



Board Report
March 25, 2021

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- 1. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - Richard Wilson, Adairius Gardner, Greg Hahn)
 - Finance Committee - Richard Wilson
 - Service Committee - Adairius Gardner
 - Governance & Audit Committee - Greg Hahn
- 4. Consent Agenda** (Presenter - Greg Hahn)
 1. A-1: Consideration and Approval of Minutes from Board Meeting held on February 25, 2021
 2. A-2: Consideration and Approval of D365 Implementation & On-Going Support (Presenter - Hardi Shah)
 3. A-3: Consideration and Approval of Mobility Solutions and Customer Care Center Design - Phase 2 & 3 – The Etica Group (Presenter - LaTeeka Washington)
 4. A-4: Consideration and Approval of IndyGo East Campus Design – The Etica Group (Presenter - LaTeeka Washington)
 5. A-5: Consideration and Approval of Finline Printing Contract Option Year (Presenter - Lesley Gordon)
 6. A-6: Consideration and Approval of IT Temporary Staffing (Presenter - Marcus Burnside)
 7. A-7: Consideration and Approval of Governance & Audit Comprehensive IT Assessment (Presenter - Brian Atkinson)
- 5. Regular Agenda** (Presenter - Greg Hahn)
 1. A-8: Consideration and Approval of Resolution 2021-04 Interlocal Agreement with the Marion County Public Health Department (Presenter - Jill Russell)
- 6. Information Items** (Presenter - Greg Hahn)
 1. I-1: Consideration of Receipt of the Finance Report for February 2021 (Presenter - Bart Brown)
 2. I-2: Extension of Option Year Clause with Transdev (Presenter - Michael Roth)
 3. I-3: CEO Report (Presenter - Inez Evans)
 4. I-4: Governance & Audit Workplan Status Update (Presenter – Brian Atkinson)
 5. I-5: Ethics Hotline Summary Report (Presenter - Brian Atkinson)
 6. I-6: Department Reports (Presenters - Risk & Safety, Capital Planning, Public Affairs, Operations, Human Resources, Diversity/Inclusion & Workforce Development)
- 7. Adjourn**

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

Our next Board Meeting will be Thursday, April 22, 2021

February 2021 Safe Drivers Recognition



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

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>
Anthony White	3334	18
Otha Dugan	3030	14
Akemee Bryant	8336	8
Loc Nguyen	8325	8
Kevin Mallory	8400	5
Amon-Ra Sanders	8642	5
Brian Bozek	8723	4
Matthew Ervin	8815	4
Gregory Scott	8719	3
Toccara Isabell	9075	2
Shundreline Merritt	9106	2
David Clay	9746	1
Lashona Carroll	9082	1
Joseph Edwards	9744	1
Francheska McGraw	9325	1
Terry Norfolk	9731	1
Travis Pearson	9383	1
Shante Pittman	9730	1
Willie Reeves	9326	1
Robert Rowie	9738	1
Aaron Sanders	9759	1
Raveen Turner-Woods	9761	1
Rosetta Williams	9329	1



Finance Committee Chairperson Report – March 2021

To: President/CEO Inez Evans and Chair and Board of Directors
From: Finance Committee Chairperson Richard Wilson
Date: March 18, 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
March 18, 2021

The Finance Committee met on March 18, 2021 at 8:30am. In attendance was, myself, Rick Wilson, Chairman of the Finance Committee, as well as Committee Members Mark Fisher and Pat Rios. Due to the Coronavirus Pandemic, this committee met remotely via video conferencing.

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

An item from the Consent Agenda I would like to highlight is Action Item A-2, Consideration and Approval of D365 Implementation & On-Going Support. Deputy CFO Hardi Shah presented this action item to the Finance Committee. Microsoft Dynamics 2012 was implemented as the agency's ERP system in 2017. IPTC has recognized the need to upgrade and migrate its current ERP platform Microsoft Dynamics AX 2012 to a cloud based D365. The components of the upgrade includes General Ledger, Budgeting, Accounting, Projects & Grants Management, Procurement, Vehicle Maintenance, and inventory. The current Microsoft Dynamics AX 2012 platform is in its last leg and this migration and upgrade to D365 will provide a greater degree of support to the internal users and external customers since ERP system is the primary system of recordkeeping and housing all the finance and inventory data for all IPTC needs. It should provide a single, comprehensive, and integrated solution to manage the Agency's business functions.

Mr. Chairman, that concludes my report.



Service Committee Chairperson Report – March 2021

To: President/CEO Inez Evans and Chair and Board of Directors
From: Service Committee Chairperson Adairius Gardner
Date: March 18, 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson’s Report
March 18, 2021

The Service Committee met on March 18, 2021 at 10:30am. 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-3, A-4, & A-5 and Regular Agenda Items A-8.

A couple items from the Consent Agenda I would like to highlight are Action Items A-3 & A-4, Consideration and Approval of Mobility Solutions and Customer Care Center Design - Phase 2 & 3 – The Etica Group & IndyGo East Campus Design – The Etica Group. Senior Director of Capital Assets and Facility Management LaTeeka Washington presented these action items to the Service Committee. With the purchase of the property at 2425 West Michigan Street, IPTC requires architectural and engineering support to prepare the buildings to meet IPTC’s needs. The work to be conducted includes adding a lift and fire sprinkler system, upgrading the water line, adding bus storage, designing traffic flow, creating an assessment center and maintenance area, and making minor interior modifications to the buildings. Phase 2 would include the assessment center & maintenance garage with Phase 3 covering the bus storage & site work. With the purchase of the property at 9503 E. 33rd Street, IPTC requires architectural and engineering support to prepare the buildings to meet IPTC’s needs. The work to be conducted includes adding an elevator and bus garage, designing traffic flow, demolishing existing structures that are not needed, and making interior modifications to the buildings.

The work will be completed in (4) Phases:

- Phase 1 - Elevator & B Building
- Phase 2 - C Dorm Building Demolition & Garage Design and Site plan
- Phase 3 – C Building Design
- Phase 4 – A Building Administration

Mr. Chairman, that concludes my report.



Governance and Audit Committee Chairperson Report – March 2021

To: President/CEO Inez Evans and Indianapolis Public Transportation Corporation Board of Directors
From: Governance and Audit Committee Chairperson Greg Hahn
Date: March 18, 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Greg Hahn
Governance and Audit Committee Chairperson's Report
March 18, 2021

The Governance and Audit Committee met on March 18, 2021 at 1 PM. In attendance was, myself, Greg Hahn, Chairman of the Governance & Audit Committee, as well as Committee Members Adairius Gardner and Rick Wilson. Due to the Coronavirus Pandemic, this committee met remotely via video conferencing.

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

Agenda item A-7, Consideration and Approval of Governance & Audit Comprehensive IT Assessment was presented by Governance and Audit Deputy Director Brian Atkinson and Chief Information Officer Marcus Burnside, along with consultants Corey Saunders and Pat Hagan. IPTC's IT team members are responsible for maintaining IPTC's Information Technology Systems and providing assistance with IT related issues company wide. Overall, IPTC's objective in assessing their IT services function was to obtain and document a clear understanding of key subprocesses supporting the effective operation of the functions supporting IT services, assess the effectiveness of the design and operation of both the processes and the internal controls throughout key processes, identify areas warranting more detailed, substantive or technical review in future years and identify potential opportunities for control and process improvements.

Madam President, that concludes my report.

February Board of Directors Minutes

IndyGo

Feb 25, 2021 at 5:00 PM EST

@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Members Present:

Jeff Brown, Charlie Carlino, Inez Evans, Greg Hahn, Jennifer Pyrz, Cam Radford, Mike Roth, Jill Russell, Aaron Vogel, Ryan Wilhite, Richard Wilson

Members Present (Remote):

Mark Fisher, Adairius Gardner, Lise Pace, Patricia (Pat) Rios, Hardi Shah

Guests Present (Remote):

Mandla Moyo

1. Call to Order and Roll Call (Presenters: Greg Hahn, Jill Russell)

 [board cover 2021 feb25.docx](#)

 [A AGENDA for February 25, 2021 Board Meeting.docx](#)

Chairman Greg Hahn called the meeting to order at 5:02pm. General Counsel Jill Russell called the roll. Four (4) members present remotely via Zoom and two (2) members present in person. There was a quorum.

2. Awards and Commendation (Presenters: Inez Evans)

 [A1 Awards & Commendation February.docx](#)

 [A1 Jan 2021 Safe Drivers Board report.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for January 2021. Recognized were safe drivers for January 2021, one (1) Operator for 28 years of safe driving, January 2021 Operator Employee of the month, January 2021 Garage Employee of the month, and two (2) Employees for 40 years of service.

3. Committee Chairperson Reports (Presenters: Richard Wilson, Adairius Gardner)

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

 [A Finance Committee Chair Report February.docx](#)

 [A Service Committee Chair Report February.docx](#)

The reports were presented and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)

Motion:

Approval of Consent Agenda

Motion moved by Richard Wilson and motion seconded by Mark Fisher. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 5-0

1. A-1: Consideration and Approval of Minutes from Board Meeting held on January 28, 2021

 [A-1 January Board of Directors & Annual Board of Finance Minutes.docx](#)

2. A-3: Consideration and Approval of New Task Order for Final Design and Construction Administration for Super Stops / Delaware Street / Fort Wayne Conversion Project – Shrewsberry (Presenters: Jennifer Pyrz)

 [A-3 - Final Design and Construction Services SStops 1.0.docx](#)

3. A-4: Consideration and Approval of Task Order #11 for Purple Line Design Team, WSP, Inc., to Provide Project Bidding Support (Presenters: Jennifer Pyrz)

 [A-4 Purple Line Task Order #11 for WSP - Board Action Item.docx](#)

4. A-6: Consideration and Approval of License Renewal for Construction Program and Project Management Software e-Builder (Presenters: Jennifer Pyrz)

 [A-6 e-Builder Construction Management Software.docx](#)

5. A-11: Consideration and Approval of First Option Year with Nolan Security for Transit Security Services (Presenters: Mark Emmons)

 [A-11 Board Letter for First Option Year for Nolan.docx](#)

5. **Regular Agenda** (Presenters: Greg Hahn)

1. A-2: Consideration and Approval of Board of Directors' Election of Officers for 2021 (Presenters: Jill Russell)

 [A-2 Consideration of Board Officer Elections.docx](#)

On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer. These elections will serve from the February 2021 board meeting through the February 2022 board meeting. The nomination and selection of the Board Officers was done through our board governance software, OnBoard. The slate of Officers are as follows...Chairman of the Board – Greg Hahn; Vice Chair of the Board – Adairius Gardner; Secretary of the Board – Mark Fisher; Treasurer of the Board – Richard Wilson

Motion:

Approval of Board of Directors' Election of Officers for 2021

Motion moved by Richard Wilson and motion seconded by Patricia (Pat) Rios. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 5-0

2. A-5: Consideration and Approval of Task Order #7 for Purple Line Construction Management Services - Butler Fairman & Seufert, Inc. (Presenters: Jennifer Pyrz)

 [A-5 Purple Line Task Order #6 for BFS - Board Action Item.docx](#)

Task Order #7 will provide funds for the construction management team, BF&S, to support IPTC through bidding and construction of the Purple Line Project. The BF&S team's scope of work includes support of IPTC through bidding by attending and presenting at a pre-bid meeting, reviewing addenda, and bid documentation and participating in pre-construction meetings.

Motion:

Approval of Task Order #7 for Purple Line Construction Management Services - Butler Fairman & Seufert, Inc.

Motion moved by Mark Fisher and motion seconded by Richard Wilson. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 5-0

3. A-7: Consideration and Approval of a Utility Reimbursement Agreement between IPTC and Citizen's Energy Group for Relocating Utilities to Accommodate the Purple Line (Presenters: Jennifer Pyrz)

 [A-7 Utility Reimbursement Agreement between IPTC and Citizens Water.docx](#)

In order to construct the Purple Line BRT Project, there are CEG facilities that will need to be relocated. While CEG is required by law to relocate facilities in the public right of way at their own cost, facilities that are located within easements must be reimbursed.

Motion:

Approval of a Utility Reimbursement Agreement between IPTC and Citizen's Energy Group for Relocating Utilities to Accommodate the Purple Line

Motion moved by Adairius Gardner and motion seconded by Mark Fisher. Adairius Gardner - AYE, Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 5-0

4. A-8: Consideration and Approval of Capital Plan Amendment for Increased Local Commitment to the Purple Line Bus Rapid Transit Project (Presenters: Jennifer Pyrz)

 [A-8 Capital Plan amendment - Purple Line 20200208.docx](#)

The Federal Transit Administration (FTA) and their Project Management Oversight Consultant (PMOC) conducted a risk review of the Purple Line project on December 2 and 3, 2020. As part of the risk assessment, the PMOC, FTA, IPTC staff, and Purple Line consultants discussed and evaluated potential risks to the project's schedule and budget, including the probability that they would occur and the estimated cost and schedule impacts if they did. A total of 58 risks were identified and scored.

Motion:

Approval of Capital Plan Amendment for Increased Local Commitment to the Purple Line Bus Rapid Transit Project

Motion moved by Richard Wilson and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mark Fisher - ABSENT, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 4-0

5. A-9: Consideration and Approval of a Utility Reimbursement Agreement between IPTC and Indianapolis Power & Light Company for Relocating Utilities to Accommodate the Purple Line (Presenters: Jennifer Pyrz)

 [A-9 - Utility Reimbursement Agreement between IPTC and IPL.docx](#)

In order to construct the Purple Line BRT Project, there are IPL facilities that will need to be relocated. While IPL is required by law to relocate facilities in the public right of way at their own cost, facilities that are located within easements must be reimbursed.

Motion:

Approval of a Utility Reimbursement Agreement between IPTC and Indianapolis Power & Light Company for Relocating Utilities to Accommodate the Purple Line

Motion moved by Richard Wilson and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mark Fisher - ABSENT, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 4-0

6. A-10: Consideration and Approval of Option Year with Everside Health (Formerly Activate) for On-Site Clinic and Wellness Program (Presenters: Jeff Brown)

 [A-10 HR Action Item - Clinic Option Year \(January 2021\).docx](#)

Additional funding is necessary to fulfil the contractual terms of the final option year. The increase in costs is directly related to the increase in employee headcount. By way of comparison, in 2016 the employee headcount was 540 FTE compared to an 845 FTE in 2021, an increase of just over 300. Based on invoices form 2020 and current employee headcount, IPTC anticipates the expenses for 2021 to be approximately \$700,000, which will raise the five-year total expenditures to approximately \$2,900,000 which well exceeds the Board approved amount. Exercising the final option will exceed the Board approved amount by over \$100,000, and for that reason, Board approval is necessary. For this reason, an additional \$700,000 is requested to fund this procurement given the increase in IPTC staff.

Motion:

Approval of Option Year with Everside Health (Formerly Activate) for On-Site Clinic and Wellness Program

Motion moved by Richard Wilson and motion seconded by Patricia (Pat) Rios. Adairius Gardner - AYE, Mark Fisher - ABSENT, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 4-0

7. A-12: Consideration and Approval of Ratification for Emergency Boiler Replacement (Presenters: Paul Williams)

 [A-12 Boiler replacement 2-21.docx](#)

IPTC currently has three (3) boilers that supply heat for the front offices, the perimeter heat and most of the maintenance shop and storeroom area. During routine preventative maintenance the Facilities Department found that two (2) of the three (3) boilers have a catastrophic leak in the heat exchanger coils and have been taken off-line.

Motion:

Approval of Ratification for Emergency Boiler Replacement

Motion moved by Lise Pace and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mark Fisher - ABSENT, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 4-0

8. A-13: Consideration and Approval of Resolution 2021-03 Temporary Fare Decrease for 7 Day Pass (Presenters: Ryan Wilhite)

 [A-13 Action Item 2021 7DayPass v3.docx](#)

 [A-13 Resolution 2021 7DayPass v3.docx](#)

In reviewing the program, IPTC staff realized there was a discrepancy in pricing for the 7-day paper pass and a registered MyKey user who became eligible for weekly fare capping. The rider purchasing the 7-day paper pass was paying \$20.00 full fare for as many rides as desired in seven days as compared to a rider using MyKey who would only pay \$15.75, as long as the rider was registered.

Motion:

Approval of Resolution 2021-03 Temporary Fare Decrease for 7 Day Pass

Motion moved by Lise Pace and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mark Fisher - ABSENT, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 4-0

6. Information Items (Presenters: Greg Hahn)

1. I-1: Mobility Advisory Committee (MAC) Update (Guests: Mandla Moyo)

 [I-1 Mobility Advisory committee 1-20-2021.docx](#)

 [I-1 Copy of MAC Sign in Motion vote 1-20-21.xlsx](#)

 [MAC Numbers for January 20 2021 Meeting.xlsx](#)

2. I-2: Consideration of Receipt of the Finance Report for December 2020 and January 2021 (Presenters: Hardi Shah, Bart Brown)

 [I-2 Dec Close 2020 Financials Summary.pdf](#)

 [I-2 Jan 2021 Financials Summary.pdf](#)

3. I-3: MLK & Briometrix Information Update February 2021 (Presenters: Mike Roth)

 [I-3 MLK & Briometrix Info Update Feb 2021.docx](#)

 [I-3 MLK Brio Update 2.5.21.pptx](#)

 [I-3 Brimetrix final report 2021.pdf](#)

4. I-4: Transportation Indiana Legislative Update (Presenters: Cam Radford)
 [I-4 SB-141.docx](#)
5. I-5: VA & Eskenazi Hospital Routing Change (Presenters: Aaron Vogel)
 [I-5 Operations Information Item - Eskenazi 2021.docx](#)
 [I-5 VA-Eskenazi Routes 10 37.pptx](#)
6. I-6: Paratransit Next Steps (Presenters: Ryan Wilhite)
 [I-6 Feb2021 BoardUpdate NextSteps.docx](#)
7. I-7: CEO Report (Presenters: Inez Evans)
 [I-7 CEO Report.docx](#)
8. I-8: Section 5307/5311 Update (Presenters: Ryan Wilhite)
 [I-8 Feb2021 BoardUpdate 5307 5311.docx](#)
9. I-9: 2021 Insurance Renewals (Presenters: Brian Clem)
 [I-9 2021 Insurance renewal update and informational item Aon.docx](#)
10. I-10: Department Reports (Presenters: Risk & Safety, Capital Planning, Public Affairs, Operations, Human Resources, Diversity/Inclusion & Workforce Development)
 [I-10a Risk and Safety Board Report 2-21.docx](#)
 [I-10b PLANNING AND CAPITAL PROJECTS REPORT for February.docx](#)
 [I-10c February 2021 Board Report FINALa.pdf](#)
 [I-10d Jan 28 2021 Operations Board Report.docx](#)
 [I-10e HR Board Report \(February 2021\).docx](#)
 [I-10f Diversity & Inclusion and Workforce Development Board Report 2.21.docx](#)

7. Adjourn

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 6:31pm.

Jill D. Russell
General Counsel



Date: March 16, 2021
Current Meeting: March 25, 2021
Board Meeting: March 25, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Deputy Chief Financial Officer Hardi Shah
SUBJECT: Consideration and Approval of D365 Implementation & On-Going Support

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC procurement and awards standards, 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 Crowe LLP, in an amount not to exceed \$968,000 for the D365 Implementation plus one (1) year of functional support.

BACKGROUND:

Microsoft Dynamics 2012 was implemented as the agency’s ERP system in 2017. IPTC has recognized the need to upgrade and migrate its current ERP platform Microsoft Dynamics AX 2012 to a cloud based D365. The components of the upgrade include General Ledger, Budgeting, Accounting, Projects & Grants Management, Procurement, Vehicle Maintenance, and inventory. The current Microsoft Dynamics AX 2012 platform is in its last leg and this migration and upgrade to D365 will provide a greater degree of support to the internal users and external customers since ERP system is the primary system of recordkeeping and housing all the finance and inventory data for all IPTC needs. It should provide a single, comprehensive, and integrated solution to manage the Agency’s business functions. IPTC proposes the Implementation of D365 plus one (1) year of user, admin, policy and workflow support.

DISCUSSION:

The Request for Qualifications was released on November 11th, 2020. This procurement intended to seek the most qualified partner who can not only do the migration but also an upgrade/enhancement. Pursuant to this RFQ, a two-step approach was planned for this project; 1) Discovery phase 2) Submittal of the Cost Proposal with the Discovery report/findings for the implementation and support. Three out of four bids were considered responsive and responsible. Based on the qualifications received on December 14, 2020, Crowe LLP was the selected vendor and chosen to do up to 60 hours of paid discovery work to identify pain points with the existing AX system and critical areas that needed some enhancements. After the discovery period ended, the work plan and cost proposal were submitted by Crowe LLP on February 8, 2021.

ALTERNATIVES:

The Board of Directors could choose not to replace this contract at this time. However, if the alternative is selected, IPTC will have no support from Microsoft and with limited support from the existing support vendor for troubleshooting, debugging, and error message assistance, we are at extreme risk of financial system failure.

FISCAL IMPACT:

The total cost of this 11~12-month implementation project is not to exceed \$968,000. Included in this total is support assistance for the first-year post implementation. This project is part of the IPTC Capital Improvement Plan and funding will come out of the IPTC Local funds.

DBE/XBE DECLARATION:

As this procurement was funded by non-federal dollars, no DBE goal was required to be established. However, Crowe LLP has proposed 2% of the overall project cost will be delivered by Koehler Partners (WBE).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on March 18, 2021 and will be placed on the consent agenda.



Date: March 09, 2021
Current Meeting: March 25, 2021
Board Meeting: March 25, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Senior Director of Capital Assets and Facility Management LaTeeka Washington
SUBJECT: Consideration and Approval of Mobility Solutions and Customer Care Center Design Phase 2 & 3 – The Etica Group

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize President/CEO Inez Evans to issue two (2) Task Orders for Phases 2 & 3 – Assessment Center/ Maintenance Area and Bus Storage and Exterior Design and Construction Services for the property at 2425 West Michigan Street to The Etica Group:

- Phase 2 Assessment Center & Maintenance Area - The Etica Group for an amount *not to exceed* \$323,881.
- Phase 3 Bus Storage & Exterior Improvements – The Etica Group for an amount *not to exceed* \$346,795.

Total \$670,676.

BACKGROUND:

With the purchase of the property at 2425 West Michigan Street, IPTC requires architectural and engineering support to prepare the buildings to meet IPTC’s needs. The work to be conducted includes adding a lift and fire sprinkler system, upgrading the water line, adding bus storage, designing traffic flow, creating an assessment center and maintenance area, and making minor interior modifications to the buildings.

The property is being prepared to accommodate IPTC Mobility Solutions and Customer Care Center, including space for vendors supporting Mobility Services operations and vehicle storage. The total property area is 104,160 square feet with 41 parking spaces. The building is 8,556 square feet.

DISCUSSION:

There are three phases of work planned to prepare this facility to function as required:

- Phase 1- Administration Area. This phase will include the water line upgrade to accommodate all future build-out, installation of the fire sprinkler system, installation of a lift and minor retrofitting.
- Phase 2 - Assessment Center & Maintenance Garage.
- Phase 3 – Bus Storage & Site work.

The Etica Group will be working on all 3 of the Phases of work for this facility upon approval from the IPTC Board. Cleaning, furniture decommissioning, new furniture, and signage will be additional and separate procurements for the site.

ALTERNATIVES:

The Board could choose not to issue this task order as recommended. However, the building at 2425 West Michigan Street cannot be used for its intended purpose without these modifications.

FISCAL IMPACT:

The project is funded by local funds.

DBE/XBE DECLARATION:

The Etica Group is a woman owned business (WBE) and will be self-performing 52% of the work on the Phase 2 work and 67% of the work on the Phase 3 of work.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on March 18, 2021 and will be placed on the consent agenda.



Date: March 09, 2021
Current Meeting: March 25, 2021
Board Meeting: March 25, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Senior Director of Capital Assets and Facility Management LaTeeka Washington
SUBJECT: Consideration and Approval of IndyGo East Campus Design – The Etica Group

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize President/CEO Inez Evans to issue one Task Order for design and construction services for the property at 9503 E. 33rd Street:

- Phase 1 – The Etica Group B Building Design, *not to exceed* amount \$438,958.
- Phase 2 – The Etica Group C Dorm Building Demolition and New Garage, *not to exceed* amount \$1,092,640.

Total \$1,531,598.

BACKGROUND:

With the purchase of the property at 9503 E. 33rd Street, IPTC requires architectural and engineering support to prepare the buildings to meet IPTC’s needs. The work to be conducted includes adding an elevator and bus garage, designing traffic flow, demolishing existing structures that are not needed, and making interior modifications to the buildings.

The property at 9503 E. 33rd Street (previously Celadon) is over 11 acres, with five existing structures. The “A” building was Celadon’s Administration/Headquarters. The “B” Building was Training and Meeting Space. The “C” Building was their Lounge/Service Center and had dorms (2-stories) and trailers. The “A” and “B” buildings will require some interior modifications to suit IPTC’s office and conference room needs but are generally ready to occupy. An elevator will need to be installed in the “B” building before we can use its second floor. A portion of the “C” building (dorms and trailers) is currently planned to be demolished to accommodate a new bus garage and maintenance area.

The work will be completed in (4) Phases:

- Phase 1 - Elevator & B Building
- Phase 2 - C Dorm Building Demolition & Garage Design and Site plan
- Phase 3 – C Building Design
- Phase 4 – A Building Administration

DISCUSSION:

Building B scope entails the renovations of the building, including the placement of an elevator, creation of a new Board Room/Meeting Space, creation of a Media Room, adding an additional public restroom on the first floor, creating a Security Desk station and additional offices as needed. The B Building will be the home of Training, Board Room, temporary office for Purple Line Construction Management team, Development Center, Diversity Inclusion & Workforce Development and Risk & Safety.

Building C Dorms Demolition and New Garage scope entails the demolition of the dorm 2-story building, to build bus vehicle parking for up to 80 vehicles with the option to expand bus storage up to 140 vehicles, site improvements, including training driving course, treasury, site drainage and additional access drive.

Cleaning, furniture decommissioning, new furniture, and signage will be separate procurements for the site.

ALTERNATIVES:

The Board could choose not to issue these task orders as recommended.

FISCAL IMPACT:

The project is funded by local funds.

DBE/XBE DECLARATION:

The Etica Group is a woman owned business (WBE) and will be self-performing 56.51% on B Building and 60.03% on C Dorms & New Garage.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on March 18, 2021 and will be placed on the consent agenda.



Date: March 09, 2021
Current Meeting: March 25, 2021
Board Meeting: March 25, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Vice President of Communications and Marketing Lesley Gordon
SUBJECT: Consideration and Approval of Finline Printing Contract Option Year

ACTION ITEM A – 5

RECOMMENDATION:

IPTC staff recommend the board exercise option year two (2) beginning April 1, 2021 with Finline Printing in amount not to exceed \$150,000 inclusive of approximately 15% contingency for volume increases.

BACKGROUND:

The Public Affairs Department is responsible for printing all marketing collaterals, route and system maps, riders alert information, promotional pieces, and other communications tools for the internal and external messaging.

DISCUSSION:

The Public Affairs team anticipates the need for printed materials to reflect the delay of the grid network, releasing and promoting a new fare system and construction outreach for the addition of the Purple (BRT) Line. This will be the final year in the contract.

ALTERNATIVES:

The board could choose not to authorize the option year.

FISCAL IMPACT:

The printing contract is funded through local funding.

DBE/XBE DECLARATION:

DBE participation goal was set at 5%. Finline committed 5% of the total project to Via Marketing. To-date Via Marketing's utilization sits at 5.48% as of January 2021.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on March 18, 2021 and will be placed on the consent agenda.



Date: March 09, 2021
Current Meeting: March 25, 2021
Board Meeting: March 25, 2021

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 IT Temporary Staffing

ACTION ITEM A – 6

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 MS-IL Staffing and Packaging to provide temporary staffing for twelve (12) months in an amount not to exceed \$250,000.

BACKGROUND:

Temporary staffing provides the flexibility to keep staffing levels optimal as business needs change. Temporary staffing reduces overall staffing costs because their presence can keep regular employees fully productive but not overworked and provide experience and expertise absent within the current staff. IPTC has utilized temporary staffing regularly and is an essential part of significant capital and operational projects. For instance, during the migration of IPTC’s Enterprise Resource Planning (ERP) software Ellipse to Microsoft Dynamics AX in 2016/2017, IPTC used temporary staffing for Technical Business and Quality Assurance Analysts and Project Management. IPTC also used temporary staffing for major Information Technology (IT) initiatives during the Red Line Project in 2019.

DISCUSSION:

IPTC has two (2) significant projects starting in Q2 2021: Dynamics 365 Migration and IT Compliance and Controls. As with previous significant projects, IPTC will leverage temporary staffing for specific expertise and project success experience. The Microsoft Dynamics AX/365 Engineer will fulfill the technical gap between the Dynamics 365 Implementor and IT Department, which was observed previously during the migration of Ellipse to Microsoft Dynamics AX project. The IT Controls Analyst will help develop and organize the appropriate controls, frameworks, and change management processes recommended by IPTC’s Governance and Audit Department.

ALTERNATIVES:

The Board could choose not to award the contract for temporary staffing. However, IPTC will experience significant delays and potential additional implementation costs associated with the D365 Migration and IT Compliance and Controls projects.

FISCAL IMPACT:

The cost for temporary staffing will be \$185,000 in FY2021 and \$65,000 in FY2022. IT will explore the possibility of budgeting the temporary staffing positions as full-time employees in FY2022 at the end of the twelve (12) month contract.

DBE/XBE DECLARATION:

The procurement for Temporary Staffing will be funded locally; therefore, DBE goals will not apply.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on March 18, 2021 and will be placed on the consent agenda.



Date: March 09, 2021
Current Meeting: March 25, 2021
Board Meeting: March 25, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Deputy of Governance & Audit Brian Atkinson
SUBJECT: Consideration and Approval of Governance & Audit Comprehensive IT Assessment

ACTION ITEM A – 7

RECOMMENDATION:

- Review and receive Governance & Audit Report 2020-12 Information Technology (IT) Comprehensive Risk Assessment.

BACKGROUND:

The FY 2020 Internal Audit Work Plan approved by the Governance and Audit Committee included a Comprehensive IT Risk Assessment.

DISCUSSION:

IPTC’s IT team members are responsible for maintaining IPTC’s Information Technology Systems and providing assistance with IT related issues company wide.

Overall, our objective in assessing IPTC’s IT services function was to obtain and document a clear understanding of key subprocesses supporting the effective operation of the functions supporting IT services, assess the effectiveness of the design and operation of both the processes and the internal controls throughout key processes, identify areas warranting more detailed, substantive or technical review in future years and identify potential opportunities for control and process improvements.

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on March 18, 2021 and will be placed on the consent agenda.

Information Technology (IT) Comprehensive Risk Assessment

Governance & Audit Report No. 2020-12

Report Issued March 4, 2021

EXECUTIVE SUMMARY

Background

The FY 2020 Internal Audit Work approved by the Governance and Audit Committee included a Comprehensive IT Risk Assessment. IndyGo’s current IT leadership has been in place since 2018 and has been making changes to improve IT’s ability to serve the agency. As an example, the Project Management Office was brought under IT in 2019 and has yielded positive results in multiple instances.

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

Objective, Scope, and Approach

Our intent in performing a Comprehensive Risk Assessment over Information Technology (IT) was to obtain a high-level view of multiple key areas within IT’s scope broad of responsibilities. Our objective was to assess IT leadership’s strategy to meet the needs of the agency as it continues on its aggressive growth journey, as well as the organization’s support of that strategy.

Accordingly, our scope included understanding at a high level the infrastructure environment supporting IndyGo services, such as identity management, server admin and security and endpoint management. Finally, we assessed the application environment, including change management and support of system upgrades, integrations, and implementations, as well as the IT general control environment.

Our approach included performing interviews with members of IndyGo IT management, soliciting feedback through questionnaires and surveys, leveraging self-assessment tools, and comparing current organization, strategy, and practices to leading practices.

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
IT Comprehensive Risk Assessment	High	2	1	1

Overall Summary and Highlights

IT at IndyGo has a broad set of responsibilities and touches virtually every aspect of the agency. Overall, we found that IT is moving in the right direction in terms of alignment with IndyGo’s growth and is improving its ability to serve the agency’s needs accordingly.

We leveraged our assessment to place key areas and topics in a heat map, similar to the approach we take with our annual enterprise-wide risk assessment. As shown in Appendix A, we have placed key scope areas and certain notable subtopics in the heat map based upon what we learned during the assessment. Our objective in doing so was to guide future G&A work with respect to IT. We recommend that Change Management and IT General Controls be areas of focus going forward.

Additionally, we performed a high-level assessment of IndyGo IT with respect to ITIL (Information Technology Infrastructure Library) best practices. ITIL is a framework of practices designed around strengthening IT’s service management capacity and capabilities in order to best align with the needs of the business. While IT has only begun standing up ITIL best practices, we assessed the organization, practices, and capabilities in light of ITIL expectations. Reflected in the Maturity Curve in Appendix B is a high-level visualization of where we feel IT falls with respect to ITIL practices. There is opportunity for improvement; however, it appears that the appropriate foundation has been set, initial training has begun, and there is positive momentum.

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

EXECUTIVE SUMMARY *(CONTINUED)*

OBSERVATIONS SUMMARY

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

Governance and Audit Observations	
Recommendation Title	Rating
1. IT Resource Availability & Change Management	High
2. Systems Development Life Cycle	High
3. IT Strategic Planning	Medium
4. Key Performance Indicators	Low

1. IT Resource Availability & Change Management

Observation:

IndyGo presently has more than 10 significant technology system upgrades or implementations ongoing, which may challenge the IT group’s ability to complete the projects timely and on budget.

Recommendation:

We recommend that IT management work with Operations leadership and overall IndyGo Executive leadership to prioritize projects and explore the need for additional resource support.

Management’s Response:

We are aware of our department’s capacity restraints and will address these contracts through temporary staff and staff positions in FY2022. IT has established standard operating procedures for post-go-live support.

Observation Rating: High

There are currently more than 10 significant IT-related projects in-progress across IndyGo.

Specifically, the following projects are currently in-progress at some point within the project lifecycle:

- Automatic Passenger Counter Replacements
- Bus Camera Replacement
- Microsoft D365 Finance System Implementation
- Flowbird/InComm
- HASTUS Upgrade and Cloud Migration
- Uninterruptible Power Supply (UPS) Upgrades
- VoIP Replacement
- W. Michigan Street design and transition
- Celadon facility design and transition
- Change Management System
- IT Compliance and Controls
- Remote Access Migration

We also noted that the AVAIL implementation, though while complete through the project lifecycle, remains a strain on IT resources as issues are followed-up and users are supported.

IndyGo IT management should:

- Consider formalizing and expanding the strategic planning process. Also, consider working with IndyGo Executive and Departmental leadership to implement a comprehensive, collaborative strategic planning process that is also connected to the annual budgeting process.
- Assess its internal resource assessments to ensure alignment between IT capabilities and business needs and IndyGo’s IT environment evolves over the next 12-24 months.
- Perform post-implementation assessments, which would include seeking business user feedback and would evaluate the implementation project itself as well as the fit of the new technology solution.

Action Plan:

For FY2021, we are procuring two (2) temporary staff members for their expertise to expand resources. IT will recommend additional staff for budgeting to commence in FY2022.

Responsible Parties:

Marcus Burnside,
Chief Information Officer

Due Date:

April 2021 (temporary staffing),
Q1 2022 (staff)

Additionally, both the Celadon and W. Michigan Street facility design and build-out projects are in early design stages but will consume high levels of IT resources throughout 2020.

Given the multiple projects ongoing concurrently, risks may arise related to the stretching of IT's capacity to adequately support every project.

For example, the AVAIL implementation (IndyGo's new Computer-Aided Dispatch/Automatic Vehicle Location, or CAD/AVL, solution) began in 2018. Currently, in early 2021, final questions are still being resolved and the solution is not yet fully operational. If projects are under-resourced or otherwise not managed along a timely lifecycle, service delivery, final deliverable quality or project budgets can suffer.

2. Systems Development Life Cycle

Observation:

IndyGo currently has no formal, tailored program guiding the development, implementation, integration, or upgrade of applications and systems.

Recommendation:

We recommend that IT management consider formalizing an SDLC framework.

Management’s Response:

Although IT does have a change management process, we know the lack of organizational-wide change management and will start addressing this issue beginning in Q2 2021. The PMO process was distributed to all Executives to adopt the approach for all non-construction and non-facilities projects. IT does have a formalized project management process which includes requirements gathering and vetting.

Observation Rating: High

The Systems Development Life Cycle (SDLC) refers to a methodology that focuses on the successful design, development and testing of software applications. The SDLC process has also become a best practice for system integrations and implementations.

Critical components of the SDLC framework include:

- Requirement analysis
- Planning
- Software or infrastructure design
- Software or infrastructure development
- Testing
- Deployment

IT’s support of business needs is an evolving effort. However, having a formal and tailored methodology supporting IT system projects is critical, especially to support IndyGo’s growth.

IndyGo IT management should consider formalizing an SDLC framework, supported by the Change Management System that is currently in the early stages of review. As a number of significant and mission critical systems become subject to meaningful changes over the next 12-24 months, it will be critical that an appropriate system of management and accountability is in place quickly.

In dealing with vendors, given that most applications going forward will be cloud-based and managed by third-party vendors, IT should first adopt standards internally by which it will manage those vendors. IT should also then communicate those standards to their vendors during the procurement process, to manage expectations for service delivery and support. When the business units own the projects, such as the upcoming Microsoft D365 implementation, the PMO can be instrumental in ensuring that these standards

Action Plan:

Champion the adoption of the IT PMO Process organizationally. Implement a more formal change management system organizationally. Explore the viability of an IT Steering Committee and/or Change Control Board.

Responsible Parties:

Marcus Burnside,
Chief Information Officer

Due Date:

Ongoing through Q1, 2022

Our assessment of IT's SDLC disclosed that while the hardware side of the SDLC is well-organized and on-track, the software side is less so. Specifically:

- No guidelines for involving IT in a project
- No formality around capturing the users' business needs prior to a system project plan
- No formal project management process
- No formal change control process
- No oversight body, such as an IT Steering Committee (ITSC)

We did observe two IT initiatives which can further support system implementations:

- **Change Management System (CMS):**
A CMS system is in process of being adopted. The CMS is intended to monitor and manage changes at the server level, tracking where application changes have been made. An effective CMS can help automate currently manual processes, thereby freeing up IT resources for more strategic work.
- **Project Management Office (PMO):**
The PMO function moved to IT in 2019 and has supported successful projects. Recent examples include the Dynaway and Ecolane implementations, both of which finished on time and with positive results. The more that the PMO can be leveraged as an integral part of every IT system implementation, integration or upgrade, the greater the chances of successful implementation.

are integrated into the project and with the vendor relationships.

Additionally, by creating a formal IT Steering Committee (ITSC) or more broadly a Change Control Board (CCB), IndyGo IT could benefit from perspectives outside of projects. Typically comprised of Executives and Management from across the organization, an ITSC is a common practice that IT teams use to help improve their overall service delivery to the business. A CCB is used to help manage change within an organization, and more specifically to help ensure that proper management and culture controls are maintained through and after the change instance. A CCB should be staffed with those who understand change and can effectively champion change.

3. IT Strategic Planning

Observation:

IndyGo IT has an opportunity to enhance its strategic planning process and improve cross-departmental collaboration across the organization.

Recommendation:

We recommend that IT expand its strategic planning process to include a formalized process to solicit input from all IndyGo departments.

Management’s Response:

The IT Department has submitted its 5-year strategic plan to the G&A team, which is updated and distributed to Executives as needed. ITIL is a methodology that will take time for adoption throughout the organization. IT has established standard operating procedures for post-go-live support.

Observation Rating: Medium

As a result of the high volume of IT-related activity across the agency, the IT group needs to move at a rapid pace to:

- Stay aligned with the implementation activity and schedules
- Manage external consulting resources
- Support the business users’ needs

IT engages in a strategic planning process to ensure alignment with IndyGo’s overall strategic plan. However, there is an opportunity for the process to expand and become more comprehensive in the future.

IT’s historical engagement with its business users has been narrow. IT can increase its communication with other IndyGo business units during the build-up of the strategic plan. This would allow IT to broaden a dialogue and better support the users and IndyGo’s future needs.

The benefits of doing so would reach beyond IT and:

Management should expand the strategic planning process to include agency-wide conversations across all departments. IT could establish a strategic planning dialogue following a formal process whereby needs, both short-term and long-term, are discussed. Such conversations would allow for greater information sharing across departments, which in turn would enable more informed decision making.

Additionally, to continue enhancing its service management capacity, IT should consider:

- Accelerating the pace at which team members receive baseline ITIL-training, and
- Create a formal implementation plan, including timelines, milestones, workstreams, and distinct ownership of each.

As part of the ITIL journey for example, the IT group should enhance its communication with, and support of, its user groups, which are its internal customers. The successful implementation of a system should be viewed as consisting of several components:

Action Plan:

Establish and enforce the ITIL methodology.

Responsible Parties:

Marcus Burnside,
Chief Information Officer

Due Date:

Q1, 2022

- Help break down perceived silos that have existed for years.
- Increase the business owners' sense of ownership and participation from the very beginning of project conceptualization.
- Become an IT leading practice for service management, and lead to higher project quality and great efficiency over time.

We did note that IT is moving toward integrating the ITIL methodology within the department going forward. ITIL (Information Technology Infrastructure Library) is a framework of practices designed around strengthening IT's service management capacity and capabilities in order to best align with the needs of the business. The CIO and certain of IT's key managers have been ITIL-trained, with more team members slated for training each year going forward.

- The initial technical go-live of an application
- IT's ongoing support of the hardware, server, cloud or infrastructure environment
- The efficient use of the system by its business users. This typically requires increased support by IT resources after the initial go-live.

To accomplish this, we recommend that:

- The application's primary business owner would designate a User Liaison, who would interface with the IT group on an ongoing basis.
- The IT group devote resources to major systems after the initial go-live date.

4. Key Performance Indicators

Observation:

IT does not currently have a comprehensive set of key performance indicators in place for effective monitoring and business management.

Recommendation:

We recommend that IT continue to work with the Strategic Planning Team and the KPI Committee to ensure proper infrastructure support for successful KPI development.

Management’s Response:

Data warehousing for KPIs will be a long-term ongoing project and will require additional resources to be successful. Performance/KPI initiatives should be managed through the project management process.

Observation Rating: Low

Similar to many other IndyGo departments, IT has supported the effort – led by the Strategic Planning Committee – to gather a list of meaningful key performance indicators (KPIs) to help them monitor and manage departmental performance.

Also similar to other departments, for many reasons the effort has stalled. Contributing factors blocking success in this effort include:

- Unavailability of specific data points within the systems
- Lack of data to support the build-up of certain metrics
- Inability of certain systems to interface with one another to bring together relevant data points

IndyGo has recently added two FTEs as Operations Data Analysts, with the singular near-term goal of developing a meaningful internal KP framework.

IT management should work with those leading IndyGo’s KPI effort to develop and publish a Balanced Scorecard to its internal customers, summarizing its performance.

Examples of potential KPIs in a Balanced Scorecard relating to various IT responsibilities include:

- Strategic: IT Projects Delivered on Budget (%)
- Strategic: IT Feedback and Satisfaction Rates
- Customer: User Support Response Time
- Customer: Critical Bugs Reported by Users
- Process: Average Ticket Handling Time
- Process: Downtime of Network or Website
- Process: Application Backup and Recovery Time, Compared to Plan
- Financial: IT Expense as a Percentage of Total Agency Expense
- Financial: Support Expense per User
- Management: IT Staff Attrition Rate

Action Plan:

Analyze the resources needed for maintaining the KPI/Performance initiative, and staff appropriately.

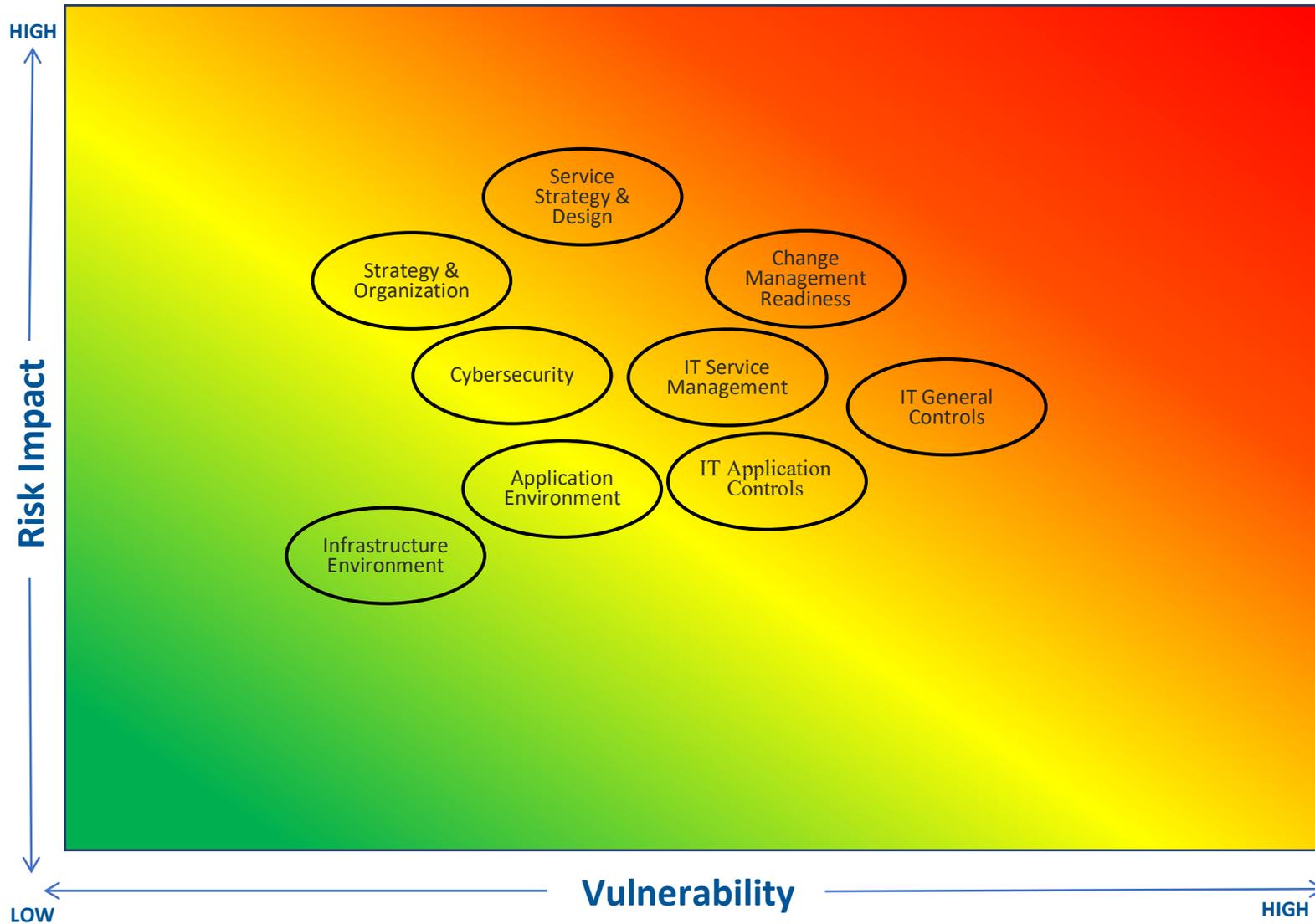
Responsible Parties:

Marcus Burnside,
 Chief Information Officer

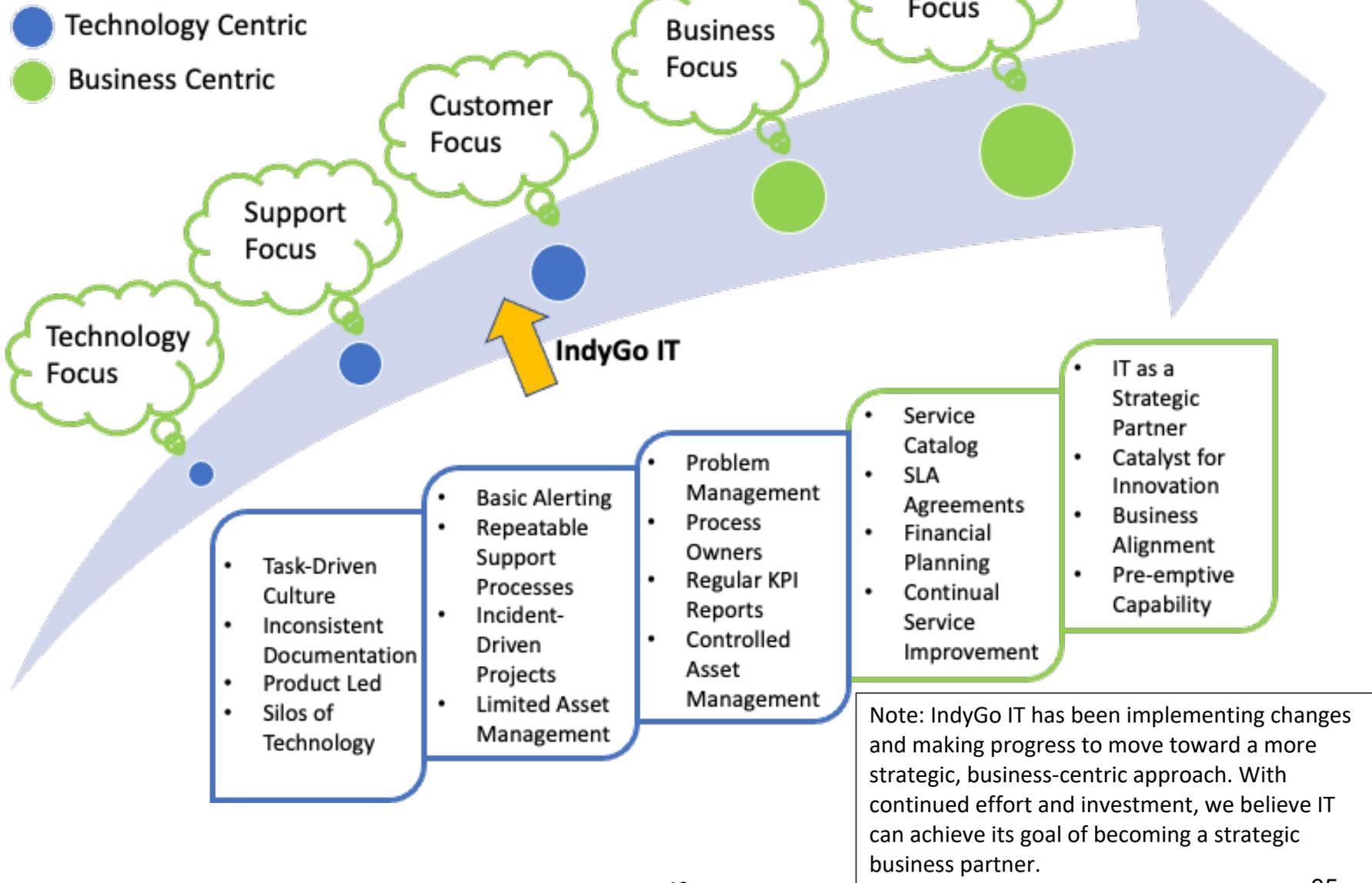
Due Date:

Q1, 2022

APPENDIX A – IT-Specific Heatmap



APPENDIX B – IndyGo IT Maturity Curve



APPENDIX C – RATING DEFINITIONS

Observation Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
Low	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	Low	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.
Medium	Process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	Medium	Certain internal controls are either: <ol style="list-style-type: none"> 1. Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. 2. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.
High	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	High	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. <ol style="list-style-type: none"> 1. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. 2. Significant non-compliance with laws and regulations. 3. High observations which are pervasive in nature.
Not Rated	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	Not Rated	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.



Date: March 16, 2021
 Current Meeting: March 25, 2021
 Board Meeting: March 25, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: General Counsel Jill D. Russell
SUBJECT: Consideration and Approval of Resolution 2021-04 Interlocal Agreement with the Marion County Public Health Department

ACTION ITEM A – 8

RECOMMENDATION:

In a manner consistent with IPTC standards and pursuant to State and Local requirements, it is requested that the Board issue a Resolution directing the President/CEO, on behalf of the Indianapolis Public Transportation Corporation (“IndyGo”), to enter in to an Interlocal Agreement with the Marion County Public Health Department (“MCPHD”) for the use of the IndyGo facility, Building A, located at 9503 E. 33rd Street as a temporary clinic providing vaccinations in response to the Covid-19 pandemic.

BACKGROUND:

On December 17, 2020, IndyGo purchased the former Celadon Headquarters located at 9503 E. 33rd Street with the intent to create an East Campus housing IndyGo Administration and Operations. While renovations have commenced on portions of the facility, the renovations planned for Building A are not scheduled to commence until late this year and the building is currently vacant. The MCPHD has searched for a location on the east side of the City to establish a vaccination clinic, and has determined that 9503 E. 33rd Street provides the necessary amenities and location to achieve the greatest access of the general public to the vaccines necessary in the fight against Covid-19.

DISCUSSION:

The MCPHD is requesting the use of the property until at least June 30, 2021 and possibly through August 31, 2021. MCPHD has agreed to reimburse IndyGo for all repairs and maintenance necessary for their occupancy as well as all utilities including internet incurred during their tenancy. MCPHD shall be responsible for supplying their own security for the site.

ALTERNATIVES:

Do not allow MCPHD the use of the building.

FISCAL IMPACT:

Not applicable as MCPHD has agreed to reimburse all expenses related to their occupancy.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on March 18, 2021 and will be placed on the regular agenda.

RESOLUTION 2021-04

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 health, is interested in allowing the Marion County Public Health Department the use of 9503 E. 33rd Street for use as a vaccination clinic in response to the Covid-19 pandemic.

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 partnered with the Marion County Public Health Department (MCPHD); and

WHEREAS, MCPHD desires to utilize the IPTC facility located at 9503 E. 33rd Street as a temporary vaccination clinic; and

WHEREAS, IPTC is interested in cooperating with the MCPHD in the interest of public health and safety; 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 health and public access to Covid-19 Vaccines.

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 enter into an interlocal agreement with the MCPHD for the use of the facility at 9503 E. 33rd Street, Indianapolis, IN as a temporary vaccination clinic for a period of time not to extend past August 31, 2021.

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

Adopted this 25th day of March 2021.

BOARD OF DIRECTORS INDIANAPOLIS
PUBLIC TRANSPORTATION CORPORATION

Gregory F. Hahn
Chairman of the Board of Directors

Attest: _____

Jill D. Russell, General Counsel
Indianapolis Public Transportation Corporation



Information Update – February 2021 Financials Summary

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Finance and CFO Bart Brown and Deputy CFO Hardi Shah
Date: March 15, 2021

FEBRUARY 2021 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue for February is recorded higher than budgeted by \$196,811 (21%). Year to date, this revenue is over budget by \$211,346 (11.31%). Preventative maintenance draws were higher to due to higher PM eligible expenditures.
- Other Operating revenue category is over budget by \$127,639 (213%) in February. IndyGo received reconciling advertising revenue from prior months in February as part of vendor’s reconciliation process. Year to date, this category is over budget by \$92,269 (77%).
- Passenger Service Revenue in February is under budget by \$107,980 (22%) and by \$270,715 (27%) year to date. Effects of COVID 19 coupled with typically low ridership during winter months are two primary factors behind lower passenger service revenue.
- PMTF revenue is the same as budgeted. Our PMTF (State Grant) 1st claim of 2021 will be submitted after the end of first quarter. We accrue monthly revenue in lieu of that.
- Local Transit Operating Income Tax revenue & Property Tax Revenue are received exactly on target with the budgeted revenue.
- Service Reimbursement Program revenue is \$2,928 (8%) under budget in February and \$1,135 (2%) year to date.

The Total Revenue for the agency is over budget by \$213,531 (3%) for February and \$34,034 (<1%) year to date.

Expenditures

I) Personnel Services

- Fringe benefits are over budget in February by \$134,309 (9%) due to higher medical insurance claims. However, year to date, this category is under budget by \$268,445 (8%).

- Overtime expenses are over budget for the month by \$29,551 (13%) and \$125,572 (28%) year to date.
- In February, the salary expenses are under budget by \$411,283 (11%) and \$650,427 (9%) year to date.

The Personnel Services category is under budget by \$247,423 (5%) for the month of February and by \$793,303 (7%) year to date.

II) Other Services and Charges

- In February, Claims were under budget by \$59,014 (20%). However, due a large claim in January, year-to date expenses are over budget by \$148,783 (25%).
- Miscellaneous Expense category is under budget in February by \$134,207 and year to date by \$282,638. Expenses pertaining to Cellular Services Contract are yet to be realized and as a result this category is under budget significantly. Also, a lumpsum budget pertaining to new facilities is accounted for in this category which will be trued up based on the expenditure tracking in each area.
- Purchased Transportation category is on budget for February 2021.
- The “Services” expense category is under budget by \$74,947 (6%) in February and \$777,212 (22%) year to date.
- Utilities expenses are slightly over budget in February by \$2,936 (2%) and by \$1,207 year to date.

Overall, the Other Services & Charges category is under budget by \$268,483 (9%) in February and by \$913,110 (14%) year to date.

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$158,803 (31%) for the month. Year to date also, this category is under budget by \$403,760 (40%). This is partially due to the less fuel consumption and carry over impact of a Fuel PO from 2020.
- The maintenance materials category is under budget by \$144,798 (29%) for the month and \$299,756 (30%) year to date.
- The other materials and supplies category is under budget by \$65,624 (72%) in February and \$109,337 (60%) year to date.
- February and year to date expenses for the “Tires & Tubes” category are under budget by \$28,555 (41%) and \$31,232 (37%) respectively.

The Total Materials and Supplies category is under budget by \$397,781 (34%) in February. Year to date as well, this category is under budget by \$844,086 (36%).

Overall, in February, the expenditures came under budget by \$913,688 (9%) and by \$2,550,500 (13%) year to date. Budgets related to the encumbrances are spread out throughout the rest of the year and trued up in February.

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 February 28, 2021. This draw amount represents about 96% of the total apportionments to IndyGo.

REVENUE FEDERAL ASST - CARES ACT \$42,265,668

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

COVID Related Expenses	PPEs, cleaning/Sanitization Exps	COVID Leave Exps	Total
March 2020	404,839	11,550	416,389
April 2020	722,819	520,092	1,242,911
May 2020	293,910	230,934	524,844
June 2020	239,480	152,592	392,072
July 2020	327,286	99,017	426,303
August 2020	173,943	72,021	245,963
Sept 2020	290,620	80,607	371,227
October 2020	429,803	106,876	536,679
November 2020	291,274	71,136	362,409
December 2020	777,171	150,528	927,699
January 2021	134,948	33,876	168,824
February 2021	172,579	0	172,579
Total	4,258,670	1,529,229	5,787,899

RECOMMENDATION:

Receive the report.

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



Indianapolis Public Transportation Corporation

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Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 2

For the Two Months Ending Sunday, February 28, 2021

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
Operating Revenue									
Federal Assistance	1,130,834.00	934,023.00	196,811.00	21.07	2,079,382.00	1,868,036.00	211,346.00	11.31	2,119,048.63
Other Operating Income	187,412.46	59,773.00	127,639.46	213.54	211,814.10	119,545.00	92,269.10	77.18	123,128.47
Passenger Service Revenue	371,721.77	479,702.00	(107,980.23)	(22.51)	745,593.49	1,016,309.00	(270,715.51)	(26.64)	1,564,139.39
PMTF Revenue	802,855.00	802,860.00	(5.00)	(0.00)	1,605,710.00	1,605,715.00	(5.00)	(0.00)	1,851,300.00
Local Property & Excise Tax Revenue	3,005,797.00	3,005,803.00	(6.00)	(0.00)	6,011,594.00	6,011,600.00	(6.00)	(0.00)	6,112,602.00
Local Transit Income Tax Revenue	3,225,979.00	3,225,979.00	0.00	0.00	6,451,958.00	6,451,958.00	0.00	0.00	6,685,072.00
Service Reimbursement Program	31,654.75	34,583.00	(2,928.25)	(8.47)	70,305.75	69,170.00	1,135.75	1.64	69,166.00
Total Operating Revenues	8,756,253.98	8,542,723.00	213,530.98	2.50	17,176,357.34	17,142,333.00	34,024.34	0.20	18,524,456.49
Operating Expenses									
Personal Services									
Fringe Benefits	1,656,604.39	1,522,295.13	134,309.26	8.82	2,996,943.32	3,265,390.26	(268,446.94)	(8.22)	2,808,272.21
Overtime	246,101.92	216,550.45	29,551.47	13.65	558,672.46	433,100.90	125,571.56	28.99	897,902.92
Salary	3,271,232.46	3,682,516.26	(411,283.80)	(11.17)	6,714,604.86	7,365,032.52	(650,427.66)	(8.83)	7,390,967.84
Total Wages and Benefits	5,173,938.77	5,421,361.84	(247,423.07)	(4.56)	10,270,220.64	11,063,523.68	(793,303.04)	(7.17)	11,097,142.97
Other Services & Charges									
Claims	236,091.94	295,106.26	(59,014.32)	(20.00)	738,996.01	590,212.52	148,783.49	25.21	361,660.76
Miscellaneous Expenses	12,113.15	146,320.22	(134,207.07)	(91.72)	14,502.39	297,140.44	(282,638.05)	(95.12)	78,421.93
Purchased Transportation	986,606.21	989,857.72	(3,251.51)	(0.33)	1,976,463.93	1,979,715.44	(3,251.51)	(0.16)	1,953,704.72
Services	1,259,568.83	1,334,516.00	(74,947.17)	(5.62)	2,712,479.76	3,489,692.00	(777,212.24)	(22.27)	2,181,083.51
Total Utilities	156,269.75	153,333.33	2,936.42	1.92	307,874.45	306,666.66	1,207.79	0.39	255,419.87
Total Other Services & Charges	2,650,649.88	2,919,133.53	(268,483.65)	(9.20)	5,750,316.54	6,663,427.06	(913,110.52)	(13.70)	4,830,290.79
Materials & Supplies									
Fuel & Lubricants	342,920.90	501,723.94	(158,803.04)	(31.65)	599,687.45	1,003,447.88	(403,760.43)	(40.24)	716,916.59
Maintenance Materials	348,788.82	493,587.76	(144,798.94)	(29.34)	687,419.46	987,175.52	(299,756.06)	(30.37)	800,974.85
Other Materials & Supplies	24,976.46	90,600.25	(65,623.79)	(72.43)	72,688.25	182,025.50	(109,337.25)	(60.07)	210,333.70
Tires & Tubes	40,788.10	69,343.66	(28,555.56)	(41.18)	107,454.77	138,687.32	(31,232.55)	(22.52)	63,596.45
Total Materials & Supplies	757,474.28	1,155,255.61	(397,781.33)	(34.43)	1,467,249.93	2,311,336.22	(844,086.29)	(36.52)	1,791,821.59
Total Operating Expenses	8,582,062.93	9,495,750.98	(913,688.05)	(9.62)	17,487,787.11	20,038,286.96	(2,550,499.85)	(12.73)	17,719,255.35
OPERATING INCOME/(LOSS)	174,191.05	(953,027.98)	1,127,219.03		(311,429.77)	(2,895,953.96)	2,584,524.19		
GAIN/LOSS ON ASSET DISPOSAL	(20,571.18)		(20,571.18)	0.00	(20,571.18)		(20,571.18)	0.00	(7,959.66)
NET INCOME/(LOSS)	194,762.23	(953,027.98)	1,147,790.21	(120.44)	(290,858.59)	(2,895,953.96)	2,605,095.37	(89.96)	813,160.80

Procurement Activity Report

Past 30 days (actual)- February 2021

Released New Opportunity	<ul style="list-style-type: none"> - Care Center - Temporary Staffing
Received Bids	<ul style="list-style-type: none"> - Temporary Staffing
Awarded	<ul style="list-style-type: none"> - Non-Revenue Vehicles - Ice Delivery - Boiler Replacement
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Governance & Audit Consultant - In-Plant Bus Inspection - Employee Intranet
Renewal	<ul style="list-style-type: none"> - Security Services - Wellness Clinic - Construction Management Software - ADA Next Steps Facilitator
Task Orders	<ul style="list-style-type: none"> - Super Stops Final Design - WSP TO #11 - BFS TO # 7
Closeout	<ul style="list-style-type: none"> - Year End Inventory - Diesel Fuel & Maintenance Staffing Projections Consultant - Governance & Audit Consultant

Current Month (expected)- March 2021

Release/ New Opportunity	<ul style="list-style-type: none"> - ADA Bus Stop Construction - Property Manager - Wellness Clinic - On-Call Engineering Services - Section 5307 Consultant - Bus Servicing & Cleaning - Paratransit Operations - BRT Stations Cleaning & Repair
Received Bids	<ul style="list-style-type: none"> - Care Center - Section 5307 Consultant
Awarded	<ul style="list-style-type: none"> - Temporary Staffing - D365 Implementer
Renewals	<ul style="list-style-type: none"> - Paratransit Operations - Printing Solutions
Task Orders	<ul style="list-style-type: none"> - WSP- Purple Line TO - Care Center Phase II & III Design - East Campus Building C Demo & Garage Design - East Campus Building B Design - College Charging Station Design

Future 30 days (planned)- April 2021

Release/ New Opportunity	<ul style="list-style-type: none"> - HVAC Services - Purple Line General Contractor - Benefits Broker - Transit Advertising - Towing - Third Party Audit Services - Procurement System (RFI) - UV Lights (RFI)
Received Bids	<ul style="list-style-type: none"> - On-Call Engineering Services - Bus Servicing & Detailing - BRT Stations Cleaning & Repair
Awarded	<ul style="list-style-type: none"> - Care Center - Section 5307 Consultant - BRT Stations Cleaning & Repair
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Temporary Staffing - D365 Implementer
Close Out	<ul style="list-style-type: none"> - Red Line - Office Renovations - Bus Wash/Paint Booth



Information Update – Paratransit Option Year Extension – Transdev

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Director, Mobility Solutions Michael L. Roth
Date: March 9, 2021

Demand-Response Paratransit Option Year Extension – Transdev

BACKGROUND:

The Americans with Disability Act (ADA) requires public entities operating fixed route transportation systems to provide comparable complementary Paratransit services to people with disabilities. Compliance with the ADA and Paratransit service is a prerequisite for receiving federal funding. IndyGo’s demand-response Paratransit service operates under the name Open Door.

In 2017 IndyGo published an Request for Proposal (RFP) for our Open Door Paratransit program and in a manner, consistent with IndyGo’s contract award standards, IndyGo requested that the Board authorize the President/CEO to enter into contract negotiations with Transdev and upon successful negotiations enter into a three year-based contract not to exceed \$32,376,698.64, plus two, one-year options totaling \$22,395,341.52 for a grand total not to exceed \$54,772,040.16 over the total of five years. All options will be revisited by the board prior to being executed.

DISCUSSION:

In 2020, The Mobility Solutions team in strategic discussions with IndyGo’s President/CEO and COO discussed publishing two RFP’s the Mobility Care Center and the Operations and Maintenance Center, forming our demand-response paratransit service.

IndyGo in discussions with Transdev has mutually agreed to reduce the Option year from one year to six months and has submitted to IndyGo pricing adjustments for their fixed and variable rates; Transdev understands that IndyGo will not agree to exceed and annual amount beyond the approved contract award from 2017.

During the six month option period, the Mobility Solutions team will publish the Maintenance and Operations RFP and select a qualified contractor to provide a well-trained maintenance team and professional driving force. IndyGo’s strategic discussions to publish two RFPs (Request for Proposal) for services were driven by several factors including:

- The unprecedented effects of COVID 19 that continues to create and foster a financial hardship for our local demand-response paratransit provider Transdev. Transdev has seen a decrease in revenue hours of 50% or greater during COVID 19.
- IndyGo in several discussions with Transdev has determined that the best method to strengthen the contractual agreement and partnership, while attempting to eliminate financial hardship, caused by COVID 19 is to publish a new demand-response paratransit RFP.

- Transit agencies, including IndyGo, did not have specific contractual language that addressed the loss of revenue in relation to the reduction of ridership, creating a reduction in paid revenue hours to Transdev.
- The six month option will provide and allow time for both contractors to transition into IndyGo's first ever owned paratransit facility.

The Mobility Care Center's RFP was published on January 12th, 2021. IndyGo's Mobility Care Center will merge employees from our fixed route and paratransit call centers, therefore, providing a one stop shop for our fixed route and paratransit customers with the goal of increasing customer communication and scheduling trips for our demand-response paratransit service. Transdev has provided pricing to IndyGo for the six month contract option that descopes their call center, dispatch, and scheduling team.

The Maintenance and Operations Center's RFP will be published by the end of March 2021. The Maintenance and Operations contractor will provide the maintenance mechanics, utility staff and professional coach operators. Both contractors will work in conjunction with each other to provide a safe and reliable, world-class demand-response paratransit service. In addition, to the pricing that IndyGo has already received that descopes their call center, dispatch, and scheduling team, Transdev will continue to provide staffing for maintenance and professional coach operators until the procurement of the Maintenance and Operations Center has been awarded.

RECOMMENDATION:

Receive the report.

Michael Roth
Senior Director, Mobility Solutions

Information Update – CEO Report

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: March 25, 2021

CEO Report

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

RECOMMENDATION: Receive the report

1. IndyGo Mobile Command Unit
 - Director of Risk & Safety will provide an update on IndyGo’s Mobile Command Unit.



2. East Campus Maps Update
 - Google Maps is now updated to reflect the proper main entrance to the East Campus, as well as the street that was labeled and named “Celadon Dr.” now says “IndyGo Dr.”



3. Airport donates facial masks to IndyGo.

- On March 5, the Indianapolis Airport Authority donated a full pallet, or 22,000 facial masks to IndyGo to help prevent the spread of COVID-19.



Indianapolis Airport Authority

4. Special Thanks

- I would like to take this time to specially send a note of thanks and gratitude to IndyGo Board Secretary Mark Fisher for all his hard work and efforts during the General Assembly session especially with his handling of SB141.



Information Update – Mobile Command Vehicle

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: March 8, 2021

INDYGO'S NEW MOBILE COMMAND VEHICLE



BACKGROUND:

A mobile command vehicle is a vehicle designed to continue continuity of operations during emergencies, natural disasters, security, and special events. Regardless of an incident event, size or need, clear communication is the most important aspect to maintain control of any situation. The new IndyGo command vehicle was designed to do exactly that.

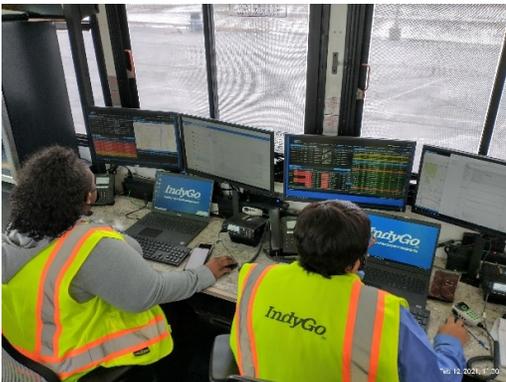
Command vehicles are built to a specification. Our needs including dispatch capability can range in the \$250,000 to 500,000 price range new. The IndyGo team, with input from various department was able to design and build a unit for a fraction of that cost at under \$60,000 in total. Our vehicle is equipped with three (3) radio dispatch consoles, two (2) supervisor workstations and a meeting space for up to 13. The vehicle is equipped with local broad cast TV reception, back up radio communication, phone system, public address system, WIFI/Internet access, additional outside lighting, and a printer. Onboard is safety equipment including, traffic cones and wands, first aid kit, Automated External Defibrillator (AED), safety vest, emergency spill kit, fire extinguisher and more. The vehicle will be secured and positioned away from 1501 vehicle maintenance facility as part of IndyGo's contingency plan.

DISCUSSION:

The IndyGo Mobile Command vehicle was built from a retired 2007, Gillig low floor 40" public transit bus. The inside was reconfigured with counter tops for workspace and a meeting space for up to 13. All the seating was repurposed from other transit vehicles including parts to make monitor brackets, handrails, and privacy panels. Our project combined the talent of our Vehicle Maintenance Mechanics, Dispatchers, Operations, Information Technology,

Combined Vehicle Technology (CVT) Body Shop, Procurement, Mobility Services, Security, led by our Risk and Safety department. This vehicle was designed to run on its own engine power or use an external generator while deployed. IndyGo Mobile Command will be the new back-up tool in our arsenal to keep our service running.

With the vision, collaboration, and skills of our hard-working men and women at IndyGo it is my pleasure to share with you the IndyGo Mobile Command Vehicle. Attached below are a few pictures of the vehicle and some before and after pictures.



RECOMMENDATION:
Receive the report.

Thank you,

Brian Clem
Director of Risk and Safety (CSO)
Indianapolis Public Transportation Corporation (IndyGo)

Information Update – Governance & Audit Workplan Status Report

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Deputy of Governance & Audit Brian Atkinson
Date: March 3, 2021

GOVERNANCE & AUDIT WORKPLAN STATUS REPORT

Governance & Audit Work Plan Status Report

Project / Activity	Governance & Audit Committee Meeting					
	FY20			FY21		
	Jun 2020	Sep 2020	Jan 2021	Mar 2021	June 2021	Sept 2021
Annual Risk Assessment Refresh						
Procurement Process Review						
Strategic & Capital Planning/Grant Management Review						
Compliance Mapping Exercise						
Comprehensive IT Risk Assessment						
Fare Collection					★	
Storeroom & Materials Management					★	
Capital Project Management					★	

Complete In-Process Planned

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

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

Governance & Audit Completed Reviews & Audits

Report ID	Report Title	Date Reported
2020-1	Employee Terminations Timely Update in ADP	2/27/2020
2020-2	Transdev Fuel Purchase Reporting	6/16/2020
2020-3	Lost and Found Policy Addressing Found Cash	6/16/2020
2020-4	Lost Revenue - Online Credit Card Error	6/16/2020
2020-5	Payments Against Expired Agreement-Non-Order Invoices	6/16/2020
2020-6	BCP Progress Assessment	9/17/2020
2020-7	Red Line Lessons Learned	9/17/2020
2020-8	Annual Risk Refresh & Proposed Audit Plan	1/21/2021
2020-9	Procurement Process Review	1/21/2021
2020-10	Strategic & Capital Planning/Grant Management Review	1/21/2021
2020-11	Compliance Mapping Exercise	1/21/2021
2020-12	Comprehensive IT Risk Assessment	3/18/2021



RECOMMENDATION:

Receive the report.

Brian Atkinson
Deputy of Governance & Audit

Information Update – Governance & Audit Workplan Status Report

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Deputy of Governance & Audit Brian Atkinson
Date: March 3, 2021

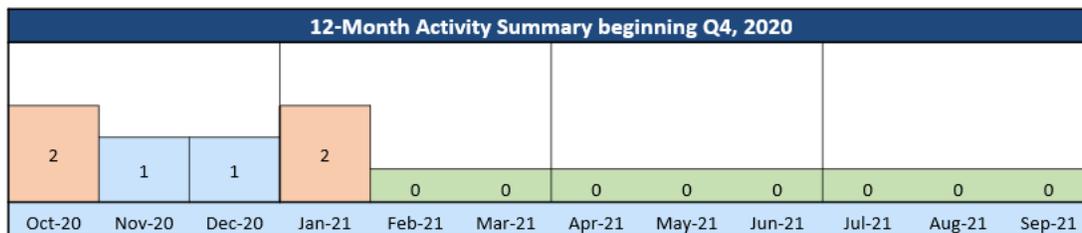
GOVERNANCE & AUDIT ETHICS HOTLINE SUMMARY REPORT

Ethics Hotline Summary Report

Quarter Activity Summary: 1/01/21 through 3/30/21

Method of Submission	Number of Reports
Website	1
Phone call	1
Other	0
Total	2

Current Period Potential Reported Issues	Number
Ethics Violations	1
Other Issues	
Waste or Inefficiency	0
Fraud	0
Policy Violation	0
Employee Conduct/Abuse	1
Theft	0
Customer Service	0
HR Issues	0
Total	2



Current Status	Total	1-30 days	31-60 days	60+ days
Preliminary Assessment	0			
Investigation	0			
Completed	2			
Total Claims	2			

RECOMMENDATION:
 Receive the report.

Brian Atkinson
 Deputy of Governance & Audit

Risk and Safety Division Report – February 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: March 25, 2021

Risk and Safety

- During the month February, interviews were scheduled for applicants that applied for the recently vacated Safety and Environmental Managers position. There were 10 outside and one internal candidate. After evaluations and interviews we extended an offer to internal candidate India Davidson. India joins the Risk and Safety team with extensive knowledge in safety and certifications to match. We welcome India in her new position as she will be a key part of our safety culture movement.
- On Wednesday February 17th, a representative from one of our property insurance underwriters took a tour of our recent acquired properties and 1501 headquarters. Our new paint boot was one of the points of interest as well as the future development of the east campus. Items were identified to help lower our property risk and we have put together a plan of action and timeline. Some of the concerns were with fire suppression at new properties that is currently being designed and developed.
- OSHA and Environmental internal audits continue each month throughout our properties. Finding and education on behaviors are on going and most findings have been resolved. We will be adding our east campus to our rotation starting in the month of April.
- During the month of February Risk and Safety contracted Michael Anderson with Indianapolis Fire Department to facilitate CPR/AED training and basic first aid. We had 75 open positions for our front-line supervisors and managers and all the classes ended up filling up. To date we have trained 58 employees and have additional classes to start the first of May. IndyGo is looking into certifying one or two, Risk and Safety team members to certify to become a Train the Trainer. When complete, staff will be able to offer year around CPR/AED training to all employees who would be interested.

February 2021 Safe Drivers Recognition



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

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>
Anthony White	3334	18
Otha Dugan	3030	14
Akemee Bryant	8336	8
Loc Nguyen	8325	8
Kevin Mallory	8400	5
Amon-Ra Sanders	8642	5
Brian Bozek	8723	4
Matthew Ervin	8815	4
Gregory Scott	8719	3
Toccarra Isabell	9075	2
Shundreline Merritt	9106	2
David Clay	9746	1
Lashona Carroll	9082	1
Joseph Edwards	9744	1
Francheska McGraw	9325	1
Terry Norfolk	9731	1
Travis Pearson	9383	1
Shante Pittman	9730	1
Willie Reeves	9326	1
Robert Rowie	9738	1
Aaron Sanders	9759	1
Raveen Turner-Woods	9761	1
Rosetta Williams	9329	1

Public Transportation Agency Safety Plan (PTASP) Risk and Safety Key Performance Indicators (KPI):

2020 KPI Chart

Annual Safety Performance Targets: for the Risk and Safety Department										
Mode of Service	Fatalities (total)	Fatalities (per 100k VRM)	Injuries (total)	Injuries (per 100k VRM)	Safety Events (total)	Safety Events (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Near Miss Safety Events Reported vs Closed
Fixed Route	2	0.02	17	0.22	49	0.62	0.07	↓	0.01	↓
Para Transit	0	0	1	0.06	3	0.17	0.01	↓	0.00	↓
Bus Rapid Transit (BRT)	0	0	8	0.96	28	3.38	0.02	↓	0.01	↓
All Modes of Service	2	0.02	26	0.25	70	0.67	0.10	2.29	0.02	7/5
SPT = Safety Performance Target VRM= Vehicle Revenue Mile										

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

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

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

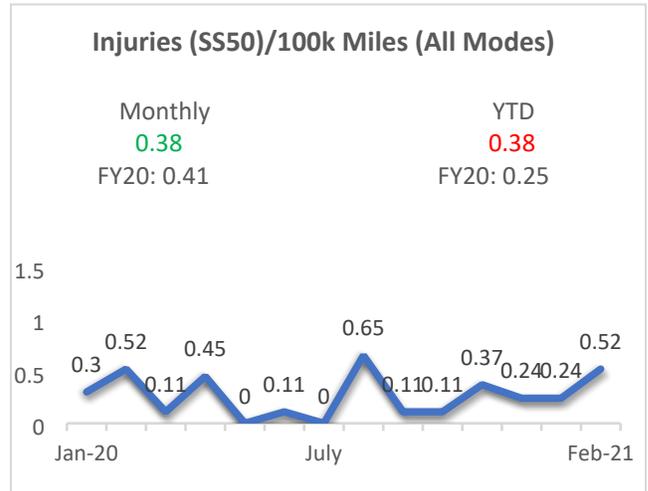
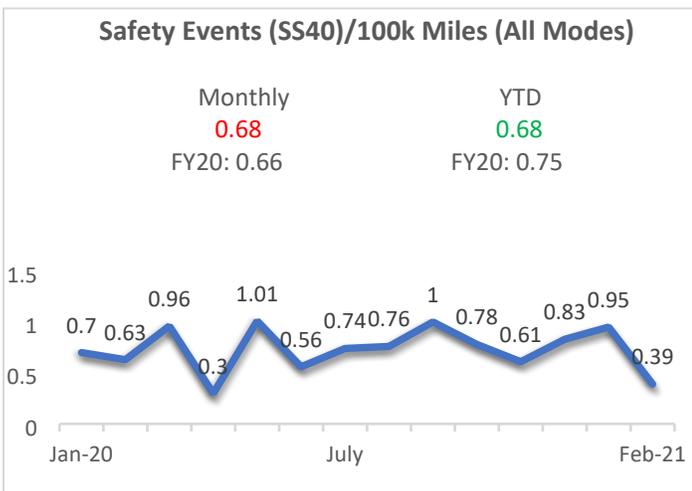
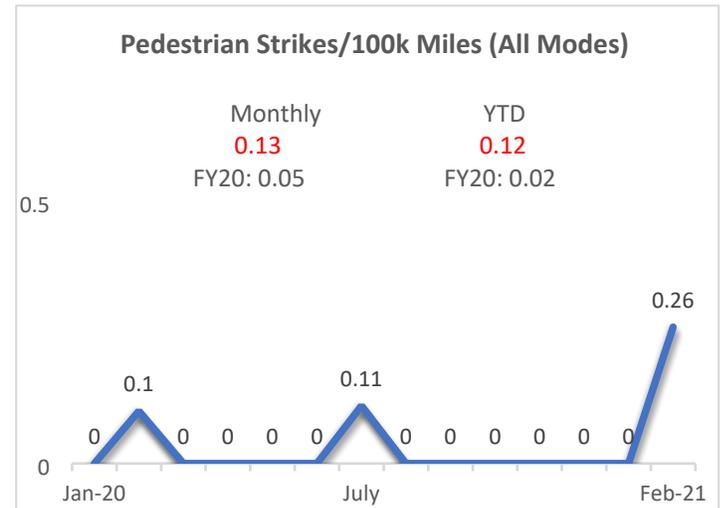
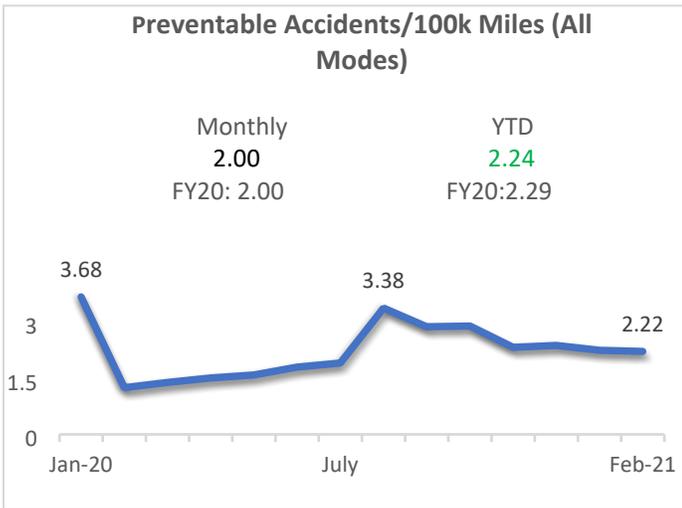
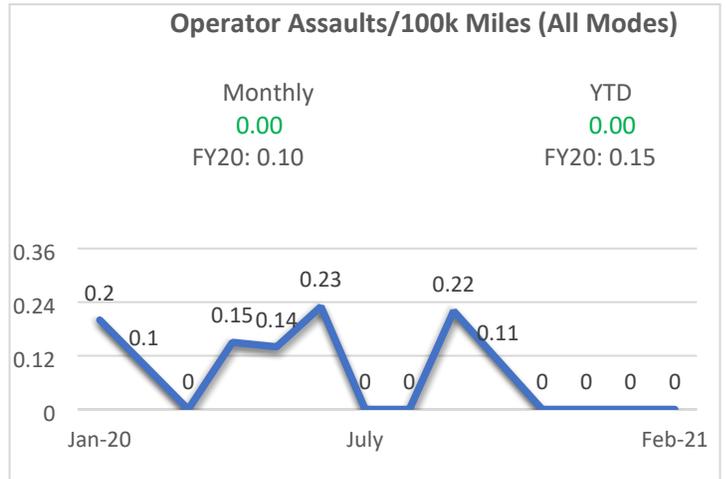
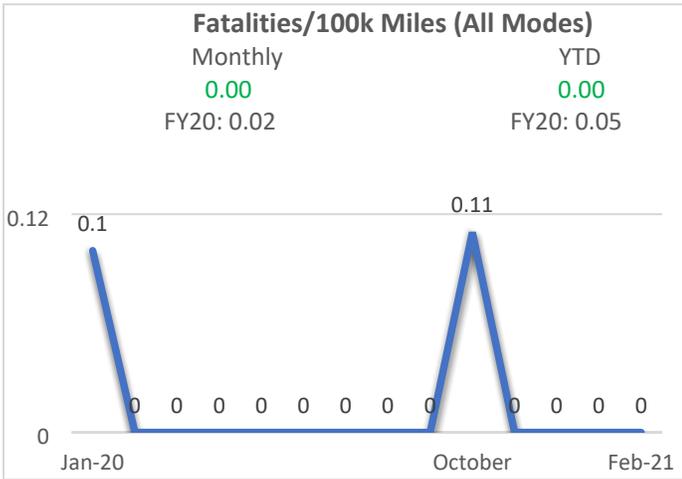
Operator Assaults: Federal Transit Administration (FTA) defined key elements that comprise a Safety Management System (SMS) approach to preventing and mitigating transit worker assaults. Identify and examine the root causes and risk levels of assault to properly understand the scope of the problem and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

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

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

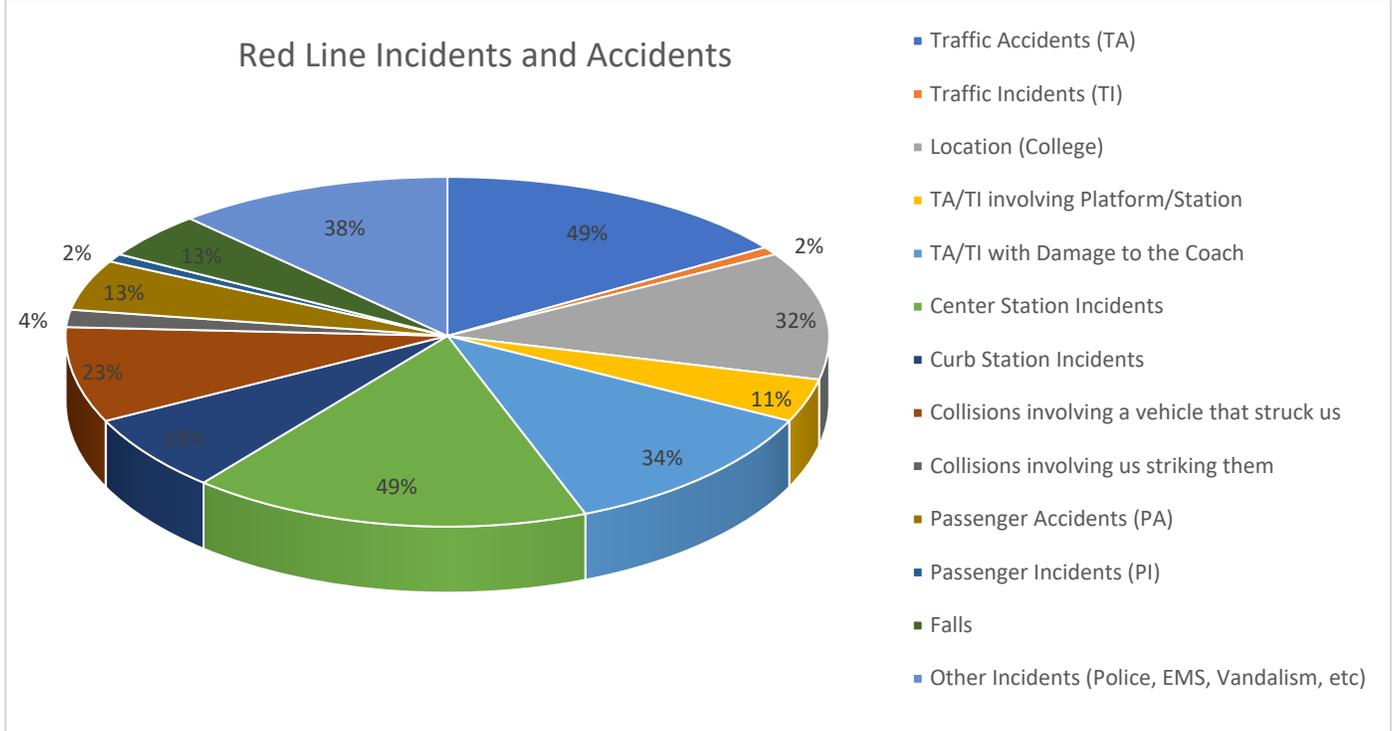
Near Miss Safety Events: A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very near.

February 2021 Compared to 2020 Data All Modes:



February 2021 Red-Line Route 90 Data

Total Reported Incidents	47
Total Number of Traffic Accidents (TA)	23
Total Number of Traffic Incidents (TI)	1
Location where most incidents occurred (College)	15
Total Number of TA/TI involving Platform/Station	5
Total Number of TA/TI with Damage to the Coach	16
Total Center Station Incidents	23
Total Curb Station Incidents	9
Collisions involving a vehicle that struck us	11
Collisions involving us striking them	2
Total Number of Passenger Accidents (PA)	6
Total Number of Passenger Incidents (PI)	1
Number of Falls	6
Total Number of Other Incidents (Police, EMS, Vandalism, etc)	18
Average Incidents per day on Route 90	1.68



End of Report



Planning & Capital Projects Division Report – February 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz
Date: March 25, 2021

STRATEGIC PLANNING

The Strategic Planning team supports longer-term plans and projects, while underpinning the day-to-day operations of the agency. By studying historical patterns and future trends, we help ensure that IndyGo leadership has the data and information they need to make decisions today. We help turn ideas into built projects or sustainable solutions. We complete much of the agencies' recordkeeping as it relates to Title VI, competitive grants, formula grant funds, and more.

Project Development

Blue Line NEPA

Prior to establishing the area of potential effect (APE) for the environmental review process, the Blue Line team conducted a site suitability analysis to determine whether a joint-development opportunity (JDO) exists. It was determined that the pursuit of a joint development opportunity would not be of significant value to the agency without a shovel-ready project and could dramatically increase the risks and effort associated with the level of required NEPA analysis (Environmental Assessment). Therefore, the Strategic Planning team developed a methodology to identify and prioritize sites that would be suitable for joint-development and/or a public-private venture to create a transit-oriented development (TOD); sites that are both suitable for the type of transit-supportive development envisioned by the team but that also have a transit purpose. This analysis was completed and documented in *IndyGo Blue Line Site Suitability Analysis*.

To stay on schedule with the construction of the Blue Line, IndyGo needs to be assured of its Class of Action from FTA. Staff requested that the Blue Line BRT environmental review process be categorized as a Documented Categorical Exclusion (DCE), rather than an Environmental Assessment (EA). The added benefits of this approach are two-fold. First, an EA must be completed within a years' time. Given the length of the Washington Street corridor and the complexities of the Blue Line BRT transit project and a joint-development project, the 12-month limitation was a concern. Second, having consulted with peer transit agencies and other subject matter experts in the areas of joint-development and/or a transit-oriented development project or program, IndyGo staff feels that it could use this time to establish a foundation of land use and development policies specific to IndyGo from which to draw upon should a public-private venture present itself in the future. *A Class of Action for the Blue Line NEPA was received on February 26th, 2021 for a Document Categorical Exclusion (DCE).*

A NEPA update meeting was held with the Federal Transit Administration on March 2, 2021 to discuss the Class of Action, Area of Potential Effect, and next steps. While the design efforts for the Blue Line are temporarily on hold until the resolution of Senate Bill 141, it was determined that the Area of Potential Effect map and draft NEPA schedule should be updated for submittal to FTA.

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 (DMD), and the Indianapolis Metropolitan Planning Organization (IMPO) to propose changes to the local zoning ordinance. We understand that the City Council Office would now like to see these changes adopted

by late-June/early-July 2021. Once adopted, the strategic text amendments and protective overlay district will better enable and accommodate transit-supportive development and thus protect, enhance, and create complete communities across much of Marion County. Moreover, these changes will help to further protect the community's nearly 1/2-billion-dollar investment in public transit.

Mobility Concierge Program

IndyGo is the recipient of a FY2020 Accelerating Innovation Mobility (AIM) Challenge Grant, which the agency will use to create a full-service Mobility Concierge program capable of facilitating complete trips and easing trip payment by brokering mobility trips across modes, payment systems, and transit providers. An RFI was issued to determine what existing technologies and platforms are available to assist IndyGo in deploying this service. These RFI responses have been reviewed by the team and new questions have been raised surrounding the approach to achieving our desired goals. Strategic Planning staff held in-depth conversations with peer transit agencies to understand the various approaches, challenges, and lessons learned to mobility integration.

Based on these discussions, it was determined that it would be the best course of action to seek out a subject matter expert to serve as a consultant throughout the process of crafting an RFP, scoring responses, and implementing a solution.

The AIM grant has undergone final execution with FTA. The next steps are to finalize an EQ with Procurement to hire a subject matter specialist and begin crafting an RFP.

Planning Activities: Long-Range Planning

ADA Paratransit Next Steps

Strategic Planning staff is supporting Public Affairs and Mobility Services for the ADA Paratransit Next Steps process. IndyGo hosted the first Task Force meeting on February 17. Community meetings are scheduled from March 16 to April 8.

On-Call Planning Services, Comprehensive Operational Analysis (COA)

IndyGo, in coordination with the IMPO, is seeking to adapt its future service plan to an incremental one, allowing IndyGo to incrementally build out the Marion County Transit Plan (MCTP) as funding allows. Currently in Phase I of the COA, staff is focused on reviewing IndyGo's current network and existing operations. The consulting firm, Nelson\Nygaard, is also conducting a travel market assessment. This assessment uses vehicular travel patterns (pre- and during-COVID) to look for clues to see if there are geographical areas or priority populations that are currently being underserved by transit, as this is something that IndyGo's ridership data can't tell us, especially from a cross-town route perspective. Phase II, for which the task order has not yet been executed, is where IndyGo will identify service changes and investments that will improve IndyGo's current service, implement the concepts of the MCTP, help rebuild ridership in the post-COVID environment, and stay within the changed fiscal environment.

Shared mobility strategies not considered or planned for in the MCTP are also being evaluated, as are the agencies evolution in best practices having worked diligently to navigate the COVID pandemic.

On-Call Planning Services, MOD Assessment

Operating from a transit-first premise, exploring car-free mobility options, focusing on first/last-mile connections and areas without strong existing transit, IndyGo is conducting a mobility-on-demand (MOD) assessment for purposes of boosting IndyGo's fixed-route ridership and ensuring that low-density, difficult to serve neighborhoods in the outer parts of Marion County have mobility options. The deliverables for this assessment are: 1) development of an RFP for a microtransit pilot complete with pilot design and evaluation framework, contracting strategy, development, and implementation schedule, public engagement strategy, identification and simulation of the highest potential MOD service pilot services/areas, and 2) a decision-making framework a framework for prioritizing, implementing, marketing, and evaluating mobility-on-demand (MOD) services, such as microtransit.

Planning Activities: Capital Planning

Transit Asset Management (TAM) Plan

IndyGo is required to maintain a transit asset management (TAM) plan, which documents the agency's policies and procedures for asset management, as well as an inventory. It is used to support planning, budgeting, and communications to internal and external stakeholders. 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.

The TAM Facilities team is working on updating the facilities inventory to incorporate the new facilities acquired at the end of the 2020.

Regional Initiatives/Discussions

Section 5310 2020 Call for Projects

Staff has received the final delivery of vehicles and is awaiting their pickup.

Section 5310 2021 Call for Projects

Preparation for the Section 5310 FY2021 Call for Projects is underway. The FY2021 Call for Projects will include additional funding for Section 5310 because of the additional CRRSAA allocation. Staff is in discussion to understand if the additional approximately \$225,000 will be offered for operating or capital expenditures.

Section 5307/5311 Urban Allocation Plan

The IMPO Transportation Policy Committee recommended that IndyGo become the direct recipient. Staff is preparing for this additional responsibility and has begun the process of supporting the region in transitioning from rural to urban funding.

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. IndyGo staff have been in contact with INDOT, who manages a 5339 process, to understand the staff experience and requirements.

Suburban Transit Planning

The Northern Johnson County Transit Plan is currently underway. IndyGo is providing technical support, along with supporting the cost of the project. The project is ready to begin stakeholder input, with a presentation on existing conditions including a general and ridership survey.

Strategic Planning projects/grants/planning activities that we anticipate providing an update for in future board reports include:

- Blue Line, CIG Program - Project justification criteria for existing land use and economic development in response to FTA's FY 2021 Annual Report on Funding Recommendations
- Mobility Initiatives - Energy Systems Network (ESN), Toyota Mobility Foundation, and May Mobility to pilot the Indy Future Mobility District pilot project beginning in Q1 2021
- North Split Action Plan
- Indianapolis MPO SFY 2025 Call for Projects
- Section 5310 Program Management Plan
- Transit - Human Services Coordinated Plan Update
- Fare Modernization, Partner Portal
- Capital Plan Update
- Grants, Super Stops 2.0
- Purple Line Baseline Survey

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 (timeline currently unknown).

The 6410 N. College charging site is under construction and should be fully operational in in April/May.

At the south end of the Red Line, design has started for permanent charging infrastructure at 8925 S, Madison Avenue. Construction is expected to begin in May/June 2021.

Improvements to Transit Signal Priority (TSP) have been identified and coordination with DPW Operations has occurred to implement the changes. Signal timings were modified along College Avenue and along Meridian Street in January 2021. Capital Avenue signals are also being investigated for potential improvements.

Blue Line

Further design components have been halted until SB 141 has been resolved.

Purple Line

IndyGo's design consultant, WSP, submitted final 100% design plans on February 15th and Ready for Bid plans in early March. Our construction management team is confirming that previous review comments have been incorporated in this submittal as part of the quality control process. The front-end documents (Contracts, General Conditions, Technical Specs/Standards, and Bid Price Forms) were completed and submitted on March 11th, for review and preparation for procurement.

FTA has moved to the Readiness Report phase of the Small Starts Construction Grant Agreement (SSGA). The IndyGo Purple Line Team is submitting final requested documents on schedule, budget and scope. It is expected that the final Readiness Report will be issued in late March or April 2021. FTA has notified IndyGo that in order to issue the SSGA, the 3rd Party Agreements must be executed and any Indiana State Legislation which may impact the local funding must be resolved. One 3rd party agreement remains to be executed – Citizens Energy Group – Water.

Other On-Street Projects

The Rural Street underpass project is being re-evaluated. Feasibility of design options is being investigated by our on-call engineering consultant Shrewsberry. Shrewsberry is scheduled to have the feasibility study completed in May 2021.

A Request for Information (RFI) was released in the Fall of 2020 for Transit Signal Priority (TSP) vendors to complete a Proof of Concept (POC) for IndyGo to demonstrate their products for 30 days. Five vendors were selected for POC implementation; the process has been initiated. POCs are anticipated to begin -Mid-April and conclude in May/June. Results of the POC will help to inform TSP technology moving forward.

The Super-Stops project has been bid under a combined project with DPW. DPW has awarded the contract to Morphy Construction with a budget of \$3.9 million. Construction is anticipated to begin in the Spring of 2021. IndyGo will monitor construction and change in partnership with DPW.

The Super-Stop at Delaware & North Streets has received full approval from Regional Center. The Super-Stop at Delaware & New York Streets has received a Certificate of Appropriateness from the Indianapolis Historic Preservation Commission (IHPC). Commissioners asked for some minor changes that can be accommodated with callouts and changes to railing shop drawings. This is currently being carried out and is expected to save IndyGo significant cost by using less concrete and other materials. Super-Stops had applied for an FTA Bus and Bus Facilities grant but was not a recipient; IndyGo will apply for this grant again for Super-Stops once a Notice of Funding Opportunity is issued. NEPA re-evaluation work will continue for the purposes of remaining eligible for other potential grant opportunities. This NEPA work is anticipated to be complete in May 2021.

Austin Gible, the Project Manager for Super-Stops, will be taking a new position with the Indianapolis Department for Metropolitan Development (DMD) as the City's new Long-Range Transportation Planning Administrator. Matthew Duffy will be the new Project Manager for Super-Stops.

FACILITY PROJECTS

The facilities team has open task orders/projects with WSP for specialty electrical design and with The Etica Group for on-call architectural services. The current on-call contracts were awarded in 2017 and their expiration was extended for an additional year to complete open task orders only, with no additional task orders or cost to these current contracts. The following tasks remain open under these contracts:

- **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 to assess bus parking in the IndyGo garage with the anticipation of additional 60' and 40' buses. This task order will update the plan, including adding DC chargers and the required conversions, identifying space needs to accommodate parking of the entire IndyGo fleet, identifying space needs for the maintenance garage; electric maintenance bays, brake bays, etc., and providing recommendations regarding an additional facility.
- **Julia Carson Transit Center Feasibility Charging Study** - At the Julia Carson Transit Center, WSP is identifying options for accommodating charging within the existing footprint and in coordination with the planned future level-boarding platforms. The results will inform 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 in the close-out phase with Miller-Eads, Prime Contractor.

New On-Call Architectural and Engineering (A&E) Services contracts were presented to the IndyGo Board at the June 2020 Board Meeting.

On the roadway side, a task order has been issued to A&E On-Call Consultant Lochmueller Group for design of Fort Wayne Ave. two-way conversion (Pennsylvania St. to Delaware St.) in collaboration with DPW. Lochmueller will also work on Bus Stop Improvements; task orders are forthcoming.

The following properties have been acquired by IndyGo and will be our team's responsibility to prepare for use:

- **9503 East 33rd Street - East Campus (Administration, Training, New Build of Bus Garage Facility)**. Four Phases of Work: A Building Administrative, B Building Elevator and Training, C Building Retrofit and Clinic, C Building Dorms Demolition and new build of Bus Garage and Exterior Improvements.
- **2425 West Michigan (Mobility Solutions and Customer Care Center)** - Three Phases of Work: Phase 1 – Administration, installation of fire sprinkler system, upgrade water main line, installation of lift and small renovations. Phase 2 – Assessment Center and Maintenance buildouts. Phase 3 – Build new Bus Storage and do site work.
- **6410 N College (Bus Charging and Driver layover location)** - Add additional bathroom, create space for drivers and create a space for multi-use.
- **8925 Madison – Bus Charging and Driver layover location** (purchase pending) Retrofit to accommodate drivers and multi-use space.

The On-Call A&E contracted firms have started working on design plans for renovations / construction at our new facilities. Task orders for these designs are being presented to the Board for approval over the next couple of months. HDR, Woolpert and The Etica Group are the consultants currently under contract for on-call A&E services and will be considered for all task orders on the new facilities.

Task Orders have been issued to The Etica Group for Design & Construction Services for the Mobility Solutions and Customer Care Center Phase 1 – Administration. Design meetings have begun to meet the aggressive schedules required to accommodate staff needs.

New Task Orders are being presented at the March board meeting including The Etica Group for Design & Construction Services for the Mobility Solutions and Customer Care Center Phase 2 & 3 and The Etica Group for Design and Construction Services for East Campus B Building with the elevator and the Dorms Demolition and New Garage Building including the exterior improvements.

The following Task Orders will be presented to the April Board for approval: Task Orders for Design & Construction Services for the North Charging Station Interior Improvements (6410 North College) and the South Charging Station Interior Improvements (8915 Madison).

The following table summarizes expected facility development milestones.

Task Order	Design Team	Design Start	Construction Start	Staff Move-In
East Campus Building A – Admin.	Woolpert	2/2021	7/2021	pending
Mobility Solutions Center Phase 1	The Etica Group	2/2021	5/2021	5/2021
Mobility Solutions Center Phase 2	The Etica Group	4/2021	7/2021	10/2021
Mobility Solutions Center Phase 3	The Etica Group	4/2021	9/2021	11/2021
East Campus Building B - Elevator/Training	The Etica Group	4/1/2021	7/2021	pending
North Charging Station Interior	pending	pending	pending	pending
South Charging Station Interior	pending	pending	pending	pending
<i>Additional info to be added as task orders are executed</i>				

Respectfully submitted,
Jennifer Pyrz, PE
 Vice President of Infrastructure, Strategy, and Innovation



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

Public Affairs Division Report – February 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Communications & Marketing Lesley Gordon
Date: March 25, 2021

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR February 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Lesley Gordon
Vice President of Communications & Marketing

Attachments

Contributing Staff includes:
Lesley Gordon, Vice President of Communications & Marketing
Jordan Patterson, Engagement Specialist
Faith Chadwick, Public Information Officer
Katrina Ent, Digital Media Specialist

February 2021 *Board Report*



INDYGO.NET WEBSITE STATISTICS:

(2/1/2021-2/28/2021)

Page Views	145,715
Bounce Rate	52.12%
New Users	21,362
Returning Users	10,911
Total Sessions	68,629
Total Monthly Sessions Comparison to Previous Year	53%

Mobile Share

Date	Mobile	Desktop	Tablet
Feb-21	78.48%	20.49%	1.03%
Jan-21	67.55%	30.72%	1.73%
Dec-20	68.57%	29.70%	1.73%
Nov-20	67.91%	30.39%	1.70%
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%



Media Mention Highlights



INEZ EVANS

President and CEO, IndyGo

Inez Evans was selected as IndyGo's President and CEO in summer 2019. She ushered in the opening of the Red Line and is working diligently to open future rapid transit lines in Indy and propel IndyGo forward in improved service. She began her transit career as a Customer Service Call Center Representative in the early 90's and most recently served as a Chief Operating Officer for the Santa Clara Valley Transportation Authority (VTA) where she was responsible for leading 1,600 employees, maintaining nearly 700 vehicles and ensuring exceptional customer service for the VTA's 43 million customers. With more than 25 years of experience, her leadership has always been focused on finding ways to build relationships and create a thriving environment for all those she serves.



FRONT PAGE SUBSCRIBE EVENTS COVID-19 TOP STORIES BLACK HISTORY 2021 LOCAL NEWS SPORTS OPINION

New housing project stresses financial literacy

By BREANNA COOPER February 4, 2021



Circle City Property Management and Development (CCPD) and Indianapolis neighborhood housing partnership plan to start construction on a new apartment complex in May. (Photo provided by CCPD)

IndyGo riders, unaware of state senators' action, unhappy to learn Purple Line at risk



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

by: Dan Klein

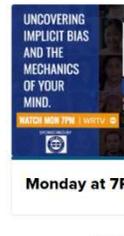
Posted: Feb 23, 2021 / 10:18 PM EST | Updated: Feb 23, 2021 / 10:52 PM EST

IndyGo CEO: Senate Bill 141 would kill Purple and Blue bus line plans

Inez Evans says senate bill jeopardizes entire system



The impact of Senate Bill 141 on IndyGo



Indiana Senate advances bill that jeopardizes future bus rapid transit in Indianapolis

Ethan May Indianapolis Star
Published 12:33 p.m. ET Feb 23, 2021 | Updated 4:23 p.m. ET Feb 23, 2021

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



What's ahead for IndyGo and its bus rapid transit system

Topics Include:

In February, the legislative session dominated IndyGo's media coverage. Senate Bill 141 was covered in several stories by print, television, online, and radio outlets. In addition, there were media stories about development along the Red Line and IndyGo's partnership with Indianapolis Public Schools. Inez Evans was also featured in "Indy's Black Leadership" by the Indy Chamber. IndyGo was mentioned in the media **more than 85 times** in February.

Social Performance:

FACEBOOK PERFORMANCE

- Had a total of **10,608** organic impressions
- **4,362** post engagements (number of times people engaged with posts through reactions, comments, shares and clicks).
- **11,028** page likes and **11,937** page follows (1% increase from last month)
- **54** uses of Facebook Frame

The collage displays four distinct Facebook posts from the IndyGo page. Each post includes a header with the page name, a main image or graphic, a text-based body, and a bottom section showing engagement metrics (People Reached, Engagements, Comments, Shares) and a 'Boost Post' button. The posts cover topics such as healthy food access, transit essentiality, historical significance of the Blue Line, and a Black History Month spotlight on Joyce Ledell.

TWITTER PERFORMANCE

- 65,200 impressions
- 340 retweets, 734 likes, 44 replies, 223 link clicks, 1.7% engagement rate
- Generated 22 new followers
- 5,976 current followers

IndyGo @IndyGoBus · Feb 11

In 1885, an old transfer car stood in the center of Washington Street. Transferring passengers would enter the car and wait until their next vehicle arrived. Soon, the future Blue Line will route, at this very spot, from the @INDairport to Cumberland. @historiciandiana



14 25

IndyGo @IndyGoBus · Feb 24

All of IndyGo's expansion plans - as well as current service and reduced-fare programs - are in jeopardy. Learn why SB141 would kill future Purple and Blue Line plans.



IndyGo CEO: Senate Bill 141 would kill Purple and Blue bus line plans. Evans said Senate Bill 141 doesn't just affect bus riders on the Red and future Purple and Blue lines, it could mean cuts to each and every ... @wrtv.com

2 41 47

IndyGo @IndyGoBus · Feb 19

After yesterday's vote, we'd like to note a few things about potential service impacts if SB 141 is passed. (A thread)

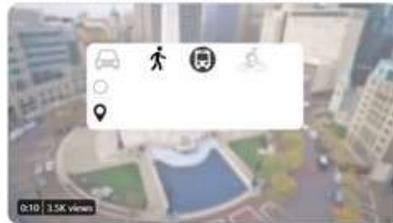


6 82 73

48,531 impressions; 6,094 media views; 897 total engagements

IndyGo @IndyGoBus · Feb 23

If SB 141 passes, the future of our BRT lines and local route improvements are at stake. Without those improvements and new services, planning a convenient efficient trip might become a thing of the past.

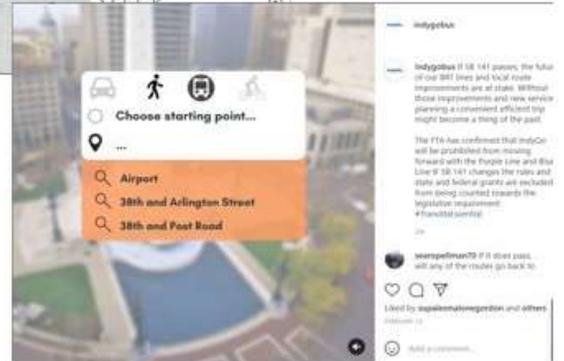


0:10 3.5K views 1 24 30

9

INSTAGRAM PERFORMANCE

- Generated **9,313** impressions
- **676** total engagements; **2.2%** engagement rate (last month 1.4%)
- Generated **2** New Followers: 3,051 Current followers



Email Marketing:

EMAIL MARKETING



FEBRUARY NEWSLETTER

- 9,723 recipients
- 17.03% (Last month's CTR was 9.18%)
- 4.71% Open Rate

10

Outreach Summary: February

Outreach in February 2021 reached approximately 2,258 people through community and stakeholder meetings, special presentations, as well as IndyGo hosted virtual meetings.

The Procurement & Supplier Diversity department hosted virtual outreach meetings for perspective contractors and subcontractors of the Purple Line project with total attendance of 178. IndyGo's Chief Development Officer, Jennifer Pyrz, participated in a special presentation to the Metropolitan Indianapolis chapter of the American Society of Civil Engineers.

Neighborhood outreach included presentations about general IndyGo updates to the Far East Side Community Council, ANU Partner Community Collective, and Mayor's Neighborhood Advocates. Haughville Strong Neighborhood Association received project updates about IndyGo's recently purchased paratransit facility located at 2425 West Michigan Street. Representatives from IndyGo participated in a Shelby Street/Connectivity Action Team discussion on land use at the Shelby St/Raymond intersection.

IndyGo continued a digital strategy that included a video presentation and a live stream of the IPTC Service Committee and Board of Directors Meeting. IndyGo partners and neighborhood liaisons received a monthly update that included the "IndyGo Now" video presentation. In March, IndyGo will launch the "Beyond ADA" outreach campaign to seek input on paratransit service.

February Outreach Events:

Date	Name of Event
3-Feb	IndyGo Now
9-Feb	Haughville Strong Neighborhood Association
10-Feb	Shelby Street/Connectivity Action Team
11-Feb	Mayors Neighborhood Advocates
16-Feb	Purple Line GC Focused Outreach
17-Feb	Task Force Meeting - ADA Paratransit Next
18-Feb	IPTC Service Committee Meeting
23-Feb	Purple Line GC Focused Outreach Meeting
23-Feb	Far Eastside Community Council
24-Feb	ANU Community Partner Collective
25-Feb	Purple Line Subcontractor Focused Meeting
25-Feb	IPTC Board of Directors Meeting
27-Feb	Jennifer Pyrz at American Society of Civil Engineers



Operations Division Report – February 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Operations/COO Aaron Vogel
Date: March 25, 2021

OPERATIONS DIVISION REPORT – February 2021

SERVICE PLANNING

SERVICE SCHEDULING:

The 2102 Service Bid is complete and took effect on February 14, 2021. The next Bid is June 13, 2021. This Bid will again contain 50% cafeteria style work and 50% 8-10hr rostered runs. Staff is working to refine the work after the first Bid and use senior operator feedback to improve choices. Also, in the Bid the Red Line route 90 will be charging at the new location at College/64th Streets. This will require new bus schedules for the Route 90/902 which will be still be interlined and the Route 901 will become a standalone contracted service.

LOCAL BUS STOP DESIGN & CONSTRUCTION:

Service Planning is closing out the first phase of local bus stop improvements, while also finalizing designs for future phases of local bus stop improvements. Designs for bus stop improvements at Washington St & Bridgeport Rd (for the connection to the Plainfield Connector bus service) have been completed and will be bid for construction this month. This improvement will be completed in partnership with CIRT, the Indianapolis Airport Authority, and Plainfield. Additional bus stop improvement designs are also being finalized for bus stops along E 42nd St, N Post Rd, and N Mitthoeffer Rd on the east side, to be bid for construction later this spring. Design for bus stop improvements on the northwest side, along Eagle Creek Parkway, High School Road, and W. 46th Street will be kicking off soon. Staff will continue to work on additional design and construction of local bus stops, as part of efforts to increase accessibility across the IndyGo fixed route service area.

ADA PRIORITIZATION:

Service Planning staff are currently working on a prioritization strategy that will be used to guide decision making for local bus stop improvement projects. This prioritization process will utilize operational data and demographic data to determine areas that rank highest for local bus stop improvement need. The goal of this project is to implement a data-driven process for prioritizing bus stops for ADA improvements. A final report of IndyGo's ADA prioritization strategy and compliance plan timeline will be submitted to INDOT in May 2021.

Fleet Management Plan:

Service Planning staff is currently coordinating and assembling a "Fleet Management Plan" as part of FTA's requirements for the Purple Line Operations Plan. This project includes coordinating with other departments and divisions to document the following: the types and quantities of revenue service vehicles in the IndyGo fixed route fleet, any future fleet procurements and replacement plans, fleet maintenance processes and procedures, and fleet maintenance facilities.

FIXED ROUTE RIDERSHIP:

Feb-20	Feb-21	% Change	IndyGo Fixed Route Ridership	2020	2021	% Change
11,778	5,165	-56.1%	2 E. 34th St.	24,522	10,761	-56.1%
28,831	12,586	-56.3%	3 Michigan St.	60,152	26,182	-56.5%
9,762	4,120	-57.8%	4 Fort Harrison	20,753	8,825	-57.5%
13,538	6,243	-53.9%	5 E. 25th	27,491	13,081	-52.4%
10,328	4,033	-61.0%	6 N. Harding	22,203	8,340	-62.4%
111,124	60,932	-45.2%	8 Washington St.	222,739	130,736	-41.3%
75,364	37,095	-50.8%	10 10th St.	150,626	78,117	-48.1%
4,265	1,821	-57.3%	11 E. 16th St.	8,605	4,043	-53.0%
3,067	1,473	-52.0%	12 Minnesota	6,603	3,068	-53.5%
2,127	1,223	-42.5%	13 Raymond	4,360	2,489	-42.9%
5,878	2,820	-52.0%	14 Prospect	11,961	6,147	-48.6%
14,584	5,956	-59.2%	15 Riverside	29,764	12,417	-58.3%
10,098	5,641	-44.1%	16 Beech Grove	21,206	11,638	-45.1%
6,502	2,258	-65.3%	18 Nora	13,126	4,925	-62.5%
20,601	9,787	-52.5%	19 Castleton	42,522	20,539	-51.7%
13,542	7,377	-45.5%	21 East 21st St.	27,968	15,667	-44.0%
10,377	7,087	-31.7%	24 Mars Hill	22,581	14,788	-34.5%
10,628	6,060	-43.0%	25 W. 16th St.	22,500	12,544	-44.2%
14,439	6,619	-54.2%	26 Keystone	30,059	14,126	-53.0%
10,816	4,929	-54.4%	28 St. Vincent	21,950	10,427	-52.5%
7,858	3,142	-60.0%	30 30th St.	16,100	6,187	-61.6%
9,912	4,707	-52.5%	31 Greenwood	20,240	9,992	-50.6%
22,796	10,853	-52.4%	34 Michigan Rd.	47,036	22,963	-51.2%
26,736	15,440	-42.3%	37 Park 100	56,620	31,759	-43.9%
16,173	9,132	-43.5%	38 Lafayette Square	33,724	19,470	-42.3%
65,840	31,241	-52.6%	39 E. 38th St.	136,231	67,127	-50.7%
4,528	2,084	-54.0%	55 English	9,624	4,340	-54.9%
7,998	4,794	-40.1%	86 86th Street Crosstown	17,449	10,597	-39.3%
9,032	4,988	-44.8%	87 Eastside Circulator	19,525	10,706	-45.2%
114,910	53,634	-53.3%	90 Red Line - BRT	236,827	113,391	-52.1%
1,640	650	-60.4%	901 College - Local	3,195	1,484	-53.6%
7,155	3,542	-50.5%	902 County Line - Local	15,004	7,793	-48.1%
19	19	0.0%	Others	222	80	-64.0%
682,246	337,451	-50.5%	Total	1,403,488	714,749	-49.1%

YTD ridership may be updated from prior periods due to buses being probed after the 10th of the month.

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Local	317,541	283,817											601,358
BRT	59,757	53,634											113,391
Total	377,298	337,451											714,749

TRANSPORTATION SERVICES

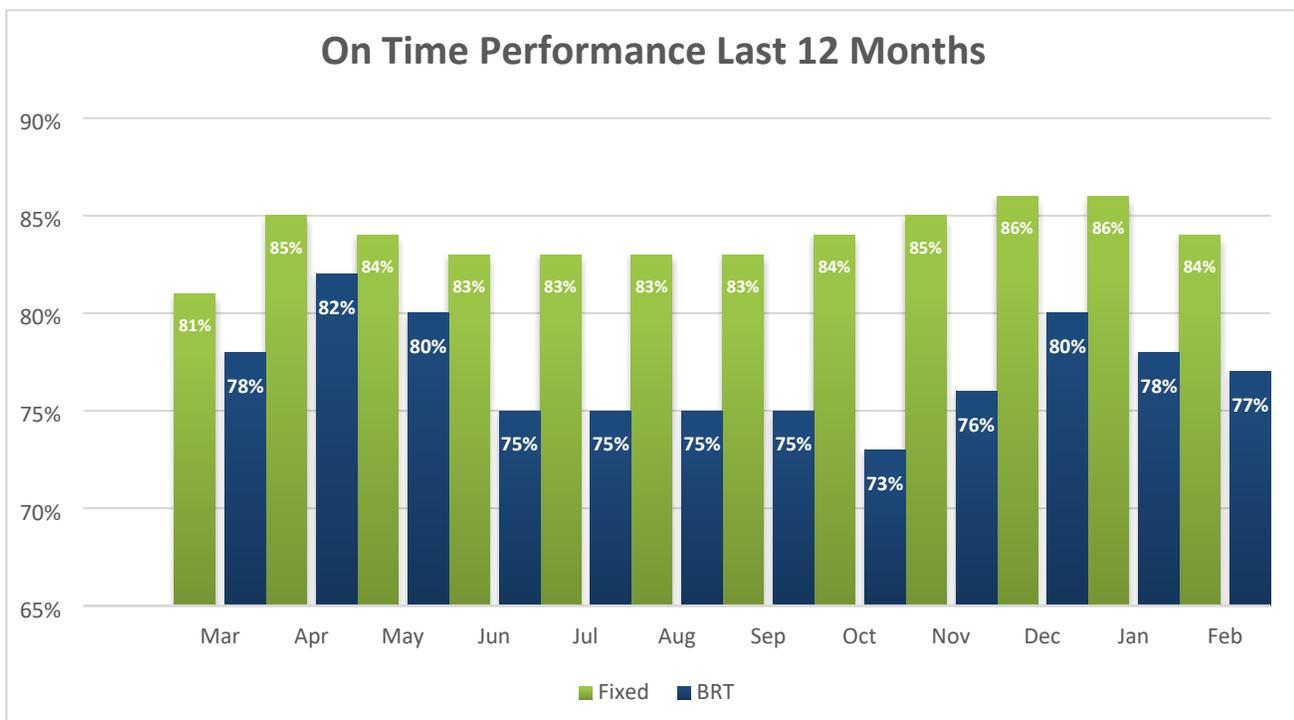
EMPLOYEE RECOGNITION:

February Employee/s of the Month: Tiana Dunlap

Tiana Dunlap has demonstrated strong communication, amazing work flexibility, picking up extra shifts whenever it's needed. I have seen admirable growth in her position as a Transportation Dispatcher. Tiana has impacted all her fellow employees with her positive and professional attitude, helping to reinforce great customer service.

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

February's winner: Ron Burton



COMMENDATIONS:

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

Fixed Route

Royetta Blow - 8634
Robert Rowie - 9738
Geneva Hartwell - 2581
William Hazen – 9613

Mobility Services

John Robinson – 814202

VEHICLE MAINTENANCE & FACILITY 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 2018 through current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance

Mean Distance Major Systems Failures

Mean Distance Between All Systems Failures

	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
MAJOR	4,229	3,479										
ALL	3,878	3,193										
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
MAJOR	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
ALL	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
MAJOR	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
ALL	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307

*The green cells represent averaged totals

FLEET SERVICES:

Mileage Summary: IPTC has logged 796,966 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2021	796,966	755,260											1,552,226
2020	878,363	875,068	917,660	705,903	701,773	865,561	888,720	866,798	844,969	850,663	767,009	817,246	9,979,733
2019	707,466	646,619	667,992	711,337	724,427	701,634	720,062	755,738	858,397	910,054	852,192	871,539	9,127,457

Fluid Usage Summary:

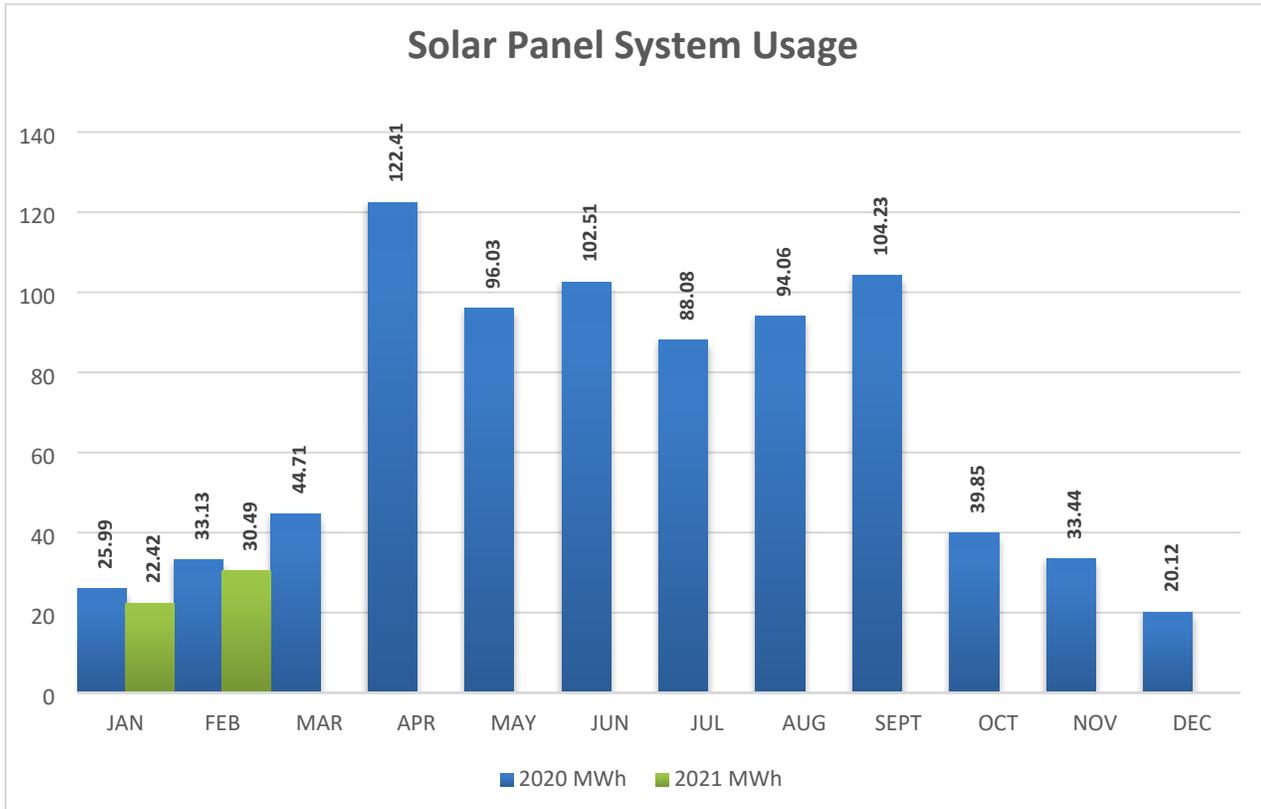
FLUID TYPE	February 2021	February 2020	February 2019	February 2018
Diesel (gal)	130,611	138,154	134,386	127,933
Unleaded (gal)	1,460	1,544	1,645	13,924

FACILITY SERVICES:

Solar Panel Summary:

The rooftop 4,300 solar panel array at the headquarter building 1501 produces electrical power to charge all ZEPS buses. Any additional power is absorbed into the electrical system of the main building. The amount of power produced is directly affected by the number of daylight hours.

Total cost savings YTD is \$5,026.45



Security & Training

TRAINING:

Mark Emmons, Director of Life Safety, Security, and Training attended the monthly Emergency Operations Center (EOC) call that is conducted by the Indianapolis Metropolitan Police Department, Department of Homeland Security. This call brings leaders from different agencies together to discuss the most recent information on COVID in Marion County and the surrounding counties. Due to technical difficulties on the EOC side, the call was cancelled, and the next meeting was set for March 1, 2021.

Training Supervisor, Anthony Hurd, continues to conduct 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 with a final test on the last day. The participants must score an 80% or higher to pass. For the month of February, Mr. Hurd was able to instruct 10 members of the leadership staff on this program. From the onset of the training 93 leaders have completed the program. The last class at this time was conducted on February 11, 2021.

The Training Department Lead Instructors have developed a Ride Evaluation sheet. This can be used to do ride-along rides for operators that have had preventable accidents, customer service comments and for probationary employees

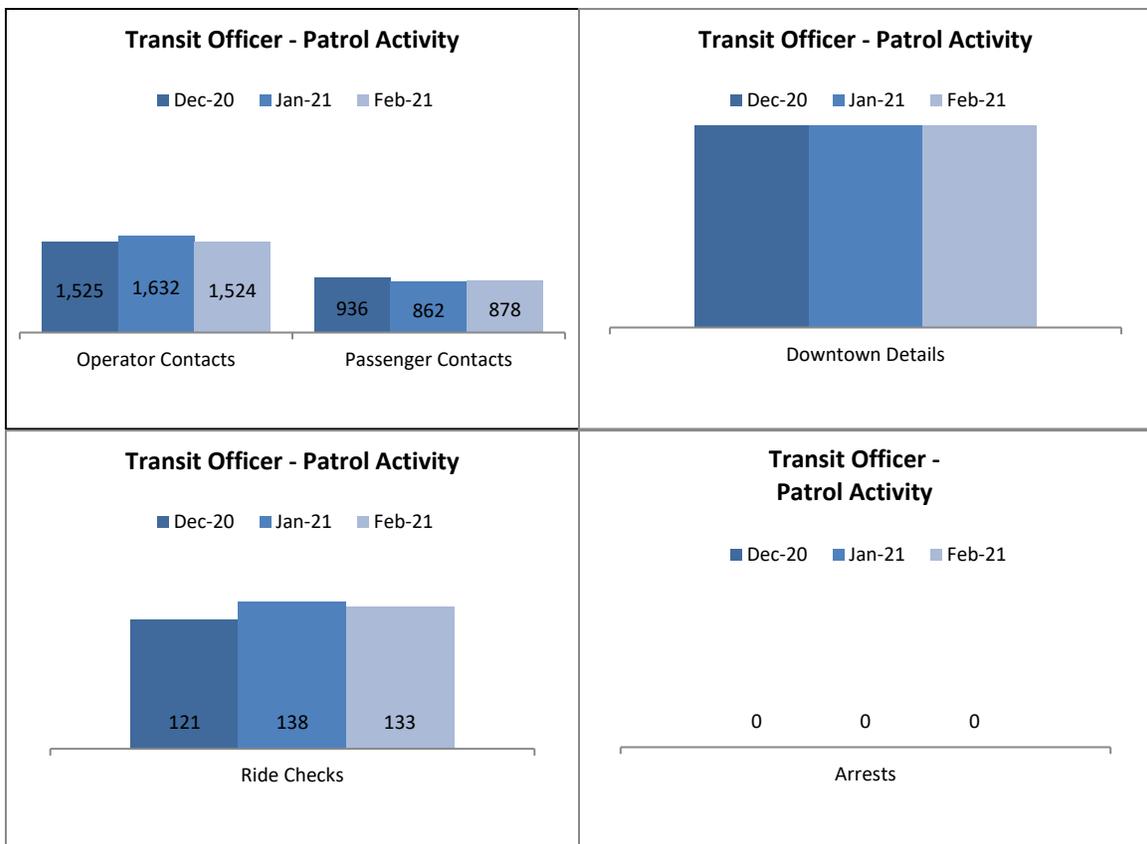
and random operators. These ride checks are a support system to help look for areas that could use improvement with operators or for operators to be able to ask questions of the instructors while they are on board.

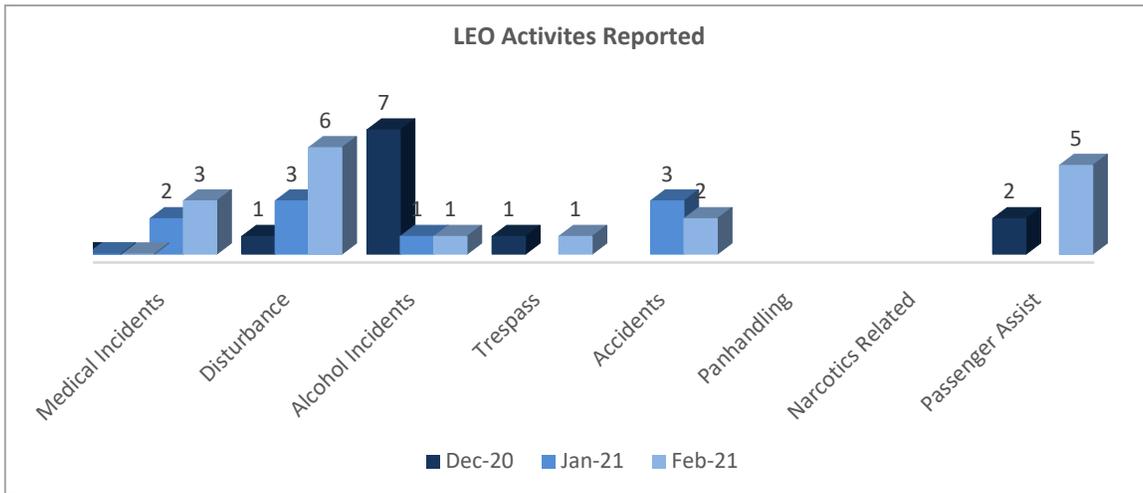
The Training Department has moved from their location at 610 Drover St to their new location at the IndyGo East Campus at 9503 E 33rd St, Building C. This will be their temporary location for that team and once construction is completed on the second floor of the B Building, they will move there for their permanent location. This move took place on February 25th and 26th.

The following training sessions were conducted in February:

- Ten (10) operators for accident retrains
- One (1) operator for driving skills refresher
- Seven (7) operator for return-to-work training
- One (1) operator for that transferred to a new job classification
- Five (5) new Administrative employees that were given new-hire orientation
- One (1) new Vehicle Maintenance/General Laborer employee for new-hire orientation training
- Two (2) Connected Vehicle Teams (CVT), two (2) Defect Mechanics and one (1) Body Repair Mechanic employee that successfully acquired their CDL licenses

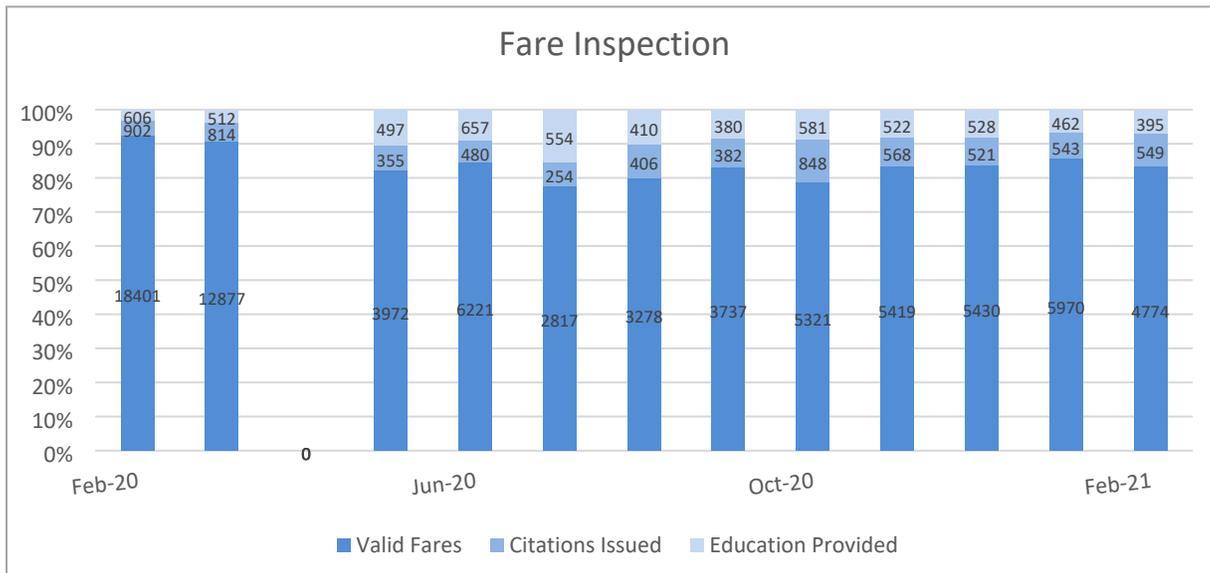
Security:





The chart above shows a breakdown of activites 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:



February	Passenger Contact	Notifications	Educations
Monthly	4774	549	395
Weekday	3693	452	335
Saturday	788	62	37
Sunday	293	35	23

2021 YTD	Passenger Contact	Notifications	Educations
Monthly	10744	1092	857
Weekday	8677	933	747
Saturday	1620	120	83
Sunday	775	71	59

The information above shows the fare inspection information for each month and one for the total year to date for 2021. The chart will show passenger contacts which represent those passengers that had a fare when checked. It will show notifications which represent passengers that did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it will show educations which represent passengers that did not have a fare when checked but after being show the proper procedures, purchased a valid fare. All those number together count for the total number of checks each month.

**MOBILITY SOLUTIONS
OPEN DOOR & CUSTOMER SERVICE CONTACT CENTER REPORT**

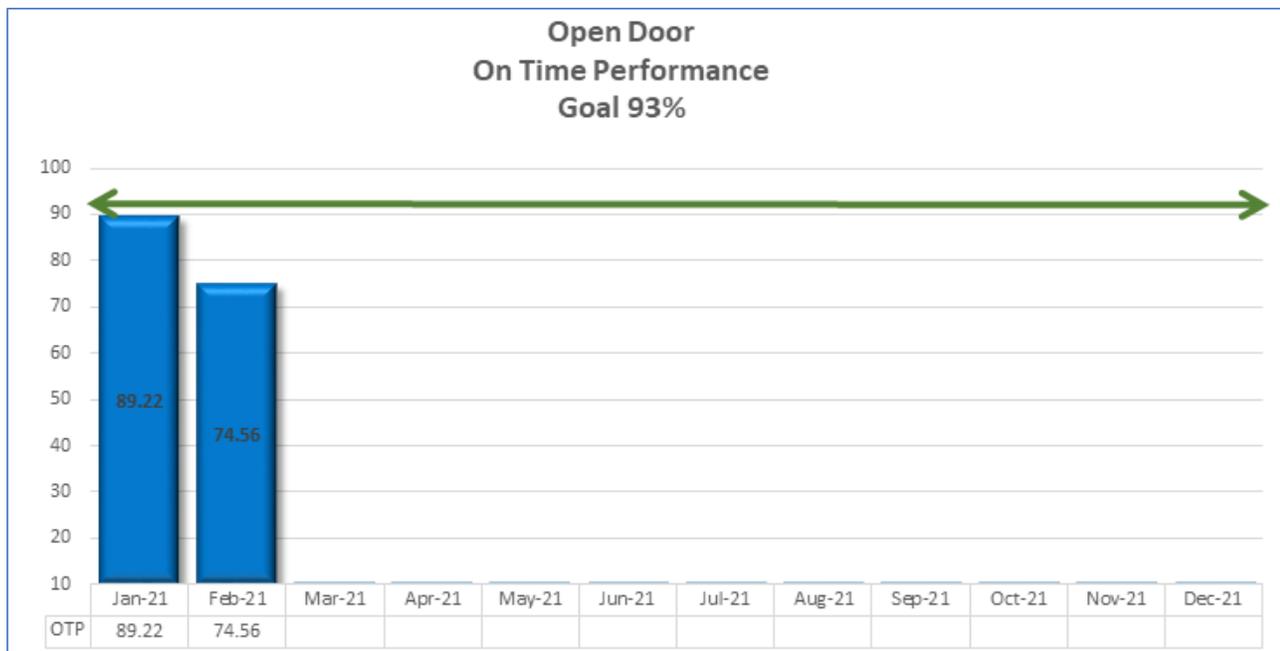
COVID-19/Ridership:

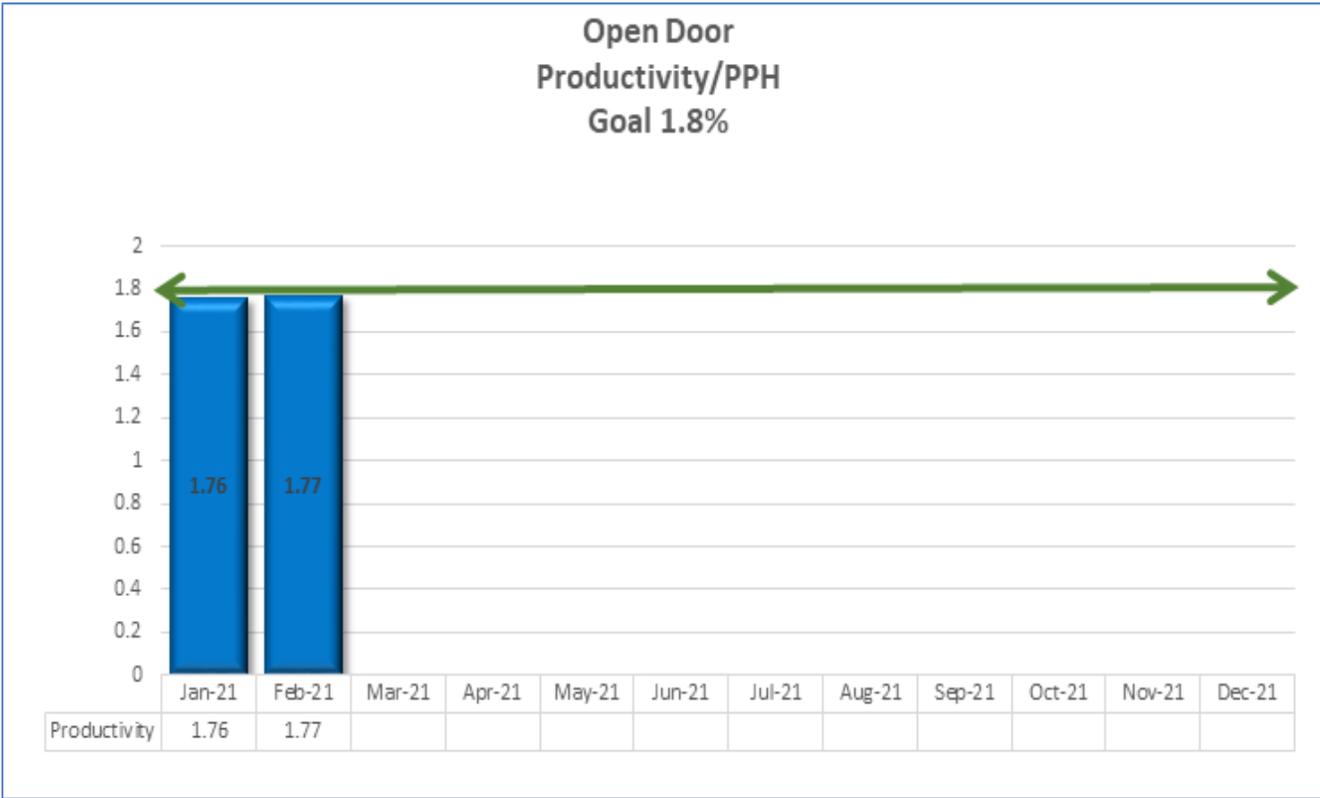
Ridership has decreased from 2020 to 2021 due to COVID-19. Ridership in February 2020 reflects 23,805 unlinked passenger trips and for February 2021 data reflects 10,280 unlinked passenger trips, a decrease of 56.8% YOY.

20-Feb	21-Feb	% Change	Mobility Services	2020	2021	% Change
21,824	10,355	-52.6%	Open Door Riders on Fixed Route	45,476	23,459	-48.4%
23,805	10,280	-52.6%	Open Door	48,210	21,838	-54.7%
3,629	2,681	-26.1%	Open Door Taxi Vouchers	7,847	5,940	-24.3%
10,328	1,528	-85.2%	31 Day S-Pass	19,402	2,460	-87.3%

On Time Performance for February 2020 was 91.41% with Productivity of 1.44%. February 2021 OTP was 74.56% and Productivity was 1.77% both reflect a decrease of - 18.43% and an increase of 22.92% respectively YOY.

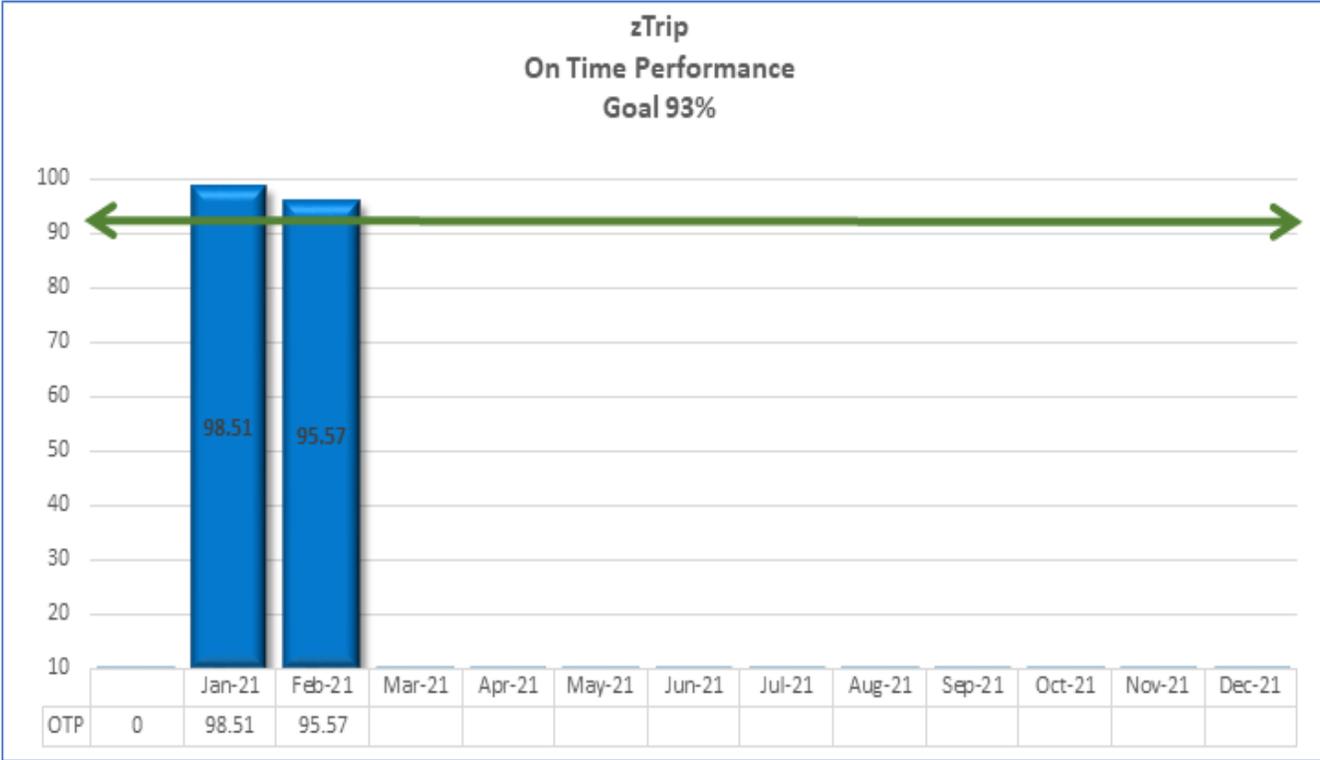
Mobility Services team continues to perform daily monitoring on-site visits and discussions regarding a proactive outlook for the current/next day’s service. IPTC staff also collaborates with Transdev staff to continually monitor On Time Performance as well as mitigate any immediate and future impacts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





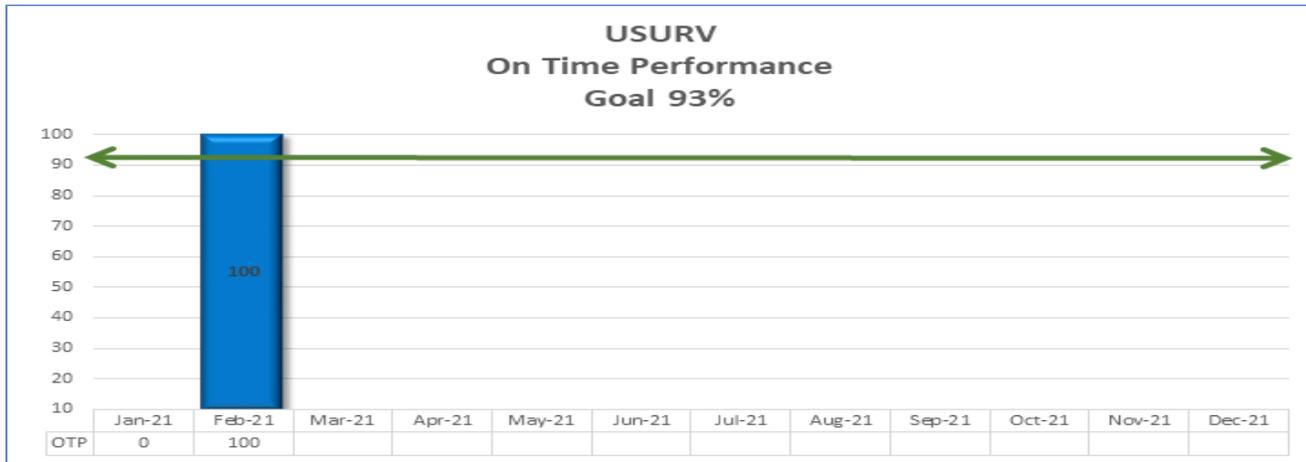
Transportation Network Companies (TNC's):

zTrip: Ridership in February 2021 reflects 745 unlinked passenger trips and On Time Performance for February 2021 was 95.57%.



USURV:

Ridership in February 2021 reflects 27 unlinked passenger trips and On Time Performance for February 2021 was 100.0%.



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.

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
NOV	28	37	65	0	0	0
DEC	25	27	52	0	0	1
Total	409	538	934	3	10	5

2021

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	22	38	60	0	0	0
FEB	29	33	62	0	0	0
MAR						
APR						
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	51	71	122	0	0	0

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	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

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP
JAN	21	1	0	36	2	0
FEB	29	0	0	33	0	0
MAR						
APR						
MAY						
JUNE						
JULY						
AUG						

SEPT	22	1	0	42	1	0
OCT	40	0	0	41	2	0
NOV	28	0	0	36	1	0
DEC	24	0	1	27	0	0
	346	14	46	464	34	30

SEPT						
OCT						
NOV						
DEC						
	50	1	0	69	2	0

Voucher Program:

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

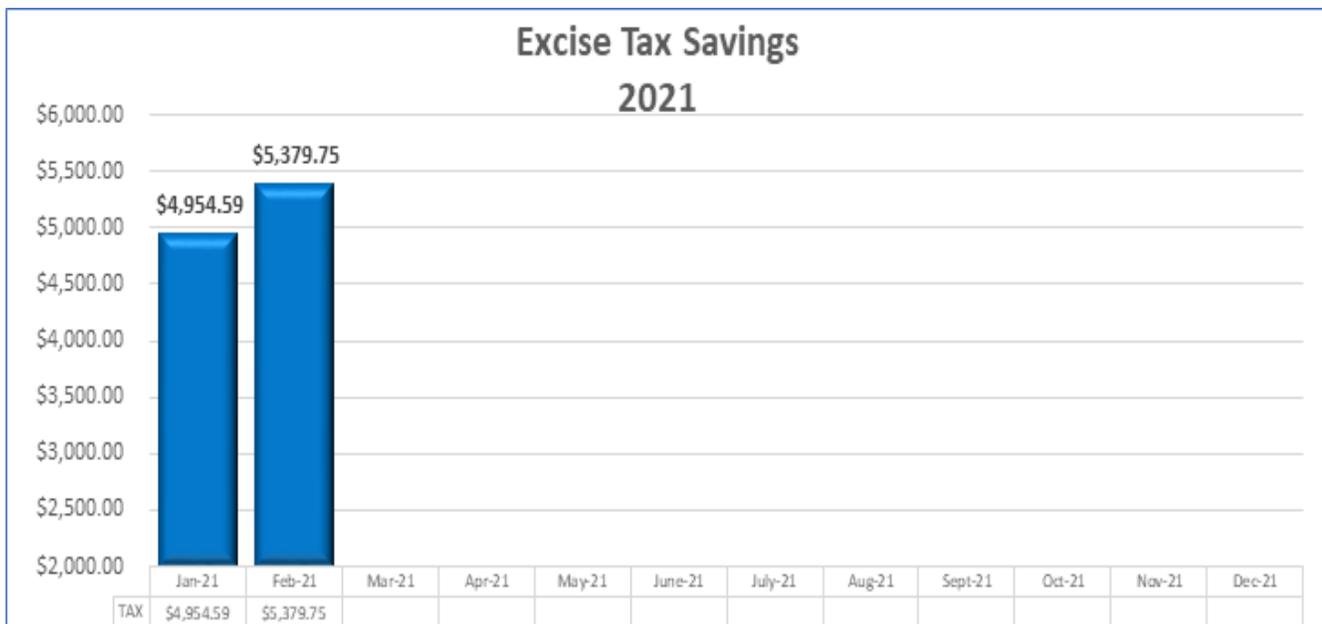
20-Feb	21-Feb	% Change	Vouchers Sold	2020	2021	% Change
1170	760	-35.0%	Lottery Sold	2,360	1,500	-36.4%
960	673	-26.9%	Dialysis Sold	1,935	1,376	-28.9%

20-Feb	21-Feb	% Change	Vouchers Redeemed	2020	2021	% Change
875	541	-38.2%	Lottery Redeemed	2,010	1,132	-43.7%
824	707	-14.2%	Dialysis Redeemed	1,742	1,932	10.9%

WEX Fuel Card Program:

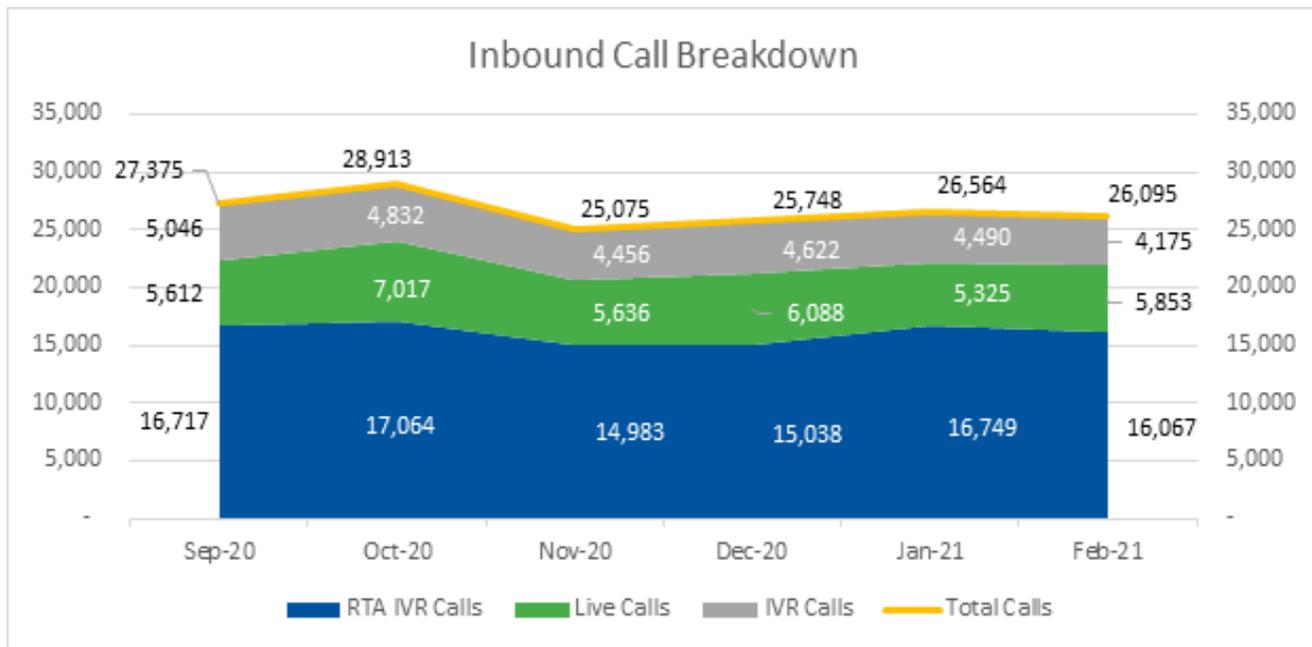
The WEX Tax Exemption and Reporting Program has significantly reduced accounting and administrative time for qualified fleets exempt from motor fuel excise taxes or certain sales taxes at Federal, state, county, or local levels. February 2021 savings from fuel excise taxes were \$5379.75 (Fed Taxes = \$3365.10 and State Taxes = \$2014.65)

Total annual savings is \$10,334.34

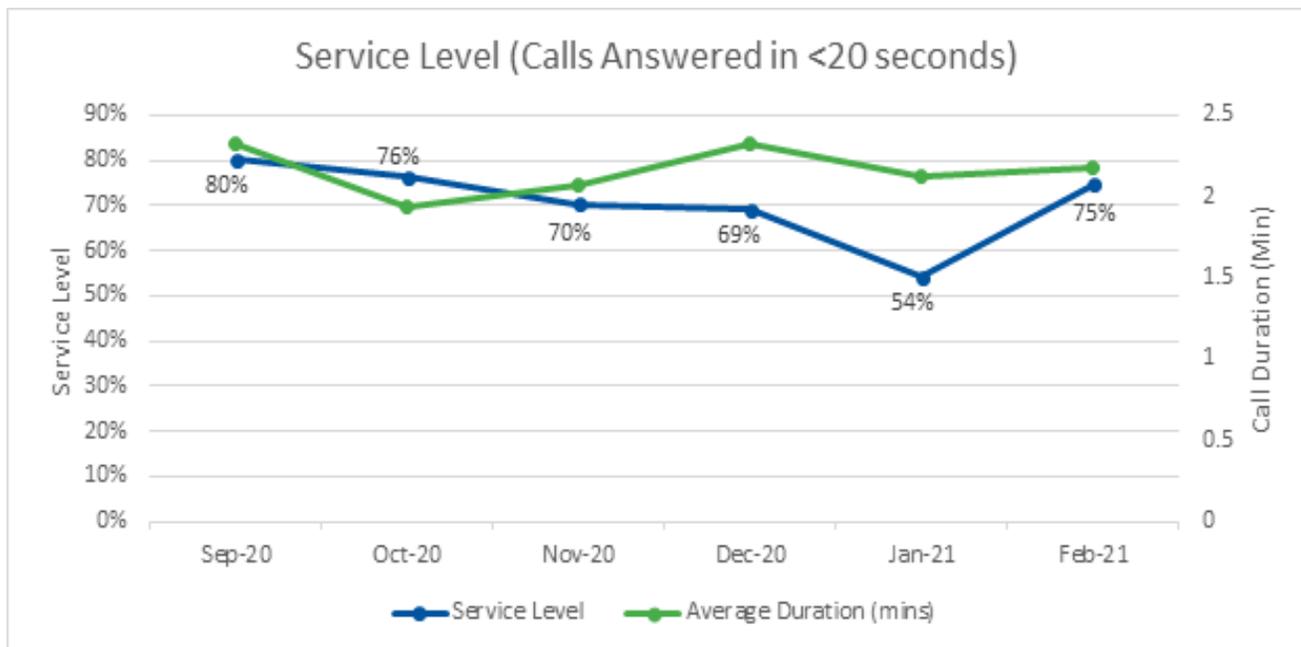


**Customer Service
Contact Center Report:**

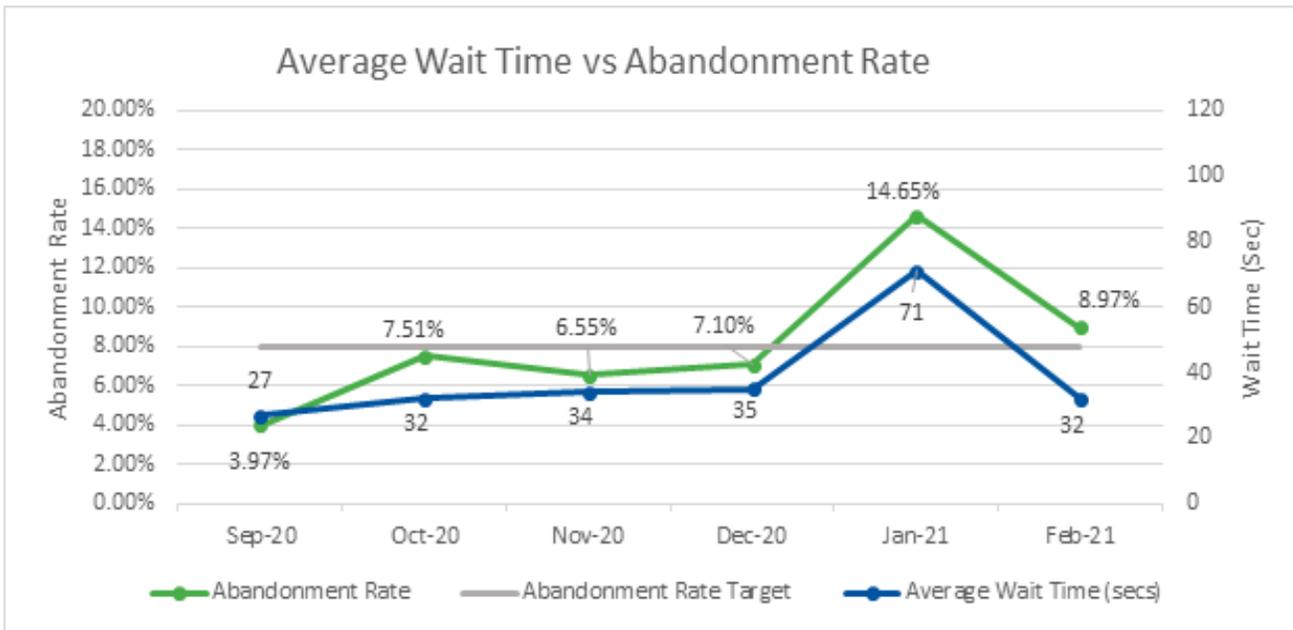
Inbound call metrics continued to experience reduced call volume in conjunction with the reduced ridership due to the COVID-19 pandemic.



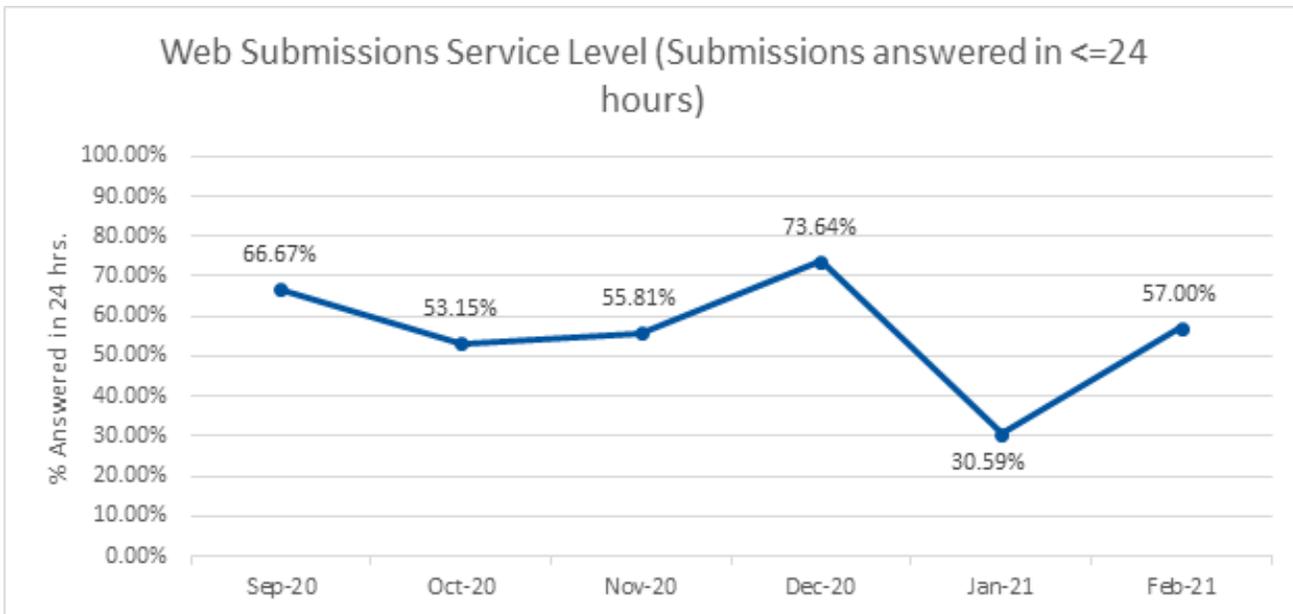
Service level recovered in February due to staffing additions and optimizations.



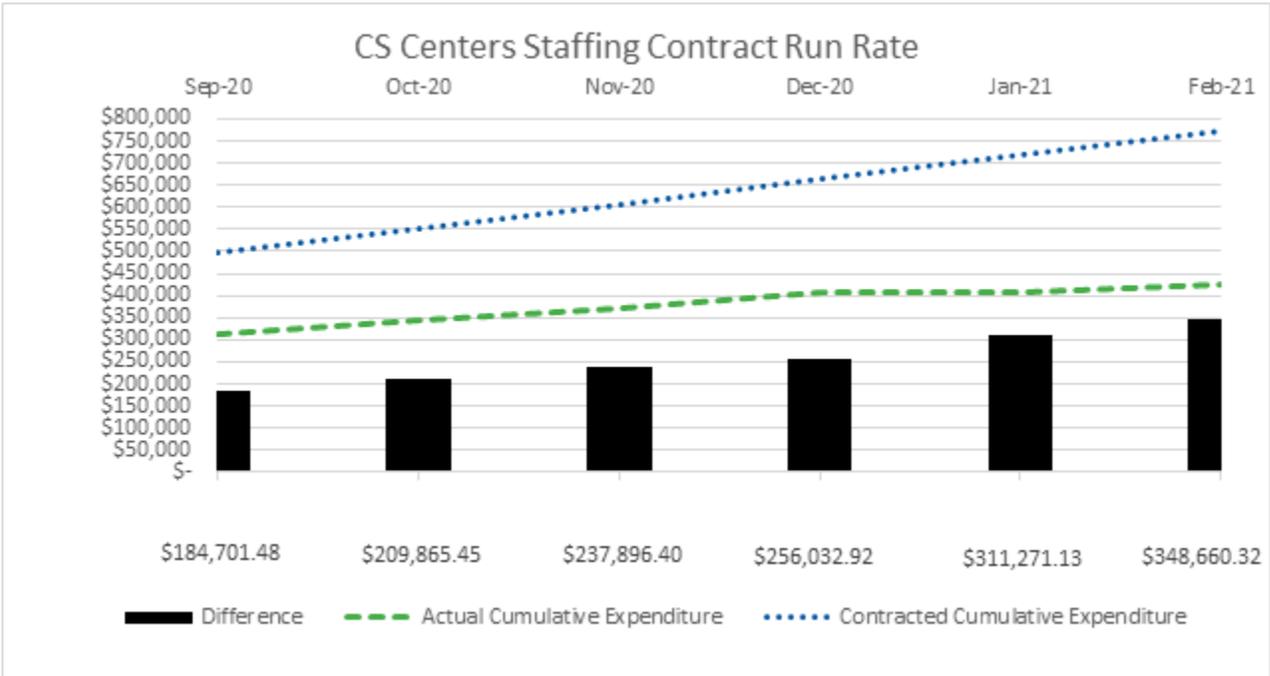
Abandonment rate and wait time recovered in February. In January we projected a return to sub 8% levels for February. We claim close to meeting our goal; however, we fell short because of unexpected departures of two of our newest contact center representatives



Web comment processing service level recovered in February from the January low.



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.

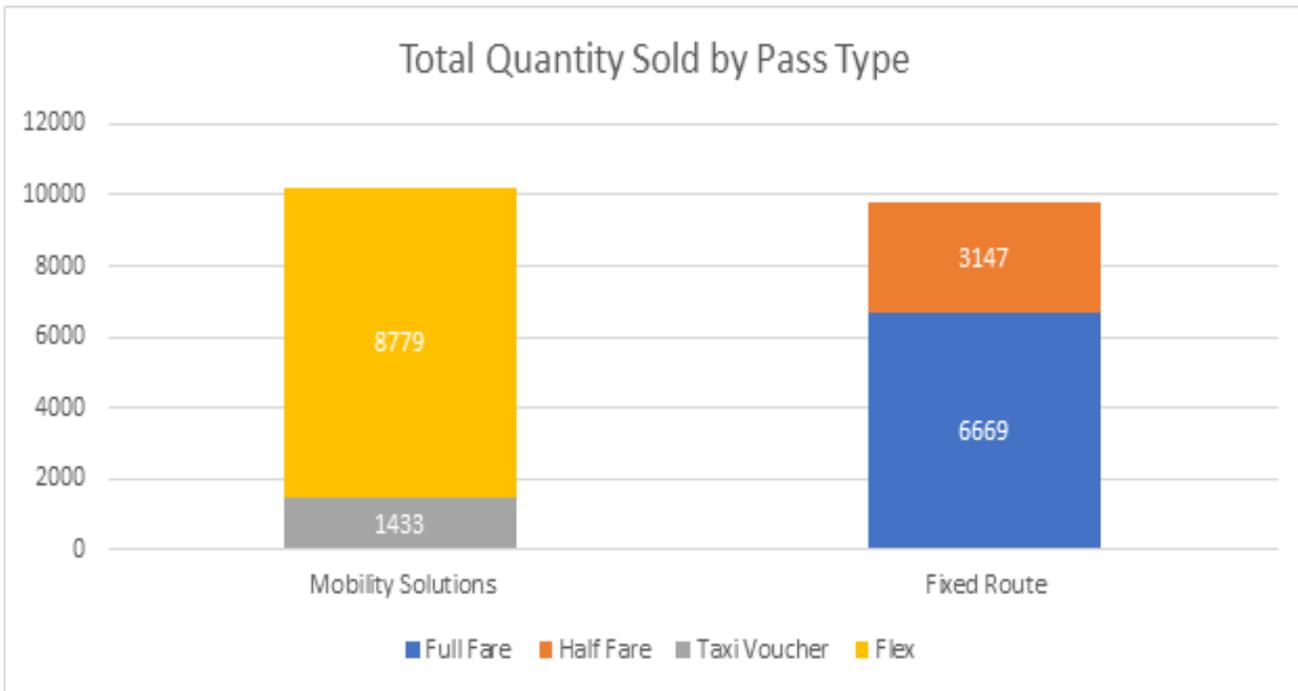


Received Comment Report:

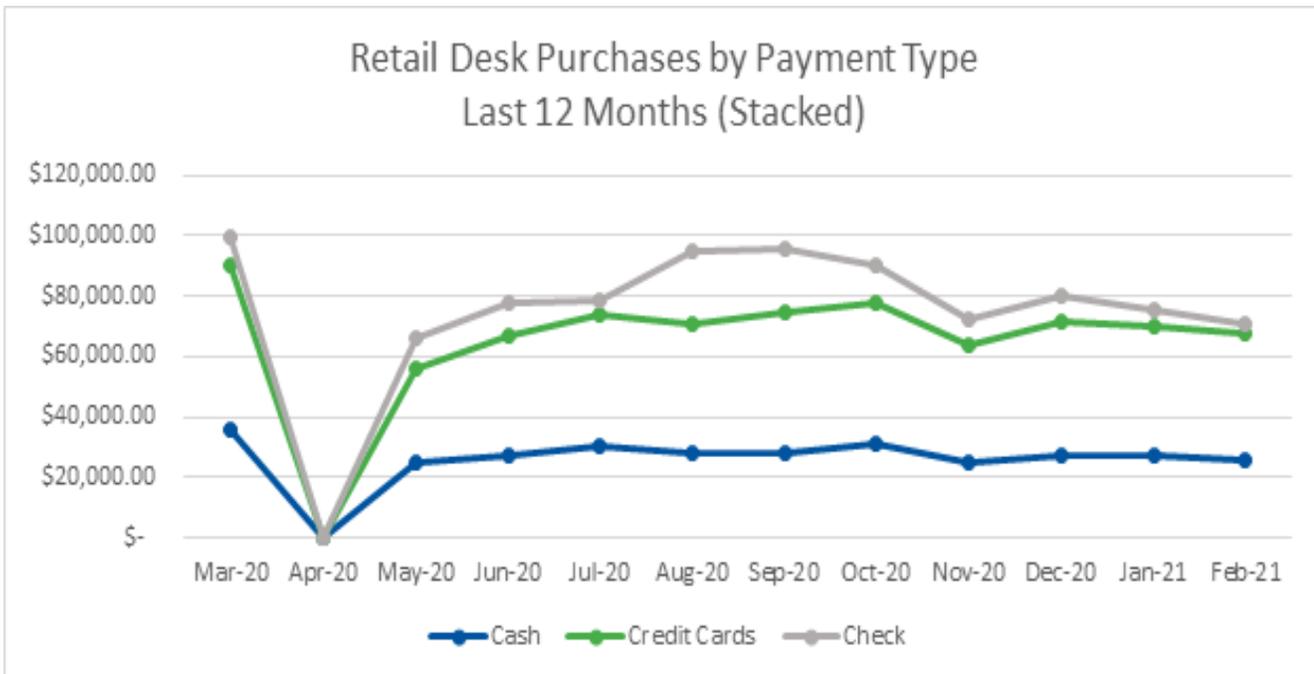
Category	Amount
Schedule	51
Safety	31
Pass by	30
Courtesy	24
2020 COVID	20
Fares	12
Bus Stop	11
Facility Maintenance	11
Rules	9
Vehicle Maintenance	9
Compliment	7
Request	6
Route	6
Security	6
Denial	5
Customer Service Centers	4
ADA	2
Marketing	2
Title VI - Discrimination	2
Red Lines	1
Suggestion	1
Wrong Information	1
TOTAL	251

Retail Center and Sales Report:

Total Quantity of Passes: 20,028



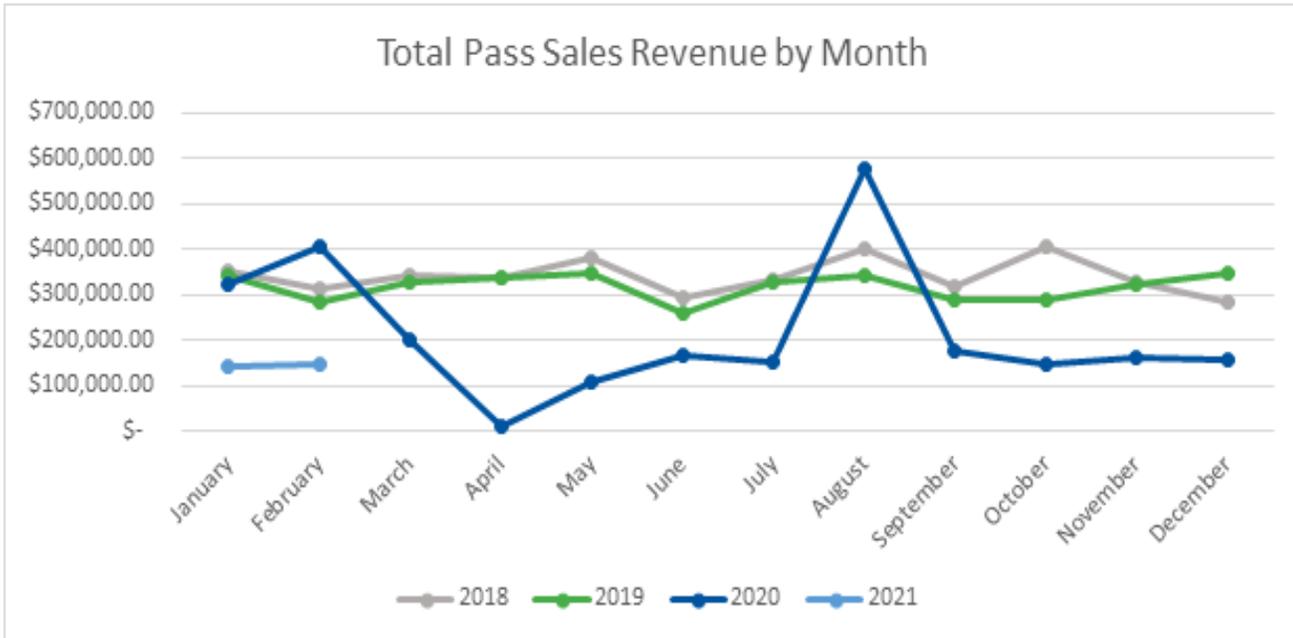
Payment Breakdown:



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

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

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





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

Human Resources Division Report – February 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Human Resources Jeffrey M. Brown
Date: March 25, 2021

CONSIDERATION OF HUMAN RESOURCES REPORT FEBRUARY 2021

ISSUE:

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

RECOMMENDATION:

Receive Human Resources report.

Jeffrey M. Brown
Vice President of Human Resources and Labor Relations

Contributing Staff:
Tracy Jennings
Director- HRIS & Benefits

HUMAN RESOURCES REPORT

A. Coronavirus (COVID-19) Update

1. **COVID Data:** At this time, IndyGo has 107 total employees who have tested positive. 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. In addition, the following information has been compiled regarding trends related to Indiana’s COVID cases:
 - **In Marion County, COVID positive cases** have stayed about the same over the past two weeks and are still high. The number of **hospitalized COVID patients in Marion County** has fallen in the Marion County area. **COVID deaths** in Marion County have remained at about the same level. The **test positivity rate** in Marion County is relatively low, suggesting that testing capacity is meeting current demand.
 - At least 10 new coronavirus deaths and 695 new cases were reported in Indiana on March 14.
 - Over the past week, there has been an average of 760 cases per day, a decrease of 13 percent from the average two weeks earlier.
 - As of March 15, 2021, there have been at least 675,822 cases and 12,856 deaths in Indiana since the beginning of the pandemic
2. **Vaccines:** At this time, any Indiana resident age 50 and older is now eligible to schedule a vaccination appointment. IndyGo is actively working with local health officials to have Professional Coach Operators included in the eligibility list for the COVID vaccine.
3. **COVID Testing:** IndyGo employees are also 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>.
4. **Mask Mandate:** Pursuant to the Marion County Health Department Order and President Biden’s Executive Order, IndyGo is subject to the mask mandate that requires masks be worn in compliance with CDC guidelines in or on public transportation. There are exceptions for this mandate for employees who cannot wear the mask or face covering for physical, medical, or health-related reasons.

B. Second Chance Hiring Initiative

At the January 2021 Board of Directors meeting, IndyGo announced the implementation of the Second Change Hiring Policy (“the Policy”), which is a hiring initiative to give otherwise qualified applicants with criminal backgrounds the same consideration as any other applicant, when their record has no bearing on job requirements, and to also support their reentry into the workforce. Human Resources is pleased to announce

that one new hire was made in March utilizing the new Policy. Since its inception, IndyGo has hired to employees utilizing the new Policy.

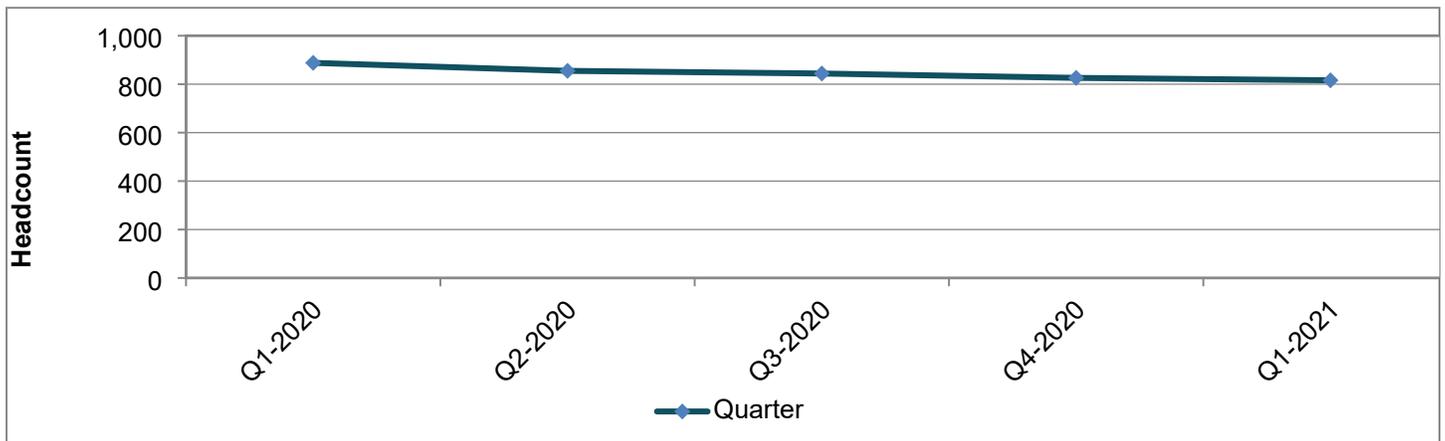
C. Recruitment and Retention Data

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. General Background Data:

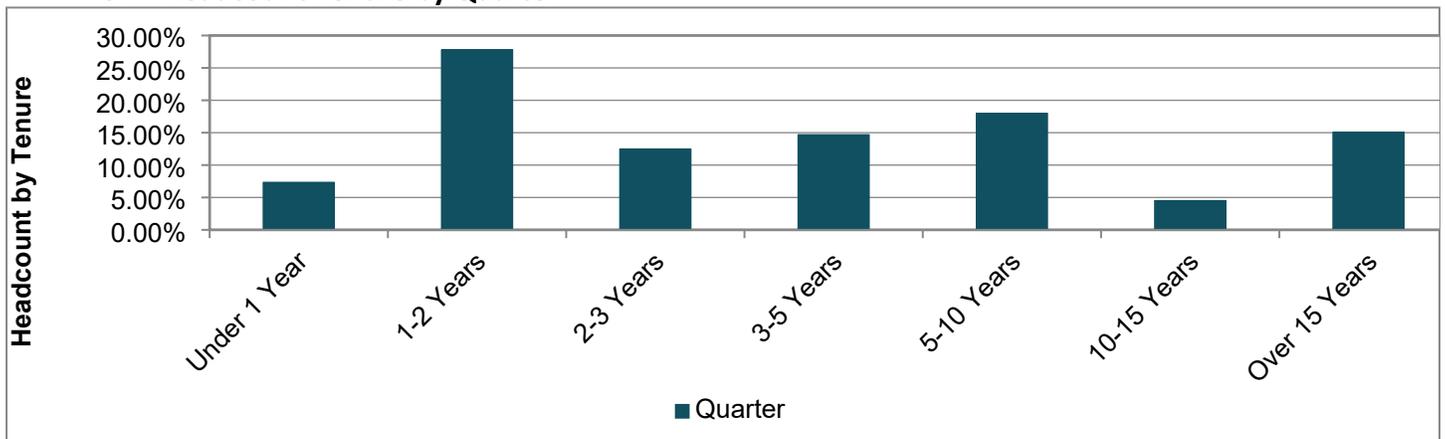
- Total IndyGo Employees: 816
- Total Union Employees: 616
- Total Coach Operators: 470

2. Total Headcount by Quarter



PERIOD	HEADCOUNT
Q1-2020	888
Q2-2020	855
Q3-2020	844
Q4-2020	826
Q1-2021	816

3. Headcount Tenure by Quarter



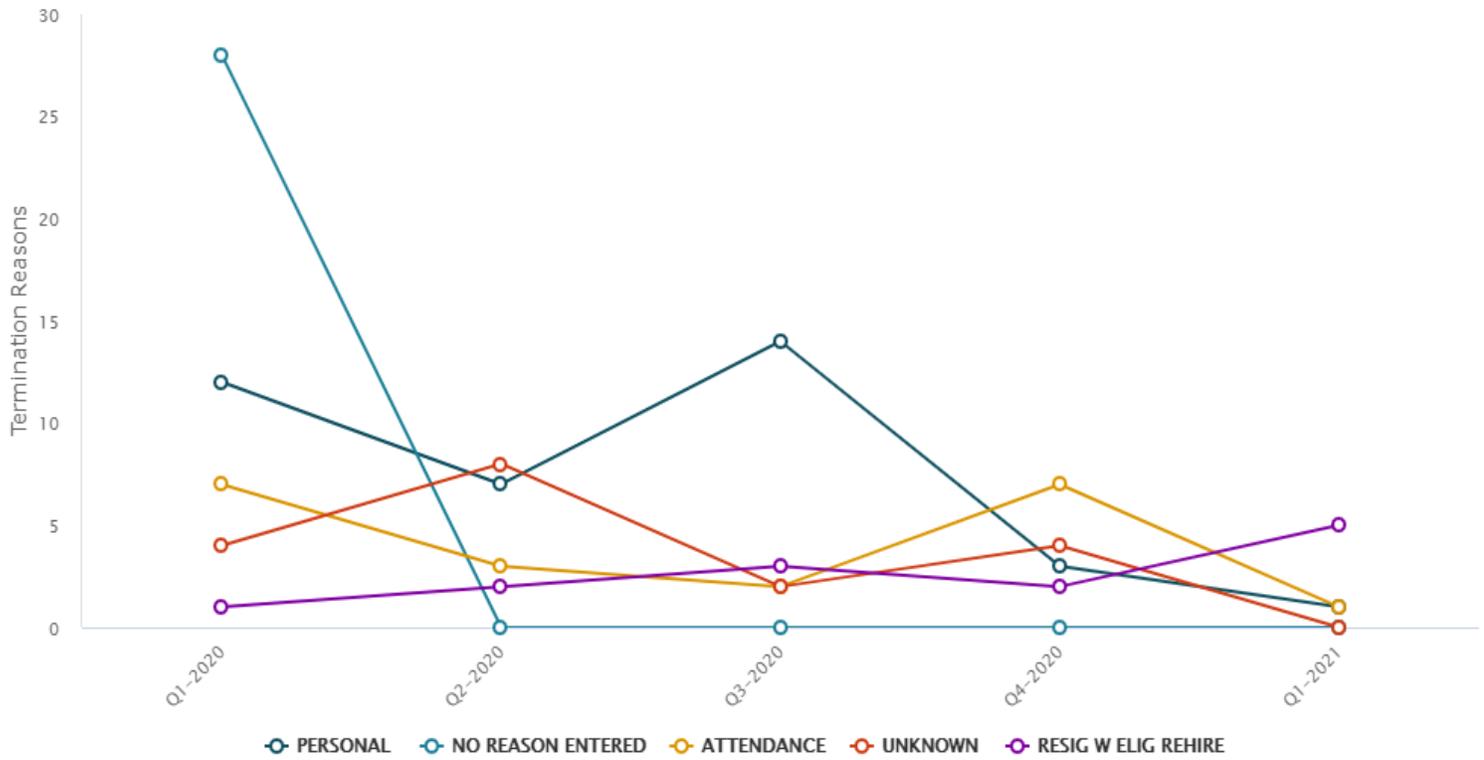
TENURE BAND	HEADCOUNT PERCENTAGE	HEADCOUNT
Under 1 Year	7.35%	60
1-2 Years	27.82%	227
2-3 Years	12.50%	102
3-5 Years	14.71%	120
5-10 Years	18.01%	147
10-15 Years	4.53%	37
Over 15 Years	15.07%	123

4. Turnover by Quarter

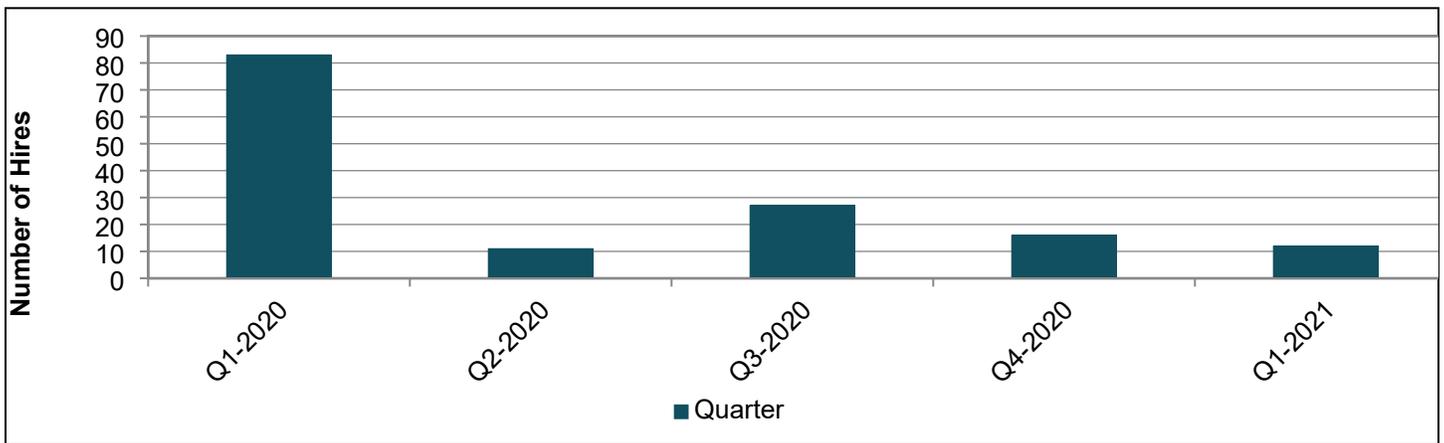


PERIOD	OVERALL TURNOVER %	VOLUNTARY TURNOVER %	INVOLUNTARY TURNOVER %	NOT SPECIFIED TURNOVER %
Q1-2020	9.16%	2.83%	6.10%	0.23%
Q2-2020	5.02%	2.06%	2.74%	0.23%
Q3-2020	4.46%	2.11%	1.76%	0.59%
Q4-2020	3.94%	1.19%	2.63%	0.12%
Q1-2021	2.66%	1.70%	0.97%	0.00%

5. Termination Reason by Quarter



6. New Hires by Quarter



PERIOD	TOTAL HIRES
Q1-2020	83
Q2-2020	11
Q3-2020	27
Q4-2020	16
Q1-2021	12

Diversity & Inclusion & Workforce Development Division Report – February 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Diversity & Inclusion and Workforce Development Denise E. Jenkins-Agurs, MS.Ed.
Date: March 25, 2021

Transit Employee Appreciation Day is March 18

Transit Employee Appreciation Day is celebrated internationally by Transit Agencies. It is an opportunity to show appreciation for all teammates. We have a committee that has been meeting weekly to review and discuss the event strategy made up of Inez, executives, specialists, managers, and teammates in between. We are excited to offer a COVID-19-safe meal as well as decorations, trivia, and prizes. We worked closely with the Public Affairs Division to collect rider appreciation stories to share with teammates.

IndyGo Virtual Listening Sessions

We are planning 3 Virtual Listening Sessions for Inez to lead at the end of March. The focus will be updates and questions about Senate Bill 141, IndyGo's facilities, and COVID-19 vaccine updates. It will be live event, but also recorded and available for teammates to view at their leisure.

Years of Service Video

We [filmed](#) and celebrated 23 teammates who have dedicated their careers to IndyGo. We have received several positive comments from team members.

Women's History Month

We hosted weekly trivia questions as well as highlighted influential females to share their inspiring stories. These emails were sent to our teammates as educational opportunities to learn and celebrate what makes up American History, while we continue to work towards respect, equality, and equity for all.

Love For Little Ones Update

Donations were collected from IndyGo teammates were delivered to [The Hope Project](#).

- 220 articles of clothing – outfits, socks, hats, etc.
- 74 containers of formula
- 258 diapers
- As well as wipes, blankets, a few toys, and accessories

One of the founders of the Hope Project, Karmara Holman, was overwhelmed by the generous donations from the IndyGo team. She extended her immense gratitude to IndyGo for all of the kindness shown through these donations.

Coming Soon:

Learning Opportunities Through a Learning Management System

In 2021, we will be launching IndyGo's first Learning Management System (LMS). The LMS will house all of our learning activities for teammates which will provide online, webinars, and classroom instruction courses for everyone to improve their personal and professional skills. We hope to go-live in May 2021.

Mentorship & Apprenticeship Opportunities

In partnership with the ATU 1070, we are in the process of developing Mentorship and Apprenticeship Programs for our Coach Operator and Maintenance teammates.

IndyGo's First Intranet

We are working closely with IT and other divisions to launch IndyGo's first teammate-focused internal website.