



Board Report  
July 26, 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 June 24, 2021
  2. A-3: Consideration and Approval of Mobility Solutions and Customer Care Center Facility Renovations - Boyle Construction Management Inc. (Presenter - LaTeeka Washington)
- 5. Regular Agenda** (Presenter - Greg Hahn)
  1. A-2: Consideration and Approval of RFP 21-05-405 Purchased Transportation to Perform a Microtransit Pilot (Presenter - Brooke Thomas)
  2. A-4: Consideration and Approval of Veterans Free Fare Policy (Presenter - Jeff Brown)
  3. A-5: Consideration and Approval of Paratransit Operations Vendor (Presenter - Michael Roth)
  4. A-6: Consideration and Approval of Resolution 2021-09 Procurement of Real Estate Located at 11135 E. Washington Street, Indianapolis, IN (Presenter - Inez Evans)
- 6. Information Items** (Presenter - Greg Hahn)
  1. I-1: Consideration of Receipt of the Finance Report for June 2021 (Presenter - Bart Brown)
  2. I-2: 2022 Budget Proposal (Presenter - Bart Brown)
  3. I-3: Supplier Diversity Department Update (Presenter - Chelci Hunter)
  4. I-4: CEO Report (Presenter - Inez Evans)
  5. I-5: Fare Policy Transition Update
  6. I-6: Section 5307/Section 5311 Allocation Analysis Update
  7. I-7: ADA Paratransit Next Steps: Beyond ADA Update
  8. I-8: Department Reports
- 7. Adjourn**

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

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Our next Board Meeting will be Thursday, August 12, 2021 for Budget 2022 Public Hearing



## Awards & Commendation Recognition for June 2021

**To:** Indianapolis Public Transportation Corporation Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** July 26, 2021

### June 2021 Awards & Commendations

Employee	Position	Recognition
Razheana Frierson	Coach Operator – Fixed Route	June Operator Employee of the Month
John Roberts	Mechanic	35 Years of Service
Kerry Robinson	General Laborer	Retiring After 35 ½ Years of Service
Max Emberton	Clerk – Service Center	40 Years of Service & Retiring

## June 2021 Safe Drivers Recognition



The 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 June 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>
Dexter Davis	1417	19	26
Byron Reed	5094	12	22
Michael Ricks	5139	12	16
Shawn Clark	8091	11	14
Stephanie Holman	2759	11	16
Melvin Wright	8117	10	13
Nichelle Green	2392	9	19
Roger Bobbitt	8121	7	13
Scott Duncan	8523	6	8
Terrance Dillard	8497	5	8
O'Neé Freeman	9165	3	3
Earl Kimbrough	9003	3	4
LaShonta Matthews	8600	3	5
David Hopson	9448	2	2
Jennifer Miller	8875	2	5
Ricky Robinson	8972	2	4
Antonio Sanders	9413	2	2
Marquan Beal	9452	1	2
Kim Byrd	9410	1	2
Irvin Devers	9433	1	2
Wilson Sibanda	9151	1	3
Joseph Tolver	9400	1	2

Safety is at the core of IndyGo's mission and values. We congratulate the above professional coach operators that have achieved this milestone. Your performance contributes to helping make public transportation safer each day.

***Congratulations and Thank You!***





## Finance Committee Chairperson Report – July 2021

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** July 15, 2021

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
July 15, 2021

The Finance Committee met on July 15, 2021 at 8:30am. In attendance was, myself, Rick Wilson, Chairman of the Finance Committee, as well as Committee Members Mark Fisher and Pat Rios. Due to the Coronavirus Pandemic, this committee met both remotely via video conferencing and in person.

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

An item from the Consent Agenda I would like to highlight is Action Item A-3, Consideration and Approval of Mobility Solutions and Customer Care Center Facility Renovations – Boyle Construction Management Inc. Senior Director of Capital Assets and Facility Modernization LaTeeka Washington presented this action item to the Finance Committee. In January and March 2021, IPTC executed task orders for the Etica Group to complete designs of Phase 1 and Phase 2 of the Mobility Solutions and Customer Care Center, located at 2425 W Michigan Street. The intent is to have renovations completed in time for the paratransit vendor to move in soon after its contract is executed. Having an IPTC-owned property will provide better oversight of the operations. Due to the aggressive schedule for construction, the timing of the procurement and the availability of materials with increased costs, staff provided the opportunity for a walk-thru of the site at the time of the contractor pre-bid meeting. The recommended contractor is Boyle Construction. The bids came in within the independent cost estimate.

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – July 2021

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** July 15, 2021

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
July 15, 2021

The Service Committee met on July 15, 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 both remotely via video conferencing and in person.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, & A-3 and Regular Agenda Item A-2.

An item from the committee meeting I would like to highlight is Information Item I-5, Fare Policy Transition Update. Manager of Special Projects and Regional Mobility Integration Ryan Wilhite presented this action item to the Service Committee. In reviewing the program, IPTC staff realized there was a discrepancy in pricing for the 7-day paper pass and a registered MyKey user who became eligible for weekly fare capping. The rider purchasing the 7-day paper pass was paying \$20.00 full fare for as many rides as desired in seven (7) days as compared to a rider using MyKey who would only pay \$15.75, as long as the rider was registered.

At the February 25, 2021 IPTC Board of Director's meeting, the Board approved Resolution 2021-03, which approved a six (6) month temporary fare reduction for the 7-day paper pass. This fare reduction will expire at the end of August. IPTC staff have developed a timeline to retire the 7-day paper pass at the end of the temporary price decrease, which will occur in August. The timeline includes steps to notify PLS, the current retailer, notify nonprofits and the public, and then communicate to the house accounts. IPTC staff also discussed the next steps in implementing the fare policy, which includes ceasing the sale of ten (10) trip and 31-day paper passes. At this time, IPTC staff is evaluating how to implement the changes, starting with understanding when the retail network will become operational.

Mr. Chairman, that concludes my report.

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# June Board of Directors Minutes

IndyGo

Jun 24, 2021 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

## **ACTION ITEM A – 1**

### **Attendance**

#### **Members Present:**

Bart Brown, Charlie Carlino, Inez Evans, Adairius Gardner, Mike Roth, Jill Russell, Brooke Thomas, Aaron Vogel

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

Brian Atkinson, Greg Hahn, Lise Pace, Jennifer Pyrz, Richard Wilson

#### **Members Absent:**

Mark Fisher, Lacy Johnson, Patricia (Pat) Rios

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

 [board cover 2021 june24.docx](#)

 [A AGENDA for June 24, 2021 Board Meeting.docx](#)

Vice Chairman Adairius Gardner called the meeting to order at 5:02pm. General Counsel Jill Russell called the roll. One (1) member present in person and three (3) members present remotely via Zoom. There was a quorum. Participating remotely, Chairman Hahn had Vice Chairman Gardner conduct the meeting. Pat Rios, Lacy Johnson, and Mark Fisher were absent.

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

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

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

President/CEO Inez Evans gave an update on the Awards and Commendations for May 2021. Recognized were safe drivers for May 2021, one (1) employee for 16 years of safe driving, May 2021 Operations Employee of the month, one (1) Coin of Excellence recipient, one (1) employee retirement after 16 years of service, and one (1) employee retirement after 42 years of service.

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

Governance & Audit Committee - Greg Hahn

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

 [A G&A Committee Chair Report June.docx](#)

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

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








The reports were read and entered into the record.

#### 4. Consent Agenda (Presenter: Adairius Gardner)


**Motion:**

Approval of Consent Agenda

Motion moved by Richard Wilson and motion seconded by Lise Pace. Richard Wilson - AYE, Greg Hahn - AYE, Lise Pace - AYE; Motion passed 3-0; Mark Fisher, Lacy Johnson, & Pat Rios – Absent

1. A-1: Consideration and Approval of Minutes from Board Meeting held on May 27, 2021  
 [A-1 May Board of Directors Minutes.docx](#)
2. A-2: Consideration and Approval of Task Order #13 for Purple Line Design Team, WSP, Inc., to Provide Construction Phase Services (Presenters: Jennifer Pyrz)  
 [A-2 - Purple Line Task Order #13 Construction Svcs for WSP.docx](#)
3. A-4: Consideration and Approval of Storeroom and Materials Audit (Presenters: Brian Atkinson)  
 [A-4 June GA 2021 Storeroom Materials and Management Audit.docx](#)  
 [A-4 2021-1 Storeroom Materials Audit Review Report FINAL.docx](#)
4. A-5: Consideration and Approval of Fare Collection Audit (Presenters: Brian Atkinson)  
 [A-5 June GA 2021 Fare Collection Audit.docx](#)  
 [A-5 2021-2 Fare Colleciton Audit Report FINAL.docx](#)
5. A-6: Consideration and Approval of a Ratification for IFB 17-11-278 Snow Removal (Presenters: Paul Williams)  
 [A-6 RASK Ratification 21.docx](#)



#### 5. Regular Agenda (Presenter: Adairius Gardner)

1. A-3: Consideration and Approval of RFP 21-04-395 Mobility Integration Platform (MaaS) Consultant (Presenters: Brooke Thomas)  
 [A-3 2021 06 08 MaaS SME RFP Board Action Memo.docx](#)  
In late 2020, the Federal Transit Administration (FTA) awarded IPTC an Accelerating Innovative Mobility (AIM) grant. AIM seeks new and innovative strategies for facilitating complete, non-automobile trips, with public transit serving as the core service. The “Mobility Concierge Program” is part technological solution and part customer service solution. In short, the program would be designed to facilitate trip planning, booking, and payment across multiple modes and service providers using a mobile application and support from staff in our customer service center. Through IPTC’s competitive scoring process, Clevor Consulting Group (“CCG”) was ultimately selected as providing the best value for this service. The CCG teams possess relevant, first-hand experience leading the planning and implementation of complex multi-agency account-based systems, including those with an integrated retail network. Project tasks and deliverables will include: 1) industry outreach and summary of pertinent findings; 2) a MPI framework, including a multimodal cost sharing framework; 3) a detailed procurement and implementation plan that describes the steps and resources needed to move forward with this project; and 4) one comprehensive RFP package including a scope of work.

**Motion:**

Approval of RFP 21-04-395 Mobility Integration Platform (MaaS) Consultant

Motion moved by Greg Hahn and motion seconded by Richard Wilson. Richard Wilson - AYE, Greg Hahn - AYE, Lise Pace - AYE; Motion passed 3-0; Mark Fisher, Lacy Johnson, & Pat Rios – Absent

2. A-7: Consideration and Approval of Resolution 2021-07 Expressing Intent to Reimburse Prior Expenditures with Bond Proceeds (Presenters: Bart Brown)  
 [A-7 Reimbursement Resolution.docx](#)  
 [A-7 Reimbursement Resolution, IndyGo 2021.DOC](#)

The purchase of the properties at 9503 E. 33rd Street and 2425 W. Michigan Street IPTC requires renovation of office space and the construction of vehicle facilities at both locations. In addition, with the imminent construction of the Purple Line now underway an additional 21 sixty-foot, all electric buses will be needed at a minimum to service that route. Staff anticipates presenting bond ordinances to the Board in September 2021 and sale of bonds in December 2021 but no later than January 2022. Based on construction schedule staff estimates expenditures of no more than \$10 million before the sale of bonds.

**Motion:**

Approval of Resolution 2021-07 Expressing Intent to Reimburse Prior Expenditures with Bond Proceeds

Motion moved by Richard Wilson and motion seconded by Greg Hahn. Richard Wilson - AYE, Greg Hahn - AYE, Lise Pace - AYE; Motion passed 3-0; Mark Fisher, Lacy Johnson, & Pat Rios – Absent

**6. Information Items (Presenter: Adairius Gardner)**

1. I-1: Mobility Advisory Committee (MAC) Update (Presenters: Eddie Rickenbach)

 [I-1 MAC Update.docx](#)

 [I-1 MAC May 2021 Agenda.pdf](#)

 [I-1 MAC Meeting Attendance and Motions 5.19.21.pdf](#)

 [I-1 MAC Numbers.pdf](#)

The Board received an update from the Mobility Advisory Committee (MAC).

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

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

 [I-2 Capital Project Spending 6.11.21 - May Final.pdf](#)

The Board heard a Financial update for May 2021 from Chief Financial Officer Bart Brown

3. I-3: CEO Report (Presenters: Inez Evans)

 [I-3 CEO Report.docx](#)

 [I-3 TNC Update.docx](#)

 [I-3 901 Presentation 6.2021.pptx](#)

President/CEO Inez Evans gave an update to the Board. The update included an update on Funding; Transportation Network Companies & Competitive Wages; Open Door Paratransit from Senior Director, Mobility Solutions Michael Roth, 901 Circulator Routes from Vice President of Operations/COO Aaron Vogel, Summer Youth Pass, Upgraded Bus Stop, Additional Monies for the Purple Line, and CTC Weekend Closure.

4. I-4: Governance and Audit Review of Capital Projects Management Assessment


 [I-4-JUNE 2021 Capital-Projects Assessment Status.docx](#)

The Board received an update on Governance and Audit Review of Capital Projects Management Assessment.








5. I-5: Governance & Audit Workplan Status Update

 [I-5 - JUNE 2021 GA - Workplan Status.docx](#)

The Board received an update on Governance & Audit Workplan Status Update

6. I-6: Ethics Hotline Summary Report  
 [I-6- JUNE 2021 Ethics Hotline Summary.docx](#)

The Board received an update on Ethics Hotline Summary Report

7. I-7: Department Reports (Presenters: Risk & Safety, Capital Projects, Public Affairs, Operations, Human Resources, Diversity/Inclusion & Workforce Development, Supplier Diversity, Jeff Brown)  
 [I-7a Risk and Safety Board Report June-2021.docx](#)  
 [I-7b PLANNING AND CAPITAL PROJECTS REPORT for June 2021.docx](#)  
 [I-7c June 2021 Board Report Public Affairs FINAL1.pdf](#)  
 [I-7d May 2021 Operations Monthly Board.docx](#)  
 [I-7e HR Board Report \(June 2021\).docx](#)  
 [I-7f Diversity Inclusion and Workforce Development Board Report 6.15.21.docx](#)  
 [I-7g Supplier Diversity - June 2021.docx](#)

**7. Adjourn (Presenter: Adairius Gardner)**

On order of Vice Chairman Adairius Gardner and there being no objection, the meeting was adjourned at 6:11pm.

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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:** Senior Director of Capital Assets and Facility Modernization LaTeeka Washington

**SUBJECT:** Consideration and Approval of Mobility Solutions and Customer Care Center Facility Renovations – Boyle Construction Management Inc.

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### ACTION ITEM A – 3

#### **RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize President/CEO Inez Evans to enter a contract with Boyle Construction Management Inc. (BCMI) to complete the construction of renovations to the Mobility Solutions and Customer Care Center for a not to exceed amount of \$2,713,000.

#### **BACKGROUND:**

In January and March 2021, IPTC executed task orders for the Etica Group to complete designs of Phase 1 and Phase 2 of the Mobility Solutions and Customer Care Center, located at 2425 W Michigan Street. The Paratransit vendor, who will operate out of this facility, will be presented to the Board this month. The intent is to have renovations completed in time for the paratransit vendor to move in soon after its contract is executed. Having an IPTC-owned property will provide better oversight of the operations.

#### **DISCUSSION:**

Due to the aggressive schedule for construction, the timing of the procurement and the availability of materials with increased costs, staff provided the opportunity for a walk-thru of the site at the time of the contractor pre-bid meeting. A question/answer period and a second walk-thru were offered to obtain the most accurate proposals possible; all had good attendance and questions. The agency's independent cost estimates for the project reflected recently increasing material and labor costs as well.

The recommended contractor is Boyle Construction. The bids came in within the independent cost estimate.

#### **ALTERNATIVES:**

The Board could choose not to contract as recommended, however, IPTC would need to look at options for a temporary location for the paratransit vendor.

#### **FISCAL IMPACT:**

Funding for this procurement is IPTC local funds.

**DBE/XBE DECLARATION:**

The project is not federally funded so no DBE goal is set, however XBE participation goals have been set at 15% MBE, 8% WBE, 3% VBE and 1% DOBE. Boyle Construction has exceeded the MBE goal with Sexton Mechanical 21% for Mechanical and Plumbing. They are using Robert Haines for sealants (MBE) and Construction Waste (WBE) for both less than 1% with additional documentation of good faith efforts.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee and Service Committee on July 15, 2021 and will be placed on the Consent Agenda.



## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Director of Strategic Planning Brooke Thomas

**SUBJECT:** Consideration and Approval of RFP 21-05-405 Purchased Transportation to Perform a Microtransit Pilot

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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 Via, to acquire Purchased Transportation services for a not to exceed amount of \$1,545,000 for the purpose of performing a “proof of concept” microtransit pilot to inform the comprehensive operational analysis that is currently underway.

#### BACKGROUND:

IPTC staff continue to explore the benefits and advantages of diversifying how transportation services are delivered throughout the Indianapolis-Marion County. On May 24, 2021 IPTC, released RFP 21-05-405, Microtransit Pilot, requesting proposals from qualified service providers to design and operate a “proof of concept” microtransit service pilot serving an area southeast of Downtown Indianapolis. This opportunity was advertised publicly, posted to our website ([www.indygo.net](http://www.indygo.net)), and an email was sent to all registered vendors.

The overarching goal of this pilot is to identify if and how microtransit could be integrated into IPTC’s suite of mobility services to improve the mobility of Marion County residents, specifically as an alternative to fixed-route bus services in areas with lower demand for mass transit. On June 14, 2021, IPTC rec’d four (4) proposals, one of which was found to be non-responsive, leaving three (3) proposals ruled responsive and responsible by Procurement and sent to the evaluation committee for technical scoring.

IPTC convened an evaluation team comprised of members of the following departments: Procurement, Infrastructure, Strategy, and Innovation and Operations; both Service Planning and Mobility Services. The team reviewed each of the written proposals and based their evaluations on the following categories: Experience and Qualifications of Firm (includes knowledge of and/or experience with ADA rules and regulations); Service Design and Implementation; Bid Offer Cost Form for total cost of proposed service(s); Experience and Qualifications of Professional Staff; and References. On June 23, 2021, through IPTC’s competitive scoring process, Via was selected as providing the best value for this service.

Also, on June 23, 2021, IPTC requested that Via prepare and submit a Best and Final Offer (BAFO) for the purposes of determining and understanding the lack of economies of scale between options that were initially proposed. The BAFO was also requested as IPTC continues to be good stewards of public funds as a municipal corporation.

#### DISCUSSION:

A well-known microtransit service provider, Via helps "transit agencies plan, operate, and optimize their transportation networks." They serve as a broker and integrator of vehicle suppliers, fleet managers, background check vendors,

maintenance services, and more. Via “combines the technological innovation of a software developer, the operational expertise of an experienced transportation service provider, and the service design capabilities of a world-class transit planning consultancy.”

Via has proposed a Transportation-as-a-Service (TaaS) solution that comes complete with: a software team, a data science team, dispatchers, IPTC branded mobile app, IPTC branded web booking platform, phone booking and live customer support, custom-branded fleet of vehicles (5-7 Avis Minivans, a minimum of 2 WAVs), independent contracted drivers, supervision and management, analytic tools, regular service reports, on-going marketing, rider growth and service design support. In addition, they offer on-going service monitoring, technical support, product updates, cloud-based servers, vehicle storage, fueling, cleaning and maintenance, and their own insurance.

#### **ALTERNATIVES:**

The Board could choose to not move forward with a Microtransit Pilot as part of our efforts to understand how we might take incremental steps towards the implementation of the Marion County Transit Plan; however, we would likely be limited in our ability to right-size our shared transportation solutions in the future.

#### **FISCAL IMPACT:**

If approved this pilot will be funded from the underspending of the Purchased Transportation budget, which is \$1,630,447 underbudget as of June 1, 2021.

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

If approved, these services would be funded with local dollars. An XBE goal of 27% is automatically applied to all locally funded project. Via has committed to utilizing Herd Strategies, a women-owned and minority-owned “group of dynamic, powerful and influential communicators.” For their part, Herd Strategies will lead Marketing and Community Outreach activities needed for this project.

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

This action was reviewed by the Finance Committee and Service Committee on July 15, 2021 and will be placed on the Regular Agenda.

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President for Human Resources Jeff Brown  
**SUBJECT:** Consideration and Approval of Veterans Free Fare Policy

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### ACTION ITEM A – 4

#### **RECOMMENDATION:**

We request that the Board approve the Veterans Free Fare Policy.

#### **BACKGROUND:**

IPTC proudly supports all Veterans of the United States armed forces and since 2018 has provided bus passes to Veterans completely free of charge. By way of background, in July 2018, IPTC implemented a program that provides free fares for Veterans for all fixed route services. That program was implemented in furtherance of the Indianapolis City-County Council's passage of a special resolution urging IPTC to offer a free fare program for Indianapolis veterans. IPTC now seeks to revise the current program and Board approval.

#### **DISCUSSION:**

Under the revised Veteran Free Fare Policy, ("the Policy"), IPTC shall provide unlimited free fares for qualified Veterans on all fixed-route bus services. To qualify, the following requirements must be satisfied:

1. Must be a veteran of the United States armed forces.
2. Must provide a copy of a DD 214 Certificate of Release/Discharge from Active Duty or have a valid U.S. Department of Veterans Affairs ID.
3. Veteran stamp on the back of a state driver's license or state id.
4. Must provide a valid photo ID
5. Must not have been dishonorably discharged.

Eligible Veterans can register in person at the Julia Carson Transit Center, 201 E Washington St. between 8:00 a.m. and 6:00 p.m. weekdays or between 9:00 a.m. and noon Saturdays. Veteran Fare cards cost \$2.00, and replacement cards cost \$5.00. After providing proof of eligibility and approval, Veterans will be issued an IPTC Veterans ID that will permit them to have a free fare on all fixed routes.

The Policy does not apply to paratransit ("Open Door") service. Veterans who have been dishonorably discharged are not eligible under this Policy. And any Veteran who was approved for a Veteran free fare pass prior to July 26, 2021 is not required to re-register under this new Policy.

#### **ALTERNATIVES:**

The Board could choose to not to approve the Veteran Free Fare Policy.

**FISCAL IMPACT:**

The total cost of this program and policy is anticipated to be \$500,000.00 annually.

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee and Service Committee on July 15, 2021 and will be placed on the Regular Agenda.

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Senior Director, Mobility Solutions Michael L. Roth

**SUBJECT:** Consideration and Approval of Paratransit Operations Vendor

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### ACTION ITEM A – 5

#### **RECOMMENDATION:**

It is requested that the IPTC Board of Directors authorize the President/CEO to enter into a procurement contract with RATP DEV, USA, and upon successful negotiations, enter into a three (3) year base contract plus two (2) one-year options. This was a best value procurement, whereas IPTC reserves the right to select the most advantageous offer by evaluating and comparing all evaluation criteria factors.

#### **BACKGROUND:**

The ADA requires public transportation companies operating fixed-route transportation systems to provide comparable paratransit services to people with disabilities. Compliance with the ADA and Paratransit service is a prerequisite for receiving federal funding. Open Door Paratransit Operation serves riders who qualify for this service due to a disability or a disabling health condition, preventing them from regular use of the fixed-route system.

The ADA mandates paratransit within three-quarter mile wide corridors on each side of a fixed route (with the same days and hours of service operated on a fixed route.) Since before the inception of the ADA, IPTC has operated the paratransit service beyond the three-quarter-mile limit serving all of Marion County, even though fixed-route does not service the entire county. To date, IPTC continues the service strategy of providing paratransit services beyond the federal legal requirement.

#### **DISCUSSION:**

We released this procurement on May 7, 2021. We had 40 downloads from 38 unique firms; we had an in-person pre-bid meeting with 12 attendees from 10 firms. The in-person pre-bid was on May 21, 2021. Proposals were due on June 22, 2021, and we received (three) 3 no-bids and (three) 3 proposals. All (three) 3 submissions were deemed responsive and responsible by the procurement and DBE departments. The (three) 3 proposals were evaluated by the Evaluation Committee with the following criteria:

- Ability to meet RFP specifications
- Knowledge of ADA laws and regulations
- Total Cost
- Customer Service Approach and Experience.

After the initial scoring by the Evaluation Committee, two companies were invited to participate in interviews. The interviews enable the evaluation committee to expounding upon areas such as; diversity within the organization, DBE utilization, and financial components contained with the RFP, to name a few. Company Interviews were held on July 21, 2021, and 22- 2021; the interviews were scored by best and final cost offer, experience and quality of the firm, and overall approach to the scope of work. In both reams of scoring, RATP Dev was identified as the leader.

Several items stood out to IPTC during RATP interview:

- A diversity statement was present, and they presented a diverse management team. The
- DBE participation, thinking outside the box. RATP added MyCity as a vendor and found a local vendor to provide maintenance support.
- Safety Innovation

**The BAFO received was \$69,197,716.48 and with expectations that negotiations will reduce the offer.**

To manage the increasing costs of providing this service, IPTC provides all of the capital equipment (vehicles, radios, software, CAD/AVL, etc.) and contracts with a private firm to provide delivery of the entire Open Door operation, which includes: all vehicle operations; servicing and maintenance; trip reservations, and scheduling; and dispatching service. IPTC is currently under contract with Transdev for these services through October 2021.

IPTC, like other transportation systems, historically entered into long-term contracts for ADA paratransit service based on performance standards and goals, which has resulted in incentives and liquidated damages. IPTC has gone through the following procurement process to contract with the most advantageous proposal to improve on-time performance and productivity.

#### **ALTERNATIVES:**

If the Board of Directors elects not to approve entering into contract negotiations with RATP, it will become necessary to re-procure. Additionally, the current contract expires October 31, 2021, will either need to be renegotiated to enter into a short-term partnership.

#### **FISCAL IMPACT:**

This service is funded through the Operating Budget and Federal Formula Grant funding.

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

This solicitation required a 10.5% DBE participation goal. That goal will be met by utilizing Transport Care Services, Team Cruiser, and MyCity Transportation. All Indiana certified Disadvantaged Business Enterprises.

Outside of the DBE goal itself, It is our commitment to creating a successful and inclusive program to ensure that minority, women, veteran, and disability-owned (MBE, WBE, VBE, DOBE) businesses certified by the City of Indianapolis and/or the Indiana Department of Administration have an opportunity to do business with IPTC.

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

This action was not reviewed by the Finance Committee and Service Committee on July 15, 2021 and will be placed on the Regular Agenda.

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors

**THROUGH:** President/CEO Inez P. Evans

**FROM:** President/CEO Inez P. Evans

**SUBJECT:** Consideration and Approval of Resolution 2021-09 Procurement of Real Estate Located at 11135 E. Washington Street, Indianapolis, IN

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### ACTION ITEM A – 6

#### **RECOMMENDATION:**

In a manner consistent with IPTC standards and pursuant to State and Local requirements, it is requested that the Board issue a Resolution directing the President/CEO, on behalf of the Indianapolis Public Transportation Corporation, to appoint two (2) appraisers to appraise the fair market value of the real estate located at 11135 E. Washington Street, Indianapolis IN., and to provide a copy of both appraisals to the Chair of the Board of Directors. It is also requested that the Board direct the President/CEO to enter into an agreement for the purchase real estate located at said location for a sum not exceed the average of the two (2) appraisals required by IC 36-1-10.5-6.

#### **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 requires locations along or near the rapid transit lines where the batteries for those buses can be charges while in service. While current locations have been secured by lease agreements, those agreements allow the owner to cancel those agreements with only minimum amount of notice and do not provide IPTC the certainty of possession and occupancy that a purchase can achieve. Staff have identified a location on the east end of the Blue Line that is available for purchase that would provide IPTC a secure and permanent site to charge the bus batteries.

#### **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. This provides for the increased service hours and range needed to fulfill the service required of the Marion County Transit Plan. Ownership of the location where the charging will take place provides a permanent location where that can be achieved.

#### **ALTERNATIVES:**

The Board can choose to seek an alternative location.

#### **FISCAL IMPACT:**

IPTC may not purchase the property for more than the average of two (2) appraisals as required by law. Estimated purchase price is approximately Three Hundred Eighty-Five Thousand Dollars (\$385,000).

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee and Service Committee on July 15, 2021 and will be placed on the Regular Agenda.



## RESOLUTION 2021-09

### 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 development and provision of services for Bus Rapid Transit pursuant to the Marion County Transit plan requires the acquisition of property to provide for bus charging stations along or near those rapid transit lines; and

**WHEREAS**, the 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 in the charging of buses for the Red Line 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, and located at 11135 E. Washington Street, Indianapolis, Indiana.

Section 3. For purposes of Revised Code Sec. 151-66, the Real Estate is owned by Dennis Barker and Dell B. Barker.

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

Section 5. That upon receipt of those appraisals the Board hereby directs the CEO and President to enter into negotiations for the purchase of said property in an amount not to exceed the average of the two fair market price appraisals. 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 26th day of July, 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



CoTour



Help

# 11135 E Washington St Indianapolis, IN 46229

11135 E. Washington St. · Land For Sale · 5.13 AC



Pennsy Trail

AVAILABLE SITE

Dairy Queen

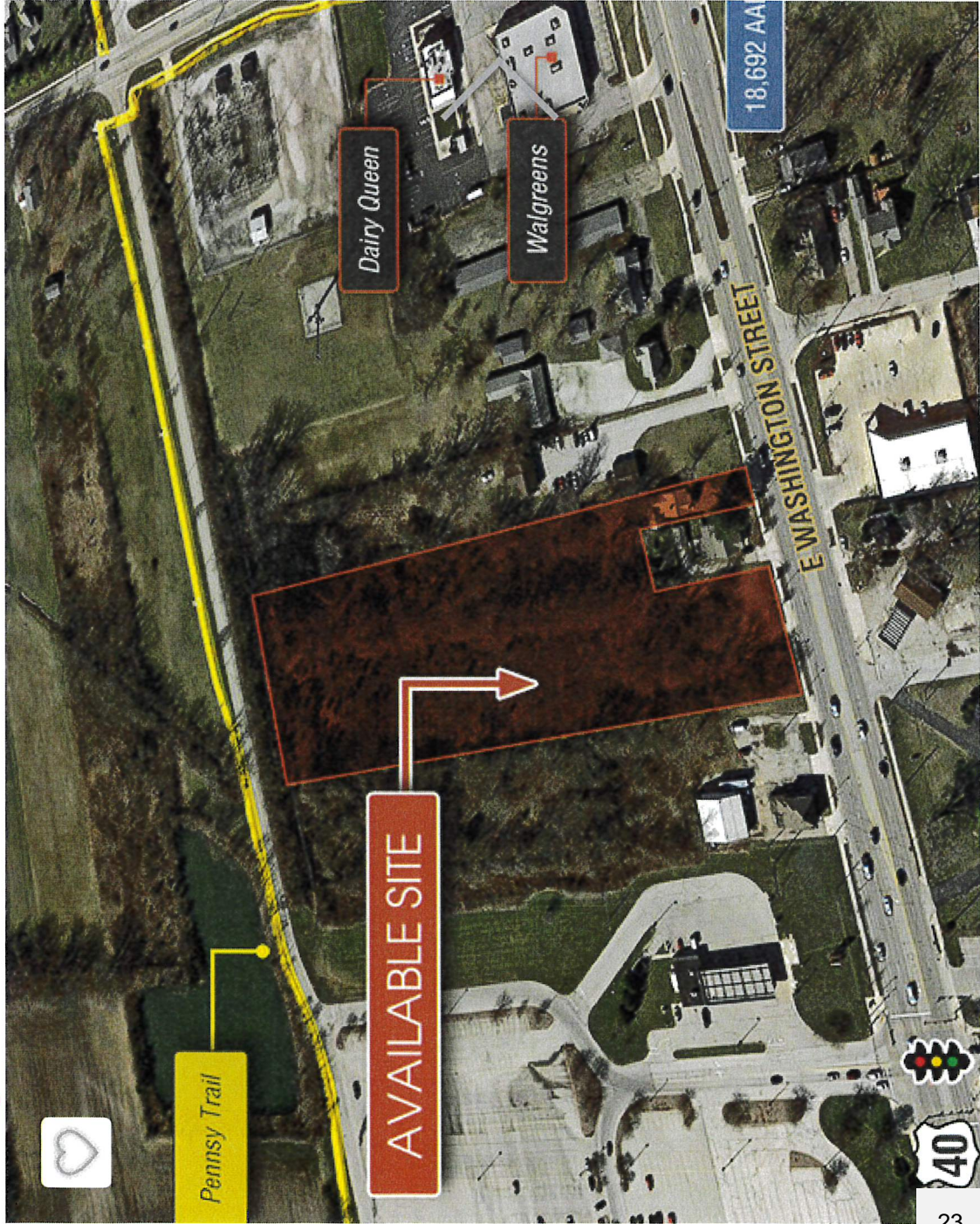
Walgreens

18,692 AA

E WASHINGTON STREET



Attachment A





Owner User

Proposed Use Commercial

Sale Type

1

No. Lots

Total Lot Size 5.13 AC

Property Type Land

Opportunity No  
Zone

Property Subtype Commercial

1 LOT AVAILABLE

Lot

Price \$385,000  
Price Per AC \$75,049

Lot Size 5.13 AC

INVESTMENT HIGHLIGHTS

Close Proximity to Major Retailers  
Including Meijer, Wal-Mart  
Supercenter, Marsh Supercenter &  
Sam's Club

Access to the Primary Growth  
Areas of Warren Township



## Information Update – June 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:** July 12, 2021

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### JUNE 2021 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$127,624 (13.6%) for the month and by \$897,063 (16%) year to date. Preventative maintenance draws continue to drive higher than budgeted revenue due to higher PM eligible expenditures.
- Other Operating revenue category is under budget by \$33,962 (-56.8%) and year to date, this revenue is over budget by \$41,803 (12%).
- The passengers service revenue is under budget by \$110,018 (-20.7%) and \$667,098 (-21.3%) year to date. Fare revenue continue to fluctuate month over month/ However, we will continue to monitor the trend.
- Year to date, we have drawn 100% on our State PMTF funds.
- The regularly received our scheduled monthly receipt of Local Income Tax (LIT). Year to date, we are over budget by \$4,915,445 (25%) due to supplemental distribution received in May 2021.
- IndyGo received its June settlement (half year distributions) of the Property Tax revenue. The half year distribution/collection rate is about 55% of the Net Levy. The property tax revenue is over budget by 13% at a half year mark.
- Service Reimbursement Program revenue is \$57,058 (164%) over budget for the month due to higher taxi vouchers reimbursements and \$100,465 (48%) over budget year to date.

*The Total Revenue for the agency is over budget by \$1,713,954 (20%) for the month and \$12,580,926 (24%) year to date.*

## Expenditures

### I) Personnel Services

- Fringe benefits are under budget for the month by \$144,325 (-9.5%) and \$827,079 (-8.5%) year to date. Healthcare expenses are showing fluctuations month over month based on the medical claims experience.
- Overtime expenses are over budget by \$198,345 (91.6%) and by \$570,227 (42%) 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 are under budget by \$527,110 (-14.3%) and \$2,459,536 (-11%) year to date.

*The Personnel Services category is under budget by \$473,089 (-8.7%) and by \$2,716,388 (-7.9%) year to date.*

### II) Other Services and Charges

- Claims were under budget by \$159,199 (-53.9%). Year to date, it is under budget by \$295,397 (-16.7%).
- Miscellaneous Expense category is under budget for the month by \$118,101 (-80.7%) and by \$697,813 (-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 \$258,871 (-26.2%) due to decreased ridership. Year to date, this expense is under budget by \$1,889,318 (-31.8%).
- For the month the "Services" expense category is under budget by \$399,244 (-30%) and \$1,268,329 (-14.7%) year to date.
- Utilities expenses are slightly over budget for the month by \$2,169 (1%). Year to date, it is over budget by \$43,531 (4.7%).

*Overall, the Other Services & Charges category is under budget by \$933,246 (-31.9%) and by \$4,107,327 (-22.4%) year to date.*

### III) Materials & Supplies

- The fuel and lubricant category is under budget by \$229,438 (-45.7%) for the month. Year to date also, this category is under budget by \$1,478,788 (-49.1%). This is partially due to the less fuel consumption and carry over impact of a Fuel PO from 2020.
- The maintenance materials category is over budget by \$461,386 (93%) and under budget by \$280,063 (-9.4%) year to date. The storeroom processed inventory obsolescence activity on slow moving inventory and that has attributed to the stock equipment expense account to record higher expenditures. It is not an actual cash outlay but an expense to record the obsolescence.
- The other materials and supplies category is under budget by \$49,442 (-54%) for the month and \$248,816(-46%) year to date.

- For the month, the “Tires & Tubes” category is under budget by \$27,955 (-40.3%) and by \$122,844 (-29.5%) year to date.

*For the month, the Total Materials and Supplies category is over budget by \$154,551 (13%). However, year to date, this category is under budget by \$2,130,512 (-30.7%).*

*Overall, the expenditures came under budget by \$1,251,784 (-13.8%) and by \$8,954,227 (-15%) 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>
Fiscal Year 2020	3,951,144	1,495,353	5,446,497
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
May 2021	113,691	0	113,691
June 2021	229,360	0	229,360
<b>Total</b>	<b>4,856,096</b>	<b>1,529,229</b>	<b>6,385,324</b>

**Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (CRRSAA):** Year to date, under this federal grant, IndyGo received \$18,049,530 in reimbursement. These funds will be deposited into an investment fund, similar to the CARES Act Investment Fund.

#### **RECOMMENDATION:**

Receive the report.

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

	Indianapolis Public Transportation Corporation							
	Budget to Actuals (Comparative Statement) - IndyGo							
	For the Six Months Ending Wednesday, June 30, 2021							
	Current Month				YTD			
			Budget	Budget			Budget	Budget
			Variance	Variance			Variance	Variance
	Actual	Budget	\$	%	Actual	Budget	\$	%
<b>Operating Revenue</b>								
Federal Assistance	1,061,647.00	934,023.00	127,624.00	13.66	6,501,190.60	5,604,128.00	897,062.60	16.01
Other Operating Income	25,811.01	59,773.00	(33,961.99)	(56.82)	400,440.23	358,637.00	41,803.23	11.66
Passenger Service Revenue	421,038.78	531,057.00	(110,018.22)	(20.72)	2,458,365.57	3,125,464.00	(667,098.43)	(21.34)
PMTF Revenue		802,860.00	(802,860.00)	(100.00)	9,634,315.00	4,817,155.00	4,817,160.00	100.00
Local Property & Excise Tax Revenue	5,481,914.34	3,005,803.00	2,476,111.34	82.38	20,510,899.34	18,034,812.00	2,476,087.34	13.73
Local Transit Income Tax Revenue	3,225,979.00	3,225,979.00		0.00	24,271,318.80	19,355,874.00	4,915,444.80	25.40
Service Reimbursement Program	91,641.51	34,583.00	57,058.51	164.99	307,968.55	207,502.00	100,466.55	48.42
<b>Total Operating Revenues</b>	<b>10,308,031.64</b>	<b>8,594,078.00</b>	<b>1,713,953.64</b>	<b>19.94</b>	<b>64,084,498.09</b>	<b>51,503,572.00</b>	<b>12,580,926.09</b>	<b>24.43</b>
<b>Operating Expenses</b>								
<b>Personal Services</b>								
Fringe Benefits	1,377,969.87	1,522,295.13	(144,325.26)	(9.48)	8,892,993.17	9,720,072.29	(827,079.12)	(8.51)
Overtime	414,896.33	216,550.45	198,345.88	91.59	1,923,667.05	1,353,440.30	570,226.75	42.13
Salary	3,155,406.48	3,682,516.26	(527,109.78)	(14.31)	20,556,190.50	23,015,726.59	(2,459,536.09)	(10.69)
<b>Total Wages and Benefits</b>	<b>4,948,272.68</b>	<b>5,421,361.84</b>	<b>(473,089.16)</b>	<b>(8.73)</b>	<b>31,372,850.72</b>	<b>34,089,239.18</b>	<b>(2,716,388.46)</b>	<b>(7.97)</b>
<b>Other Services &amp; Charges</b>								
Claims	135,906.83	295,106.26	(159,199.43)	(53.95)	1,475,240.35	1,770,637.56	(295,397.21)	(16.68)
Miscellaneous Expenses	28,218.73	146,320.22	(118,101.49)	(80.71)	184,607.97	882,421.32	(697,813.35)	(79.08)
Purchased Transportation	730,986.71	989,857.72	(258,871.01)	(26.15)	4,049,827.95	5,939,146.32	(1,889,318.37)	(31.81)
Services	935,271.66	1,334,516.00	(399,244.34)	(29.92)	7,559,426.85	8,827,756.00	(1,268,329.15)	(14.37)
Total Utilities	155,503.23	153,333.33	2,169.90	1.42	963,530.89	919,999.98	43,530.91	4.73
<b>Total Other Services &amp; Charges</b>	<b>1,985,887.16</b>	<b>2,919,133.53</b>	<b>(933,246.37)</b>	<b>(31.97)</b>	<b>14,232,634.01</b>	<b>18,339,961.18</b>	<b>(4,107,327.17)</b>	<b>(22.40)</b>
<b>Materials &amp; Supplies</b>								
Fuel & Lubricants	272,286.19	501,723.94	(229,437.75)	(45.73)	1,531,555.30	3,010,343.64	(1,478,788.34)	(49.12)
Maintenance Materials	954,973.74	493,587.76	461,385.98	93.48	2,681,463.14	2,961,526.56	(280,063.42)	(9.46)
Other Materials & Supplies	41,158.48	90,600.25	(49,441.77)	(54.57)	295,610.65	544,426.50	(248,815.85)	(45.70)
Tires & Tubes	41,388.40	69,343.66	(27,955.26)	(40.31)	293,217.54	416,061.96	(122,844.42)	(29.53)
<b>Total Materials &amp; Supplies</b>	<b>1,309,806.81</b>	<b>1,155,255.61</b>	<b>154,551.20</b>	<b>13.38</b>	<b>4,801,846.63</b>	<b>6,932,358.66</b>	<b>(2,130,512.03)</b>	<b>(30.73)</b>
<b>Total Operating Expenses</b>	<b>8,243,966.65</b>	<b>9,495,750.98</b>	<b>(1,251,784.33)</b>	<b>(13.18)</b>	<b>50,407,331.36</b>	<b>59,361,559.02</b>	<b>(8,954,227.66)</b>	<b>(15.08)</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>2,064,064.99</b>	<b>(901,672.98)</b>	<b>2,965,737.97</b>		<b>13,677,166.73</b>	<b>(7,857,987.02)</b>	<b>21,535,153.75</b>	
GAIN/LOSS ON ASSET DISPOSAL	110,327.69		110,327.69	0.00	149,160.09		149,160.09	0.00
<b>NET INCOME/(LOSS)</b>	<b>1,953,737.30</b>	<b>(901,672.98)</b>	<b>2,855,410.28</b>	<b>(316.68)</b>	<b>13,528,006.64</b>	<b>(7,857,987.02)</b>	<b>21,385,993.66</b>	<b>(272.16)</b>



## Procurement Activity Report

### Past 30 days (actual)- June 2021

Released New Opportunity	<ul style="list-style-type: none"> <li>- Mobility Solutions &amp; Customer Care Center Construction</li> <li>- Property Manager</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- Paratransit Operations</li> <li>- Vehicle Destruction</li> <li>- Microtransit Pilot</li> <li>- Bus Stop Rehab</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- Vehicle Destruction</li> <li>- MaaS SME</li> <li>- Purple Line Survey</li> <li>- Bus Stop Rehab</li> <li>- On-Call Construction Engineering Services</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- Towing Services</li> <li>- Temp Buyer</li> <li>- Temp Staffing (IT)</li> <li>- Bus Detailing</li> <li>- Vehicle Destruction</li> <li>- Bus Stop Rehab</li> <li>- Snow Removal- Ratification</li> <li>- Simulators</li> <li>- 901 Circulator</li> <li>- On-Call Construction Engineering Services</li> </ul>
Renewal	<ul style="list-style-type: none"> <li>- Paratransit Next Steps Consultant</li> </ul>
Task Orders	<ul style="list-style-type: none"> <li>- Purple Line Design TO 13</li> </ul>

### Current Month (expected)- July 2021

Release/ New Opportunity	<ul style="list-style-type: none"> <li>- UV Lighting</li> <li>- Landscaping Services</li> <li>- Bus Stops 2.0</li> <li>- East Campus New Furniture</li> <li>- CY2022 Diesel Fuel</li> <li>- Transit Advertising</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- UV Lighting</li> <li>- Landscaping Services</li> <li>- Property Manager</li> <li>- East Campus New Furniture</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- Paratransit Operations</li> <li>- Microtransit Pilot</li> <li>- Property Manager</li> <li>- Mobility Solutions &amp; Customer Care Center Construction</li> </ul>
Contracted/Kickoff	<ul style="list-style-type: none"> <li>- Microtransit Pilot</li> <li>- MaaS SME</li> <li>- Purple Line Survey</li> <li>- Property Manager</li> <li>- Towing Services</li> </ul>
Task Orders	<ul style="list-style-type: none"> <li>- Blue Line- WSP</li> <li>- Red Line Record Drawings- CDM Smith</li> </ul>

### Future 30 days (planned)- August 2021

Release/ New Opportunity	<ul style="list-style-type: none"> <li>- HVAC Services</li> <li>- Independent Audit Services</li> <li>- On-Call Catering Services</li> <li>- Pest Control</li> <li>- 60ft. Electric Bus</li> <li>- East Campus- Owners Rep.</li> </ul>
Received Bids	<ul style="list-style-type: none"> <li>- Bus Stops 2.0</li> <li>- CY2022 Diesel Fuel</li> <li>- Transit Advertising</li> </ul>
Awarded	<ul style="list-style-type: none"> <li>- Clinic</li> <li>- East Campus- New Furniture</li> <li>- East Campus- Building A</li> <li>- CY2022 Diesel Fuel</li> </ul>
Contracted/ Kickoffs	<ul style="list-style-type: none"> <li>- Paratransit Operations</li> <li>- Clinic</li> <li>- Mobility Solutions &amp; Customer Care Center Construction</li> </ul>

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	1,619,429	723,449
BRT and On-Street Infrastructure	Super Stops	1,548,998	157,041	1,706,040	227,674	1,478,366
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	37,696,006	24,497,112
BRT and On-Street Infrastructure	Red Line	0	16,054,177	16,054,177	16,830,995	(776,819)
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	26,921	78,095
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	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	3,447,094	3,677,103
BRT and On-Street Infrastructure	BRT Program Management	0	90,000	90,000	881,625	(791,625)
<b>BRT and On-Street Infrastructure Total</b>		<b>52,033,998</b>	<b>45,608,895</b>	<b>97,642,893</b>	<b>60,784,077</b>	<b>36,858,816</b>
Facilities	Bus Charging Infrastructure in Garage	0	412,487	412,487	685,286	(272,799)
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	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	Additional Facilities - E. Campus Design/Construction	0	0	0	1,946,004	(1,946,004)
Facilities	Additional Facilities - Michigan Ave. Design/Construction	0	0	0	768,613	(768,613)
Facilities	Additional Facilities - North College Design/Construction	0	0	0	97,970	(97,970)
Facilities	Additional Facilities - S. Madison Ave. Design/Construction	0	0	0	42,857	(42,857)
Facilities	In Route Charging	0	0	0	68,804	(68,804)
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>5,422,751</b>	<b>713,428</b>
Safety/Security	Main Facility CCTV Upgrade	0	0	0	3,290	(3,290)
Safety/Security	Training Simulators	0	0	0	240,000	(240,000)
Safety/Security	Vehicle CCTV Replacement	220,000	1,000,000	1,220,000	1,982,618	(762,618)
Safety/Security	Mobile Command Center	0	0	0	6,602	(6,602)
<b>Safety/Security Total</b>		<b>220,000</b>	<b>1,000,000</b>	<b>1,220,000</b>	<b>2,232,510</b>	<b>(1,012,510)</b>
Fleet	Support Vehicle Replacement	0	0	0	77,059	(77,059)
Fleet	Automatic Passenger Counters Upgrade	181,500	190,755	372,255	134,400	237,854
Fleet	Paratransit Bus Replacement	1,415,000	1,566,248	2,981,248	1,632,554	1,348,694
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	86,018	213,982
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>23,460,068</b>	<b>24,937,229</b>

Capital Plan Group	Capital Plan Project	2021 Budget	2020 Budget Carried into 2021	Total 2021 Appropriation	YTD Expenses and Encumbrances	Remaining 2021 Appropriation
IT/Finance	ERP	800,000	0	800,000	1,029,676	(229,676)
IT/Finance	Fare Collection/Validation System	0	444,637	444,637	381,775	62,862
IT/Finance	ITS Upgrade/Replacement (CAD AVL)	0	442,605	442,605	387,171	55,434
IT/Finance	Hastus Software Upgrade	0	558,735	558,735	395,398	163,338
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	41,798	174,699
IT/Finance	IT Radio Replacement/Other IT	800,000	0	800,000	0	800,000
IT/Finance	Mobility Technology Services	0	0	0	68,580	(68,580)
<b>IT/Finance Total</b>		<b>1,975,000</b>	<b>1,662,474</b>	<b>3,637,474</b>	<b>2,304,398</b>	<b>1,333,076</b>
Public Affairs	Public Affairs Intranet	0	140,080	140,080	0	140,080
Public Affairs	Mobility Concierge	392,375	0	392,375	0	392,375
<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	1,963,409	(1,963,409)
<b>Miscellaneous &amp; Unbudgeted Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1,963,409</b>	<b>(1,963,409)</b>
<b>Grand Total</b>		<b>83,251,679</b>	<b>74,314,619</b>	<b>157,566,298</b>	<b>96,167,212</b>	<b>61,399,085</b>

Budget Savings and Unbudgeted Expenses	
* Anticipated budget savings	8,480,000
Unbudgeted expenses	(8,213,745)
<b>Surplus/(Shortfall)</b>	<b>266,255</b>



# FY2022 Proposed Budget

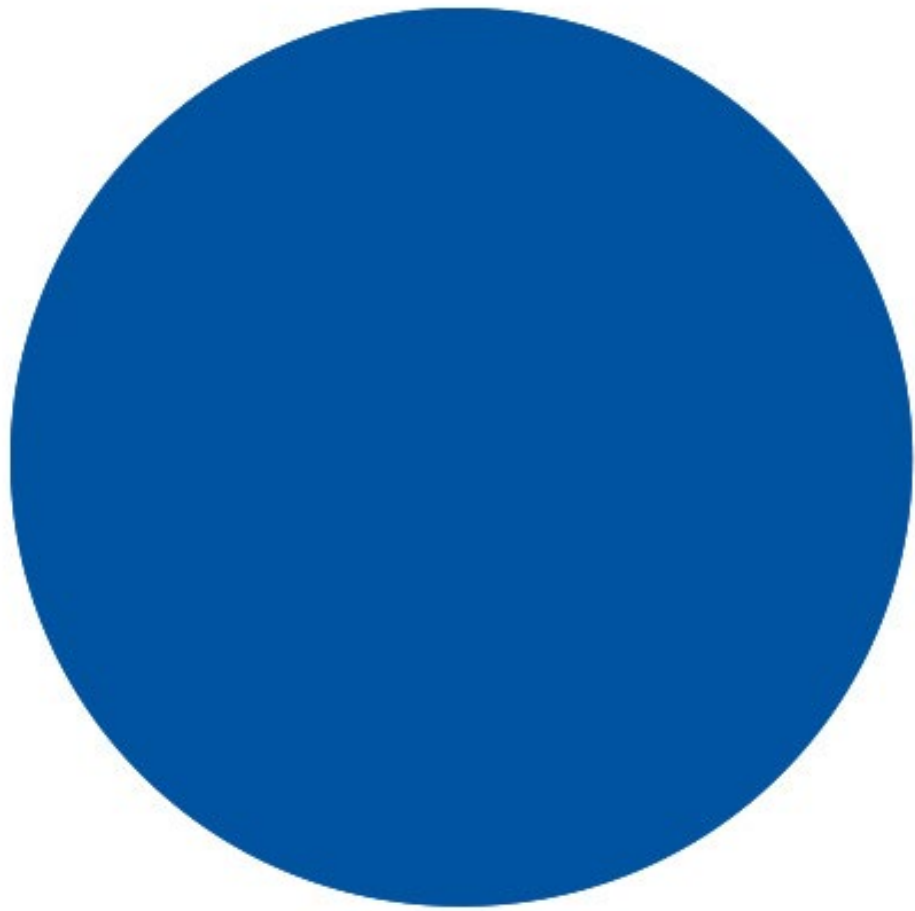
Budget Introduction: Monday, 7/26/21

Budget Hearing: Thursday, 8/12/21

Budget Adoption: Thursday, 8/26/21







**BART BROWN**

CFO/VP FINANCE

**HARDI SHAH**

DEPUTY CFO

**JUSTIN BURCOPE**

BUDGET MANAGER

**CASSIE BURMEISTER**

GRANTS MANAGER

**ALEX WANG**

PROJECTS & DATA ADMINISTRATOR

*IndyGo*



# FY2022 PROPOSED BUDGET

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Total - \$246.1M

- Operating - \$123.3M
- Capital - \$111.7M
- Debt Service - \$11.1M



# FY2022 OPERATING EXPENSE BUDGET

## \$123.3M Operating Budget

- ❑ 5.1% increase over FY21
- ❑ \$3.6M personnel cost increase
  - 908 FTEs (1% increase over FY21)
  - Partial year of staffing for new facilities
  - 2% wage increase per negotiated bargaining contract with ATU
  - Healthcare costs (increase of \$1M)
  - Retirement – pension arbitration (\$0.4M)
- ❑ Increased security, new software programs & mobility programs costs
- ❑ Increased O&M costs related to new, existing facilities and BRT infrastructure

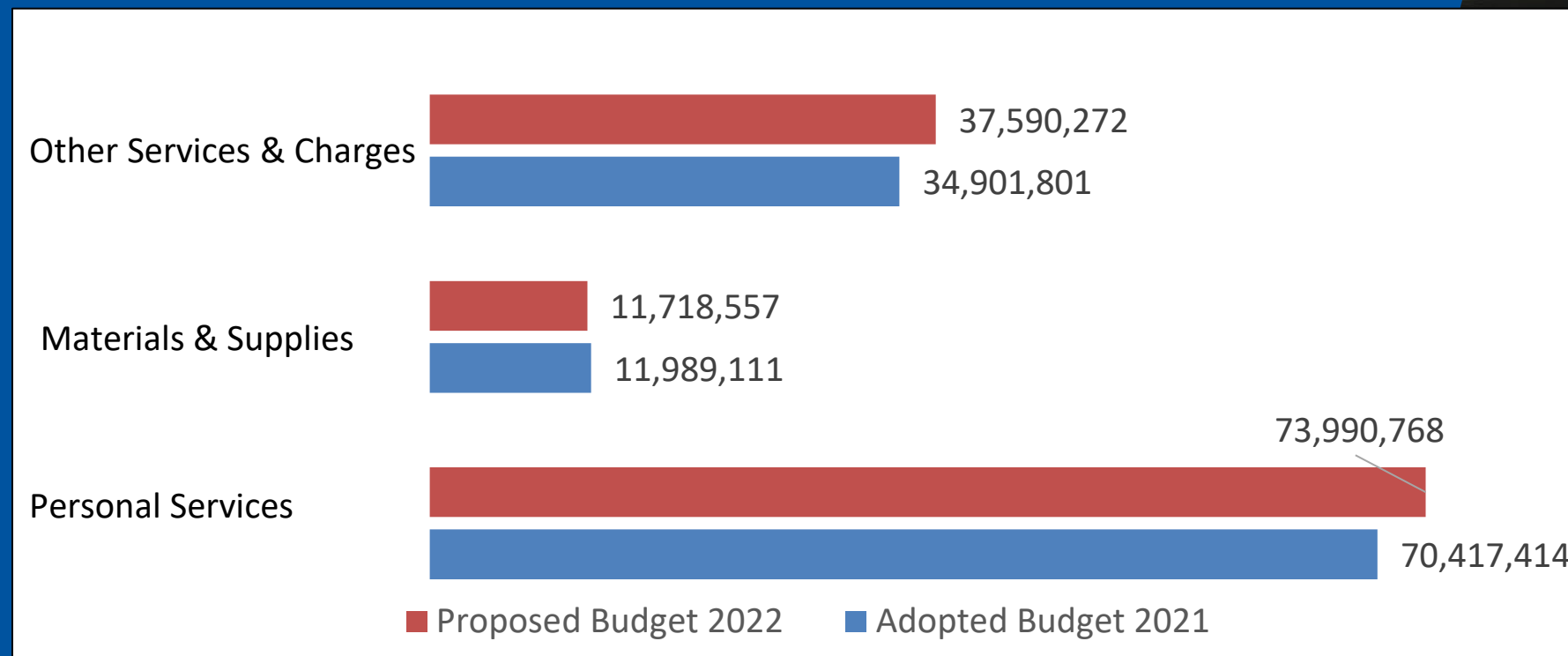




# Adopted FY21 VS. Proposed FY22 Budget

Amount in thousands

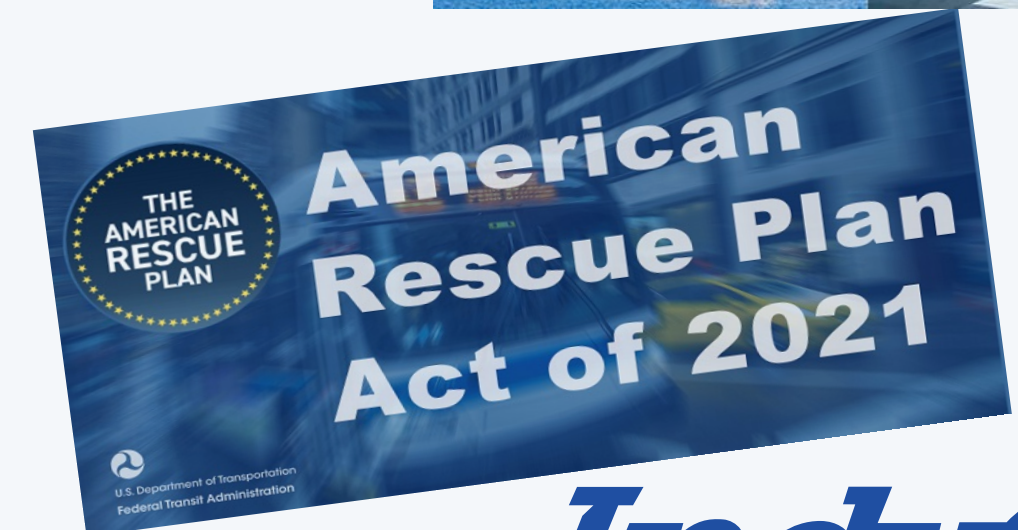
Main Exp Category	Adopted Budget 2021	Proposed Budget 2022	Variance	% Variance
Personal Services	70,417	73,991	3,573	5.1%
Materials & Supplies	11,989	11,719	(271)	(2.2%)
Other Services & Charges	34,902	37,590	2,688	7.7%
<b>Grand Total</b>	<b>117,308</b>	<b>123,300</b>	<b>5,991</b>	<b>5.1%</b>





# Operating Revenue 5 Year Outlook

Revenue Sources (in thousands)	2021 Adopted Budget	2022 Proposed Budget	2023 Projected Budget	2024 Projected Budget	2025 Projected Budget
Passenger Service Revenue	6,379	6,698	7,368	8,105	8,915
Local Property & Excise Taxes	36,070	37,463	38,945	40,069	41,234
State Funds/Grants	9,634	9,634	11,000	11,000	11,000
Federal Assistance	11,358	11,202	11,042	11,146	11,252
<b>Federal Assistance - Stimulus Funds</b>	<b>14,173</b>	<b>20,264</b>	<b>22,836</b>	<b>20,976</b>	<b>18,543</b>
Service Reimbursement Programs	265	265	265	265	265
Advertising Revenue	608	670	670	670	670
Other Operating Income	110	114	114	114	114
Local Transit Income Tax	38,712	36,990	37,266	40,708	44,406
<b>Operating Revenue</b>	<b>117,308</b>	<b>123,300</b>	<b>129,505</b>	<b>133,053</b>	<b>136,399</b>





# 5-Year Operating Budget Outlook

Amount in thousands

Main Expense Category	Actuals 2020	Adopted Budget 2021	Proposed Budget 2022	Projected Budget 2023	Projected Budget 2024	Projected Budget 2025	Projected Budget 2026
Personal Services	66,607	70,417	73,991	77,966	79,967	81,721	83,514
Materials & Supplies	9,868	11,989	11,719	12,070	12,432	12,805	13,189
Other Services & Charges	28,760	34,902	37,590	39,470	40,654	41,873	43,130
<b>Grand Total</b>	<b>105,235</b>	<b>117,308</b>	<b>123,300</b>	<b>129,505</b>	<b>133,053</b>	<b>136,399</b>	<b>139,833</b>

Note: The table above does not account for the costs associated with the full buildout of the MCTP.



*IndyGo*

# OPERATING REVENUE

- Net property & excise taxes: \$37.4M (3.8% ↑ over FY21)
  - Inclusive of \$14.8M Special Property Tax
  - Accounts for property tax caps \$6M revenue reduction
- Transit income tax revenue: \$36.9M (10% ↓ over FY21)
- Fares: \$6.7M (5% ↑ over FY21 Budget)
- Other operating revenue: \$1M

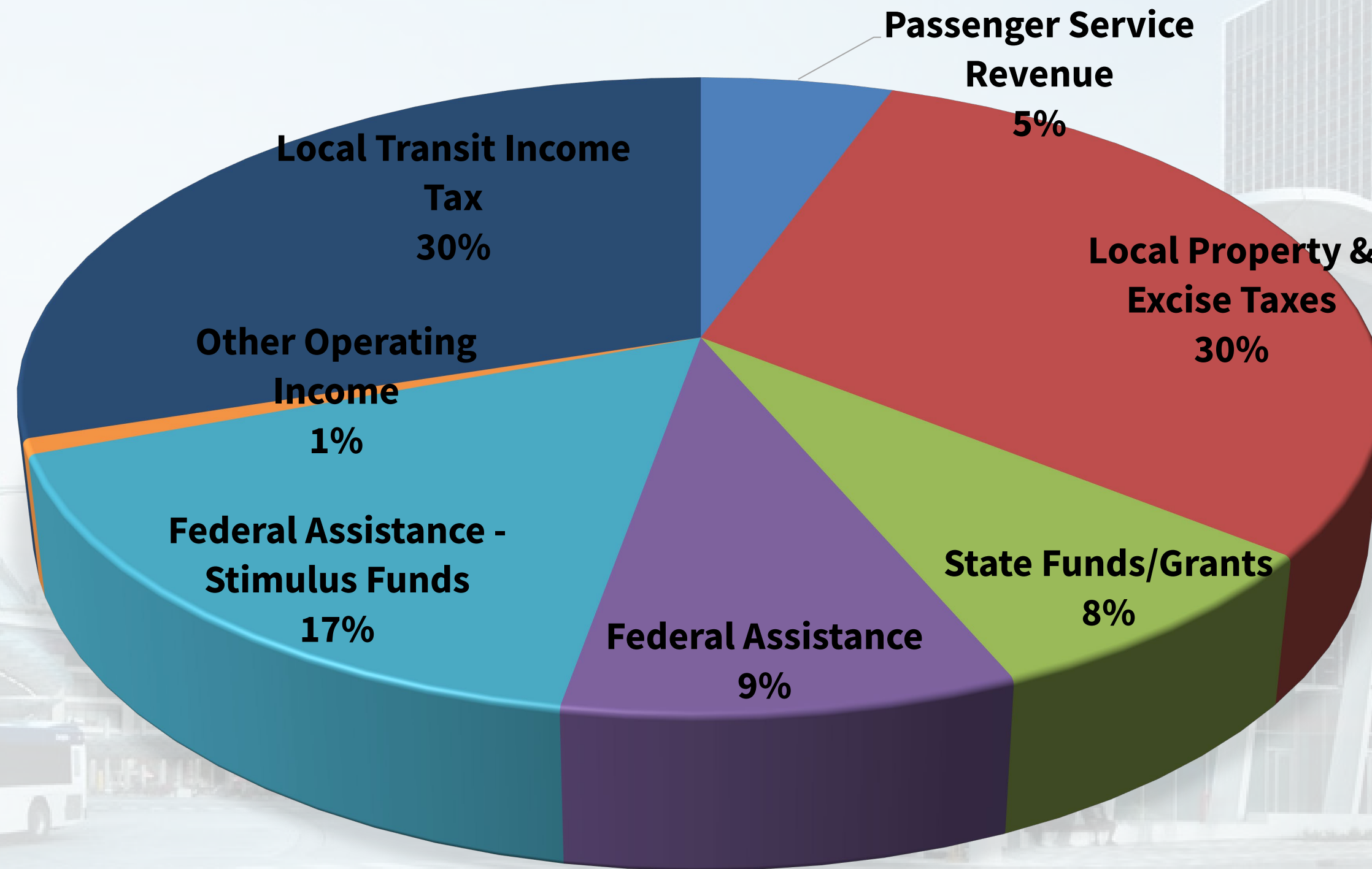


# OPERATING REVENUE STATE & FEDERAL

- STATE - \$9.6M from Public Mass Transit Fund (PMTF) – No change over FY21
- FEDERAL - \$11.1M (3.7% ↓ over FY21)
  - \$2.8M for ADA
  - 1% formula for Safety and Security
  - \$8.2M for preventive maintenance
- FEDERAL (Stimulus Funds) - \$20.2M



# 2022 OPERATING REVENUE

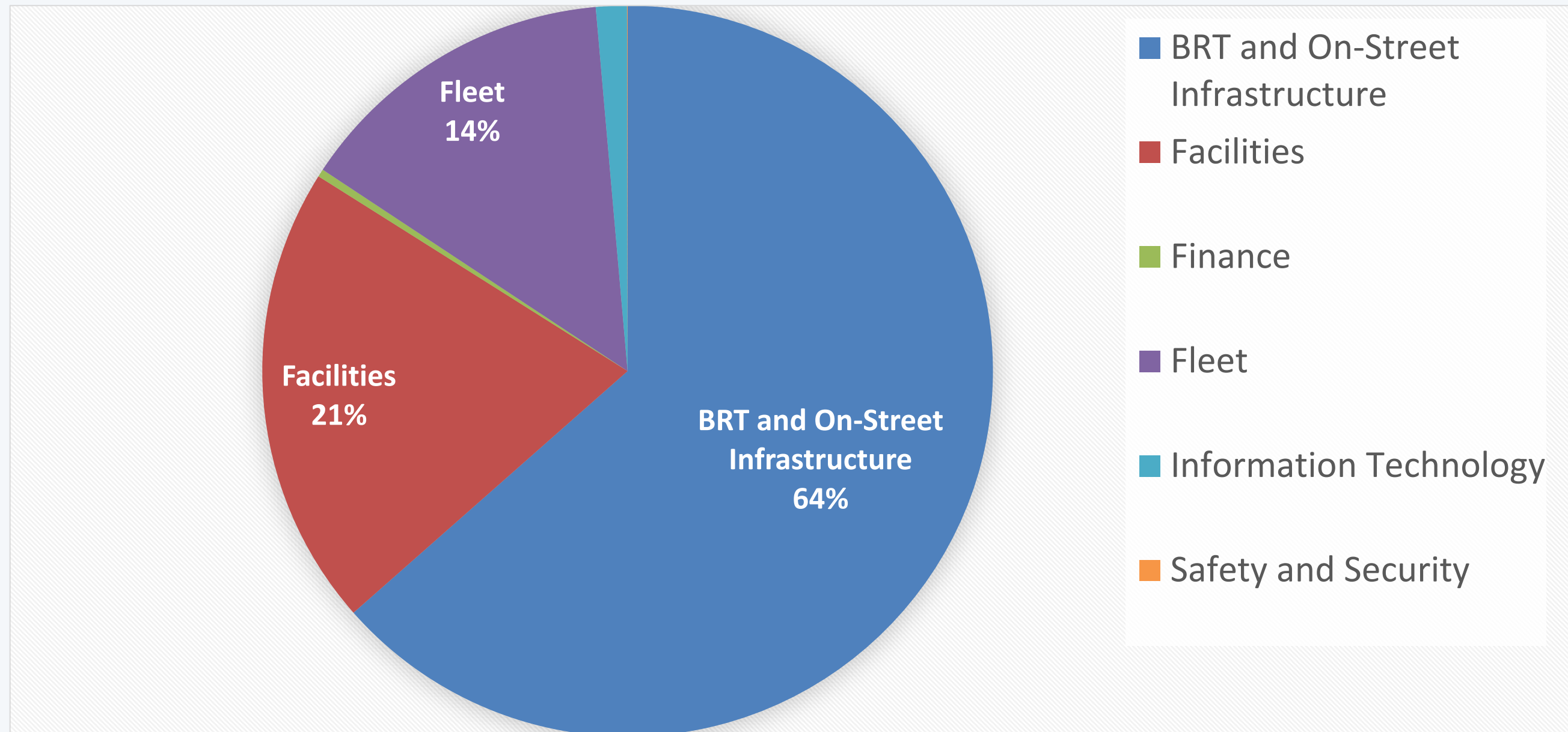


# 2022 CAPITAL BUDGET

Project	2022	2023	2024	2025	2026	5 Year CIP Total
<b>BRT and On-Street Infrastructure</b>	<b>70,937,450</b>	<b>74,567,800</b>	<b>104,437,865</b>	<b>89,500,000</b>	<b>42,061,000</b>	<b>381,504,115</b>
30th Street Two-way Conversion Project (Construction)	0	2,150,000	0	0	0	2,150,000
Blue Line BRT	5,746,450	5,707,800	86,850,000	86,850,000	38,961,000	224,115,250
Michigan Street Two-way Conversion Project (Construction)	0	4,350,000	0	0	0	4,350,000
Purple Line BRT	57,900,000	57,900,000	10,037,865	0	0	125,837,865
Red Line Phase II & III (to County Line)	0	0	1,750,000	1,750,000	2,200,000	5,700,000
Red Line Signal Modifications - APB and BRT	345,000	0	0	0	0	345,000
Rub Rails	580,000	0	0	0	0	580,000
Rural Street Underpass Clearance (Construction)	0	1,710,000	4,900,000	0	0	6,610,000
Rural Street Underpass Clearance (Design and NEPA)	710,000	0	0	0	0	710,000
South Madison Park and Ride	350,000	1,850,000	0	0	0	2,200,000
Super Stops 1.0 Delaware Street & 2-way conversion of Ft Wayne (Delaware to Alabama)	70,000	0	0	0	0	70,000
Super Stops 2.0 Alabama, Ft Wayne and Vermont Stations, 2 each.	2,886,000	0	0	0	0	2,886,000
Transit Signal Priority (Installation)	1,450,000	0	0	0	0	1,450,000
Transit Stop Amenities: Shelters, Signs, Benches & Construction	900,000	900,000	900,000	900,000	900,000	4,500,000
<b>Facilities</b>	<b>22,834,250</b>	<b>738,000</b>	<b>365,000</b>	<b>22,500</b>	<b>0</b>	<b>23,959,750</b>
<b>Finance</b>	<b>382,500</b>	<b>390,150</b>	<b>397,953</b>	<b>0</b>	<b>0</b>	<b>1,170,603</b>
<b>Fleet</b>	<b>15,997,000</b>	<b>31,906,091</b>	<b>17,649,091</b>	<b>18,148,814</b>	<b>19,706,963</b>	<b>103,407,959</b>
<b>Information Technology</b>	<b>1,527,000</b>	<b>8,895,000</b>	<b>25,000</b>	<b>20,000</b>	<b>20,000</b>	<b>10,487,000</b>
<b>Safety and Security</b>	<b>27,650</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27,650</b>
<b>Grand Total</b>	<b>111,705,850</b>	<b>116,497,041</b>	<b>122,874,909</b>	<b>107,691,314</b>	<b>61,787,963</b>	<b>520,557,077</b>

A detailed list of Projects under each major project category (highlighted in green) can be found on page 81-82 of the provided FY22 Budget Book.

# 2022 CAPITAL BUDGET





# 2022 CAPITAL BUDGET HIGHLIGHTS

- Purple Line Design & Construction
- Blue Line BRT Design Services
- East campus and Michigan Street garage construction
- Vehicle CCTV & other IT projects
- Fleet replacement

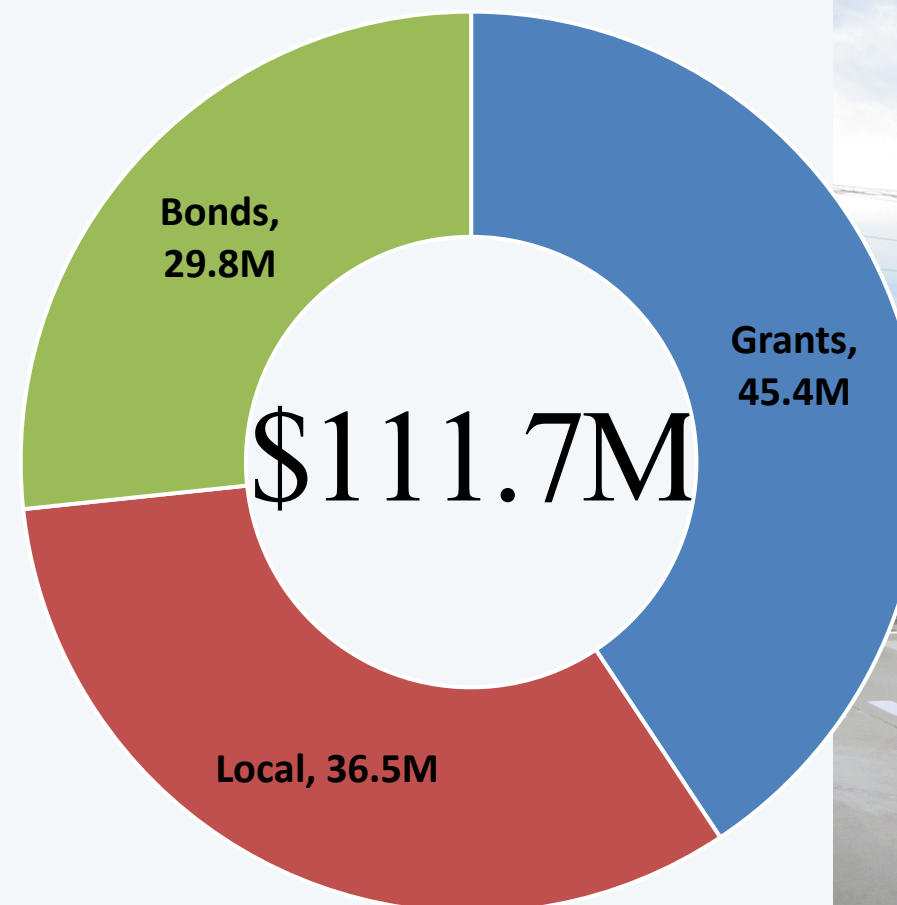




# FY2022 CAPITAL BUDGET

## WHERE THE MONEY COMES FROM

- ❑ \$45.4M in federal grants
- ❑ \$36.5M Cash from Capital Projects Funds (Transit Capital & Cumulative Capital)
- ❑ \$29.8M in bond proceeds



# 2022 DEBT SERVICE FUND

- ❑ \$20.9M remaining balance of Bond 2018A
- ❑ Budgeted \$11.1M in debt service to be paid in FY2022
  - 2018A - \$3.5M
  - 2021D - \$2.3M
  - 2021~~X~~ (for Facilities and Buses) - \$5.3M



*IndyGo*<sup>SM</sup>

THANK  
YOU  
QUESTIONS?





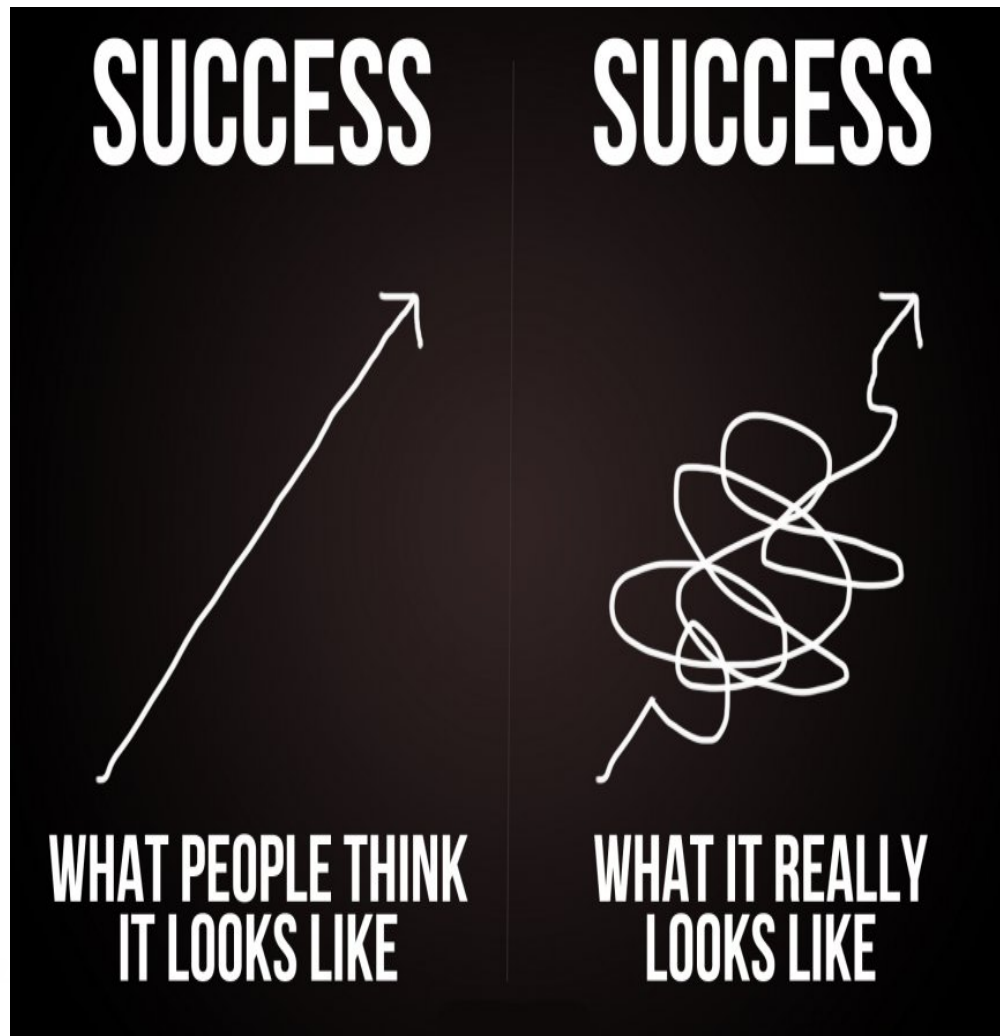


July 2021

Chelci Hunter, DBELO/Senior Supplier Diversity Officer

Kevin McDuffie, Supplier Diversity Specialist

# SUCCESS STORIES +



What does success look like?

How is it measured?

Why is it important?

# INDYGO VENDOR DEVELOPMENT PILOT

## “Writing Better Proposals”

IndyGo launches a

## Vendor Development Pilot Program

a three-month program for businesses to enhance their writing skills for proposals



IndyGo employees from the procurement department will meet one-on-one with businesses that get accepted in the pilot program and share advice on making their proposals stand out.

To apply for the program, visit [indygo.net/procurement](https://indygo.net/procurement).

*IndyGo*

Published on IndyGo website July 13, 2021

Press release

Shared with partner agencies for distribution

Shared on social media platforms

Free program “awarded” to five individual vendors

Applications due August 8, 2021

Program will begin in September and run through November

# DOING BUSINESS WITH INDYGO IN 2021



## Doing Business with IndyGo in 2021

An IndyGo Vendor Development Webinar  
Led By Chelci Hunter, Supplier Diversity

IndyGo

Items covered included:

- Procurements and Solicitations
- Frequently used terminology
- Tips for marking your business
- Promoting your certifications (if certified)
- Minimizing risk and increasing success
- Communication and transparency
- Supply chain
- Submitting proposals and responses
- Upcoming opportunities
- Future events
- Q&A session

# CURRENT NUMBERS/COMPLIANCE

**DBE:** 11.16% (June)

- Not inclusive of entire year. Full DBE data will not be available until January 2022.

**XBE:** 18.52% (June)

**Compliance:**

90-100 certified firms

Monthly payment reports with primes





# SUPPLIER DIVERSITY

**Chelci Hunter**

DBELO/Senior Supplier Diversity Officer



**Kevin McDuffie**

Diversity Specialist



[SupplierDiversity@indygo.net](mailto:SupplierDiversity@indygo.net)

## Information Update – CEO Report

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**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** July 26, 2021

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### CEO Report

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

**RECOMMENDATION:** Receive the report

#### 1. Food in Transit

- Get fresh, locally-grown produce! Visit the Carson Transit Center Wednesdays from 2-5 p.m. A big thank you to our partners, Growing Places Indy, and Indy DMD, for making Food in Transit a reality. If you purchase any produce, tag us in your photos and use the hashtag [#FoodInTransit!](https://twitter.com/hashtag/FoodInTransit)

# Fresh Food

## at the Carson Transit Center

June 2 - Sept. 1  
Wednesdays, 2-5 p.m.



IndyGo

GROWING  
PLACES INDY

## 2. Upgraded Bus Stop

- On July 14, we unveiled a new bus stop located at the corner of St. Margaret's Drive and Smith Boulevard, right between Eskenazi Hospital and Richard L. Roudebush Veterans Affairs Medical Center. The old stop used to be nearly a half mile away. But with this newest upgrade, our nation's heroes have easier access to receive the health care they need. We were grateful to be joined by Congressman Andre Carson, City County Councilor Kristin Jones of District 16, Executive Director of the Indianapolis Public Transportation Foundation Emily Lovison, and Director of Veteran Services in the Mayor's Office Sheena Linville



## 3. IndyGo Earns Perfect Score in FTA Review

- For the first time in IndyGo history, we received a perfect score on the latest Federal Transit Administration (FTA) Triennial Review!





#### 4. Catch the Wave

- Have you \*caught the wave\* with one of our new hybrid buses? There are 24 new hybrid buses traveling throughout Marion County. If you see one of them, take a photo and use the hashtag [#CatchTheWave](#) for a chance to win a 31-day pass!



#### 5. Vendor Development Program

- Calling all small businesses!! Do you want to increase your chances for bid opportunities? We've launched a new vendor development pilot! During this three-month program, our experts will show you how to make your business proposals stand out! Five applicants will be selected for this pilot program. Applications are due no later than August 8, at 5 p.m. Learn more & apply here: [www.indygo.net/procurement](http://www.indygo.net/procurement)



**6. NOW HIRING Coach Operators**

- **WE'RE HIRING Coach Operators!!** Come start an exciting career with us!



## Fare Policy Transition Update

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Memo Date:** July 8, 2021

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### FARE POLICY TRANSITION UPDATE

#### BACKGROUND:

The IPTC Board of Directors approved a new fare policy at its February 28, 2019 meeting. The new fare policy was necessitated because of the opportunities presented by a fare modernization effort, which included the introduction of a new account-based fare system, branded as MyKey. The new fare policy introduced fare capping and recommended the elimination of certain fare types, except for the single trip and one-day passes. Fare capping limits the daily charge to \$4.00 and the weekly charge to \$15.75, for full fare.

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

At the February 25, 2021 IPTC Board of Director's meeting, the board approved Resolution 2021-03, which approved a six (6) month temporary fare reduction for the 7-day paper pass. This fare reduction will expire at the end of August.

#### UPDATE:

IPTC staff have developed a timeline to retire the 7-day paper pass at the end of the temporary price decrease, which will occur in August. The timeline includes steps to notify PLS, the current retailer, notify nonprofits and the public, and then communicate to the house accounts.

IPTC staff also discussed the next steps in implementing the fare policy, which includes ceasing the sale of ten (10) trip and 31-day paper passes. At this time, IPTC staff is evaluating how to implement the changes, starting with understanding when the retail network will become operational.

#### RECOMMENDATION:

Receive the update.

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



## Section 5307/Section 5311 Allocation Analysis Update

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Memo Date:** July 8, 2021

---

### SECTION 5307 SUBURBAN TRANSITION UPDATE

#### BACKGROUND:

At the July committee and Board meetings, IPTC staff provided a detailed update to the Service and Finance Committees regarding the Section 5307/Section 5311 Allocation Plan, which is being led by the Indianapolis Metropolitan Planning Organization (IMPO), in coordination with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and the Central Indiana region's rural providers. RLS & Associates is the lead consultant on the project. The purpose of this plan is to determine how Federal Transit Administration (FTA) formula funding for the region will be administered and allocated. To date, planning activities have centered around two key components for the plan: sub-allocation of federal dollars generated by the region, and grant administration.

The Indiana Department of Transportation (INDOT) has informed the region that, effective January 1, 2022, funding for Section 5311 will be reduced to reflect the growth of the urbanized area. The providers in the counties outside of Marion County have already begun reporting trips as urban trips, entitling any of the eligible agencies to receive 5307/5340/5339 funding.

#### UPDATE:

IPTC has retained the services of RLS & Associates, a consulting firm specializing in providing training, technical assistance, and transportation management and operations for entities working in the transit industry. RLS has helped IPTC staff expand its capabilities to support the transition to Section 5307 funds. The project team has met with representatives from all four counties. Hamilton County is in the procurement and contracting phase. Johnson and Hancock Counties are anticipated to be in the procurement phase in the third quarter. The project team will be attending the July 13<sup>th</sup> Hendricks County Board of Commissioner's meeting to seek the commissioner's approval for Hendricks County to become the subrecipient.

The project team has developed several templates and a checklist for the counties to use to establish the service. As the project transitions from procurement to implementation, the project team will continue to support the counties. IPTC staff anticipate trainings with the newly procured contractors in the fourth quarter of 2021. In that same quarter, IPTC staff will work with RLS staff to develop oversight documentation for IPTC and for the counties.

#### RECOMMENDATION:

Receive the update.

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

## ADA Paratransit Next Steps: Beyond ADA Update

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Memo Date:** July 8, 2021

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### ADA PARATRANSIT NEXT STEPS: BEYOND THE ADA UPDATE

#### BACKGROUND:

IndyGo conducted a Paratransit Operational Analysis (POA) from 2019-2020. The POA was a comprehensive review of IndyGo's ADA-required complementary paratransit services and included significant community input from stakeholders and Open Door riders. The report examined existing service statistics, policies, and procedures, and provided recommendations to IndyGo through three buckets: short-term, low cost improvements; contract modifications; and longer-term service modifications.

In July 2020, the IPTC Board of Directors accepted the report and requested staff to gather additional feedback from the community regarding service outside the ADA and to return with recommended policies for the board to adopt for the area outside the ADA.

#### UPDATE:

Community meetings have concluded. IndyGo staff reviewed the feedback and created a draft policy for the new service, Beyond the ADA, based on the feedback. The Task Force was convened for a second time on June 23. The draft policy was shared with the members before the meeting. The facilitated meeting allowed for Task Force members to understand the policy, ask questions, and provide feedback. In general, the Task Force was welcoming of the outlined draft policies. Task Force members were supportive of the offering of same-day service in the Beyond the ADA area. IndyGo staff will next work to conduct a panel discussion to outline the draft policy and answer questions from the general public. Staff anticipates this discussion to take the form of a facilitated meeting, similar to the previous meetings, but with panelists from the Task Force who will be able to discuss the process and ask follow-up questions. Previously, we believed we'd be able to stream this meeting to allow for additional public interaction through the livestreaming function. However, we are now using Channel 16's facilities, which will allow for a high production value video but no live-streaming capabilities. To continue to facilitate public input for the discussion, IndyGo staff will open a public comment period prior to the recording and answer submitted questions during the recording. The recording is scheduled for July 29<sup>th</sup>. Staff will discuss how many times the recording will play on Channel 16.

We then anticipate bringing the final policy to the board for an information item in August. In early September, the public comment period will end. The anticipated board adoption date is at the Board of Director's September 23<sup>rd</sup> meeting.

#### RECOMMENDATION:

Receive the update.

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



## Risk and Safety Division Report – June 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:** July 26, 2021

---

### Risk and Safety

- Throughout the month of June, IndyGo leadership from Risk and Safety, Security and Training, and Information technology have been working with a cybersecurity firm (NUARI). The details and scope of this project are to evaluate and enhance our current program. Project results will also be used by Risk and Safety when brokering next year's Cyber Insurance policies.
- Environmental Management Systems (EMS) monthly audits were performed on June 8<sup>th</sup>. This inspection is an internally driven process to evaluate how effective IndyGo's environmental policies and practices are. If or when a best business practice is not followed, the department the issue resides in must fix or educate staff on the issue. Risk and Safety continue to work closely with all departments on education and self-recognition of environmental and safety issues. The Safety and Environmental Manager India Davidson continue to lead this safety culture initiative.
- During the month of June, IndyGo's Director of Risk and Safety prepared research & documentation for a future RFP release for a UV-C air disinfecting solution for IndyGo's bus fleet to include paratransit vehicles. Upon release, the process will involve all the required procurement processes and an evaluation committee in determining the right solution. We are optimistic that this technology when awarded will help IndyGo to have one of the safest public transportation fleets regarding air disinfecting. This project will give employees and customers a safe piece of mind for riding public transportation now and in the future, post-Covid-19.
- On June 18<sup>th</sup>, IndyGo's Manager Risk and Insurance Kevin Neumann and Safety and Environmental Manager India Davidson completed revision to the IndyGo Maintenance Safety Rules. The document is kept in the IndyGo agency safety plan (ASP) and has evaluated different tasks and areas to protect employee safety. This project involved maintenance employees re-evaluate their work practices and areas. The extent of this project and its completion has been over the last three (3) months. The final copy of this program will be communicated out and available for download on the IndyGo Intranet site for our employees to freely access soon.
- On June 24<sup>th</sup>, the IndyGo Risk and Safety department had conducted yearly overhead fall protection systems. This process involved the contractor who installed the systems and took around 6 hours with a verbal report of no findings. A full written report and summary is expected by the end of July. These systems are required by OSHA as a safety device when performing work at the height and or on top of the buses. Future fall protection system conversations have already begun with IndyGo's future property expansions.
- Throughout the month of June, IndyGo's risk and safety department has been working closely to support the operations and training division on the future 901 route expansion. Some of the tasks include pavement markings, signage, review of procedures, and helping develop training. We continue to support this operations project and validate safe operations for all.

## June 2021 Safe Drivers Recognition



The 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 June 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>
Dexter Davis	1417	19	26
Byron Reed	5094	12	22
Michael Ricks	5139	12	16
Shawn Clark	8091	11	14
Stephanie Holman	2759	11	16
Melvin Wright	8117	10	13
Nichelle Green	2392	9	19
Roger Bobbitt	8121	7	13
Scott Duncan	8523	6	8
Terrance Dillard	8497	5	8
O'Neé Freeman	9165	3	3
Earl Kimbrough	9003	3	4
LaShonta Matthews	8600	3	5
David Hopson	9448	2	2
Jennifer Miller	8875	2	5
Ricky Robinson	8972	2	4
Antonio Sanders	9413	2	2
Marquan Beal	9452	1	2
Kim Byrd	9410	1	2
Irvin Devers	9433	1	2
Wilson Sibanda	9151	1	3
Joseph Tolver	9400	1	2

Safety is at the core of IndyGo's mission and values. We congratulate the above professional coach operators that have achieved this milestone. Your performance contributes to helping make public transportation safer each day.

***Congratulations and Thank You!***

# Public Transportation Agency Safety Plan (PTASP) Risk and

## Safety Key Performance Indicators (KPI):

2<sup>nd</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	9	0.47	0.15	↓	0.16	↓
Para Transit	0	0.00	0	0.00	0	0.00	0.00	↓	0.00	↓
Bus Rapid Transit (BRT)	0	0.00	1	0.69	3	1.73	0.00	↓	0.00	↓
All Modes of Service	0	0.00	5	0.21	12	0.49	0.04	2.01	0.08	6v5
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.

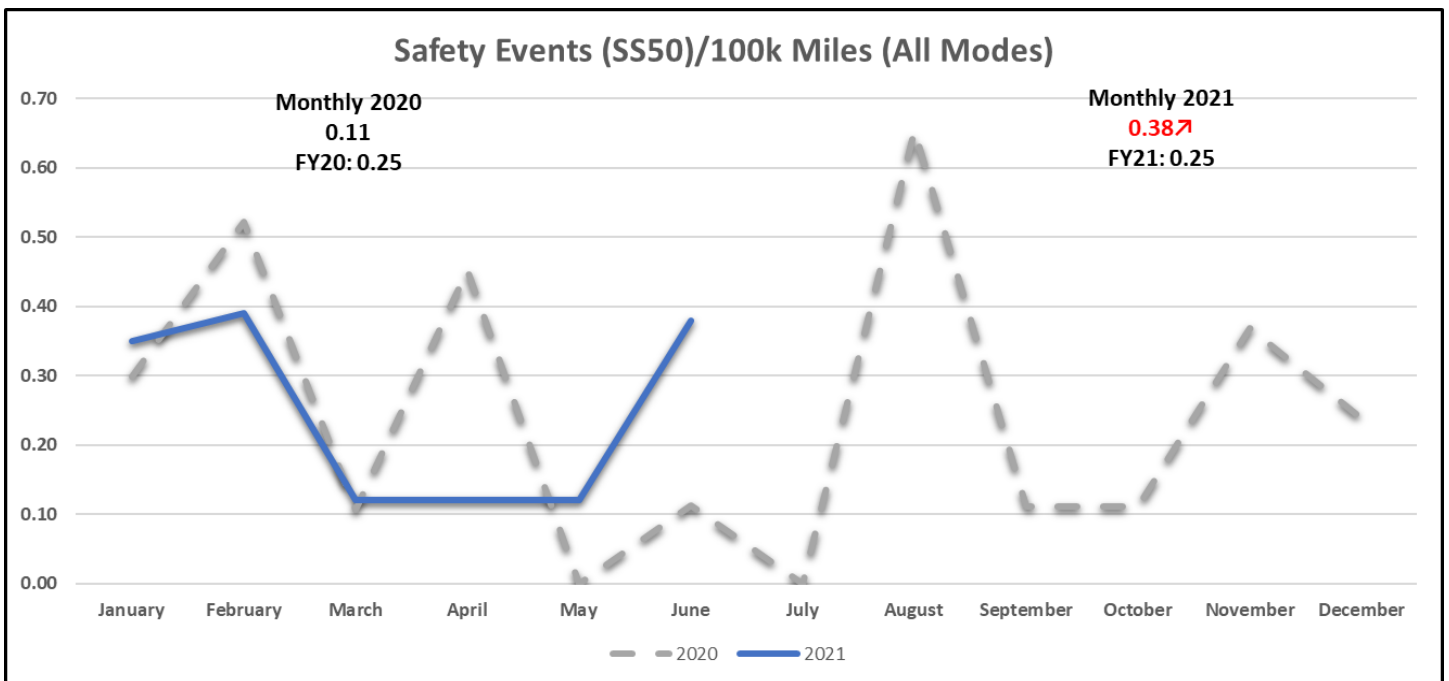
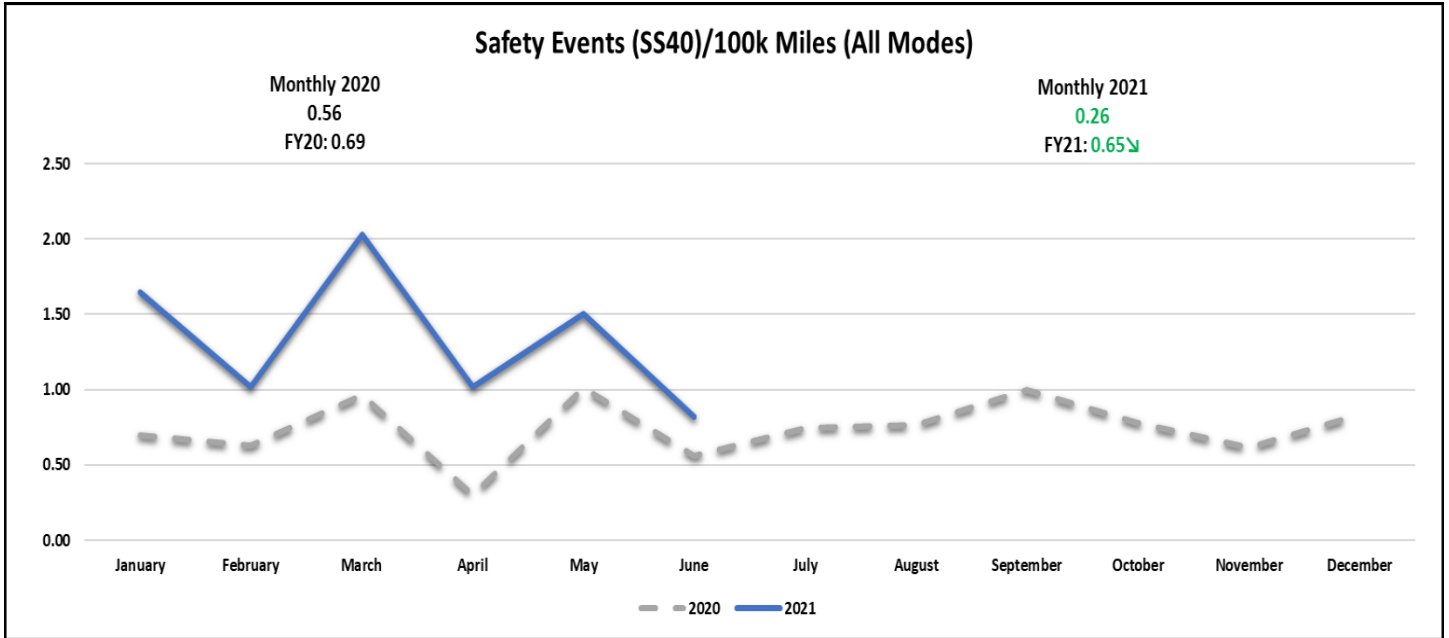
Preventable Accidents: Defined by the National Safety Council as: “An occurrence involving an employer owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.”

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

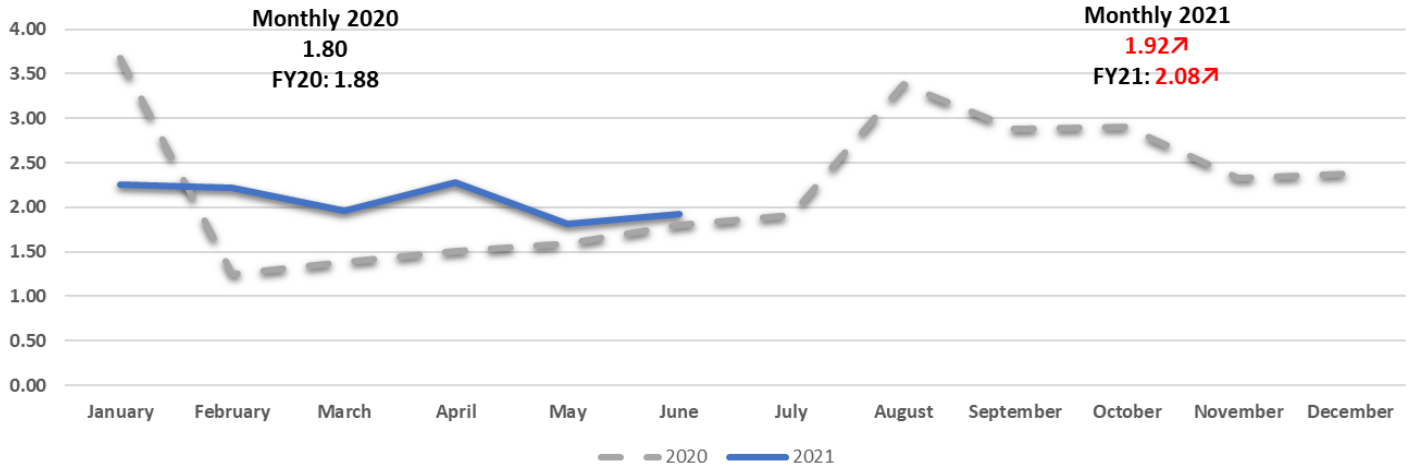
Near Miss Safety Events: A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very near.

## Safety and Accident Data

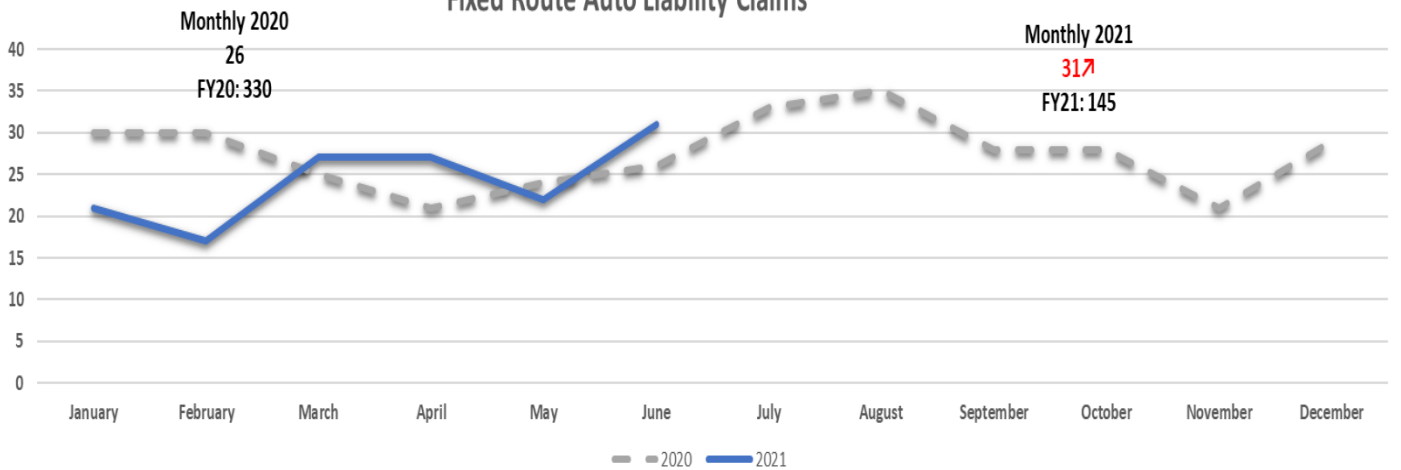
### June 2021 Compared to June 2020 Data All Modes:



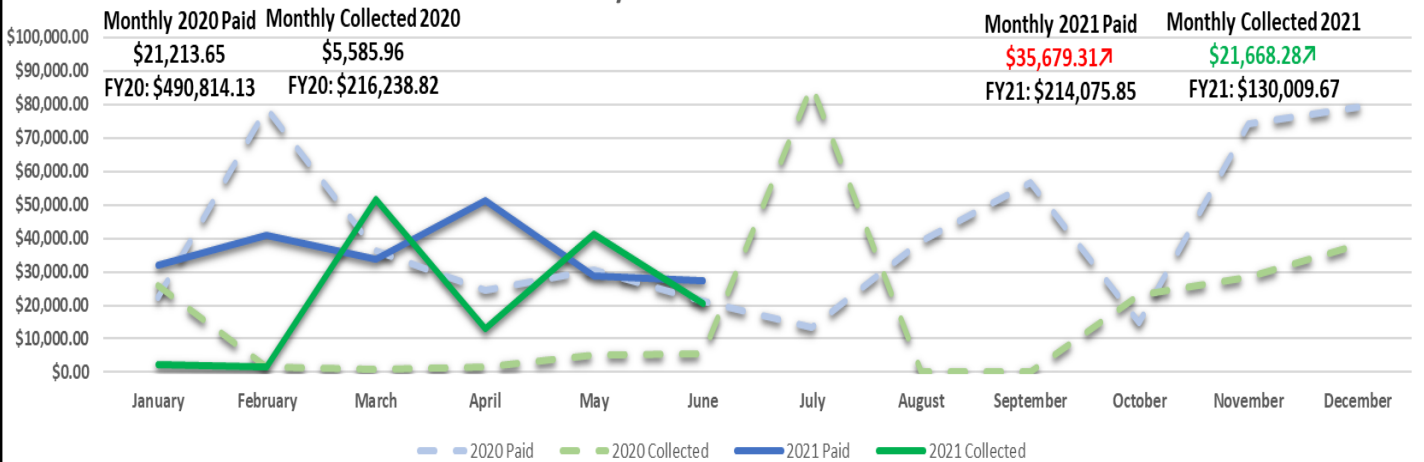
### Preventable Accidents/100k Miles All Modes




### Fixed Route Auto Liability Claims

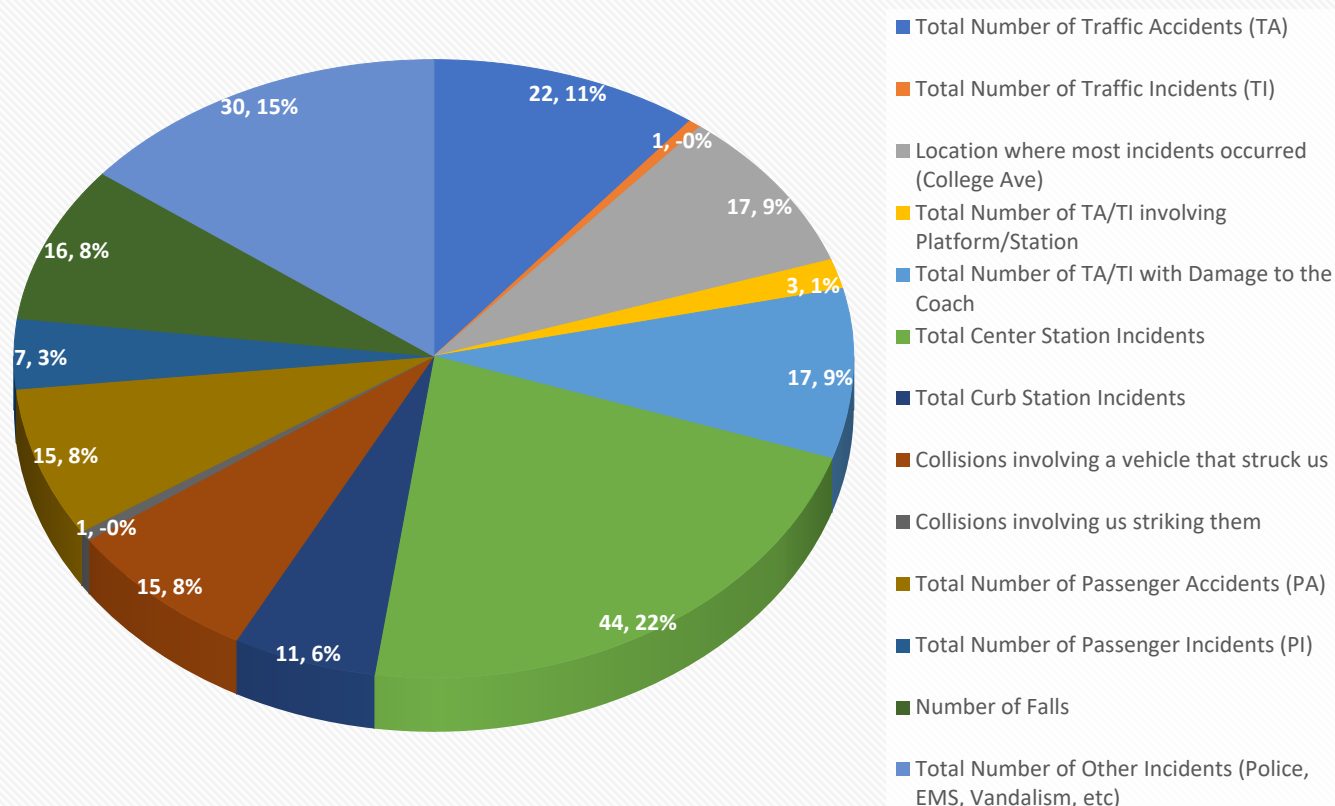


### Auto Liability Claims Paid Out vs Collected



	<b>Red Line- Route 90</b>	
<b>Total Reported Incidents</b>		<b>78</b>
<b>Total Number of Traffic Accidents (TA)</b>		<b>22</b>
<b>Total Number of Traffic Incidents (TI)</b>		<b>1</b>
<b>Location where most incidents occurred (College)</b>		<b>17</b>
<b>Total Number of TA/TI involving Platform/Station</b>		<b>3</b>
<b>Total Number of TA/TI with Damage to the Coach</b>		<b>17</b>
<b>Total Center Station Incidents</b>		<b>44</b>
<b>Total Curb Station Incidents</b>		<b>11</b>
<b>Collisions involving a vehicle that struck us</b>		<b>15</b>
<b>Collisions involving us striking them</b>		<b>1</b>
<b>Total Number of Passenger Accidents (PA)</b>		<b>15</b>
<b>Total Number of Passenger Incidents (PI)</b>		<b>7</b>
<b>Number of Falls</b>		<b>16</b>
<b>Total Number of Other Incidents (Police, EMS, Vandalism, etc.)</b>		<b>30</b>
<b>Average Incidents per day on Route 90</b>		<b>2.60</b>

## Red Line Reported Incidents June 2021



**End of Report**



## Planning & Capital Projects Division Report – June 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:** July 26, 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 regarding the NEPA analysis required for the Blue Line NEPA was received on February 26, 2021 for a Documented Categorical Exclusion (DCE). The Area of Potential Effect (APE) map(s) for Section 106 (Historic/Archaeologic) and draft NEPA schedule are being updated and including the range of eastern terminus points. Those have been submitted to FTA in June for FTA final approval and NEPA analysis will proceed. 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 three 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" designed to facilitate trip planning, booking, and payment across multiple modes and service providers in the Indianapolis area.

The first of several steps to creating the Mobility Concierge Program, IPTC sought a Subject Matter Expert(s) who can work directly with IndyGo to: 1) develop a mobility integration framework, and 2) prepare an RFP, or family of RFPs, for the procurement of one or more technical solutions. At the regularly scheduled June 24, 2021 meeting the IPTC Board of Directors authorized IndyGo President / CEO to enter into contract negotiations with Clever Consulting Group (CCG). CCG is "an innovation-focused boutique technology consulting firm specializing in the design, delivery, and operation of electronic payment systems for use in public transportation."

A kickoff call between IndyGo staff and CCG was held on Monday, July 19, 2021. During this meeting, the team discussed some of the overarching goals and objectives for the entire AIM Challenge Grant project, the potential partnerships, and immediate next steps. Senior Supplier Diversity Officer, Chelci Hunter, explained the roadblocks that the team has encountered between the State of Oregon's Emerging Small Business program and the State of Indiana's (INDOT's) Disadvantaged Business Enterprise goal/program; the eligibility criteria being (effectively) incompatible. Ms. Hunter and her team offered to continue to investigate ways in which to attribute the small business nature of CCG towards our targeted 7% DBE participation goal. IndyGo staff will continue to provide updates on this matter in future board reports.

## **Mobility Innovation**

As previously shared, 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. The operation of the IUPUI route continues. This 4.2-mile circulator shuttle route connects the Vermont St Red Line station to campus destinations, circle IU Health campus and is currently serving multiple hospitals and Indiana Ave apartment complexes along the way.

IndyGo continues to serve as a technical resource to, and local contact for, the May Mobility team. On Monday, August 2, IndyGo staff will be afforded several job shadowing opportunities under a collaborative workforce development program. A Lunch & Learn event where attendees can learn about/from the job shadowing activities and get an update on how the status of the pilot project in Indianapolis is tentatively scheduled for September 16, 2021. This fall, IndyGo staff will 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 (Beyond the ADA)**

Strategic Planning staff is supporting Public Affairs and Mobility Services for the ADA Paratransit Next Steps process. Staff developed a draft policy that was distributed to the Task Force and the Board of Directors. A second Task Force meeting was held to discuss the draft policy. Staff plans on a second round of public input, facilitated with a recording of a panelist discussion. Based on comments during this period, the draft policy will be reviewed, updated (if needed) and presented in its draft final form for information purposes at the August Board of Director's meeting. It is anticipated that this item will become an action item for the regularly scheduled September Board of Director's meeting.

#### **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), over time, as funding, staffing, and capacity allows. Several workshops designed to answer the questions, "How does IndyGo currently deploy its resources to meet ridership and mobility goals?" and, "Is that how resources should be deployed going forward?" will have taken place throughout the months of June and July. Key operations and planning staff will now work with the consulting team to develop draft service recommendations, taking into consideration the latest thinking on budget targets in the short- and longer-term.

#### **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 that were *not* considered during the creation of the MCTP are also being evaluated as a part of the COA.

The first deliverable under this task order was the development of an RFP for a microtransit pilot. **(See July Board Action Item A-2 regarding RFP 21-05-405).** Once fully designed and implemented, this proof-of-concept pilot will help inform ways in which IndyGo might "right-size" its fleet. In addition to the pilot, the MOD Assessment will also result in a decision-making framework for prioritizing, implementing, marketing, and evaluating mobility-on-demand (MOD) services, including microtransit services, in the near- and longer-term future.

#### **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.

A consultant has been selected and the kickoff is scheduled for mid-July.

#### **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. These amendments continue to make their way through the formal adoption process. Most recently, the Metropolitan Economic Development Committee approved a revised version of the ordinance amendments approved by the Metropolitan Development Commission on May 18, 2021. These amendments will now go before the full City-County Council on Monday, August 9 where the full council is expected to take action on the revised amendments. And, because the City-County Council made changes to the version approved by the MDC, the revised ordinance amendments will have to go back to the MDC – on or after August 18, 2021 – to become final. 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.

#### Planning Activities: Capital Planning

##### **Transit Asset Management Plan**

IndyGo is required to maintain a transit asset management, or TAM, plan that documents the agency's policies and procedures for asset management, as well as an inventory. The TAM Team is updating the current inventory of facilities and exploring the use of TERM-lite for asset condition forecasting and reporting.

##### **Grants, Transit Security Grant Program**

The Transit Security Grant Program (TSGP) is administered by the Federal Emergency Management Agency (FEMA) and solicits requests for projects that improve security for a transit agency. IndyGo submitted an application in FY2019 and did not receive an award. In 2020, IndyGo submitted approximately \$1 million worth of projects to support security improvements at the new East Campus. Staff is still awaiting on announcement for this grant.

#### Regional Initiatives/Discussions

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

The Call for Projects closed on May 28, 2021. IndyGo has received the recommendations from County Connect and will review and select awardees at the end of July.

##### **Special Section 5310 Call for Projects - Stimulus**

In CRRSAA and ARP, Congress provided \$50 million for Section 5310. As the designated recipient, IndyGo is the program administrator for the funds. IndyGo staff is reviewing requirements for the funds and building CFP documentation, with a timeline for the call to open in December.

##### **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 replacement of these vehicles, as both were funded with Section 5310 funds and received insurance settlements that valued the vehicles greater than \$5,000. Staff is working to begin compliance reviews for 2021.

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

The Project Team, which now includes RLS & Associates, has created templates for the county staff to use to procure assets. These have been distributed to county staff. A procurement training, the first of three, was held in early July. Staff anticipates the next few months to be filled with procurement activities for each county. Subrecipient agreements are being reviewed by IndyGo staff and should be sent out for approval by the counties in the next couple of weeks.

##### **Section 5339 Bus and Bus Facilities**

As a part of the Urban Allocation Plan conducted by the Indianapolis Metropolitan Planning Organization, 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 team has put together example networks for stakeholder feedback.

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

The IMPO announced that the SFY 2024-2025 CFP will open later this summer. The CFP should not be substantially different than in previous years, despite this CFP utilizing state funding. The CFP has been delayed until later in the summer.

### **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 and who are interested in public service. Three public entities host the Fellows: City of Indianapolis, Indianapolis Airport Authority, and IndyGo. Currently in its inaugural year, this year's IUPUI Peterson Fellows Program is nearly finished. IndyGo staff anticipates providing a recap of the 2020-2021 fellowship program as an informational item at an upcoming board meeting and will welcome the 2021-2022 Fellows next month.

### **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. The month of May ushered in the start of the 18-month major reconstruction effort. The closure of I-65 and the reduction of throughput in the North Split construction area has and will continue to 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 INDOT and the larger construction management team and often discusses how to best mitigate the impact of the temporary closure of local streets on which IndyGo operates. Coordination includes staff from Transportation, Public Affairs, Strategic Planning, and Capital Planning.

### **Coordinated Plan Update (Public Transit-Humans Services Coordinated Plan)**

This federally required plan outlines the available private and public transportation services available for individuals with disabilities and seniors. The purpose of this planning effort is to document gaps and identify potential solutions/projects that can be funded with Section 5310 FTA funding. The current plan was completed in 2017 and the next plan needs to be approved by the end of the year. The IMPO is managing the planning effort, with RLS & Associates as consultant support.

*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
- Fare Modernization, Promo Codes, Event Tickets and a potential Partner Portal
- Universal Sponsored Rides Program, 2021-2022SY
- FY2022 5-Yr Capital Plan Update
- Grants, Super Stops 2.0
- Title VI, Site Equity Analysis, Southern Madison Avenue Mobility Hub

## **ENGINEERING & CONSTRUCTION**

### **Red Line**

Construction of the 6410 N. College permanent charging site is complete and charging equipment has been installed. The site began charging buses at the end of June. Staff will be coordinating with IPL to release the temporary charging site at 91st and Evergreen.

At the south end of the Red Line, 60% plans have been reviewed by staff for the 8925 S. Madison Avenue charging site and 100% plans are due this month. We expect BYD to bid this work in August and construction to begin in October.

### **Blue Line**

IndyGo's design consultant, WSP, is moving forward with drainage design concepts for the corridor in advance of a 60% design deliverable, which have been submitted as a preliminary draft for staff review in early July. 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 th

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 are ready for bidding. 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 Sept 15<sup>th</sup>-30<sup>th</sup> timeframe.

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

The Rural Street underpass project continues to be re-evaluated. Most recently, staff is revisiting the likely cost savings in the event that we are able to directly serve the Rural Street corridor, thus eliminating the deviation to Sherman Drive, or beyond. Staff is exploring all feasible options for funding availability and operational needs.

Four potential Transit Signal Priority (TSP) vendors are participating in a Proof of Concept (POC) to help IndyGo determine best next steps for moving forward with TSP. The results of the POC will inform technology decisions on our BRT and local routes. The POC will be completed this summer.

Phase I of the Super-Stops project has been combined with DPW's Delaware St. reconstruction project and is currently under construction. DPW awarded the contract to Morphy Construction with a budget of \$3.9 million. IndyGo is monitoring construction in partnership with DPW and participating in change management decisions.

### **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 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 since been combined and advertisement for a contractor was posted June 18, 2021 to complete this work. Phase 3 will be advertised in August for a contractor.

The Etica Group is also currently designing the East Campus B Building, which will include adding an elevator and new board room. We anticipate having the designs completed and advertised for a contractor August 2021. The design for the new garage will get underway and will be ready for advertisement for a contractor at the beginning of the year 2022.

Woolpert is preparing documents for East Campus A Building, with advertisement for a contractor anticipated the week of July 12. The designs are 100% complete with additional security measures being implemented. Task Orders have been issued to Woolpert for design & construction services for the North Charging Station Interior Improvements (6410 North College Ave.) and the South Charging Station interior improvements (8915 Madison Ave.). This work should be completed in July for North Charging with South Charging completion in August. The North Charging Station will be ready for occupancy by mid-July.

Furniture will have a separate procurement but will cover the needs for all properties. This is anticipated to be presented at the August Board.

Task Order	Design Team	Design Start	Construction Start	Staff Move-In
East Campus Building A – Admin.	Woolpert	2/2021	10/2021	1/2022
Mobility Solutions Center Phase 1	The Etica Group	2/2021	8/2021	11/2021
Mobility Solutions Center Phase 2	The Etica Group	4/2021	9/2021	11/2021
Mobility Solutions Center Phase 3	The Etica Group	4/2021	9/2021	12/2021
East Campus Building B - Elevator/Training	The Etica Group	5/1/2021	10/2021	3/2022
North Charging Station Interior	Woolpert, Inc.	5/2021	7/2021	8/2021
South Charging Station Interior	Woolpert, Inc.	5/2021	9/2021	9/2021

***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



Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
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## Public Affairs Division Report – June 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Communications and Marketing Lesley Gordon  
**Date:** July 26, 2021

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR JUNE 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 and Marketing

Attachments

Contributing Staff includes:  
Lesley Gordon, Vice President of Communications and Marketing  
Carrie Black, Director of Communications  
Jordan Patterson, Special Programs Manager  
Katrina Ent, Digital Media Specialist  
Joshua Shadoan, Creative Design Specialist  
Hallie Robinson, Outreach Specialist

# June 2021

## *Board Report*





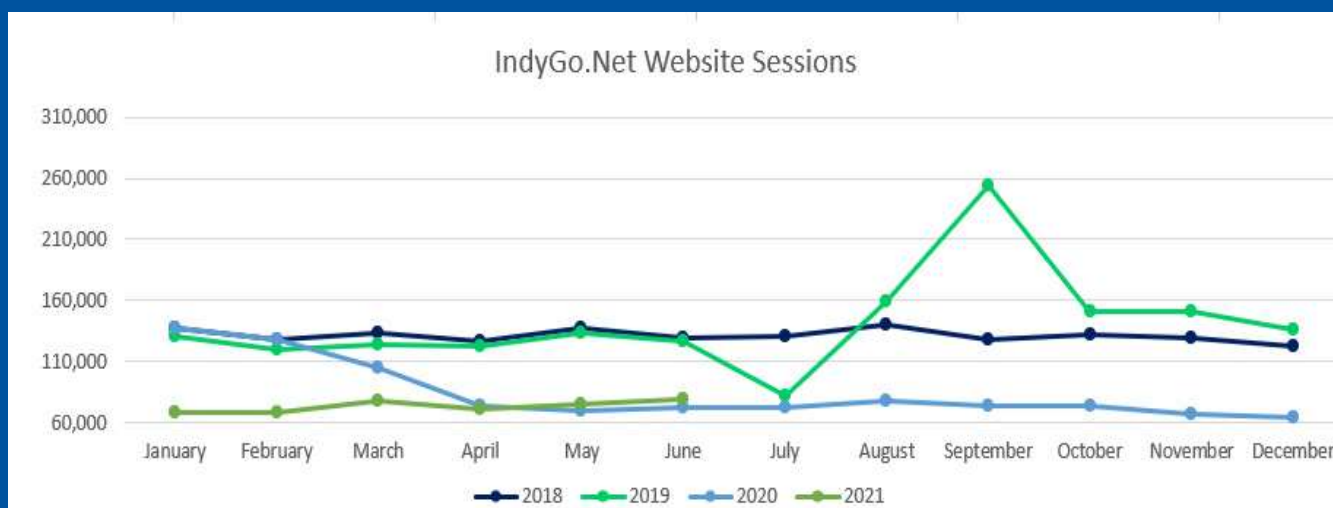
## INDYGO.NET WEBSITE STATISTICS:

(6/1/2021-6/30/2021)

Page Views	176,778
Bounce Rate	48.24%
New Users	23,355
Returning Users	12,695
Total Sessions	79,255
Total Monthly Sessions Comparison to Previous Year	↑ 9%

## Mobile Share

Date	Mobile	Desktop	Tablet
June-21	80.24%	18.84%	0.92%
May-21	79.85%	19.15%	1.00%
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%
June-20	67.86%	30.41%	1.74%



## Media Mention Highlights

### IndyGo upgrades Indianapolis bus s

Transportation authority points to importance of making transit easier f

UTC / June 25, 2021

By Ben Spencer

SHARE [f](#) [t](#) [in](#) [e](#) [r](#)



LOCAL NEWS

### Autonomous shuttle service launches in downtown Indy

A fleet of Lexus vehicles and a wheelchair-accessible shuttle give free rides around downtown — without someone driving.



### Topics Include:

In June, the bus stop unveiling event, coach operator recruitment and the FTA Funding for the Purple Line dominated IndyGo's media coverage. The bus stop unveiling event was mainly covered by online and television outlets. The coach operator recruitment was mainly covered by television outlets. Lastly, the FTA Funding for the Purple Line was mainly covered by online and television outlets. In addition to those topics, there were media stories about Food In Transit, the mask mandate in Indianapolis and our partnership with the Toyota Mobility Foundation. IndyGo was mentioned in the media more than **65 times** in June.

### U.S. Transportation Secretary Buttigieg Announces \$250 Million in American Rescue Plan Funding Allocations to Advance 22 Transit Projects in 13 States

RONAVIRUS

### City-County Council votes to relax COVID rules in Marion County: masks no longer required for

LOCAL

### IndyGo races to hire more bus drivers as ridership increases

NEWS

### Food in Transit program returns to IndyGo downtown center



## Social Performance:

### Facebook

- Had a total of **15,393 organic impressions**
- **4,169 post engagements** (number of times people engaged with posts through reactions, comments, shares and clicks).
- **11,015** page likes and **11,058** page follows

IndyGo  
June 23 at 7:44 PM · 🌐

Join our strong and inclusive team. We're hiring Coach Operators to move our city forward! Our team members receive exceptional perks including health insurance, a retirement plan and tuition reimbursement. Apply TODAY at [indygo.net/employment](https://indygo.net/employment).

Get More Likes, Comments and Shares  
When you boost this post, you'll show it to more people.

1,988 People Reached 159 Engagements [Boost Post](#)

Aurelia Green, Hal E. Kae and 18 others 1 Comment 10 Shares

Like Comment Share

IndyGo  
June 29 at 6:00 PM · 🌐

The future of bus rapid transit is here—the Purple Line. This upcoming 15.2 mile bus rapid transit route will travel through Indianapolis to Ivy Tech at Fort Ben and will improve the existing Route 39, one of our most travelled routes. Once we begin the construction process, you can stay informed about the progress by signing up for our specialized newsletter! Visit [indygo.net/purple](https://indygo.net/purple) for details.

INDYGO.NET  
Purple Line - IndyGo  
[...]

Get More Likes, Comments and Shares  
When you boost this post, you'll show it to more people.

2,014 People Reached 465 Engagements [Boost Post](#)

Kasey Tennant, Denny Leinhos and 65 others 6 Comments 8 Shares

IndyGo  
June 10 · 🌐

Today, we unveiled a new, upgraded bus stop along W. Washington St. & Bridgeport Rd. This stop, along with another one nearby, includes new shelters, sidewalks, ramps, solar lighting and more. Thank you to our partners for making these upgraded bus stops a reality.

Learn more about these upgraded bus stops here: <https://www.indygo.net/indygo-unveils-upgraded-bus-stops-t.../> See More

Get More Likes, Comments and Shares  
When you boost this post, you'll show it to more people.

5,349 People Reached 432 Engagements [Boost Post](#)

Missa Hardesty and 76 others 12 Comments 10 Shares

IndyGo  
June 17 · 🌐

Starting Sunday, June 27, we will make minor schedule adjustments to some routes to improve on-time performance. Get a head start preparing for these changes now here! <https://www.indygo.net/indygo-announces-june-schedule-adjustments/>

INDYGO.NET  
IndyGo Announces June Schedule Adjustments - IndyGo  
INDIANAPOLIS (June 16, 2021) – Sunday, June 27, IndyGo will make...

Get More Likes, Comments and Shares  
When you boost this post, you'll show it to more people.

1,122 People Reached 218 Engagements [Boost Post](#)

Susie Ridgeway, Jerome Alexander Home and 12 others 5 Comments 4 Shares

IndyGo  
June 7 · 🌐

"Change can be difficult but often the result of change is a better outcome." We couldn't have said it better, Diane! Thanks so much for riding transit and sharing your perspective on how Indianapolis Public Schools students can benefit from our newest partnership.

Diane Arnold is with Evan Hawkins and 2 others  
May 26

I spent the day traveling around the city on IndyGo. I rode on 9 different buses, learned to use my iPhone to move from place to place, traveled to all four IP... See More

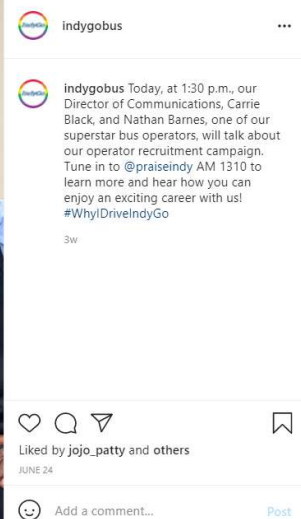
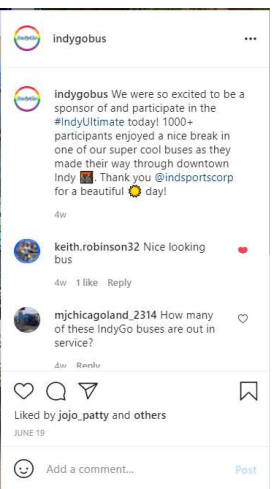
1,462 People Reached 185 Engagements [Boost Unavailable](#)

Niko A. Van, Jared Evans and 27 others 1 Comment 3 Shares

Like Comment Share

## Instagram


- Generated **7,485 impressions**
- **680** total engagements; **2.2%** engagement rate
- Generated **40** new followers; 3,119 Current followers






## Twitter

- Had a total of **158,600 organic impressions** (Increased by 102% from last month. Last month: 78,200 impressions)
  - Earned **5,300 impressions** per day
- **177** retweets, **591** likes, **56** replies, **238** link clicks, **1.6%** engagement rate
- Generated **21 new** followers; **6,049** current followers




**IndyGo** @IndyGoBus · Jun 1

We're thrilled to announce our newest Director of Communications, @CarrieCBlack! Black brings more than 25 years of media expertise & communications to IndyGo. In this role, she'll craft IndyGo's message for both internal and external audiences. [indygo.net/carrie-cline-b...](https://indygo.net/carrie-cline-b...)




11 5 80



**IndyGo** @IndyGoBus · Jun 14


Teach them how to ride Transit while they are young 🥰 thanks for sharing! Looks like we got a future rider in our hands!




**Clayton J. De Fur** @claytondefur · Jun 12

Our 20 month old has become obsessed with buses in the past week — so naturally I had to take him on his first Red Line ride this AM. The joy was ABUNDANT! @IndyGoBus

[Show this thread](#)




8 48




**IndyGo** @IndyGoBus · Jun 22

We're thrilled to see how the autonomous shuttle service will unfold in Indianapolis along our Red Line. @IUPUI students, professors and employees now have more mobility options to get to campus.





2 10 33



**IndyGo** @IndyGoBus · Jun 22


This new shuttle service will provide a connection to campus via the Red Line station at Vermont. Thank you to our partners @ToyotaMobFdn, @EnergySystemsNk, Indiana Economic Development Corporation @MayMobility, for making mobility more accessible for Indy.






**IndyGo** @IndyGoBus · Jun 11

We would like to thank @SecretaryPete, newly appointed Administrator @NuriaFernandez8 and all at the @FTA\_DOT for their award of \$12 million for the Purple Line. (1/2)



**Federal Transit Admin** @FTA\_DOT · Jun 11

Just announced: \$250 million in American Rescue Plan allocations to 22 #transit #infrastructure projects through FTA's Capital Investment Grants #CIG Small Starts Program. [bit.ly/2TZQouV](https://bit.ly/2TZQouV)



**Funding Allocations will Advance 22 Transit Projects in 13 States**

1 13 36

## Email Marketing:

### JUNE NEWSLETTER

- 6,194 recipients
- 12.21% CTR (Increase from last month. Last month: 7.66%)
- 6.88% Open Rate

The graphic is a vertical email newsletter layout. At the top is the 'INSIDEINDYGO' logo in green and blue with a grey double arrow icon. Below this is a green rectangular box with the text 'INSIDE INDYGO THIS' and 'JUNE' in white. A horizontal green line separates this from the main content area. The main content area has a white background. It features the headline 'Food in Transit is Back!' in black. Below the headline is an illustration of various fresh vegetables including a carrot, banana, eggplant, broccoli, radish, tomato, and strawberry. To the right of the illustration is the text 'Fresh Food' in large green font, followed by 'at the Carson Transit Center' in smaller green font. Below this is the schedule 'Wednesdays, 2-5 p.m.' and 'June 2 - Sept. 1'. There are small logos for 'IndyGo' and 'Growing Places Indy' below the schedule. A paragraph of text at the bottom of the main content area reads: 'In partnership with Growing Places Indy and the City of Indianapolis Department of Metropolitan Development, fresh and affordable produce will be available every Wednesday from 2-5 p.m. at the Carson Transit Center. If you purchase produce, share a picture on social media and tag us!'. At the bottom of the graphic is a dark blue banner with the 'MyKey' logo in large white and green font, and a smaller 'mykey' logo next to a smartphone icon displaying the 'mykey' app.

**INSIDEINDYGO** »

**INSIDE INDYGO THIS**

**JUNE**

**Food in Transit is Back!**

**Fresh Food**  
at the Carson Transit Center

Wednesdays, 2-5 p.m.  
June 2 - Sept. 1

In partnership with Growing Places Indy and the City of Indianapolis Department of Metropolitan Development, fresh and affordable produce will be available every Wednesday from 2-5 p.m. at the Carson Transit Center. If you purchase produce, share a picture on social media and tag us!

**MyKey** mykey

## Creative Projects

- 13 completed projects through SySAid
  - Route 901 video
  - Red Line Scavenger Hunt
  - Shalom Vax Clinic flyer and assets

## Outreach Summary: June 2021

Outreach in June 2021 reached 3,340 people and included youth Travel Trainings, partnership with Walk Bike Places conference, bus stop unveilings, as well as participation at community meetings and events.

IndyGo trained over 70 youth on how to ride transit through the Travel Training program. Groups included CAFE Indy along the future Purple Line, University High School in Carmel, and One America Pathway students.

Events were held in July to unveil upgraded bus stops that would improve the rider experience at workforce connector transfers and increase access for veterans. This included two bus stops located along West Washington Street and a new stop conveniently situated at the Indianapolis V.A. Medical Center.

Public Affairs partnered with Project for Public Spaces for the 2021 Walk Bike Places Conference to promote use of public transportation in Indy and the MyKey fare system. Additionally, IndyGo staff participated in facilitating workshops that highlighted the Carson Transit Center and the future Purple Line.

Food in Transit, a farm stand in partnership with Growing Places Indy and the City of Indianapolis, continued at the Carson Transit Center. The farm stand provided access to fresh, affordable food options as well as information about IndyGo to 180 people.

Participation in community events in June included booths at Earth Day Indiana and the Tarkington Park Juneteenth Freedom Festival.



## June Outreach Events:

Date	Name of Event
1 June 2021	University High School Travel Training
2 June 2021	Food in Transit Farm Stand
2 June 2021	Capital City Outreach
5 June 2021	Earth Day Indiana Festival
8 June 2021	IndyGo Now
9 June 2021	Food in Transit Farm Stand
10 June 2021	Bridgeport Rd. and Washington Stop Unveiling
15 June 2021	Walk Bike Places Conference Welcome Day
16 June 2021	Food in Transit Farm Stand
16 June 2021	Walk Bike Places Mobile Workshop
16 June 2021	June Governance and Audit
17 June 2021	Finance Committee Meeting
17 June 2021	Service Committee Meeting
17 June 2021	Walk Bike Places Workshop
18 June 2021	Walk Bike Places CTC Presentation
18 June 2021	CAFÉ INDY Youth Group Travel Training
23 June 2021	Food in Transit Farm Stand
24 June 2021	May Board Report Meeting
25 June 2021	Music in Transit Series
25 June 2021	IndyGo Coach Operator Graduation
26 June 2021	Music in Transit Series
26 June 2021	Tarkington Park Juneteenth Freedom
28 June 2021	Virtual Travel Training Presentation
30 June 2021	Food in Transit Farm Stand



## Operations Division Report – June 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:** July 26, 2021

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### OPERATIONS DIVISION REPORT – June 2021

#### SERVICE PLANNING

##### SERVICE SCHEDULING:

The Operator Service Bid 2106 took effect on June 27, 2021 and will operate through October 9, 2021.

In the new Bid, the Route 901 is now a standalone route using a smaller vehicle similar to what Open Door uses. Once construction and testing is completed, the Red Line Route 90 will start charging the BYD buses at the new charging location at College/64<sup>th</sup> Streets.

Routes 10 & 37 have a new bus stop outbound near the VA hospital, and will begin using the new bus stop to provide more travel options to Veteran's Hospital westbound next door to Eskenazi Hospital.

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

Bus stop construction at Washington St & Bridgeport Rd (for the connection to CIRTAs Plainfield Connector bus service) was completed and a ribbon cutting event was held on June 10 to celebrate this achievement. This project was a partnership between IndyGo, CIRTAs, the Indianapolis Airport Authority, and the City of 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 continues to scope out additional local bus stops for future design and construction as part of efforts to increase accessibility across the IndyGo fixed route service area.

FIXED ROUTE RIDERSHIP:

<b>Jun-20</b>	<b>Jun-21</b>	<b>% Change</b>	<b>IndyGo Fixed Route Ridership</b>	<b>2020</b>	<b>2021</b>	<b>% Change</b>
6,884	5,552	-19.3%	<b>2 E. 34th St.</b>	51,423	35,941	-30.1%
12,744	15,279	19.9%	<b>3 Michigan St.</b>	110,946	89,550	-19.3%
4,729	5,157	9.1%	<b>4 Fort Harrison</b>	40,887	29,335	-28.3%
7,797	7,025	-9.9%	<b>5 E. 25th</b>	59,735	42,070	-29.6%
4,966	5,781	16.4%	<b>6 N. Harding</b>	40,334	30,579	-24.2%
78,397	72,487	-7.5%	<b>8 Washington St.</b>	520,120	430,120	-17.3%
48,728	45,345	-6.9%	<b>10 10th St.</b>	335,328	262,912	-21.6%
2,437	2,336	-4.1%	<b>11 E. 16th St.</b>	18,130	13,099	-27.7%
1,673	1,824	9.0%	<b>12 Minnesota</b>	13,222	10,389	-21.4%
1,210	1,350	11.6%	<b>13 Raymond</b>	9,028	8,241	-8.7%
3,607	3,235	-10.3%	<b>14 Prospect</b>	25,614	19,698	-23.1%
6,372	8,409	32.0%	<b>15 Riverside</b>	55,591	43,715	-21.4%
6,876	7,027	2.2%	<b>16 Beech Grove</b>	45,008	39,990	-11.1%
2,896	2,755	-4.9%	<b>18 Broad Ripple</b>	24,272	16,437	-32.3%
12,530	11,648	-7.0%	<b>19 Castleton</b>	84,751	66,719	-21.3%
7,830	9,215	17.7%	<b>21 East 21st St.</b>	57,713	53,628	-7.1%
6,744	7,160	6.2%	<b>24 Mars Hill</b>	46,196	46,068	-0.3%
7,267	7,254	-0.2%	<b>25 W. 16th St.</b>	49,341	42,314	-14.2%
10,170	7,668	-24.6%	<b>26 Keystone</b>	63,185	47,238	-25.2%
5,521	5,607	1.6%	<b>28 St. Vincent</b>	44,226	34,113	-22.9%
3,777	3,661	-3.1%	<b>30 30th St.</b>	31,199	21,117	-32.3%
5,751	5,346	-7.0%	<b>31 US 31</b>	42,137	32,280	-23.4%
13,814	13,841	0.2%	<b>34 Michigan Rd.</b>	98,762	79,105	-19.9%
16,922	18,672	10.3%	<b>37 Park 100</b>	115,792	105,386	-9.0%
11,593	10,862	-6.3%	<b>38 Lafayette Square</b>	77,017	65,236	-15.3%
40,751	40,111	-1.6%	<b>39 E. 38th St.</b>	297,232	225,751	-24.0%
2,332	2,399	2.9%	<b>55 English</b>	19,291	14,388	-25.4%
6,456	6,550	1.5%	<b>86 86th Street Crosstown</b>	38,054	36,832	-3.2%
6,610	6,954	5.2%	<b>87 Eastside Circulator</b>	40,918	37,559	-8.2%
59,642	66,760	11.9%	<b>90 Red Line - BRT</b>	504,412	400,275	-20.6%
808	1,050	30.0%	<b>901 Nora</b>	5,740	5,487	-4.4%
5,239	4,688	-10.5%	<b>902 County Line</b>	27,601	26,365	-4.5%
128	32	-75.0%	<b>Others</b>	665	560	-15.8%
<b>413,201</b>	<b>413,040</b>	<b>0.0%</b>	<b>Total</b>	<b>2,993,870</b>	<b>2,412,497</b>	<b>-19.4%</b>

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

## TRANSPORTATION SERVICES

### JUNE EMPLOYEE/S OF THE MONTH: Razheana Frierson

Razheana was nominated by five supervisors. Their comments include the following: Razheana is always willing to help assist her coworkers. She always has a smile and is willing to do everything we ask of her. She has exemplary attendance, no negative comments and has driven almost two years without an accident. Razheana always treats her passengers with respect, she is kind, considerate and able to defuse almost any situation. Razheana is very friendly and she always is where she need to be. Razheana maintains a positive attitude while on duty no matter the situation, she is doing an excellent job. She is an example and she is the type of employee you want to have on your team. This operator has not had any accidents, she comes to work every day on time, loves her job, and treats customers with respect . Razheana has also received a safety award.

### 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 June is: Shawn Clark #8091

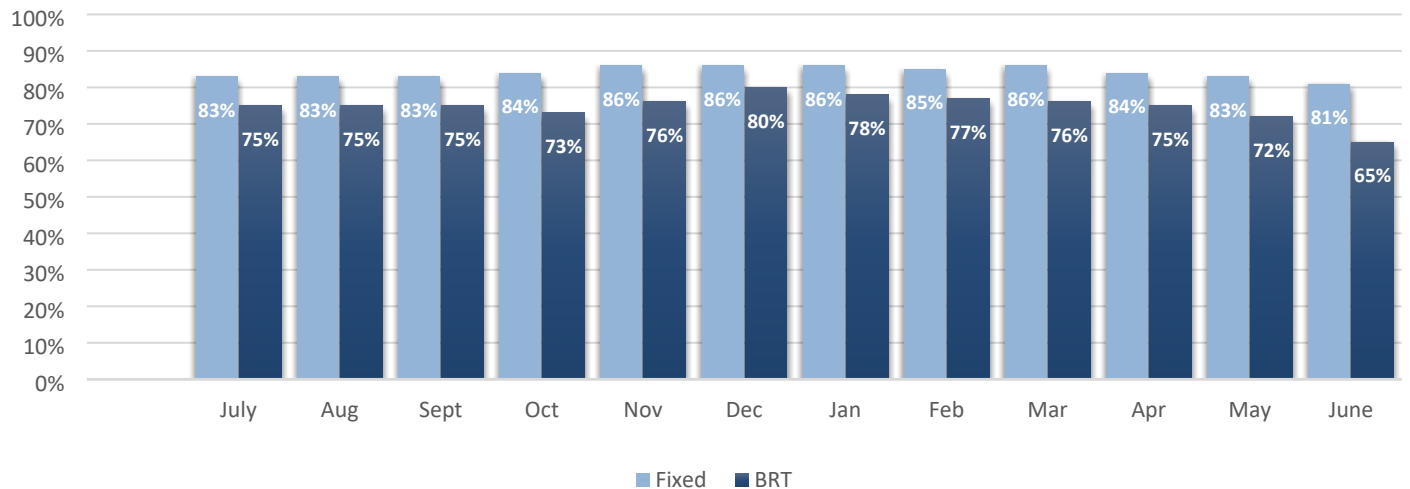
Akinribade, Ebenezer  
Amaya, Efrain  
Anderson, Treva  
Arnold, Mikiaiah  
Bradford, Keary  
Clark, Dennis  
Clark, Keana  
Clark, Shawn  
Comer, Rachel

Ford, Wanda  
Garrett, Victor  
Gee, Lloyd  
Goudiaby, Mamadou  
Grant, Mary  
Harden, Erica  
Hazen, William  
Hicks, Mikia  
Hook, Sandra

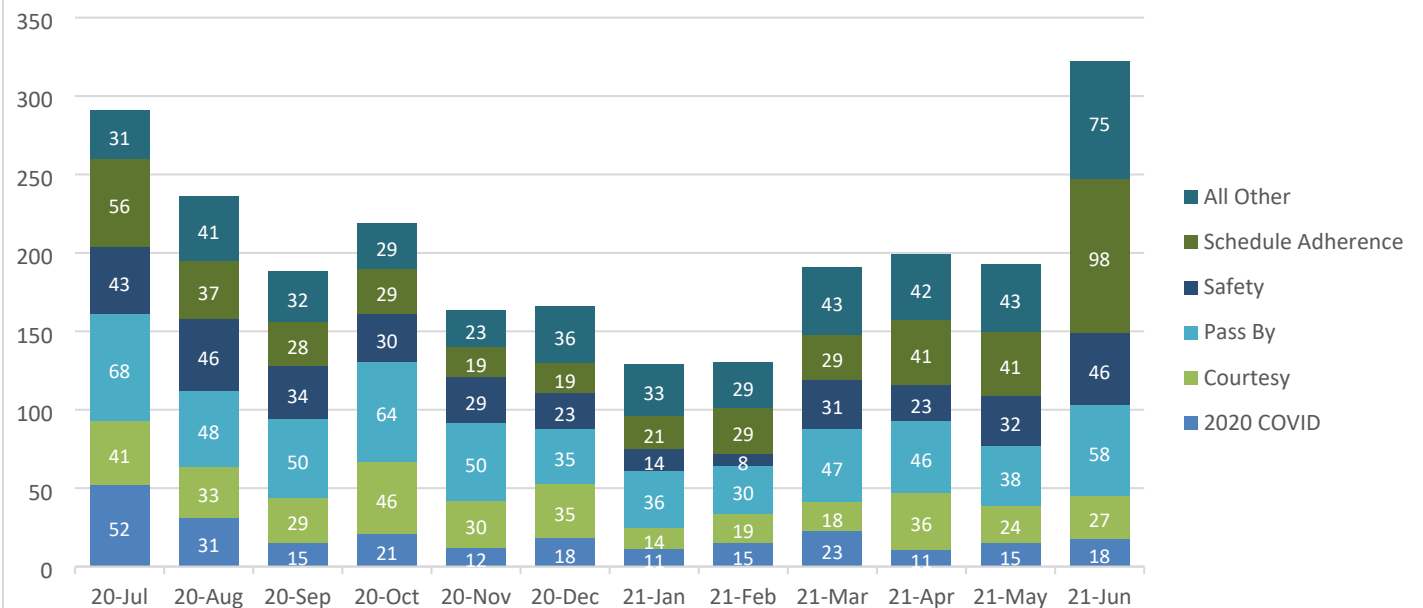
Horst, Martin  
Jones, Shirley  
Lewis, Adrian  
Lewis, Eugene  
Murray, Beth  
Rowe, Patrick  
Smith, Kathy  
Turner, Lashonda  
White, Anthony



## On Time Performance (OTP)



## YTD Fixed Route Comments



### COMMENDATIONS:

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

### Fixed Route

Patterson, Larry - 4612  
 Fisher, James - 9526  
 Barnes, Brandon - 9347  
 Hall, Larry - 9352

Miller, Jessica - 9652  
 Sanders, Aaron - 9759  
 Bryant, Akemee - 8336  
 Boicourt, Phillip - 0580

Cargile, Sheresa - 9508  
 LaGrone, Tery - 8727  
 Isabell, Toccara - 9075

## VEHICLE MAINTENANCE AND FACILITIES SERVICES

### FACILITIES

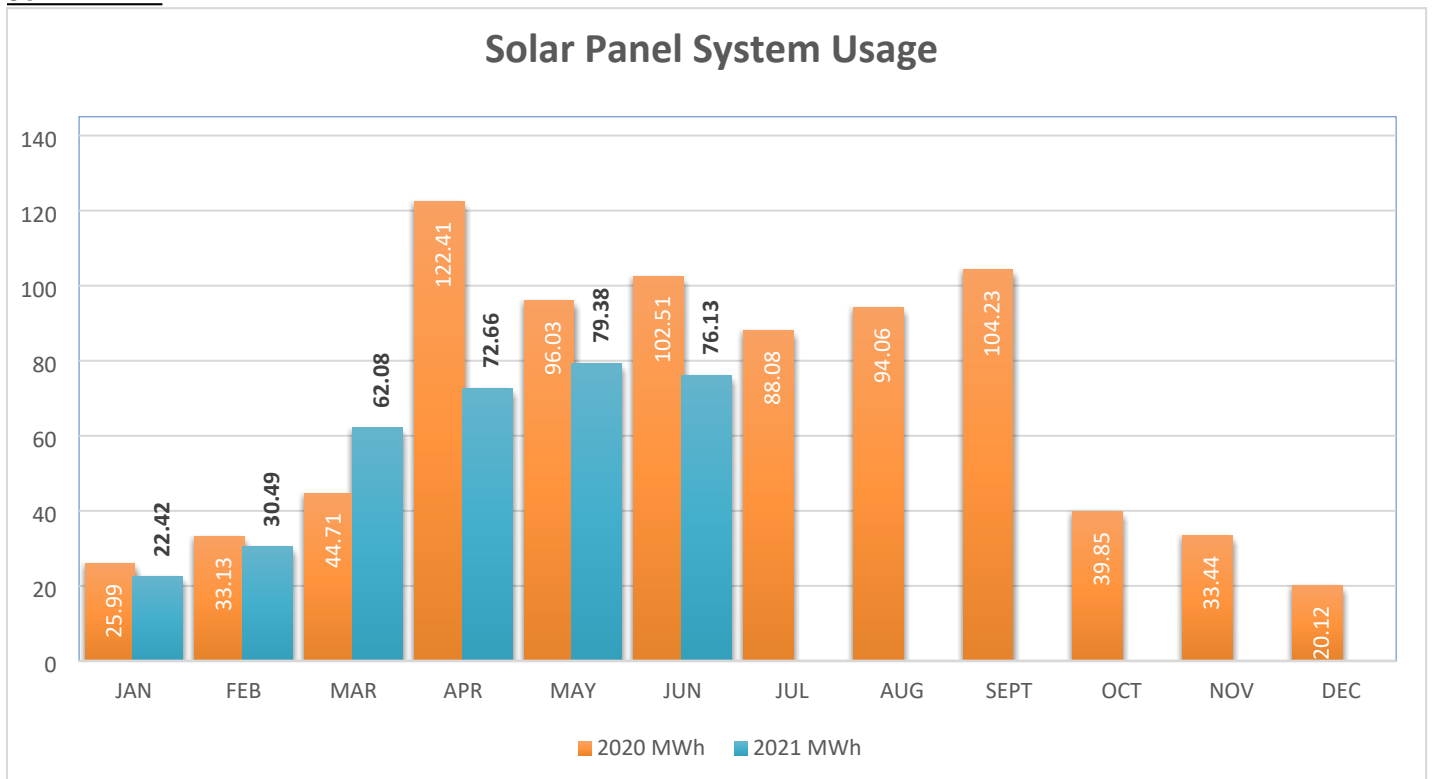
In June the Facilities began overseeing maintenance of all eight IndyGo properties to include mowing and landscape services. There is a RFP to solicit these services from a qualified vendor.

A contract was executed for the cleaning needs at the Julia Carson Transit Center. The IndyGo general laborers were assigned to the 1501 headquarters facility. This change will create a labor cost savings by reducing the overtime hours.

In a continued focus on recycling, for Q2, the facilities team collected 10.48 tons of metal. This generated \$2,831.50 return through the Environmental Management Program.

During the month of June, the solar panel array on the roof at the 1501 Headquarters building is producing enough power to charge the ZEPs fleet. The additional power is being absorbed by the building. YTD the savings is \$32,600.

### 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
MAJOR	4,229	3,479	4959	5715	4919	3555						
ALL	3,878	3,193	4314	4594	4340	4310						
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
MAJOR	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
ALL	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
MAJOR	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
ALL	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307

\*The green cells represent averaged totals

There were 21 vehicle requests in June for the motor pool.

## FLEET SERVICES

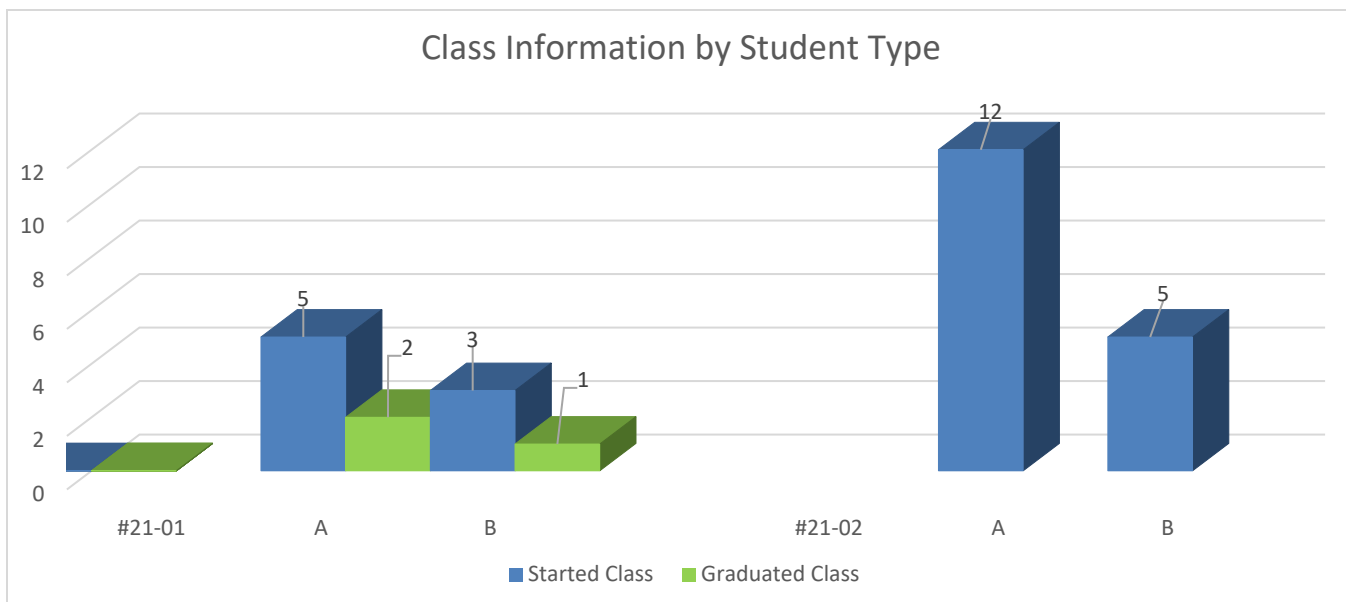
IPTC has logged 4,695,407 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2021	796,966	755,260	830,606	785,602	789,833	767,833							4,695,407
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 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 18 or fewer students.



IndyGo started an Operator Fixed Route Class, Class #21-01, on April 26<sup>th</sup>, with five Trainee A students. On May 4, 2021, IndyGo had three Trainee B students join the class. On June 25, 2021, three students graduated and were transferred to Operations to begin revenue service on June 27, 2021. On June 7<sup>th</sup>, the next Operator Fixed Route Class, Class #21/02, began with twelve Trainee A students. On June 14, 2021, the Trainee B students joined the class. Trainee A students do not have a CDL license when they are hired.

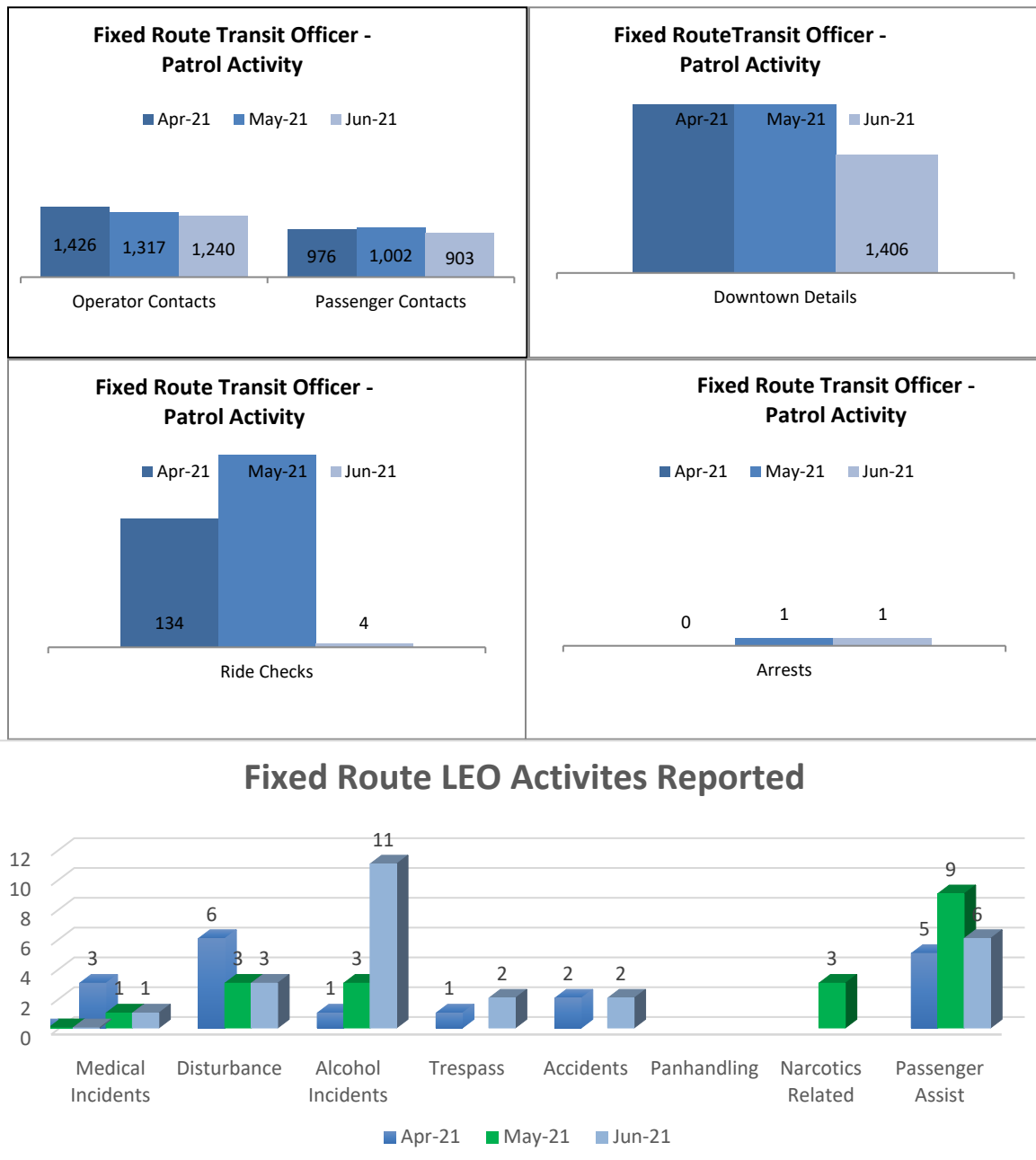
The Annual Operator In-Service cover current rules, regulations, policies, procedures, mobility device securement, OSHA required, and additional items from various departments. Through June 30, 2021, training staff has completed the in-service for 345 operators, 41 members of Operations Management, ten (10) dispatchers, and four (4) Service Center Clerks.

The following training sessions were conducted in June:

- Eleven (11) Operators for accident retraining
- Six (6) Operators for return-to-work training
- Two (2) Operators for customer service retaining
- Eight (8) new Administrative employees for new-hire orientation
- Three (3) Maintenance employees for accident retrain
- Four (4) General Laborer for bus orientation training due to pick change

## SECURITY:

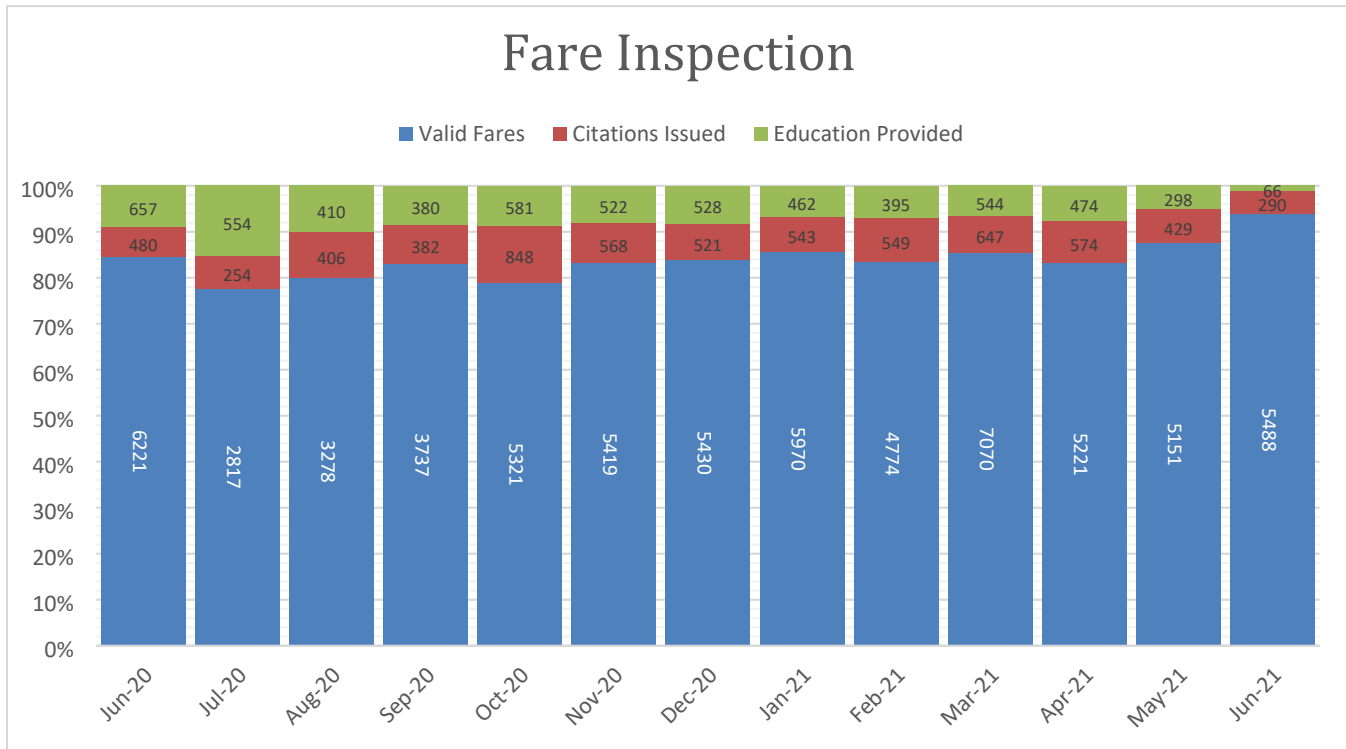
### Fixed Route Security:



The chart above shows a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and on the routes performed or addressed for the last three months. You will see a change in the charts starting this month as information from the Red Line service has been broken out of this report and placed into its own report.



## FARE INSPECTION REPORT:



June	Passenger Contact	Notifications	Educations
<b>Monthly</b>	5488	290	66
<b>Weekday</b>	3906	215	54
<b>Saturday</b>	991	48	11
<b>Sunday</b>	591	27	1

2021 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	33674	3032	2239
<b>Weekday</b>	25058	2301	1734
<b>Saturday</b>	5608	441	311
<b>Sunday</b>	3336	322	226

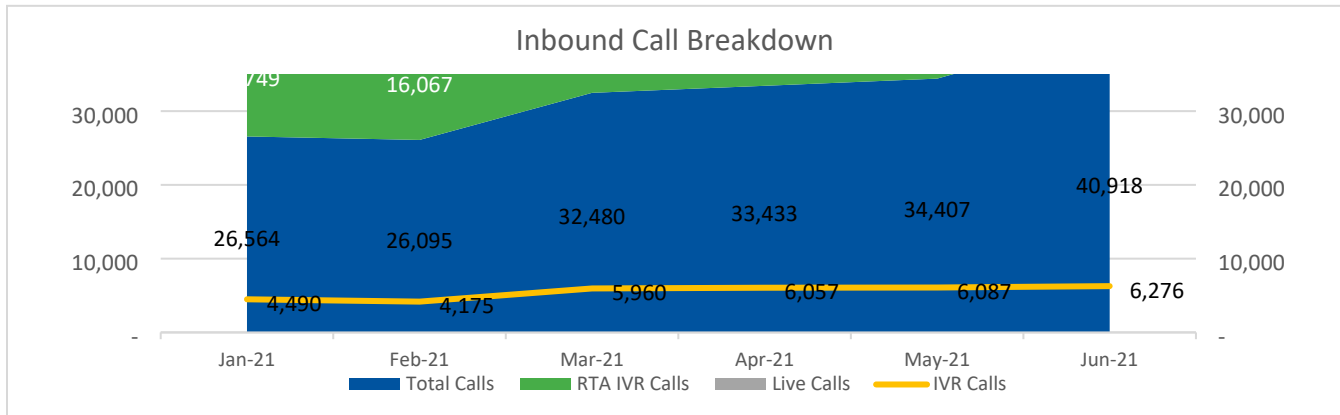
The information above shows the fare inspection information for each month and one for the total year to date for 2021. The chart will show passenger contacts which represent those passengers that had a fare when checked. It will show notifications representing passengers who did not have a fare when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

## MOBILITY SOLUTIONS

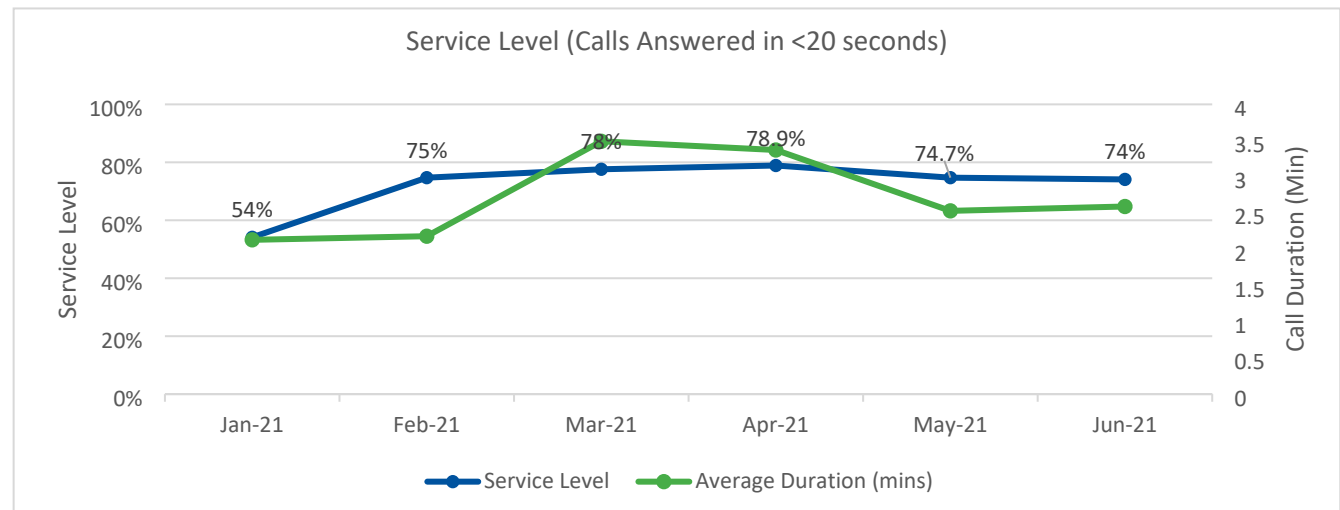
### CUSTOMER SERVICE

#### CONTACT CENTER REPORT:

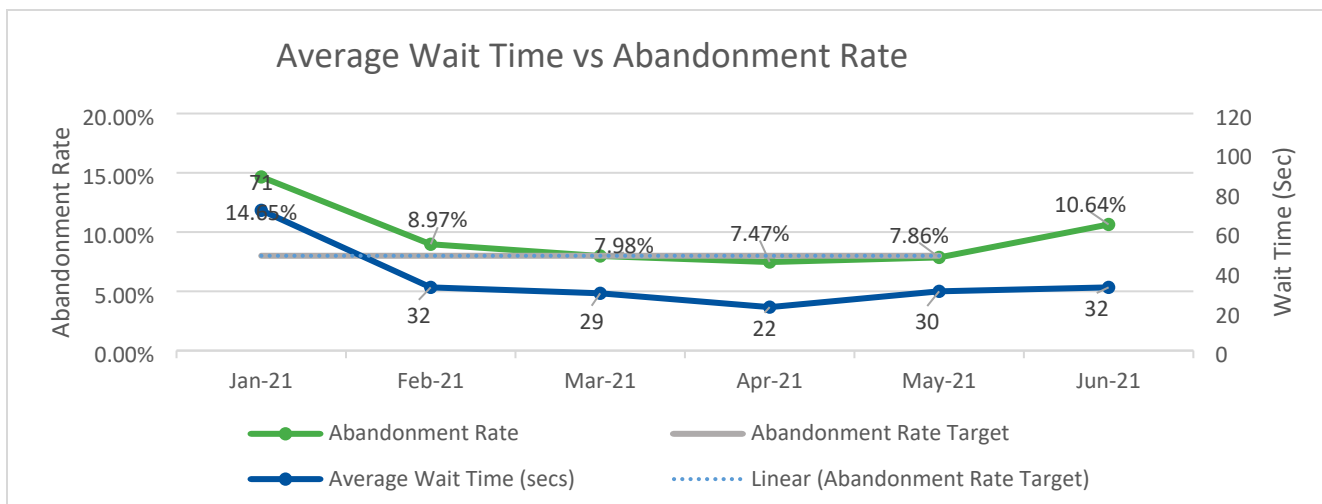
Inbound call metrics experienced a slight uptick in June 2021 in conjunction with increased ridership.



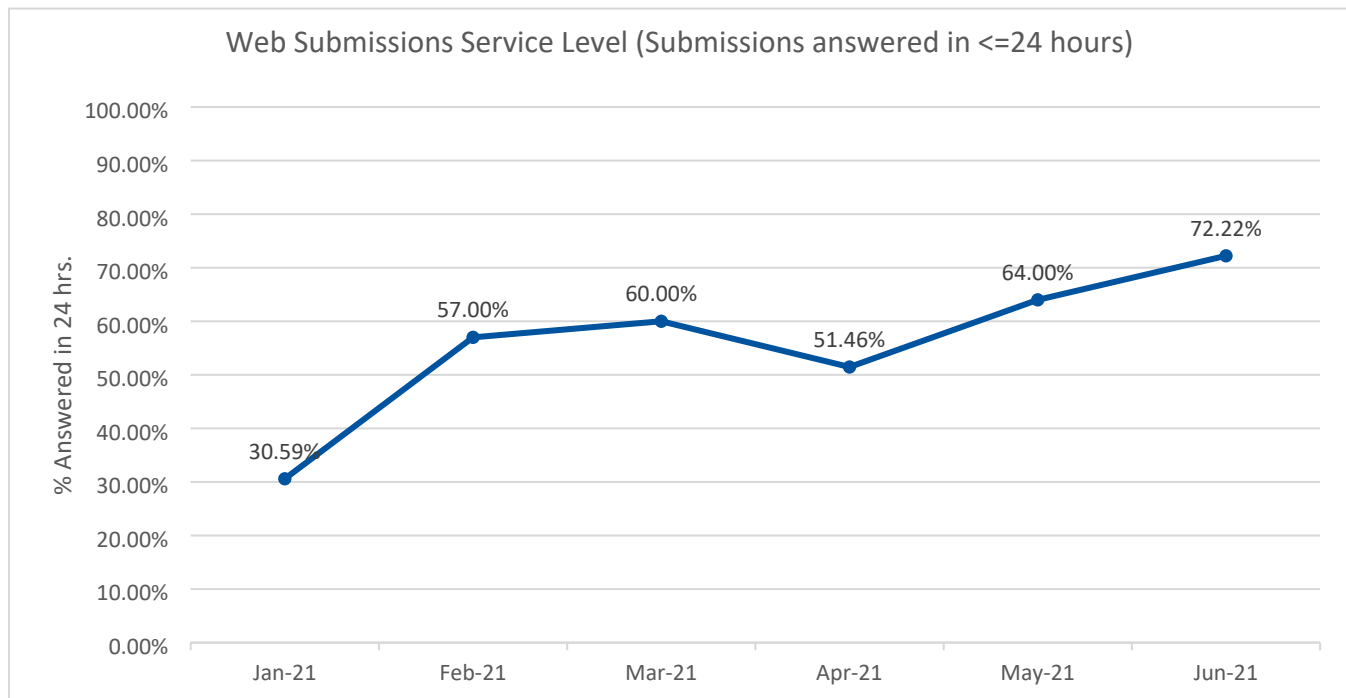
Service level held steady in June due to call center optimizations.



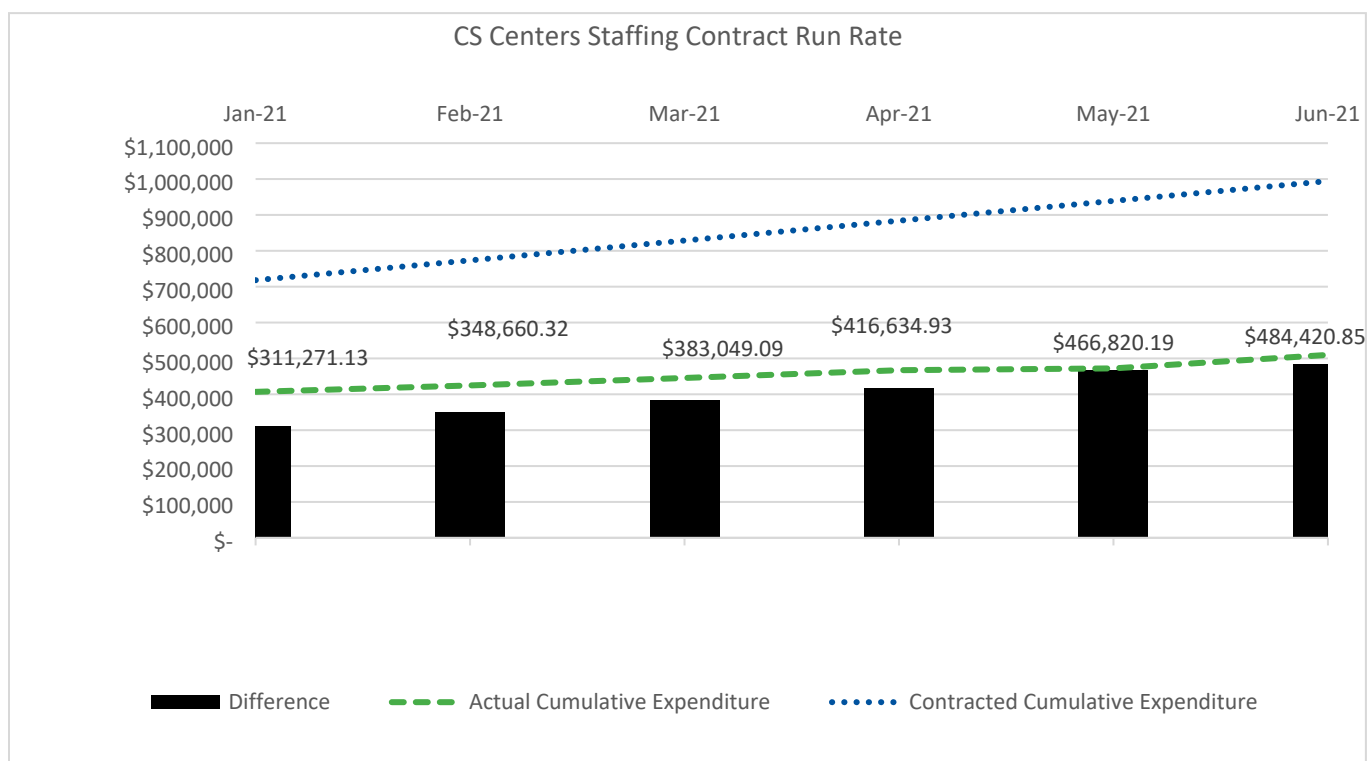
Abandonment rate increased in June due to increased call volume. Call center staffing is being adjusted to support the volume increase.



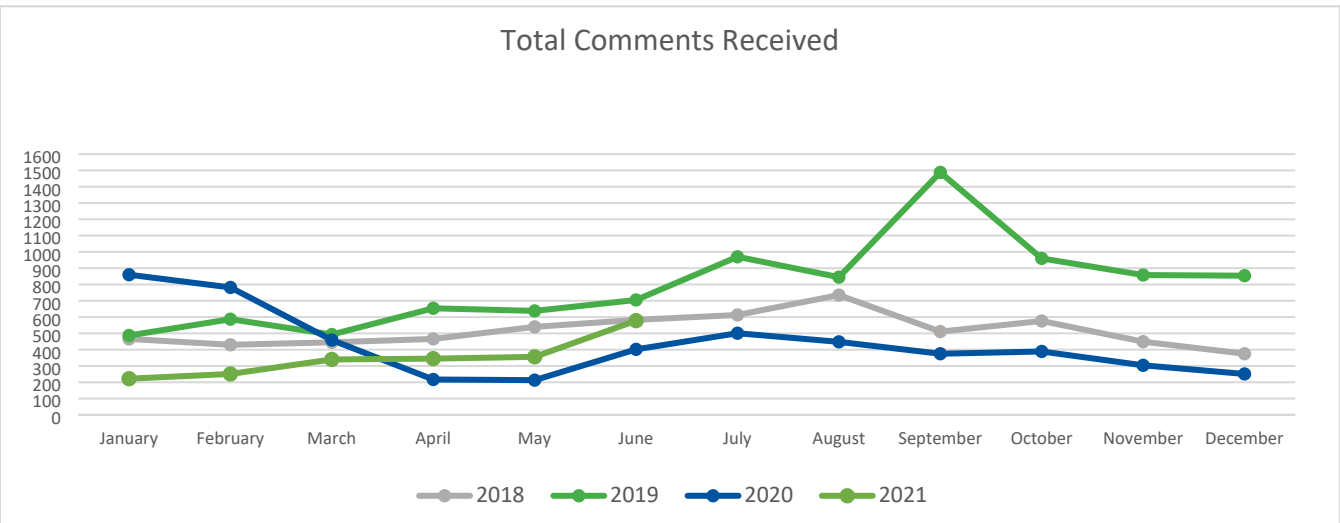
Web comment processing service level continues to improve in June due to call center optimizations.



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:



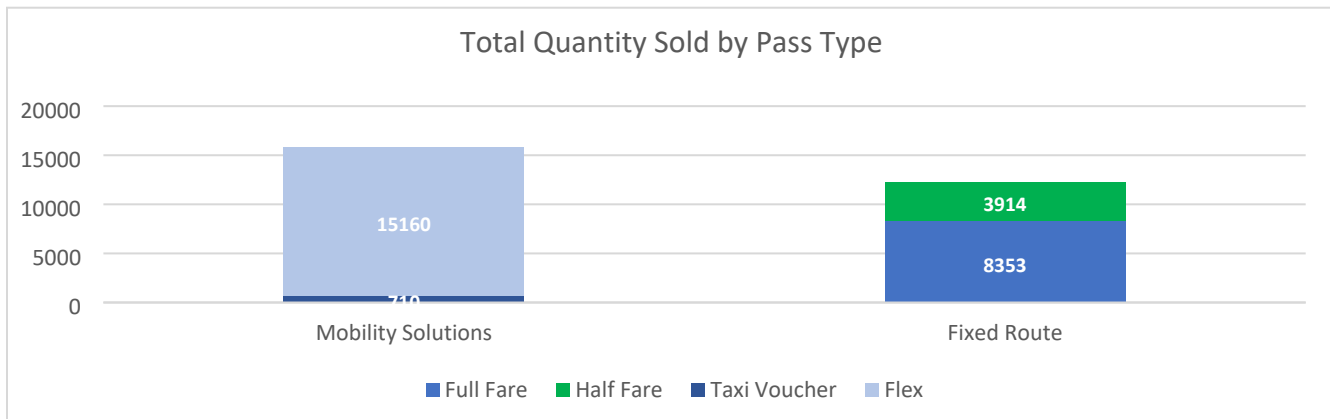
Compliments	15	Mar-20
Bus Stops	12	Apr-20
Customer Service Center	11	May-20
Rules	11	Jun-20
Security	10	Jul-20
Denial	9	Aug-20
American Disabilities Act	7	Sep-20
Wrong Information	7	Oct-20
Suggestion	6	Nov-20
USURV	6	Dec-20
Route Detour	2	Jan-21
Discrimination	1	Feb-21
Marketing	1	Mar-21
Real Time Arrival	1	Apr-21
ZTRIP	1	May-21
<b>TOTAL</b>	<b>578</b>	Jun-21

Comments included: Pass bys, Safety, Schedule Adherence, Courtesy



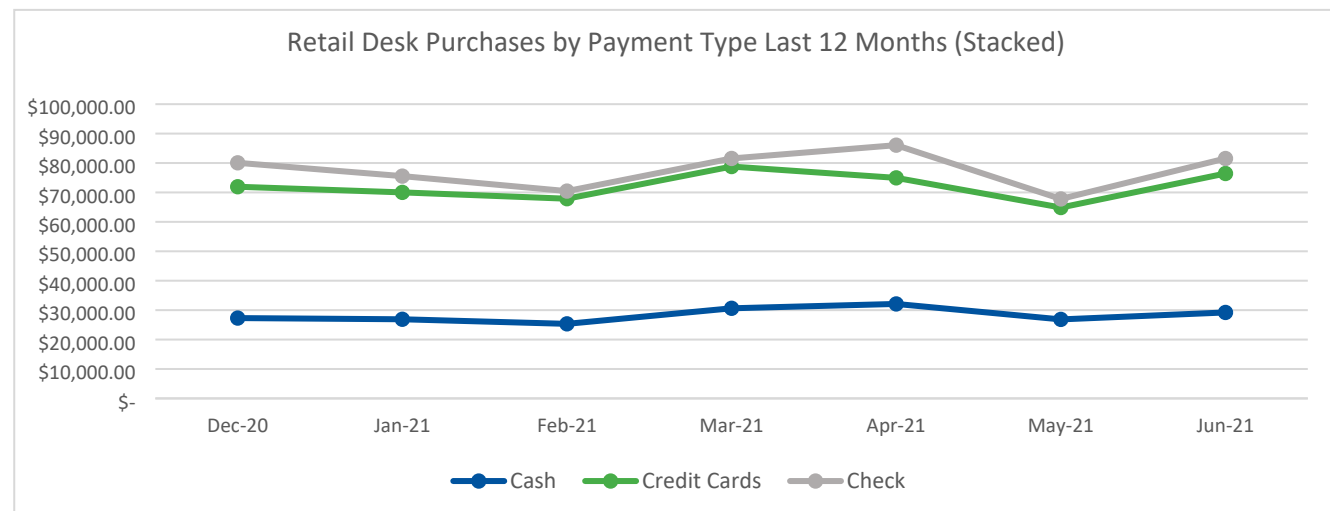
## RETAIL CENTER AND SALES REPORT:

Total Quantity of Passes: 28,137



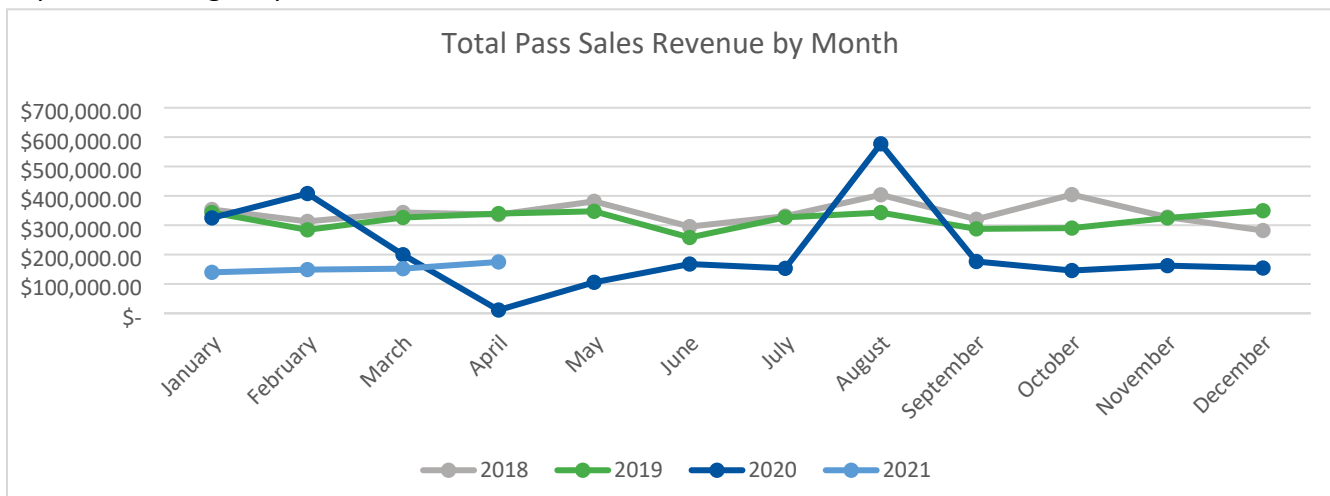
## PAYMENT BREAKDOWN:

Customer Service Desk sales experienced an increase in June.



## 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.



## Open Door Paratransit -

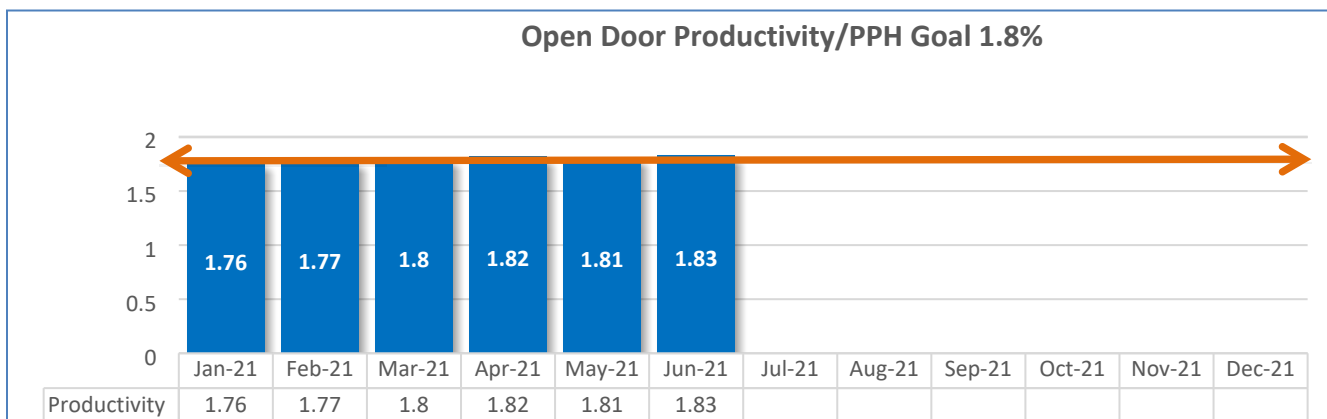
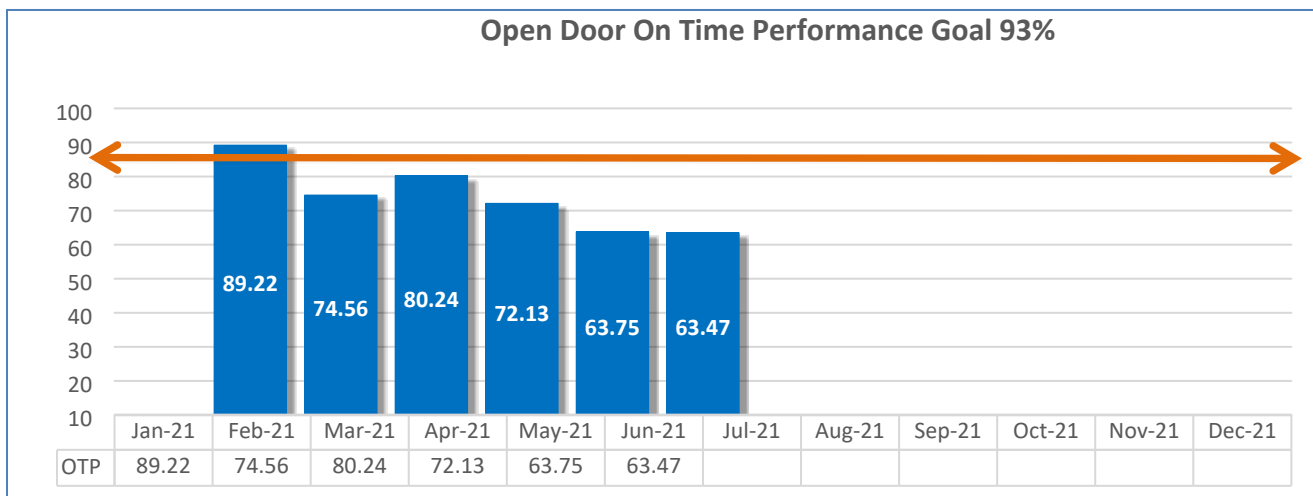
### TRANSDEV RIDERSHIP:

Ridership has decreased from 2020 to 2021 due to COVID-19. Ridership in June 2020 reflects 10,660 unlinked passenger trips, and for June 2021, data reflects 12,298 unlinked passenger trips, a increase of 15.4% YOY.

20-June	21-June	% Change	Mobility Services	2020	2021	% Change
16,490	16,795	1.8%	Open Door Riders on Fixed Route	95,945	87,481	-8.8%
10,660	12,298	15.4%	Open Door	90,787	72,356	-20.4%
117	1,330	100%	31 Day S-Pass	25,160	8,826	-64.9%

On-Time Performance for June 2020 was 97.08%, and Productivity was 1.11%. June 2021 OTP was 64.0%, and Productivity was 1.83%, both reflect a decrease of -34.1% and an increase of 64.9%, 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.



#### 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							2021						
	New	Renew	Approved	New Denied	Renew Denied	Visitors		New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	68	51	115	3	1	2	JAN	22	38	60	0	0	0
FEB	50	45	95	0	0	0	FEB	29	33	62	0	0	0
MAR	77	61	138	0	0	1	MAR	46	42	87	0	1	0
APR	19	28	47	0	0	0	APR	47	42	89	0	0	1
MAY	17	33	49	0	1	0	MAY	34	40	73	0	0	1
JUNE	22	68	84	0	6	0	JUNE	35	58	91	0	1	2
JULY	18	39	57	0	0	1	JULY						
AUG	22	62	83	0	1	0	AUG						
SEPT	23	44	66	0	1	0	SEPT						
OCT	40	43	83	0	0	0	OCT						
NOV	28	37	65	0	0	0	NOV						
DEC	25	27	52	0	0	1	DEC						
Total	409	538	934	3	10	5	Total	213	253	462	0	2	3

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP		NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP
JAN	63	2	0	46	4	0	JAN	21	1	0	36	2	0
FEB	50	0	0	43	2	0	FEB	29	0	0	33	0	0
MAR	52	1	24	48	0	13	MAR	44	2	0	40	1	0
APR	6	0	13	19	0	9	APR	47	0	0	42	0	0
MAY	9	1	7	21	4	7	MAY	30	2	1	40	0	0
JUNE	14	8	0	47	14	1	JUNE	32	1	1	57	0	0
JULY	17	1	0	38	1	0	JULY						
AUG	21	0	1	56	5	0	AUG						
SEPT	22	1	0	42	1	0	SEPT						
OCT	40	0	0	41	2	0	OCT						
NOV	28	0	0	36	1	0	NOV						
DEC	24	0	1	27	0	0	DEC						
	346	14	46	464	34	30		203	6	2	248	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-June	21-June	% Change	Vouchers Sold	2020	2021	% Change
620	640	3.2%	Lottery Sold	5,150	4,230	-17.9%
762	742	-2.6%	Dialysis Sold	4,866	4,259	-12.5%

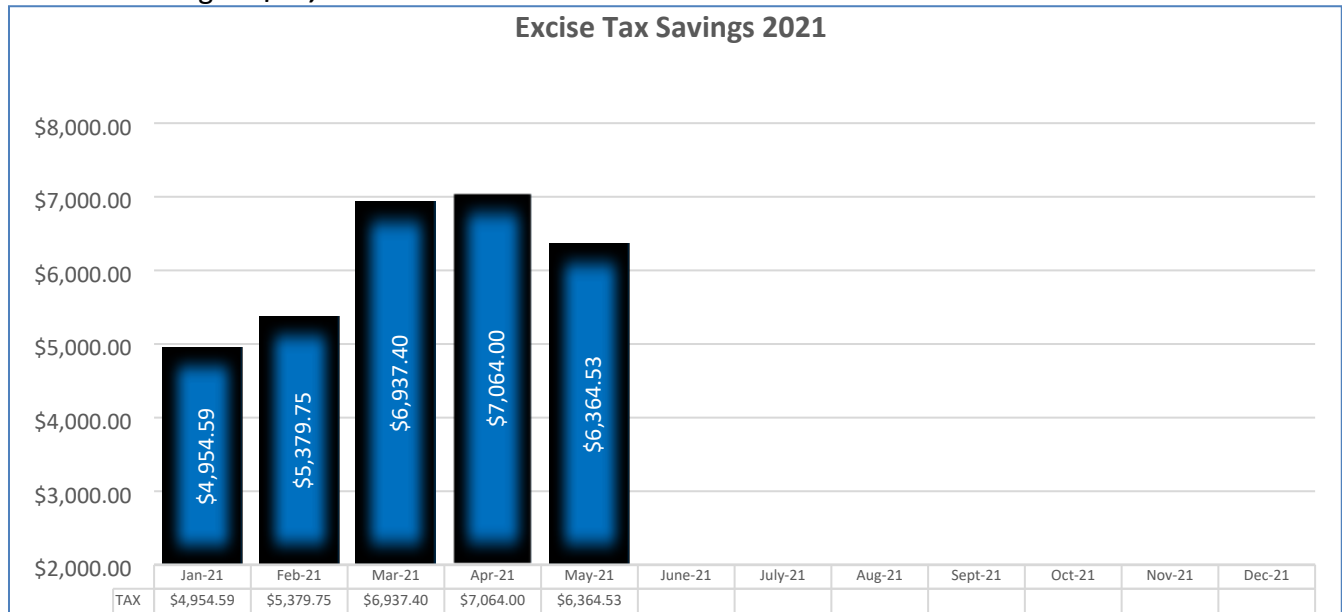
20-June	21-June	% Change	Vouchers Redeemed	2020	2021	% Change
655	587	10.4%	Lottery Redeemed	4,274	2945	-31.1%
728	700	-3.9%	Dialysis Redeemed	4,895	4,294	-12.3%

## 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.

June 2021 savings from fuel excise taxes were \$7,136.17  
(Fed Taxes = \$4,251.35 and State Taxes = \$2,884.82)

The YTD Savings is **\$37,836.44**





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

## Human Resources Division Report – June 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:** July 26, 2021

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### CONSIDERATION OF HUMAN RESOURCES REPORT JUNE 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. **General Update:** Although IndyGo has a very low infection rate and staff are getting vaccinated, there are concerns about the new Delta Variant and its impact on the workforce. IndyGo has three cases of vaccinated individuals who have been diagnosed with COVID-19.
2. **COVID Data:** Since the COVID-19 pandemic began in February of 2020, IndyGo has had 119 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.
3. **COVID Vaccines:** As of July 15, 2021, 42% of Marion County residents and 42% of Indiana residents are fully vaccinated. 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](https://ourshot.in.gov), at 317-221-2100.
4. **COVID Testing:** IndyGo employees are also eligible for free testing at various sites across Indianapolis and Marion County.
5. **Mask Mandate Continues At IndyGo:** The federal rule that requires individuals wear a mask covering their nose and mouth when using public transportation is still in effect. People must continue to wear masks on all IndyGo buses, in airports, planes, buses and trains through September 13, 2021 by order of the Transportation Security Administration, which extended the face mask requirement for commuters throughout the United States.

### B. 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:	780
b. Total Union Employees:	560
c. Total Coach Operators:	422
d. Annual Coach Operator Turnover Rate:	18.74%
e. Total Non-Coach Operators Employees:	358
f. Annual Non-Coach Operator Turnover Rate:	18.62%
g. Annual IndyGo Employee Turnover Rate:	18.69%

2. **Recruitment Efforts:** Human Resources is amplifying its recruiting efforts to pre-pandemic levels. Human Resources will be participating in the following recruitment events:
  - a. **CAFÉ – Employ Indy:** On Wednesday, July 14, 2021, Human resources is participating in a CAFE and Employ Indy partial in-person/partial virtual CDL employment opportunity fair.

**Second Chance Hiring Initiative:** Since IndyGo announced the implementation of the Policy ("the Policy"), three new hires have been made and one candidate was rejected because of a verified recent criminal history.

## Diversity & Inclusion & Workforce Development Division Report – June 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:** July 26, 2021

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### Teammate Engagement

- Partnered with Volunteers of American-Backpack & School Supply Drive. Last day to donate is July 23<sup>rd</sup>.
- Working with IndyGo Foundation on the Golf Outing-Golf Activities and Prizes
- Successful American Heart Association Blood Drive
- Continued weekly Food Trucks for teammates

### Workforce Development

- Coach Operator & Maintenance, Mentor Apprenticeship Program (COM-MAP)
  - Marketing will begin on July 19<sup>th</sup>. Information about the mentoring program will be presented to the Service Committee in August
- Monthly Tim Talk/Lunch-n-Learns will be presented to our teammates
  - The next Lunch-n-Learn will outline the Cycle of Socialization on July 13 at Noon
  - The next Tim Talk will focus on the Importance of Motivation with Nathan Barnes on July 27 at Noon
- Met with Purdue University to discuss the Next Level Job Training Reimbursable Grant. We'll apply for the grant to cover two courses:
  - Aspiring Leaders, Leadership Skills for Success
  - Lean Six Sigma Green Belt Training and Certification

### Diversity and Inclusion

- Bi-monthly Newsletter is being developed to promote diversity education and raise awareness about people and organizations working toward creating a better world
- Diversity and Inclusion Committee will meet weekly to engage in promoting relationship building, education, advocacy, and engaging about and across difference at IndyGo
- The D & I and Workforce Development Team is attending a 2-day Racial Equity Institute to learn more about individual, institutional, and cultural racism.

### ADP Learning Management System (LMS)

- Still interviewing for a LMS Manager. The candidate selected declined our offer
- New D & I and Workforce Development teammates are attending the LMS Education to assist with the rollout

## Supplier Diversity Division Report – June 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:** July 26, 2021

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### DISCUSSION:

Between June 2021 and mid-July 2021 IndyGo's Supplier Diversity team hosted twenty-six unique one-on-one vendor meetings, and two "Doing Business with IndyGo in 2021" webinar events. In addition to our hosted events, we also attended the Governor's Commission Meeting through IDOA for quarter two, two new member orientations with Indy Chamber and OneZone Chamber in Hamilton County, Minority Business Week presented by Innopower, and LGBTQIA + Inclusion Week presented by MyGWork. & In addition to those items, we also closed out all of the DBE sections on the Triennial review.

As of June 2021, IndyGo has obtained 18.52% 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.

IndyGo's Supplier Diversity team, The Director of Procurement, our Supportive Services Consultant with the Indiana Strategic Resource Group, and the Public Affairs team have created a new Vendor Development Pilot geared towards assisting less experienced firms interested in doing business with IndyGo appropriately respond to procurement opportunities. The "go-live" website date for this information was on July 13, 2021. Applications for this opportunity are due back to the Supplier Diversity team no later than August 8th close of business. The pilot will run from September through November and will feature a "mock" procurement in which the chosen applicants will respond to and receive feedback. Five individuals will be chosen for this opportunity.

Success Stories will be featured in a video format on our website rather than in a PDF each month. This video will share information from the perspectives of the vendor community and IndyGo staff. You can find all current stories on our website until the video is finalized.

### UPDATES/UPCOMING ITEMS:

Review and evaluate all submitted applications for Vendor Development pilot. The evaluation committee consist of six total members ranging from various divisions within IndyGo; However, all have experience in working with diverse firms.

fewStaff training/educational sessions are still planned to take place during quarter four of 2021. These remain in effect to ensure that there is a general understanding of IndyGo's Supplier Diversity program and expectations/regulations from all aspects of the agency.

### RECOMMENDATION:

Receive the report.

Chelci R. Hunter  
Senior Supplier Diversity Officer & DBELO