total of 4 times this month. Ralph Bridges stated that she is always supportive of everyone, and is always willing to help at any time. Lea performs her duties with the highest level of professionalism, and she has a great work ethic, these are attributes that all employees should strive to emulate. She has proven herself to be a significant asset to the Service Center.

#### **Garage:** Kenneth Pittman

Nominated by Supervisor Chuck Summer. He noted that Kenneth Pittman is a Defect Technician and although he has only been employed at IndyGo a short time, he has shown his skills in the motor area making repairs very quickly. When needed on the floor he helps his fellow techs. Kenny has great attendance, attitude and is just a great person to have in the shop.

**90% Club:** The following operators achieved an on-time performance rating of 90% or better during the month of August. 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 August is Treva Anderson.**

Amaya, Efrain  
Anderson, Treva  
Antonio, Brian  
Arnold, Mikiaiah  
Barnes, Nathan  
Barnes, Paris  
Benson, Olu  
Boicourt, Phillip  
Bowen, Maurice  
Brown, Bryant  
Burnaugh, Pierre  
Burton, Ron

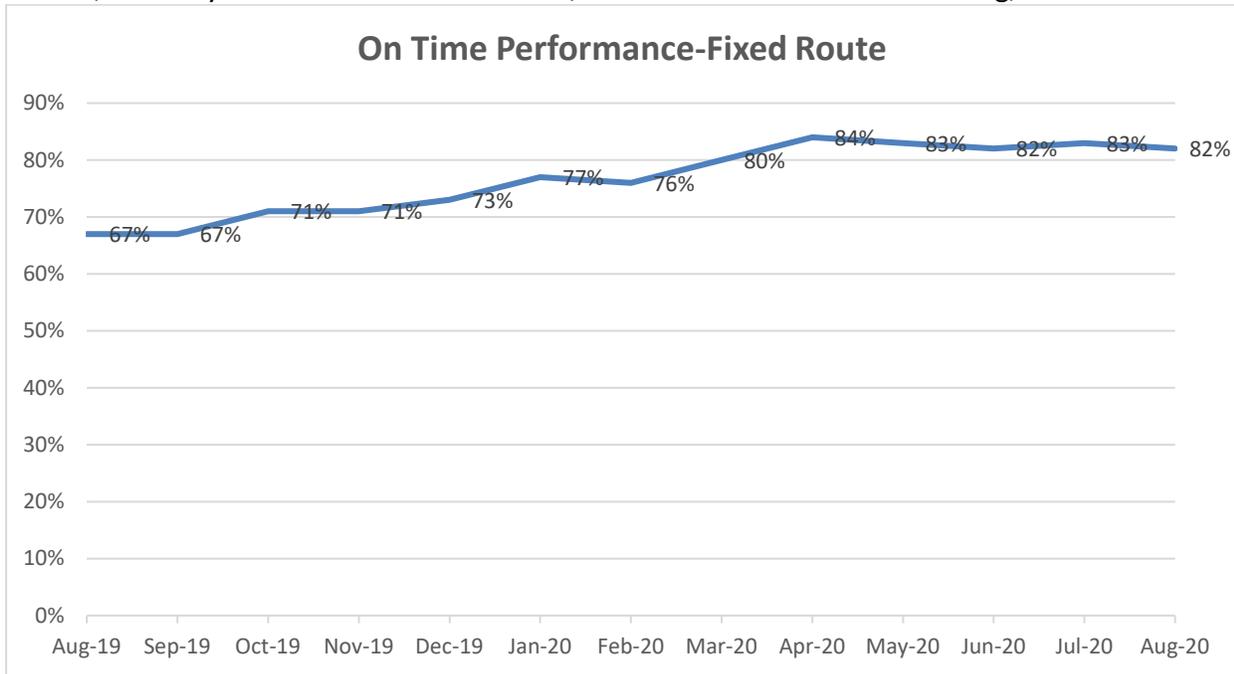
Carpenter Williams, Lakisha  
Carroll, Cindy  
Carroll, Lashona  
Chest, Mornice  
Clay, David  
Comer, Rachel  
Cox, Sean  
Chest, Mornice  
Clay, David  
Comer, Rachel  
Cox, Sean  
Davis, Elisa

Detienne, Michael  
Devers, Irvin  
Duncan, Scott  
England, William  
Ford, Wanda  
Gardner, Onesha  
Gee, Lloyd  
Goudiaby, Mamadou  
Greene, Jeffery  
Harrell, Douglas  
Harrison, Michael  
Hazen, William

Hicks, Mikia  
 Horst, Martin  
 Ingram, Mercedes  
 Jones, Timothy  
 Jumba, Charles  
 Lewis, Adrian  
 Lewis, Eugene  
 Lewis, Terrill  
 Mallory, Kevin  
 Mance, Anthony

Miller, Jennifer  
 Morrow, Tamanika  
 Moss-Fain, Jamie  
 Murray, Beth  
 Pittman, Shante  
 Roberson, Ashley  
 Robertson, Wesley  
 Rosario Gonzalez, Dilexi  
 San Pedro, Enrique  
 Sanders, Amon-ra

Starkey, Catherine  
 Sweatt, Melvina  
 Taylor, Richard  
 Thein, Stephen  
 White, Anthony  
 Wills, Mark  
 Wilson, William  
 Winfield, Michael  
 Wyatt, Darren  
 Young, Samuel



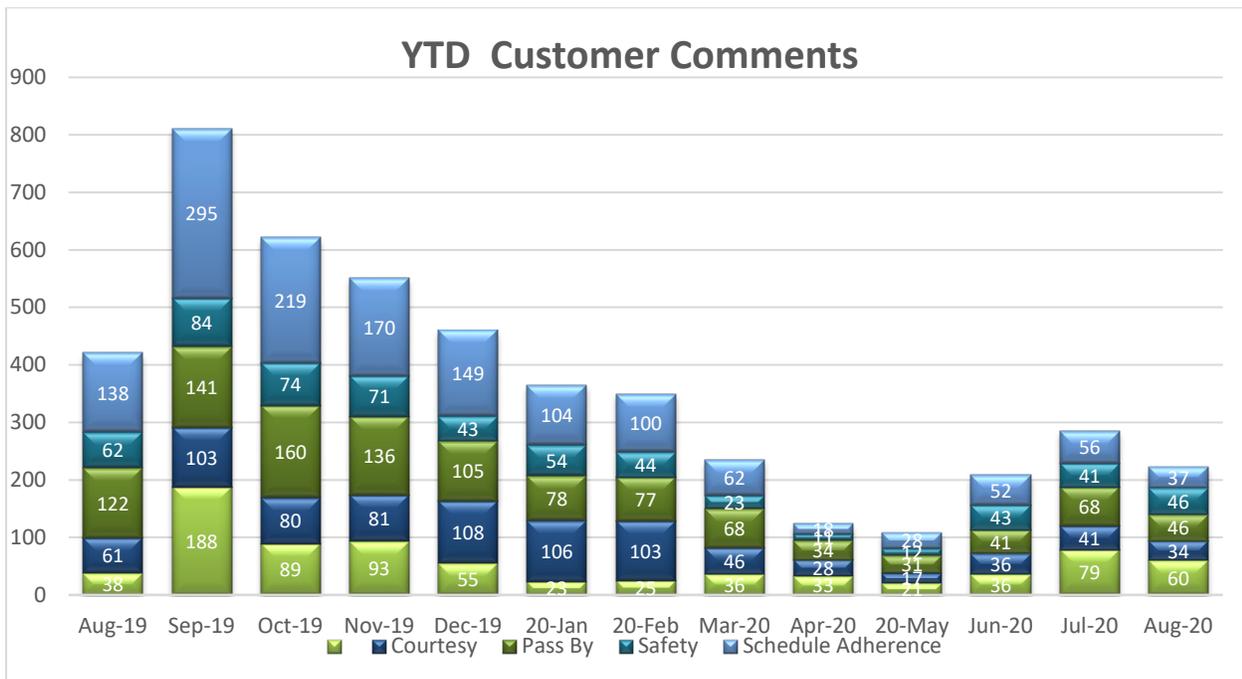
**COMMENDATIONS:**

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

Laniese Coach  
 Darryl Passwater  
 Cheryl Spence  
 Duane Bean  
 Patrick Gray  
 Matthew Ervin  
 Mercedes Ingram

Cedric Maxwell  
 Lionel Barnett - Supervisor  
 Jessica Hoffman – Supervisor

Mobility Services:  
 Jalen Jones



## 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

<b>Mean Distance Major Systems Failures</b>												
<b>Mean Distance Between All Systems Failures</b>												

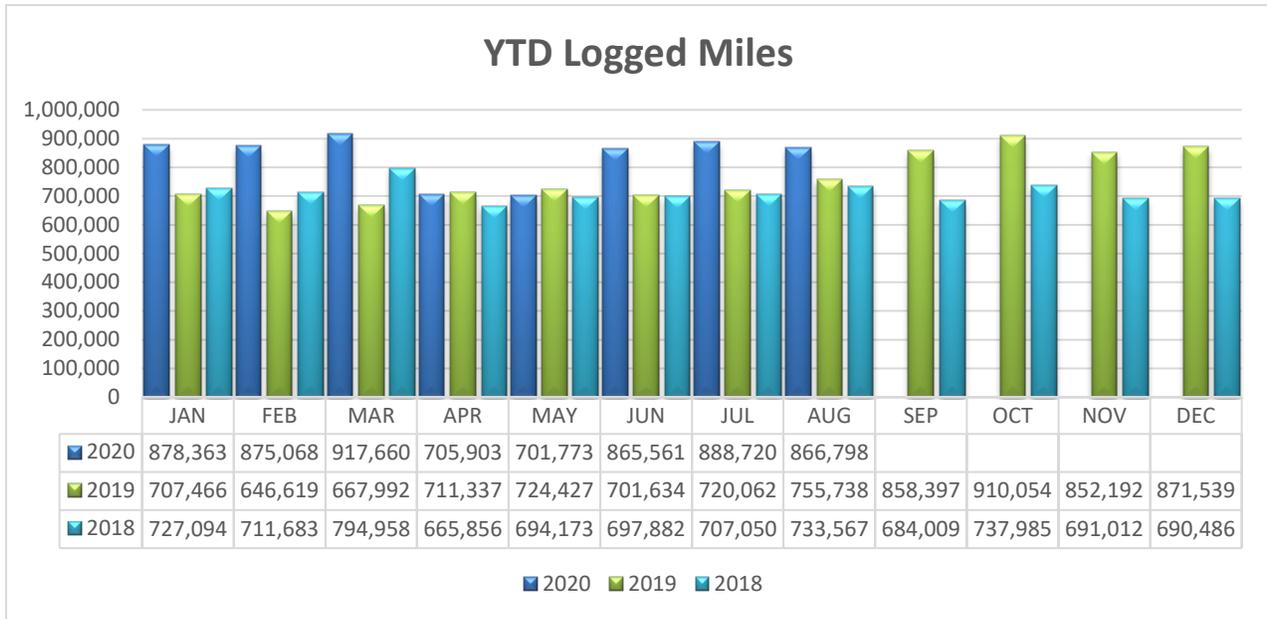
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456				
<b>ALL</b>	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531				
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
<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 54 buses detailed in August. 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 4,581. The fleet was sanitized and disinfected by a contracted vendor each evening.

We have logged 6,699,846 miles YTD



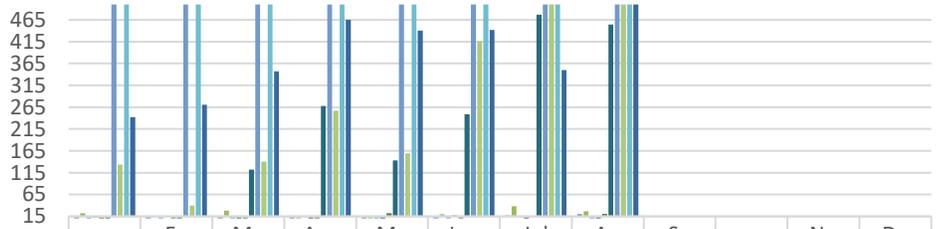
**FACILITIES**

The focus continues to be on maintaining high safety and sanitation standards to combat the Corona Virus pandemic. The contracted vendor is scheduled to spray mist and electrostatically disinfect all IndyGo locations, with additional focus on high traffic areas. The staff has added additional hand sanitizer units both internally and in several high traffic external areas at each facility. They utilize two processes; Spray Misting and Electrostatic Spray Disinfectant Sanitizing; to sanitize the fleet seven nights per week, and multiple times throughout the week for the Road Supervisor vehicles and motor pool vehicles

R.L. Turner Construction team finished the remaining work and punch list item and have removed all equipment and staff. The paint booth has a few final items and the crew will be repairing any punch list items. The goal is to open the booth for use by the mid-September.

In August, IndyGo met with Indianapolis Power and Light(IPL) to discuss the installation of an additional streetlight by the crosswalk on Harding Street side of the facility. This will increase visibility and safety for our employees when crossing between the parking lot and building.

### YTD Shelter Maintenance



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Bus Stop Signs Removed	10	11	7	4	3	3	17	20				
Bus Stop Signs Installed	22	14	28	8	9	20	38	27				
Shelter Glass Installed	1	2	10	14	10	4	15	7				
Hand Wash Shelters	12	14	2	1	4	17	4	10				
BIOs	9	4	6	11	22	10	14	21				
Shelters Power Washed **418	1	5	122	268	143	249	477	454				
Total Trash	839	709	880	881	848	1131	1033	985				
Total Swept	134	40	140	257	159	416	517	543				
Total Inspected **3344	4414	3941	4278	5066	4243	4609	4280	4111				
P/U Litter	242	271	347	465	440	442	350	606				

The 4,300 solar panel array on the roof at 1501 building produces enough electrical power to charge all ZEPS buses with the additional power is absorbed into the electrical system of the main building. The solar array produced 94.06 MWh(megawatts) or 94,060 KWh. The panels have produced 606,920 kilowatts (KWh) in 2020, YTD that equates to a savings of \$57,657.40.

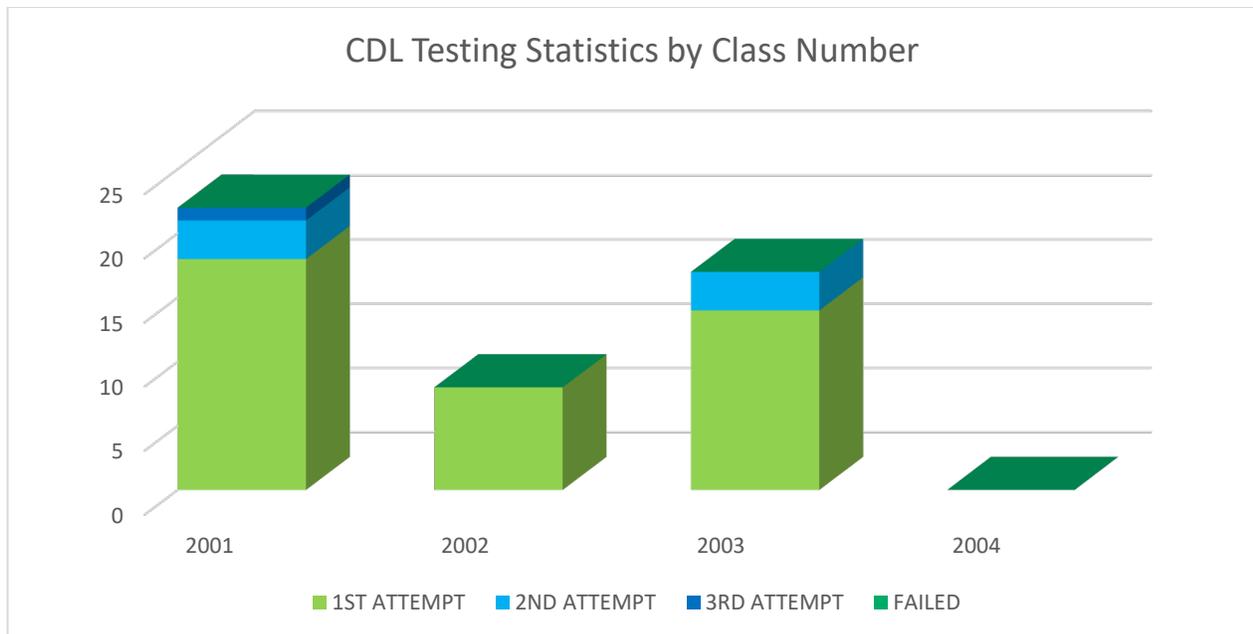
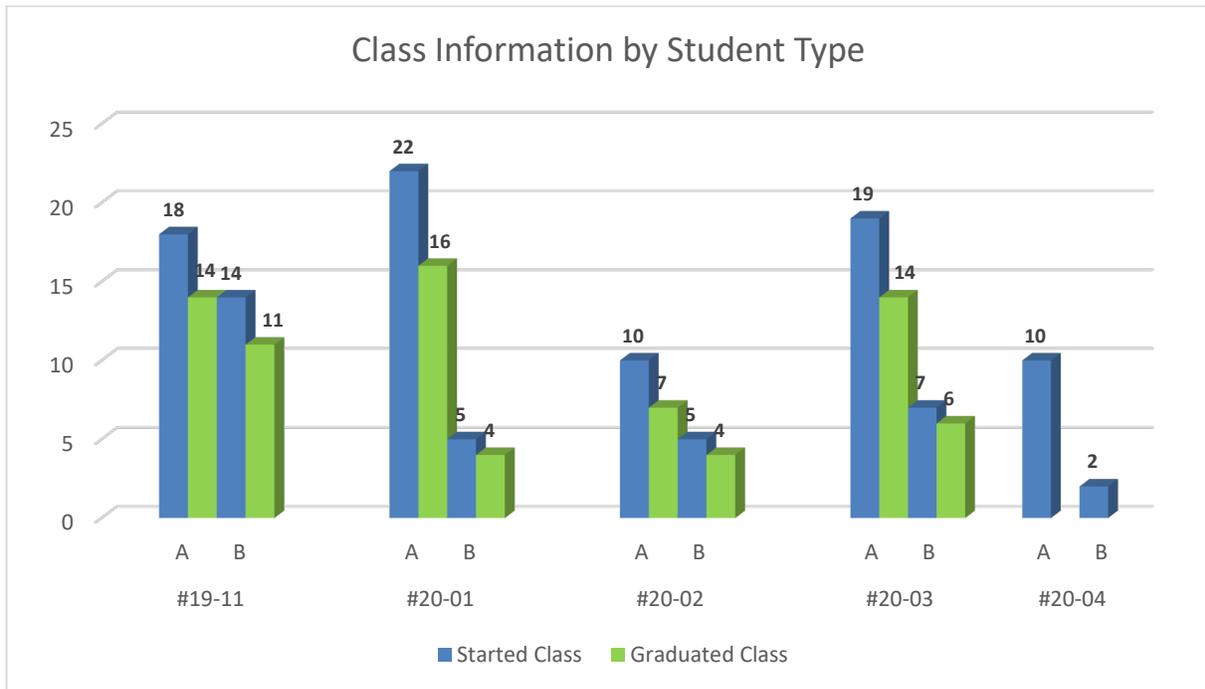
### Solar Panel System Usage

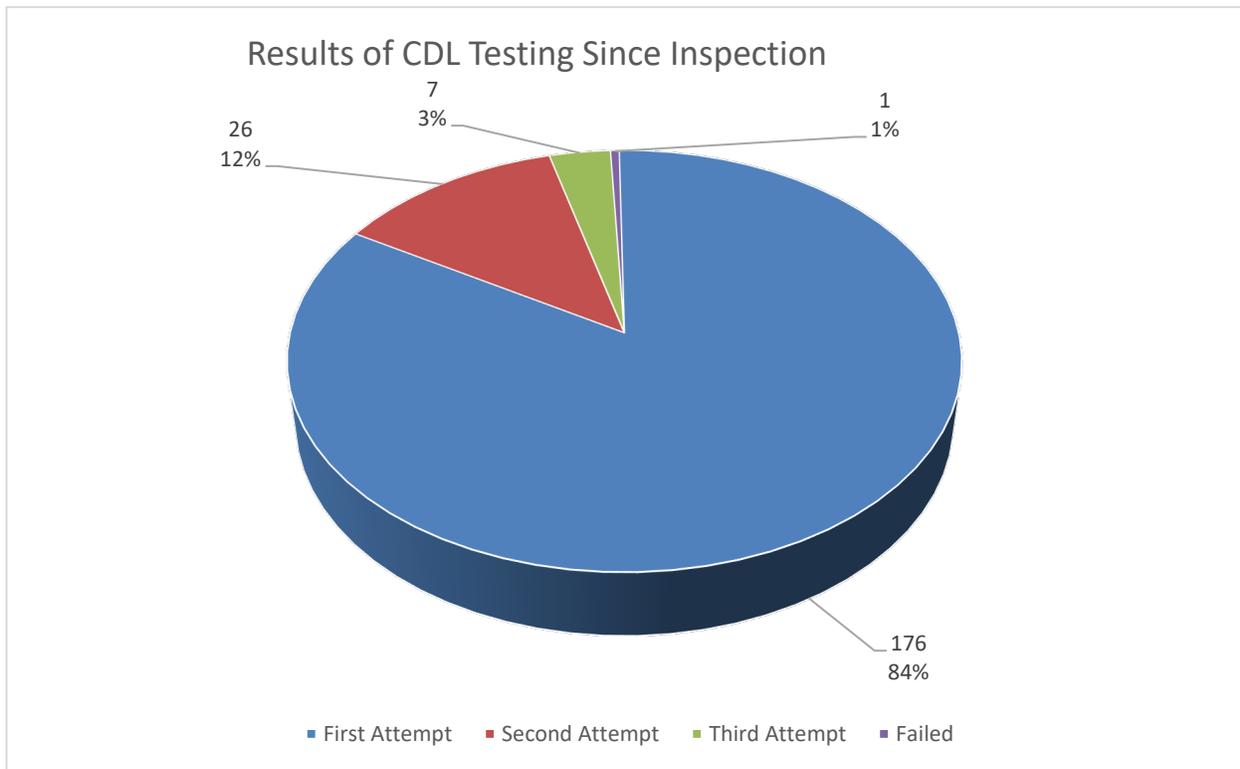


## Security & Training

### 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 updated charts represent the new class of #20-04 that started with a reduced number to help promote social distancing and only have class sizes of 12 or less.





The IndyGo Security Department completed 3rd quarter fire and severe weather drills in August. Drills were conducted at both 1501 W Washington St and the Julia M. Carson Transit Center. Overall, the drill was successful, and the team was able to identify a few areas of opportunities. An after-action-report (Hot Wash) meeting was conducted to discuss the findings and create an action plan in preparation for the fourth quarter drills.

Director of Life Safety, Security and Training, Mark Emmons, met with Miller-Eads to discuss first inspection findings for the building’s CCTV upgrade project. The areas in question were corrected and two additional cameras installations were completed. The next substantial portion of the project is scheduled to begin, and it is forecasted to be completed by the end September.

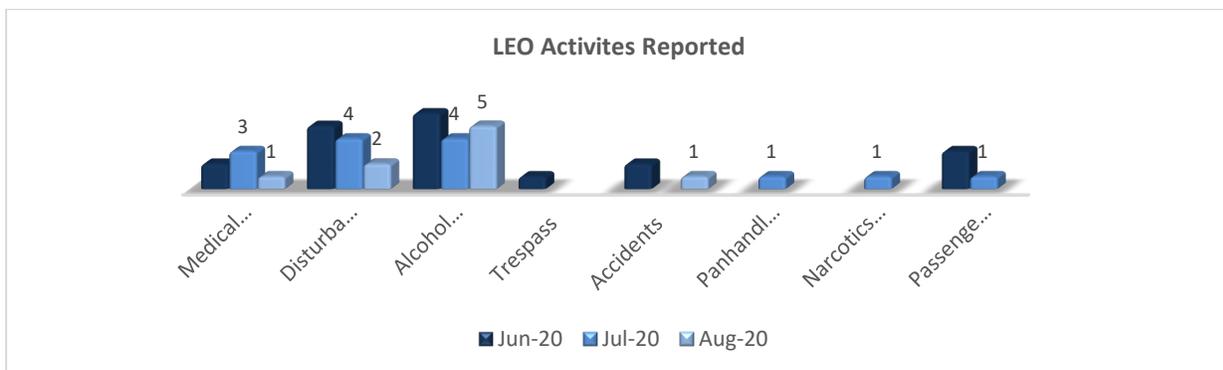
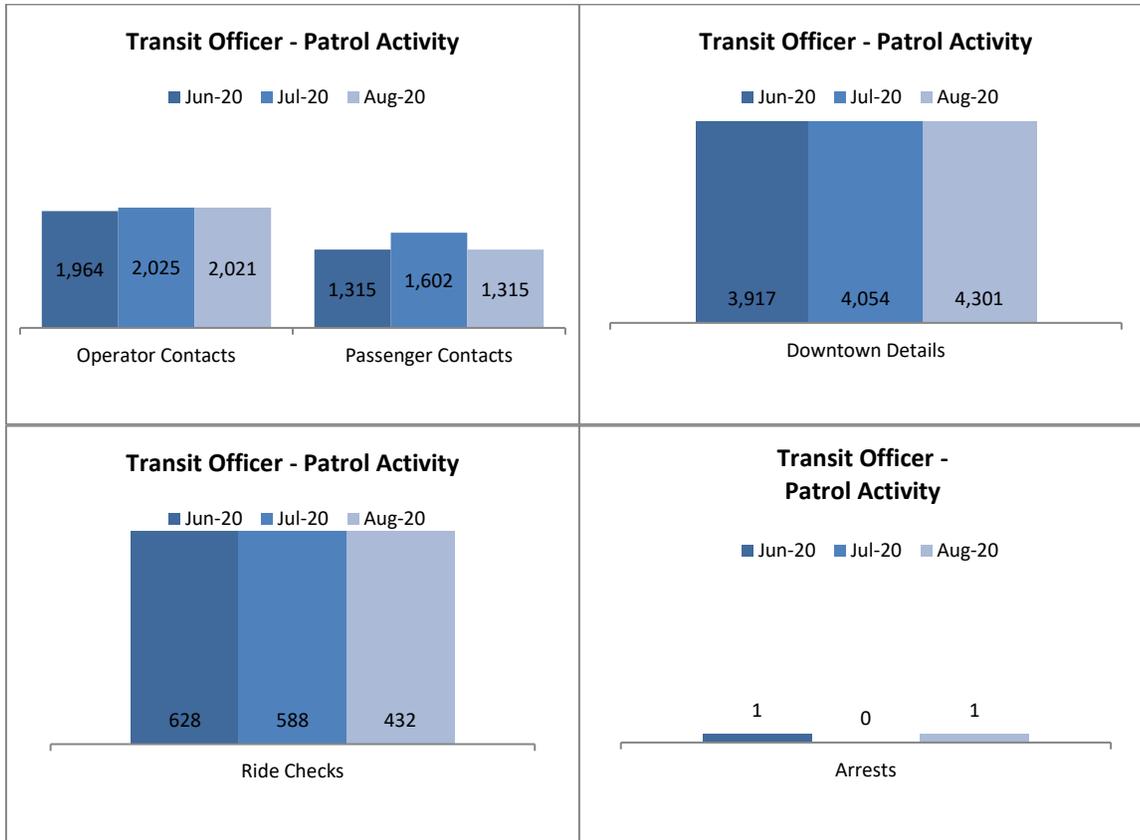
Training staff completed the second successful Safety Leadership Training course for department Directors and warehouse personnel. The Safety Leadership Training Program will aid in developing a safety conscience culture in the completion of daily duties of IndyGo employees. There were four (4) employees that completed the training of this program and received a Certificate of Completion. Preparation for the next class is underway.

The IndyGo Training Department started Class #20-04 on August 3, 2020 with a class size of 12 students. This was the first class that participated in the split training structure. Six (6) of the students started the day in the classroom and after lunch moved to the coach portion. It was the reverse process for the remaining 6. This was adapted to help maintain social distancing and help keep the driving skills consistent throughout the program versus a 2-3-week break from behind the wheel.

The following training sessions were conducted in June:  
 - Fourteen (14) operators for accident retrains

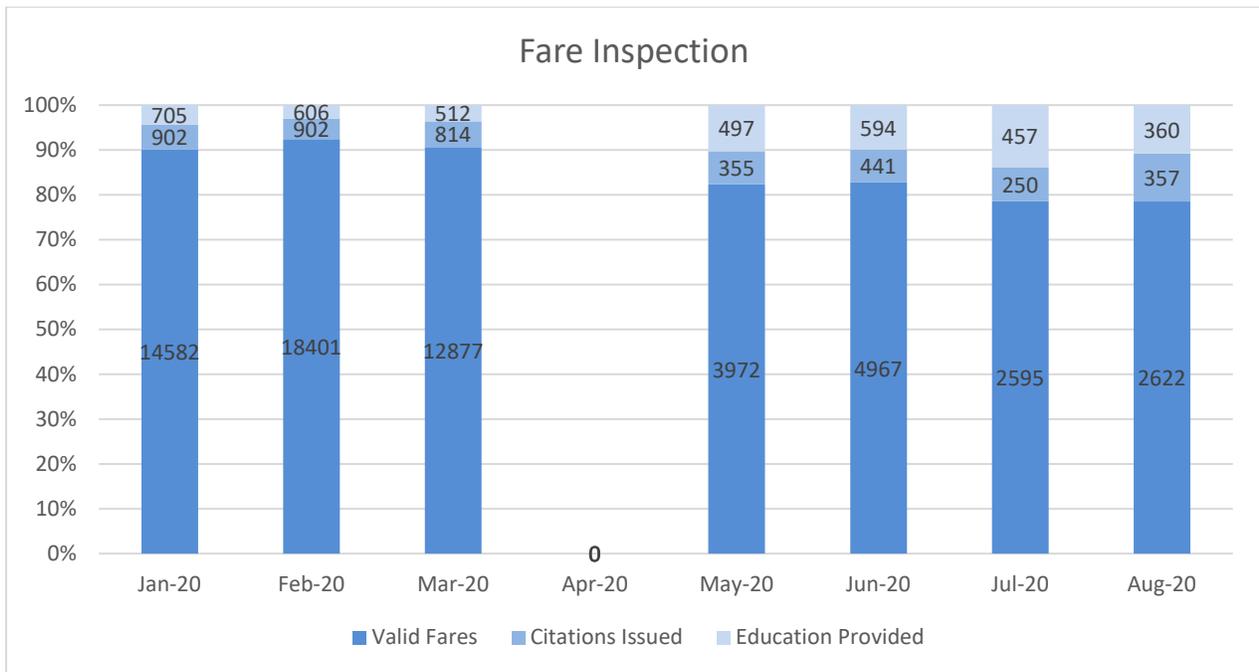
- Four (4) operators for customer service training
- Twelve (12) fixed route employees for return to work
- Three (3) Administrative employees for new-hire orientation

**SECURITY:**



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

FARE INSPECTION REPORT:

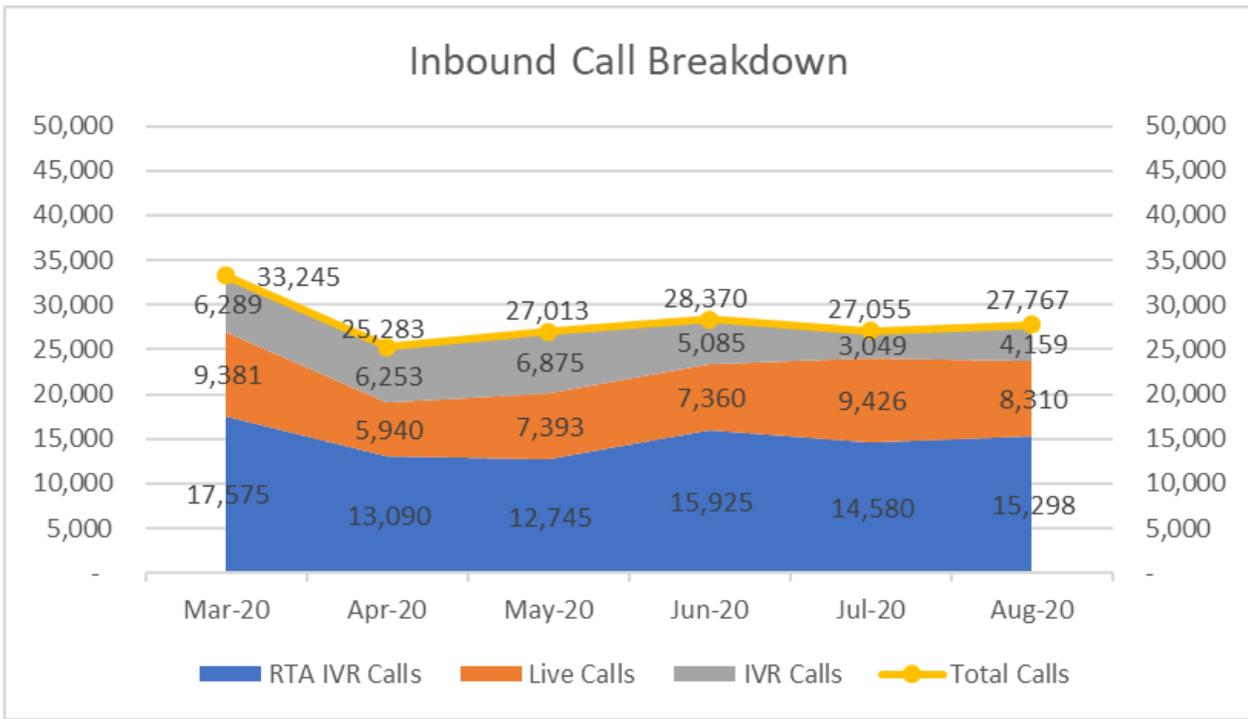


<b>August</b>	Passenger Contact	Notifications	Educations
<b>Monthly</b>	2622	357	360
<b>Weekday</b>	2160	289	59
<b>Saturday</b>	367	63	63
<b>Sunday</b>	206	27	27

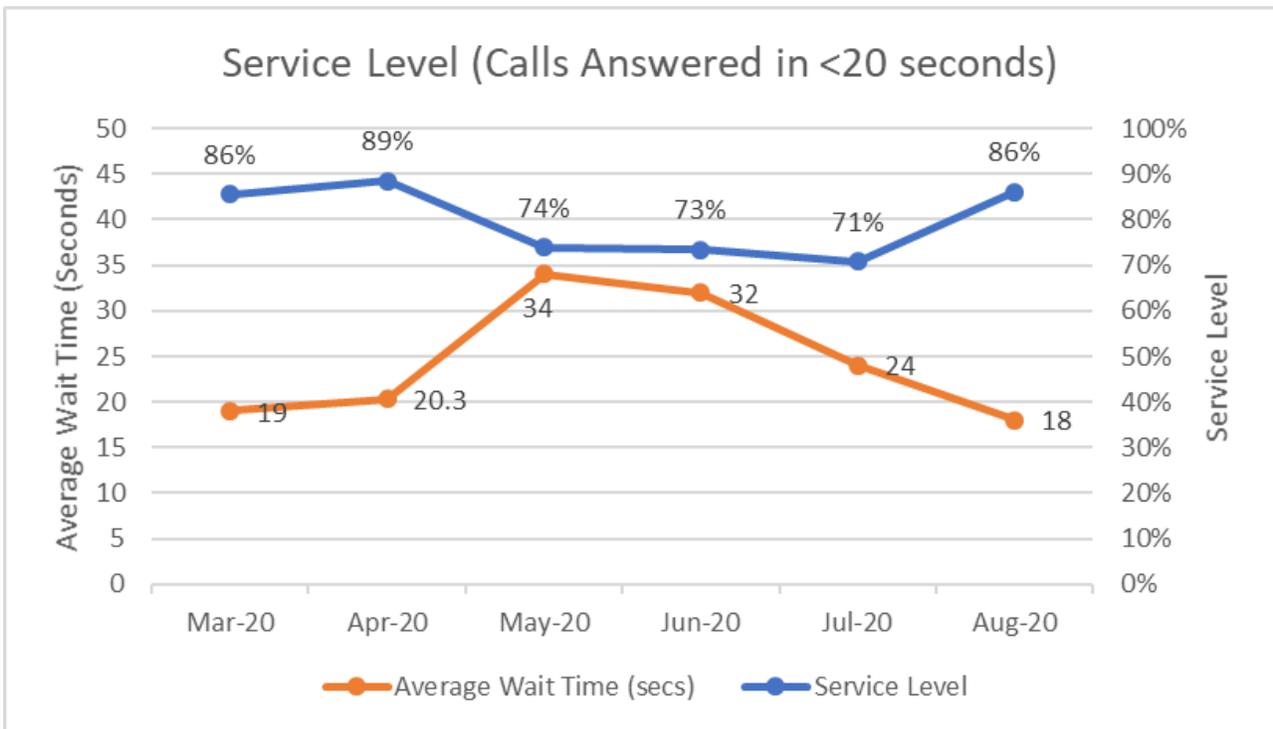
**MOBILITY SERVICES**

CONTACT CENTER REPORT:

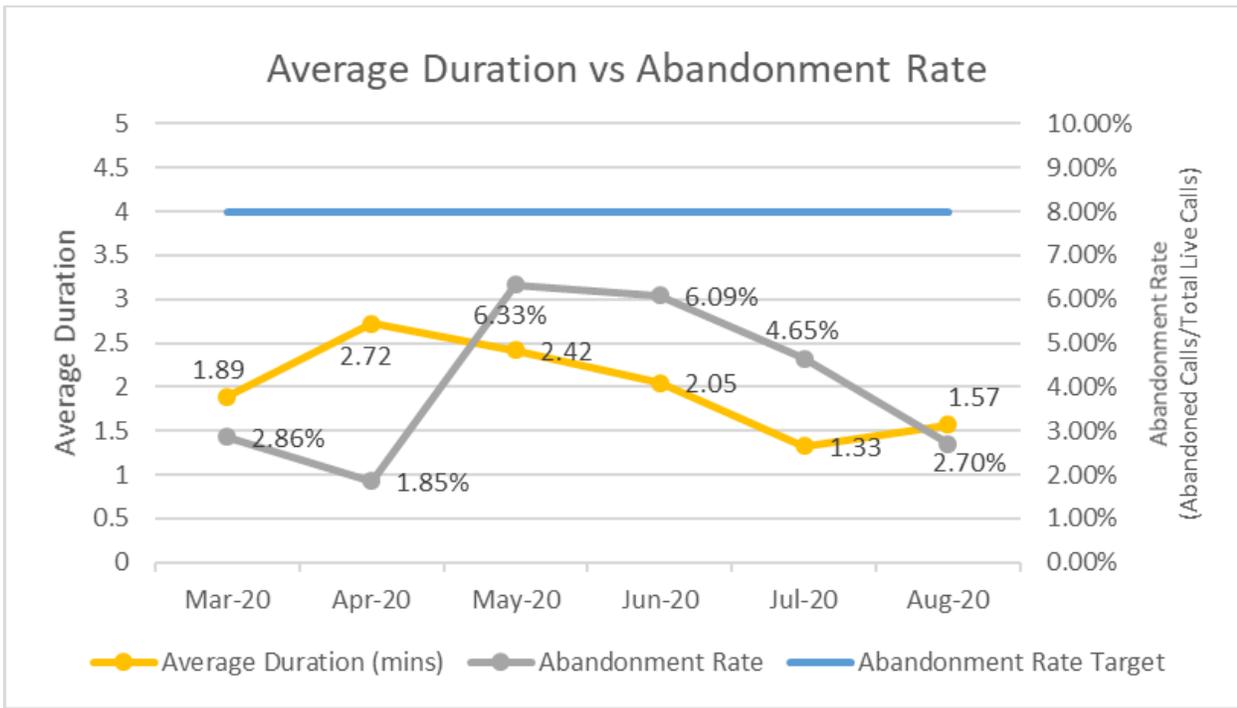
Inbound call metrics continued to experience reduced call volume combined with reduced ridership due to COVID-19.



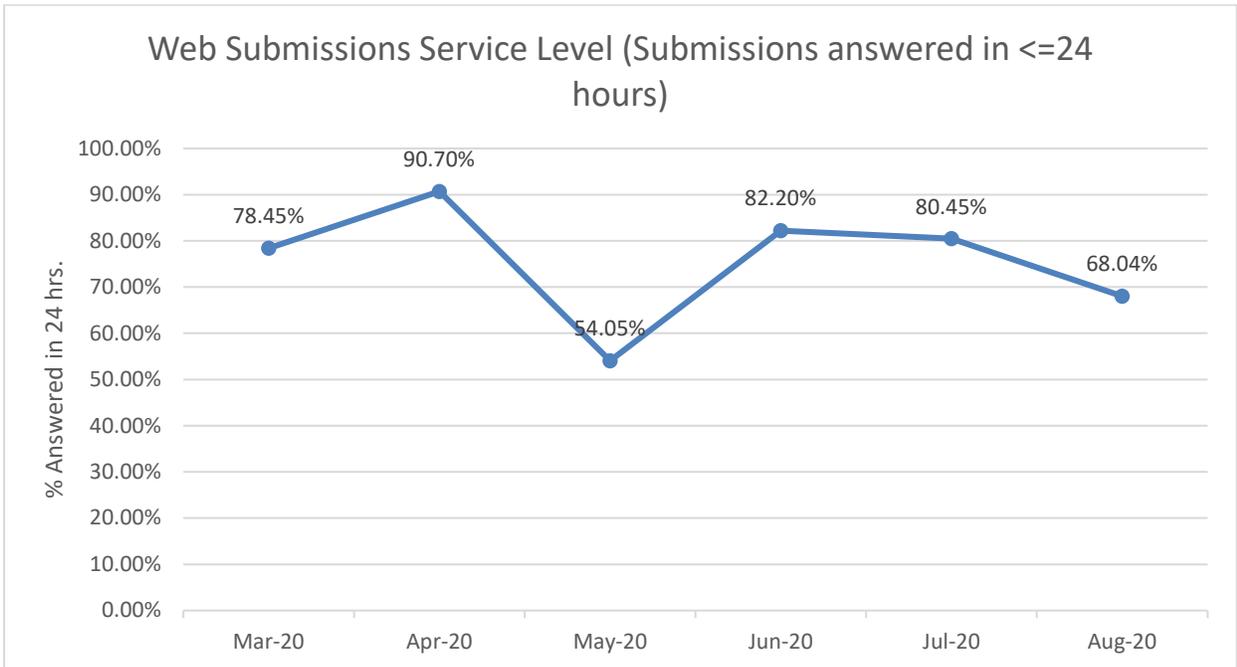
In August, we saw a steep improvement to our service level and wait time. This can be attributed to some staff changes and more firm scheduling which allowed us to ensure adequate coverage at all times of day.



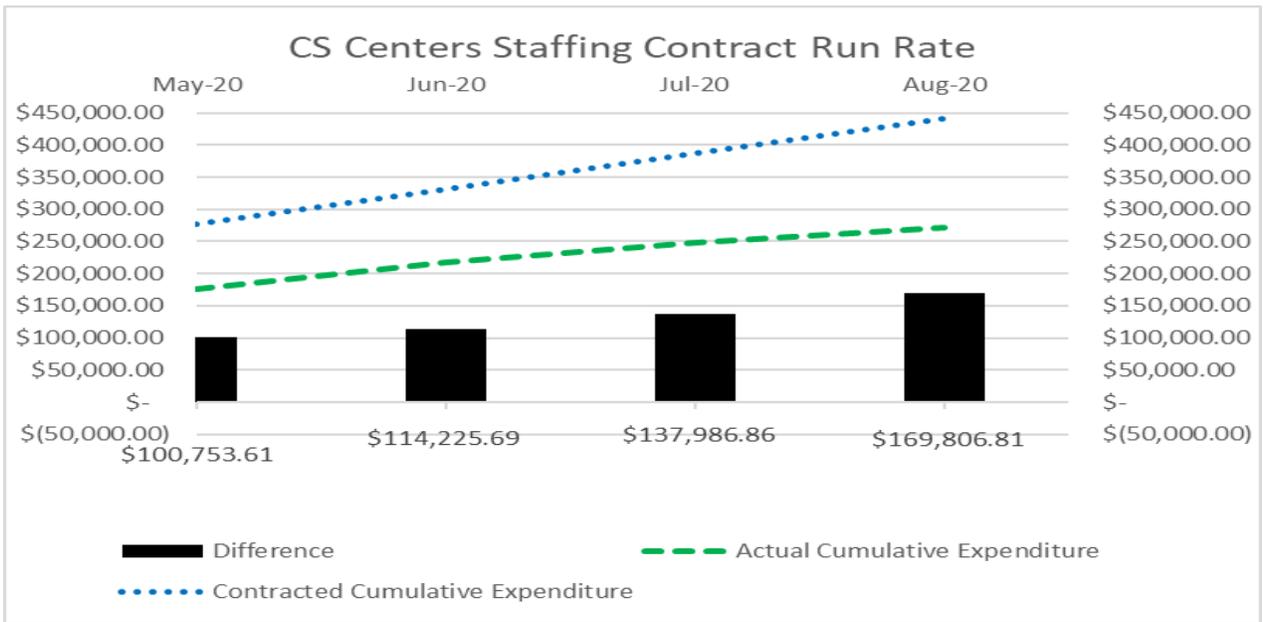
Abandonment rate continues to meet the target goal. Lower wait times contribute to the drop in the abandonment rate.



Web submission service level fell this month due to an issue with the automated comment forwarding to Salesforce. Throughout the month, customer service worked with IT to resolve the issue and return to normal service.

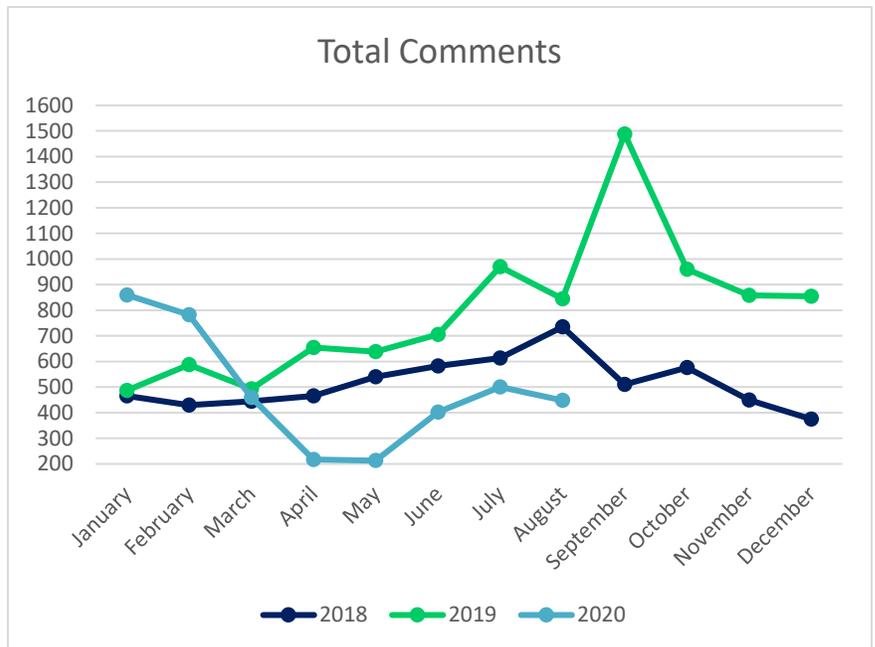


Based on invoice date, the graph below shows a significant favorable contract standing at \$169,806.91 short of contracted expenditure. Please note, this does not include the 2019 (December) budget which was also short of contracted expectations.



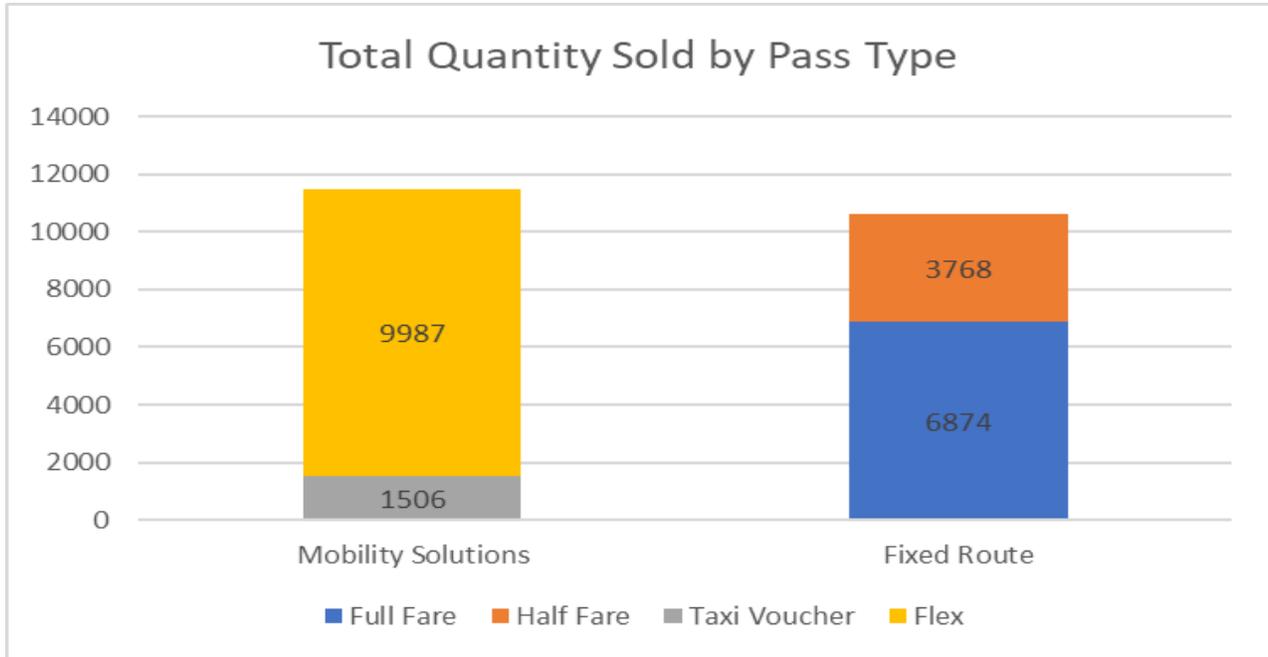
**QUALITY SERVICE REPORT:**

Category	Amount
Safety	68
Schedule Adherence	56
Pass by	50
Vehicle Maintenance	43
Courtesy	41
2020 COVID	39
Fares	38
Facility Maintenance	17
Compliment	12
Request	12
Rules	12
Route	11
Bus Stop	10
Suggestion	9
Customer Service Centers	7
Denial	6
Marketing	3
Red Line	3
Security	3
Wrong Information	3
ADA	1
CAD AVL	1
Detour	1
DONOTUSE	1
Purple Line	1



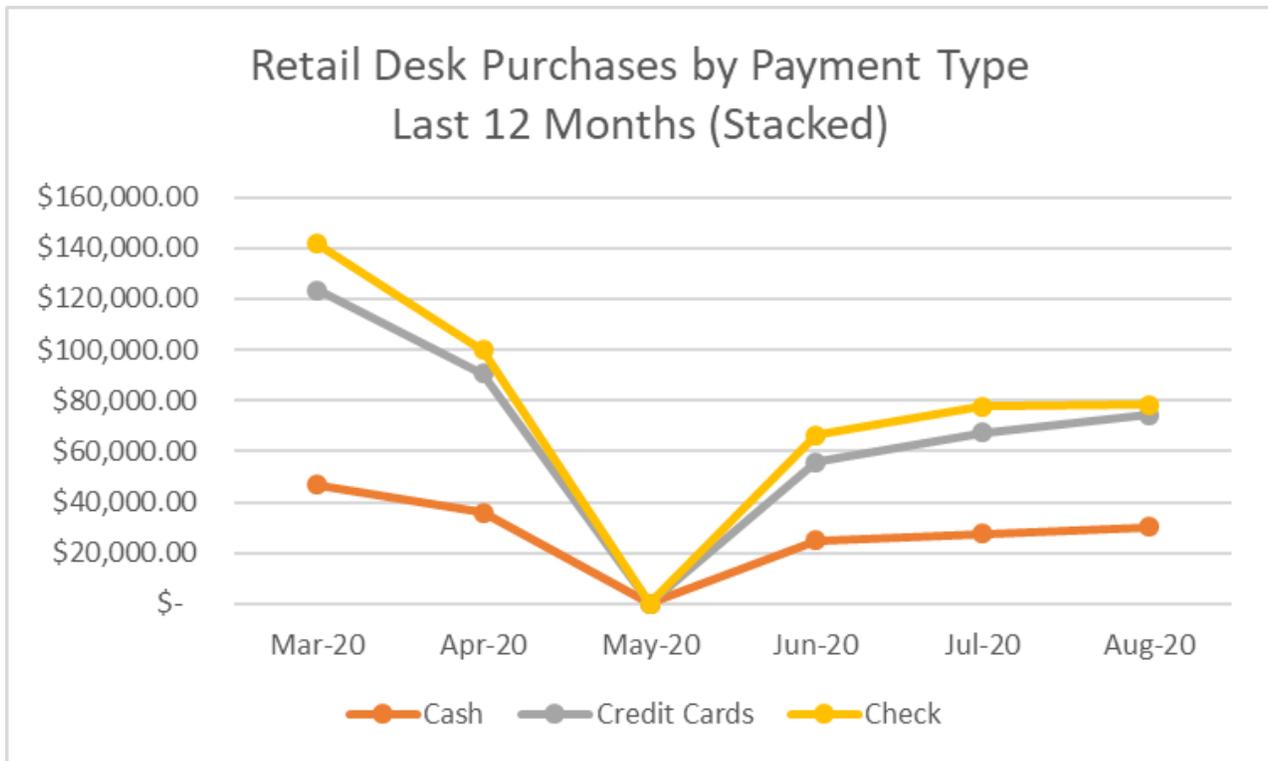
RETAIL CENTER AND SALES REPORT:

Total Quantity of Passes: 22,135



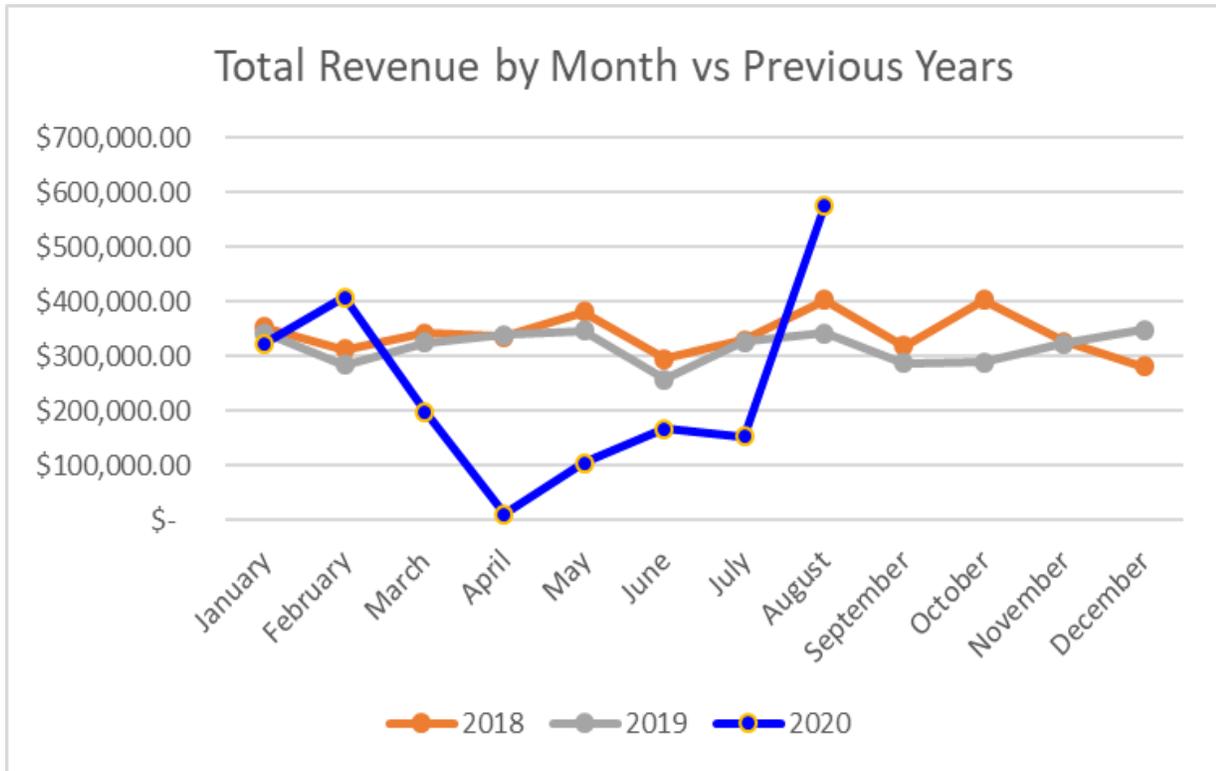
Payment Breakdown:

Retail Desk sales have shown a plateau in their recovery from the decreased traffic during the pandemic.



Total Revenue (Including eCommerce, Retail, and Invoice):

Total Revenue shows a steep rebound this month due to large amounts collected from the Sponsored Rides Program Participation Fees. However, normal revenue continues to be below pre-pandemic levels.



**Open Door**

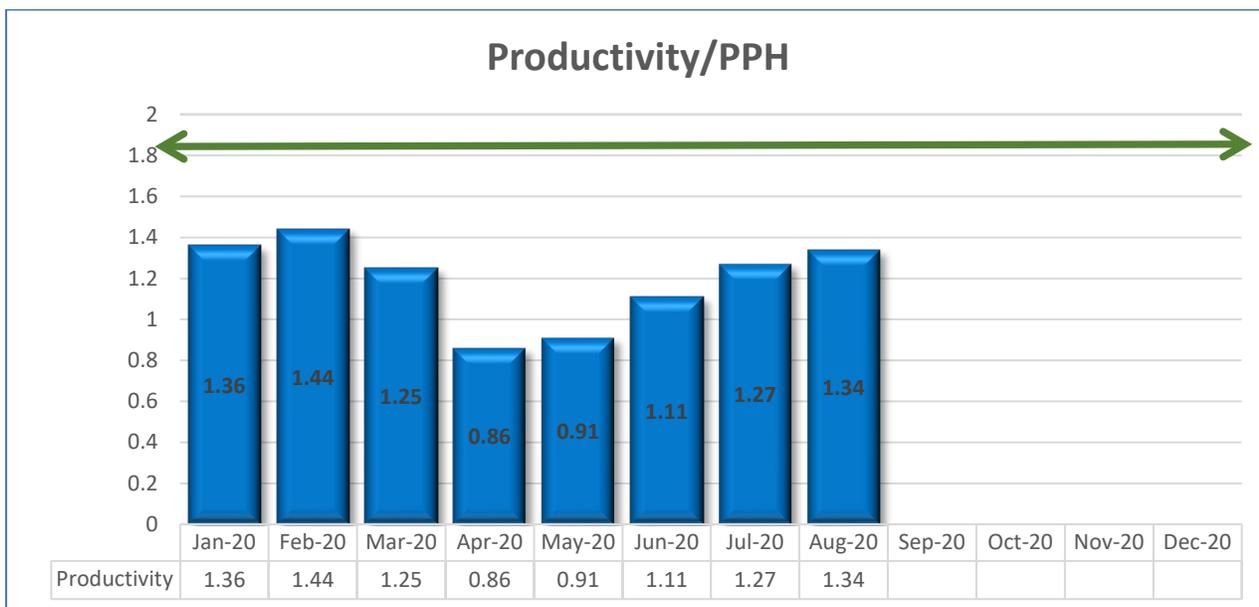
COVID-19/RIDERSHIP:

Ridership has decreased from 2019 to 2020 due to COVID-19. Ridership in August 2019 reflected 23,807 unlinked passenger trips and for August 2020 data reflects 13,406 unlinked passenger trips a decrease of 41.0% YOY.

19-Aug	20-Aug	% Change	Mobility Services	2019	2020	% Change
36,045	16,665	-54.2%	<b>Open Door Riders on Fixed Route</b>	233,638	129,100	-44.7%
23,807	13,720	-42.4%	<b>Open Door</b>	188,010	117,913	-37.3%
4,981	2,942	-40.9%	<b>Open Door Taxi Vouchers</b>	28,678	14,481	-49.5%
7,694	718	-90.7%	<b>31 Day S-Pass</b>	79,028	3,271	-95.9%

On Time Performance for August 2019 was 84.37% with Productivity of 1.42%. August 2020 OTP was 93.20% and Productivity was 1.34% both reflect an increase of 9.47% and a decrease of 5.63% 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):

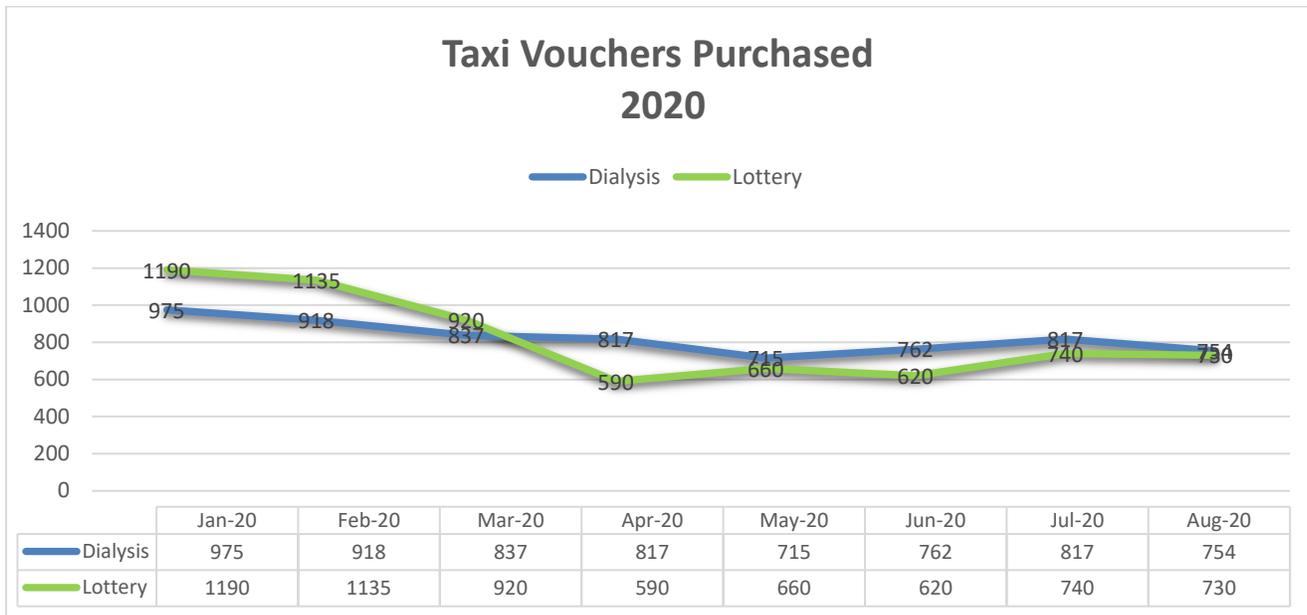
Assesses eligibility based on the functional ability to board, disembark, and access transportation in accordance with ADA criteria. This requires providing functional evaluations within regulatory parameters for state, and federal entities using a wide range of medical conditions and their impact on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

19-Aug	20-Aug	% Change	Assessment & Eligibility - NEW Applicants	2019	2020	% Change
71	22	-69.0%	Unconditional	650	230	-64.6%
15	1	-93.3%	Conditional	66	14	100.0%
10	0	-100.0%	Denial	27	4	-71.43%

19-Aug	20-Aug	% Change	Assessment & Eligibility - Renewals	2019	2020	% Change
69	55	20.3%	Unconditional	361	319	-11.6%
0	6	100.0%	Conditional	2	31	1450.0%
0	1	100.00%	Denial	14	9	-35.71%

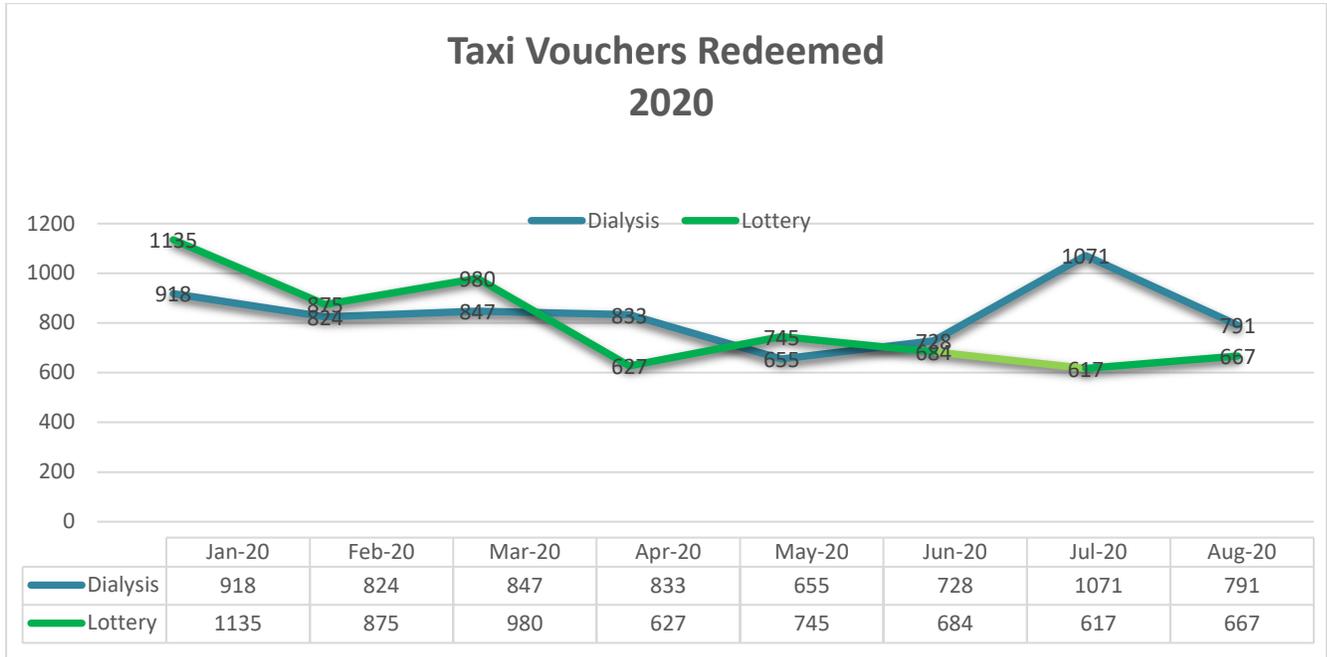
VOUCHER PROGRAM:

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.



**VOUCHER PROGRAM:**

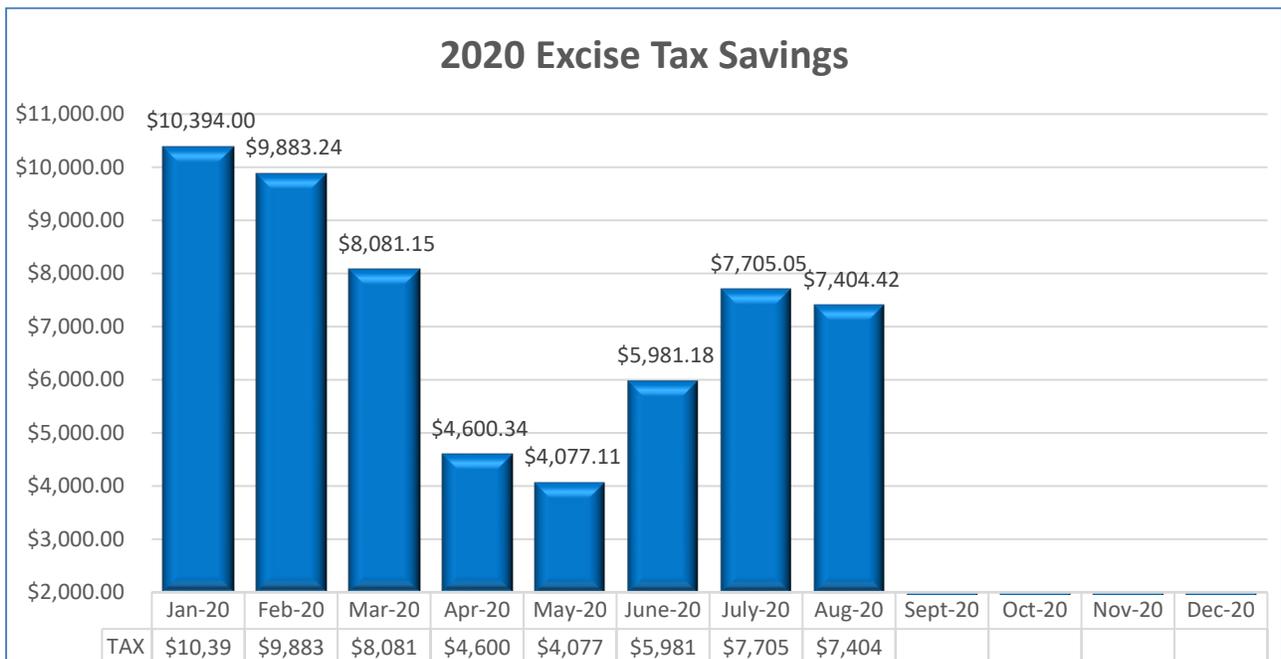
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**WEX FUEL CARD PROGRAM:**

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.

YTD savings from fuel excise taxes are \$58,126.41



## Inclusion & Workforce Development Division Report – August 2020

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Vice President of Inclusion & Workforce Development Denise Jenkins-Agurs  
**Date:** September 24<sup>th</sup>, 2020

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### INDYGO CAR & MOTORCYCLE SHOW

The Strategic Plan Culture Team organized IndyGo’s Car and Motorcycle Show to showcase employee’s talents and passion. More than 20 cars and motorcycles participated, and co-workers came out to support and appreciate the vehicles and bikes. There were several awards given out, including oldest car, best car, best bike, most unique, and people’s choice.







**RECOMMENDATION:**

Receive the report.

Denise Jenkins-Agurs

Vice President of Inclusion & Workforce Development

