



Board Report
August 26, 2021

www.IndyGo.net
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 July 26, 2021
 2. A-5: Consideration and Approval of East Campus Administration Interior Renovations - 3D Professional Contracting, Inc. (Presenter - LaTeeka Washington)
 3. A-6: Consideration and Approval of Bus Stop Design Task Order (Presenter - Annette Darrow)
 4. A-7: Consideration and Approval of a Ratification for IFB 17-09-273 Bus Shelter and Sign Maintenance (Presenter - Paul Williams)
 5. A-8: Consideration and Approval of Non-Revenue Vehicle Purchase (Presenter - Cheryl Purefoy)
- 5. Regular Agenda** (Presenter - Greg Hahn)
 1. A-2: Consideration and Approval of Proposed 2022 Budget (Presenter - Bart Brown)
 2. A-3: Consideration and Approval of New Mobility Advisory Committee (MAC) Member (Presenter - Mike Roth)
 3. A-4: Consideration and Approval to Negotiate a Contract with Marathon Health for On-Site Clinic and Wellness Program (Presenter - Jeff Brown)
 4. A-9: Consideration and Approval of Ratification of CY2022 Diesel Fuel Contract (Presenter - Stacey Metz)
- 6. Information Items** (Presenter - Greg Hahn)
 1. I-1: Mobility Advisory Committee (MAC) Update (Presenter - Mandla Moyo)
 2. I-2: Consideration of Receipt of the Finance Report for July 2021 (Presenter - Bart Brown)
 3. I-3: Beyond the ADA Draft Service Policy Introduction (Presenter - Ryan Wilhite)
 4. I-4: CEO Report (Presenter - Inez Evans)
 5. I-5: Section 5310 Report
 6. I-6: Task Order for CDM Smith to Prepare Red Line Deliverables
 7. I-7: Department Reports
- 7. Adjourn**

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

Our next Board Meeting will be Thursday, September 23, 2021



Awards & Commendation Recognition for July 2021

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

July 2021 Awards & Commendations

Employee	Position	Recognition
Kirk Thompson	Coach Operator – Fixed Route	20 Years of Safe Driving
Samuel Abebe	Coach Operator – Fixed Route	July Operations Employee of the Month
Grady Hinton	Clerk - Storeroom	Retiring After 41.5 Years of Service

July 2021 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for the month of July 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>
Kirk Thompson	6014	20	25
Donna Langford	1421	13	23
Victor Garrett	2163	12	20
Corene Hyde	8125	7	13
Sherika Robinson	8428	7	9
Ronnie Brooks	8353	6	10
Brandi Matthews	8626	6	7
Pamela Ricks	8424	6	9
Hardin Besley	8794	5	6
Joetta Camden	8591	5	8
Keana Clark	8937	3	4
Bryant Brown	9441	2	2
Regeania Brown	9509	2	2
Roy Burts	9483	2	2
Cedric Maxwell	9487	2	2
Shanez Savage	9245	2	3
Pierre Burnaugh	9640	1	2
Brandon Freeman	9175	1	3
Eugene Lewis	9384	1	2
Thurmon Moore	9683	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 – August 2021

To: President/CEO Inez Evans and Chair and Board of Directors
From: Finance Committee Chairperson Richard Wilson
Date: August 19, 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
August 19, 2021

The Finance Committee met on August 19, 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-5, & A-8 and Regular Agenda Items A-2 & A-4.

An item from the committee meeting I would like to highlight is Action Item A-8, Consideration and Approval of Non-Revenue Vehicle Purchase. Deputy Chief Operating Officer Cheryl Purefoy presented this action item to the Finance Committee. IPTC Fleet Services Department is responsible for providing vehicles from the Motor Pool for staff use to perform various off-site work related tasks. With the expansion of IPTC new facilities, motor pool vehicle requests have increased, requiring a need for additional vehicles for staff use. Additionally, Transportation Road Supervisors vehicles are aging and require replacement for a state of good repair. The age of the vehicles identified for replacement range from 1999 to 2015. Due to the nationwide computer chip shortage; the vehicles selected for purchase will be based on availability.

Mr. Chairman, that concludes my report.



Service Committee Chairperson Report – August 2021

To: President/CEO Inez Evans and Chair and Board of Directors
From: Service Committee Chairperson Adairius Gardner
Date: August 19, 2021

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
August 19, 2021

The Service Committee met on August 19, 2021 at 1:30pm. 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-6, & A-7 and Regular Agenda Items A-3 & A-4.

An item from the committee meeting I would like to highlight is Action Item A-7, Consideration and Approval of a Ratification for IFB 17-09-273 Bus Shelter and Sign Maintenance. Senior Director of Facilities and Preventative Maintenance Paul Williams presented this action item to the Service Committee. Shuck Corporation entered the original Bus Shelter and Sign Maintenance contract with IPTC on December 1, 2017, with an expiration date of January 31, 2021. IPTC extended the contract for four (4) months in December 2020. This agreement covers approximately 2,900 bus stop signs, 215 shelters, 34 Red Line stations, and over 500 amenities, including trash receptacles, benches, and bike racks.

The Bus Shelter and Sign Maintenance contract entails

- Bus stop sign installation and maintenance (includes installation, relocation, replacement of signs and poles).
- Installation/relocation/replacement of transit amenities (shelters, benches, bike racks, trash receptacles, and lighting).
- Repair damaged or vandalized shelters, signs, and amenities (including shelter and station glass replacements or restoration).

Mr. Chairman, that concludes my report.

July Board of Directors - 2022 Budget Introduced

Minutes

IndyGo

Jul 26, 2021 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Members Present:

Bart Brown, Jeff Brown, Charlie Carlino, Inez Evans, Mark Fisher, Adairius Gardner, Greg Hahn, Chelci Hunter, Patricia (Pat) Rios, Mike Roth, Jill Russell, Hardi Shah, Brooke Thomas, Richard Wilson

Members Present (Remote):

Lise Pace

Members Absent:

Lacy Johnson

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

 [board cover 2021_july26.docx](#)

 [A AGENDA for July 26, 2021 Board Meeting.docx](#)

Chairman Greg Hahn called the meeting to order at 5:04pm. General Counsel Jill Russell called the roll. Five (5) members present in person and one (1) member present remotely via Zoom. There was a quorum.

2. Awards and Commendation (Presenters: Inez Evans)

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

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

President/CEO Inez Evans gave an update on the Awards and Commendations for June 2021. Recognized were safe drivers for June 2021, June 2021 Operations Employee of the month, one (1) employee for 35 Years of Service, one (1) employee retirement after 35 1/2 Years of Service, and one (1) employee for 40 Years of Service and Retiring.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

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



The reports were read and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)


Motion:

Approval of Consent Agenda

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

1. A-1: Consideration and Approval of Minutes from Board Meeting held on June 24, 2021
 [A-1 June Board of Directors Minutes.docx](#)
2. A-3: Consideration and Approval of Mobility Solutions and Customer Care Center Facility Renovations (Presenters: LaTeeka Washington)
 [A-3 Board Action Item Mobility Solutions & Customer Care Center Renovations contractor 7-2021.docx](#)


5. Regular Agenda (Presenters: Greg Hahn)

1. A-2: Consideration and Approval of RFP 21-05-405 Purchased Transportation to Perform a Microtransit (Presenters: Brooke Thomas)
 [A-2 Microtransit Pilot RFP 21-05-405 Board Action Memo 06 30 2021.docx](#)
Director of Strategic Planning Brooke Thomas presented this action item to the Board. 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. 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.

Motion:

Approval of RFP 21-05-405 Purchased Transportation to Perform a Microtransit

Richard Wilson - AYE, Adairius Gardner - AYE, Lise Pace - AYE, Mark Fisher - AYE, Pat Rios - AYE; Motion passed 5-0; Lacy Johnson – Absent


2. A-4: Consideration and Approval of Veterans Free Fare Policy (Presenters: Jeff Brown)
 [A-4 Veteran Free Fare Policy \(July 26 2021\).docx](#)
Vice President of Human Resources Jeff Brown presented this action item to the Board. IPTC proudly supports all Veterans of the United States Armed Forces and since 2018 has provided bus passes to Veterans completely free of charge. 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.

Motion:

Approval of Veterans Free Fare Policy

Richard Wilson - AYE, Adairius Gardner - AYE, Lise Pace - AYE, Mark Fisher - AYE, Pat Rios - AYE; Motion passed 5-0; Lacy Johnson – Absent

3. A-5: Consideration and Approval of Paratransit Operations Vendor (Presenters: Mike Roth)
 [A-5 Paratranist Board Action.docx](#)
Senior Director, Mobility Solutions Mike Roth presented this action item to the Board. 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. 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. 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.


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 realms of scoring, RATP Dev was identified as the leader.


Motion:

Approval of Paratransit Operations Vendor

Richard Wilson - AYE, Adairius Gardner - AYE, Lise Pace - AYE, Mark Fisher - AYE, Pat Rios - AYE; Motion passed 5-0; Lacy Johnson – Absent

4. A-6: Consideration and Approval of Resolution 2021-09 Procurement of Real Estate Located at 11135 E. Washington Street, Indianapolis, IN (Presenters: Inez Evans)

 [A-6 Action Item To Purchase 11135 E., Washongton Street.docx](#)

 [A-6 Resolution to Purchase 11135 E. Washington Street.docx](#)

 [A-6 Attachment 11135 E. Washington Street.pdf](#)

General Counsel Jill Russell presented this action item to the Board. 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.

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.


Motion:

Approval of Resolution 2021-09 Procurement of Real Estate Located at 11135 E. Washington Street, Indianapolis, IN

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

6. Information Items (Presenters: Greg Hahn)


1. I-1: Consideration of Receipt of the Finance Report for June 2021 (Presenters: Bart Brown)

 [I-1 June 2021 Financials Summary.docx](#)

 [I-1 Capital Project Spending 7.12.21 - June Final.pdf](#)

The Board received an update on the June 2021 Finance Report.

2. I-2: 2022 Budget Proposal (Presenters: Bart Brown)

 [I-2 2022 Proposed Budget July Board Meeting.pdf](#)

Vice President of Finance/CFO Bart Brown and Deputy CFO Hardi Shah presented to the Board the proposed 2022 Budget.

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

 [I-3 Supplier Diversity Board Update - July 2021..pdf](#)


Senior Supplier Diversity Officer Chelci Hunter update the Board on the Supplier Diversity Department.

4. I-4: CEO Report (Presenters: Inez Evans)

 [I-4 CEO Report.docx](#)

President/CEO Inez Evans gave an update to the Board. The update included an update on Food in Transit, Upgraded Bus Stop, IndyGo Earned Perfect Score in FTA Review, #CatchTheWave, Vendor Development Program, and NOW Hiring Coach Operators.

5. I-5: Fare Policy Transition Update

 [I-5 Infoltem Jul2021 BoardUpdate FareTransition.docx](#)


The Board received an update on Fare Policy Transition.

6. I-6: Section 5307/Section 5311 Allocation Analysis Update

 [I-6 Jul2021 BoardUpdate 5307Transition.docx](#)

The Board received an update on Section 5307/5311 Allocation Analysis.

7. I-7: ADA Paratransit Next Steps: Beyond ADA Update

 [I-7 Infoltem Jul2021 BoardUpdate NextSteps.docx](#)

The Board received an update on ADA Paratransit Next Steps: Beyond ADA.

8. I-8: Department Reports

 [I-8a July 2021 Risk and Safety board report.docx](#)

 [I-8b PLANNING AND CAPITAL PROJECTS REPORT for July 2021.docx](#)

 [I-8c July 2021 Board Report Public Affairs FINAL.pdf](#)

 [I-8d June 2021 Operations Monthly Board 7.19.2021.docx](#)

 [I-8e HR Board Report \(July 2021\).docx](#)

 [I-8f July Diversity Inclusion and Workforce Development Board Report 7.7.21.docx](#)

 [I-8g Supplier Diversity - July 2021..pdf](#)

The Board received Department Reports for Risk & Safety, Capital Projects, Public Affairs, Operations, Human Resources, Diversity/Inclusion & Workforce Development, and Supplier Diversity.

7. Adjourn (Presenters: Greg Hahn)

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 6:15pm.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) 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 East Campus Administration Interior Renovations – 3D Professional Contracting, Inc.

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Inez Evans to enter a contract with 3D Professional Contracting, Inc. to complete the construction of renovations to the East Campus Administration Interior for an amount not to exceed \$1,730,000.

BACKGROUND:

In January 2021, IPTC executed a task order for Woolpert to complete designs for East Campus A - Building, located at 9503 East 33rd Street. The facility will become the new home to Administration which includes: Executive Suite, Executive Meeting Room, Legal, Finance, Capital Projects & Planning, Public Affairs, Human Resources, Governance & Audit, Government Affairs, and Indianapolis Public Transportation Foundation.

DISCUSSION:

In partnership with Marion County Health Department, they are currently occupying the space as a vaccination clinic.

The space will add offices, meeting spaces, and flexible use spaces. There will be a great deal of upgrades made for safety and security throughout the facility.

Staff provided the opportunity for a walk-thru of the site at the time of the contractor pre-bid meeting. A question/answer period, along with several Addenda were issued 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 3D Professional Contracting. The bids came in within the independent cost estimate.

ALTERNATIVES:

The Board could choose not to contract as recommended, however, IPTC would need to accommodate staff capacity limitations, by continuing to lease other spaces and would also need to revise schedule for relocation.

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. 3D Professional has 41% XBE participation; Sexton Mechanical 35% (electrical, fire protection, mechanical & plumbing), BC Countertops 3% (countertops), CCI 2% (flooring) and Indy Force 1% (demolition).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on August 19, 2021 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors

THROUGH: President/CEO Inez P. Evans

FROM: Director of Service Planning Annette Darrow

SUBJECT: Consideration and Approval of Bus Stop Design Task Order

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute a task order with Lochmueller Group for an amount not to exceed \$188,200 for site survey, design, and project management of 31 local bus stops identified by IPTC Service Planning staff (design package 2021-B).

BACKGROUND:

IPTC has approximately 2,900 bus stops in the service area. Due to the existing built environment, many of these bus stops do not meet accessibility requirements, per the Americans with Disabilities Act (ADA). To improve bus stops, IPTC has an on-call contract with Lochmueller Group for local bus stop engineering and design.

DISCUSSION:

IPTC coordinates with Indianapolis Department of Public Works (DPW) and private developers to incorporate bus stop improvements in projects when possible. These coordinated projects address some of the bus stop improvement needs. With the implementation of the Transit Tax, starting in 2018 IPTC began budgeting annually to prioritize and construct or reconstruct bus stops that do not meet ADA standards. Each bus stop requires site visits, surveys, site design, and, in some cases, traffic and pedestrian signal engineering.

There are 31 local bus stop sites within this design task order (package 2021-B) for the next bus stop improvement project. These bus stops are all located in the area bounded by White River Parkway Drive, E. 42nd Street, N. College Avenue, and Fall Creek Parkway North Drive. Each site is a unique location, and improvement needs vary for each site. The sites in this design package require some or all of the following: new or reconstructed curb ramps, boarding pads, sidewalks, crosswalks, crossing signals, or shelter pads.

ALTERNATIVES:

IPTC could choose not to design these bus stops. This would mean that these bus stops would not be improved to ADA accessibility standards unless they happened to be part of a future Indiana Department of Transportation (INDOT), DPW, or private development projects.

FISCAL IMPACT:

The fee proposal provided by Lochmueller for the 2021-B bus stop design task order is \$188,200, which covers the survey, design, and project management costs for 31 local bus stops. This is budgeted and funded using local funds allocated to local bus stop improvements in the IPTC Capital Plan.

DBE/XBE DECLARATION:

Funded locally, these services require XBE participation. The on-call nature of these services means that an XBE goal is established at the task order level. For this task order, three (3) certified subcontractors have been included by Lochmueller Group: JQOL (MBE), VS Engineering (MBE), and Resolution Group (WBE).

The work to be completed by these subcontractors for this task order totals to \$75,575 of the total \$188,200 (40.2%).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on August 19, 2021 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors

THROUGH: President/CEO Inez P. Evans

FROM: Senior Director of Facilities and Preventative Maintenance Paul Williams

SUBJECT: Consideration and Approval of a Ratification for IFB 17-09-273 Bus Shelter and Sign Maintenance

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to ratify the Bus Shelter and Sign Maintenance Services contract in preparation for closeout with Shuck Corporation for an amount not to exceed \$156,188.

BACKGROUND:

Shuck Corporation entered the original Bus Shelter and Sign Maintenance contract with IPTC on December 1, 2017, with an expiration date of January 31, 2021. IPTC extended the contract for four (4) months in December 2020. This agreement covers approximately 2,900 bus stop signs, 215 shelters, 34 Red Line stations, and over 500 amenities, including trash receptacles, benches, and bike racks.

DISCUSSION:

The Bus Shelter and Sign Maintenance contract entails

- Bus stop sign installation and maintenance (includes installation, relocation, replacement of signs and poles).
- Installation/relocation/replacement of transit amenities (shelters, benches, bike racks, trash receptacles, and lighting).
- Repair damaged or vandalized shelters, signs, and amenities (including shelter and station glass replacements or restoration).

Unfortunately, we encountered higher than expected vehicle shelter and station accidents. With the unexpected increase in vandalism activity over this past year, the maintenance and repair expenses rose substantially.

ALTERNATIVES:

Bus shelter and sign maintenance are necessary for safe and secure operations. IPTC can not provide these services due to the specialized equipment and staffing needed.

FISCAL IMPACT:

The funding source for this contract is from the local funds.

DBE/XBE DECLARATION:

XBE goals will remain the same per contract for the extension period.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on August 19, 2021 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors

THROUGH: President/CEO Inez P. Evans

FROM: Deputy Chief Operating Officer Cheryl Purefoy

SUBJECT: Consideration and Approval of Non-Revenue Vehicle Purchase

ACTION ITEM A – 8

RECOMMENDATION:

In a manner consistent with IPTC procurement standards, we ask the Board to authorize the President/CEO Evans to approve the purchase of five (5) non-revenue vehicles. The purchase of these vehicles is for an amount not to exceed \$147,000.

BACKGROUND:

IPTC Fleet Services Department is responsible for providing vehicles from the Motor Pool for staff use to perform various off-site work related tasks. With the expansion of IPTC new facilities, motor pool vehicle requests have increased, requiring a need for additional vehicles for staff use. Additionally, Transportation Road Supervisors vehicles are aging and require replacement for a state of good repair. The age of the vehicles identified for replacement range from 1999 to 2015. Due to the nationwide computer chip shortage; the vehicles selected for purchase will be based on availability.

DISCUSSION:

IPTC will be purchasing the vehicles from the State Quantity Purchase Agreement (QPA) and through direct dealer solicitation.

ALTERNATIVES:

The Board could choose not to approve the purchase of vehicles, requiring the continued extension of the useful life of the vehicles being replaced, as well as increased maintenance costs.

FISCAL IMPACT:

The funding source for this procurement is provided from IPTC local capital funds.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on August 19, 2021 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors

THROUGH: President/CEO Inez P. Evans

FROM: Vice President of Finance Bart Brown

SUBJECT: Consideration and Approval of Proposed 2022 Budget

ACTION ITEM A – 2

RECOMMENDATION:

Request Board to approve the Operating, Capital, and Debt Services Budgets for 2022 and Resolution for Levy of Special Tax for a Temporary Increase to the Maximum Levy.

BACKGROUND:

In accordance with IC 36-9-4-51 (a) the IPTC Board is required to pass an annual budget. Additionally, the Board may assess a special levy each year in the event it determines that all other revenue is insufficient to provide transit services.

DISCUSSION:

The Operating, Capital, and Debt Services Budgets for 2022 and a Resolution for Levy of Special Tax were introduced to the Indianapolis Public Transportation Corporation Board of Directors on Monday, July 26, 2021.

On August 12, 2021, a public hearing was held at the IPTC offices and the public was afforded the opportunity to comment on the proposed budget. There was one (1) member of the public who offered a comment in person and one (1) member of the public who offered a comment via our Facebook live stream.

On September 13, 2021, at 7:00 pm, Municipal Corporations Budgets will be introduced at full council meeting.

On September 16, 2021, at 5:30 pm, there will be a public hearing held by the Council's Municipal Corporations Committee.

On September 29, 2021 at 5:30 pm, the Municipal Corporation Committee will hold a meeting to review and analyze the 2022 operating, capital, and debt service budgets of the Indianapolis Public Transportation Corporation.

The Indianapolis Public Transportation Corporation 2022 Budget will be forwarded to the City County Council for final approval on Monday, October 18, 2021 at 7:00 pm.

ALTERNATIVES:

While the Board is statutorily obligated to pass an annual budget, it may increase or decrease the proposed budget within the parameters of the legal advertisement.

FISCAL IMPACT:

Not Applicable.

DBE/XBE DECLARATION:

Not Applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on August 19, 2021 and will be placed on the Regular Agenda.

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
RESOLUTION 2021-08**

**Resolution for Levy of Special Tax Under Indiana Code § 36-9-4-49
and
For a Temporary Increase to the Maximum Levy**

WHEREAS, the Indianapolis Public Transportation Corporation has determined that the funds that the Corporation will be able to raise through all sources will be insufficient to defray the expenses incurred by the Corporation to provide necessary transportation services within the boundaries of the Corporation's district for 2022; and

WHEREAS, the Indianapolis Public Transportation Corporation has determined that it cannot carry out its governmental functions for 2022 under the levy limitations imposed by IC 6-1.1-18.5-3; and

WHEREAS, the Board of Directors of the Indianapolis Public Transportation Corporation is authorized by law, IC 36-9-4-49, to levy a special tax upon all of the property within the taxing district of the corporation at the rate required to defray such expenses and to fund the budget formulated by the Board pursuant to law; and

WHEREAS, notice to taxpayers has been provided of the intention of the Board of Directors to levy a Special Tax in the amount of \$14,800,000 and for a temporary increase to the Maximum Levy;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Indianapolis Public Transportation Corporation of Marion County, Indiana, that a need now exists for the establishment of a special tax and an increase in the Maximum Levy for the following purposes:

For services necessary to enable the system to provide adequate service within the municipality, and all other purposes as set forth in IC 36-9-4-1 *et seq.*

The proposed special tax shall not exceed \$0.033 (to raise the sum of \$14,800,000) on each \$100.00 of assessed valuation. Said tax rate will be in addition to the Maximum Levy tax rate set under IC 6-1.1-18.5-1 and shall be levied in 2022.

BE IT FURTHER RESOLVED, that a certified copy of this resolution shall be submitted to the City County Council as provided by law and that the Corporation shall petition to the City-County Council for authority to levy the special tax and for a temporary increase in its pay 2022 property tax levy above the maximum levy limits set under IC 6-1.1-18.5-1 *et seq.*

DATED this ____ 26th ____ day of ____ August _____, 2021.

FOR:

AGAINST:

ATTEST: _____

ORDINANCE OR RESOLUTION FOR APPROPRIATIONS AND TAX RATES

State Form 55865 (7-15)
Approved by the State Board of Accounts, 2015
Prescribed by the Department of Local Government Finance

Budget Form No. 4
Generated 8/20/2021 1:48:47 PM

Ordinance / Resolution Number: 2021-01

Be it ordained/resolved by the **Indianapolis Public Transportation Corporation** that for the expenses of **INDIANAPOLIS PUBLIC TRANSPORTATION** for the year ending December 31, **2022** the sums herein specified are hereby appropriated and ordered set apart out of the several funds herein named and for the purposes herein specified, subject to the laws governing the same. Such sums herein appropriated shall be held to include all expenditures authorized to be made during the year, unless otherwise expressly stipulated and provided for by law. In addition, for the purposes of raising revenue to meet the necessary expenses of **INDIANAPOLIS PUBLIC TRANSPORTATION**, the property tax levies and property tax rates as herein specified are included herein. Budget Form 4-B for all funds must be completed and submitted in the manner prescribed by the Department of Local Government Finance.

This ordinance/resolution shall be in full force and effect from and after its passage and approval by the **Indianapolis Public Transportation Corporation**.

Name of Adopting Entity / Fiscal Body	Type of Adopting Entity / Fiscal Body	Date of Adoption
Indianapolis Public Transportation Corporation	Board of Directors	08/26/2021

Funds				
Fund Code	Fund Name	Adopted Budget	Adopted Tax Levy	Adopted Tax Rate
8001	SPECIAL TRANSPORTATION GEN	\$82,610,735	\$38,752,243	0.0864
8090	SPECIAL TRANSPORTATION CUMULATIVE	\$8,000,000	\$4,169,698	0.0093
		\$90,610,735	\$42,921,941	0.0957

Home-Ruled Funds (Not Reviewed by DLGF)		
Fund Code	Fund Name	Adopted Budget
9500	Capital Grants Projects	\$103,705,850
9501	Federal Pass Through	\$3,400,000
9502	Income Tax Revenue Fund	\$69,173,690
9503	Income Tax Debt Service Fund	\$11,120,183
		\$187,399,723

Special Notes:

The proposed tax levies listed included in column 3 include a special tax levy under IC 36-9-4-49 in the amount of \$14,800,000. Said proposed special tax for 2022 will be in addition to the Maximum Levy set under IC 6-1.1-18.5-1.

ORDINANCE OR RESOLUTION FOR APPROPRIATIONS AND TAX RATES

State Form 55865 (7-15)
Approved by the State Board of Accounts, 2015
Prescribed by the Department of Local Government Finance

Budget Form No. 4
Generated 8/20/2021 1:48:47 PM

Name		Signature
Greg Hahn, Chair	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Adairius Gardner, Vice-Chair	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Mark Fisher, Secretary	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Richard Wilson, Treasurer	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Lacy Johnson	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Pat Rios	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Lise Pace	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	

ATTEST

Name	Title	Signature
Jill D. Russell	Secretary/General Counsel	

In accordance with IC 6-1.1-17-16(k), we state our intent to issue debt after December 1 and before January 1

Yes ☐ No ☒

In accordance with IC 6-1.1-17-16(k), we state our intent to file a shortfall appeal after December 1 and before December 31

Yes ☐ No ☒

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors

THROUGH: President/CEO Inez P. Evans

FROM: Senior Director of Mobility Solutions Michael Roth

SUBJECT: Consideration and Approval of New Mobility Advisory Committee (MAC) Committee Member

ACTION ITEM A – 3

RECOMMENDATION:

Approval of the nominee recommended for membership to the Mobility Advisory Committee.

BACKGROUND:

The bylaws of the Mobility Advisory Committee (MAC) require staggering the member's terms to assure continuity in representation and new membership. There is currently one (1) open position on the MAC. The IPTC Board of Directors recently approved changes to the bylaws, which increased the MAC membership from nine (9) members to eleven (11). This increase would only affect the representatives from the rider category. The MAC has approved one (1) member and seeks board approval for Justin Muller to fill the open position. The MAC submitted the nominations to the Service Committee on August 19, 2021, with a recommendation for approval by the IPTC Board of Directors.

DISCUSSION:

The attached biography represents the nominee recommended by the IPTC Service Committee for appointment to the MAC.

Justin Muller

Justin is currently a Proposal Development Director for Anthem. He has assisted in developing the Non-Emergency Medical Transportation (NEMT) for several Anthem Medicaid markets and will continue to take on such challenges in his current role. In his previous role, Justin supported a team responsible for exercising strategic oversight over NEMT in Medicaid and Medicare markers throughout the country, including Indiana.

Justin believes every individual should have access to reliable transportation as it is one of several significant factors driving healthcare outcomes.

ALTERNATIVES:

The Board could choose not to approve the appointment of Justin Muller.

FISCAL IMPACT:

No Fiscal Impact.

DBE/XBE DECLARATION:

No DBE/XBE Declaration.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on August 19, 2021 and will be placed on the Regular Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors

THROUGH: President/CEO Inez P. Evans

FROM: Vice President for Human Resources Jeff Brown

SUBJECT: Consideration and Approval to Negotiate a Contract with Marathon Health for On-Site Clinic and Wellness Program

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board of Directors authorize the President/CEO to negotiate with Marathon Health and if successful, enter into a three (3) year contract (with two (2) option years) with Marathon Health to manage the on-site clinic and wellness program utilized by represented and non-represented employees in the amount of \$3,638,219.00.

BACKGROUND:

IPTC takes a progressive approach to create a healthier workforce and as such provides a comprehensive benefits package to our workforce. IPTC realizes the importance of health and wellness of our work population and the operational and financial impact health and wellness has on our organization as a whole. Moreover, IPTC wants its employees to lead balanced lives and commit to developing lifelong habits of wellness, and therefore, promoting health and reducing healthcare costs is a priority. On-site health and wellness clinics help control today's healthcare costs. On-site clinics provide preventive care and treatment to employees, thus increasing their attendance at work. And on-site clinics are particularly beneficial for decreasing the number of off-site, health-related, patient care visits.

At present, IPTC maintains an on-site health and wellness clinic that is owned and operated by a third-party contractor Everside Health (formerly the Activate Health), which is set to expire in March 2022. The clinic is currently staffed with a part-time primary care physician who is also a certified Commercial Driver's License ("CDL") medical examiner, a full-time nurse practitioner and medical assistant. All employees and dependents of employees who are covered under the group health insurance provided by IPTC have access to the clinic for primary care/immediate and urgent care. In addition to the on-site clinic, IPTC enhanced the wellness program model, which is managed by the on-site clinic third party contractor and available to all IPTC employees. The goal of the wellness program is to improve awareness of healthy living and overall well-being of IPTC employees. The wellness program has been and continues to be collectively negotiated with Amalgamated Transit Union ("ATU") Local 1070 and contains four (4) components and a premium reduction incentive based on quarterly participation. Even with the on-site clinic and wellness program, IPTC's healthcare costs are rising substantially. IPTC is self-insured, and therefore, claims are analyzed when renewing the health plan. IPTC's health benefits consultant has advised that costs will continue to increase unless changes occur, including wellness. To this end, IPTC released a Request for Proposal ("RFP") on March 30, 2021 seeking proposals to operate and manage an on-site health and wellness clinic available to all employees.

DISCUSSION:

The purpose of the RFP was to select a vendor that can satisfy IPTC's need for an onsite health and wellness clinic at IPTC's current headquarters located at 1501 W. Washington and its new East Campus located on the eastside of

Indianapolis. IPTC is seeking an onsite health and wellness clinic to provide health primary health care services and most importantly engage all full-time active employees in wellness activities. The goal of the wellness program is to ideally help improve employee health, proactively treat certain chronic health conditions, boost morale, reduce stress, create a culture of wellness, and mitigate higher claims. In releasing the RFP, IPTC changed the scope of the RFP to place greater importance and focus on improving wellness. IPTC also retained a consultant to assist with the RFP process and selection of a vendor. These measures were all designed to achieve savings by way of better wellness data moving forward.

IPTC received twelve (12) bids in response to the RFP, eleven (11) of which were deemed responsive and responsible. The Evaluation Committee was initially comprised of represented and non-represented employees, however, two of those members who were union members declined or withdrew from the committee. After the initial scoring by the Evaluation Committee, four (4) vendors were invited to participate in interviews. The interviews enabled the evaluation committee to learn more about each vendors' ability to present a service model to assist IPTC in controlling health care costs that currently aligns with the wellness program for the IPTC workforce, including the criteria for employees outlined in the collective bargaining agreement between IPTC and the ATU. The following are additional points during the interviews and review of proposals:

1. On-site clinical services offered that can meet the needs of IPTC employees.
2. Solutions to effectively manage or prevent moderate-to-high risk conditions and expertise to move IPTC forward to the next level by strengthening our wellness/compliancy programs for a higher return on investment ("ROI").
3. Ability to help IPTC become an employer of choice by providing employees with convenient and reliable care and wellness services, proactive strategy to maintain or improve their health and productivity with established goals and action plans, and to increase engagement.
4. Ability to provide services such as outreach programs, helping employee's schedule referral and wellness appointments with their primary care physician and/or specialist if necessary.

The interviews were scored based on the presentations, a best and final cost offer, experience, and quality of the firm, and overall approach to the scope of work. In addition, Union leadership was given the opportunity to meet with Marathon Health and ask questions about its proposal and qualifications. Based on all of these scoring factors, Marathon Health was identified as the successful vendor. Marathon Health stood out as the most experienced vendor that was able to meet the evaluation criteria and needs of the IPTC workforce, and a snapshot of those credentials is as follows:

- Will staff a forty (40) hour per week on-site primary care clinic at 1501 West Washington Street, and eventually at the East Campus.
- Provides seven locations across the Indianapolis – Marion County area with staggered hours to offer access in evenings and on weekends.
- Network will allow employers to provide an even greater set of access points for their employees, spouses, and dependents. This approach offers members convenient access to care, driving greater utilization among our populations and improving the overall effectiveness and cost-savings potential for employers.
- Will provide a 24/7 virtual care solution gives members convenient access to a care team at any time 365 days a year.
- Online patient portal includes access to health records including lab & screening results, visit summaries, immunization records wellness and incentive progress, appointment tracking, and prescription refills.
- Has a mobile application (available for both Apple and Android devices) that mirrors the web-based Patient Portal plus additional functions including: - Health reminders.
- Offered the lowest bid of all four of the vendors who were interviewed.

In summary, Marathon Health offered the best, most comprehensive, and cost-effective proposal that will provide the best overall value for the quality and level of services for IPTC employees and families. For these reasons, we recommend the Board authorize the President/CEO to negotiate with Marathon Health, and if successful, enter into a three (3) year contract (with two (2) option years) with Marathon Health to manage the on-site clinic and wellness program.

ALTERNATIVES:

The Board could choose not to award this contract to Marathon, Health, the recommended vendor, and direct the CEO to negotiate with another vendor.

FISCAL IMPACT:

The total cost of this procurement for the on-site clinic and wellness program is projected to be \$3,638,219.00, subject to increase or decrease based on future enrollments. Human Resources will work with Finance to manage the funding of this procurement with the existing budget for each year of the contract.

DBE/XBE DECLARATION:

This contract will be funded by the Operations budget, and therefore, it does not require an established Disadvantaged Business Enterprise Program (“DBE”) participation goal. Given the complexity and nature of this opportunity subcontracting possibilities were limited. It is our continued commitment to partner with certified “XBE” firms with the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration Division of Supplier Diversity when opportunities present themselves.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on August 19, 2021 and will be placed on the Regular Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors

THROUGH: President/CEO Inez P. Evans

FROM: Director of Procurement & Supply Chain Management Stacey Metz

SUBJECT: Consideration and Approval of Ratification of CY2022 Diesel Fuel Contract

ACTION ITEM A – 9

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize ratification of the contract with Co-Alliance for a minimum of 1,560,000 gallons of premium ultra-low sulfur diesel at a price of \$2.07 per gallon to be delivered over a twelve (12) month period January 1, 2022 through December 31, 2022.

BACKGROUND:

IPTC's annual fuel consumption is expected to be approximately 1,620,000 in the 2022 fiscal year. The contract will cover almost 96% of that consumption as a guarantee. IPTC established a list of qualified fuel suppliers that would be able to competitively bid on fuel contracts. Committing now to the fuel buy allows for a purchase of approximately 10-15 cents under current market value. As a historical picture, IPTC procured fuel in 2019 at \$2.0031, 2020 (during record COVID related lows) at \$1.59. The 2022 pricing of \$2.07 is less than seven cents over two-year old pricing.

Additionally, Co-Alliance has proven to be an excellent partner. Their contingency and emergency planning are stellar along with their communication and customer service.

This strategy meets FTA requirements for full and open competition.

DISCUSSION:

On August 2nd, 2021, Co-Alliance and CERES solutions were found to be responsive and responsible and were qualified as suppliers by IPTC for two year(s). On August 10th, 2021, IPTC sent an IFB to the qualified vendors, these bids were opened on August 20, 2021 and IPTC selected the lowest priced qualified bidder.

IPTC agreed to enter into an order commitment with Co-Alliance of 1,560,000 gallons of its diesel fuel consumption through December 31st, 2022 at a contracted price of \$2.07 per gallon. This requires IPTC to order a minimum of 130,000 gallons per month at this price. If IPTC, requires more fuel above 130,000 gallons in the month, IPTC will request the option to purchase additional diesel fuel at market rate from Co-Alliance and other qualified bidders.

ALTERNATIVES:

The IPTC Board of Directors could elect to not ratify this contract. However, the uncertainty of economic factors surrounding this volatile market could present in a new procurement. The current trends are moving rapidly and delaying further could impact the IPTC budget greatly. Additionally, a penalty could be incurred for exiting the contract.

FISCAL IMPACT:

The total cost of this procurement is \$3,229,200. The funding for this project will come out of the Operating Budget. This cost does come under budget expectations, of \$2.35 per gallon.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Finance Committee or Service Committee on August 19, 2021 and will be placed on the Regular Agenda.



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

Mobility Advisory Committee (MAC) Update – July 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Mobility Advisory Committee Chair Mandla Moyo
Date: August 26, 2021

Mobility Advisory Committee Update – July 2021

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

RECOMMENDATION: Receive the report

Mobility Advisory Committee (MAC)
Meeting Minutes
July 21, 2021
This Was a Public Meeting Due to Covid-19

Attendees

Greg Meyer- MAC
Mandla Moyo- MAC
Erin Hardwick- MAC
Eric Schlegel- MAC
Cori Wills- MAC
Bernie Wilmer- MAC
Linda Gosnell- MAC
Eddie Richenbach- MAC
Leslie Dailey- MAC
Mark Early- MAC
L. Higgins- Visitor

Mike Roth- IndyGo
Teresa Franklin- IndyGo
Ryan Wilhite- IndyGo
Myisha Foster- IndyGo
Roscoe Brown- Visitor
Melissa Burgess- Visitor
Ryan Malone- Visitor
Justin Miller- Visitor
Varunbather- Visitor
Tara Lanigan-Guest Speaker

Welcome and Introduction:

- **Manger of Mobility Solutions, Teresa Franklin** Took the attendance of the MAC members

Motions made and Approvals

- **Meeting Agenda** – presented to MAC for approval, Approved.
- **Minutes from July 21, 2021** meeting presented to MAC for approval, Approved.
- **Motion for Cori Wills Second Term**
- **All Voted yes to Cori Wills second Term**
- **Motion for acceptance for Justin Millers membership**
- **All voted yes to Justin Millers employment**

Discussion Items:

Mandla Moyo/ MAC Chair

- **Introduction/ Acceptance of application for Justin Miller**
- **Justin Miller will be taking over Bernie Wilmer's position**
- **Justin Miller introduction**
- **Motion for acceptance for Justin Millers membership**
- **Vote to add Justin Miller to MAC as an employer representative**
- **All voted yes to Justin Millers employment**
- **Linda Gosnell will be ending her MAC membership**
- **Motion for Cori Wills Second Term**
- **Vote to accept Cori Wills Second Term**
- **All Voted yes to Cori Wills second Term**
- **August 12th is the public hearing for the budget**
- **September the board will vote and then go through the council process thereafter**

Tara Lanigan/ Policy Team for May Mobility

- May Mobility is a Self-driving shuttle
- Shuttles are in Downtown Indianapolis Area
- Also provided wheelchair accessibility
- May Mobility develops and deploys self-driving technology to support cities with their transportation goals
- Technology is built by May Mobility themselves
- Polaris Gem and Lexus RX450 platforms on the road currently
- Program was launched last month in May
- Partnership with Toyota mobility foundation, VSN, and IndyGo
- Operation hours M-F 7am-7pm until end of November
- A wheelchair option is also available
- Wheelchair accessible vehicles have all the necessary features along with a passenger's seat in the front Passengers side
- Connects IUPUI with the Red line connection
- Website: [HOME - May Mobility](#)
- This service is Free to use
- Get on & Get off
- Use map to find a route
- Second pilot Downtown Fishers, In by 2022
- Tara.lanigan@maymobility.com

Mike Roth/ Senior Director of Mobility Solutions

- OTP is currently poor
- We are working with Transdev to improve service
- Staffing continues to be a problem
- Not enough operators
- Shortage of driver causes rider trips to be late, increases on board time for rider, and caused late for pickup for riders
- Wage increase has been implemented in hopes of creating driver retention
- Unemployment checks are causing people to stay home
- The service industry continues to suffer due to the pandemic
- Mobility Service team is doing everything possible to create better results while assisting Transdev
- We are in the process of finding a new paratransit provider; in which a board meeting will be held 7-26-2021 to select a provider.
- Roscoe Brown promises to meet service expectations at Transdev's best ability
- Transdev is currently short 22 drivers
- Transdev is currently updating Recruitment material to reflect the new wage adjustments
- All Hourly employees have received the updated wage increase
- Transdev experienced an IT issue where they lost remote application due to a cyber-attack that occurred 7-2-2021
- This impacted service by corrupting 22 computers and the phone lines
- Some Transdev Staff was moved to 1501 W. Washington St. for an emergency/remote call center and operation was able to continue

Ryan Wilhite/ Manager of Special Project & Regional Mobility Integration

- Beyond ADA Task force- discussed
- Draft Policy was discussed with the task force for the ADA service
- Draft policy can be seen on IndyGo website under the beyond ADA
- Public comment form can be found here also if you have any questions or comments
- Board meeting will be held in August where public comment questions/ forms will be discussed

- Adoption of policy will be discussed September 23rd
- Jan 1, 2023 Beyond ADA Policy is projected to be in place
- Discussed improvements such as how-to designing service beyond ADA

Teresa Franklin/ Manager of Mobility Services

- TNC- Taxi Network Company discussed
- We added Uzurv and zTrip as TNC's
- Uzurv is struggling to find drivers at the current moment
- They have 55 Approved drivers that have had drug and alcohol test
- Only 33 of these approved drivers have completed trips
- July, we had 24 drivers that have transported riders
- These drivers determine their day and don't have to accept trip(s)
- When Uzurv doesn't accept a trip; trip(s) automatically moves back to Transdev
- This prevents riders from becoming stranded
- zTrip is the other TNC provider, and they have more drivers due to being in the Indianapolis market longer
- zTrip is currently not merged with our software, so when they deny a trip Mobility Solutions can't see trip(s)
- We have had riders stranded due to this system
- zTrip handles more trips than Uzurv currently
- zTrip Subscription riders that have assigned drivers has had great reviews
- We have analyzed that the shorter a trip is the less the TNC's like it because it's less pay for the driver(s)
- Longer trips across town are more desirable for the TNC drivers instead of using Transdev
- If Uzurv doesn't catch in the systems API no one knows until it's too late
- We're getting trips resolved with our system provider to fix any API issues
- If riders needs to book a trip with Uzurv rider must contact IndyGo customer service @ 317-635-3344
- Any programs that IndyGo offers please reach out to 317-635-3344 if you have any furthers questions
- zTrip accepts Purple ticket and Cash only
- Uzurv accepts Balance or Ticket only
- To place balance onto your account please contact IndyGo Customer Service at 317-635-3344
- Balance will not deduct until you take a trip, not when trips are canceled. Only when a trip is taken
- Self-Service App has launched
- Any Open-Door rider can participate
- If anyone wants to enroll please reach out to the Mobilities service department where we will enroll riders
- Rider will need to provide an email address to Mobilities Service to participate in the mobile application on smart phones
- Riders can schedule trips; trips can be canceled up to 90 minutes in advance
- Keep in mind when booking a trip & the time selected can't be offered on the app "+ or -"the 60 minutes window rider will be referred to Transdev's booking department
- App Can be downloaded on IOS or Droid located under "IndyGo Mobility"

Open Door Month End Report May 2021

Day	Trip Date	Total Trips Request	Total Trips Completed	No Shows	Missed Trips	Total Trips Attempted	Trips Over 2 Hr	Ridership	Total Cancels	Total Denials	Total Denials%	On Time Trips	On Time %	Trips per Hour	Drop Off OTP
Saturday	5/1/2021	199	198	10	1	208	0	212	1	0	0	101	74%	1.73	98%
Sunday	5/2/2021	121	112	5	9	117	3	125	9	0	0	47	60%	1.70	76%
Monday	5/3/2021	483	475	22	8	497	12	483	8	0	0	161	54%	1.85	88%
Tuesday	5/4/2021	518	508	22	10	530	8	521	10	2	0	219	69%	1.84	90%
Wednesday	5/5/2021	567	544	17	23	561	10	552	23	2	0	176	54%	1.88	78%
Thursday	5/6/2021	512	491	8	21	499	5	511	21	0	0	189	62%	1.96	88%
Friday	5/7/2021	507	503	14	4	517	11	530	4	0	0	218	71%	1.90	94%
Saturday	5/8/2021	187	180	6	7	186	4	206	7	1	0	83	69%	1.75	93%
Sunday	5/9/2021	106	105	5	1	110	9	120	1	0	0	37	56%	1.77	82%
Monday	5/10/2021	490	482	18	8	500	13	491	8	2	0	190	67%	1.88	89%
Tuesday	5/11/2021	510	501	23	9	524	13	511	9	1	0	212	68%	1.81	91%
Wednesday	5/12/2021	543	506	29	37	535	11	533	37	1	0	173	57%	1.88	79%
Thursday	5/13/2021	516	516	16	0	532	7	533	0	0	0	241	74%	1.90	88%
Friday	5/14/2021	476	469	18	7	487	4	488	7	0	0	213	77%	1.82	96%
Saturday	5/15/2021	197	197	11	7	208	0	219	7	0	0	95	70%	1.74	84%
Sunday	5/16/2021	87	85	8	2	93	0	95	2	0	0	35	65%	1.72	87%
Monday	5/17/2021	467	464	15	3	479	1	481	3	0	0	197	70%	1.91	85%
Tuesday	5/18/2021	488	485	14	3	499	16	496	3	2	0	187	62%	1.78	78%
Wednesday	5/19/2021	530	518	24	12	542	11	530	12	0	0	128	42%	1.78	63%
Thursday	5/20/2021	513	496	20	17	516	8	518	17	0	0	146	47%	1.81	80%
Friday	5/21/2021	473	463	21	10	484	6	481	10	1	0	143	51%	1.81	82%
Saturday	5/22/2021	199	185	10	0	195	0	202	14	0	0	96	77%	1.64	87%
Sunday	5/23/2021	382	103	6	6	109	0	115	279	0	0	47	68%	1.64	79%
Monday	5/24/2021	499	497	15	2	512	6	512	2	0	0	173	59%	1.87	89%
Tuesday	5/25/2021	515	512	17	3	529	11	537	3	1	0	232	73%	1.92	85%
Wednesday	5/26/2021	541	534	18	7	552	19	546	7	0	0	180	55%	1.80	84%
Thursday	5/27/2021	521	519	17	2	536	8	540	2	0	0	197	61%	1.83	83%
Friday	5/28/2021	464	461	15	3	476	5	473	3	2	0	194	69%	1.79	92%
Saturday	5/29/2021	166	162	16	4	178	1	168	4	0	0	70	76%	1.39	97%
Sunday	5/30/2021	106	103	6	3	109	2	116	3	2	0	37	55%	1.59	100%
Monday	5/31/2021	156	143	12	1	155	1	154	1	2	0	74	80%	1.36	96%
SUMMARY		11,883	11,374	446	229	11,820	250	11,845	516	17	0	4,417	63.75%	1.81	35

Open Door Month End Report June 2021

Day	Trip Date	Total Trips Request	Total Trips Completed	No Shows	Missed Trips	Total Trips Attempted	Trips Over 2 Hr	Ridership	Total Cancels	Total Denials	Total Denials%	On Time Trips	On Time %	Trips per Hour	Drop Off OTP
Tuesday	6/1/2021	479	478	20	1	498	7	487	1	1	0	171	58%	1.81	87%
Wednesday	6/2/2021	531	524	5	7	529	18	541	7	1	0	176	56%	1.92	86%
Thursday	6/3/2021	495	452	15	43	467	18	471	43	1	0	130	47%	1.80	73%
Friday	6/4/2021	491	475	36	16	511	29	493	16	0	0	169	59%	1.70	94%
Saturday	6/5/2021	186	180	22	6	202	0	205	6	1	0	58	48%	1.77	71%
Sunday	6/6/2021	134	115	3	19	118	0	123	19	1	0	37	46%	1.63	85%
Monday	6/7/2021	493	486	23	7	509	11	508	7	0	0	216	73%	1.82	91%
Tuesday	6/8/2021	510	509	16	1	525	0	525	1	0	0	253	81%	1.82	94%
Wednesday	6/9/2021	556	544	11	12	555	13	562	12	0	0	214	63%	1.94	86%
Thursday	6/10/2021	508	482	16	26	498	11	511	26	0	0	185	60%	1.90	84%
Friday	6/11/2021	461	456	19	5	475	10	472	5	1	0	178	65%	1.87	90%
Saturday	6/12/2021	191	191	9	0	200	1	211	0	3	0	84	64%	1.59	90%
Sunday	6/13/2021	136	107	8	29	115	0	128	29	1	0	38	54%	1.89	57%
Monday	6/14/2021	545	498	14	47	512	28	518	47	2	0	127	46%	1.96	77%
Tuesday	6/15/2021	488	473	17	15	490	15	483	15	0	0	184	65%	1.86	68%
Wednesday	6/16/2021	515	512	19	3	531	7	531	3	0	0	218	69%	1.84	82%
Thursday	6/17/2021	488	485	25	3	510	12	500	3	0	0	214	72%	1.80	87%
Friday	6/18/2021	420	414	9	6	423	10	424	6	1	0	177	71%	1.84	97%
Saturday	6/19/2021	164	163	11	1	174	0	170	1	1	0	64	61%	1.54	91%
Sunday	6/20/2021	120	115	13	5	128	0	133	5	1	0	57	77%	1.81	73%
Monday	6/21/2021	474	428	37	46	465	18	439	46	6	0	119	45%	1.93	61%
Tuesday	6/22/2021	498	478	13	20	491	14	492	20	1	0	169	58%	1.84	78%
Wednesday	6/23/2021	495	479	29	16	508	13	505	16	2	0	198	62%	1.84	79%
Thursday	6/24/2021	464	446	21	18	467	2	467	18	0	0	188	67%	1.86	81%
Friday	6/25/2021	479	477	23	2	500	5	498	2	1	0	228	77%	1.82	90%
Saturday	6/26/2021	183	181	10	2	191	0	203	2	0	0	69	57%	1.68	93%
Sunday	6/27/2021	126	125	3	1	128	0	139	1	1	0	60	78%	1.73	100%
Monday	6/28/2021	524	505	22	19	527	8	520	19	0	0	228	75%	1.87	86%
Tuesday	6/29/2021	501	500	14	1	514	0	521	1	1	0	248	79%	1.87	86%
Wednesday	6/30/2021	507	499	31	8	530	5	517	8	0	0	219	70%	1.75	81%
SUMMARY		12,162	11,777	514	385	12,291	255	12,297	385	27	0	4,676	63.47%	1.83	84%

Information Update – July 2021 Financials Summary

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Finance/CFO Bart Brown and Deputy CFO Hardi Shah
Date: August 11, 2021

JULY 2021 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget by \$195,785 (21%) for the month and by \$1,092,847 (16.7%) year to date. Preventative maintenance draws continue to drive higher than budgeted revenue due to higher PM eligible expenditures.
- Other Operating revenue category is over budget by \$236,090 (394%) and year to date, this revenue is over budget by \$277,894 (60%). IndyGo recorded insurance proceeds for about \$84,000 & also received \$60,000 in revenue from the Indianapolis Public Transportation Foundation (IPTF) (from the donations received from partner agencies such as AARP, Indy Gateway, CIRTa, IAA and City of Plainfield EID related to the Bus Stop Improvement Projects).
- The passengers service revenue is under budget by \$46,889 (-9%) and \$713,987 (-20%) year to date. Fare revenues continue to fluctuate month over month. Notably, July month recorded higher revenue than the months of May & June.
- Year to date, we have fully drawn the State of Indiana Public Mass Transit Funds (PMTF).
- The regularly received our scheduled monthly receipt of Local Income Tax (LIT). Year to date, we are over budget by \$4,915,445 (22%) due to supplemental distribution received in May 2021.
- The property tax revenue is on budget for the month and \$2,476,081 (11.7%) over budget due to higher than budgeted June property tax settlement distributions.
- Service Reimbursement Program revenue is \$20,524 (59%) over budget for the month due to higher taxi vouchers reimbursements and \$120,991 (49.9%) over budget year to date.

The Total Revenue for the agency is under budget by \$397,355 (-4.6%) for the month and over budget by \$12,183,571 (20.3%) year to date.

Expenditures

I) Personnel Services

- Fringe benefits are under budget for the month by \$689,935 (-36%) and \$1,517,014 (-13%) year to date. Healthcare expenses are showing fluctuations month over month based on the medical claims experience. For the past three months, the medical costs seem to have stabilized.
- Overtime expenses are over budget by \$158,716 (59%) and by \$728,943 (45%) 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 \$883,873 (-19.2%) and \$3,343,409 (-12%) year to date.

The Personnel Services category is under budget by \$1,415,091 (-21%) and by \$4,131,480 (-10%) year to date.

II) Other Services and Charges

- Claims were over budget by \$4,165 (1.4%). Year to date, it is under budget by \$291,232 (-14.1%).
- Miscellaneous Expense category is under budget for the month by \$59,353 (-40%) and by \$757,165 (-74%) 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 \$250,624 (-25%) due to decreased ridership. Year to date, this expense is under budget by \$2,139,943 (-30%).
- For the month the "Services" expense category is under budget by \$433,692 (-32.5%) and \$1,702,021 (-16.7%) year to date.
- Utilities expenses are under budget for the month by \$40,590 (-26.5%). Year to date, it is slightly over budget by \$2,940 (<1%).

Overall, the Other Services & Charges category is under budget by \$780,094 (-26.7%) and by \$4,887,421 (-22.9%) year to date.

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$239,610 (-47.7%) for the month. Year to date also, this category is under budget by \$1,718,399 (-48.9%). This is partially due to the less fuel consumption and carry over impact of a Fuel PO from 2020.
- The maintenance materials category is under budget by \$9,448 (1.9%) and under budget by \$289,511 (-8.4%) year to date.
- The other materials and supplies category is under budget by \$42,285 (-46%) for the month and \$291,101(-46%) year to date.

- For the month, the “Tires & Tubes” category is under budget by \$26,588 (-38.3%) and by \$149,433 (-30.8%) year to date.

For the month, the Total Materials and Supplies category is under budget by \$317,933 (-27%). Year to date also, this category is under budget by \$2,448,445 (-30.2%).

Overall, the expenditures came under budget by \$2,513,119 (-23.2%) and by \$11,467,347 (-16%) year to date. Budgets related to the encumbrances are spread out throughout the rest of the year.

Expense Tracking - COVID19

CARES Act grant allows IndyGo to draw the funds against the eligible expenditures which comprises the operating expenses necessary to operate, maintain, and manage a public transportation system including costs related to personal protective equipment and cleaning supplies that occur on or after January 20, 2020. As the pandemic continues to hover around, our current and future revenues are going to be deeply affected. In light of that situation, Finance team is tracking the federal revenue from the CARES Act, implementing strategies to make sure that fund balances reserves are preserved and help offset declines in the future revenue to some extent.

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

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


COVID Related Expenses	PPEs, cleaning/Sanitization Exps	COVID Leave Exps	Total
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
July 2021	71,569	0	71,569
Total	4,927,665	1,529,229	6,456,894

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/CFO Bart Brown and Deputy CFO Hardi Shah (Finance)

	Indianapolis Public Transportation Corporation								3/2021 11:03 AM
	Budget to Actuals (Comparative Statement) - IndyGo								Period Selected: 7
	For the Seven Months Ending Saturday, July 31, 2021								
	Current Month				YTD				
			Budget	Budget			Budget	Budget	PRIOR
			Variance	Variance			Variance	Variance	YTD
	Actual	Budget	\$	%	Actual	Budget	\$	%	Actual
Operating Revenue									
Federal Assistance	1,129,808.00	934,023.00	195,785.00	20.96	7,630,998.60	6,538,151.00	1,092,847.60	16.71	8,566,807.77
Other Operating Income	295,863.47	59,773.00	236,090.47	394.98	696,303.70	418,410.00	277,893.70	66.42	402,131.91
Passenger Service Revenue	459,885.27	506,774.00	(46,888.73)	(9.25)	2,918,250.84	3,632,238.00	(713,987.16)	(19.66)	3,362,760.11
PMTF Revenue		802,860.00	(802,860.00)	(100.00)	9,634,315.00	5,620,015.00	4,014,300.00	71.43	11,107,800.00
Local Property & Excise Tax Revenue	3,005,797.00	3,005,803.00	(6.00)	(0.00)	23,516,696.34	21,040,615.00	2,476,081.34	11.77	20,687,846.96
Local Transit Income Tax Revenue	3,225,979.00	3,225,979.00		0.00	27,497,297.80	22,581,853.00	4,915,444.80	21.77	23,397,752.00
Service Reimbursement Program	55,107.38	34,583.00	20,524.38	59.35	363,075.93	242,085.00	120,990.93	49.98	230,581.00
Total Operating Revenues	8,172,440.12	8,569,795.00	(397,354.88)	(4.64)	72,256,938.21	60,073,367.00	12,183,571.21	20.28	67,755,679.75
Operating Expenses									
Personal Services									
Fringe Benefits	1,197,861.06	1,887,796.64	(689,935.58)	(36.55)	10,090,854.23	11,607,868.93	(1,517,014.70)	(13.07)	10,001,364.58
Overtime	429,404.67	270,688.05	158,716.62	58.63	2,353,071.72	1,624,128.35	728,943.37	44.88	2,659,397.61
Salary	3,719,272.47	4,603,145.29	(883,872.82)	(19.20)	24,275,462.97	27,618,871.88	(3,343,408.91)	(12.11)	25,826,082.57
Total Wages and Benefits	5,346,538.20	6,761,629.98	(1,415,091.78)	(20.93)	36,719,388.92	40,850,869.16	(4,131,480.24)	(10.11)	38,486,844.76
Other Services & Charges									
Claims	299,271.69	295,106.26	4,165.43	1.41	1,774,512.04	2,065,743.82	(291,231.78)	(14.10)	1,854,327.51
Miscellaneous Expenses	86,968.00	146,320.22	(59,352.22)	(40.56)	271,575.97	1,028,741.54	(757,165.57)	(73.60)	289,141.38
Purchased Transportation	739,233.22	989,857.72	(250,624.50)	(25.32)	4,789,061.17	6,929,004.04	(2,139,942.87)	(30.88)	5,955,172.44
Services	900,823.78	1,334,516.00	(433,692.22)	(32.50)	8,460,250.63	10,162,272.00	(1,702,021.37)	(16.75)	7,134,281.98
Total Utilities	112,742.75	153,333.33	(40,590.58)	(26.47)	1,076,273.64	1,073,333.31	2,940.33	0.27	923,592.85
Total Other Services & Charges	2,139,039.44	2,919,133.53	(780,094.09)	(26.72)	16,371,673.45	21,259,094.71	(4,887,421.26)	(22.99)	16,156,516.16
Materials & Supplies									
Fuel & Lubricants	262,113.12	501,723.94	(239,610.82)	(47.76)	1,793,668.42	3,512,067.58	(1,718,399.16)	(48.93)	2,179,026.90
Maintenance Materials	484,139.29	493,587.76	(9,448.47)	(1.91)	3,165,602.43	3,455,114.32	(289,511.89)	(8.38)	2,995,856.53
Other Materials & Supplies	48,314.97	90,600.25	(42,285.28)	(46.67)	343,925.62	635,026.75	(291,101.13)	(45.84)	865,690.66
Tires & Tubes	42,754.72	69,343.66	(26,588.94)	(38.34)	335,972.26	485,405.62	(149,433.36)	(30.79)	263,447.98
Total Materials & Supplies	837,322.10	1,155,255.61	(317,933.51)	(27.52)	5,639,168.73	8,087,614.27	(2,448,445.54)	(30.27)	6,304,022.07
Total Operating Expenses	8,322,899.74	10,836,019.12	(2,513,119.38)	(23.19)	58,730,231.10	70,197,578.14	(11,467,347.04)	(16.34)	60,947,382.99
OPERATING INCOME/(LOSS)	(150,459.62)	(2,266,224.12)	2,115,764.50		13,526,707.11	(10,124,211.14)	23,650,918.25		
GAIN/LOSS ON ASSET DISPOSAL	(1,217.00)		(1,217.00)	0.00	147,943.09		147,943.09	0.00	57,134.08
NET INCOME/(LOSS)	(149,242.62)	(2,266,224.12)	2,116,981.50	(93.41)	13,378,764.02	(10,124,211.14)	23,502,975.16	(232.15)	6,751,162.16

Procurement Activity Report

Past 30 days (actual)- July 2021

Released New Opportunity	<ul style="list-style-type: none"> - UV Lighting - CY2022 Diesel Fuel RFQ - Bus Stops 2.0 - East Campus Building A Construction - Facilities Van
Received Bids	<ul style="list-style-type: none"> - Property Manager - Facilities Van
Awarded	<ul style="list-style-type: none"> - Mobility Solutions and Care Center Construction - Property Manager - Paratransit Operations - Microtransit Pilot - Facilities Van
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Maas SME - Purple Line Survey - Towing Services - Facilities Van
Renewal	<ul style="list-style-type: none"> - HVAC Services

Current Month (expected)- August 2021

Release/ New Opportunity	<ul style="list-style-type: none"> - Independent Audit Services - Landscaping Services - Electric Gate Services - Overhead Door Repair Services - CY2022 Diesel Fuel IFB - HVAC Services - 60 Ft. Electric Bus - East Campus- New Furniture - Misc- Recycling Services
Received Bids	<ul style="list-style-type: none"> - UV Lighting - Electric Gate Services - Overhead Door Repair Services - CY2022 Diesel Fuel – RFQ - CY2022 Diesel Fuel- IFB - Bus Stops 2.0 - Misc- Recycling Services
Awarded	<ul style="list-style-type: none"> - Electric Gate Services - Overhead Door Repair Services - CY2022 Diesel Fuel- IFB - Clinic - East Campus Building A Construction - Misc.- Recycling Services
Contracted/Kickoff	<ul style="list-style-type: none"> - Mobility Solutions and Care Center Construction - Property Manager - Paratransit Operations - Microtransit Pilot - CY2022 Diesel Fuel- IFB - Misc- Recycling Services - East Campus Building A Construction
Renewal	<ul style="list-style-type: none"> - Transit Advertising
Task Orders	<ul style="list-style-type: none"> - Solar Panel Design - On-Call Construction Engineering TO#2

Future 30 days (planned)- September 2021

Release/ New Opportunity	<ul style="list-style-type: none"> - On-Call Catering - Pest Control - East Campus- Owners Rep
Received Bids	<ul style="list-style-type: none"> - Landscaping Services - HVAC Services - East Campus- New Furniture - Independent Audit Services
Awarded	<ul style="list-style-type: none"> - UV Lighting - Landscaping Services - Printer/Copier Amendment
Contracted/ Kickoffs	<ul style="list-style-type: none"> - Clinic - Electric Gate Services - Overhead Door Repair Services
Closeout	<ul style="list-style-type: none"> - Paratransit Operations

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	1,657,749	685,129
BRT and On-Street Infrastructure	Super Stops	1,548,998	157,041	1,706,040	256,310	1,449,730
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	37,811,110	24,382,008
BRT and On-Street Infrastructure	Red Line	0	16,054,177	16,054,177	16,493,201	(439,025)
BRT and On-Street Infrastructure	Red Line - Route Extensions	0	0	0	296,859	(296,859)
BRT and On-Street Infrastructure	Transit Signal Priority Installation	1,520,000	0	1,520,000	46,244	1,473,756
BRT and On-Street Infrastructure	Rural St Underpass Clearance Modification	0	105,016	105,016	23,069	81,947
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	3,481,291	3,642,907
BRT and On-Street Infrastructure	BRT Program Management	0	90,000	90,000	792,148	(702,148)
BRT and On-Street Infrastructure Total		52,033,998	45,608,895	97,642,893	60,865,449	36,777,445
Facilities	Bus Charging Infrastructure in Garage	0	412,487	412,487	684,663	(272,176)
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	45,754	584,246
Facilities	Training/Contingency Facility Construction	0	69,869	69,869	1,630	68,239
Facilities	Additional Facilities - E. Campus Design/Construction	0	0	0	1,879,480	(1,879,480)
Facilities	Additional Facilities - Michigan Ave. Design/Construction	0	0	0	3,412,363	(3,412,363)
Facilities	Additional Facilities - North College Design/Construction	0	0	0	159,130	(159,130)
Facilities	Additional Facilities - S. Madison Ave. Design/Construction	0	1,600,000	1,600,000	1,641,595	(41,595)
Facilities	In Route Charging	0	0	0	68,804	(68,804)
Facilities	Additional Facilities - Miscellaneous	0	0	0	97,020	(97,020)
Facilities Total		3,985,000	2,151,179	6,136,179	8,059,263	(1,923,084)
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	1,850,309	(630,309)
Safety/Security	Mobile Command Center	0	0	0	6,602	(6,602)
Safety/Security Total		220,000	1,000,000	1,220,000	2,100,201	(880,201)

Capital Plan Group	Capital Plan Project	2021 Budget	2020 Budget Carried into 2021	Total 2021 Appropriation	YTD Expenses and Encumbrances	Remaining 2021 Appropriation
Fleet	Support Vehicle Replacement	0	0	0	123,534	(123,534)
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	1,636,993	1,344,255
Fleet	Fixed Route Bus Replacement	22,500,000	21,843,447	44,343,447	19,934,999	24,408,448
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	78,922	221,078
Fleet	Driver Partitions	0	151,541	151,541	0	151,541
Fleet Total		24,645,306	23,751,991	48,397,297	21,908,849	26,488,447
IT/Finance	ERP	800,000	0	800,000	1,055,996	(255,996)
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	563,018	(4,283)
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)
IT/Finance Total		1,975,000	1,662,474	3,637,474	2,498,338	1,139,136
Public Affairs	Public Affairs Intranet	0	140,080	140,080	0	140,080
Public Affairs	Mobility Concierge	392,375	0	392,375	260,000	132,375
Public Affairs Total		392,375	140,080	532,455	260,000	272,455
Miscellaneous & Unbudgeted	Miscellaneous Capital Purchase	0	0	0	1,963,409	(1,963,409)
Miscellaneous & Unbudgeted Total		0	0	0	1,963,409	(1,963,409)
Grand Total		83,251,679	74,314,619	157,566,298	97,655,508	59,910,789

Budget Savings and Unbudgeted Expenses

* Anticipated budget savings	8,480,000
Unbudgeted expenses	(10,664,603)
Surplus/(Shortfall)	(2,184,603)

ADA Paratransit Next Steps: Beyond ADA Update

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
Date: August 19, 2021

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 American with Disabilities Act (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-required area and to return with recommended service policies (e.g. hours of operation) for the board to adopt for the area outside the required ADA area.

UPDATE:

Due to COVID concerns, the scheduled taping of the panel discussion has been delayed. IndyGo staff are working through options on the panel discussion. The draft policy and public comment form are currently available on the IndyGo website.

Included in the packet is a draft of the action item and resolution that will be included in the September board meeting packet for the IPTC Board of Director's review and consideration for action. Highlights of the draft Beyond the ADA Policy include:

- Implementation date of January 1, 2023
- Those currently in the ADA area on October 31, 2022 will be grandfathered until:
 - o They move from their current location; or
 - o January 1, 2025; or
 - o Their certification expires.
- One-way fare is four times the base fare. Current base fare is \$1.75; therefore, each one-way trip would be \$7.00.
- Service hours would end at 10 pm on Monday thru Saturdays and 8 pm on Sundays and observed holidays.
- No trip prioritization.
- Pilot same-day service for the non-ADA area, with fares at \$10.00 per trip.

In early September, the public comment period will end. The anticipated board adoption date is at the Board of Director's September 23, 2021 meeting.

RECOMMENDATION:

Receive the update.

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

*IndyGo*SM

BEYOND THE ADA DRAFT POLICY





Ryan Wilhite

Manager of Special Projects and
Regional Mobility Integration

- Project Team:
 - Mike Roth
 - Lesley Gordon
 - Jordan Patterson
 - Matti McCormick
 - Teresa Franklin
 - Brooke Thomas
 - Latosha Higgins
 - Sean Wooding

How we got here



2018

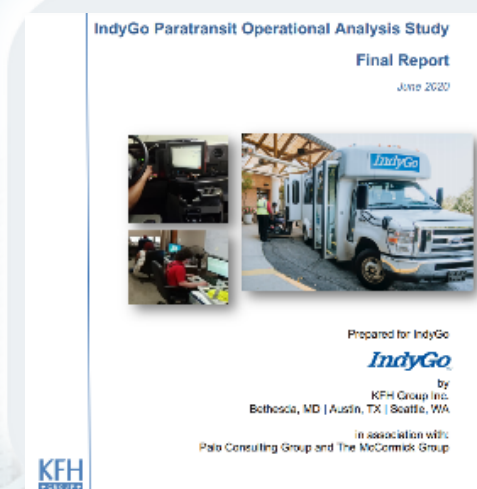
Paratransit performance declines significantly, particularly on-time performance

Photo: WTHR



2018-2020

IndyGo staff work to resolve issues; issue RFP for POA; KFH Group hired to understand problems and provide solutions



July 2020

Board of Directors permitted staff to continue community meetings regarding the non-ADA service area



March 2021-April 2021

Community meetings held to gather input on new non-ADA service area

IndyGo

Who we involved

Task Force Members

- Mobility Advisory Committee
- Mayor's Advisory Council on Disability
- Indiana Disability Rights
- Bosma Enterprises
- Goodwill Industries
- Noble of Indiana
- Outside the Box
- CICOA
- DaVita Dialysis
- AccessAbility

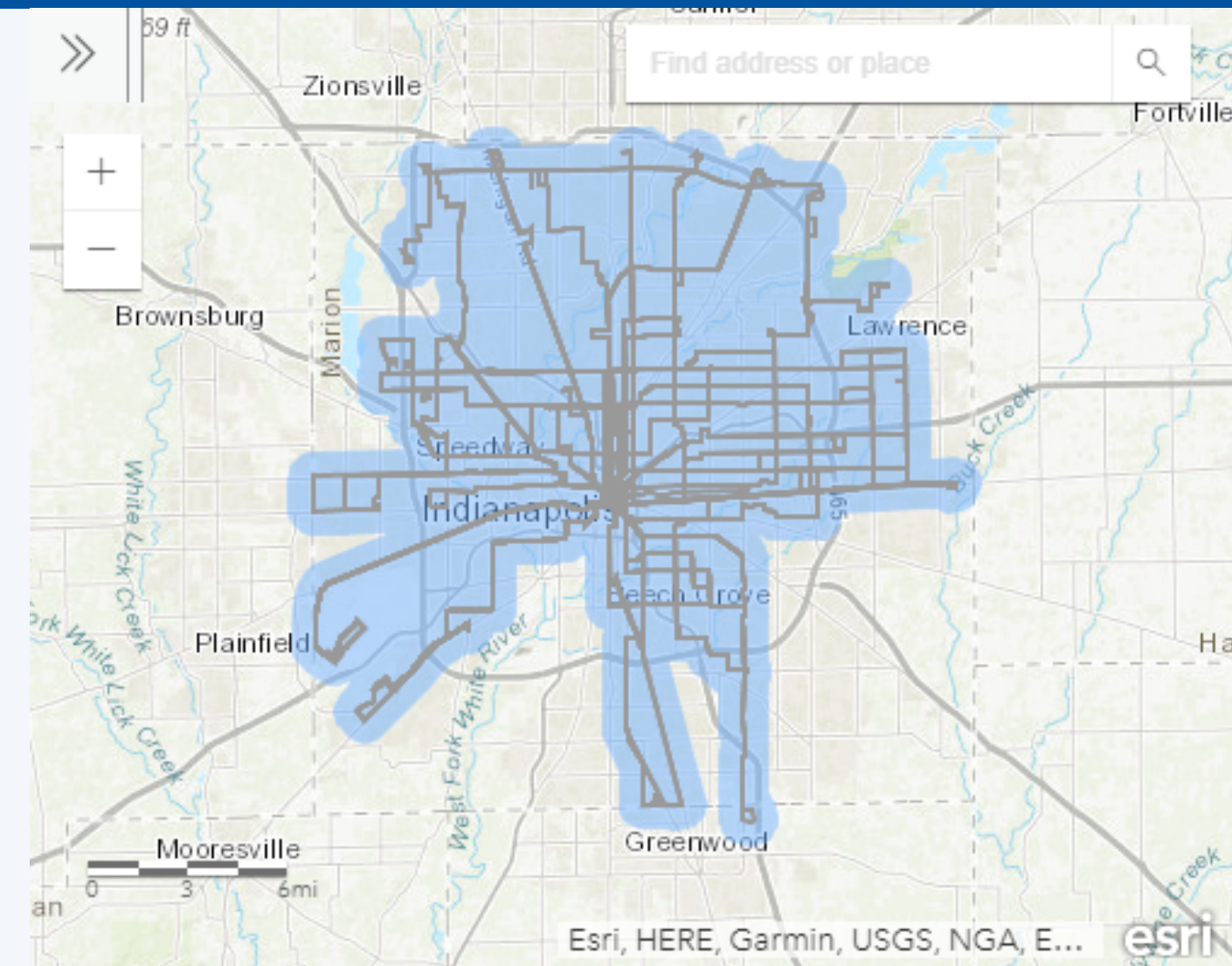
How we informed/gathered

- Twelve scheduled community meetings
- Communicated via email, phone, letters (non-ADA), webpage, social media, television ads
- Webpage created
- Updates to Task Force, MAC

What we heard...

...from the meetings

- Try to have policy change early part of the year
- More time to adjust, better
- Cost (fare) should be as low as possible
- Premium service should have a premium price
- Clearly define existing ADA and Beyond ADA areas



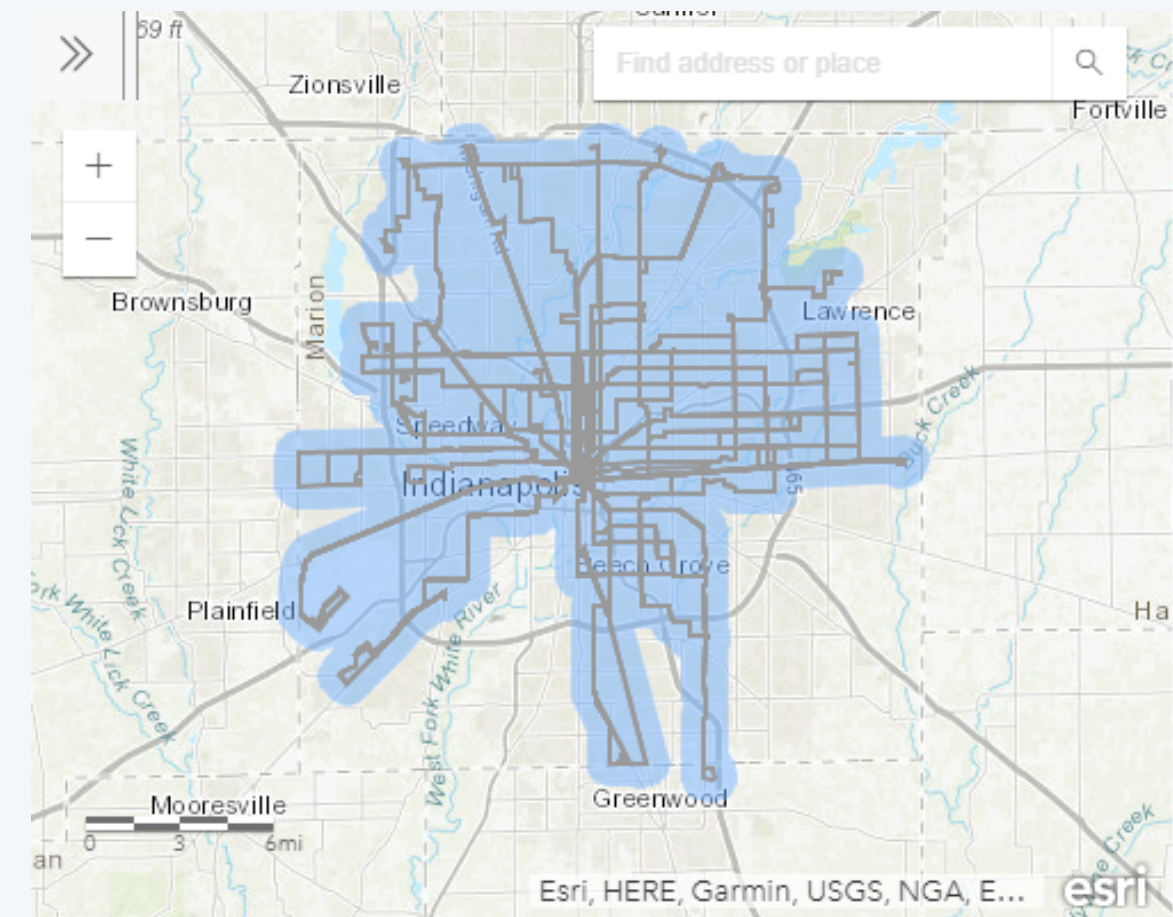
IndyGo

Draft policy

Indygo.net/beyondada

Summary of new service – Beyond the ADA

- **Area** – $\frac{3}{4}$ mile boundary to edges of Marion County
- **One-way fare** – Four (4) times the base fixed-route fare
- **Hours** –
 - Monday – Saturday – first fixed route pull out to 10 pm
 - Sundays and Holidays – first fixed route pull out to 8 pm
- **Introduction of same day service for non-ADA**
 - Fare of \$10.00 per trip



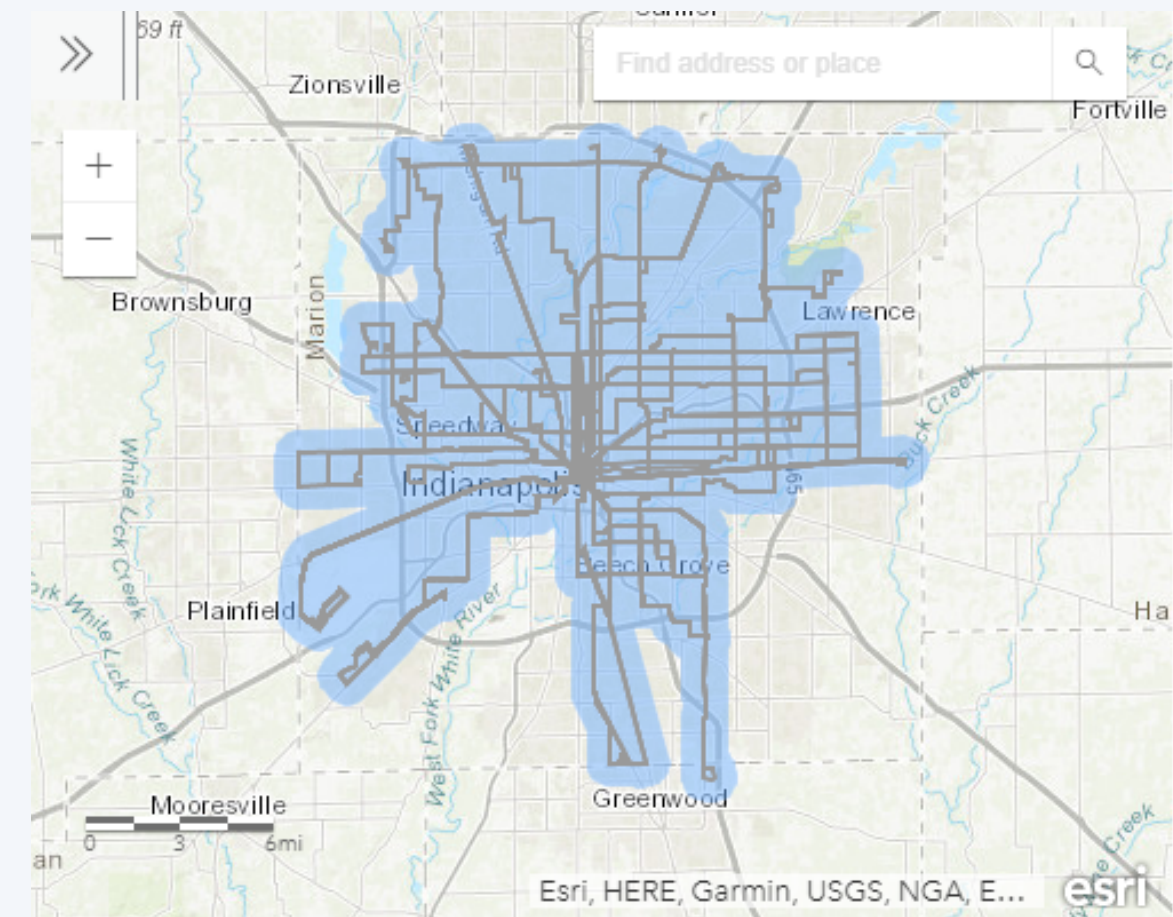
IndyGo

Draft policy – cont.

Indygo.net/beyondada

Summary of new service – Beyond the ADA

- **Effective date** – January 1, 2023
- **Grandfathering** –
 - Eligible clients and addresses as of October 31, 2022
 - Loss of grandfathering (if one applies):
 - January 1, 2025; or
 - Eligible client leaves current address; or
 - Eligible client's certification lapses.



IndyGo

Next Steps

Indygo.net/beyondada

Next Steps

- Public comment period closes on September 8
- Staff will review comments
- Changes will be presented to Task Force and Board of Directors
- Action item presented to Board of Directors at September meeting
 - Public Hearing
 - Presentation of comments

*IndyGo*SM

THANK

YOU

QUESTIONS?



Information Update – CEO Report

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

CEO Report

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

RECOMMENDATION: Receive the report

1. Donation of Backpacks

- On August 7 at Deborah's Place, IndyGo staff along with myself, spent part of their day giving away backpacks to families and students as they head back to school. At IndyGo, we value creating access to educational opportunities, especially for the younger generation. We were thrilled to be a part of this generous community event.



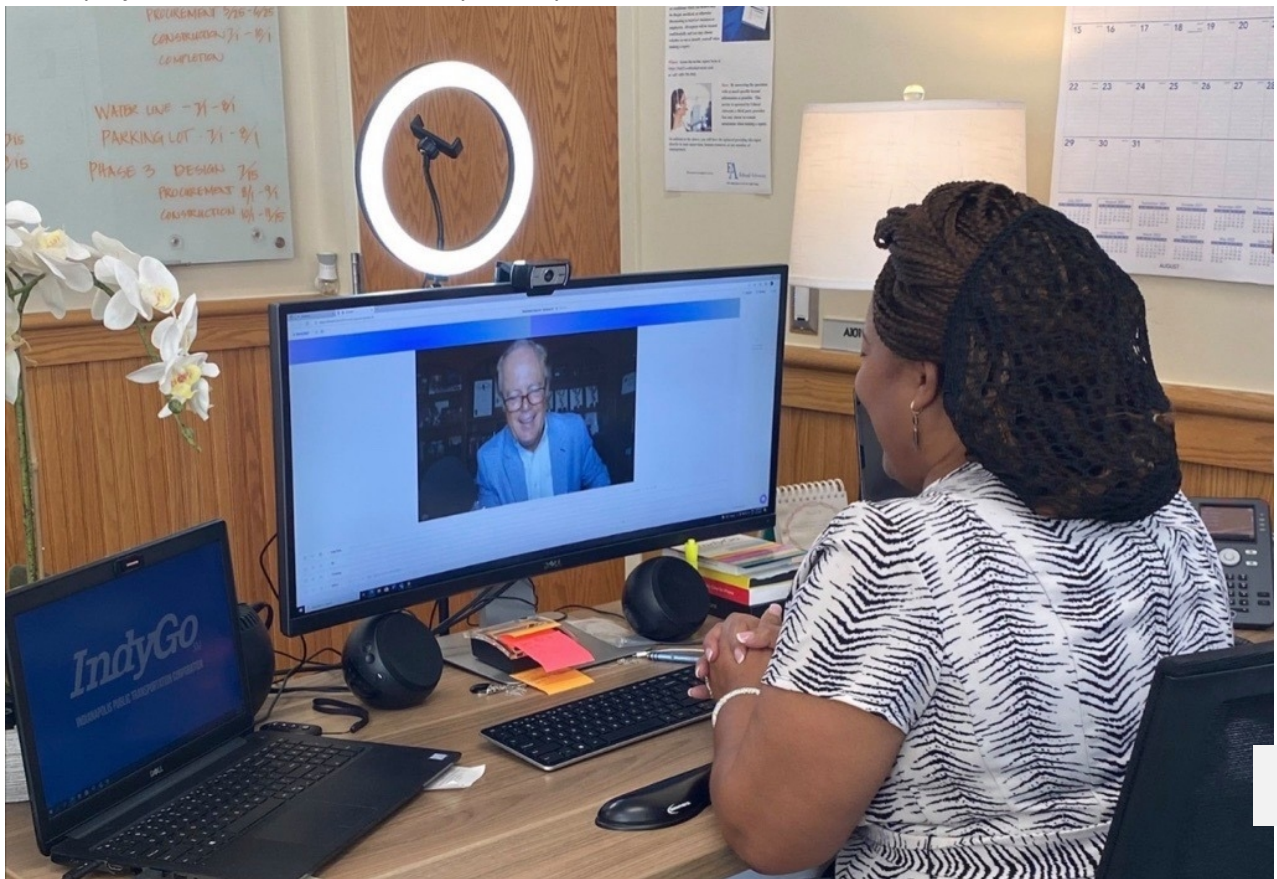
2. Shelton Heights Community Park

- I was thrilled to attend a dedication ceremony for the Shelton Heights Community Park on the west side located right off the future Blue Line, which will create more access for those wanting to explore local parks like this.



3. IndyGo President/CEO on Business and Beyond Podcast

- I was pleased to join Gerry Dick on his podcast Business and Beyond to chat about the latest IndyGo projects and a little bit about my life beyond work.



Information Update – Section 5310 Report

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
Date: August 6, 2021

SECTION 5310 REPORT

BACKGROUND:

The Enhanced Mobility of Seniors and Individuals with Disabilities (49 U.S.C 5310) is commonly referred to as Section 5310. The Federal Transit Administration (FTA) provides Section 5310 formula funds to states and large urban areas. In 2012, the Governor Mitch Daniels designated the Indianapolis Public Transportation Corporation (IPTC) as the designated recipient for Section 5310 formula funding for the Indianapolis Urbanized Area. As the sole direct recipient of funds, IPTC is responsible for grant administration, including oversight of any subrecipients.

Section 5310 formula funding is intended to support programs that transport seniors and individuals with disabilities. Eligible recipients include private not-for-profits and public transit operators whose projects provide transportation for seniors and individuals with disabilities. Eligible projects include those requiring operating funds (e.g. vouchers) or capital funds (e.g. vehicles). The formula funding is used to fund three activities: purchasing vehicles for IPTC's ADA Paratransit fleet, vouchers for eligible clients of IPTC's ADA Paratransit program, and subrecipient capital purchases. The remainder of this memorandum will focus on the latter of these activities, the provision of funds to support capital purchases..

IPTC holds a competitive process to determine the distribution of capital funding for subrecipients. Every year, IPTC announces and completes a call for projects for available Section 5310 funding. Eligible entities submit comprehensive applications. These applications are reviewed by committees and then IPTC staff reviews and provides the final recommendations for funding. The capital projects (typically vehicles) are authorized by the IPTC Board of Directors, purchased by IPTC staff, and then distributed to the subrecipients. The subrecipients are the owners of the vehicles, although IPTC maintains interest in the vehicle until the end of the vehicle's useful life. IPTC staff conduct annual compliance reviews to ensure that the subrecipients are adhering to federal regulations, including maintaining the vehicles in working order.

In 2020, IPTC maintained a relationship with 12 subrecipients:

- Access Johnson County (Gateway Services, Inc) – Serving Johnson County
- Boner Center – Serving the east-side of Indianapolis
- Bosma Enterprises – Serving clients in Indianapolis
- Catholic Charities – Serving clients in Indianapolis
- CICOA Aging and In-Home Solutions – Serving Central Indiana
- Health and Human Corporation – Serving Indianapolis
- Janus (Operating as Hamilton County Express) – Serving Hamilton County
- Johnson County Senior Services – Serving Johnson County
- Noble of Indiana – Serving Central Indiana
- PrimeLife Enrichment – Serving clients in Hamilton County
- Sycamore Services – Serving Hendricks/Morgan Counties

- Tangram – Serving clients in Central Indiana

These 12 subrecipients have 61 vehicles funded through Section 5310 funds within their useful life. The largest fleet is 15, operated by CICOA Aging and In-Home Solutions. The majority of vehicles are body on chassis or cutaways, with minivans as the second-most common vehicle type.

OPERATING STATISTICS FOR 2020:

In the beginning of 2020, IPTC staff informed all subrecipients that the monthly reports previously required would be replaced with annual vehicle reports. The intent of the change was two-fold: reduce administrative burden for the subrecipients and provide IPTC staff with vehicle-specific operating statistics.

The subrecipients reported approximately 46,131 one-way trips in 2020, a decrease from the 74,000 one-way trips in 2020 were completed using Section 5310 funded vehicles. Individuals who were served by the project when otherwise service wouldn't have been available (also known as Estimated Gaps in Service) was approximately 5,270. The operating statistics may change slightly as the information provided is reviewed.

DELAY IN 2021 CALL FOR PROJECTS VEHICLE ORDERING:

IndyGo holds a call for projects for capital purchases every year, using the funding allocated to the Indianapolis urbanized area. IndyGo has finished reviewing the applications and with its recommendations. The next step is to request pricing from Midwest Transit Equipment (MTE), who is the vendor through the Indiana Department of Administration (IDOA) Quantified Purchase Agreement (QPA). At this time, MTE is not providing pricing. The vehicle manufacturer informed MTE of a significant cost increase and MTE is working with IDOA on the contract pricing. Until that time, IndyGo staff is unable to provide pricing to the subrecipients and therefore unable to order the vehicles. When a resolution occurs, IndyGo staff will return to the IPTC Board of Director's to approve purchasing of the vehicles.

REPLACEMENT VEHICLE ORDERING – TOTALED VEHICLES

In 2020 and 2021, vehicles for two subrecipients were involved in collisions with both vehicles suffering damage sufficient to be deemed a total loss. Insurance settlements for both vehicles were above \$5,000, which requires the subrecipients to either return 80% of the settlement or purchase a new vehicle with the settlement monies. IndyGo staff are working with the subrecipients to understand their preferred course of action. IndyGo has additional Section 5310 funds available to be able to assist in purchasing these vehicles, if necessary. Staff may include these replacement vehicle purchases in the action item for the 2021 CFP vehicle order.

SPECIAL CALL FOR PROJECTS – SECTION 5310 STIMULUS FUNDING

As part of the CARES Act and ARP Act, additional funding for Section 5310 was allocated to urbanized areas; this amount is approximately \$450,000 in total for the Indianapolis urbanized area. IndyGo staff are working on a special call for projects. In response to requests from the human service providers and in keeping with the spirit of the additional funding provided by Congress, IndyGo will be accepting proposals for three categories: reimbursable operating, new operating, and new capital. IndyGo staff hopes to open this call for projects before the end of the year. Staff has contacted FTA for technical assistance as well.

RECOMMENDATION:

Receive the report.

Ryan Wilhite

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

Information Update – Capital Projects Updates

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz
Date: August 2, 2021

CAPITAL PROJECTS UPDATES FOR AUGUST 2021

INFORMATIONAL ITEM 1. NEW TASK ORDER FOR RED LINE DESIGN AND NEPA SERVICES FROM CDM SMITH.

CDM Smith, Inc. was selected by IndyGo to provide design and NEPA services for the Red Line in April 2015 via RFQ 15-01-194. Their work has been directed by Task Order, assigned by project phase. The most recent Task Order executed under this contract had been Task Order #4 from May 2019, which funded their work through the end of an accelerated construction. As staff now works to formally close out the project, two additional scope items were found to be missing from the CDM Smith contract. In summer 2021, staff executed two new task orders with CDM Smith to cover this work.

In May 2021, IndyGo issued Task Order #5 to cover costs for redesign of the station bollards and design of accessible pedestrian signals. Both items were directed by IndyGo staff during construction, but never memorialized into a task order. Task Order #5 was issued to CDM Smith for \$34,467.80 to cover these two scope items. This amount is under the threshold requiring board approval.

In July 2021, IndyGo issued Task Order #6 to cover costs for preparing Red Line Package A and B record drawings. Record drawings provide final documentation, in plan form, of all changes made throughout construction. Besides being good practice for IndyGo to obtain these, our partner agencies, CEG and DPW, also rely on these drawings. Task Order #6 was therefore issued to CDM Smith for \$66,845.00 to conduct this work. This is also under the threshold that requires formal board approval.

CDM Smith's new contract total for this project, with the addition of these two task orders, is now \$7,571,416.29.

RECOMMENDATION:

Receive the report.

Jennifer Pyrz

Vice President of Infrastructure, Strategy, and Innovation

Contributing Staff:

Matt Duffy

Risk and Safety Division Report – July 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: August 26, 2021

Risk and Safety

- Throughout the month of July, Brian Clem and Kevin Neumann from the IndyGo Risk and Safety department collaborated with other department heads in planning a cybersecurity tabletop exercise. The Nuari group will be facilitating the exercise on Aug 18th. The planning involved has been ongoing for the last 45 days. The work put into the planning will make our exercise realistic and tailored to our systems.
- On July 12th, Brian Clem, and Kevin Neumann of the IndyGo risk and Safety Department met with Insurance Broker Aon to revisit several newly acquired IndyGo properties ahead of future renovations. A significant part of the site inspections was to incorporate Aon's DBE partner AI King to help formulate a plan to reduce risk and to support us in acquiring future insurance coverages at a reasonable price. This process will be ongoing throughout and after construction revelations.
- On July 13th, The IndyGo Risk and Safety department along with the Procurement department released and held a kick-off meeting for RFP 21-06-408 UV-C. This procurement is for the installation of a UV-C technology to be installed on all the IndyGo bus fleet to sanitize and disinfect the air on our vehicles while in-service. This project has been in research and planning for over a year
- On July 14th, IndyGo held their Auto Liability/General Liability and Bodily Injury/Workers Comp claims review with CorVel Corporation. During the meeting, open cases and claims were discussed and the progress to close out these claims. The quarterly meetings help IndyGo in defining patterns and or areas of safety concern. Information from this meeting has been used to look at specific locations for driving hazards, operator performance trends, and helps determine the care needed for an employee to be able to return to work after an injury. These meetings are held every quarter with CorVel staff including nurse case managers, AL/GL claim adjusters, with the IndyGo Legal, Human Resources, and Risk and Safety leadership.
- Throughout the month of July, Team members of the IndyGo Risk and Safety department have been engaged with the operations division to review all safety aspects for the BRT electric bus charging. Meetings were held every day for over three weeks online and in the field at 6410 N College. Input from the team assisted the operations division with vehicle docking, operators driving visibility, signage, and review of training procedures.
- On July 22 and 23rd, IndyGo employees Brian Clem, Mark Emmons, Jeff Hayes, and Dennessee Daring completed CPR/AED and basic first aid train the trainer certifications through the American Red Cross. These employees will be able to perform certified training to any IndyGo employee at a fraction of the cost of a hired instructor. IndyGo continues to develop a safety culture for employees and customers and understands the value of giving knowledge that could save lives.

July 2021 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for the month of July 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>
Kirk Thompson	6014	20	25
Donna Langford	1421	13	23
Victor Garrett	2163	12	20
Corene Hyde	8125	7	13
Sherika Robinson	8428	7	9
Ronnie Brooks	8353	6	10
Brandi Matthews	8626	6	7
Pamela Ricks	8424	6	9
Hardin Besley	8794	5	6
Joetta Camden	8591	5	8
Keana Clark	8937	3	4
Bryant Brown	9441	2	2
Regeania Brown	9509	2	2
Roy Burts	9483	2	2
Cedric Maxwell	9487	2	2
Shanez Savage	9245	2	3
Pierre Burnaugh	9640	1	2
Brandon Freeman	9175	1	3
Eugene Lewis	9384	1	2
Thurmon Moore	9683	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) Q2, 2021

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)

Annual Safety Key Performance Indicators (KPI's) for IndyGo Risk and Safety.										
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 Reported Safety Events/ Closed YEAR TO DATE
Fixed Route	0	0.00	4	0.21	9	0.47	0.15	1.64	0.16	14/14
Para Transit	0	0.00	0	0.00	0	0.00	0.00	1.6	0.00	0
Bus Rapid Transit (BRT)	0	0.00	1	.69	3	1.73	0.00	7.94	0.00	1/1
All Modes of Service	0	0.00	5	0.21	12	0.49	0.04	2.16	0.08	15/15 0 > 30 days
2021 Objective Targets (SPT)	0	0	< 2.5	< .25	< 15 per Quarter	< 1.5	< .0000075 This is no more than one per month.	< 1.8	< .0000075 This is no more than one accident per month.	< 30 days Reported to Closed
2021 Risk and Safety Goals	Eliminate vehicle and employee fatalities to ZERO	Eliminate vehicle and employee fatalities to ZERO	Reduce or eliminate injuries to workers and passengers	Reduce or eliminate injuries to workers and passengers	Reduce or Eliminate NTD Safety Events to ZERO	Reduce or Eliminate NTD Safety Events	Eliminate Operator assaults to ZERO	Reduce Preventable Accidents to the lowest acceptable level	Eliminate Pedestrian strikes and accidents to ZERO	Positively change Safety Culture with non-punitive reporting
SPT = Safety Performance Target										
VRM= Vehicle Revenue Mile										

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.

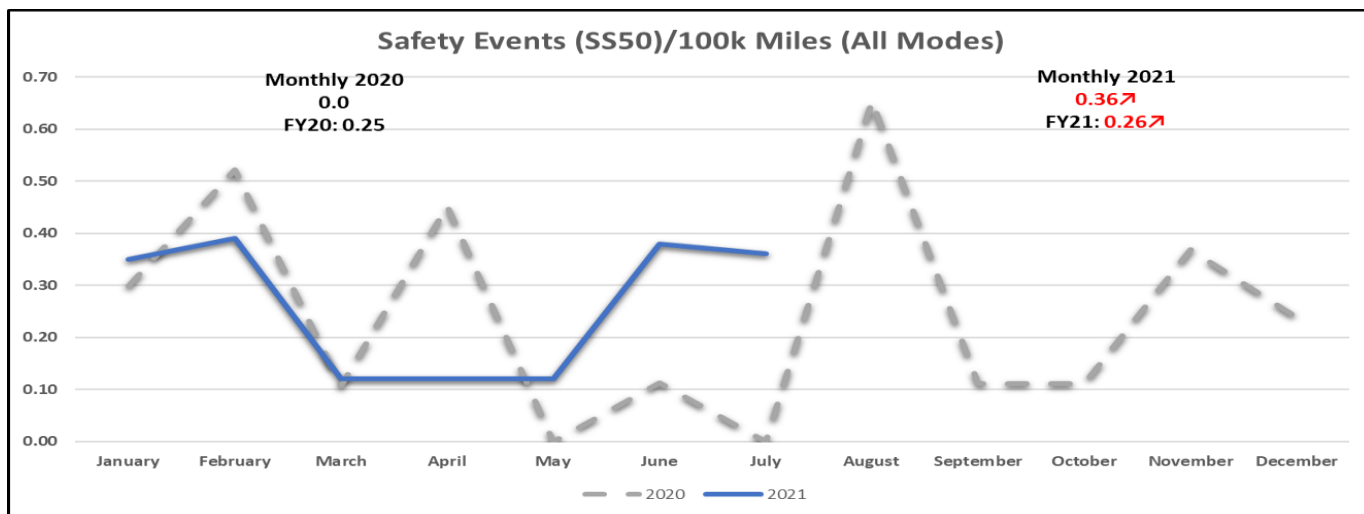
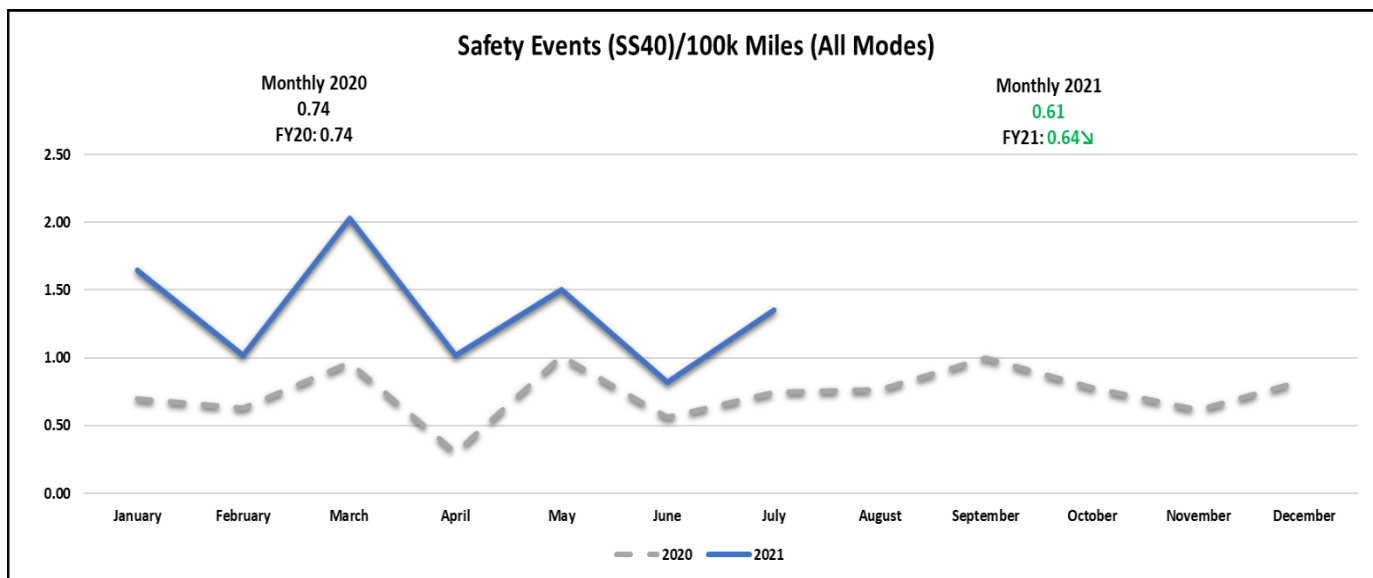
Preventable Accidents: Defined by the National Safety Council as: "An occurrence involving an employer owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it."

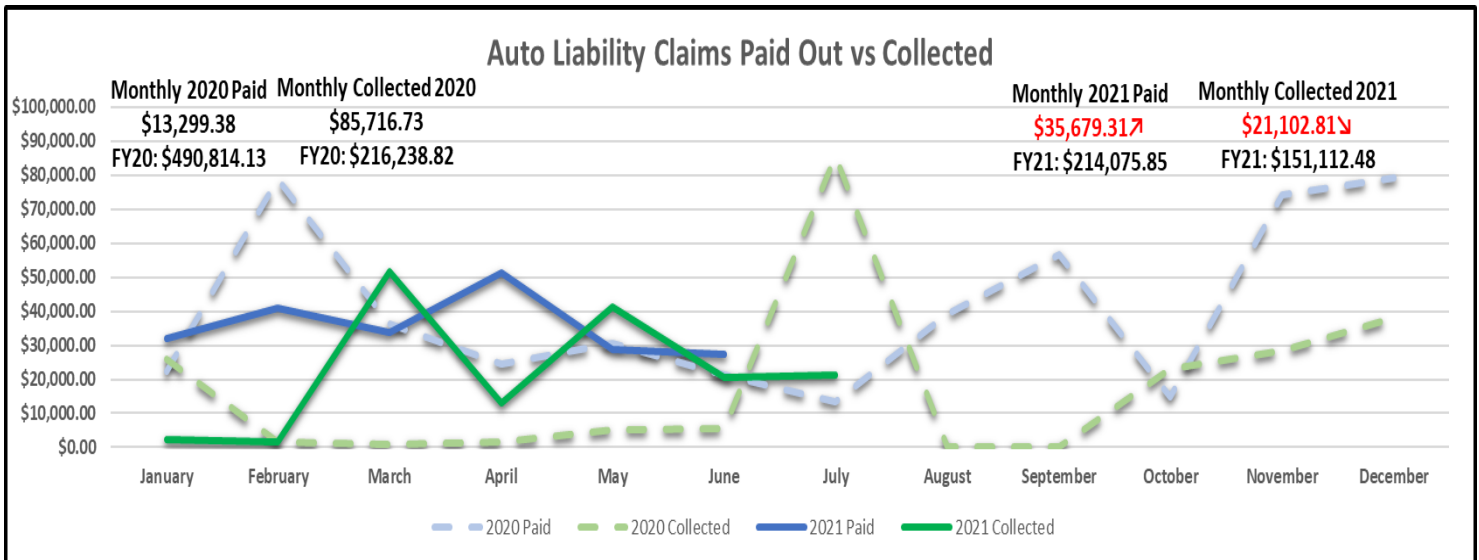
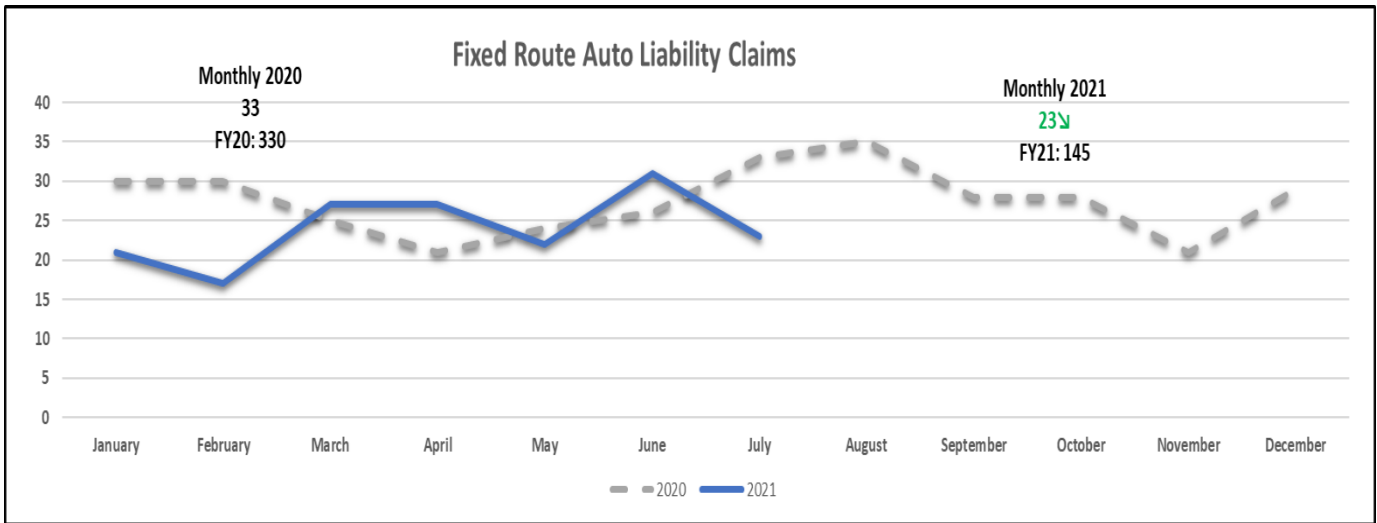
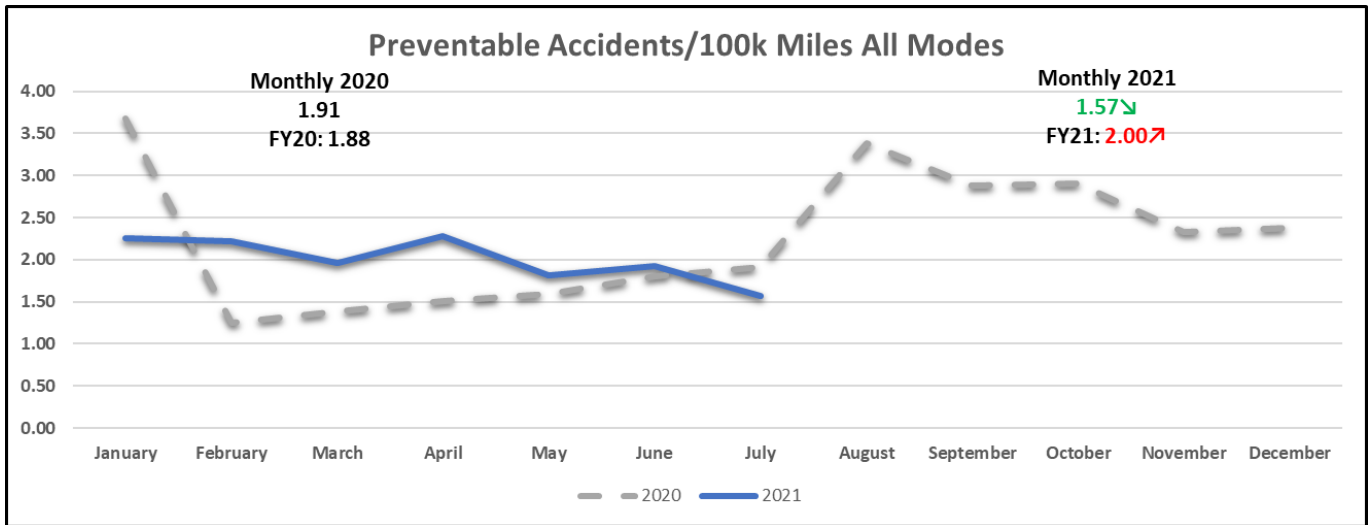
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines as those involving one moving vehicle striking a pedestrian

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

July 2021 Compared to July 2020 Data All Modes:





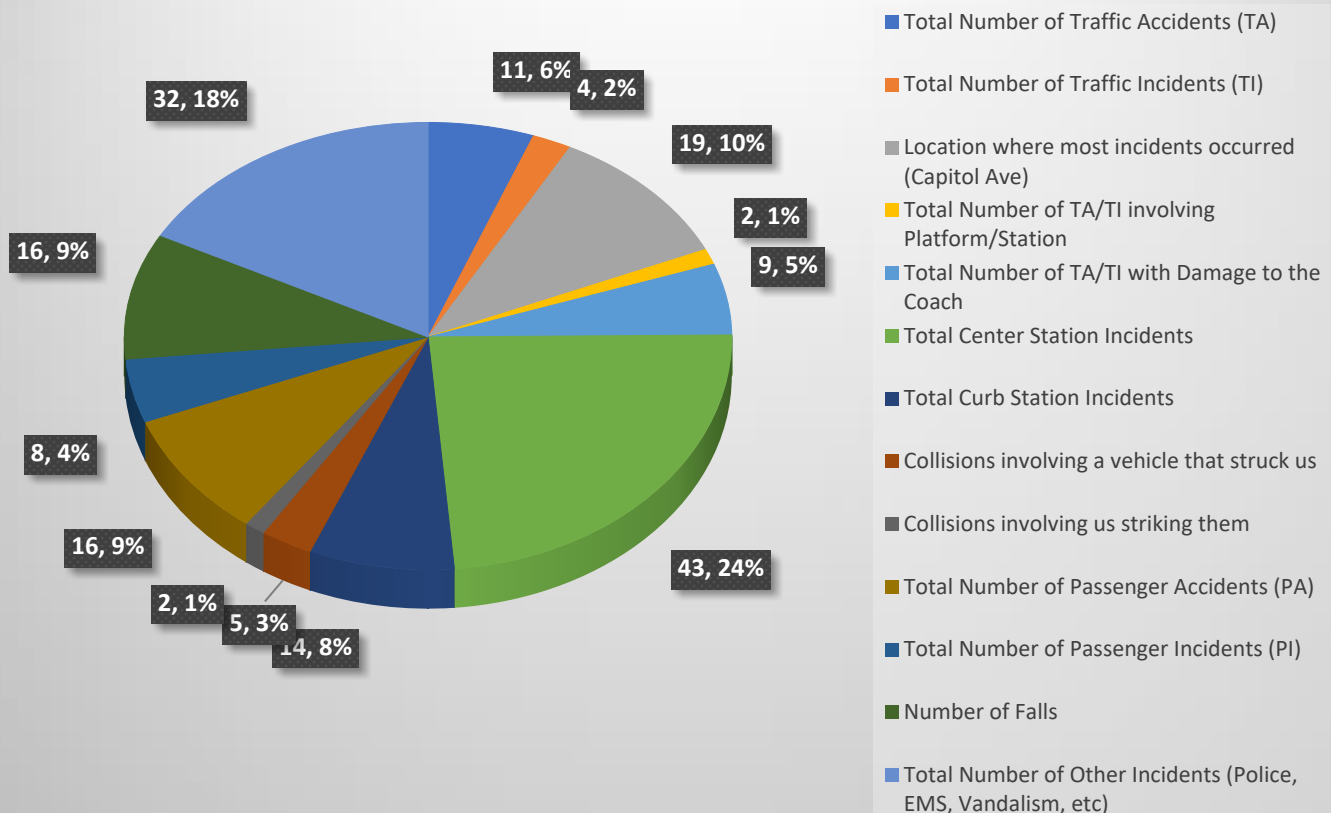


Red Line (BRT) Incidents Reported July 2021

Total Reported Incidents	71
Total Number of Traffic Accidents (TA)	11
Total Number of Traffic Incidents (TI)	4
Location where most incidents occurred (Capitol Ave)	19
Total Number of TA/TI involving Platform/Station	2
Total Amount of TA/TI with Damage to the Coach	9
Total Center Station Incidents	43
Total Curb Station Incidents	14
Collisions involving a vehicle that struck us	5
Collisions involving us striking them	2
Total Number of Passenger Accidents (PA)	16
Total Number of Passenger Incidents (PI)	8
Number of Falls	16
Total Number of Other Incidents (Police, EMS, Vandalism, etc.)	32
Average Incidents per day on Route 90	2.29



Red Line Reported Incidents July 2021



Planning & Capital Projects Division Report – July 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz
Date: August 26, 2021

STRATEGIC PLANNING

Project Development

Mobility Concierge Program, MPI/MaaS Platform

Staff is working with subject matter experts at Clever Consulting Group to develop a mobility integration framework and prepare an RFP (or family of RFPs) to procure one or more mobility concierge technical solutions. An internal project team consisting of executive sponsors, project managers, decision-makers, end users, and data consumers has been established. IndyGo has fulfilled Clever Consulting Groups' first data request.

Over the next several months staff will participate in a series of workshops. The first workshop is being designed to establish the goals and objectives more firmly for this effort. During the second workshop, we will learn about the state of the industry, or related industries, as it relates to our goals.

Mobility Innovation

IndyGo continues to serve as a technical resource to, and local contact for, the May Mobility team. On Monday, August 2, 2021 several staff participated in an on-site, job shadowing session hosted by May Mobility. 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 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.

Universal Sponsored Rides Program Pilot, 2021-2022SY

IndyGo's Universal Sponsored Rides Program Pilot has entered its third year! As of this month, IndyGo has again partnered with five local school districts to provide unlimited access to IndyGo at no direct cost to the students or their families. Participants include Purdue Polytechnic High Schools, Indianapolis Metropolitan High School, Believe Circle City Schools, Geo Academies, and IPS, which together represent twelve area high schools and special programs, and an estimated 1,700 area high school students.

Anticipated revenue from this program is estimated to be more than \$150,000 or approximately \$30,000 less than for the 2020-2021 school year. This is encouraging considering the changes to IPS' transportation policy/services and existing partners being able to make use of the MyKey media purchased in previous years.

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. The draft policy was posted on the website to solicit additional public input. Based on comments during this period, the draft policy will be reviewed, updated (if needed) and presented in its draft final form as an information item 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 allow. Operations and planning staff continue to work with the consulting team to develop draft service recommendations, taking into consideration short- and long-term budget targets.

On-Call Planning Services, MOD Assessment

The COA is also evaluating shared mobility strategies that were not considered during the creation of the MCTP. Advancements in technology have made mobility-on-demand (MOD) easier to incorporate into the shared mobility ecosystem.

An initial deliverable of this work will be an RFP for a microtransit pilot. Currently in the contract negotiations phase, the team's immediate next steps will be to fully develop the service design and completion of the planning phases. As it is currently envisioned, this proof-of-concept pilot will inform the ways in which IndyGo can "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 long-term.

Purple Line Baseline Survey

Replicating a process completed by the IMPO for the Red Line, 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.

Kick-off occurred with the consultant, Zilo International, and the team has been working on reviewing/updating the surveys and questions to grassroots organizations.

Blue Line, Zoning for TOD

On Monday, August 9, 2021, the Indianapolis City-County Council passed Proposition 21-178, a GENERAL ORDINANCE to amend Chapter(s) 740, 742, and 744 of the "Revised Code of the Consolidated City and County" which, if adopted, will take effect on November 1, 2021. **The City-County Council's passage of these ordinance amendments reaffirms that the City's Zoning regulations should provide a legal framework to support the monumental investment in Bus Rapid Transit, as well as further economic development in BRT corridors,** connecting them to the surrounding neighborhoods, and bolstering the work and intentions of the City's land use and development regulations.

On Wednesday, August 18, 2021, the Metropolitan Development Commission (MDC) will hold a Pre-Meeting hearing to discuss the amendments made by the City-County Council. At the request of the City of Indianapolis, the Department of Metropolitan Development, IndyGo, and several other community partners will together submit a letter of support prior to this meeting.

It is anticipated that the MDC will vote to accept or reject the Council's amendments on September 1, 2021.

These ordinance amendments are the culmination of our work under FTA's Pilot Program for TOD Planning grant project. In 2018, 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. Once enacted, these strategic text amendments and a protective overlay district will better enable and accommodate transit-oriented development (TOD) and thus protect, enhance, and create complete communities across much of Marion County for generations to come.

Planning Activities: Capital Planning

Transit Asset Management Plan

IndyGo is required to maintain a transit asset management (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 software 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.

5-Yr Capital Plan Update

With the adoption of the 5-Yr Capital Plan Budget Summary, IndyGo staff will now prepare an update to IndyGo's 5-year Capital Plan. A companion document, this plan serves as a roadmap to implementing the Marion County Transit Plan. It provides a forecast of planned capital revenue and expenditures based on currently available information. IndyGo maintains this plan by revisiting its assumptions and projections as capital projects are implemented, recognizing when revenue is realized, and/or inserting additional information as it becomes available.

Regional Initiatives/Discussions

Section 5310 2021 Call for Projects

The Call for Projects (CFP) closed on May 28, 2021. IndyGo reviewed the applications and put together their recommendations. These recommendations are awaiting pricing before going to the board for any approvals for vehicle orders. At this time, pricing from the Indiana DOA QPA is on-hold until pricing can be agreed upon between the DOA and the vendor.

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 both 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 transit consultant RLS & Associates, has created templates for county staff to use to procure assets. These have been distributed to county staff and a procurement training, the first of three, was held in early July.

Staff has received the first draft of a procurement from Hancock County and presented to Hendricks and Johnson County Board of Commissioners about the program.

Section 5339 Bus and Bus Facilities

As a part of the Urban Allocation Plan conducted by the Indianapolis Metropolitan Planning Organization (IMPO), a recommendation is being made to have IndyGo administer these funds through a process similar to the existing Section 5310 process. IndyGo staff are investigating next steps in that process.

Suburban Transit Planning

The Northern Johnson County Transit Plan is underway. IndyGo is providing technical support. The project team has developed example networks for stakeholder feedback.

Indianapolis MPO SFY 2025 Call for Projects

The IMPO announced that the State Fiscal Year (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.

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 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 finished. IndyGo staff anticipates providing a recap of the 2020-2021 fellowship program as an informational item at the

August Service Committee meeting and will welcome the 2021-2022 school year IUPUI Fellows in August. The 2021-2022 Fellows will be working with IndyGo until August 2022.

North Split Traffic Management Plan (Detour)

The North Split construction project has been underway since the beginning of the year. The closure of I-65 and the reduction of throughput in the North Split construction area in May 2021 has impacted IndyGo operations, including Open Door operations, and will likely continue to result in congestion on 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 IndyGo's Transportation, Public Affairs, Strategic Planning, and Capital Planning departments. Coordination is occurring between INDOT staff and a new staff member in Operations who prepares for and communicates detours.

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.

Staff is currently reviewing the Plan's goals and objectives and expects to present to the IMPO committees (Technical and Policy) in October for approval.

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
- Grants: Super Stops 2.0
- Title VI, Site Equity Analysis: Southern Madison Avenue Mobility Hub

ENGINEERING & CONSTRUCTION

Red Line BRT

Construction of the 6410 N. College permanent charging site is complete. 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 being prepared. Construction on the Madison site will be postponed until Spring 2022 so as not to disrupt vehicle charging during the critical winter months. Temporary charging will continue at the S. Madison site through approximately March 2022, at which time construction on the permanent facilities will be allowed to proceed.

Blue Line BRT

The Blue Line NEPA documentation and design have been restarted, with a preliminary Area of Potential Effect (APE) map(s) for Section 106 (Historic/Archaeologic) and draft NEPA schedule submitted to and reviewed by FTA. These documents are being finalized for federal agency review. There have been some refinements on Blue Line in the previous year, including details for the eastern and western termini and business access. The NEPA process is now moving into environmental analysis and research of historic, archaeological, and natural resources, as well as updating of traffic studies. The NEPA process will culminate in a Document Categorical Exclusion (DCE), which should be completed in the summer of 2022.

IndyGo's design consultant, WSP, is moving forward with drainage design concepts for the corridor in advance of a 60% design deliverable. A preliminary drainage study has been submitted to Citizen's Energy Group and Indianapolis DPW for their review. The two agencies will be meeting with IndyGo in early September to discuss next steps regarding drainage design.

WSP will be providing an updated scope of services and level of effort for amendments to the design contract as work ramps up. IndyGo has requested additional support from their team in the areas of corridor drainage planning, terminus site selection, and pavement analysis. Design is scheduled to reach 60% completion in March of 2022.

The team is proactively working with the community, community leaders and stakeholders to communicate the Blue Line BRT configuration, the benefits, and impacts. Meetings were held in July/August 2021 with the Indianapolis Airport, Federal Express, and representatives from InfoSys, and other stakeholders to review station locations on the west end of the line. Preparations are underway for one round of public outreach before the end of 2021 and another in the 2nd quarter of 2022 when 60% design is complete. Coordination is also on-going with the City of Indianapolis regarding multimodal connections, hubs, and last mile connections, some of which may be funded by other federal grants.

Purple Line BRT

IndyGo's design consultant, WSP, submitted Purple Line final 100% design plans in February 2021 and Ready for Bid plans in March. Our construction management team has confirmed that updates and comments were addressed, and the plan set is ready for issuance under the procurement of Contractor Services. The front-end documents (Contracts, General Conditions, Technical Specs/Standards, and Bid Price Forms) were updated and 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). The SSGA is expected in the second half of September 2021.

Other On-Street Projects

Options are being considered for modifications to the Rural Street railroad underpass south of Washington Street. IndyGo's A&E consultant, Shrewsberry & Associates, has provided an engineering analysis of several feasible options for achieving the required clearance between Rural Street and the RR bridge. Staff is now assessing the costs and benefits of each, with the intent of selecting one alternative to progress into design in 2022. Directly operating on the Rural Street corridor would eliminate the current route deviation to Sherman Drive, providing more direct travel to the new Criminal Justice Campus and resulting in operational savings.

Four Transit Signal Priority (TSP) vendors participated in a Proof of Concept (POC) to help IndyGo determine best next steps for moving forward with future TSP procurements. The results of the POC will inform technology decisions on our BRT and local routes. The POC was finalized in July and RFPs for TSP on the Purple Line and to-be-determined local routes are planned in the next few months.

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. Construction is expected to be complete in Spring 2022.

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** – A master plan was created as part of the Electric Bus Fleet Charging Master Plan and Facility Upgrades Phase 1 project to assess bus parking in the IndyGo garage with the anticipation of needing additional 60- and 40-foot buses. This Phase 2 task order updated the plan, including adding DC chargers and the required conversions, identifying space needs to accommodate parking of the entire IndyGo fleet, identifying space needs for the maintenance garage (electric maintenance bays, brake bays, etc.), and providing recommendations regarding an additional facility. The plan update has been completed with plans to move it forward as a project.

- **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 future level-boarding platforms. The results will inform the design of level boarding for the Carson Transit Center.

New On-Call Architectural and Engineering (A&E) Services contracts were awarded in June 2020 to The Etica Group, Woolpert, and HDR. Under these agreements, condition 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&E On-Call Consultant Lochmueller Group continues to design local bus stop improvements under direction of the Operations team.

The On-Call A&E firms are designing renovations and preparing for construction at our new facilities. Task Orders for these designs have been and will be presented to the Board for approval as they are developed.

Task Orders have been issued to The Etica Group for design and construction-phase services at the Mobility Solutions and Customer Care Center. Work has been separated into two phases. Phase 1/2 was advertised for a contractor (in a single procurement) in June 2021 and includes all interior improvements. Phase 3 will be advertised in October and includes parking facilities for paratransit vehicles. Phase 3 may get delayed to Spring 2022 to avoid winter weather.

The Etica Group is also designing the East Campus B Building improvements, which will add an elevator, prepare training facilities, and configure a new board room. Designs will be completed and advertised for a contractor in August or September 2021. 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 has prepared documents and designs for East Campus A Building, with a recommended contractor being presented to the Board at the August 2021 Board Meeting. The designs are 100% complete with additional security measures being implemented.

Task Orders have also 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 Fall 2021. The North Charging Station will be ready for occupancy this month.

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	2/2022
Mobility Solutions Center Phase 1/2	The Etica Group	2/2021	8/2021	11/2021
Mobility Solutions Center Phase 3	The Etica Group	4/2021	10/2021	2/2021
East Campus Building B - Elevator/Training/Board	The Etica Group	5/1/2021	11/2021	3/2022
North Charging Station Interior	Woolpert, Inc.	5/2021	7/2021	8/2021
South Charging Station Interior	Woolpert, Inc.	5/2021	9/2021	10/2021

Respectfully submitted,

Jennifer Pyrz, PE

Vice President of Infrastructure, Strategy, and Innovation



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

Public Affairs Division Report – July 2021

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

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR July 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

July 2021 Board Report



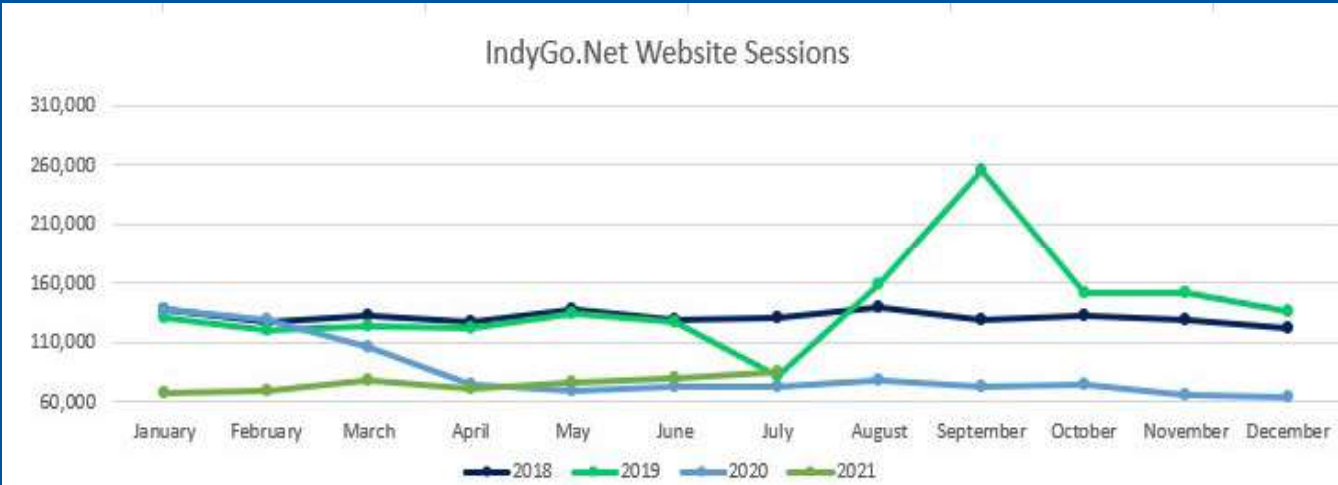
INDYGO.NET WEBSITE STATISTICS:

(7/1/2021-7/31/2021)

Page Views	189,856
Bounce Rate	49.16%
New Users	28,024
Returning Users	13,718
Total Sessions	85,629
Total Monthly Sessions Comparison to Previous Year	↑ 18%

Mobile Share

Date	Mobile	Desktop	Tablet
July-21	80.02%	18.99%	1.00%
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%



Media Mention Highlights

LOCAL NEWS EDUCATION

IPS scales back number of IndyGo riders for 2021-22 school year

GET YOUR COVID SHOT AND RIDE INDYGO FOR FREE!

INDIANAPOLIS — Get your COVID-19 shot with IndyGo and you can ride the bus for free for an entire month!

IndyGo will host a free pop-up vaccine clinic this Friday, July 30, at the Julia Carson Transit Center from 2 p.m. to 6 p.m.



COMMENTARY

BY INEZ EVANS
President & CEO
IndyGo
Indianapolis, IN

Growing and Expanding Innovative Transit Opportunities in the Wake Of the Pandemic

One thing working more than thirty years in public transit has taught me is that we're always in a state of expansion, innovation and growth to meet the changing needs of our customers.

IndyGo adds 24 electric hybrid buses to fleet

The buses use a system that improves fuel consumption by up to 25 percent and reduces carbon dioxide emissions.

JULY 14, 2021

IndyGo Opens New Bus Stop for Veterans

TERRI DEE  

The city's mass transit system has a new stop to assist veterans with direct access to public transportation.

IndyGo unveiled its newest stop Wednesday, between Eskenazi Hospital and the Roudebush VA Medical Center. IndyGo Director of Communications Carrie Black said previously transit riders had to walk two blocks from the east side of Eskenazi Hospital over to the VA Medical Center.



IndyGo to hold virtual Back to School Travel Training for IPS students



Topics Include:

In July, the IPS partnership, new bus stop unveiling event at the VA Hospital and new hybrid buses dominated IndyGo's media coverage. The IPS partnership was mainly covered by television outlets. The new bus stop unveiling event at the VA Hospital was mainly covered by television outlets. Lastly, the new hybrid buses was mainly covered by online and television outlets. In addition to those topics, there were media stories about Pattern's crowdfunding campaign with IndyGo's decommissioned bus, the pop-up vaccine clinic at the Carson Transit Center, and the Super Stops project. IndyGo was mentioned in the media more than **95 times** in July.

Social Performance:

Facebook

- Had a total of **12,831 organic impressions**
- **2,852 post engagements** (number of times people engaged with posts through reactions, comments, shares and clicks).
- **11,024** page likes (11,015 previous month) and **11,070** page follows (11,058 previous month)

IndyGo
July 16 · 🌐

For the first time in IndyGo history, we received a perfect score on the latest Federal Transit Administration (FTA) Triennial Review! 🏆🏆🏆 Learn more here: https://www.indygo.net/indygo-earns-perfect-score-in-fta-r...

News Release

IndyGo Earns Perfect Score in FTA Review

Get More Likes, Comments and Shares

Nearly 90 people were vaccinated in just four hours at today's pop-up clinic at the Carson Transit Center! Thank you to sponsor Anthem, Inc. and our partners Marion County Public Health Department, Indianapolis Public Transportation Foundation, Indy Chamber and Shalom Health Care Center, Inc.






Visit the COVID-19 Information Center for vaccine resources.
[Get Vaccine Info](#)


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

3,370 People Reached 377 Engagements [Boost Post](#)

👤👤👤 Hillary Sellig, Kurt Thomas Jr and 110 others 7 Comments 8 Shares

IndyGo
July 23 at 7:00 PM · 🌐

🔴 Red Line Riders 🔴 You may have noticed a new look and stop just north of the route on College Ave. Make sure you're prepared and know what to expect. Watch here: <https://www.youtube.com/watch?v=evnhrhMduFI>



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

1,442 People Reached 157 Engagements [Boost Post](#)

👤👤👤 Cameron Radford, Rob White and 11 others 1 Comment 3 Shares

👍 Like 💬 Comment ➦ Share 🌐

IndyGo
July 14 · 🌐

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!



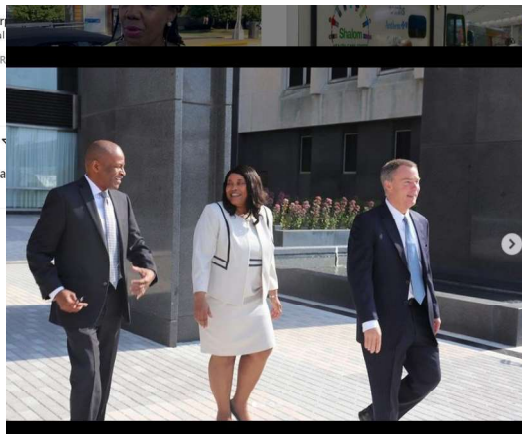
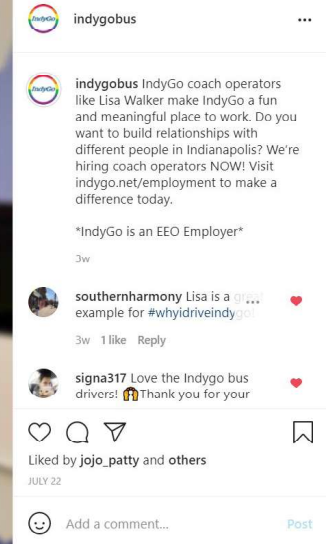
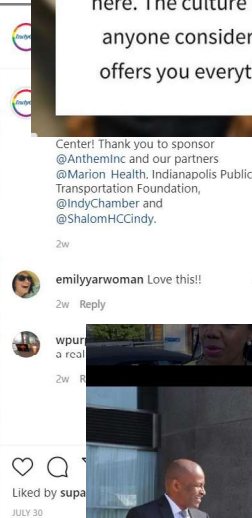
Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

2,046 People Reached 223 Engagements [Boost Post](#)

👤👤👤 Glenda Zentz, Marvin Harrington and 37 others 11 Comments 9 Shares

Instagram

- Generated **11,570 impressions**
- **761** total engagements; **2.42%** engagement rate
- Generated **46** new followers; 3,133 Current followers



Twitter

- Had a total of **117,600 organic impressions**
 - Earned **3,800 impressions** per day
- **203** retweets, **492** likes, **55** replies, **196** link clicks, **1.4%** engagement rate
- Generated **26 new** followers; **6,074** current followers



IndyGo @IndyGoBus · Jul 26

📢 This FRIDAY !! Get your COVID-19 Vaccine and ride with us for FREE for an entire month! Visit the Carson Transit Center from 2-6 p.m. Special thanks to @Anthem for making this pop-up clinic possible. (1/2)



1 17 23



IndyGo @IndyGoBus · Jul 13

You may have seen something new along the Indy streets... 🚗 Today we announced our newest partnership with @AllisonTrans for 24 new electric hybrid buses. (1/2)



4 9 42




IndyGo @IndyGoBus · Jul 13

If you see these newly designed buses throughout the city, snap a picture, use the hashtag #CatchTheWave, and get entered to win a 31-day pass! Learn more about the eco-friendly buses here: indygo.net/allison-transm...



2 12 21



IndyGo @IndyGoBus · Jul 30

Nearly 90 people vaccinated in just four hours at today's pop-up clinic at the Carson Transit Center! Thank you to sponsor @AnthemInc and our partners @Marion_Health, Indianapolis Public Transportation Foundation, @IndyChamber and @ShalomHCCindy. @AnthemBCBS_News



9 38

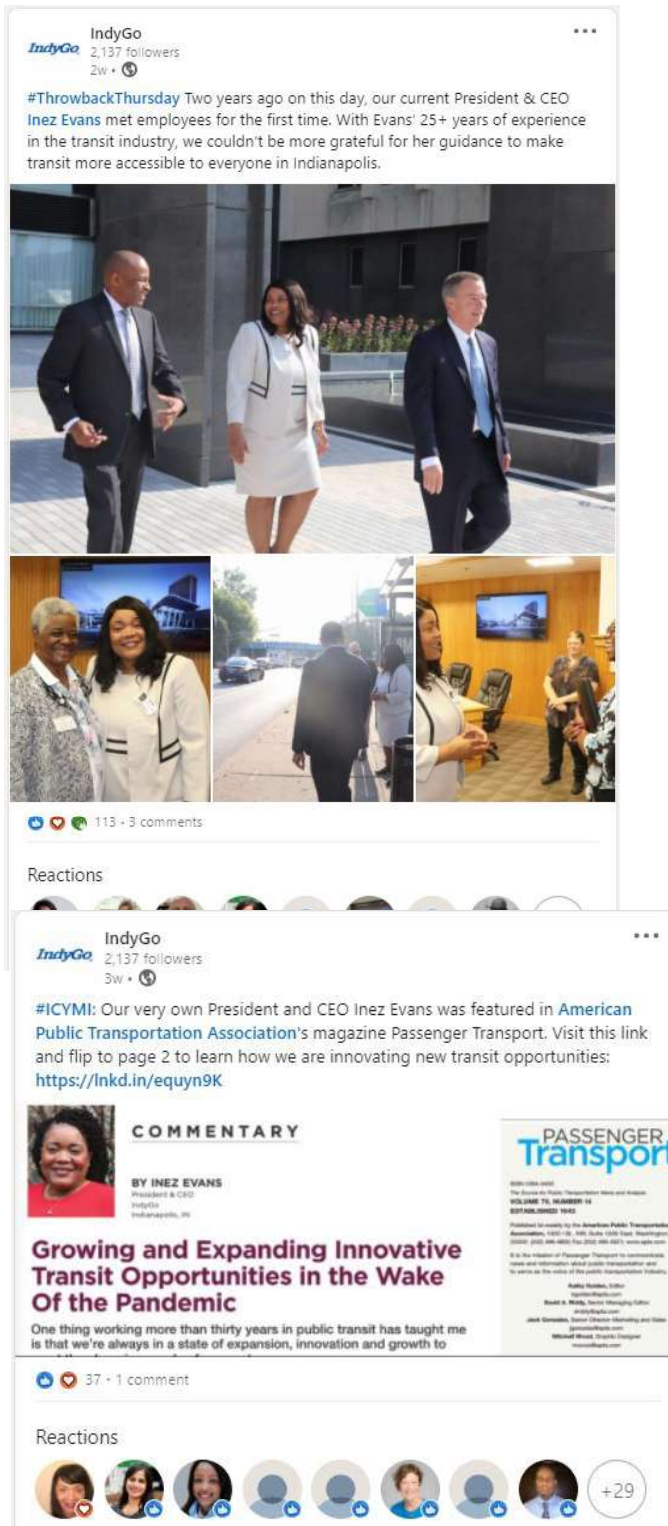


Allison Transmission and IndyGo Partner to Bring Electric Hybrid Buses... This electric hybrid propulsion system works to improve fuel economy, reduce CO2 emissions INDIANAPOLIS, July 13, 2021 – Allison ... indygo.net

2 12 21

LinkedIn

- Generated **11,100 impressions**
- **917** total engagements; **6.67%** engagement rate
- Generated **46** new followers; 2,137 Current followers



Email Marketing:

JULY NEWSLETTER

- 6,396 recipients
- 10.50% CTR
- 7.90% Open Rate



Creative Projects

- 53 completed projects through SySAid
 - Finalizing IndyGo Access logo
 - Professional head shots
 - New look for Route 901 video

Outreach Summary: July 2021

Outreach in July reached 7,637 people. This is more than double the reach in June of 3,340 people. Efforts focused on travel training for students, a bus stop unveiling and community events.

To help parents and students learn more about how to use public transit, IndyGo hosted a virtual travel training and in-person ride-alongs. The trainings were offered to all students and families enrolled in an IndyGo sponsored rides program through their school, totaling over 1,400 students.

IndyGo Public Affairs hosted a special event to unveil a new bus stop situated between the Sidney & Lois Eskenazi Hospital and the Richard L. Roudebush Veterans Affairs Medical Center. This stop, located on IndyGo Routes 10 and 37 outbound, provides a new and more convenient access point for IndyGo riders visiting the Indianapolis V.A. Medical Center, putting them steps away from the main entrance. Guest included U.S. Rep. Andre Carson, Mayor Hogsett and City-County Councillor Kristin Jones, District 16.

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 provide access to fresh, affordable food options as well as information about IndyGo to 190 people.

IndyGo also attended several summer community events. This included Safe Summer, Peace Festival, Black & Brown Get Down, and the Garfield Park and Broad Ripple farmers markets. IndyGo also attended and presented at the Garfield Park Neighbors meeting and the Far Eastside Economic Roundtable meetings where stakeholders were updated on the Purple Line.

July Outreach Events:

Date	Name of Event
6 July 2021	Food In Transit
7 July 2021	Indiana Ambassadors Visit
9 July 2021	Safe Summer
10 July 2021	Peace Festival
14 July 2021	Veteran Hospital Stop Opening
14 July 2021	Food in Transit
15 July 2021	June Board Report Meeting
15 July 2021	Service Committee Meeting
15 July 2021	Finance Committee Meeting
17 July 2021	Black and Brown Get Down
17 July 2021	Community Fair: GEO Next Generation
20 July 2021	Garfield Park Neighbors
21 July 2021	Purple Line Presentation at Far Eastside Economic Development Committee Roundtable
21 July 2021	Food in Transit
22 July 2021	BELIEVE Circle City High School
24 July 2021	Broad Ripple Farmers Market
26 July 2021	YTT Travel Training Presentation
28 July 2021	Food in Transit
29 July 2021	Back to School Virtual Travel Training
29 July 2021	Back to School Night Purdue Polytechnic High School
30 July 2021	Shalom COVID-19 Vaccines at CTC
30 July 2021	Edna Martin Back to School Bash
30 July 2021	Safe Summer
30 July 2021	Back to School Night Purdue Polytechnic High School
31 July 2021	Garfield Park Farmers Market
31 July 2021	Back to School Travel Training



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

Operations Division Report – July 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Operations/COO Aaron Vogel
Date: August 26, 2021

OPERATIONS DIVISION REPORT – July 2021

SERVICE PLANNING

SERVICE SCHEDULING:

The next Operator Service Bid 2110 is set to start on October 10, 2021. There are only minor timing adjustments expected on a few routes for this Bid. The list of routes with expected changes will be provided in next month's report.

LOCAL BUS STOP DESIGN & CONSTRUCTION:

An initial design task with our new bus stop designer Lochmueller is nearing completion. This project includes design for bus stop improvements on the northwest side, along Eagle Creek Parkway, High School Road, W. 46th Street, and a few other locations. 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.

FLEET MANAGEMENT PLAN:

Service Planning team has completed its work gathering information and assembling a Bus Fleet Management Plan, per FTA's request as part of the Purple Line project. This plan is currently being reviewed by Capital Planning Department staff.

FIXED ROUTE RIDERSHIP:

Jul-20	Jul-21	% Change	IndyGo Fixed Route Ridership	2020	2021	% Change
7,512	5,986	-20.3%	2 E. 34th St.	58,935	41,927	-28.9%
14,710	15,535	5.6%	3 Michigan St.	125,656	105,085	-16.4%
5,413	5,226	-3.5%	4 Fort Harrison	46,300	34,561	-25.4%
8,054	7,474	-7.2%	5 E. 25th	67,789	49,544	-26.9%
5,669	5,705	0.6%	6 N. Harding	46,003	36,284	-21.1%
82,104	76,852	-6.4%	8 Washington St.	602,224	506,972	-15.8%
51,328	45,928	-10.5%	10 10th St.	386,656	308,910	-20.1%
2,249	2,142	-4.8%	11 E. 16th St.	20,379	15,241	-25.2%
1,936	1,989	2.7%	12 Minnesota	15,158	12,378	-18.3%
1,330	1,448	8.9%	13 Raymond	10,358	9,689	-6.5%
4,090	3,327	-18.7%	14 Prospect	29,704	23,025	-22.5%
6,991	8,000	14.4%	15 Riverside	62,582	51,716	-17.4%
7,942	8,011	0.9%	16 Beech Grove	52,950	48,001	-9.3%
2,889	2,711	-6.2%	18 Broad Ripple	27,161	19,148	-29.5%
13,234	12,607	-4.7%	19 Castleton	97,985	79,326	-19.0%
8,772	9,110	3.9%	21 East 21st St.	66,485	62,738	-5.6%
8,025	6,762	-15.7%	24 Mars Hill	54,221	52,830	-2.6%
7,749	7,544	-2.6%	25 W. 16th St.	57,090	49,858	-12.7%
10,260	8,135	-20.7%	26 Keystone	73,445	55,373	-24.6%
6,111	5,860	-4.1%	28 St. Vincent	50,337	39,973	-20.6%
4,100	3,784	-7.7%	30 30th St.	35,299	24,901	-29.5%
6,300	5,961	-5.4%	31 US 31	48,437	38,241	-21.1%
14,799	14,267	-3.6%	34 Michigan Rd.	113,561	93,372	-17.8%
18,791	18,596	-1.0%	37 Park 100	134,583	123,982	-7.9%
11,885	10,666	-10.3%	38 Lafayette Square	88,902	75,902	-14.6%
44,097	40,611	-7.9%	39 E. 38th St.	341,329	266,362	-22.0%
2,660	2,374	-10.8%	55 English	21,951	16,762	-23.6%
6,854	6,720	-2.0%	86 86th Street Crosstown	44,908	43,552	-3.0%
6,905	7,082	2.6%	87 Eastside Circulator	47,823	44,643	-6.6%
71,818	76,314	6.3%	90 Red Line - BRT	576,230	476,589	-17.3%
864	777	-10.1%	901 Nora	6,604	6,264	-5.1%
5,219	4,558	-12.7%	902 County Line	32,820	30,923	-5.8%
33	32	-3.0%	Others	698	592	-15.2%
450,693	432,094	-4.1%	Total	3,444,563	2,844,664	-17.4%

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

2021	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Local	317,563	283,986	368,004	350,680	345,709	346,353	355,780					
BRT	69,963	63,959	71,670	68,357	59,566	66,760	76,314					
TOTAL	387,526	347,945	439,674	419,037	405,275	413,113	432,094					

TRANSPORTATION SERVICES

JULY EMPLOYEE/S OF THE MONTH: Samuel Abebe

Samuel received a nomination from five transportation supervisors. They noted that Samuel Abebe is always willing to go over and beyond the call of duty, he is very compassionate in making sure all passengers get home at the end of the day. He always has a smile and a kind word to say. He is very professional in what he does. He is very organized and dependable. Samuel is willing to help whenever he is asked and during the recent shortage, he has worked 3 routes at once to ensure passengers made it to their locations safely. We appreciate his patience and professionalism, and Sam is a great teammate to have on the IndyGo team.

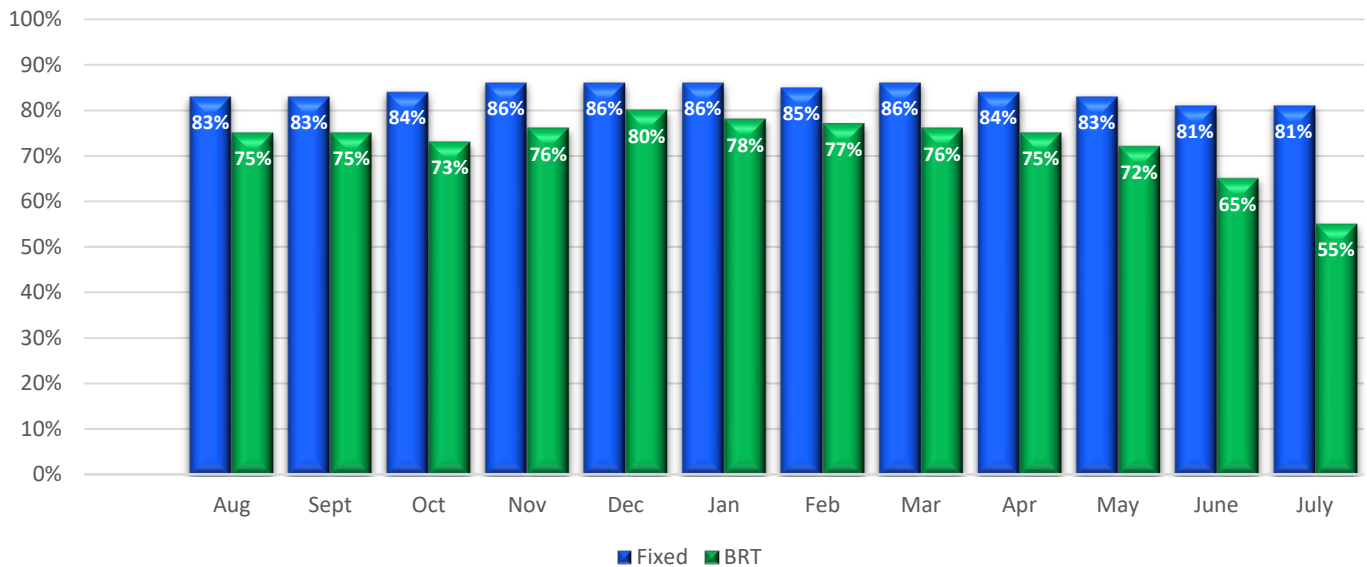
90% CLUB:

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

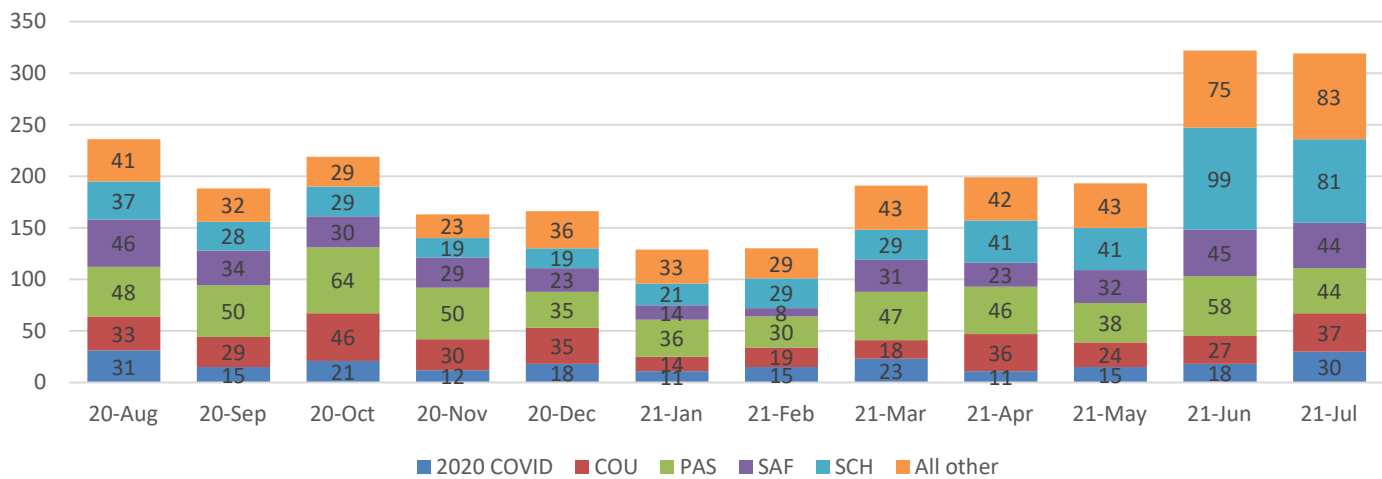
The winner for July: Samuel Young #9271

Clark, Dennis	Anderson, Treva	Clay, David
Davis, Juanita	Brent, Shanta	Davis, Elisa
Hicks, Mikia	Gardner, Onesha	Griffin, Ardis
Wilson, James	Lewis, Eugene	Irwin, Cameron
Duncan, Scott	White, Anthony	Lewis, Terrill
Hazen, William	Wills, Mark	Rowe, Patrick
Hook, Sandra	Hinton, Lacreteria	Davies-Dada, Nakia
Reintjes, Peter	Madyun, David	Jandreau, Donna
Clark, Shawn	Mason, Rodney	Mallory, Kevin
Williams, Mary	Norris, Jerome	Mcleod, Timothy
Arnold, Mikaiah	Smith, Kathy	Rowie, Robert
Barnes, Paris	Turner, Lashonda	Scott, Leo
Rosario Gonzalez, Dilexi	Young, Samuel	Taylor, Ebony
Taylor, Richard	Clark, Keana	

On Time Performance Last 12 Months



YTD Fixed Route Comments Aug-Jul



COMMENDATIONS:

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

Fixed Route

Anthony, Brittany - 9284
LaGrone, Terry - 8727
Hazen, William - 9613

Dugan, Otha - 3030
Bryant, Akemee - 8336
Wright, Melvin - 8117

Camden, Joetta - 8591
McLaughlin, Christine - 8513

Mobility Services

Reservations – Karen Bright

VEHICLE MAINTENANCE AND FACILITIES SERVICES

FACILITIES

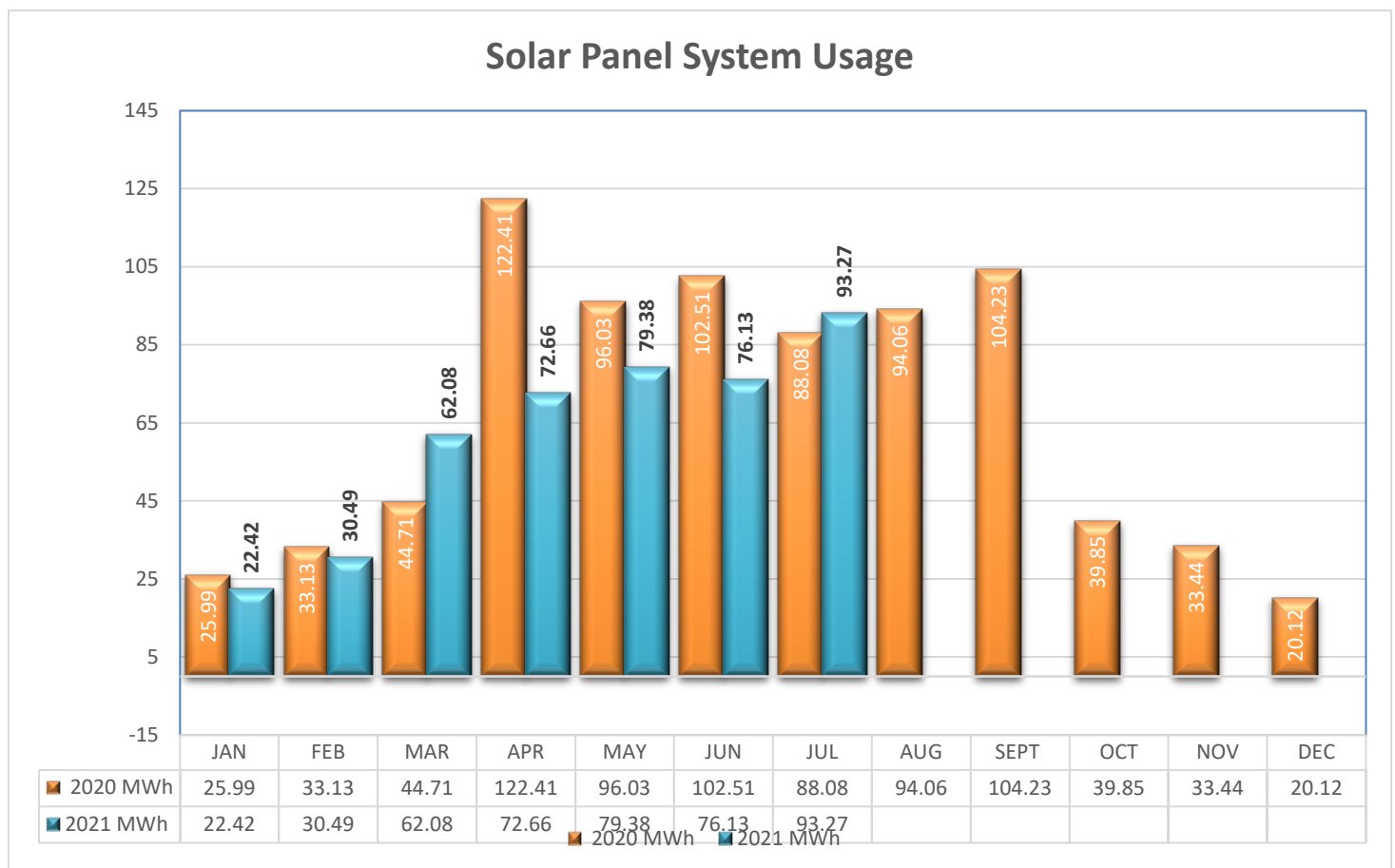
The Facility department is utilizing multiple landscape companies for the various properties in preparation for the upcoming bid for the contracted services.

In June the general laborers scheduled at the Julia M. Carson Transit Center were reassigned to the 1501 HQ building. Pristine Images International was contracted as the new janitorial company to provide specialty cleaning and maintain the daily cleaning at the CTC. This includes the outside cleaning and trash pickup of the overall site. Pristine Images is also the provider for the high touch cleaning on the inside of the buses as they arrive at the CTC. The service includes wiping down handrails, driver's area, fareboxes, seats if needed during the 10 minute layover.

The new paratransit provider RAPTDEV will temporarily house their office managers in Building B at the East Campus. In mid-August, the drivers will begin to report to the facility. The vans should be on site at the East Campus in early September.

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 \$41,461.

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	3478	3574					
ALL	3,878	3,193	4314	4594	4340	3161	2854					
	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

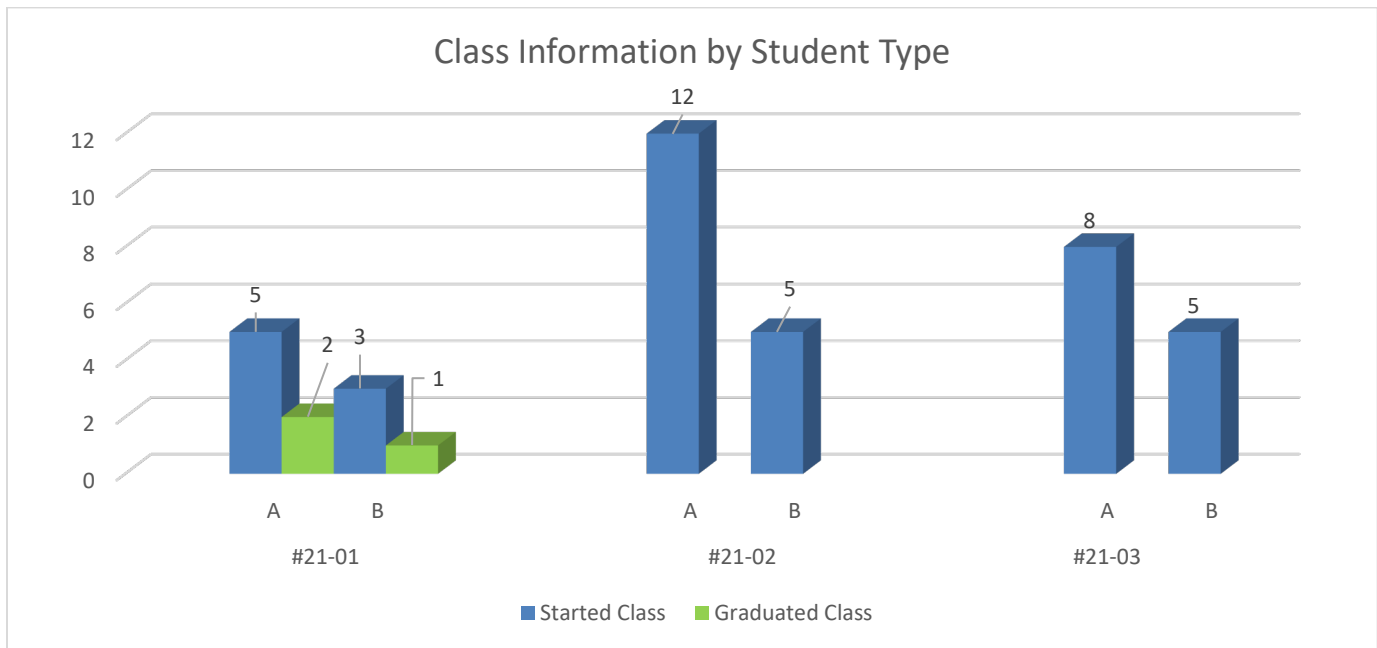
IPTC has logged 4,695,407 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2021	796,966	755,260	830,606	785,602	789,833	767,140							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 a new Operator Fixed Route Class, Class #21/02, on June 7, 2021, with twelve (12) Trainee A students. Trainee A students are students that do not have a CDL license when they are hired. On June 14, 2021, the Trainee B students started the class, these students hold a valid CDL license. The class finished the classroom portion of the training and started on the behind the wheel and cadetting training. The class is expected to graduate on August 06, 2021.

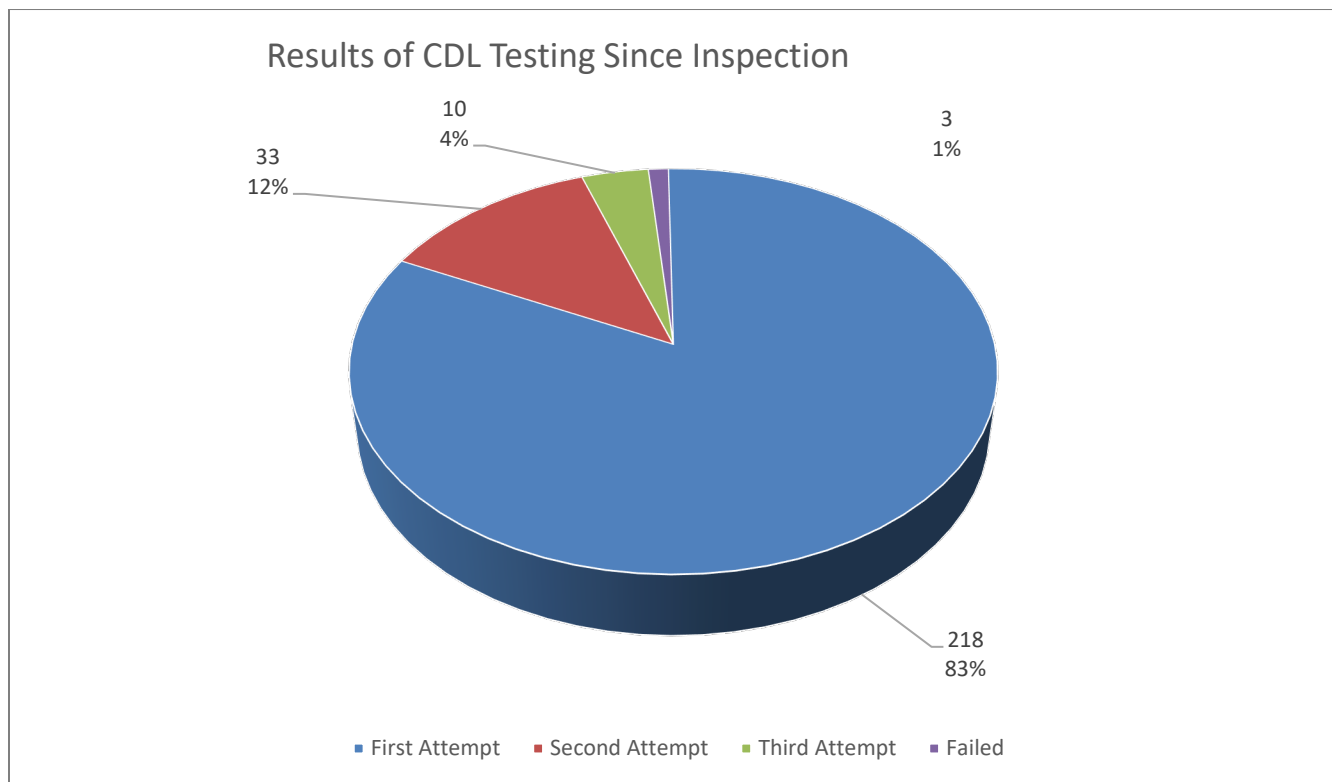
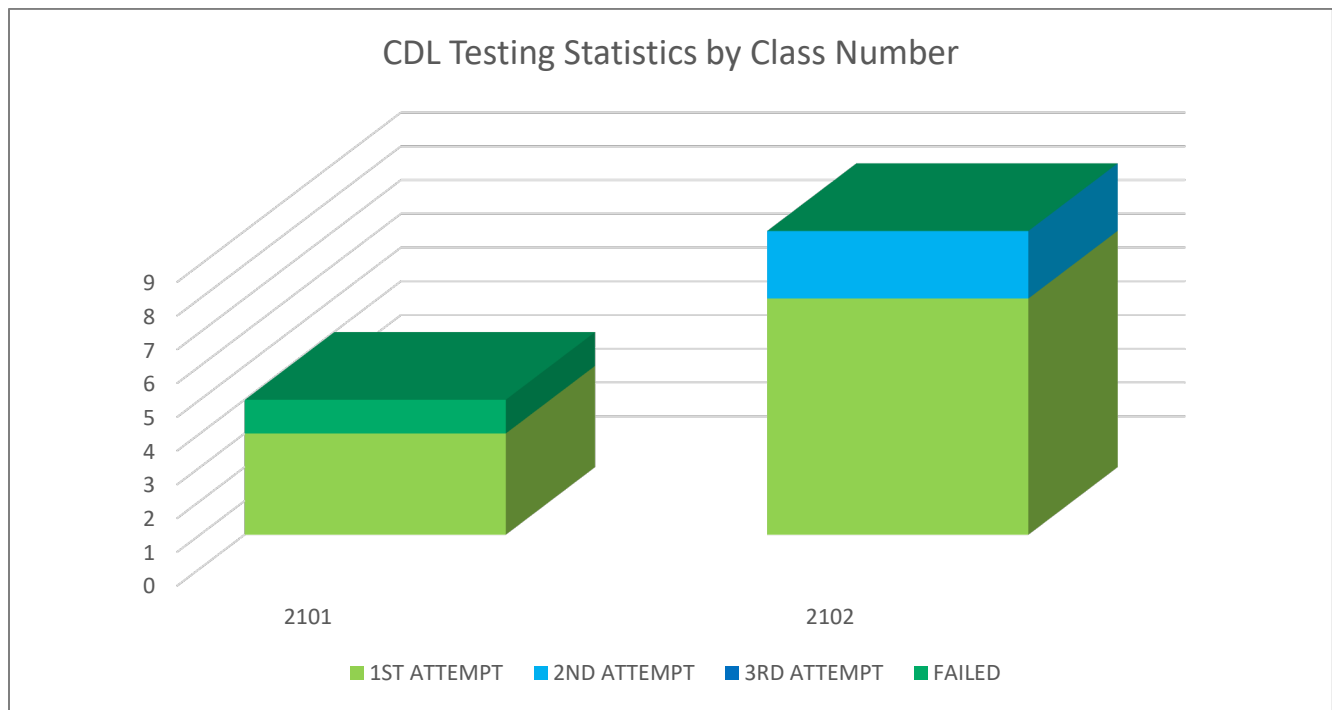
IndyGo started another Operator Fixed Route Class, Class #21/03, on July 12, 2021, with eight (8) Trainee A students on July 19, 2021 five (5) Trainee B students joined the class. This class is currently in the classroom and route familiarization portion of the training.

The Director of Life Safety, Security and Training, Mark Emmons, and three others attended an American Red Cross training course for CPR, AED, and First Aid. This training allowed Mr. Emmons and other attendees to become instructors for those courses and can now teach other IndyGo employees these skills. The staff has started to order the equipment needed to train the class and hopes to conduct the first classes in mid to late September.

The following training sessions were conducted in July:

- Four (4) Operators for accident retraining
- One (1) HVAC mechanic for new-hire orientation
- One (1) for safe vehicle operation retraining
- Three (3) Operators for return-to-work training
- Two (2) mechanics for their CDL training
- Five (5) new Administrative employees for new-hire orientation
- Four (4) leadership employees for the Safety Leadership Training
- Four (4) General Laborer for bus orientation training due to pick change

The IndyGo Training Department has resumed training new employees that are hired without a CDL license. This training includes vehicle knowledge, pre-trip inspection knowledge, vehicle driving skills practice (on a closed course), and on-road driving skills. Those students will then be taken to a State-approved testing site and tested for their CDL licenses. The charts below will show the current year's results to date and the results since the inception of the program. These charts will show the number of students who passed on their first, second, or third attempt and the number of students who could not pass it after three attempts.



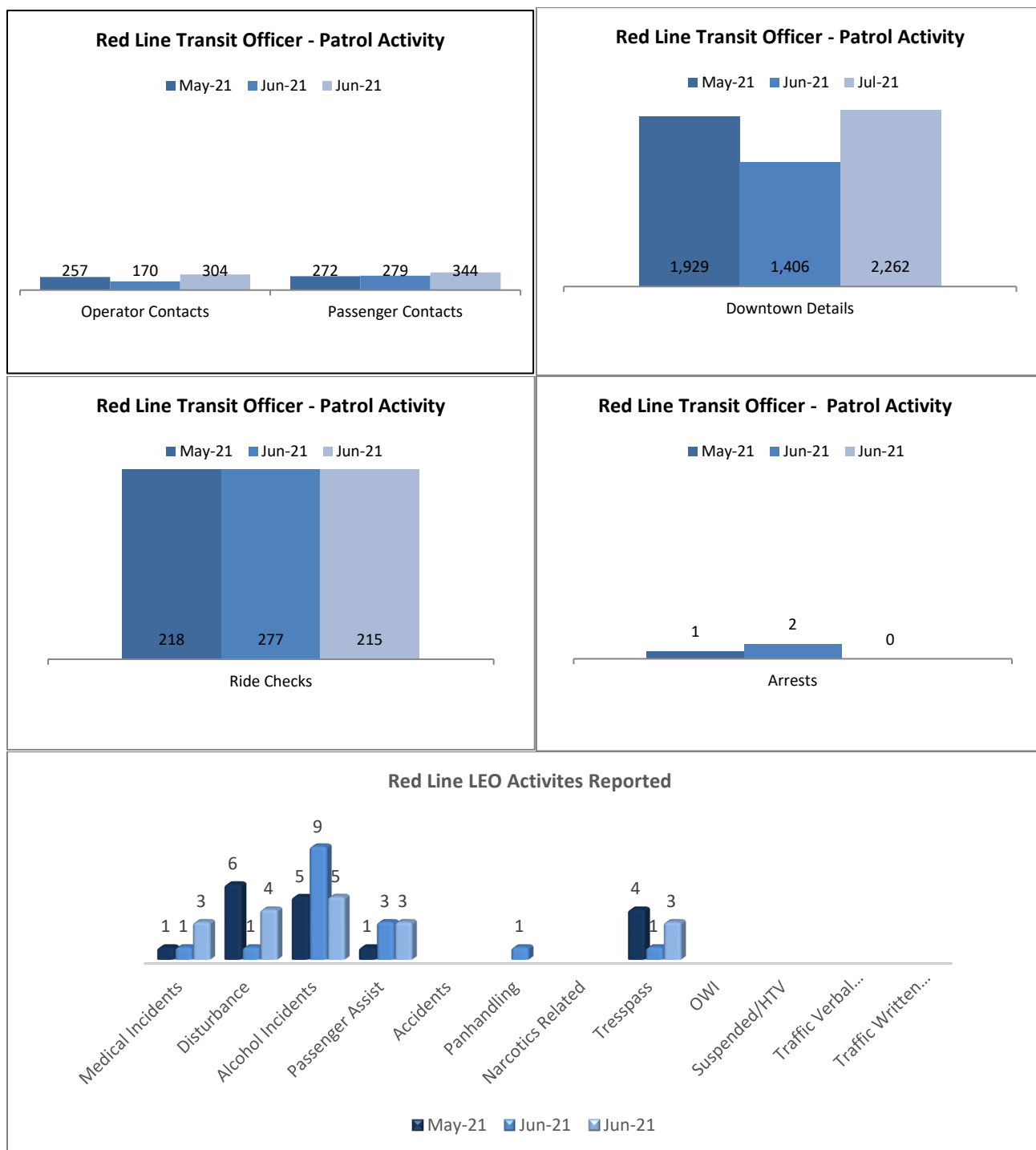
SECURITY:

Fixed Route Security

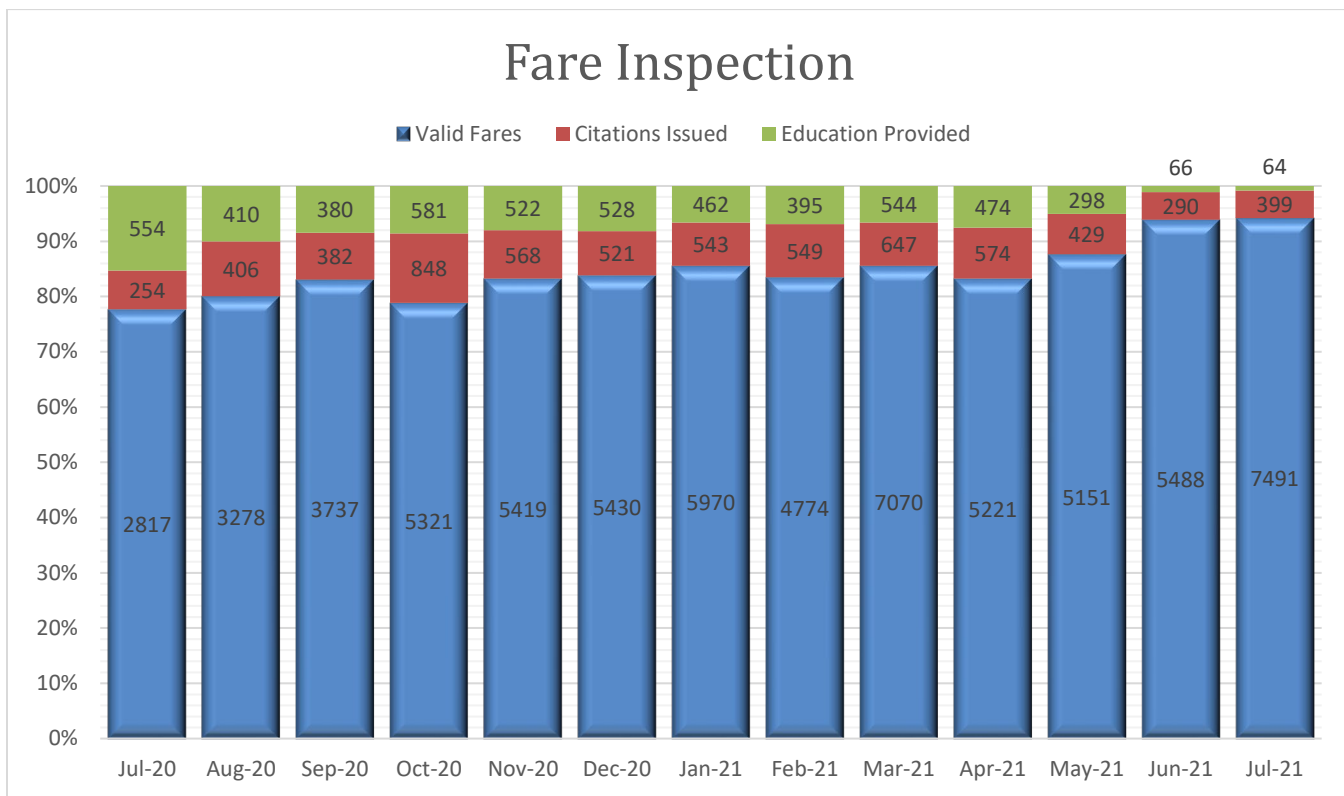


The chart above shows a breakdown of activities that the Law Enforcement Officers (LEO) that are stationed at the Julian M. Carson Transit Center performed or addressed for the last three months

Red Line Security:



The charts above are the new Red Line Security reports. These sets of charts will show the activity that the LEO performed on the Red Line Route. These charts will also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO. As more information is obtained in the following months, these charts will start to populate more. There was a slight change in information this month due to a reporting error from Nolan last month.



July	Passenger Contact	Notifications	Educations
Monthly	7491	399	64
Weekday	5409	271	50
Saturday	1081	74	12
Sunday	1001	54	2

2021 YTD	Passenger Contact	Notifications	Educations
Monthly	41165	3431	2303
Weekday	30467	2572	1784
Saturday	6689	515	323
Sunday	4337	376	228

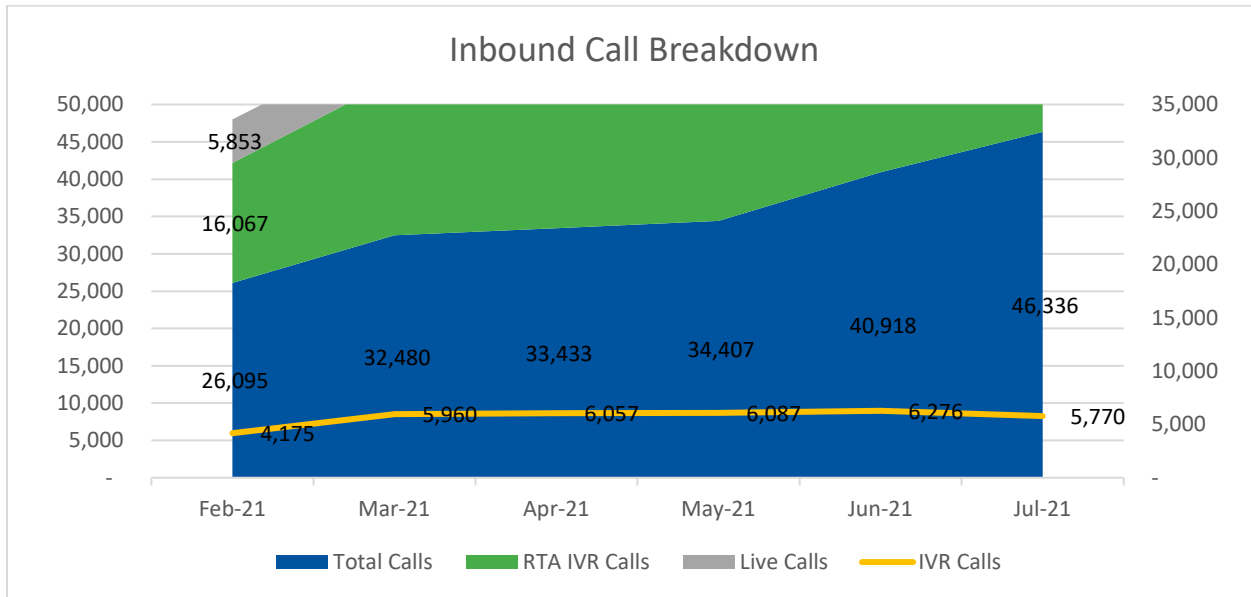
The information above shows the fare inspection information for each month and one for the total year to date for 2021. The chart will show passenger contacts which represent those passengers that had a fare when checked. It will show notifications representing passengers who did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it will show education representing passengers who did not 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 – OPEN DOOR & CUSTOMER SERVICE

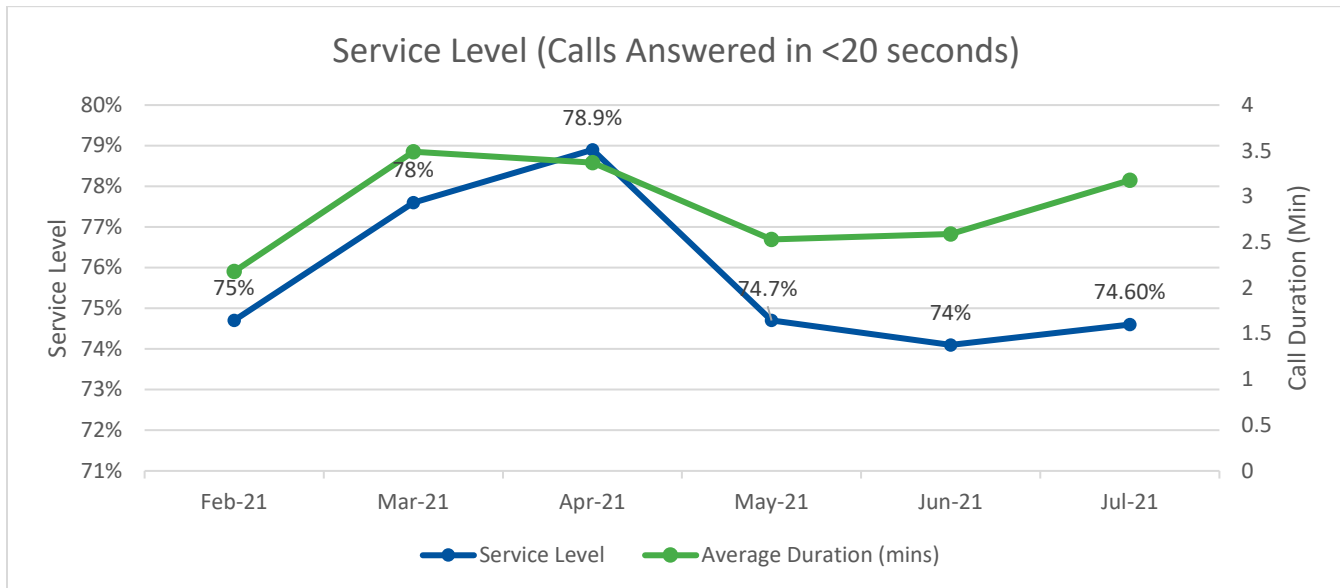
CUSTOMER SERVICE

CONTACT CENTER REPORT:

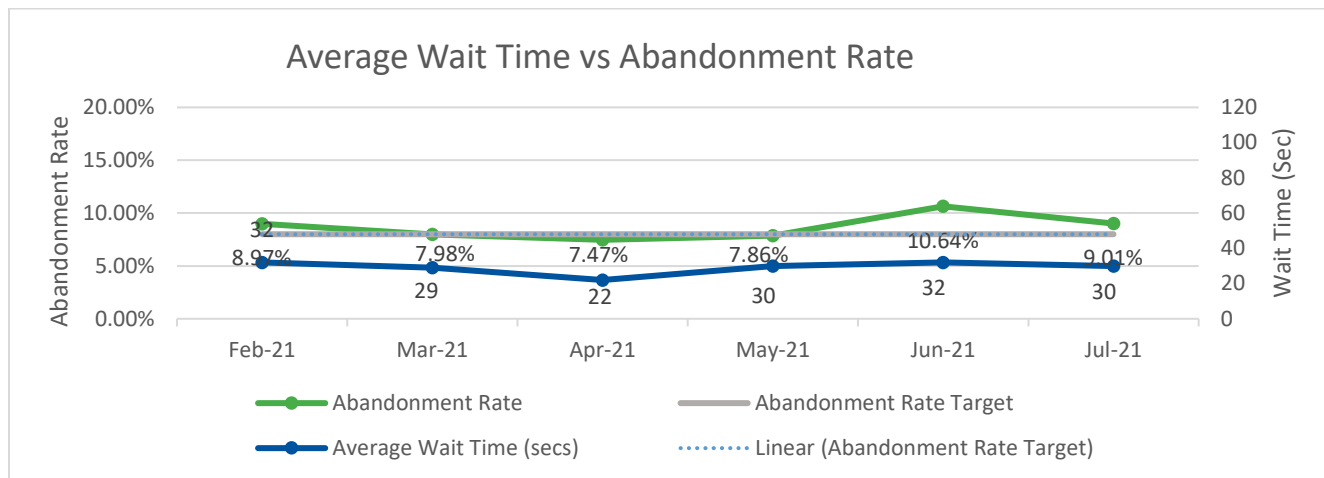
Inbound call metrics continue to see an increase in total call volume. IVR calls experienced a slight decrease. With live call numbers rising, call center staffing adjustments are consistently being made.



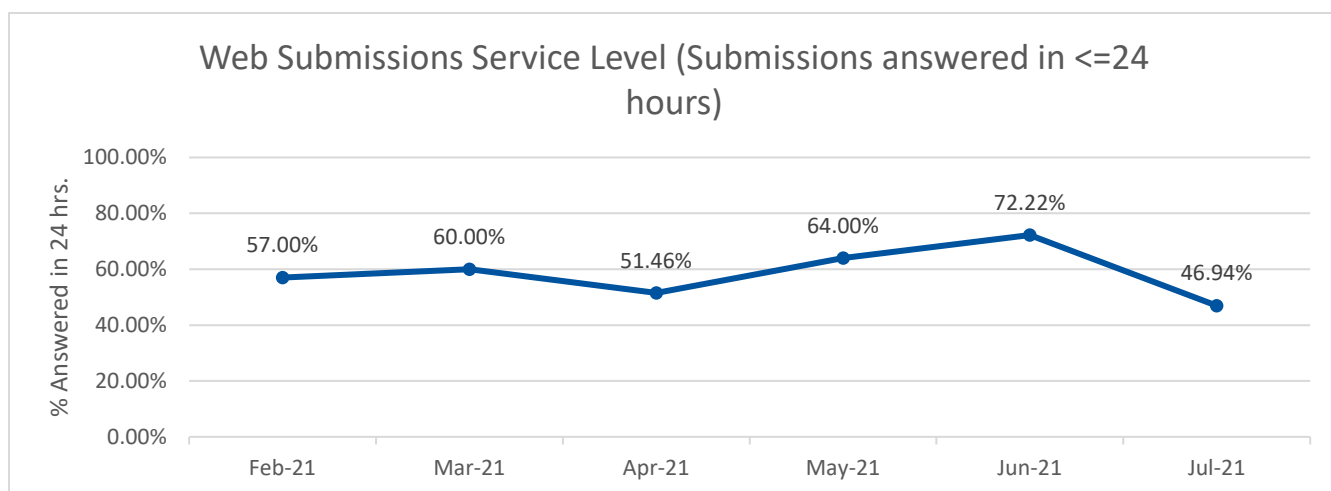
Service level saw a slight uptick in July. An increase in call volume contributed to the rate of speed at which calls have been answered. Call center staffing adjustments have been made to help improve this speed.



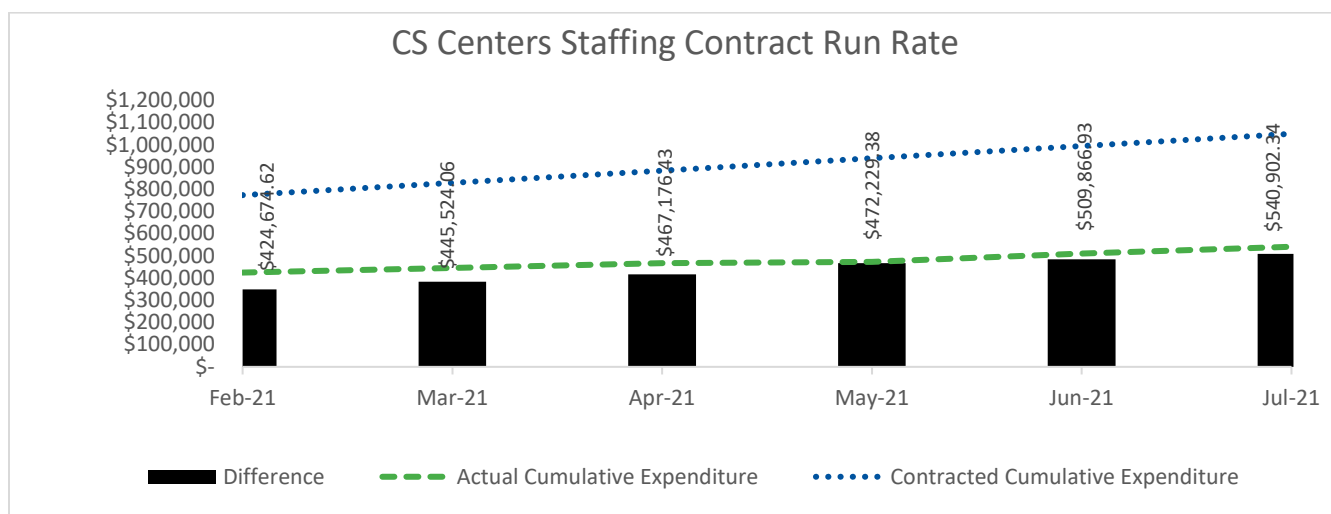
The abandonment rate saw a decrease in July. Previous call center staffing adjustments have helped to bring this number closer to the target metric. Average wait time experienced a down tick.



Web comment processing service level saw a decline in July due to oversight. Process adjustments have been made to improve workflow and success with submission within a 24-hour period. Consistent daily monitoring and communication is being improved upon to ensure target metric is reached.

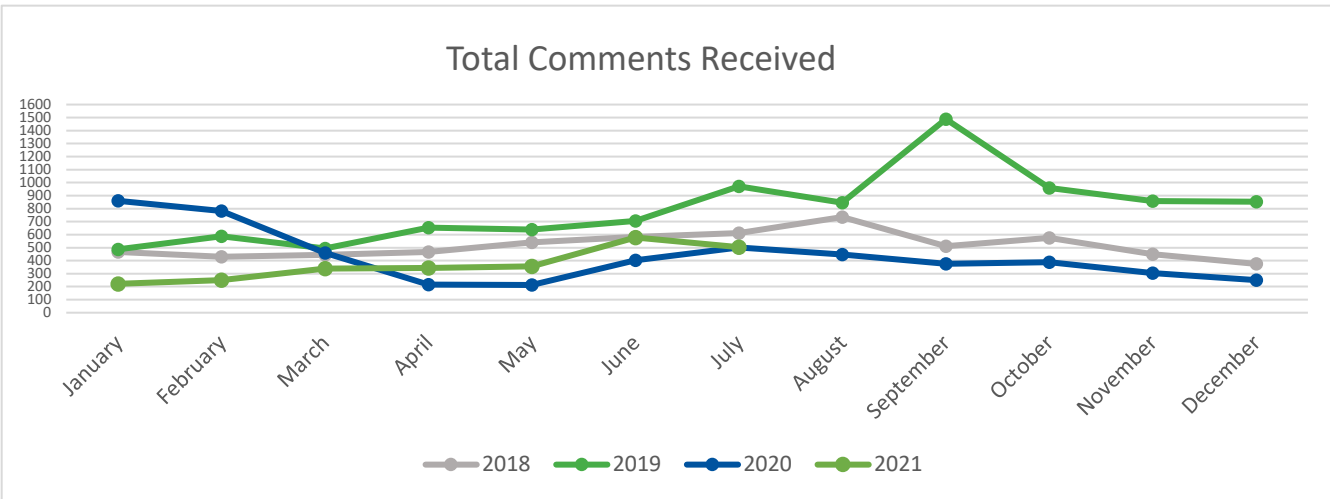


Customer Service Representative staffing contract continues to be in favorable standing.

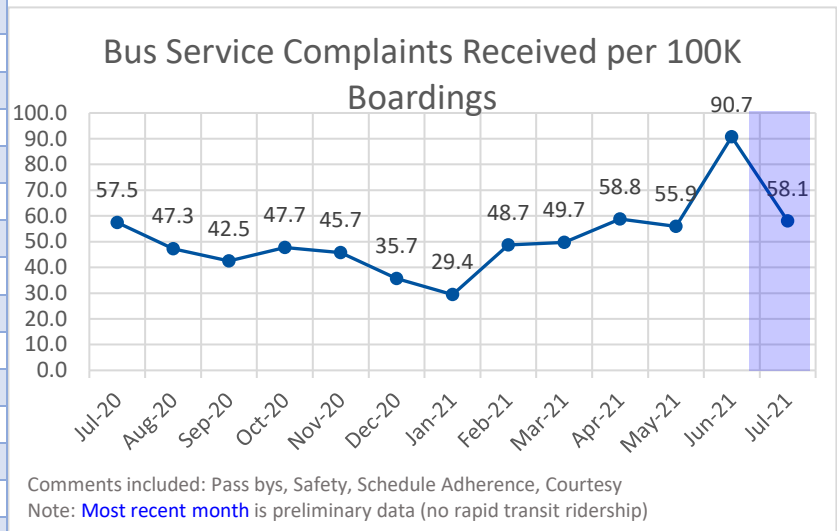


RECEIVED COMMENT REPORT:

Schedule Adherence is the largest category contributing to 21% of the total comments for the month of July. Almost half (47%) of our Schedule Adherence comments are related to missed runs. Comments pertaining to Fares has increased due to errors with TVM's and Flowbird programming. COVID related complaints have continued to be a concern with passengers due to the conflicting mask mandates between the state, city, and IndyGo.

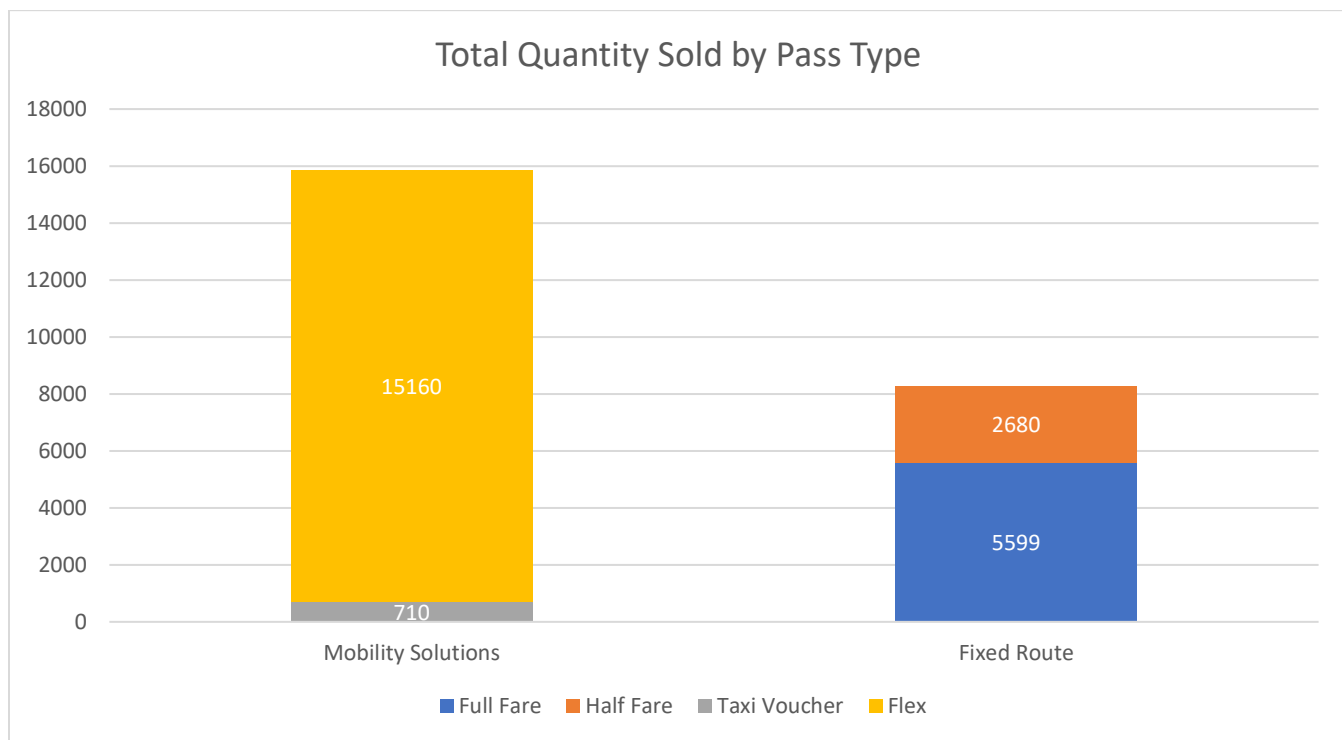


Category	Amount
Schedule Adherence	109
Safety	55
Fares	53
Courtesy	44
Pass By	43
2020 COVID	33
Routes	19
Rules	16
Suggestion	14
Denial	14
Facility Maintenance	13
Vehicle Maintenance	13
Bus Stops	12
Requests	11
Customer Service Center	10
Security	10
Compliments	9
Red Line	6
USURV	6
Wrong Information	4
Marketing	3
Discrimination	2
Detour	2
Real Time Arrivals	2
ADA	1
ZTRIP	1
TOTAL	505



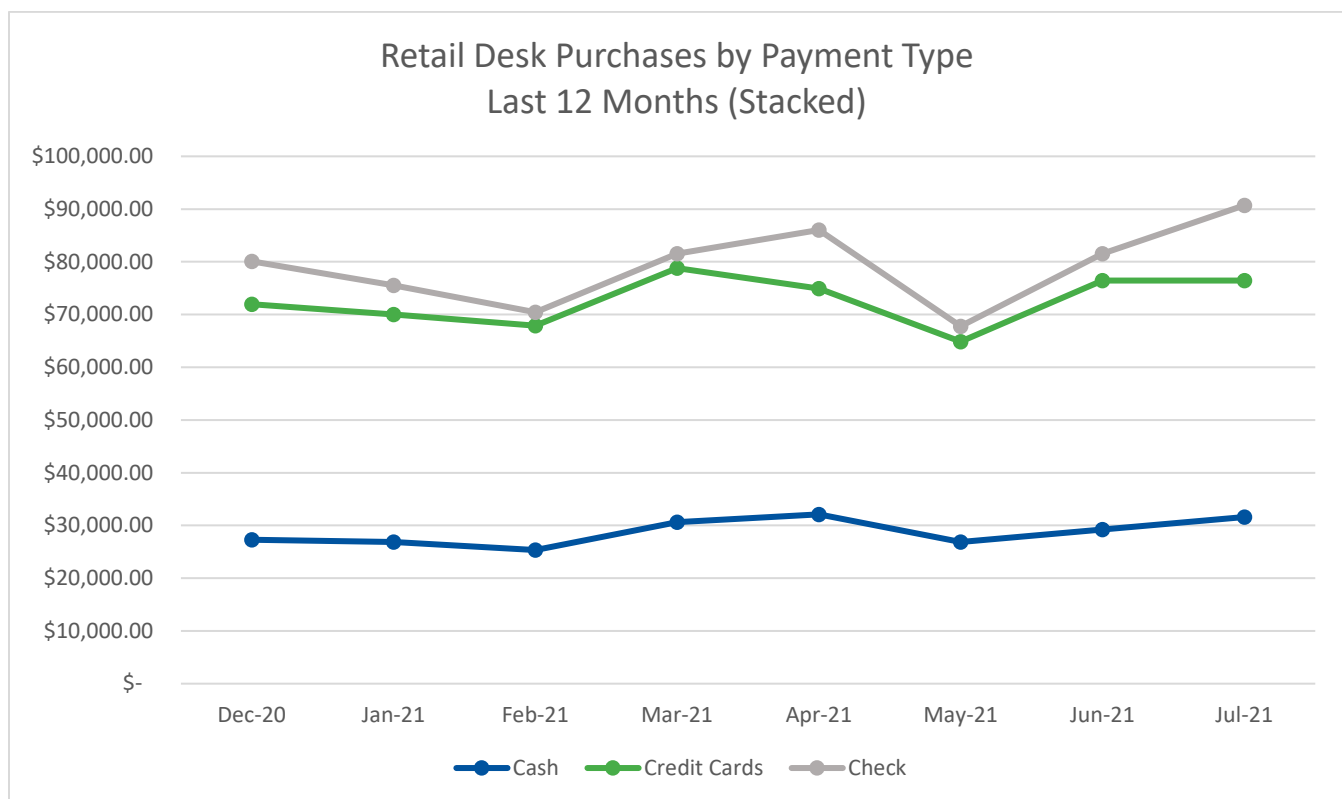
Retail Center and Sales Report:

Quantity of Passes: 24,149



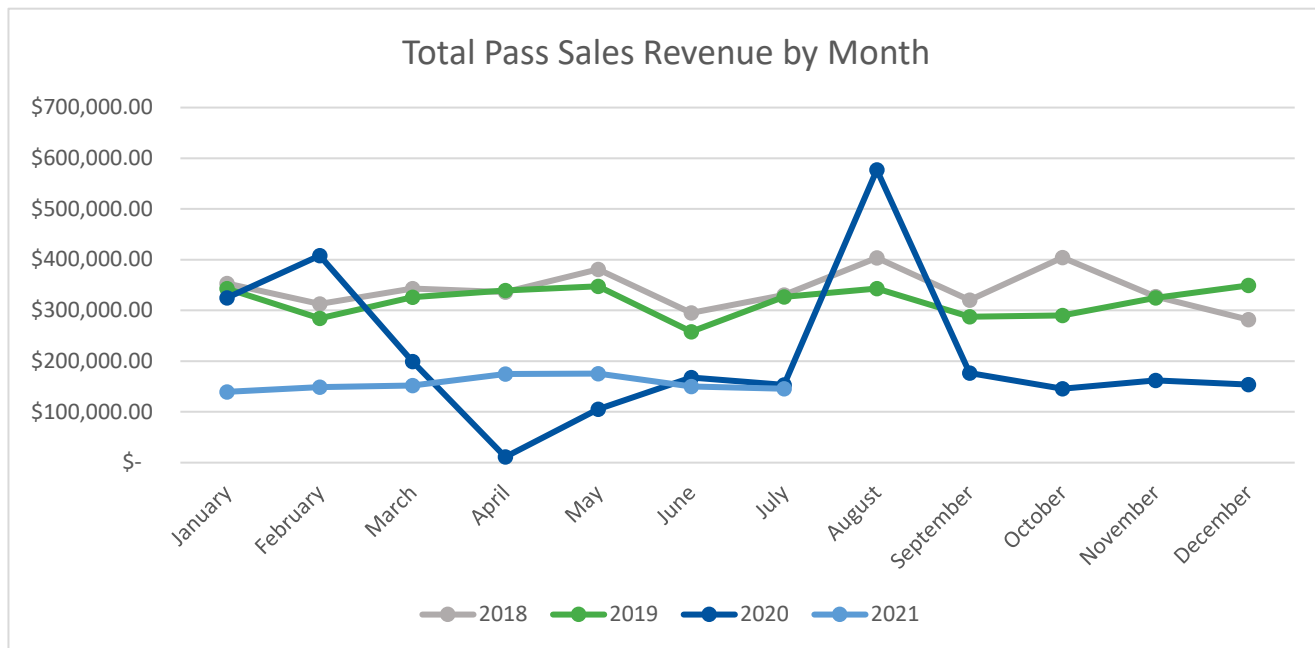
PAYMENT BREAKDOWN:

Customer Service Desk sales experienced an increase in July.



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

Total pass revenue continues to trend lower than pre-pandemic levels. However, total pass sales month to month are holding steady.



Open Door Paratransit

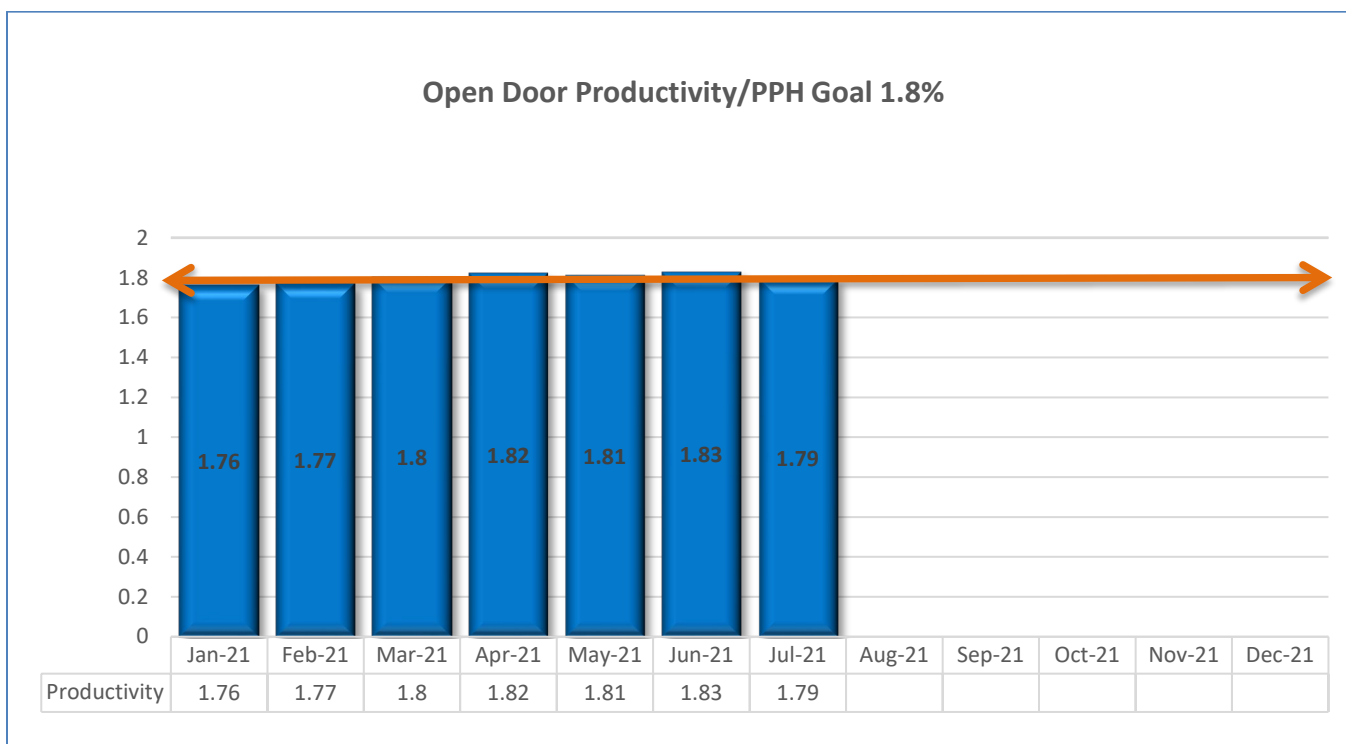
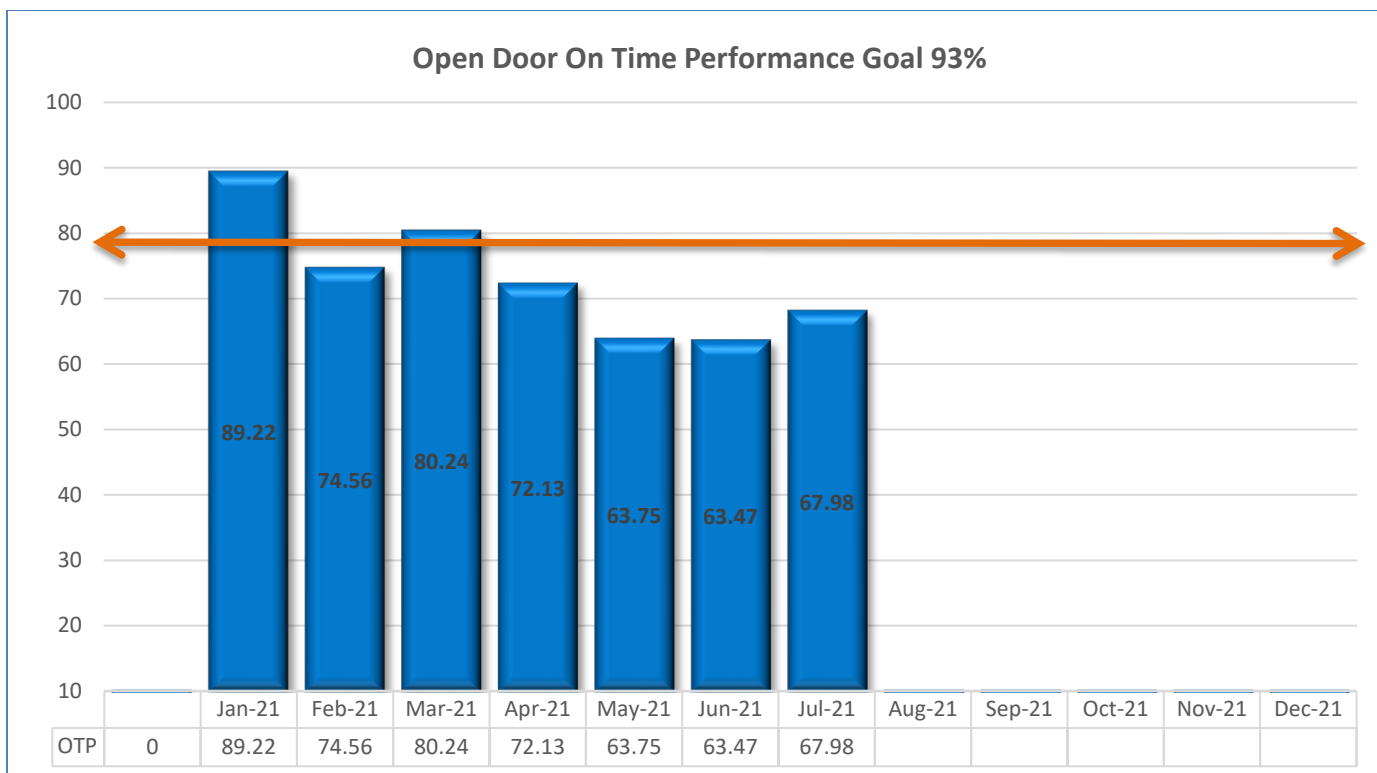
Transdev Ridership:

Ridership has decreased from 2020 to 2021 due to COVID-19. Ridership in July 2020 reflects 13,406 unlinked passenger trips, and for July 2021, data reflects 12,448 unlinked passenger trips, a decrease of 7.1% YOY.

20-June	21-June	% Change	Mobility Services	2020	2021	% Change
16,490	17,545	6.4%	Open Door Riders on Fixed Route	112,435	105,026	-7.4%
10,660	12,838	20.4%	Open Door	101,447	85,194	-16.0%
293	1,287	100%	31 Day S-Pass	25,453	10,113	-60.3%

On-Time Performance for July 2020 was 95.56%, and Productivity was 1.27%. July 2021 OTP was 67.98%, and Productivity was 1.79%, this is a decrease of 28.9% and an increase of 40.9%, 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

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	68	51	115	3	1	2
FEB	50	45	95	0	0	0
MAR	77	61	138	0	0	1
APR	19	28	47	0	0	0
MAY	17	33	49	0	1	0
JUNE	22	68	84	0	6	0
JULY	18	39	57	0	0	1
AUG	22	62	83	0	1	0
SEPT	23	44	66	0	1	0
OCT	40	43	83	0	0	0
NOV	28	37	65	0	0	0
DEC	25	27	52	0	0	1
Total	409	538	934	3	10	5

2021

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	22	38	60	0	0	0
FEB	29	33	62	0	0	0
MAR	46	42	87	0	1	0
APR	47	42	89	0	0	1
MAY	34	40	73	0	0	1
JUNE	35	58	91	0	1	2
JULY	28	54	82	0	0	2
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	241	307	544	0	2	5

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

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP
JAN	21	1	0	36	2	0
FEB	29	0	0	33	0	0
MAR	44	2	0	40	1	0
APR	47	0	0	42	0	0
MAY	30	2	1	40	0	0
JUNE	32	1	1	57	0	0
JULY	27	1	0	53	1	0
AUG						
SEPT						
OCT						
NOV						
DEC						
	230	7	2	301	4	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
740	710	-4.1%	Lottery Sold	5,890	4,940	-16.1%
817	634	-22.4%	Dialysis Sold	5,683	4,893	-13.2%

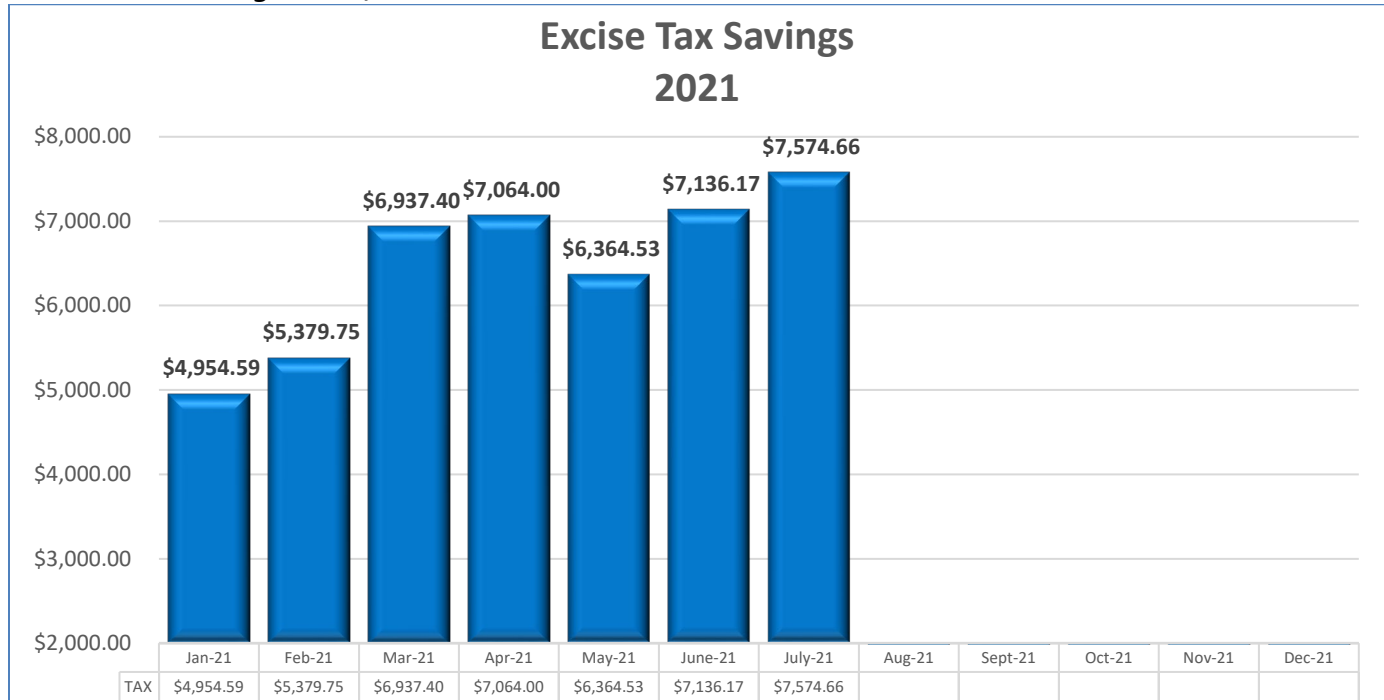
20-June	21-June	% Change	Vouchers Redeemed	2020	2021	% Change
617	609	-1.3%	Lottery Redeemed	5,573	4,262	-23.5%
1071	636	-40.6%	Dialysis Redeemed	5,966	4,930	-17.4%

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.

July 2021 savings from fuel excise taxes were \$7,574.66 (Fed Taxes = \$4,477.88 and State Taxes = \$3,096.78.)

Total annual savings is \$45,411.10





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

Human Resources Division Report – July 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Human Resources Jeffrey M. Brown
Date: August 26, 2021

CONSIDERATION OF HUMAN RESOURCES REPORT JULY 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:** Over the past month, IndyGo has experienced an increase in COVID-19 positive infections. At this time, there is a total of 132 employees who have tested positive for COVID-19, an increase of over twenty since the last Human Resources Report was issued. IndyGo continues to monitor positive cases, vaccination rates, and the Delta Variant, as well as the impact these issues are having on the workforce and service.
2. **COVID Data:** Since the COVID-19 pandemic began in February of 2020, IndyGo has had 132 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 August 24, 2021, 45.6% of Marion County residents and 45% 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, at 317-221-2100.
4. **COVID Testing:** IndyGo employees are also eligible for free testing at various sites across Indianapolis and Marion County. Obtaining testing results, however, appears to be taking longer for individuals and their families given the increase in new cases.
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 January 2022 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:	776
b. Total Union Employees:	551
c. Total Coach Operators:	419
d. Annual Coach Operator Turnover Rate:	21.39%
e. Total Non-Coach Operators Employees:	357
f. Annual Non-Coach Operator Turnover Rate:	20.26%
g. Annual IndyGo Employee Turnover Rate:	20.91%

2. **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.

3. Labor Relations and Health Plan Design Changes

IndyGo and ATU, Local 1070 concluded a month-long negotiation to make necessary changes to the health plan design that covers both union represented employees and represented employees. More specifically, ATU, Local 1070 agreed to IndyGo's proposal to modify the health plan design in order to achieve important cost savings for IndyGo. The modifications to the health plan will not create a financial burden to our workforce and are necessary to help reduce anticipated health plan costs while also creating additional competition among vendors. IndyGo is hopeful this is the first step in managing a more cost effective health plan. The changes to the health plan will be effective January 1, 2022 and are summarized as follows:

	CURRENT PLAN		MODIFIED PLAN DESIGN	
	PPO	HDHP	PPO	HDHP
Annual Deductible				
Single	\$500	\$1500	\$1000	\$2000
Family	\$1500	\$3000	\$3000	\$4000
Out of Pocket Max				
Single	\$1500	\$2500	\$2000	\$3000
Family	\$3000	\$5000	\$4000	\$6000
Co Pay				
Primary	\$20	Ded. + Coins.	\$25	Ded. + Coins.
Specialty	\$20	Ded. + Coins.	\$50	Ded. + Coins.
Coinsurance	90% / 10%	100% / 0%	80% / 20%	80% / 20%
Out of Network Benefits Coinsurance	70% / 30%	70% / 30%	60% / 40%	60% / 40%
Emergency Care				
Urgent	\$75	Ded. + Coins.	\$100	\$100
ER	\$200	Ded. + Coins.	\$250	\$250
Prescription Drugs				
Retail	\$10/ \$30/\$60/\$60	\$10/ \$30/\$60/\$60	\$10/ \$30/\$60 25% to \$200	\$10/ \$30/\$60 25% to \$200
Mail In	\$10/\$75/ \$180 /\$60	\$10/\$75/ \$180 /\$60	\$10/\$75/ \$180 / 25% to \$200	\$10/\$75/ \$180 / 25% to \$200

Diversity & Inclusion & Workforce Development Division Report – August 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Diversity & Inclusion and Workforce Development Denise E. Jenkins-Agurs, MS.Ed.
Date: 8/6/21

Teammate Engagement:

- Employee appreciation Sweet Treat Day is on 8/27. Ice cream will be given to our teammates by the leadership team
- Blood Drive scheduled for 8/24
- Food Truck Thursdays continued through 9/2
- Backpack Drive was a huge success. Volunteers of America and Deborah's Place received school supplies and backpacks for over fifty students.
- Teammate Engagement page can be viewed on the IndyGoHub Intranet

Workforce Development:

- Offering two National Transit Institute (NTI) courses for teammates:
 - Business Writing
 - Crisis Communications
- In the last stages of the Indiana Workforce Development Grant-Next Level Job Employer Grant process for two courses taught by Purdue:
 - Aspiring Leadership (8-week course, bi-weekly with 12 teammates)
 - Lean Six Sigma Green Belt Certification (6-weeks, 1-day a week with 12-teammates)
- Recruiting mentors for the Coach Operator and Mechanic Mentorship & Apprenticeship Program (COM-MAP), applications are due 8/16
- TIM Talk by Coach Operator Nathan Barnes-Developing a Positive Mental Attitude (July 27)
- Gearing up to welcome back 4-interns from Providence Cristo Rey High School. Two new students will work in Mobility Services, IT, and Public Affairs
- Next, TIM Talk will be 8/12 facilitated by LaTeeka Washington. Facility and project updates
- Workforce Development page can be viewed on the IndyGoHub Intranet

Diversity and Inclusion:

- Lunch and Learn: The Cycle of Socialization of Oppression took place on July 13
- Published the Diversity, Equity, and Inclusion Newsletter called “The Route.”
- D&I page can be viewed on the IndyGoHub Intranet
- Held our monthly Committee Meeting
- Denise Jenkins-Agurs and Lloyd Graham attended the Indianapolis African American Quality of Life Initiative webinar

ADP Learning Management System (LMS)

- Still interview applicants for the manager position

INFORMATION UPDATE – WORKFORCE DEVELOPMENT

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Diversity/Inclusion and Workforce Development Denise Jenkins-Agurs
Date: August 11, 2021

WORKFORCE DEVELOPMENT: GROWING OUR OWN

BACKGROUND:

Mentorship & Apprenticeship Program

In December 2020, IndyGo partnered with ATU Local 1070 to address the need for Mechanics and Coach Operators by developing a Mentorship and Apprenticeship program with the assistance of Jamaine Gibson from ATU International. We will be “Growing Our Own” talent through the Coach Operator & Maintenance Mentor Apprenticeship Program (COM-MAP).

The planning committee consists of the following Agency and ATU teammates:

- Aaron Vogel, COO/VP of Operations
- Denise Jenkins-Agurs, VP of D & I and Workforce Development
- Rachel Hill, ATU Financial Secretary
- Robbie Waggoner, ATU Facility Maintenance Tech

We also have a Sub-Committee of high performers who are the subject matter experts in Maintenance and Coach Operations to assist in developing the program.

We have partnered with Ivy Tech to assist us with the maintenance curriculum to allow the apprentices to receive a certification that will enable them to continue their education to pursue their Associate Degree after completing the 1-year apprenticeship program.

To have a successful program, we are currently developing a Mentorship program for mechanics and coach operators, taught by Jamaine Gibson. Any teammate interested in being a mentor will have to apply and be interviewed by the committee. Having a mentor assigned to the apprentice will allow a higher success rate.

Mentoring Program Timeline Update:

- Pilot Coach Mentoring session took place the first of the year
- Union Shop Stewarts will mentor the new Coach Operators
- MOU was sent to the ATU, awaiting their signature
- Marketing began July
- Program applications are due in August
- Mentoring Education facilitated by Jamaine Gibson, ATU International, will take place in September

- Ivy Tech has reviewed the maintenance training curriculum with the recommendation for the Apprenticeship Program.
- Transportation Learning Center is reviewing our Maintenance training curriculum, and we are currently waiting on recommendations on how we can include High Voltage education based on transit best practices.

Fellowship & Internship Update:

- **IUPUI Peterson Fellowship (\$15K Investment):**
 - Graduate students at the IUPUI School of Public and Environmental Affairs submit applications to become an IUPUI Peterson Fellow. Applying students should be interested in public service. Fellows receive an annual stipend of \$15,000 and are placed with public agencies to gain real-world experience. For the 2020-2021 school year, three graduate students were selected, a first for the program and a reflection on the quality of the student's applying. IndyGo and the airport were asked if they would participate, and both agreed. Students rotate between the agencies, with each on spending approximately the length of a semester at each site for approximately 20 hours each week.
 - For the 2020-2021 school year, the three students were Amber Rose-Greaney, Alexis Weaver, and Ellen White.
 - Amber Rose-Greaney is interested in sustainability efforts, especially policies enacted by city government. At IndyGo, Amber was tasked with researching the current state of fuel-cell electric buses in the United States and to provide some draft cost comparisons between different propulsion and manufacturers. Amber's research was instrumental in providing staff with an understanding of the current state of Fuel Cell Electric Buses (FCEBs) and the potential challenges and benefits of FCEBs as compared to battery electric buses.
 - Alexis Weaver is interested in public affairs. She was a dual major, also studying law at IUPUI. She assisted staff by evaluating how red paint treatment applied on the Red Line BRT corridor was obeyed by motorists. She developed a methodology, watched film from Red Line vehicles, cataloged incidents, and produced a draft report on her findings. She presented those findings to IndyGo staff. Her report was the foundation for IndyGo's submittal to the Federal Highway Administration (FHWA), a requirement from FHWA's approval of treating the streets with red paint.
 - Ellen White is interested in sustainability, with a focus on data and policy analysis. She worked on several projects, including a project in which she analyzed data and created a visualization on the COVID-19 impact on boardings by bus stop. The project was on the to-do list of an IndyGo staff member. She also researched two different grant requirements for IndyGo, providing vital information to assist IndyGo staff in deciding whether to apply for the grants.
- **Robert H. McKinney School of Law at IUPUI**-one intern
- **Providence Cristo Rey High School (\$25K Investment):**
 - Year two participating in the program
 - 4-students will have the opportunity to intern in the following departments:
 - Mobility Services (2-students)
 - IT
 - Corporate Communication
 - 1-day week for seven hours
 - Entire school year, depending on the pandemic outcome

ADP Learning Management System (LMS)

We are excited to share that the planning committee has completed the education on using and setting up our NEW ADP Learning Management System. The purpose of this platform will allow us to house all of our education online. Teammates will have the opportunity to review their classroom and online learning courses. They will also have the opportunity to self-assign themselves to over 120 soft-skill courses for professional and personal development. We are currently interviewing a manager to lead the strategy and roll-out. Our goal is to launch the LMS by August.

National Transit Institute (NTI)

We have partnered with NTI to share continuing education with our teammates. NTI provides online and seminars to public transportation in the US. They promote, develop, and deliver high-quality programs and materials through cooperative partnerships with industry, government, institutions, and associations. They serve as a catalyst for enhancing skills and performance in public transportation. We will post some of their courses in In-Transit to encourage teammates to continue their education.

Lunch-N-Learn Education

We purchased a pre-packaged Professional and Personal development curriculum that can be branded and customized for a great learning experience. Lloyd Graham, our new Diversity and Inclusion (D & I) and Workforce Development Manager, will create and facilitating soft skills, leadership, and D & I education. These courses will occur during Tim Talks and Teams Meeting until it's safe to resume classroom experience.

Indiana Department of Workforce Development-Next Level Job Employer Grant

- We applied for a \$45K reimbursable grant. These dollars will cover two courses:
 - Aspiring Leadership (8-week course, bi-weekly with 12 teammates)
 - Lean Six Sigma Green Belt Certification (6-weeks, 1-day a week with 12 teammates)

RECOMMENDATION:

Receive the report.

Denise Jenkins-Agurs
VP of D & I and Workforce Development
Department of D& I and Workforce Development



Workforce Development “Growing our Own” Preparing for the Future





Denise Jenkins-Agurs

VP of Diversity & Inclusion and Workforce Development

Ryan Wilhite

Manager of Special Projects and
Regional Mobility Integration

Membership and Partnership Coming Soon

Membership and Partnership Coming Soon

- IndyGo and ATU Local 1070 are working together to develop two programs to address future retirement needs by establishing a Mentorship and Apprenticeship Program called ***Coach Operator & Maintenance Mentor Apprenticeship Program (COM-MAP)***
- **Committee Members are:**
 - Aaron Vogel, COO/VP of Operations
 - Denise Jenkins-Agurs, VP of Diversity & Inclusion and Workforce Development
 - Rachel Hill, ATU Financial Secretary
 - Robbie Waggoner, ATU Facility MaintenanceTech
- **Sub-Committee Members are:**
 - Agency and ATU Local 1070 subject matter experts will develop the education/job skills
- **Ivy Tech:** Partnership to develop the **High Voltage Maintenance Curriculum** for the Apprenticeship Program, which can take up to two years for approval
- **Mentoring Program Timeline Update:**
 - Pilot Coach Mentoring session took place the first of the year
 - Union Shop Stewards will mentor the new Coach Operators
 - MOU was sent to the ATU, awaiting their signature
 - Mentoring marketing material will be emailed to teammates in July
 - Mentoring applications are due in August
 - Mentoring Education facilitated by Jamaine Gibson, ATU International, will take place in September
 - Ivy Tech has reviewed the maintenance training curriculum with the recommendations for the Apprenticeship Program.
 - Transportation Learning Center is reviewing our Maintenance training curriculum, and we are currently waiting on recommendations on how we can include High Voltage education based on transit best practices.



IndyGo



IndyGoSM

Coach Operator & Maintenance Mentor
Apprenticeship Program (COM-MAP)

Coach Operator & Maintenance Mentors Needed

**Can you be a guide and resource for
new mechanics or operators as they
navigate their first year on the job?**

Coach Operator & Maintenance Mentor Apprenticeship Program (COM-MAP)

Apply now to become a Mentor!

IndyGo and ATU Local 1070 jointly launched a new initiative, creating a peer to peer Mentorship Program. It provides an added layer of support for newly hired bus operators and mechanics once they've completed initial training.

We need more experienced Operators and Mechanics to join the crew of Mentors. Be a part of this exciting effort to help our newest teammates acclimate to life behind the wheel or in the garage.

See application for more details.

Apply by Monday, August 16th by close of business

Place completed applications in the collection box attached to the application stand in the lounge or at the ATU local office.

Questions? Email: commmap@indygo.net or contact the ATU Local 1070



Mentorship and Apprenticeship

Committee Members



Aaron Vogel
COO/VP of Operations



Denise Jenkins-Agurs
*VP of Diversity & Inclusion and
Workforce Development*



Robbie Waggoner
*ATU Facility Maintenance
Tech*



Rachel Hill
ATU Financial Secretary

IUPUI PETERSON FELLOWS

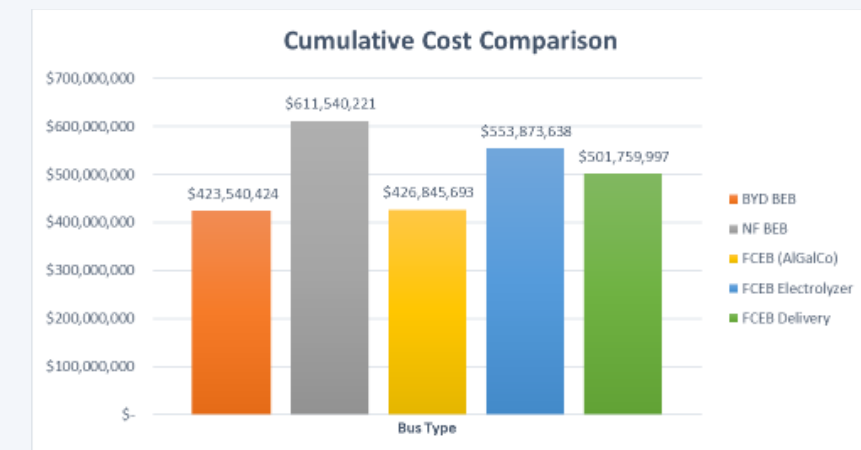
2020-2021 School Year

- Graduate students in the School of Public and Environmental Affairs (SPEA)
- Application-based fellowship
- Rotate between City, Airport, and IndyGo
- Investment of \$15k
- Provided with special projects to match desired skill development and IndyGo needs
- Ended in early August

IUPUI PETERSON FELLOWS- cont.

Amber Rose-Greaney

- Answered the following:
 - What's the state of Fuel-Cell buses in the US?; and
 - What is the difference in complete costs between Battery Electric Buses (BEBs), diesels, and Fuel Cell Electric Buses (FCEBs)?
- Researched FCEBs
- Interviewed agencies with experience
- Led efforts to understand what a pilot would look like at IndyGo
- Presented findings and recommendations to IndyGo staff



IUPUI PETERSON FELLOWS- cont.

Alexis Weaver

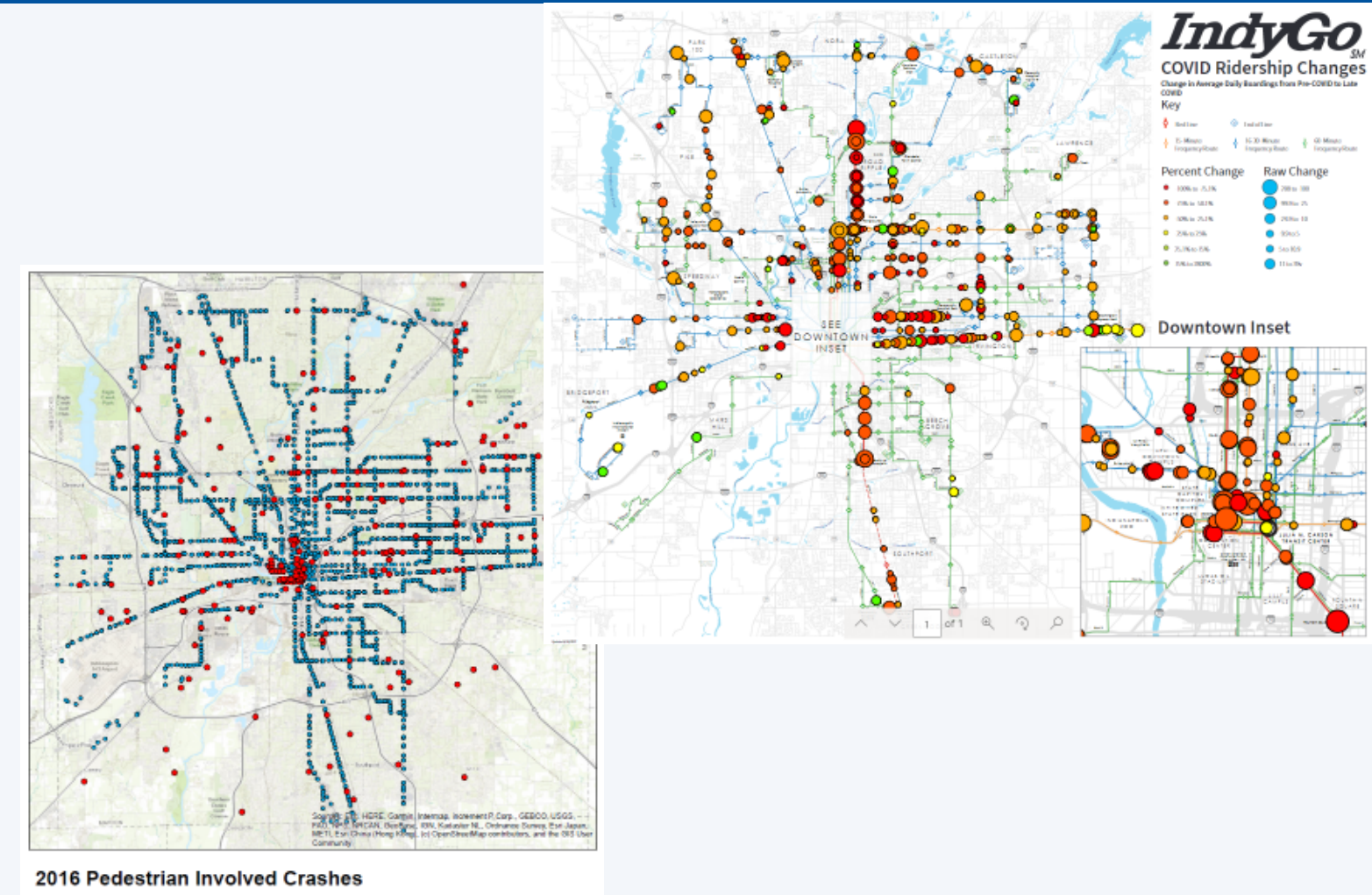
- Created new methodology to answer:
 - How effective are the Red Pavement Treatments?
- Watched 40 hours of bus footage
- Documented incidents
- Drafted report
- Final report edited by staff and sent to Federal Highway Administration (FHWA)
- Fulfilled requirement for Red Pavement



IUPUI PETERSON FELLOWS- cont.

Ellen White

- Answered several questions:
 - What Transit Oriented Development (TOD) planning projects have received Federal Transit Administration (FTA) funding?
 - How did COVID affect boardings by stop?
- Created methodology to answer the boardings by stop question, using R
- Used ArcGIS to understand Right of Way (ROW)



INTERNSHIP UPDATE

- Robert H. McKinney School of Law at IUPUI-one intern in legal
- Providence Cristo Rey High School (\$25K Investment):
 - Year two participating in the program
 - 4 students will have the opportunity to intern in the following departments:
 - Mobility Services (2)
 - IT
 - Corporate Communication
 - 1-day a week for 7-hours
 - Entire school year depending on the pandemic

WORKFORCE DEVELOPMENT PROGRAM (WFD) UPDATE

- **ADP LEARNING MANAGEMENT SYSTEM (LMS)**
 - Learning platform will allow us to house all education/training online.
 - Teammates will have the opportunity to review their classroom and online learning courses.
 - Teammates can sign-up to over 120 soft-skill courses for professional and personal development.
 - Currently interviewing for a manager to lead this strategy
 - Tentative rollout to teammates is in September
- **NATIONAL TRANSIT INSTITUTE (NTI)**
 - NTI provides online courses and seminars to public transportation in the US. They promote, develop, and deliver high-quality programs and materials through cooperative partnerships with industry, government, institutions, and associations.
 - Serve as a catalyst for enhancing skills and performance in public transportation.
 - Upcoming training courses will be sent via email to all teammates to encourage continuing education.

WFD PROGRAM UPDATE – cont.

- **LUNCH & LEARN EDUCATION**

- Lloyd Graham, our new Diversity & Inclusion (D & I) and Workforce Development Manager, has created and facilitated soft skills, leadership, and D & I education.
- Purchased a pre-packaged Professional and Personal development curriculum that can be branded and customized for a great learning experience.
- Courses will occur during Tim Talks and Teams Meeting until it's safe to resume for a classroom experience.

- **INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT-NEXT LEVEL JOB EMPLOYER GRANT**

- Applied for \$45K Reimbursable Grant
- Grant dollars is used to cover the expense of the following courses:
- Aspiring Leadership (8-week course, bi-weekly, with 12 teammates)
- Lean Six Sigma Green Belt Certification (6-week course, 1-day a week, with 12 teammates)

DIVERSITY & INCLUSION AND WORKFORCE DEVELOPMENT

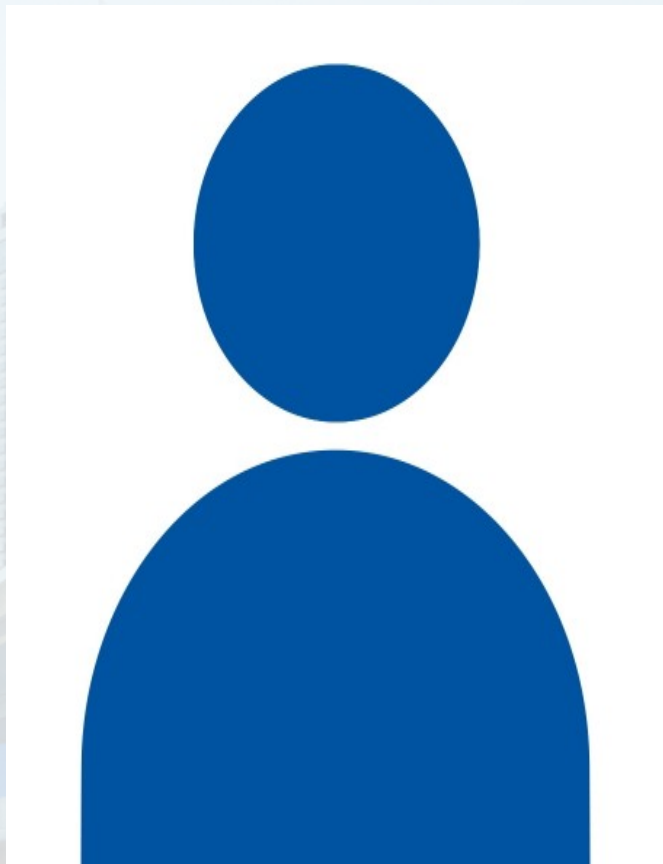
TEAMMATES



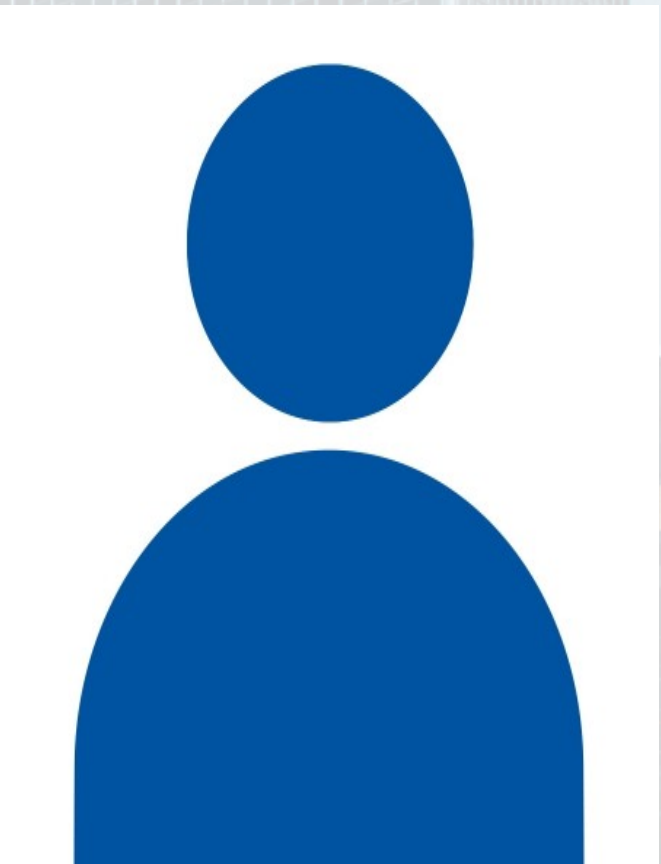
January Sanders
*Culture Engagement
Specialist*



Lloyd Graham
*Diversity & Inclusion and
Workforce Development
Manager*



Vacant Position
*Transit Apprenticeship
and Mentorship
Coordinator*



Vacant Position
*Learning Management
System Manager*

*IndyGo*SM

THANK
YOU

QUESTIONS?



Supplier Diversity Division Report – July 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Supplier Diversity Officer & DBELO Chelci R. Hunter
Date: August 26, 2021

DISCUSSION:

Between Mid-July 2021 and August 2021 IndyGo's Supplier Diversity team hosted eleven (11) unique one-on-one vendor meetings. In addition to our hosted vendor meetings, we also attended Indy Chamber's Conexion event, one (1) One Zone Event, one (1) diversity outreach event hosted by F.A. Wilhelm and had conversation with the Greater Lawrence Chamber regarding becoming a member.

As of July 2021, IndyGo has obtained 19.41% 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 Vendor Development Program Pilot application went "live" on the IndyGo website on July 13, 2021. The application closed on August 8, 2021 at 5:00PM. We received several applications from vendors interested in attending. The Evaluation Committee has received all submitted applications and are currently reviewing and scoring. We will provide information regarding selected vendors during the next Board update. Session one will begin on September 14, 2021.

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 scoring from Vendor Development Program Pilot applications.
- Begin Vendor Development Program Pilot on September 14, 2021.
- Plan for Staff Training/Educational refresher sessions.

RECOMMENDATION:

Receive the report.

Chelci R. Hunter
Senior Supplier Diversity Officer & DBELO