



Board Report
October 22, 2020

www.IndyGo.net
317.635.3344

1. CALL TO ORDER AND ROLL CALL

2. AWARDS AND COMMENDATION – Page 5

3. COMMITTEE CHAIRPERSON REPORTS

Service Committee – Adairius Gardner – **Page 9**

Finance Committee – Richard Wilson – **Page 11**

4. CONSENT AGENDA

AGENDA ACTION ITEM A – 1: Consideration and Approval of Minutes from Board Meeting held on September 24, 2020 – **Page 13**

AGENDA ACTION ITEM A – 2: Consideration and Approval of Batteries Contract – **Page 19**

AGENDA ACTION ITEM A – 4: Consideration and Approval of Contract with Bose Public Affairs Group for Federal Lobbying Services – **Page 23**

AGENDA ACTION ITEM A – 7: Consideration and Approval of Automatic Passenger Counters Procurement – **Page 31**

AGENDA ACTION ITEM A – 8: Consideration and Approval of Barracuda Site Replication Procurement – **Page 33**

5. REGULAR AGENDA

AGENDA ACTION ITEM A – 3: Consideration and Approval to Award a Contract(s) to TNC Providers – **Page 21**

AGENDA ACTION ITEM A – 5: Consideration and Approval of IndyGo Public Transportation Agency Safety Plan (PTASP) – **Page 25**

AGENDA ACTION ITEM A – 6: Consideration and Approval of Amendment to the Interlocal Cooperation Agreement By and Between IPTC and the City of Indianapolis Department of Public Works for Implementation of the Marion County Transit Plan – **Page 27**

AGENDA ACTION ITEM A – 9: Consideration and Approval of Resolution Authorizing Free Rides for 2020 General Election Day – **Page 35**

AGENDA ACTION ITEM A – 10: Consideration and Approval of Successor Collective Bargaining Agreement with the Amalgamate Transit Union, Local 1070 – **Page 39**

6. INFORMATION ITEMS

INFORMATION ITEM I – 1: Mobility Advisory Committee (MAC) Update – **Page 43**

INFORMATION ITEM I – 2: Consideration of Receipt of the Finance Report for September 2020 – **Page 49**

INFORMATION ITEM I – 3: Paratransit Pickup Time Window Adjustment – **Page 55**

INFORMATION ITEM I – 4: CEO Report – **Page 57**

INFORMATION ITEM I – 5: Section 5307/5311 Allocation Analysis Update – **Page 59**

INFORMATION ITEM I – 6-11: Department Reports – **Page 61**

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, December 3rd, 2020

September 2020 Safe Drivers Recognition



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

Operator	ID #	Years of Safe Driving
Ronnie Burton	798	33
Stephen Thein	5963	28
Donald Turentine	6160	19
Ray Wright	6979	19
Leo Scott	5447	16
Donald Ellison	1739	16
Peter Reintjes	5109	12
Alvin Knox	8191	11
Calvin Jackson	8213	8
Paul Person	8128	8
Loc Nguyen	8325	7
Nicole Byrd	803	6
Robert Feiock	8620	6
Trevor Jaboro	8844	4
Tevon Green	8817	4
Cameron Haywood	9228	2
Veda Valentine	9248	2
Tiffany Martin	9233	2
Dionne Ingram	9033	2
Joe Badredine	9026	2
Jacky Cassamajor	9260	1
Ebenezer Akinibade	9574	1
Jasmine Cole	9565	1
Tanya Johnson	9570	1
Onesha Gardner	9567	1
Ricco McClaren	9563	1
Pashionate Wallace	9553	1
James Miller	9581	1
Laura Williams	9580	1



Service Committee Chairperson Report – October 2020

To: President/CEO Inez Evans and Chair and Board of Directors
From: Service Committee Chairperson Adairius Gardner
Date: October 22, 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
October 15, 2020

The Service Committee met on October 15, 2020 at 9am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Members Tommie Jones and Lise Pace. Due to the Coronavirus Pandemic, this committee met remotely via video conferencing.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-2, A-4, A-7 & A-8 and Regular Agenda Items A-3, A-5, A-6, A-9, & A-10.

An item from the Consent Agenda I would like to highlight is Action Item A-8, Consideration and Approval of Barracuda Site Replication Procurement. Chief Information Officer Marcus Burnside presented this action item to the Service Committee. IPTC is currently constructing and finalizing its Business Continuity Plan (BCP) for incorporation into its overall Continuation of Operations Plan (COOP). During the business impact analysis phase of the BCP development, IPTC identified its critical business processes necessary for minimal operational disruption to satisfy least impact to business operations.

Through a detailed assessment of the HQ datacenter and Julia M. Carson Transit Center (CTC) datacenter capabilities, it was determined that site-to-site backup replication devices at both locations will meet the least business impact requirement. Based on product reviews (conducted internally) and prior experience with similar devices, it was determined that the Barracuda Backup Server 990 Appliance would meet and exceed the specified least impact to business requirement.

Mr. Chairman, that concludes my report.



Finance Committee Chairperson Report – October 2020

To: President/CEO Inez Evans and Chair and Board of Directors
From: Finance Committee Chairperson Richard Wilson
Date: October 22, 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
October 15, 2020

The Finance Committee met on October 15, 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, A-2, A-4, A-7 & A-8 and Regular Agenda Items A-3, A-5, A-6, A-9, & A-10.

An item from the Consent Agenda I would like to highlight is Action Item A-4, Consideration and Approval of Contract with Bose Public Affairs Group for Federal Lobbying Services. Vice President of Government Affairs Cameron Radford presented this action item to the Finance Committee. Bose is the current contracted federal lobbyist for IPTC and with this contract, will continue to serve in this role. Bose brings a well-qualified team and proven track record to IPTC and it is strongly believed that they are in a position to continue with their record of success in advocating for public transportation on behalf of IPTC to federal lawmakers. It is very important that IPTC have the proper representation not only at the Local and State level but the Federal level as well to ensure we receive all funding which may be available to IPTC.

Mr. Chairman, that concludes my report.



AGENDA ITEM A – 1

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
EXECUTIVE SESSION**

Thursday, September 24, 2020

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:01pm, on Thursday, September 24, 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
Tommie Jones, 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 4:51pm.

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

Thursday, September 24, 2020

1. CALL TO ORDER AND ROLL CALL

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chairman Greg Hahn at 5:02pm, Thursday, September 24, 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 four (4) Board Members attending remotely via Zoom and one (1) Board Member attending in person.

1.1 ROLL CALL

Attendee Name	Title	Status
Greg Hahn	Chair	Present (In Person)
Adairius Gardner	Vice Chair	Present
Mark Fisher	Secretary	Present
Richard Wilson	Treasurer	Absent
Vacant	Vacant	Vacant
Tommie Jones	Board Member	Present
Lise Pace	Board Member	Present

A quorum was present.

2. AWARDS AND COMMENDATION

President/CEO Inez Evans presented the awards and commendations. Recognized were safe drivers for August 2020, one (1) driver for 18 years of safe driving, August Operator Employee of the Month, August Garage Employee of the Month, one (1) special recognition, one (1) employee for 35 years of service, one (1) employee for 45 years of service, two (2) retirees, and ten (10) employees for safety dedication.

3. COMMITTEE CHAIRPERSON REPORTS

- I.1. Governance & Audit Committee – Governance & Audit Committee Chairperson Greg Hahn
- I.2. Service Committee – Service Committee Chairperson Adairius Gardner
- I.3. Finance Committee – Finance Committee Chairperson Richard Wilson – Read by Secretary Mark Fisher

4. CONSENT AGENDA

Upon staff recommendation, motion for consent approval by Chairman Greg Hahn for Agenda Item A-1, A-4, A-6, & A-7 are as follows:

- ACTION ITEM A – 1 – Consideration and Approval of Minutes from August 20, 2020 Board Meeting
- ACTION ITEM A – 4 – Consideration and Approval of IFB 20-04-347 Vehicle Filters
- ACTION ITEM A – 6 – Consideration and Acceptance of Governance and Audit Review of Business Continuity Planning Progress Assessment/IndyGo Pandemic Readiness
- ACTION ITEM A – 7 – Consideration and Acceptance of Governance and Audit Review Red Line Lessons Learned

RESULT: Accepted - Agenda Item A-1, A-4, A-6, & A-7
MOVER: Lise Pace
SECONDER: Mark Fisher
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace
NOES: None
ABSENT: Richard Wilson

5. REGULAR AGENDA

- ACTION ITEM A – 2 – Consideration and Approval of Group Health Insurance Coverage

Vice President of Human Resources Jeff Brown presented Action Item A-2 to the Board of Directors to approve the Group Health Insurance Coverage. This would be 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 cost of \$11,871,033.00 subject to increase or decrease based on future enrollment and claims experience. Bob Piha, a broker from LHD was present to answer any questions from the board. Mr. Brown stated that IndyGo is committed to offering affordable health plans to all IndyGo staff.

RESULT: Accepted – Action Item A – 2 – Approval of Group Health Insurance Coverage
MOVER: Adairius Gardner
SECONDER: Tommie Jones
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace
NOES: None
ABSENT: Richard Wilson

- ACTION ITEM A – 3 – Consideration and Approval of WSP Task Order – Electric Infrastructure Improvements

Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz presented Action Item A-3 to the Board of Directors to approve WSP Task Order – Electric Infrastructure Improvements. This would update the master plan for the garage for electric vehicle charging and to assess the situation of the garage with our growing fleet. Given our more current needs now, we are asking that they give us recommendations on what is needed in our garage and any future new garages.

RESULT: Accepted – Action Item A – 3 – Approval of WSP Task Order – Electric Infrastructure Improvements
MOVER: Mark Fisher
SECONDER: Tommie Jones
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace
NOES: None
ABSENT: Richard Wilson

- ACTION ITEM A – 5 – Consideration and Approval of a Contract to Construct a Temporary Charging Site at 91st Street and Evergreen Avenue

Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz presented Action Item A-5 to the Board of Directors to approve a Contract to Construct a Temporary Charging Site at 91st Street and Evergreen Avenue. This would be a temporary charging site to be used while the newly purchased 6410 N College Ave permanent charging site is being constructed with a set completion date of Spring 2021. The temporary site would be fully operational by November 1st, 2020.

RESULT: Accepted – Action Item A – 5 – Approval of a Contract to Construct a Temporary Charging Site at 91st Street and Evergreen Avenue
MOVER: Tommie Jones
SECONDER: Adairius Gardner
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace
NOES: None
ABSENT: Richard Wilson

- ACTION ITEM A – 8 – Consideration and Approval of Activation of Emergency Transportation Services – zTrip

Senior Director, Mobility Solutions Michael Roth presented Action Item A-8 to the Board of Directors to approve the Activation of Emergency Transportation Services – zTrip. This would allow 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. Mobility Services has seen a continuous decline with on time performance since August 2020. This is a proactive emergency plan to provide our Open Door riders with an additional transportation option to improve the customer experience. Chairman of the Mobility Advisory Committee (MAC) was present to offer his support for this action.

RESULT: Accepted – Action Item A – 8 – Approval of Activation of Emergency Transportation Services - zTrip
MOVER: Lise Pace
SECONDER: Tommie Jones
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace
NOES: None
ABSENT: Richard Wilson

- ACTION ITEM A – 9 – Consideration and Approval of Foundation Board Expansion and New Board Members

Executive Director, Indianapolis Public Transportation Foundation Roscoe Brown presented Action Item A-9 to the Board of Directors to approve the Foundation Board Expansion and New Board Members. This action would allow the Indianapolis Public Transportation Foundation to add Jeff Mittman onto the board to fill a recent vacancy and would also allow the Foundation Board to add two additional seats onto the board going from seven (7) to nine (9).

RESULT: Accepted – Action Item A – 9 – Approval of Foundation Board Expansion and New Board Members
MOVER: Mark Fisher
SECONDER: Tommie Jones
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace
NOES: None
ABSENT: Richard Wilson

- ACTION ITEM A – 10 – Consideration and Approval of Resolution to Acquire Appraisal and Purchase Real Property Located at 9050 E 33rd St. Indianapolis, Indiana

General Counsel Jill Russell presented Action Item A-10 to the Board of Directors to approve a Resolution to Acquire Appraisal and Purchase Real Property Located at 9050 E 33rd St. Indianapolis, Indiana. This action would allow the President/CEO to appoint two (2) appraisers to appraise the fair market value of the real estate located at 9050 E 33rd St, Indianapolis Indiana and to provide a copy of both appraisals to the Chair of the Board of Directors.

RESULT: Accepted – Action Item A – 10 – Approval of Resolution to Acquire Appraisal and Purchase Real Property Located at 9050 E 33rd St. Indianapolis, Indiana
MOVER: Tommie Jones
SECONDER: Mark Fisher
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace
NOES: None
ABSENT: Richard Wilson

- ACTION ITEM A – 11 – Consideration and Approval of Resolution to Acquire Appraisal and Purchase Real Property Located at 2425 W. Michigan St. Indianapolis, Indiana

General Counsel Jill Russell presented Action Item A-10 to the Board of Directors to approve a Resolution to Acquire Appraisal and Purchase Real Property Located at 2425 W. Michigan St. Indianapolis, Indiana. This action would allow the President/CEO to appoint two (2) appraisers to appraise the fair market value of the real estate located at 2425 W. Michigan St, Indianapolis Indiana and to provide a copy of both appraisals to the Chair of the Board of Directors.

RESULT: Accepted – Action Item A – 11 – Approval of Resolution to Acquire Appraisal and Purchase Real Property Located at 2425 W. Michigan St. Indianapolis, Indiana
MOVER: Adairius Gardner
SECONDER: Mark Fisher
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace
NOES: None
ABSENT: Richard Wilson

6. INFORMATION ITEMS

- I – 1 Consideration of Receipt of Finance Report for August 2020
Chief Financial Officer Bart Brown presented this information item.
- I – 2 IndyGo Governance and Audit Workplan Status Report
Deputy of Governance and Audit Brian Atkinson presented this information item.
- I – 3 Section 5307/5311 Update
Manager of Special Projects and Regional Mobility Integration Ryan Wilhite presented this information item.

- I – 4** CEO Report
President/CEO Inez Evans presented this information item.

7. ADJOURNMENT

On order of Chairman Greg Hahn, and there being no objection, the meeting was adjourned at 6:18pm.

Jill D. Russell
General Counsel



Date: October 06, 2020
Current Meeting: October 15, 2020
Board Meeting: October 22, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Deputy Chief Operations Officer Cheryl Purefoy
SUBJECT: Consideration and Approval of Batteries Contract

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested the Board authorize the President/CEO to enter into a contract with Total Truck Parts to provide vehicle batteries for two (2) years in an amount of \$130,000.

BACKGROUND:

IPTC vehicles require a variety of batteries and it is more cost effective to utilize a single supplier. This will prove to increase efficiency, allow a cost savings and a one point of contact for all battery needs of the entire fleet. This also streamlines the shipping schedules and would likely eliminate the need to purchase in advance to maintain stock of specific types of batteries.

DISCUSSION:

This opportunity was competitively solicited as an Invitation For Bid (IFB). Three (3) firms submitted questions in the formal question and answer period. Three (3) bids were submitted in response to the IFB.

Total Truck Parts offered IPTC the lowest bid with two (2) years of pricing based on the usage provided in the IFB. The vendor will sign a two (2) year contract with one (1) option year; however, pricing of the batteries of the option year will not happen until six (6) months prior to the end of the contract. IPTC will seek pricing from Total Truck Parts for the option year, six (6) months from the end of the contract. A price analysis will be conducted at that time and advise if a one-year renewal or going back out to bid is best.

ALTERNATIVES:

The alternative is for the board not to approve this contract and to restart the bid process.

FISCAL IMPACT:

Total cost of this procurement is not expected to exceed \$130,000 over the life of the two (2) year contract based on historical usage. The funding source for this procurement will be provided to preventative maintenance from the operating budget.

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 Total Truck Parts 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 October 15, 2020.



Date: October 06, 2020
Current Meeting: October 15, 2020
Board Meeting: October 22, 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 RFP 20-08-357 Transportation Network Companies

ACTION ITEM A – 3

RECOMMENDATION:

Authorize the President/CEO to enter into contract negotiations with UZURZ and zTrip for Non-ADA and ADA trips, and upon completion of successful negotiations, enter into a contract for a term of six (6) months for an amount not to exceed \$100,000.

BACKGROUND:

On August 5, 2020 the Procurement Department released a solicitation to various media sources as well as the IPTC web site for the Transportation Network Company. The pre-proposal meeting was held on April 10, 2020. A total of 12 individuals representing eight (8) firms attended.

IPTC is seeking to procure one or more transportation solutions for the provision of both non-ADA and ADA TNC services. It would be offered to new and existing IPTC customers who are/or would be currently serviced by paratransit and/or over the age of 55. These solutions would allow a customer to use a TNC provider within the defined service area. Proposals will be reviewed based on the scope and span of their coverage.

The selected TNC companies will provide enhanced services to receive, process, and accept ride requests via a mobile app, telephone and dispatch center. They will successfully complete rides for qualifying riders; develop an improved customer service experience and provide broader and more convenient access between destinations. Additionally, these solutions will reduce overall costs to IPTC by creating a financially and operationally feasible service model for all customers. Furthermore, it possesses a payment system that seamlessly subsidizes TNC provider(s) that includes banked and unbanked trips; while developing a clear methodology to convert trips that have destination gaps on fixed routes and paratransit services.

PROCUREMENT PROCESS:

On August 5th, 2020, IPTC released RFP 20-08-357, Transportation Network Company, with an email to all registered vendors and via posting on our website www.indygo.net. Advertisements were placed with Mass Transit Magazine Online, The IndyStar, and LaVos. Ads ran beginning July 31st, 2020. A pre-proposal meeting was held on August 10th, 2020. IPTC issued one (1) addenda to the original RFP; Addendum 1 – Answering Vendor Questions that were submitted regarding the RFP. It received six (6) proposals on, or before, August 31st, 2020. Four proposals were ruled responsive and responsible by Procurement and were sent to the evaluation committee for scoring.

DISCUSSION:

Of the six (6) proposals received, four (4) were deemed responsive and responsible. All four (4) proposals were provided to the Evaluation Committee, consisting of three (3) members, who ranked each of the proposals based on the following requirements:

- Ability to meet the RFP's specifications
- Cost
- Ability to meet all reporting requests

The final solicitation requirement, Overall Project Cost Including Reoccurring Charges, was evaluated by the Procurement Department, added to the evaluation committees, and tallied. Each of the three (3) members of the evaluation committee ranked USURV and zTrip as the superior solutions.

DIVERSITY PARTICIPATION:

A DBE goal of 2% was placed on this procurement. USURV has committed to utilizing Citizens Transportation (DBE, WBE, MBE) for a minimum of 2% participation. zTrip has committed to utilizing Van Horn Ventures (DBE) and Worldwide Filters (DBE, MBE, VBE) for a minimum of 4% participation.

ALTERNATIVES:

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

- On Time Performance will continue to below goal due to inadequate staffing
- Increased negative customer comments
- Negative impact on rider experience

FISCAL IMPACT:

The funding sources for this procurement are funded by a 50/50 grant split. Services performed during this contract are without commissions (net) and must comply with federal, state and agency procurement procedures.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee and Finance Committee on October 15, 2020.



Date: October 02, 2020
Current Meeting: October 15, 2020
Board Meeting: October 22, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Vice President of Government Affairs Cameron Radford
SUBJECT: Consideration and Approval of Contract with Bose Public Affairs Group for Federal Lobbying Services

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract standards, it is requested that the Board approve the President/CEO to enter into contract negotiations with Bose Public Affairs Group for IPTC federal lobbying.

BACKGROUND:

RFQ was issued for federal lobbying. A review committee scored the four (4) submissions that were received, with Bose scoring highest scores from each committee member. Bose is the current contracted federal lobbyist for IPTC and will continue to serve in this role with the new contract.

DISCUSSION:

Bose brings a well-qualified team and proven track record to IPTC and it is strongly believed that they are in a position to continue with their record of success in advocating for public transportation on behalf of IPTC to federal lawmakers.

ALTERNATIVES:

While several responses were received from the RFQ, Bose put together the most competitive package. Given their track record in working with IPTC in the past, there is complete confidence in their ability to continue providing exemplary service to IPTC.

FISCAL IMPACT:

This contract will pay a sum not exceeding \$8,000 per month.

DBE DECLARATION:

Robert Vane, President/CEO of Veteran Strategies, Inc. has joined the Bose team and will be working on federal transportation policy for IPTC. Veteran Strategies, Inc. is a certified VBE with The City of Indianapolis OMWBD. Robert is a longtime Indianapolis resident who has previous experience working in local, state, and federal government. Robert is a U.S. Army Veteran and brings a significant amount of experience to the government affairs team.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee and Finance Committee on October 15, 2020.



Date: October 08, 2020
 Current Meeting: October 15, 2020
 Board Meeting: October 22, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Director of Risk and Safety Brian Clem
SUBJECT: Consideration and Approval of IPTC Public Transportation Agency Safety Plan (PTASP)

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with best business practices and FTA regulation 49 CFR-673, it is requested that the Board and the President/CEO accept and approve the IPTC Public Transportation Agency Safety Plan (PTASP). When approved, the plan will then be submitted to INDOT and our regional MPO before the deadline of December 31st, 2020.

BACKGROUND:

Congress requires operators of public transportation systems that receive FTA funds to develop and implement a Public Transportation Agency Safety Plan (PTASP) under (49 U.S.C. § 5329(d)). Final Rule (49 C.F.R. Part 673) published on July 19, 2018, with the agency to self-certify and submit their plan to their State Safety Oversight (SSO), Department of Transportation (DOT) and the MPO in lieu of a SSO. This plan (PTASP) requires the highest executive/CEO or equivalent, and approval and sign-off by the Board of Directors. When the process has been completed, IPTC will self-certify the plan and make it available upon the FTA’s request. This plan must be reviewed and approved by the Board of Directors, CEO or the highest accountable executive annually.

This plan also known as (PTASP) is a formal, top-down, organization-wide approach to managing safety, risk and assuring the effectiveness of a transit agency’s safety practices and culture. This plan includes systematic procedures, practices, and policies for managing risks and hazards that;

- Identify and correct safety problems
- Control risk
- Share and analyze safety data more effectively
- Measure safety performance and establish targets and goals to improve safety

Four (4) unique documented processes and procedures of an effective Safety Management System are;

- 1 Safety Management Policy
- 2 Safety Risk Management
- 3 Safety Assurance
- 4 Safety Promotion

This methodology and approach are to change the safety culture of an agency to become pro-active versus reactive to hazards. This program holds all employees accountable for their own safety with a top down and bottom up approach. This gives all employees a voice to recognize and report unsafe behaviors and hazards anonymously and with a non-punitive approach.

ALTERNATIVES:

If this plan is not accepted, we will not be in compliance with 49-CFR 673 as required by DOT and the FTA.

FISCAL IMPACT:

If the plan is not approved, portions of our federal funding will be in jeopardy. Another option would be for IPTC to self-fund transit operations without the assistance of federal funds and assistance.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee and Finance Committee on October 15th, 2020.



Date: October 21, 2020
 Current Meeting: October 22, 2020
 Board Meeting: October 22, 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 Amendment to the Interlocal Cooperation Agreement By and Between IPTC and the Consolidated City of Indianapolis, Marion County by and through its Department of Public Works for Implementation of the Marion County Transit Plan

ACTION ITEM A – 6

RECOMMENDATION:

It is requested that the Board authorize President/CEO to execute Amendment No. 1 to *the Interlocal Cooperation Agreement by and Between IPTC and the Consolidated City of Indianapolis, Marion County by and through its Department of Public Works for Implementation of the Marion County Transit Plan (ICA)*. This amendment revises the schedule of transit-related infrastructure improvements for the Downtown Super-Stops project to: 1) contribute to the Department of Public Works (DPW) 50 percent of the costs required to reconstruct Delaware Street between Maryland Street and Fort Wayne Avenue (including 50 percent of construction inspection costs), and 2) cover 100% of the costs to construct Super-Stops infrastructure on Delaware Street and Fort Wayne Avenue up to a combined total project cost of \$3,548,998.

BACKGROUND:

ICA Background

In May 2018, the Board approved execution of the original ICA by and between IPTC and the City of Indianapolis Department of Public Works. The agreement documents the share of various financial, operational, and maintenance responsibilities between the two agencies on projects related to implementation of the Marion County Transit Plan, with an original primary emphasis on the Red Line Bus Rapid Transit (BRT) Line.

Future projects, such as the Red Line Phase II/III, Blue Line, and Purple Line BRT were also acknowledged in the agreement, as were non-BRT projects that support local route service including several one-way to two-way street conversions, local bus stop improvements, transit signal priority implementation, and the Downtown Super-Stops project. The ICA memorialized the funding contributions the City of Indianapolis has and will make toward the BRT lines and also documents the anticipated financial contributions and responsibilities for certain specified non-BRT projects. IPTC agreed to fund the Super-Stops project in the original ICA.

Super-Stops Background

The Super-Stops project is being developed to support high-frequency, high-ridership routes with more appropriately sized infrastructure and amenities. The project is being designed (and is recorded in the ICA) to include enhanced shelters, platforms, real-time signage, and bus only/bus and turn (BAT) lanes:

- Delaware Street from Maryland Street to Ft. Wayne Avenue
- Alabama Street from Maryland Street to Ft. Wayne Avenue
- Ft. Wayne Avenue from Delaware Street to 10th Street/East Street/Central Avenue
- Vermont Street from Indiana Avenue to Alabama Street

Additionally, the project intends to convert Ft. Wayne Avenue from one-way to two-way between Delaware Street and Alabama Street, with dedicated transit-only signal phases at select locations.

The improvements will improve reliability, reduce travel time, and enhance customer comfort for riders on routes 10, 39, 34, 37, 3, 2, 21, 38, 19, 4, 18, 28, 25, and 15. These route numbers and frequency are subject to change with the Marion County Transit Plan.

Delaware Street Background

Through the course of developing the Super-Stops project, DPW approached IPTC to discuss a partnership for reconstructing Delaware Street. Due to the heavy bus volumes on Delaware Street (IPTC currently operates 14 routes on portions of Delaware Street between Maryland Street and Fort Wayne Avenue and will operate 13 routes on this stretch upon full roll-out of the Marion County Transit Plan, albeit at higher frequencies), DPW requested that IPTC share in the cost of repairing pavement in this section. Repair of Delaware Street pavement would enhance the Super-Stops project and benefit our riders.

IPTC has agreed that a cost-share of this improvement would be mutually beneficial and desires to contribute 50 percent of the total construction cost to DPW for its reconstruction. The remainder of the construction costs will be paid by DPW. The exact contribution amount will be determined based on the bid cost plus construction inspection and change orders as described below.

DISCUSSION:

Super-Stops Discussion

The Super-Stops project was to have been funded through a combination of FTA grants and local match. IPTC learned last month that we were not awarded the FTA grant to construct the Super-Stops project. As such, the project budget has been reduced to the amount of the local match, \$1,548,998.

IPTC desires to use the money that had been budgeted as local match for the project to still construct the highest-impact pieces of the project. Under the revised plan, stops will be constructed adjacent to the intersections of Delaware Street and New York Street, and Delaware Street and North Street, with raised platforms, larger shelters, and enhanced passenger amenities. Conversion of Fort Wayne Avenue from one-way to two-way between Delaware Street and Alabama Street can also be accomplished within this budget. IPTC will seek Federal Funding to construct the remaining project components at a future date.

Because coordination was already on-going with DPW for the Delaware Street reconstruction, IPTC has the opportunity to take advantage of that upcoming bid and construction. DPW has agreed to incorporate IPTC's Super-Stops design into the Delaware Street project which will be competitively bid as a single package in November 2020. IPTC anticipates that packaging the two projects together will result in cost and schedule benefits to IPTC.

In packaging the Delaware Street and Super-Stops projects together, DPW will take over responsibility for construction administration including bidding, construction inspection, and contractor payments. They will also take primary responsibility for managing construction changes.

If this action is approved, IPTC will pay DPW 50 percent of the cost to reconstruct Delaware Street plus 100 percent of the cost to construct the Super-Stops. Construction costs will be determined by competitive bid, through DPW's procurement process.

IPTC will also contribute 50 percent to the project's overall construction inspection costs (our share estimated to be \$140,000 total), will be responsible for 100 percent of the required Super Stops change orders, and will contribute 50 percent of the cost of the Delaware Street change orders (unless a betterment benefiting only DPW). The ICA documents these funding contributions and the ways in which DPW and IPTC will work together to manage change and monitor the project. IPTC will be included in review and approval of all change orders and has the option of reducing the scope of the Super Stops portion of the project in order to stay within budget.

The total cost of the combined project, including Delaware Street reconstruction, Super-Stops construction, and construction inspection services is currently estimated at \$4,289,700. This amount does not include contingency for change orders. IPTC's 2020 budget allocates \$2,000,000 toward this combined project and the 2021 budget provides \$1,548,998. IPTC will encumber the combined total of \$3,548,998 upon execution of this Amendment and will pursue Board approval for the spending of any additional dollars determined necessary for the completion of the combined project. All dollars encumbered but unspent following project completion will return to IPTC. The Amendment also identifies which agency is responsible for the ongoing maintenance and repair of the infrastructure installed. These responsibilities are divided and assigned pursuant to the terms of the original Agreement.

ALTERNATIVES:

This amendment is required if IPTC is going to contribute financially to the reconstruction of Delaware Street and take advantage of combining the Super-Stops and Delaware Street reconstruction into a single bid package and construction project.

Without the ICA amendment, IPTC would bid the Super-Stops project through a separate procurement. This would likely occur sometime in early 2021. It is not known whether DPW would improve Delaware Street without IPTC's contribution. If the Delaware Street project was advanced without IPTC funding, IPTC would work with DPW to develop a schedule and plans for the two contractors to coordinate through construction. This would likely increase construction cost and introduce new risks to the project.

FISCAL IMPACT:

Local funds have been budgeted in 2020 for the Delaware Street reconstruction and in 2021 for the Super-Stops project in the amounts described above.

DBE DECLARATION:

Not applicable. Because this project will be funded with local dollars, a DBE goal will not be set. The City of Indianapolis will set a goal for meeting their MBE/WBE/VBE/DOBE requirements.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee and Finance Committee on October 15, 2020.



Date: October 06, 2020
 Current Meeting: October 15, 2020
 Board Meeting: October 22, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and Approval of Automatic Passenger Counters Procurement

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a purchase agreement with Avail Technologies to provide 48 InfoDev Automatic Passenger Counter (APC) devices with five (5) year warranty in an amount not to exceed \$190,754.67.

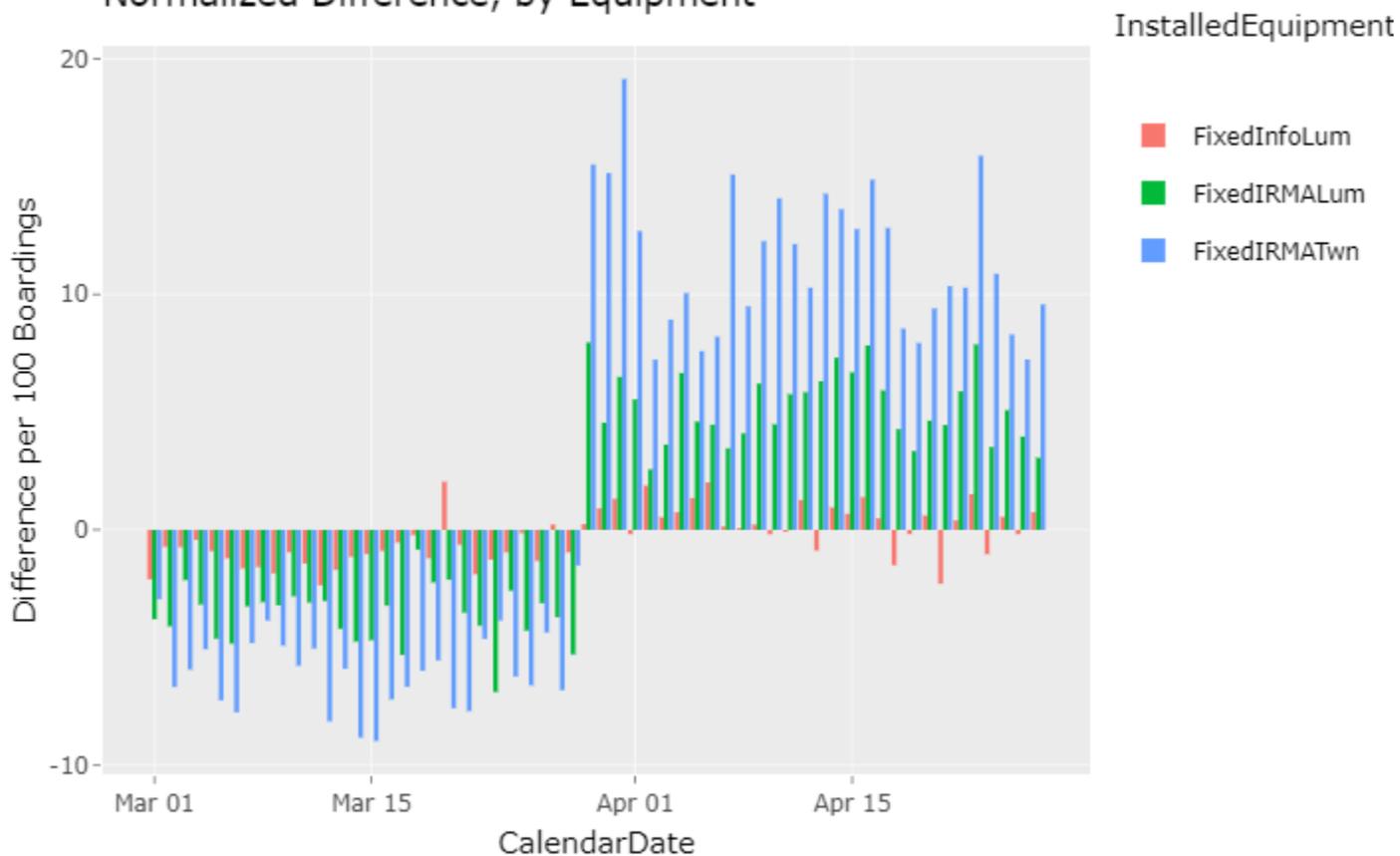
BACKGROUND:

The National Transit Database (NTD) Program is the Nation’s primary source for information and statistics on the transit systems of the United States. Statute requires that recipients or beneficiaries of grants from the Federal Transit Administration (FTA) under the Urbanized Area (UZA) Formula Program (§5307) or Other than Urbanized Area (Rural) Formula Program (§5311) submit data to the NTD. Each year, NTD performance data are used to apportion over \$5 billion of FTA funds to transit agencies in UZAs. Grants under Section 5307 or 5311 are awarded only if the applicant and any person that will receive benefits directly from the grant, are subject to the reporting and uniform systems. IPTC recognizes the importance of timely and accurate data in assessing the continued progress of the nation's public transportation systems.

DISCUSSION:

As part of the Intelligent Technology System (ITS) CAD/AVL replacement in 2018, it was determined that the existing IRMA brand APCs installed on the Fixed Route buses exhibited a larger accuracy variance in passenger count information than the NTD certified InfoDev APC systems. With the solicitation for the ITS replacement and InfoDev APCs awarded to Avail Technologies, the procured InfoDev APCs, at that time, would replace the majority of the IRMA APCs during the installation with the remaining IRMA APCs planned for replacement in 2020. Through rigorous calibration of the InfoDev APCs with Avail’s system, the accuracy variance was reduced significantly:

Normalized Difference, by Equipment



FixedIRMATwn – IRMA APCs prior to calibration
 Fixed IRMALum – IRMA APCs after calibration
 FixedInfoLum – InfoDev APCs after calibration

All present and future purchased BRT and Fixed Route buses will have the InfoDev APCs installed.

ALTERNATIVES:

The Board could choose to not award this purchase to the suggested bidder. However, IPTC will continue to experience the wider accuracy variance of passenger count information in its older Fixed Route fleet.

FISCAL IMPACT:

The total cost of this procurement will not exceed \$190,754.67. This procurement is funded by local funds and will be encumbered in 2020.

DBE DECLARATION:

The project will be funded locally, therefore, DBE goals will not apply.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee and Finance Committee on October 15, 2020.



Date: October 06, 2020
Current Meeting: October 15, 2020
Board Meeting: October 22, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and Approval of Barracuda Site Replication Procurement

ACTION ITEM A – 8

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a purchase agreement with Electronic Strategies, Inc. to provide two (2) Barracuda Backup Site Replication Devices with three (3) year subscription services in an amount not to exceed \$189,773.78.

BACKGROUND:

IPTC is currently constructing and finalizing its Business Continuity Plan (BCP) for incorporation into its overall Continuation of Operations Plan (COOP). During the business impact analysis phase of the BCP development, IPTC identified its critical business processes necessary for minimal operational disruption to satisfy least impact to business operations.

DISCUSSION:

Our major application platforms (Mobility Services, HASTUS, Microsoft Dynamics AX, Avail) have targeted migrations to cloud services starting Q4 2020 to Q1 2022. Although these migrations will satisfy IPTC’s least impact to business requirement, there will be remaining business processes and software platforms within IPTC’s Headquarters (HQ) datacenter requiring the same measure. Through a detailed assessment of the HQ datacenter and Julia M. Carson Transit Center (CTC) datacenter capabilities, it was determined that site-to-site backup replication devices at both locations will meet the least business impact requirement. Based on product reviews (conducted internally) and prior experience with similar devices, it was determined that the Barracuda Backup Server 990 Appliance would meet and exceed the specified least impact to business requirement.

ALTERNATIVES:

The Board could choose to not award this purchase to the suggested bidder. However, there is no viable alternative as Electronic Strategies, Inc. was the only vendor deemed responsive and responsible (there were only two (2) bidders, VCloud being the other).

FISCAL IMPACT:

The total cost of this procurement will not exceed \$189,773.78 with future subscription services cost commencing Q4 2023 from local operating funds. This procurement is funded through federal grant IN95X06-2014 at 80% with local funding match of 20%.

DBE DECLARATION:

Because this project will be funded with local dollars, IPTC commits to utilizing certified XBE businesses with the City of Indianapolis and/or the Indiana Department of Administration whenever applicable to do so to meet XBE goals adopted in 2017. Electronic Strategies, Inc. is certified as a VBE business with the City OMWBD and will fulfill 100% of the XBE participation.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee and Finance Committee on October 15, 2020.



Date: October 09, 2020
 Current Meeting: October 15, 2020
 Board Meeting: October 22, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Director of Customer Service Operations Chauncyia Coleman
SUBJECT: Consideration and Approval of Resolution Authorizing Free Rides for 2020 General Election Day

ACTION ITEM A – 9

RECOMMENDATION:

Approve Resolution authorizing IPTC to offer free rides until 10:00pm on November 3, 2020 on Fixed Routes and Open Door Services.

BACKGROUND:

IPTC has provided, and continues to provide, an essential service to our city throughout the pandemic. As we deal with the impacts of COVID-19, reducing barriers to accessing the polls is more important than ever.

DISCUSSION:

It is for the public good and important that IPTC support all who are able to vote to do so. Therefore, IPTC should assist by offering free rides in honor of Election Day.

ALTERNATIVES:

IPTC does not offer free public transit fares for the 2020 General Election on both fixed route and Open Door services until 10:00pm.

FISCAL IMPACT:

Average Daily Revenue for September 2020 was \$16,037.88.

DBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee and Finance Committee on October 15, 2020.

RESOLUTION 2020-18

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 providing free rides on November 3, 2020.

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

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

WHEREAS, Tuesday, November 3, 2020 is a general election in Marion County; and

WHEREAS, Transportation can be a barrier for individuals to participate in elections; and

WHEREAS, the Board of Directors, having considered and being duly advised, finds that the Board of Directors has as an interest in promoting access to voting for the residents of Marion County;

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 36-9-4-14 to direct the operations of the Corporation for the benefit of the public good.

Section 2. The Board hereby directs the President/CEO, on behalf of the Indianapolis Public Transportation Corporation, to offer free public transit fares for the 2020 general election for both fixed route and Open Door services until the time of 10:00pm.

Section 3. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

Adopted this 22nd day of October 2020.

BOARD OF DIRECTORS INDIANAPOLIS
PUBLIC TRANSPORTATION CORPORATION

Gregory F. Hahn
Chairman of the Board of Directors

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



Date: October 12, 2020
Current Meeting: October 15, 2020
Board Meeting: October 22, 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 Successor Collective Bargaining Agreement with the Amalgamated Transit Union, Local 1070

ACTION ITEM A – 10

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, we request that the Board authorize the President/CEO to negotiate and enter into a three (3) year agreement with the Amalgamated Transit Union, Local 1070 (“ATU, Local 1070”) for a successor collective bargaining agreement for the period of January 1, 2021 through December 31, 2023, which includes a resolution for general wage increases of two percent in 2021, 2022, and 2023, as well as other wage adjustments modifications to the contract language.

BACKGROUND:

By way of background, in May 2020, IPTC exercised the option to initiate negotiations with ATU, Local 1070, representing all employees covered under the collective bargaining agreement. On July 13, 2020, the parties held their first negotiating session and since that first session, over a dozen bargaining sessions were held between the parties. At the first session, the parties agreed to negotiating ground rules which set forth obligations for both parties to bargain in good faith, memorialize tentative agreements, and exercise decorum at the negotiations. Over the course of the negotiations, both parties submitted economic and non-economic proposals, with the parties reaching tentative agreements on seventeen (17) proposals and five (5) side letters. On September 29, 2020, IPTC submitted its last, best and final proposal for a successor collective bargaining agreement. ATU, Local 1070 submitted the last, best and final proposal to its executive board and membership for a full vote to approve or reject the proposal. On October 9, 2020, the ATU, Local 1070 membership voted to approve the last, best and final proposal for a successor collective bargaining agreement by a vote of 146 to ratify and 27 to reject.

DISCUSSION:

ATU, Local 1070 represents approximately six hundred fifty-two (652) union employees. IPTC and the ATU, Local 1070 negotiated and reached a resolution on general wage increases, other wage adjustments, and contract language for a successor collective bargaining agreement for the period of January 1, 2021 through December 31, 2023. Effective January 1, 2020 all bargaining unit members in active status shall be entitled to the following:

- Section 5 (Grievances): The parties agreed to increase the time for filing or responding to grievances to fifteen (15) days from ten (10) days.
- Section 8 (Discipline): The parties agreed to several changes to this section which are as follows:
 - Except for accidents, discipline shall remain on an employee’s work record for only one (1) year.
 - IPTC can issued suspension days consecutively or it can stagger them.

- Customer service reports will be provided to the employee, however, all personal identifiers will be removed from the report.
 - Employees shall be paid for any investigatory meeting they are directed to attend by IPTC.
- Section 11 (Classifications): The parties agree to eliminate certain union covered positions.
 - Section 23 (Open Jobs): The parties agreed to modify the language in Section 23 to reflect a definition for vacancies and to show that it is IPTC's discretion to post and fill positions.
 - Section 25 (Holidays): Employees in the Training Department shall now be on the Department's holiday schedule instead of the union holiday schedule.
 - Section 26 (Sick Leave / Health Maintenance): Subsection (f) was deleted from the collective bargaining agreement.
 - Section 27 (Light Duty): The parties agreed to increase the number of employees who can participate in light duty to ten (10) from five (5).
 - Section 44A (Traffic Checker): The parties agreed to delete this section and position from the collective bargaining agreement.
 - Section 45 (Organization): TH parties agreed to add qualifications as a factor for staffing certain assignments so long as all qualifications are equal.
 - Section 53 (Rates of Pay): Union employees will be entitled to a wage increase of 2.00% on January 1, 2021, 2.00% on January 1, 2022, and 2.00% on January 1, 2023.
 - Section 56C (Part-Time Payroll Clerk): The parties agreed to delete this section and position from the collective bargaining agreement.
 - Section 57 (Attendance Policy): The parties agreed to modify the attendance policy by cutting suspension days in half.
 - Section 57A (Tardy Policy): The parties agreed to make the pilot Tardy Program a permanent fixture in the collective bargaining agreement as it was working very well for both sides.
 - New Section 58 (Rest Period): The parties agreed that operators will now have an eight (8) hour rest period between runs.
 - New Section 59 (Lead Positions): The parties agreed to create Lead Positions that will allow union employees to act up into a role with more responsibilities.
 - New Section 60 (Longevity Pay): The parties agreed to provide longevity pay to operators who reach ten (10), fifteen (15) and twenty (20) years of service.
 - Side Letter – Appreciation Pay: Union employees will receive a one-time lump sum payment of \$1,000.00 on December 17, 2020.
 - Side Letter – Emergency Circumstances: Union employees will be permitted on a pilot basis to use two (2) times annually an emergency justification for absences.

- Side Letter – Tool List: The parties agreed to discuss a tool list for Vehicle Maintenance and the Treasury Department.
- Side Letter – Packaged Runs: The parties agreed to a pilot program in which IPTC shall package eight (8) and ten (10) hour runs on a graduated percentage basis.
- Side Letter – Shift Exchange: Union employees permitted to exchange shifts twice per quarter.

ALTERNATIVES:

The Board could choose to reject the agreement with ATU, Local 1070 which would require the parties to return to the negotiations or invoke interest arbitration, which is an arduous and costly exercise.

FISCAL IMPACT:

The total cost of the successor collective bargaining agreement with the ATU, Local 1070 is projected to be two percent raises each year of the contract as well as other minimal economic costs.

DBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee and Finance Committee on October 15, 2020.



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

Mobility Advisory Committee Update – September 2020

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Mobility Advisory Committee Member Eric Schlegel
Date: October 22, 2020

Mobility Advisory Committee Update – September 2020

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

RECOMMENDATION: Receive the report

Mobility Advisory Committee (MAC)

Meeting Minutes

September 16, 2020

This was a public Zoom Meeting due to Covid-19

Attendees

Greg Meyer- MAC Chair
Mark Early- MAC Vice Chair
Cori Wills – MAC
Eddie Rickenbach- MAC
Leslie Daily - MAC
Linda Gosnell - MAC
Erin Hardwick- MAC -
Bernie Wilmer- MAC
Mandle Moyo- MAC
Eddie Rickenbach- MAC

Inez Evans- IndyGo
Mike Roth- IndyGo
Teresa Franklin- IndyGo
Myisha Foster- IndyGo
Charlie Carlino - IndyGo
Marilyn Sadler - IndyGo
Justin Muller - Visitor
Melissa Burgess - Visitor
Phillip Parnell - Visitor
Cam R. - Visitor
Faith Chadwick- IndyGo

Welcome and introduction:

- **Mac Chair, Greg Meyer**, Meeting caller to order, stated Mobility Director Mike Roth would take attendance of MAC members.
- **Director of Mobility Services, Mike Roth** took Attendance of MAC members.

Approval of the September 16th, 2020 meeting agenda.

- MAC Chair, Greg Meyer, asked for a motion to approve the September 28, 2020.
- MAC Vice Chair Mark Early made the motion and seconded by Bernie Wilmer. Approved

Approval of the Minutes from July 15, 2020.

Minutes approved from prior meeting.

Discussion Items:

Mike Roth Senior Director, Mobility Solutions

There will be a plan implemented Mid December for our 30minute pick-up window instead of -5 +25 the department is planning to do -15 +15 instead.

Mobilities and the call center are thinking of combining Fixed route and Paratransit call centers so it will be a on stop shop for complaints, questions and booking reservations for Open Door.

OTP- decreased 93%

Emergency plan is in place to help supplement Transdev's service using zTrip during peak periods.

Evaluation process for RFP was discussed – it was a question whether a member of the MAC can participate as an RFP evaluator.

TNC- Taxi Network companies and RFP were completed and there are 2 companies that will be presented to the board for approval in October. Then IndyGo will be able to place them in use when Transdev is unable to handle rider transportation to IndyGo's standards.

Arron Vogel Chief Operating Officer

Discussion were had about Bus stop balancing- Board Dock service plan Indiana Transit plan

ADA- Improvements process 131 stops improved for better curb access

Accessibility (DPW)- ADA accessing the stops

Pilot- Bio-Metrics for the upcoming Purple line/this this will ensure better sidewalks and cut always for ADA

Ridership increase due to Covid-19 was discussed

30,000 passengers before covid-19 the daily average

12,000 33% during Covid-19

And Now we are trending upwards 55%

It was discussed new scheduling for the following routes Redline/10/8

Redline:

Service between University and 66th Street will continue to be planned for every 10 minutes on weekdays, with service north of 66th Street and south of University every 20 minutes.

Route 10:

Beginning February 9, the weekday frequency of the Route 10 will be increased from every 20 minutes to every 15 minutes until 9 p.m.

Route 8:

Beginning February 9, the Route 8 westbound from Harding St. to the Airport will run with 15-minute frequency until 7 p.m. on weekdays.

*Booster coaches will used if conflicts are had with service

Faith Chadwick:

Discussed the steak holder meeting a 3rd party will be hired that specializes in Paratransit to help facilitate the conversation for the paratransit planning.

Inez Evans - Chief Operating Officer

Insurance risk for only having one property is very expensive and sets IndyGo at risk for high loss of property in case of a disaster.

Planning for a new property is underway – the board has authorized for the old Caledon property off E. 33rd street to be purchased, however more diligence is being conducted.

Mobility Command Center is being constructed in a 40ft coach so that operations will continue if an emergency evacuates the 1501 property.

The new property will have additional staff to keep it clean and secure for current personnel to work in.

RFP will be placed on-line for a new para-transit contractor before the end of the year is up.

Procurement will be split into 2 separate categories. One section will house the Para transit portion, and the other half will explain call center needs.



Information Update – September 2020 Financials Summary

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Finance and CFO Bart Brown and Deputy CFO Hardi Shah
Date: October 13, 2020

SEPTEMBER 2020 FINANCIAL SUMMARY

Revenue

- The Federal Assistance for the month of September is under budget by \$181,104 (19%). We program about \$8M in Preventative Maintenance draws under 5307 formula grants which are fully drawn as of September 2020. Year to date, this category is over budget by \$1,896,655 (22%). Going forward, there will not be monthly revenue for the Preventative Maintenance and therefore, it will show under budget for the month but year to date, we are expected to be on budget.
- The Other Operating Income is over budget by \$1,195 (2%). Year to date, it is under budget by \$111,765 (17%) year to date.
- IndyGo continues to experience lagging Passenger Service Revenue due to the effect of COVID 19. This revenue category for the month of September was \$340,370 (42%) under budget and under budget by \$3,215,515 (41%) year to date.
- There is no monthly revenue recorded under the PMTF revenue category as the full grant has been drawn as of May and year to date revenue reflects that very well.
- In September, the Property Tax Revenue is slightly over budget for by \$17,223 (1%). Year to date, this revenue is \$551,253 (2%) under budget.
- Local Transit Income Tax revenue received is exactly on target with the budgeted revenue.
- Service Reimbursement Program revenue is \$2,857 (8%) under budget for the month of September and \$20,763 (6%) year to date.

In September, the Total Revenue for the agency is under budget by \$1,431,567 (15%) and over budget \$774,247 (1%) year to date.

Expenditures

I) Personnel Services

- The fringe benefits which majorly includes our health care expenses are over budget for the month by \$394,845 (26%). IndyGo is experiencing some higher medical claims for past couple of months. Year to date, this category is under budget \$121,985 (1%).
- Overtime expenses are under budget by \$438,710 (55%) in September but still over budget by \$265,556 (8%) year to date.
- The salary expense for the month of September is under budget by \$580,135 (15%) and \$1,909,773 (5%) year to date.

The Personnel Services category is under budget by \$624,001 (10%) in September and under budget by \$1,766,203 (3%) year to date.

II) Other Services and Charges

- The claims expense category is under budget \$41,459 (17%) in September and \$22,783 (1%) year to date.
- Miscellaneous expense category continues to trend under budget for the month and year to date. It is under budget by \$15,016 (18%) in September and \$332,745 (45%) year to date. This category includes expenses such as training & travel, dues and memberships, misc. expenses etc.
- The purchased transportation expense category is also under budget by \$314,433 (32%) and \$1,475,359 (17%) year to date. Since the ridership under the “Open Door” program has also declined, we are experiencing less expenses because of the reduction in revenue hours charged by the vendor.
- For the month of September, the “Services” expense category is over budget by \$325,658 (32%) and by \$651,649 (6%) year to date. There were some adjustments made via correcting journal entries to move certain expenses from “Materials and Supplies” to the “Other Services” category to accurately capture/classify the categorization of those expenses. Under this category, 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 September by \$47,443 (43%) but is still over budget by \$96,655 (10%) year to date.

Other Services & Charges category is under budget by \$92,694 (4%) for the month of September and under budget by \$2,385,881 (11%) year to date.

III) Materials & Supplies

- The fuel and lubricant category is over budget by \$206,804 for September and under budget by \$3M (53%) year to date. This month’s financials include a transfer of \$1M appropriations from Fuel expense to the Personnel Services per the Board Authorization couple of months ago. The year to date budget carries the effect of the rolled over budget from the prior year.

- In September, the Maintenance materials category is under budget by \$42,153 (9%). Year to date, it is under budget by \$266,790 (6%).
- The other materials and supplies category is under budget by \$189,976 (23%) year to date. The monthly actuals under this category shows unusual variance due to the correcting journal entry for the reclassification of the expenses to capture the accuracy. 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 \$28,175 (42) in September and \$238,631 (40%) year to date.

The Total Materials and Supplies category is under budget by \$225,301 (32%) in September and \$3,732,819 (40%) year to date.

Overall, expenditures are under budget by \$0.1M (10%) for the month of September and under budget by \$7.8M (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 September 30, 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.

COVID Related Expenses	PPEs, cleaning/Sanitization Exps	COVID Leave Exps	Total
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
September	290,620	80,607	371,227
Total	2,452,896	1,166,813	3,619,709

RECOMMENDATION:

Receive the report.

Vice President of Finance and CFO Bart Brown and Deputy CFO Hardi Shah
Finance



Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - IndyGo
 For the Nine Months Ending Wednesday, September 30, 2020

	Current Month				YTD			
	Budget		Budget		Budget		Budget	
	Actual	Variance \$	Variance %	Actual	Variance \$	Variance %	PRIOR YTD Actual	
Operating Revenue								
Federal Assistance	775,562.64	(181,104.36)	(18.93)	10,506,654.93	1,896,655.93	22.03	10,865,187.35	
Other Operating Income	72,470.09	1,195.09	1.68	529,684.93	(111,795.07)	(17.43)	572,618.03	
Passenger Service Revenue	469,983.31	(340,370.69)	(42.00)	4,678,521.42	(3,215,515.58)	(40.73)	6,726,711.86	
PMTF Revenue		(925,650.00)	(100.00)	11,107,800.00	2,776,950.00	33.33	8,217,450.00	
Local Property & Excise Tax Revenue	3,056,301.00	3,039,078.00	0.57	26,800,448.96	(551,253.04)	(2.02)	28,238,801.07	
Local Transit Income Tax Revenue	3,342,536.00	3,342,540.00	(4.00)	30,082,824.00	(32.00)	(0.00)	25,948,602.45	
Service Reimbursement Program	32,183.00	(2,857.00)	(8.15)	294,597.00	(20,763.00)	(6.58)	332,865.46	
Total Operating Revenues	7,749,036.04	(1,431,567.96)	(15.59)	84,000,531.24	774,247.24	0.93	80,902,236.22	
Operating Expenses								
Personal Services								
Fringe Benefits	1,899,739.00	1,504,893.85	26.24	13,587,219.68	(121,985.32)	(0.89)	9,394,812.00	
Overtime	354,253.88	792,964.58	(55.33)	3,282,237.31	265,556.09	8.80	3,174,920.77	
Salary	3,270,237.80	3,850,373.46	(15.07)	32,306,366.61	(1,909,773.76)	(5.58)	26,072,531.08	
Total Wages and Benefits	5,524,230.68	(624,001.21)	(10.15)	49,175,823.60	(1,766,202.99)	(3.47)	38,642,263.85	
Other Services & Charges								
Claims	205,582.05	(41,459.62)	(16.78)	2,200,591.94	(22,783.09)	(1.02)	1,724,596.25	
Miscellaneous Expenses	66,298.51	(15,016.29)	(18.47)	399,087.78	(332,745.42)	(45.47)	456,232.28	
Purchased Transportation	665,815.13	(314,433.87)	(32.08)	7,346,881.97	(1,475,359.03)	(16.72)	8,551,680.73	
Services	1,347,247.05	1,021,588.33	31.88	9,570,697.99	(651,649.02)	(6.37)	7,642,503.75	
Total Utilities	63,390.19	(47,443.13)	(42.81)	1,094,154.81	96,654.93	9.69	691,802.24	
Total Other Services & Charges	2,348,332.93	(92,694.19)	(3.80)	20,611,414.49	(2,385,881.63)	(10.37)	19,066,815.25	
Materials & Supplies								
Fuel & Lubricants	290,888.67	84,084.26	245.95	2,634,943.56	(3,037,421.42)	(53.55)	3,291,903.12	
Maintenance Materials	412,125.04	454,278.73	(9.28)	3,821,718.32	(266,790.25)	(6.53)	3,888,354.38	
Other Materials & Supplies	(271,824.66)	89,951.50	(402.19)	619,587.20	(189,976.30)	(23.47)	832,317.46	
Tires & Tubes	38,667.80	66,843.16	(42.15)	362,956.95	(238,631.49)	(39.67)	541,054.28	
Total Materials & Supplies	469,856.85	(225,300.80)	(32.41)	7,439,206.03	(3,732,819.46)	(33.41)	8,553,629.24	
Total Operating Expenses	8,342,420.46	9,284,416.66	(10.15)	77,226,444.12	(7,884,904.08)	(9.26)	66,262,708.34	
OPERATING INCOME/(LOSS)	(593,384.42)	(103,812.66)		6,774,087.12	(1,885,064.20)		8,659,151.32	
GAIN/LOSS ON ASSET DISPOSAL	(14,038.80)	(14,038.80)	0.00	35,886.88	35,886.88	0.00	603,213.02	
NET INCOME/(LOSS)	(579,345.62)	(103,812.66)	458.07	6,738,200.24	(1,885,064.20)	(457.45)	14,036,314.86	

Procurement Activity Report

Past 30 days (actual)- September 2020

Released New Opportunity	<ul style="list-style-type: none"> - Barracuda - 91st & Evergreen - Employee Intranet - VoIP - 60 Ft. Bus (RFI)
Received Bids	<ul style="list-style-type: none"> - Barracuda - 91st & Evergreen - Federal Lobbyist - Fleet Batteries
Awarded	<ul style="list-style-type: none"> - Filters - 91st & Evergreen - Z-Trip Emergency Services
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Z-Trip Emergency Services - On-Call Scheduling - On-Call Planning - Financial Advisor
Renewals	<ul style="list-style-type: none"> - Web Development
Close Out	

Current Month (expected)- October 2020

Release/ New Opportunity	<ul style="list-style-type: none"> - Asphalt Sealcoating - Non-Revenue Vehicles - D365 Implementer - Governance & Audit Consultant - Bus CCTV
Received Bids	<ul style="list-style-type: none"> - Non-Revenue Vehicles - Employee Intranet - VoIP - Service Uniforms - 60 Ft. Bus (RFI)
Awarded	<ul style="list-style-type: none"> - Barracuda - APC Replacement - Non-Revenue Vehicles - Federal Lobbyist - Batteries - Transportation Network Company - Mobile Command Center
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Non-Revenue Vehicles - Transportation Network Company - Barracuda - Filters - Federal Lobbyist - On-Call A&E
Renewals	<ul style="list-style-type: none"> - Operator Uniforms - HASTUS - Call Handling Software
Close Out	

Future 30 days (planned)- November 2020

Release/ New Opportunity	<ul style="list-style-type: none"> - BRT Station Repair - In-Plan Inspections - Pandemic Cleaning Services.
Received Bids	<ul style="list-style-type: none"> - Bus CCTV
Awarded	NO BOARD
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Batteries - Federal Lobbyist - Transportation Network Company
Renewals	<ul style="list-style-type: none"> - Clinic
Close Out	<ul style="list-style-type: none"> - Red Line - Office Renovations



Information Update – Paratransit Pickup Window Time Adjustment

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Director of Mobility Solutions Michael Roth
Date: October 13, 2020

PARATRANSIT PICKUP WINDOW TIME ADJUSTMENT

BACKGROUND:

Currently customers call Open Door Reservations 1-3 days in advance of scheduling trips. The customer receives a 30 minute pick up window. The current window is set for -5/+25 minutes and often is confusing for our customers.

RECOMMENDATION:

In discussions and support of the MAC committee and coupled with the alignment and implementation of Ecolane, software go live date is November 11, 2020. It is recommended that we adjust the pickup window to -15/+15.

Michael Roth
Senior Director of Mobility Solutions



Board Information – CEO Report

To: Indianapolis Public Transportation Corporation Board of Directors
From: President/CEO Inez P. Evans
Date: October 22nd, 2020

CEO Report

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

RECOMMENDATION: Receive the report

1. Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz is here to present an update on the Purple Line.
2. Director of Risk & Safety Brian Clem is here to provide an update on the Risk & Safety Department.
3. Director of Security Mark Emmons is here to provide an update on the Security Department.
4. On Saturday, October 24th, IndyGo will be hosting a Fall Open House from 2-4:30pm. This will be a great time for IndyGo Staff to show off their workspace and for family and friends to go on a tour of IndyGo facilities. Our staff has been hard at work decorating their areas for the Halloween and Fall seasons.



Information Update – Section 5307/Section 5311 Allocation Analysis Update

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
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.

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. Based on advice received in late September, these subrecipients will likely be considered part of the split letter conversation in FY2021.

Regarding program administration, IPTC staff continues to support the project team. Final determination of grant administrator is likely to occur at the end of October.

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

RECOMMENDATION:

Receive the update.

Risk and Safety Division Report – September 2020

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: October 22, 2020

Risk and Safety

- On September 1st, several members from Operations, Planning, Facilities, Risk and Safety, walked through a Hazard Risk Assessment for a near miss that an IndyGo operator reported about the service stop across from IndyGo head quarters at 1501 W Washington street. We are in the process of relocating the stop farther down toward Harding street to encourage employees to use the cross walk and increase their safety. Several parts are being considered. This is an example of how SMS is to work. Thinking safety first.
- The Risk and Safety department continue to work with the Capital Projects team to revise Safety and Security documents for submittal to the FTA for Purple line. Some of these plans include Preliminary Hazard Assessment (PHA) Safety and Security Management Plan (SSMP) and the Threat and Vulnerable Assessment (TVA).
- The Risk and Safety Department completed our Public Transportation Agency Safety Plan (PTASP) and have submitted it to the FTA resource center for their review. Item were identified for language corrections and made. We received back our 2nd submittal, and all looks good pending IndyGo's CEO and board approval.
- The Risk and Safety department continues with our activation of our Emergency Response Team (ERT) due to the Covid-19 pandemic. This bi-weekly meeting has united and keeps departments informed of what actions are being taken to mitigate the spread of the virus to our employees and our customers. Every division is represented, and we continue to plan for the next wave and now the cold and flu season.
- On September 14th, several departments participated by invite to help design a Mobile Command vehicle that we can perform radio and dispatch operations out of using a retired IndyGo transit bus. This vehicle will also have phones, TV with local broadcast, and a meeting space in the back of the vehicle. This project has a very aggressive timeline and we attend to be up and operational by the end of this year. More to come including pictures!
- On or near September 23rd, Risk and Safety staff were called t work with IMPD on three (3) serious accidents. One we were involved in and two (2) of them we were able to help them solve their case utilizing our onboard bus cameras.
- On September 29th, Brian Clem attend a presentation of technology from a reputable transit system provider in options for handling and treating the air inside transit vehicles. There has been a blizzard of information and new systems being created to make our environments safer due to Covid. We are taking a deep look at current and future technology to treat the air inside of our vehicles. We believe some of this technology is ready for our market but are being cautious and doing our homework before procuring a system. A system demo I believe for IndyGo maybe a few months away and grant money has been identified to procure this. More to come soon.
- The Risk and Safety department continues to communicate to Aon, our contracted insurance broker on insurance applications for our yearly insurance renewals. It is to early to determine what market rate will look like, however the forecast is starting to show that rates may not come down from last year and may see slightly higher adjustments than we experienced last year. We have been working to mitigate our risk and exposures with new programs and more internal audits to lower the risk to our properties, rolling stock, and other assets.

September 2020 Safe Drivers Recognition



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

Operator	ID #	Years of Safe Driving
Ronnie Burton	798	33
Stephen Thein	5963	28
Donald Turentine	6160	19
Ray Wright	6979	19
Leo Scott	5447	16
Donald Ellison	1739	16
Peter Reintjes	5109	12
Alvin Knox	8191	11
Calvin Jackson	8213	8
Paul Person	8128	8
Loc Nguyen	8325	7
Nicole Byrd	803	6
Robert Feiock	8620	6
Trevor Jaboro	8844	4
Tevon Green	8817	4
Cameron Haywood	9228	2
Veda Valentine	9248	2
Tiffany Martin	9233	2
Dionne Ingram	9033	2
Joe Badredine	9026	2
Jacky Cassamajor	9260	1
Ebenezer Akinibade	9574	1
Jasmine Cole	9565	1
Tanya Johnson	9570	1
Onesha Gardner	9567	1
Ricco McClaren	9563	1
Pashionate Wallace	9553	1
James Miller	9581	1
Laura Williams	9580	1

2020 Safety Performance Measures

Annual Safety Performance Targets: for the Risk and Safety Department										
Mode of Service	Fatalities (total)	Fatalities (per 100k VRM)	Injuries (total)	Injuries (per 100k VRM)	Safety Events (total)	Safety Events (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Near Miss Safety Events Reported vs Closed
Fixed Route	1	0.02	12	0.35	31	0.91	↓	↓	↓	↓
Para Transit	0	0	1	0.96	1	0.96	↓	↓	↓	↓
Bus Rapid Transit (BRT)	0	0	6	0.87	20	2.91	↓	↓	↓	↓
All Modes of Service	1	0.02	19	0.73	52	1.59	0.17	4.72	0.05	6 v 5
SPT = Safety Performance Target VRM= Vehicle Revenue Mile										

Fatalities: Total number of reportable fatalities and rate per total vehicle revenue miles, by mode. FTA uses the National Transit Database (NTD) definition of fatality (death confirmed within 30 days) and excludes trespassing and suicide related fatalities.

Injuries: Total number of reportable injuries and rate per total vehicle revenue miles, by mode. FTA uses the National Transit Database (NTD) definition of injury (harm to person requiring immediate medical attention away from the scene).

Safety Events: Total number of reportable events and rate per total vehicle revenue miles, by mode. (Events as defined in §673.5) FTA uses the National Transit Database (NTD) major event threshold (events reported on the S&S 40 form).

Operator Assaults: Federal Transit Administration (FTA) defined key elements that comprise a Safety Management System (SMS) approach to preventing and mitigating transit worker assaults. Identify and examine the root causes and risk levels of assault to properly understand the scope of the problem and potential mitigation strategies.

Preventable Accidents: Defined by the National Safety Council as: “An occurrence involving an employer owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.”

Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines as those involving one moving vehicle striking a pedestrian.

Near Miss Safety Events: A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality or damage; in other words, a miss that was nonetheless very near.

September 2020 Fixed Route/Open Door Accident Data

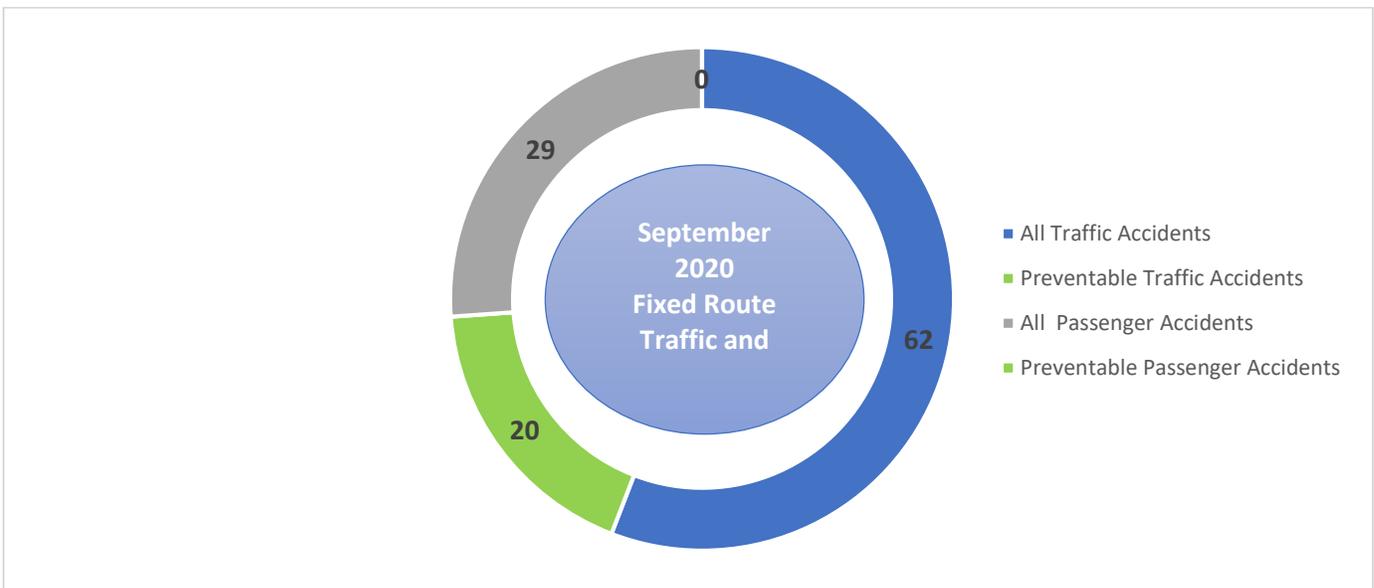
September 2020	Traffic Accidents			Passenger Accidents		
	Non-Preventable	Preventable	Total	Non-Preventable	Preventable	Total
	IPTC Fixed Route	42	20	62	29	0
Mobility Services	2	3	5	2	0	2
Garage	0	2	2	0	0	0
Training	0	1	1	0	0	0
CTC	0	0	0	5	0	5

September 2020 Police Events, EMS Events and Claims Submitted Data

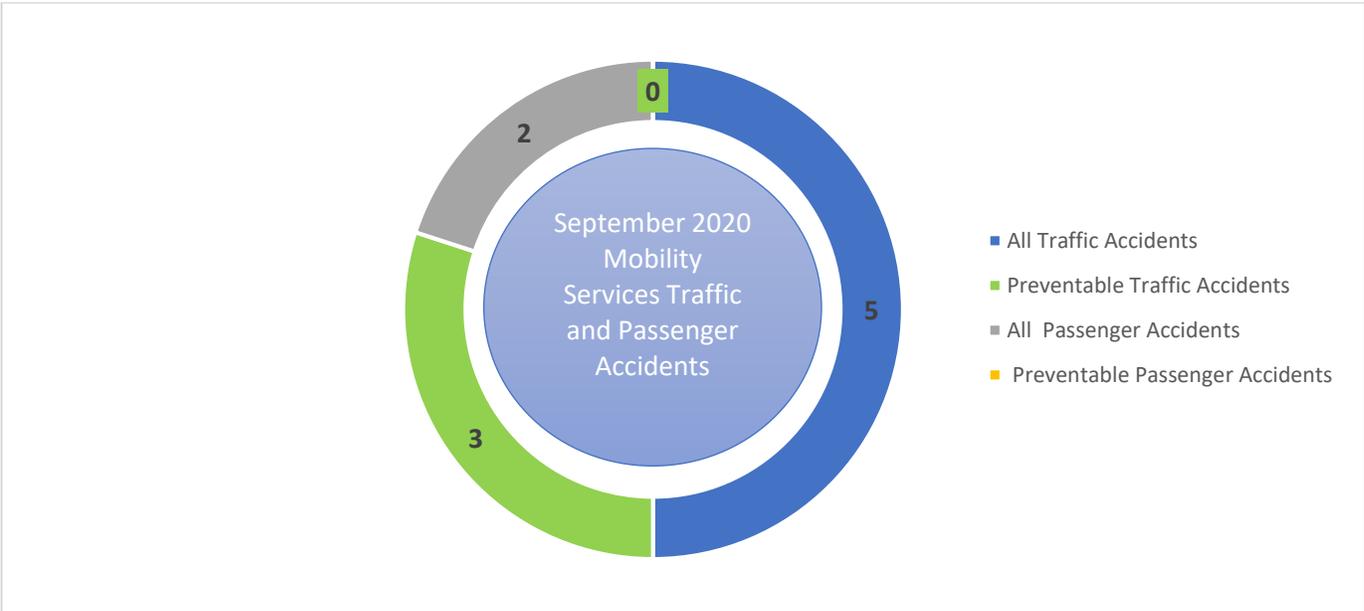
CTC Police Events	7	Claims for Fixed Route	28
CTC EMS Events	18	Claims for Mobility Services	5
Operations Police Events	40	Claims for the CTC	0
Operations EMS Events	29		

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

	Fixed Route Accidents			
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
August 2020	81	31	35	0
September 2020	62	20	29	0
September 2019	89	24	18	0



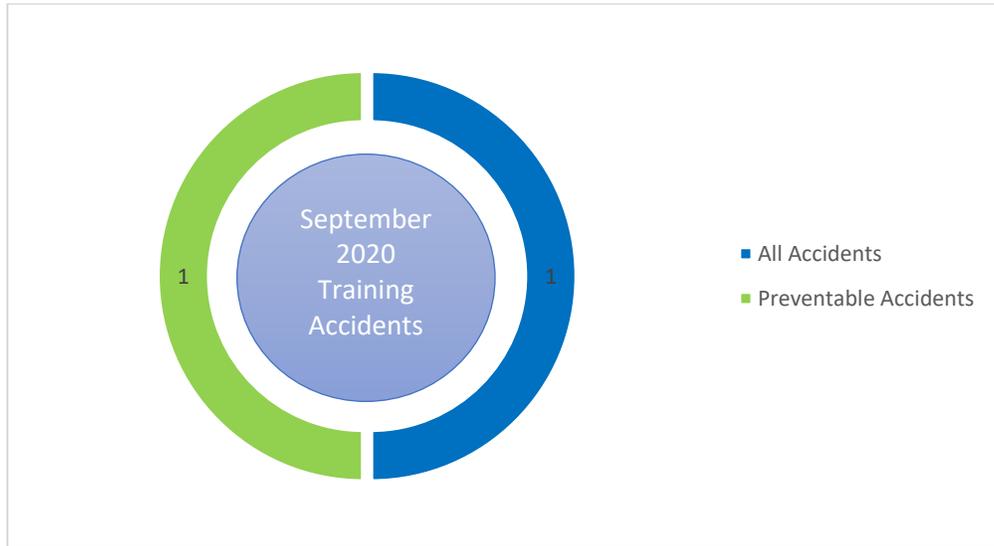
Mobility Services Accidents				
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
August 2020	6	5	1	0
September 2020	5	3	2	0
September 2019	9	2	1	1



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



Training Accidents		
	<u>All Accidents</u>	<u>Preventable Accidents</u>
August 2020	0	0
September 2020	1	1
September 2019	2	1

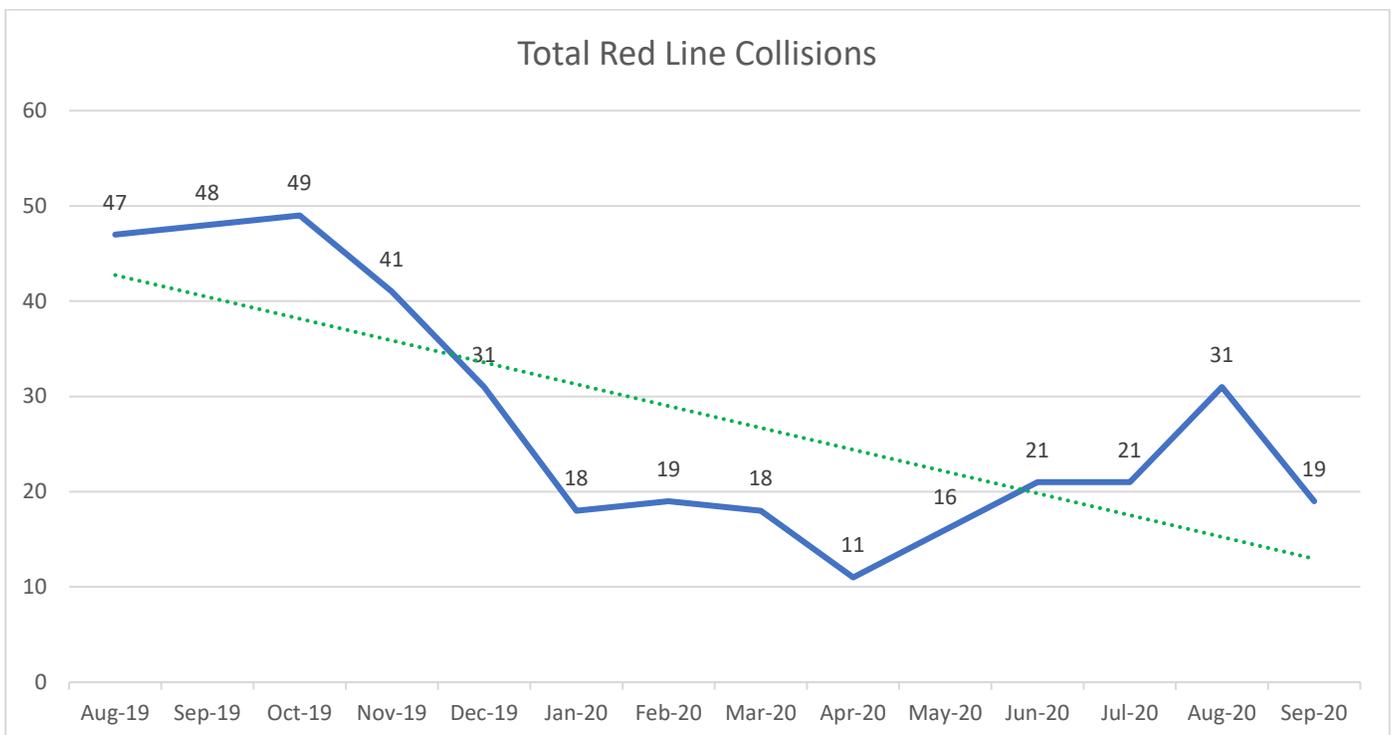


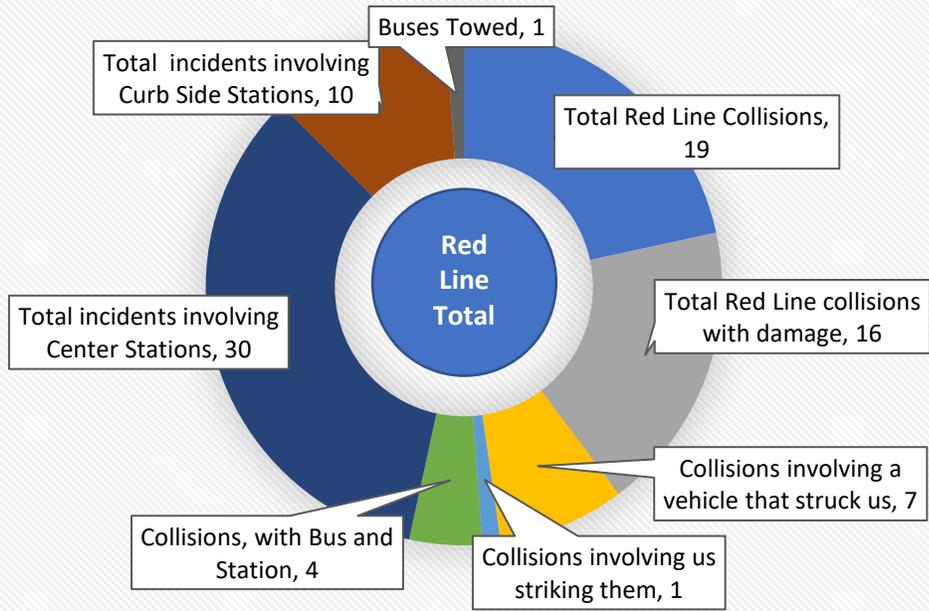
September 2020 Red Line/Route 90 BRT Data

Red Line Route 90	
Total Reported Incidents	59
Total Number of Traffic Accidents (TA)	19
Total Number of Traffic Incidents (TI)	2
Location where most incidents occurred (Capitol Ave)	18
Total Number of TA/TI involving Platform/Station	4
Total Number of TA/TI with Damage to the Coach	16
Total Center Station Incidents	30
Total Curb Station Incidents	10
Collisions involving a vehicle that struck us	7
Collisions involving us striking them	1
Total Number of Passenger Accidents (PA)	3
Total Number of Passenger Incidents (PI)	6
Number of Falls	3
Total Number of Other Incidents (Police, EMS, Vandalism, etc.)	30
Average Incidents per day on Route 90	1.97

September 2020 Red Line/Route 90 BRT Data

	<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>	<u>September 2020</u>
Total Red Line Collisions	48	49	41	31	18	19	18	11	16	21	21	31	19
Total Red Line collisions with Damage	42	36	38	24	18	16	16	7	13	11	11	29	16
Collisions involving a vehicle that struck us	8	17	13	8	7	9	6	2	5	10	9	14	7
Collisions involving us striking them	4	6	9	12	2	2	1	1	3	4	1	3	1
Collisions, with Bus and Station	25	15	13	6	4	6	4	2	8	5	2	7	4
Total Involving Center Stations	28	21	28	18	22	24	24	12	29	19	29	27	30
Total Involving Curb Side Stations	22	21	16	12	12	23	16	5	12	13	7	14	10
Buses Towed	2	2	0	0	0	1	2	0	1	1	2	3	1







Planning & Capital Projects Division Report – September 2020

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz
Date: October 22, 2020

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. City staff has developed a communications plan and will begin stakeholder outreach yet this month. This project will result in strategic text amendments and the creation of a protective overlay district. It is on track to be substantially complete by the end of the year, with final (city) adoption in Q1 2021. This project, in addition to be instrumental to our Blue Line CIG program, 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.

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 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 held a kickoff meeting with the appropriate departments and has determined that an RFI requesting demos from various mobility as a service provider is the logical next step.

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 report is now complete and may be viewed upon request.
- **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 a tentative process in place and are now working to procure a facilitator for the 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. Strategic Planning staff is working with what could become our first middle school partner. The next significant step is the creation of the full suite of partnership/program opportunities, including a corporate sponsorship program. These efforts will lag behind 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. After much deliberation regarding how to proceed with the retail network, IndyGo has determined that it is in the agency’s best interests to proceed as originally planned. Finance has assumed control of the project with support from the Department for Strategy, Infrastructure, and Innovation. Staff anticipates the network to begin operations in Q2 of 2021, with public events to distribute cards and load fares to occur between the go-live for the TVMs and the opening of the retail network.
- **Recent Grant Applications/Announcements:**
 - 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 Transportation Policy Committee until the MPO staff can review how the federal swap will impact its program.
 - Indianapolis MPO Red Line Extensions Grant: IndyGo was awarded funding to construct the Red Line extensions in Marion County. Funding for vehicle purchases was through a Congestion Mitigation and Air Quality (CMAQ) grant. The grant amount is approximately \$3,000,000. Additional funding was awarded next grant was for road widening, repair, and signal upgrades through the Surface Transportation Block Grant (STBG) worth approximately \$1,300,000. These grants are assigned to SFY 2022 and thus require that we make progress towards construction; however, due to pandemic impacts and the lack of funding commitment from the counties that would receive the extensions (Hamilton and Johnson Counties), IndyGo is not prepared to proceed with the extensions in the timeframe required by these grants. IndyGo staff has therefore amended the Red Line Extensions grant request, returning the

STBG portion and maintaining the request for the CMAQ funding for the purchase of 60' electric vehicles. These vehicles will continue to provide service along the same corridor of the Red Line extension. The final decision will be made at the October 21st Indianapolis Metropolitan Planning Organization's Transportation Policy Committee meeting.

- AIM Challenge Grant: IndyGo received an FTA grant in the amount of \$320,000 (with \$80,000 in local match) to implement a mobility concierge and trip planning and payment integration application. The project will reduce barriers to mobility for Central Indiana residents by allowing individuals to plan and pay for trips from a mobile application or contact an IndyGo Customer Service representative for assistance in booking and paying for a trip.

- **Transit Asset Management (TAM):**

TAM Plan Implementation: The FTA requires that an agencies 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 have scheduled a meeting with Indianapolis DPW staff to discuss potential operational mitigation activities for the duration of North Split construction. In preparation for this meeting, IndyGo staff is preparing cost estimates for its project ideas.

- **Title VI:**

Staff are working to prepare Title VI reports for current activities, including site acquisition for a Mobility Solutions and Operations Facility and October service changes.

- **Regional Initiatives/Discussions:**

Section 5307/5311 Allocation Plan: The project team, which is comprised of representatives from IndyGo, CIRT, RLS & Associates, Indianapolis MPO, and area 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 given at the July and August Board of Directors meetings. The final report is being finalized and will include placeholders where the recommendations for which agency will become the grant administrator will be. At this time, the only item outstanding is to determine which agency will administer the funds beginning on January 1, 2022. MPO staff have asked CIRT and IndyGo to put together a proposal for their approach to administering these funds, and that each presentation be made to the suburban transit providers in November. At this time, there is no need from the MPO to have the IPTC Board of Directors pass a resolution to support the final report.

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. Subrecipient oversight meetings will occur in the month of October, with several already completed. Subrecipients have expressed relief regarding the Annual Vehicle Report; it is easier and less cumbersome for them to complete.

Section 5310 2020 Call for Projects: 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: IndyGo will continue to be involved in the Pleasant Township planning process, led by the IMPO.

ENGINEERING & CONSTRUCTION

Red Line

The Red Line project is substantially complete and open for service. Contractors have completed all punch list items.

Audible Pedestrian Signals will be added to the Red Line now under a separate project, to be bid and funded separately from the Red Line.

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. 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 91st 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) 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. Additionally, Capital Ave signals are 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 November. Approval to enter into final negotiations with FTA on the SSGA would be determined after the Risk Workshop.

Blue Line

Staff has begun to coordinate on re-starting the Blue Line project. Initial steps, to be undertaken over the next few months, include coordination with DPW and CEG regarding drainage, review of budget, and consultation with FTA regarding NEPA documentation.

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 100-percent designs have been incorporated into the reconstruction of Delaware Street, 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. This project is anticipated to go out to bid in November 2020, with construction starting in Spring 2021.

Super-Stops had applied for a Federal Transit Administration Bus and Bus Facilities grant but was not a recipient. NEPA Re-evaluation work will continue for the purposes of keeping other potential grant opportunities on the table.

FACILITY PROJECTS

The Capital Improvement Projects for Facilities have Task Orders/Projects for on call services with WSP for high voltage and The Etica Group for architectural. The current on-call contracts were extended for an additional year to complete open Task Orders only, with no additional task orders or cost to these current contracts.

The new On-Call Services contracts were presented to the IndyGo Board at the June 2020 Board Meeting and approved to move forward with contract negotiations. A Kick-off Meeting has been conducted with each team, 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 completing open tasks only.

- **Electric Bus Charging Facility Upgrades Phase 2** – Under the Electric Bus Fleet Charging Master Plan and Facility Upgrades Phase 1 project a master plan was created regarding the parking of buses in the IndyGo garage with the anticipation of additional 60’ and 40’ buses. This task order is to update the plan, with the inclusion of installation of DC chargers and the required conversions needed, identify the space needs to accommodate parking of the entire IndyGo fleet and the space needs for the maintenance garage to accommodate the fleet; electric maintenance bays, brake bays, etc. and provide recommendations regarding an additional facility. This would be presented at the September board. The deliverables would be the following:
 - Updated parking plan with identified spaces for 40’ chargers
 - Drawings, Specs and procurement documents for constructing the garage conversion and installing chargers
 - A study of storage and maintenance space needs to accommodate the modified fleet and their charging requirements
- **Julia Carson Transit Center Feasibility Charging Study** - At the Julia Carson Transit Center, WSP is assisting in identifying options for accommodating charging within the existing footprint and in coordination with the planned future level-boarding platforms. The results will educate the design of level boarding for the Carson Transit Center.
- **CCTV Camera Improvement Project** – This project is managed by Mark Emmons, IndyGo Director of Security & Training. The project is currently under construction with Miller-Eads, Prime Contractor.

- **Space Planning Renovations Construction** – This project closed with RL Turner, Prime Contractor.
- **Space Planning Renovations Maintenance Area Design**–Garage door improvements were the first task for this project. Elements include widening of the garage door from vehicle wash to the parking, charging area, the retrofit of the fire door and tie-in to the fire suppression system, and upgrade and installation of the fire door for the front garage door near Treasury. This work has been completed under the Vehicle Wash/Paint Booth/Garage Door Improvement Project.

The next phase of maintenance improvements will be renovation of offices, rest rooms, maintenance locker rooms and lounge, and the old Training Room (Cube Farm). A new exercise area will be constructed and the IndyGo Board Room, the front lobby restrooms and the front security desk will be improved. This project is currently on hold.

- **Vehicle Wash Rack/ Garage Door Improvement/Paint Booth**– This project scope included removal and installation of a new vehicle wash system, removal and installation of a new paint booth system and widening of the garage door and removing the fire suppression door and suppression system. The new vehicle wash system is now operational.

The Paint Booth construction is complete. The manufacturer of vehicle wash system, Westmatic, will raise the bays to accommodate the height of new buses at then of October.

The paint booth operating permit was issued by IDEM and will be maintained by IndyGo’s Safety team; this is something new for the agency. New Standard Operating Procedures will be created on operational compliance and permit renewal requirements.

- **Training & Contingency Facility** – The location is planned to provide a full training facility with grounds for a driving course and space for maintenance training. It would also operate as a contingency / emergency operations site for the agency. The project went out for procurement and we received four proposals for the project. All proposals were substantially over the Independent Cost Estimate and project budget and so the project will not be awarded at this time. This project is currently on hold.
- **Overhead Security Screen Doors/Emergency Exit Doors** – Screen doors are to be installed on all bay doors in the facility (nine) and 18 emergency exit/exterior doors. The project was out for procurement, proposals were due Monday April 6, 2020; no bids were received. The overhead screen doors and pedestrian access doors will be addressed individually.
- **Solar Panel Expansion** – This project is federally grant funded. The design is 100% complete for expansion on the roof. The design team have worked on cost estimate and options for expansions in other areas on property, possibly the South parking area. Once all options have been explored, an evaluation will be made on how to proceed. WSP is the design team for the project.
- **Glass Enclosures** – Due to the pandemic the North & South Security desks have been enclosed with glass and adding in slider transaction windows. The Carson Transit Center will also have the Customer Service and Security Desk will also have glass enclosures installed with transaction windows.

Respectfully submitted,

Jennifer Pyrz, PE

Vice President of Infrastructure, Strategy and Innovation



Public Affairs Division Report – September 2020

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Public Relations and Partnerships Lesley Gordon
Date: October 22, 2020

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR SEPTEMBER 2020

ISSUE:

A written report of Public Affairs information that will be presented at the Board meeting.

RECOMMENDATION:

Receive Public Affairs report.

Lesley Gordon
Director of Public Relations and Partnerships

Attachments

Contributing Staff includes:

Lesley Gordon, Director of Public Relations and Partnerships
Jordan Patterson, Engagement Specialist
Faith Chadwick, Public Information Officer
Dion Hazelbaker, Creative & Design Specialist
Katrina Ent, Digital Media Specialist

October 2020 *Board Report*



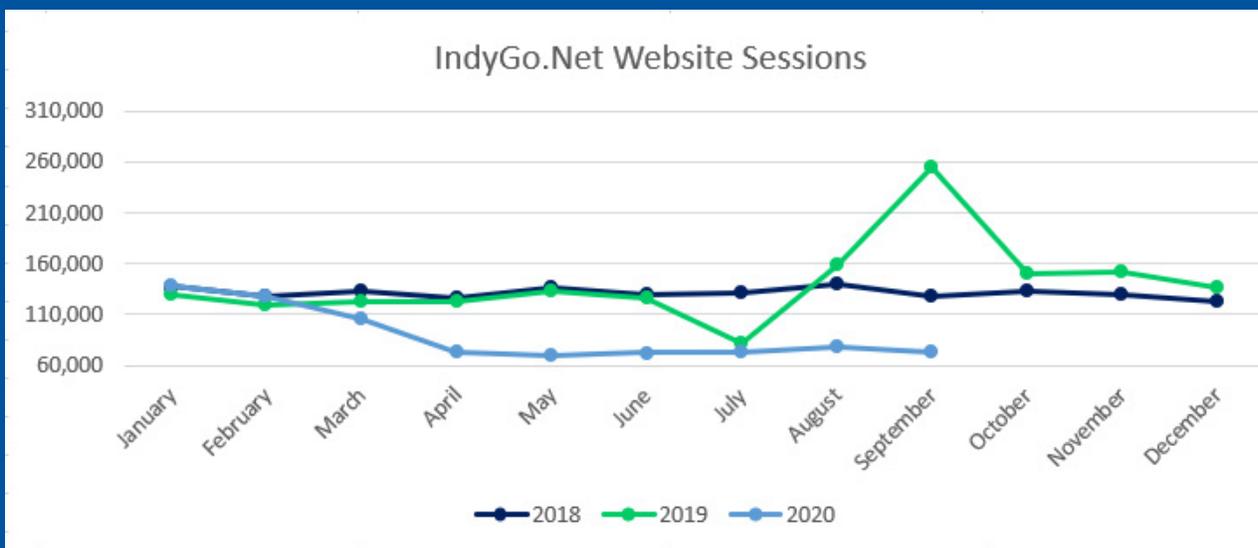
INDYGO.NET WEBSITE STATISTICS:

(9/1/2020-9/30/2020)

Page Views	158,179
Bounce Rate	56.78%
New Users	22,773
Returning Users	11,081
Total Sessions	73,504
Total Monthly Sessions Comparison to Previous Year	28.86%

Mobile Share

Date	Mobile	Desktop	Tablet
Sept-20	80.62%	18.25%	1.13%
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%



Media Mention Highlights

IndyGo Red Line: The bumpy road to 1 year in Indianapolis



46 Shares | [Share](#) | [Tweet](#) | [Email](#)

by: Sierra Hignite
 Posted: Sep 1, 2020 / 08:09 PM EST / Updated: Sep 1, 2020 / 08:09 PM EST



One Year Later: IndyGo Red Line
 119 views · Sep 1, 2020

WRTV Indianapolis
 104K subscribers
 One year after it hit the streets of Indianapolis, good news and not so good news surround IndyGo's Red Line.

NEWS • LOCAL NEWS / SEPTEMBER 24, 2020

Re-entry Packets Aim To Help Those Leaving Jail

JILL SHERIDAN

There is a new resource to help people who are leaving jail in Marion County.

A City-County Council community affairs committee introduced the re-entry packets after a needs analysis. Lena Hackett with the Marion County Re-entry Coalition said they reached out to ex-offenders for advice.

"What we heard from them is that it all needs to be in one packet," Hackett said. "It needs to be waterproof and it needs to be simple."



TRANSPORTATION

1 year in, here's how IndyGo's CEO grades the Red Line — and what's coming next

Ethan May Indianapolis Star
 Published 6:00 a.m. ET Sep. 23, 2020 | Updated 8:37 a.m. ET Sep. 25, 2020

[View Comments](#) | [f](#) | [t](#) | [e](#)



IndyGo leader rolls with adversity after taking over before pandemic
 Inez Evans, the new CEO of IndyGo, took the reins in 2019 just before the launch of the Red Line. Then the coronavirus pandemic hit Indianapolis. Robert Scheer, robert.scheer@indystar.com

MULTICULTURAL NEWS

IndyGo collecting data to help improve bus stop accessibility



184 Shares | [Share](#) | [Tweet](#) | [Email](#)

by: Kateria Winfrey
 Posted: Sep 23, 2020 / 06:41 PM EST / Updated: Sep 23, 2020 / 06:42 PM EST

LOCAL NEWS

IndyGo tests accessibility for future public transit lines with mobility mapping project

Construction on IndyGo's Purple Line is expected to start 2021 and open in 2023.



Author: Jennie Runewich
 Published: 3:30 PM EDT September 23, 2020
 Updated: 5:09 AM EDT September 24, 2020

[f](#) | [t](#)

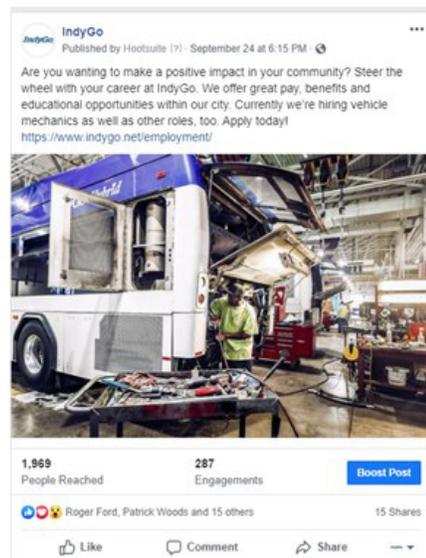
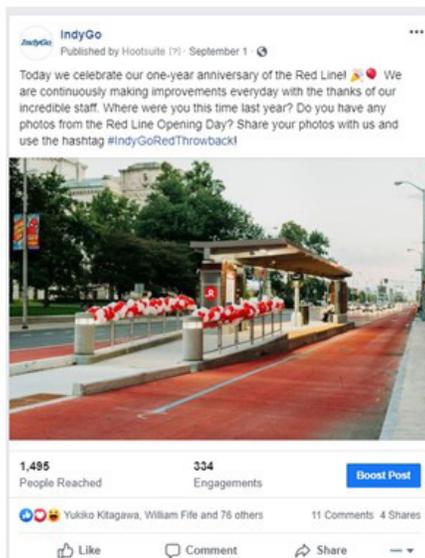
Topics Include:

This month, IndyGo received coverage marking the one-year anniversary of the opening of IndyGo's Red Line. WRTV Indianapolis and the IndyStar both interviewed President and CEO Inez Evans. Additionally, two outlets covered the Briometrix data mapping pilot and filmed the pilot mappers in the field. IndyGo shared a press release announcing an updated phone number to receive bus arrival information via text and reminding riders of other real-time bus tracking options.

Social Performance:

FACEBOOK PERFORMANCE

- Had a total of **21,706** organic impressions
- **4,426** post engagements (number of times people engaged with posts through reactions, comments, shares and clicks).
- **10,997** page likes and **11,602** page follows



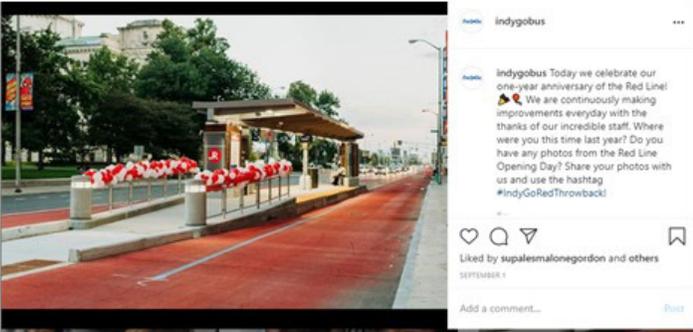
TWITTER PERFORMANCE

- 61,300 impressions
- 85 retweets and 308 likes
- Generated 9 new followers
- 5,839 current followers



INSTAGRAM PERFORMANCE

- Generated **13,368** impressions
- **982** total engagements; **3.2%** engagement rate
- Generated **2** New Followers: **3,027** Current followers



852 ACCOUNTS REACHED
3 ACTIONS TAKEN FROM POST (PROFILE VISITS)
9 SENT MESSAGES
2 SAVED
120 LIKES



1,138 ACCOUNTS REACHED
8 ACTIONS TAKEN FROM POST (PROFILE VISIT)
8 SENT MESSAGES
130 LIKES / 10 COMMENTS

Email Marketing:

EMAIL MARKETING

INSIDEINDYGO >>>

**INSIDE INDYGO THIS
SEPTEMBER**

Happy One Year, Red Line!



Today we celebrate our one-year anniversary of the Red Line 🎉. We are continuously making improvements everyday with the thanks of our incredible staff. Where were you this time last year? Do you have any photos from the Red Line Opening Day? Share your photos with us and use the hashtags #IndyGoRedThrowback or #ReadyForRedThrowback. Follow along with us on [Facebook](#), [Twitter](#) and [Instagram](#) to see some throwbacks of our own!

Your Bus Stop May be Impacted

**SEPTEMBER
NEWSLETTER**

- 8,051 recipients
- 15.90% CTR
- 3.52% Open Rate

10

Outreach Summary of September

Engagement efforts in September reached approximately 7850 individuals with in-person and virtual events, mailer, and email outreach.

In-person events included an invitation to speak at the Northeast Indy Rotary Club on Purple Line project updates. The outreach team assisted with coordinating a Briometrix training at the Carson Transit Center for volunteers that mapped the accessibility of the existing pathways near future Purple Line stations.

Digital efforts consisted of participation in IndyVolved15: Uncover the Good. Public Affairs Dir, Lesley Gordon, moderated a conversation with local non-profit leaders on ways to enhance community development in Indianapolis. IndyGo also hosted an “Expand IndyGo” virtual public meeting to educate and solicit feedback on sites under consideration for purchase. IndyGo continued its monthly “IndyGo Now” video presentation with updates that included bus stop balancing, a Purple Line Engagement Week recap, and a holiday bus service reminder. The month included live streams of the September Service and Finance Committee meetings, along with the Board of Directors meeting.

Mail and email outreach included notice to the Purple Line Corridor Advisory Committee and businesses about utility relocation for the Purple Line that could begin as early as October. These groups also received a recap and impact metrics of the Purple Line campaign in August. Residents near East 91st Street & Evergreen Avenue received a letter with notice about a temporary charging site for the Red Line.

“Expand IndyGo” Public Meeting:

On Wednesday, September 16, IndyGo hosted a virtual public meeting to inform and solicit feedback from the public on the following sites under consideration for purchase:

- 9503 E 33rd Street, Indianapolis, IN
- 2900 Shadeland Avenue, Indianapolis, IN
- 6550 E 30th Street, Indianapolis, IN

The meeting was led by Jordan Patterson, Engagement Specialist, and Lateeka Washington, Senior Director of Capital Assets and Facilities Management. The meeting can be viewed here: <https://youtu.be/2Ew3CNw4Rnk>. Two members of the public attended. Over 200 mailers to surrounding addresses were sent and a legal notice was published in the Indianapolis Star prior to the meeting.

IndyGo received a question about the addition of traffic lights. Once a property is selected for purchase, IndyGo will conduct a traffic study that would determine if traffic signals will be added. There was also a comment about increased traffic on Post and Shadeland stating that if traffic patterns are managed well, the project could work.

September Outreach Events:

Date	Engagement	Reach
1-Sept	IndyGo Now: September 2020	396
9-Sept	Northeast Indy Rotary Meeting	15
15-Sept	IndyVolved15: Uncover the Good	3,493
15-Sept	Briometrix Training: Purple Line Accessibility Data Mapping	10
16-Sept	Expand IndyGo: Property Outreach	200
17-Sept	Service Committee Meeting: September 2020	785
17-Sept	Finance Committee Meeting: September 2020	542
24-Sept	Mailer: Temporary Charging Station at 91st & Evergreen	70
24-Sept	Board of Directors Meeting: September 2020	1,735
25-Sept	Notice: Purple Line Utility Relocation	608



Operations Division Report – September 2020

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Operating Officer/Vice President of Operations Aaron Vogel
Date: October 22, 2020

OPERATIONS DIVISION REPORT – SEPTEMBER 2020

SERVICE PLANNING

SERVICE SCHEDULING:

IndyGo's fall service Bid took effect on October 11. Changes for Route 8, 10, & the Red Line weekday were 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. Staff has begun work on the February service Bid effective February 14,2021. There are no major changes expected in this Bid but there may be trip timing adjustments. Also, if the charging stations are working as expected by the Bid start date new schedules for the Routes 90/901/902 will be required to start using the new charging location.

BUS STOPS ADA ACCESSIBILITY PLAN:

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

BUS STOP BALANCING:

Service Planning staff has completed the Bus Stop Balancing project to improve operational performance of IndyGo's fixed-route bus routes by adjusting the spacing between existing bus stops. Many bus stops were 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 reviewed all 3,400 existing bus stops and determined which bus stops can be removed to improve spacing. This has reduced the total number of fixed-route bus stops by approximately 500 stops, down to a total of 2,918 stops to remain (including Red Line and CTC stops). Service Planning staff worked closely with staff from Public Affairs and Customer Service to make sure the public had all of the information needed to understand if their bus stop was impacted and where passengers could access the next closest bus stop.

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 is wrapping up in October. This project included physical improvements to the pedestrian environment at key bus stop locations and transfer points throughout the fixed-route system. In this first phase of local bus stop improvements, a total of 139 bus stops were improved. Some bus stops had to be removed from the initial improvement list due to design or constructability issues. Site review and design for a second phase of bus stop improvements is 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. 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). More information on these bus stops improved through projects with partner agencies will be provided in future Board reports.

FIXED ROUTE RIDERSHIP:

Sep-19	Sep-20	% Change	IndyGo Fixed Route Ridership	2019	2020	% Change
15,118	7,219	-52.2%	2 E. 34th St.	138,400	73,496	-46.9%
35,475	15,964	-55.0%	3 Michigan St.	296,760	157,286	-47.0%
12,909	6,045	-53.2%	4 Fort Harrison	108,693	58,617	-46.1%
16,421	8,374	-49.0%	5 E. 25th	152,989	84,486	-44.8%
12,717	5,494	-56.8%	6 N. Harding	103,164	56,579	-45.2%
139,438	87,776	-37.1%	8 Washington St.	1,198,581	773,962	-35.4%
99,264	53,740	-45.9%	10 10th St.	804,644	491,902	-38.9%
4,972	2,564	-48.4%	11 E. 16th St.	32,664	25,307	-22.5%
3,047	1,918	-37.1%	12 Minnesota	36,907	18,945	-48.7%
2,891	1,374	-52.5%	13 Raymond	27,814	13,020	-53.2%
8,657	3,826	-55.8%	14 Prospect	80,260	37,347	-53.5%
20,157	7,668	-62.0%	15 Riverside	151,695	78,068	-48.5%
12,553	8,018	-36.1%	16 Beech Grove	98,505	68,873	-30.1%
			17 College	155,197		
10,398	3,337	-67.9%	18 Nora	96,173	33,868	-64.8%
26,492	13,075	-50.6%	19 Castleton	299,201	124,200	-58.5%
15,980	9,326	-41.6%	21 East 21st St.	118,213	84,791	-28.3%
			22 Shelby	72,459		
12,384	7,990	-35.5%	24 Mars Hill	95,954	70,464	-26.6%
13,781	8,120	-41.1%	25 W. 16th St.	113,621	72,924	-35.8%
18,442	10,140	-45.0%	26 Keystone	126,775	93,744	-26.1%
13,632	6,459	-52.6%	28 St. Vincent	117,974	63,109	-46.5%
11,094	4,069	-63.3%	30 30th St.	73,652	43,717	-40.6%
15,303	6,998	-54.3%	31 Greenwood	211,161	61,746	-70.8%
29,111	14,956	-48.6%	34 Michigan Rd.	243,027	142,927	-41.2%
36,349	20,601	-43.3%	37 Park 100	322,583	174,715	-45.8%
23,247	12,472	-46.4%	38 Lafayette Square	234,652	113,605	-51.6%
87,373	44,296	-49.3%	39 E. 38th St.	849,221	429,284	-49.4%
5,836	2,675	-54.2%	55 English	36,865	27,438	-25.6%
11,945	6,801	-43.1%	86 86th Street Crosstown	82,335	58,458	-29.0%
11,306	7,116	-37.1%	87 Eastside Circulator	102,597	61,790	-39.8%
246,369	72,564		90 Red Line - BRT	246,369	719,352	
	1,068		901 College - Local		8,636	
	5,351		902 County Line - Local		43,311	
1,500	36	-97.6%	Others	3,024	749	-75.2%
974,161	467,430	-52.0%	Total	6,832,129	4,366,716	-36.1%

TRANSPORTATION SERVICES

EMPLOYEE RECOGNITION:

September Employees of the Month:

Operator: Lisa Walker

Supervisor Susan Perkin nominated Lisa. She said her sunny disposition affects others around her and makes passengers feel comfortable asking for her assistance. Lisa always looks very professional in her uniform; you can tell the extra effort she puts into her appearance. She is approachable and always willing to help her coworkers.

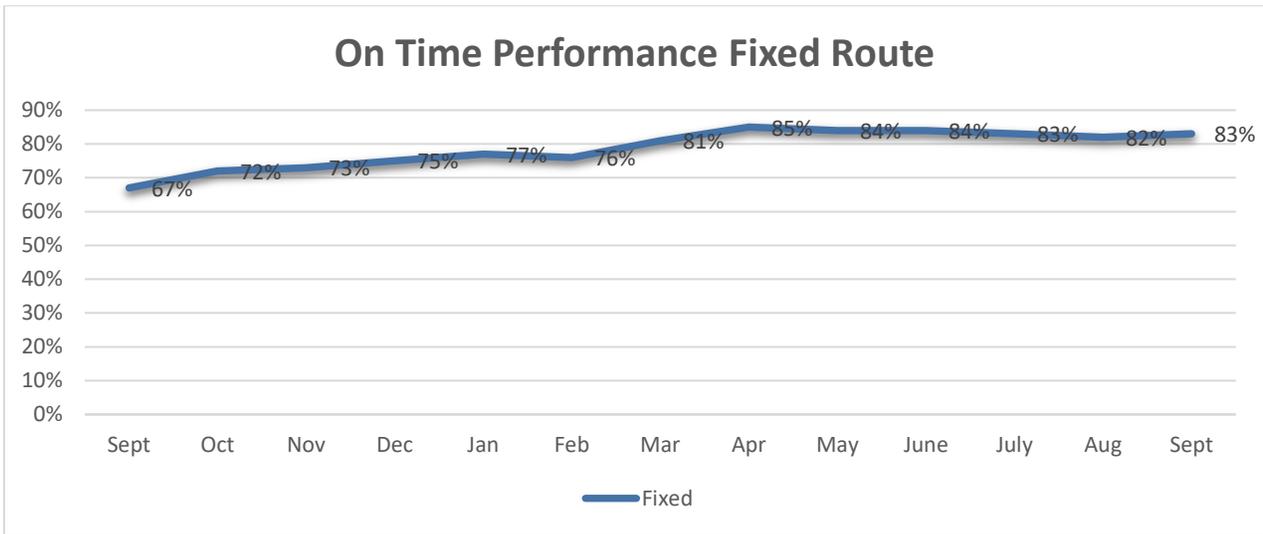
Garage: Don Michael Bell

Nominated by Supervisor Chuck Summer. He noted that Don Michael is always on time. He is very thorough and pays great attention to detail with his work. He is a great technician who is soft spoken and always willing to help others.

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 September is William England.

Adkins, Phillip	England, William	Murray, Beth
Anderson, Rose	Ford, Wanda	Norfolk, Terry
Anderson, Treva	French, Da'Rell	Paige, Robert
Arnold, Mikiaiah	Frierson, Razheana	Perry, Tammy
Barnes, Brandeon	Gee, Lloyd	Pittman, Shante
Beck, Laura	Goodrich, Steven	Roberts, Darnell
Benson, Olu	Goudiaby, Mamadou	Robertson, Wesley
Bradford, Keary	Grant, Mary	Robinson, Deborah
Brent, Shanta	Harmon, Danielle	Rosario Gonzalez, Dilexi
Brown, Bryant	Harrell, Douglas	Rowe, Patrick
Burnaugh, Pierre	Hicks, Mikia	San Pedro, Enrique
Byrd, Kim	Hinton, Lactetia	Sanders, Amon-ra
Carpenter Williams, Lakisha	Hollonquest, Jordon	Squires, Sade'
Carroll, Lashona	Horst, Martin	Staggs, Garry
Chest, Mornice	Humphrey, Tyrone	Sturdevant Newell, Deborah
Clay, David	Jones, Justin	Sweatt, Melvina
Cox, Sean	King, Nakia	Taylor, Richard
Dates, James	Lewis, Adrian	Tucker, Marjorie
Davis, Juanita	Lewis, Eugene	Turner, Jerry
Devers, Irvin	Mance, Anthony	Williams, Andre
Diallo, Abdourahamane	Mason, Rodney	Wills, Mark
Doneeka, Terry	Mihay, Christopher	Wilson, William
Dubose, Phillip	Morrow, Tamanika	Winfield, Michael
Ellison, Donald	Moss-Fain, Jamie	Wyatt, Darren

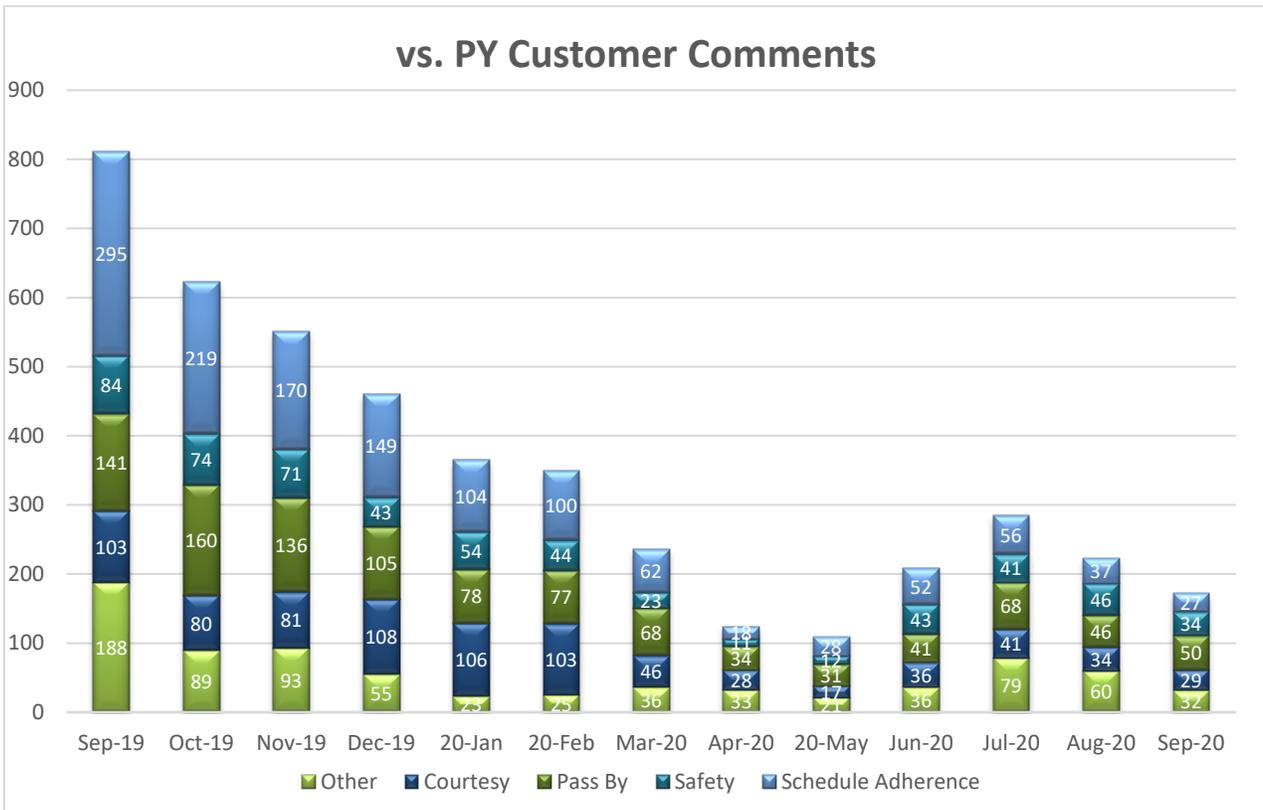


COMMENDATIONS:

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

Pamela Thurman
 Adam Burke
 Raveen Turner-Woods
 Joe Monaghan
 Kizzy Davidson
 Debbie Long
 Cedric Maxwell

David Hillard
 Linda Harris
 James Ballard
 Reginald Taylor
 James Coleman



VEHICLE MAINTENANCE & FLEET SERVICES

VEHICLE MAINTENANCE:

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

Mean Distance

Mean Distance Major Systems Failures
Mean Distance Between All Systems Failures

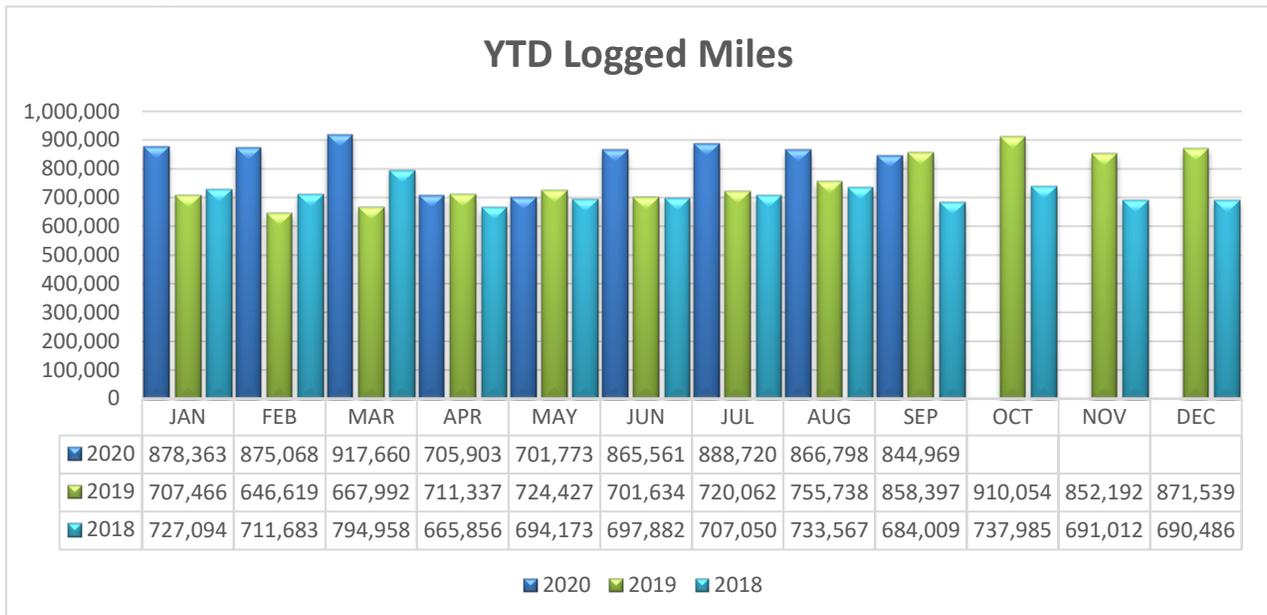
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
MAJOR	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040			
ALL	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	2997			
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
MAJOR	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
ALL	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307
	2018/1	2018/2	2018/3	2018/4	2018/5	2018/6	2018/7	2018/8	2018/9	2018/10	2018/11	2018/12
MAJOR	5,834	9,585	6,907	5,745	4,269	7,070	6,655	8,202	7,049	6,330	5,496	7,000
ALL	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

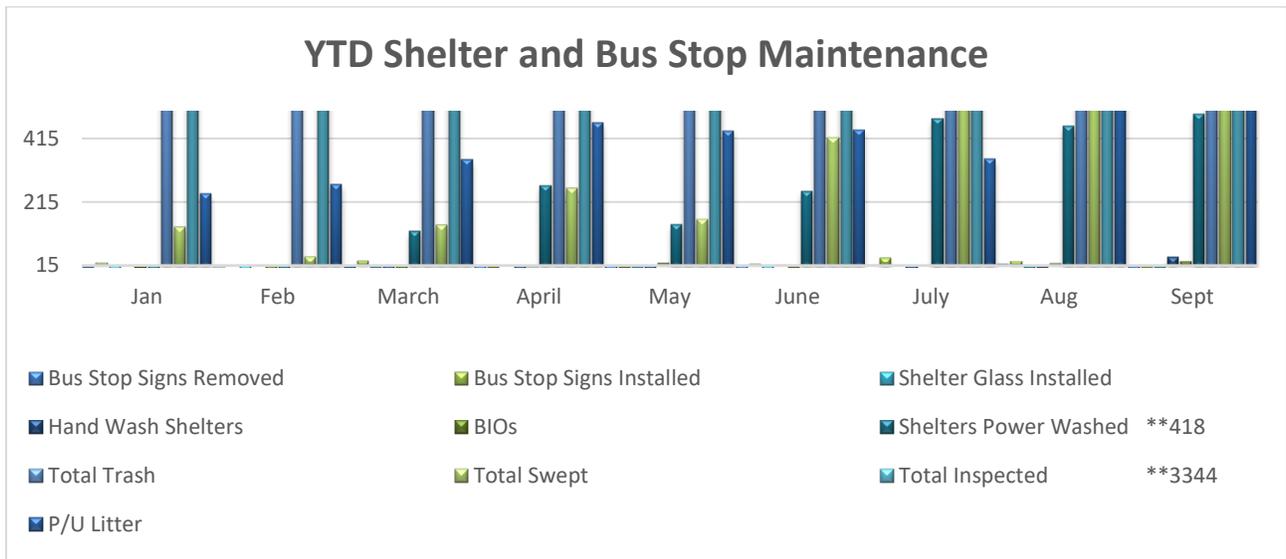


FACILITIES

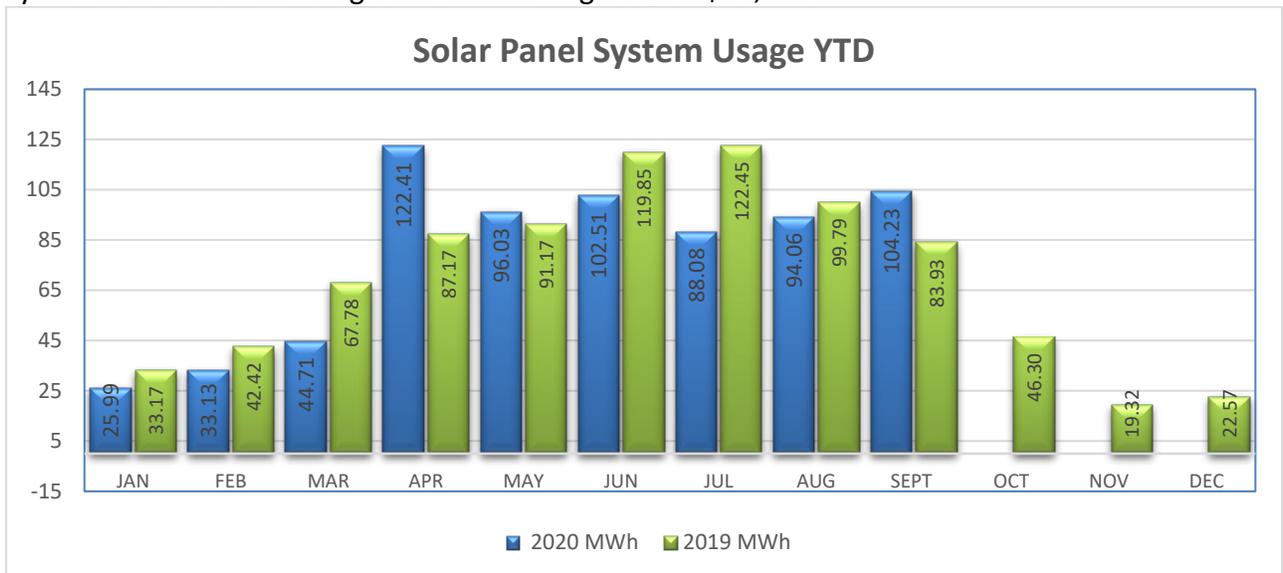
The Facility Department continued to focus on the Spray Misting Disinfecting Sanitizing campaign. The contractors continue to electrostatically spray, disinfecting and sanitize all of the interior area's multiple times per week at all 3 facilities. The focus is on the high traffic and common areas daily and rotate the various office every other day. The bus fleet is disinfected each evening seven nights per week.

The Paint Booth project has a few technical items to be completed and is estimated to be fully functional by late October.

The additional lighting was installed by the Harding employee crosswalk and entrance. This has improved visibility. There has been a favorable response from the staff.



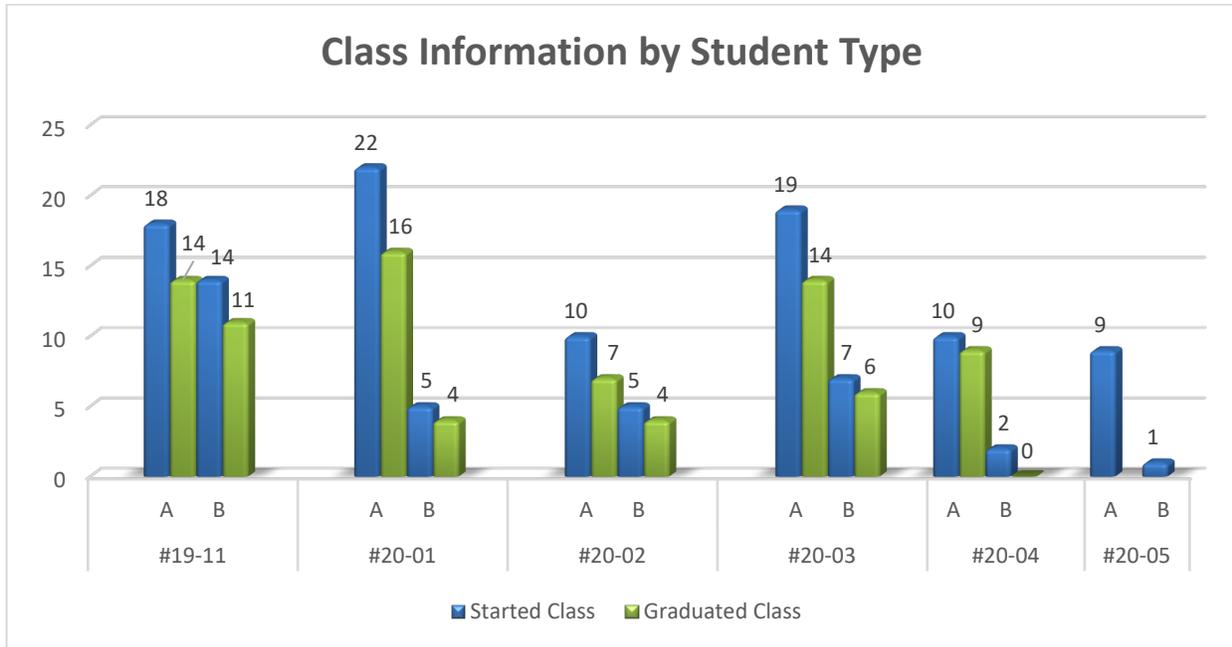
The 4,300 solar panel array on the roof at 1501 building continues to produce enough electrical power to charge all ZEPS buses with the additional power being absorbed into the electrical system of the main building. Total cost savings YTD is \$67,559.



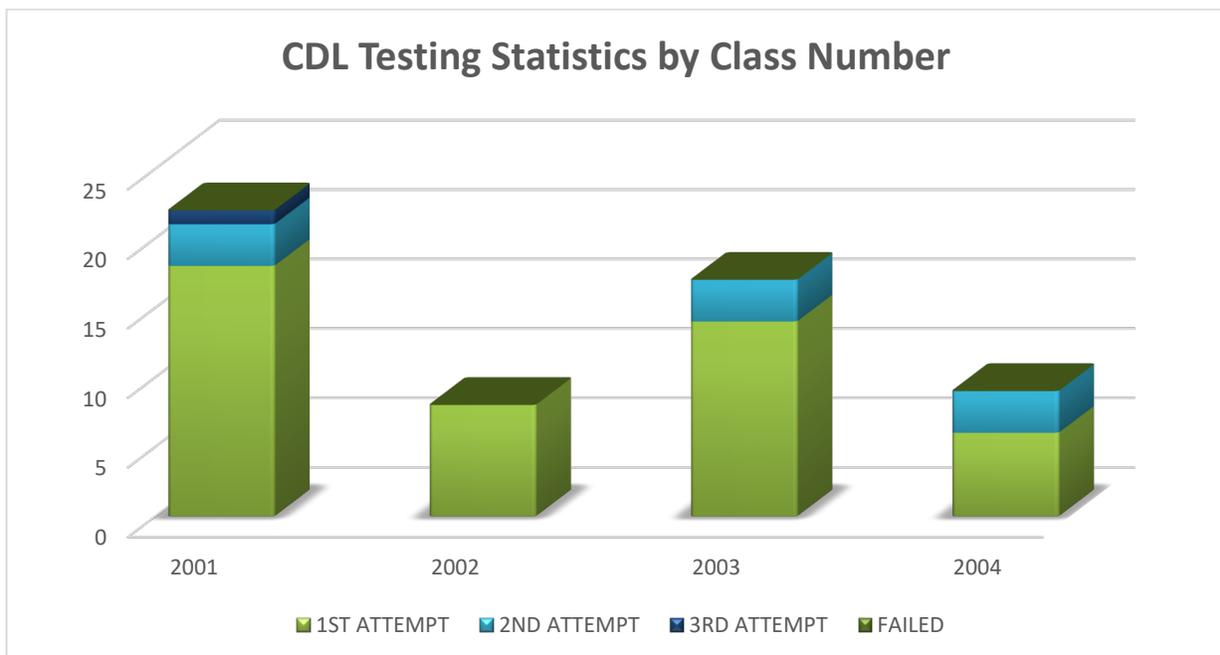
Security & Training

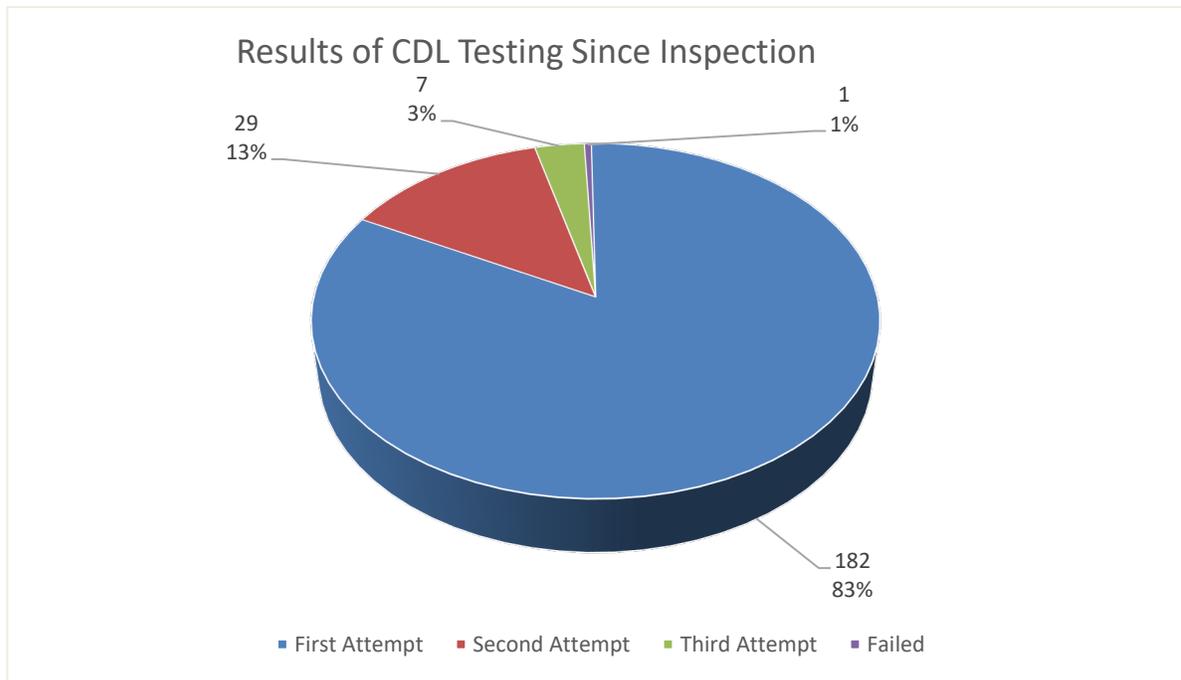
TRAINING:

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. To help promote social distancing, IndyGo is only having class sizes of 12 or less currently.



The charts below show the number of students that took the State CDL test per class. It is further broken down into the number of students that passed on either the first, second or third attempt or failed the test. The second graph shows the results of all CDL testing since IndyGo started training employees to obtain their CDL in-house.





The IndyGo Training Department started Class #20-04 on August 3, 2020 with a class size of 12 students. The class has completed all the required training and 10 students graduated on September 25th, then moved to revenue service on September 27th.

This was the inaugural class that IndyGo split into two groups. This process allowed for more driving time; this eliminated a long period of not driving and the student was able to continue to practice driving skills. The class was broken down to have half of the students in the AM learning, while the other half was behind the wheel. In the afternoon, the classes changed roles.

The IndyGo Training Department started a new class with 12 students; #20-05, on September 8, 2020. Currently, they are in the class/bus section of the training and are expected to complete the classroom portion and move into full time route familiarization in early October. This class is expected to graduate November 6, 2020.

IndyGo's President/CEO, Vice-President/COO and staff from the departments of Risk/Safety and Security /Training met with the Transportation Security Administration (TSA) to review and discuss the results of the latest (BASE) Review. The BASE is an assessment that TSA performs once every three years. This assessment rates IndyGo's policies and procedures on 17 categories. These include but are not limited to Security Program Audits, Document Controls, Facility Security /Access Controls and Coordination of Security and Emergency Management Plans. IndyGo scored a 94.27% which was slightly down from the previous review, but notable considering the on-going Covid-19 pandemic challenges.

The following training sessions were conducted in September:

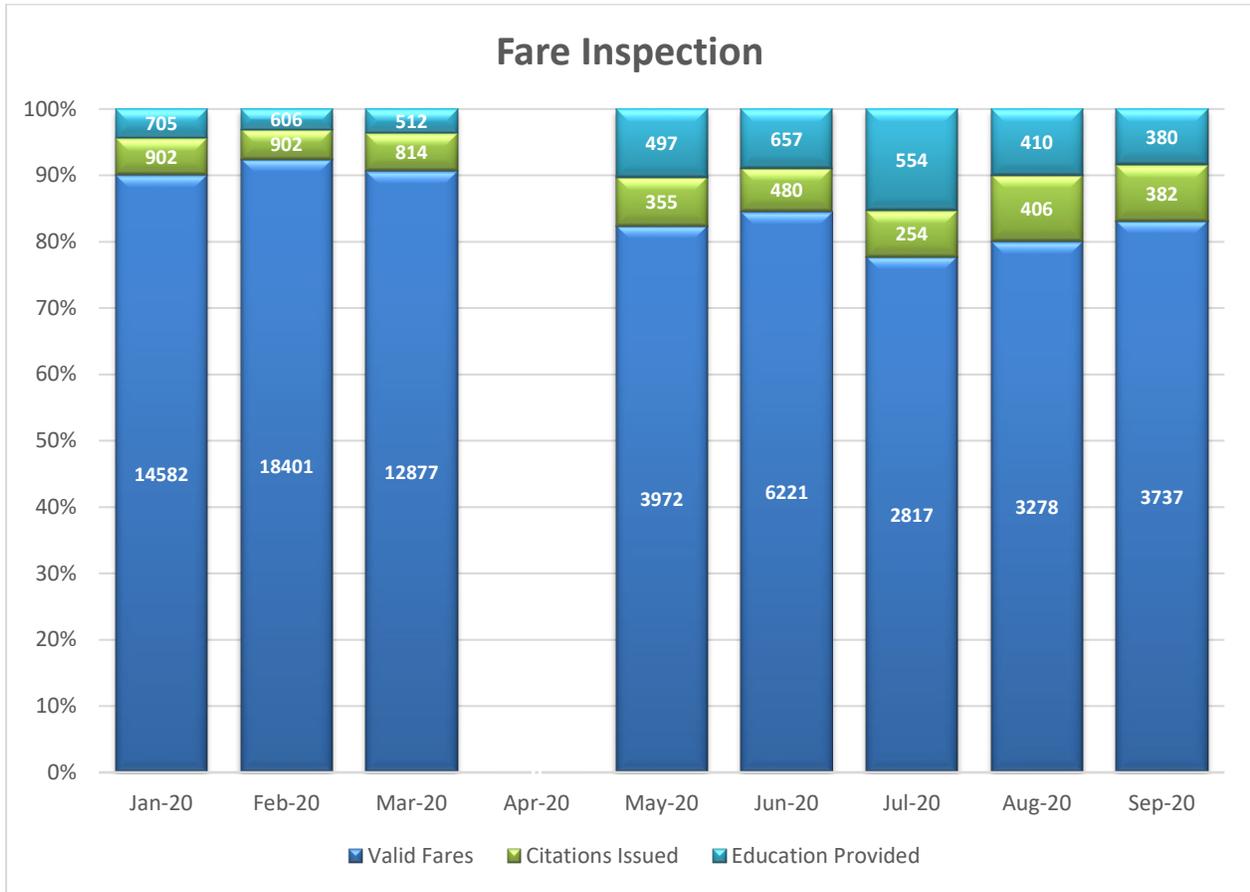
- Twenty-two (22) operators for accident retrains
- One (1) operator for customer service training
- Two (2) fixed route employees for return to work

SECURITY:



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

FARE INSPECTION REPORT:



SEPTEMBER	Passenger Contact	Notifications	Educations
Monthly	3737	382	380
Weekday	3054	311	307
Saturday	465	55	55
Sunday	218	16	18

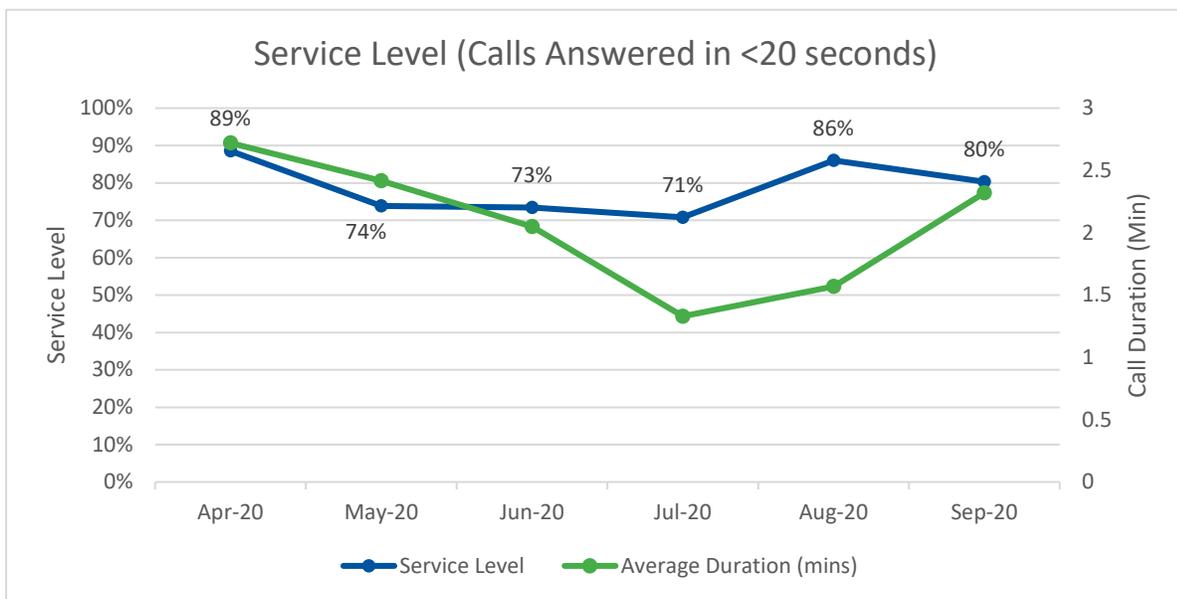
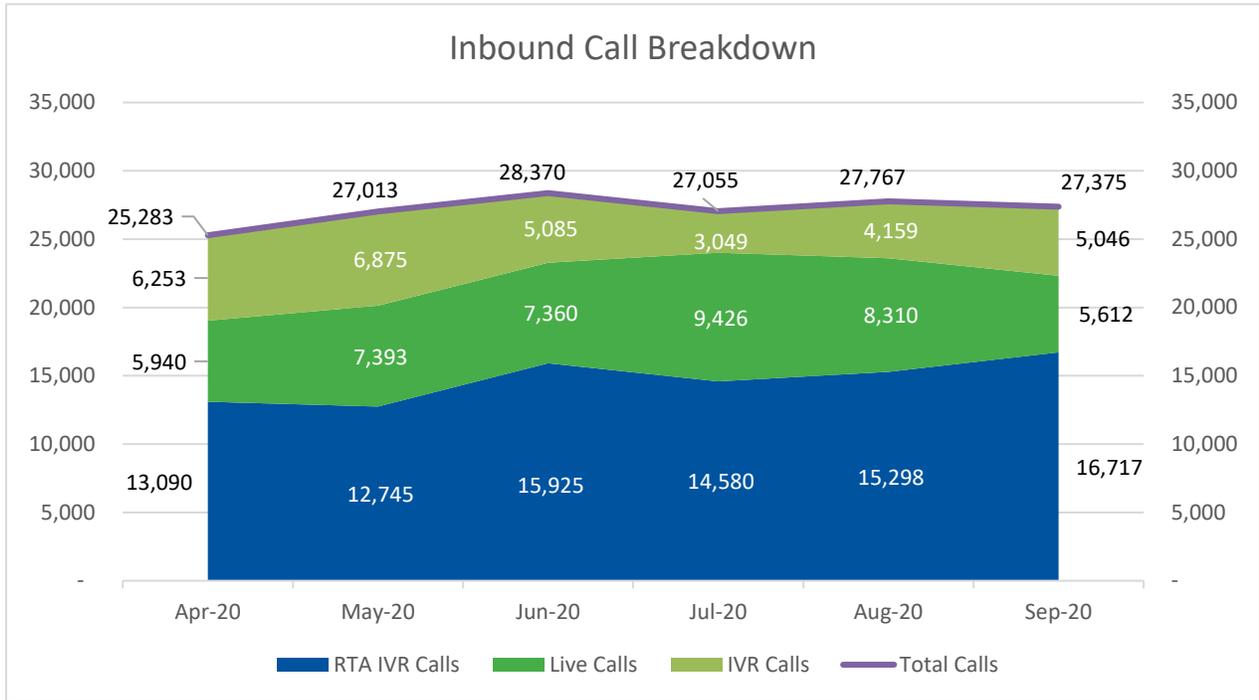
The information above shows the fare inspection information for each month. The chart will show passenger contacts which represent those that had a fare when checked. It will show notifications which represent passenger that did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it will show educations which represent passengers that did not have a fare when checked but after being show the proper procedures, purchased a valid fare. All those number together count for the total number of checks each month. **There has been an update to June, July and August numbers due to information that was corrected after an audit was performed by the Security Department.

MOBILITY SERVICES

CONTACT CENTER REPORT:

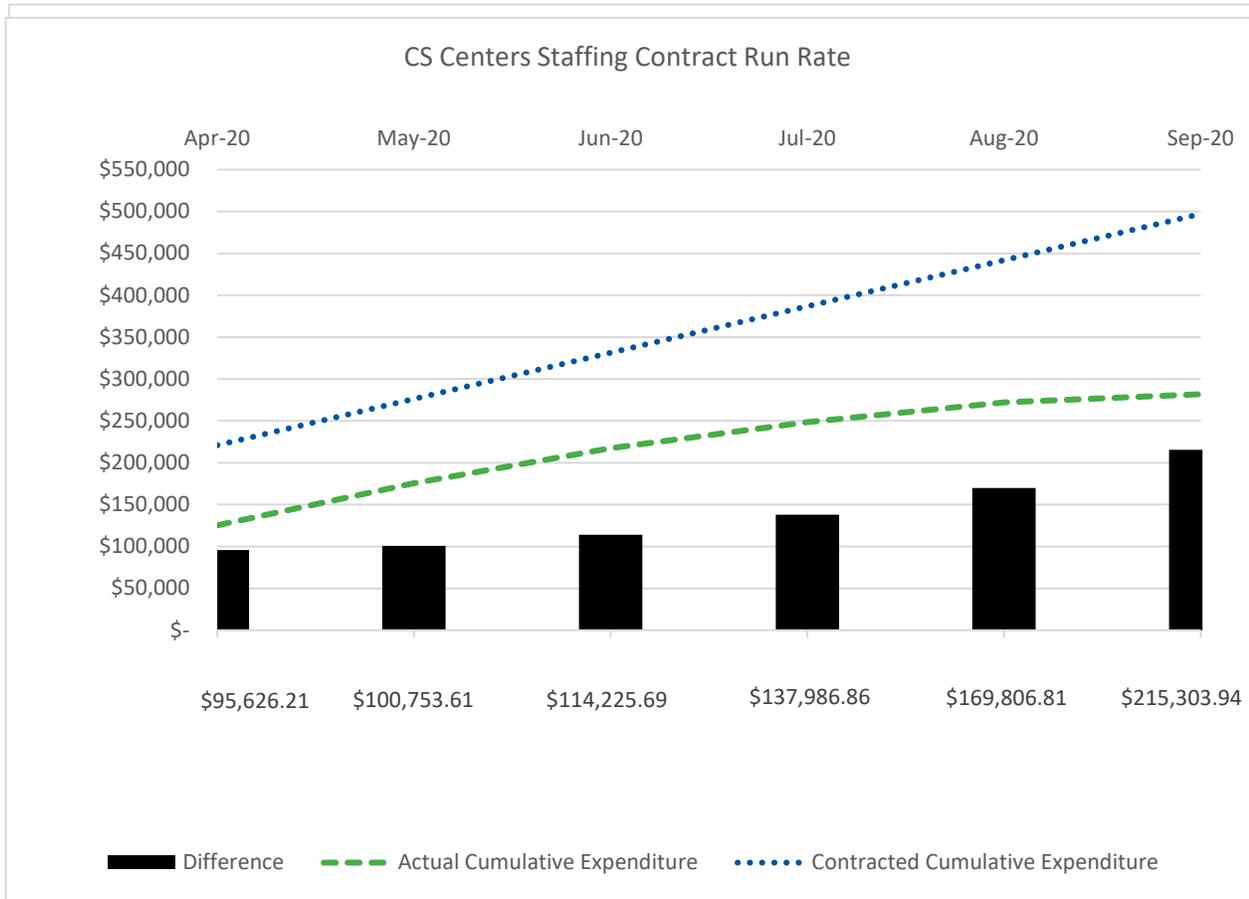
Contact Center Report:

Inbound call metrics continued to experience reduced call volume combined with reduced ridership due to the COVID-19 pandemic. Pre-pandemic monthly call volume average: 37,623

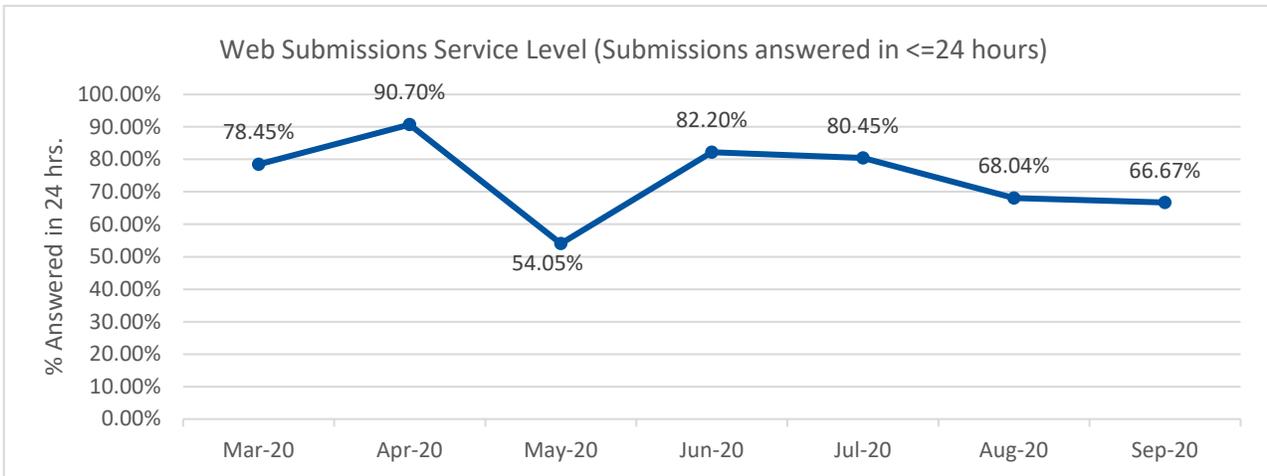


In September 2020, service level maintained an average level. Average duration increased from August 2020.

The abandonment rate continues to meet our targeted goal of 8% or less.



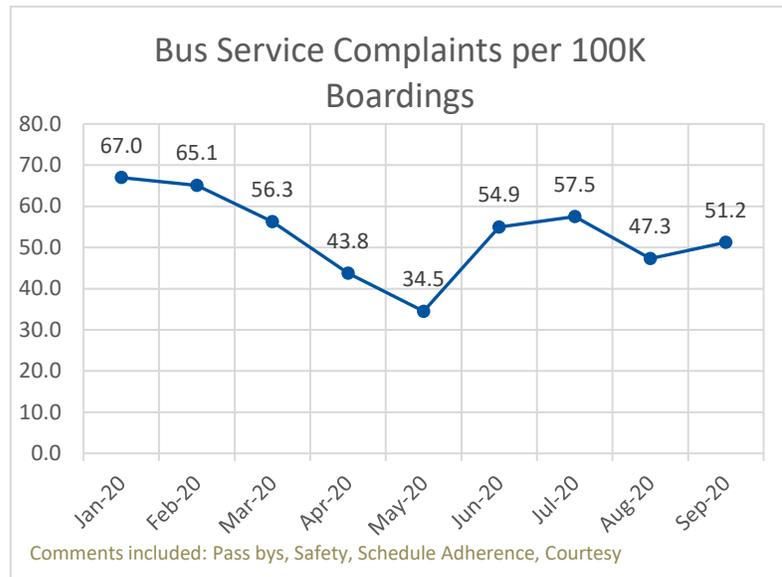
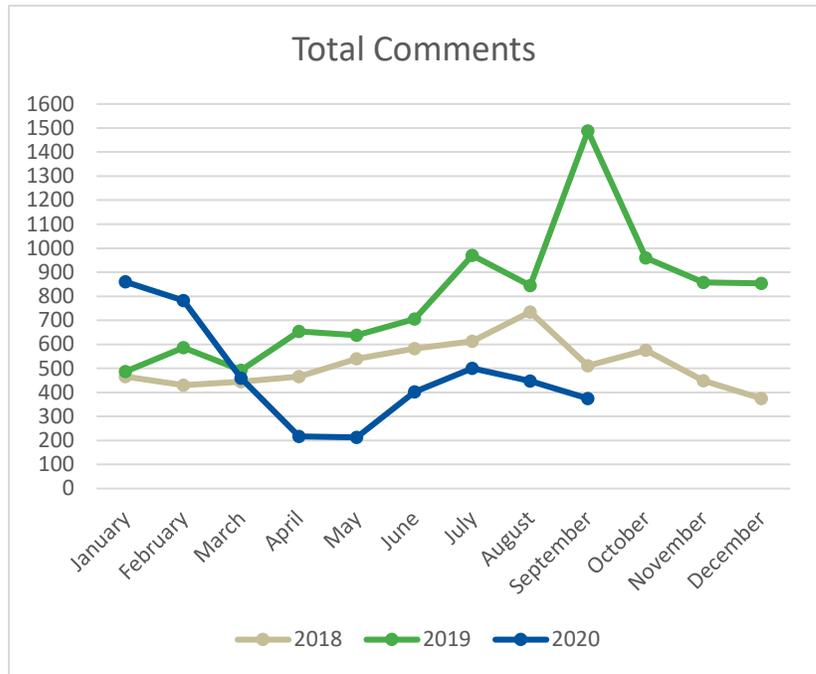
Web submission service level maintains a similar level to the previous month. With new spam filtering and comment forwarding, a much higher percentage of the web submissions are actual customer concerns. This potentially results in a new standard for web submission service level. We will continue to monitor this and adjust our goals if needed.



Based on invoice date, the graph below continues to show a significant favorable contract standing at \$215,303.94 short of contracted expenditure. Please note, this does not include the 2019 (December) budget which was also short of contracted expectations.

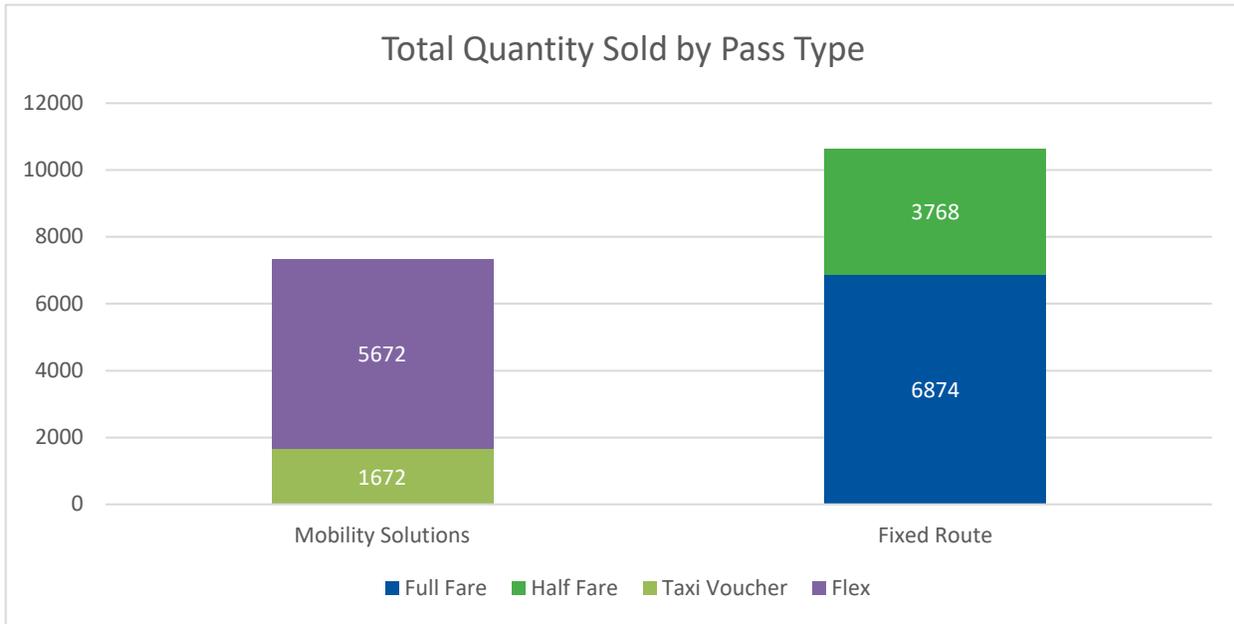
QUALITY SERVICE REPORT:

Category	Amount
Safety	58
Pass By	50
Schedule Adherence	49
Courtesy	42
Bus Stop	34
Facility Maintenance	26
Vehicle Maintenance	20
2020 COVID	19
Fares	19
Compliment	17
Rules	8
Security	7
Wrong Information	6
Route	5
Request	4
Customer Service	3
Suggestion	2
Purple Line	1
ADA	1
Discrimination - Title VI	1
Marketing	1
Civil	1
Real Time Arrivals	1



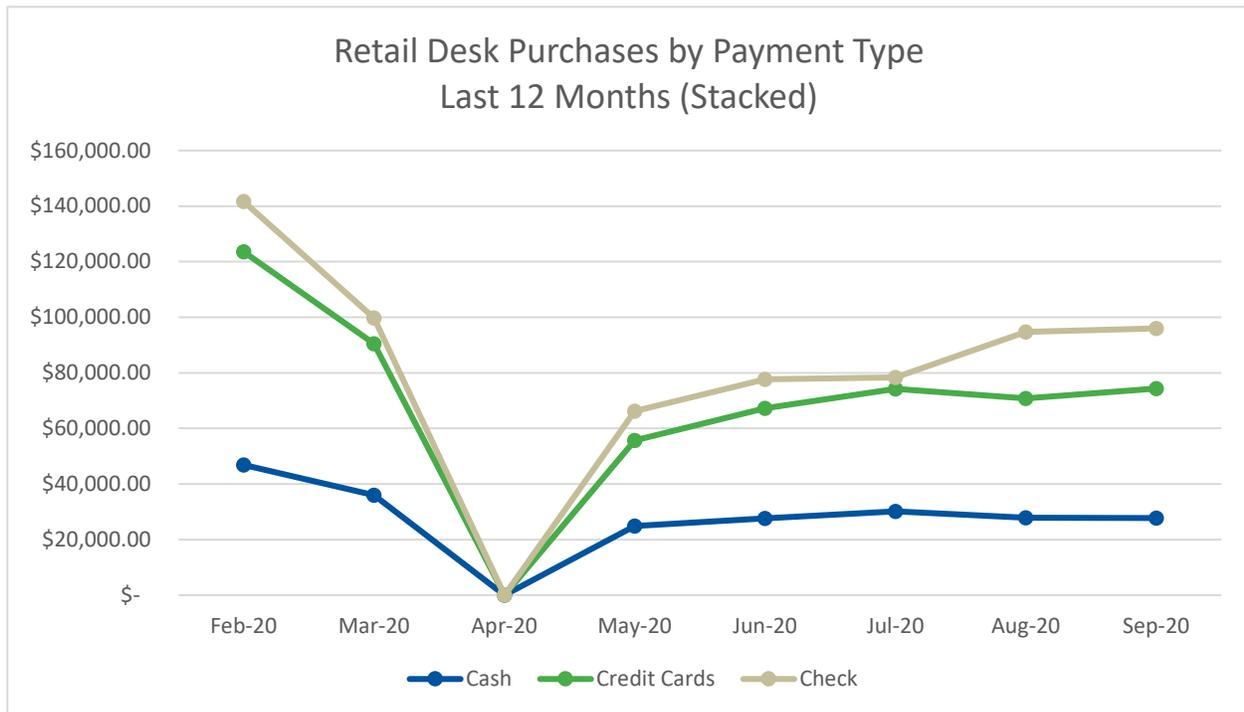
RETAIL CENTER AND SALES REPORT:

Total Quantity of Passes: 17,986



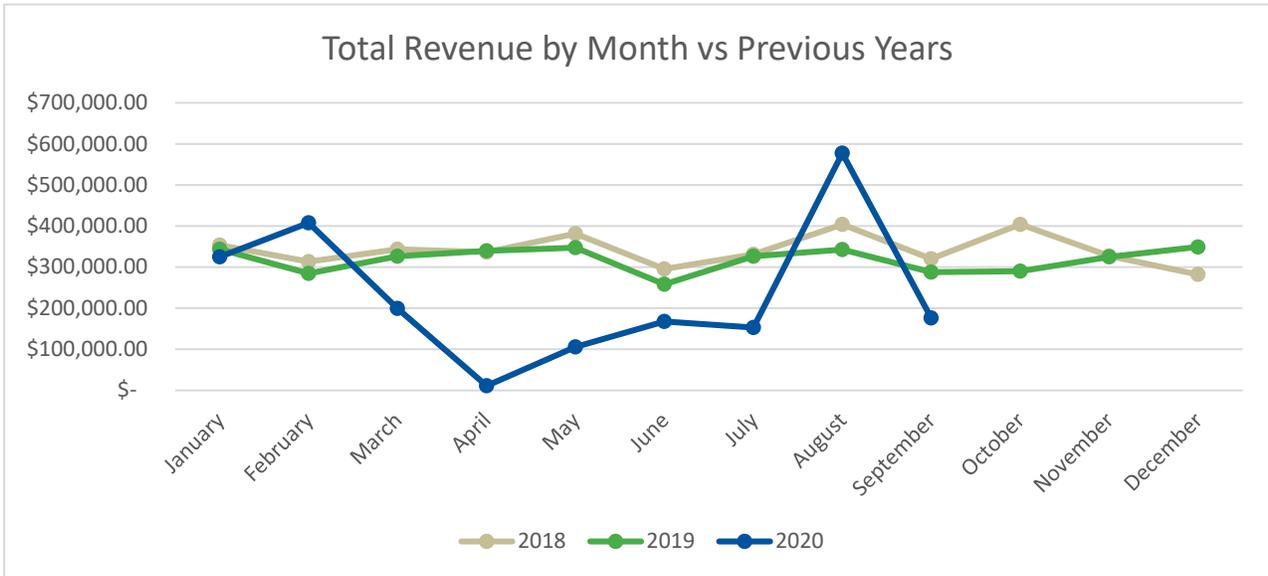
PAYMENT BREAKDOWN:

Customer Service Desk sales have shown a plateau from the decreased traffic during the pandemic.



TOTAL REVENUE (INCLUDING ECOMMERCE, RETAIL, AND INVOICE):

Total Revenue returned to standard levels for the pandemic after annual MyKey partnership fees in August 2020.



Open Door

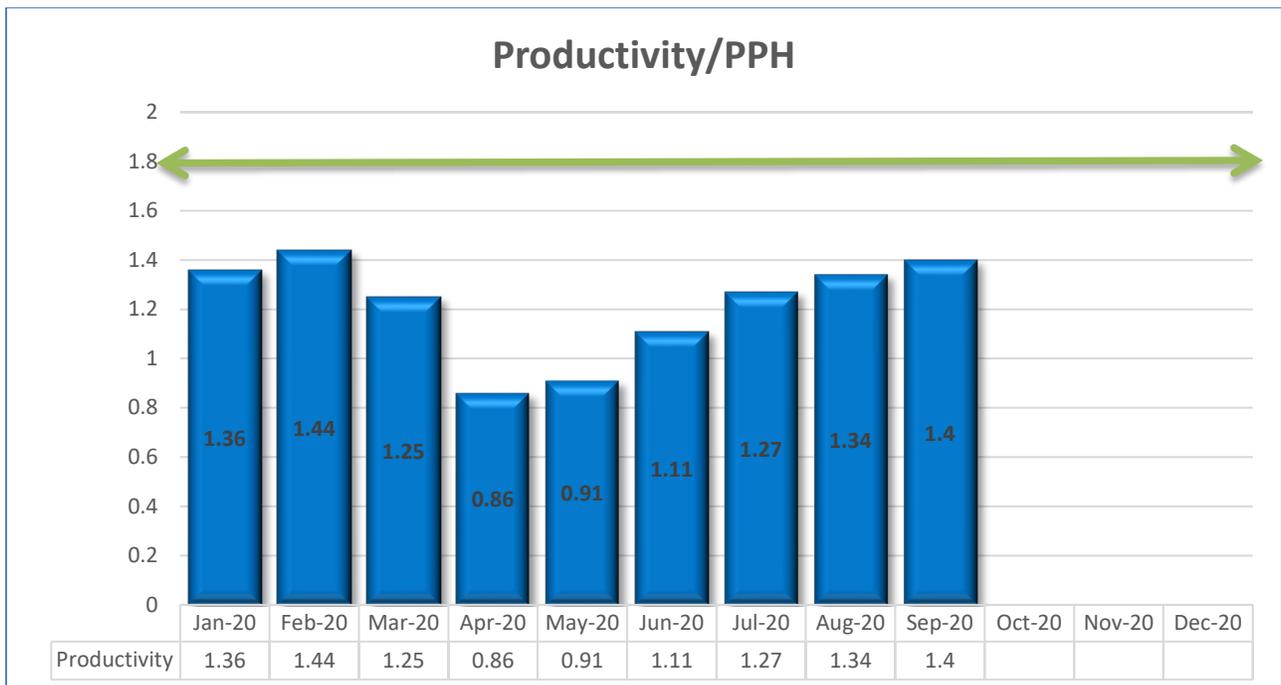
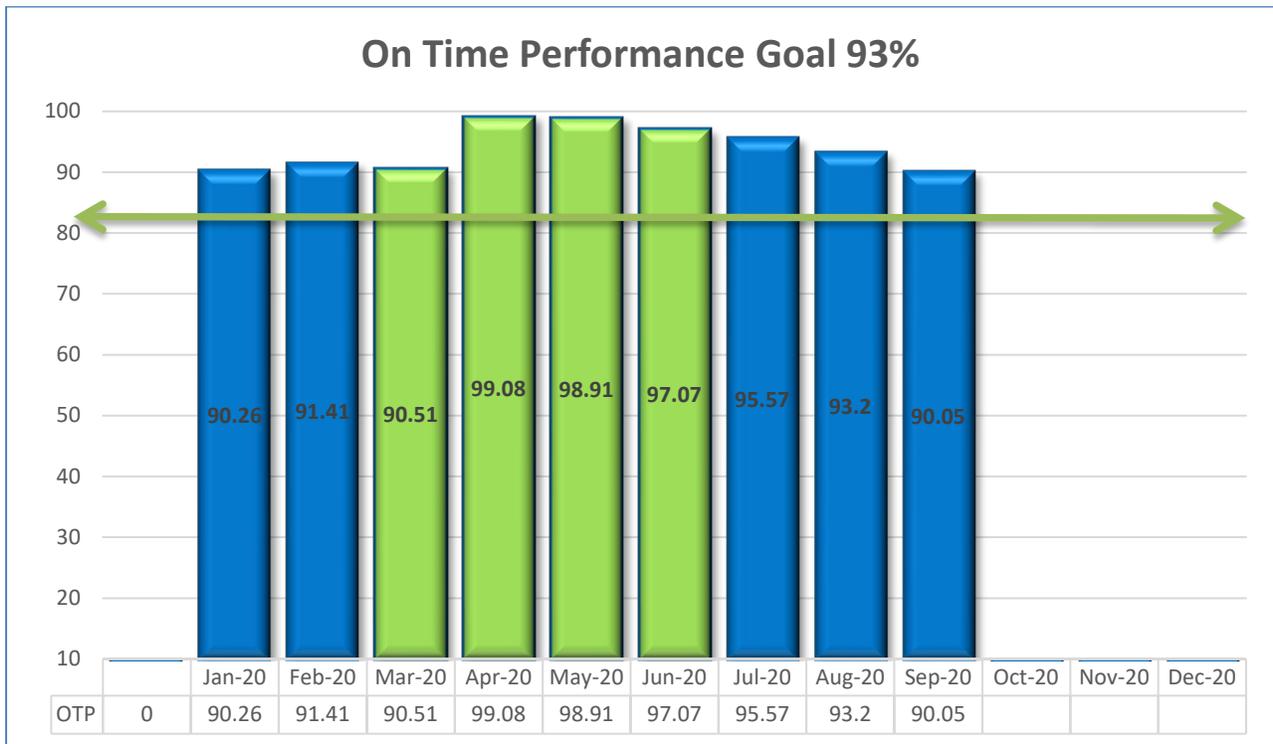
COVID-19/RIDERSHIP:

Ridership has decreased from 2019 to 2020 due to COVID-19. Ridership in September 2019 reflected 23,260 unlinked passenger trips and for September 2020 data reflects 13,406 unlinked passenger trips a decrease of 41.0% YOY.

19-Sept	20-Sept	% Change	Mobility Services	2019	2020	% Change
27,497	17,628	-54.2%	Open Door Riders on Fixed Route	261,135	146,728	-44.7%
23,260	13,742	-42.4%	Open Door	211,272	131,655	-37.3%
6,733	1557	-40.9%	Open Door Taxi Vouchers	25,411	16,038	-49.5%
5,892	1950	-90.7%	31 Day S-Pass	84,960	5221	-95.9%

On Time Performance for September 2019 was 86.99% with Productivity of 1.48%. September 2020 OTP was 90.05% and Productivity was 1.40% both reflect an increase of 3.52% and a decrease of 5.40% 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):

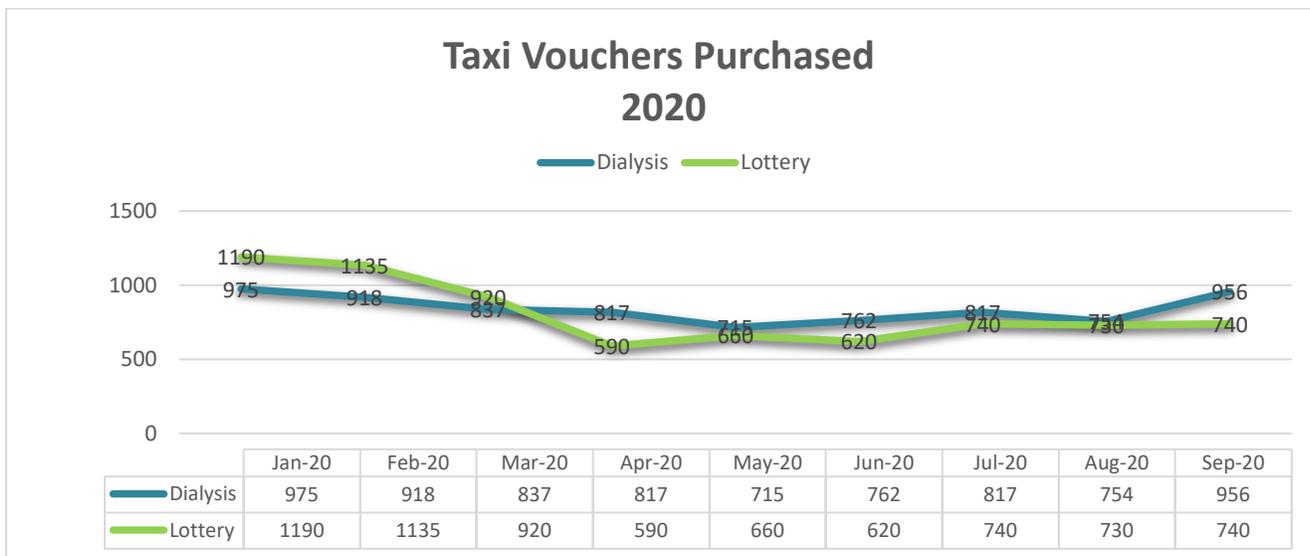
Assesses eligibility based on the functional ability to board, disembark, and access transportation in accordance with ADA criteria. This requires providing functional evaluations within regulatory parameters for state, and federal entities using a wide range of medical conditions and their impact on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

19-Sept	20-Sept	% Change	Assessment & Eligibility - NEW Applicants	2019	2020	% Change
81	22	-72.8	Unconditional	629	299	-52.5
0	1	100.00	Conditional	0	14	100.0
1	0	-100.00	Denial	16	3	-81.3

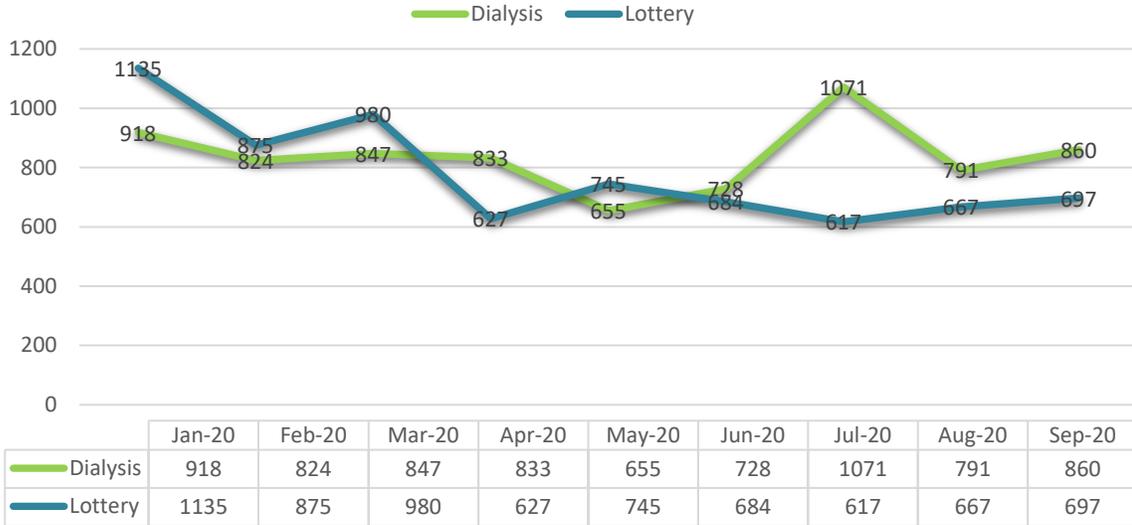
19-Sept	20-Sept	% Change	Assessment & Eligibility - Renewals	2019	2020	% Change
49	42	-14.3	Unconditional	410	390	4.88
0	1	100.0	Conditional	2	31	1450.0
1	1	-100.0	Denial	15	10	-33.3

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.



Taxi Vouchers Redeemed 2020

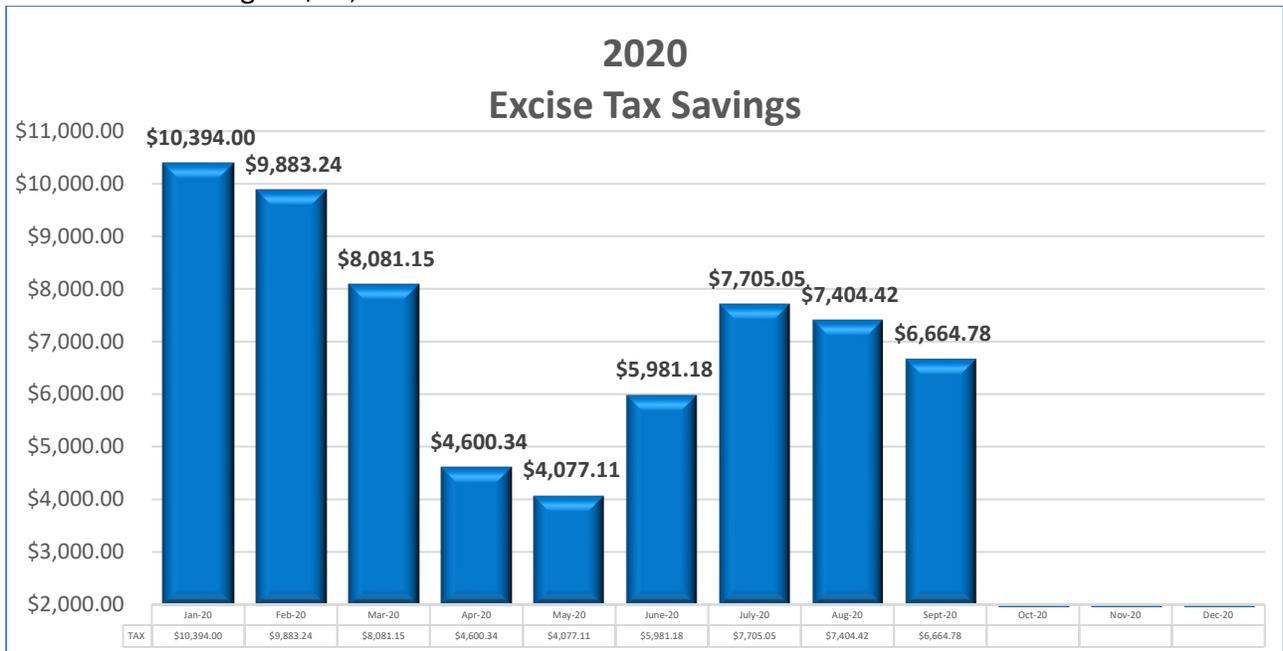


WEX FUEL CARD PROGRAM:

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.

September 2020 savings from fuel excise taxes were \$6664.78 (Fed Taxes = \$4,728.45 and State Taxes = \$1,936.33.)

Total annual savings is \$64,791.27



Human Resources Division Report – September 2020

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Human Resources Jeffrey M. Brown
Date: October 22, 2020

CONSIDERATION OF HUMAN RESOURCES REPORT FOR SEPTEMBER 2020

ISSUE:

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

RECOMMENDATION:

Receive Human Resources report.

Human Resources Report

A. Labor & Employee Relations

Since July 13, 2020, IndyGo and ATU have been negotiating for a successor collective bargaining agreement with the aim of reaching a constructive accord prior to the expiration of the collective bargaining agreement. On September 29, 2020, IndyGo submitted its last, best and final proposal for a successor collective bargaining agreement. ATU, Local 1070 submitted the last, best and final proposal to its executive board and membership for a full vote to approve or reject the proposal. On October 9, 2020, the ATU, Local 1070 membership voted to approve the last, best and final proposal for a successor collective bargaining agreement by a vote of 146 to ratify and 27 to reject.

B. Flu Shot Campaign

With flu season on the horizon and the COVID-19 pandemic ongoing, Human Resources has initiated a campaign to encourage the IndyGo workforce to obtain a flu shot. As part of the campaign, Human Resources is promoting that flu shots are available for all IndyGo employees and their dependents who are current participants of the IndyGo group health insurance plan and that employees are welcome to get vaccinated for free through the Activate Health Clinic as follows:

- **Activate Health Clinic:**
 - Employees are encouraged to make an appointment by calling (317) 614-9302
 - Mon - Wed: 6 AM - 3 PM | Thu: 9 AM - 5 PM | Fri: 6 AM - 1 PM
 - Kelli from the Clinic will be walking around 1501 and the CTC to offer flu shots “on the go” on Tuesdays & Fridays!
- **Other Options:**
 - If employees would like to get a flu shot elsewhere, check out: <https://vaccinefinder.org/find-vaccine>.

C. Open Enrollment

Open Enrollment will commence on October 26, 2020 through November 6, 2020. This year's Open Enrollment will be a passive enrollment. This means that employees do not need to take any action unless the employee wants to make changes or additions to enrollments. The only exception is for those individuals participating, or desiring to participate, in the HSA (Health Savings Account) or either the Dependent Care FSA (Flex Spending Account) or Medical FSA (Medical Spending Account). Reenrollment or new enrollments to any of those options will require updates. The Open Enrollment process will again be paperless and done online via ADP Workforce Now. The process can be done on a computer via <https://workforcenow.adp.com/> or through the ADP Mobile App. In addition, Human Resources is providing an online Benefits Fair that will enable Human Resources to share the necessary information with you, while being mindful of our current environment dealing with COVID-19.

D. Recruitment and Retention Data

IndyGo's hiring and retention data and shows that marked improvement in the recruitment and retention of employees, particularly Coach Operators, is necessary to fulfill IndyGo's service expansion goals. Human Resources offers the following information concerning its hiring and retention of employees:

1. Total IndyGo Employees:	845
2. Total Union Employees:	643
3. Total Coach Operators:	491
4. Annual Coach Operator Turnover Rate:	26.41%
5. Total Non-Coach Operators Employees:	202
6. Annual Non-Coach Operator Turnover Rate:	16.84%
7. Annual IndyGo Employee Turnover Rate:	22.48%

E. Coronavirus (COVID-19) Update

Human Resources is supporting IndyGo's efforts to ensure the safety and well-being of the community by keeping our staff informed and taking preventive measures regarding the rapidly changing events of the coronavirus outbreak. To address the unprecedented impact of the coronavirus, IndyGo continues to implement new measures:

- 1. Temperature Taking for Health Screen Self-Certification:** IndyGo will be implementing temperature checks for employees and visitors who enter IndyGo's buildings in furtherance of Governor Holcomb's Executive Order 2020-28, on June 2, 2020. Thermal cameras have been set up in building entrances and will be fully operational for scanning employee temperatures.
- 2. COVID-19 Testing:** IndyGo employees are eligible for free testing after being seen by a medical authority at the following locations:
 - Indianapolis Motor Speedway: 4790 W 16th St. – Tuesday and Thursday from 11:00 AM – 7:00 PM

- Warren Central High School: 9500 E 16th St. – Monday, Wednesday, and Friday from 6:00 AM – 2:00 PM
- Marion County Public Health Department: 3838 N Rural St. – Monday – Friday from 9:00 AM – 4:00 PM

3. Health Coverage: IndyGo has gone above and beyond by making certain employees will have a full complement of health coverage for COVID-19 related illnesses. While the topic of COVID-19 health coverage continues to be fluid, IndyGo has made certain that its provider will cover all treatment costs associated with COVID-19, which includes all medical and pharmaceutical coverage if someone is diagnosed with the virus.

Inclusion & Workforce Development Division Report – September 2020

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Inclusion & Workforce Development Denise Jenkins-Agurs
Date: October 22, 2020

As our division grows and evolves, we are ensuring we are intentional with each month that goes by through celebrating our differences, perspectives, and values. Check out the events we celebrated and will celebrate Oct. – Dec.

On that note, our team grew! Our Culture Engagement Specialist Mae Sandberg started Oct. 26. We are so excited to have her!

It's about time IndyGo celebrates with each other more often! Join us wearing fun socks, hats, scarfs, ribbons, and pins & get involved! A friendly reminder Union Teammates & Safety Sensitive Employees MUST adhere to safety policies & stay in uniform but are welcome to participate!

October

- [Diversity Awareness Month](#): Pay tribute to the diverse minds and beliefs held by all cultures around the world.
- [National Disability Employment Awareness Month](#): Educate yourself on disability employment issues and celebrate the many and varied contributions of America's workers with disabilities.
- [Domestic Violence Awareness Month](#): Nearly 3 out of 4 Americans personally know someone who is or has been a victim of domestic violence. Support survivors and speak out against domestic violence. [Wear purple to show your support!](#) Need help? Contact EAP at 877.622.4327.
- [Hispanic Heritage Month](#): Celebrate by checking out this recording of Indiana's virtual [Hispanic Heritage Month Annual Celebration](#), including a speech from U.S. Surgeon General, Dr. Jerome Adams! (see below!)
- [Wear Something Pink for Breast Cancer Awareness Month & Food Truck Friday](#): Friday, Oct. 9
- Check out the [Vendor Fair](#) in the 1501 Board RM from 9 AM – 4 PM: Oct. 12, 13, 14, 20, & 21
- Tune in to [TIM Talks](#): Wednesday, Oct. 14
- [Wear Something Pink for Breast Cancer Awareness Month & Food Truck Friday](#): Friday, Oct. 16
- [Wear Something Pink for Breast Cancer Awareness Month & Food Truck Friday](#): Friday, Oct. 23 ([Join us @ noon – 1501 North Lobby for a group photo](#))
- [IndyGo Fall Open House](#): Saturday, Oct. 24 – 2 PM – 4:30 PM
- [Open Enrollment](#): October 25 – November 7
- [IndyGo Blood Drive](#) ([registration required](#)): Tuesday, Oct. 27
- [Wear a Halloween Costume & Food Truck Friday](#): Friday, Oct. 30

November

- [National American Native Heritage Month](#): Celebrate rich and diverse cultures, traditions, and histories and acknowledge the important contributions of Native people.
- **Wear Fun Socks**: Wednesday, Nov. 4
- **Food Truck Friday & Decorate IndyGo Holiday Tree**: Friday, Nov. 6
- **Wear a Patriotic Hat & Remember it's Veteran's Day!**: Wednesday, Nov. 11
- **Food Truck Friday**: Friday, Nov. 13
- **Wear a Piece of Bling Day** (pin, scarf, hat, socks, etc.): Wednesday, Nov. 18
- **Food Truck Friday**: Friday, Nov. 20
- **Support your Sports Team Day** (pin, scarf, hat, socks, etc.): Wednesday, Nov. 25

December

- [National Human Rights Month](#): Let's come together and stand up for equality, justice, and the dignity of all humans.
- **Wear Fun Socks**: Wednesday, Dec. 2
- **Wear a Fun Hat**: Wednesday, Dec. 9
- **Last Day to Donate Canned Goods & Toys for Tots Toys**: Tuesday, Dec. 15
- **Wear a piece of Bling day** (pin, scarf, hat, socks, etc.): Wednesday, Dec. 16
- **Show off your Holiday Spirit** (pin, scarf, hat, socks, etc.): Wednesday, Dec. 23
- **Support your Sports Team Day** (pin, scarf, hat, socks, etc.): Wednesday, Dec. 30

RECOMMENDATION:

Receive the report.

Denise Jenkins-Agurs

Vice President of Inclusion & Workforce Development