



Board Report  
December 3, 2020

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317.635.3344



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**7. ADJOURN**







## October 2020 Safe Drivers Recognition



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

Operator	ID #	Years of Safe Driving
Andy Carpenter	0880	41
Thomas Jacobs	2979	23
LaCretia Hinton	6933	15
Cheryl Spence	5776	14
Tonya Penn	8040	12
Dennis Clark	1022	10
Daryl Passwater	8517	7
James Ballard	8589	6
Cafante Jackson	9087	2
Richard Taylor	9205	2
Mikaiah Arnold	9386	1
Tremonn Glenn	9612	1
William Hazen	9613	1
Angela Heitzman	9603	1
David Hilliard	9600	1
Johnathan Lewis	9442	1
Darrell McCullum	9445	1
Atlanta Smith	9632	1
Frank White	9617	1





## Service Committee Chairperson Report – November 2020

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** November 19, 2020

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
November 19, 2020

The Service Committee met on November 19, 2020 at 9am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Member 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-5, A-6, A-7, A-8, & A-9 and Regular Agenda Items A-2, A-3, A-4, A-10, A-11, A-12, & A-13.

An item from the Consent Agenda I would like to highlight is Action Item A-9, Consideration and Approval of Employee Intranet. Chief Information Officer Marcus Burnside presented this action item to the Service Committee. An Employee Intranet can be one of the most powerful tools that connects and engages employees, improves efficiencies, makes documents and resources readily available, and supports a company's culture. An Employee Intranet is designed to 1) allow information to be quickly disseminated to employees, 2) make common internal business processes more efficient, and 3) provide a sense of community within an organization. Company-wide information and resources include news, announcements, knowledge bases, self-serve HR and IT support, training, management communications, compliance tracking and more. As Chairman of the Service Committee, I believe this is a continued step in the right direction for IndyGo to keep all employees throughout the entire organization fully engaged and equipped with all the information and resources IndyGo has to offer its employees.

Mr. Chairman, that concludes my report.

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## Finance Committee Chairperson Report – November 2020

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** November 19, 2020

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
November 19, 2020

The Finance Committee met on November 19, 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-5, A-6, A-7, A-8, & A-9 and Regular Agenda Items A-2, A-3, A-4, A-10, A-11, A-12, & A-13.

An item from the Consent Agenda I would like to highlight is Action Item A-7, Consideration and Approval of AX 2012 Functional Support. Vice President of Finance Bart Brown presented this action item to the Finance Committee. Microsoft Dynamics 2012 was implemented as the agency's ERP system in 2017 with functional support being provided by the implementer for the first year post-live. After that, IPTC selected an independent consultant to provide this functional support.

IPTC finance division leadership noticed an issue in mid-2020 with the reliability and response time of this individual. Ultimately, without the knowledge of IndyGo, the contract was terminated by the independent consultant on August 8<sup>th</sup>, 2020. The finance division leadership group immediately took action in an effort to replace this service. The functional support of our ERP system is a critical component of ongoing financial operations. With the input from representatives from IT, three (3) competitive quotes were obtained for replacement service with the ultimate successor selected being Blue Horseshoe Solutions, Inc. with a contract for twelve (12) months of support not to exceed \$192,500.

Mr. Chairman, that concludes my report.

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**AGENDA ITEM A – 1**

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

**Thursday, October 22, 2020**

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

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The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chairman Greg Hahn at 5:02pm, Thursday, October 22, 2020. Pursuant to Executive Order 20-09 relating to the continuity of operations of Government issued by Governor Eric Holcomb subsequent to Executive Order 20-02, which declared that a public health disaster emergency exists in the State of Indiana as a result of the Coronavirus disease “COVID-19”, this meeting was held both remotely and in person, with five (5) Board Members attending remotely via Zoom and one (1) Board Member attending in person.

**1.1 ROLL CALL**

<b>Attendee Name</b>	<b>Title</b>	<b>Status</b>
Greg Hahn	Chair	Present (In Person)
Adairius Gardner	Vice Chair	Present
Mark Fisher	Secretary	Present (absent for consent vote)
Richard Wilson	Treasurer	Present
Tommie Jones	Board Member	Present
Lise Pace	Board Member	Present
Vacant	Vacant	Vacant

A quorum was present.

**2. AWARDS AND COMMENDATION**

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President/CEO Inez Evans presented the awards and commendations. Recognized were safe drivers for September 2020, one (1) driver for 33 years of safe driving, one (1) driver for 28 years of safe driving, September Operator Employee of the Month, September Garage Employee of the Month, and out-going Board Member, Juan Gonzalez.

**3. COMMITTEE CHAIRPERSON REPORTS**

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- 3.1. Service Committee – Service Committee Chairperson Adairius Gardner
- 3.2. Finance Committee – Finance Committee Chairperson Richard Wilson

#### 4. CONSENT AGENDA

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Upon staff recommendation, motion for consent approval by Chairman Greg Hahn for Agenda Item A-1, A-2 A-4, A-7, & A-8 are as follows:

- ACTION ITEM A – 1 – Consideration and Approval of Minutes from September 24, 2020 Board Meeting
- ACTION ITEM A – 2 – Consideration and Approval of Batteries Contract
- ACTION ITEM A – 4 – Consideration and Approval of Contract with Bose Public Affairs Group for Federal Lobbying Services
- ACTION ITEM A – 7 – Consideration and Approval of Automatic Passenger Counters Procurement
- ACTION ITEM A – 8 – Consideration and Approval of Barracuda Site Replication Procurement

RESULT: Accepted - Agenda Item A-1, A-2, A-4, A-7, & A-8  
MOVER: Richard Wilson  
SECONDER: Adairius Gardner  
AYES: Adairius Gardner, Tommie Jones, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: Mark Fisher

#### 5. REGULAR AGENDA

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- ACTION ITEM A – 3 – Consideration and Approval of RFP 20-08-357 Transportation Network Companies

Senior Director, Mobility Solutions Michael Roth presented Action Item A-3 to the Board of Directors to approve RFP 20-08-357 Transportation Network Companies. 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.

RESULT: Accepted – Action Item A – 3 – Approval of Approval of RFP 20-08-357 Transportation Network Companies  
MOVER: Tommie Jones  
SECONDER: Mark Fisher  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

- ACTION ITEM A – 5 – Consideration and Approval of IndyGo Public Transportation Agency Safety Plan (PTASP)

Director of Risk & Safety Brian Clem presented Action Item A-5 to the Board of Directors to approve IndyGo Public Transportation Agency Safety Plan (PTASP). 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)). This plan 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.

RESULT: Accepted – Action Item A – 5 – Approval of IndyGo Public Transportation Agency Safety Plan (PTASP)  
MOVER: Richard Wilson  
SECONDER: Tommie Jones  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

- 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

Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz presented Action Item A-6 to the Board of Directors to approve 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. 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.

RESULT: Accepted – Action Item A – 5 – 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  
MOVER: Mark Fisher  
SECONDER: Lise Pace  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

- ACTION ITEM A – 9 – Consideration and Approval of Resolution Authorizing Free Rides for 2020 General Election Day

Director of Customer Service Operation Chauncyia Coleman presented Action Item A-9 to the Board of Directors to approve Resolution Authorizing Free Rides for 2020 General Election Day. Great news! IndyGo will be offering free rides on Election Day, Tuesday, November 3<sup>rd</sup> from the start of service until 10PM.

RESULT: Accepted – Action Item A – 9 – Approval of Resolution Authorizing Free Rides for 2020 General Election Day  
MOVER: Richard Wilson

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

- ACTION ITEM A – 10 – Consideration and Approval of Successor Collective Bargaining Agreement with the Amalgamate Transit Union, Local 1070

Vice President of Human Resource Jeff Brown presented Action Item A-10 to the Board of Directors to approve Successor Collective Bargaining Agreement with the Amalgamate Transit Union, Local 1070. This is 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 general wage increases of two percent in 2021, 2022, and 2023. ATU Leadership was present at the meeting to provide support for the new CBA.

RESULT: Accepted – Action Item A – 10 – Approval of Successor Collective Bargaining Agreement with the Amalgamate Transit Union, Local 1070  
MOVER: Tommie Jones  
SECONDER: Lise Pace  
AYES: Adairius Gardner, Mark Fisher, Tommie Jones, Lise Pace, Richard Wilson  
NOES: None  
ABSENT: None

## 6. INFORMATION ITEMS

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- I – 1 Mobility Advisory Committee (MAC) Update  
MAC Member presented.
- I – 2 Consideration of Receipt of Finance Report for September 2020  
Chief Financial Officer Bart Brown presented.
- I – 3 Paratransit Pickup Window Adjustment  
Senior Director, Mobility Solutions Michael Roth presented.
- I – 4 CEO Report  
President/CEO Inez Evans presented.

## 7. ADJOURNMENT

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On order of Chairman Greg Hahn, and there being no objection, the meeting was adjourned at 6:38pm.

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Jill D. Russell  
General Counsel



Date: November 19, 2020  
 Current Meeting: December 03, 2020  
 Board Meeting: December 03, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** President/CEO Inez P. Evans  
**SUBJECT:** Consideration and Approval of Board of Directors Meeting Dates for 2021

**ACTION ITEM A – 2**

**RECOMMENDATION:**

Approval of the proposed dates.

**BACKGROUND:**

The following dates are proposed for Board meetings during 2021. Board meetings are scheduled for 5:00pm in the IPTC Board Room. Executive Sessions may precede the board meetings as needed.

Service Committee and Finance Committee meetings occur on the Thursday a week before the Board Meeting.

<b>Board Meeting Dates YEAR 2021</b>
Thursday, January 28 <sup>th</sup>
Thursday, February 25 <sup>th</sup>
Thursday, March 25 <sup>th</sup>
Thursday, April 22 <sup>nd</sup>
Thursday, May 27 <sup>th</sup>
Thursday, June 24 <sup>th</sup>
Monday, July 26 <sup>th</sup> <b><i>Budget 2022 Introduced</i></b>
Thursday, August 12 <sup>th</sup> <b><i>Public Hearing for Budget 2022</i></b>
Thursday, August 26 <sup>th</sup> <b><i>Final Adoption of Budget 2022</i></b>
Thursday, September 23 <sup>rd</sup>
Thursday, October 28 <sup>th</sup>
Thursday, December 9 <sup>th</sup>

**DISCUSSION:**

None

**ALTERNATIVES:**

None

**FISCAL IMPACT:**

None

**DBE DECLARATION:**

None

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the regular agenda.



Date: October 28, 2020  
 Current Meeting: December 03, 2020  
 Board Meeting: December 03, 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 Replacement Paratransit Vehicles

**ACTION ITEM A – 3**

**RECOMMENDATION:**

It is requested the IPTC Board of Directors authorize the President/CEO to enter into a procurement contract with Midwest Transit Equipment, Inc., for the purchase of 22 accessible passenger paratransit body on chassis (BOC) vehicles for an amount not to exceed \$1,581,754.00.

**BACKGROUND:**

The ADA requires public transportation companies operating fixed route transportation systems to provide comparable paratransit services to people with disabilities. Open Door Paratransit Operation serves riders who qualify for this service due to a disability or a disabling health condition which would prevent them from regular use of the fixed-route system.

This follows the same business model for fleet stabilization and replacement plan of vehicles. The average useful life of a paratransit vehicle is five (5) years or 150,000 miles. The useful life for the vehicles being replaced will expire the first quarter of 2021.

**DISCUSSION:**

Grant funding is available to allow us to procure 22 BOC vehicles to replace older, high-mileage vehicles. Included in this request is the cost for camera technology (Safety Vision) wiring to be installed on each new vehicle.

**ALTERNATIVES:**

The Board of Directors could choose not to replace vehicles at this time. If this alternative is selected the implications of this decision are as follows:

- Vehicles in use that are beyond their useful life
- Vehicles in use that are beyond 150,000 miles

**FISCAL IMPACT:**

IPTC will utilize the State’s Quantity Purchase Agreement (QPA) which meets federal procurement requirements and based on the current QPA, Midwest Transit Equipment, Inc., is the approved vendor. The total cost of this procurement is \$1,581,754.00. Funding sources for this procurement are Section 5310 and 5339 federal grant programs (80%) and (20%) local match.

**DBE DECLARATION:**

No DBE goal associated with this contract award.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the regular agenda.



Date: November 12, 2020  
 Current Meeting: December 03, 2020  
 Board Meeting: December 03, 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 Replacement – Red Line Route Extension Vehicles

**ACTION ITEM A – 4**

**RECOMMENDATION:**

It is requested the IPTC Board of Directors authorize the President/CEO to enter into a procurement contract with Midwest Transit Equipment, Inc., for the purchase of three (3) accessible passenger, route extension body on chassis (BOC) vehicles for an amount not to exceed \$300,000.00.

**BACKGROUND:**

The Red Line route was designed to serve Westfield to Greenwood. The first phase built was Broad Ripple to University and the majority of the local service was reallocated to serve other areas. With the Red Line phase one (1) there would be gaps in service to the County Line north and south. To address this “local route extensions” were added to the Red Line. These extensions – north College and south Madison – have lower frequencies and serve local bus stops, not stations. The service north of 66<sup>th</sup> on College has extremely low ridership and the service extensions are a challenge to operate since it is interlined with the BRT level of service. With IPTC’s purchase of the property at College and 64<sup>th</sup> for charging the Red Line BRT buses IPTC will need to split the 901-local service from the Red Line BRT.

This split or addition of route extension will allow for adequate charging of the Red Line buses and IPTC will still maintain service on College Ave from 66<sup>th</sup> to 91<sup>st</sup> with a smaller vehicle since the ridership is low. This will require passengers to make a free transfer to travel north or south of 66<sup>th</sup> Street Station.

**DISCUSSION:**

Operating funding are available to allow us to procure three (3) BOC vehicles for the Red Line extension. Included in this request is the cost for bus wrapping and camera technology (Safety Vision) wiring to be installed on each new vehicle.

**ALTERNATIVES:**

The Board of Directors could choose not to replace vehicles at this time. If this alternative is selected the implications of this decision are as follows:

- 40 Foot vehicles would not be able to maneuver (turns) vehicles at College street Red Line charging site (KeyBank).

**FISCAL IMPACT:**

IPTC will utilize the State's Quantity Purchase Agreement (QPA) which meets federal procurement requirements and based on the current QPA, Midwest Transit Equipment, Inc., is the approved vendor. Funding source for this procurement are Operating funds.

**DBE DECLARATION:**

There are no Diversity goals associated with this opportunity.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the regular agenda.



Date: November 09, 2020  
 Current Meeting: December 03, 2020  
 Board Meeting: December 03, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Facilities and Preventative Maintenance Paul Williams  
**SUBJECT:** Consideration and Approval to Extend Contracts for Bus Shelter & Bus Stop & Red Line Repairs, Installs, Maintenance, & Cleaning

**ACTION ITEM A – 5**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to approve the extension of the current contracts for RFP 17-09-272 Bus Shelter, Bus Stop, Red Line Cleaning and RFP 17-09-273 Bus Shelter, Bus Stop Sign, Red Line Maintenance, Repairs, and Installs with Shuck Corporation in an amount not expected to exceed \$202,000.

**BACKGROUND:**

In 2017 IPTC entered into contracts with Shuck Corporation for Bus Shelter, Bus Stop, Red Line, Cleaning and Bus Shelter, Bus Stop Sign, Red Line repairs, installs and removals as the winner on both open bids. Each was a three (3) contract with one (1) option year. IPTC is electing to extend the contracts by four (4) months. The current contract ends January 31, 2021, this would extend the contracts through May 31, 2021.

**DISCUSSION:**

The bid process for this contract is set for early 2021. IPTC has agreed to extend the current contract to accommodate for the proper procurement process to be completed and transition period. It is important that during this process the stations are professionally cleaned and maintained for safety and security.

**ALTERNATIVES:**

The Board could reject the four (4) month extension. The contract would end on January 31, 2021.

**FISCAL IMPACT:**

Budget for both contracts are paid from Operations funds.

**DBE DECLARATION:**

XBE goals will remain the same per this contract for the four (4) month extension.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the consent agenda.



Date: November 17, 2020  
Current Meeting: December 03, 2020  
Board Meeting: December 03, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Facilities and Preventative Maintenance Paul Williams  
**SUBJECT:** Consideration and Approval of RFP 20-08-362 Service Uniforms

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**ACTION ITEM A – 6**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter a contract with Cintas Corporation, Inc for two (2) years with three one year options for the rental of maintenance uniforms, shop towels and floor mats for an amount not to exceed \$662,402.00 for the life of the contract including the options.

**BACKGROUND:**

IPTC Maintenance and Facilities Department employees are expected to maintain a clean and professional appearance while working and representing IPTC in the public. The current collective bargaining agreement states that IPTC will provide uniforms to all maintenance employees. Due to the nature of their work maintenance employee uniforms are provided, cleaned, and maintained through a third-party service. This service also includes an assortment of floor mats and shop rags that are exchanged on a weekly basis.

**DISCUSSION:**

On September 1, 2020 an advertisement for the maintenance uniform RFP was placed with IndyStar, Mass Transit and La Voz. On September 9, 2020 the solicitation was posted on the IPTC website and registered vendors were notified. IPTC received bids from Cintas and Unifirst. Unifirst was the only vendor to attend the pre-bid meeting, however, Unifirst was found nonresponsive by the procurement department as the samples did not meet the RFP requirements. This solicitation received a single response, it was re-reviewed to verify. Advertising was done in a proper manner to reach the proper audience. The scope and technical specifications were not written in such a way that would limit competition and enough time was made available for a response. The scoring of the Evaluation Committee reflects that Cintas be deemed a quality vendor.

**ALTERNATIVES:**

The board could choose not to approve the contract and Procurement would restart the bid process. The 2016 Uniform RFP received the same outcome as the current RFP. It is procurement's belief that all the above topics were addressed and that a withdrawal and re-post would yield the same results.

**FISCAL IMPACT:**

The funding source for this procurement is provided from the Operation's budget for Maintenance, Facilities Treasury, Storeroom and Radio departments.

**DBE DECLARATION:**

As this procurement was funded by non-federal dollars no DBE goal was established. IPTC remains committed to the utilization of certified XBE firms whenever applicable opportunities present themselves.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the consent agenda.



Date: November 05, 2020  
Current Meeting: December 03, 2020  
Board Meeting: December 03, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Finance/Chief Financial Officer Bart Brown  
**SUBJECT:** Consideration and Approval of AX 2012 Functional Support

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**ACTION ITEM A – 7**

**RECOMMENDATION:**

It is requested the IPTC Board of Directors authorize the President/CEO to enter into contract negotiations, and upon successful negotiations enter into a contract, with Blue Horseshoe Solutions, Inc. The contract for twelve (12) months of support will not exceed \$192,500. Further, IPTC requests the ability to renew the agreement period by an additional twelve (12) months if needed. The renewal is contingent based upon the upgrade and implementation of Microsoft D365 timeline.

**BACKGROUND:**

Microsoft Dynamics 2012 was implemented as the agency’s ERP system in 2017. Functional Support was provided by the implementer for the first year post-live. After that, IPTC selected an independent consultant to provide this functional support. The independent consultant provided a knowledgeable and direct contact for many staff members for assistance. IPTC finance division leadership noticed an issue in mid-2020 with the reliability and response time of this individual. Ultimately, the contract was terminated by the independent consultant on August 8<sup>th</sup>, 2020.

The finance division leadership group immediately took action in effort to replace this service. The functional support of our ERP system is a critical component of ongoing financial operations. With the input from representatives from IT, three competitive quotes were obtained for replacement service.

From historical usage, IPTC expects no more than 1,000 hours per calendar year needed for functional support.

**DISCUSSION:**

Blue Horseshoe Solutions, Inc. was selected for recommendation for award for the following reasons:

- Microsoft Gold Partner—meaning that they have earned the highest level of company customer care and collaborative relationship with Microsoft.
- Provides one key point of contact for support, however there are subject matter experts on staff to where issues can be escalated.
- Support hours can be purchased individually, without committing to a large package.
- Provides a duplicity of resources when one member of the team takes vacation, sick time, etc.
- Same rate for all agents related to the account.

- Provides value-add engagement opportunities such as training and best practices and notification of new features.
- Local partner with understanding of Indianapolis transit.
- Guaranteed response times. (normal; 8 hours, high; 4 hours, critical; 1 hour)

**ALTERNATIVES:**

The Board of Directors could choose not to replace this contract at this time. However, if the alternative is selected the implications of this decision are as follows:

- With very limited support we have for troubleshooting, debugging, and error message assistance, we are at extreme risk of financial system failure.

**FISCAL IMPACT:**

The total cost of this one-year commitment will not exceed \$192,500. Included in this total are up to 20 hours per week (if needed) of functional support. Funding source for this purchase will come out of the Operating Budget.

**DBE DECLARATION:**

There are no diversity goals associated with this opportunity.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the consent agenda.



Date: November 12, 2020  
Current Meeting: December 03, 2020  
Board Meeting: December 03, 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 VoIP Services Contract

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**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 contract agreement with Avaya Cloud Office Services to provide cloud-based phone services including three (3) years of technical support in an amount not to exceed \$197,519.04.

**BACKGROUND:**

Voice over Internet Protocol refers to the technology that allows us to make and receive phone calls over the Internet in real time. It is a set of protocols working together to deliver internet telephony functions similar to regular phone lines. The difference is that VoIP phone service provides flexibility and mobility that is not possible with traditional telephony. By delivering voice calling functions over internet connections, it allows anyone to use Voice over IP from anywhere via their laptops, desktops, or smart devices.

**DISCUSSION:**

In March 2017, IPTC transitioned from a traditional on-premise phone service (Avaya) to a 100% cloud-based VoIP phone service (Vonage). An RFP was not issued for VoIP phone services at that time, as the Vonage service is based on a month-to-month contract. With our current and future changes in our business philosophies (for example, consolidation of Customer Service and Mobility Services), our need for more robust reporting, analytics, administration and cost reduction ignited a formal solicitation for VoIP phone services.

**ALTERNATIVES:**

The Board could choose to not award this contract to the suggested bidder. However, IPTC will continue to experience higher costs and reduced administrative capabilities until another VoIP service provider is identified.

**FISCAL IMPACT:**

The total cost of the new VoIP phone service will not exceed \$197,519.04 over the three (3) year contract term. This cost includes \$74,083.68 (Setup and Implementation – \$12,366.00 plus \$61,717.68 service costs) for FY2021, and \$61,717.68 for both FY2022 and FY2023. By executing this contract, IPTC will save \$17,116.32 in FY2021, and \$29,482.32 in both FY2022 & FY2023 for a total of \$76,080.96 over the contract term.

**DBE DECLARATION:**

This 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 November 19, 2020 and recommended to the consent agenda.



Date: November 09, 2020  
Current Meeting: December 03, 2020  
Board Meeting: December 03, 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 Employee Intranet Contract

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**ACTION ITEM A – 9**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a contract agreement with AgreeYa Solutions, Inc. to build a new employee intranet portal including three (3) years of technical support in an amount not to exceed \$179,080.00.

**BACKGROUND:**

An Intranet can be one of the most powerful tools that connects and engages employees, improves efficiencies, makes documents and resources findable, and supports your company’s culture. An employee Intranet is designed to 1) allow information to be quickly disseminated to employees, 2) make common internal business processes more efficient, and 3) provide a sense of community within an organization. Intranets connect employees, broadcast communications, provide easy access to resources, and support collaboration. They are designed to foster engagement, increase productivity and extend company culture. Company-wide information and resources include news, announcements, knowledge bases, self-serve HR and IT support, training, management communications, compliance tracking and more. Local team sites are created specific to an office, department or project, and include announcements, tasks, document management, collaboration tools, wikis and discussions.

**DISCUSSION:**

During the onset of COVID-19 in February/March 2020, it was identified that a functional and collaborative employee Intranet would greatly enhance our Business Continuity Plan (BCP) with a large percentage of Administrative staff working remotely. Our current “Intranet” is a mere collection of departmental pages constructed to focus on a department. The need for a more robust employee Intranet was identified as a key initiative in 2019 and budgeted for FY2020. COVID-19 delayed this procurement; however, it also identified sufficient gaps and emphasized the need for centralized collaboration, document management and greater communications.

**ALTERNATIVES:**

The Board could choose to not award this contract to the suggested bidder. However, IPTC will continue to experience inefficiencies and loss productivity without a robust centralized collaboration tool.

**FISCAL IMPACT:**

The total cost of the initial release and support of the new Employee Intranet will not exceed \$179,080.00. This cost includes \$127,080.00 for implementing initial solution, and \$1,625.00 monthly support costs starting at the conclusion of the initial solution implementation totaling \$52,000.00 over the contract term. This cost does not include future

feature integrations and releases that may be realized over the contract term. This contract can be funded entirely through the CARES Act through FY2022. Any additional integrations, releases and support needed for FY2023 and beyond will be funded with local money unless otherwise specified by the board.

**DBE DECLARATION:**

A 9% DBE goal was established for this procurement. AgreeYa has committed to utilizing geoConvergence, LLC at 10% of the total contract.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the consent agenda.



Date: November 30, 2020  
 Current Meeting: December 03, 2020  
 Board Meeting: December 03, 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 Bus Camera Replacement Contract

**ACTION ITEM A – 10**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a three (3) year contract agreement with two (2) optional years with Luminator Technology Group as its bus camera system vendor in an amount not to exceed \$3,275,000.00.

**BACKGROUND:**

According to the Transportation Security Administration (TSA), a robust, resilient and effective motor coach security plan requires clearly defined threat mitigation, prevention, protection, response and recovery goals designed to reduce risk. Chief among these goals is the ability to deter or defeat a range of existing and emerging threats to transportation security. Unaddressed vulnerabilities could result in significant harm to the organization, resources, passengers and other citizens connected to the transportation infrastructure. For IPTC, implementing and maintaining a sound video camera system on its coaches is essential for effective security planning, incident and risk management, and training.

**DISCUSSION:**

The current bus camera system (Safety Vision), which is beyond end-of-life and unsupported, is used on 75% of our Fixed Route and Mobility Services fleet. IPTC has redefined its video recording requirements to be consistent with TSA and Department of Homeland Security (DHS), and meet current and future risk, safety, security and training specifications. Upon assessment and investigation of the current bus camera system, it has been determined that the affected fleet do not meet our requirements for video retention, new camera support and “live-look” capabilities, to name a few. IPTC plans to install the new camera system on newly purchased coaches, and existing coaches with end-of-life camera systems. The goal is to have the whole fleet installed with the new camera system by Q4 FY 2023.

IPTC issued a solicitation for bus camera replacement in October 2020. The bids for this solicitation were received on November 16. The evaluation committee for this solicitation will meet to select the new vendor on November 24.

**ALTERNATIVES:**

The Board could choose to not award this contract to the suggested bidder. However, IPTC will continue to use end-of-life bus camera systems not meeting the new IPTC, TSA and DHS requirements.

**FISCAL IMPACT:**

The total cost of this procurement will not exceed \$3,275,000.00. This procurement does not include maintenance and support costs for FY2022 to FY2025, which will be sourced through local operating funds. This procurement is partially

funded through Federal grant IN95X06-2014 for \$750,811.25 with the remaining amount sourced through local capital funds. Furthermore, this procurement cost does not include future feature integrations and modules that may be realized over the contract term.

**DBE DECLARATION:**

A 3% DBE goal was established for this procurement. Luminator Technology Group did not meet the goal percentage but did make a Good Faith Effort to achieve it. They did note in their proposal that they intend to utilize VSIS, Inc. located in Minneapolis, MN as a subcontractor. VSIS was previously certified as a DBE in Minnesota, but their certification lapsed during the COVID-19 Pandemic. They are currently in the process of getting recertified in several states, including Indiana. We will monitor this closely and will negotiate DBE percentage during the kick-off meeting if awarded by IPTC's Board of Directors.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the regular agenda.



Date: November 09, 2020  
 Current Meeting: December 03, 2020  
 Board Meeting: December 03, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Strategic Planning Brooke Thomas, AICP  
**SUBJECT:** Consideration and Approval of the 2020 Amendment to the IndyGo 5-Year Capital Plan

**ACTION ITEM A – 11**

**RECOMMENDATION:**

It is requested that the IPTC Board of Directors approve an amendment to the IndyGo 5-year Capital Plan.

**BACKGROUND:**

In November 2016, nearly 60 percent of Marion County voters cast ballots in favor of adopting a 0.25 percent income tax dedicated to fund transit improvements. This transit levy was subsequently enacted by the Indianapolis-Marion County City-County Council in February 2017. The resources derived from this tax will support the implementation and operation of the Marion County Transit Plan (Transit Plan), a component of IndyConnect, Central Indiana's Regional Transit Plan, which was originally developed by the Indianapolis Metropolitan Planning Organization (IMPO), Indianapolis Public Transportation Corporation (dba IndyGo), and the Central Indiana Regional Transportation Authority (CIRTA).

The Transit Plan calls for IndyGo to expand the frequency and hours of service for its fixed-route local network, construct and operate three new bus rapid transit lines, and change the orientation of its network from a hub-and-spoke network to a grid system. The strategic framework for these changes were developed as part of IndyGo's IndyGo Forward Comprehensive Operational Analysis and were to be fully implemented by 2022.

IndyGo's 5-year Capital Plan serves as a roadmap to implementing the Transit Plan. It provides a forecast of planned capital revenue and expenditures based on currently available information. IndyGo maintains this plan by revisiting its assumptions and projections as capital projects are implemented, recognizing when revenue is realized, and/or inserting additional information as it becomes available.

IndyGo's 5-year Capital Plan was initially presented to, and adopted by, the IPTC Board of Directors on December 7, 2017. At that time, it became a "living document," meaning that it would be updated regularly as revenue is realized and projects are advanced. The plan was updated in March 2018 and again in August 2018. This amendment builds upon the version that was adopted by the IPTC Board of Directors on August 20, 2019 and follows the August 20, 2020 adoption of the IndyGo's 5-year Capital Budget Summary. Prepared annually, the Capital Plan Budget Summary is a companion document of the 5-year Capital Plan. It is the 5-year Capital Budget Summary – not the 5-year Capital Plan guidance document – that ultimately governs how much the agency is prepared to spend on capital expenses in any given year.

**DISCUSSION:**

Below is a summary of the substantive changes that were made between versions 1.0 and 2.0, in late summer / early fall of 2020.

- The Finance Division has corrected the methodology used to capture the total outlay (not just the debt service payment) for future rolling stock purchases. The annual summaries have been updated to reflect this change and now include the total purchase price within IndyGo’s 5-year capital plan and thus, allow IndyGo to seek the appropriation of the full amount. This correction, along with the need to purchase more rolling stock than was previously projected, are the primary reasons that the program total increased by \$47.6 million between versions 1.0 (\$552.2 million) and 2.0 (\$599.8 million) of this plan.
- The summary pages for each year have been updated to describe what has transpired since the August 2019 update and to set priorities for the next four years. These pages highlight instances where projects that were programmed for a given year have been placed on hold or postponed.
- The description of each funding source was reviewed for accuracy and, where necessary, updated to reflect current status.
- The description of each capital project has been updated to reflect current status.

New projects have been added to the plan, including those that are programmed as part of the fiscally constrained capital budgets for years 2021 through the first part of 2025 and those that are illustrative. Illustrative projects are those that IndyGo desires to add to the capital program, but which do not currently have dedicated funding, or that would otherwise cause planned capital expenditures to exceed the adopted budget.

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

N/A

**DBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

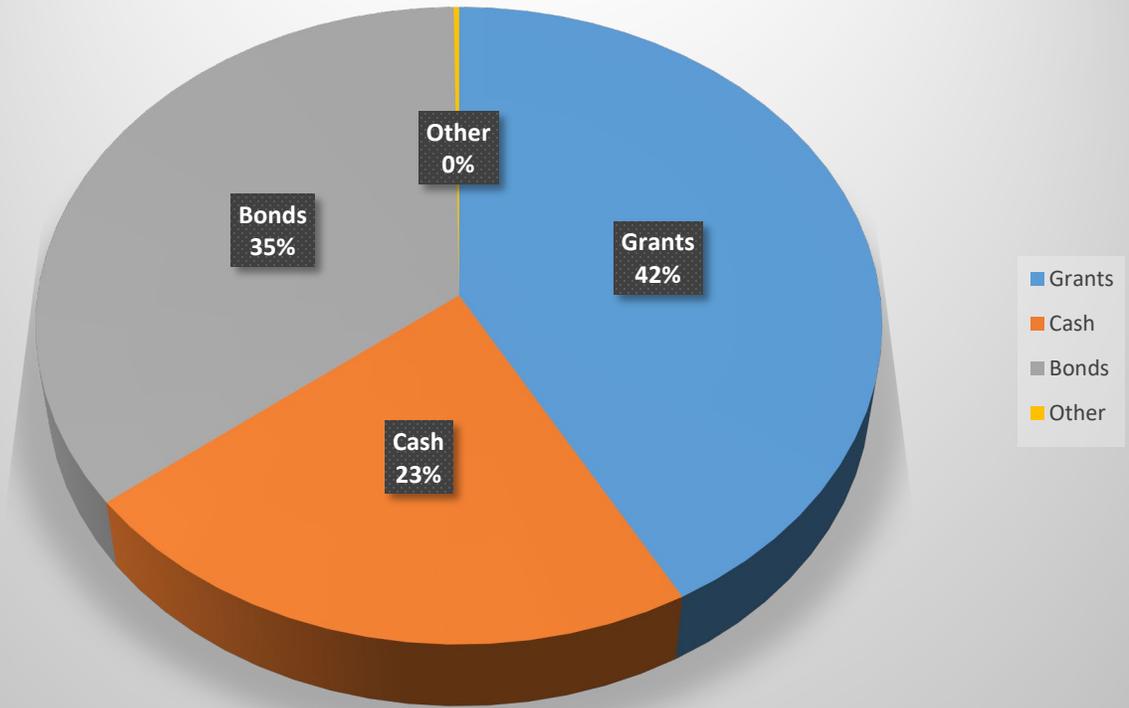
This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the regular agenda.

## CAPITAL IMPROVEMENT PROGRAM

### Indianapolis Public Transportation Corporation 2021 Capital Improvement Program

	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
<b>BRT and On-Street Infrastructure</b>	\$ 52,033,998	\$ 97,319,000	\$ 101,602,000	\$ 98,000,000	\$ 31,911,000
Red Line Phase 2a/3a (to County Line)	\$ -	\$ 2,200,000	\$ 6,200,000	\$ 26,300,000	\$ -
Purple Line	\$ 37,865,000	\$ 57,969,000	\$ 23,652,000	\$ -	\$ -
Blue Line	\$ 3,750,000	\$ 36,300,000	\$ 70,900,000	\$ 71,000,000	\$ 31,911,000
Michigan St. Improvements (Constr)	\$ 4,350,000	\$ -	\$ -	\$ -	\$ -
30th St. Improvements (constr)	\$ 2,150,000	\$ -	\$ -	\$ -	\$ -
Super Stops	\$ 1,548,998	\$ -	\$ -	\$ -	\$ -
Transit Signal Priority Installation	\$ 1,520,000	\$ -	\$ -	\$ -	\$ -
Local Route Stop/Shelter/Sidewalk Installations	\$ 850,000	\$ 850,000	\$ 850,000	\$ 700,000	\$ -
<b>Facilities</b>	\$ 3,985,000	\$ -	\$ -	\$ -	\$ -
Building Exterior Improvements	\$ 1,400,000	\$ -	\$ -	\$ -	\$ -
Maintenance Area Renovations	\$ 1,375,000	\$ -	\$ -	\$ -	\$ -
Solar Array Expansion (1501)	\$ 630,000	\$ -	\$ -	\$ -	\$ -
Board Room & Lobby Improvements	\$ 580,000	\$ -	\$ -	\$ -	\$ -
<b>Safety/Security</b>	\$ 220,000	\$ 230,000	\$ 255,000	\$ 255,000	\$ -
Vehicle CCTV Replacement	\$ 220,000	\$ 230,000	\$ 255,000	\$ 255,000	\$ -
<b>IT/Finance</b>	\$ 1,975,000	\$ -	\$ -	\$ -	\$ -
ERP	\$ 800,000	\$ -	\$ -	\$ -	\$ -
IT Radio Replacement/Other IT	\$ 800,000	\$ -	\$ -	\$ -	\$ -
Farebox Replacement	\$ 375,000	\$ -	\$ -	\$ -	\$ -
<b>Public Affairs</b>	\$ 392,375	\$ -	\$ -	\$ -	\$ -
Mobility Concierge	\$ 392,375	\$ -	\$ -	\$ -	\$ -
<b>Fleet</b>	\$ 24,645,306	\$ 12,384,419	\$ 13,068,452	\$ 14,950,000	\$ -
Automatic Passenger Counters Upgrade	\$ 181,500	\$ -	\$ -	\$ -	\$ -
Paratransit Bus Replacement	\$ 1,415,000	\$ 1,450,000	\$ 1,500,000	\$ 1,550,000	\$ -
Fixed Route Bus Replacement	\$ 22,500,000	\$ 10,634,419	\$ 10,953,452	\$ 13,100,000	\$ -
Support Vehicle Replacement	\$ -	\$ -	\$ 315,000	\$ -	\$ -
Radio Equipment & Accessories	\$ 78,806	\$ -	\$ -	\$ -	\$ -
Dispatch Consoles	\$ 170,000	\$ -	\$ -	\$ -	\$ -
Maintenance Heavy Equipment	\$ 300,000	\$ 300,000	\$ 300,000	\$ 300,000	\$ -
<b>Grand Totals</b>	\$ 83,251,679	\$ 109,933,419	\$ 114,925,452	\$ 113,205,000	\$ 31,911,000

### 2021 Capital Budget Funding Sources





Date: November 20, 2020  
 Current Meeting: December 03, 2020  
 Board Meeting: December 03, 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 an Agreement between IPTC and the City of Lawrence for Relocating Utilities to Accommodate the Purple Line

**ACTION ITEM A – 12**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement contract award standards, it is requested that the Board authorize IPTC to enter into an agreement with the City of Lawrence for reimbursement of design and construction administration costs related to the relocation of City of Lawrence utilities to accommodate Purple Line BRT infrastructure. IPTC would reimburse the City of Lawrence an amount not to exceed \$111,200.00.

**BACKGROUND:**

The Purple Line project will involve improvements to Post Road within the limits of the City of Lawrence. Those improvements will, in some cases, require the relocation of public utilities. Due to the City’s (Department of Public Works/DPW) capital investment in the construction of the Purple Line BRT project, public utilities are required to relocate their facilities at their own cost pursuant to City/County Revised Code 645-702. State statute, however, separately defines a municipally owned utility. While the City of Indianapolis can require the City of Lawrence to relocate a utility facility that is located within the Indianapolis right-of-way, the City of Indianapolis would have to reimburse the City of Lawrence for the costs of the relocation. As such, expenses associated with the relocation of the City of Lawrence’s utilities, where required for the Purple Line project, will be paid by the project. These relocations will be part of the Purple Line design plans and constructed by the Purple Line contractor. IPTC is additionally responsible for the City of Lawrence’s expenses incurred to design the relocations and for costs to provide construction administration services during their relocation.

**DISCUSSION:**

The agreement between IPTC and the City of Lawrence contains provisions for IPTC’s reimbursement of costs to design and participate in the construction of the required utility relocations. The City of Lawrence will incur design fees for relocating water and sewer utilities in the amounts of \$57,200.00 and \$37,500.00 respectively. The City of Lawrence will also receive bid assistance and construction administration services totaling \$16,500.00. Under this agreement, IPTC will reimburse the City of Lawrence \$111,200.00 for the sum of these services.

The agreement also contains the terms by which IPTC and the City of Lawrence will coordinate through construction. This includes how the City of Lawrence will be involved in plan approvals, review of change orders and construction administration activities.

**ALTERNATIVES:**

The Purple Line Designer of Record has been working diligently to reduce relocations wherever possible throughout the corridor and all parties feel that the current plan set has reasonably achieved this. If the Board were to reject this Agreement, however, the team would conduct, at a cost, additional value engineering efforts to reduce relocations. Besides the cost of attempting to engineer out additional conflict, this would result in a delay in execution of the Small Starts Grant Agreement with FTA. This agreement is required for Small Starts grant execution and is considered critical path at this time.

**FISCAL IMPACT:**

The cost of these relocations will be built into the overall Purple Line budget without increasing the total project cost, through a combination of reduced overall contingency and value engineering of other project components. No additional funds will be required, beyond the already-committed local match. The project is funded 50/50 with a combination of Federal Small Starts and other local and Federal funds.

**DBE DECLARATION:**

As part of the overall Purple Line project, construction of the relocations will be subject to a DBE goal that will be set as the project is bid.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Service Committee and Finance Committee on November 19, 2020 and will be placed on the regular agenda.



Date: December 01, 2020  
 Current Meeting: December 03, 2020  
 Board Meeting: December 03, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy CFO Hardi Shah and CFO Bart Brown  
**SUBJECT:** Consideration and Approval of Resolution 2020-19 – Transfer in Appropriations and Carry Forward of Outstanding Encumbrances for FY2020

**ACTION ITEM A – 13**

**RECOMMENDATION:**

Authorize the approval of Resolution 2020-19 – Transfer in Appropriations and Carry Forward of Outstanding Encumbrances for fiscal year 2020.

**BACKGROUND:**

With the opening of a new budget year and a new set of ledgers, it is advantageous to review the unpaid purchase orders and contracts which remain on the ledgers as “encumbered.” Whenever a valid appropriation has been lawfully encumbered by a contract or by the issuance of a purchase order, the appropriation to the extent of the encumbrance may be carried forward to the succeeding year and made available for payment of the obligation which encumbered it. Only so much of the appropriation as is lawfully encumbered may be carried forward.

As part of the year-end review process, IPTC requests to allow for a transfer in Appropriations between the Main Expenditure Categories to fiscal year 2020’s Operating Budget.

**DISCUSSION:**

The State guidelines allow the Board to authorize Carry Forward of the outstanding purchase orders at year-end. These outstanding purchase orders were not paid prior to December 31, 2020. Therefore, it will be prudent and sound financial practice to carry them forward into the next fiscal year (2021) pending available cash balances at the close of the fiscal year 2020. The appropriation to cover the purchase orders, once expensed, will come from the 2020 budget.

Under the same guidelines, budget adjustments in the Operating budget will be necessary to make sure that major expense categories are in alignment with the budget. This action does not change the 2020 appropriation authority for the already approved and adopted Operating Budget.

**ALTERNATIVES:**

If the Board chooses not to approve this action, IPTC would not be able to use fiscal year 2020’s appropriations to pay for the outstanding purchase orders/contracts. As a result, the obligations will have to be charged against fiscal year 2021’s appropriations which can jeopardize fiscal year 2021’s planned projects subject to availability of funds.

**FISCAL IMPACT:**

There is no fiscal impact on fiscal year 2021 budget as appropriations were provided for the purchase orders in the fiscal year 2020 budget.

**DBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee and Finance Committee on November 19, 2020 and recommended to the regular agenda.

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

**RESOLUTION 2020-19**

A RESOLUTION approving the transfers in appropriation for the General fund and the encumbered balances of outstanding purchase orders for the Capital fund for the calendar year ending December 31, 2020. These changes are in response to the needs of INDIANAPOLIS PUBLIC TRANSPORTATION;

**WHEREAS**, the Controller of IPTC has represented and the Board of IPTC now finds that the following changes and realignment in the budget categories are required:

**OPERATING FUNDS**

<b><u>Personal Services</u></b>		
Fringe Benefits	Increase	\$500,000
Overtime	Increase	\$500,000
Salary	Increase	\$250,000
<b><u>Materials &amp; Supplies</u></b>		
Fuel & Lubricants	Decrease	(\$1,250,000)
<b>Net Change in 2020 Appropriations</b>		<b>\$ -</b>

**CAPITAL FUND**

**WHEREAS**, the accounting guidelines established by the State of Indiana include the approval of outstanding purchase orders at year-end, and

**WHEREAS**, the attached listing includes all purchase orders from budgeted funds (including funds 8001, 8090, 9500 and 9502) unpaid at year-end 2020.

**THEREFORE, BE IT RESOLVED**, that the Indianapolis Public Transportation Corporation Board of Directors hereby approve the attached list of purchase orders totaling an amount not to exceed \$90,684,809.16 from 2020 be carried forward to the next budget year (2021) and be paid from 2020 appropriations.

NOW, THEREFORE, BE IT ORDAINED BY THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION:

SECTION 1. The IPTC will make the changes in appropriations as given above.

SECTION 2. The ordinance shall be effective December 3, 2020 and in accordance with all laws pertaining thereto.

The Board will meet in the offices of the Board, located at 1501 West Washington Street, Indianapolis, Indiana at the hour of 5:00 P.M. (local time) on December 3, 2020 to conduct a public meeting on this resolution.

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

RESOLUTION 2020-19

BOARD OF DIRECTORS

**Aye**

**Nay**

**Greg Hahn, Chair**

\_\_\_\_\_

**Adairius Gardner, Vice Chair**

\_\_\_\_\_

**Mark Fisher, Secretary**

\_\_\_\_\_

**Richard Wilson, Treasurer**

\_\_\_\_\_

**Lise Pace**

\_\_\_\_\_

**ATTEST**

Name	Title	Signature
Jill D. Russell	Secretary/ General Counsel	



Date: November 23, 2020  
 Current Meeting: December 03, 2020  
 Board Meeting: December 03, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** General Counsel Jill D. Russel  
**SUBJECT:** Consideration and Approval of New Indianapolis Public Transportation Foundation (IPTF) Board Member

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**ACTION ITEM A – 14**

**RECOMMENDATION:**

Approval of Indianapolis Public Transportation Foundation New Board Member.

**BACKGROUND:**

The bylaws of the Indianapolis Public Transportation Foundation (IPTF) require the approval of the Board of Directors of the Indianapolis Public Transportation Corporation (IPTC). Due to the resignation of a Board Member, the Foundation is seeking IPTC board consent to fill the vacancy. The Foundation Board met virtually on Monday, November 23, 2020, at which time the Board voted to approve Mike Lennox to fill the vacant seat on the Foundation Board.

**DISCUSSION:**

The IPTF board seeks to fill a vacant Board position. The member being presented for your consideration and approval is Mike Lennox, Executive Director of Play Ball Indiana (bio attached).

**ALTERNATIVES:**

The Board could choose not to approve the nomination of Michael Lennox and the Foundation Board would go back out to vet other candidates to bring before the IPTC Board.

**FISCAL IMPACT:**

N/A

**DBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Service Committee and Finance Committee on November 19, 2020.

## **Mike Lennox Bio**

Mike Lennox has over 30 years of experience in non-profit management and fund raising. As the executive director of Play Ball Indiana since 1996, he has helped over 30,000 young people participate in the RBI “Reviving Baseball in Inner Cities” baseball and softball program of Major League Baseball in Indianapolis. During that same time, Indy RBI has raised over \$4 million in contributed support from individual donors, foundations and sponsors.

Previously Mike served as the executive director of the Indiana Transportation Museum in Noblesville, a fundraising professional for the Family Service Association of Indianapolis, publicity director for the Promotion Company, and helped people “Wander Indiana,” as a marketing assistant for the Indiana Tourism office. He also has a two-year stint as a radio disc jockey in the early 1980s. Most recently Mike began to help the Friends of Garfield Park as an administrative consultant.

As a life-long Indianapolis-area resident, he graduated from Pike High School in 1978 and Purdue University in 1982, and currently serves as the treasurer for both the Caring Center in Lebanon (a food pantry and hunger awareness charity), and the Purdue Chapter of the Phi Kappa Tau Fraternity Housing Corporation in West Lafayette. He also serves on the board of the Nickel Plate Express Railroad & Museum in Noblesville.

Married to a world-renowned, board certified exotic animal veterinarian and professor for 35 years, Mike is “padre” to four daughters.



Date: November 30, 2020  
Current Meeting: December 03, 2020  
Board Meeting: December 03, 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 Resolution 2020-20 Authorizing One (1) Free Ride on Fixed Route with One (1) Canned Good or Non-Perishable Item on December 15<sup>th</sup>, 2020 and Free Rides on Fixed Route and Open Door on December 25<sup>th</sup>, 2020 (Christmas Day) and After 8:00 p.m., December 31<sup>st</sup>, 2020 (New Year’s Eve).

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**ACTION ITEM A – 15**

**RECOMMENDATION:**

- Approve Resolution 2020-20 authorizing IPTC to offer (one) 1-free ride with (one) 1-can good and/or non-perishable donation on Fixed Routes on December 15<sup>th</sup>, 2020 to 1:30 a.m. on December 16<sup>th</sup>, 2020.
- Approve Resolution 2020-20 authorizing IPTC to offer free rides on Christmas Day, December 25, 2020 for fixed route and open door.
- Approve Resolution 2020-20 authorizing IPTC to offer free rides on December 31<sup>st</sup>, 2020 from 8:00 p.m. (New Year’s Eve) to 1:30 a.m. on January 1<sup>st</sup>, 2021 on fixed route and open door.

**BACKGROUND:**

IPTC has partnered with the Midwest Food Bank – Indiana division, to allow our riders to join us in supporting our community this holiday season by donating a canned good or non-perishable item good for (one) 1 free-ride on fixed routes on December 15<sup>th</sup>, 2020 to 1:30 a.m. on December 16<sup>th</sup>, 2020. In addition, IPTC will be offering free rides on December 25<sup>th</sup> (Christmas Day) and on December 31<sup>st</sup> (New Year’s Eve) from 8 p.m. to 1:30 a.m. on January 1<sup>st</sup>, 2021 on fixed route and open door.

**DISCUSSION:**

This is our first partnership between IPTC and Midwest Food Bank and demonstrates our community support for a worthy cause during this holiday season.

**ALTERNATIVES:**

IPTC does not offer free public transit except for December 15<sup>th</sup>, IndyGo Day of Giving or Free Rides on Christmas Day or New Year’s Eve.

**FISCAL IMPACT:**

- The fiscal impact is unknown for our first partnership with Midwest but based on past participation of free rides there was only a 20% impact, which equates to roughly \$16K.
- The fiscal impact this year from Christmas Day and New Year’s Eve coupled with COVID will be roughly \$5k.

**DBE DECLARATION:**

No DBE goal associated with the actions.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Service Committee and Finance Committee on November 19, 2020 and will be placed on the regular agenda.

## RESOLUTION 2020-20

### 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, in the spirit of giving, community involvement, and public safety, is interested in offering a free ride in exchange for the donation of a canned good or non-perishable food item on December 15, 2020, and free rides on December 25, 2020, and on New Year's Eve, December 31, 2020.

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

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

**WHEREAS**, IPTC has deemed December 15, 2020, as a day of giving back to the community; and

**WHEREAS**, IPTC has partnered with the Midwest Food Bank; and

**WHEREAS**, IPTC will provide all donations received in exchange for free rides, to the Midwest Food Bank; and

**WHEREAS**, IPTC has in the past provided free rides on December 25<sup>th</sup>; and

**WHEREAS**, IPTC has in the past, in the interest of public safety, provided free rides on New Year's Eve, December 31st; and

**WHEREAS**, the Board of Directors, having considered and being duly advised, finds that the Board of Directors has as an interest in giving back to the community, promoting community involvement, and promoting public safety by providing free rides in exchange for the donation of a canned good or non-perishable food item on December 15, 2020, and free rides on December 25<sup>th</sup>, and New Year's Eve;

### **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 CEO and President, on behalf of the Indianapolis Public Transportation Corporation, to offer free rides on December 15, 2020, in exchange for the donation of a canned good or non-perishable food item on both fixed route and Open Door services.

Section 3. The Board directs the CEO and President provide all donations received to the Midwest Food Bank.

Section 4. The Board directs the CEO and President to provide free rides on both Fixed Route and Open Door on December 25, 2020.

Section 4. The Board further directs the CEO and President to provide free rides on both Fixed Route and Open Door between the hours of 8:00pm on December 31, 2020, through 1:30am January 1, 2021.

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

**Adopted this 3<sup>rd</sup> day of December 2020.**

BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

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Gregory F. Hahn  
Chairman of the Board of Directors

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



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

## Mobility Advisory Committee Update – November 2020

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Mobility Advisory Committee Chair Greg Meyer  
**Date:** December 3, 2020

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### Mobility Advisory Committee Update – November 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

November 18, 2020

### Attendees

Grey Meyer- Chair  
Mark Early- MAC  
Erin Hardwick-MAC  
Cori Wills- MAC  
Bernie Wilmer- MAC  
Eddie Richenbach- MAC  
Linda Gosnell- MAC  
Ryan Malone- IndyGo  
Myisha Foster-IndyGo

Inez Evans- IndyGo  
Mike Roth- IndyGo  
Teresa Franklin- IndyGo  
Ryan Wilhite- IndyGo  
Charlie Carlino- Indygo  
Brain Clem-IndyGo  
Faith Chadwick-IndyGo  
Jennifer Pyrz- Indygo  
Lisa Pace- IndyGo

### Welcome and introduction:

Mike Roth asked everyone to introduce themselves.

### Approval of the September 2020 Minutes:

MAC Chair, Greg Meyer, asked for a motion to approve the September 2020 minutes.

Motion for approval by Greg Meyers & Mark Early (Mark Early didn't have September minutes- Minutes were e-mailed), Erin Hardwick, Eric Schlegel, Cori Wills, Linda Gosnell

### Discussion Items:

#### IndyGo President/CEO Inez Evans

- In response to Covid-19 we are now at a level 5 there are concern that transportation will be affected.
- Plans that will help eliminate further issues are the undergoing emergency pick going back to the Saturday/Sunday schedule if necessary.
- Notification will be sent out to the public just in case our transportation services is affected.
- Issue was covered regarding Transdev being understaffed 50%
- RFP For Dispatch and Call Center functions will be posted 11/23/2020
- New Eco-lane dispatch software has launched
- Discussed possibly looking at bring on an emergency contract and or extending out Transdev another year
- Discussed owning new facilities to house the paratransit coaches to be maintained or housed
  
- Plan: next year fixed route and paratransit call center will integrate into a care center- to provide better customer service for fixed route and para-transit prospective. West Michigan Street will house this customer call center.
- New facility will also house our eligibility/assessments provider for paratransit- new building has a bus stop on the corner to make it easy
- East Side location in progress (IndyGo Headquarters) 33<sup>rd</sup> and Post another location will be built

- Eco-lane, TNC's, possibly Uber and Lyft are all diversified measures to help the efficiency of our paratransit service-Not the number of paratransit vehicles necessarily determine the efficiency
- Goal is to service same day trips
- Uzurv and Z-trip provide wheelchair service to provide on demand service in compliance with ADA. In addition, not solely Uber and Lyft will be added as well
- Uzurv will undergo Beta testing. Teresa Franklin will assist in networking with Transdev so Uzurv can build a roster.
- Z-trip will accept purple tickets now in addition cash fare.

**Senior Director of Mobility Solutions / Michael L. Roth**

- Eco- Lane was launched 11-11-2020
- The system is doing the job we expected
- Transdev is in a shortage of operators- which is affecting OTP
- We are asking riders to utilize Z-trip/ Uzurv to help positively impact service
- 30 day booking for Uzurv in comparison to what's already offered 3 day in advance booking with open-door.
- Question was asked about staffing for Transdev- Transdev is responsible for hiring their own drivers.
- Uzurv moving forward booking will be able to be done using an application on a cellular device
- Eco-lane to manage, trips the idea moving forward is to have a monitor at facilities -like Noble, and Goodwill etc. so staff can check the ETA of pick-up/Drop off times.
- Mass mailings are sent out to riders to inform them of all changes going on with the paratransit transportation system. Our website Indygo.com also is a source where we update the public with all the new changes going on with fixed/paratransit services.
- Sign up is easy for Z-trip service, rider will simply call into Mobility Services a staff member will enroll the rider, a letter will be sent out, and riders are to follow the instructions provided- Fare is the same as open door \$3.50
- Z-trip is provided during Peak Hours 5am-9am & 2-6pm
- 22 of the 2015 vehicle will be updated- will be presented to finance committee and the board meeting on Dec 3<sup>rd</sup>
- MAC Bi-laws -will be presented to finance committee and board meeting on Dec 3<sup>rd</sup>
- The new approach for booking trips with CSR: Rider should select the time they are needing to be dropped off. Reason for this change is that Eco-lane software does a lot better job getting rider to their location.

**Vice President of Planning & Capital Jennifer Pyrz**

- Redline is working on a facility on 6410 N. College Ave where changing the new BRD busses will be charges.
- 66<sup>th</sup> St will make U-turn to change on 6410 N. college Ave proceeding south bound to continue route.
- If Rider is on the coach after 66<sup>th</sup> street U-turn; riders will remain on the coach for 8 minutes until coach is charged.
- If needing a connection, the charging station will not be a transfer location. Only the 66<sup>th</sup> St. location and Broad Ripple St location will be points of transfer.
- North West corner of charging location will need modifications so coaches can turn.
- Anyone walking through the intersection may have longer travel time due to curb updates. Still will remain ADA accessible; but changes and modifications are underway.

**Public Information Officer/Faith Chadwick**

- My Key updates: public information is soon expected
- Implementation of new ticket vending machines
- Public information campaigns to remind the public of how the ticket vending machines will work in December
- The Campaign consist of educational videos, different print and advertising, and website updates to prepare the public for the change

- My Key will only be used for fixed route and red-line. My Key will exclude Paratransit.
- My Key as of now will not include paratransit, we expect Eco-lane with its integrated system will provide a different fare/payment structure.
- My Key will have an app where you can download a QR code to scan once on the coach

**Director of Safety/ Brian Clem**

- Safety culture
- IndyGo has a commitment for safety
- Safe service is a priority
- Man-power to keep busses running with qualified drivers
- COVID updated- IndyGo is taking direction from the CDC in Atlanta, Indiana State Department of Health, and Marion county health department. We seek expert advice to keep the public safe.
- Social distancing knows before you go approach, plan, wear mask, and washing hands for passengers and operators.
- 2<sup>nd</sup> wave of the pandemic so we are not advising the public of the above suggestions.
- Electro- static has been used to keep down harmful pathogens.
- Looking at scheduling a demo for UBC- UBG technology like used in medical establishments to use for fixed route and Paratransit
- For the UBC-UBG equipment thoughts of using grant money possibly- A turnkey system
- FDA has implemented law PTASK- Public Transportation Agency Safety Plan- Any transportation agency that receives federal money must comply with safety and place safety as the priority for their ridership
- Implementation of new plan has been put in place
- Communication advising our staff of the PTASK as well.
- Keeping our Riders safe.

**Special Projects & Regional Mobility Integrations/ Ryan Wilhite**

- ADA Paratransit next step process/ Analysis was conducted last summer/ updates we have gone through a solicitation for a facilitator to communicate the policy's procedures.
- A combination of strategies will be implemented to make the public aware for hosting these public meetings. Virtual meetings may be an option depending on what stage we are in due to COVID, if we can't attend face to face meetings.
- Special Task force construction: no set number of individuals has been selected at this time
- Inbound North Split reconstruction project/ bridges/ ramps 65 and 70 Meet. Project will start soon per INDOT the bulk of the disruption will start May 2021. Lane restrictions expected until 2022. Riders will be provided with lane closures once they get the listing.
- Email updates regarding ADA and Non-ADA policy's

**Manager of Mobility Services/ Teresa Franklin**

- Mass mailings went out regarding our new system Eco-lane procedures and policy's all mailing went out.
- Mobile phone texting available with eco-lane software- Open Door
- 90 Minutes allotted until rider can book their next trip
- Traveling with children underage need car seat -Open Door

PCA or rider is responsible for securing their own car-seat not the driver- our drivers aren't liable for securing any car-seats. Open- Door





## Information Update – October 2020 Financials Summary

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

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### OCTOBER 2020 FINANCIAL SUMMARY

#### Revenue

- The Federal Assistance is under budget for the month of October by 72% but over budget by \$1,203,235 (13%) year to date. \$8M in Preventative Maintenance draws under 5307 formula grants are fully drawn as of October 2020. 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 or above the budgeted revenue.
- The Other Operating Income is under budget by \$48,563 (68%) for the month. This category includes income from advertising contract. Due to COVID19, our advertising revenue also getting impacted and yielding lower than expected revenue. Year to date, this category is under budget by \$160,358 (23%).
- IndyGo continues to experience lagging Passenger Service Revenue due to the effect of COVID 19. This revenue category is under budget by \$482,715 (53%) for the month and by \$3,698,515 (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 October, the Property Tax Revenue is slightly over budget for by \$17,223 (1%). Year to date, this revenue is \$534,030 (2%) under budget.
- Local Transit Income Tax revenue received is exactly on target with the budgeted revenue.
- Service Reimbursement Program revenue is \$4,957 (14%) under budget for the month of October and \$25,720 (7%) year to date.

*In October, the Total Revenue for the agency is under budget by \$2,138,087 (23%) and under budget \$1,363,839 (1%) year to date.*

## Expenditures

### I) Personnel Services

- IndyGo is experiencing some higher medical claims for past couple of months. The fringe benefits which majorly includes our health care expenses are over budget for the month by \$110,796 (6%). Year to date, this category is slightly under budget \$11,189 (<1%).
- Overtime expenses are over budget by \$118,837 (43%) in October but still over budget by \$384,393 (12%) year to date.
- In October, the salary expense is under budget by \$53,028 (1%) and \$1,962,801 (5%) year to date.

*The Personnel Services category is over budget by \$176,605 (2%) in October and under budget by \$1,589,598 (3%) year to date.*

### II) Other Services and Charges

- The claims expense category is under budget by \$64,882 (26%) for the month of October and \$87,665 (3%) year to date.
- We continue to see the effects of the COVID19 pandemic and as a result Miscellaneous Expense category which includes training, travel etc. continues to trend under budget for the month and year to date. In October, it is under budget by \$39,863 (49%) and \$372,609 (46%) year to date.
- In October, the purchased transportation expense category is also under budget by \$328,546 (34%) and \$1,803,906 (18%) year to date. Since the ridership under the “Open Door” program has also declined, we are experiencing lower than budgeted expenses because of the reduction in revenue hours charged by the vendor.
- In October, the “Services” expense category is under budget by \$59,882 (6%) and by \$711,531 (6%) year to date. 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 over budget for the month of October by \$47,520 (42%) and year to date by \$144,176 (13%) year to date. Electricity expenses continue to come over budget month over month.

*Other Services & Charges category is under budget by \$445,653 (18%) for the month of October and under budget by \$2,831,534 (11%) year to date.*

### III) Materials & Supplies

- The fuel and lubricant category is over budget by \$251,849 in October. After the implementation of Dynaway Enterprise Asset Management System (primarily for the Work Order Management), Finance discovered some gaps in the reporting of the bulk fluid expenses. IT and Finance are worked on a reconciliation to correct the reporting. October and November month financial will include the impact of reconciliation. This category is under budget by \$2.7M (46%) year to date. The year to date budget carries the effect of the rolled over budget from the prior year.

- The Maintenance materials category is under budget by \$89,944 (20%) in October. Year to date, it is under budget by \$356,735 (8%).
- The other materials and supplies category is under budget by \$36,101 (40%) in October and \$226,077 (25%) year to date. IndyGo continues to incur costs on the health and safety of our riders and employees via procuring necessary supplies and PPEs.
- The “Tires & Tubes” expense is under budget by \$27,750 (42%) in October and \$266,382 (40%) year to date.

*The Total Materials and Supplies category is over budget by \$98,053 (11%) in October and \$3,634,766 (30%) year to date.*

*Overall, expenditures are under budget by \$170,995 (2%) for the month of October and under budget by \$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 October 31, 2020.

REVENUE FEDERAL ASST - CARES ACT      \$28,511,792

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

<b>COVID Related Expenses</b>	<b>PPEs, cleaning/Sanitization Exps</b>	<b>COVID Leave Exps</b>	<b>Total</b>
March	404,839	11,550	416,389
April	722,819	520,092	1,242,911
May	293,910	230,934	524,844
June	239,480	152,592	392,072
July	327,286	99,017	426,303
August	173,943	72,021	245,963
September	290,620	80,607	371,227
October	429,803	106,876	536,679
<b>Total</b>	<b>2,882,699</b>	<b>1,273,689</b>	<b>4,156,388</b>

### **RECOMMENDATION:**

Receive the report.

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



**Indianapolis Public Transportation Corporation**  
 Budget to Actuals (Comparative Statement) - IndyGo  
 For the Ten Months Ending Saturday, October 31, 2020

	Current Month				YTD			
	Budget		Budget		Budget		Budget	
	Actual	Variance \$	Variance %	Actual	Variance \$	Variance %	PRIOR YTD Actual	
<b>Operating Revenue</b>								
Federal Assistance	263,246.80	(693,420.20)	(72.48)	10,769,901.73	9,566,666.00	12.58	11,565,950.83	
Other Operating Income	22,711.72	(48,563.28)	(68.14)	552,396.65	712,755.00	(22.50)	632,117.29	
Passenger Service Revenue	426,724.73	(482,715.27)	(53.08)	5,105,246.15	8,803,477.00	(42.01)	7,458,223.86	
PMTF Revenue		(925,650.00)	(100.00)	11,107,800.00	9,256,500.00	20.00	9,130,500.00	
Local Property & Excise Tax Revenue	3,056,301.00	17,223.00	0.57	29,856,749.96	30,390,780.00	(1.76)	31,219,470.07	
Local Transit Income Tax Revenue	3,342,536.00	(4.00)	(0.00)	33,425,360.00	(36.00)	(0.00)	28,831,780.50	
Service Reimbursement Program	30,083.00	(4,957.00)	(14.15)	324,680.00	(25,720.00)	(7.34)	351,157.52	
<b>Total Operating Revenues</b>	<b>7,141,603.25</b>	<b>(2,138,086.75)</b>	<b>(23.04)</b>	<b>91,142,134.49</b>	<b>92,505,974.00</b>	<b>(1.47)</b>	<b>89,189,200.07</b>	
<b>Operating Expenses</b>								
<b>Personal Services</b>								
Fringe Benefits	1,845,743.31	110,796.01	6.39	15,432,962.99	15,444,152.30	(0.07)	10,686,635.87	
Overtime	396,801.82	118,837.24	42.75	3,679,039.13	3,294,645.80	11.67	3,866,349.74	
Salary	4,284,938.72	(53,028.04)	(1.22)	36,591,305.33	38,554,107.13	(5.09)	30,340,619.30	
<b>Total Wages and Benefits</b>	<b>6,527,483.85</b>	<b>176,605.21</b>	<b>2.78</b>	<b>55,703,307.45</b>	<b>57,292,905.23</b>	<b>(2.77)</b>	<b>44,893,604.91</b>	
<b>Other Services &amp; Charges</b>								
Claims	182,159.44	(64,882.23)	(26.26)	2,382,751.38	2,470,416.70	(3.55)	2,001,089.43	
Miscellaneous Expenses	41,451.49	(39,863.31)	(49.02)	440,539.27	813,148.00	(45.82)	520,856.55	
Purchased Transportation Services	651,702.43	(328,546.57)	(33.52)	7,998,584.40	9,802,490.00	(18.40)	9,187,459.65	
Total Utilities	961,706.40	(59,881.93)	(5.86)	10,532,404.39	11,243,935.34	(6.33)	8,326,960.75	
<b>Total Other Services &amp; Charges</b>	<b>1,995,373.91</b>	<b>(445,653.21)</b>	<b>(18.26)</b>	<b>22,606,788.40</b>	<b>25,438,323.24</b>	<b>(11.13)</b>	<b>20,848,100.43</b>	
<b>Materials &amp; Supplies</b>								
Fuel & Lubricants	564,835.14	251,849.22	80.47	3,199,778.70	5,985,350.90	(46.54)	3,702,973.05	
Maintenance Materials	364,333.83	(89,944.90)	(19.80)	4,186,052.15	4,542,787.30	(7.85)	4,538,844.58	
Other Materials & Supplies	53,850.55	(36,100.95)	(40.13)	673,437.75	899,515.00	(25.13)	1,123,997.56	
Tires & Tubes	39,092.81	(27,750.35)	(41.52)	402,049.76	668,431.60	(39.85)	612,638.45	
<b>Total Materials &amp; Supplies</b>	<b>1,022,112.33</b>	<b>98,053.02</b>	<b>10.61</b>	<b>8,461,318.36</b>	<b>12,096,084.80</b>	<b>(30.05)</b>	<b>9,978,453.64</b>	
<b>Total Operating Expenses</b>	<b>9,544,970.09</b>	<b>(170,994.98)</b>	<b>(1.76)</b>	<b>86,771,414.21</b>	<b>94,827,313.27</b>	<b>(8.50)</b>	<b>75,720,158.98</b>	
<b>OPERATING INCOME/(LOSS)</b>	<b>(2,403,366.84)</b>	<b>(436,275.07)</b>	<b>(1.967)</b>	<b>4,370,720.28</b>	<b>(2,321,339.27)</b>	<b>6.692</b>	<b>13,468,041.09</b>	
GAIN/LOSS ON ASSET DISPOSAL	(10,687.00)	(10,687.00)	0.00	25,199.88	25,199.88	0.00	614,215.91	
<b>NET INCOME/(LOSS)</b>	<b>(2,392,679.84)</b>	<b>(436,275.07)</b>	<b>(1.956)</b>	<b>4,345,520.40</b>	<b>(2,321,339.27)</b>	<b>6.666</b>	<b>14,082,257.00</b>	

## Procurement Activity Report

Past 30 days (actual)- October 2020

Released New Opportunity	<ul style="list-style-type: none"> <li>- Board Governance Software</li> <li>- ADA Mediator</li> <li>- AX 2012 Support</li> <li>- Asphalt Sealcoating</li> <li>- Governance &amp; Audit Consultant</li> <li>- BUS CCTV</li> <li>- In-Plan Bus Inspections</li> <li>- Mobility Integration Platforms (RFI)</li> <li>- Fare Free Consultant</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- Employee Intranet</li> <li>- Service Uniforms</li> <li>- VoIP</li> <li>- Asphalt Sealcoating</li> <li>- 60 Ft. Bus (RFI)</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- Barracuda</li> <li>- Federal Lobbyist</li> <li>- Fleet Batteries</li> <li>- Asphalt Sealcoating</li> <li>- APC Replacement</li> <li>- TNC</li> <li>- Mobile Command Center</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- 91<sup>st</sup> &amp; Evergreen -Asphalt Sealcoating</li> </ul>
Renewals	<ul style="list-style-type: none"> <li>- On-Call Traffic Engineering Services</li> </ul>
Withdrawn	<ul style="list-style-type: none"> <li>- Non-Revenue Vehicles -Bus Stop Rehab</li> </ul>

Current Month (expected)- November 2020

Release/ New Opportunity	<ul style="list-style-type: none"> <li>- D365 Implementer -Care Center</li> <li>- Bus Stop Rehab -Traffic Signal Prioritization (RFI)</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- BUS CCTV -ADA Mediator</li> <li>- AX 2012 Support -Governance &amp; Audit Consultant</li> <li>- Board Governance Software</li> <li>- Mobility Integration Platforms (RFI)</li> <li>- In-Plant Bus Inspection</li> <li>- Traffic Signal Prioritization (RFI)</li> </ul>
Awarded	<p>NO BOARD</p> <ul style="list-style-type: none"> <li>- Public Affairs Support</li> <li>- ADA Mediator</li> <li>- Board Governance Software</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- Board Governance Software</li> <li>- Fleet Batteries</li> <li>- TNC</li> <li>- Public Affairs Support</li> <li>- Barracuda</li> <li>- APC Replacement</li> <li>- Federal Lobbyist</li> </ul>
Renewals	<ul style="list-style-type: none"> <li>- Call Handling Software -Operator Uniforms</li> <li>- Paratransit Operations</li> </ul>
Close Out	<ul style="list-style-type: none"> <li>- 91<sup>st</sup> &amp; Evergreen</li> </ul>

Future 30 days (planned)- December 2020

Release/ New Opportunity	<ul style="list-style-type: none"> <li>- BRT Station Repair -Pandemic Cleaning Services</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- D365 Implementer</li> <li>- Care Center</li> <li>- Bus Stop Rehab</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- Employee Intranet -VoIP</li> <li>- Non-Revenue Vehicles -Service Uniforms</li> <li>- AX 2012 Support</li> <li>- Paratransit Fleet Replacement</li> <li>- 901 Extension Fleet</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- Employee Intranet</li> <li>- VoIP</li> <li>- ADA Mediator</li> <li>- Service Uniforms</li> <li>- Fleet Batteries</li> </ul>
Renewals	<ul style="list-style-type: none"> <li>- Clinic</li> </ul>
Close Out	<ul style="list-style-type: none"> <li>- Red Line -Office Renovations -Bus Wash/Paint Booth</li> </ul>



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## Information Update – Section 5310/5311 Allocation Analysis Update

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Date:** November 13, 2020

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### 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 (IMPO), 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:

RLS and the IMPO have compiled a draft final report for review. On November 10, IPTC presented more detailed information regarding administration of Section 5307 funds, as requested at the previous project team meeting. CIRTA also presented its approach to administration of the funds to the potential subrecipients.

IPTC and CIRTA met prior to the November meeting to discuss the administration structure. No resolution was made at this meeting. IPTC leadership have expressed concerns about the ability of CIRTA to adequately handle the administration responsibilities. As the designated recipient for all FTA formula funding in the Indianapolis urbanized area, IPTC feels compelled to convey this concern as part of the report. IPTC staff will send a letter to the IMPO that outlines why IPTC should administer the Section 5307 funds.

Previously, the IMPO requested that the boards of IMPO, CIRT, and IPTC pass resolutions to support the report recommendations. The IMPO is no longer requesting IPTC or CIRT pass resolutions. Instead, the IMPO will pass a resolution.

**RECOMMENDATION:**

Receive the update.

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



## On-Call A&E Task Order Update

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Senior Director of Capital Assets and Facility Management LaTeeka Washington  
**Date:** December 3, 2020

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### CONSIDERATION OF TASK ORDER FOR ON-CALL A&E SERVICES

**ISSUE:**

*Informational Item 1. Task Order to HDR for Inspection Services.* Through the On-Call A&E contracts HDR was issued a Task Order to complete inspections of properties under consideration of purchase. HDR performed inspections at the following locations:

- 2425 Michigan, one (1) metal sided building with front office space, square approximately 29,000sqft.
- 9050 E 33<sup>rd</sup> Street, one (1) three (3) story precast concrete dormitory building with large parking lot.
- 9503 E 33<sup>rd</sup> Street, five (5) structures approximately 110,000sqft., with parking around the property.

The inspections services included a detailed report identifying major issues or concerns on each property, along with recommendations and some high-level cost estimates to remediate. The Task order is in the amount not to exceed \$73,509.00

Attached is the Task Order report and detailed reports.

*Informational Item 2. Task Order for Lochmueller Group – Fort Wayne Conversion Design Notice to Proceed.* Through the On-Call contracts Lochmeuller Group is designing the 2-way conversion of Fort Wayne Ave between Pennsylvania Street and Delaware Street as a part of the Super Stops project and a collaboration with Department of Public Works (DPW). The work is under an amendment to the 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)* that was approved at the October 2020 Board meeting.

To meet the deadline of DPW for procurement of a contractor, Lochmueller Group has been issued a not to exceed amount of \$75,000.00 or up to 60% design completion. The entire Task Order will be presented to the IPTC Board in January 2021.

**RECOMMENDATION:**

Receive the report.

**LaTeeka Washington**

Senior Director, Capital Assets and Facility Management

Contributing Staff includes:

Jennifer Pyrz

Austin Gibble



## Risk and Safety Division Report – October 2020

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** November 5<sup>th</sup>, 2020

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### Risk and Safety

- On Tuesday October 13<sup>th</sup>, the Emergency Response Team (ERT) met and continued the monthly Covid pandemic action meeting. Decisions were made to procure another temperature monitor in the front lobby of 1501 that will take temperatures of people before they walk through our front doors.
- On Friday October 16<sup>th</sup>, the Executive Safety and Security Committee (ESSC) held our Q3 meeting to discuss many safety and security items. The meeting lasted 1.5 hours with many updates to IndyGo's response to the Covid-19 pandemic. This is the steering committee for IndyGo's safety and security programs.
- On Tuesday October 20<sup>th</sup>, a group of employees from several different departments assembled for the planning and build of the new IndyGo Mobile Command Vehicle. This will be a retired transit bus that we are converting into a rolling dispatch center in times of emergencies and special events. The bus is planed to have 3 dispatch desks, a meeting space in the back for 13 with Tv's, radios, desk space, Wi-Fi, watering station, outside lighting and a public address system when completed. This vehicle will be stationed off site to use when needed. The vehicle is slated for completion at the end of 2020 this year. More to come and tours later.
- On Wednesday October 21<sup>st</sup>, Safety participated in an interview and walk through tour of the CTC property with a agent from the Department of Homeland Security (DHS) to help evaluate Threats and Vulnerabilities. This program will also be extended to the Red Line BRT and future Purple Line routes in the future.
- On Friday October 23<sup>rd</sup>, the Safety and Security Committee (SSC) met and had their 3rd quarter meeting. Majority of time spent was to communicate Covid-19 responses and to answer safety and security questions from the last IndyGo town hall secession. The next meeting will be happening around the first of December of 2020.
- The Risk and Safety department during the month of October started the yearly process of Statement of Values for all property and assets in preparation for 2020 insurance renewals. It is estimated to have all submittals to Aon before mid-November of 2020.

## October 2020 Safe Drivers Recognition



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

<b>Operator</b>	<b>ID #</b>	<b>Years of Safe Driving</b>
Andy Carpenter	0880	41
Thomas Jacobs	2979	23
LaCretia Hinton	6933	15
Cheryl Spence	5776	14
Tonya Penn	8040	12
Dennis Clark	1022	10
Daryl Passwater	8517	7
James Ballard	8589	6
Cafante Jackson	9087	2
Richard Taylor	9205	2
Mikaiah Arnold	9386	1
Tremonn Glenn	9612	1
William Hazen	9613	1
Angela Heitzman	9603	1
David Hilliard	9600	1
Johnathan Lewis	9442	1
Darrell McCullum	9445	1
Atlanta Smith	9632	1
Frank White	9617	1

## October 2020 Fixed Route/Open Door Accident Data

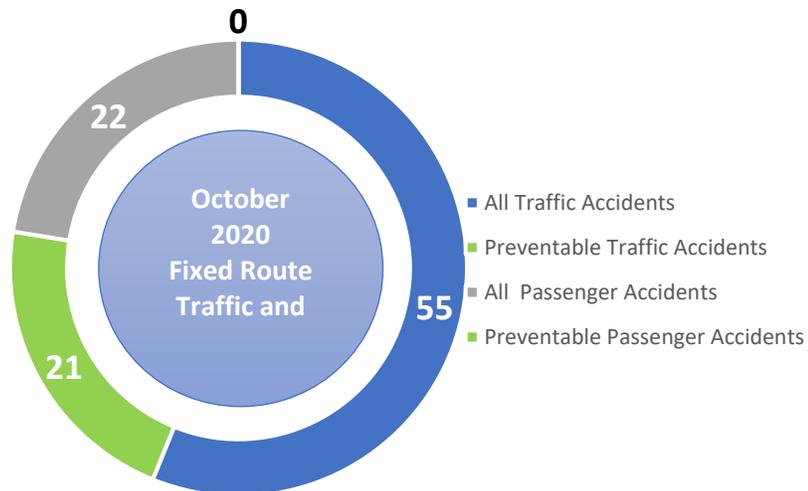
October 2020	Traffic Accidents			Passenger Accidents		
	Non-Preventable	Preventable	Total	Non-Preventable	Preventable	Total
	IPTC Fixed Route	34	21	55	22	0
Mobility Services	6	3	9	4	0	4
Garage	0	2	2	0	0	0
Training	0	0	0	0	0	0
CTC	0	0	0	3	0	3

## October 2020 Police Events, EMS Events and Claims Submitted Data

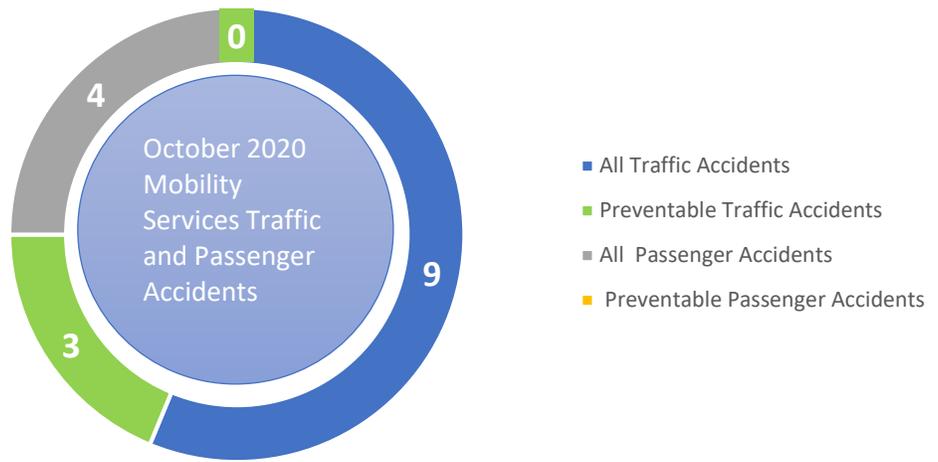
CTC Police Events	7	Claims for Fixed Route	28
CTC EMS Events	26	Claims for Mobility Services	5
Operations Police Events	17	Claims for the CTC	0
Operations EMS Events	21		

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

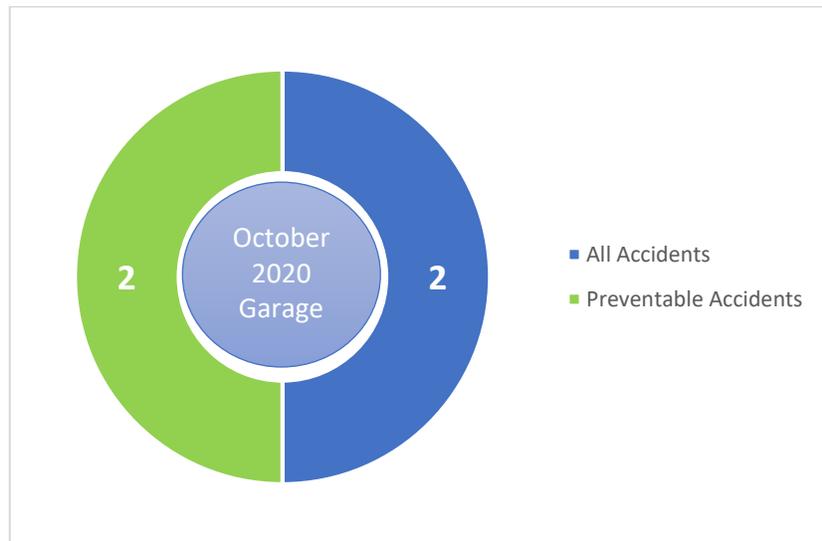
	Fixed Route Accidents			
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
September 2020	62	20	29	0
October 2020	55	21	22	0
October 2019	56	23	12	0



	Mobility Services Accidents			
	<u>All Traffic Accidents</u>	<u>Preventable Traffic Accidents</u>	<u>All Passenger Accidents</u>	<u>Preventable Passenger Accidents</u>
September 2020	5	3	2	0
October 2020	9	3	4	0
October 2019	6	5	0	0



Garage Accidents		
	All Accidents	Preventable Accidents
September 2020	2	2
October 2020	2	2
October 2019	1	1

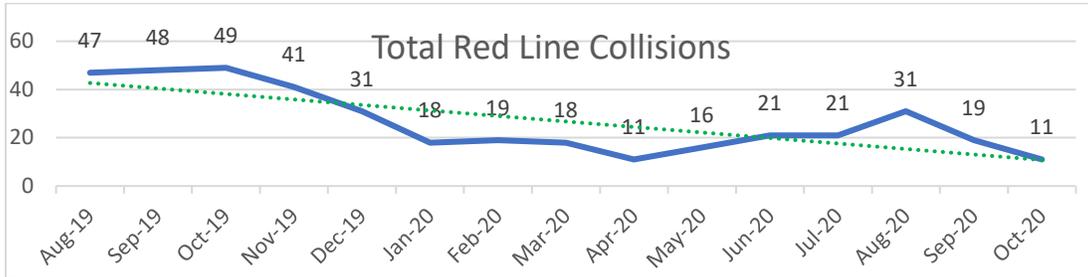


Training Accidents		
	All Accidents	Preventable Accidents
September 2020	1	1
October 2020	0	0
October 2019	1	0

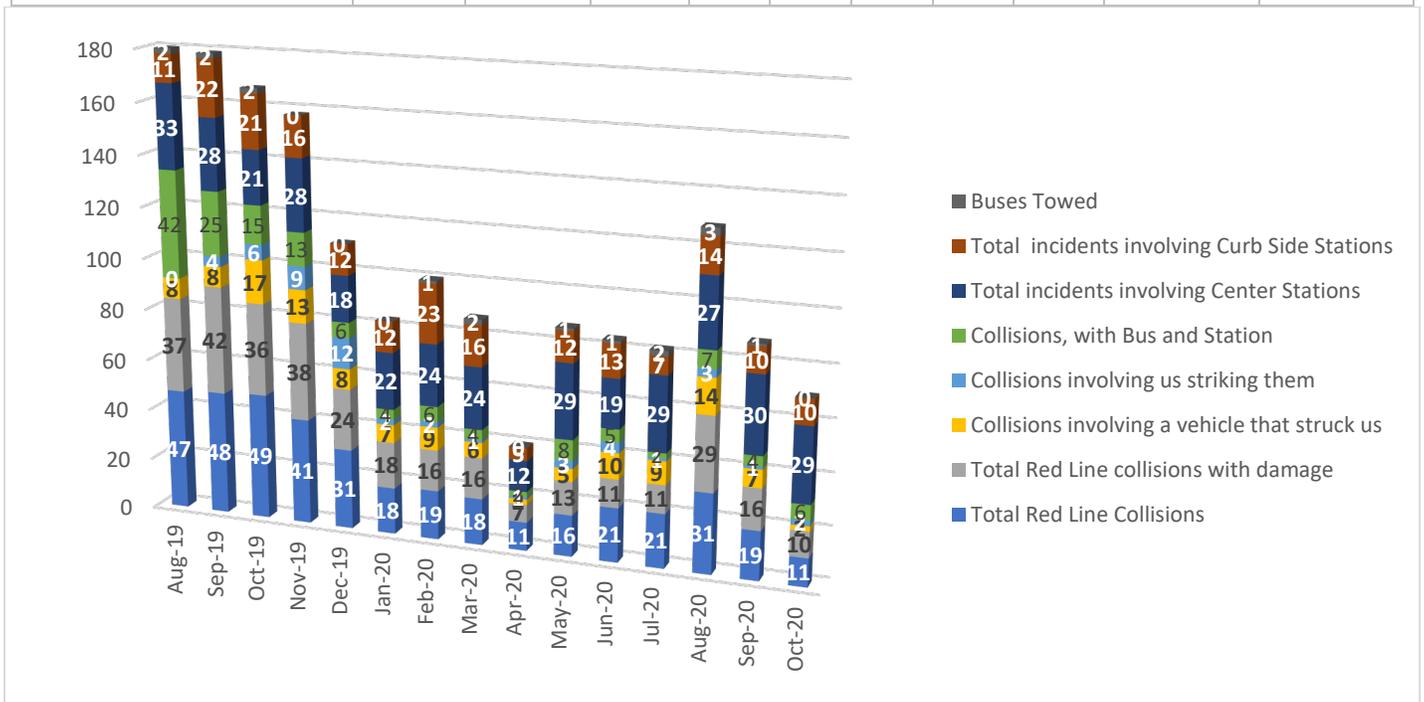
### October 2020 Red Line/Route 90 BRT Data

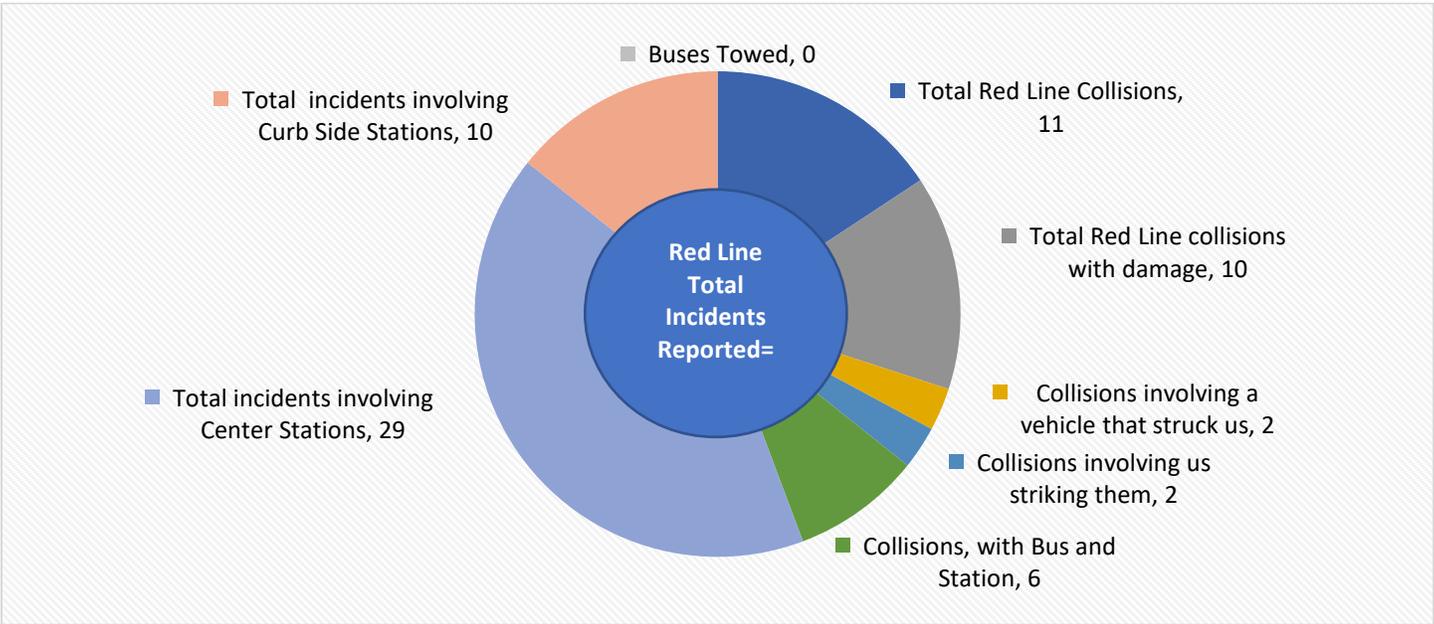
Red Line Route 90	
Total Reported Incidents	52
Total Number of Traffic Accidents (TA)	11
Total Number of Traffic Incidents (TI)	2
Location where most incidents occurred (Capitol Ave)	10
Total Number of TA/TI involving Platform/Station	6
Total Number of TA/TI with Damage to the Coach	10
Total Center Station Incidents	29

Total Curb Station Incidents	10
Collisions involving a vehicle that struck us	2
Collisions involving us striking them	2
Total Number of Passenger Accidents (PA)	5
Total Number of Passenger Incidents (PI)	9
Number of Falls	5
Total Number of Other Incidents (Police, EMS, Vandalism, etc.)	25
Average Incidents per day on Route 90	1.68



	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020	October 2020
<b>Total Red Line Collisions</b>	18	19	18	11	16	21	21	31	19	11
Total Red Line collisions with Damage	18	16	16	7	13	11	11	29	16	10
Collisions involving a vehicle that struck us	7	9	6	2	5	10	9	14	7	2
Collisions involving us striking them	2	2	1	1	3	4	1	3	1	2
Collisions, with Bus and Station	4	6	4	2	8	5	2	7	4	6
Total Involving Center Stations	22	24	24	12	29	19	29	27	30	29
Total Involving Curb Side Stations	12	23	16	5	12	13	7	14	10	10
Buses Towed	0	1	2	0	1	1	2	3	1	0





## Planning & Capital Projects Divison Report – October 2020

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Infrastructure, Strategy, and Innovation Jennifery Pyrz  
**Date:** December 3, 2020

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### STRATEGIC PLANNING

The Strategic Planning team continues to advance, or otherwise support, several longer-term plans and projects, while supporting current day-to-day operations.

#### Project Development:

**Blue Line, NEPA:** As we consider how to include alternative joint development opportunities in the project, we are also evaluating the likelihood that the Blue Line NEPA document will change from a Documented Categorical Exclusion to an Environmental Assessment. Evaluating alternatives would provide an opportunity to explore future redevelopment of acquired properties with IndyGo and INHP. Staff have evaluated the timeline and determined this change would not have a negative impact on the overall project schedule. NEPA activities are still on track to begin Q1 of 2021.

**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 continue to vet the draft changes with various stakeholder groups, as well as elected and appointed officials as we move into the public review process and adoption hearings in December and through Q1 of 2021. Once adopted, the strategic text amendments and protective overlay district will better enable and accommodate transit-oriented development and thus the protection, enhancement, and creation of complete communities across much of Marion County. This project, in addition to being 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:** IndyGo is the recipient of a FY2020 Accelerating Innovation Mobility (AIM) Challenge Grant, which the agency will use to pursue the creation of a full-service Mobility Concierge program capable of facilitating the complete trip and ease trip payment by brokering mobility trips across modes, payment systems, and transit providers. An RFI has been issued to determine what existing technologies and

platforms are available to assist IndyGo in deploying this service. The RFI responses and information are due by November 30<sup>th</sup>.

**Other initiatives:** The Strategic Planning team continues to work with other departments within the Capital Projects division, offering further support to both Public Affairs and Operations, across several different projects:

- **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. Both projects are expected to be completed by the end of the year.

In addition, the strategic planning team is leading coordination with Energy Systems Network (ESN), Toyota Mobility Foundation, and May Mobility to pilot the Indy Future Mobility District pilot project beginning in Q1 2021. This is largely a learning opportunity for IndyGo; a foray into the use of automated vehicles to make first- and last-mile connections; at scale.

- **ADA Paratransit Next Steps:** Building off the recently completed Paratransit Operational Analysis, Strategic Planning staff is supporting Public Affairs and Mobility Services for the ADA Paratransit Next Steps process. With a tentative community outreach and engagement process in place, staff conducted a procurement process for a facilitator and are now working to place the vendor under contract. Once on-board, the facilitator will be tasked with refining the outreach and engagement process and will be responsible for ensuring that IndyGo gets the input that it needs to develop a sustainable future for its paratransit services.
- **Sponsored Rides:** The Strategic Planning team continues to collaborate with the Public Affairs, Finance & Accounting, and Legal Services divisions to maintain and grow IndyGo’s Sponsored Rides program where students, employees, and/or clients of partner organizations can ride IndyGo at no direct cost to participating students or their families. Currently, there are 17 schools and programs, representing more than 7,000 area high school students, participating in IndyGo’s universal sponsored rides program for the 2020-2021 school year. IndyGo staff had initial discussions with what could have become our first middle school partner; however, it was determined that there currently isn’t enough demand/interest at the middle school level. The next significant step is the creation of the full suite of partnership/program opportunities, including a corporate sponsorship program. These efforts continue to lag behind the full implementation of the MyKey fare collection system for individual customers.
- **Retail Network:** IndyGo is in the process of deploying a retail network as part of the MyKey fare collection system. This will include retail sales, reloading capabilities, and card registration at approximately 400 retail locations in Indianapolis-Marion County once fully implemented. 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 Infrastructure, Strategy and Innovation Department. Staff anticipates the network to begin operations in Q2 of 2021, with public events where customers can obtain MyKey fare media and load transit value onto their media to occur between when the ticket vending machines are un-retrofitted and the establishment of the retail network. Presented with at least two options, IndyGo staff is working to determine which manufacturer and/or distributor to use.

- **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 two grants to construct the Red Line extensions in Marion County. The first grant was for vehicle purchases through a Congestion Mitigation and Air Quality (CMAQ) grant. The grant amount is approximately \$3,000,000. The 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 start to make progress towards construction. However, due to the various impacts resulting from the on-going pandemic 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; the latter of which will be used to purchase 60' electric vehicles. These vehicles will continue to provide rapid transit service along the Red Line extensions corridor. The Indianapolis MPO Transportation Policy Committee approved these changes at its October 21 meeting.

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

TAM Plan Implementation: The FTA requires that an agency's transit asset management plan be updated every four years. Strategic Planning is facilitating quarterly meetings of the TAM Team to review the 2018 TAM Plan and its recommended actions. Two distinct groups of internal staff have been formed to discuss different activities: TAM Fleet and TAM Facilities. This review will result in an action plan 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:** The anticipated start of major construction for the North Split reconstruction project is scheduled for May 2021 and is expected to last until the end of December 2022. This project is likely to have an impact on existing IndyGo routes, both by forcing detours on closed local streets and by vehicles on local streets being detoured onto IndyGo routes following travel lane closures on the North Split. Working alongside the Indiana Department of Transportation's (INDOT) consulting firm responsible for leading the North Split reconstruction coordination, IndyGo staff attend routine briefings on the progress of the North Split construction project. IndyGo staff have worked with INDOT's consultants to identify potential operational challenge and explore mitigation measures. A primary reason for this coordination is to better understand how INDOT might use their project dollars to offset any financial impacts sustained by IndyGo as a direct result of travel lane closures and detours. IndyGo staff met with DPW staff to propose several mitigating measures, including establishment of temporary dedicated bus lanes along Pennsylvania and Delaware streets from downtown to as far north as 22nd Street. Unfortunately, this idea was determined by DPW staff to be unviable. However, the potential to only use Delaware Street remains as a possibility. In the meantime, IndyGo staff is preparing an outline of its needs regarding route detours. IndyGo staff is also reviewing metrics to demonstrate to INDOT and DPW any operational impacts of increased traffic on routes running through downtown.

- **Title VI:** Staff completed a Title VI site equity analysis for the Mobility Solutions and Operations Facility and distributed it to IndyGo staff. Staff continue to work on a Title VI site equity analysis for other potential site uses. Staff is also working to test its Title VI methodology through an exercise using the October service changes, which did not meet the major service change threshold.

- **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 were provided 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. CIRT and IndyGo have presented their administrative costs and supporting thoughts to the suburban transit providers in a meeting in early November. It is anticipated that the IMPO will have its Transportation and Policy committees approve the plan, including the new administrative structure, at their next regularly scheduled joint meeting on December 2<sup>nd</sup>.

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 were conducted in October. Follow-up information will be sent to the subrecipients based on the results of the meeting.

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 vehicles on behalf of each sub-recipient. The vehicle orders should arrive in early 2021, with sub-recipient pick-up shortly thereafter.

Section 5339 Bus and Bus Facilities: As a part of the Urban Allocation Plan conducted by the IMPO, a recommendation is being made to have IndyGo administer these funds through a process similar to the existing Section 5310 process. IndyGo staff are investigating the next steps in that process, which will likely include contacting FTA to understand best practices and requirements.

Suburban Transit Planning: IndyGo staff reviewed and provided feedback on a scope proposal from IMPO for the Northern Johnson County Transit Plan.

## **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 under a separate project, to be bid and funded separately from the Red Line.

Design of the 6410 N. College charging site is nearing completion. BYD expects to bid the project in December. The site is expected to be operational in February.

The temporary charging site at 91<sup>st</sup> and Evergreen is constructed and operational.

At the south end of the Red Line, NEPA documentation for 8925 S. Madison Avenue is expected to be completed by, or soon after, the December Board meeting. Design will begin this month to install permanent charging infrastructure here.

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 on February 1, 2021. Review of the 90% submittal is on-going, with extensive review from IndyGo and our construction management consultant. Our team is holding internal design review workshops with operations, IT, safety and security staff to ensure their input is being included. CEG, Indianapolis DPW and Lawrence are also reviewing and providing comments. Our construction management team is confirming that previous review comments have been incorporated in this submittal as part of the quality control process.

FTA is completing their annual review of the project rating justification and has completed the management capacity and capabilities interviews of the project team. FTA has moved into the final Risk and Readiness review milestone with a Risk Workshop scheduled Dec 2-4, 2020. Approval to enter into final negotiations with FTA on the SSGA would be determined after the Risk Workshop. It is expected that the final Readiness Report will be issued in January 2021, with the concurrent process of developing the Small Starts Construction Grant Agreement (SSGA). The SSGA would then be issued in the February – March 2021 timeframe. Transition of administrations may have an impact on the issuance of the SSGA.

### **Blue Line**

Staff has begun to coordinate on re-starting the Blue Line project. In addition to NEPA activities and consideration of joint development opportunities, coordination with DPW and CEG regarding drainage will begin in Q1 of 2021.

### **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 has been bid under a combined project with DPW. Returned bids have come in, with the lowest bid being \$3.8 million and the highest bid being \$4.9 million. A contract will be awarded on December 16, 2020.

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 remaining eligible for other potential grant opportunities.

### **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. Task orders for the on-call teams are being issued. For architectural services, Woolpert, HDR and The Etica Group

will be considered to conduct design work at the newly acquired properties. HDR was given a task order for property inspections for the following properties: 2425 W Michigan, 9050 E 33<sup>rd</sup> Street and 9503 E 33<sup>rd</sup> Street.

On the roadway side, the first task order has been issued to the Lochmueller Group for design of Fort Wayne Ave two-way conversion (Pennsylvania St to Delaware St) in collaboration with DPW.

In the on-call services contract from 2017, WSP is tasked with 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 the consultants are completing open tasks only.

- **Electric Bus Charging Facility Upgrades Phase 2** – Under the Electric Bus Fleet Charging Master Plan and Facility Upgrades Phase 1 project a master plan was created regarding 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, including DC chargers and the required conversions needed, identify the space needs to accommodate parking of the entire IndyGo fleet, identify the space needs for the maintenance garage to accommodate the fleet; electric maintenance bays, brake bays, etc., and provide recommendations regarding an additional facility.
- **Julia Carson Transit Center Feasibility Charging Study** - At the Julia Carson Transit Center, WSP is assisting in identifying options for accommodating charging within the existing footprint and in coordination with the planned future level-boarding platforms. The results will educate the design of level boarding for the Carson Transit Center. Internal discussions regarding how to proceed with design are ongoing.
- **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.
- **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.

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. The project is completed with RL Turner and is being closed.

- **Glass Enclosures/Separation Screens**– Due to the pandemic the North & South Security desks have been enclosed with glass and adding in slider transaction windows. The Carson Transit Center Customer Service and Security Desk also have glass enclosures installed with transaction windows. Separation Screens have been ordered for several areas for staff protection and additional social distancing. The last order has been placed and is scheduled for delivery before the end of the year.

Respectfully submitted,

**Jennifer Pyrz, PE**

Vice President of Infrastructure, Strategy and Innovation



## Public Affairs Division Report – October 2020

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Public Information Officer Faith Chadwick  
**Date:** December 3, 2020

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR OCTOBER 2020

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

Faith Chadwick  
Public Information Officer

Attachments

Contributing Staff includes:

Jordan Patterson, Engagement Specialist  
Faith Chadwick, Public Information Officer  
Dion Hazelbaker, Creative & Design Specialist  
Katrina Ent, Digital Media Specialist



# October 2020 *Board Report*



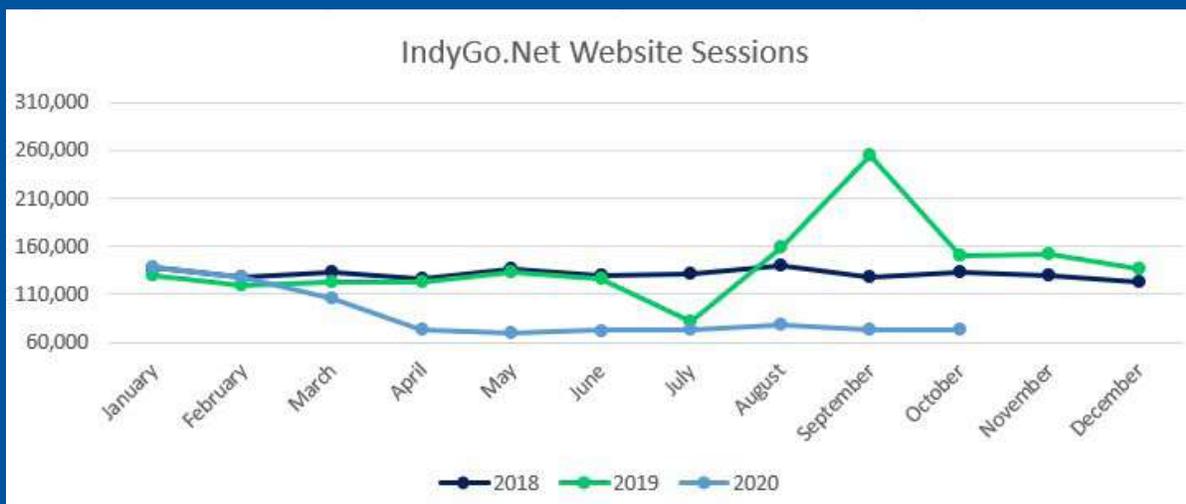
## INDYGO.NET WEBSITE STATISTICS:

(10/1/2020-10/31/2020)

Page Views	161,756
Bounce Rate	56.87%
New Users	22,268
Returning Users	11,191
Total Sessions	73,784
Total Monthly Sessions Comparison to Previous Year	48.87%

### Mobile Share

Date	Mobile	Desktop	Tablet
Oct-20	80.22%	18.67%	1.12%
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

## Panelists announced for final installment of United Way series on racism

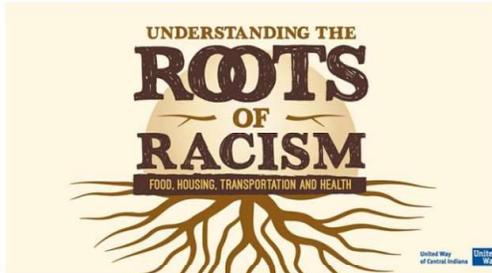


Photo by: Photo provided  
Understanding the Roots of Racism

By: Bob Blake

Posted at 9:58 PM, Oct 18, 2020 and last updated 9:58 PM, Oct 18, 2020

INDIANAPOLIS — The panelists have been announced for the final

## IndyGo adds two sites to list of possible property purchases

October 15, 2020 | Susan Orr

KEYWORDS CELADON / CITY GOVERNMENT / COMMERCIAL REAL ESTATE / DEVELOPMENT/REDEVELOPMENT / DOWNTOWN / INDYGO / MASS TRANSIT / PUBLIC TRANSPORTATION / REAL ESTATE DEALS / TRANSPORTATION

COMMENTS | PRINT

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### RELATED NEWS AND OPINION

Total Wine & More liquor superstore to open in Nora  
October 15, 2020

Franklin Township retail project picking up steam, adding self-storage and medical space  
October 13, 2020

City-County Council gives final approval to



In its ongoing search for additional office and operational space, IndyGo has added two more properties to the list of sites it's considering purchasing.

One of the properties, at 2425 W. Michigan St. in the Haughville neighborhood, includes a 28,800-square-foot office building and one acre of undeveloped land. The building is occupied by IT firm Kinney Group, which has listed the property at \$2.7 million and would vacate the site if it's sold.

The other, at 9050 E. 33<sup>rd</sup> St., is part of the former Celadon Group Inc. campus on the city's east side. The property, which includes a 61,000-square-foot building on a 7.64-acre parcel, formerly served as a trucking school for the now-defunct Celadon. The property is listed

### POLITICS

## IndyGo to offer free rides on Election Day



File photo

by: FOX59 Web

Posted: Oct 22, 2020 / 09:11 PM EDT / Updated: Oct 22, 2020 / 09:11 PM EDT

### TRANSPORTATION

## Need a ride to the polls on Election Day? Here are 7 free or discounted options

Ethan May Indianapolis Star

Published 6:01 a.m. ET Oct. 29, 2020 | Updated 5:02 p.m. ET Oct. 30, 2020

View Comments | Facebook | Twitter | Email



### How to vote in Indiana on Election Day

There are simple rules for voting successfully in person in Indiana on Election Day. Here's some advice to follow. Dwight Adams, dwight.adams@indystar.com

## Topics Include:

This month, IndyGo received significant media coverage regarding the announcement of free rides on Election Day, intended to reduce barriers to accessing the polls. President and CEO Inez Evans participated in a panel hosted by the United Way titled “Understanding the Roots of Racism.” IndyGo also announced October service adjustments via a press release.

## Social Performance:

# FACEBOOK PERFORMANCE

- Had a total of **25,449** organic impressions
- **2,045** post engagements (number of times people engaged with posts through reactions, comments, shares and clicks).
- **12,712** reach
- **11,001** page likes and **11,025** page follows

IndyGo  
October 27 at 8:01 PM · 🌐

This past weekend, we hosted our first-ever Fall Open House! Family and friends of IndyGo employees were given a behind the scenes look of our headquarters and had activities to participate in throughout the day—from coloring for kids, a short bus ride, a haunted conference room, and trick or treat stops along the way! Our Cultural Engagement Team put much effort and time into this internal initiative; it was exciting to see this vision come to life!

1,249 People Reached  
368 Engagements  
5 Comments 5 Shares

Boost Post

IndyGo  
October 27 at 8:02 AM · 🌐

Plan your election day trip ahead of time! All IndyGo routes and open door service will be fare-free on election day, November 3, 2020 from the start of service until 10 p.m. Make your voice count!

**VOTE**

All IndyGo routes and Open Door service will be fare-free on Election Day November 3, 2020, until 10:00 p.m.

**FREE RIDES TO THE POLLS**

20  
3 Comments 35 Shares

IndyGo  
October 22 at 6:30 PM · 🌐

Ride with IndyGo to the polls! All IndyGo routes and Open Door service will be fare-free on Election Day, November 3, 2020, until 10:00 p.m. Details here: <https://www.indygo.net/indygo-announces-free-rides-on-/>

**VOTE**

**FREE RIDES!**  
Election Day November 3, 2020

All IndyGo routes and Open Door service will be fare-free on Election Day November 3, 2020, until 10:00 p.m.

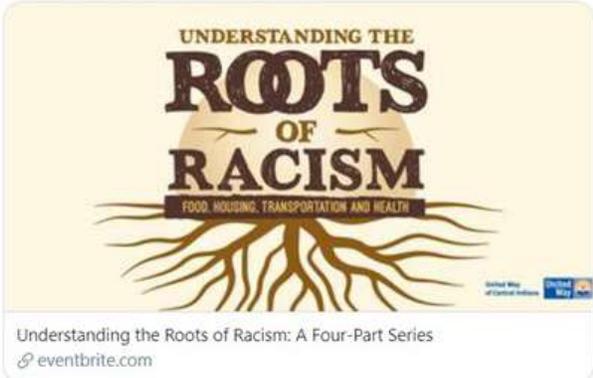
15  
23 Shares

# TWITTER PERFORMANCE

- 69,600 impressions
- 138 retweets and 231 likes
- Generated 10 new followers
- 5,857 current followers

**IndyGo** @IndyGoBus · Oct 19

Transportation has impacted people of color for as long as we can remember. It affects where we live, work, play and go to school. Join us this Wednesday as we discuss why transportation remains a civil rights issue in many communities. [bit.ly/3blzk0z](https://bit.ly/3blzk0z) @uwci



Understanding the Roots of Racism: A Four-Part Series  
[eventbrite.com](https://eventbrite.com)

1 6 14

**IndyGo** @IndyGoBus · Oct 22

Ride with IndyGo to the polls! All IndyGo routes and Open Door service will be fare-free on Election Day, November 3, 2020, until 10:00 p.m. Details here [indygo.net/indygo-announc...](https://indygo.net/indygo-announc...)



1 56 52

**IndyGo** @IndyGoBus · Oct 27

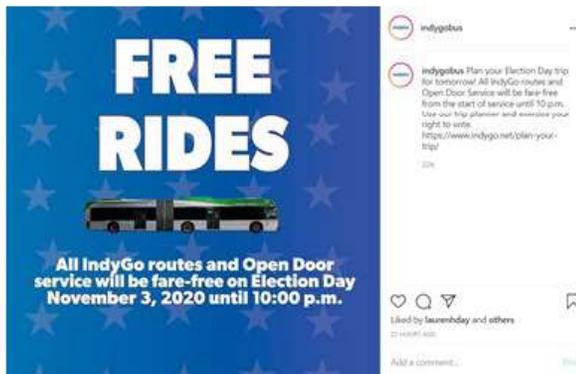
Plan your election day trip ahead of time! All IndyGo routes and open door service will be fare-free on election day, November 3, 2020 from the start of service until 10 p.m. Make your voice count!



62 46

# INSTAGRAM PERFORMANCE

- Generated **11,745** impressions
- **532** total engagements; **1.75%** engagement rate
- Generated **6** New Followers: **3,035** Current followers



## 783 ACCOUNTS REACHED

- 13 ACTIONS TAKEN FROM POST (PROFILE VISITS)
- 160 SENT MESSAGES
- 5 SAVED
- 108 LIKES



## 690 ACCOUNTS REACHED

- 24 ACTIONS TAKEN FROM POST (PROFILE VISIT)
- 129 SENT MESSAGES
- LIKES

7

## Email Marketing:

# EMAIL MARKETING

**INSIDEINDYGO** >>>

**INSIDE INDYGO THIS  
OCTOBER**

**Upcoming Service Adjustments**



On Oct. 11 you will see service adjustments to routes 6, 10, and the Red Line. Route 6 will return to 30-minute frequency between the Indianapolis Zoo and the airport on weekdays. Route 10 will return to 20-minute frequency east of Lynhurst Dr. and 40-minute frequency on its westbound branches on weekdays. Lastly, the Red Line will operate with 15-minute frequency throughout its operating hours, every day of the week, with 30-minute service on the northern and southern extensions. To learn more about these service adjustments, visit [indygo.net/1008](http://indygo.net/1008)

**Plan Ahead**



**OCTOBER  
NEWSLETTER**

- 8,515 recipients
- 8.33% CTR
- 1.97% Open Rate

10

## Outreach Summary of October

Outreach in October focused on proactive public involvement for new property. This included a virtual public meeting for property under consideration to support paratransit operations. It also included a virtual public meeting and drop-by office hours to discuss the recent purchase of a permanent charging facility for the northern end of the Red Line that can potentially offer commercial space for a partnering entity. Digital efforts consisted of IndyGo's participation in two seminars at Rail~Volution Virtual Conference 2020. IndyGo's Director of Strategic Planning, Brooke Thomas, presented about equitable transit-oriented development and mobility hubs. IndyGo's Ridership Experience Specialist, Jerome Horne, gave a virtual lecture to college students on topics related to transit planning. Neighborhood outreach included IndyGo's Engagement Specialist, Jordan Patterson, speaking at the Norwood Neighborhood Association meeting about the postponement of a new route network implementation as part of IndyGo's COVID response.

## Expand IndyGo Property Engagement

In October, IndyGo hosted virtual engagement opportunities to allow stakeholders to learn more and offer feedback on the potential purchase of property to support paratransit operations.

On October 12, IndyGo hosted a public meeting to discuss property located at 2425 W Michigan St. Prior to the public meeting, IndyGo met with the managers of the Near West Community Garden located on the property. The discussion centered around our need to relocate the garden as to not impede our operations and still maintain access for the community. IndyGo also met with Robert Hawthorne, Executive Director at the Westside Community Development Corporation (WCDC). The purpose of the meeting was to help IndyGo understand what WCDC sees the vision to be for the corridor and the surrounding community as a main thoroughfare and destination spot. On October 13, IndyGo presented to the Haughville Strong Neighborhood Association about IndyGo's potential purchase of the site. On Monday, October 22, IndyGo held another virtual public meeting for the potential purchase of other property to support paratransit operations. The meeting discussed properties at 3555 Madison Avenue & 4090 Lafayette Road.

## Permanent Red Line Charging Station - North End

IndyGo offered various ways to educate and receive input about IndyGo's new charging facility located at 6410 N College Ave, and seek out a possible tenant, or tenants, for the building. On October 20, IndyGo hosted a virtual public meeting that included a presentation and Q&A forum. The recording of the presentation and FAQs were made available online. On October 27, IndyGo hosted drop-by office hours where staff were available to discuss the charging facility and commercial space available to a partnering organization or entity. A comment form was available online at [indygo.net/charge](http://indygo.net/charge) through Tuesday, November 3.

## Norwood Neighborhood Association

IndyGo was invited to speak at the Norwood Neighborhood Association Meeting on October 20. Residents were interested in sharing their concerns about the proposal for Route 14 in the new grid-based network as it stood in June 2020. Currently, the proposal is on hold.

Residents expressed concern that service removal on Prospect between Keystone and Sherman would eliminate accessibility to transit for many residents in the Norwood neighborhood who rely on Route 14, including a primarily elderly population. The stretch on Prospect lacks infrastructure for riders to safely get to a bus stop on Keystone Avenue or Sherman with the postponed route changes. Norwood neighborhood believes the upcoming Community Justice Campus on Prospect will revitalize the area and should be taken into consideration for modifications to the MCTP system map, specifically on Prospect between Keystone and Sherman.

### October Outreach Events:

Date	Name of Event
8-Oct	Near Northwest Community Gardens Meeting
12-Oct	West Side Community Development Corporation Meeting
12-Oct	Public Meeting: Expand IndyGo - 2425 W. Michigan St.
13-Oct	Haughville Strong Neighborhood Association Meeting
15-Oct	IndyGo October Service Committee Meeting
15-Oct	IndyGo October Finance Committee Meeting
16-Oct	Lecture: ARCH 350 Class Discussion
20-Oct	Public Meeting: Red Line Charging Station - North End Facility
20-Oct	Norwood Neighborhood Association Meeting
22-Oct	Public Meeting: Expand IndyGo - 3555 Madison Ave & 4090 Lafayette Rd.
22-Oct	United Way: Understanding the Rootes of Racism Feat. Inez Evans
22-Oct	IndyGo October Board of Directors Meeting
27-Oct	Office Hours: Red Line Charging Station - North End Facility
28-Oct	Rail~Volution Virtual Conference 2020
29-Oct	Rail~Volution Virtual Conference 2020





## Operations Division Report – October 2020

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Operating Officer/Vice President of Operations Aaron Vogel  
**Date:** December 3, 2020

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### OPERATIONS DIVISION REPORT – October 2020

#### SERVICE PLANNING

##### SERVICE SCHEDULING:

Work on the February service Bid has started and will be effective February 14, 2021. If the charging stations are installed at College/64<sup>th</sup> and working as expected by the bid start date, new schedules for the Routes 90/901/902 will be created for them to start using the new charging location.

##### BUS STOP BALANCING:

Service Planning staff has completed the bus stop balancing project. The purpose was to improve operational performance of IndyGo's fixed-route bus routes by adjusting the spacing between existing bus stops. Several stops were placed too close together causing excessive stopping, and slowing IndyGo's fixed-route service. The excessive stops also impacted on-time performance and reliability. Using IndyGo's board adopted Service Standards, Service Planning 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.

**FIXED ROUTE RIDERSHIP:**

<b>Oct-19</b>	<b>Oct-20</b>	<b>% Change</b>	<b>IndyGo Fixed Route Ridership</b>	<b>2019</b>	<b>2020</b>	<b>% Change</b>
15,220	7,179	-52.8%	<b>2 E. 34th St.</b>	153,620	80,675	-47.5%
35,878	17,058	-52.5%	<b>3 Michigan St.</b>	332,638	174,344	-47.6%
12,476	5,673	-54.5%	<b>4 Fort Harrison</b>	121,169	64,290	-46.9%
17,667	8,496	-51.9%	<b>5 E. 25th</b>	170,656	92,982	-45.5%
12,180	5,677	-53.4%	<b>6 N. Harding</b>	115,344	62,256	-46.0%
138,976	87,590	-37.0%	<b>8 Washington St.</b>	1,337,557	861,659	-35.6%
95,709	52,870	-44.8%	<b>10 10th St.</b>	900,353	544,772	-39.5%
5,099	2,448	-52.0%	<b>11 E. 16th St.</b>	37,763	27,755	-26.5%
3,793	1,935	-49.0%	<b>12 Minnesota</b>	40,700	20,880	-48.7%
3,117	1,500	-51.9%	<b>13 Raymond</b>	30,931	14,520	-53.1%
7,881	3,903	-50.5%	<b>14 Prospect</b>	88,141	41,272	-53.2%
18,734	8,029	-57.1%	<b>15 Riverside</b>	170,429	86,097	-49.5%
12,650	7,581	-40.1%	<b>16 Beech Grove</b>	111,155	76,454	-31.2%
			<b>17 College</b>	155,197		
8,409	3,776	-55.1%	<b>18 Nora</b>	104,582	37,644	-64.0%
25,798	13,477	-47.8%	<b>19 Castleton</b>	324,999	137,677	-57.6%
16,655	9,199	-44.8%	<b>21 East 21st St.</b>	134,868	93,990	-30.3%
			<b>22 Shelby</b>	72,459		
13,193	8,776	-33.5%	<b>24 Mars Hill</b>	109,147	79,240	-27.4%
13,778	8,267	-40.0%	<b>25 W. 16th St.</b>	127,399	81,191	-36.3%
18,548	10,248	-44.7%	<b>26 Keystone</b>	145,323	104,053	-28.4%
12,533	6,462	-48.4%	<b>28 St. Vincent</b>	130,507	69,571	-46.7%
11,075	3,875	-65.0%	<b>30 30th St.</b>	84,727	47,592	-43.8%
13,290	6,572	-50.5%	<b>31 Greenwood</b>	224,451	68,318	-69.6%
30,885	16,115	-47.8%	<b>34 Michigan Rd.</b>	273,912	159,042	-41.9%
39,422	20,711	-47.5%	<b>37 Park 100</b>	362,005	195,426	-46.0%
22,816	12,290	-46.1%	<b>38 Lafayette Square</b>	257,468	126,011	-51.1%
82,565	44,059	-46.6%	<b>39 E. 38th St.</b>	931,786	473,343	-49.2%
6,165	2,847	-53.8%	<b>55 English</b>	43,030	30,285	-29.6%
12,222	6,785	-44.5%	<b>86 86th Street Crosstown</b>	94,557	65,243	-31.0%
12,166	7,076	-41.8%	<b>87 Eastside Circulator</b>	114,763	68,893	-40.0%
207,241	70,715	-65.9%	<b>90 Red Line - BRT</b>	453,610	790,067	74.2%
	1,110		<b>901 College - Local</b>		9,746	
	5,115		<b>902 County Line - Local</b>		48,426	
17	39	129.4%	<b>Others</b>	3,041	788	-74.1%
<b>926,158</b>	<b>467,453</b>	<b>-49.5%</b>	<b>Total</b>	<b>7,758,287</b>	<b>4,834,502</b>	<b>-37.7%</b>

## TRANSPORTATION SERVICES

### EMPLOYEE RECOGNITION:

October Employees of the Month:

**Operator:** Earl Kimbrough

Supervisor Brianna Franklin nominated Earl for his positive attitude and noted he works well with others. Earl is a team player and he takes the time to answer questions from passengers and new operators. Earl receives constructive criticism well and strives to improve and be a positive example.

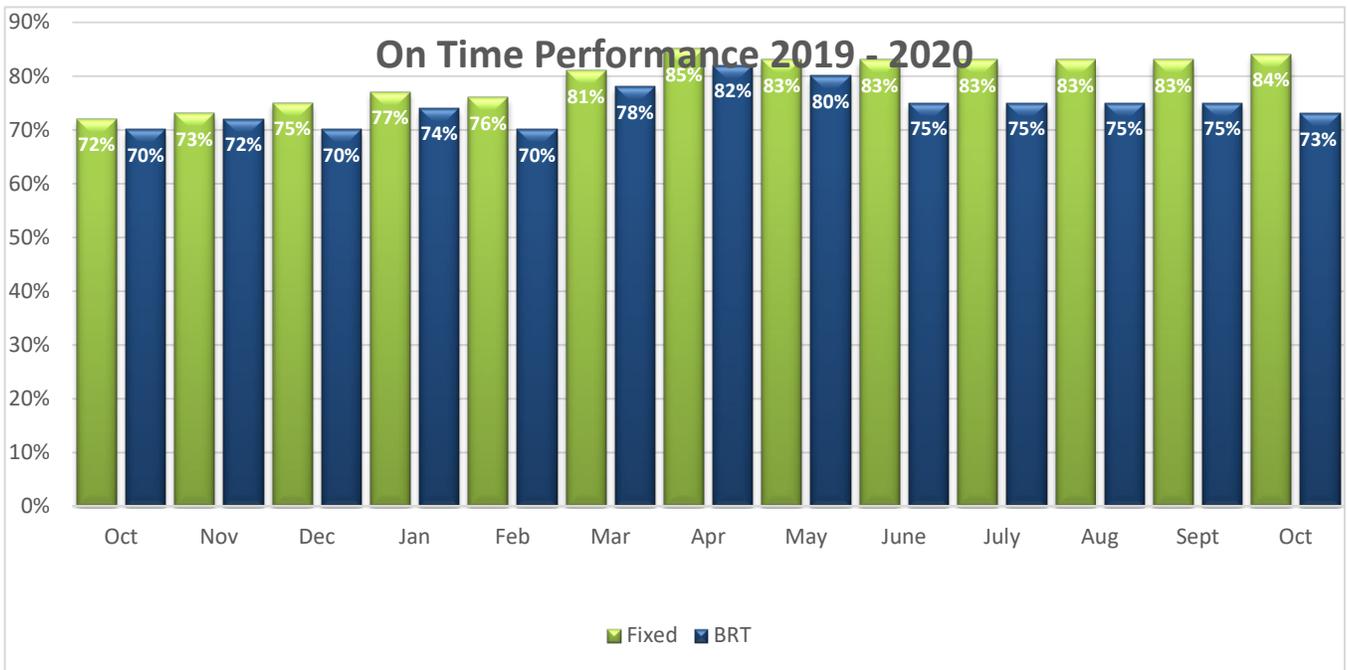
**Garage:** Melissa Robinson

Nominated by Manager John Mann. Melissa works hard and tirelessly each night pulling boxes for the Treasury team. It gets hot in the garage during the summertime and there are many cold nights during the winter months. Melissa never complains about the conditions and continues to do her tough job nightly. It is a well-deserved recognition for her hard work and dedication to IndyGo.

**90% Club:** The following operators achieved an on-time performance rating of 90% or better during the month of October. 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 October is Lashona Carroll.**

Anderson, Rose	Harris, Shamika	Smith, Tamara
Anderson, Treva	Hazen, William	Snow, Anthony
Arnold, Mikiaiah	Hicks, Mikia	Squires, Sade'
Beck, Laura	Hollonquest, Jordon	Staggs, Garry
Boicourt, Phillip	Hook, Sandra	Sturdevant Newell, Deborah
Bradford, Keary	Horst, Martin	Thein, Stephen
Brent, Shanta	Humphrey, Tyrone	Watts, Rhonda
Bryant, Akemee	Ingram, Mercedes	White, Anthony
Burnaugh, Pierre	Jones, Shirley	Williams, Diana
Byrd, Kim	Jumba, Charles	Wills, Mark
Carroll, Cindy	King, Nakia	Wilson, William
Carroll, Lashanda	Lagrone, Terry	Wyatt, Darren
Carroll, Lashona	Lewis, Adrian	Young, Samuel
Cartwright, Ella	Lewis, Eugene	
Chest, Mornice	Lewis, Terrill	
Clark, Keana	Mance, Anthony	
Clay, David	Morrow, Tamanika	
Cox, Sean	Oxley, Ricardo	
Dates, James	Paige, Robert	
Devers, Irvin	Patterson, Larry	
Diallo, Abdourahamane	Pittman, Shante	
Doneeka, Terry	Puello, Donna	
Duncan, Scott	Reed, Byron	
Ellison, Donald	Roberts, Darnell	
England, William	Robinson, Kathleen	
Frierson, Razheana	Rosario Gonzalez, Dilexi	
Gee, Lloyd	Rowie, Robert	
Grant, Mary	Smith, Kathy	

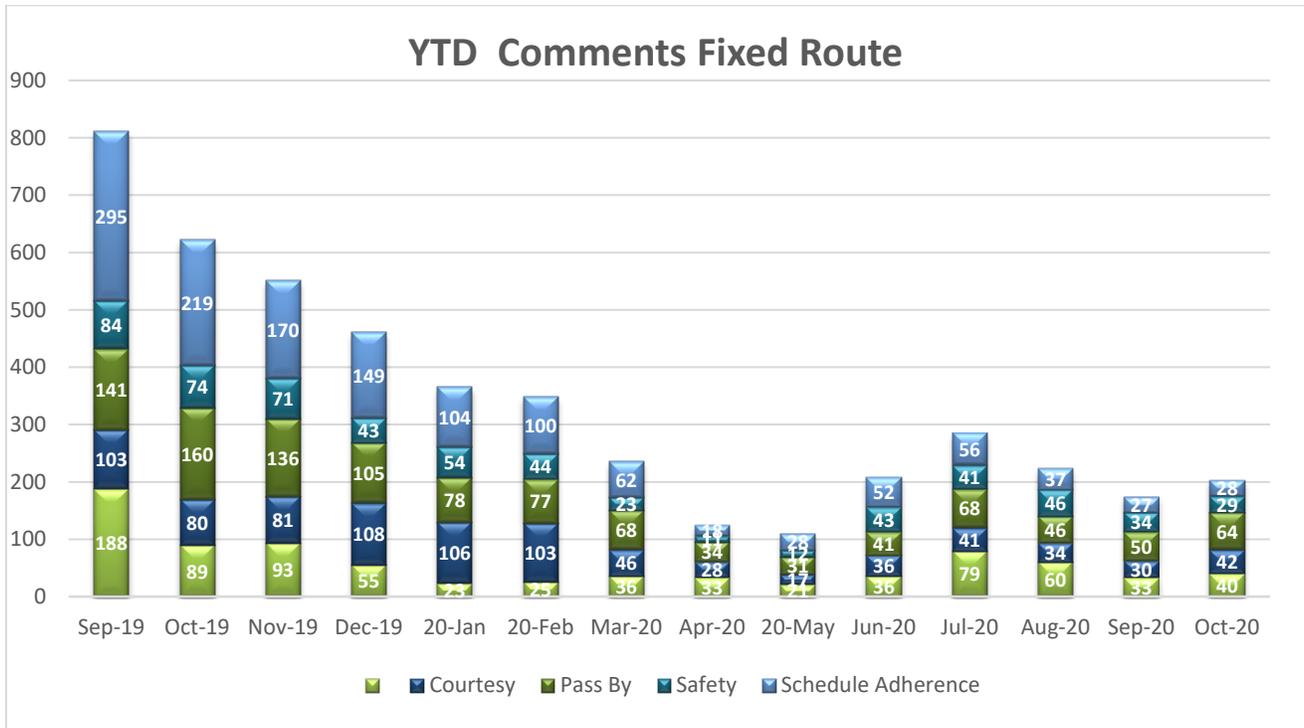


**COMMENDATIONS:**

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

Supervisor - Robert Baker  
 Operator - Tremonn Glenn  
 Operator - Dexter Davis

Mobility Services:  
 Operator - Spencer Woods  
 Operator - Earl Scott



**VEHICLE MAINTENANCE & FLEET SERVICES**

VEHICLE MAINTENANCE:

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

**Mean Distance**

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

	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	7132		
<b>ALL</b>	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	2997	3505		
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
<b>MAJOR</b>	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
<b>ALL</b>	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307
	2018/1	2018/2	2018/3	2018/4	2018/5	2018/6	2018/7	2018/8	2018/9	2018/10	2018/11	2018/12
<b>MAJOR</b>	5,834	9,585	6,907	5,745	4,269	7,070	6,655	8,202	7,049	6,330	5,496	7,000
<b>ALL</b>	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062	5,258	5,333	4,389	4,895

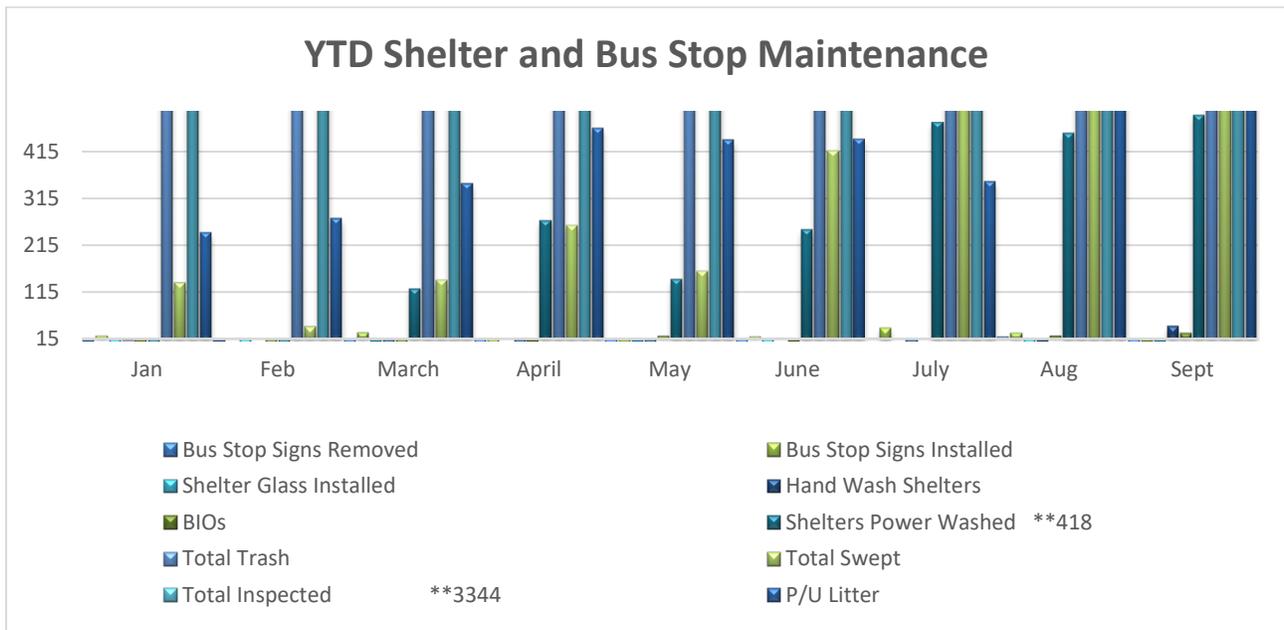
\*The green cells represent averaged totals

## FACILITIES

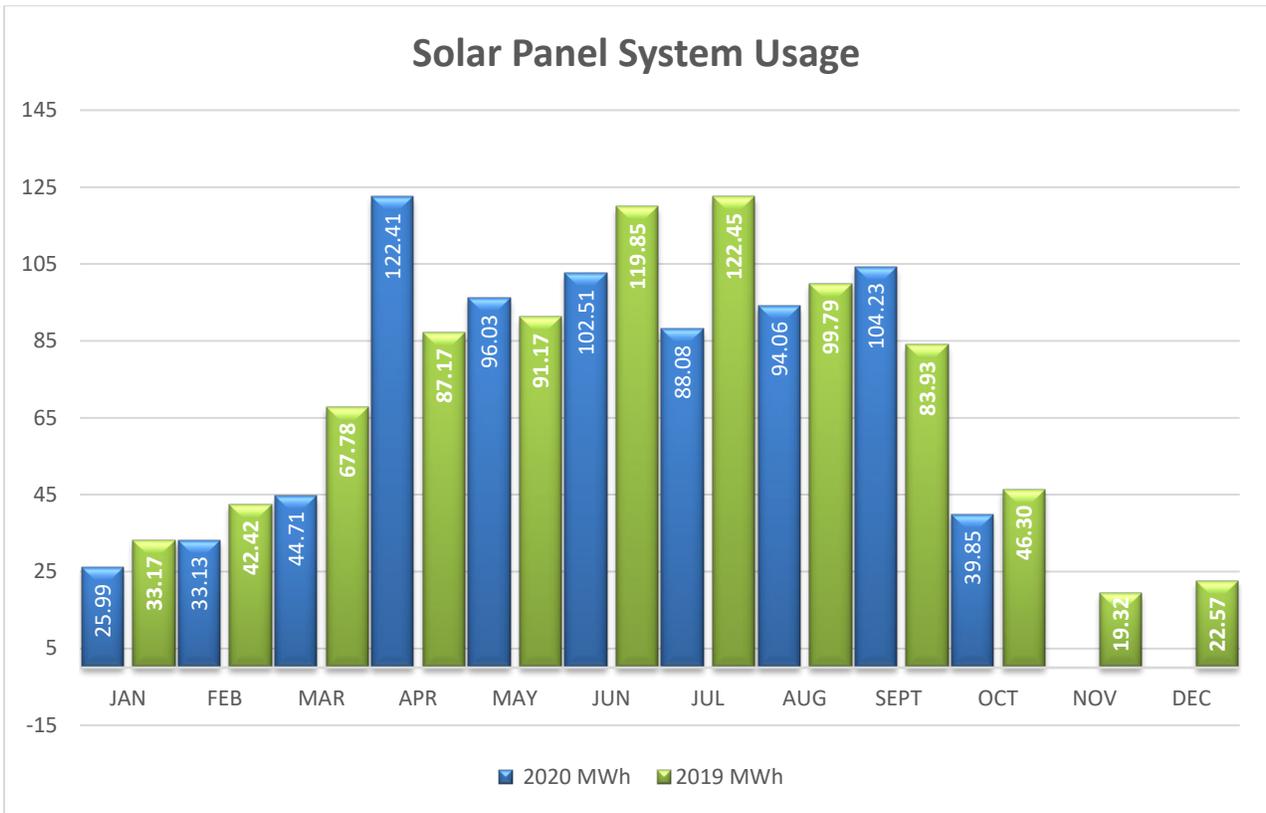
The Facility Department remains focused on the Spray Misting Disinfecting and Sanitizing campaign. The contractors electrostatically spray, disinfecting and sanitize all of the interior areas at the three locations multiple times per week. There is additional focus on the high traffic and common areas daily, with rotation of the various offices twice a week. The entire bus fleet is disinfected each evening. Facility Department continues to maintain the additional sanitizing stations throughout all facilities for employees and passengers to use for additional cleaning in personal spaces.

IndyGo acquired the 6-acre tract of land on Montcalm/21st Street and former Key Bank Building at 6410 College Avenue in October. The facilities team will be responsible for maintaining both properties.

An Invitation for Bid (IFB) was sent out in early October for asphalt sealing, crack repairing, restriping of the south parking lot. IPTC received 3 bid; the Harding Group was awarded the bid and will be performing this work in early November.



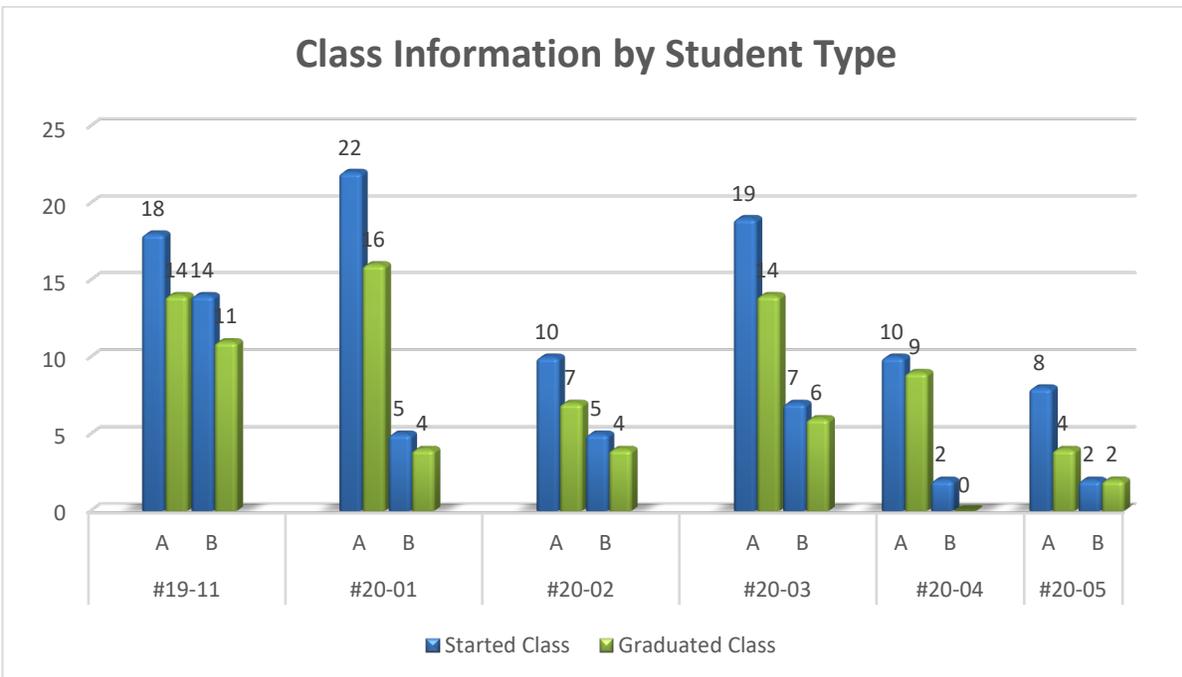
The 4,300 solar panel array on the roof at 1501 building continues to produce enough electrical power to charge all ZEPS buses with the additional power being absorbed into the electrical system of the main building. There is less power being consumed as the days get shorter. Total cost savings YTD is \$71,345.



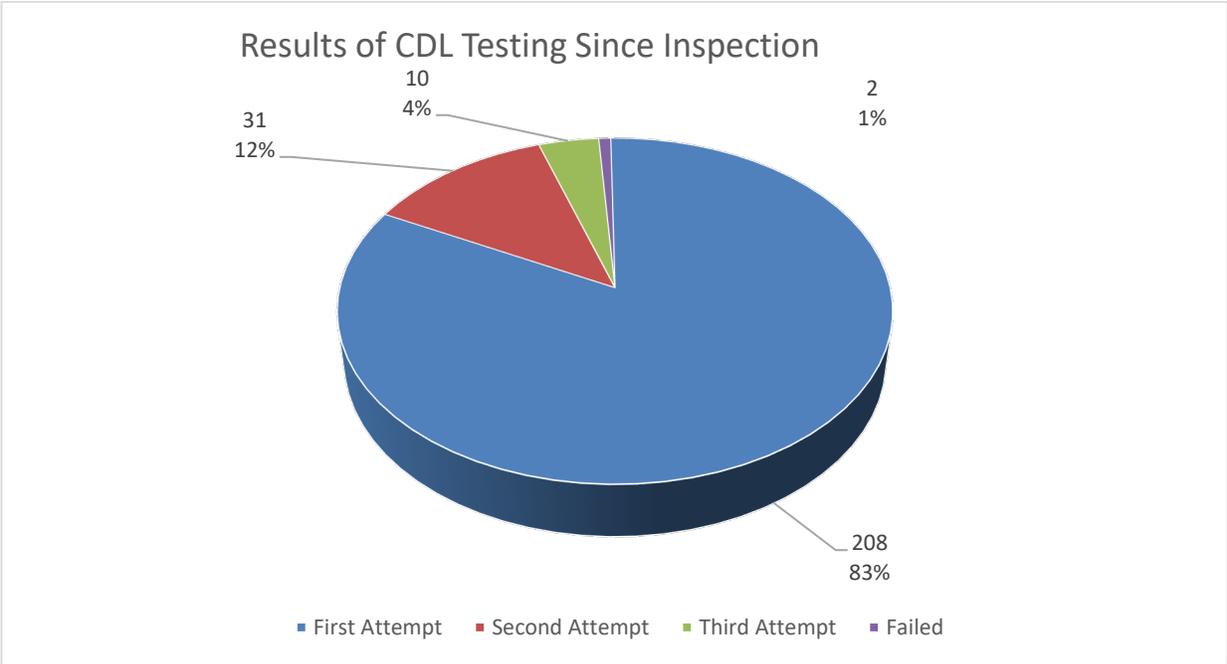
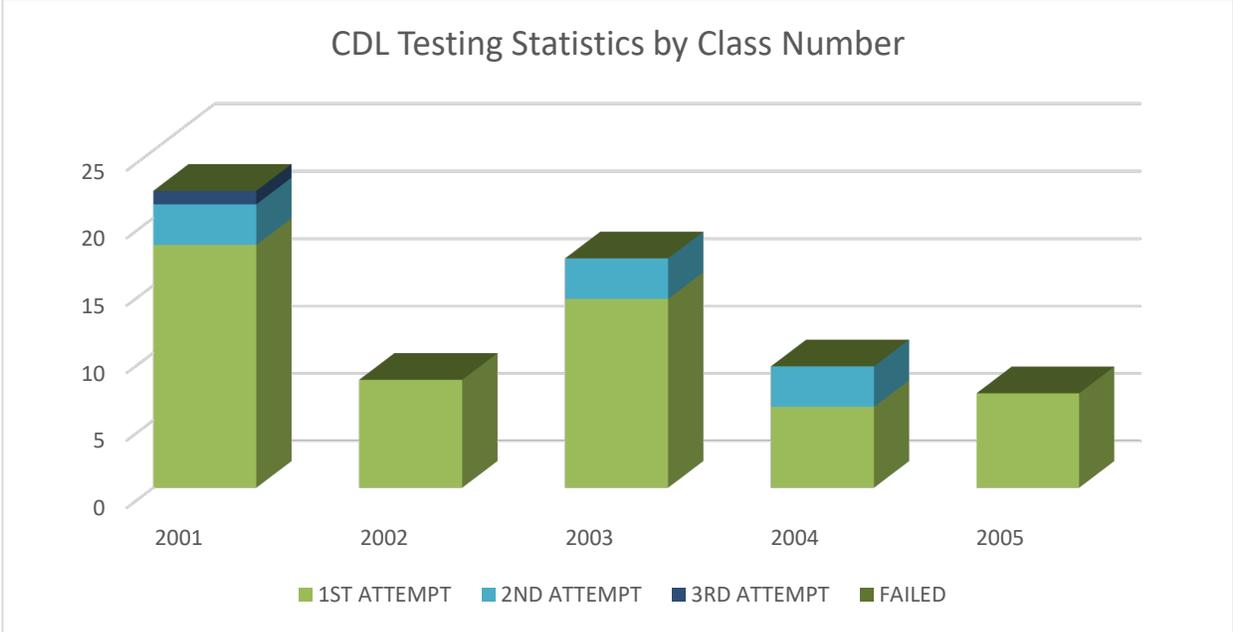
## Security & Training

### 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, #20-05, on September 8, 2020. This class started with 12 students. Currently the class is at 6 students. The class is in the cadetting/subbing-in portion of the training and will graduate on November 6, 2020.

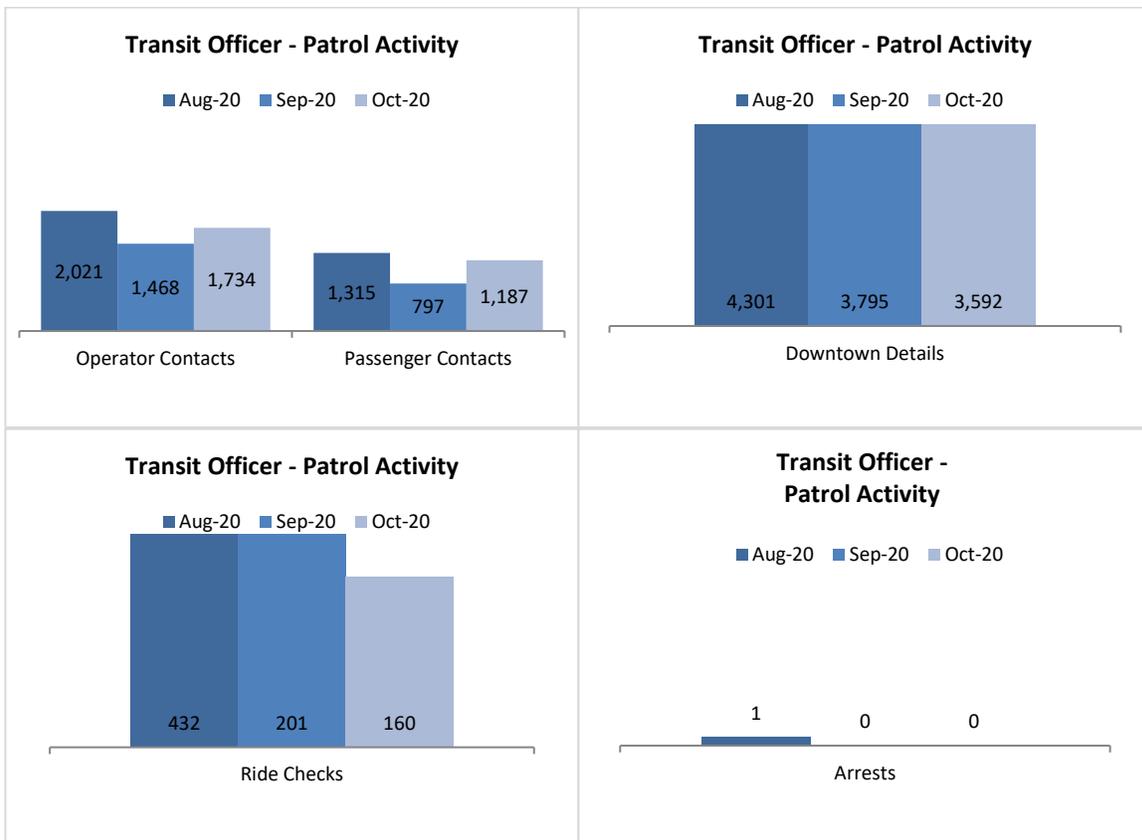
The Training/Security and Risk/Safety met with a representative of the Federal Department of Homeland Security to give an assessment of the Carson Transit Center (CTC) and the IndyGo Red Line Stations. The representative asked various questions, followed by a tour of the building and the entire Red Line route. He will compile his findings into an official report that will be covered under IndyGo’s Sensitive Security Information (SSI) policy. The report will provide suggestions to better secure the building and make both areas safer for the public and employees. The representative will return in November to do an assessment of the 1501 W. Washington St location.

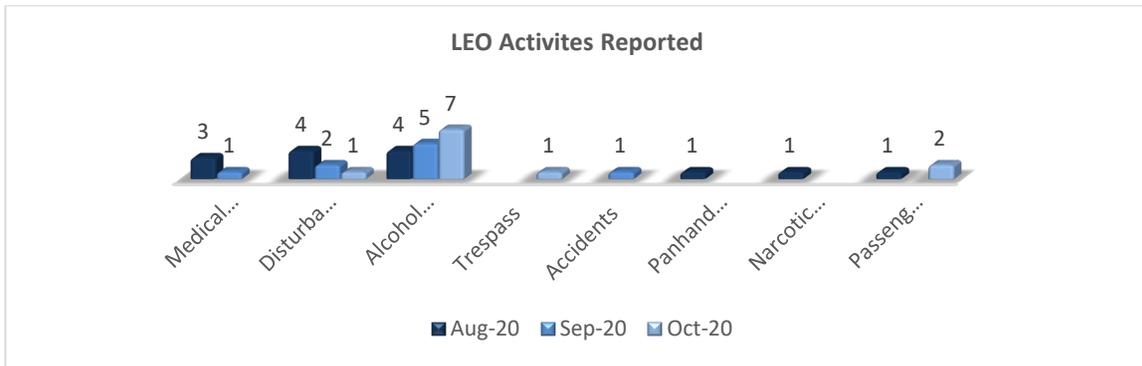
The training department conducted another Safety Leadership Training for IndyGo management team members. This course will aid in developing a safety conscience culture in the daily duties for everyone from Directors to Transportation Supervisors. The class consists of 3 half days followed by a test at the end of the course; the participants must score an 80% or higher to pass. Through the end of October, a total of 38 employees have completed the course.

The following training sessions were conducted in October:

- Sixteen (16) operators for accident retrains
- Eight (8) operators for return to work training
- Two (2) new Administrative employees who reported for new hire orientation
- Six (6) mechanics for CDL training and testing
- Two (2) fixed route employees for return to work

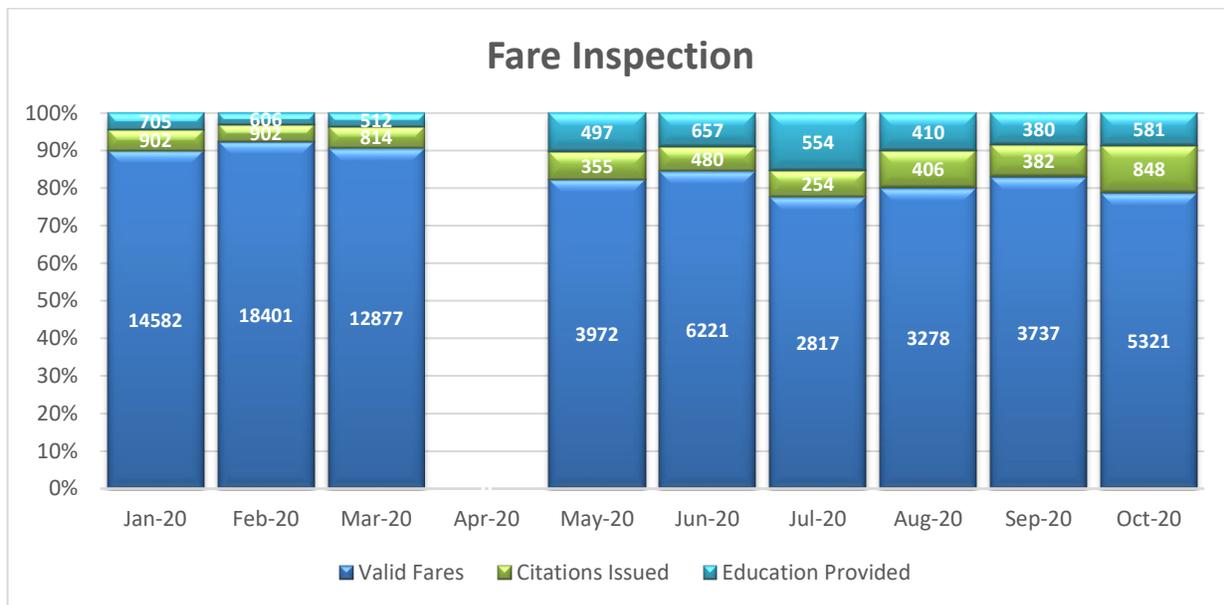
Security:





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

**FARE INSPECTION REPORT:**



SEPTEMBER	Passenger Contact	Notifications	Educations
<b>Monthly</b>	6750	848	581
<b>Weekday</b>	5405	698	475
<b>Saturday</b>	851	99	65
<b>Sunday</b>	494	51	41

The information above shows the fare inspection information for each month. The chart shows 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 shown the proper procedures, purchased a valid fare.

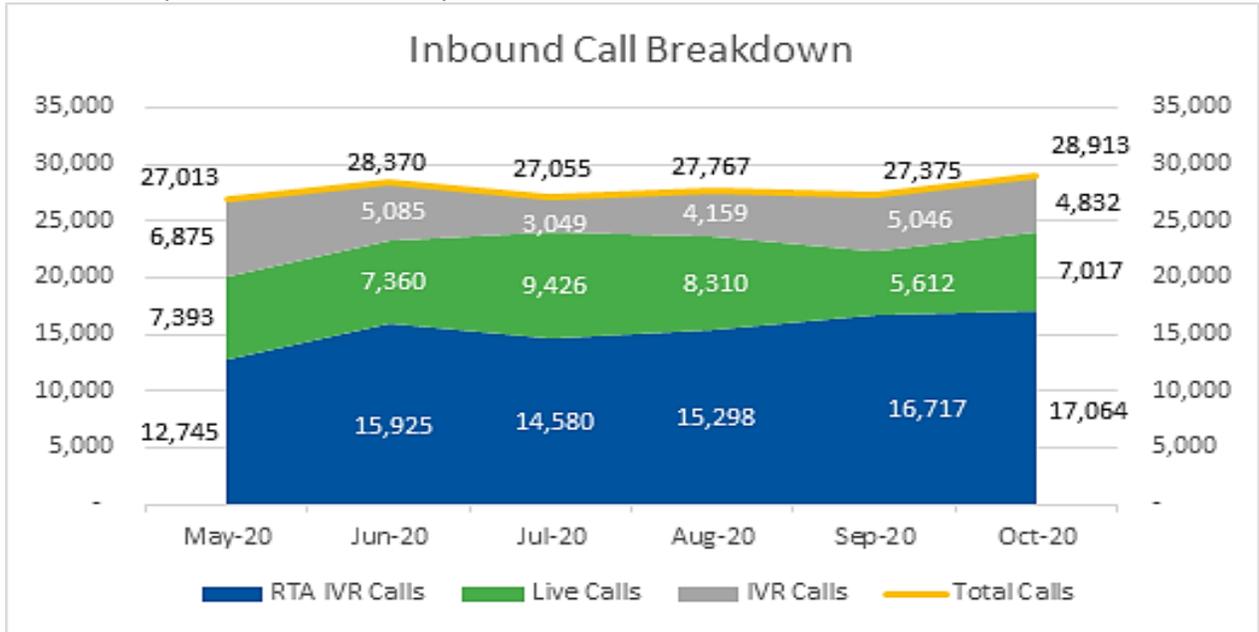
\*There was an update to June, July and August numbers after an audit was performed by the Security Department.

**MOBILITY SERVICES**

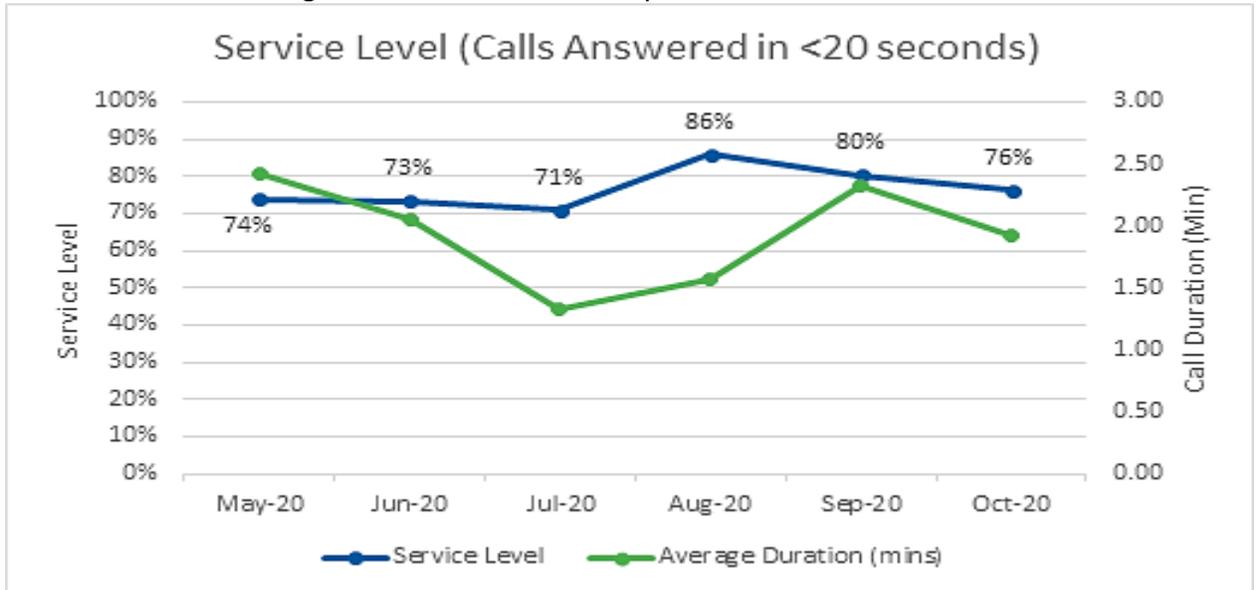
CONTACT CENTER REPORT:

**Contact Center Report:**

Inbound call metrics continued to experience reduced call volume combined with reduced ridership due to the COVID-19 pandemic. Real Time Arrivals IVR calls are experiencing a consistent upward trend since July.

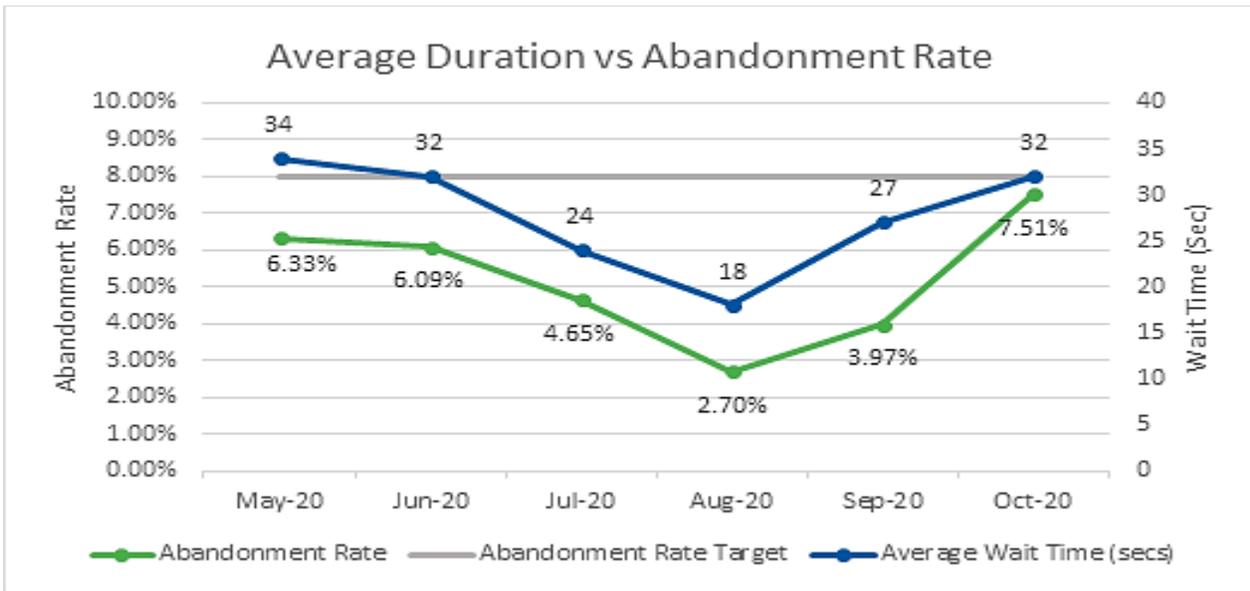


Service level and average duration continue to experience nominal fluctuations.

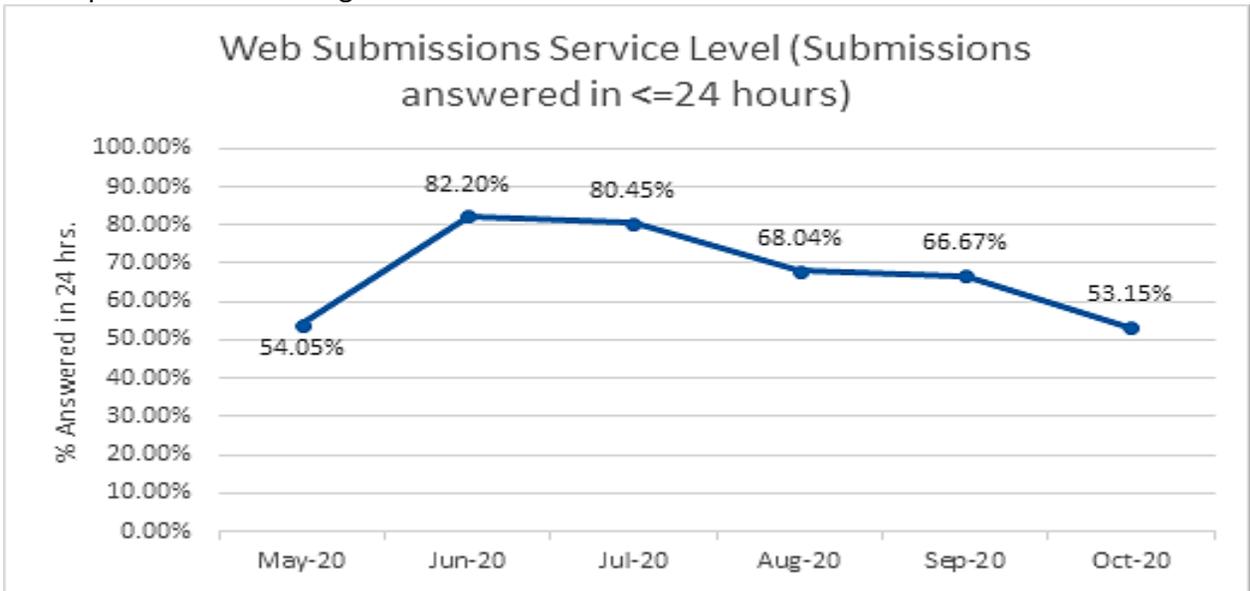


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Abandonment rate continues to meet our target of 8% or less. A steep increase in abandonment rate was in part due to an unidentified, sporadic technical problem on and around October 28<sup>th</sup>. The issue has since subsided.

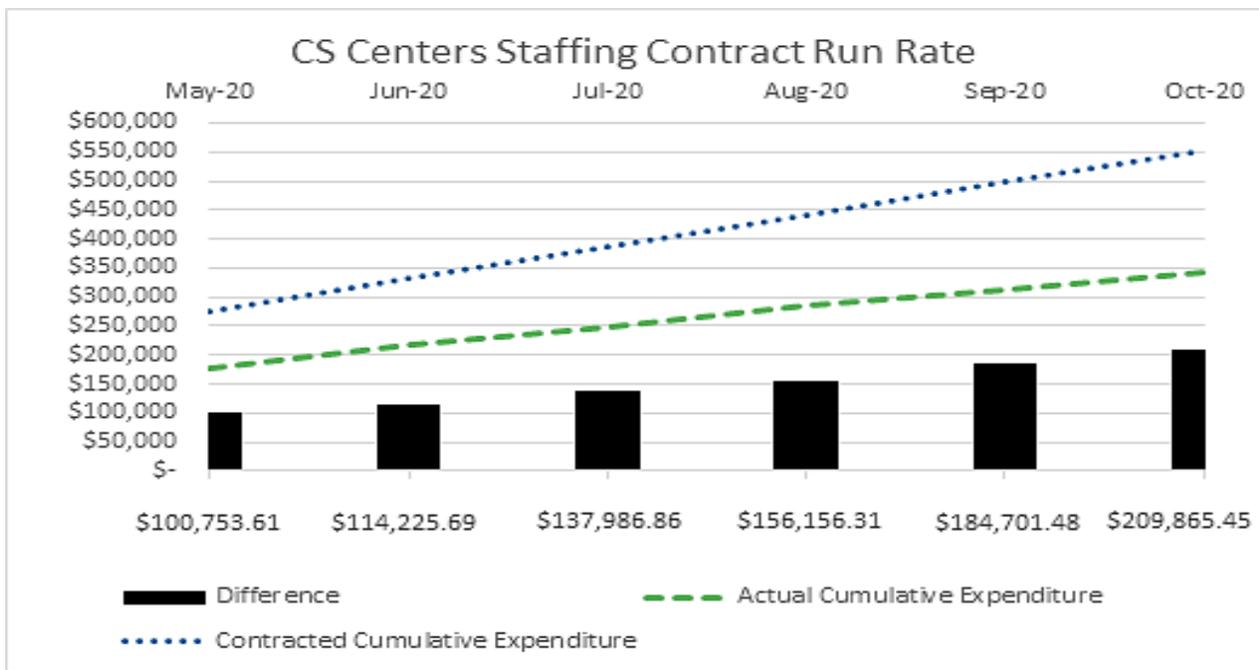


Web comment processing service level dropped in October as a result of fewer staffed CSRs. These positions should begin to be filled in November.



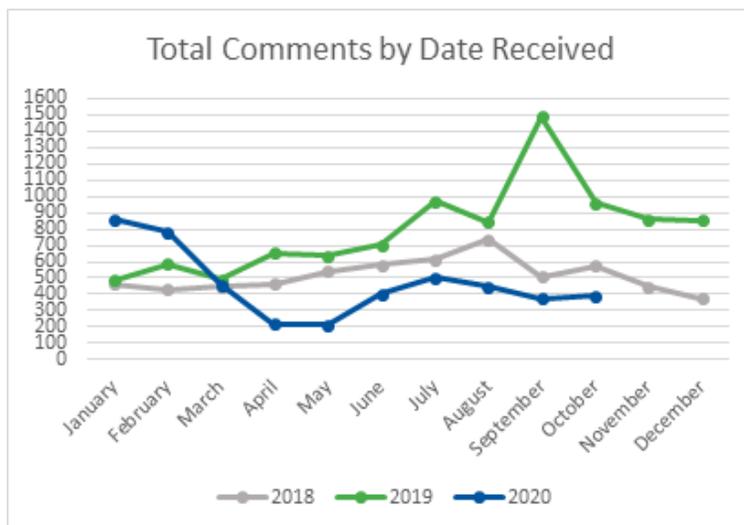
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Customer Service Representative staffing contract continues to be in favorable standing. Customer Service is looking to increase staffing back to normal levels to reduce abandonment rate, increase service levels, and provide more scheduling and cross training flexibility.



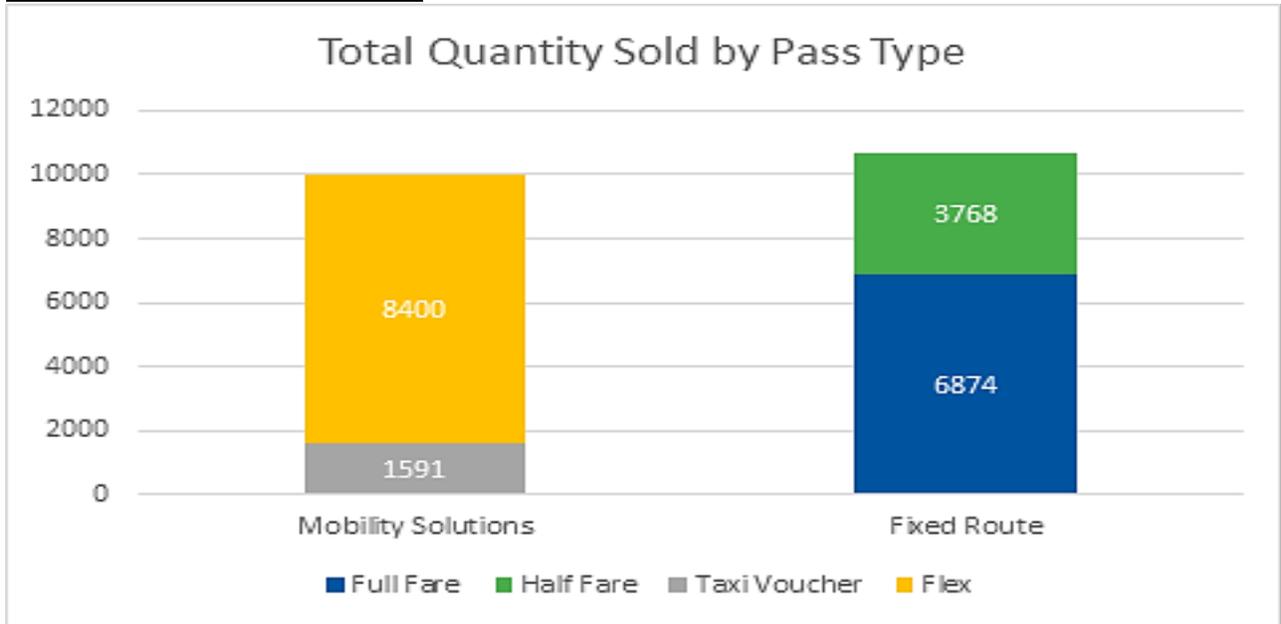
**QUALITY SERVICE REPORT:**

Category	Amount
Pass By	65
Safety	62
Courtesy	53
Schedule Adherence	43
2020 COVID	27
Fares	23
Facility Maintenance	15
Request	15
Vehicle Maintenance	14
Route	13
Security	11
Suggestion	10
Compliment	7
Bus Stop	6
Rules	6
Denial	6
Customer Service	4
Marketing	4
Wrong Information	2
ADA	1
Discrimination - Title VI	1
Detour	1
<b>Total</b>	<b>389</b>



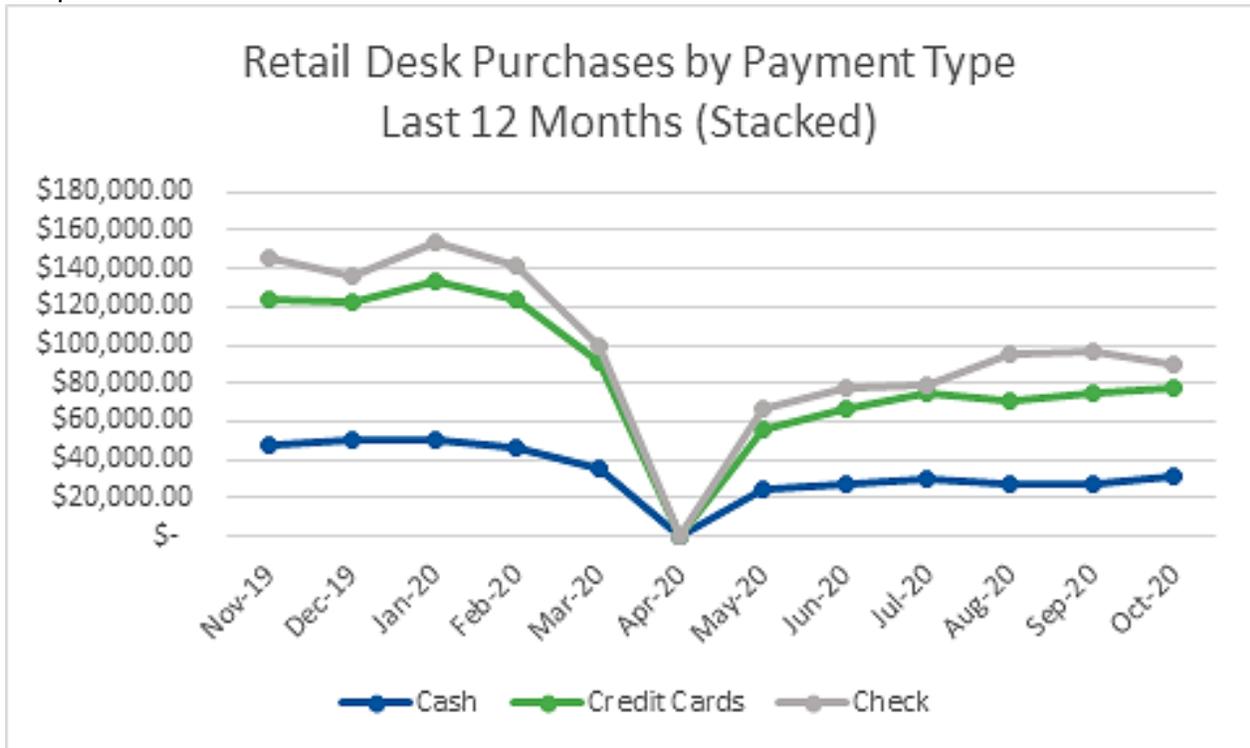
**Retail Center and Sales Report:**

Total Quantity of Passes: 20,633



**Payment Breakdown:**

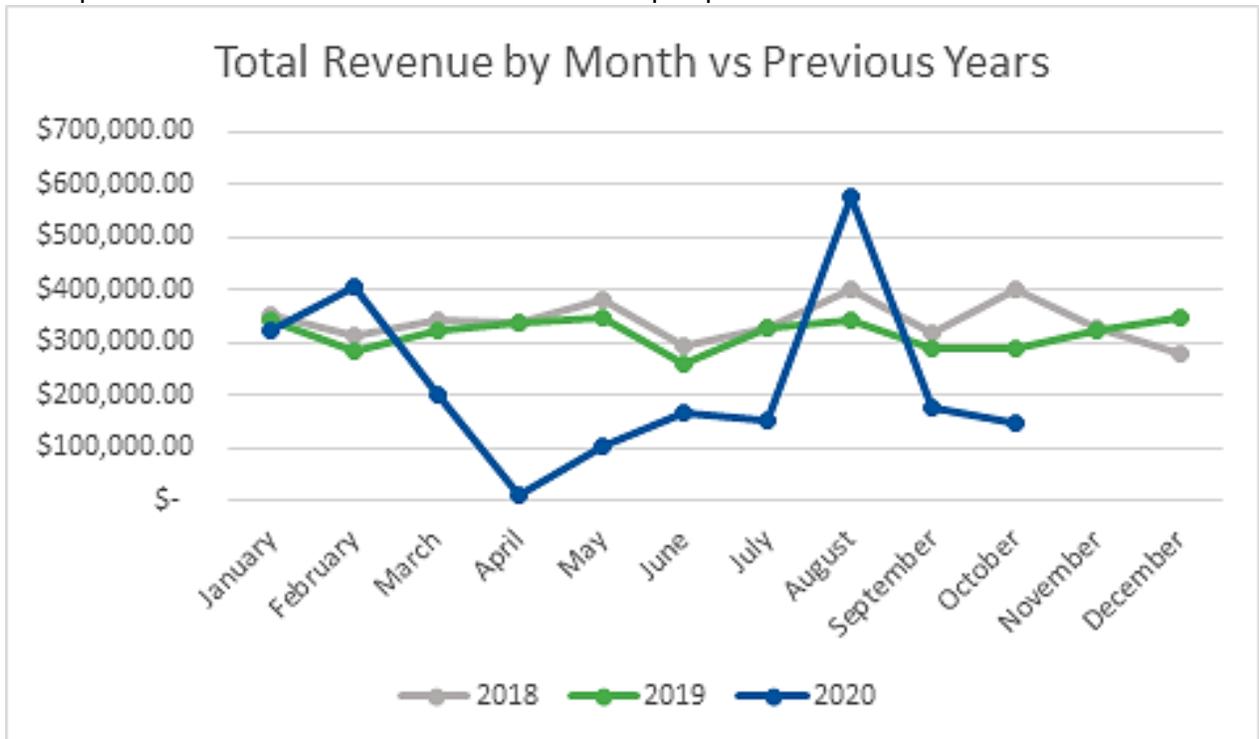
Customer Service Desk sales have continued along a plateau from the decreased traffic during the pandemic.



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

Total pass revenue continues to trend lower than pre-pandemic levels.



COVID-19/Ridership:

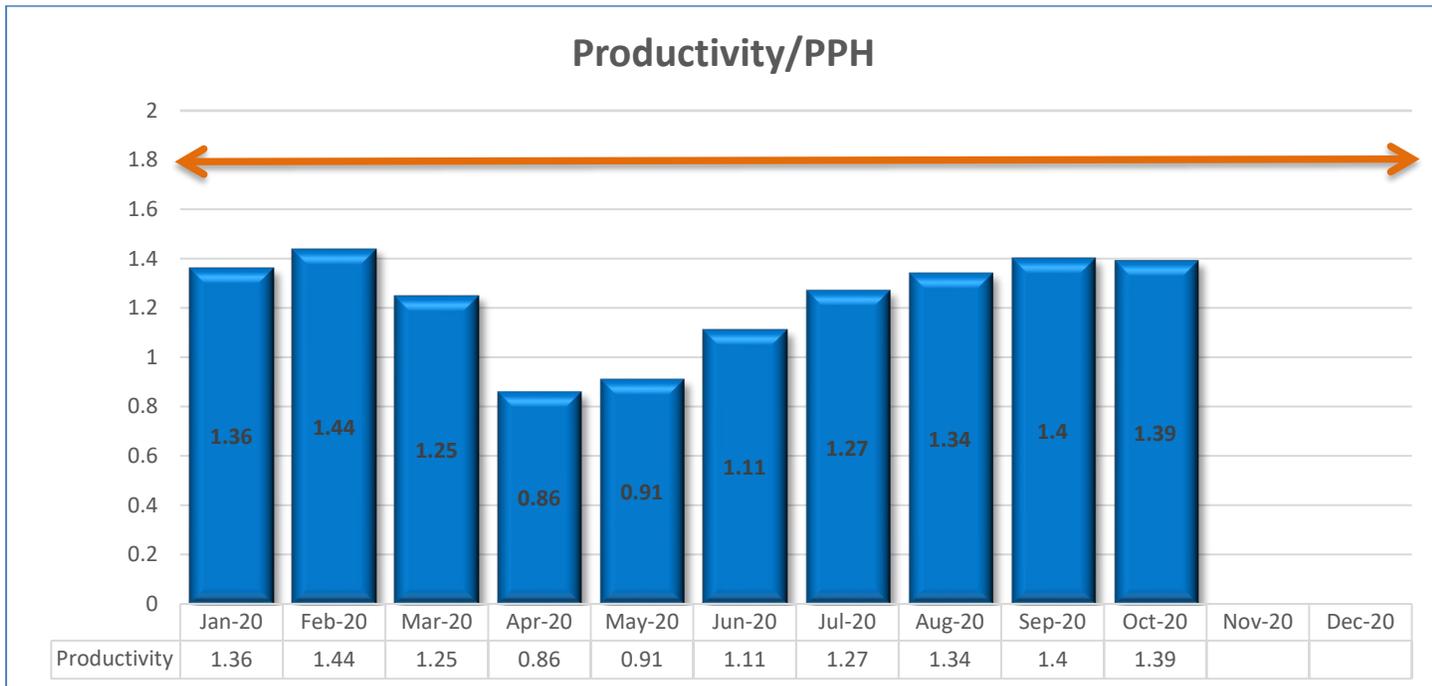
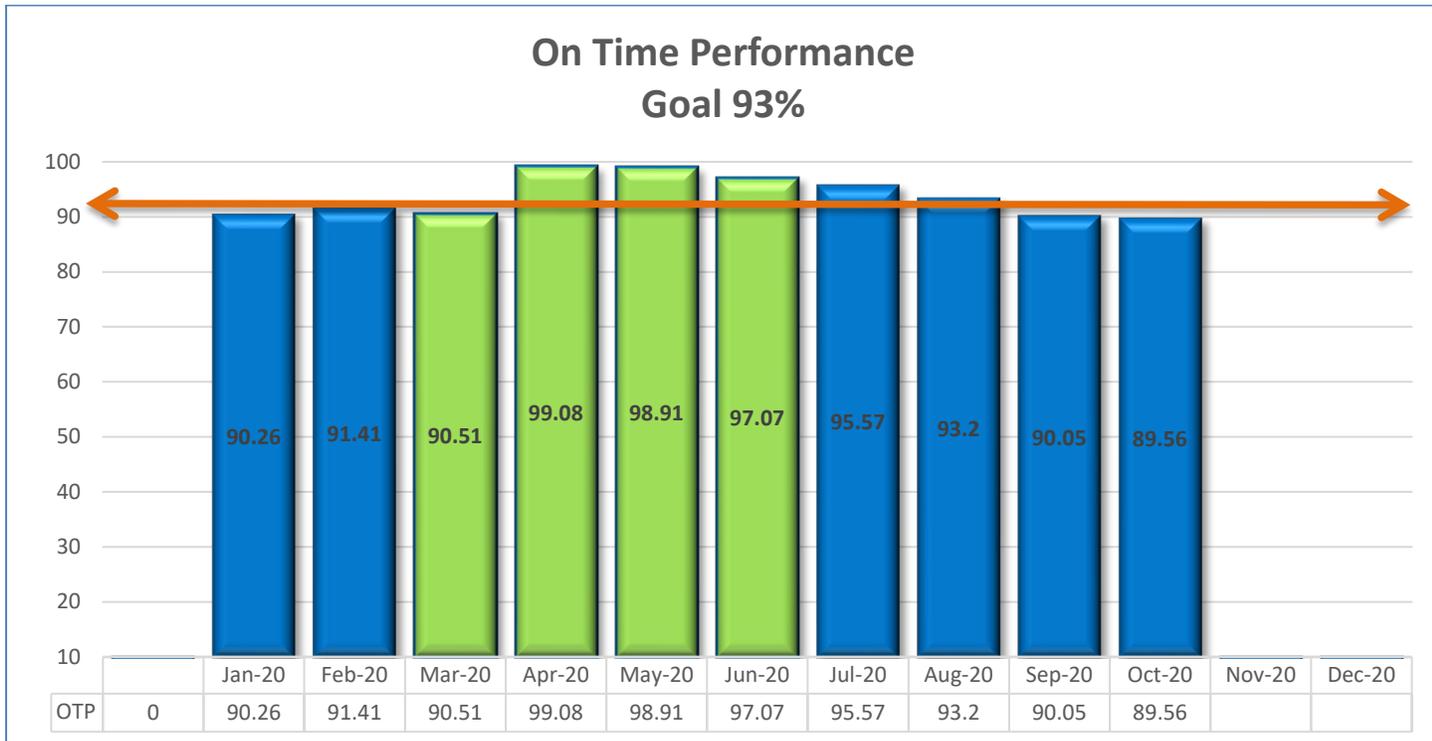
Ridership has decreased from 2019 to 2020 due to COVID-19. Ridership in October 2019 reflected 25,391 unlinked passenger trips and for October 2020 data reflects 14,078 unlinked passenger trips a decrease of 41.0% YOY.

19-Oct	20-Oct	% Change	Mobility Services	2019	2020	% Change
32,328	17,864	-44.9%	Open Door Riders on Fixed Route	293,463	146,728	-50.0%
25,392	14,068	-44.6%	Open Door	236,664	131,655	-44.4%
4,443	1,520	-65.6%	Open Door Taxi Vouchers	34,297	17,558	-48.8%
11,701	1,771	-84.9%	31 Day S-Pass	96,661	5,221	-94.6%

On Time Performance for October 2019 was 88.54% with Productivity of 1.42%. October 2020 OTP was 89.56% and Productivity was 1.39% both reflect an increase of 1.15% and a decrease of 2.11% 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 a person’s 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.

2019

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	56	27	74	4	5	1
FEB	62	46	100	4	4	1
MAR	86	50	133	2	1	0
APR	72	69	139	1	1	2
MAY	64	47	109	0	2	1
JUNE	69	51	118	2	0	1
JULY	87	43	128	1	1	3
AUG	66	44	109	1	0	0
SEPT	82	50	130	1	1	1
OCT	76	69	144	0	1	0
Total	720	496	1184	16	16	10

2020

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	68	51	115	3	1	2
FEB	50	45	95	0	0	0
MAR	77	61	138	0	0	1
APR	19	28	47	0	0	0
MAY	17	33	49	0	1	0
JUNE	22	68	84	0	6	0
JULY	18	39	57	0	0	1
AUG	22	62	83	0	1	0
SEPT	23	44	66	0	1	0
OCT	40	43	83	0	0	0
Total	356	474	817	3	10	4

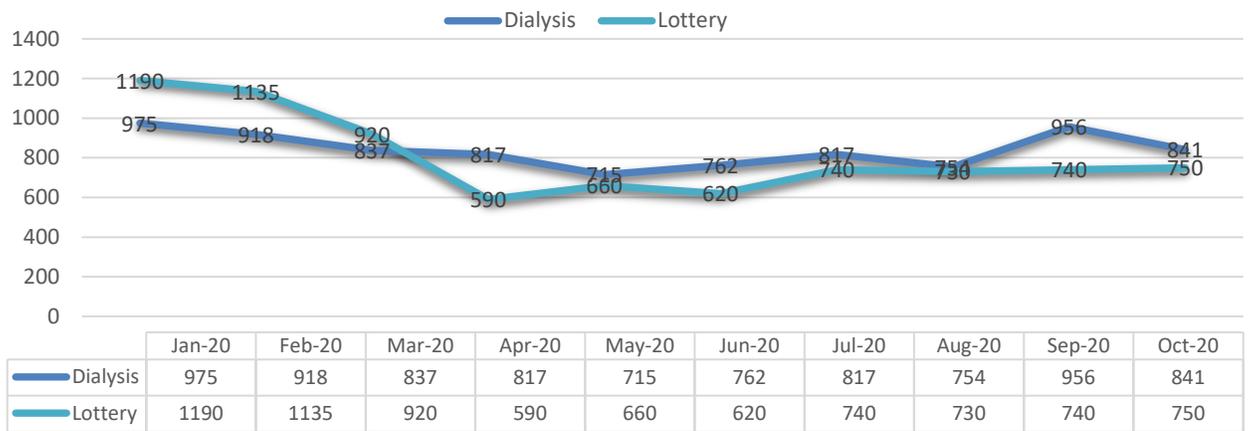
	NEW UNCON	NEW COND	NEW TEMP	RENEW UNCON	RENEW COND	RENEW TEMP
JAN	52	0	0	22	0	0
FEB	58	0	0	42	0	0
MAR	84	0	0	49	1	0
APR	71	0	0	68	0	0
MAY	64	0	0	45	0	0
JUNE	68	0	0	49	1	0
JULY	86	0	0	42	0	0
AUG	65	0	0	44	0	0
SEPT	81	0	0	49	0	0
OCT	76	0	0	68	0	0
Total	705	0	0	478	2	0

	NEW UNCON	NEW COND	NEW TEMP	RENEW UNCON	RENEW COND	RENEW TEMP
JAN	63	2	0	46	4	0
FEB	50	0	0	43	2	0
MAR	52	1	24	48	0	13
APR	6	0	13	19	0	9
MAY	9	1	7	21	4	7
JUNE	14	8	0	47	14	1
JULY	17	1	0	38	1	0
AUG	21	0	1	56	5	0
SEPT	22	1	0	42	1	0
OCT	40	0	0	41	2	0
Total	294	14	45	401	33	30

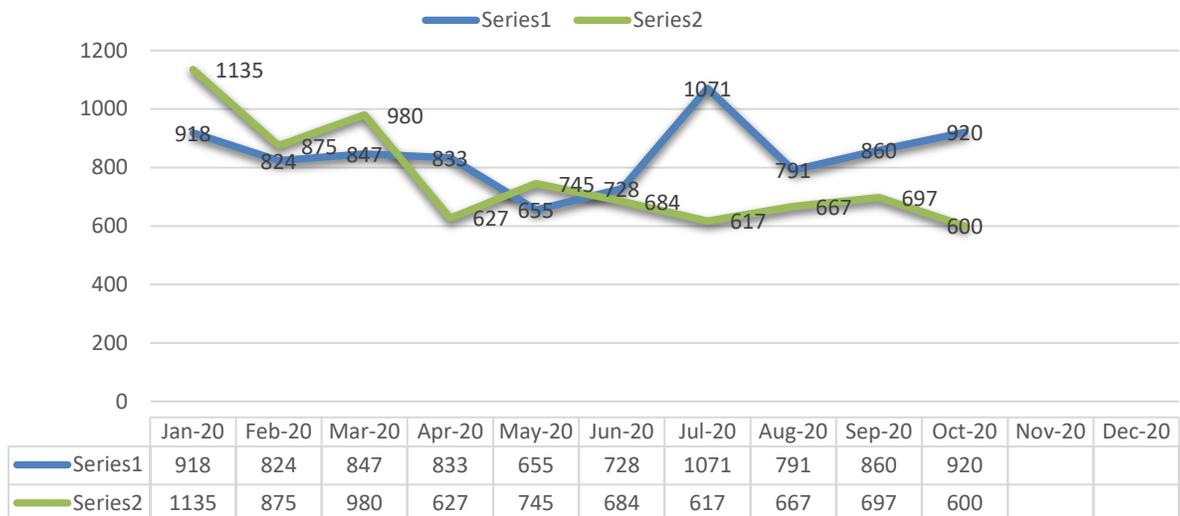
Voucher Program:

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 Purchased 2018-2020



## Taxi Vouchers Redeemed 2020



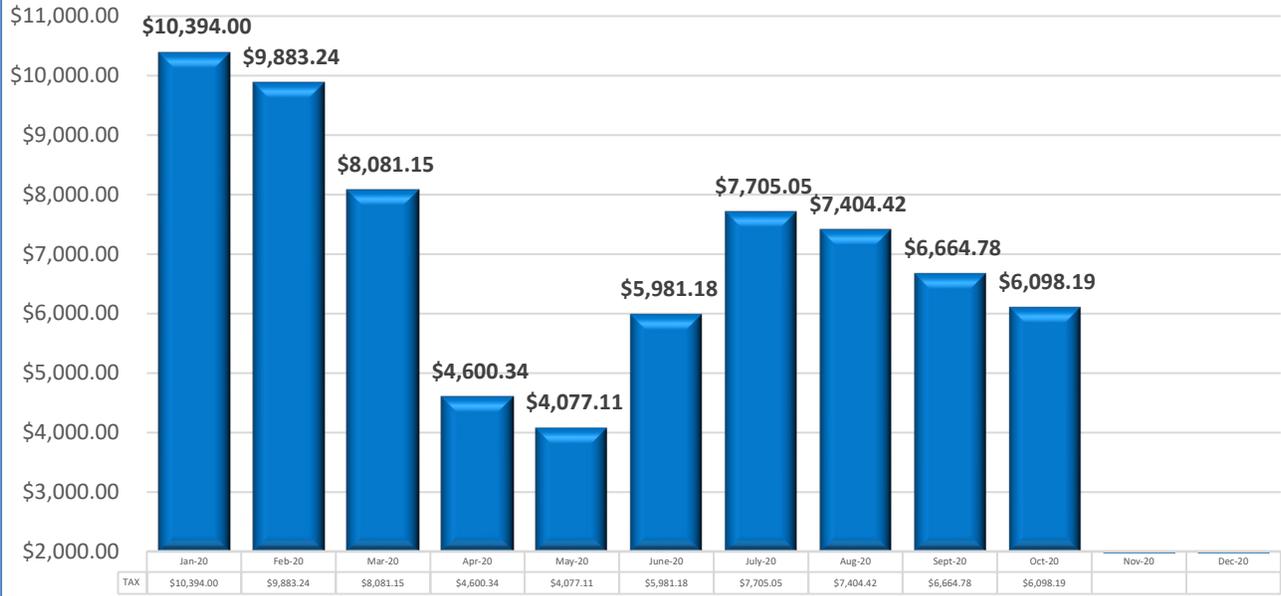
### WEX Fuel Card Program:

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.

October 2020 savings from fuel excise taxes were \$6098.19 (Fed Taxes = \$4,457.25 and State Taxes = \$1,640.94.)

Total annual savings is \$70,889.46

## 2020 Excise Tax Savings







## Human Resources Division Report – October 2020

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Human Resources Jeffrey M. Brown  
**Date:** December 3, 2020

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### CONSIDERATION OF HUMAN RESOURCES REPORT FOR OCTOBER 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. 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:                  | 842    |
| 2. Total Union Employees:                   | 640    |
| 3. Total Coach Operators:                   | 488    |
| 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% |

#### **B. Coronavirus (COVID-19) Update**

The overall numbers of daily positive cases have been rising over the last several days in the state and across the nation. At this time, IndyGo currently has 74 known positive cases among our workforce of more than 850 employees. Notwithstanding, a spike in COVID is ongoing and may only get worse. IndyGo has urged its

workforce to continue to take precautions and has put forth two new memorandums regarding workplace precautions and use of benefit time and contact tracing. To address the unprecedented impact of the coronavirus, IndyGo continues to implement new measures:

- 1. Reminder Memo – Benefit Time and Workplace Precautions:** Human Resources issues a memorandum urging all employees to take basic preventive measures to avoid exposure to or infection by the virus causing COVID-19. The memo further provides that employees must continue to employees who are unable to work for a qualifying reason, such as testing positive for COVID or having to quarantine due to close contacts with an individual who is COVID positive. The memo also announces that employees with insufficient accrued sick leave will go into an unpaid status to meet self-isolation or quarantine requirements, or for the active care of others because of disruptions relating to COVID-19. If an employee who has exhausted all benefit time intends to go on a COVID leave, he/she will be required to pre-pay health insurance, otherwise it may be discontinued.
- 2. Contact Tracing Memo:** To mitigate the risk to others of potential exposure and to protect the IndyGo workforce and passengers as much as possible, IndyGo issued a memorandum for the Executive Team and Directors that establishes contact tracing protocols and notifications across the IndyGo community.
- 3. Temperature Taking for Health Screen Self-Certification:** IndyGo implemented temperature checks for employees and visitors at all IndyGo’s buildings in furtherance of Governor Holcomb’s Executive Order 2020-28.
- 4. COVID-19 Testing:** IndyGo employees are eligible for free testing after being seen by a medical authority at the following locations:
  - Marion County Public Health Department: 3838 N Rural St. – Monday – Friday from 9:00 AM – 4:00 PM and Wednesday from 9:00 AM – 6:00 PM
  - South District Health Office: 7751 Shelby St. – Tuesday and Thursday 11:00 AM – 6:00 PM
  - Sidney & Lois Eskenazi Hospital: 720 Eskenazi Ave. – Call for an appointment at 317-880-7666.
  - CVS: Multiple locations – site locator is <https://www.cvs.com/minuteclinic/covid-19-testing>.
  - Walgreens: Multiple locations – site locator is <https://www.walgreens.com/findcare/covid19/testing>.
  - LHI/Optum: Multiple locations – site locator is <https://lhi.care/covidtesting>.
  - Activate Health Clinic: At this time the clinic has limited testing capacity. However, Activate is working to obtain point of care (POC) COVID testing machines and supplies. More information will be forthcoming.
- 5. 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.
- 6. 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. Labor Negotiations**

IndyGo reached 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. Training regarding the contract changes will be held for supervisors and managers the first week of December.

### **D. Health Benefits – Cost Savings To Employees And Their Families**

Human Resources negotiated a contract for group health premiums and insurance coverage with Anthem Blue Cross Blue Shield that resulted in minimal increases for employees and their families. The new contract represents a 1.9% increase above the status quo.

### **E. Open Enrollment**

7. Open Enrollment was held October 26, 2020 through November 6, 2020. This year’s Open Enrollment was a passive enrollment which means that employees do not need to take any action unless the employee wants to make changes or additions to enrollments. The Open Enrollment process was conducted entirely 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 provided an online Benefits Fair that will enable Human Resources to share the necessary information while being mindful of our current environment dealing with COVID-19.



## Inclusion & Workforce Development Division Report – October 2020

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Inclusion & Workforce Development Denise Jenkins-Agurs  
**Date:** December 3, 2020

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IndyGo's Diversity & Inclusion & Workforce Development team established a Holiday Ambassador program to assist with sharing and developing several drives to help those in need, including:

- Salvation Army Angel Tree Adopt a Child
- Canned Food Drive
- Toys for Tots
- IndyGo Day of Giving
  - The Day of Giving will take place on December 15, where we will partner with our community to collect and donate toys and canned goods during the holiday season.

We will also lead decorating our buildings for the holidays, handing out holiday gifts, hosting Secret Santa, as well as an ugly sweater and hat competition to spread cheer and lift spirits as we enter the winter season. All of these programs have a COVID-19 plan to ensure we keep our teammates safe.

### 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

