



Board Report  
May 27, 2021

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317.635.3344

- 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)  
Finance Committee - Richard Wilson  
Service Committee - Adairius Gardner
- 4. Consent Agenda** (Presenter - Greg Hahn)
  1. A-1: Consideration and Approval of Minutes from Board Meeting held on April 22, 2021
  2. A-2: Consideration and Approval of Selection for RFQ 21-02-386: On-Call Construction Engineering Services (Presenter - Jennifer Pyrz)
  3. A-3: Consideration and Approval of RFP 20-05-358 On-Call Planning Services, COA Phase II Task Order (Presenter - Brooke Thomas)
  4. A-5: Consideration and Approval of EQ 21-02-389 Towing Service (Presenter - Paul Williams)
  5. A-7: Consideration and Approval of On-Call Architectural & Engineering Services Contract Extension - Shrewsbury (Presenter - LaTeeka Washington)
  6. A-8: Consideration and Approval of IT Temporary Staffing (Presenter - Marcus Burnside)
- 5. Regular Agenda** (Presenter - Greg Hahn)
  1. A-4: Consideration and Approval of Bus Detailing Contract RFP 21-05-403 (Presenter - Cheryl Purefoy)
  2. A-6: Consideration and Approval of an Amendment for RFP 19-07-327 Deep Cleaning Janitorial Services at Julia M. Carson Transit Center (CTC) (Presenter - Paul Williams)
  3. A-9: Consideration and Approval of Resolution 2021-06 Real Estate Acquisition, 8905 S. Madison Ave, Indianapolis, IN (Presenter - Jill Russell)
  4. A-10: Consideration and Approval of Contract for 901 Circulator Route Provider (Presenter - Steven Beck)
  5. A-11: Consideration and Approval of an Amendment to the Agreement Regarding Stormwater Management and Citizens and CWA Infrastructure and the Purple Line Bus Rapid Transit Project (Presenter - Jennifer Pyrz)
- 6. Information Items** (Presenter - Greg Hahn)
  1. I-1: Consideration of Receipt of the Finance Report for April 2021 (Presenter - Bart Brown)
  2. I-2: Zoning for TOD Update (Presenter - Brooke Thomas)
  3. I-3: 2021 Legislative Update (Presenter - Cam Radford)
  4. I-4: CEO Report (Presenter - Inez Evans)
  5. I-5: Bus Stop Design Update (Presenter - Annette Darrow)
  6. I-6: Department Reports (Presenters – Risk & Safety, Capital Projects, Public Affairs, Operations, Human Resources, Diversity/Inclusion & Workforce Development, Supplier Diversity)
- 7. Adjourn**

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

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Our next Board Meeting will be Thursday, June 24, 2021



## April 2021 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for the month of April and received the National Safety Council recognition patch, pin, and certificate.

### ***Congratulations to the following employees***

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Mary Choctaw	6709	11	18
Kathleen Robinson	5154	8	7
David Madyun	8399	7	9
Treva Anderson	8935	4	4
Christopher Fletcher	8701	4	7
Gary Tindall	8954	4	4
Nakia Davies-Dada	9372	2	2
ShaPaul Moss	9390	2	2
Charles Williams	9394	2	2
Keith Griffie	9376	1	2



## Finance Committee Chairperson Report – May 2021

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** May 20, 2021

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
May 20, 2021

The Finance Committee met on May 20, 2021 at 8:30am. In attendance was, myself, Rick Wilson, Chairman of the Finance Committee, as well as Committee Member 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-3, A-5, A-7, & A-8 and Regular Agenda Item A-9.

An item from the committee meeting I would like to highlight is Action Item A-7, Consideration and Approval of On-Call Architectural & Engineering Services Contract Extension - Shrewsberry. Senior Director, Capital Assets and Facility Management LaTeeka Washington presented this action item to the Finance Committee. In 2017, IPTC executed contracts for On-Call A&E Services with multiple consultants, including Shrewsberry. Option year extensions were enacted for all consultants under these service contract, bringing the contract expiration dates to May 31, 2020. Last year, an extension of the Shrewsberry contract to May 31, 2021 was approved by the Board, allowing one additional year to complete open task orders at no additional cost. The current request is for an extension of the contract to May 31, 2022. The additional one-year extension will allow Shrewsberry time to complete outstanding tasks on the Super Stops 1.0 project. The Super Stops 1.0 project is currently in construction under DPW's supervision. It is scheduled for completion in January/February 2022.

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – May 2021

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** May 20, 2021

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
May 20, 2021

The Service Committee met on May 20, 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-2, A-3 & A-5 and Regular Agenda Items A-4, A-6 & A-10.

An item from the committee meeting I would like to highlight is Information Item I-6, Department Reports – Human Resources. Vice President of Human Resources Jeff Brown updated the Service Committee on Human Resource matters at IndyGo. Included in this presentation was a COVID-19 update and how the pandemic has affected the operations at IndyGo. Since the start of the pandemic in February 2020, IndyGo has had 116 total employees test positive for COVID-19. Mr. Brown also wanted to reiterate to the public and IndyGo users that even when the mask mandate in Marion County is lifted, IndyGo is still under the Federal TSA mask mandate for public transportation. Other items mentioned by Mr. Brown were the newly implemented Second Chance Hiring Policy, Recruitment & Retention data, and the state of the labor market and current labor market trends.

Mr. Chairman, that concludes my report.

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# April Board of Directors Minutes

IndyGo

Apr 22, 2021 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

## **ACTION ITEM A – 1**

### **Attendance**

#### **Members Present:**

Bart Brown, Charlie Carlino, Mark Emmons, Inez Evans, Mark Fisher, Adairius Gardner, Greg Hahn, Chelci Hunter, Patricia (Pat) Rios, Mike Roth, Jill Russell, Paul Williams

#### **Members Present (Remote):**

Lise Pace, Ryan Wilhite, Richard Wilson

#### **Members Absent:**

Lacy Johnson

#### **Guests Present (Remote):**

Linda Gosnell

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

 [board cover 2021 apr22.docx](#)

 [A AGENDA for April 22, 2021 Board Meeting.docx](#)

Chairman Greg Hahn called the meeting to order at 5:02pm. General Counsel Jill Russell called the roll. Three (3) members present in person and two (2) members present remotely via Zoom. There was a quorum. Board Vice Chair Adairius Gardner arrived for the start of the Regular Agenda and was recognized upon arrival.

#### **2. Awards and Commendation (Presenters: Inez Evans)**

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

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

President/CEO Inez Evans gave an update on the Awards and Commendations for March 2021. Recognized were safe drivers for March 2021 and March 2021 Operations Employee of the month.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

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

The reports were presented and entered into the record. Service Committee Member Lise Pace read the Service Chair Report in the absence of Service Committee Chair Adairius Gardner.

#### **4. Consent Agenda (Presenters: Greg Hahn)**

##### **Motion:**

Approval of Consent Agenda

Motion moved by Mark Fisher and motion seconded by Richard Wilson. Mark Fisher - AYE, Richard Wilson - AYE, Lise Pace - AYE, Pat Rios - AYE; Motion passed 4-0; Adairius Gardner not present for vote. Lacy Johnson – Absent

1. Consideration and Approval of Minutes from Board Meeting held on March 25, 2021  
[w A-1 March Board of Directors Minutes.docx](#)
2. A-2: Consideration and Approval of North and South Charging Interior Improvements and Assessments – Woolpert, Inc. (Presenters: LaTeeka Washington)  
[w A-2 North & South Charging Interior Improvements & Assessments-Woolpert Inc.docx](#)
3. A-3: Consideration and Approval of IFB 21-02-382 Bus/BRT Shelter Cleaning & Maintenance (Presenters: Paul Williams)  
[w A-3 Bus BRT Shelter Cleaning Maintenance 04.2021.docx](#)

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

1. A-4: Consideration and Approval of the Purchase of Driver Simulator Upgrades (Presenters: Mark Emmons)  
[w A-4 Simulator Software.docx](#)

In 2020, IPTC purchased property that belonged to Celadon Trucking Company. Part of the purchase included four (4) driving simulators set up for semi-truck driving. After investigation, information was obtained that found that the four (4) simulators can be converted to the TransitSim 7 Series Bus Driving Simulation Package.

The cost of converting those four (4) simulators will be less than purchasing one (1) new simulator. IPTC reached out to L3Harris to inquire about the upgrade of the simulators. L3Harris has committed to coming to IPTC to disassemble the four (4) units and ship them to Salt Lake City, UT, to their home office for the upgrades. They will also hold the units at their facility until IPTC is ready to take delivery of the units. There will be no additional cost to IPTC and is included in the final price.

### **Motion:**

Approval of the Purchase of Driver Simulator Upgrades

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

2. A-5: Consideration and Approval of Commitment of 2018 Bond Proceeds for the Purple Line (Presenters: Bart Brown)  
[w A-5 Purple Line Funding.docx](#)

In 2018 the IPTC Board and the City-County Council approved a bond issuance to fund: 1.) Purple Line Rapid Transit; 2.) Blue Line Rapid Transit; 3.) Local Bus and Paratransit Infrastructure; 4.) Bus replacement; and 5.) Contingency fund for any of the listed projects. The distribution of the funds was recommended by IPTC staff and approved by the IPTC Board via the Five Year Capital Plan. As part of its review process for the Small Starts Grant that will fund 50% of the cost of the Purple Line, the Federal Transit Administration (FTA) has asked IPTC staff for verification of committed local funds for IPTC's share. Staff has submitted most of the documentation needed for the review up to this point. FTA still has questions surrounding the commitment of the 2018 Bond Proceeds. Approval of this action will provide verification of IPTC's funding obligations.

During discussion, it was moved and seconded by the Board to include the Blue Line within this commitment. Finance Chair and Board Treasurer Richard Wilson stated to the Board that as previously stated, this item was not heard at the Finance Committee meeting but that Mr. Brown had called him

during this process and they had a lengthy discussion about this and Mr. Wilson stated that he sees no reason why the Board should not approve this.

**Motion:**

Approval to Amend A-5 Action to Include Purple Line & Blue Line

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; Lacy Johnson – Absent

**Motion:**

Approval of Commitment of 2018 Bond Proceeds for the Purple Line & Blue Line

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

3. A-6: Consideration and Approval of Real Estate Acquisition, 8915 S. Madison Ave, Indianapolis, IN (Presenters: Jill Russell)

 [A-6 8915 S Madison.docx](#)

 [A-6 8915 S Madioson RESOLUTION 2021.docx](#)

 [A-6 LEGAL DESCRIPTION for Action Item and Resolution.docx](#)

IPTC has secured locations along or near the rapid transit lines where the batteries for those buses can be charges while in service. One of those locations is at 8925 S. Madison. The owner of the adjacent empty lot at 8915 S. Madison, approached IPTC offering to sell the real estate. As required by statute, IPTC acquired the necessary two appraisals assessing the fair market value.

Later the meeting, the resolution was amended in “Section 5” to remove the wording of “One Hundred Seven Thousand Five Hundred Dollars (\$107,500.00). It will be the average of the two (2) excepted appraisals. It was moved and seconded and motion passed to amend "Section 5" of Resolution 2021-05.

**Motion:**

Approval of Real Estate Acquisition, 8915 S. Madison Ave, Indianapolis, IN

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; Lacy Johnson – Absent

**Motion:**

Approval to Amend "Section 5" of Resolution 2021-05 to not Exceed the Average of the Two (2) Excepted Appraisals

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

**Motion:**

Approval of Resolution 2021-05 as Amended

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

## 6. Information Items (Presenters: Greg Hahn)

1. I-1: Mobility Advisory Committee (MAC) Update (Guests: Cori Wills)

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

 [MAC Agenda & Roll Call 3.17.21.pdf](#)

 [MAC monthly numbers.xlsx](#)

Mobility Advisory Committee (MAC) Member Linda Gosnell gave an update to the Board.

2. I-2: Consideration of Receipt of the Finance Report for March 2021 (Presenters: Bart Brown)

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

Chief Financial Officer Bart Brown gave an update on the finance report for March 2021.

3. I-3: DBE Department Update (Presenters: Chelci Hunter)

 [I-3 Supplier Diversity Board Update - April 2021..pptx](#)

Senior Supplier Diversity Officer Chelci Hunter gave an update on the DBE Department to the Board.

4. I-4: Beyond ADA Update (Presenters: Ryan Wilhite)

 [I-4 Apr2021 BoardUpdate NextSteps.docx](#)

Manager of Special Projects and Regional Mobility Integration Ryan Wilhite gave an update to the Board on IndyGo's ADA Paratransit Next Steps: Beyond ADA.

5. I-5: Transportation Network Companies – Increase in Ridership (Presenters: Mike Roth)

 [I-5 TNC Option Term 4.22.21.docx](#)

Senior Director, Mobility Solutions Michael Roth gave an update to the Board on Transportation Network Companies.

6. I-6: CEO Report (Presenters: Inez Evans)

 [I-6 CEO Report.docx](#)

President/CEO Inez Evans gave an update to the Board. The update included photos from the March 18, 2021 National Transit Appreciation Day and photos from IndyGo's new East Campus showing the setup from the Marion County Public Health Department for the use as a COVID-19 vaccine clinic.

7. I-7: 2020 Annual Transit OPS Performance Report (TOPR) (Presenters: Aaron Vogel)

 [I-7 IndyGo 2020 TOPR Figures v8.pptx](#)

 [I-7 2020 Transit Operations Performance Report.pdf](#)

The Board received an update on 2020 Annual Transit OPS Performance Report (TOPR).

8. I-8: Maintenance Service Trucks (Presenters: Paul Williams)

 [I-8 Service Truck 03.2021.docx](#)

Senior Director of Facilities and Preventative Maintenance Paul Williams gave an update to the Board on IndyGo's newest service trucks. These trucks are 2020 Ford F450 certified clean idle diesel engines. Trucks have utility liftgate storage beds with push and tow bumpers. Beds have been equipped with air compressors, lifting jacks, fluids and stocked with commonly needed road call parts. Mobile units have

laptops installed for diagnostics and handheld radios for communication with dispatch. Trucks are capable of topping off low fluids and jump-starting dead busses in route and layovers.

9. I-9: Section 5307 Transition Update (Presenters: Ryan Wilhite)

 [I-9 Apr2021 BoardUpdate 5307 5311 v2.docx](#)

The Board received an update on Section 5307/5311 Transition.

10. I-10: Department Reports (Presenters: Risk & Safety, Capital Projects, Public Affairs, Operations, Human Resources, Diversity/Inclusion & Workforce Development, Supplier Diversity)

 [I-10a Risk and Safety Board Report March-2021.docx](#)

 [I-10b PLANNING AND CAPITAL PROJECTS REPORT for April 2021.docx](#)

 [I-10c Public Affairs April Board Report.pdf](#)

 [I-10d March 2021 Operations Board Report.docx](#)

 [I-10e HR Board Report \(April 2021\).docx](#)

 [I-10f Diversity Inclusion and Workforce Development Board Report 4.21.docx](#)

 [I-10g DBE Board Report 4.21.docx](#)

7. **Adjourn**

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 6:08pm.

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Jill D. Russell  
General Counsel

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of Selection for RFQ 21-02-386: On-Call Construction Engineering Services

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations with The Etica Group, Inc. as the most qualified firm responding to RFQ 21-02-386, On-Call Construction Engineering Services and, upon successful negotiations, enter into a master contract.

If IPTC is unable to reach an agreement with The Etica Group, it is requested that the Board authorize staff to enter into contract negotiations with the next most qualified firm, which was CHA Consulting, Inc.

Per standing IPTC procedures, execution of the master agreement will permit the President/CEO to authorize individual task orders up to \$100,000. Any task orders that exceed \$100,000 will require a separate board approval.

**BACKGROUND:**

Implementing the adopted Marion County Transit Plan requires significant infrastructure investment to ensure the new network is safe and accessible. As such, IPTC has a program of projects that will be constructed over the next several years that include one-way to two-way street conversions, sidewalk and curb reconstructions, new sidewalks, concrete shelter platforms and bus pads, curb ramp upgrades for ADA Compliance, and signal upgrades.

IPTC desires to hire a consultant to provide construction engineering services for these projects as a way to ensure that construction meets contract plans, specifications, and applicable ADA standards and follows FTA 's quality management guidelines. Work activities would include tasks like daily construction inspection and material testing per Indianapolis DPW requirements, constructability reviews, and change management. Requested services will vary from project to project based on needs.

The selected vendor of this procurement will enter into a task-order based contract with IPTC so that work can be assigned only as needed. Each task order will be separately scoped and negotiated for fee. The contract term will be three years. The Board will be advised of task orders executed between \$50,000 and \$100,000. Any task orders that exceed \$100,000 will require a separate board approval. Construction services for the BRT lines will be procured separately.

**DISCUSSION:**

According to federal procurement rules, the Construction Engineering Services were procured utilizing the qualifications-based procurement procedures contained in the Brooks Act, 40 U.S.C. §§ 11-1-1104. As required, price was excluded as an evaluation factor and only an offeror's qualifications were evaluated to determine contract award.

IPTC released RFQ 21-02-386 on March 15, 2021 for On-Call Construction Engineering Services. Proposals were due on April 16, 2021. IPTC received proposals from four firms in response to RFQ 21-02-386 On-Call Construction Engineering Services: BLA, Inc., CHA Consulting, Inc., The Etica Group, and Hamilton Designs.

IPTC convened an evaluation team comprised of IPTC Capital Projects and Operations (Service Planning) staff to evaluate the proposals. The team evaluated the written proposals based on professional qualifications, project approach and references/ past performance. The top two highest-scoring firms, CHA Consulting, Inc. and The Etica Group, were invited to virtual interviews on May 3, 2021.

The evaluation team provided prepared questions to the two short-listed teams and evaluated each on the project understanding, scenario analysis, project approach and team qualifications demonstrated during the interview. The Etica Group was selected as the most qualified team after both rounds of evaluation (written proposal and interview). Their team includes five sub-consultants: HNTB Corporation, CHA Consulting, RQAW, 7NT and Infrastructure Engineering. CHA Consulting was the next most qualified firm.

### **ALTERNATIVES:**

IPTC benefits from having qualified firms provide construction engineering services on its projects. Without these services, IPTC staff would be without material testing capabilities or field representation, adding unnecessary risk to the project. Alternatives do exist, though, with respect to the procurement and selection. If deemed necessary, IPTC could re-advertise the solicitation with a modified scope of work or other variation.

### **FISCAL IMPACT:**

This action item relates only to a consultant selection and does not include a funding amount. Any task orders that exceed \$100,000 will require a separate board approval. The task orders will be funded through the capital projects that each task order supports.

### **DBE/XBE DECLARATION:**

DBE and/or XBE goals will be set and considered at the time that each task order is negotiated. The Etica Group is a registered DBE and WBE firm. Two of their sub-consultants, Infrastructure Engineering and 7NT, are registered as DBE and MBE firms.

### **STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee and Service Committee on May 20, 2021 and was recommended to the Consent Agenda.



Date: May 11, 2021  
Current Meeting: May 27, 2021  
Board Meeting: May 27, 2021

**BOARD MEMORANDUM**

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

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**ACTION ITEM A – 3**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute a task order agreement with Nelson\Nygaard in an amount not to exceed \$250,000 for Phase II of a comprehensive operational analysis that is currently underway. This phase will result in a five-year capital and operating plan, as well as potential updates to IPTC’s service standards.

Per standing IPTC procedures, any individual task order that exceeds \$100,000 will require a separate board approval for that task order. The Board will be advised of task orders between \$50,000 and \$100,000. This contract is intended to run for three (3) years with the possibility of two (2), one-year extensions, at the direction and discretion of the IPTC.

**BACKGROUND:**

IPTC, in coordination with the IMPO, is seeking professional planning services to assist with the task of adapting its current future service plan into a series of plans that can be implemented over time, as funding allows. On May 26th, 2020, IPTC released RFP 20-05-348, One-Call Planning Services, with an email to all registered vendors and via posting on our website [www.indygo.net](http://www.indygo.net). Advertisements were placed with both *Mass Transit Magazine Online* as well as on the *American Planning Association* website. Ads ran beginning May 26th, 2020. A pre-proposal meeting was held on May 29th, 2020. IPTC issued three (3) addenda to the original RFP; Addendum 1 – Clarify due date and delivery address for documents requiring notary seal as well as answer vendor provided questions, Addendum 2 – Clarification regarding real estate needs, and Addendum 3 – Notification of movement from the July to the August Board meeting. It received five (5) proposals on, or before, June 23rd, 2020. All proposals were ruled responsive and responsible by Procurement and were sent to the evaluation committee for scoring.

IPTC convened an evaluation team comprised of members of the following departments: Infrastructure, Strategy, and Innovation; Operations; Budget and Finance; and Legal Services. The evaluation team evaluated written proposals based on professional qualifications and team structure, team qualifications and project experience. Through a competitive scoring process, Nelson\Nygaard Consulting Associates, Inc. was selected as providing the best value for this service. At its regularly scheduled Board meeting on August 20, 2020, the IPTC authorized the President/CEO to enter into contract negotiations with Nelson\Nygaard. A contract agreement between the two parties was executed on September 21, 2020. On December 1, 2020, IPTC executed a task order in the amount of \$69,987 for Phase I of the comprehensive operational analysis. This first phase includes: a review and evaluation of recent work related to IPTC’s network redesign; production of a travel market assessment; and a review of existing operations.

## **DISCUSSION:**

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

## **ALTERNATIVES:**

Without this, we can't move forward with our commitment to execute on the Marion County Transit Plan. The IPTC Board can choose not to approve this task order; however, staff does not have the technical expertise to move this forward on our own. Any change to this momentum will impact the timing of the completion of the comprehensive operational analysis.

## **FISCAL IMPACT:**

The total cost of this procurement is up to \$250,000. The funding for this project is budgeted (100%) as a FY2021 operating expense. This project will be funded by local dollars. Funding for individual task orders are determined on a case-by-case basis, depending on funding and subcontracting opportunities. Total annual spend is estimated based upon the blended rates proposed for the duration of the contract (5 years), including the two options years.

## **DBE/XBE DECLARATION:**

Funded locally, these services require XBE participation. The on-call nature of these services means that an XBE goal is established at the task order level. At the time of contract execution, Nelson/Nygaard had established a team of certified subcontractors that consist of RLS & Associates (DBE), and LVR International (MBE/WBE - IDOA). Both RLS & Associates and LVR are anticipated to play a role in the community and stakeholder outreach tasks. RLS will also be tasked with the Title VI analysis. Each of these tasks are discreet tasks that can stand on their own. Both RLS & Associates and LVR International have a local presence, which will be of great benefit for in-person community and stakeholder outreach and education events later this fall.

For this task order, RLS (DBE) is budgeted at 9% of the total budget (~\$22k) and LVR (MBE/WBE) is budgeted at 8% (~\$20k).

## **STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee and Service Committee on May 20, 2021 and was recommended to the Consent Agenda.

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Facilities and Preventative Maintenance Paul Williams  
**SUBJECT:** Consideration and Approval of EQ 21-02-389 Towing Service

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**ACTION ITEM A – 5**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter a contract with Hix Wrecker Service Inc, for three (3) years with two (2) option years for vehicle towing services for an amount not to exceed \$ 304,290 for the life of the contract including the options.

**BACKGROUND:**

IPTC currently has over 220 vehicles. The majority of these vehicles comprise our fixed-route fleet of buses in sizes from 40 to 60 feet in length. Towing large vehicles over 40 feet in length is a specialized service that requires specialized equipment to tow. Therefore, IPTC requires towing from a qualified and experienced firm that can provide towing for 40’ and 60’ transit buses and other support vehicles from streets or other areas as directed within the City of Indianapolis. The towing services contractors are required to be on call 24 hours, seven days a week.

**DISCUSSION:**

IPTC followed the FTA and the IPTC standard procurement procedure for a fair and competitive electronic quote process. As a result, on April 1, 2021, The Procurement department released the electronic quote and required quotes to be received back on April 23, 2021, with closure at 10:00 am.

IPTC procurement department received quotes back from Zores Towing and Hix Wrecker service Inc. The Procurement and Maintenance department reviewed the quotes, and Hix Wrecker Service Inc. was determined to be the lowest quote and met all requirements. IPTC Maintenance department has been contracting this service out since 2016. With the current new contract and better preventative maintenance program, we have reduced the cost over the term of the contract by \$ 140,000.

**ALTERNATIVES:**

Towing services are required for the recovery of vehicle accidents and mechanical breakdowns. Unfortunately, IPTC can not provide these services due to the specialized equipment needed.

**FISCAL IMPACT:**

The funding source for this service is from the local operations budget with an 80-20 Federal grant reimbursement drawdown.

**DBE/XBE DECLARATION:**

There are currently no certified DBEs in the State of Indiana that offering towing services to buses. Therefore, it would not be realistic to set a DBE goal on this opportunity. However, should the prime vendor decide to utilize a DBE firm, we will ensure proper procedures are followed and documented.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee and Service Committee on May 20, 2021 and was recommended to the Consent Agenda.

**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 On-Call Architectural & Engineering Services Contract Extension - Shrewsberry

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**ACTION ITEM A – 7**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO Inez Evans to enter into a one-year extension of the 2017 on-call Architectural and Engineering (A&E) Services contract with Shrewsberry & Associates, LLC (“Shrewsberry”). This would extend the contract to complete an open task order for the Super Stops 1.0 project. No new task order work will be assigned.

**BACKGROUND:**

In 2017, IPTC executed contracts for On-Call A&E Services with multiple consultants, including Shrewsberry. Option year extensions were enacted for all consultants under these service contract, bringing the contract expiration dates to May 31, 2020.

Last year, an extension of the Shrewsberry contract to May 31, 2021 was approved by the Board, allowing one additional year to complete open task orders at no additional cost. The current request is for an extension of the contract to May 31, 2022. The additional one-year extension will allow Shrewsberry time to complete outstanding tasks on the Super Stops 1.0 project.

**DISCUSSION:**

The Super Stops 1.0 project is currently in construction under DPW’s supervision. It is scheduled for completion in January/February 2022. Shrewsberry is providing construction administration services, including answering requests for information (RFIs) from the contractor and making plan revisions as required to address the RFIs. This contract extension is necessary for Shrewsberry to continue to provide these services through construction completion.

Additional fees are being considered to fund these services during construction. Shrewsberry and IPTC are currently negotiating a suitable scope and fee. Any fee adjustments to the contract over \$50,000 will be brought to the Board as an information item. We do not expect any amendments greater than \$100,000 although the Board would have an opportunity to act on them if they became necessary.

**ALTERNATIVES:**

The Board could choose not to issue these task orders as recommended, however, IPTC would then lose the benefit of having the designer of record available for questions and revisions during construction.

**FISCAL IMPACT:**

Funding for this procurement originally was secured out of IPTC local funds. However, this action item does not require to set aside additional funds.

**DBE/XBE DECLARATION:**

Shrewsberry is Minority Owned Business (MBE) and is self-performing the work.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on May 20, 2021 and was recommended to the Consent Agenda.



Date: May 26, 2021  
Current Meeting: May 27, 2021  
Board Meeting: May 27, 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

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**ACTION ITEM A – 8**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a contract agreement with Beryllus / Information Systems Consultants, Inc. and 22<sup>nd</sup> Century Technologies, Inc. to provide temporary staffing for two (2) years in an amount not to exceed \$307,200.

**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. A temporary staffing contract was originally awarded at the March Board Meeting; however, the selected vendor could not satisfy the staffing requirement as outlined in the solicitation. The contract originally approved has been terminated and this request replaces it.

**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 total cost of this procurement is \$226,100 in FY2021 and \$81,100 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.

The funding for this project will be from the Information Technology Operating Budget.

**DBE/XBE DECLARATION:**

The procurement for Temporary Staffing will be funded locally; therefore, DBE goals will not apply. Beryllus is a certified MBE/WBE/VBE. Information Systems Consultants, Inc. is a certified MBE. & 22nd Century Technologies, Inc. is a certified MBE.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on May 20, 2021 and was recommended to the Consent Agenda.



Date: May 20, 2020  
 Current Meeting: May 27, 2020  
 Board Meeting: May 27, 2020

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy Chief Operating Officer Cheryl Purefoy  
**SUBJECT:** Consideration and Approval of Bus Detailing Contract RFP 21-05-403

**ACTION ITEM A – 4**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter a contract with DetailXperts, LLC. The term of the contract will be for three (3) years with two (2) one year renewal options, for the detailing of the fleet for an amount not to exceed \$1,013,400 for the life of the contract.

**BACKGROUND:**

IPTC Fleet Services Department is responsible for the detail cleaning of the revenue fleet, currently consisting of 209 buses (31 – 60’ buses and 178 – 40’ buses). Bus detailing is the process of deep cleaning and sanitizing the interior and exterior of each bus which is essential to providing clean and safe public transportation. This service is currently performed by IPTC general labor personnel. IPTC has a fleet quality control and professional appearance benchmark of completing a full detail on each bus once per month. This monthly detail benchmark has not been met consistently. The ability to successfully meet this benchmark and maintain a clean and sanitized fleet has been adversely impacted by several factors including:

1. Decreased staff
2. Increase vehicles
3. Increased sanitization demands

**DISCUSSION:**

IPTC released a Request For Proposal (RFP) seeking proposals from qualified firms to provide Bus Detailing services for the entire revenue fleet. There were four proposals received and DetailXperts was deemed responsive, the most cost effective and qualified respondent to the RFP. Significant cost savings would be realized with the implementation of this contracted service as indicated below:

	PER BUS COST		MONTHLY COST	ANNUAL COST
	40' Bus	60' Bus	<i>Combined</i>	<i>Combined</i>
IPTC Provider	99.85	199.69	24,962.19	299,546.28
Contractor Provider	75.00	90.00	16,890.00	202,680.00

Additionally, this contract would provide efficiencies to overall service delivery such as reduced time for bus detailing allowing buses to return to revenue service sooner.

**ALTERNATIVES:**

The Board could choose not to approve the contract, and the bus detailing will continue to be performed internally, requiring increased staffing and overtime to ensure proper fleet cleanliness and sanitation.

**FISCAL IMPACT:**

The funding source for this procurement is provided from the local operating budget.

**DBE/XBE DECLARATION:**

DetailXperts, LLC has committed to partnering with CD Indianapolis Northwest, LLC (MBE/WBE) at 15% of the total contract.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on May 20, 2021 and was recommended to the Regular Agenda.



Date: May 11, 2021  
Current Meeting: May 27, 2021  
Board Meeting: May 27, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Facilities and Preventative Maintenance Paul Williams  
**SUBJECT:** Consideration and Approval of an Amendment for RFP 19-07-327 Deep Cleaning Janitorial Services at Julia M. Carson Transit Center (CTC)

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**ACTION ITEM A – 6**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter a contract amendment with Pristine Image International, LLC for the remaining term of this contract for an amount not to exceed \$ 256,834.

**BACKGROUND:**

The Facilities Department is tasked with cleaning and maintaining a safe and sanitary CTC for the community and our employees. IPTC has been using outside vendors to help IPTC staff with the daily cleaning at the CTC since 2016. Pristine Image International, LLC has been performing a large part of these cleaning duties.

**DISCUSSION:**

IPTC followed the standard procurement procedure for obtaining an electronic quote based upon a work scope for the complete cleaning of the Transit Center from Pristine Image International LLC on March 10, 2021. Current cleaning duties are comprised of two vendors and IPTC staff. By amending cleaning duties to consolidate under one vendor, IPTC expects to save over \$ 250,000 and allow vacancy at 1501 to be filled. In addition, no IPTC employees will lose their jobs. Instead, IPTC employees will report to the 1501 West Washington street location to help with the general labor vacancies, including janitorial and fleet service duties.

**ALTERNATIVES:**

The Board could choose not to enter a contract amendment for these services, and IPTC could continue to self-perform work, the cost savings would not be realized.

**FISCAL IMPACT:**

The funding source for this service is from the operations budget.

**DBE DECLARATION:**

Pristine Image International, LLC is certified as an MBE/WBE with the City of Indianapolis Office of Minority and Women Business Development. The vendor will be self-performing 100% of the total project.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on May 20, 2021 and was recommended to the Regular Agenda.



Date: May 06, 2021  
Current Meeting: May 27, 2021  
Board Meeting: May 27, 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 2021-06 Real Estate Acquisition, 8905 S. Madison Ave, Indianapolis, IN

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**ACTION ITEM A – 9**

**RECOMMENDATION:**

In a manner and consistent with IPTC standards and pursuant to State and Local requirements, it is requested that the Board direct the President/CEO, on behalf of the Indianapolis Public Transportation Corporation, to authorize and accept the reports of two (2) appraisers for the fair market value of the real estate located at 8905 S. Madison, Indianapolis IN., and to authorize the President/CEO Evans to enter into negotiation for the purchase of said real estate not to exceed the average of those appraisals.

**BACKGROUND:**

IPTC is committed to providing bus rapid transit as part of the Marion County Transit Plan and utilizes a fleet of electric buses to provide that service. Those buses require charging while in service on those routes to provide the additional service required by the Marion County Transit Plan. IPTC has secured locations along or near the rapid transit lines where the batteries for those buses can be charges while in service. One of those locations is at 8925 S. Madison. The owner of the adjacent empty lot at 8905 S. Madison, approached IPTC offering to sell the real estate. As required by statute, IPTC acquired the necessary two appraisals assessing the fair market value

**DISCUSSION:**

Charging at remote locations allows the buses to remain in service for longer periods of time without needing to return IPTC’s main facility. The purchase of the adjacent lot provides needed space for the parking of both staff and corporate vehicles. Further, the additional land presents an opportunity for IPTC to offer a park and ride service that would allow riders to access the Red Line from the south end that are not situated near a Red Line. Ownership of the additional property where the where the charging will take place provides additional opportunities for Transit Oriented Development.

**ALTERNATIVES:**

The Board can choose to not purchase the property.

**FISCAL IMPACT:**

The average of the appraisals will exceed \$100,000. IPTC cannot purchase the property any more than the average of two appraisals as required by law.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on May 20, 2021 and was recommended to the Regular Agenda.

## RESOLUTION 2021-06

### RESOLUTION OF THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

**A RESOLUTION** establishing that the Board of Directors of the Indianapolis Public Transportation Corporation, is interested in making a purchase of specified land.

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

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

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

**WHEREAS**, the Marion County Transit Plan utilized the use of electric vehicles to provide service along the Red Line; and

**WHEREAS**, those vehicles require charging while in service to maintain the necessary range to provide that service; and

**WHEREAS**, IPTC has purchased real estate for the construction of charging stations at the ends of the Red Line; and

**WHEREAS**, the location of IndyGo's south charging station for the Red Line is located at 8925 S. Madison; and

**WHEREAS**, the property immediately north and adjacent to 8925 S. Madison, 8905 S. Madison provides the additional space for parking corporate vehicles and future Transit Oriented Development (TOD) projects. It is in the best interest of the Corporation and the taxpayers to provide a facility that provides a secured and safe location for the parking of corporate vehicles: and

**WHEREAS**, the IPTC Board of Directors having considered the acquisition of the Real Estate and being duly advised, finds that the Board of Directors has as an interest in acquiring the Real Estate; now, therefore:

#### **NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION:**

Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-30 for the acquisition of real property to accommodate the increased staff and vehicle inventory necessary for increased service frequency and extended operational hours pursuant to the Marion County Transit Plan and benefiting the public good.

Section 2. The Board of Directors establishes that it has an interest in the acquiring the Real Estate and described and depicted in Exhibit "A" attached hereto.

Section 3. For purposes of Revised Code Sec. 151-66, the Real Estate is owned by Peacock Madison, LLC.

Section 4. The Board hereby having directed the CEO and President , on behalf of the Indianapolis Public Transportation Corporation, to appoint two (2) appraisers to appraise the fair market value of the Real Estate and to provide a copy of both appraisals to the Chair of the Board of Directors of Indianapolis Public Transportation Corporation.

Section 5. That upon receipt of those appraisals the Board hereby directs the CEO and President to enter into negotiations for the purchase of said property in an amount not to exceed the average of the two fair market price appraisals. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

Section 6. If any section, paragraph, or provision of this resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this resolution.

**Adopted this 27<sup>th</sup> day of May 2021.**

BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

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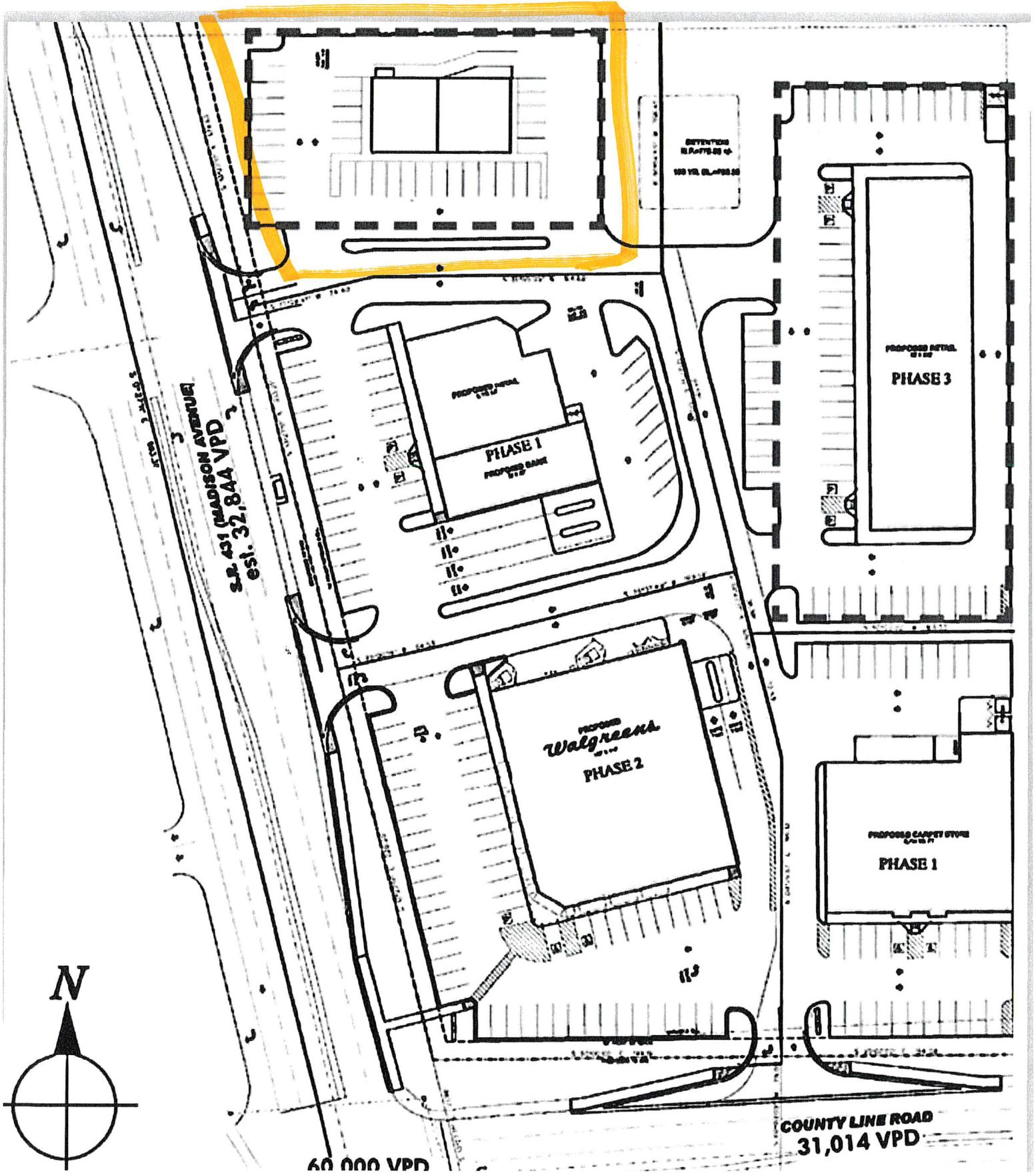
**Gregory F. Hahn**  
Chairman of the Board of Directors

Attest: \_\_\_\_\_

Jill D. Russell, General Counsel  
Indianapolis Public Transportation Corporation

# **ATTACHMENT A**

8905 S. madison







Date: May 13, 2021  
Current Meeting: May 27, 2021  
Board Meeting: May 27, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Transportation Steven R. Beck  
**SUBJECT:** Consideration and Approval of Contract for 901 Circulator Route Provider

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**ACTION ITEM A – 10**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to enter into a contract with Miller Transportation to provide service operations and vehicle maintenance for the 901 Circulator Route for an amount not to exceed \$1,400,000 for the full three (3) years.

**BACKGROUND:**

On December 20, 2020, IPTC published a Request for Information (RFI) seeking a vendor to provide shuttle services for the north extension of the Red Line BRT route. This route is called the 901 Circulator route and is separate from the Red Line. Since Winter 2019, it has been necessary for Red Line buses to continue north of the Red Line’s 66<sup>th</sup> Street terminus to charge at a temporary location on 91<sup>st</sup> Street. Local stop service has been provided on this extension during this time.

The temporary charging site will soon be retired, as construction of a permanent electric bus charge solution at 6410 N. College is nearing completion. Once the permanent charging site is operational, BRT buses will no longer need to travel north of 66<sup>th</sup> Street.

With this change, the few passengers traveling the College Avenue route between 66<sup>th</sup> Street and 91<sup>st</sup> Street will move to the 901 Circulator route. Customers will have the opportunity to transfer between Route 901 and the Red Line at 66<sup>th</sup> Street. Due to low ridership north of 66<sup>th</sup> Street, a large bus is no longer warranted for the 901 Circulator Route. Service can be facilitated effectively from a shorter cutaway bus. Use of the cutaway style coach will right-size the vehicle to match the ridership demand and will alleviate some of the neighborhood concerns IPTC has been hearing.

IPTC received two responses to the RFI. One response was not accepted as a viable candidate for providing this service. The other response came from Miller Transportation. Based on the responses to the RFI, the assessment of performance, and service sustainability, it was determined that Miller Transportation would be the best choice to operate the 901 Circulator service. Given the low response to the publicly advertised RFI, it has been determined a competitive solicitation would not be necessary. IPTC will sole-source this service.

**DISCUSSION:**

IPTC seeks to enter into a contract with Miller Transportation to provide service operations and vehicle maintenance of the 901 Circulator and the cutaway buses.

IPTC, like other transit systems, historically enters into long-term contracts for ADA Paratransit and Fixed Route service based on pre-determined performance standards and goals. IPTC will contract the 901 Circulator Service from June 2021 to June 2023 for two years with one option to extend one year.

**ALTERNATIVES:**

The alternative to contracting with Miller Transportation is to restart the RFI process which will likely result in no different outcome or to operate the service in-house, which is, however, a substantially higher cost.

**FISCAL IMPACT:**

The total cost of this procurement if the option year is exercised is not to exceed \$1,400,000 for the full three (3) years. The funding for this project will come out of operating budget.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on May 20, 2021 and was recommended to the Regular Agenda.

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and Approval of an Amendment to the Agreement Regarding Stormwater Management and Citizens and CWA Infrastructure and the Purple Line Bus Rapid Transit Project

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**ACTION ITEM A – 11**

**RECOMMENDATION:**

It is requested that the Board authorize the President/CEO to execute Amendment No. 1 to the *Agreement Regarding Stormwater Management and Citizens and CWA Infrastructure and the Purple Line Bus Rapid Transit Project*. This amendment revises the order in which relocation costs are paid, giving IPTC the option of paying its share of relocation costs ahead of Citizens' share. It also provides the option for IPTC to front an additional \$600,000 in relocation costs, which would be reimbursed by Citizens after October 1, 2021.

**BACKGROUND:**

The original referenced agreement was approved by the Board at its May 28, 2020 meeting and was executed by all parties on May 29, 2020. It provides for the design and construction of stormwater drainage facilities within the Purple Line BRT Project and includes provisions for IPTC's Purple Line Contractor to complete a combined storm sewer separation project and for IPTC's reimbursement of Citizens' utility relocation costs.

The proposed amendment is limited to the section of the agreement related to utility relocation costs. The original agreement was written such that Citizens agrees to pay the first \$2.4 Million of the relocation work cost incurred for the Purple Line project; \$0.4 Million of which is allocated for gas line relocations and the remaining \$2 Million being allocated for water line relocations. Following payment of all of the Citizens relocation cost share, IPTC agrees to pay the next \$1.4 Million of the cost incurred for the Purple Line project.

For the amendment, the parties are proposing an option whereby IPTC could pay its share first, with Citizens reimbursing IPTC in the event that final costs are less than the \$3.8 Million estimate. The amendment will also provide an option for IPTC to pay up to \$2.0 Million of the initial relocation work costs (\$600,000 more than IPTC's anticipated share), with all costs over \$1.4 Million reimbursed. IPTC, Citizens Energy Group (CEG), CWA Authority, Inc, and the Consolidated City of Indianapolis and Marion County Department of Public Works are all party to the original agreement and will be required to execute this amendment.

**DISCUSSION:**

IPTC anticipates starting Purple Line construction in the 4<sup>th</sup> quarter of this year. The necessary utility relocation workplans are now mostly approved and Notices to Proceed (NTP) are being issued to utility companies to begin their facility relocations. It is important for these relocations to occur as much as possible before construction begins to avoid unnecessary delay.

In April 2021, as their utility relocation workplan was being finalized, Citizens notified IPTC that they would not be able to start Purple Line relocations until October 2021 (when its next fiscal year begins) because of current year budget constraints. Delaying Citizens relocation construction until October would result in unacceptable delay to the Purple Line project.

As such, IPTC desires to partner with Citizens for a mutually beneficial solution. Under this amendment, IPTC would reimburse Citizens for any relocations occurring between now and October 1, 2021, up to a maximum of \$2.0 Million. After October 1, when Citizens' fiscal year begins, Citizens would begin contributing its share of the relocation costs. IPTC would be reimbursed for all expenses incurred over and above its share from the Agreement. This feature of the amendment is intended to provide additional opportunity to mitigate schedule impacts resulting from Citizens budgetary limitations.

With this amendment in place, Citizens' has agreed that it will be able to contribute to the timely completion of the relocations by:

- Upon execution of this amendment, Citizens will work with IPTC to start water relocations as soon as NTP is received.
- Citizens will work with IPTC in good faith to start gas relocations as soon as NTP is received (in other words, gas relocations are not bound by the same funding constraints as water relocations).
- Once Citizens fiscal year 2022 funding is available (in October 2021), Citizens would authorize additional crews to expedite completion of the water relocations.

**ALTERNATIVES:**

The Board could choose not to support this amendment. This would delay the start of water facility relocations until October 2021, which would then impact and likely delay completion of the Purple Line, which is expected to start construction as early as November 2021.

**FISCAL IMPACT:**

This action does not have a fiscal impact because we will be using existing 2021 appropriations and will be reimbursed 100%.

**DBE/XBE DECLARATION:**

Not applicable

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee or Service Committee on May 20, 2021 and will be placed on the Regular Agenda.

## Information Update – April 2021 Financials Summary

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**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:** May 12, 2021

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### APRIL 2021 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$203,028 (22%) in the month of April and by \$477,339 (13%) year to date. Preventative maintenance draws continue to drive higher than budgeted revenue due to higher PM eligible expenditures. Year to date, we have drawn about 53% of the total PM funds.
- In April, the Other Operating revenue category is over budget by \$47,311 (79%) and year to date, this revenue is over budget by \$110,158 (46%). This category is over budget due to higher than budgeted advertising revenue as well as scraps sales revenue.
- The passengers service revenue is under budget by \$26,847 (5%) in April and \$415,281 (20%) year to date. However, the ridership has increased slightly in the last two months as compared to the previous months which is reflected in the reported passenger service revenue. We will continue to monitor the ridership trend and its impact on the revenues.
- PMTF revenue is the same as budgeted as we accrue revenue until the claim is submitted and received against. Our entire PMTF claim has been submitted to the INDOT in April for reimbursements and it will be reflected in the coming months' financials when received.
- Local Transit Operating Income Tax revenue & Property Tax Revenue are received exactly on target with the budgeted revenue.
- Service Reimbursement Program revenue is \$10,248 (30%) under budget in April and \$10,592 (8%) year to date.

*In April, the Total Revenue for the agency is over budget by \$213,231 (2.5%) and \$161,594 (<1%) year to date.*

## Expenditures

### I) Personnel Services

- Fringe benefits are under budget for the month of April by \$265,877 (14%) and \$558,861 (6%) year to date. Healthcare expenses are showing fluctuations month over month based on the medical claims experience.
- In April, the Overtime expenses are over budget by \$133,202 (49%) and by \$230,405 (25%) year to date. Due to unfilled vacancies in some areas, the overtime expense is running higher. However, it's set off against under budget salary expenses.
- Salary expenses in the month of April are under budget by \$319,622 (71%) and \$1,391,581 (9%) year to date.

*The Personnel Services category is under budget by \$452, 298 (7%) and by \$1,720,037 (7%) year to date.*

### II) Other Services and Charges

- Claims were under budget by \$73,176 (25%) in April. Year to date, it is under budget by <1%.
- Miscellaneous Expense category is under budget for the month of April by \$107,564 (73%) and by \$467,956 (79%) year to date. 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.
- The Purchased Transportation category is under budget by \$443,763 (45%) due to decreased ridership. Year to date, this expense is under budget by \$1,429,630 (36%).
- The "Services" expense category is under budget by \$53,648 (4%) in April and \$806,615 (13%) year to date.
- Utilities expenses are over budget for the month of April by \$8,347 (5%). Year to date, it is over budget by \$51,560 (8%).

*Overall, the Other Services & Charges category is under budget by \$669,806 (23%) in April and by \$2,656,815 (21%) year to date.*

### III) Materials & Supplies

- The fuel and lubricant category is under budget by \$280,144 (56%) for the month. Year to date also, this category is under budget by \$1,006,853 (50%). This is partially due to the less fuel consumption and carry over impact of a Fuel PO from 2020.
- In April, the maintenance materials category is under budget by \$138,075 (28%) and \$557,391 (28%) year to date.
- The other materials and supplies category is under budget by \$41,768 (46%) for the month of April and \$194,386 (53%) year to date.

- For the month of April, the “Tires & Tubes” category is under budget by \$18,310 (26%) and by \$66,501 (24%) year to date.

*For the month of April, the Total Materials and Supplies category is under budget by \$5478,298 (41%). Year to date as well, this category is under budget by \$1,825,132 (39%).*

*Overall, the expenditures came under budget by \$1,600,401 (15%) in April and by \$6,201,984 (16%) year to date. Budgets related to the encumbrances are spread out throughout the rest of the year.*

### **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.

Year to date, IndyGo has drawn 96% of the CARES Act funds of which IndyGo has drawn 100% funds against the allocation set aside for Operating Expenses.

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

<b>COVID Related Expenses</b>	<b>PPEs, cleaning/Sanitization Exps</b>	<b>COVID Leave Exps</b>	<b>Total</b>
March 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
March 2021	101,511	0	101,511
April 2021	152,863	0	152,863
<b>Total</b>	<b>4,513,045</b>	<b>1,529,229</b>	<b>6,042,273</b>

### **RECOMMENDATION:**

Receive the report.

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



Indianapolis Public Transportation Corporation

12/2021 4:03 PM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 4

For the Four Months Ending Friday, April 30, 2021

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
<b>Operating Revenue</b>									
Federal Assistance	1,137,051.00	934,023.00	203,028.00	21.74	4,213,421.00	3,736,082.00	477,339.00	12.78	4,567,906.64
Other Operating Income	107,083.84	59,773.00	47,310.84	79.15	349,249.58	239,091.00	110,158.58	46.07	240,103.09
Passenger Service Revenue	451,983.06	478,831.00	(26,847.94)	(5.61)	1,632,171.27	2,047,452.00	(415,280.73)	(20.28)	2,175,884.95
PMTF Revenue	802,855.00	802,860.00	(5.00)	(0.00)	3,211,420.00	3,211,435.00	(15.00)	(0.00)	3,702,600.00
Local Property & Excise Tax Revenue	3,005,797.00	3,005,803.00	(6.00)	(0.00)	12,023,188.00	12,023,206.00	(18.00)	(0.00)	12,225,204.00
Local Transit Income Tax Revenue	3,225,979.00	3,225,979.00		0.00	12,903,916.00	12,903,916.00		0.00	13,370,144.00
Service Reimbursement Program	24,334.40	34,583.00	(10,248.60)	(29.63)	127,743.95	138,336.00	(10,592.05)	(7.66)	138,332.00
<b>Total Operating Revenues</b>	<b>8,755,083.30</b>	<b>8,541,852.00</b>	<b>213,231.30</b>	<b>2.50</b>	<b>34,461,109.80</b>	<b>34,299,518.00</b>	<b>161,591.80</b>	<b>0.47</b>	<b>36,420,174.68</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,621,918.83	1,887,796.64	(265,877.81)	(14.08)	6,116,620.27	6,675,482.03	(558,861.76)	(8.37)	5,591,510.73
Overtime	403,890.40	270,688.05	133,202.35	49.21	1,150,744.73	920,339.40	230,405.33	25.03	1,657,867.05
Salary	4,283,522.88	4,603,145.29	(319,622.41)	(6.94)	14,259,112.94	15,650,694.07	(1,391,581.13)	(8.89)	15,304,319.80
<b>Total Wages and Benefits</b>	<b>6,309,332.11</b>	<b>6,761,629.98</b>	<b>(452,297.87)</b>	<b>(6.69)</b>	<b>21,526,477.94</b>	<b>23,246,515.50</b>	<b>(1,720,037.56)</b>	<b>(7.40)</b>	<b>22,553,697.58</b>
<b>Other Services &amp; Charges</b>									
Claims	221,929.51	295,106.26	(73,176.75)	(24.80)	1,176,251.29	1,180,425.04	(4,173.75)	(0.35)	1,251,112.29
Miscellaneous Expenses	38,755.45	146,320.22	(107,564.77)	(73.51)	121,824.86	589,780.88	(467,956.02)	(79.34)	161,345.49
Purchased Transportation	546,093.96	989,857.72	(443,763.76)	(44.83)	2,529,799.99	3,959,430.88	(1,429,630.89)	(36.11)	3,813,545.11
Services	1,280,867.17	1,334,516.00	(53,648.83)	(4.02)	5,352,108.41	6,158,724.00	(806,615.59)	(13.10)	4,425,800.66
Total Utilities	161,681.23	153,333.33	8,347.90	5.44	664,894.05	613,333.32	51,560.73	8.41	543,541.27
<b>Total Other Services &amp; Charges</b>	<b>2,249,327.32</b>	<b>2,919,133.53</b>	<b>(669,806.21)</b>	<b>(22.95)</b>	<b>9,844,878.60</b>	<b>12,501,694.12</b>	<b>(2,656,815.52)</b>	<b>(21.25)</b>	<b>10,195,344.82</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	221,579.73	501,723.94	(280,144.21)	(55.84)	1,000,042.22	2,006,895.76	(1,006,853.54)	(50.17)	1,420,387.15
Maintenance Materials	355,512.48	493,587.76	(138,075.28)	(27.97)	1,416,960.48	1,974,351.04	(557,390.56)	(28.23)	1,733,362.02
Other Materials & Supplies	48,832.25	90,600.25	(41,768.00)	(46.10)	168,839.75	363,226.00	(194,386.25)	(53.52)	387,365.28
Tires & Tubes	51,033.59	69,343.66	(18,310.07)	(26.40)	210,873.37	277,374.64	(66,501.27)	(23.98)	157,911.36
<b>Total Materials &amp; Supplies</b>	<b>676,958.05</b>	<b>1,155,255.61</b>	<b>(478,297.56)</b>	<b>(41.40)</b>	<b>2,796,715.82</b>	<b>4,621,847.44</b>	<b>(1,825,131.62)</b>	<b>(39.49)</b>	<b>3,699,025.81</b>
<b>Total Operating Expenses</b>	<b>9,235,617.48</b>	<b>10,836,019.12</b>	<b>(1,600,401.64)</b>	<b>(14.77)</b>	<b>34,168,072.36</b>	<b>40,370,057.06</b>	<b>(6,201,984.70)</b>	<b>(15.36)</b>	<b>36,448,068.21</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>(480,534.18)</b>	<b>(2,294,167.12)</b>	<b>1,813,632.94</b>		<b>293,037.44</b>	<b>(6,070,539.06)</b>	<b>6,363,576.50</b>		
GAIN/LOSS ON ASSET DISPOSAL	(5,052.00)		(5,052.00)	0.00	44,201.45		44,201.45	0.00	(7,959.66)
<b>NET INCOME/(LOSS)</b>	<b>(475,482.18)</b>	<b>(2,294,167.12)</b>	<b>1,818,684.94</b>	<b>(79.27)</b>	<b>248,835.99</b>	<b>(6,070,539.06)</b>	<b>6,319,375.05</b>	<b>(104.10)</b>	<b>(19,933</b>



Capital Plan Group	Capital Plan Project	2021 Budget	2020 Budget Carried into 2021	Total 2021 Appropriation	YTD Expenses and Encumbrances	Remaining 2021 Appropriation
BRT and On-Street Infrastructure	Local Route Stop/Shelter/Sidewalk Installation	850,000	1,492,878	2,342,878	1,666,265	676,613
BRT and On-Street Infrastructure	Super Stops	1,548,998	157,041	1,706,040	263,028	1,443,012
BRT and On-Street Infrastructure	Transit-Oriented Development	0	7,468	7,468	7,468	0
BRT and On-Street Infrastructure	Purple Line	37,865,000	24,328,118	62,193,118	25,467,543	36,725,575
BRT and On-Street Infrastructure	Red Line	0	16,054,177	16,054,177	16,801,423	(747,247)
BRT and On-Street Infrastructure	Transit Signal Priority Installation	1,520,000	0	1,520,000	46,865	1,473,135
BRT and On-Street Infrastructure	Rural St Underpass Clearance Modification	0	105,016	105,016	91,068	13,948
BRT and On-Street Infrastructure	30th St. Improvements (constr)	2,150,000	0	2,150,000	0	2,150,000 *
BRT and On-Street Infrastructure	Mobility Hubs Infrastructure	0	0	0	0	0
BRT and On-Street Infrastructure	Michigan St. Improvements (Constr)	4,350,000	0	4,350,000	0	4,350,000 *
BRT and On-Street Infrastructure	Blue Line	3,750,000	3,374,198	7,124,198	3,420,762	3,703,435
BRT and On-Street Infrastructure	BRT Program Management	0	90,000	90,000	1,072,798	(982,798)
<b>BRT and On-Street Infrastructure Total</b>		<b>52,033,998</b>	<b>45,608,895</b>	<b>97,642,893</b>	<b>48,837,220</b>	<b>48,805,674</b>
Facilities	Wash Rack Replacement & Door Widening & Paint Booth	0	0	0	45,070	(45,070)
Facilities	Office Area Renovations (including furniture)	0	0	0	1	(1)
Facilities	CTC Level Boarding Modifications	0	0	0	0	0
Facilities	Bus Charging Infrastructure in Garage	0	412,487	412,487	412,487	0
Facilities	Building Exterior Improvements	1,400,000	0	1,400,000	0	1,400,000 *
Facilities	Board Room & Lobby Improvements	580,000	0	580,000	0	580,000 *
Facilities	Maintenance Area Renovations	1,375,000	0	1,375,000	0	1,375,000
Facilities	Maintenance Office Renovations	0	68,823	68,823	68,823	0
Facilities	CTC Lounge/Office Renovations	0	0	0	0	0
Facilities	Sidewalk/Steps/Ramps at 1501 Washington	0	0	0	0	0
Facilities	Facility Needs Study (Study)	0	0	0	0	0
Facilities	Solar Array Expansion (1501)	630,000	0	630,000	45,743	584,257
Facilities	Training/Contingency Facility Construction	0	69,869	69,869	1,630	68,239
Facilities	Drivable Floor Scrubbers	0	0	0	0	0
Facilities	Additional Facilities - E. Campus Design/Construction	0	0	0	1,860,348	(1,860,348)
Facilities	Additional Facilities - Michigan Ave. Design/Construction	0	0	0	766,576	(766,576)
Facilities	Additional Facilities - North College Design/Construction	0	0	0	60,323	(60,323)
Facilities	Additional Facilities - S. Madison Ave. Design/Construction	0	0	0	42,857	(42,857)
Facilities	In Route Charging	0	0	0	82,287	(82,287)
Facilities	Driver Simulators	0	0	0	240,000	(240,000)
Facilities	Additional Facilities	0	1,600,000	1,600,000	1,697,020	(97,020)
<b>Facilities Total</b>		<b>3,985,000</b>	<b>2,151,179</b>	<b>6,136,179</b>	<b>5,323,165</b>	<b>813,014</b>
Safety/Security	Main Facility CCTV Upgrade	0	0	0	3,290	(3,290)
Safety/Security	Training Simulators	0	0	0	0	0
Safety/Security	Security Upgrades @ 1501	0	0	0	0	0
Safety/Security	On-Board Data Recorders/Collision Avoidance	0	0	0	0	0
Safety/Security	Vehicle CCTV Replacement	220,000	1,000,000	1,220,000	355,617	864,383
Safety/Security	Mobile Command Center	0	0	0	6,510	(6,510)
<b>Safety/Security Total</b>		<b>220,000</b>	<b>1,000,000</b>	<b>1,220,000</b>	<b>365,417</b>	<b>854,583</b>

Capital Plan Group	Capital Plan Project	2021 Budget	2020 Budget Carried into 2021	Total 2021 Appropriation	YTD Expenses and Encumbrances	Remaining 2021 Appropriation
Fleet	Support Vehicle Replacement	0	0	0	77,059	(77,059)
Fleet	BRT Bus Docking Technology	0	0	0	0	0
Fleet	Automatic Passenger Counters Upgrade	181,500	190,755	372,255	190,755	181,500
Fleet	Paratransit Bus Replacement	1,415,000	1,566,248	2,981,248	1,618,386	1,362,862
Fleet	Fixed Route Bus Replacement	22,500,000	21,843,447	44,343,447	21,530,037	22,813,410
Fleet	Radio Equipment & Accessories	78,806	0	78,806	0	78,806
Fleet	Dispatch Consoles	170,000	0	170,000	0	170,000
Fleet	Maintenance Heavy Equipment	300,000	0	300,000	80,715	219,285
Fleet	Driver Partitions	0	151,541	151,541	0	151,541
<b>Fleet Total</b>		<b>24,645,306</b>	<b>23,751,991</b>	<b>48,397,297</b>	<b>23,496,952</b>	<b>24,900,345</b>
IT/Finance	ERP	800,000	0	800,000	0	800,000
IT/Finance	Fare Collection/Validation System	0	444,637	444,637	381,775	62,862
IT/Finance	Wireless Vehicle Communication (Install)	0	0	0	0	0
IT/Finance	ITS Upgrade/Replacement (CAD AVL)	0	442,605	442,605	0	442,605
IT/Finance	Hastus Software Upgrade	0	558,735	558,735	451,271	107,464
IT/Finance	Data Warehouse	0	0	0	0	0
IT/Finance	Payment Integration Platform	0	0	0	0	0
IT/Finance	Farebox Replacement	375,000	0	375,000	0	375,000
IT/Finance	Disaster Recover and Business Continuity Plan	0	216,497	216,497	41,792	174,705
IT/Finance	Miscellaneous Capital Purchase for IT	0	0	0	0	0
IT/Finance	IT Radio Replacement/Other IT	800,000	0	800,000	0	800,000
IT/Finance	Mobility Technology Services	0	0	0	61,650	(61,650)
IT/Finance	Flowbird	0	0	0	0	0
<b>IT/Finance Total</b>		<b>1,975,000</b>	<b>1,662,474</b>	<b>3,637,474</b>	<b>936,488</b>	<b>2,700,985</b>
Public Affairs	Public Affairs Intranet	0	140,080	140,080	0	140,080
Public Affairs	Mobile App Development	0	0	0	0	0
Public Affairs	Mobility Concierge	392,375	0	392,375	0	392,375
Public Affairs	Call Center	0	0	0	0	0
<b>Public Affairs Total</b>		<b>392,375</b>	<b>140,080</b>	<b>532,455</b>	<b>0</b>	<b>532,455</b>
Miscellaneous & Unbudgeted	Miscellaneous Capital Purchase	0	0	0	871,870	(871,870)
<b>Miscellaneous &amp; Unbudgeted Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>871,870</b>	<b>(871,870)</b>
<b>Grand Total</b>		<b>83,251,679</b>	<b>74,314,619</b>	<b>157,566,298</b>	<b>79,831,111</b>	<b>77,735,187</b>

**Budget Savings and Unbudgeted Expenses**

* Anticipated budget savings	8,480,000
Unbudgeted expenses	(5,944,905)
<b>Surplus/(Shortfall)</b>	<b>2,535,095</b>

**Miscellaneous & Unbudgeted Capital Projects Spending Details**

<b>Vendor</b>	<b>Description</b>	<b>Amount</b>
ELLIS MECHANICAL INC	Three (3) Aerco Boilers	\$ 141,400
ELECTRONIC STRATEGIES,INC	DELL POWEREDGE R640, 2XINTEL XEON SILVER 4215 2.5G	\$ 31,332
WEDDLE BROS. BUILDING GROUP, LLC	CO #47, CO #48 & RETAINAGE (Carson Transit Center)	\$ 290,000
MARION COUNTY TREASURER	2020 Spring Property Tax 9503 E. 33rd Payable 2021	\$ 309,377
MARION COUNTY TREASURER	2020 Fall Property Tax 9503 E. 33rd Payable 2021	\$ 93,887
MARION COUNTY TREASURER	2020 Spring Property Tax 9503 E. 33rd Payable 2021	\$ 436
MARION COUNTY TREASURER	2020 Fall Property Tax 9503 E. 33rd Payable 2021	\$ 436
BlueIndy LLC	180 N Illinois St - loss of use	\$ 5,003
		<b>\$ 871,870</b>

## Information Update – Zoning for TOD

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Strategic Planning Brooke Thomas  
**Date:** May 12, 2021

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### ZONING FOR TRANSIT-ORIENTED DEVELOPMENT (TOD)

#### BACKGROUND:

In July 2018, IndyGo submitted, and was subsequently awarded, a \$320,000 Pilot Program for TOD Planning grant award from the FTA to *integrate land use and transportation planning with a new fixed guideway or core capacity transit capital investment*, or in our case, the Blue Line Bus Rapid Transit route. Matched locally by IndyGo (\$40,000) and the City of Indianapolis, Department of Metropolitan Development (\$40,000) the total project budget was \$400,000.

IndyGo, in partnership with the City of Indianapolis, Department of Metropolitan Development and the Indianapolis Metropolitan Planning Organization, has led this highly collaborative effort for the past two years. This project is deeply rooted in over a decade’s worth of land use and transportation planning, including the many successes of the Indy Connect Initiative and the adoption of the Marion County Transit Plan, the updated Marion County Land Use Plan, as well as the more recent completion of the Purple Line TOD Strategic Plan, and update to the Red Line TOD Strategic Plan. It is anticipated that the proposed amendments to the Indianapolis-Marion County Consolidated Zoning and Subdivision Control Ordinance will be adopted by the Indianapolis City-County Council in mid-July and made effective on September 1, 2021. These changes, which are most easily described as a combination of strategic text amendments and a new protective overlay district, will be reflected in IndyGo’s August 2021 update to the Blue Line Small Starts grant application to hopefully maintain, or increase, our small starts rating from the FTA.

Once amended, the ordinance will better enable and accommodate transit-supportive development where it is needed most. With these new regulations in place, local land use policy and decision-makers will have the tools that they need to ensure that residents near IndyGo’s rapid and frequent transit corridors will have reliable access to jobs, education, and healthcare, and not just for the present generation but for future generations as well. These issues were identified in 2009 by the Central Indiana Transit Taskforce and were reinforced through the public process and transit referendum that resulted in an overwhelming support for investing in mass transit in 2016, and they are just as relevant today as they were then.

#### RECOMMENDATION:

Receive the report.

Brooke Thomas, AICP  
Director of Strategic Planning  
Division of Infrastructure, Strategy, and Innovation



# Zoning for TOD: The Who, What, Where, When, and Why.

May 27, 2021

Brooke Thomas, AICP  
Director of Strategic Planning

Who?

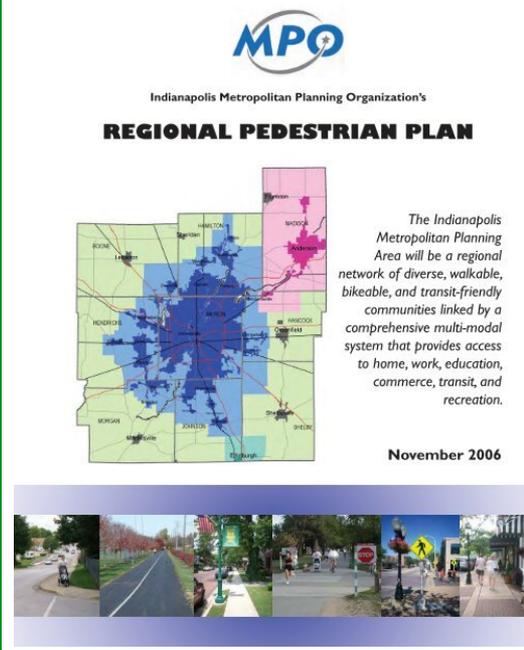


*IndyGo*<sup>SM</sup>



# WHO?

## Zoning for TOD



**DMD** – Land Use & Zoning Authority

**INDYGO** – Transit Provider + Grantee

**IMPO** – Convene + Inform + Plan + Fund

# What?

“All transport is development-oriented, and all development is oriented toward some transport mode. If you want that mode to be public transit, then you need to plan development — not just its layout but also its location — with transit in mind, just as all urban planning did before 1945. That’s all that the term transit-oriented development says, and all that it should mean.”

– Jarrett Walker

# WHAT?

## Zoning for TOD

### Possible Approaches

#### Approach #1 - Status Quo

No changes to the ordinance.

#### Approach #2 - Strategic Text Amendments

Make strategic amendments to existing zoning districts to protect and better enable walkable and transit-supportive development patterns; improved status quo.

#### Approach #3 - Overlay District

Proactively apply an overlay district to transit station areas to limit unproductive, noncontributing uses and development patterns.

#### Approach #4 - Amend & Rezone

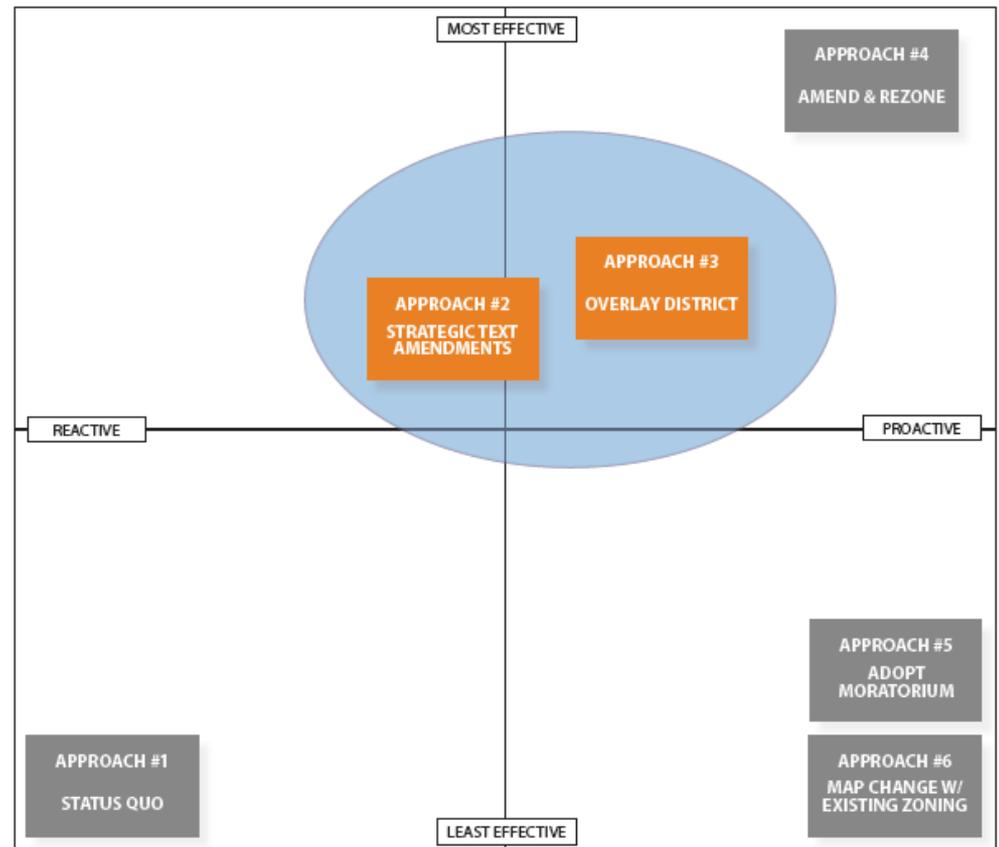
Amend the districts to ensure walkable and transit-supportive patterns, prohibit non-contributing and unproductive patterns, and use commission-sponsored rezoning.

#### Approach #5 - Adopt Moratorium

Suspend or delay development while best approach is prepared and implemented.

#### Approach #6 - Map Change w/ Existing Zoning

Utilize existing zoning districts to initiate Commission-sponsored rezoning to property along the transit corridors.



# WHAT?

## Zoning for TOD

- A mix of land use activities in one place
- A mix of **HOUSING OPTIONS** – type and price point
- **PEDESTRIAN-SCALED**
- A **WALKABLE ENVIRONMENT**
- A connected street network
- **PUBLIC SERVICES** and amenities close to homes
- Varying degrees of **DENSITY** and **INTENSITY**
- Accommodating parking in a way that minimizes the negative impacts on a place

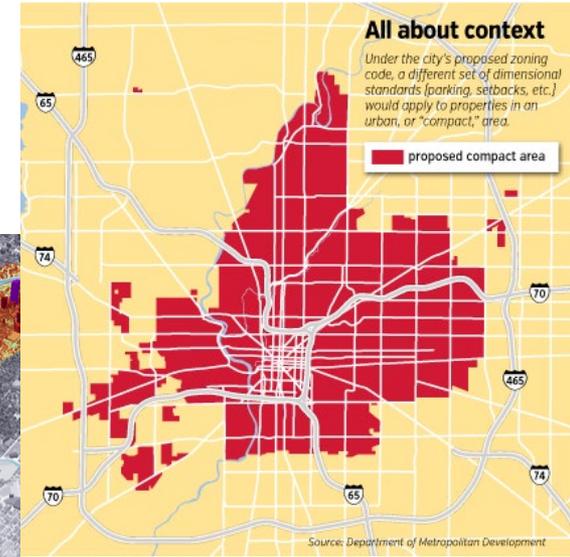
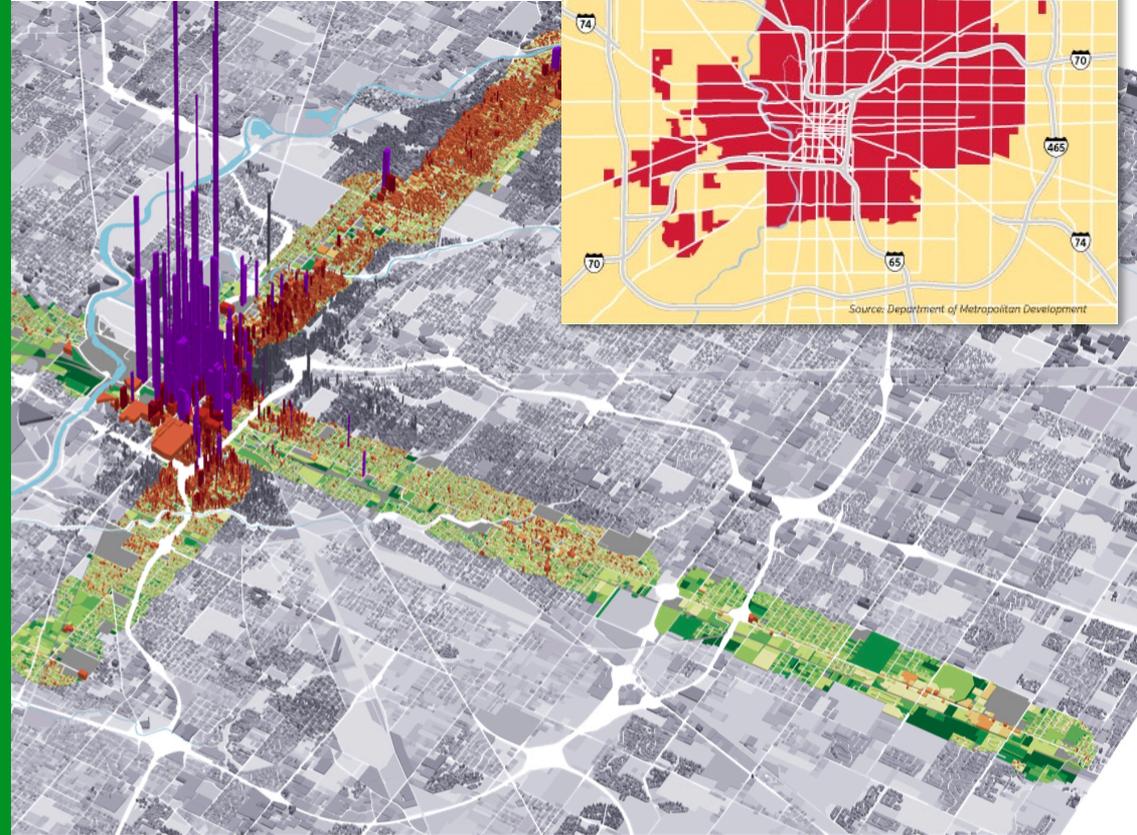
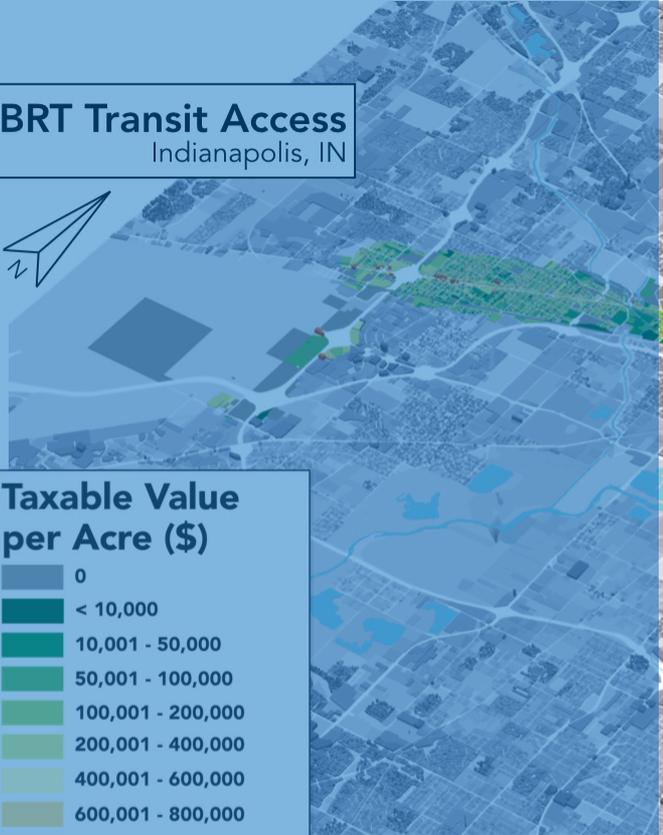
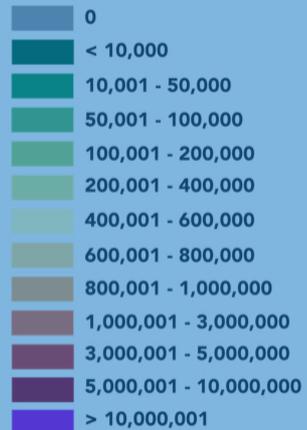
# Where?

URBAN3

## BRT Transit Access Indianapolis, IN

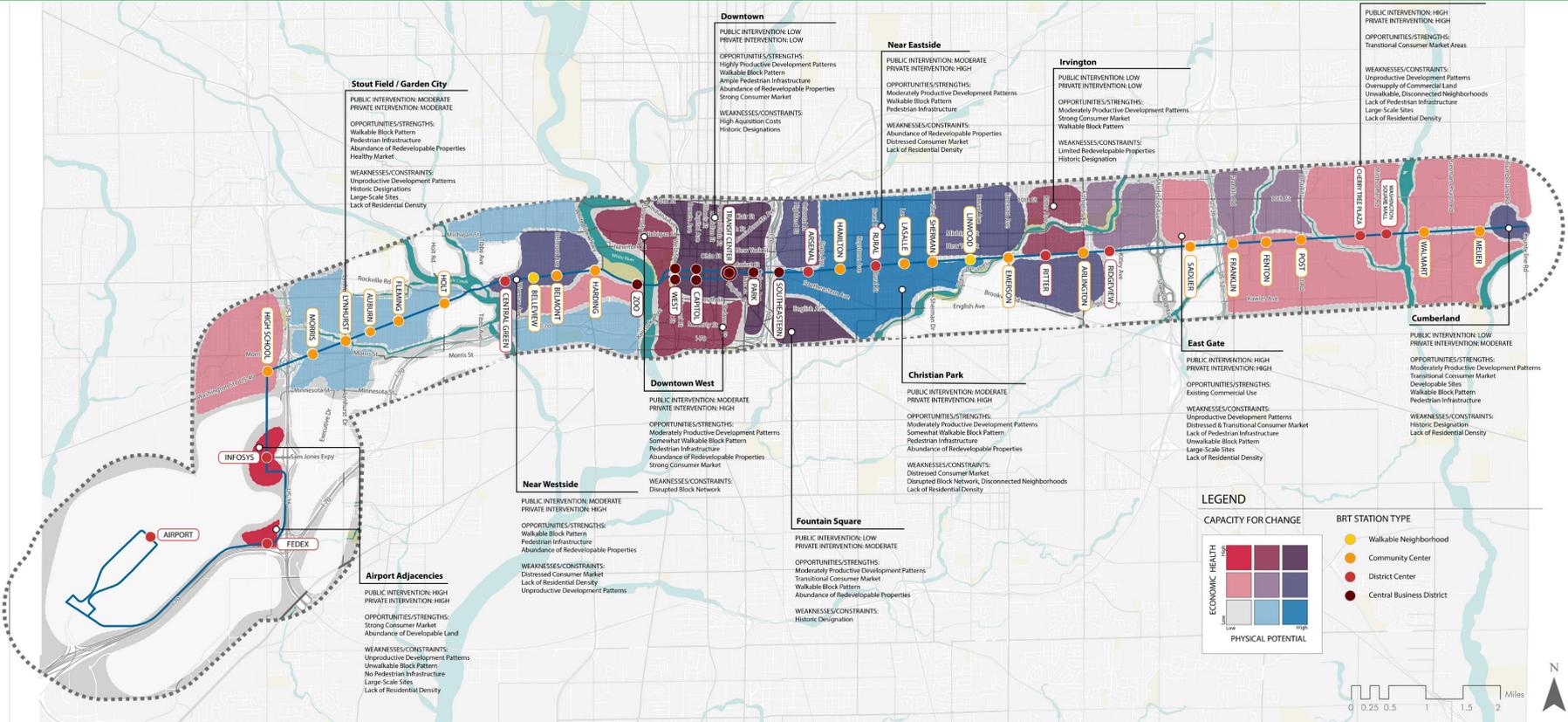


### Taxable Value per Acre (\$)

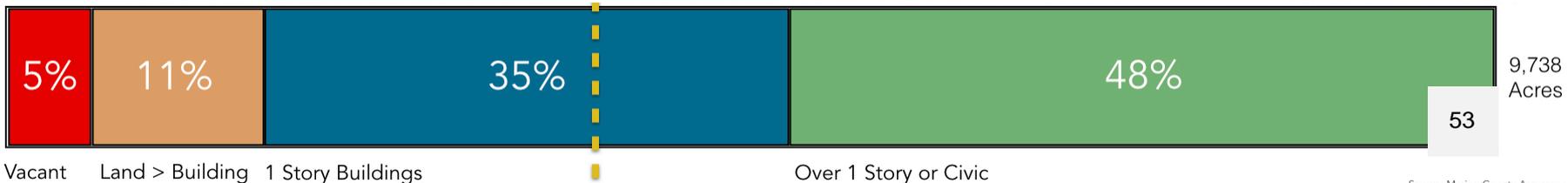


# WHERE?

## Zoning for TOD



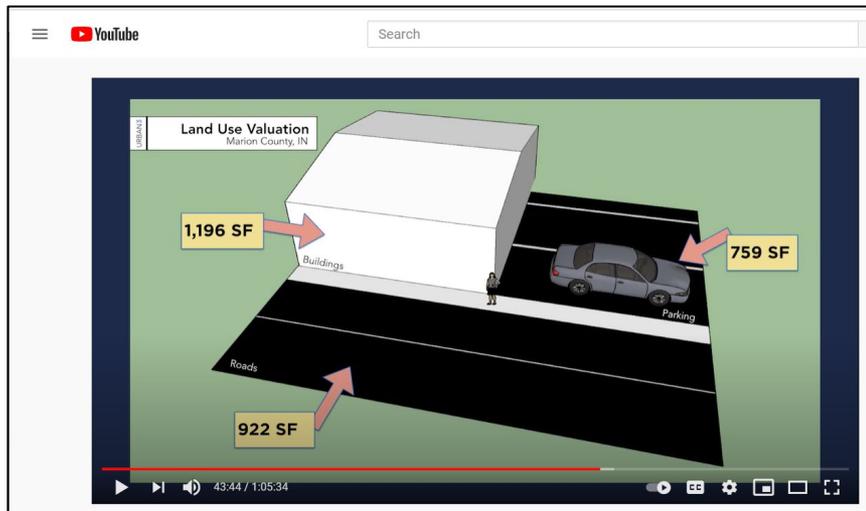
### CAPACITY FOR CHANGE



# WHERE?

## Zoning for TOD

<https://www.youtube.com/watch?v=xIJ9ioq3GZY>



**57%** of all households within  $\frac{1}{4}$  mile of the Blue Line have 1 or no cars!

More than **60%** of the land along the Blue Line is consumed by parking & roads.

When?



# WHEN?

## Zoning for TOD



2010

HUD-DOT  
Sustainable  
Communities  
Challenge  
Grant

2015

TOD  
Strategic  
Plans

2016

Plan 2020:  
Bicentennial  
Agenda

2017

Land Use  
Pattern Book  
+  
Marion  
County Land  
Use Plan

2018

FTA TOD  
Pilot Program  
Planning  
Grant

# WHEN?

## Zoning for TOD

- **April 19 - May 18**  
Public Review & Comment Period
- **Wednesday, May 19**  
Metropolitan Development Commission Voted
- **Monday, June 7**  
Introduction to City-County Council
- **Monday, June 14**  
Metropolitan & Economic Development Committee
- **Monday, July 12**  
City-County Council Vote (adoption date)
- **Wednesday, September 1**  
Effective date

Why?



# WHY?

## Zoning for TOD

### From a Local Governance Perspective:

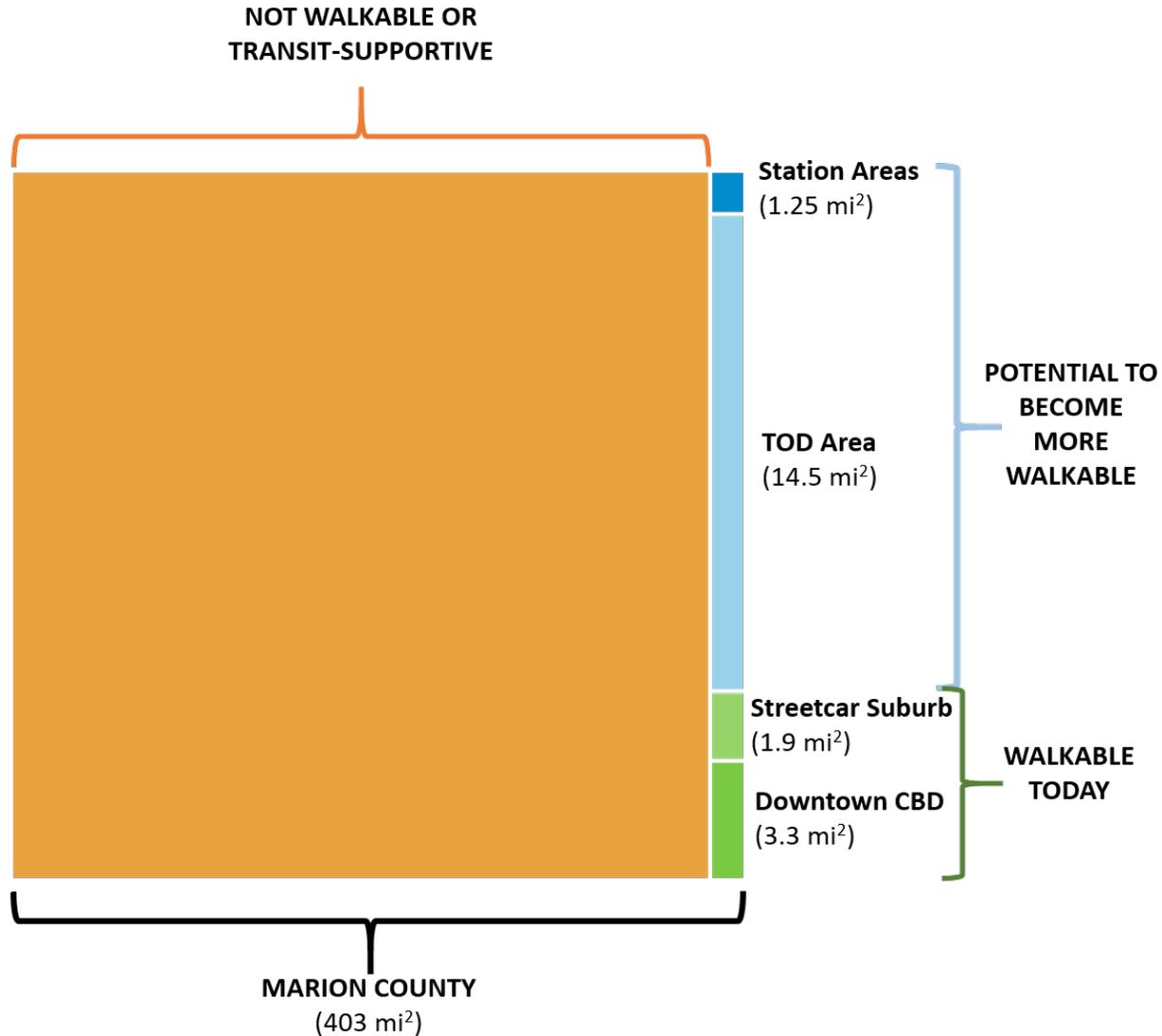
1. Non-contributing land uses (e.g. gas stations) and development patterns (e.g. big box retail) are allowed everywhere
2. Transit-supportive development is difficult to get approved
3. We lose ground every day – figuratively and literally.

### From IndyGo's Perspective:

- 1. INCREASE AND PROMOTE TRANSIT RIDERSHIP**
2. Maintain (or improve) our land use and economic development score for our Blue Line Small Starts grant application
3. Strengthen the land use/transit connection

# WHY?

## Zoning for TOD



# WHY?

## Zoning for TOD

If Indy could leverage even **\$50** of new TOD investment for every public dollar invested in the Red Line (*\$96.3 Million*), the city would see more than

# \$4.8 Billion

in new development along the line in less than 10 years.

That's a larger economic impact than 39 years of Indiana sporting events, including: the 2012 Super Bowl, ten NCAA Final Four games, seven Big Ten Championship games, eighteen Olympic trials, and others,

## combined.

A large graphic featuring the letters 'Q', '&', and 'A' in white. The 'Q' is on the left, the '&' is in the middle, and the 'A' is on the right. The background is a solid blue color with a faint silhouette of a city skyline at the bottom. A green vertical bar is positioned to the right of the 'Q' and '&' characters, and another green vertical bar is to the right of the 'A' character.

# Q&A

## Zoning for TOD

May 27, 2021

Brooke Thomas, AICP  
Director of Strategic Planning



## Information Update – 2021 Indiana General Assembly Legislative Session

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Government Affairs Cameron Radford  
**Date:** May 27, 2021

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### 2021 LEGISLATIVE SESSION

#### BACKGROUND:

The Indiana General Assembly recessed its 2021 legislative session on April 22, 2021. Despite 4 months of discussion on bills related to public transportation in Marion County including Senate Bill 141 and House Bill 1191, no legislation was passed during the session which will have a significant impact on IndyGo. Supporters of Public Transit were well informed and spent countless hours contacting their state legislators and asked them to defeat any legislation which would have been harmful to the public transit system in Marion County. Many thanks to the individuals who and organizations who stepped forward to advocate for public transportation. Should any elected officials consider proposing legislative items in the future which could have an impact on the public transit system in Marion County, IndyGo respectfully ask that those officials contact us well in advance so they have factual and up to date information to base their decisions on prior to introducing bills.

#### RECOMMENDATION:

Receive the report.

Cameron Radford  
Vice President of Government Affairs

## Information Update – CEO Report

**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** May 27, 2021

### CEO Report

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

**RECOMMENDATION:** Receive the report

#### 1. Community Garden

- On May 15, volunteers gathered at our new Mobility Solutions & Customer Care Center at 2425 W. Michigan Street to transplant an existing vegetable community garden and to create additional raised vegetable garden beds to serve the residents of the community.



## 2. TSA Mask Mandate

- With Marion County starting to ease COVID-19 restrictions, we would like to remind all of our riders that the TSA still requires proper wearing of face masks, per federal law on public transportation. Face masks are to be worn at all times.



## 3. BMV Vendor Registration

- IndyGo is now registered as a vendor with the State of Indiana Bureau of Motor Vehicles (BMV).
- As a vendor, IndyGo can enter into a contract with the Indiana BMV to become an official Commercial Driver's License (CDL) testing site.
- The ability to perform this testing internal to IndyGo will help expedite the CDL process while still meeting the CDL requirements for instruction and testing.
- The IndyGo CDL test site will only test Class B vehicles and those with passenger and airbrake endorsements.
- As a BMV vendor, IndyGo will be required to test an undetermined number of non-IndyGo employees who would bring their vehicles to the test site. If the person is testing for a school bus CDL, they would be required to bring their school bus for testing.
- With IndyGo becoming a State CDL testing site, it allows us to expand our community partnerships with other agencies that may have employees needing to be tested for their CDL license. This can be other transportation companies, schools, etc.
- IndyGo is currently waiting on the BMV Contracts Department to finalize next steps in this process.

## 4. 3D Mechanics Training

- Knowledge Architects has applied for the FTA's 2021 IDEA Grant. The Federal Transit Administration (FTA) funds the Transit IDEA program to support innovations to improve the efficiency, safety, security, and ridership of transit systems.
- The guidelines of the grant require the grantee partner with a transit Agency or an OEM.
- Included are 3 transit agencies in the prototype grant for this project. (JTA, MARTA and IndyGo)\*
  - i. \*JTA, Jacksonville, FL
  - ii. \*MARTA, Atlanta, GA
- The IDEA program consists of 2 projects
  - i. Concept Projects:
    1. Tests the validity of innovative concepts with potential applications for transportation practice.
  - ii. Prototype Projects:
    1. Demonstrate prototype applications in transportation practice, Digital Work Instructions.

## 5. CPR/AED/Basic First Aid Training

- We have completed, submitted, and have been approved for IndyGo to have four (4) certified CPR/AED/Basic First Aid Instructors. We will identify 4 individuals in various departments around IndyGo to ensure proper placement of those with these life saving skills should they ever need to utilize those skills.



## INFORMATION UPDATE – BUS STOP DESIGN TASK ORDER

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Service Planning Annette Darrow  
**Date:** May 7, 2021

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### BUS STOP DESIGN TASK ORDER

#### BACKGROUND:

In 2020, the board approved IndyGo staff to enter into a task order contract with Lochmuelle Group for local bus stop design and engineering services. Earlier in May, IndyGo’s first task order with Lochmueller for local bus stop design was executed for a not-to-exceed cost of \$99,670. Since this cost is so close to the \$100,000 board approval threshold, staff felt it was appropriate to provide background information on this project. This task order consists of site design and engineering for 12 local bus stops along Eagle Creek Pkwy, W. 46<sup>th</sup> Street, W. Michigan Street, and Dr. MLK Jr. Drive. Staff views this small task order as an opportunity for the Lochmueller team to understand better the level of effort required for these local bus stop projects. A larger task order for the design of additional local bus stops will be brought to the board later in 2021 for consideration.

Previously IndyGo had a contract with Shrewsberry & Associates for these services, however, that contract has expired. For this design task order and future task orders with Lochmueller, IndyGo staff has adjusted its strategy for project scoping. Staff is now focusing on smaller groupings of bus stops with individually identified bus stops per task order. This change was made because of the precision in planning, design, and engineering required for these projects due to complex and unique site conditions at each individual bus stop. Organizing the design task orders in such a way will minimize issues during construction and ensure that projects have a more manageable scope for staff and construction contractors.

#### RECOMMENDATION:

Receive the report.

Annette Darrow  
Director of Service Planning  
Department of Service Planning

## Risk and Safety Division Report – April 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** May 27, 2021

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### Risk and Safety

- On April 1<sup>st</sup>, IndyGo’s Risk and Safety department conducted internal OSHA and environmental compliance audits to the 1501 property and the downtown Carson Transit Center. There were no immediate hazards identified. The IndyGo internal audit process happens each month to help keep our facilities, employees, and customers safe.
- On April 1<sup>st</sup>, IndyGo’s Director of Risk and Safety, Brian Clem met with staff from the Marion County Health Department on the final plan and walk through of the Covid-19 vaccination clinic. Additional supplies were purchased such as signage and floor markings to bring awareness to guest and promote the TSA federal mask order.
- On Tuesday April 13<sup>th</sup>, IndyGo staff from Risk and Safety and vehicle maintenance departments met to review the IndyGo Safety Work rules for employees that work in vehicle maintenance. This program is being reviewed on a yearly basis as required by the FTA PTASP rule with the intent to keep works safe and update procedures as technology and tools evolve. The two departments are meeting weekly until a final proposal is ready to be reviewed by senior IndyGo staff. Proposed completion is scheduled for June 11<sup>th</sup>.
- On Tuesday April 14<sup>th</sup>, IndyGo Risk and Safety staff held a quarterly claims review with our 3<sup>rd</sup> party claims adjuster CorVel. IndyGo staff reviewed open claims and reviewed claim that are ready for settlement. The 3<sup>rd</sup> party claims adjuster, CorVel also shared statical data on Auto Liability and personal injury claims. Staff members from IndyGo’s Risk and Safety, Human resources, Operations, and Legal departments are creating a task force to determine ways to drive down cost and settlements. This is a proactive approach versus reactive to position IndyGo to be even safer than we currently are.
- On the 22<sup>nd</sup> and 23<sup>rd</sup> of April, IndyGo Risk and Safety staff scheduled time to meet with the IndyGo professional Coach operators while they performed their on-road driving duties. Staff stepped on the bus as a passenger and recognized the operators with their customers on years of safe driving. This process takes less than 30 seconds and has had all positive feedback from the operators and their customers. It is a pleasure and gratifying to make people smile and this process id going that and changing the IndyGo culture.

## April 2021 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for the month of April and received the National Safety Council recognition patch, pin, and certificate.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
<b>Mary Choctaw</b>	6709	11	18
<b>Kathleen Robinson</b>	5154	8	7
<b>David Madyun</b>	8399	7	9
<b>Treva Anderson</b>	8935	4	4
<b>Christopher Fletcher</b>	8701	4	7
<b>Gary Tindall</b>	8954	4	4
<b>Nakia Davies-Dada</b>	9372	2	2
<b>ShaPaul Moss</b>	9390	2	2
<b>Charles Williams</b>	9394	2	2
<b>Keith Griffie</b>	9376	1	2

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

### 1<sup>st</sup> Quarter 2021

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	0	0.00	4	0.21	8	0.41	0.00	↓	0.33	↓
Para Transit	0	0.00	1	0.29	0	0.00	0.00	↓	0.00	↓
Bus Rapid Transit (BRT)	0	0.00	2	1.13	12	6.81	0.00	↓	0.00	↓
All Modes of Service	0	0.00	7	0.29	20	0.82	0.00	2.16	0.08	2/2
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.

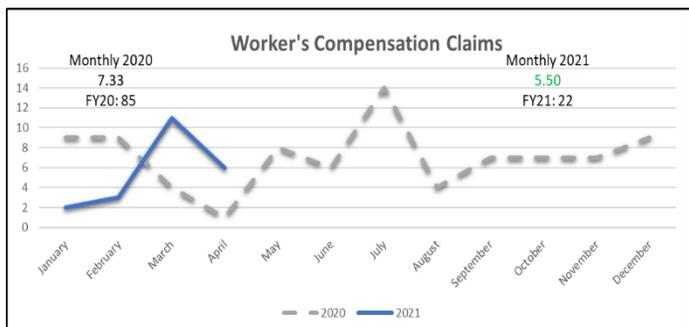
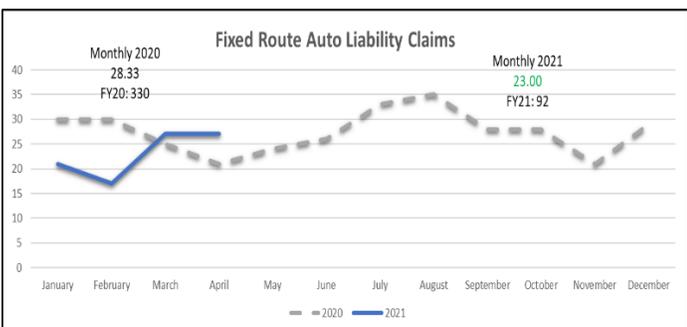
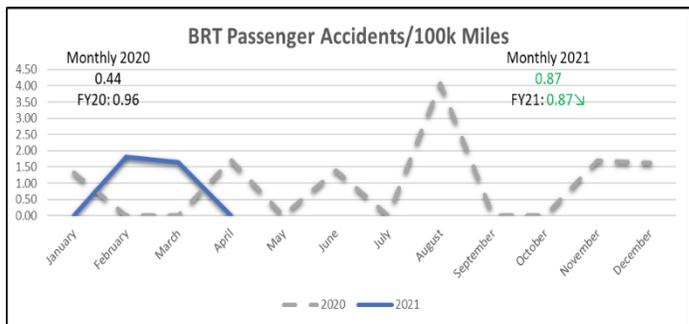
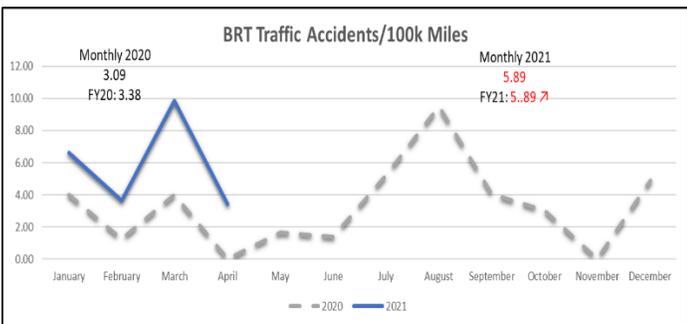
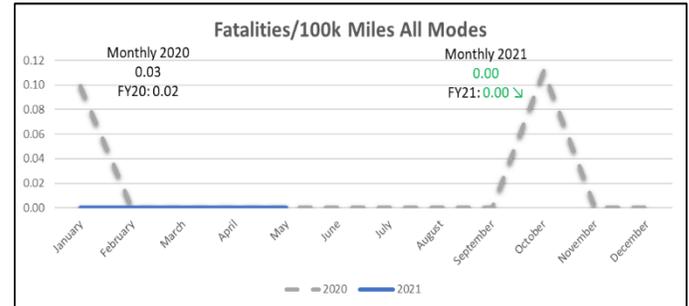
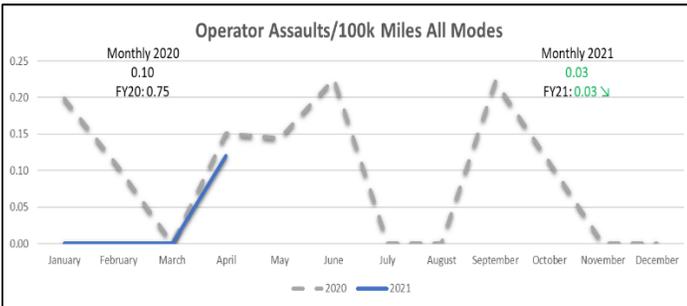
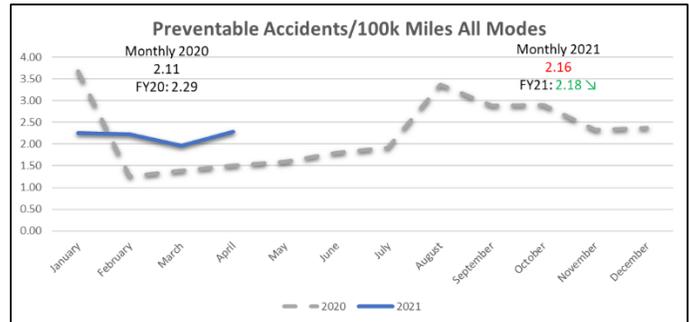
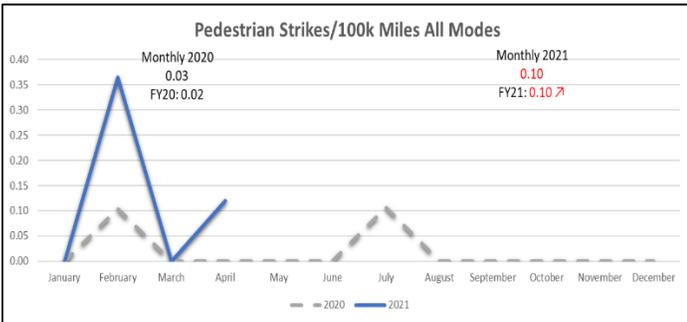
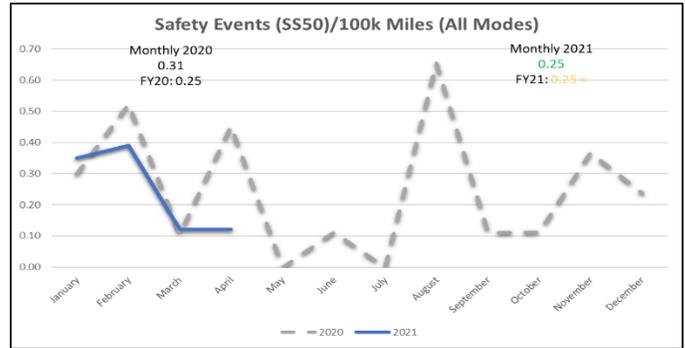
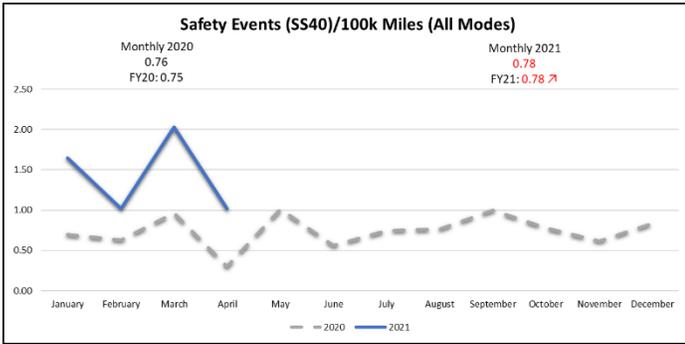
**Preventable Accidents:** Defined by the National Safety Council as: “An occurrence involving an employer owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.”

**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.

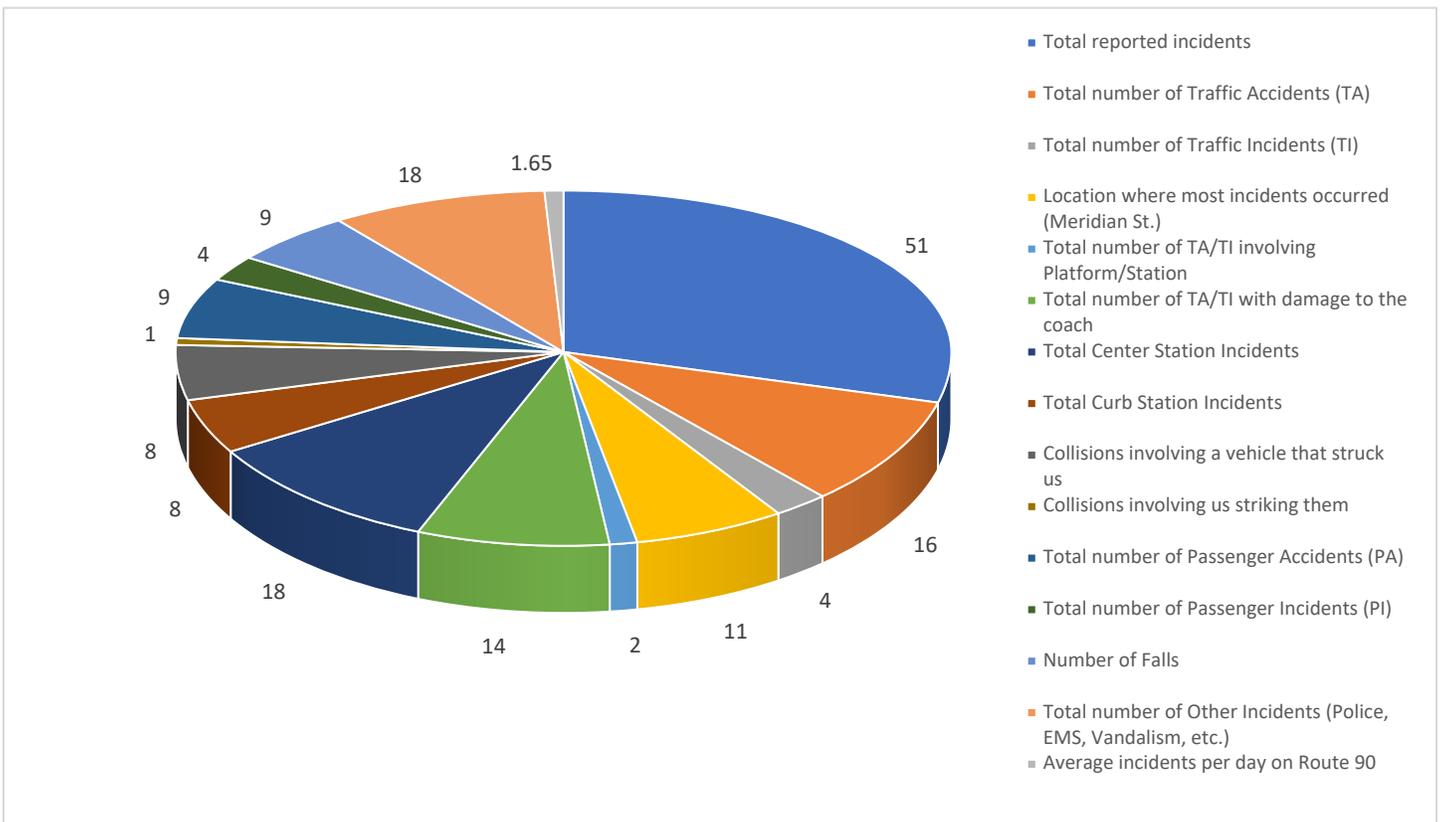
# Safety and Accident Data

## April 2021 Compared to April 2020 Data All Modes:



## Red Line- Route 90

<b>Total Reported Incidents</b>	51
<b>Total Number of Traffic Accidents (TA)</b>	16
<b>Total Number of Traffic Incidents (TI)</b>	4
<b>Location where most incidents occurred (Meridian)</b>	11
<b>Total Number of TA/TI involving Platform/Station</b>	2
<b>Total Number of TA/TI with Damage to the Coach</b>	14
<b>Total Center Station Incidents</b>	18
<b>Total Curb Station Incidents</b>	8
<b>Collisions involving a vehicle that struck us</b>	8
<b>Collisions involving us striking them</b>	1
<b>Total Number of Passenger Accidents (PA)</b>	9
<b>Total Number of Passenger Incidents (PI)</b>	4
<b>Number of Falls</b>	9
<b>Total Number of Other Incidents (Police, EMS, Vandalism, etc.)</b>	18
<b>Average Incidents per day on Route 90</b>	1.65



**End of Report**

## Planning & Capital Projects Division Report – April 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**Date:** May 27, 2021

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### **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**

A Class of Action determination for the Blue Line NEPA was received on February 26, 2021 for a Document Categorical Exclusion (DCE). The Area of Potential Effect (APE) map(s) for Section 106 (Historic/Archaeologic) and draft NEPA schedule were on hold temporarily, while we resolved the Indiana State Legislative actions. Those will be submitted to FTA in June. The NEPA process will begin with environmental analysis and research of historic, archaeological, and natural resources, as well as updated traffic studies. This will include analysis of the east terminus of Blue Line, with up to five potential sites being considered.

##### **Mobility Concierge Program, MPI Platform**

In late 2020, it was announced that IndyGo would be the recipient of an Accelerating Innovative Mobility (AIM) grant from the Federal Transportation Administration (FTA). The purpose of this grant program is to facilitate new and innovative strategies for facilitating trips not just on public transit but also other non-automotive modes of transportation.

IndyGo's proposal under the AIM Challenge Grant to develop a "Mobility Concierge Program" is part technological solution and part customer care center solution. In short, it is a service that would be designed to facilitate trip planning, booking, and payment across multiple modes and service providers in the Indianapolis area.

To help determine a course of action and develop a Request for Proposals (RFP), IndyGo developed and issued a Request for Information (RFI) in the Fall of 2020. Having reviewed the 24 responses, and more specifically the solutions that they propose, staff recommends that IndyGo hire a subject-matter expert (SME) to assist the agency in: 1) Developing a mobility payment integration framework, and 2) Preparing an RFP, or family of RFPs, for the procurement of a technical solution(s) using the remaining grant dollars. The RFP for the Subject Matter Expert was released on April 30, 2021. Proposals are due May 25, 2021. IndyGo staff anticipates bringing this item before the Board for approval at the Board's regularly scheduled June 24, 2021 meeting.

##### **Mobility Innovation**

The Toyota Mobility Foundation and Energy Systems Network (ESN) have partnered with May Mobility and Udelv as the first deployments of the Future Mobility District in Indiana. The district – established in collaboration with the Indiana Economic Development Corporation – is expected to aid research and development in advanced mobility technologies. May Mobility is scheduled to launch its IUPUI route operations on June 1, 2021 following a week-long demo in the city.

center. Referred to as the IUPUI route, this 4.2-mile circulator shuttle route will connect the Vermont St Red Line station to campus destinations, circle IU Health campus and serve multiple hospitals and Indiana Ave apartment complexes along the way. IndyGo is serving as a technical resource to, and local contact for, the May Mobility team. In return, IndyGo staff will be afforded several job shadowing opportunities between the months of June and August 2021 under a collaborative workforce development program. IndyGo staff will also assist with the development of a customer survey to learn even more from this unique opportunity at the end of the 6-month pilot period.

#### 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. Several in-depth and facilitated community meetings were held between March 16 and April 10 and several stakeholder meetings were held after. Staff is meeting internally to discuss the feedback and draft a policy.

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

IndyGo, in collaboration with the Indianapolis Metropolitan Planning Organization (IMPO), is seeking to adapt its current future service plan to an incremental one, allowing IndyGo to build out the Marion County Transit Plan (MCTP), incrementally, as funding, staffing, and capacity allows. Currently approaching the end of Phase I of the COA, staff has begun to prepare for a series of workshops designed to answer the question, “How does IndyGo currently deploy its resources to meet ridership and mobility goals?” And, “is that how resources should be deployed going forward?” A scope and fee have been developed for Phase II of the COA, and staff is seeking the Board’s approval to execute a task order for this next phase. Phase II will identify service changes and the investments needed to 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.

#### **On-Call Planning Services, MOD Assessment**

Shared mobility strategies and advancements in technology that make mobility-on-demand (MOD) easier to incorporate into the shared mobility ecosystem *not* considered or planned for in the MCTP are also being evaluated, as are the agency’s evolution in best practices post-COVID pandemic.

Tasks associated with the mobility-on-demand (MOD) assessment continue. This assessment is intended to help us determine how to “right-size our fleet;” better ensuring that low-density, difficult to serve neighborhoods in the outer parts of Marion County have mobility options. The deliverables for this assessment are two-fold: 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 for prioritizing, implementing, marketing, and evaluating mobility-on-demand (MOD) services, such as microtransit. The RFP has been developed and IndyGo staff are preparing to issue an RFP seeking a vendor offering turnkey, mobility-on-demand services yet this month.

#### **Purple Line Baseline Survey**

Replicating a process completed by the IMPO, IndyGo staff have completed procurement documents to hire a consultant for a baseline survey of demographics, transportation usage, and perceptions of transit in the Purple Line corridor. The project will include surveys of businesses and residents; discussions with human resource managers from select employers; and stakeholder meetings with community leaders. The survey pairs with existing work that IndyGo completed examining station-by-station demographics and economics. This project will be followed by a survey several years after service commences, to understand the impact of the upgraded service and amenities on the community.

#### **Blue Line, Zoning for TOD**

As part of FTA’s Pilot Program for TOD Planning, IndyGo partnered with the City of Indianapolis, Department of Metropolitan Development, and the Indianapolis Metropolitan Planning Organization (IMPO) to propose changes to the local zoning ordinance. On May 18, 2021, the ordinance amendment was approved by the Metropolitan Development Commission. It is anticipated that the City-County Council will take final action on the amendment at their July 12, 2021 meeting. Once adopted, the strategic text amendments and protective overlay district will better enable and accommodate transit-oriented development and thus protect, enhance, and create complete communities across much of Marion County. *See also Board Informational Item I-2 in the May Board Packet.*

## 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.

The TAM Facilities team updated the facilities inventory for SGR reporting. The TAM Team also updated the revenue and service vehicle inventory and acquisition assumptions to facilitate state of good repair (SGR) target-setting for FY2021.

### **Grants, Transit Security Grant Program (TSGP)**

The TSGP is administered by the Federal Emergency Management Agency (FEMA) and solicits project requests for projects that improve security for a transit agency. IndyGo submitted an application in FY2019 and did not receive an award. In the following year, IndyGo submitted approximately \$1 million worth of projects to support security improvements at the new East Campus. FEMA should announce awards in the third quarter of the year.

## Regional Initiatives/Discussions

### **Section 5310 2021 Call for Projects**

Preparation for the Section 5310 FY2021 Call for Projects is underway. Applications are due on May 28, 2021.

Staff have determined that the FY2021 Call for Projects will include only the normal appropriations. A second, special call for the stimulus funding will need to be created and fulfilled before the end of the year.

### **Section 5310 Program Oversight**

Two 5310 subrecipients have experienced total loss collisions. IndyGo staff are working with the subrecipients to determine the next steps for the vehicles, as both were funded with Section 5310 funds and received insurance settlements that valued the vehicles greater than \$5,000.

### **Section 5307/5311 Transition Activities**

RLS and Associates has been hired to support IndyGo staff in transitioning the counties from 5311 to 5307 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 next steps in that process.

### **Suburban Transit Planning**

The Northern Johnson County Transit Plan is underway. IndyGo is providing technical support. The project has collected stakeholder input, baseline data, and is now moving towards designing some example service modifications.

### **Indianapolis MPO SFY 2025 Call for Projects**

The IMPO announced that the SFY 2024-2025 CFP will open on June 2. The CFP should not be substantially different than in previous years, despite this CFP utilizing state funding.

### **IUPUI Peterson Fellows Program**

The IUPUI Peterson Fellows Program provides funding for select candidates from the IUPUI O'Neill School of Public and Environmental Affairs. Candidates are interested in public service. Three public entities host the Fellows: City of Indianapolis, Indianapolis Airport Authority, and IndyGo. The first year of the IUPUI Peterson Fellows Program is nearly finished. The final candidate is Ellen White, now a graduate of IUPUI. She will be working with staff on a variety of planning projects.

### **North Split Traffic Management Plan (Detour)**

The North Split construction project has been underway since the beginning of the year, with minor construction occurring in preparation for the major closing of the interstate throughput. Beginning in the middle of May, an 18 month major reconstruction effort will begin. The closure of I-65 and the reduction of throughput in the project area will affect IndyGo operations, including Open Door operations, and will likely increase congestion on the local streets as commuters seek alternative paths.

More directly, IndyGo routes will be affected by the closure of multiple local streets. The closures are required to safely and quickly demolish and rebuild the interstate bridges. IndyGo is in contact with the construction project team, including INDOT, to discuss how to best mitigate the impact of the local street closures for routes that run on the closed local streets. Coordination includes staff from Transportation, Public Affairs, Strategic Planning, and Capital Planning.

*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
- Section 5310 Program Management Plan
- Transit - Human Services Coordinated Plan Update
- Fare Modernization, Partner Portal
- Universal Sponsored Rides Program, 2021-2022SY
- FY2022 5-Yr Capital Plan Update
- Grants, Super Stops 2.0
- Grants, Rural Street Bridge
- Grants, Transit Oriented Development Planning
- Title VI, Site Equity Analysis, Southern Madison Avenue Mobility Hub

## **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).

Construction of the 6410 N. College permanent charging site has completed, but installation of charging equipment is delayed due to supply chain challenges related to COVID. We are currently expecting the site to be operation in June. The temporary charging site at 91st and Evergreen will be turned back over to IPL once we have verified that the 6410 site is operating as expected.

At the south end of the Red Line, NEPA documentation for 8925 S. Madison Avenue is completed. Design has begun for permanent charging infrastructure and construction is expected to begin this Fall.

### **Blue Line**

IndyGo's design consultant, WSP, is moving forward with drainage design concepts for the corridor in advance of a 60% design deliverable anticipated in March 2022. WSP will be providing an updated scope of services and level of effort for amendments to the design contract as work restarts post-legislative session.

### **Purple Line**

IndyGo's design consultant, WSP, submitted final 100% design plans on February 15th and Ready for Bid plans by middle of March. Our construction management team has confirmed that updates and comments were addressed, and the plan set is ready for issuance under the procurement of Contractor Services. The front-end documents (Contracts, General Conditions, Technical Specs/Standards, and Bid Price Forms) were updated and will be completed in May. The next step will be packaging the design plans, front-end documents and associated IndyGo requirements into a complete procurement package for issuance, upon receipt of the Small Starts Construction Grant Agreement (SSGA) in June or July 2021.

### **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 product for 30 days. Five vendors were selected for POC

implementation; the process has been initiated. One of the five vendors have dropped out, of the remaining four, two vendors have installed their products and the other two will install within the next few weeks. 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 for two stations on Delaware St. DPW has awarded the contract to Morphy Construction with a budget of \$3.9 million. Construction is underway. IndyGo will monitor construction in partnership with DPW. NEPA Re-evaluation work will continue on the project for purposes of remaining eligible for future Federal grant opportunities. Final design on the remaining super stops locations will be finalized in the next few months. NEPA documentation is in the approval process.

#### FACILITY PROJECTS

The facilities team has open task orders/projects with WSP for specialty electrical design, and The Etica Group and Shrewsberry 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 the parking of buses 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 needed, 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. This will be closed this month.
- **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. This will be closed this month.
- **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. This will be closed this month.
- **Super Stops 1.0 & Rural Street Study** – Shrewsberry is completing this work. This is being presented to the IndyGo Board for approval to extend to May 2022.

New On-Call Architectural and Engineering (A&E) Services contracts for facility design services were awarded in June 2020 to The Etica Group, Woolpert, and HDR. Under these agreements, assessments will be performed for all of the facilities, including the BRT stations, Carson Transit Center, current Headquarters at 1501 W Washington and all new properties. These assessments will assist staff with planning of capital projects and will meet FTA requirements for State of Good Repair.

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; the first of these task orders will be executed in May 2021.

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)**. There will be 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)** – There will be 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)** – We will construct an additional bathroom, create space for drivers and create a multi-use space.
- **8925 Madison – Bus Charging and Driver layover location.** We will retrofit this building to accommodate drivers and provide multi-use space.

The On-Call A&E contracted firms for design are designing renovations / construction at our new facilities. Task Orders for these designs have been and will be presented to the Board for approval over the next couple of months.

Task Orders have been issued to The Etica Group for Design & Construction Services for the Mobility Solutions and Customer Care Center Phase 1, Phase 2 & Phase 3 (the entire facility) to provide design. Phase 1 & 2 design have been combined. We expect to advertise for a contractor the first week of June. Phase 3 will be advertised in July/August for a contractor.

New Task Orders have been issued and designs are underway for The Etica Group to conduct:

- Design & Construction Services for the Mobility Solutions and Customer Care Center Phase 2 & 3
- Design and Construction Services for East Campus B Building, Dorms Demolition, New Garage Building, and exterior improvements.

Task Orders have been issued to Woolpert for Design & Construction Services for the North Charging Station Interior Improvements (6410 North College) and the South Charging Station Interior Improvements (8915 Madison). This work should be completed by beginning of July.

<b>Task Order</b>	<b>Design Team</b>	<b>Design Start</b>	<b>Construction Start</b>	<b>Staff Move-In</b>
<b>East Campus Building A – Admin.</b>	Woolpert	2/2021	10/2021	1/2022
<b>Mobility Solutions Center Phase 1</b>	The Etica Group	2/2021	7/2021	10/2021
<b>Mobility Solutions Center Phase 2</b>	The Etica Group	4/2021	7/2021	10/2021
<b>Mobility Solutions Center Phase 3</b>	The Etica Group	4/2021	9/2021	12/2021
<b>East Campus Building B - Elevator/Training</b>	The Etica Group	4/1/2021	6/2021	3/2022
<b>North Charging Station Interior</b>	Woolpert, Inc.	5/2021	6/2021	7/2021
<b>South Charging Station Interior</b>	Woolpert, Inc.	5/2021	6/2021	7/2021

***Additional info to be added as task orders are executed. See the attached more detailed schedule.***

Respectfully submitted,

**Jennifer Pyrz, PE**

Vice President of Infrastructure, Strategy, and Innovation



## Public Affairs Division Report – April 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Communications & Marketing Lesley Gordon  
**Date:** May 27, 2021

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR April 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  
Katrina Ent, Digital Media Specialist  
Joshua Shadoan, Creative Design Specialist

# April 2021 *Board Report*



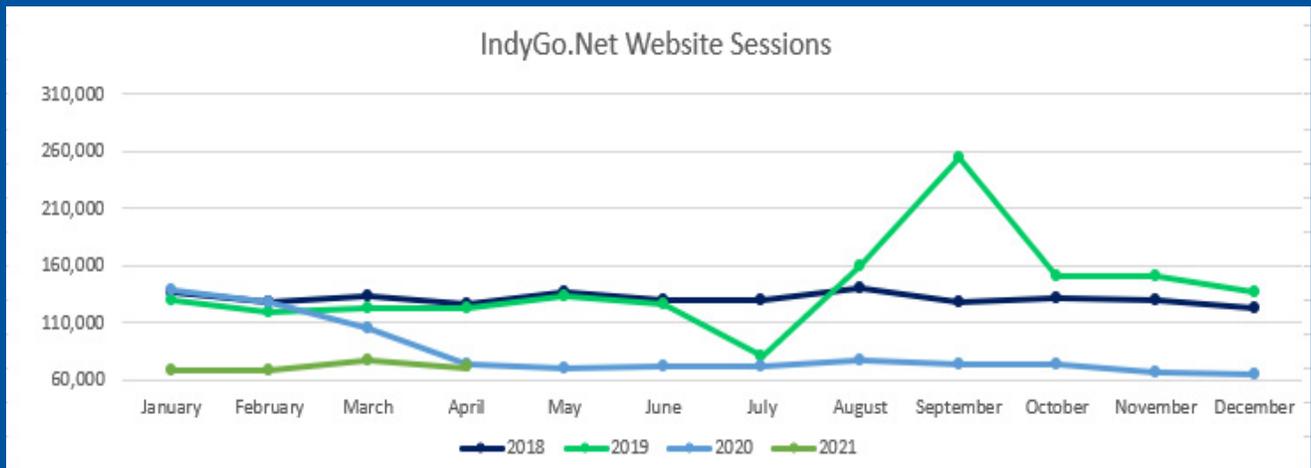
## INDYGO.NET WEBSITE STATISTICS:

(4/1/2021-4/30/2021)

Page Views	154,988
Bounce Rate	49.6%
New Users	22,699
Returning Users	11,429
Total Sessions	71,264
Total Monthly Sessions Comparison to Previous Year	↓ 3%

## Mobile Share

Date	Mobile	Desktop	Tablet
April-21	79.08%	19.92%	1.00%
Mar-21	79.55%	19.49%	0.96%
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%



## Media Mention Highlights

### Police trying to identify gunman, motive in FedEx shooting

April 16, 2021 | IBJ Staff and Associated Press

NEWS

### IPS board of school commissioners approves transportation changes

TRANSPORTATION

### Bill threatening IndyGo bus rapid transit dies in the House

POLITICS & POLICY

## IPS to ease transition from school buses with free rides, walking groups

■ FOR SUBSCRIBERS TRANSPORTATION

## Inside negotiations between IndyGo and the legislators challenging bus rapid transit

### Topics Include:

In April, the legislative session and IPS partnership dominated IndyGo's media coverage. Senate Bill 141 was covered in several stories by print, television, online, and radio outlets. IPS Partnership was mainly covered by television and online. In addition to those topics, there were media stories about FedEx and the vaccination clinic. IndyGo was mentioned in the media more than 160 times in April.

## New COVID-19 vaccine clinic opens on Indy's east side



## Social Performance:

# FACEBOOK PERFORMANCE

- Had a total of **8,432** organic impressions
- **1,875** post engagements (number of times people engaged with posts through reactions, comments, shares and clicks).
- **11,031** page likes and **11,746** page follows
- **64** uses of Transit is Essential Facebook Frame

IndyGo  
Published by Katrina Ent - April 20 at 8:43 PM · 🌐

Delivering sunshine to our riders on this rainy day ☀️ During today's unexpected rain and snow, our team ventured out to give riders umbrellas along future Purple Line stops. Thanks to [Fineline Printing Group](#) for donating these umbrellas to our riders! We're grateful for our riders and for the April showers that will soon bring May flowers! 🌸

IndyGo  
Published by Hootsuite - April 20 at 1:01 PM · 🌐

Public transportation is a major economic driver for our city—it creates access to places to live, work, and play in the community. #ICYM: City of Indianapolis - Government is planning the process redevelopment of the former Oaktree Apartments site, which is alongside the future Purple Line.

👉: <https://www.insideindianabusiness.com/.../indy-planning...>



INSIDEINDIANABUSINESS.COM  
**Indy Planning for Former Oaktree Apartments Site**  
Indianapolis Mayor Joe Hogsett and City-County Councillor La Ke...

1,655 People Reached    186 Engagements    [Boost Post](#)

👍👎❤️ 39    3 Comments 9 S

IndyGo  
Published by Katrina Ent - April 16 · 🌐

As Indianapolis continues to grow, the need for public transportation increases. #ICYM: Learn more about this new economic development and how future residents will benefit from our current and future lines. #TransitIsEssential Horizon House Englewood Community Development

👉: <https://www.ibj.com/.../horizon-house-plans-development...>



IBJ.COM  
**Horizon House plans 36-unit apartment project for homeless on downtown's east side - Indianapolis Business Journal**

1,069 People Reached    213 Engagements    [Boost Post](#)

👍👎❤️ 33    4 Shares

IndyGo  
Published by Charlie Carino - April 21 at 7:00 AM · 🌐

Happy #AdministrativeProfessionalsDay! Our admin employees are the heartbeat of our agency. We cannot thank them enough for continuously working hard and truly going above and beyond their responsibilities. To recognize our admin employees, our executive leaders all submitted a note of appreciation to share how they've impacted the agency. See someone you know? Share some love and comment on their photo!



569 People Reached    87 Engagements    [Boost Post](#)

👍👎❤️ 24    3 Comments

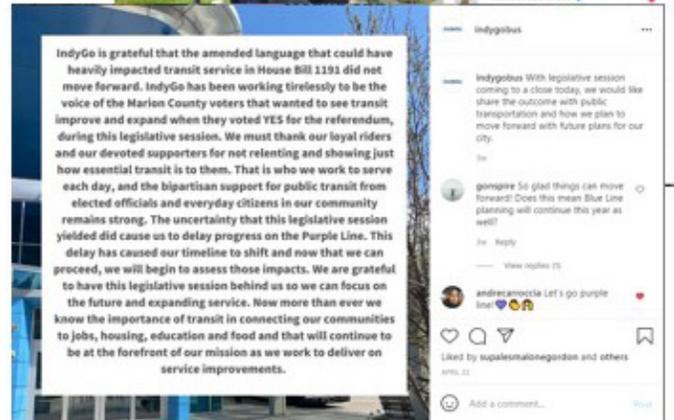
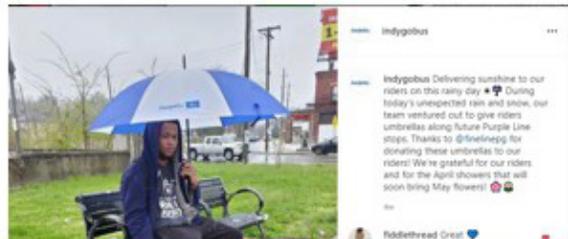


Reached    85 Engagements    [Boost Post](#)

👍👎❤️ 46    1 Comment 1 Share

# INSTAGRAM PERFORMANCE

- Generated **6,573** impressions
- **670** total engagements; **2.2%** engagement rate
- Generated **4** New Followers: 3,077 Current followers



# TWITTER PERFORMANCE

- **76,200 impressions**
- 99 retweets, 366 likes, 21 replies, 80 link clicks, 1.5% engagement rate
- Generated 34 new followers
- 6,029 current followers

**IndyGo** @IndyGoBus · Apr 6  
 Reminder: masks are still required when riding with us and visiting facilities. While the state announced a mask advisory effective today, we continue to follow the Federal mandate and Marion County Health Department order. Learn more at [indigo.net/health](https://indigo.net/health).



4 retweets, 10 likes

**IndyGo** @IndyGoBus · Apr 22  
 With legislative session coming to a close today, we would like to share the outcome with public transportation and how we plan to move forward with future plans for our city.



28 retweets, 83 likes

**IndyGo** @IndyGoBus · Apr 20  
 Public transportation is a major economic driver for our city—it creates access to places to live, work, and play in the community. #ICVM: [unclear] is redeveloping the former Oaktree Apartments site, which is the future Purple Line.



Planning for Former Oaktree Apartments Site  
 [unclear] Mayor Joe Hogsett and City-County Councilor La Keisha [unclear] have announced that the city is starting the planning process ... [indianabusiness.com](https://indianabusiness.com)

1 reply, 9 retweets, 25 likes

## Email Marketing:

# EMAIL MARKETING

**INSIDEINDYGO** >>>

**INSIDE INDYGO THIS  
MAY**

COVID Vaccine Site at Our Future HQ's



Get on-board and don't miss your shot! In partnership with Marion County Public Health Department, residents 18 years and older can visit our future headquarters location for Moderna and Johnson & Johnson vaccinated. Walk-in appointments are welcomed, but pre-registration is recommended to guarantee dose availability and to save time from completing paperwork on-site. Visit [indygo.net/vaccine-site](https://indygo.net/vaccine-site) to learn more about the vaccination clinic.

**MASKS ARE STILL REQUIRED.**



While Indiana announced a mask advisory, remember that masks are still required onboard all IndyGo vehicles and facilities. The Transportation Security Administration (TSA) extended its mask requirements, which applies to those traveling in airports, trains, and public transportation. To learn how we are keeping safety on top of mind for our riders, visit [indygo.net/health](https://indygo.net/health).

Real-Time Departure Screens



**APRIL  
NEWSLETTER**

- 9,803 recipients (9,748 last month)
- 9.78% CTR
- 6.05% Open Rate (Last month was 5.81%)

10

## Creative Projects

- 9 completed projects through SySAid
- Creation of intranet site logo



## Outreach Summary: April

Outreach in April 2021 focused on Open Door paratransit service and Purple Line, reaching approximately 2,630 people through community and stakeholder meetings. Additionally, IndyGo hosted various virtual meetings.

April engagement efforts continued focus on the “Beyond ADA” outreach campaign to understand community priorities and ideas for how IndyGo may operate our Open Door paratransit service outside of the Americans with Disabilities Act (ADA)-mandated service area. This included seven attended virtual or in-person facilitated discussions. Three meetings were open to the public and four were hosted for stakeholders including Bosma Enterprises, Goodwill Industries, New Hope of Indiana, and Indiana Statewide Independent Living Council. There were also extensive promotional efforts that included but was not limited to a call campaign to active riders, promotional resources provided to human service agencies via email and IndyGo staff visiting the top five paratransit destinations.

Engagement efforts also included a focus on Purple Line. IndyGo hosted a Corridor Advisory Committee meeting where stakeholders were updated on the status and next steps of the rapid transit project and potential impacts of state legislation. Over 50 stakeholders attended the meeting. Staff also presented updates about the rapid transit project to the Far East Side Community Council. IndyGo’s outreach team partnered with Fineline Printing Group who donated umbrellas to give away to riders along the future Purple Line route on a rainy day. The goal was to raise awareness of the Purple Line project and upcoming infrastructure improvements, including covered stations, while doing goodwill.

## April Outreach Events:

Date	Name of Event
1-April	Purple Line Corridor Advisory Committee Meeting
1-April	Beyond ADA Meeting
5-April	Beyond ADA Outreach Shifts
8-April	Beyond ADA Meeting
10-April	Beyond ADA Meeting
13-April	Beyond ADA Meeting: New Hope of Indiana
15-April	IPTC Finance Committee Meeting
15-April	IPTC Service Committee Meeting
15-April	Beyond ADA Meeting – INSILC
20-April	Fineline & IndyGo Purple Line Umbrella Giveaway
22-April	IPTC Board of Directors Meeting
22-April	Beyond ADA Meeting: Bosma
29-April	Beyond ADA Meeting: Goodwill
29-April	Far East Side Community Council



## Operations Division Report – April 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Operations/COO Aaron Vogel  
**Date:** May 27, 2021

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### OPERATIONS DIVISION REPORT – April 2021

#### SERVICE PLANNING

##### SERVICE SCHEDULING:

The next Operator Service Bid 2106 takes effect on June 27, 2021. Again, this bid is expected to contain 50% cafeteria-style work and 50% 8-10hr rostered runs.

In the bid, the Red Line Route 90 will be charging at the newly completed charging location, at College/64<sup>th</sup> Street. Route 901 will no longer use the BYD electric buses and become a standalone route using a smaller cutaway vehicles similar to what Open Door uses. Based on the current ridership this adjustment will right-size the route.

Routes 10 & 37 will begin using the new bus stop at Eskenazi Hospital to provide additional travel options to Veteran’s Hospital next door to Eskenazi. Other routes will have timing adjustments to match the service with traffic and loads better. The goal is to improve the customer experience and on-time performance.

##### LOCAL BUS STOP DESIGN & CONSTRUCTION:

Bus stop construction at Washington St & Bridgeport Rd (for the connection to CIRTA’s Plainfield Connector bus service) is mostly complete and expected to be open by early June 2021. This project is a partnership between IndyGo, CIRTA, the Indianapolis Airport Authority, and Plainfield.

In addition, IndyGo released a construction bid for bus stop improvements along E 42<sup>nd</sup> St, N Post Rd, and N Mitthoefer Rd on the east side, with work starting this summer.

An initial design task with our new bus stop designer Lochmueller has been approved. This initial work will give IndyGo and the designer a realistic idea of the level of work and the expected average cost per stop. Design for bus stop improvements on the northwest side, along Eagle Creek Parkway, High School Road, and W. 46<sup>th</sup> Street, and a few other locations will begin this month. 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.

FIXED ROUTE RIDERSHIP:

<b>Apr-20</b>	<b>Apr-21</b>	<b>% Change</b>	<b>IndyGo Fixed Route Ridership</b>	<b>2020</b>	<b>2021</b>	<b>% Change</b>
4,398	6,410	45.7%	<b>2 E. 34th St.</b>	38,681	24,249	-37.3%
7,555	15,934	110.9%	<b>3 Michigan St.</b>	88,653	58,745	-33.7%
4,164	5,015	20.4%	<b>4 Fort Harrison</b>	31,976	19,225	-39.9%
5,795	6,885	18.8%	<b>5 E. 25th</b>	45,219	27,971	-38.1%
2,757	5,673	105.8%	<b>6 N. Harding</b>	31,865	19,599	-38.5%
52,070	74,780	43.6%	<b>8 Washington St.</b>	375,129	281,633	-24.9%
32,644	46,178	41.5%	<b>10 10th St.</b>	246,404	172,573	-30.0%
1,706	2,081	22.0%	<b>11 E. 16th St.</b>	13,648	8,606	-36.9%
1,050	1,940	84.8%	<b>12 Minnesota</b>	9,905	6,873	-30.6%
716	1,510	110.9%	<b>13 Raymond</b>	6,844	5,446	-20.4%
2,224	3,265	46.8%	<b>14 Prospect</b>	19,029	13,021	-31.6%
3,364	7,171	113.2%	<b>15 Riverside</b>	43,551	27,415	-37.1%
3,299	6,947	110.6%	<b>16 Beech Grove</b>	32,784	25,842	-21.2%
1,510	2,854	89.0%	<b>18 Nora</b>	18,955	10,902	-42.5%
5,437	11,255	107.0%	<b>19 Castleton</b>	63,992	43,727	-31.7%
4,774	9,247	93.7%	<b>21 East 21st St.</b>	43,792	35,462	-19.0%
3,111	8,444	171.4%	<b>24 Mars Hill</b>	33,883	31,966	-5.7%
4,196	7,447	77.5%	<b>25 W. 16th St.</b>	35,655	27,641	-22.5%
5,332	8,494	59.3%	<b>26 Keystone</b>	47,050	31,372	-33.3%
3,642	6,090	67.2%	<b>28 St. Vincent</b>	33,796	22,649	-33.0%
2,275	3,647	60.3%	<b>30 30th St.</b>	24,121	13,929	-42.3%
3,569	5,024	40.8%	<b>31 US 31</b>	31,744	21,293	-32.9%
8,249	13,811	67.4%	<b>34 Michigan Rd.</b>	74,436	51,706	-30.5%
8,392	17,506	108.6%	<b>37 Park 100</b>	87,486	68,930	-21.2%
7,624	11,945	56.7%	<b>38 Lafayette Square</b>	55,151	43,398	-21.3%
30,639	39,362	28.5%	<b>39 E. 38th St.</b>	220,266	147,485	-33.0%
1,541	2,536	64.6%	<b>55 English</b>	14,734	9,570	-35.0%
2,890	6,580	127.7%	<b>86 86th Street Crosstown</b>	27,088	23,680	-12.6%
2,689	7,034	161.6%	<b>87 Eastside Circulator</b>	29,797	24,425	-18.0%
62,700	68,357	9.0%	<b>90 Red Line - BRT</b>	393,290	273,949	-30.3%
386	941	143.8%	<b>901 College - Local</b>	4,562	3,392	-25.6%
1,736	4,643	167.5%	<b>902 County Line - Local</b>	20,646	17,014	-17.6%
156	31	-80.1%	<b>Others</b>	449	494	10.0%
<b>282,590</b>	<b>419,037</b>	<b>48.3%</b>	<b>Total</b>	<b>2,244,581</b>	<b>1,594,182</b>	<b>-29.0%</b>

YTD ridership may be updated from prior periods due to buses probed after the 10<sup>th</sup> of the month.

## TRANSPORTATION SERVICES

### APRIL EMPLOYEE/S OF THE MONTH: Kathleen Robinson

Kathleen was nominated by Supervisor Deangelo Woodard. He noted that Kathleen goes above and beyond for the customer. He has witnessed her make sure that passengers especially children are able to eat. She also has excellent ethics and a pleasant demeanor. Kathleen is not just on time to work but makes herself available for extra hours when needed. She is dedicated to her job and is greatly appreciated by the team.

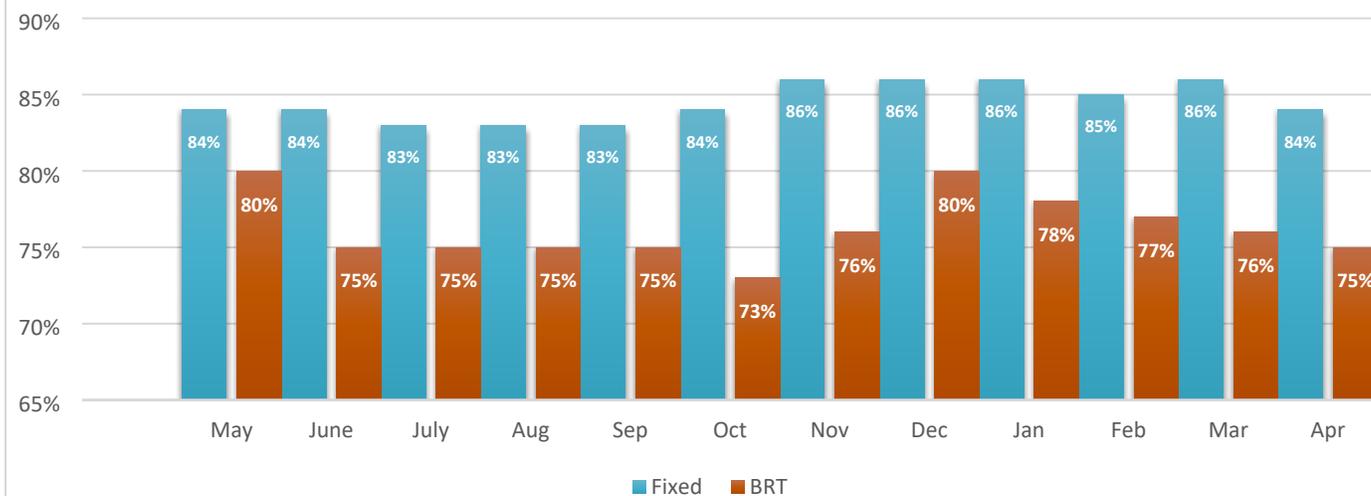
90% CLUB: The following operators achieved an on-time performance rating of 90% or better during the month of April. Each name is then entered into a drawing that is held each month from this group of Operators. The winner receives an extra personal day.

The winner for April: **William Hazen #9613**

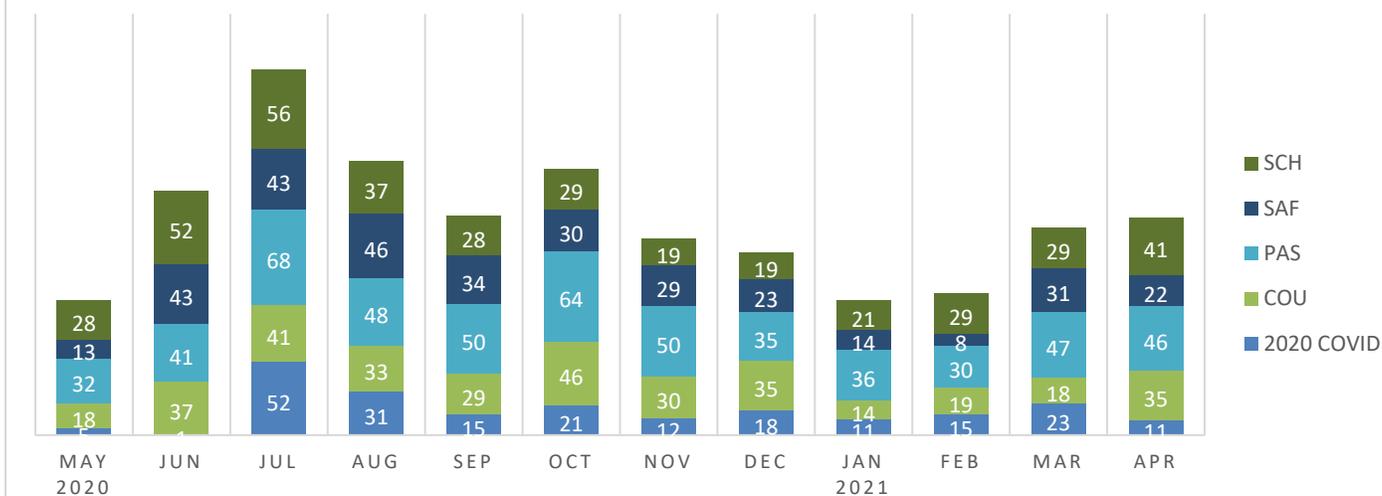
Amaya, Efrain  
Anderson, Treva  
Arnold, Mikiaiah  
Bradford, Keary  
Brooks, Ronnie  
Burnaugh, Pierre  
Burton, Ron  
Byrd, Kim  
Carpenter Williams, Lakisha  
Carroll, Cindy  
Carroll, Lashona  
Chest, Mornice  
Clark, Dennis  
Clark, Keana  
Clark, Shawn  
Comer, Rachel  
Dates, James  
Dean, Rena  
Duncan, Scott  
England, William  
Ford, Wanda  
Frierson, Razheana  
Gardner, Onesha  
Garrett, Victor  
Gee, Lloyd  
Goudiaby, Mamadou  
Grant, Mary  
Green, Nichelle  
Greene, Jeffery  
Harden, Erica  
Harrell, Douglas

Hazen, William  
Hinton, Lactetia  
Hook, Sandra  
Horst, Martin  
Howard, Jeffrey  
Hughes, Marilyn  
Jackson, Calvin  
Lewis, Terrill  
Madyun, David  
Murray, Beth  
Oxley, Ricardo  
Patterson, Larry  
Pearson, Travis  
Reed, Byron  
Roberson, Ashley  
Robertson, Wesley  
Rosario Gonzalez, Dilexi  
Rowie, Robert  
San Pedro, Enrique  
Smith, Kathy  
Snow, Anthony  
Soriano Peralto, Fernelis  
Taylor, Richard  
Thein, Stephen  
Tucker, Marjorie  
Turner, Lashonda  
Turner-Woods, Raveen  
White, Anthony  
Williams, Mary  
Wilson, William  
Young, Samuel

## On Time Performance Last 12 Months



## CUSTOMER COMMENTS YTD



### COMMENDATIONS:

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

#### Fixed Route

Steele, Kona - 9537  
Crawford, Claude - 8243  
White, Frank - 9617 (2)

Byrd, Nicole - 0803  
Wyatt, Darren - 8944  
Hall, Ayanna - 9523

Baine, Tenisha - 6978  
Merritt, Shundreline - 9106  
Porter, Ebony - 9708

#### Mobility Services

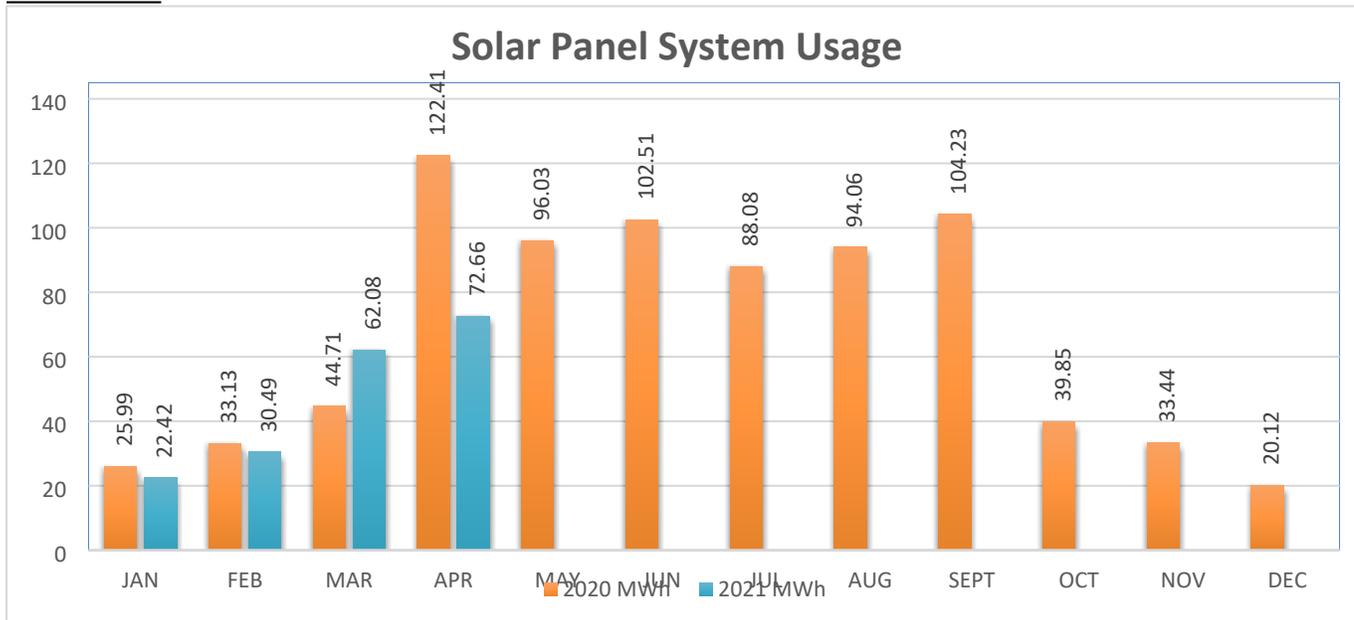
Dispatcher- Janiece  
Karen -Reservations

## VEHICLE MAINTENANCE AND FACILITIES SERVICES

### FACILITIES

For the first quarter of the year the Facility Department collected 17.04 tons of scrap metal from the garage area. The metal was turned into the recycling center and IndyGo received \$4,372.30. 3,350 gallons of used oil was also collected to be recycled.

### SOLAR PANEL:



### 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
<b>MAJOR</b>	4,229	3,479	4,959	5,715								
<b>ALL</b>	3,878	3,193	4,314	4,594								
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5,040	5,249	5,059	4,238
<b>ALL</b>	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3,319	3,505	4,826	4,057
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
<b>MAJOR</b>	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
<b>ALL</b>	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307

\*The green cells represent averaged totals

### FLEET SERVICES

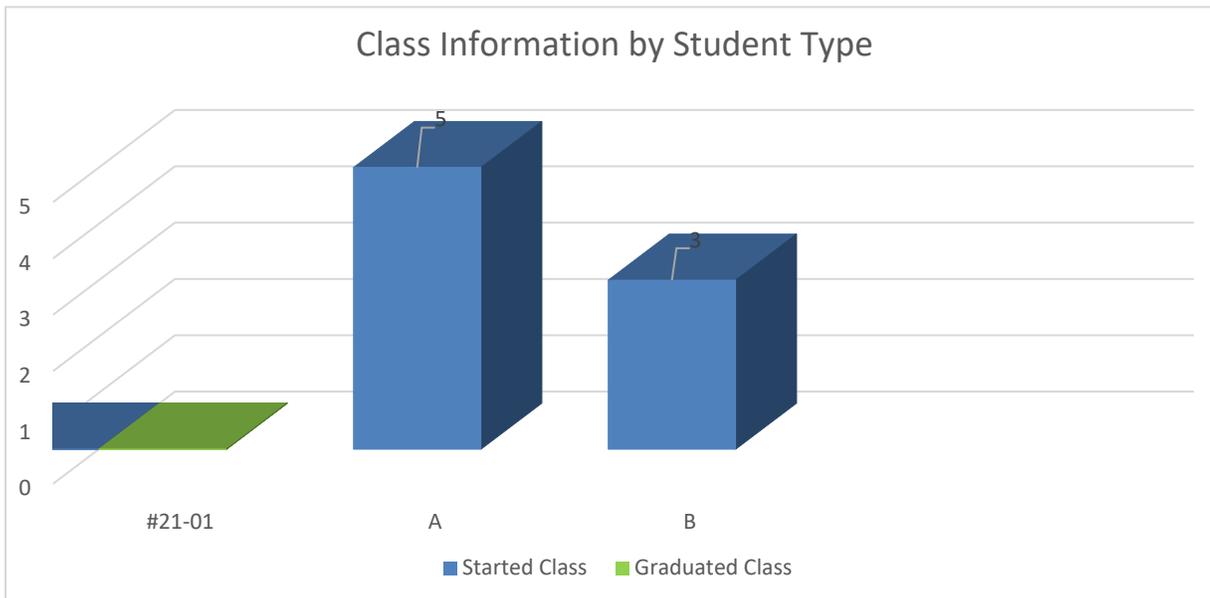
IPTC has logged 3,168,434 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2021	796,966	755,260	830,606	785,602									3,138,434
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
2018	727,094	711,683	794,958	665,856	694,173	697,882	707,050	733,567	684,009	737,985	691,012	690,486	8,535,755

## SECURITY AND TRAINING

### TRAINING:

The chart below shows the number of Trainee A (no CDL) and Trainee B Students that started each class. It will also show the number of students in each group that graduated. To help promote social distancing, IndyGo will have its class size limited to 12 or fewer students.



IndyGo started a new Operator Fixed Route Class on April 26, 2021, with five (5) Trainee A students. Trainee A students are students that have come to IndyGo but do not have a CDL License. IndyGo training staff will work with the Trainee A students for the first five (5) days of class to prepare the students for the State CDL Test. On May 4, 2021, IndyGo is expecting three (3) Trainee B students to start. Trainee B students have their CDL license when they begin the class. The class will be split into two groups, with one group driving in the morning and classroom time in the afternoon. The classes will rotate after lunch.

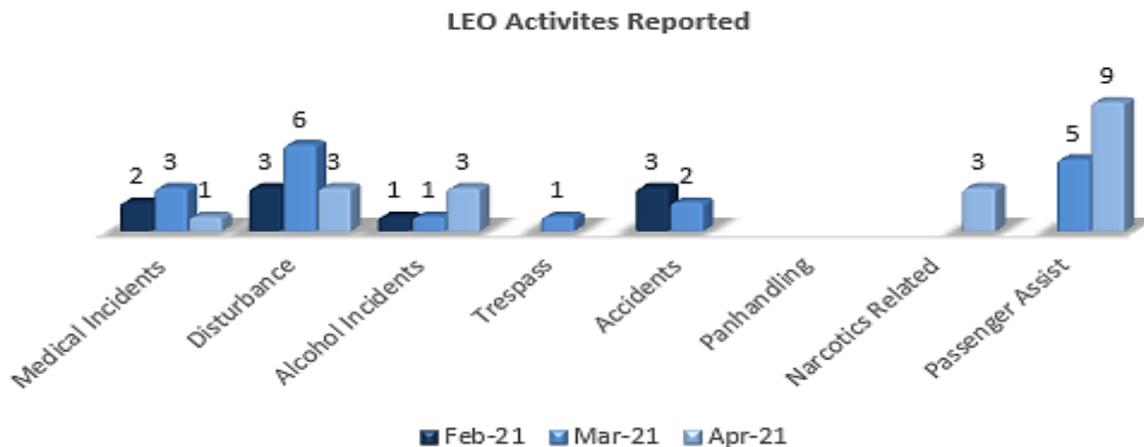
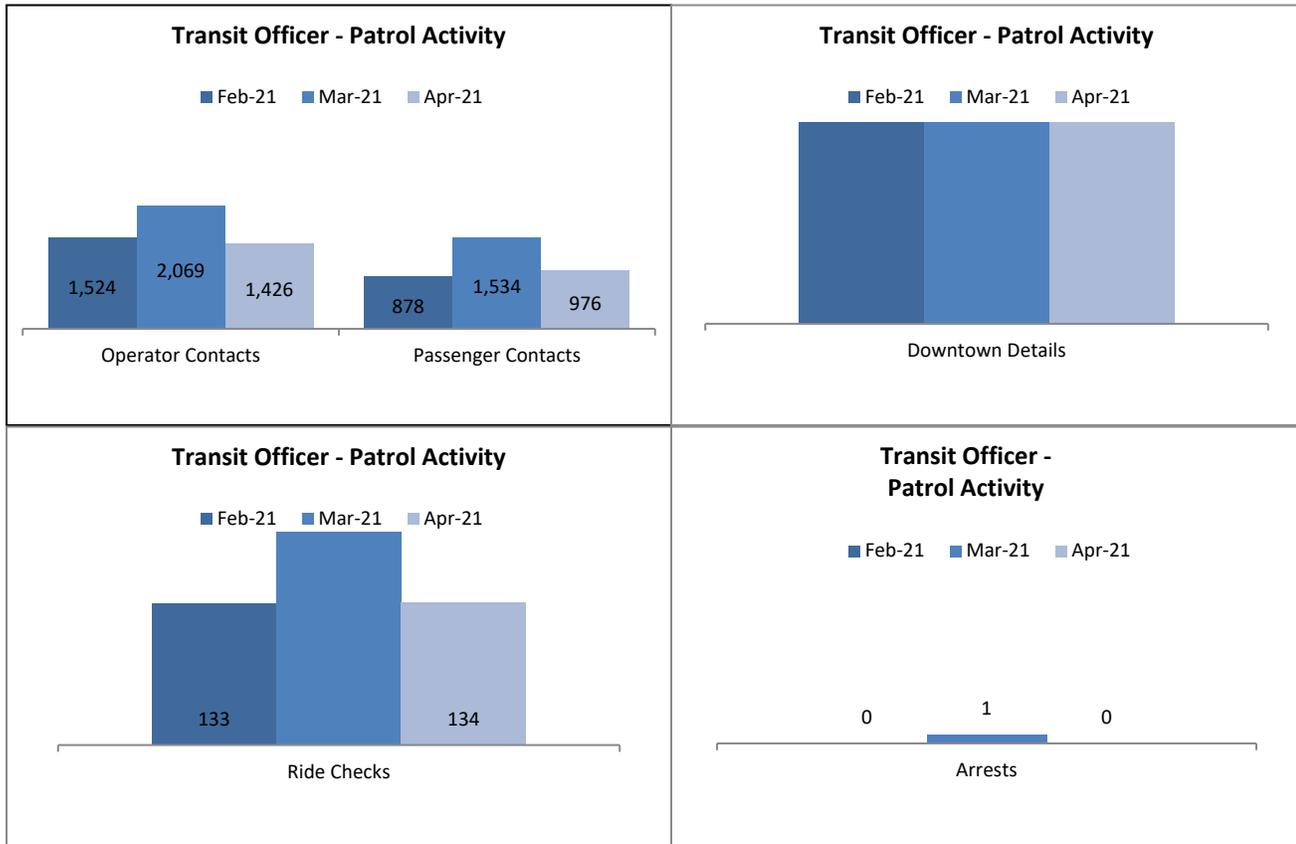
The 2021 Yearly Operator In-Service is in progress. The In-Service training covers current rules, regulations, policies, procedures, mobility device securement, OSHA requirements, and other items from multiple departments. The In-Service class is conducted Monday through Friday and one Saturday a month, each class limited to a maximum of five operators per class. Through April 30, 2021, training staff has completed the in-service for 175 operators.

The following training sessions were conducted in April:

- Fifteen (15) Operators for accident retrains
- Five (5) Operators for return-to-work training

- One (1) Operator for that transferred to a new job classification
- Two (2) new Administrative employees for new-hire orientation
- One (1) General Laborer for accident retrain
- One (1) Connected Vehicle Teams (CVT) employee successfully acquired their CDL license
- Two (2) CVT employees successfully acquired their CDL license

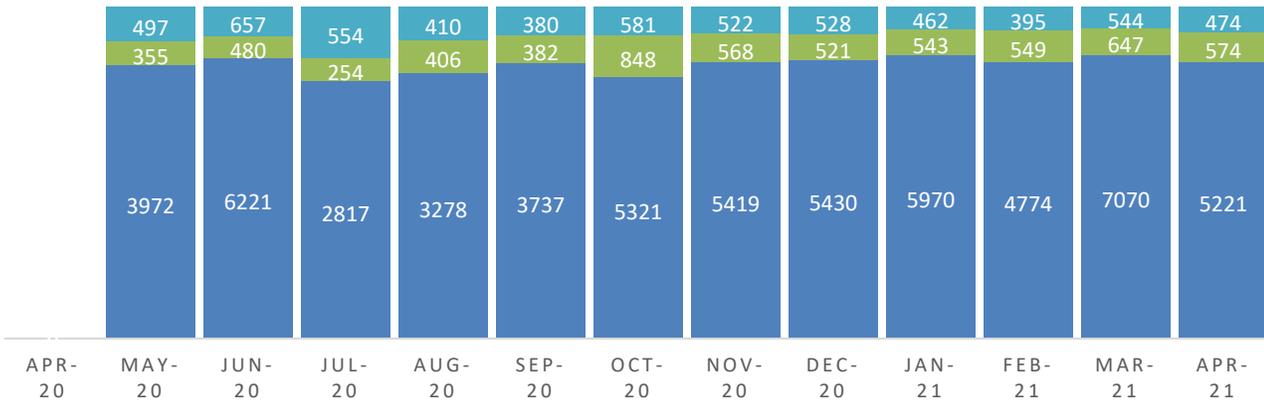
**SECURITY:**



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

## FARE INSPECTION

■ Valid Fares   
 ■ Citations Issued   
 ■ Education Provided



April	Passenger Contact	Notifications	Educations
<b>Monthly</b>	5221	574	474
<b>Weekday</b>	3621	372	304
<b>Saturday</b>	1003	111	96
<b>Sunday</b>	597	91	74

2021 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	23035	2313	1875
<b>Weekday</b>	17742	1806	1492
<b>Saturday</b>	3626	305	240
<b>Sunday</b>	1995	234	175

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 representing passengers who did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it will show education representing passengers who did not have a fare when checked but, after being shown the proper procedures, purchased a valid fare. All those numbers together count for the total number of checks each month.

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

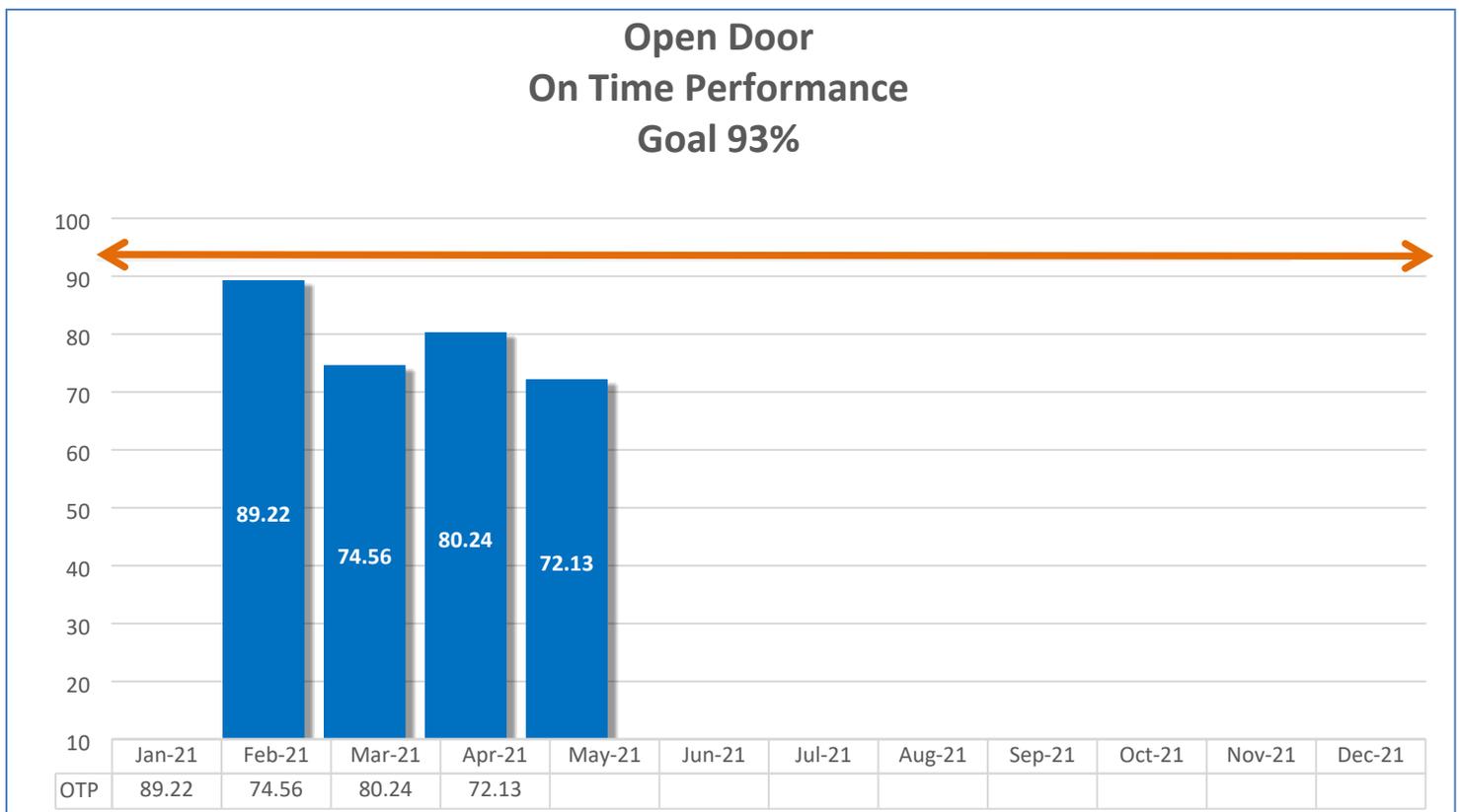
TRANSDEV RIDERSHIP:

Ridership has decreased from 2020 to 2021 due to COVID-19. Ridership in April 2020 reflects 6,844 unlinked passenger trips, and for April 2021, data reflects 12,987 unlinked passenger trips, a decrease of 20.4% YOY.

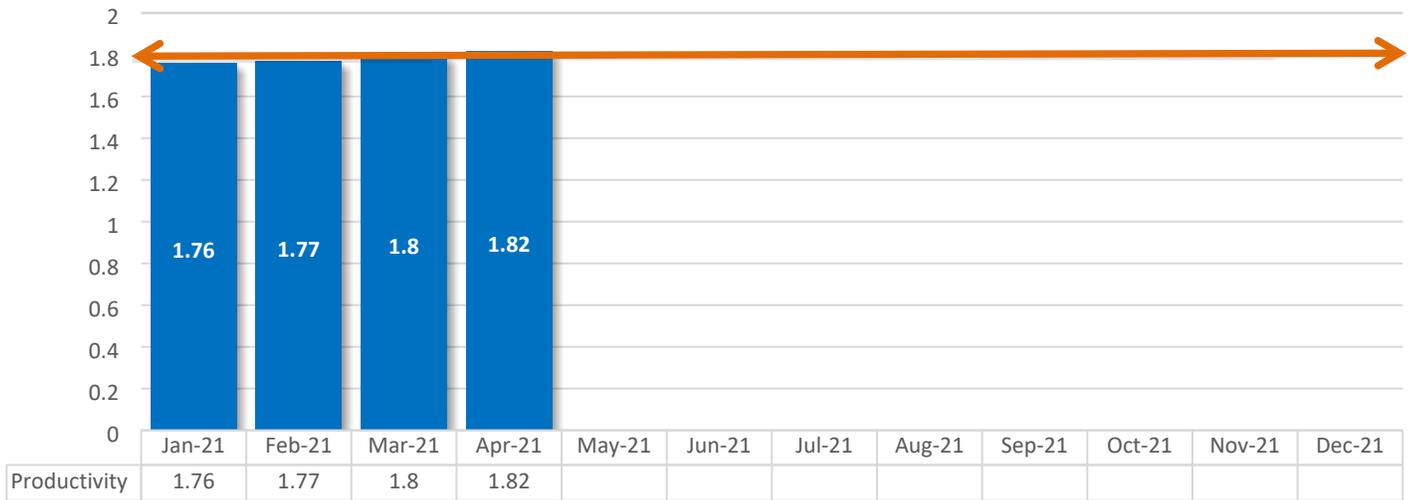
20-April	21-April	% Change	Mobility Services	2020	2021	% Change
4,399	15,630	255.3%	<b>Open Door Riders on Fixed Route</b>	68,407	54,696	-20.0%
6,844	12,940	89.1%	<b>Open Door</b>	71,376	48,059	-32.7%
0	1,829	100%	<b>31 Day S-Pass</b>	24,863	6,128	-75.4%

On-Time Performance for April 2020 was 99.08%, and Productivity was .86%. April 2021 OTP was 72.0%, and Productivity was 1.82%, both reflect a decrease of -27.3% and an increase of 1.11%, respectively YOY.

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



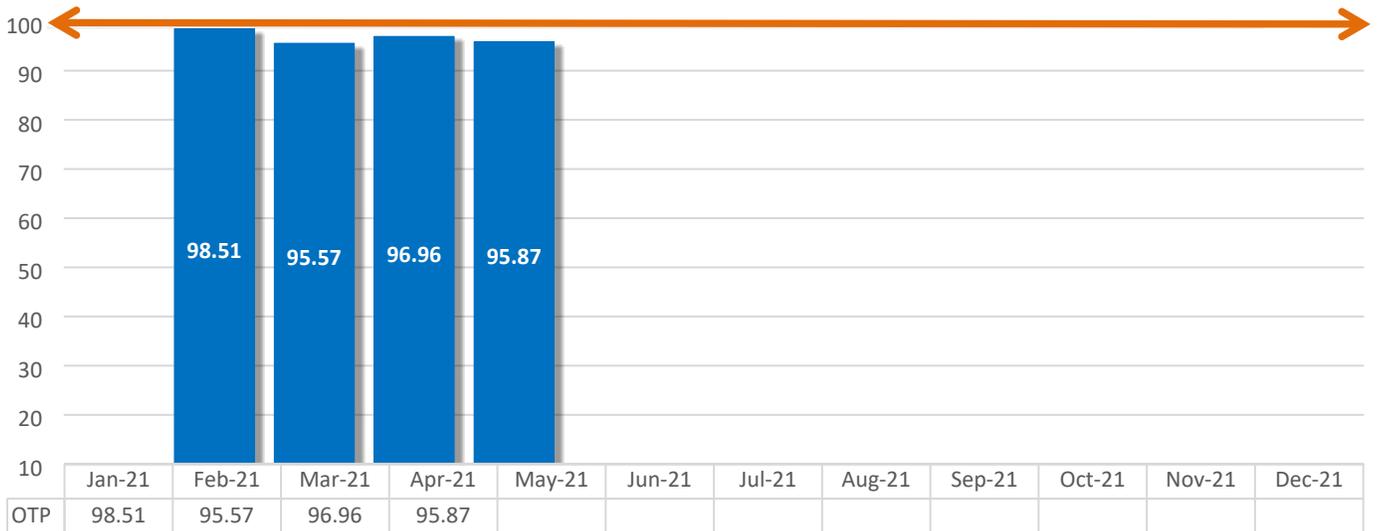
### Open Door Productivity/PPH Goal 1.8%



**TRANSPORTATION NETWORK COMPANIES (TNC'S):**

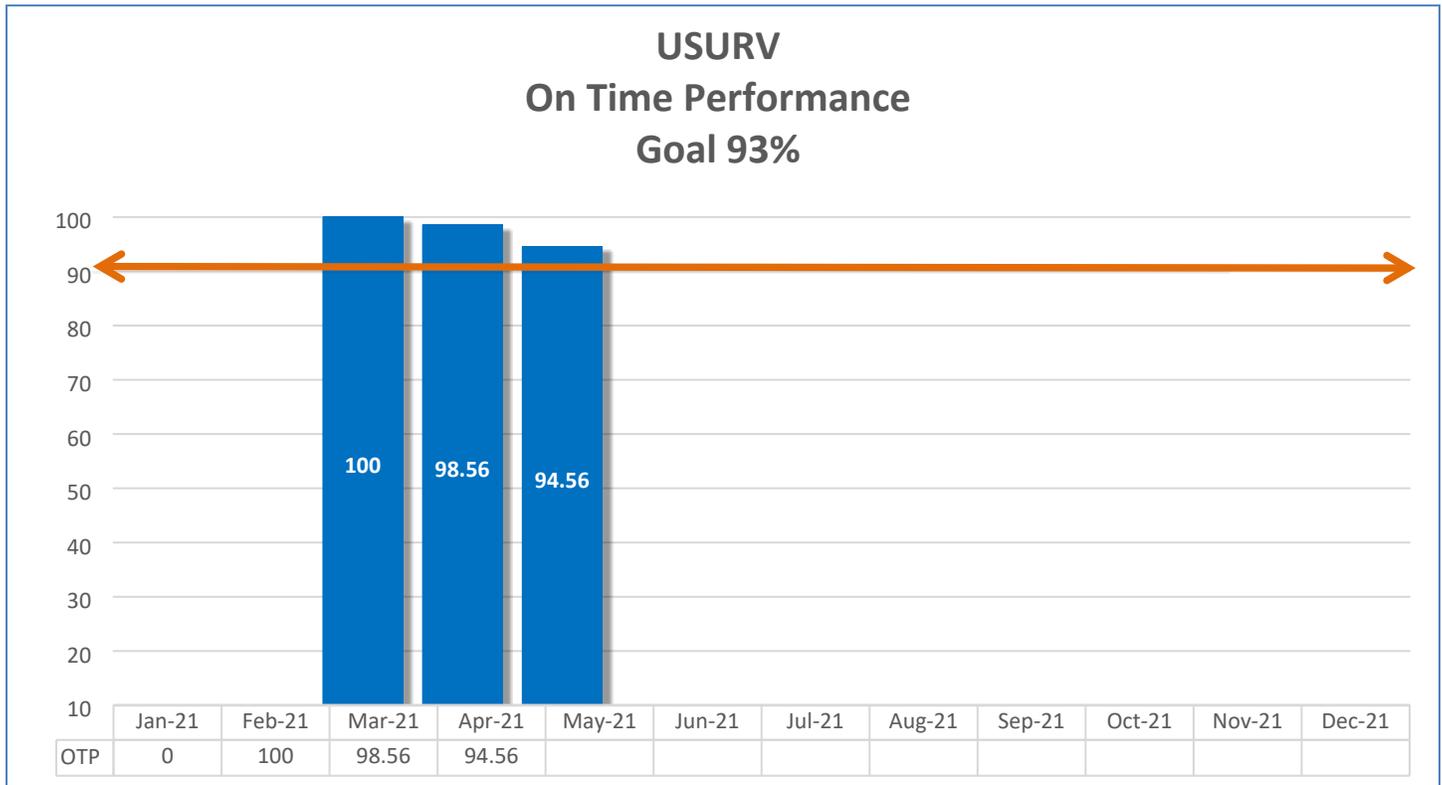
**zTrip:** Ridership in March 2021 reflects 1019 unlinked passenger trips, and On-Time Performance for March 2021 was 96.96%.

### zTrip On Time Performance Goal 93%



**USURV:**

Ridership in March 2021 reflects 205 unlinked passenger trips and On-Time Performance for March 2021 was 98.56%.



**HAWKEYE HEALTH (ASSESSMENT & ELIGIBILITY):**

Assesses a person’s ability based on the functional ability to board, disembark, and accessible transportation following ADA criteria. The ADA Requires a functional assessment evaluation within regulatory parameters for our state and federal entities using a wide range of medical conditions and their impact on an individual’s functional abilities.

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	46	42	87	0	1	0
APR	47	42	49	0	0	1
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	144	155	298	0	1	

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENE W COND	RENE W TEMP
JAN	63	2	0	46	4	0
FEB	50	0	0	43	2	0
MAR	52	1	24	48	0	13
APR	6	0	13	19	0	9
MAY	9	1	7	21	4	7
JUNE	14	8	0	47	14	1
JULY	17	1	0	38	1	0
AUG	21	0	1	56	5	0
SEPT	22	1	0	42	1	0
OCT	40	0	0	41	2	0
NOV	28	0	0	36	1	0
DEC	24	0	1	27	0	0
	346	14	46	464	34	30

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENE W COND	RENE W TEMP
JAN	21	1	0	36	2	0
FEB	29	0	0	33	0	0
MAR	44	2	0	40	1	0
APR	47	0	0	42	0	0
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
	141	3	0	151	3	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-April	21-April	% Change	Vouchers Sold	2020	2021	% Change
590	680	15.3%	<b>Lottery Sold</b>	3,870	2,840	-26.6%
817	591	-27.7%	<b>Dialysis Sold</b>	3,389	2,681	-20.9%

20-April	21-April	% Change	Vouchers Redeemed	2020	2021	% Change
627	589	-39.9%	<b>Lottery Redeemed</b>	3617	2,918	-19.3%
833	749	-10.7%	<b>Dialysis Redeemed</b>	3422	3,145	-8.10%

WEX FUEL CARD PROGRAM:

The WEX Tax Exemption and Reporting Program have 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.

April 2021 savings from fuel excise taxes were \$7,064 (Fed Taxes = \$4,074 and State Taxes = \$2,990.)

**Total annual savings is \$7,064**

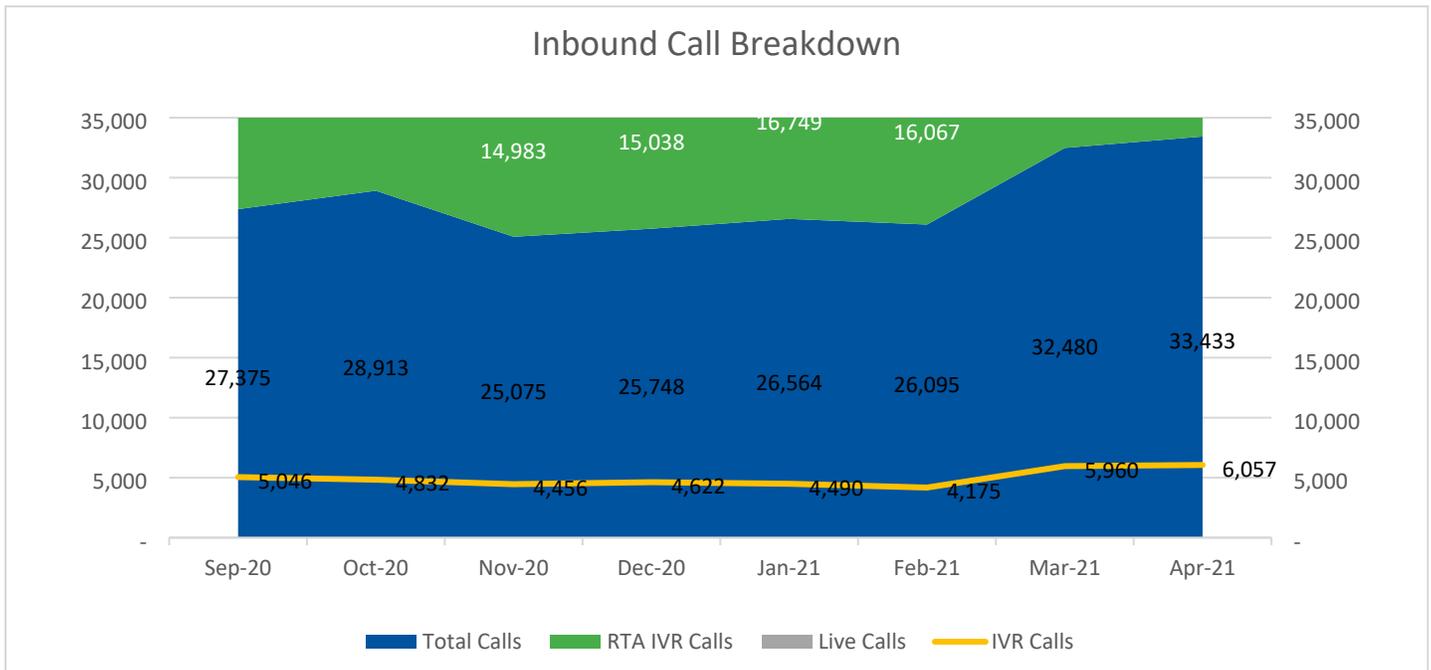
## Excise Tax Savings 2021



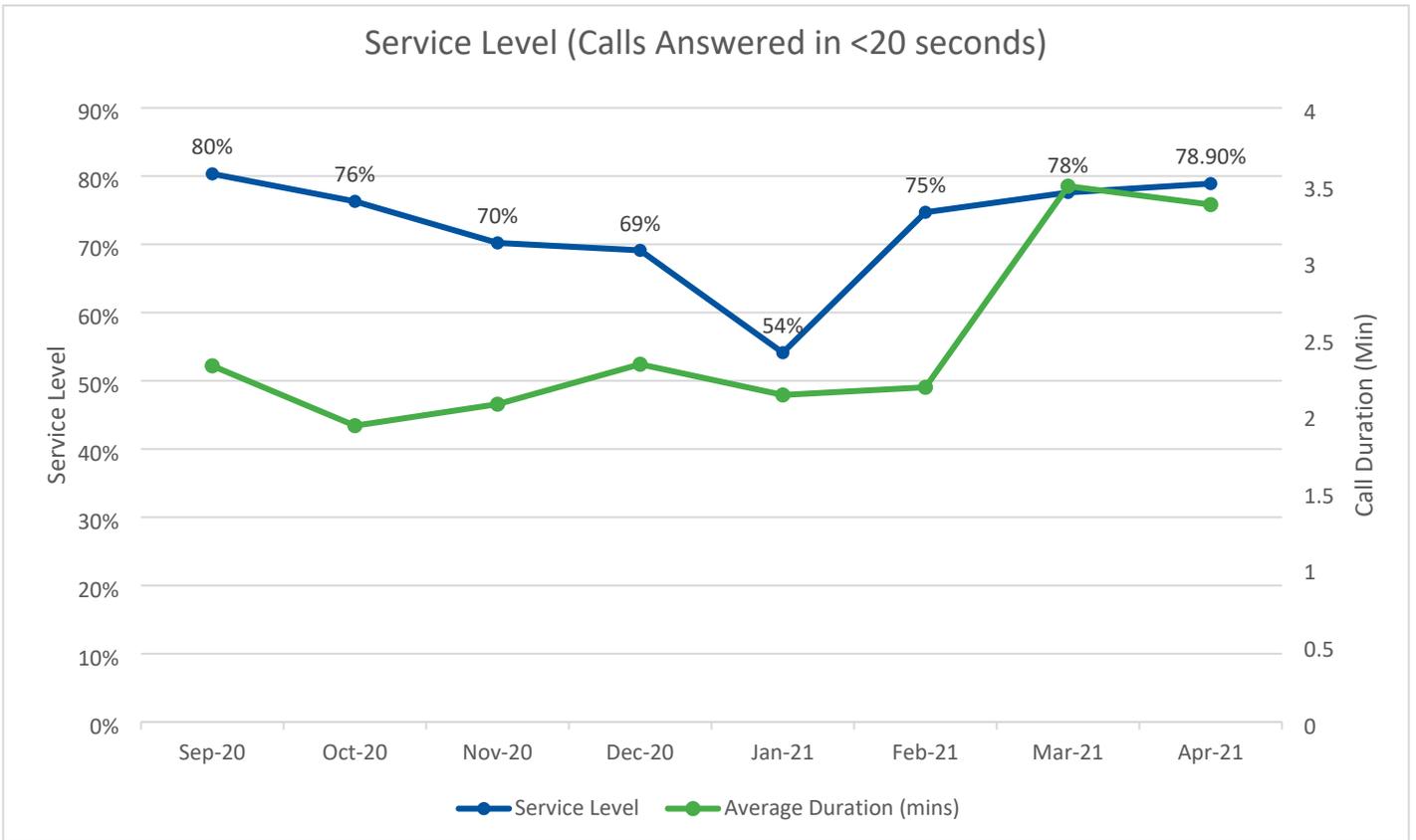
## Customer Service Board Report

### CONTACT CENTER REPORT:

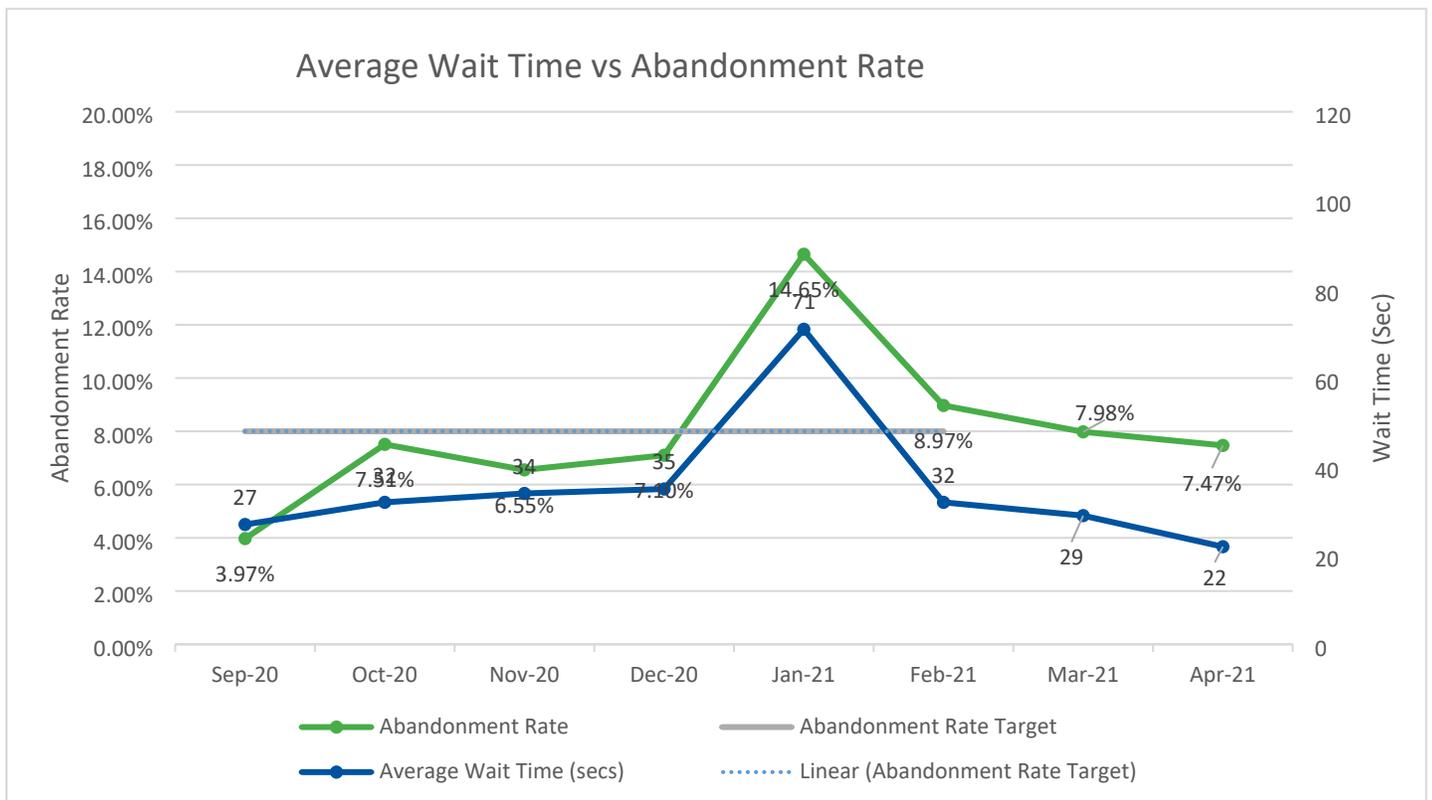
Inbound call metrics continued to experience reduced call volume in conjunction with the reduced ridership due to the COVID-19 pandemic. However, we are experiencing a slight uptick.



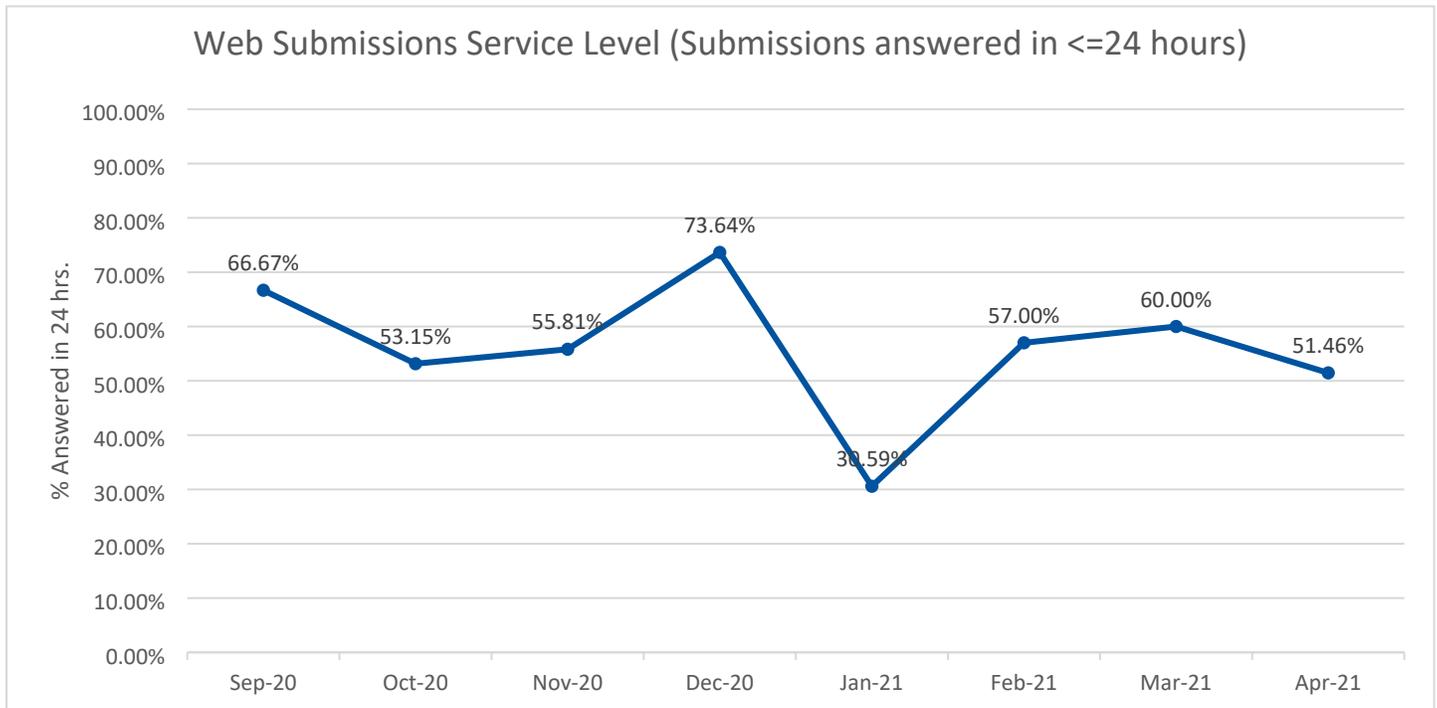
Service level continues to recover in April due to call center optimizations.



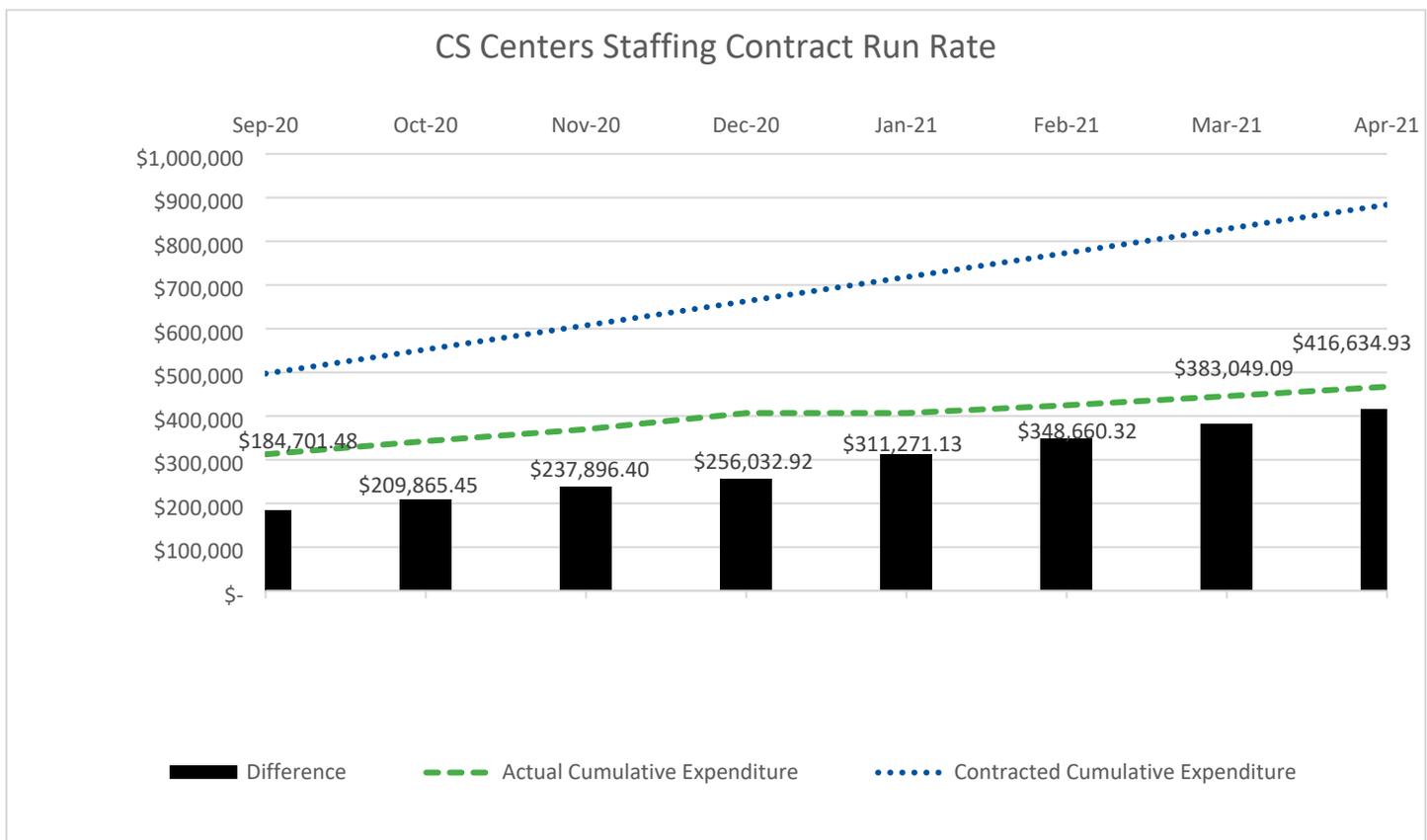
Abandonment rate and wait time recovered in March and remained at sub 8% in April, which meets our goal.



Web comments processing service level experienced a slight decline in April due to staffing and responsibility adjustments.

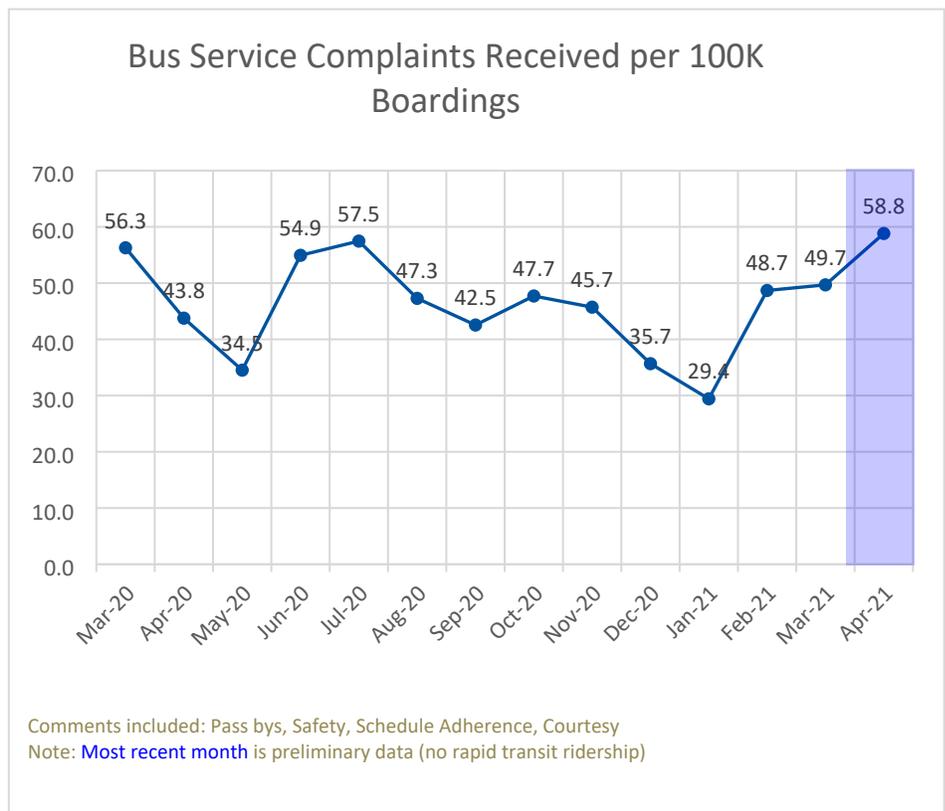
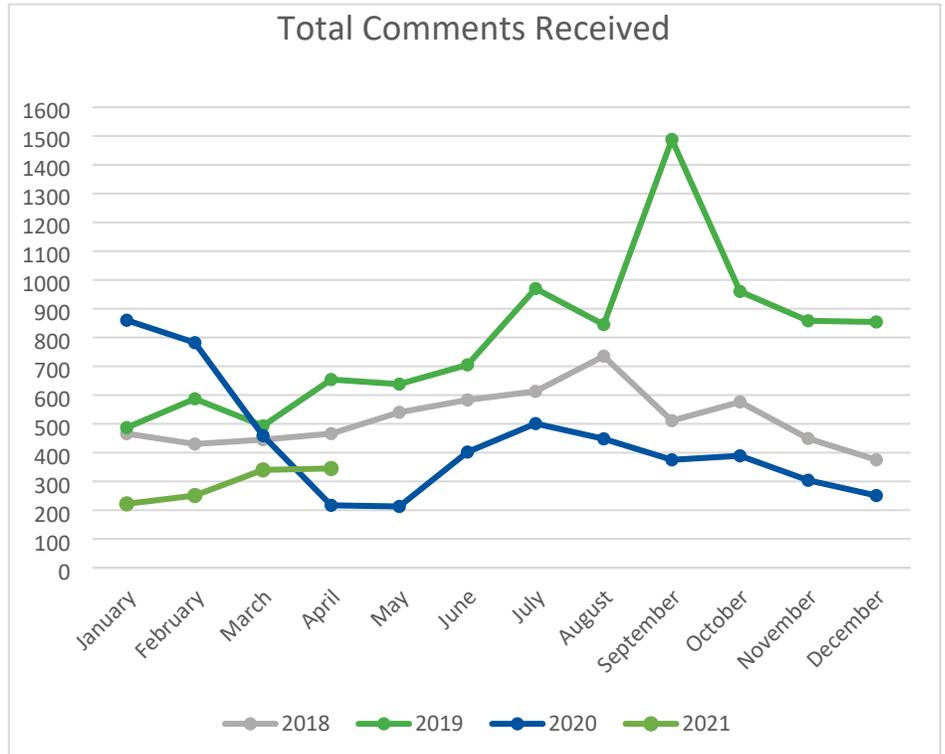


The Customer Service, Representative staffing contract continues to be in favorable standing. Customer Service has been working to increase staffing back to normal levels to increase service levels, provide more scheduling and cross-training flexibility.



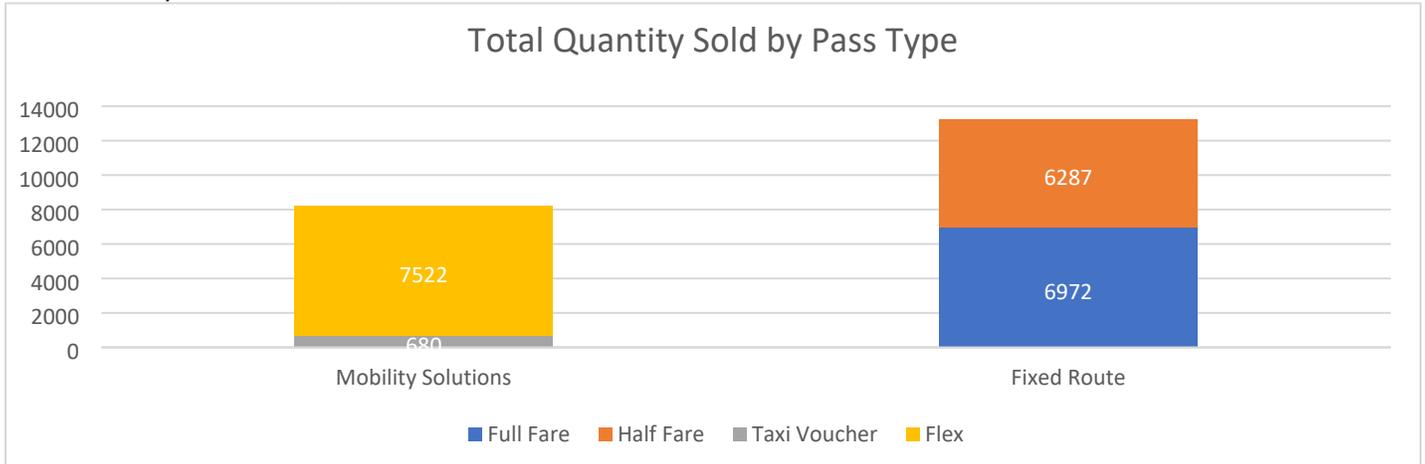
RECEIVED COMMENT REPORT:

Category	Amount
2020 COVID	75
ADA	47
Schedule Adherence	42
Pass By	39
Safety	16
Courtesy	16
Compliment	13
Fares	12
Vehicle Maintenance	11
Facility Maintenance	10
Bus Stop	9
Denial	9
Requests	7
Route	7
Rules	5
Customer Service Center	5
Public Affairs	4
CAD AVL	4
Route Detour	3
Discrimination-Title VI	3
Security	2
Wrong Information	2
Marion County Transit Plan	1
Purple Line	1
Suggestion	1
<b>TOTAL</b>	<b>345</b>



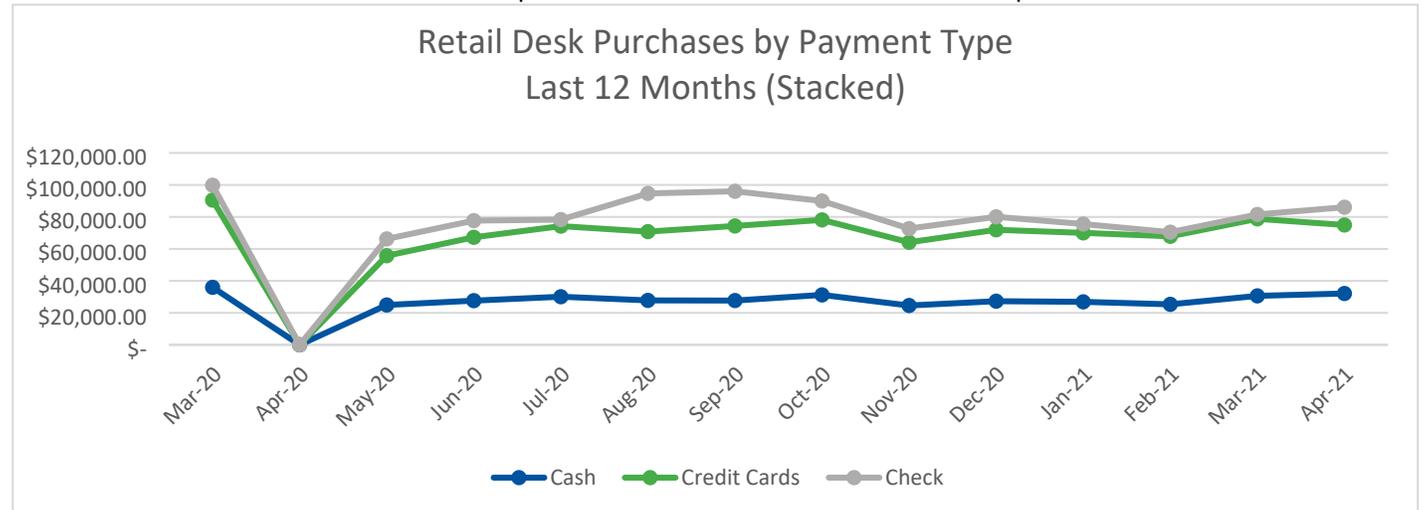
**RETAIL CENTER AND SALES REPORT:**

Total Quantity of Passes: 21,461



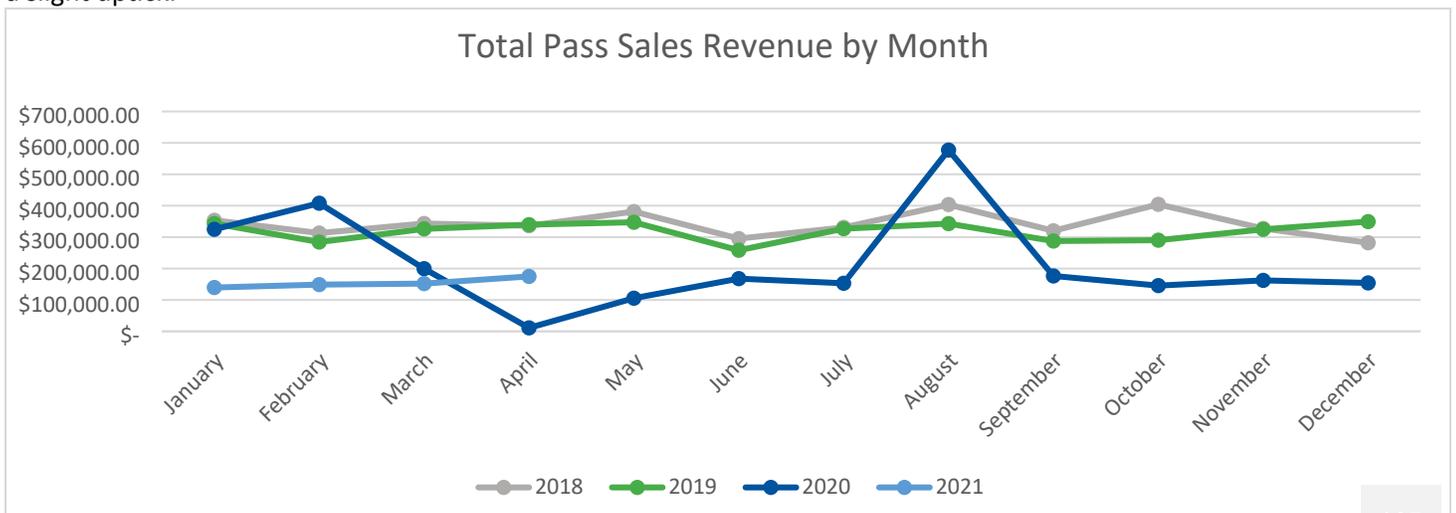
**PAYMENT BREAKDOWN:**

Customer Service Desk sales continue to experience an increase in March 2021 and April 2021.



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

Total pass revenue continues to trend lower than pre-pandemic levels. However, total pass sales continue to experience a slight uptick.





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

## Human Resources Division Report – April 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Human Resources Jeffrey M. Brown  
**Date:** May 20, 2021

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### CONSIDERATION OF HUMAN RESOURCES REPORT APRIL 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:** Since the COVID-19 pandemic began in February of 2020, IndyGo has had 116 total employees who tested positive. IndyGo has continued to urge its workforce to continue to take precautions and has put forth several 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, cases** have increased over the past week and are very high. The number of **hospitalized COVID patients** has also risen in the Marion County area. **Deaths** have remained at about the same level. The **test positivity rate** in Marion County is high, suggesting that cases may be undercounted.
  - Over the past week, there has been an average of 171 cases per day reported in Marion County, an increase of 25 percent from the average two weeks earlier.
  - Since the beginning of the pandemic, at least **1 in 10** residents of Marion County have been infected, a total of **100,035 reported cases**.
  - December 2020 was the worst month for cases in Marion County.
2. **COVID Vaccines:** At this time, any Indiana resident age 16 and older is now eligible to schedule a vaccination appointment. IndyGo and the Marion County Public Health Department have partnered to provide residents 18 years and older the COVID vaccine at IndyGo's future headquarters location on Indianapolis' east side. Walk-ins are welcomed, and residents can pre-registration online at [ourshot.in.gov](http://ourshot.in.gov), at 317-221-2100. In addition, the following is a summary of vaccination data in Marion County:
  - Marion County has administered more than 560,369 doses of the COVID-19 vaccine, as of May 3, 2021 according to data from the Indiana Department of Health.
  - In Marion County, 27% of people living in Marion County are fully vaccinated as of May 3, 2021.
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>.
4. **Mask Mandate Continues At IndyGo:** On May 13, 2021, the Centers for Disease Control and Prevention announced new guidance that fully vaccinated people can safely do most indoor and outdoor activities without wearing masks or social distancing. What does the new guidance mean for mask requirements for IndyGo and on public transit? For now, nothing changes. The federal rule that requires that individuals wear a mask when using public transportation is still in effect. Moreover, the Marion County Health Department Order and recently passed City-County Council

Ordinance continue to require that masks to be worn in or on public transportation, which includes IndyGo. Please know that IndyGo will continue to abide by these mandates and all employees are still required to wear masks covering their nose and mouth when indoors at 1501 W. Washington, the Julia Carson Transit Center, and East Campus, or when driving an IndyGo vehicle, including a coach. IndyGo will continue to update the IndyGo community of any developments respective to the mask mandates.

**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. Since its implementation, the Policy has been used three times. Two new hires have been made utilizing the new Policy while in April, one candidate was rejected because of a verified recent criminal history.

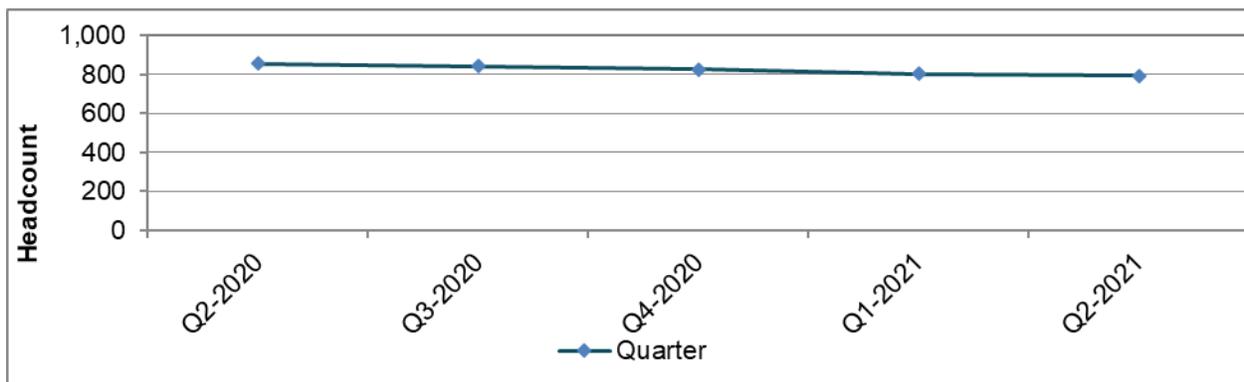
**C. Recruitment and Retention Data**

Human Resources offers the following information concerning its hiring and retention of employees:

**1. General Background Data:**

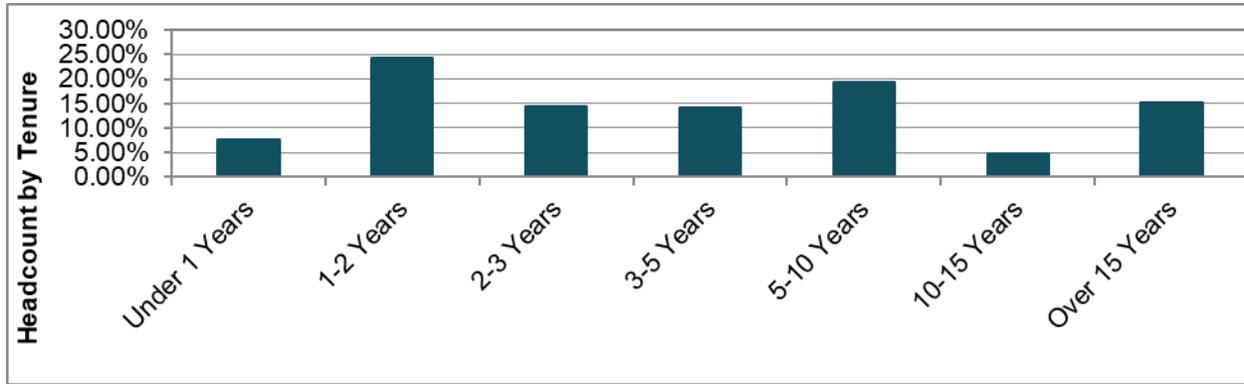
- a. Total IndyGo Employees: 795
- b. Total Union Employees: 586
- c. Total Coach Operators: 444
- d. Annual Coach Operator Turnover Rate: 19.08%
- e. Total Non-Coach Operators Employees: 351
- f. Annual Non-Coach Operator Turnover Rate: 18.21%
- g. Annual IndyGo Employee Turnover Rate: 18.71%

**2. Total Headcount by Quarter**



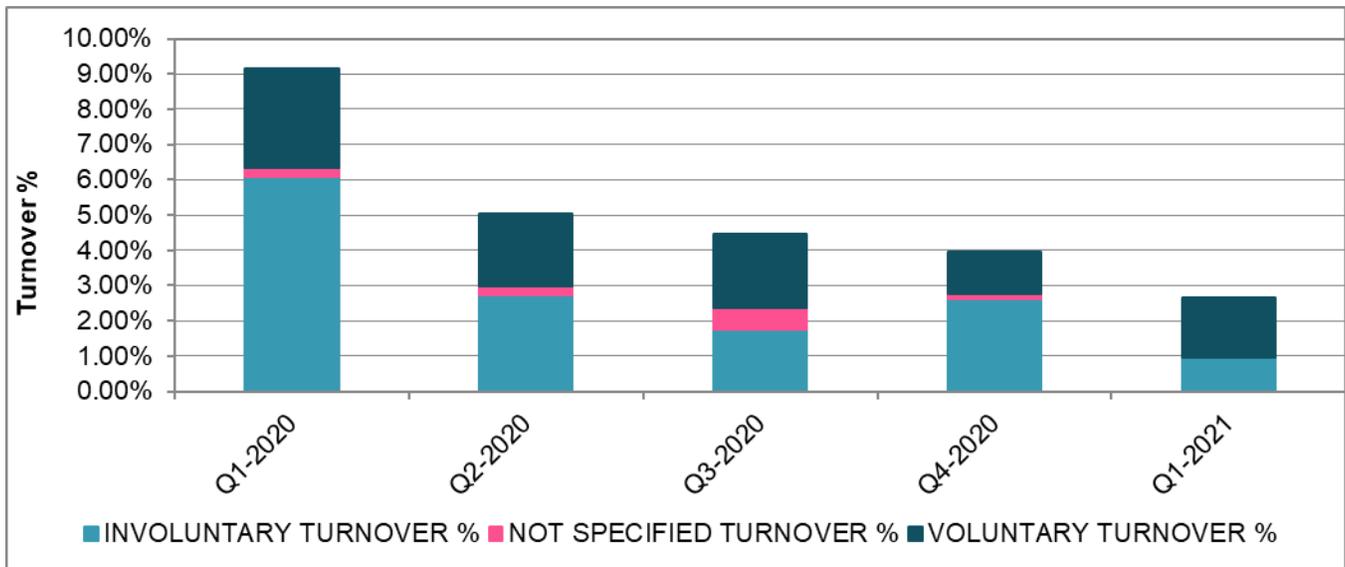
PERIOD	HEADCOUNT
Q2-2020	855
Q3-2020	844
Q4-2020	826
Q1-2021	804
Q2-2021	795

### 3. Headcount Tenure by Quarter



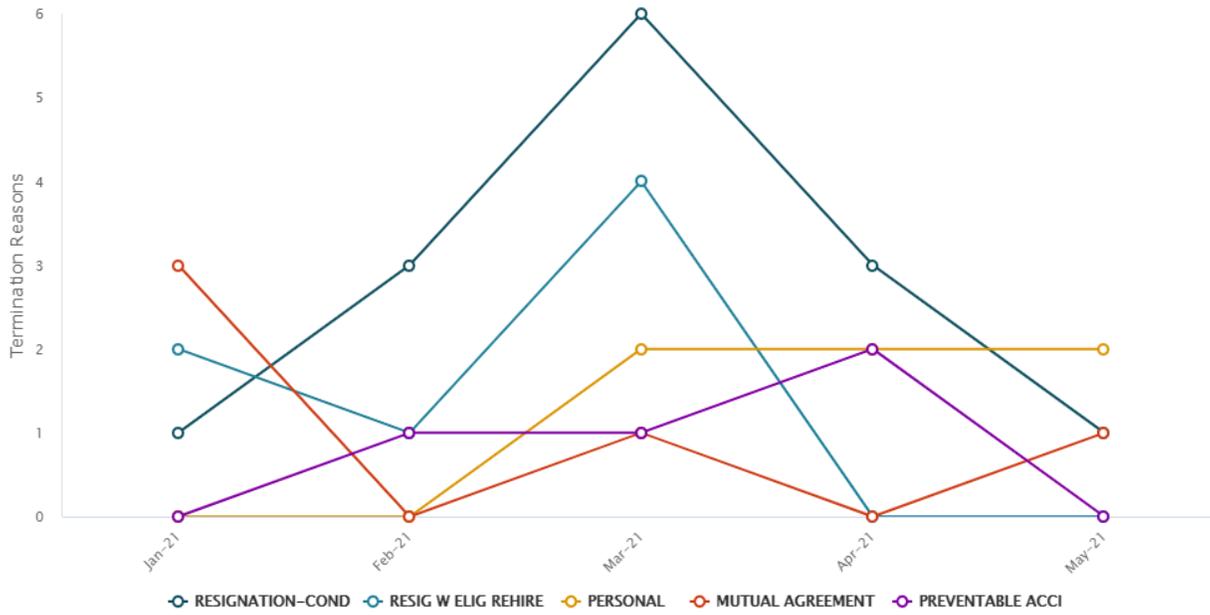
TENURE BAND	HEADCOUNT PERCENTAGE	HEADCOUNT
Under 1 Years	7.69%	61
1-2 Years	24.34%	193
2-3 Years	14.50%	115
3-5 Years	14.12%	112
5-10 Years	19.29%	153
10-15 Years	4.79%	38
Over 15 Years	15.26%	121

### 4. Turnover by Quarter

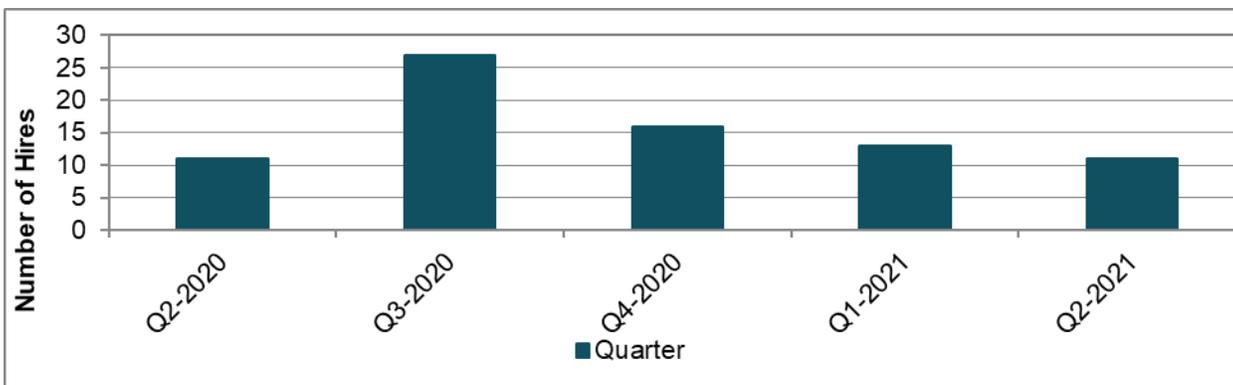


PERIOD	OVERALL TURNOVER %	VOLUNTARY TURNOVER %	INVOLUNTARY TURNOVER %	NOT SPECIFIED TURNOVER %
Q1-2020	9.16%	2.83%	6.10%	0.23%
Q2-2020	5.02%	2.06%	2.74%	0.23%
Q3-2020	4.46%	2.11%	1.76%	0.59%
Q4-2020	3.94%	1.19%	2.63%	0.12%
Q1-2021	2.66%	1.70%	0.97%	0.00%

## 5. Termination Reason by Quarter



## 6. New Hires by Quarter



PERIOD	TOTAL HIRES
Q2-2020	11
Q3-2020	27
Q4-2020	16
Q1-2021	13
Q2-2021	11

**7. Labor Market Trends Impacting Hiring and Retention at IndyGo:** The pandemic cost millions their jobs, and while the Bureau of Labor Statistics found that 9.7 million of them are actively seeking work, businesses are reporting significant labor shortages. IndyGo, much like all employers today, is challenged by the current job market, particularly with attrition and hiring trends. The following is a list of reasons why hiring and attrition has substantially impacted IndyGo during the pandemic and impact:

- **COVID-19 health Concerns:** At the most basic level, people are still hesitant to return to work. To date, 565,000 people in the United States have died from COVID-19, so it's no surprise that the possibility of contracting a deadly disease would discourage people from going back

to work. Although vaccinations are likely to help ease these fears, people are searching for jobs that are less likely to be exposed to the coronavirus — or any other deadly virus down the road.

- Workers Are Holding Out For Higher Wages: Both to retain workers and attract more to their companies, employers have been raising wages and improving benefits. McDonald's is now paying an entry-level wage of \$17 per hour. [Costco](#) recently raised its minimum wage to \$16 per hour, and [Target and Amazon](#) have raised their wages to \$15 per hour. Employers are trying to compensate for the hesitancy to return to work, especially among low-wage earners. But these big companies raising their wages place difficulties on workers in service industries such as IndyGo. What is more, there are fewer applicants to choose from, and as a result, less qualified candidates. With less qualified employees comes poorer work, higher costs, less satisfied customers, and inevitably lower revenues.
- At-Home Care Still Needed: One of the central reasons individuals haven't returned to the workforce is because they still need to stay at home with their kids while they take online classes. The same goes for older or disabled relatives who might have had other forms of care before the pandemic. According to the late March surveys, 6.3 million people were not working because they had to take care of their children at home, and 2.1 million more people were at home caring for an older person. That could change – positively and negatively - with President Biden's infrastructure plan. Beginning on July 15, 2021, 39 million families are set to receive monthly child payments that are part of the coronavirus relief package, which expanded the child tax credit for one year. Nearly 88% of children are set to receive the benefits without their parents needing to take any additional action. Under the package, qualified families earning \$150,000 or less will receive a payment of up to \$300 per month for each child under 6 and up to \$250 per month for children between the ages of 6 and 17. The child tax credit was previously capped at \$2,000 and only paid out to families with income tax obligations after they filed with the IRS. The benefits now total \$3,600 annually for children under 6 and \$3,000 for those who are older. The president has proposed an extension of the increased child tax credit through 2025. With these added benefits, individuals may seek out work. On the other hand, it could cause individuals to remain at home while also receiving other government benefits.
- Benefits: The government is making it easy for people to stay home and get paid. The logic is simple: Why work when unemployment insurance — including a \$300 weekly supplement that was part of the newly enacted pandemic rescue plan — means that some people can make as much or more by not working? And the combined \$2,000-per-person cash payments enacted since late last year created a cushion people can rely on for a time. The stimulus law signed on December 28, 2020 added an additional \$300 in unemployment benefits. The previous program of \$600 additional benefits expired on July 31, 2020, however, individuals who may have been entitled to these benefits but are still waiting on a decision from the Department of Workforce Development may still be able to collect anything owed). However, Governor Holcomb announcement that beginning June 19, 2021, Indiana will soon end its participation in all federally funded pandemic unemployment insurance programs.
- Search for Remote Work: Remote work became the standard during the pandemic. Now, most job seekers are looking for remote work. In April 2021, for example, remote job postings shot up nearly 350% above where they were in the opening months of 2020. Remote postings

now make up 10% of all postings in the U.S., compared to early 2020 when they made up just 3% of all postings. There is a disparity between the people who are able to work remotely and those who need to be in direct face-to-face contact as part of their job responsibilities. For instance, in the second half of 2020, more than 20% of tech job postings referenced remote work. By comparison, fewer than 1% of service industry jobs listed “remote” in the title or advertisement. Those who hold college and graduate degrees and work in white-collar jobs, such as finance and technology, are more apt to see greater opportunities to work remotely. However, many of the newly posted jobs call for people who can’t work from home. These are the frontline folks, such as Professional Coach Operators, Mechanics, and General Laborers.

- Career Reassessment: The coronavirus outbreak has had a dramatic psychological effect on workers, and people are reassessing what they want to do and how they want to work, whether in an office, at home or some hybrid combination.

## Diversity/Inclusion & Workforce Development Division Report – April 2021

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**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:** May 27, 2021

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### New Teammates:

**January Sanders** transferred from the Procurement team on May 6<sup>th</sup> as our new Culture Engagement Specialist. She is responsible for all teammate activities and communications.

**Lloyd Graham** will be joining our team as the new D & I and Workforce Development Manager. He joins us from Indiana University-Bloomington, where he was the Community Education Program Director and Assistant Director of Diversity Initiatives. We are excited to have him joining the IndyGo family.

### Diversity, Equity, and Inclusion in the Workplace Certificate

Denise Jenkins-Agurs, VP of D & I and Workforce Development successfully completed a 7-week certificate program from University of South Florida Muma College of Business.

### IndyGo's First Intranet

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

### 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 will begin the interviewing process for a new Learning Management System this month.

#### Mentorship & Apprenticeship Opportunities

In partnership with the ATU 1070, we are in the process of developing Mentorship and Apprenticeship Programs for our High Voltage Maintenance Technicians and Coach Operators.



## Supplier Diversity Division Report – April 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Senior Supplier Diversity Officer & DBELO Chelci R. Hunter  
**Date:** May 27, 2021

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### **DISCUSSION:**

Between Mid-April 2021 and May 2021 IndyGo's Supplier Diversity team hosted ten unique one-on-one vendor introductory meetings, two solicitation/contract debrief meetings, and two webinar events focused specifically on IndyGo's DBE goal setting process. In addition to our hosted events, we also attended the Governor's Commission Meeting through IDOA regarding vendor feedback on their latest disparity study and attended an Inclusive & Diverse Leadership webinar hosted by the IU Kelley School of Business.

The first DBE report for 2021 will be submitted to the Federal Transit Administration (FTA) by or before June 1st. 2021 DBE utilization will be made available in January 2022.

As of April 2021, IndyGo has obtained 18.48% utilization with "XBE" businesses certified by the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration's Division of Supplier Diversity.

Success stories are coming! IndyGo's Supplier Diversity team is excited to share that we have communicated our interest in having certified firms share their stories with us and how IndyGo has made a positive impact to the success of their businesses. Please visit our website at [www.indygo.net/procurement/dbe-program/](http://www.indygo.net/procurement/dbe-program/) to read what has been shared!

### **UPDATES/UPCOMING ITEMS:**

We will host two sessions featuring "Doing Business with IndyGo in 2021" in June 2021. These sessions will combine data, statistics, and hot topics from our 2020 webinar series.

Staff training educational/training sessions are planned for quarter four of 2021. These remain in effect to ensure that there is a general understanding in the importance of IndyGo's Supplier Diversity program and its expectations from all aspects of the agency.

IndyGo's Supplier Diversity team and our Supportive Services Consultant are working hard to create a proposal writing initiative to take place during the 2021 fiscal year. This initiative will be geared towards helping less experienced firms interested in doing business with IndyGo appropriately respond to IndyGo opportunities. No specific details or dates have been determined as of this time. We will continue to monitor and share any updates with the Board as they become available.

### **RECOMMENDATION:**

Receive the report.

Chelci R. Hunter  
Senior Supplier Diversity Officer & DBELO