



Board Report  
September 23, 2021

[www.IndyGo.net](http://www.IndyGo.net)  
317.635.3344

- 1. Call to Order and Roll Call** (Presenters - Adairius Gardner, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - Richard Wilson, Adairius Gardner, Greg Hahn)
  - Finance Committee - Richard Wilson
  - Service Committee - Adairius Gardner
  - Governance & Audit Committee - Greg Hahn
- 4. Consent Agenda** (Presenter - Adairius Gardner)
  1. A-1: Consideration and Approval of Minutes from Board Meeting held on August 26, 2021
  2. A-3: Consideration and Approval of Bus Stop Design Task Order (Presenter - Annette Darrow)
  3. A-5: Consideration and Approval of UVC Technology (Presenter - Brian Clem)
  4. A-6: Consideration and Approval of Capital Projects Management Review (Presenter - Brian Atkinson)
  5. A-7: Consideration and Approval of Memorandums of Understanding Review (Presenter - Brian Atkinson)
  6. A-8: Consideration and Approval of BKD Audit (Presenter - Brian Atkinson)
- 5. Public Hearing Agenda** (Presenter - Adairius Gardner)
  1. A-2: Consideration and Approval of Resolution 2021-10 Beyond the ADA Service Policy Adoption (Presenter - Ryan Wilhite)
- 6. Regular Agenda** (Presenter - Adairius Gardner)
  1. A-4: Consideration and Approval of Resolution 2021-11 to Transfer Ownership of Red Line Parcels to the City of Indianapolis (Presenter - Jill Russell)
  2. A-9: Consideration of Bond Issue of \$65,000,000 to Support the Certain Public Transportation Projects (Presenter - Bart Brown)
  3. A-10: Consideration and Approval of Emergency Transportation Services – WellTrans (Presenter - Michael Roth)
  4. A-11: Consideration and Approval of Resolution 2021-12 Free Fare for Car Free Day/Bike to Work Day (Presenter - Lesley Gordon)
- 7. Information Items** (Presenter - Adairius Gardner)
  1. I-1: Consideration of Receipt of the Finance Report for August 2021 (Presenter - Bart Brown)
  2. I-2: CEO Report (Presenter - Inez Evans)
  3. I-3: May Mobility Update
  4. I-4: Data Analytics Follow Up
  5. I-5: Microsoft D365 Upgrade, Independent Project Oversight
  6. I-6: Governance & Audit Workplan Status Update
  7. I-7: Ethics Hotline Summary Report
  8. I-8: Department Reports
- 8. Adjourn** (Presenter – Adairius Gardner)

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

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Our next Board Meeting will be Thursday, October 28, 2021



## August 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 August 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>
Calvin Cargile	869	18	27
Efrain Amaya	224	17	18
Joe Monaghan	4142	15	18
Dilexi Rosario	2277	12	15
Vernessa Foster	1975	11	16
Bevelyn Robinson	8194	10	12
Samuel Abebe	8472	7	8
Lakeita Smith	8557	6	8
Garry Staggs	8376	6	10
Laniese Coach	8641	5	7
Reginald Taylor	8673	5	7
Lauren Thomas	8656	5	7
John Ibrahim	9016	3	4
Tiana Treadwell	9008	3	4
Keary Bradford	9191	2	3
Adam Burke	9545	2	2
Elisa Davis	9023	2	4
Kwabena Dinizulu	9261	2	3
Samuel Keller	9195	2	3
Rodney Mason	9362	2	2
Anthony Snow	9268	2	3
Mary Spence	9124	2	3



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

<b>Angela Williams</b>	9018	2	4
<b>Ella Cartwright</b>	9542	1	2
<b>Maria Cook</b>	9276	1	3
<b>Mikia Hicks</b>	9156	1	3
<b>Jordon Hollonquest</b>	9534	1	2
<b>Robert Lundy</b>	9524	1	2
<b>Jacquece Rutledge</b>	9043	1	4
<b>Roy Shurn</b>	9435	1	2
<b>Soriano Peralta</b>	9742	1	1

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 – September 2021

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** September 16, 2021

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
September 16, 2021

The Finance Committee met on September 16, 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 and Regular Agenda Items A-9.

An item from the committee meeting I would like to highlight is Action Item A-5, Consideration and Approval for RFP 21-06-408 UV-C Lighting, Vehicle Air Disinfecting. Director of Risk and Safety Brian Clem presented this action item to the Finance Committee. Throughout the Covid-19 pandemic, there has been an emergence of technology and methods to limit the spread of germs and viral load on surfaces and in the air. With the longevity in years and the efficacy of UV-C technology to eliminate airborne viral loads, IPTC determined that UV-C technology that has been proven for decades will help our employees, customers, and community have additional safety and confidence in public transportation moving forward. Total cost of this procurement is not to exceed \$1,617,072. This includes installation of the operating system in 186 Fixed Route, 106 Bus Rapid Transit, and 84 Paratransit vehicles. A total of 376 IPTC vehicles over the next 5 years.

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – September 2021

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** September 16, 2021

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
September 16, 2021

The Service Committee met on September 16, 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-3 and Regular Agenda Items A-2, A-4 & A-10.

An item from the committee meeting I would like to highlight is Action Item A-3, Consideration and Approval of Bus Stop Design Task Order. 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. There are 22 local bus stop sites within this design task order (package 2021-C) for the next bus stop improvement project. These bus stops are all located on the westside of Indianapolis, primarily along W. Michigan Street, W. 10<sup>th</sup> Street, W. 16<sup>th</sup> Street, and Lafayette Road. Each site is a unique location, and the level of improvement varies 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 bench pads. Lochmueller Group will lead this task order, with VS Engineering, DB Engineering, and Eagle Ridge Civil Services serving as sub-consultants for design and topographic surveying.

Madam President, that concludes my report.

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## Governance and Audit Committee Chairperson Report – September 2021

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**To:** President/CEO Inez Evans and Chair and Board of Directors  
**From:** Governance and Audit Committee Chairperson Greg Hahn  
**Date:** September 16, 2021

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Greg Hahn**  
**Governance and Audit Committee Chairperson's Report**  
September 16, 2021

The Governance and Audit Committee met on September 16, 2021 at 1:00PM. In attendance was, myself, Greg Hahn, Chairman of the Governance & Audit Committee, as well as Committee Member Adairius Gardner. Due to the Coronavirus Pandemic, this committee met remotely via video conferencing.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-6, A-7 & A-8.

An item from the committee meeting I would like to highlight is Action Item A-7, Consideration and Approval of Memorandum of Understanding (MOU) Assessment. Deputy Director of Governance & Audit Brian Atkinson presented this action item to the Governance & Audit Committee. IPTC enters into MOUs, Interlocal Cooperation Agreements (ICAs), Utility Reimbursement Agreements (URAs) and other arrangements with local governments, utility companies and other entities, as needed. IPTC had nine active agreements with seven separate counterparties at the time of the review.

The report associated with this action item is included in the Board packet. It includes two recommendations with the overall risk associated with this Memorandum of Understanding assessment rated as "Medium." The observations relate to:

- Agreement Format and Terms – IPTC can continue to standardize and update its format and terms for MOUs and related agreements.
- Agreement with the City supporting the Transit Plan Implementation – IPTC should continue to seek clarifications to this agreement, which is integral to its operations, budget, and the riding public.

Mr. Chairman, that concludes my report.

## Minutes

IndyGo

Aug 26, 2021 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

### ACTION ITEM A – 1

#### Attendance

##### Members Present:

Bart Brown, Charlie Carlino, Inez Evans, Greg Hahn, Mike Roth, Jill Russell, Ryan Wilhite, Richard Wilson

##### Members Present (Remote):

Jeff Brown, Annette Darrow, Mark Fisher, Adairius Gardner, Lacy Johnson, Stacey Metz, Lise Pace, Cheryl Purefoy, Patricia (Pat) Rios, LaTeeka Washington, Paul Williams

##### Guests Present (Remote):

Mandla Moyo

##### Staff Present:

Mark Bryson, Hardi Shah, Aaron Vogel

##### Staff Present (Remote):

Lesley Gordon, Denise Jenkins-Agurs, Emily Lovison

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

 [board cover 2021 aug26.docx](#)

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

Chairman Greg Hahn called the meeting to order at 5:00pm. General Counsel Jill Russell called the roll. Two (2) members present in person and five (5) member present remotely via Zoom. There was a quorum. Pat Rios arrived after Regular Agenda item A-2.

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

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

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

President/CEO Inez Evans gave an update on the Awards and Commendations for July 2021. Recognized were safe drivers for July 2021, One (1) driver for 20 years of safe driving, July 2021 Operations Employee of the month, one (1) employee retirement after 41 1/2 Years of Service, and recognition for IndyGo earning perfect score in FTA Triennial Review.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

 [A Service Committee Chair Report August.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 Lise Pace. Richard Wilson - AYE, Adairius Gardner - AYE, Lise Pace - AYE, Mark Fisher - AYE, Lacy Johnson - AYE; Motion passed 5-0; Pat Rios, Absent

1. A-1: Consideration and Approval of Minutes from Board Meeting held on July 26, 2021  
 [A-1 July Board of Directors - 2022 Budget Introduced Minutes.docx](#)
2. A-5: Consideration and Approval of East Campus Administration Interior Renovations - 3D Professional Contracting, Inc. (Presenters: LaTeeka Washington)  
 [A-5 Board Action Item East Campus Admin Interior Reno Contractor.docx](#)
3. A-6: Consideration and Approval of Bus Stop Design Task Order (Presenters: Annette Darrow)  
 [A-6 Bus Stop Design on Call Planning Action Item - Package 2021-B.docx](#)
4. A-7: Consideration and Approval of a Ratification for IFB 17-09-273 Bus Shelter and Sign Maintenance (Presenters: Paul Williams)  
 [A-7 Shuck Ratification.docx](#)
5. A-8: Consideration and Approval of Non-Revenue Vehicle Purchase (Presenters: Cheryl Purefoy)  
 [A-8 Non-Revenue Vehicles Action Item 8-2021.docx](#)

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

1. A-2: Consideration and Approval of Proposed 2022 Budget (Presenters: Bart Brown)  
 [A-2 2022 Budget.docx](#)  
 [A-2 2022 IPTC 2021-08 Resolution re Special Tax 08.26.21.doc](#)  
 [A-2 2022 Form 4 Budget Ordinance 08.26.docx](#)

Vice President of Finance and Chief Financial Officer Bart Brown presented this action item to the Board. 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. 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 16, 2021, at 5:30 pm, there will be a public hearing held by the Council's Municipal Corporations Committee. 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.

**Motion:**

Approval of Proposed 2022 Budget

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

2. A-3: Consideration and Approval of New Mobility Advisory Committee (MAC) Member (Presenters: Mike Roth)  
 [A-3 MAC Member Vote.docx](#)

Senior Director of Mobility Solutions Michael Roth presented this action item to the Board. 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 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.

**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.

**Motion:**

Approval of New Mobility Advisory Committee (MAC) Member

Motion moved by Lise Pace and motion seconded by Patricia (Pat) Rios. Richard Wilson - AYE, Adairius Gardner - AYE, Lise Pace - AYE, Mark Fisher - AYE, Lacy Johnson - AYE, Pat Rios - AYE; Motion passed 6-0

3. A-4: Consideration and Approval to Negotiate a Contract with Marathon Health for On-Site Clinic and Wellness Program (Presenters: Jeff Brown)

 [A-4 HR Action Item - Clinic Contract \(Aug 2021\) - Supplier Diversity Edits..docx](#)

Senior Director of HR Administration Mark Bryson presented this action item to the Board. It is requested 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. 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. 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. 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. 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.

**Motion:**

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

Motion moved by Richard Wilson and motion seconded by Mark Fisher. Richard Wilson - AYE, Adairius Gardner - AYE, Lise Pace - AYE, Mark Fisher - AYE, Lacy Johnson - AYE, Pat Rios - AYE; Motion passed 6-0

4. A-9: Consideration and Approval of Ratification of CY2022 Diesel Fuel Contract

 [A-9 Fuel Ratification Action Item Template.docx](#)

Director of Procurement & Supply Chain Management Stacey Metz presented this action item to the Board. IPTC's annual fuel consumption is expected to be approximately 1,620,000 gallons in the 2022 fiscal year. The contract will cover almost 96% of that consumption as a guarantee. 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 stel

along with their communication and customer service. This strategy meets FTA requirements for full and open competition.

**Motion:**

Approval of Ratification of CY2022 Diesel Fuel Contract

Motion moved by Mark Fisher and motion seconded by Richard Wilson. Richard Wilson - AYE, Adairius Gardner - AYE, Lise Pace - AYE, Mark Fisher - AYE, Lacy Johnson - AYE, Pat Rios - AYE; Motion passed 6-0

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

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

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

 [I-1 MAC numbers for July 21 meeting.pdf](#)

The Board heard an update on the Mobility Advisory Committee (MAC) from MAC Chair Mandla Moyo.

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

 [I-2 July 2021 Financials Summary.docx](#)

 [I-2 Capital Projects Spending - July Final.pdf](#)

The Board heard an update on the July 2021 Finance Report from CFO Bart Brown.

3. I-3: Beyond the ADA Draft Service Policy Introduction (Presenters: Ryan Wilhite)

 [I-3 Infoltem Aug2021 BoardUpdate NextSteps DraftPolicyIntro v2.docx](#)

 [I-3 BeyondtheADA August IPTC 2021 v1.pptx](#)

Manager of Special Projects and Regional Mobility Integration Ryan Wilhite presented to the Board information on Beyond the ADA Draft Policy.

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

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

President/CEO Inez Evans gave an update to the Board. Included in the update was Donation of Backpacks, Shelton Heights Community Park Dedication, IndyGo President/CEO on Business and Beyond Podcast with Gerry Dick, and information pertaining to the recently executed FTA funding of \$80.975 million for the construction of the Purple Line.

5. I-5: Section 5310 Report

 [I-5 2020CY 5310 InformationUpdate BOD.docx](#)

The Board received an update on the Section 5310 Report.

6. I-6: Task Order for CDM Smith to Prepare Red Line Deliverables

 [I-6 - August 2021 - cdms task orders.docx](#)

The Board received an update on a task order for CDM Smith to prepare Red Line deliverables.

7. I-7: Department Reports

 [I-7a August 2021 Board Report Risk and Safety FINAL.docx](#)

 [I-7b PLANNING AND CAPITAL PROJECTS REPORT for August 2021.docx](#)

 [I-7c August 2021 Board Report Public Affairs FINAL.pdf](#)

 [I-7d July 2021 Operations Monthly Board Report.pdf](#)

 [I-7e HR Board Report \(August 2021\).docx](#)

 [I-7f August Diversity Inclusion and Workforce Development Board Report.docx](#)

 [I-7f Information Update Workforce Development and Education update dja 8.5.21.docx](#)

 [I-7f Information Update Workforce Development-Education 8.5.21.pptx](#)

 [I-7g Information Update - Supplier Diversity - August 2021.docx](#)

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 6:11pm.

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Jill D. Russell  
General Counsel



Date: September 07, 2021  
Current Meeting: September 23, 2021  
Board Meeting: September 23, 2021

**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

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**ACTION ITEM A – 3**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute a task order with Lochmueller Group for an amount not to exceed \$133,600 for site survey, design, and project management of 22 local bus stops identified by IPTC Service Planning staff (design package 2021-C).

**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 the 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 22 local bus stop sites within this design task order (package 2021-C) for the next bus stop improvement project. These bus stops are all located on the westside of Indianapolis, primarily along W. Michigan Street, W. 10<sup>th</sup> Street, W. 16<sup>th</sup> Street, and Lafayette Road. Each site is a unique location, and the level of improvement varies 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 bench pads. Lochmueller Group will lead this task order, with VS Engineering, DB Engineering, and Eagle Ridge Civil Services serving as sub-consultants for design and topographic surveying.

**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 INDOT, DPW, or private development project.

**FISCAL IMPACT:**

The fee proposal provided by Lochmueller for the 2021-C bus stop design task order is \$133,600, which covers the survey, design, and project management costs for 22 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:**

These services are funded locally and 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 certified subcontractors have been included by Lochmueller Group: VS Engineering (MBE), DB Engineering (WBE), and Eagle Ridge Civil Services (VBE).

The work of these three subcontractors totals \$60,390 (45.2% of the total project).

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on September 16, 2021 and will be placed on the Consent Agenda.



Date: September 10, 2021  
Current Meeting: September 23, 2021  
Board Meeting: September 23, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Risk and Safety Brian Clem  
**SUBJECT:** Consideration and Approval for RFP 21-06-408 UV-C Lighting, Vehicle Air Disinfecting

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**ACTION ITEM A – 5**

**RECOMMENDATION:**

Authorize the President/CEO to enter into contract negotiations with Lumin-Air, and upon conclusion of successful negotiations, enter into a contract for a term of three years with two, one-year options for an amount not to exceed \$1,617,072.

**BACKGROUND:**

Throughout the Covid-19 pandemic, there has been an emergence of technology and methods to limit the spread of germs and viral load on surfaces and in the air. With the longevity in years and the efficacy of UV-C technology to eliminate airborne viral loads, IPTC determined that UV-C technology that has been proven for decades will help our employees, customers, and community have additional safety and confidence in public transportation moving forward.

On July 2nd, 2021, IPTC released RFP 21-06-408 for a UV-C vehicle air disinfecting solution. There were seven bids found to be responsive and responsible. IPTC formed an evaluation team of five members to score proposals. After evaluations and interviews with three bidders, two ranked very close in scoring. Lumin-Air was determined to have the best solution and placement for our fleet and is recommended.

**DISCUSSION:**

The IPTC evaluation team was made up of members from IPTC Operations, Mobility Services, Safety, Security, and Vehicle Maintenance departments. There were several categories that were evaluated such as warranty, experience in UV-C, delivery and installation, low maintenance cost, overall cost, and public communication and information sharing. Discussions about air filters and the different types, servicing the system, preventative system maintenance, placement locations on our different vehicles, country of origin for components and subcomponents, bulb life and manufacturing were evaluated.

**ALTERNATIVES:**

To not issue the award for UV-C lighting for vehicle disinfecting and continue with routine electrostatic chemical spraying.

**FISCAL IMPACT:**

Total cost of this procurement is not to exceed \$1,617,072. This includes installation on 186 Fixed Route, 106 Bus Rapid Transit, and 84 Paratransit vehicles. A total of 376 IPTC vehicles over the next 5 years.

**DBE/XBE DECLARATION:**

The recommended proposal, Lumin-Air's bid incorporated DBE/XBE participation with SterilCo and or ABT. The use of DBE/XBE would provide electrical components and labor estimated to be between 500 to 700 hours estimated between 2.62%-3.68%.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on September 16, 2021 and will be placed on the Consent Agenda.



Date: September 07, 2021  
 Current Meeting: September 23, 2021  
 Board Meeting: September 23, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy of Governance & Audit Brian Atkinson  
**SUBJECT:** Consideration and Approval of Capital Projects Management Assessment

**ACTION ITEM A – 6**

**RECOMMENDATION:**

Review and receive Governance & Audit Report 2021-03  
 Capital Projects Management Assessment

**BACKGROUND:**

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a Capital Projects Management Assessment.

**DISCUSSION:**

IPTC’s Infrastructure, Strategy and Innovation Division is responsible for the design and construction of all capital projects. We selected varying types and sizes of projects for our review. These included the following:

Type	Project	Provider
Bus Rapid Transit	Purple Line, Design Phase	WSP USA
Facilities	Paint Booth and Wash Bay, Construction	R.L. Turner
Planning	Blue Line Transit Oriented Development	Gould Evans

In our review, we noted through observation, testing and inquiry four issues

- Labor Rates and Monitoring - High
- E-Builder and Technology Systems - High
- Capital Program Summary Dashboard – Low
- Policy and Procedures – Low

We would like to thank IPTC staff and all those involved in assisting us in connection with the audit.

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

No Fiscal Impact

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance & Audit Committee on September 16, 2021 and will be placed on the Consent Agenda.

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## **Capital Projects Management Assessment**

**Governance & Audit Report No. 2021-3**

Report Issued September 1, 2021

## EXECUTIVE SUMMARY

### Background

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a Capital Projects Management assessment.

IndyGo’s updated Capital Plan totals nearly \$600 million for 2019 to 2025. These planned investments include bus rapid transit projects, rolling stock, infrastructure, facilities, IT, finance, safety and training projects. There are over 35 capital projects currently underway. Capital asset additions \$32.4 million in fiscal year 2020.

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

### Objective and Scope

- Obtain an understanding of IndyGo’s processes and controls related to managing Capital Projects.
- Review key processes and test selected transactions, related to:
  - Project roles and responsibilities
  - Contract amendments and change orders
  - Invoices and payments
  - Labor and non-labor charges
  - Subcontractors
  - Insurance coverage
  - Performance bonds
  - Technology
- Assess the effectiveness of the design and operation of internal controls
- Identify potential opportunities for process and control improvements or revenue enhancement.

### Overall Report Rating & Observations

*(See Appendix A for definitions)*

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
<b>Capital Projects Management</b>	<b>Medium</b>	<b>2</b>	<b>0</b>	<b>2</b>

### Overall Summary and Review Highlights

IndyGo’s Planning and Capital Project Department is responsible for the design and construction of all capital projects. We selected varying types and sizes of projects for our review. These included the following:

Type	Project	Provider
Bus Rapid Transit	Purple Line, Design Phase	WSP USA
Facilities	Paint Booth and Wash Bay, Construction	R.L. Turner
Planning	Blue Line Transit Oriented Development	Gould Evans

The selected projects were well controlled, with experienced Project Manager oversight. However, we did have observation that could enhance the future management and delivery of the capital program. We have rated the overall risk associated with Capital Projects Management as “Medium.”

We suggest that management focus on the observations related to:

- Labor Rates and Monitoring
- E-Builder and Technology Systems

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

## OBSERVATIONS SUMMARY

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

Governance and Audit Observations	
Recommendation Title	Rating
1. Labor Rates and Monitoring	High
2. E-Builder and Technology Systems	High
5. Capital Program Summary Dashboard	Low
6. Policy and Procedures	Low

## 1. Labor Rates and Monitoring

**Observation:**

Some provider contractual labor rates which were not updated consistently. Overhead and profit detail is not consistently obtained.

**Recommendation:**

Enhance review of labor and related charges, and more consistently monitor provider compliance.

Observation Rating: High

Labor and related burden costs are a significant component of planning, design and construction contracts. We reviewed the billed labor component of the three selected contracts. We noted:

- 1) The Purple Line design contract contains approved “fully loaded” billing rates (base pay rate, overhead and profit) as of the contract start date in 2017. There were no rates for future years of the project, or any rate escalation clause. Our testing revealed that the contractor’s billing rates for some selected individuals were higher than contractual rates. The provider did not consistently submit updated personnel lists or request billing rate approval prior to submitting Pay Applications, over the four years of the project. IndyGo did not consistently have current labor rates on file, to be able to verify billings.
- 2) The Purple Line design contract included fully loaded billing rates. However, the overhead and profit components were not included in the contract, which would allow assessment of the reasonableness of the rates or the “multiplier”. The fully loaded rates were approximately 2.82 times the base hourly pay rate, which is not unreasonable.

We did not identify significant labor overbillings. However, IndyGo should consider enhancing its review of labor charges on current large projects, and to more consistently monitor provider compliance.

- 1) IndyGo’s new contracts should include agreed-upon future years’ labor rates or escalation factors. IndyGo should maintain current personnel lists. IndyGo or its contractual construction management firm(s) should review labor rates for each billing and Pay Application.
- 2) IndyGo should require the providers to submit audited or provisional overhead rates and profit, to be assessed for reasonableness.

**Management’s Action Plan:**

- 1) Capital Projects team has strengthened our invoice review process to regularly incorporate review of hourly rates against contract terms, where applicable.
- 2) Capital Projects team initiated a policy last year on Architectural and Engineering (A&E) contracts of requiring a firm’s FAR overhead rate and a standard 10% profit margin be used to calculate their billing multiplier on any new task order or contract. Subconsultants (depending on the size of the firm) may provide a FAR overhead rate, a state-level DOT approved rate, or another audited rate. Capital Projects team will require backup calculations for all proposed multipliers and will assess reasonableness during negotiation. Audits will be conducted periodically or as needed. These practices may or may not apply to planning projects, depending on the contract type and work product.

- 3) The contracts reviewed contained provisions for IndyGo to audit the Provider’s accounting records. However, IndyGo has given up the right to audit the “derivation of fixed price multiplier, lump sum or unit rate” in the Purple Line design contract, as well as the standard template for Task Order based contracts.

Also, IndyGo does not have a contractual requirement for the Provider to submit audited overhead rates. IndyGo has not exercised its audit clauses or reviewed any of its providers’ base labor rates.

- 4) The Paint Booth construction services were billed under a “Schedule of Values” or percentage of completion basis, in accordance with the provider’s contract. The provider’s Pay Applications identified amounts billed for labor, materials and other categories. The provider also submitted a Certified Payroll report separately to IndyGo, as required under federal regulations. However, the labor charges on the Certified Payroll reports are not reconciled by IndyGo to the labor amounts on the Pay Applications. Also, the Certified Payroll reports may be submitted for different periods than the Pay Applications.

- 3) IndyGo should require audited overhead rates calculated in accordance with the Federal Acquisition Regulations (FAR) or audited by the Indiana Department of Transportation (INDOT). This is a common practice. If not obtained, IndyGo should exercise its right to request source documents, and consider performing periodic on-site reviews of providers’ labor or other costs. This should be done on a random basis, especially for larger projects, and not only for challenged projects.

- 4) IndyGo should request the providers to submit a reconciliation of the labor amounts reported on the Certified Payroll reports to total amounts billed on the Pay Applications.

- 3) Capital Projects team is providing more consistent reviews of proposed contract and task order billing rates, including ensuring that escalation for multi-year contracts is included at a standard 3% (unless justified otherwise by the consultant/vendor).

- 4) Capital Projects team will require all A&E consultants to submit certified payroll documentation to support their review of any new cost proposals – whether at contract or task order stage. This practice may or may not apply to planning projects, depending on the contract and vendor type. Capital Projects team will also require contractors to submit certified payroll documentation prior to approval of Pay Applications to support their work during construction and ensure reconciliation of labor rates billed.

**Responsible Parties:**

Chief Development Officer / V.P. Infrastructure Strategy & Innovation

**Due Dates:**

September 30, 2021. Then on-going as new contracts and task orders are negotiated and executed.

## 2. E-Builder and Technology Systems

**Observation:**

The E-Builder construction management software system has not been fully implemented. Project Managers are utilizing Excel for cost management.

**Recommendation:**

Complete the E-Builder cost module implementation, and consider reconciliations to the new Microsoft D365 ERP package.

Observation Rating: High

1) The Infrastructure Department uses e-Builder for its construction management software system. The application has modules for document retention, planning, design and construction. However, the Cost module has not been fully implemented. Project Managers continue to rely on Excel spreadsheets for cost and budget management. The automated workflow provided by the E-Builder Cost module may help increase oversight and reduce delivery risk for IndyGo’s large capital projects.

2) The Finance Department is currently upgrading its general ledger system from Microsoft Dynamics AX to the D365 suite for its enterprise resource planning (ERP) and general ledger system. We understand that D365 will not be integrated or interfaced to E-Builder.

As a result, construction contractors’ invoices must be re-entered into the ERP system by Finance to be paid. This process, and recent staff vacancies, have caused timing and reconciling differences. This can also affect the ability of the Project Managers to oversee their projects and grants.

- 1) IndyGo should complete the E-Builder cost module implementation by:
- Hiring or assigning a new staff resource.
  - Finalizing a project schedule and budget.
  - Providing training to users.
  - Utilizing the expanded processes and workflow in the E-Builder module.
- 2) The D365 upgrade has an implementation team and a steering committee. We suggest that these teams work with its Finance and Infrastructure Department users. The groups should investigate the feasibility and technical requirements to:
- Eliminate redundant entry of contractors’ invoice data (perhaps by csv data file transfer)
  - Reduce timing delays.
  - Increase the accuracy of the budget to actual reports in E-Builder and/or D365.
  - Utilize the full functionality of the systems.

**Management’s Action Plan:**

- 1) The E-Builder cost module has been implemented on select architectural and engineering projects for which adequate historical data is available. Capital Projects team hired a project coordinator in May 2021 to oversee E-Builder management and administrative tasks. The Capital Projects Coordinator has recently completed an audit of all users, processes, and projects, including seeking input from key stakeholders. The Capital Projects Coordinator is implementing the recommended changes to processes and workflows now.
- 2) Capital Projects team will request to participate in the D365 upgrade project with the goal of identifying efficiencies in interfacing with E-Builder.

3) The E-Builder system allows external contractors to submit invoices, work breakdown schedules (WBS) and other project artifacts. Its functionality and work flow allow improved milestone tracking and document retention.

We reviewed the system’s administration access controls and users. We noted that there were 411 registered users, not all of which appeared to require current access.

3) IndyGo should assign an E-Builder system administrator to review and manage access by external parties. Any entity or person not requiring access for a current project should be denied access.

The project close-out procedures could also be modified so that the Project Managers remove access for contractors and subcontractors whose projects are completed and closed-out.

3) Capital Projects team will develop a close out process for inactive projects.

**Responsible Party:**

Chief Development Officer / V.P. Infrastructure Strategy & Innovation

Capital Projects Project Coordinator

**Due Date:**

E-Builder audit tasks and resulting modifications to be complete by end of 2021.

Closeout process will be defined and enacted by Q3 2022.

### 3. Capital Program Summary Dashboard

<p><b><u>Observation:</u></b>          IndyGo provides comprehensive project information to its board and the public, in a variety of formats. The information is detailed and not easily reconcilable.</p>	<p><b><u>Recommendation:</u></b>          Consider a summary “dashboard” in a recurring, graphical format, to summarize total Capital Program status.</p>	
<p>Observation Rating: Low</p>		
<p>IndyGo has an expanding Capital Program. The Planning and Capital Projects Division provides the Board, and the public, with comprehensive information, including:</p> <ul style="list-style-type: none"> <li>• A monthly detailed narrative report, with six or more pages of project descriptions and planned activities.</li> <li>• A monthly Capital Projects Spending Report, with budget and actual amounts for 65 active projects.</li> <li>• The annual five-year Capital Plan, with annual summaries by expenditure category and specific planned projects.</li> </ul> <p>This constitutes comprehensive and transparent disclosure. However, it can be challenging to assess the status and the performance of the overall Capital Program at a point in time, or to understand the linkage between the various information and documents.</p>	<p>IndyGo should consider a summary “dashboard” for the entire Capital Program. E-Builder has existing Dashboard reporting Functionality, which may be able to be tailored.</p> <p>Other agencies also provide online, searchable dashboards, which highlight:</p> <ul style="list-style-type: none"> <li>• Total Program information, presented in a recurring, graphical format.</li> <li>• Highlights for key milestones, change orders, schedule delays, or contractor issues (such as Covid staffing impacts).</li> <li>• “Mega Projects” of high dollar value and high public visibility.</li> <li>• Key public messages</li> </ul>	<p><b><u>Management’s Action Plan:</u></b></p> <p>Capital Projects team will publish a Purple Line dashboard to communicate construction and financial progress to Board Members and staff.</p> <p>The Purple Line dashboard will be evaluated for effectiveness and accuracy and updated as needed. Once refined, the Capital Projects team will work with the Executive team to determine whether some or all of the dashboard should be made available to the public.</p> <p>The Capital Projects team will identify other opportunities for creating dashboards. The Capital Projects team does not expect to devote additional staff to this work, so will be selective about which projects will benefit from and/or require this level of reporting.</p> <p><b><u>Responsible Party:</u></b></p> <p>Chief Development Officer / V.P. Infrastructure Strategy &amp; Innovation</p> <p><b><u>Due Date:</u></b></p> <p>Purple Line dashboard completion by Q1 2022.</p>

#### 4. Policies and Procedures

**Observation:**

IndyGo has a variety of capital project policies and procedures, and some areas for which no policies exist.

**Recommendation:**

Select and document the most appropriate policies and procedures.

Observation Rating: Low

IndyGo has a variety of capital project policies and procedures contained in various documents:

- Capital Asset Management Policy - included in the annual Budget document.
- E-Builder – embedded policies, procedures and process flows, for key area such as Change Orders, Pay Apps and Project Closeouts.
- Purple Line, Project Management Plan (PMP) – includes project timeline, controls, personnel, federal requirements, financial budget, risks, and procedures specific to the project.

As a result, polices and procedure are not consistently deployed across the Capital Program. Each of the experienced Project Manager selects the tools and approach to best manage their projects.

There are also other areas for which policies and standard operating procedures have not yet been addressed.

IndyGo should catalogue the existing policies and procedures. While not all policies or standard operating procedures can be applied equally across all of IndyGo’s various capital projects, IndyGo should select or develop those which:

- Reflect current IndyGo practices
- Utilize E-Builder process flows
- Adopt industry best practices
- Support training of new Project Managers
- Allow for differences in contract types, duration, funding, etc.
- Are accessible in an enterprise-wide SharePoint or data repository

**Management’s Action Plan:**

Capital Projects team recognizes and supports the need to continuously improve its practices and policies, including documenting them for consistency and accountability.

Documentation of best practices, lessons learned, and design standards is underway. Capital Project team will review these documents and other current practices to identify opportunities for improved documentation.

**Responsible Party:**

Chief Development Officer / V.P. Infrastructure Strategy & Innovation

**Due Date:**

On-going. Progress checks scheduled for Q2 and Q4 of 2022.

## APPENDIX A – RATING DEFINITIONS

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



Date: September 01, 2021  
Current Meeting: September 23, 2021  
Board Meeting: September 23, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy of Governance & Audit Brian Atkinson  
**SUBJECT:** Consideration and Approval of Memorandum of Understanding (MOU) Assessment

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**ACTION ITEM A – 7**

**RECOMMENDATION:**

Review and receive Governance & Audit Report 2021-04  
Memorandum of Understanding (MOU) Assessment

**BACKGROUND:**

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a Memorandum of Understanding Assessment.

**DISCUSSION:**

IPTC enters into MOUs, Interlocal Cooperation Agreements (ICAs), Utility Reimbursement Agreements (URAs) and other arrangements with local governments, utility companies and other entities, as needed. IPTC had nine active agreements with seven separate counterparties at the time of our review.

This report includes two recommendations with the overall risk associated with this Memorandum of Understanding assessment rated as “Medium.” Our observations relate to:

- Agreement Format and Terms – IPTC can continue to standardize and update its format and terms for MOUs and related agreements.
- Agreement with the City supporting the Transit Plan Implementation – IPTC should continue to seek clarifications to this agreement, which is integral to its operations, budget, and the riding public.

We would like to thank IPTC staff and all those involved in assisting us in connection with the audit.

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

No Fiscal Impact

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance & Audit Committee on September 16, 2021 and will be placed on the Consent Agenda.

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## **Memorandum of Understanding (MOU) Assessment**

**Governance & Audit Report No. 2021-4**

Report Issued September 10, 2021

## EXECUTIVE SUMMARY

### Background

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a Memorandum of Understanding (MOU) assessment.

IndyGo enters into MOUs, Interlocal Cooperation Agreements (ICAs), Utility Reimbursement Agreements (URAs) and other arrangements with local governments, utility companies and other entities, as needed. IndyGo had nine active agreements with seven separate counterparties at the time of our review (see Appendix B).

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

### Objective and Scope

- Obtain an understanding of IndyGo's processes and controls related to managing MOUs and related agreements.
- Review key processes and test selected transactions, related to:
  - Agreement scope
  - Terms and conditions
  - Financial, operational or reporting requirements
  - IndyGo monitoring of agreements
  - Billing and payments
- Assess the effectiveness of the design and operation of internal controls
- Identify potential opportunities for process and control improvements or revenue enhancement.

### Overall Report Rating & Observations

*(See Appendix A for definitions)*

	Report Rating	Number of Observations		
		High	Medium	Low
Memorandum of Understanding Agreements	Medium	1	1	0

### Overall Summary and Review Highlights

IndyGo does not currently have a high volume of Memorandum of Understanding or related agreements. However, these agreements are increasing in frequency and financial impact as the Bus Rapid Transit (BRT) projects continue.

Our following report includes two recommendations. We have rated the overall risk associated with this assessment as Medium.

Our observations relate to:

- Agreement Format and Terms – IndyGo can continue to standardize and update its format and terms for MOUs and related agreements.
- Agreement with the City Supporting the Transit Plan Implementation – IndyGo should continue to seek clarifications to this agreement, which is integral to its operations, budget and the riding public.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review.

Questions should be addressed to the IndyGo Department of Governance and Audit at: [batkinson@indygo.net](mailto:batkinson@indygo.net).

## 1. Format and Terms of Agreements

**Observation:**

The agreements do not contain a consistent format or terms.

**Recommendation:**

Continue to enhance the format and terms of the agreements to clarify and protect IndyGo’s rights.

Observation Rating: Medium

IndyGo has established procedures and templates for competitively procured contracts. IndyGo has begun to update and standardize the format of some agreements, particularly related to utilities.

However, the agreement terms and related oversight procedures vary according to the counterparty, scope and project nature.

Of the 12 Agreements reviewed, we noted:

- **Termination** – There was no specified termination date (three agreements). One agreement automatically renews annually.
- **Format** – The counterparty’s format was used without any applicable IndyGo provisions (one agreement).
- **Indemnification** - IndyGo was not indemnified (five agreements).
- **Insurance** - The counterparty or the involved contractors were not required to maintain insurance (five agreements).
- **Monitoring** – IndyGo is monitoring the agreements and performing site inspections, although the agreements do not state this right.

IndyGo should continue to enhance its standard template and required terms for MOUs and related agreements. Although the volume of MOUs and related agreements is relatively low, and the counterparty may be another local government, the frequency and financial commitments in agreements are increasing.

IndyGo should consider whether its MOUs and related agreements:

- Contain applicable IndyGo standard terms and conditions, especially when a federal funding source is utilized, or the counterparty is engaging consultants. (Or IndyGo should document why such terms were not applicable or not applied).
- Have a specified termination and/or review date, and not be “evergreen” in duration.
- Include a specific provision that permits regular oversight and monitoring by an assigned IndyGo project manager.
- Be submitted to IndyGo’s General Counsel’s Office for filing.

**Management’s Action Plan:**

The IndyGo Legal and Procurement Departments have been moving toward standardized formats for MOUs and Contracts when a standardized format can be utilized.

When engaging in an agreement with particular vendors, utilities and Government Agencies, IndyGo may be required to use a format that has been provided.

**Responsible Party:**

IndyGo Legal Department

**Due Date:**

On-going.

## 2. Agreement Supporting the Transit Plan Implementation

**Observation:**

The agreement supporting IndyGo’s Transit Plan Implementation is not clear on certain provisions, or on procedures related to Operations and Maintenance expense reimbursement.

**Recommendation:**

Continue negotiations to amend the agreement and clarify the terms, especially related to cost sharing and definitions of allowable expenses.

Observation Rating: High

IndyGo entered into an Interlocal Cooperation Agreement (ICA) in 2018, regarding the overall implementation of its Transit Plan with the City of Indianapolis and Marion County. The IndyGo Transit Plan is central to IndyGo’s operations, budget and the riding public.

The ICA covers all three planned Bus Rapid Transit (BRT) lines, and lays out specific financial and other obligations.

**1) General Provisions**

Our review of the ICA disclosed that it:

- Could extend for 30 or more years (based upon asset useful lives).
- Requires IndyGo to be financially responsible for a portion of non-BRT lanes, at the City’s discretion. No methodology (i.e., traffic studies) or cost allocation process has been identified.
- Does not provide an indemnification to IndyGo from the City, while IndyGo has provided indemnification to the City.

The City is a key partner in the planning and execution of IndyGo’s Transit Plan and the three planned BRT lines. The ICA agreement could be in effect for over 30 years.

The agreement allows for modifications. Management is currently in discussions with the City to amend the agreement.

**1) General Provisions**

To facilitate the continued successful implementation of its Transit Plan and maintain strong relationships with the City, IndyGo should continue to seek enhancements to its ICA. IndyGo should:

- Establish a timeline with the City to clarify the terms and each party’s obligations.
- Seek a periodic re-assessment and amendment process, especially if the ICA duration remains at 30+ years.
- Seek mutual indemnification from the City (IndyGo provided indemnification to the City)

**Management’s Action Plan:**

We agree and will work in good faith to strengthen and clarify the terms of the agreement through future amendments. While we may not be successful in incorporating all the recommendations of this audit, we believe we can get to consensus on modifications that will decrease IndyGo agency risk as compared to the current situation.

**Responsible Party:**

Vice President of Infrastructure, Strategy, and Innovation

**Due Date:**

On-going. Next amendment executed by Q3 2022.

## 2) Operations and Maintenance

The ICA contains a provision for the “City’s Obligation to Maintain City Infrastructure.” A separate provision then requires IndyGo to participate in “Operations and Maintenance (O&M) Cost Sharing”.

We noted that:

- O&M expenditures and related billing support are not clearly defined.
- The agreement specified that the City’s budget include an annual allocation for \$1.5 million for O&M costs. The City is to adjust the O&M cost share to reflect actual expenditures. IndyGo has not received any such “true-up” to date.
- There is no billing cap or ceiling stated.
- The City provided an invoice for \$1.5 million. The documentation attached was a spreadsheet of various costs that exceeded \$1.5 million. There were no supporting invoices or descriptions. IndyGo was not able to perform a review to responsibly validate the billed costs.
- There is no amount or process specific for O&M reimbursement for the Purple and Blue lines.

## 2) Operations and Maintenance

IndyGo should clarify the Operations and Maintenance (O&M) and cost sharing provision of the agreement, and:

- Define IndyGo’s cost sharing obligations.
- Specify the supporting documentation to be provided with the City’s invoices to allow IndyGo to conduct its standard review prior to payment.
- Reimburse the City for actual O&M expenses incurred, not the estimated \$1.5 million budget allocation amount.
- Establish a cap or ceiling for the actual expense reimbursement, to allow for project budgeting and control.
- Establish a defined amount or process for any O&M billings related to the future Purple and Blue lines.

## APPENDIX A – RATING DEFINITIONS

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

## Appendix B – MOU and Agreement Summary

Counterparty	Description	Effective Date
City of Indianapolis and Marion County, through Department of Public Works (DPW)	Interlocal Cooperation Agreement (ICA) re: Transit Plan implementation	7/10/2018
City of Indianapolis and Marion County, through Department of Metropolitan Development (DMD)	Memorandum of Understanding (MOU) re: Blue Line Transit Oriented Development	4/23/2019
Citizens Energy Group (CEG)	Agreement re: Purple Line Storm Water Separation Project	5/29/2020
Citizens Energy Group (CEG)	Utility Reimbursement Agreement (URA) re: Purple Line Water Main Offsets	3/17/2021
Indianapolis Power and Light (IPL)	Utility Reimbursement Agreement (URA) re: Purple Line Electric Distribution Facility Relocation	2/26/2021
CSX Railroad	Preliminary Engineering Agreement Re: Lower Rural Street Grade Crossing	5/1/2019
City of Lawrence, IN.	Agreement re: Purple Line Utility Relocation	2/18/2020
Speedway Public Transportation Corporation	Revenue Agreement re: Bus Service	6/19/2014
Federal Transit Administration (FTA) and Indiana State Historic Preservation Office (ISHPO)	Memorandum of Agreement (MoA) re: Section 106 Archeological Consultation	12/12/2017

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy of Governance & Audit Brian Atkinson  
**SUBJECT:** Consideration and Approval of 2020 Annual Financial External Audit Report

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**ACTION ITEM A – 8**

**RECOMMENDATION:**

Review and receive the 2020 Annual Financial External Audit Report.

**BACKGROUND:**

On June 24, 2021, BKD CPAs & Advisors issued 2020 audits of the financial statements and compliance of IPTC as of and for the year ended December 31, 2020.

**DISCUSSION:**

The purpose of Action Item A-8 is to review and receive the 2020 Audit Report of the financial statements and compliance of IPTC as presented by BKD CPAs & Advisors. Representing BKD is Andy Rinzel, Partner and Emily Tursi, Senior Manager.

The complete 2020 Annual Comprehensive Financial Report can be found at <http://www.indygo.net/wp-content/uploads/2021/07/2020-IndyGo-ACFR.pdf>

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

No Fiscal Impact

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance & Audit Committee on September 16, 2021 and will be placed on the Consent Agenda.

Board of Directors, Audit Committee and Management  
Indianapolis Public Transportation Corporation  
Indianapolis, Indiana

As part of our audits of the financial statements and compliance of Indianapolis Public Transportation Corporation (IPTC) as of and for the year ended December 31, 2020, we wish to communicate the following to you.

## **AUDIT SCOPE AND RESULTS**

### **Auditor's Responsibility Under Auditing Standards Generally Accepted in the United States of America and the Standards Applicable to Financial Audits Contained in *Government Auditing Standards* Issued by the Comptroller General of the United States and U.S. Office of Management and Budget (OMB) Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance)***

An audit performed in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States and U.S. Office of Management and Budget (OMB) Uniform Guidance is designed to obtain reasonable, rather than absolute, assurance about the financial statements and about whether noncompliance with the types of compliance requirements described in the OMB *Compliance Supplement* that could have a direct and material effect on a major federal program occurred. In performing auditing procedures, we establish scopes of audit tests in relation to the financial statements taken as a whole. Our engagement does not include a detailed audit of every transaction. Our engagement letter more specifically describes our responsibilities.

These standards require communication of significant matters related to the financial statement and compliance audits that are relevant to the responsibilities of those charged with governance in overseeing the financial reporting process. Such matters are communicated in the remainder of this letter or have previously been communicated during other phases of the audit. The standards do not require the auditor to design procedures for the purpose of identifying other matters to be communicated with those charged with governance.

Audits of the financial statements and compliance do not relieve management or those charged with governance of their responsibilities. Our engagement letter more specifically describes your responsibilities.

## **Qualitative Aspects of Significant Accounting Policies and Practices**

### ***Significant Accounting Policies***

IPTC's significant accounting policies are described in Note 1 of the audited financial statements.

### ***Alternative Accounting Treatments***

No matters are reportable.

## ***Management Judgments and Accounting Estimates***

Accounting estimates are an integral part of financial statement preparation by management, based on its judgments. The following involve significant areas of such estimates for which we are prepared to discuss management's estimation process and our procedures for testing the reasonableness of those estimates:

- Estimated useful lives of capital assets
- Risk management unpaid claims liability
- Actuarially determined net pension liability, and associated deferred outflows and inflows of resources as of year-end
- Actuarially determined other postemployment benefit obligation (OPEB)

## ***Financial Statement Disclosures***

The following areas involve particularly sensitive or significant financial statement disclosures for which we are prepared to discuss the issues involved and related judgments made in formulating those disclosures:

- Note 1 – Significant accounting policies
- Note 6 – Long-term obligations
- Note 8 – Defined-benefit pension plan
- Note 9 – Other postemployment benefit plan

## ***Audit Adjustments***

During the course of any audit, an auditor may propose adjustments to financial statement amounts. Management evaluates our proposals and records those adjustments which, in its judgment, are required to prevent the financial statements from being materially misstated. A misstatement is a difference between the amount, classification, presentation or disclosure of a reported financial statement item and that which is required for the item to be presented fairly in accordance with the applicable financial reporting framework. Some adjustments proposed were not recorded because their aggregate effect is not currently material; however, they involve areas in which adjustments in the future could be material, individually or in the aggregate.

Attached is a summary of uncorrected misstatements we aggregated during the current engagement and pertaining to the latest period presented that were determined by management to be immaterial, both individually and in the aggregate, but more than trivial to the financial statements as a whole.

## ***Auditor's Judgments About the Quality of the Entity's Accounting Principles***

During the course of the audit, we made the following observations regarding the IPTC's application of accounting principles:

- No matters are reportable

## **Other Information in Documents Containing Audited Financial Statements**

The audited financial statements are included in the IPTC's Annual Financial Report. As part of our procedures, we read the entire report to determine if financial information discussed in sections outside the financial statements materially contradicts the audited financial statements. If we identify any such matters, we bring them to management's attention and review subsequent revisions.

## **Other Material Communications**

The only other written communication between management and us related to the audit was the management representation letter, a copy of which is attached.

## **OTHER MATTERS**

We observed the following matters and offer these comments and suggestions with respect to matters which came to our attention during the course of the audit of the financial statements. Our audit procedures are designed primarily to enable us to form an opinion on the financial statements and, therefore, may not bring to light all weaknesses in policies and procedures that may exist. However, these matters are offered as constructive suggestions for the consideration of management as part of the ongoing process of modifying and improving financial and administrative practices and procedures. We can discuss these matters further at your convenience and may provide implementation assistance for changes or improvements.

## **Capital Construction Internal Auditing**

Organizations who undertake construction projects are financially at risk and often experience cost overruns, excessive change orders and project delays. Engaging a Certified Construction Auditor (CCA) can be an effective method for monitoring risk and controlling construction costs. A CCA will work with your team to provide assistance from the project inception through closeout as follows:

- Before construction, the internal audit team can help navigate negotiations of terms and conditions to help protect the organization's financial interest. In addition, the internal auditor can review budgetary information, subcontractors, cost recovery risks, ambiguous language risks and other various contractual clauses.
- During construction, the internal audit team analyzes project billings to consider whether the project charges are adequately supported and in accordance with the terms and conditions of the contract. Items typically reviewed include: equipment rentals, insurance certificates and bonds, subcontractors pay applications, job cost data, payroll registers, labor burdens, lien waivers, project schedules and more.
- After construction, the internal audit team will conduct a closeout review. During a closeout internal audit engagement, the organization's accounting records are reconciled to the general contractor's records. Areas reviewed typically include the following: job cost data, change orders, allowance and contingencies, equipment charges, labor and labor burdens, overhead rates and re-compute shared savings (if applicable).

We recommend conducting construction internal audits on all significant construction projects to help reduce risk and control costs. If you are interested in learning more about our construction internal audit services, please contact your BKD Advisor.

## Meeting the Increasing Challenges of Cybersecurity

The increasing value of electronic protected health information (ePHI), payment card data and intellectual property (e.g. trade secrets) is driving more organizations of all sizes to prepare for the potential of a cyberattack.

Hackers and cyber-thieves have become adept at pilfering confidential information, using ransomware to extort money and leveraging social engineering techniques to trick employees into wiring funds.

As a first step to improving their cyber-readiness, companies need to perform a cybersecurity risk assessment to determine the current state of cybersecurity processes, controls and technology. This effort can determine how well the organization can prevent, detect and respond to cyber-attacks.

Key to the assessment process is choosing an appropriate framework against which the organization may be evaluated. In fact, nationally recognized organizations have developed cybersecurity frameworks.

The National Institute of Standards and Technology (NIST) has developed a Cybersecurity Framework to assist organizations manage cybersecurity-related risk more effectively. The NIST Cybersecurity Framework provides a prioritized, flexible, repeatable and a cost-effective approach that can be used in any industry or organization.

Once the framework has been chosen, we recommend that management consider performing a cybersecurity risk assessment to gauge the overall readiness and maturity of existing controls and perform appropriate testing of the IT infrastructure and employee awareness.

## FUTURE ACCOUNTING CONSIDERATIONS

### Governmental Accounting Standards Board Statement No. 87, Leases

Governmental Accounting Standards Board (GASB) Statement No. 87 provides a new framework for accounting for leases under the principle that leases are financings. No longer will leases be classified between capital and operating. Lessees will recognize an intangible asset and a corresponding liability. The liability will be based on the payments expected to be paid over the lease term, which includes an evaluation of the likelihood of exercising renewal or termination options in the lease. Lessors will recognize a lease receivable and related deferred inflow of resources. Lessors will not derecognize the underlying asset. An exception to the general model is provided for short-term leases that cannot last more than 12 months. Contracts that contain lease and nonlease components will need to be separated so each component is accounted for accordingly.

GASB 87 includes a provision that excludes “certain regulated leases”, which could include airline use/operating agreements. To meet the definition of a “regulated lease”, all of the following requirements must be met:

- Lease rates cannot exceed a reasonable amount, with reasonableness being subject to determination by an external regulator.
- Lease rates should be similar for lessees that are similarly situated.
- The lessor cannot deny potential lessees the right to enter into leases if facilities are available, provided that the lessee’s use of the facilities complies with generally applicable use restrictions.

GASB 87 is effective for financial statements for fiscal years beginning after June 15, 2021 (IPTC’s 2022 fiscal year). Earlier application is encouraged. Governments will be allowed to transition using the facts and circumstances in place at the time of adoption, rather than retroactive to the time each lease was begun.

**GASB Statement No. 93, *Replacement of Interbank Offered Rates***

Some governments have entered into agreements in which variable payments made or received depend on an interbank offered rate (IBOR)—most notably, the London Interbank Offered Rate (LIBOR). The Authority’s variable rate debt and related interest rate swaps are examples of such financial instruments. As a result of global reference rate reform, LIBOR is expected to cease to exist in its current form, prompting governments to amend or replace financial instruments for the purpose of replacing LIBOR with other reference rates by either (a) changing the reference rate or (b) adding or changing fallback provisions related to the reference rate. The objective of GASB 93 is to address the accounting and financial reporting effects that result from the replacement of LIBORs with other reference rates in order to preserve the reliability, relevance, consistency, and comparability of reported information.

The removal of LIBOR as an appropriate benchmark interest rate is effective for reporting periods ending after December 31, 2022 (IPTC’s 2023 fiscal year). All other requirements of this Statement are effective for reporting periods beginning after June 15, 2021 (IPTC’s 2022 fiscal year).

**GASB Statement No. 96, *Subscription-Based Information Technology Arrangements***

It has become common for governments to enter into subscription-based contracts to use vendor-provided IT. Subscription-based Information technology arrangements (SBITAs) provide governments with access to vendors’ IT software and associated tangible capital assets for subscription payments without granting governments perpetual license or title to the IT software and associated tangible capital assets. The objective of GASB 96 is to better meet the information needs of financial statement users by (a) establishing uniform accounting and financial reporting requirements for SBITAs; (b) improving the comparability of financial statements among governments that have entered into SBITAs; and (c) enhancing the understandability, reliability, relevance, and consistency of information about SBITAs.

Under GASB 96, a government generally should recognize a right-to-use subscription asset—an intangible asset—and a corresponding subscription liability. A government should recognize the subscription liability at the commencement of the subscription term, which is when the subscription asset is placed into service. The subscription liability should be initially measured at the present value of subscription payments expected to be made during the subscription term. Future subscription payments should be discounted using the interest rate the SBITA vendor charges the government, which may be implicit, or the government’s incremental borrowing rate if the interest rate is not readily determinable. A government should recognize amortization of the discount on the subscription liability as an outflow of resources (for example, interest expense) in subsequent financial reporting periods.

The requirements of GASB 96 are effective for fiscal years beginning after June 15, 2022 (IPTC’s 2023 fiscal year), and all reporting periods thereafter. Assets and liabilities resulting from SBITAs should be recognized and measured using the facts and circumstances that existed at the beginning of the fiscal year in which this Statement is implemented.

\* \* \* \* \*

This communication is intended solely for the information and use of management, the Board of Directors, Audit Committee and others within IPTC and is not intended to be and should not be used by anyone other than these specified parties.

*BKD, LLP*

June 24, 2021

*Representation of:*

Indianapolis Public Transportation Corporation  
1501 West Washington Street  
Indianapolis, IN 46222

*Provided to:*

**BKD, LLP**  
Certified Public Accountants  
201 North Illinois Street, Suite 700  
Indianapolis, Indiana 46204

The undersigned (“We”) are providing this letter in connection with BKD’s audit(s) of our financial statements as of and for the year ended December 31, 2020 and your audit of our compliance with requirements applicable to each of our major federal awards programs as of and for the year ended December 31, 2020.

Our representations are current and effective as of the date of BKD’s report: June 24, 2021.

Our engagement with BKD is based on our contract for services dated: December 29, 2020.

### **Our Responsibility and Consideration of Material Matters**

We confirm that we are responsible for the fair presentation of the financial statements subject to BKD’s report in conformity with accounting principles generally accepted in the United States of America.

We are also responsible for adopting sound accounting policies, establishing and maintaining effective internal control over financial reporting, operations and compliance, and preventing and detecting fraud.

Certain representations in this letter are described as being limited to matters that are material. Items are considered material, regardless of size, if they involve an omission or misstatement of accounting information that, in light of surrounding circumstances, makes it probable that the judgment of a reasonable person relying on the information would be changed or influenced by the omission or misstatement.

### **Confirmation of Matters Specific to the Subject Matter of BKD’s Report**

We confirm, to the best of our knowledge and belief, the following:

1. We have fulfilled our responsibilities, as set out in the terms of our contract, for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America.

2. We acknowledge our responsibility for the design, implementation and maintenance of:
  - a. Internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.
  - b. Internal control to prevent and detect fraud.
3. We have reviewed and approved a draft of the financial statements and related notes referred to above, which you prepared in connection with your audit of our financial statements. We acknowledge that we are responsible for the fair presentation of the financial statements and related notes.
4. We have provided you with:
  - a. Access to all information of which we are aware that is relevant to the preparation and fair presentation of the financial statements, such as records, documentation and other matters.
  - b. Additional information that you have requested from us for the purpose of the audit.
  - c. Unrestricted access to persons within the Indianapolis Public Transportation Corporation (ITPC) from whom you determined it necessary to obtain audit evidence.
  - d. All minutes of meetings of the governing body held through the date of this letter or summaries of actions of recent meetings for which minutes have not yet been prepared. All unsigned copies of minutes provided to you are copies of our original minutes approved by the governing body, if applicable, and maintained as part of our records.
  - e. All significant contracts and grants.
5. All transactions have been recorded in the accounting records and are reflected in the financial statements.
6. We have informed you of all current risks of a material amount that are not adequately prevented or detected by our procedures with respect to:
  - a. Misappropriation of assets.
  - b. Misrepresented or misstated assets, liabilities or net position.
7. We believe the effects of the uncorrected financial statement misstatements summarized in the attached schedule relating to the misstatement of grant revenue in 2019 are immaterial, both individually and in the aggregate, to the financial statements taken as a whole.

8. We have no knowledge of any known or suspected fraudulent financial reporting or misappropriation of assets involving:
  - a. Management or employees who have significant roles in internal control, or
  - b. Others, where activities of others could have a material effect on the financial statements.
9. We have no knowledge of any allegations of fraud or suspected fraud affecting the IPTC received in communications from employees, customers, regulators, suppliers or others, not already communicated to BKD.
10. We have assessed the risk that the financial statements may be materially misstated as a result of fraud and disclosed to you any such risk identified.
11. We have disclosed to you the identity of the IPTC's related parties and all the related party relationships and transactions of which we are aware. Related party relationships and transactions have been appropriately accounted for and disclosed in accordance with accounting principles generally accepted in the United States of America.

We understand that the term related party refers to an affiliate; management and members of their immediate families, component units and any other party with which the entity may deal if the IPTC can significantly influence, or be influenced by, the management or operating policies of the other. The term affiliate refers to a party that directly or indirectly controls, or is controlled by, or is under common control with, the entity.

12. Except as reflected in the financial statements, there are no:
  - a. Plans or intentions that may materially affect carrying values or classifications of assets and liabilities.
  - b. Material transactions omitted or improperly recorded in the financial records.
  - c. Material gain/loss contingencies requiring accrual or disclosure, including those arising from environmental remediation obligations.
  - d. Events occurring subsequent to the balance sheet date through the date of this letter requiring adjustment or disclosure in the financial statements.
  - e. Agreements to purchase assets previously sold.
  - f. Restrictions on cash balances or compensating balance agreements.
  - g. Guarantees, whether written or oral, under which IPTC is contingently liable.

13. We have disclosed to you all known instances of noncompliance or suspected noncompliance with laws and regulations whose effects should be considered when preparing financial statements.

We have no reason to believe the IPTC owes any penalties or payments under the Employer Shared Responsibility Provisions of the *Patient Protection and Affordable Care Act* nor have we received any correspondence from the IRS or other agencies indicating such payments may be due.

14. We have disclosed to you all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements. The effects of all known actual or possible litigation and claims have been accounted for and disclosed in accordance with accounting principles generally accepted in the United States of America.

15. Adequate provisions and allowances have been accrued for any material losses from:

- a. Uncollectible receivables.
- b. Reducing obsolete or excess inventories to estimated net realizable value.
- c. Purchase commitments in excess of normal requirements or above prevailing market prices.

16. Except as disclosed in the financial statements, the entity has:

- a. Satisfactory title to all recorded assets, and they are not subject to any liens, pledges or other encumbrances.
- b. Complied with all aspects of contractual and grant agreements, for which noncompliance would materially affect the financial statements.

17. The financial statements disclose all significant estimates and material concentrations known to us. Significant estimates are estimates at the balance sheet date which could change materially within the next year. Concentrations refer to volumes of business, revenues, available sources of supply or markets for which events could occur which would significantly disrupt normal finances within the next year. Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.

18. The fair values of financial and nonfinancial assets and liabilities, if any, recognized in the financial statements or disclosed in the notes thereto are reasonable estimates based on the methods and assumptions used. The methods and significant assumptions used result in measurements of fair value appropriate for financial statement recognition and disclosure purposes and have been applied consistently from period to period, taking into account any changes in circumstances. The significant assumptions appropriately reflect market participant assumptions.

19. We have not been designated as a potentially responsible party (PRP or equivalent status) by the Environmental Protection Agency (EPA) or other cognizant regulatory agency with authority to enforce environmental laws and regulations.
20. With respect to any nonattest services you have provided us during the year, including preparation of the Comprehensive Annual Financial Report:
- a. We have designated a qualified management-level individual to be responsible and accountable for overseeing the nonattest services.
  - b. We have established and monitored the performance of the nonattest services to ensure they meet our objectives.
  - c. We have made any and all decisions involving management functions with respect to the nonattest services and accept full responsibility for such decisions.
  - d. We have evaluated the adequacy of the services performed and any findings that resulted.
21. We have notified you of any instances of noncompliance with applicable disclosure requirements of the SEC Rule 15c2-12 and applicable state laws.
22. With regard to deposit and investment activities:
- a. All deposit, repurchase and reverse repurchase agreements and investment transactions have been made in accordance with legal and contractual requirements.
  - b. Disclosures of deposit and investment balances and risks in the financial statements are consistent with our understanding of the applicable laws regarding enforceability of any pledges of collateral.
  - c. We understand that your audit does not represent an opinion regarding the enforceability of any collateral pledges.
23. As an entity subject to *Government Auditing Standards*:
- a. We acknowledge that we are responsible for compliance with applicable laws, regulations and provisions of contracts and grant agreements.
  - b. We have identified and disclosed to you all laws, regulations and provisions of contracts and grant agreements that have a direct and material effect on the determination of amounts in our financial statements or other financial data significant to the audit objectives.

- c. We have identified and disclosed to you any violations or possible violations of laws, regulations and provisions of contracts and grant agreements whose effects should be considered for recognition and/or disclosure in the financial statements or for your reporting on noncompliance.
- d. We have taken or will take timely and appropriate steps to remedy any fraud, abuse, illegal acts or violations of provisions of contracts or grant agreements that you or other auditors report.
- e. We have a process to track the status of audit findings and recommendations.
- f. We have identified to you any previous financial audits, attestation engagements, performance audits or other studies related to the objectives of your audit and the corrective actions taken to address any significant findings and recommendations made in such audits, attestation engagements or other studies.
- g. We have provided our views on any findings, conclusions and recommendations, as well as our planned corrective actions with respect thereto, to you for inclusion in the findings and recommendations referred to in your report on internal control over financial reporting and on compliance and other matters based on your audit of the financial statements performed in accordance with *Government Auditing Standards*.

24. With regard to federal awards programs:

- a. We have identified in the schedule of expenditures of federal awards all assistance provided (either directly or passed through other entities) by federal agencies in the form of grants, contracts, loans, loan guarantees, property, cooperative agreements, interest subsidies, commodities, insurance, direct appropriations or in any other form.
- b. We have identified the types of compliance requirements described in the *U.S. Office of Management and Budget (OMB) Compliance Supplement* regarding activities allowed or unallowed; allowable costs/cost principles; cash management; eligibility; equipment and real property management; matching, level of effort, earmarking; period of performance of federal funds; procurement and suspension and debarment; program income; reporting; subrecipient monitoring; and special tests and provisions that are applicable to each of our federal awards programs. We have identified to you our interpretation of any applicable compliance requirements subject to varying interpretations.
- c. We are responsible for complying, and have complied, with the requirements of Uniform Guidance.
- d. We are responsible to understand and comply with the requirements of federal statutes, regulations and the terms and conditions of federal awards related to each

of our federal awards programs and have disclosed to you any and all instances of noncompliance with those requirements occurring during the period of your audit or subsequent thereto to the date of this letter of which we are aware. Except for any instances of noncompliance we have disclosed to you, we believe IPTC has complied with all applicable compliance requirements.

- e. We are responsible for establishing and maintaining effective internal control over compliance to provide reasonable assurance we have administered each of our federal awards programs in compliance with federal statutes, regulations and the terms and conditions of the federal awards.
- f. We have made available to you all federal awards (including amendments, if any) and any other correspondence or documentation relevant to each of our federal awards programs and to our compliance with applicable requirements of those programs.
- g. The information presented in federal awards program financial reports and claims for advances and reimbursements is supported by the books and records from which our financial statements have been prepared.
- h. The costs charged to federal awards are in accordance with applicable cost principles.
- i. The reports provided to you related to federal awards programs are true copies of reports submitted or electronically transmitted to the federal awarding agency, the applicable payment system or pass-through entity in the case of a subrecipient.
- j. Amounts claimed or used for matching were determined in accordance with Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance) regarding cost principles.
- k. We have monitored any subrecipients to determine that they have expended federal awards in accordance with federal statutes, regulations and the terms and conditions of the subaward and have met the audit and other requirements of the Uniform Guidance.
- l. We have taken appropriate corrective action on a timely basis after receipt of any subrecipient's auditor's report that identified findings and questioned costs pertaining to federal awards programs passed through to the subrecipient by us.
- m. We have considered the results of any subrecipient's audits received and made any necessary adjustments to our books and records.
- n. We have disclosed to you any communications from federal awarding agencies and pass-through entities concerning possible noncompliance with the applicable

compliance requirements for each of our federal awards programs, including any communications received from the end of the period of your audit through the date of this letter.

- o. We have identified to you any previous compliance audits, attestation engagements and internal or external monitoring related to the objectives of your compliance audit, including findings received and corrective actions taken to address any significant findings and recommendations made in such audits, attestation engagements or other monitoring.
  - p. Except as described in the schedule of findings and questioned costs, we are in agreement with the findings contained therein and our views regarding any disagreements with such findings are consistent, as of the date of this letter, with the description thereof in that schedule.
  - q. We are responsible for taking corrective action on any audit findings and have developed a corrective action plan that meets the requirements of Uniform Guidance.
  - r. The summary schedule of prior audit findings correctly states the status of all audit findings of the prior audit's schedule of findings and questioned costs and any uncorrected open findings included in the prior audit's summary schedule of prior audit findings as of the date of this letter.
  - s. The reporting package does not contain any protected personally identifiable information.
25. The supplementary information required by the Governmental Accounting Standards Board, consisting of management's discussion and analysis, other post-employment benefits information and pension information, has been prepared and is measured and presented in conformity with the applicable GASB pronouncements, and we acknowledge our responsibility for the information. The information contained therein is based on all facts, decisions and conditions currently known to us and is measured using the same methods and assumptions as were used in the preparation of the financial statements. We believe the significant assumptions underlying the measurement and/or presentation of the information are reasonable and appropriate. There has been no change from the preceding period in the methods of measurement and presentation.
26. With regard to supplementary information:
- a. We acknowledge our responsibility for the presentation of the supplementary information in accordance with the applicable criteria.
  - b. We believe the supplementary information is fairly presented, both in form and content, in accordance with the applicable criteria.

- c. The methods of measurement and presentation of the supplementary information are unchanged from those used in the prior period.
  - d. We believe the significant assumptions or interpretations underlying the measurement and/or presentation of the supplementary information are reasonable and appropriate.
  - e. If the supplementary information is not presented with the audited financial statements, we acknowledge we will make the audited financial statements readily available to intended users of the supplementary information no later than the date such information and the related auditor's report are issued.
27. For disclosure requirements related to GASB 77, Tax Abatement Disclosures, IPTC has reviewed a complete listing of description of the tax abatement program in place, calculation of the gross dollar amounts by which tax revenues were reduced and information regarding any other commitments made under tax abatement agreements.
28. We have reviewed the actuarial assumptions applied to IPTC's pension and other post-employment benefits (OPEB) plan in calculating the net pension and total OPEB liability, related expense and other components and have determined that those assumptions are reasonable.
29. Due care has been exercised in the preparation of the introductory and statistical sections of the IPTC's comprehensive annual financial report (CAFR) and we are not aware of any information contained in those sections of the CAFR that is inconsistent with information contained in IPTC's basic financial statements and notes thereto.
30. We acknowledge the current economic condition presents difficult circumstances and challenges for virtually all industries. Entities are facing declines in the fair values of investments and other assets, declines in the volume of business, constraints on liquidity and potential difficulty obtaining financing. We understand the values of the assets and liabilities recorded in the financial statements could change rapidly, resulting in material future adjustments to asset values, allowances for accounts receivable, net realizable value of inventory, etc., that could negatively impact the IPTC's ability to meet debt covenants or maintain sufficient liquidity.

We acknowledge that you have no responsibility for future changes caused by the current economic environment and the resulting impact on the entity's financial statements. Further, management and governance are solely responsible for all aspects of managing the IPTC, including questioning the quality and valuation of investments, inventory and other assets, reviewing allowances for uncollectible amounts and evaluating capital needs and liquidity plans.

DocuSigned by:  
*Inez Evans* 6/28/2021  
9DF928988BE4D2...  
Ms. Inez Evans, President and CEO  
[ievans@indygo.net](mailto:ievans@indygo.net)

DocuSigned by:  
*Bart Brown* 6/24/2021  
DD2B434F6D47460...  
Mr. Bart Brown, VP of Finance/CFO  
[bbrown@indygo.net](mailto:bbrown@indygo.net)

## IndyGo

### ATTACHMENT

This analysis and the attached "Schedule of Uncorrected Misstatements (Adjustments Passed)" reflect the effects on the financial statements if the uncorrected misstatements identified were corrected.

## IndyGo

### QUANTITATIVE ANALYSIS

	Before Misstatements	Misstatements	Subsequent to Misstatements	% Change
Current Assets	109,437,911		109,437,911	
Non-Current Assets & Deferred Outflows	228,196,082		228,196,082	
Current Liabilities	(14,034,561)		(14,034,561)	
Non-Current Liabilities & Deferred Inflows	(23,295,033)		(23,295,033)	
Current Ratio	7.798		7.798	
Total Assets & Deferred Outflows	337,633,993		337,633,993	
Total Liabilities & Deferred Inflows	(37,329,594)		(37,329,594)	
Total Net Position	(300,304,399)		(300,304,399)	
Operating Revenues	(6,557,590)		(6,557,590)	
Operating Expenses	123,913,953		123,913,953	
Nonoperating (Revenues) Exp	(178,522,283)	2,932,831	(175,589,452)	-1.64%
Change in Net Position	(61,165,920)	2,932,831	(58,233,089)	-4.79%

**Client: IndyGo**  
**Period Ending: December 31, 2020**

**IndyGo**  
**SCHEDULE OF UNCORRECTED MISSTATEMENTS (ADJUSTMENTS PASSED)**

Description	Financial Statement Line Item	Factual (F), Judgmental (J) or Projected (P)	Assets & Deferred Outflows				Liabilities & Deferred Inflows				Operating				Net Position		Net Effect on Following Year					
			Current		Noncurrent		Current		Noncurrent		Revenues		Expenses		(Revenues) Exp		Net Position		Change in Net Position		Net Position	
			DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)
To correct grant revenue inappropriately recorded in the current year.		F	0	0	0	0	0	0	0	0	0	2,932,831	(2,932,831)	0	0	0	0	0	0	0	0	
	Grant Revenue											2,932,831										
	Beginning Net Position												(2,932,831)									
<b>Total passed adjustments</b>			0				0				0		0		2,932,831		(2,932,831)		0			
													<b>Impact on Change in Net Position</b>		<b>2,932,831</b>							
													<b>Impact on Net Position</b>		<b>0</b>							

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and Approval of Beyond the ADA Policy Adoption

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

The IPTC Board of Directors should approve the adoption of the non-American with Disability Act (ADA) service area policies, referred to as the “Beyond the ADA”. The policy is a result of a multi-year planning and outreach effort that involved IPTC staff, the disabled community, and Indianapolis residents. The policy continues to provide service to individuals with disabilities in the area outside the federally-mandated ADA-service area while providing operational and financial flexibility to IPTC.

**BACKGROUND:**

As a fixed-route transit provider, IPTC is required to provide accommodations for individuals who cannot access its fixed route system, as required by the American with Disabilities Act (ADA) of 1990. The accommodation is defined as providing complementary door-to-door service within ¾ of a mile of a fixed route for individuals who are determined to be eligible, among other requirements. For Indianapolis, this service is called Open Door.

In 2018, IPTC’s contractor-operated complementary ADA paratransit service, branded Open Door, experienced a significant performance drop which resulted in numerous customer complaints and negative media attention. The significant performance issues and the gap between the last time IPTC evaluated its service, led the (then) IPTC Board of Directors to commission a comprehensive study of its Open Door service. The study, named the Paratransit Operational Analysis (POA), was led by the KFH Group of Bethesda, MD, with assistance from the Palo Consulting Group and The McCormick Group. Beginning in May 2019, the POA examined ADA paratransit in Indianapolis through a series of tasks. The POA solicited input from Mobility Advisory Committee (MAC) members, agencies who provide services to individuals with disabilities, key stakeholders, and riders (through a rider survey). The study also involved a detailed dive into Open Door operations and performance data. A steering committee was established that included members of the MAC and the IPTC Board of Directors. The POA Steering Committee provided valuable feedback to the project team throughout the study process. The study was accepted by the Board of Directors at the June 25, 2020 meeting.

Prior to the June 25, 2020 meeting, IPTC staff was contacted by the City of Indianapolis’ Mayor’s Advisory Council on Disabilities (MAC-D) with the desire to delay any Board recommended next steps for 30 days. The delay was intended to provide time for the MAC-D, the Mobility Advisory Committee (MAC), and IPTC staff to converse regarding the ADA Paratransit options outlined in the POA.

On July 8, 2020, members of the MAC-D, MAC, and Indiana Disability Rights met to discuss the POA and its recommendations. The meeting consisted of a presentation regarding the POA similar to what was presented to the Finance Committee in June; this presentation provided background information, key findings, and an overview of the recommendations. Members of the MAC-D and MAC provided feedback to IPTC staff regarding IPTC’s current ADA Paratransit service. For suggested next steps, participants suggested including additional outreach to individuals with

disabilities, exploring the challenges and benefits of transportation network companies (TNCs), and considering a broader range of options regarding the ADA Paratransit service area.

On July 27, 2020, the IPTC Board of Director's accepted the recommendation for IPTC staff to continue the conversation about the area outside the ADA with the disabled community, as recommended in the POA. IPTC staff hired a facilitator, the McCormick Group, to assist in the public outreach. A Task Force was formed of individuals chosen by agencies that represent individuals with disabilities. The Task Force reviewed the outreach plan and provided additional thoughts. Public meetings, both virtual and in-person, were scheduled in March and April 2021. The public meetings were 90-minute, facilitated meetings to discuss several topics, including what a new service type should look like in the non-ADA. A webpage on the IPTC website was created to communicate the process and a brief background video was uploaded; after the first meeting, a dynamic map was uploaded with the ADA area to show people where the ADA area is located. Additional meetings were held with stakeholders and public outreach meetings concluded in April. Following the meetings, IPTC staff met to discuss the feedback and develop a policy for the new service type in the non-ADA area. The policy was distributed to the Task Force and the IPTC Board of Directors. A second Task Force meeting was convened by IPTC staff and facilitated by the McCormick Group.

The draft policy was posted on the webpage beginning August 16 and a campaign for public comments began on August 23. A comment form was included to allow for public comments on the draft policy. A panelist discussion was recorded and embedded into the webpage on September 7, which answered many of the frequently asked questions (FAQs). The draft policy was presented to the IPTC Board of Director's at the August Service Committee and the August Board of Director's meeting, to inform the Board but also solicit additional comments from the public, especially the disabled community. Public comments were accepted until September 15. Separate memorandums were created for the community meetings and the public comments.

#### **DISCUSSION:**

Following the recommendations of the POA and in considering the feedback during the Beyond the ADA process, IPTC staff recommend approving the service policies for the Beyond the ADA, as outlined in the memorandum, including the implementation date.

#### **ALTERNATIVES:**

The IPTC Board of Directors could choose to not approve action at this time. IPTC would continue to work within the existing service area to provide on-time service at a reasonable cost to the agency, while seeking other alternatives to assist its individuals with disabilities in transitioning from ADA paratransit service to fixed route service.

#### **FISCAL IMPACT:**

This action item will require staff time to implement and, for the set-up costs of the policy, may require fiscal resources to accommodate policy changes in the supporting software. Furthermore, it's possible that during the period of grandfathering (2023-2025), that the program may experience somewhat higher operational costs. Following the expiration of grandfathering, IPTC anticipates long-term cost-savings and policy flexibility. Although the new service is intended to provide operational benefits through policy flexibility, IPTC reserves the right to make changes based on fiscal responsibilities for the Beyond the ADA service area.

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

Not applicable.

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

This action was reviewed by the Service Committee on September 16, 2021 and will be placed on the Public Hearing Agenda.

## RESOLUTION 2021-10

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

**A RESOLUTION** establishing that the Board of Directors of the Indianapolis Public Transportation Corporation, is interested in creating a new service that will apply to any trip where the origin or destination is more than 3/4 – mile from a fixed-route bus service and no farther than the Marion County boundary.

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

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

**WHEREAS**, IPTC is a public transit agency that operates a fixed route system and provides paratransit service to qualified individuals with disabilities; and

**WHEREAS**, the national goals of the Americans with Disabilities Act are to guarantee that persons with disabilities have equal access and opportunity, a chance to fully participate in society, ability to live independently and become economically self-sufficient; and

**WHEREAS**, the Americans with Disabilities Act requires the provision and operation of a fully accessible fixed route system for public transportation agencies; and

**WHEREAS**, the Americans with Disabilities Act also recognizes that some individuals with disabilities may not be able to use fixed route services, despite accessibility features, and thus requires that transportation agencies provide complementary paratransit service; and

**WHEREAS**, the Americans with Disabilities Act complementary paratransit requirements sets forth six service criteria, including that the service must operate within the same service area as the fixed route system, which is defined as a 3/4 mile corridor on either side of bus routes and around rail stations; and

**WHEREAS**, IPTC currently operates paratransit service to the entire county beyond what is mandated by the Americans with Disabilities Act; and

**WHEREAS**, Operation outside of the Americans with Disabilities service requirement presents a financial and operational challenge to IPTC, and

**WHEREAS**, IPTC has taken steps to make improvements to existing services; and

**WHEREAS**, IPTC is interested in providing more efficient service and an improved ride experience; and

**WHEREAS**, the Board of Directors, having considered and being duly advised, finds that the Board of Directors has as an interest in providing transportation services that are accessible, efficient, and permit individuals to be independent and self-sufficient,

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

Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-14 to direct the operations of the Corporation for the benefit of the public good.

Section 2. The Board hereby directs the CEO and President, on behalf of the Indianapolis Public Transportation Corporation, to implement a service profile that will apply to any trip where the origin or destination is more than  $\frac{3}{4}$  a mile from outside the required Americans with Disabilities Service Area.

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

**Adopted this 23<sup>rd</sup> day of September 2021.**

BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

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Gregory F. Hahn  
Chairman of the Board of Directors

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

Jill D. Russell, General Counsel  
Indianapolis Public Transportation Corporation



## Beyond the ADA Policy

Updated September 17, 2021

### Background

As a fixed-route transit provider, IPTC is required to provide accommodations for individuals who cannot access its fixed route system, as required by the American with Disabilities Act (ADA) of 1990. The accommodation is defined as providing complementary door-to-door service within  $\frac{3}{4}$  of a mile of a fixed route for individuals who are determined to be eligible, among other requirements. For Indianapolis, this service is called Open Door.

In 2018, IPTC's contractor-operated complementary ADA paratransit service, branded Open Door, experienced a significant performance drop which resulted in numerous customer complaints and negative media attention. The significant performance issues and the gap between the last time IPTC evaluated its service, led the (then) IPTC Board of Directors to commission a comprehensive study of its Open Door service. The study, named the Paratransit Operational Analysis (POA), was led by the KFH Group of Bethesda, MD, with assistance from the Palo Consulting Group and The McCormick Group. Beginning in May 2019, the POA examined ADA paratransit in Indianapolis through a series of tasks. The POA solicited input from Mobility Advisory Committee (MAC) members, agencies who provide services to individuals with disabilities, key stakeholders, and riders (through a rider survey). The study also involved a detailed dive into Open Door operations and performance data. A steering committee was established that included members of the MAC and the IPTC Board of Directors. The POA Steering Committee provided valuable feedback to the project team throughout the study process. The study was accepted by the Board of Directors at the June 25, 2020 meeting. On July 27, 2020, the IPTC Board of Director's accepted the recommendation for IPTC staff to continue the conversation about the area outside the ADA with the disabled community, as recommended in the POA.

IPTC staff hired a facilitator, the McCormick Group, to assist in the public outreach. A Task Force was formed of individuals chosen by agencies that represent individuals with disabilities. The Task Force reviewed the outreach plan and provided additional thoughts.

### Community Meetings and Response

Public meetings, both virtual and in-person, were scheduled in March and April 2021. The public meetings were 90-minute, facilitated meetings to discuss several topics, including what a new service type should look like in the non-ADA. A webpage on the IPTC website was created to communicate the process and a brief background video was uploaded; after the first meeting, a dynamic map was uploaded with the ADA area to show people where the ADA area is located. Additional meetings were held with stakeholders and public outreach meetings concluded in April. Following the meetings, IPTC staff met to discuss the feedback and develop a policy for

the new service type in the non-ADA area. The policy was distributed to the Task Force and the IPTC Board of Directors. A second Task Force meeting was convened by IPTC staff and facilitated by the McCormick Group.

The draft policy was posted on the webpage and a comment form included to allow for public comments on the draft policy. A panelist discussion was recorded and embedded into the webpage, which answered many of the frequently asked questions (FAQs). The draft policy was presented to the IPTC Board of Director’s at the August Service Committee and the August Board of Director’s meeting, to inform the board but also solicit additional comments from the public, especially the disabled community. The draft policy was available for public comment from August 23 to September 15. A separate memorandum is available with all public comments received and IndyGo’s responses, in addition to the efforts made to communicate the draft service policy.

## Beyond the ADA Service Profile and Policies

The Beyond the ADA service profile will apply to any trip where the origin or destination is more than ¼-mile from a fixed-route bus service, as revised from time-to-time. The Beyond the ADA service profile will not apply to ADA-eligible clients that live within the required ¾-mile ADA area, provided that 1) the client’s trip is to and from destinations within the required ¾-mile ADA area, and 2) the client doesn’t move outside of the required ¾-mile ADA area once this new service profile becomes effective. Clients residing and traveling within the ¾-mile ADA area will continue to receive the ADA-mandated service level once this new service profile becomes effective.

Table 1. Beyond the ADA Draft Policies

Policy Component	Beyond the ADA Service Profile	Background/Rationale
<b>Service Area</b>	The boundary for the Beyond the ADA service profile will be the area in Marion County that is outside the required ADA area, defined as ¾-mile on either side of an IndyGo fixed bus route, as revised from time-to-time.	Trips to, from, or within the non-ADA area negatively affect the performance of trips in the required ADA area. The POA recommended, and staff agrees, that the required ADA area and the non-ADA area should have different service profiles.
<b>Span or Service Hours</b>	<ul style="list-style-type: none"> <li>- Monday through Saturday - Start time will coincide with the first bus pull out for the day (any route) and end at 10 pm</li> <li>- Sundays and Observed Holidays - Start time will coincide with the first bus pull out for the day (any route) and end at 8 pm</li> </ul>	For non-ADA trips from November 2020 to March 2021, approximately 3.7% of trips occurred after 10 pm; for all users in the same time period, approximately 3% of all trips occurred after 9 pm. Given the relatively low demand during the late night hours, staff recommends that the span of service (i.e. service hours) for the Beyond the ADA policy area no longer be tied to the span of service

Policy Component	Beyond the ADA Service Profile	Background/Rationale
		offered by IndyGo’s fixed-route service where no fixed-route service exists.
<b>Fares</b>	Trips to, from, or within the Beyond the ADA service area will be charged a premium fare equal to four times the base fixed-route fare; currently that price would be \$7.00 (\$1.75 x 4). Future increases to the fixed-route base fare will result in an increase to this premium fare as well.	Trips with origin, destination, or both in the non-ADA area (i.e. Beyond the ADA service area) tend to be longer and more difficult to serve. The higher price reflects the premium nature of this service. The fare is tied to the fixed-route base fare to simplify implementation of the fare.
<b>Trip Purpose</b>	No trip purpose prioritization	Prioritizing or restricting to a specific purpose is cumbersome and difficult to enforce; therefore, Staff has elected to not introduce trip denials based on trip purpose.
<b>Capacity Constraints</b>	Although IndyGo will make every effort to accommodate all trip requests, for the Beyond the ADA service profile, IndyGo will exercise its ability to deny trips when capacity to serve the non-ADA area becomes constrained.	Because the Beyond the ADA service profile will exist outside the ADA rules and regulations, trip denials may occur on a limited basis. Staff elected this approach to mitigating impacts to services within the required ¾-mile ADA service area over trip caps for individuals or the program as a whole.
<b>Anticipated Adoption Date</b>	September 23, 2021	Staff intends to introduce these policy changes at the regularly scheduled August 26, 2021 IPTC Board of Director’s meeting and seek action from the Board at its September 23, 2021 meeting.
<b>Effective Date</b>	January 1, 2023	In community meetings, we heard that beginning a policy at the beginning of the year would be easy to communicate and remember for clients.
<b>Grandfathering</b>	Current eligible clients will continue to receive the services they receive today at their established address as of October 31, 2022, until one of the following happens (whichever is first):	This provision would give current eligible clients time to adapt to the new Beyond ADA policy.
	<ol style="list-style-type: none"> <li>1. January 1, 2025; or</li> <li>2. A client moves from its current residence to</li> </ol>	<p>Two years from the effective date. In community meetings, we heard that one year was too short, but five years was too long.</p> <p>The individual no longer benefits from grandfathering because the individual is no</p>

Policy Component	Beyond the ADA Service Profile	Background/Rationale
	anywhere else within the county; or 3. The client loses its ADA eligibility.	longer at the residence that was grandfathered. If the individual loses eligibility, the client may re-apply; but will be subject to, the Beyond the ADA policy. Individuals are given a 14-day grace period to maintain their grandfathered status.

An eligible client can be brought into the ADA service area and receive ADA service.

### Introduction of Same-Day Service

Same-day service on IndyGo vehicles would be implemented, as vehicle capacity and schedules allow. The specific policies and procedures for IndyGo’s same-day service will be drafted by IndyGo’s Mobility Solutions staff. The same-day service would be available first to individuals in the non-ADA service area. For this premium service, a higher fare would be charged; the fare for same-day service would be \$10.00. We heard in community meetings that individuals would rather have fares be as convenient as possible; fares that require change to be carried by the passenger is not convenient. Therefore, fares are designed to reduce the number of bills and change carried.

# **INDYGO PARATRANSIT NEXT STEPS: BEYOND ADA**

## *PUBLIC OUTREACH REPORT - PUBLIC COMMENT PERIOD*

SEPTEMBER 20, 2021

DRAFT

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## INTRODUCTION

IndyGo is committed to creating and managing a paratransit service that is efficient and effective for our ridership. Public involvement is an essential element of the Next Steps: Beyond ADA planning process that addresses the challenges of offering countywide door-to-door service while meeting the growing demand.

August 16 through September 15, IndyGo offered the opportunity for public comment on the Beyond ADA draft policy. The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA). IndyGo takes public comment and suggestions very seriously and will revise plans if there is a large public consensus against proposals. This report documents IndyGo's efforts and the collective feedback that will inform the final proposal presented to IndyGo's Board of Directors at its meeting September 23, at 5 p.m. At that time, IndyGo will hold a public hearing regarding the policy proposal.

### TOPLINE STATS

- 29 Days for Public Comment
- 200+ Active Paratransit Riders in Non-ADA Area to Letter
- 3,000+ Reached through Television Broadcasted Program
- 3,100+ Active Paratransit Riders to Receive Weekly Call Notifications
- 9,300+ Reached through Social Channels
- 10,000+ Reached through E-Newsletter

## OUTREACH ACTIVITIES

On August 16, IndyGo announced the opportunity for public comment on the Beyond ADA draft policy. The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA). The public comment period ran through Wednesday, September 8, with an extension through Wednesday September 15.

Input during the public comment period could be submitted online through a comment form, by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344. IndyGo has reviewed all public comments. This report documents IndyGo's efforts and the collective feedback that will inform the final proposal that will be presented to IndyGo's Board of Directors at its meeting September 23, at 5 p.m. At that time, IndyGo will hold a public hearing regarding the policy proposal.

## BROADCASTED TELEVISION PROGRAM

IndyGo aired a panel discussion on WHMB TV40 to provide information on the draft policy and encourage public input during the comment period. The program aired on September 4 and gave featured guests an opportunity to weigh in on policy components. The discussion was moderated by Matti McCormick, President at The McCormick Group, Inc., and featured stakeholders from Mobility Advisory Committee, Mayor's Advisory Council on Disability and Goodwill of Central & Southern Indiana.

The television broadcast was viewed by approximately 3,000 people. Over 47 percent of WHMB TV 40's weekly viewership are adults 55 and older. This viewership allows IndyGo to reach the "baby boomer" audience and aging population that may contribute to the rise in demand for paratransit service. In

addition to airing on television, the program was also shared online through project webpage, on social media as well as sent via email directly to paratransit riders and service agencies.

## NOTIFICATION PROCEDURES

IndyGo used a variety of outlets to notify current riders of IndyGo Open Door and paratransit stakeholders about the Next Steps: Beyond ADA public meetings. The notification procedures were tailored to address the scope of this project and the population of the project impact area.

### Web Content

IndyGo updated a project webpage dedicated to the Beyond ADA process. The webpage was updated to a draft policy in English and Spanish, comment form, registration for the public hearing and the full-length broadcast panel discussion. The page also includes a map tool where page visitors could input an address to see if they live or travel outside of the non-ADA area. This webpage has received 385 views since August 18.

### E-Newsletters

IndyGo highlighted the Beyond ADA initiative and public involvement opportunities in our monthly e-newsletter that has 9,748 recipients and to 195 Open Door riders. In addition, IndyGo sent out a newsletter with a package to help promote community meetings to 140 recipients. This included agencies who serve a large number of Open-Door riders, the top 25 destinations for Open Door riders, MAC and Task Force members, as well as community partners. The package included a social media toolkit, talking points, and a flyer.

### Client Calls

IndyGo used an automated calling system to notify all 3,125 active paratransit clients about community meetings. Calls were sent every Monday from August 23 to September 13.

### Client Letters

In effort to reach the population of the project impact area, IndyGo sent letters to over 200 clients who live outside of the ADA to encourage input during the comment period. Letters were sent again to announce the extension of the comment period to September 15.

### Legal Notices

IndyGo purchased advertisements in the Indianapolis Star, Indianapolis Business Recorder, and LaVoz de Indiana to announce public meeting dates and times in attempt to reach as many Marion County residents as possible.

### Social Media

IndyGo notified those that follow IndyGo on Twitter, Facebook, and YouTube of community meeting opportunities. Facebook posts reached 5,806 viewers. Twitter reached 2,593 viewers and Instagram reached 943 individuals.

### Media

IndyGo issued a press release on August 18 and was available for interviews regarding the Next Steps: Beyond ADA process and community meeting opportunities. An IndyGo Public Affairs representative was featured in community affairs programming including Community Connections with Tina Cosby.

## SUMMARY OF INPUT & PERSPECTIVES

IndyGo received and reviewed several public comments about the Beyond ADA draft policy. The comments fell into the following sentiments:

- Concern about reducing the service area. This comment was addressed to clarify that the entirety of Marion County will continue to be served.
- Positive comment about maintaining the service to the county.
- Excitement for same day service.
- Concern about the premium fare and suggestions to find support to offset the costs.

A summary of the comments made during the public hearing will be discussed here.

DRAFT

# Attachment A: Beyond ADA Flyer

## PARATRANSIT NEXT STEPS: BEYOND ADA

IndyGo Seeks Input on a Policy for Premium Paratransit Service  
Deadline Sept 15, 2021



IndyGo invites the public to comment on the Beyond ADA draft policy. The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA). The public comment period runs through Wednesday, Sept. 15, followed by a public hearing Thursday, Sept. 23, at 5 p.m.

Comments can be submitted online through a comment form, by visiting the Carson Transit Center, or by calling IndyGo Customer Service at 317-635-3344. Learn more and review the policy at [www.IndyGo.net/beyondADA](http://www.IndyGo.net/beyondADA).

To request special accommodations for access to information, call IndyGo Customer Service at 317-635-3344.

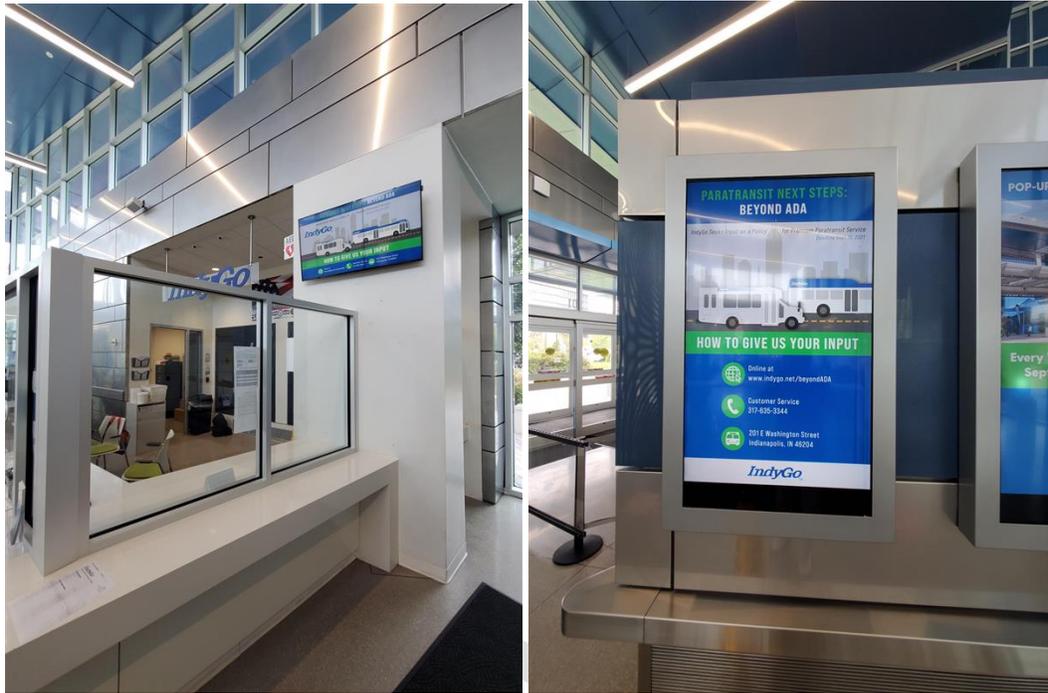


### HOW TO GIVE US YOUR INPUT

Online at [www.IndyGo.net/beyondADA](http://www.IndyGo.net/beyondADA) | Customer Service 317-635-3344 | 201 E Washington Street Indianapolis, IN 46204

Follow us on social      [www.IndyGo.net](http://www.IndyGo.net)

Attachment B: Signage at Carson Transit Center



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## Attachment C: Partner Toolkit Talking Points

### Beyond ADA Draft Policy – Partner Talking Points

- The public comment period for the Beyond ADA draft policy runs through Wednesday, Sept. 15, followed by a public hearing Thursday, Sept. 23, at 5 p.m.
- The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA).
- IndyGo currently operates ADA-level service countywide, beyond what is federally mandated, which presents a financial and operational challenge to the agency.
- The draft policy continues to provide service to individuals with disabilities in the area outside the federally mandated ADA service area.
- By recognizing two service areas, the policy will permit the agency to focus on improving its performance in the required ADA area, while offering a new service to the area beyond the ADA.
- The policy also introduces same-day service as a premium option for trips that start or end in the area beyond the ADA.
- Comments can be submitted online through a comment form at [www.indygo.net/beyondADA](http://www.indygo.net/beyondADA), by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344.

DRAFT

# Attachment D: Letters to Open Door Clients in Non-ADA Area

Letters sent to Open Door clients in the non-ADA area. The letter to the left was mailed around August 25 while the letter on the right was mailed around September 8.

**IndyGo**<sup>SM</sup>

Indianapolis Public Transportation Corporation  
1501 W. Washington Street  
Indianapolis, IN 46222  
317.635.3344  
www.IndyGo.net  
@IndyGoBus

Dear Open Door Rider,

This letter is to invite you to review and comment on the "Beyond ADA" draft policy. The policy addresses a new premium paratransit service in the area outside of what is mandated by the American with Disabilities Act (ADA). As an Open-Door eligible client near the non-mandated ADA service area, your attention and feedback are encouraged and appreciated.

IndyGo will continue to connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences. Marion County is more than 400 square miles. This has created some challenges meeting our customers' needs and the growing demand for reliable service. While change can be difficult, we understand our current service structure is not sustainable. Therefore, our mission moving forward is to thoughtfully present a plan that will allow for a service that meets the ADA requirements while also providing a premium service that can better serve our customers. Reliable, convenient, and enhanced rider experience, Beyond ADA.

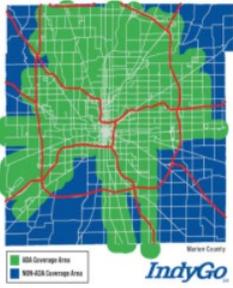
Public comment on the attached draft policy will be accepted through **Wednesday, Sept. 8, 2021**. Comments can be submitted online through a comment form, by visiting the Carson Transit Center or by calling IndyGo's Customer Service at 317-635-3344. The collective feedback will inform the final proposal that will be presented to IndyGo's Board of Directors at its virtual meeting at 5:00 p.m. on **Sept. 23, 2021**. At that time, IndyGo will hold a public hearing regarding the policy proposal.

To learn more and register to attend the public hearing, visit [indygo.net/beyondADA](http://indygo.net/beyondADA). To request any accommodations for access to information contact Jordan Patterson, Special Programs Manager, at [jpatterson@indygo.net](mailto:jpatterson@indygo.net).

Thank you,

Jordan Patterson

Special Programs Manager  
Indianapolis Public Transportation Corporation (IndyGo)  
[jpatterson@indygo.net](mailto:jpatterson@indygo.net)



**IndyGo**<sup>SM</sup>

Indianapolis Public Transportation Corporation  
1501 W. Washington Street  
Indianapolis, IN 46222  
317.635.3344  
www.IndyGo.net  
@IndyGoBus

Dear Open Door Rider,

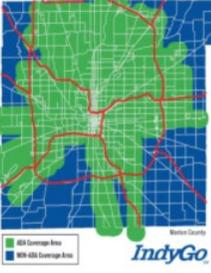
This letter is a friendly reminder to review and comment on the "Beyond ADA" draft policy. The public comment period on the draft policy has been **extended through Wednesday, Sept. 15**. Comments can be submitted online through a comment form, by visiting the Carson Transit Center or by calling IndyGo's Customer Service at 317-635-3344. The collective feedback will inform the final proposal that will be presented to IndyGo's Board of Directors at its meeting at 5:00 p.m. on Sept. 23. At that time, IndyGo will hold a public hearing regarding the policy proposal.

The policy addresses a new premium paratransit service in the area outside of what is mandated by the American with Disabilities Act (ADA). It also introduces same-day service as a premium option for trips that start or end in the area beyond the ADA. As an Open-Door eligible client near the non-mandated ADA service area, your attention and feedback are encouraged and appreciated.

To learn more and register to attend the public hearing, visit [indygo.net/beyondADA](http://indygo.net/beyondADA). To request any accommodations for access to information contact Jordan Patterson, Special Programs Manager, at [jpatterson@indygo.net](mailto:jpatterson@indygo.net).

Thank you,

Jordan Patterson  
Special Programs Manager  
Indianapolis Public Transportation Corporation (IndyGo)  
[jpatterson@indygo.net](mailto:jpatterson@indygo.net)





# Attachment E: Emails to Partner Agencies

IndyGo Beyond ADA Draft Policy is Here! Review, Comment, Share through Sept. 8.



Jordan Patterson

To  
Bcc

[Redacted]

Reply Reply All Forward

Tue 8/24/2021 3:00 PM

+28 others

You forwarded this message on 8/30/2021 10:06 AM.



Good afternoon, **partners**,

IndyGo invites you to review, comment and spread the word about the public comment period for the Beyond ADA draft policy. The comment period runs through Wednesday, Sept. 8, followed by a public hearing Thursday, Sept. 23, at 5 p.m. Comments can be submitted online through a comment form at [www.indygo.net/beyondADA](http://www.indygo.net/beyondADA), by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344.

The policy addresses a new premium paratransit service in the zone outside of what is mandated by the American with Disabilities Act (ADA). IndyGo currently operates ADA-level service countywide, beyond what is federally mandated, which presents a financial and operational challenge to the agency. By recognizing two service areas, the policy will permit the agency to focus on improving its performance in the required ADA area, while offering a new service to the area beyond the ADA.

Linked [here](#) is our partner toolkit to help promote the public input opportunities. Included are sample social media posts, graphics, talking points and a flyer. As a partner, your participation and promotion is essential to helping IndyGo reach active users, caregivers and service providers as we collaborate to creatively address the opportunities surrounding our paratransit services.

We appreciate your continued engagement. If you have any questions or special accommodations requests, do not hesitate to reach out.

Thank you,

Jordan Patterson  
Special Programs Manager

## Beyond ADA Comment Period Extended



Jordan Patterson

To  
Bcc

[Redacted]

Reply Reply All Forward

Tue 9/7/2021 4:58 PM

+31 others

This message was sent with High importance.



Good afternoon **partners**,

Help IndyGo share the news. The comment period for the Beyond ADA draft policy has been **extended through Wednesday, Sept. 15**, followed by a public hearing Thursday, Sept. 23, at 5 p.m. Comments can be submitted online through a comment form at [www.indygo.net/beyondADA](http://www.indygo.net/beyondADA), by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344.

IndyGo also invites you to view and share a [WHMB-TV 40 television program](#) about the Beyond ADA draft policy. The program is a panel discussion that covers policy components and features panelists from the Mobility Advisory Committee, Mayor's Advisory Council on Disability and Goodwill of Central & Southern Indiana.

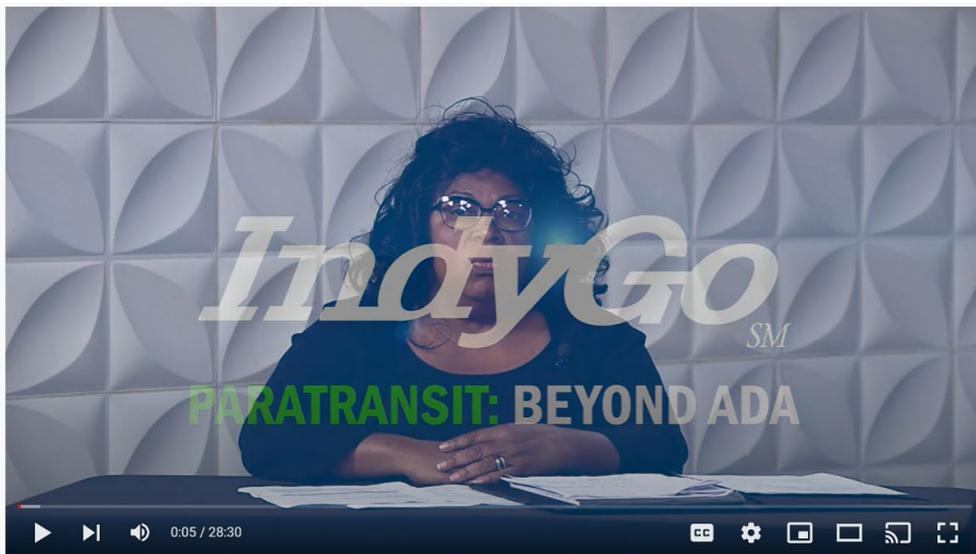
Linked [here](#) is an updated partner toolkit to help promote the extended public input opportunities. Included are sample social media posts, graphics, talking points and a flyer. As a partner, your participation and promotion are essential to helping IndyGo reach active users, caregivers and service providers as we collaborate to creatively address the opportunities surrounding our paratransit services.

We appreciate your continued engagement. If you have any questions or special accommodations requests, do not hesitate to reach out.

Thank you,

Jordan Patterson  
Special Programs Manager

## Attachment F: WHMB TV40 Panel Discussion



IndyGo\_INGO-2103\_Partransit-Beyond ADA-AIR VERSION\_2830\_210903

Unlisted

39 views • Sep 3, 2021

1 0 SHARE SAVE ...

<https://youtu.be/m8-F6gsfGKc>



IndyGo\_INGO-2102\_Partransit-Beyond ADA-FULL VERSION\_4140\_210903

Unlisted

19 views • Sep 3, 2021

0 0 SHARE SAVE ...

<https://youtu.be/MHiQbCyJ8Og>

## Attachment G: Newsletters Sent to Clients

Image of the newsletter sent to Open Door clients on August 25, 2021.



IndyGo invites you to provide feedback on the Beyond ADA draft policy. The policy addresses a new premium paratransit service in the area outside of what is mandated by the American with Disabilities Act (ADA). The public comment period runs through Wednesday, Sept. 8, followed by a public hearing on Thursday, Sept. 23, at 5 p.m.

Comments can be submitted online through a comment form, by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344. IndyGo will review all public comments. The collective feedback will inform the final proposal that will be presented to IndyGo's Board of Directors at its meeting on Sept. 23, at 5 p.m. At that time, IndyGo will hold a virtual and in-person public hearing regarding the policy proposal.

Those interested in learning more or registering to attend the public hearing virtually should visit [indygo.net/beyondADA](https://indygo.net/beyondADA). Individuals requiring accommodations for access to information should contact Jordan Patterson, Special Programs Manager, at [jpatterson@indygo.net](mailto:jpatterson@indygo.net).

[Review Drafted Policy](#)

Newsletter sent to Open Door clients on September 8, 2021.



IndyGo invites you to provide feedback on the Beyond ADA draft policy. The comment period for the Beyond ADA draft policy has been extended through **Wednesday, Sept. 15**, followed by a public hearing Thursday, Sept. 23, at 5 p.m. Comments can be submitted online through a comment form, by visiting the Carson Transit Center or by calling IndyGo Customer Service at 317-635-3344.

IndyGo also invites you to view and share a [WHMB-TV 40 television program](#) about the Beyond ADA draft policy. The program is a panel discussion that covers policy components and features panelists from the Mobility Advisory Committee, Mayor's Advisory Council on Disability and Goodwill of Central & Southern Indiana.

Those interested in learning more or registering to attend the public hearing virtually should visit [indygo.net/beyondADA](http://indygo.net/beyondADA). Individuals requiring accommodations for access to information should contact Jordan Patterson, Special Programs Manager, at [jpatterson@indygo.net](mailto:jpatterson@indygo.net).

[Review Beyond ADA Draft Policy](#)



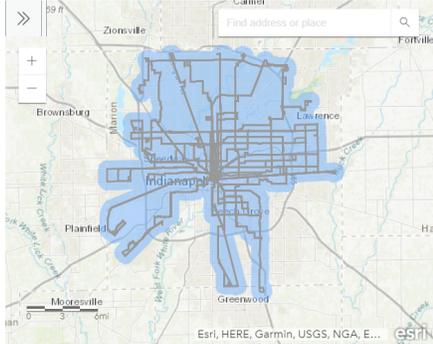
# Attachment H: Beyond ADA Online Map Tool

← → ↻ 🔒 <https://www.indygo.net/beyondada/>

📄 🏠 🗺️ 🔒 Not syncing

The Beyond ADA draft policy proposes a premium service for the area outside of the zone mandated by ADA. Trips to, from or within the area outside of the ADA zone are eligible for the new premium service.

Do you live or travel outside the mandated ADA service area? Enter an address on the map. If the address is within the blue, it is within the ADA mandated paratransit service area for our current route network. The area outside of the blue represents where IndyGo is seeking input on how to operate paratransit service in the future.



*Disclaimer: This map tool is for planning purposes. The actual determination of whether an address is in or out of the ADA boundary line may be determined through a future process.*

DRAFT

## Attachment I: Public Comments & IndyGo Responses

### Comment 1:

*Just this morning a driver did not come close enough to the platform for a disabled person to leave. And the disabled feel bad for me because of the poor service IndyGo has.*

### IndyGo Response:

Thank you for your response. For complaints or comments regarding your experience with our current service, please contact our Customer Service desk.

### Comment 2:

*"Greetings my name is Stephen Gift, I am Open Door rider with a disability. My disability specifically is Spastic Diplegia Cerebral Palsy, as a result I am confined to a wheelchair and unable to walk or stand.*

*I moved back to Indianapolis a little more than a year ago because as I've gotten older, I need more services one of the most important services is IndyGo Open Door. Other than some specific medical trips that my insurance pays for Open Door is my sole source of transportation. A trip is an option, but it's extremely limited on availability of wheelchair accessible vehicles not to mention very cost prohibitive as my SSDI check it's the only source of income that I have.*

*While I'm not completely opposed to the premium fare, I do have some questions.*

- 1. how exactly are we supposed to determine if it is inside or outside the ADA boundaries?*
- 2. The proposed amount is \$7.00 for a one way trip outside the ADA area, so will that be 2 bus passes?*
- 3. It says in your policy draft that during busy times they can deny trips outside the mandated area, how is this supposed to work? If we've scheduled a trip ahead of time can they then all of a sudden say I'm sorry we can't accommodate the trip the day of? How are we suppose to get where we are going?*
- 4. Are we really not addressing the real issue on being able to accommodate rides? let me give you an example August 18th I had a ride scheduled to go to my primary care doctor I scheduled this three days in advance I even received the confirmation called the day before and I even received the trip update calls saying the bus would arrive within 7 to 12 minutes once the window started.*

*I waited about 30 to 45 minutes after my window was over and I called dispatch to find out where my ride was after sitting on hold for almost 20 minutes the dispatcher told me that my route was running two hours behind. Now I always try to plan ahead so I built in about an extra hour but two hours behind was too much and I did not make it to my doctor's appointment that day.*

*So a couple of things come to mind, why did I get a call saying my boss would be there in 7 to 12 minutes? And secondly why did I not get a subsequent call telling me that that route was running late and no attempt to make other accommodations seemed to be made.*

*I'm saying all this not to complain because I am truly thankful for the service, I thank you guys every single day that I'm able to go where I need to go when I need to go most of the time. The point I am trying to make how is reducing service area or charging a premium going to fix the staffing issues which seems to be the real issue?*

*I'll close with this; I feel like all the blame is being put on the service area when that may be a part of it but that's not going to really address the issue. And remember if the draft policy would become policy, you would be hurting those that depend on you the most and those of us that have no other option for our transportation and can least afford it. We already pay double the standard fare and there's no monthly pass or discount options for us as it is.*

*Sincerely,*

*Stephen Gift II"*

**IndyGo Response:**

Thank you for your comments. For items that are not related to the policy, we encourage you to submit any comments or complaints to our Customer Service department.

For your Beyond the ADA service comments:

- *How exactly are we supposed to determine if it is inside or outside the ADA boundaries?*

There is an interactive map on our website with our current ADA area. You can type in your address or the address of frequent destinations to understand if your trip would be inside the ADA or not.

- *Prior to policy implementation, IndyGo staff will communicate to its Open Door clients whether your pickup address is in the ADA or not.*

IndyGo staff will also be able to tell you whether a trip is in the ADA or when you make a reservation.

- *The proposed amount is \$7.00 for a one way trip outside the ADA area, so will that be 2 bus passes?*

For trips that have an origin or destination outside the ADA area, the one-way trip cost will be \$7.00.

- *It says in your policy draft that during busy times they can deny trips outside the mandated area, how is this supposed to work? If we've scheduled a trip ahead of time can they then all of a sudden say I'm sorry we can't accommodate the trip the day of? How are we suppose to get where we are going?*

We anticipate that if there is not the capacity, we will know at the time of reservation. Further details will be provided as the implementation processes are established.

**Comment 3:**

*We are dependent on Open Door service for our son Hikaru to commute daily to and from Easterseals Crossroads facility. We recently moved from Carmel to Marion County in order to receive the service. It would be very devastating if we are no longer able to receive the service. Please reconsider diminishing the service area. There will be no other transportation means available for us that is affordable. Thank you for your attention.*

**IndyGo Response:**

The service area is not being diminished. IndyGo will have two different service areas, covered by different policies.

**Comment 4:**

*Good morning,*

*My daughter Brianna uses the Open Door. I live in Marion County. We need service outside of the Paratransit Service Area. There are therapies Brianna would benefit from, but they are in Plainfield and Carmel. Also there's lots of Community Activities in other counties as well. Also I'm aware the contract for the Open Door is going to be changing to a new company. I would love to know more about that. Also the main problem with the Open Door is getting more drivers, and making sure they are paid properly, and not overworked. Also is Z-Trip still on option? Many Drivers all mentioned to me that there needs to be a designated area for pick-up and drop-off or Open Door Clients at the Carson Transit Center.*

*Thank you,*

**IndyGo Response:**

At present, IndyGo is not expanding the non-ADA service area. We encourage individuals seeking cross-county transportation to explore other available transportation services.

**Comment 5:**

*I feel as long as this is reliable. dependable. respectful, and it is easier for all that use your transportation. Sometimes sidewalks not being at bus stops make it challenging especially disabled people as myself with a walker going through the grass. I am curious to see how this go and excited at the same time. Thank you for all you guys do for our city!*

*Shelly Anderson*

**IndyGo Response:**

Thank you for your comments.

**Comment 6:**

*At present, route 14 follows Southeastern Ave to Emerson where it joins to Route 16. Propose that Route 14 continue on Southeastern Ave to just past Franklin Rd to the AutoZone. There is a drive that goes from Southeastern to Franklin Rd which puts you right back to Southeastern Ave.*

*This is a non-ADA coverage area that has been growing substantially for the past decade. Included in the area are multiple additions and an apartment complex.*

*Changing Route 14 would make this an ADA Coverage Area, greatly reducing the need for the on demand Open Door System, while providing public transportation to a growing section of the county.*

*Separate proposal would be to continue Route 14 out to Franklin Rd, south on Franklin Rd to the Krogers on Southport Rd. This would increase the ADA Coverage Area and service the Franklin Township School Area. Additional businesses and housing being constructed along this route.*

*If either proposals are possible, even running with a 45-60 minutes pickup window is better than the 2-3 hours waiting to hopefully get picked up by the current Open Door System.*

*Thank you for your time,*

*Carol D Miller*

**IndyGo Response:**

Thank you for your comments. As this relates to our fixed-route service, we've forwarded the suggestion to our team who works on designing our fixed-route service.

**Comment 7:**

*I am an Open Door Rider and received the Beyond ADA letter. Propose Rt 14 continue out Southeastern Ave to Franklin Rd. This would greatly increase the ADA Coverage Area and service a growing section of the county. Right now, Rt 14 overlaps with Rt 16 in the Beech Grove area. Proposed area has seen substantial growth in the past decade with more continuing.*

**IndyGo Response:**

Thank you for your comments. As this relates to our fixed-route service, we've forwarded the suggestion to our team who works on designing our fixed-route service.

**Comment 8:**

*I live at 9210 Middlebury Way, Camby, IN, which is outside of the FTA's service zone. I am concerned that you will stop service so I would not be able get to my job, and am okay with a fare increase if need be.*

## IndyGo Response:

Thank you for your comments. IndyGo is committed to serving the entirety of Marion County, as it currently does.

## Comment 9:

September 15, 2021

Inez Evans  
President & CEO  
Indianapolis Public Transportation Corporation  
1801 West Washington Street  
Indianapolis, IN 46222



RE: Public Comment on Beyond ADA Draft Policy

Dear Ms. Evans,

Thank you for the opportunity to provide input on IndyGo's Beyond ADA (Americans with Disabilities Act) draft policy for new premium paratransit service. I am writing on behalf of Health by Design coalition partners and several individual and group stakeholders from whom we have gathered input. For the past 15 years, we have advocated for safe, accessible, affordable, and equitable transportation options that meet the needs of all Hoosiers, regardless of their age, ability, income, or how they choose to travel.

We have appreciated the opportunity to actively participate in these planning and policy discussions over the last few years and recognize the complexities of the issues and the influence and legacy of past leadership decisions. We look forward to ongoing discussions related to policy implementation and evaluation, as well as future refinements. These are our comments and questions:

- We are concerned by the reduced Span or Service Hours component and wonder if the data collected between November 2020 and March 2021 fully reflects overall and historic demand, given the COVID-19 pandemic.
  - Is earlier data available that could be referenced to confirm this 'relatively low demand'?
  - Moving forward, will requests outside the span of service be tracked (recognizing that such requests will be limited and decrease as people know/learn of the end times)?
- We expect that the proposed premium fare will be burdensome to many Beyond ADA riders, particularly those living in the most rural parts of the county, who may be older adults, people with disabilities, and those with limited income. Substantially increasing their transportation costs potentially limits their ability to meet basic needs, access services, and connect socially, thereby negatively impacting their overall health and well-being.
  - Can other funding and/or services be pursued to offset this premium fare for those with the greatest need?
- With regard to Capacity Constraints, we suggest the development of a policy on the specific parameters and rules to be used in determining trip denials to riders in the non-ADA area.
  - Capacity Constraints must be clearly determined and defined.
  - These determinations/decisions should not be made subjectively or by individual staff members, to ensure equitable application.
  - MAC members and other external stakeholders should be involved in developing this policy.
- We are excited to see the introduction of same-day service!
  - We propose including MAC members and other external stakeholders alongside IndyGo Mobility Solutions staff in the development of related policies and procedures.
  - These policies and procedures should clearly define allowable vehicle capacity and schedules.

615 N. Alabama Street, Suite 119 • Indianapolis, IN 46204 • 317-622-4820 • kirwin@hbdin.org

- o They must also consist of the specific rules/parameters that will determine same-day trip denials.
- o These determinations/decisions should not be made subjectively or by individual staff members, to ensure equitable application.
- We appreciate the delayed effective date and the opportunity for current eligible clients to maintain existing services for an extended period of time.
- As a general recommendation, we propose this policy and the Beyond ADA service be reviewed by the MAC and IndyGo staff no less than every two years, to regularly assess data and needs and to determine if adjustments to the policy are needed.
  - o A report of updated data and metrics, reviews and findings, and recommended policy changes should then be formally reported to the IndyGo Board of Directors and the public at large.
  - o As part of this continuous review process, we propose that specific data measures and metrics be identified to track and assess performance, quality, and effectiveness.
    - This information can be used to determine if the objectives and improvements expected through this policy are met.
  - o MAC members and other external stakeholders should be involved in determining related information and processes.
- Finally, we are curious how this planning and policy development process connects with other past, current, and future related efforts, such as the regional Coordinated Public Transit - Human Services Transportation Plan Update, the Comprehensive Operational Analysis, 5307/5311 funding allocation changes, and the ADA Transition Plans from the City of Indianapolis and the Indiana Department of Transportation.

In closing and as always, we appreciate the opportunity to provide public comment and to support IndyGo in advancing its mission. We look forward to your responses and hope to see this input reflected in policy adoption and implementation. Please don't hesitate to let us know of any questions for us.

Sincerely,



Kim Irwin, MPH  
Executive Director

615 N. Alabama Street, Suite 110 • Indianapolis, IN 46204 • 317-622-4820 • kirwin@hbdin.org

## IndyGo Response to Health by Design letter

- *We are concerned by the reduced Span or Service Hours component and wonder if the data collected between November 2020 and March 2021 fully reflects overall and historic demand, given the COVID-19 pandemic. Is earlier data available that could be referenced to confirm this 'relatively low demand?' Moving forward, will requests outside the span of service be tracked (recognizing that such requests will be limited and decrease as people know/learn of the end times)?*

### Response:

Thank you for your comments. After your comment, we examined data we had pulled from a quarter in 2018. A similar data trend can be seen in the data, with trip demand beyond 10pm significantly lower than earlier hours, which further supports our decision. The idea of tracking service requests outside the span of service will be considered and may be tracked into 2022.

- *We expect that the proposed premium fare will be burdensome to many Beyond ADA riders, particularly those living in the most rural parts of the county, who may be older adults, people with disabilities, and those with limited income. Substantially increasing their transportation costs potentially limits their ability to meet basic needs, access services, and connect socially, thereby negatively impacting their overall health and well-being. Can other funding and/or services be pursued to offset this premium fare for those with the greatest need?*

**Response:**

There are potential grant opportunities to pursue; they would be competitive however, so IndyGo would not be able to promise to reduce a certain number of trips by an individual.

- *With regard to Capacity Constraints, we suggest the development of a policy on the specific parameters and rules to be used in determining trip denials to riders in the non-ADA area. Capacity Constraints must be clearly determined and defined. These determinations/decisions should not be made subjectively or by individual staff members, to ensure equitable application. MAC members and other external stakeholders should be involved in developing this policy.*

**Response:**

Thank you for your comments. We will review these comments as we begin developing the draft policies.

- *We are excited to see the introduction of same-day service! We propose including MAC members and other external stakeholders alongside IndyGo Mobility Solutions staff in the development of related policies and procedures. These policies and procedures should clearly define allowable vehicle capacity and schedules. They must also consist of the specific rules/parameters that will determine same-day trip denials. These determinations/decisions should not be made subjectively or by individual staff members, to ensure equitable application.*

**Response:**

Thank you for your comments. As we develop our policies, we will consider these comments.

- *We appreciate the delayed effective date and the opportunity for current eligible clients to maintain existing services for an extended period of time.*

**IndyGo Response:**

Thank you for your comment.

- *As a general recommendation, we propose this policy and the Beyond ADA service be reviewed by the MAC and IndyGo staff no less than every two years, to regularly assess*

*data and needs and to determine if adjustments to the policy are needed. A report of updated data and metrics, reviews and findings, and recommended policy changes should then be formally reported to the IndyGo Board of Directors and the public at large. As part of this continuous review process, we propose that specific data measures and metrics be identified to track and assess performance, quality, and effectiveness. This information can be used to determine if the objectives and improvements expected through this policy are met. MAC members and other external stakeholders should be involved in determining related information and processes.*

**Response:**

Thank you for your comments. We will review these comments as we begin developing the draft policies and discussing how we communicate to our board and the MAC.

- *Finally, we are curious how this planning and policy development process connects with other past, current, and future related efforts, such as the regional Coordinated Public Transit - Human Services Transportation Plan Update, the Comprehensive Operational Analysis, 5307/5311 funding allocation changes, and the ADA Transition Plans from the City of Indianapolis and the Indiana Department of Transportation.*

**Response:**

The current outreach process and policy development connects with our mission to connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences. The process is affected by both internal and external planning, regulatory, and financial realities. Foremost, IndyGo is legally obligated to ensure adequate performance for its clients in the ADA area but does not take the decision on the new premium service lightly. As we develop the working procedures for the Beyond the ADA service, we will utilize all of our community connections to promote mobility for residents within Marion County and those wanting to travel to Marion County.

## Attachment J: Public Hearing Comments

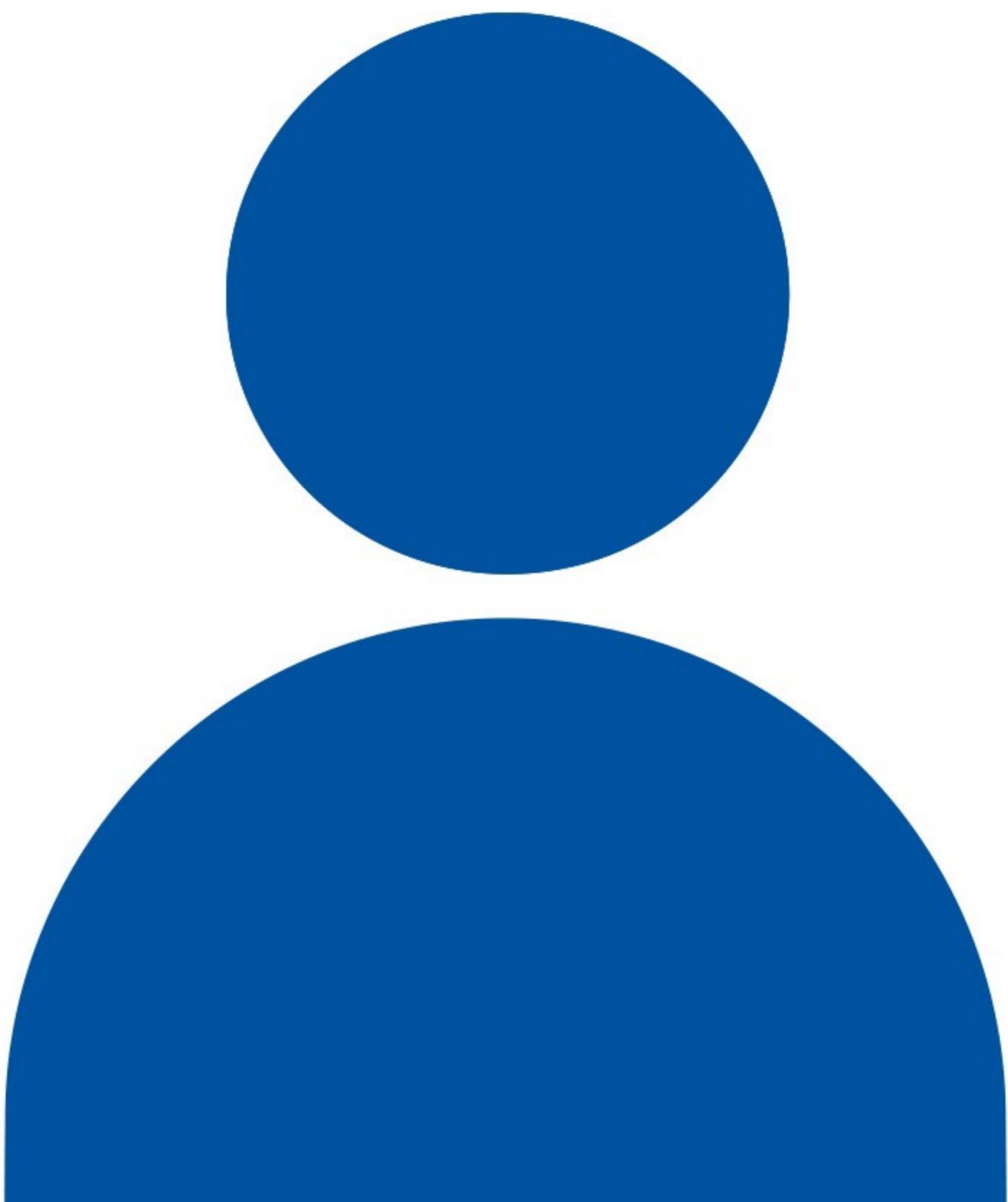
To be completed with comments made during the public hearing on September 23.

DRAFT

*IndyGo*<sup>SM</sup>

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

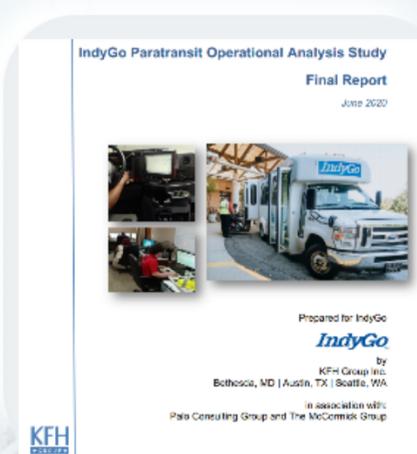
Paratransit performance declines significantly, particularly on-time performance

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

# 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

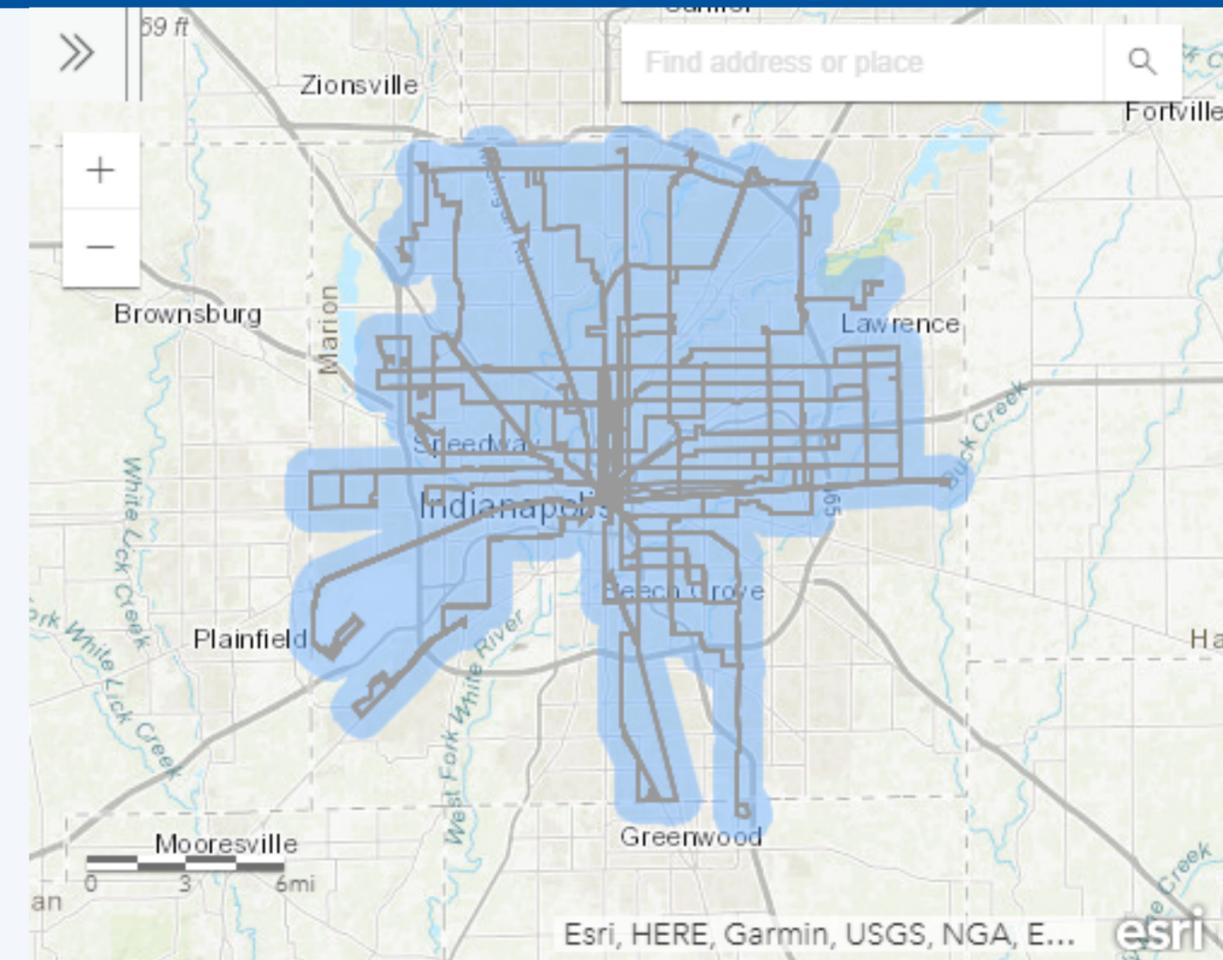
# How we informed/gathered

- 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 - Meetings

## ...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*

# How we informed/gathered –Draft Policy

- Posted on webpage
- Communicated via email, phone, letters (non-ADA), webpage, social media, television ads
- Met with Task Force
- Recorded panelist discussion posted on Sept. 7
- Public comment period opened on Aug. 16 and closed on Sept. 15 (extended from Sept. 8)



# What we heard – Draft Policy Comments

[Indygo.net/beyondada](https://indygo.net/beyondada)

## Summary

- Excited about same-day service
- Concerns about fare
- Desire to have fare off-set by grant for certain individuals
- Questions / concerns about service area
- Detailed responses on memorandum



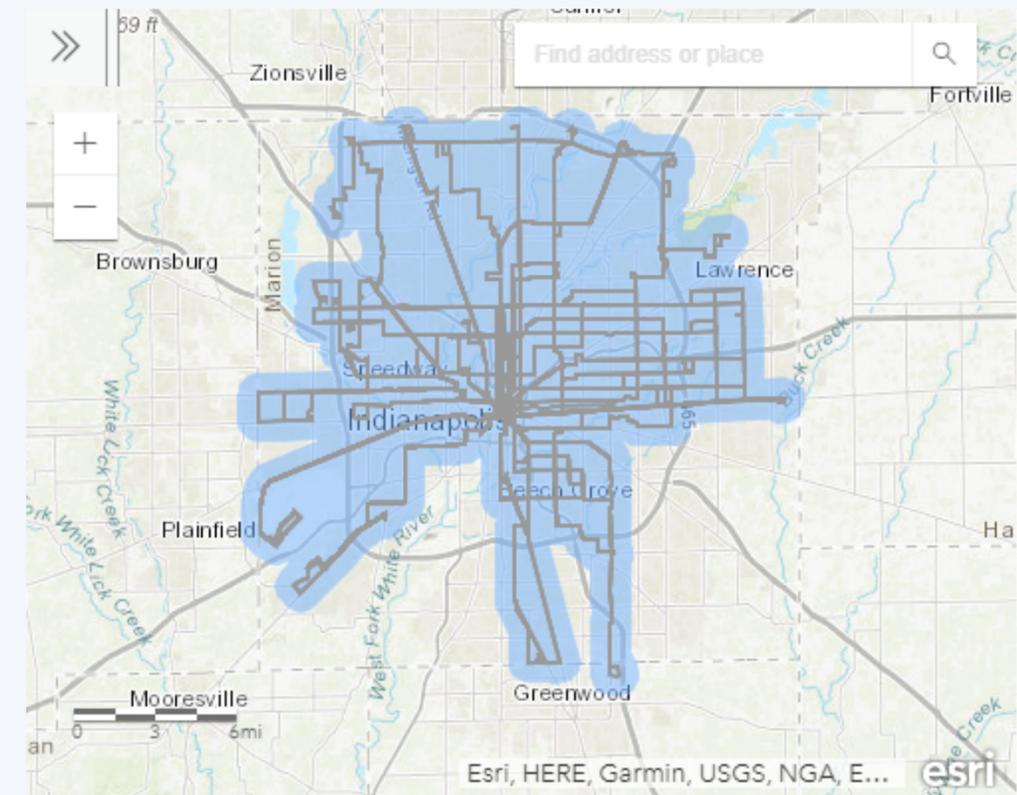
*IndyGo*

# Service Profile

Indygo.net/beyondada

## Summary of new service – Beyond the ADA

- **Area** – ¾ 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



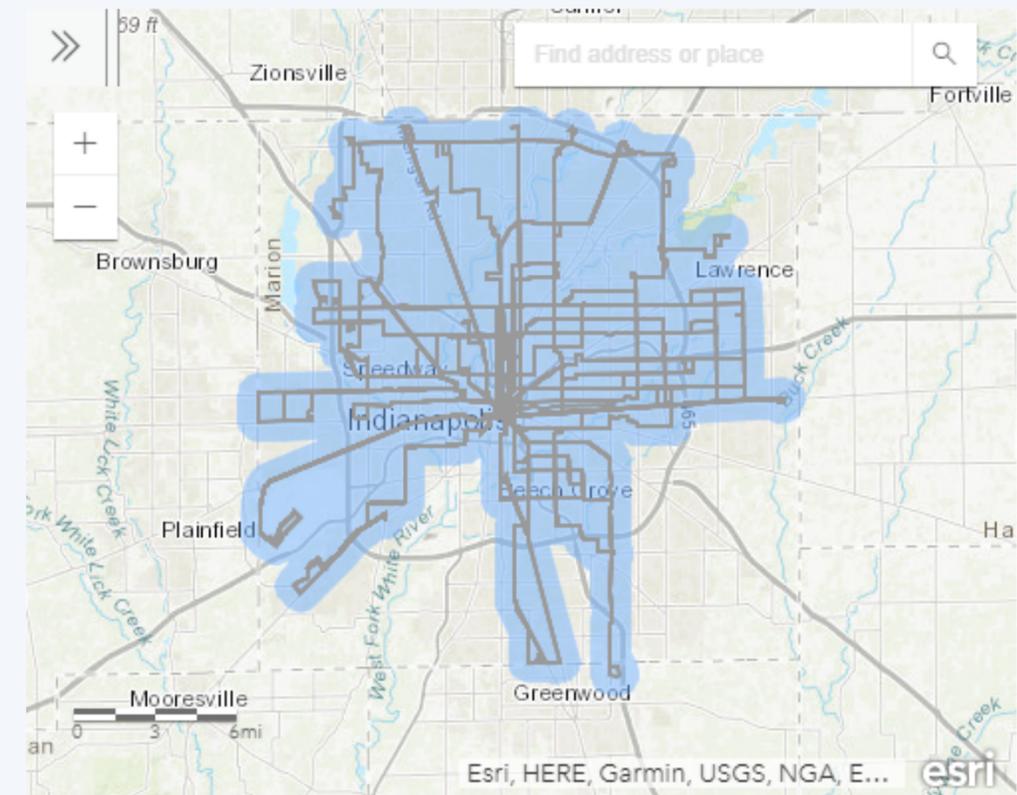
*IndyGo*

# Service Profile – cont.

[Indygo.net/beyondada](https://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*

*IndyGo*<sup>SM</sup>

THANK

YOU

QUESTIONS?





Date: September 08, 2021  
 Current Meeting: September 23, 2021  
 Board Meeting: September 23, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** General Counsel Jill D. Russell  
**SUBJECT:** Consideration and Approval of Resolution 2021-11 to Transfer Ownership of Red Line Parcels to the City of Indianapolis

**ACTION ITEM A – 4**

**RECOMMENDATION:**

In a manner and consistent with IPTC standards and pursuant to State and Local requirements, it is requested that the Board direct the President/CEO, on behalf of IPTC, to execute all such documents, instruments, certificate and papers necessary and appropriate to carry out the transactions contemplated by the attached Resolution in such form and substance as may be deemed proper and necessary, and execute such documents, including, without limitation, the purchase agreement providing for transfer of real estate acquired for the construction of Phase I of the Red Line to the City of Indianapolis.

**BACKGROUND:**

On or about July 10, 2018, the City, by and through DPW, and the IPTC entered into an Interlocal Cooperation Agreement (“ICA”) for Implementation of the Marion County Transit Plan, which governs the parties’ relationship with regard to the IPTC’s construction and operation of bus rapid transit lines (“BRTs”) in the public rights-of-way of Indianapolis (the “City”). Pursuant to the ICA, IPTC is obligated to acquire any additional public rights-of-way necessary to construct and operate any portion of the BRTs. Following completion of construction of any of the BRTs, IPTC is obligated to transfer any acquired right-of-way to DPW at no cost to the City. Indiana Code § 36-1-11-8 authorizes governmental entities to transfer or exchange real property among themselves upon terms and conditions agreed upon by the entities as evidenced by adoption of substantially identical resolutions by each entity. The Board of Public Works (DPW/City) was scheduled to adopt a resolution substantially similar to this Resolution at its September 22, 2021 scheduled meeting.

**DISCUSSION:**

Approval of the transfer would be in accordance with the ICA and would be in the best interests of the Corporation and the public to approve and authorize IPTC to transfer the real estate interests acquired for construction of Phase I of the Red Line Bus Rapid Transit Line, to the City, as more particularly described on Exhibit A attached to this Resolution and incorporated herein by this reference, for no monetary consideration.

**ALTERNATIVES:**

The Board can choose to not transfer the property but would be in violation of the ICA.

**FISCAL IMPACT:**

Not applicable.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on September 16, 2021 and will be placed on the Regular Agenda.

## RESOLUTION 2021-11

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

**A RESOLUTION** approving and authorizing the exchange of certain real estate interests located in Marion County, Indiana between the Indianapolis Public Transportation Corporation, commonly known as IndyGo (the “IPTC”), and the Department of Public Works of the Consolidated City of Indianapolis (the “City”).

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

**WHEREAS**, the IPTC’s purpose is to establish and maintain an urban mass transportation system in Indianapolis; and

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

**WHEREAS**, the IPTC is a municipal corporation having the power to acquire and own interests in real property pursuant to Indiana Code §§ 36-1-4-5 and 36-9-4-30 and to dispose of its interests in real property pursuant to Indiana Code §§ 36-1-4-6 and 36-9-4-30; and

**WHEREAS**, the Department of Public Works (“DPW”) is the public works agency of the City which is responsible for, among other things, planning, financing, designing, constructing and maintaining the public transportation infrastructure systems of the City, including public streets, ways, bridges, and pedestrian facilities, and to protect the City’s investment in its infrastructure systems and facilities; and

**WHEREAS**, effective July 10, 2018, the City, by and through DPW, and the IPTC entered into an Interlocal Cooperation Agreement for Implementation of the Marion County Transit Plan, which governs the parties’ relationship with regard to the IPTC’s construction and operation of bus rapid transit lines (“BRTs”) in the public rights-of-way of Indianapolis (the “ICA”); and

**WHEREAS**, pursuant to the ICA, IPTC is obligated to acquire any additional public rights-of-way necessary to construct and operate any portion of the BRTs, and following completion of construction of any of the BRTs, the IPTC is obligated to transfer any acquired right-of-way to DPW at no cost to the City; and

**WHEREAS**, since the effective date of the ICA, the IPTC has constructed Phase I of the Red Line BRT, which has been in operation since September 2019; and

**WHEREAS**, the IPTC did acquire additional rights-of-way along the route of the Red Line BRT, as more particularly described on Exhibit A attached hereto, and now desires to transfer its interests in these rights-of-way to DPW pursuant to the ICA; and

**WHEREAS**, Indiana Code § 36-1-11-8 authorizes governmental entities to transfer or exchange real property among themselves upon terms and conditions agreed upon by the entities as evidenced by adoption of substantially identical resolutions by each entity; and

**WHEREAS**, the Board of Public Works was scheduled to adopt a resolution substantially similar to this Resolution at its September 22, 2021 scheduled meeting.

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

**Section 1.** The IPTC Board of Directors finds that pursuant to the ICA and in the best interests of the City and the public to approve and authorize IPTC to transfer the real estate interests acquired for construction of Phase I of the Red Line Bus Rapid Transit Line, to the City, as more particularly described on Exhibit A attached to this Resolution and incorporated herein by this reference, for no monetary consideration.

**Section 2.** The IPTC Board of Directors hereby authorizes the President and CEO of IPTC to execute all such documents, instruments, and papers necessary or required to carry out the transaction contemplated by this Resolution in such form and substance as the President and CEO deems necessary and proper.

**Adopted this 23<sup>rd</sup> day of September 2021.**

BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

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

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

Jill D. Russell  
General Counsel

**RED LINE PROPERTY ACQUISITION**

	Parcel Number:	Address	Acreage
1.	Parcel #5	2165 Shelby Street Indianapolis, IN 46203	0.011
2.	Parcel #6	1731 N. Capital Avenue Indianapolis, IN 46202	0.025
3.	Parcel #8	3733 N. Meridian Street Indianapolis, IN 46208	0.044
4.	Parcel #9	3787 N. Meridian Street Indianapolis, IN 46208	0.065
5.	Parcel #19	5167 N. College Avenue Indianapolis, IN 46205	0.002
6.	Parcel #22	5377 N. College Avenue Indianapolis, IN 46220	0.005
7.	Parcel #31	3778 N. Meridian Street Indianapolis, IN 46208	0.015
8.	Parcel #32	3762-68 N. Meridian Street Indianapolis, IN 46208	0.009
9.	Parcel #33	3750 and 3774 N. Meridian Street Indianapolis, IN 46208	0.001
10.	Parcel #37	5202 N. College Avenue Indianapolis, IN 46220	0.001
11.	Parcel #39	3000 N. Meridian Street Indianapolis, IN 46208	0.083

**EXHIBIT A**



Date: September 08, 2021  
 Current Meeting: September 23, 2021  
 Board Meeting: September 23, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Finance/Chief Financial Officer Bart Brown  
**SUBJECT:** Consideration of Bond Issue of \$65,000,000 to Support the Certain Public Transportation Projects

**ACTION ITEM A – 9**

**RECOMMENDATION:**

Request the Board introduce an ordinance of the Indianapolis Public Transportation Corporation authorizing the issuance of local income tax revenue bonds for the purpose of providing funds to pay the costs of certain public transportation projects listed below. In addition, staff requests the Board schedule a public hearing on this matter at its regular scheduled Board meeting on October 28, 2021 and take final action.

**BACKGROUND:**

On June 24, 2021 the Board approved a reimbursement resolution in anticipation of issuing debt to support the renovation and construction costs of facilities at 9503 E. 33rd Street and 2425 W. Michigan Street. In addition, with the construction of the Purple Line now underway an additional 22 sixty-foot, all electric buses will be needed at a minimum to service that route.

**DISCUSSION:**

The bond proceeds of no more than \$65,000,000 will support the following projects estimated at \$107,430,000. Remaining funds for these projects if approved will be sought through FTA grants or Board can approve to use unrestricted funds from its cash balances.

Michigan Street – Phase 1 and 2 (building) including Furniture, Fixtures, Equipment (FFE)	\$2,725,000
Michigan Street – Phase 3 Bus Storage, Site development/Paving, lighting, fencing, heat lamps, drainage	\$1,800,000
East Campus A Building including FFE	\$2,475,000
East Campus B Building with Elevator including FFE	\$3,920,000
East Campus New Garage & Demo (Two-Story, expanded 150 bus) including FFE	\$35,000,000
UV-C Lighting for IPTC Fleet and Facilities	\$2,900,000
Computer Aided Dispatch (CAD) system	\$10,000,000
Rural Street underpass reconstruction	\$6,610,000
<u>30 60-foot electric buses</u>	<u>\$42,000,000</u>
<b>TOTAL</b>	<b>\$107,430,000</b>

**ALTERNATIVES:**

The Board could choose to pay in cash but that would deplete the corporation’s fund balances to a level that is contrary to the Agency’s reserve fund policy and could jeopardize funding of the other capital projects under the capital plan

**FISCAL IMPACT:**

Interest rates are still near historical lows for municipal borrowing and should remain there throughout 2021. Using an assumed interest rate of 4.0% (on a conservative basis) the Corporation can expect to pay yearly debt service estimated at \$5,700,000. First installment estimated due date July 2022.

**DBE/XBE DECLARATION:**

Staff will seek to engage XBE underwriters through the Indianapolis Improvement Bond Bank.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on September 16, 2021 and will be placed on the Regular Agenda.

# INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

## ORDINANCE NO. 2021-02

An ordinance of the Indianapolis Public Transportation Corporation authorizing the issuance of local income tax revenue bonds for the purpose of providing funds to pay the costs of certain public transportation projects within the City of Indianapolis, Indiana and Marion County, Indiana; providing for the payment of such bonds from local income tax revenues attributable to funding such transportation projects under the provisions of Indiana Code 6-3.6-6, as amended; providing for the safeguarding of the interests of the owners of said bonds; other matters connected therewith, including the issuance of notes in anticipation of bonds; and repealing ordinances inconsistent herewith

WHEREAS, the Indianapolis Public Transportation Corporation (the "IPTC") has been established in accordance with Indiana Code 36-9-4, as amended, and is authorized to issue bonds to procure moneys to fund public transportation projects under Indiana Code 36-9-4, Indiana Code 6-3.6-6, Indiana Code 6-3.6-7, Indiana Code 8-25 and Indiana Code 5-1-14-4, each as amended (collectively, the "Act"); and

WHEREAS, the Board of Directors of the IPTC (the "Board") has considered and authorized any or all or any portion of the following projects: (a) the construction, renovation, installation and equipping of a building, bus storage, site development and paving, lighting, fencing, heat lamps and drainage improvements located at 2425 W. Michigan Street, (b) the construction, renovation, installation and equipping of buildings and related improvements at the 9503 E. 33<sup>rd</sup> Street (East Campus), (c) the construction, installation and equipping of a new bus/vehicle facility for East Campus, (d) the acquisition, installation and equipping of a computer aided dispatch system, (e) the acquisition, installation and equipping UV-C lighting for IPTC fleet and facilities, (f) the construction and renovation of underpasses along Rural Street, and (g) the acquisition of twenty-two (22) sixty (60)-foot electric buses (collectively, the "Projects"), all to be constructed and/or utilized in the City of Indianapolis, Indiana (the "City") and Marion County, Indiana (the "County"), and the Board hereby determines that it would be of public utility and benefit and in the best interests of the citizens of the City and the County to proceed with the Projects and the financing thereof through the issuance of local income tax revenue bonds of the IPTC and, if necessary, bond anticipation notes (the "BANs"); and

WHEREAS, based upon the advice of the IPTC's municipal advisor Crowe, LLP (the "Municipal Advisor"), the estimated costs of the portion of the Projects to be financed with the proceeds of the local income tax revenue bonds of the IPTC and, if necessary, BANs, including engineering, municipal advisory and legal fees, is in the estimated amount not to exceed Sixty-Five Million Dollars (\$65,000,000); and

WHEREAS, the costs of the portion of the Projects in excess of the amounts to be financed with the proceeds of the IPTC's local income tax revenue bonds and, if necessary, BANs will be funded from other sources of funds available to the IPTC; and

WHEREAS, the Projects and the financing by the IPTC of a portion of the Projects, together with expenses incidental thereto, are necessary, are authorized by the Act and will be of public utility and benefit to the City, the County and their citizens; and

WHEREAS, the Board finds that the IPTC does not have sufficient funds available or provided for in the existing budgets and tax levies that may be applied to the costs of the Projects and that it is necessary to finance a portion of the costs of the Projects by the issuance of local income tax revenue bonds, in one or more series, in an aggregate principal amount not to exceed Sixty-Five Million Dollars (\$65,000,000) and, if necessary, bond anticipation notes in one or more series (the "BANs"); and

WHEREAS, the IPTC desires to authorize the issuance of BANs hereunder, if necessary, payable solely from the proceeds of local income tax revenue bonds issued hereunder, and, as to interest only, from capitalized interest, and to authorize the refunding of said BANs, if issued; and

WHEREAS, the City-County Council of the City and the County (the "City-County Council") has, following the approval by the voters of the County at the November 8, 2016 general election, adopted an ordinance pursuant to Indiana Code 6-3.6-7-27 and Indiana Code 8-25-3-1 imposing an additional local income tax rate of 0.25% (the "Transportation LIT") for public transportation projects in the County, which include the Projects; and

WHEREAS, pursuant to Indiana Code 6-3.6-7-27, the local income tax revenues attributable to the Transportation LIT (the "Transportation LIT Revenues") shall be used to fund public transportation projects such as the Projects and are to be retained by the County Auditor and deposited in the County public transportation project fund established under Indiana Code 8-25-3-7 and used for the purposes thereof, including the payment of bonds issued for public transportation projects; and

WHEREAS, prior to the issuance of the bonds herein authorized, the City-County Council will adopt an ordinance pledging the Transportation LIT Revenues to the IPTC for the payment of the bonds herein authorized (the "2021B County Transportation LIT Pledge Ordinance"); and

WHEREAS, pursuant to Ordinance No. 2018-01, adopted by the Board on February 22, 2018 (the "2018A Ordinance"), the IPTC has heretofore issued revenue bonds payable from the Transportation LIT Revenues, designated "Indianapolis Public Transportation Corporation Local Income Tax Revenue Bonds, Series 2018A" (the "2018A Bonds"), currently outstanding in the principal amount of Nineteen Million Two Hundred Thousand Dollars (\$19,200,000); and

WHEREAS, pursuant to Ordinance No. 2020-01, adopted by the Board on July 27, 2020 (the "2021A Ordinance," and together with the 2018A Ordinance, the "Prior Ordinances"), the IPTC has heretofore issued revenue bonds payable from the Transportation LIT Revenues, designated "Indianapolis Public Transportation Corporation Local Income Tax Revenue Bonds, Series 2021A" (the "2021A Bonds," and together with the 2018A Bonds, the "Prior Bonds"), currently outstanding in the principal amount of Twenty Million Six Hundred Ninety Thousand Dollars (\$20,690,000); and

WHEREAS, the Board now finds that all conditions precedent to the adoption of an ordinance authorizing the issuance of bonds, on a parity basis with the Prior Bonds, and BANs, if necessary, to provide the necessary funds to be applied to the costs of the Projects and all authorized costs relating thereto, have been complied with in accordance with the provisions of the Act and Indiana Code 5-1-14-5; and

WHEREAS, the bonds herein authorized will not be payable from a special tax levy of the IPTC but shall be payable solely and exclusively from the Transportation LIT Revenues as herein provided; and

WHEREAS, the bonds to be issued hereunder are to be issued subject to the provisions of the laws of the Act and the terms and restrictions of this Ordinance; and

WHEREAS, Indiana Code 5-1.4 provides that a "qualified entity," which term includes the IPTC, may issue and sell its bonds or BANs to The Indianapolis Local Public Improvement Bond Bank (the "Bond Bank"); and

WHEREAS, the Bond Bank, through its Executive Director, has expressed a willingness to purchase the bonds and BANs herein authorized in a negotiated sale, subject to approval by the Board of Directors of the Bond Bank, with proceeds of bonds or notes to be issued by the Bond Bank (the "Bond Bank Bonds" or "Bond Bank Notes," respectively); and

WHEREAS, the Board has determined that it will be in the best interest of the IPTC to sell said bonds and BANs to the Bond Bank in a negotiated sale; and

WHEREAS, the IPTC does not have sufficient funds available or provided for in the existing budgets or tax levies to be applied to the payment of the costs of the Projects proposed to be financed from the proceeds of the bonds or BANs described herein, together with expenses incidental thereto, making it necessary for the IPTC to issue such bonds or BANs to finance all or a portion of the Projects, and an extraordinary emergency and necessity exists for the making of the additional appropriation set out herein; and

WHEREAS, the IPTC has caused notice of a hearing on said appropriation to be published as required by law, and such public hearing was held on said appropriation at which all taxpayers and interested persons had an opportunity to appear and express their views as to such additional appropriation;

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION, THAT:

Section 1. Authorization of Projects. The Projects are hereby approved. The estimated costs for the portion of the design, acquisition, installation and equipping of the Projects to be financed from the proceeds of the herein authorized bonds and, if necessary, BANs, shall not exceed Sixty-Five Million Dollars (\$65,000,000), plus investment earnings on the BAN and bond proceeds, without further authorization from the Board. Each of the Projects is a public transportation project within the meaning of the Act.

Section 2. Issuance of BANs. The IPTC shall issue, if necessary, its BANs in one or more series for the purpose of procuring interim financing to apply on the cost of the Projects, capitalized interest, if necessary, and costs of issuance of the BANs. The IPTC may issue its BANs in an aggregate principal amount not to exceed Sixty-Five Million Dollars (\$65,000,000) to be designated "Local Income Tax Revenue Bond Anticipation Notes, Series 202\_\_," to be completed with the year in which issued and with a series designation. The BANs shall be sold at not less than ninety-nine percent (99.0%) of their par value, numbered consecutively from 1 upward and shall be in denominations of (i) Five Thousand Dollars (\$5,000) or integral multiples thereof or (ii) One Hundred Thousand Dollars (\$100,000) and any integral multiple of Five Thousand Dollars (\$5,000) in excess thereof, as determined by the controller of the IPTC (the "Controller") with the advice of the Municipal Advisor. The BANs shall be dated as of the date of delivery thereof and shall bear interest at a rate or rates not to exceed five percent (5.0%) per annum (the exact rate or rates to be determined through negotiations with the purchaser of the BANs) payable either upon maturity or redemption. The BANs may be payable in installments.

The BANs will mature over a period ending no later than five (5) years from their date of delivery, as determined by the Controller, with the advice of the Municipal Advisor, at the time of the sale of the BANs. Any BANs which mature over a period less than five (5) years after their date of delivery shall be subject to renewal or extension for a term not exceeding five (5) years from the date of delivery of the BANs as originally issued. In the event of such renewal or extension, the interest rate or rates on the BANs as renewed or extended shall not exceed five percent (5.0%) per annum (the exact rate or rates to be negotiated with the purchaser of the BANs, as renewed or extended).

The BANs shall be registered in the name of the purchasers thereof. Interest on the BANs shall be calculated according to a three hundred sixty (360)-day calendar year containing twelve (12) thirty (30)-day months.

The BANs shall be issued pursuant to Indiana Code 5-1.4-8-6 if sold to the Bond Bank or pursuant to Indiana Code 5-1-14-5 if sold to a financial institution or any other purchaser. The IPTC shall pledge to the payment of the principal of and interest on the BANs the proceeds from the issuance of local income tax revenue bonds pursuant to and in the manner prescribed by the Act.

Section 3. Issuance of Bonds. The IPTC shall issue and sell its local income tax revenue bonds in one or more series in an aggregate principal amount not to exceed Sixty-Five Million Dollars (\$65,000,000) to be designated "Local Income Tax Revenue Bonds, Series 202\_\_," to be completed with the year in which issued and with a series designation (the "Bonds"), for the purpose of procuring funds to apply on the cost of the Projects, refunding the BANs, if issued, paying capitalized interest, if necessary, funding a reserve, and paying issuance costs and other related costs.

The Bonds shall be issued and sold at a price not less than ninety-nine percent (99.0%) of par value thereof to the Bond Bank. The Bonds shall be issued in fully registered form in denominations of (i) Five Thousand Dollars (\$5,000) or integral multiples thereof or (ii) One Hundred Thousand Dollars (\$100,000) and any integral multiple of Five Thousand Dollars (\$5,000) in excess thereof, as determined by the Controller with the advice of the Municipal Advisor. The

Bonds shall be numbered consecutively from 1 upward and originally dated as of their date of delivery. The Bonds shall bear interest at a rate or rates not exceeding five percent (5.0%) per annum (the exact rate or rates to be determined by negotiation with the Bond Bank). Interest shall be payable semiannually on January 15 and July 15 in each year, commencing on either the first January 15 or the first July 15 following the date of delivery of the Bonds, as determined by the Controller with the advice of the Municipal Advisor. Principal shall be payable in lawful money of the United States of America, at the principal office of the Paying Agent (as hereinafter defined) and such Bonds shall mature semiannually on January 15 and July 15, or be subject to mandatory sinking fund redemption on January 15 and July 15, over a period ending no later than twenty (20) years after the date of delivery of the Bonds and in such amounts that will enable the IPTC to achieve as level annual debt service as practicable.

All or a portion of the Bonds may be issued as one or more term bonds, upon election of the Bond Bank. Such term bonds shall have a stated maturity or maturities consistent with the maturity schedule determined in accordance with the preceding paragraph, on the dates as determined by the Bond Bank, but in no event later than the last serial maturity date of the Bonds as determined in the preceding paragraph. The term bonds shall be subject to mandatory sinking fund redemption and final payment(s) at maturity at one hundred percent (100%) of the principal amount thereof, plus accrued interest to the redemption date, on principal payment dates which are hereafter determined in accordance with the preceding paragraph.

Interest on the Bonds shall be calculated according to a three hundred sixty (360)-day calendar year containing twelve (12) thirty (30)-day months.

Section 4. Registrar and Paying Agent. The Chair of the Board (the "Chairperson") and the Controller are hereby authorized to select and appoint a qualified financial institution to serve as Registrar and Paying Agent for the Bonds and the BANs, which may be the same Registrar and Paying Agent for the Prior Bonds, which Registrar is hereby charged with the responsibility of authenticating the Bonds (the "Registrar" or "Paying Agent"). The Controller is hereby authorized to enter into such agreements or understandings with such institution as will enable the institution to perform the services required of a Registrar and Paying Agent. The Controller is further authorized to pay such fees as the institution may charge for the services it provides as Registrar and Paying Agent, and such fees may be paid from the Sinking Fund hereby established to pay the principal of and interest on the Bonds as fiscal agency charges. As to the BANs and as to the Bonds, if sold to a purchaser that does not object to such designation, the Controller may serve as Registrar and Paying Agent and is, in such case, hereby charged with the duties of a Registrar and Paying Agent.

The principal of and premium, if any, on the Bonds shall be payable at the principal office of the Paying Agent and all payments of interest on the Bonds shall be paid by check mailed one (1) business day prior to the interest payment date to the registered owners thereof, as of the first day of the month in which interest is payable (the "Record Date"), at the addresses as they appear on the registration books kept by the Registrar or at such other address as is provided to the Paying Agent in writing by such registered owner on or before such Record Date. If payment of principal or interest is made to a depository, payment shall be made by wire transfer on the payment date in same-day funds. If the payment date occurs on a date when financial institutions are not open for business, the wire transfer shall be made on the next succeeding business day. The Paying Agent

shall be instructed to wire transfer payments by 1:00 p.m. (New York City time) so such payments are received at the depository by 2:30 p.m. (New York City time).

All payments on the Bonds and BANs shall be made in any coin or currency of the United States of America, which on the date of such payment, shall be legal tender for the payment of public and private debts.

Each Bond shall be transferable or exchangeable only upon the books of the IPTC kept for that purpose at the principal office of the Registrar, by the registered owner thereof in person, or by its attorney duly authorized in writing, upon surrender of such Bond together with a written instrument of transfer or exchange satisfactory to the Registrar duly executed by the registered owner or its attorney duly authorized in writing, and thereupon a new fully registered Bond or Bonds in the same aggregate principal amount and of the same maturity shall be executed and delivered in the name of the transferee or transferees or the registered owner, as the case may be, in exchange therefor. The costs of such transfer or exchange shall be borne by the IPTC. The IPTC and the Registrar and Paying Agent for the Bonds may treat and consider the person in whose name such Bonds are registered as the absolute owner thereof for all purposes including for the purpose of receiving payment of, or on account of, the principal thereof and interest due thereon.

Interest on all Bonds which are authenticated on or before the Record Date which precedes the first interest payment date shall be paid from their original date. Interest on Bonds authenticated subsequent to the Record Date which precedes the first interest payment date thereon shall be paid from the interest payment date to which interest has been paid as of the date on which such Bonds are authenticated, unless a Bond is authenticated between the Record Date and the interest payment date in which case the interest shall be paid from such interest payment date.

Section 5. Redemption of BANs. The BANs are prepayable by the IPTC, in whole or in part, on any date, upon seven (7) days' written notice to the owner of the BANs, without any premium; provided, however, that if the BANs are held in book-entry form pursuant to Section 7 hereof, twenty (20) days' prior written notice shall be required for redemption.

Section 6. Redemption of Bonds. The Bonds may be redeemable at the option of the IPTC upon such dates, premiums, if any (but not to exceed one percent (1%) of par), and terms as determined by the Controller, with the advice of the Municipal Advisor, prior to the sale of the Bonds; provided, however, that if the Bonds are subject to optional redemption, such redemption provisions shall provide that the Bonds are redeemable on thirty (30) days' written notice, in whole or in part, in the order of maturity as determined by the IPTC, and by lot within a maturity.

If any Bond is issued as a term bond, the Paying Agent shall credit against the mandatory sinking fund requirement for the Bonds maturing as term bonds, and corresponding mandatory redemption obligation, in the order determined by the IPTC, any Bonds maturing as term bonds which have previously been redeemed (otherwise than as a result of a previous mandatory redemption requirement) or delivered to the Registrar for cancellation or purchased for cancellation by the Paying Agent and not theretofore applied as a credit against any redemption obligation. Each Bond maturing as a term bond so delivered or canceled shall be credited by the Paying Agent at one hundred percent (100%) of the principal amount thereof against the mandatory sinking fund

obligation on such mandatory sinking fund date, and any excess of such amount shall be credited on future redemption obligations, and the principal amount of the Bonds to be redeemed by operation of the mandatory sinking fund requirement shall be accordingly reduced; provided, however, the Paying Agent shall credit only such Bonds maturing as term bonds to the extent received on or before forty-five (45) days preceding the applicable mandatory redemption date.

Each Five Thousand Dollars (\$5,000) principal amount shall be considered a separate Bond for purposes of optional and mandatory redemption. If less than an entire maturity is called for redemption, the Bonds to be called for redemption shall be selected by lot by the Registrar. If some Bonds are to be redeemed by optional redemption and mandatory sinking fund redemption on the same date, the Registrar shall select by lot the Bonds for optional redemption before selecting the Bonds by lot for the mandatory sinking fund redemption.

In either case, notice of redemption shall be given not less than thirty (30) days prior to the date fixed for redemption unless such redemption notice is waived by the owner of the Bond or Bonds redeemed. Such notice shall be mailed to the address of the registered owner as shown on the registration record of the IPTC as of the date which is forty-five (45) days prior to such redemption date. The notice shall specify the date and place of redemption and sufficient identification of the Bonds called for redemption. The place of redemption may be determined by the IPTC. Interest on the Bonds so called for redemption shall cease on the redemption date fixed in such notice if sufficient funds are available at the place of redemption to pay the redemption price on the date so named.

Section 7. Book-Entry Provisions. The IPTC may, upon the advice of the Municipal Advisor, have the Bonds held by a central depository system pursuant to an agreement between the IPTC and The Depository Trust Company, New York, New York ("DTC"), and have transfers of the Bonds effected by book-entry on the books of the central depository system. In such case, the Bonds shall be issued in the name of Cede & Co., as nominee for DTC, as registered owner of the Bonds, and held in the custody of DTC and the terms and conditions of this Section 7 shall apply.

If the Bonds are held by DTC, a single certificate will be issued and delivered to DTC for each maturity of the Bonds. The actual purchasers of the Bonds (the "Beneficial Owners") will not receive physical delivery of the Bond certificates except as provided herein. Beneficial Owners are expected to receive a written confirmation of their purchase providing details of each Bond acquired. For so long as DTC shall continue to serve as securities depository for the Bonds as provided herein, all transfers of beneficial ownership interests will be made by book-entry only, and no investor or other party purchasing, selling or otherwise transferring beneficial ownership of the Bonds is to receive, hold, or deliver any Bond certificate.

For every transfer and exchange of the Bonds, the Beneficial Owner may be charged a sum sufficient to cover such Beneficial Owner's allocable share of any tax, fee, or other governmental charge that may be imposed in relation thereto. Bond certificates are required to be delivered to and registered in the name of the Beneficial Owner, under the following circumstances:

- (i) DTC determines to discontinue providing its service with respect to the Bonds (such a determination may be made at any time by giving thirty (30) days' notice to the IPTC

and the Registrar and discharging its responsibilities with respect thereto under applicable law), or

(ii) the IPTC determines that continuation of the system of book-entry transfers through DTC (or a successor securities depository) is not in the best interests of the Beneficial Owners.

The IPTC and the Registrar will recognize DTC or its nominee as the holder of the Bonds for all purposes, including notices and voting. The IPTC and the Registrar covenant and agree, so long as DTC shall continue to serve as securities depository for the Bonds, to meet the requirements of DTC with respect to required notices and other provisions of a Letter of Representations between the IPTC and DTC. If necessary to comply with the terms and provisions of the Letter of Representations, a supplemental ordinance shall be adopted to amend this Ordinance as necessary.

The Registrar is authorized to rely conclusively upon a certificate furnished by DTC and corresponding certificates from DTC participants and indirect participants as to the identity of, and the respective principal amount of Bonds beneficially owned by, the Beneficial Owner or Beneficial Owners.

The IPTC may, upon the advice of the Municipal Advisor, have the BANs held in the custody of DTC. In such case, the aforementioned terms and conditions of this Section 7 shall apply to the BANs.

Section 8. Execution of Bonds and BANs; Security for the Bonds. The Bonds and BANs shall be signed in the name of the IPTC by the manual or facsimile signature of the Chairperson and attested by the Controller, who shall affix the seal of the IPTC to each of the Bonds and BANs manually or shall have the seal imprinted or impressed thereon by facsimile. These officials, by the signing of a Signature and No Litigation Certificate, shall adopt as and for their own proper signatures their facsimile signatures appearing on the Bonds and BANs. In case any officer whose signature or facsimile signature appears on the Bonds or BANs shall cease to be such officer before the delivery of the Bonds or BANs, the signature of such officer shall nevertheless be valid and sufficient for all purposes the same as if such officer had remained in office until such delivery. The Bonds shall also be authenticated by the manual signature of an authorized representative of the Registrar, and no Bond shall be valid or become obligatory for any purpose until the certificate of authentication thereon has been so executed.

The Bonds, together with the Prior Bonds and any other bonds hereafter ranking on a parity therewith (to be referred to hereinafter collectively as the "bonds," unless the context otherwise requires), as to both principal and interest, shall be payable from, secured by and shall constitute a charge upon the Transportation LIT Revenues, on parity with the Prior Bonds, irrevocably pledged in accordance with Indiana Code 5-1-14-4 to the payment of the Bonds to the extent necessary for that purpose. The IPTC shall not be obligated to pay the Bonds or the interest thereon except from the Transportation LIT Revenues. The Bonds will not be payable from a special tax levy of the IPTC or any other sources of the IPTC except the Transportation LIT Revenues. The Bonds shall have all of the qualities and incidents of negotiable instruments under the laws of the State of Indiana, subject to the provisions for registration herein.

Section 9. Form of Bonds. The form and tenor of the Bonds shall be substantially as follows, with such additions, deletions and modifications as the Chairperson and the Controller may authorize, as conclusively evidenced by their signatures thereon, all blanks to be filled in properly prior to delivery thereof:

*Form of Bond*

[Unless this Bond is presented by an authorized representative of The Depository Trust Company to the Registrar or its agent for registration or transfer, exchange or payment, and any bond issued is registered in the name of Cede & Co. or such other name as requested by an authorized representative of The Depository Trust Company and any payment is made to Cede & Co., ANY TRANSFER, PLEDGE OR OTHER USE HEREOF FOR VALUE OR OTHERWISE BY OR TO ANY PERSON IS WRONGFUL since the registered owner hereof, Cede & Co., has an interest herein.]

No. R – \_

**UNITED STATES OF AMERICA**

**STATE OF INDIANA**

**COUNTY OF MARION**

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
LOCAL INCOME TAX REVENUE BOND, SERIES 202\_\_**

Maturity Date                      Interest Rate                      Original Date                      Authentication Date                      CUSIP

Registered Owner:

Principal Sum:

The Indianapolis Public Transportation Corporation (the "IPTC"), for value received, hereby promises to pay to the Registered Owner (named above) or registered assigns, the Principal Sum set forth above on the Maturity Date set forth above (unless this Bond be subject to and shall have been duly called for redemption and payment as provided for herein), and to pay interest hereon until the Principal Sum shall be fully paid at the rate per annum specified above from the interest payment date to which interest has been paid next preceding the Authentication Date of this Bond unless this Bond is authenticated after the first day of the month in which interest is payable and on or before such interest payment date in which case it shall bear interest from such interest payment date, or unless this Bond is authenticated on or before \_\_\_\_\_ 1, 202\_\_, in which case it shall bear interest from the Original Date, which interest is payable semiannually on January 15 and July 15 of each year, beginning on \_\_\_\_\_ 15, 202\_\_. Interest shall be calculated according to a three hundred sixty (360)-day calendar year containing twelve (12) thirty (30)-day months.

The principal of and premium, if any, on this Bond is payable at the principal office of \_\_\_\_\_ (the "Registrar" or "Paying Agent"), \_\_\_\_\_, Indiana. All payments of interest on this Bond shall be paid by check mailed one (1) business day prior to the interest payment date on the due date or, if such due date is a day when financial institutions are not open for business, on the business day immediately after such due date to the registered owner hereof, as of the first day of the month in which interest is payable, at the address as it appears on the registration books kept by the Registrar or at such other address as is provided to the Paying Agent in writing by the registered owner. If payment of principal or interest is made to a depository, payment shall be made by wire transfer on the payment date in same-day funds. If the payment date occurs on a date when financial institutions are not open for business, the wire transfer shall be made on the next succeeding business day. The Paying Agent shall wire transfer payments by 1:00 p.m. (New York City time) so such payments are received at the depository by 2:30 p.m. (New York City time). All payments on this Bond shall be made in any coin or currency of the United States of America, which on the dates of such payment, shall be legal tender for the payment of public and private debts.

THIS BOND CONSTITUTES A SPECIAL LIMITED OBLIGATION OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION PAYABLE SOLELY FROM THE SPECIAL FUND PROVIDED FROM THE TRANSPORTATION LIT REVENUES (AS HEREINAFTER DEFINED). THIS BOND IS NOT A GENERAL OBLIGATION OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION AND NEITHER THE FAITH AND CREDIT NOR THE TAXING POWER OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION IS PLEDGED TO PAY THE PRINCIPAL OF OR INTEREST ON THIS BOND.

This Bond is [the only] one of an authorized issue of Bonds of the IPTC, of like tenor and effect, except as to numbering, interest rate, and dates of maturity,] in the total amount of \_\_\_\_\_ Dollars (\$ \_\_\_\_\_) [for this series] (the "Bonds"), numbered from R – 1 and up, issued for the purpose of providing funds to be applied to the cost of funding certain transportation projects in the City of Indianapolis, Indiana and Marion County, Indiana, [the refunding of interim notes issued in anticipation of the Bonds,] [funding capitalized interest,] [funding a reserve,] and to pay incidental expenses, as authorized by an ordinance adopted by the Board of Directors of the IPTC on the \_\_\_\_ day of \_\_\_\_\_, 2021, entitled "An ordinance of the Indianapolis Public Transportation Corporation authorizing the issuance of local income tax revenue bonds for the purpose of providing funds to pay the costs of certain public transportation projects within the City of Indianapolis, Indiana and Marion County, Indiana; providing for the payment of such bonds from local income tax revenues attributable to funding such transportation projects under the provisions of Ind. Code 6-3.6-6, as amended; providing for the safeguarding of the interests of the owners of said bonds; other matters connected therewith, including the issuance of notes in anticipation of bonds; and repealing ordinances inconsistent herewith" (the "Ordinance"), and in strict compliance with the provisions of Indiana Code 36-9-4, 6-3.6-6, 6- 3.6-7, 8-25 and 5-1-14-4, each as in effect on the issue date of the Bonds (collectively, the "Act").

[The Bonds shall be initially issued in a book entry system by The Depository Trust Company ("DTC"). The provisions of this Bond and of the Ordinance are subject in all respects to the

provisions of the Letter of Representations between the IPTC and DTC, or any substitute agreement effecting such book entry system under DTC.]

Pursuant to the provisions of the Act and the Ordinance, the principal and interest of this Bond and all other Bonds of this issue, together with the Prior Bonds (as hereinafter defined) and any bonds hereafter issued on a parity therewith, are payable solely from the Sinking Fund (created by the Prior Ordinances, as defined in the Ordinance) to be provided from the Transportation LIT Revenues (as defined in the Ordinance). The IPTC reserves the right to issue additional bonds on a parity with this Bond and the Prior Bonds and the issue of which it is a part, as provided in the Ordinance.

This bond and the other bonds of this issue, together with the interest payable hereon and thereon, are payable solely from and secured by an irrevocable pledge of and constitute a charge upon the Transportation LIT Revenue; and rank on a parity basis with other outstanding bonds of the IPTC designated (a) "Indianapolis Transportation Corporation Local Income Tax Revenue Bonds, Series 2018A," outstanding on the issuance date of this bond in the principal amount of Nineteen Million Two Hundred Thousand Dollars (\$19,200,000), and (b) "Indianapolis Transportation Corporation Local Income Tax Revenue Bonds, Series 2021A," outstanding on the issuance date of this bond in the principal amount of Twenty Million Six Hundred Ninety Thousand Dollars (\$20,690,000) (collectively, the "Prior Bonds"). The IPTC is not and shall not be obligated to pay this bond or the interest thereon except as provided and only from the sources described herein. If there is a default in the payment of the interest on or principal of this Bond, the owner of this Bond shall have all of the rights and remedies provided for in the Act.

The IPTC covenants that it will set aside and pay into its Sinking Fund a sufficient amount of the Transportation LIT Revenues to meet (a) the interest on all bonds of the IPTC which by their terms are payable from the Transportation LIT Revenues, as such interest shall fall due, (b) the necessary fiscal agency charges for paying the bonds and interest, (c) the principal of all bonds of the IPTC which by their terms are payable from the Transportation LIT Revenues, as such principal shall fall due, and (d) an additional amount to [create and] maintain the reserve required by the Ordinance. Such required payments shall constitute a charge upon all the Transportation LIT Revenues on parity with the Prior Bonds.

[The Bonds of this issue maturing on \_\_\_\_\_ 15, 20 \_\_, and thereafter, are redeemable at the option of the IPTC on \_\_\_\_\_ 15, 20 \_\_, or any date thereafter, on thirty (30) days' written notice, in whole or in part, in the order of maturity as determined by the IPTC and by lot within a maturity, at face value [together with the following premiums:

\_\_% if redeemed on \_\_\_\_\_ 15, 20 \_\_ or thereafter  
on or before \_\_\_\_\_, 20 \_\_;  
\_\_% if redeemed on \_\_\_\_\_ 15, 20 \_\_ or thereafter  
on or before \_\_\_\_\_, 20 \_\_;  
0% if redeemed on \_\_\_\_\_ 15, 20 \_\_, or  
thereafter prior to maturity;

plus in each case accrued interest to the date fixed for redemption.]

[The Bonds of this issue are not subject to optional redemption prior to maturity.]

[The Bonds maturing on \_\_\_\_\_ 15, 20\_\_ are subject to mandatory sinking fund redemption prior to maturity, at a redemption price equal to the principal amount thereof plus accrued interest, on \_\_\_\_\_ 15 on the dates and in the amounts set forth below:

<u>Date</u>	<u>Amount</u>
	\$ *

\*Final Maturity]

[Each \_\_\_\_\_ Dollars (\$ \_\_\_\_\_) principal amount shall be considered a separate Bond for purposes of [optional] [and mandatory] redemption. If less than an entire maturity is called for redemption, the Bonds to be called for redemption shall be selected by lot by the Registrar.] [If some Bonds are to be redeemed by optional redemption and mandatory sinking fund redemption on the same date, the Registrar shall select by lot the Bonds for optional redemption before selecting the Bonds by lot for the mandatory sinking fund redemption.]

[Notice of redemption shall be mailed to the address of the registered owner as shown on the registration record of the IPTC, as of the date which is forty-five (45) days prior to such redemption date, not less than thirty (30) days prior to the date fixed for redemption. The notice shall specify the date and place of redemption and sufficient identification of the Bonds called for redemption. The place of redemption may be determined by the IPTC. Interest on the Bonds so called for redemption shall cease on the redemption date fixed in such notice, if sufficient funds are available at the place of redemption to pay the redemption price on the date so named.]

If this Bond shall not be presented for payment [or redemption] on the date fixed therefor, the IPTC may deposit in trust with its depository bank, an amount sufficient to pay such Bond or the redemption price, as the case may be, and thereafter the registered owner shall look only to the funds so deposited in trust with said bank for payment and the IPTC shall have no further obligation or liability in respect thereto.

This Bond is transferable or exchangeable only upon the books of the IPTC kept for that purpose at the office of the Registrar, by the registered owner hereof in person, or by its attorney duly authorized in writing, upon surrender of this Bond together with a written instrument of transfer or exchange satisfactory to the Registrar duly executed by the registered owner or its attorney duly authorized in writing, and thereupon a new fully registered Bond or Bonds in the same aggregate principal amount and of the same maturity, shall be executed and delivered in the name of the transferee or transferees or to the registered owner, as the case may be, in exchange therefor. The IPTC, the Registrar and any Paying Agent for this Bond may treat and consider the person in whose name this Bond is registered as the absolute owner hereof for all purposes including for the purpose of receiving payment of, or on account of, the principal hereof and interest due hereon.

This Bond is subject to defeasance prior to [redemption or] payment as provided in the Ordinance referred to herein. THE OWNER OF THIS BOND, BY THE ACCEPTANCE HEREOF,

HEREBY AGREES TO ALL THE TERMS AND PROVISIONS CONTAINED IN THE ORDINANCE. The Ordinance may be amended without the consent of the owners of the Bonds as provided in the Ordinance if the IPTC determines in its sole discretion that the amendment shall not adversely affect the rights of any of the owners of the Bonds.

The Bonds maturing in any one year are issuable only in fully registered form in the denomination of \_\_\_\_\_ Dollars (\$\_\_\_\_\_) or any integral multiple thereof not exceeding the aggregate principal amount of the Bonds maturing in such year.

It is hereby certified and recited that all acts, conditions and things required to be done precedent to and in the preparation and complete execution, issuance and delivery of this Bond have been done and performed in regular and due form as provided by law and this Bond and the total issue of the Bonds is within every limit of indebtedness as prescribed by the constitution and laws of the State of Indiana.

This Bond shall not be valid or become obligatory for any purpose until the certificate of authentication hereon shall have been executed by an authorized representative of the Registrar.

IN WITNESS WHEREOF, the Indianapolis Public Transportation Corporation in Indianapolis, Indiana, has caused this Bond to be executed in the name of the Indianapolis Public Transportation Corporation by the manual or facsimile signature of the Chair of its Board of Directors, its corporate seal to be hereunto affixed, imprinted or impressed by any means and attested manually or by facsimile by the Controller.

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

\_\_\_\_\_  
Chair of the Board of Directors

[SEAL]

ATTEST:

\_\_\_\_\_  
Controller

REGISTRAR'S CERTIFICATE OF AUTHENTICATION

It is hereby certified that this Bond is one of the Bonds described in the Ordinance.

\_\_\_\_\_,  
as Registrar

By: \_\_\_\_\_  
Authorized Representative

ASSIGNMENT

FOR VALUE RECEIVED the undersigned hereby sells, assigns and transfers unto \_\_\_\_\_, the within Bond and all rights thereunder, and hereby irrevocably constitutes and appoints, attorney, to transfer the within Bond in the books kept for the registration thereof with full power of substitution in the premises.

Dated: \_\_\_\_\_

NOTICE: Signature(s) must be guaranteed by an eligible guarantor institution participating in a Securities Transfer Association recognized signature guarantee program.

NOTICE: The signature to this assignment must correspond with the name as it appears on the face of the within Bond in every particular, without alteration or enlargement or any change whatsoever.

*End of Bond Form*

Section 10. Preparation and Sale of Bonds and BANs. The Board hereby authorizes the sale of the Bonds and BANs to the Bond Bank in accordance with the terms of this Ordinance. The Chairperson and the Controller are hereby authorized and directed to execute a Qualified Entity Purchase Agreement (the "Purchase Agreement") between the IPTC and the Bond Bank. The Chairperson and the Controller are hereby authorized to execute the Purchase Agreement and deliver the Bonds and BANs, as the case may be, to the Bond Bank so long as their terms are consistent with this Ordinance. The Purchase Agreement shall establish the final principal amount, purchase price, interest rates, maturity schedule and redemption features.

The Controller is hereby authorized and directed to have the BANs and Bonds prepared, and the Chair of the Board and the Controller are hereby authorized and directed to execute the BANs and Bonds in the form and manner herein provided. The Controller is hereby authorized and directed to deliver the BANs and Bonds to the Bond Bank after sale made in accordance with the provisions of this Ordinance, provided that at the time of delivery the Controller shall collect the full amount which the Bond Bank has agreed to pay therefor, which amount shall not be less than ninety-nine percent (99.0%) of the face value of the BANs and not less than ninety-nine percent (99.0%) of the face value of the Bonds, as the case may be. The IPTC may receive payments on the BANs and Bonds in installments (i.e., the BANs and Bonds may be sold as "draw" BANs or Bonds). The Bonds herein authorized shall be binding special limited obligations of the IPTC. Prior to the delivery of the Bonds or BANs, the Controller shall obtain a legal opinion addressed to the IPTC and the Bond Bank as to the validity of the Bonds or BANs, as the case may be, from Faegre Drinker Biddle & Reath LLP, Indianapolis, Indiana, bond counsel for the IPTC, and shall furnish such opinion and a customary reliance letter addressed to the purchaser of the Bond Bank Bonds or Bond

Bank Notes secured by the Bonds or BANs, as the case may be. The cost of such opinion shall be considered as part of the costs incidental to these proceedings and shall be paid out of the proceeds of the Bonds or BANs, as the case may be.

The proceeds derived from the sale of the Bonds shall be and are hereby set aside for application on the cost of the Projects hereinbefore referred to, the refunding of the BANs, if issued, the funding of capitalized interest, if necessary, the funding of a reserve, and the payment of expenses necessarily incurred in connection with the BANs and Bonds. The proper officers of the IPTC are hereby directed to draw all proper and necessary warrants, and to do whatever acts and things which may be necessary to carry out the provisions of this Ordinance, including the design, acquisition, installation and equipping of the Projects and the issuance of the Bonds and BANs.

The Chairperson and the Controller are each hereby authorized to provide information and materials to the Bond Bank relating to the IPTC and the Bonds or BANs, as the case may be, for inclusion in any official statement or memorandum relating to any financing of the Bond Bank the proceeds of which will be used to acquire such Bonds or BANs.

Section 11. Use of Proceeds. The accrued interest and any capitalized interest received at the time of the delivery of the Bonds and premium, if any, shall be deposited in the hereinafter-described Sinking Fund. The remaining proceeds from the sale of the Bonds, to the extent not used to refund BANs, and BAN proceeds shall be deposited in a bank or banks which are legally designated depositories for the funds of the IPTC, in a special account or accounts to be designated as "Indianapolis Public Transportation Corporation - Local Income Tax Revenue Bond 2021B Construction Account" (the "Construction Account"). All funds deposited to the credit of the Sinking Fund or Construction Account shall be deposited, held, secured or invested in accordance with the laws of the State of Indiana relating to the depositing, holding, securing or investing of public funds, including particularly Indiana Code 5-13, and the acts amendatory thereof and supplemental thereto. The funds in the Construction Account shall be expended only for the purpose of paying the cost of the Projects, refunding the BANs, if issued, funding capitalized interest, if necessary, or as otherwise required by the Act or for the expenses of issuance of the Bonds or BANs. The cost of obtaining the legal services of Faegre Drinker Biddle & Reath LLP shall be considered as a part of the cost of the Projects on account of which the BANs and Bonds are issued.

Any balance or balances remaining unexpended in the Construction Account after completion of the Projects, which are not required to meet unpaid obligations incurred in connection with the Projects, shall either be paid into the Sinking Fund and used solely for the purposes thereof or otherwise be applied in accordance with Indiana Code 5-1-13, as amended and supplemented.

Section 12. Sinking Fund. There is hereby continued from the Prior Ordinances the Sinking Fund (defined herein as the "Sinking Fund") for the payment of the principal of and interest on local income tax revenue bonds of the IPTC which by their terms are payable from the Transportation LIT Revenues (including the Bonds, the BANs and the Prior Bonds), and the payment of any fiscal agency charges in connection with the payment of bonds. There shall be set aside and deposited in the Sinking Fund, as available, and as provided below, a sufficient amount of the Transportation LIT Revenues received by the IPTC pursuant to the 2021B County Transportation LIT Pledge Ordinance to meet the requirements of the Bond and Interest Account and the Debt Service Reserve Account

created in the Sinking Fund. Such payments shall continue until the balances in the Bond and Interest Account and the Debt Service Reserve Account equal the principal of and interest on all of the then outstanding bonds of the IPTC payable from the Transportation LIT Revenues to their final maturity.

(a) Bond and Interest Account. There shall be credited to the Bond and Interest Account on or before the fifteenth day preceding each interest and principal payment on all then outstanding bonds of the IPTC payable from the Transportation LIT Revenues an amount of the Transportation LIT Revenues equal to the interest on and principal of all then outstanding bonds of the IPTC payable from the Transportation LIT Revenues payable on the then next succeeding interest and principal payment date. There shall similarly be credited to the account any amount necessary to pay the bank fiscal agency charges for paying interest on outstanding bonds as the same become payable. The IPTC shall, from the sums deposited in the Sinking Fund and credited to the Bond and Interest Account, remit promptly to the registered owner or to the Paying Agent sufficient moneys to pay the interest and principal on the due dates thereof together with the amount of any bank fiscal agency charges.

(b) Debt Service Reserve Account. On the date of delivery of the Bonds, the IPTC may deposit funds on hand, Bond proceeds, or a combination thereof into the Reserve Account. The balance to be maintained in the Reserve Account shall equal but not exceed the least of (i) the maximum annual debt service on the Bonds and any additional bonds issued in the future on a parity with the Bonds and the Prior Bonds (the "Parity Bonds"), (ii) one hundred twenty-five percent (125%) of average annual debt service on the Bonds and any Parity Bonds or (iii) ten percent (10%) of the proceeds of the Bonds and any Parity Bonds (the "Reserve Requirement"). If the initial deposit into the Reserve Account does not cause the balance therein to equal the Reserve Requirement or if no deposit is made, an amount of Transportation LIT Revenues shall be credited to the Reserve Account on the last day of each calendar month until the balance therein equals the Reserve Requirement. The monthly deposits shall be equal in amount and sufficient to accumulate the Reserve Requirement within five (5) years of the date of delivery of the Bonds. For so long as the Bond Bank holds the Bonds, the IPTC may, in its discretion, cause any amounts in the Reserve Account to be held by the Trustee for the Bond Bank Bonds (the "Bond Bank Trustee") in a debt service reserve fund established for the Bond Bank Bonds, and in such event, so long as the Bonds are held by the Bond Bank, the Bond Bank Trustee shall administer and invest the moneys in the fund held by the Bond Bank Trustee in accordance with this Ordinance and the trust indenture securing the Bond Bank Bonds. For so long as the Bond Bank holds the Bonds, the IPTC shall for all purposes of this Ordinance be permitted to offset its obligation under this Ordinance to maintain a balance in the Reserve Account equal to the Reserve Requirement by any amounts on deposit with the Bond Bank Trustee in the debt service reserve fund, if any, for the Bond Bank Bonds. If the Bonds are not held by the Bond Bank or if no debt service reserve fund is established for the Bond Bank Bonds, the Controller shall hold the funds in the Reserve Account for the purposes set forth herein.

The Reserve Account shall constitute the margin for safety and a protection against default in the payment of principal of and interest on the Bonds and any Parity Bonds, and the moneys in the Reserve Account shall be used to pay current principal and interest on the Bonds and any Parity

Bonds, to the extent that moneys in the Bond and Interest Account are insufficient for that purpose. Any deficiency in the balance maintained in the Reserve Account shall be made up from the next available Transportation LIT Revenues remaining after credits into the Bond and Interest Account. Any moneys in the Reserve Account in excess of the Reserve Requirement shall be transferred to the Bond and Interest Account or be used for the purchase of outstanding bonds or installments of principal of fully registered bonds.

The IPTC may satisfy all or a portion of the Reserve Requirement through the purchase of a debt service reserve surety policy. In such case, the provider of the debt service reserve surety policy shall be rated in one of the top three rating categories of either S&P Global Ratings or Moody's Investors Service at the time the policy is acquired.

Section 13. Defeasance of Bonds. If, when any of the Bonds issued hereunder shall have become due and payable in accordance with their terms or shall have been duly called for redemption or irrevocable instructions to call the Bonds or any portion thereof for redemption shall have been given, and the whole amount of the principal and the interest and the premium, if any, so due and payable upon all of the Bonds or any portion thereof and coupons then outstanding shall be paid; or (i) sufficient moneys, or (ii) direct obligations of (including obligations issued or held in book entry form on the books of) the Department of the Treasury of the United States of America, the principal of and the interest on which when due will provide sufficient moneys, shall be held in trust for such purpose, and provision shall also be made for paying all fees and expenses for the redemption, then and in that case the Bonds issued hereunder or any designated portion thereof shall no longer be deemed outstanding or entitled to the pledge of the Transportation LIT Revenues and the bondholders shall be entitled to look only to the trust for payment of the Bonds.

Section 14. Investments. The Sinking Fund shall be deposited in and maintained as a separate account or accounts from all other accounts of the IPTC. All moneys deposited in the Sinking Fund shall be deposited, held and secured as public funds in accordance with the public depository laws of the State of Indiana; provided that moneys therein may be invested in obligations in accordance with the applicable laws, including particularly Indiana Code 5-13, as amended or supplemented, and in the event of such investment the income therefrom shall become a part of the Sinking Fund and shall be used only as provided in this Ordinance. Notwithstanding the foregoing, any moneys in the Reserve Account held by the Bond Bank Trustee may be invested at the direction of the Bond Bank in accordance with the trust indenture authorizing the issuance of the Bond Bank Bonds.

Section 15. Additional Bond Provisions. The IPTC reserves the right to authorize and issue additional BANs at any time ranking on a parity with the BANs. The IPTC reserves the right to authorize and issue additional Parity Bonds, payable out of the Transportation LIT Revenues, ranking on a parity with the Bonds and the Prior Bonds, for the purpose of financing the cost of future public transportation projects, or to refund obligations, subject to the following conditions:

(a) All required payments into the Sinking Fund shall have been made in accordance with the provisions of this Ordinance and the Prior Ordinances, and the interest on and principal of all bonds of the IPTC payable from the Transportation LIT Revenues shall have been paid to date in accordance with their terms. The Reserve Requirement shall be satisfied for the additional Parity

Bonds either at the time of delivery of the additional Parity Bonds or over a five (5) year or shorter period, in a manner which is commensurate with the requirements established in Section 12(b) of this Ordinance.

(b) The Transportation LIT Revenues in the fiscal year immediately preceding the issuance of any such Parity Bonds shall be not less than one hundred twenty-five percent (125%) of the maximum annual interest and principal requirements of the then outstanding bonds payable from Transportation LIT Revenues and the additional Parity Bonds proposed to be issued. If, when the proposed Parity Bonds are issued, the County shall have finally approved an increase in the Transportation LIT, the calculation above may take into account the increase in the Transportation LIT. For purposes of this subsection, the records of the IPTC pertaining to the Transportation LIT Revenues shall be analyzed and all showings prepared by a certified public accountant employed by the IPTC for that purpose.

(c) The interest on the additional Parity Bonds shall be payable semiannually on January 15 and July 15 and the principal on, or mandatory sinking fund redemption dates for, the additional Parity Bonds shall be payable semiannually on January 15 and July 15.

The IPTC may issue subordinate obligations payable from Transportation LIT Revenues in accordance with terms as set forth in an ordinance of the IPTC authorizing such subordinate obligations provided the principal and interest payment dates of such subordinate obligations are on January 15 and July 15.

Section 16. Tax Covenants. In order to preserve the exclusion of interest on the Bonds and BANs from gross income for federal income tax purposes under Section 103 of the Internal Revenue Code of 1986, as existing on the date of issuance of the Bonds and BANs (the "Code") and as an inducement to purchasers of the Bonds and BANs, the IPTC represents, covenants and agrees that:

(a) The Projects will be available for use by members of the general public. Use by a member of the general public means use by natural persons not engaged in a trade or business. No person or entity other than the IPTC or another state or local governmental unit will use more than ten percent (10%) of the proceeds of the Bonds or BANs or property financed by the Bond or BAN proceeds other than as a member of the general public. No person or entity other than the IPTC or another state or local governmental unit will own property financed by Bond or BAN proceeds or will have any actual or beneficial use of such property pursuant to a lease, a management or incentive payment contract, arrangements such as take-or-pay or output contracts or any other type of arrangement that conveys other special legal entitlements and differentiates that person's or entity's use of such property from use by the general public, unless such uses in the aggregate relate to no more than ten percent (10%) of the proceeds of the Bonds or BANs, as the case may be. If the IPTC enters into a management contract for any of the Projects, the terms of the contract will comply with IRS Revenue Procedure 2017-13, as it may be amended, supplemented or superseded for time to time, so that the contract will not give rise to private business use under the Code and the Regulations, unless such use in aggregate relates to no more than ten percent (10%) of the proceeds of the Bonds or BANs.

(b) No more than ten percent (10%) of the principal of or interest on the Bonds or BANs is (under the terms of the Bonds or BANs, this Ordinance or any underlying arrangement), directly or indirectly, secured by an interest in property used or to be used for any private business use or payments in respect of any private business use or payments in respect of such property or to be derived from payments (whether or not to the IPTC) in respect of such property or borrowed money used or to be used for a private business use.

(c) No more than five percent (5%) of the Bond or BAN proceeds will be loaned to any person or entity other than another state or local governmental unit. No more than five percent (5%) of the Bond or BAN proceeds will be transferred, directly or indirectly, or deemed transferred to a nongovernmental person in any manner that would in substance constitute a loan of the Bond or BAN proceeds.

(d) The IPTC reasonably expects, as of the date hereof, that neither the Bonds nor the BANs will meet either the private business use test described in paragraphs (a) and (b) above or the private loan test described in paragraph (c) above during the entire term of the Bonds or BANs.

(e) No more than five percent (5%) of the proceeds of the Bonds or BANs will be attributable to private business use as described in (a) and private security or payments described in (b) attributable to unrelated or disproportionate private business use. For this purpose, the private business use test is applied by taking into account only use that is not related to any government use of proceeds of the issue (Unrelated Use) and use that is related but disproportionate to any governmental use of those proceeds (Disproportionate Use).

(f) The IPTC will not take any action nor fail to take any action with respect to the Bonds or BANs that would result in the loss of the exclusion from gross income for federal tax purposes on the Bonds or BANs pursuant to Section 103 of the Code, nor will the IPTC act in any other manner which would adversely affect such exclusion. The IPTC covenants and agrees not to enter into any contracts or arrangements which would cause the Bonds or BANs to be treated as private activity bonds under Section 141 of the Code.

(g) It shall not be an event of default under this Ordinance if the interest on any Bond or BAN is not excludable from gross income for federal tax purposes or otherwise pursuant to any provision of the Code which is not currently in effect and in existence on the date of issuance of the Bonds or BANs.

(h) These covenants are based solely on current law in effect and in existence on the date of delivery of the Bonds or BANs, as the case may be.

(i) The IPTC represents that it will rebate any arbitrage profits to the United States of America, to the extent required by the Code.

(j) The IPTC hereby re-approves and re-confirms that the Post Issuance Compliance Policy for Tax Exempt Obligations (the "Compliance Policy") attached to the 2021A Ordinance as Exhibit A is the Compliance Policy of the IPTC relating to post issuance compliance with applicable Code provisions concerning the Bonds and BANs.

Section 17. Contractual Nature of Ordinance. The provisions of this Ordinance shall constitute a contract by and between the IPTC and the owners of the Bonds and BANs herein authorized, and after the issuance of the Bonds or BANs, this Ordinance shall not be repealed or amended in any respect which will adversely affect the rights of the owners of the Bonds or BANs nor shall the Board adopt any law, ordinance or resolution which in any way adversely affects the rights of such owners so long as any of the Bonds, BANs or the interest thereon remain unpaid. Except for the changes set forth in Section 18(a)-(g) hereof, this Ordinance may be amended, however, without the consent of BAN or Bond owners, if the Board determines, in its sole discretion, that such amendment would not adversely affect the owners of the BANs or Bonds.

Section 18. Amendments with Consent of Bondholders. Subject to the terms and provisions contained in this section, and not otherwise, the owners of not less than sixty-six and two-thirds percent (66 2/3%) in aggregate principal amount of the Bonds issued pursuant to this Ordinance and then outstanding shall have the right, from time to time, anything contained in this Ordinance to the contrary notwithstanding, to consent to and approve the adoption by the Board of such ordinance or ordinances supplemental hereto as shall be deemed necessary or desirable by the Board for the purpose of modifying, altering, amending, adding to or rescinding in any particular any of the terms or provisions contained in this Ordinance, or in any supplemental ordinance; provided, however, that nothing herein contained shall permit or be construed as permitting:

- (a) An extension of the maturity of the principal of or interest on any Bond issued pursuant to this Ordinance; or
- (b) A reduction in the principal amount of any Bond or the rate of interest thereon; or
- (c) The creation of a lien upon or a pledge of the Transportation LIT Revenues ranking prior to the pledge thereof created by this Ordinance; or
- (d) A preference or priority of any Bond or Bonds issued pursuant to this Ordinance over any other Bond or Bonds issued pursuant to the provisions of this Ordinance; or
- (e) A reduction in the aggregate principal amount of the Bonds required for consent to such supplemental ordinance; or
- (f) A reduction in the Reserve Requirement; or
- (g) The extension of mandatory sinking fund redemption dates, if any.

If the owners of not less than sixty-six and two-thirds percent (66 2/3%) in aggregate principal amount of the Bonds outstanding at the time of adoption of such supplemental ordinance shall have consented to and approved the adoption thereof by written instrument to be maintained on file in the office of the Controller, no owner of any Bond issued pursuant to this Ordinance shall have any right to object to the adoption of such supplemental ordinance or to object to any of the terms and provisions contained therein or the operation thereof, or in any manner to question the propriety of the adoption thereof, or to enjoin or restrain the IPTC or its officers from adopting the

same, or from taking any action pursuant to the provisions thereof. Upon the adoption of any supplemental ordinance pursuant to the provisions of this Section 18, this Ordinance shall be, and shall be deemed, modified and amended in accordance therewith, and the respective rights, duties and obligations under this Ordinance of the IPTC and all owners of Bonds issued pursuant to the provisions of this Ordinance then outstanding, shall thereafter be determined exercised and enforced in accordance with this Ordinance, subject in all respects to such modifications and amendments. Notwithstanding anything contained in the foregoing provisions of this Ordinance, the rights and obligations of the IPTC and of the owners of the Bonds authorized by this Ordinance, and the terms and provisions of the Bonds and this Ordinance, or any supplemental ordinance, may be modified or altered in any respect with the consent of the IPTC and the consent of the owners of all the Bonds issued pursuant to this Ordinance then outstanding.

Excluding the changes set out in this Section 18(a)-(g), the IPTC may amend this Ordinance without bondholder consent if the IPTC determines, in its sole discretion, that the amendment shall not adversely affect the rights of any of the owners of the Bonds.

Section 19. Issuance of BANs. The IPTC, having satisfied all the statutory requirements for the issuance of its Bonds, may elect to issue its BAN or BANs to a financial institution or the Bond Bank pursuant to a Bond Anticipation Note Purchase Agreement or Qualified Entity Purchase Agreement (the "Bond Anticipation Note Agreement") to be entered into between the IPTC and the purchaser of the BAN or BANs. The Board hereby authorizes the issuance and execution of the BAN or BANs in lieu of initially issuing Bonds to provide interim financing for the Projects until permanent financing becomes available. It shall not be necessary for the IPTC to repeat the procedures for the issuance of its Bonds, as the procedures followed before the issuance of the BAN or BANs are for all purposes sufficient to authorize the issuance of the Bonds and the use of the proceeds to repay the BAN or BANs. The Chairperson and the Controller are hereby authorized and directed to execute a Bond Anticipation Note Agreement in such form or substance as they shall approve acting upon the advice of counsel. The Chairperson and the Controller may also take such other actions or deliver such other certificates as are necessary or desirable in connection with the issuance of the BANs or the Bonds and the other documents needed for the financing as they deem necessary or desirable in connection therewith.

Section 20. Tax Exemption. Notwithstanding any other provisions of this Ordinance, the covenants and authorizations contained in this Ordinance (the "Tax Sections") which are designed to preserve the exclusion of interest on the Bonds and BANs from gross income under federal law (the "Tax Exemption") need not be complied with if the IPTC receives an opinion of nationally recognized bond counsel that any Tax Section is unnecessary to preserve the Tax Exemption.

Section 21. Debt Limit Not Exceeded. The IPTC represents and covenants that the Bonds herein authorized, when combined with other outstanding indebtedness of the IPTC at the time of issuance of the Bonds, will not exceed any applicable constitutional or statutory limitation on the IPTC's indebtedness.

Section 22. Continuing Disclosure. If necessary to market the Bond Bank Bonds or Bond Bank Notes, as the case may be, the IPTC hereby covenants to provide, in a timely manner, to the Municipal Securities Rulemaking Board, notice of the occurrence of any of the events as set forth in

Securities and Exchange Commission Rule 15c2-12(b)(5)(i)(C). The covenant to provide such notices is solely for the benefit of the owners of the Bonds and BANs and creates no new contractual or other rights for the Securities and Exchange Commission, underwriters, brokers, dealers, municipal securities dealers, potential customers, other obligated persons or any other third party. The sole remedy against the IPTC for failure to provide such notices shall be for specific performance of the IPTC's disclosure obligation and not for money damages of any kind or in any amount or any other remedy.

Section 23. Appropriation of Proceeds. The proceeds derived from the sale of the Bonds (and the BANs, if issued) heretofore authorized to be issued and all investment earnings thereon shall be and the same are hereby appropriated to provide financing for all or a portion of the Projects, together with expenses incurred in connection therewith, all of which is not provided for in the existing budget and tax levy. Such appropriation shall be in addition to all appropriations provided for in the existing budget and levy and shall continue in effect until the completion of the activities described above. Any surplus of such proceeds (including investment earnings thereon) shall be credited to the proper fund as provided by law. The proper officers of the IPTC shall be, and hereby are, authorized and directed to certify a copy of this Ordinance together with such other proceedings and actions as may be necessary to the Indiana Department of Local Government Finance.

Section 24. Conflicting Ordinances. All ordinances and parts of ordinances in conflict herewith are hereby repealed; provided, however, that this Ordinance shall not be deemed in any way to repeal the Prior Ordinances nor be construed as adversely affecting the rights of any of the holders of the Prior Bonds.

Section 25. Severability. If any section, paragraph or provision of this Ordinance shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of such section, paragraph or provision shall not affect any of the remaining provisions of this Ordinance.

Section 26. Effective Date. This Ordinance shall be in full force and effect from and after its passage.

\* \* \* \* \*

PASSED AND ADOPTED by the Board of Directors of the IPTC this \_\_\_\_ day of \_\_\_\_\_, 2021.

BOARD OF DIRECTORS,  
INDIANAPOLIS PUBLIC  
TRANSPORTATION CORPORATION

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Chair

ATTEST:

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Secretary



Date: September 15, 2021  
Current Meeting: September 23, 2021  
Board Meeting: September 23, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director, Mobility Solutions Michael L. Roth  
**SUBJECT:** Consideration and Approval of Emergency Transportation Provider - WellTrans

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**ACTION ITEM A – 10**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize ratification of the emergency contract with Welltrans, a local Indiana provider, to provide emergency transportation services for our Paratransit program, for a minimum of \$200,000 from September 10, 2021, through December 31, 2021.

**BACKGROUND:**

IPTC agreed to enter into this contract on September 10, 2021. IPTC utilized emergency procurement provisions as allowed by the agency policy and procedures. Since COVID-19, recruitment in the service industry has seen an unprecedented shortage of employees on a local and national level. IPTC is not immune to the hiring challenges and continues to work on strategies to attract new talent, not only for our Paratransit also inclusive of Fixed-Route.

**DISCUSSION:**

The strategy for Paratransit is to assemble a network of emergency providers to assist with our day-to-day service challenges and to utilize the network of providers to analyze anticipated service challenges in the future. In addition, this network of providers will be instrumental in bridging the transition from Transdev to RATP DEV, our new Paratransit service provider, to allow RATP Dev to transition into their role and give an adequate time for effective recruitment.

**ALTERNATIVES:**

The Board of Directors could elect not to ratify this contract. If this alternative were selected, IPTC would continue to be affected by the local and national Operator shortages; IPTC would need to terminate the contract resulting in continued negative On-time performance will continue to fall below goal. Negative customer comments will persist, which has a negative impact on the rider experience.

**FISCAL IMPACT:**

The funding stream for this emergency service will be funded through the Board approved budget for 2021 from purchased transportation.

**DBE/XBE DECLARATION:**

No DBE participation goal for this emergency contact.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on September 16, 2021 and will be placed on the Regular Agenda.



Date: September 23, 2021  
Current Meeting: September 23, 2021  
Board Meeting: September 23, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Communications and Marketing Lesley Gordon  
**SUBJECT:** Consideration and Approval of Resolution 2021-12 Free Fare for Car Free Day/Bike to Work Day

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**ACTION ITEM A – 11**

**RECOMMENDATION:**

Approve Resolution retroactively authorizing IPTC to offer free rides until 10 p.m. Sept. 22, 2021 on Fixed Routes and Open Door Services.

**BACKGROUND:**

Sept 22, 2021 was International Car Free Day. For the annual event, all Central Indiana workers are encouraged to take the online pledge to be car free or car lite on Car Free Day, and to fulfill that pledge by working from home or commuting to work by carpool, vanpool, bike, bus, and walking.

**DISCUSSION:**

The Indianapolis Public Transportation Foundation (IPTF) has been a long time partner of Commuter Connect, a service of the Central Indiana Regional Transportation Authority (CIRTA) who organizes the event and by providing free rides IPTC encourages clean air practices and encourages new riders to use transit.

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

Average daily revenue for September 2021 is approximately \$16,000.00.

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee or Service Committee on September 16, 2021 and will be placed on the Regular Agenda.

**RESOLUTION 2021-12**

**RESOLUTION RETROACTIVE STATEMENT OF THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC  
TRANSPORTATION CORPORATION**

**A RESOLUTION** establishing that the Board of Directors of the Indianapolis of the Indianapolis Public Transportation Corporation, is interested in providing free fare on September 22, 2021.

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

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

**WHEREAS**, Wednesday, September 22, 2021 is International Car Free Day; and

**WHEREAS**, Transit provides an eco-friendly commute option; and

**WHEREAS**, the Board of Directors, having considered and being duly advised, finds that the Board of Directors has an interest in promoting the use of transit for commuting and an alternative option for car users.

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

Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-14 to direct the operations of the Corporation for the benefit of the public good.

Section 2. The board hereby retroactively authorizes the President/CEO, on behalf of the Indianapolis Public Transportation Corporation, to offer free public transit fares for the International Car Free Day for both fixed route and Open Door services until the time of 10 p.m.

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

**Adopted this 23<sup>rd</sup> day of September 2021.**

BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

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Gregory F. Hahn  
Chairman of the Board of Directors

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

Jill D. Russell, General Counsel  
Indianapolis Public Transportation Corporation



## Information Update – August 2021 Financials Summary

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Finance/CFO Bart Brown and Deputy CFO Hardi Shah  
**Date:** September 10, 2021

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### AUGUST 2021 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is under budget by \$18,196 (-1.95%) for the month and over budget by \$1,074,651 (14.4%) year to date.
- Other Operating revenue category is under budget by \$32,352 (-54%) and year to date, this revenue is over budget by \$245,541 (51%).
- The passengers service revenue continues to trend under budget and one of the contributing factors is the uncertainty associated with Delta variant. IndyGo is taking various measures to ensure safety of our riders and drivers. This category is under budget by \$118,664 (-19%) and \$832,651 (-19%) year to date.
- 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 (19%) due to supplemental distribution received in May 2021.
- The property tax revenue is on budget for the month and \$2,476,081 (10%) over budget due to higher than budgeted June property tax settlement distributions.
- Service Reimbursement Program revenue is \$4,225 (12%) over budget for the month and \$125,216 (45%) over budget year to date.

*The Total Revenue for the agency is under budget by \$967,853 (-11.1%) for the month and over budget by \$11,215,717 (16%) year to date.*

## Expenditures

### I) Personnel Services

- Fringe benefits are under budget for the month by \$284,758 (-19%) and \$1,801,773 (-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 \$125,789 (58%) and by \$854,733 (46%) 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 \$667,072 (-18.1%) and \$4,010,480 (-12%) year to date.

*The Personnel Services category is under budget by \$826,040 (-15%) and by \$4,957,521 (-11%) year to date.*

### II) Other Services and Charges

- Claims were under budget by \$5,110 (-1.7%). Year to date, it is under budget by \$296,342 (-12.5%).
- Miscellaneous Expense category is under budget for the month by \$101,611 (-69%) and by \$858,777 (-73%) 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 \$232,399 (-23%) due to decreased ridership. Year to date, this expense is under budget by \$2,372,341 (-30%).
- For the month the "Services" expense category is under budget by \$235,599 (-17%) and \$1,937,621 (-16.8%) year to date.
- Utilities expenses are under budget by \$31,930 (-20.8%) for the month and by \$28,990 (-2%) year to date.

*Overall, the Other Services & Charges category is under budget by \$606,651 (-20.7%) and by \$5,494,072 (-22.3%) year to date.*

### III) Materials & Supplies

- The fuel and lubricant category is significantly under budget by \$386,204 (-77%) for the month. Finance department is working on the discrepancy found while analyzing the diesel expenses which resulted in expenses to be under reported for this month. We are expecting that to be resolved in the coming weeks and will be trued up in the next month's financials.
  - Year to date also, this category is under budget by \$2,104,519 (-52%). 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 \$160,525 (-32.5%) and under budget by \$450,175 (-11.4%) year to date.
- The other materials and supplies category is over budget by \$20,871 (23%) for the month and under budget by \$270,229 (-37%) year to date.

- For the month, the “Tires & Tubes” category is under budget by \$28,125 (-40%) and by \$177,558 (-32%) year to date.

*For the month, the Total Materials and Supplies category is under budget by \$553,983 (-47%). Year to date also, this category is under budget by \$3,002,481 (-32%).*

*Overall, the expenditures came under budget by \$1,986,675 (-20.9%) and by \$13,454,075 (-17%) year to date. Budgets related to the encumbrances are spread out throughout the rest of the year.*

### **Expense Tracking - COVID19**

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

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

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

<b>COVID Related Expenses</b>	<b>PPEs, cleaning/Sanitization Exps</b>	<b>COVID Leave Exps</b>	<b>Total</b>
Fiscal Year 2020	3,951,144	1,495,353	5,446,497
January 2021	134,948	33,876	168,824
February 2021	172,579	0	172,579
March 2021	101,511	0	101,511
April 2021	152,863	0	152,863
May 2021	113,691	0	113,691
June 2021	229,360	0	229,360
July 2021	71,569	0	71,569
August 2021	70,230	0	70,230
<b>Total</b>	<b>4,997,895</b>	<b>1,529,229</b>	<b>6,527,124</b>

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

### **RECOMMENDATION:**

Receive the report.

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



Indianapolis Public Transportation Corporation

9/13/2021 8:52 PM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 8

For the Eight Months Ending Tuesday, August 31, 2021

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
<b>Operating Revenue</b>									
Federal Assistance	915,827.00	934,023.00	(18,196.00)	(1.95)	8,546,825.60	7,472,174.00	1,074,651.60	14.38	9,731,092.29
Other Operating Income	27,420.65	59,773.00	(32,352.35)	(54.13)	723,724.35	478,183.00	245,541.35	51.35	457,214.84
Passenger Service Revenue	499,309.64	617,974.00	(118,664.36)	(19.20)	3,417,560.48	4,250,212.00	(832,651.52)	(19.59)	4,208,538.11
PMTF Revenue		802,860.00	(802,860.00)	(100.00)	9,634,315.00	6,422,875.00	3,211,440.00	50.00	11,107,800.00
Local Property & Excise Tax Revenue	3,005,797.00	3,005,803.00	(6.00)	(0.00)	26,522,493.34	24,046,418.00	2,476,075.34	10.30	23,744,147.96
Local Transit Income Tax Revenue	3,225,979.00	3,225,979.00		0.00	30,723,276.80	25,807,832.00	4,915,444.80	19.05	26,740,288.00
Service Reimbursement Program	38,808.40	34,583.00	4,225.40	12.22	401,884.33	276,668.00	125,216.33	45.26	262,414.00
<b>Total Operating Revenues</b>	<b>7,713,141.69</b>	<b>8,680,995.00</b>	<b>(967,853.31)</b>	<b>(11.15)</b>	<b>79,970,079.90</b>	<b>68,754,362.00</b>	<b>11,215,717.90</b>	<b>16.31</b>	<b>76,251,495.20</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,237,536.34	1,522,295.13	(284,758.79)	(18.71)	11,328,390.57	13,130,164.06	(1,801,773.49)	(13.72)	11,687,480.68
Overtime	342,340.31	216,550.45	125,789.86	58.09	2,695,412.03	1,840,678.80	854,733.23	46.44	2,927,983.43
Salary	3,015,444.21	3,682,516.26	(667,072.05)	(18.11)	27,290,907.18	31,301,388.14	(4,010,480.96)	(12.81)	29,036,128.81
<b>Total Wages and Benefits</b>	<b>4,595,320.86</b>	<b>5,421,361.84</b>	<b>(826,040.98)</b>	<b>(15.24)</b>	<b>41,314,709.78</b>	<b>46,272,231.00</b>	<b>(4,957,521.22)</b>	<b>(10.71)</b>	<b>43,651,592.92</b>
<b>Other Services &amp; Charges</b>									
Claims	289,995.80	295,106.26	(5,110.46)	(1.73)	2,064,507.84	2,360,850.08	(296,342.24)	(12.55)	1,995,009.89
Miscellaneous Expenses	44,708.86	146,320.22	(101,611.36)	(69.44)	316,284.83	1,175,061.76	(858,776.93)	(73.08)	332,789.27
Purchased Transportation	757,458.61	989,857.72	(232,399.11)	(23.48)	5,546,519.78	7,918,861.76	(2,372,341.98)	(29.96)	6,681,066.84
Services	1,098,916.11	1,334,516.00	(235,599.89)	(17.65)	9,559,166.74	11,496,788.00	(1,937,621.26)	(16.85)	8,210,072.88
Total Utilities	121,402.78	153,333.33	(31,930.55)	(20.82)	1,197,676.42	1,226,666.64	(28,990.22)	(2.36)	1,030,764.62
<b>Total Other Services &amp; Charges</b>	<b>2,312,482.16</b>	<b>2,919,133.53</b>	<b>(606,651.37)</b>	<b>(20.78)</b>	<b>18,684,155.61</b>	<b>24,178,228.24</b>	<b>(5,494,072.63)</b>	<b>(22.72)</b>	<b>18,249,703.50</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	115,519.41	501,723.94	(386,204.53)	(76.98)	1,909,273.77	4,013,791.52	(2,104,517.75)	(52.43)	2,344,054.89
Maintenance Materials	333,062.41	493,587.76	(160,525.35)	(32.52)	3,498,526.50	3,948,702.08	(450,175.58)	(11.40)	3,393,650.85
Other Materials & Supplies	111,471.99	90,600.25	20,871.74	23.04	455,397.61	725,627.00	(270,229.39)	(37.24)	890,011.86
Tires & Tubes	41,218.42	69,343.66	(28,125.24)	(40.56)	377,190.68	554,749.28	(177,558.60)	(32.01)	324,289.15
<b>Total Materials &amp; Supplies</b>	<b>601,272.23</b>	<b>1,155,255.61</b>	<b>(553,983.38)</b>	<b>(47.95)</b>	<b>6,240,388.56</b>	<b>9,242,869.88</b>	<b>(3,002,481.32)</b>	<b>(32.48)</b>	<b>6,952,006.75</b>
<b>Total Operating Expenses</b>	<b>7,509,075.25</b>	<b>9,495,750.98</b>	<b>(1,986,675.73)</b>	<b>(20.92)</b>	<b>66,239,253.95</b>	<b>79,693,329.12</b>	<b>(13,454,075.17)</b>	<b>(16.88)</b>	<b>68,853,303.17</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>204,066.44</b>	<b>(814,755.98)</b>	<b>1,018,822.42</b>		<b>13,730,825.95</b>	<b>(10,938,967.12)</b>	<b>24,669,793.07</b>		
GAIN/LOSS ON ASSET DISPOSAL	4,991.73		4,991.73	0.00	152,934.82		152,934.82	0.00	49,925.68
<b>NET INCOME/(LOSS)</b>	<b>199,074.71</b>	<b>(814,755.98)</b>	<b>1,013,830.69</b>	<b>(124.43)</b>	<b>13,577,891.13</b>	<b>(10,938,967.12)</b>	<b>24,516,858.25</b>	<b>(224.12)</b>	<b>7,348,266.35</b>

## Procurement Activity Report

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

Released New Opportunity	- CY2022 Diesel Fuel IFB - Independent Audit Services - Electric Gate Services - Overhead Door Repair - Misc.- Recycling Services
Received Bids	- UV Lighting - CY2022 Diesel Fuel RFQ - CY2022 Diesel Fuel IFB - Bus Stops 2.0 - Electric Gate Services - Overhead Door Repair - Misc.- Recycling Services
Awarded	- CY2022 Diesel IFB - East Campus-Building A Construction - Motor Pool Vehicles - Misc.- Recycling Services - Clinic
Contracted/ Kickoffs	- East Campus- Building A Construction -Paratransit Operations
Renewal	- Transit Advertising
Task Orders	- Solar Panel Design -On-Call Construction Engineering TO2
Withdrawn	- Bus Stops 2.0
Closeout	- Bus Shelter Maintenance & Cleaning

### Current Month (expected)- September 2021

Release/ New Opportunity	- Red Line Crack Sealing - Landscaping - Electric Gate Services - Overhead Door Repair - HVAC Services - 60ft. Electric Bus - East Campus- Furniture - On-Call Catering - Purple Line Construction - Coach Operator Uniforms
Received Bids	- Independent Audit Services - Electric Gate Services - Overhead Door Repair - Red Line Crack Sealing
Awarded	- UV Lighting - Overhead Door Repair - Electric Gate Services
Contracted/Kickoff	- CY2022 Diesel IFB - Property Manager - Motor Pool Vehicles - Mobility Solutions & Care Center Construction - Microtransit Pilot - Misc.- Recycling Services - Clinic
Withdrawn	- Electric Gate Services - Overhead Door Repair

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

Release/ New Opportunity	- Pest Control - East Campus- Owners Rep - Distributed Antenna System - DPF Cleaning Machine
Received Bids	- Landscaping - HVAC Services - On-Call Catering - East Campus- Furniture - Coach Operator Uniforms
Awarded	- Independent Audit Services - Landscaping - Copier Lease- amendment
Contracted/ Kickoffs	- Electric Gate Services - Overhead Door Repair
Closeout	- 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	230,646	1,475,394
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	37,840,960	24,352,158
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	3,609,081	3,515,116
BRT and On-Street Infrastructure	BRT Program Management	0	90,000	90,000	711,985	(621,985)
<b>BRT and On-Street Infrastructure Total</b>		<b>52,033,998</b>	<b>45,608,895</b>	<b>97,642,893</b>	<b>60,917,262</b>	<b>36,725,632</b>
Facilities	Bus Charging Infrastructure in Garage	0	412,487	412,487	686,911	(274,424)
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	1,963,259	(1,963,259)
Facilities	Additional Facilities - Michigan Ave. Design/Construction	0	0	0	3,489,627	(3,489,627)
Facilities	Additional Facilities - North College Design/Construction	0	0	0	189,424	(189,424)
Facilities	Additional Facilities - S. Madison Ave. Design/Construction	0	1,600,000	1,600,000	1,642,857	(42,857)
Facilities	In Route Charging	0	0	0	57,034	(57,034)
Facilities	Additional Facilities - Miscellaneous	0	0	0	97,020	(97,020)
<b>Facilities Total</b>		<b>3,985,000</b>	<b>2,151,179</b>	<b>6,136,179</b>	<b>8,242,339</b>	<b>(2,106,160)</b>
Safety/Security	Main Facility CCTV Upgrade	0	0	0	18,654	(18,654)
Safety/Security	Training Simulators	0	0	0	240,000	(240,000)
Safety/Security	Vehicle CCTV Replacement	220,000	1,000,000	1,220,000	1,983,028	(763,028)
Safety/Security	Mobile Command Center	0	0	0	6,602	(6,602)
<b>Safety/Security Total</b>		<b>220,000</b>	<b>1,000,000</b>	<b>1,220,000</b>	<b>2,248,284</b>	<b>(1,028,284)</b>
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	1,632,554	1,348,694
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	68,267	231,733
Fleet	Driver Partitions	0	151,541	151,541	0	151,541
<b>Fleet Total</b>		<b>24,645,306</b>	<b>23,751,991</b>	<b>48,397,297</b>	<b>21,893,755</b>	<b>26,503,542</b>

Capital Plan Group	Capital Plan Project	2021 Budget	2020 Budget Carried into 2021	Total 2021 Appropriation	YTD Expenses and Encumbrances	Remaining 2021 Appropriation
IT/Finance	ERP	800,000	0	800,000	1,058,756	(258,756)
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	129,416	87,081
IT/Finance	IT Radio Replacement/Other IT	800,000	0	800,000	0	800,000
IT/Finance	Mobility Technology Services	0	0	0	68,580	(68,580)
<b>IT/Finance Total</b>		<b>1,975,000</b>	<b>1,662,474</b>	<b>3,637,474</b>	<b>2,588,717</b>	<b>1,048,757</b>
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
<b>Public Affairs Total</b>		<b>392,375</b>	<b>140,080</b>	<b>532,455</b>	<b>260,000</b>	<b>272,455</b>
Miscellaneous & Unbudgeted	Miscellaneous Capital Purchase	0	0	0	1,963,409	(1,963,409)
<b>Miscellaneous &amp; Unbudgeted Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1,963,409</b>	<b>(1,963,409)</b>
<b>Grand Total</b>		<b>83,251,679</b>	<b>74,314,619</b>	<b>157,566,298</b>	<b>98,113,764</b>	<b>59,452,533</b>

### Budget Savings and Unbudgeted Expenses

* Anticipated budget savings	8,480,000
Unbudgeted expenses	(10,918,360)
<b>Surplus/(Shortfall)</b>	<b>(2,438,360)</b>

## Information Update – CEO Report

**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** September 23, 2021

### CEO Report

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

**RECOMMENDATION:** Receive the report

#### 1. Volunteer Time

- Our Executive team spent part of their day giving back to the community. Our leaders helped Deborah’s Place, a domestic violence shelter for women, organize and box various donated items for those that are in need.



## 2. Welcome, IndyGo Interns!

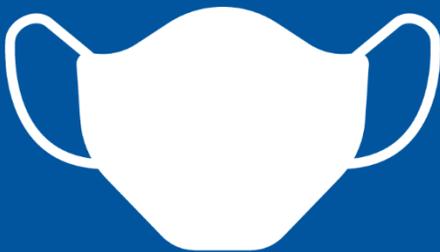
- We welcomed high school interns from Providence Cristo Rey High School to the IndyGo team! These students will focus on projects in Mobility Services, the IT Help Desk, Operations, and Public Affairs. We're excited to see what they will accomplish during their time with us!



## 3. Federal TSA Mask Update

- The Transportation Security Administration – TSA, recently extended its mask mandate through January 18, 2022, which means as you travel with us, please always wear your mask. Keep yourself, other riders, and your Coach Operator safe.

# TSA MASK REQUIREMENT EXTENDED



*Please continue to wear your mask onboard and at all IndyGo facilities.*

**IndyGo**  
SM

[INDYGO.NET/HEALTH](https://www.indygo.net/health)

## Information Update – AV Microtransit Pilot Update

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Strategic Planning Brooke Thomas  
**Date:** September 8, 2021

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### MAY MOBILITY, AV MICROTRANSIT PILOT UPDATE

#### BACKGROUND:

A part of Toyota Mobility Foundation’s *Together in Motion Indiana* initiative, May Mobility is a leader in autonomous vehicle (AV) technology and shuttle operations. In June 2021, May Mobility introduced their unique Multi-Policy Decision Making behavior framework to the Greater Indianapolis market when they launched the six-month IUPUI AV shuttle pilot. This framework is unique in that it enables their vehicles to treat driving as a social activity; simulating how all agents in the environment would react to different actions. *Together in Motion Indiana* is a collaboration between entities and organizations who understand the importance of advancing innovation in mobility through community engagement. The team’s Indianapolis deployment is designed to increase the number and type of shared mobility options available in Downtown Indianapolis. What began in June 2021 and will continue into November 2021, this first-/last-mile mobility solution is a complement to IndyGo’s fixed-route services. Open to the general public, these shuttles provide connections to and from IndyGo’s Red Line to the campuses of IUPUI, IU Health, and Indianapolis’ central business district.

IndyGo has and will continue to serve as a technical resource to the project team. On July 21, representatives from the May Mobility team met with IndyGo’s Mobility Advisory Committee to provide an overview and status update on the pilot project, and to further ensure that the pilot was designed for everyone, but especially individuals with disabilities. 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 will describe the job shadowing experience and discuss the ways in which automation can produce benefits to both transit providers and the traveling public, is scheduled for September 16, 2021. Later this fall, IndyGo staff will assist with development of a customer survey to learn even more from this unique opportunity. The slide deck included in this board packet offers more detailed information about some of the early successes of and findings from the IUPUI AV shuttle pilot.

#### RECOMMENDATION:

Receive the report.

Brooke Thomas, Director  
Department of Strategic Planning



**Hi, we're May Mobility.  
It's Nice to Move you.**

# Meet May Mobility

We envision a safer, greener, more accessible world through autonomous mobility.



**Mission:** to transform Cities via Safe, Accessible Self-Driving Transportation



**Business Model:** to offer turnkey Transportation as a Service for cities by leveraging unique technology to operate fleets of autonomous shuttles



## Offering:

Shuttle & ADK production  
Route development  
Turnkey Service  
Robust Data



May has launched in 7 cities, with additional routes coming in the second half of 2021.





# Indy Highlights

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## 4.1 Stars

Average rider Satisfaction rating  
(out of 5 stars)



## Repeat Riders

Over 60% repeat riders  
20% jump in repeat riders from  
previous month

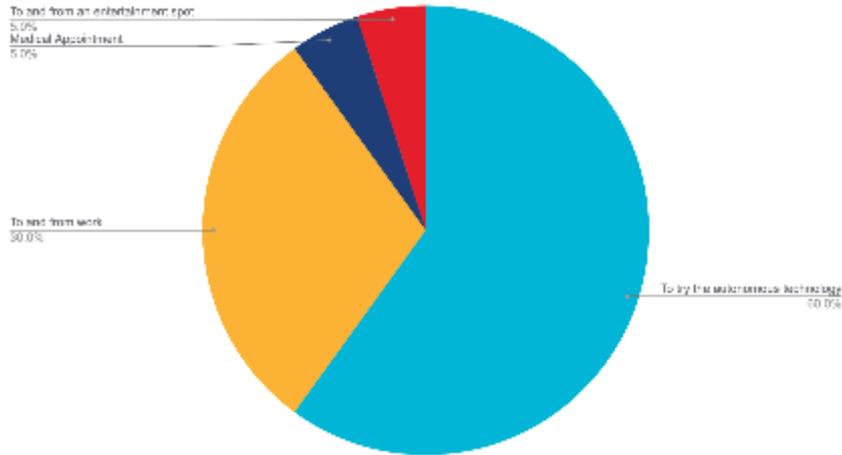


## Multimodal Trips

14% of riders planned to use public  
transportation after their AV ride  
20% of riders planned to use ride  
hailing services after their AV ride

# Indy 2 Month Learnings

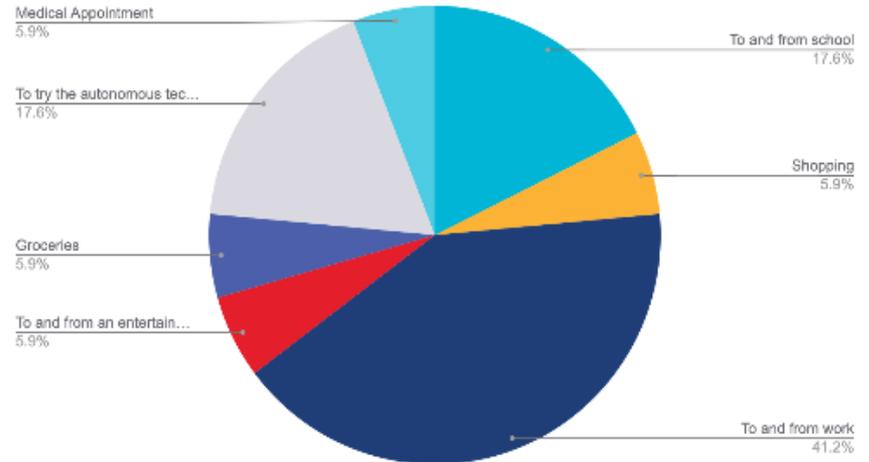
What was the purpose of your trip today?



June 2021 (Month 1)

High number of riders trying the autonomous technology

What was the purpose of your trip today?



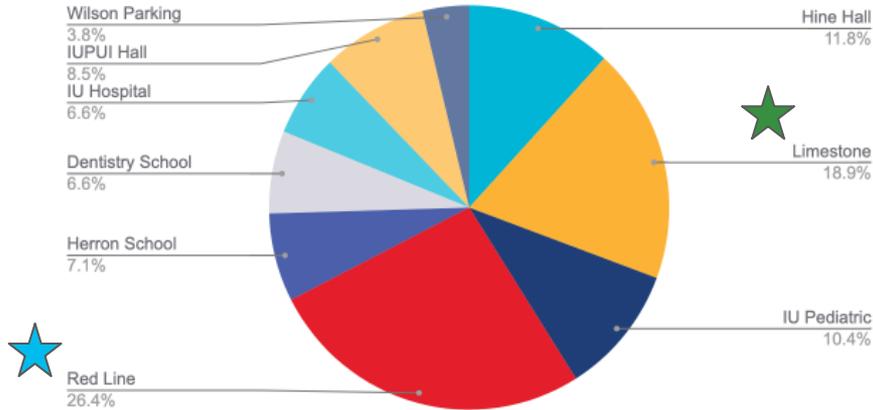
July 2021 (Month 2)

10% increase in to and from work trips, 43% decrease in trying out the autonomous vehicle

# Indy 2 Month Learnings

## Ridership by Stop Location

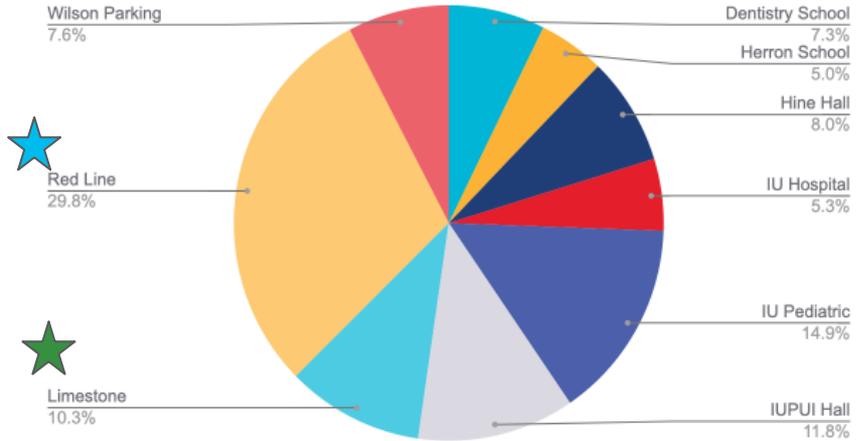
Pick up & Drop Off



**June 2021 (Month 1)**

High use of both Limestone and Red Line Vermont Station Connector stop

## Ridership by Stop



**July 2021 (Month 2)**

4% Increase in Red Line Connector Vermont Station for Pick Up/Drop off

# Rider Feedback

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*“I will be taking many more trips this way.”*

*“The car came immediately, nice working car, good navigation, super nice driver”*

*“On time, very nice attendents, super easy, and driving in style! Love it!”*

*“It is a great way to get around town. I have had only good experiences from it!”*

*“I took an automated ride that was awesome!”*

*“I sincerely hope that the service continues to be available in the same area of Indianapolis after November 2021.”*

*“You guys should add a route to some off campus apartments like The Vivio on 10th!”*

*“It was a great experience!!”*

# IndyGo <> May: Workforce Shadowing Agenda

## Agenda:

- **8:30–9:15am:** Welcome & introduction
  - Introductions
  - Overview of AV industry
  - Overview of May Mobility
  - Technology deep dive
  - Operations deep dive - June monthly report
- **9:15 – 11:45am:** Shadowing and tour with site team: Site Manager, Site Supervisor, Field Autonomy Engineer, Fleet Attendant
- **12 – 12:30pm:** Closing Q&A



# IndyGo <> May: Workforce Shadowing Recap & Next Steps

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## Notes and takeaways:

- The main questions and interest from IndyGo participants centered around AV technology, wheelchair accessibility, and insurance.
- Other questions centered around facilities, cost, and future plans for the route.
- There were not many surprises about how operations and the base station are run; participants reported it was quite similar to what they are used to at IndyGo.

## Next steps:

May Mobility will lead a lunch and learn with IndyGo, TMF, and ESN on September 16, which will consist of the following:

- Overview of shadowing session
- IndyGo participants are invited to share their learnings
- Partner with organization leadership to brainstorm long term opportunities

## Information Update – Data Analytics Report

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** September 16, 2021

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### GOVERNANCE & AUDIT DATA ANALYTICS REPORT

Fare Audit Follow-Up: Data Efficacy

As a result of work performed during our Fare Counting & Reconciliation audit, which we reported upon during the June 2021 Governance & Audit Committee meeting, we noted potential opportunities to better leverage fare data to enhance strategic planning and analysis across multiple functions.

During the audit we attempted to identify root causes that appear to be preventing the optimization of data analytics related to fares and other operational matters. As we spoke with numerous stakeholders across IndyGo, we noted recurring themes of challenges around data integrity, availability, and usage – similar to those we had noted during various prior audits. The most frequently noted challenge was around data integrity – the ability of users to rely upon the data being provided by certain systems, both on and off the buses.

Accordingly, we recommended as part of the Fares audit that the G&A Committee would agree to adding a new assessment whereby, we would look further into the people, process, and technology limitations affecting data integrity.

We have completed our work, and our resulting conclusions can be categorized four ways:

- Hardware/Software Limitations
- Operational Requirements
- Talent Needs
- Forthcoming Procurement Diligence

We have opted to report our conclusions as an Informational Item since action plans to address most of these issues are already in place across the agency. We would like to emphasize that management’s successful completion of these action plans – along with our additional recommendations – will be critical to the future successful harvesting and analysis of reliable fare, passenger, route, and other downstream operational data.

#### Hardware/Software Limitations

Presently the technology profile onboard the buses appear somewhat piecemeal, rather than a collective set of intentionally selected components that are unified as a single solution. The onboard technology stack enables day-to-day operations; however, as we have noted, ongoing challenges exist that have forced workarounds and have prevented the agency from realizing necessary efficiency gains.

We met with numerous stakeholders across IT, CVT (Connected Vehicle Technology), and various Operational functions. The overarching theme we noted involved a combination of sub-standard cellular modems; poor support from AV

equipment; data streams from the buses not being decoded properly on the back-end; and ongoing issues with the AVAIL server.

Our overarching recommendation would be that a unified connected vehicle technology solution be identified. All onboard and bus-related technology should be re-evaluated, including radio transmission and cellular communication equipment, and the CAD/AVL software which has not met performance requirements since implementation. We would also encourage the agency to consider holistically the best-fit combination of hardware and software, which may include components already in-use that could be effectively integrated with newly acquired components. As any future investment in new unified technology solution will be significant, it will be important to generate high levels of value and effectiveness from the overall project.

Through discussion with IT and CVT stakeholders, this process is already underway. We encourage agency leadership to elevate this to an enterprise-wide initiative, including collaboration across all stakeholder departments and led by a senior member of management to provide proper ongoing top-down messaging and resourcing.

### Operational Requirements

For optimal tracking of buses for all things from route sign updating at the stops to Operator scheduling, all the way to tracking and scheduling preventative maintenance, frequent GPS vehicle checkpoints are required. Currently, given the hardware and software challenges described above, checkpoints are provided only every 15 seconds, rather than on a second-by-second cadence. It is believed that the inability to ping a GPS coordinate more frequently than every 15 seconds is due to a combination of lacking cellular bandwidth and constrained back-end data processing capacity.

### Talent Needs

Best practices guiding the successful design, implementation/integration, and maintenance of onboard and other operational systems typically involve one of two talent scenarios, neither of which is present within IndyGo.

- a. A single team comprised of individuals with skill sets encompassing both IT infrastructure and transit operations owns the implementation of new systems from end-to-end. This team is able to work with stakeholders in both IT and Operations to design, install, and maintain a solution (which can be comprised of any combination of hardware and software, either purchased or internally developed).
- b. The second scenario would differ only in that there would be separate teams in IT and Operations, both appropriately skilled to address the aspects of the design/build/maintain process. Both teams would leverage the same project management approach (preferably Agile, Sprints, or a hybrid), and would maintain a collaborative approach through the life of the project.

We have seen most frequently that appointing an IT liaison, in this case within Operations, can be most successful. The individual would possess the familiarity with IT infrastructure and project management, which when combined with the agency operational experience provides an ideal union between IT and Operations.

We also noted that the agency has established Performance Management groups in the past, in an effort to create an expert-level resource to support how the various tools interface between Operations, Maintenance, IT/CVT, Strategic Planning, and Finance. We encourage this effort as an avenue to identify the best-fit individuals for the new role.

### Forthcoming Procurement Diligence

As noted, IT and CVT are already working together to map out the technical requirements for a new CAD/AVL system. To maximize return on future investment into a new system, we have also recommended holistic consideration of a unified connected vehicle technology package, that may very well require procurement of complimentary components to the CAD/AVL system. We have also recommended that all stakeholder groups collaborate in this process.

Accordingly, given the gravity of any RFP (Request for Proposal) that is ultimately generated for a new CAD/AVL system, we also recommend that a Procurement project manager be assigned early and allowed to work alongside IT, CVT, and Operations as the technical requirements are mapped.

We also recommend that Procurement exercise every tool at its disposal, including RFIs (Requests for Information) and on-site visits to similar properties in order to view first-hand the pros and cons of certain CAD/AVL systems that may become procurement candidates. By observing the CAD/AVL functionality as well as supporting technology and learning first-hand both the wins and the challenges facing the selected similar agencies, IndyGo can stress-test its own assumptions and ultimately craft a highly targeted and effective RFP.

**RECOMMENDATION:**

Receive the report.

Brian Atkinson  
Deputy of Governance & Audit

## Information Update – D365 Upgrade: Independent Project Oversight Status Report

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** September 16, 2021

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### GOVERNANCE & AUDIT D365 UPGRADE: INDEPENDENT PROJECT OVERSIGHT STATUS REPORT

Ongoing Status Update Report (Q32021): Microsoft D365 Upgrade

D365 will upgrade and replace the current Microsoft AX system, and provide general ledger, budgeting, procurement, cash management, and other integrated modules and functionality across IndyGo.

The D365 project kick off was on May 17, 2021. The scheduled cut-over date is April 26, 2022. The planned project duration is 11.5 months (excluding any post go-live support).

This update report covers project activity from kick-off through August 31, 2021, or for the first 3.5 months of the project's scheduled duration. This period represents about 30% of the project duration.

We have participated in the implementation vendor's weekly project status calls, reviewed project artifacts, and met with IndyGo project management.

The current D365 project status risk rating is "Low". This aggregate rating is based upon our assessment of the ten Project Management Body of Knowledge (PMBOK) process management areas, as they relate to this D365 upgrade project. PMBOK areas include Integration Management, Scope Management, Time and Schedule Management, Cost Management, Human Resource Management, Communications Management, Quality Management, Risk Management, Procurement Management and Stakeholder Management. Observations and recommendations will be made quarterly as these areas are reviewed.

The D365 project currently does not reflect any delays from the original scheduled completion date, or any projected vendor change orders. However, our following observations and recommendations are designed to help the project remain on schedule and on budget.

#### RECOMMENDATION:

Receive the report.

Brian Atkinson  
Deputy of Governance & Audit

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## **Microsoft Dynamics 365 Upgrade: Independent Project Oversight Status Assessment**

**Governance & Audit Information Item**

Period from May 17, 2021 (Project Inception) through August 31, 2021

Issued on September 1, 2021

## EXECUTIVE SUMMARY

### Background

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included an Independent Project Oversight (IPO) review of the Microsoft Dynamics 365 (D365) implementation.

D365 will upgrade and replace the current Microsoft AX system, and provide general ledger, budgeting, procurement, cash management, and other integrated modules and functionality across IndyGo.

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

### Objective and Scope

Our Independent Project Oversight will assess whether the D365 technology project is on track to be completed within the estimated schedule and cost, and provide the required functionality for the business owner. Our IPO procedures will continue until the D365 upgrade is complete.

Our IPO review procedures focused on critical scope areas relating to the D365 project’s progress and project management practices, including:

- Assessment of the project controls in place
- Comparison to project management best practices
- Monitoring of project schedule, budget, scope and overall delivery
- Evaluation of project risk management, including the identification, monitoring and resolution of project risks
- Identification of opportunities to enhance project management performance

### Overall Report Rating & Observations

*(See Appendix A for definitions)*

	Report Rating (August 31, 2021)	Risk Rating of PMBOK Areas		
		High	Medium	Low
<b>D365 Upgrade Project</b>	Low	0	3	5

### Overall Summary and Review Highlights

The D365 project kick off was on May 17, 2021. The scheduled cut-over date is April 26, 2022. The planned project duration is 11.5 months (excluding any post go-live support).

This update report covers project activity from kick-off through August 31, 2021, or for the first 3.5 months of the project’s scheduled duration. This period represents about 30% of the project duration.

We have participated in the implementation vendor’s weekly project status calls, reviewed project artifacts, and met with IndyGo project management.

The current D365 project status risk rating is “Low”. This aggregate rating is based upon our assessment of the ten Project Management Body of Knowledge (PMBOK) process management areas, as they relate to this D365 upgrade project. See Appendix B for descriptions of the PMBOK areas.

The D365 project currently does not reflect any delays from the original scheduled completion date, or any projected vendor change orders. However, our following observations and recommendations are designed to help the project remain on schedule and on budget.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review.

Questions should be addressed to the IndyGo Department of Governance and Audit at: [batkinson@indygo.net](mailto:batkinson@indygo.net).

## OBSERVATIONS SUMMARYS

The following are our observations and recommended actions, if any. Definitions of the observation rating scale are included in Appendix A.

Project Management Body of Knowledge (PMBOK) areas and definitions are included in Appendix B.

PMBOK Area	Risk Rating (August 31, 2021)	Observation	Recommendation
1. Integration Management	Low	<p>A. The summary Project Schedule contains processes that are aligned with work tasks and key milestones. The implementation vendor’s Statement of Work (SOW) and contract contain 26 Deliverable Expectation Document (DED) milestones upon which payment is based.</p> <p>B. The D365 upgrade solution is based on Microsoft’s configurable package solution. Some specific customization has been specified in the vendor SOW.</p>	<p>A. None.</p> <p>B. None.</p>
2. Scope Management	Medium	<p>A. The summary Project Schedule is aligned with project requirements and Statement of Work (SOW) from the contract. It includes only the summary project activities (tasks), milestones and dates. A Work Breakdown Schedule (WBS), with detailed steps and critical dependencies, has not yet been provided by the implementation vendor.</p> <p>B. IndyGo has internal co-Project Managers, from both the business owner and technology group, who regularly engage with the implementation vendor to monitor project scope.</p>	<p>A. IndyGo project managers should request a detailed Work Breakdown Structure (WBS) schedule from the implementation vendor. A WBS identifies project management sub-tasks, detailed milestones (by project phase or deliverable) and critical dates. It includes the expected duration of each task, and generally incorporates the corresponding level of vendor staffing effort, in a “Gantt Chart” format.</p> <p>B. None.</p>

PMBOK Area	Risk Rating (August 31, 2021)	Observation	Recommendation
3. Time and Schedule Management	Low	A. The current Project Schedule shows no project delays, when compared to the planned baseline completion date of April 26, 2022.	A. None.
4. Cost Management	Medium	<p>A. A project budget has been established. It is aligned with the Deliverable Expectation Documents (DED) for payments. However, the project budget includes only the implementation vendor’s contractual cost. IndyGo is separately tracking additional D365 upgrade related costs, such as:</p> <ul style="list-style-type: none"> <li>• Microsoft licenses</li> <li>• Other product interface costs (Dynaway or ADP)</li> <li>• Project contingency</li> </ul> <p>B. The implementation vendor’s Statement of Work (SOW) includes dozens of assumptions, to define scope. IndyGo is managing various business process scenarios and potential scope changes provided by the vendor. However, IndyGo is not currently tracking or monitoring the SOW assumptions to ensure that the project team considers the potential additional scope, cost and schedule impact.</p> <p>Certain assumptions relate to key areas, such as:</p> <ul style="list-style-type: none"> <li>• Interfaces and data mapping</li> <li>• Other modules or functionality, including an expanded Business Intelligence package, a potential E-Builder interface and a conversion to SharePoint online</li> </ul>	<p>A. IndyGo should prepare a comprehensive internal project budget, which includes all vendor, product and license costs, as well as a project contingency, to accommodate any potential future delays or change orders.</p> <p>B. IndyGo should develop a tracking spreadsheet which would identify the major assumptions in the SOW. The assumptions should then be evaluated as to potential cost and scope implications.</p> <p>Some of the assumptions have been considered, but the project team’s conclusions have not yet been documented. The tracking tool should document the project team’s resolution and communication to the vendor.</p> <p>Any specific areas that could impact the project scope and schedule should be addressed by the project team.</p>

PMBOK Area	Risk Rating (August 31, 2021)	Observation	Recommendation
5. Human Resources Management	Low	<p>A. The implementation vendor’s Statement of Work (SOW) provided resumes for the key project personnel. The resumes identify other public sector and transit-related D365 upgrade or implementation expertise, as well as technical qualifications. The resumes did not identify a PMP (Project Management Professional) certification for the Client Principal or Project Manager.</p> <p>B. The implementation vendor’s contract states that they shall not make any substitutions or substantial changes to the Client Principal and Project Manager without the prior written approval of IndyGo.</p> <p>C. IndyGo is not forecasting its Project Managers’ time, or capturing its internal level of effort and time charges.</p>	<p>A. None.</p> <p>B. None.</p> <p>C. IndyGo could consider tracking its internal resources time. This would provide an accurate summary of the project’s total required effort and cost. Also, internal time related to a system implementation may be able to be capitalized under government accounting standards, and amortized over the estimated useful life of the D365 system.</p>
6. Communications Management	TBD	A. To be reviewed in the next quarter.	A. N/A
7. Quality Management	TBD	A. To be reviewed in the next quarter.	A. N/A

PMBOK Area	Risk Rating (August 31, 2021)	Observation	Recommendation
8. Risk Management	Medium	<p>A. The implementation vendor’s weekly status reports include sections for “Issues/Concerns” and “Risks”. The first eight reports have indicated there are no concerns at this time. However, the vendor’s Project Manager has discussed topics that could become potential issues, such as additional scope, external dependencies and IndyGo’s staff availability to perform reviews.</p> <p>B. Since risk issues have not yet been identified on the weekly status reports or calls, it is not known whether the implementation vendor has a formal Risk Log. Also, minutes of the meetings are not produced for future reference or dispute resolution.</p>	<p>A. IndyGo should request that the implementation vendor capture all potential issues, especially those related to possible scope revisions or change orders. The project has burned approximately 30% of its projected schedule, so emerging issues should be identified now. This will allow IndyGo to consider the impact on its schedule and cost, and escalate any matters to its D365 Steering Committee promptly.</p> <p>B. IndyGo should ensure that the implementation vendor will maintain a Risk Log. The Log should track the assigned responsibility, risk severity, duration and impact on cost or schedule. Proposed solutions and the ultimate resolution should be documented.</p>
9. Procurement Management	Low	<p>A. A competitively-bid contract is in place with the implementation vendor. The contract and related SOW include provisions and specified billing rates for additional services.</p>	<p>A. None.</p>
10. Stakeholder Management	Low	<p>A. The Project Manager for the implementation vendor has led weekly D365 upgrade status meetings. The weekly status reports include project summary schedule, deliverable milestones, accomplishments and issues. The meetings allow time for questions.</p> <p>B. An Executive Steering Committee for the D365 project has been established, to periodically review risks to cost or schedule, and take corrective actions.</p>	<p>A. None.</p> <p>B. None.</p>

## APPENDIX A — RATINGS AND DEFINITIONS

Observation Risk Rating Definitions	
Rating	Definition
Low	<ul style="list-style-type: none"> <li>Risk to achieving stated objective, or PMBOK area best practice, is low.</li> <li>Meeting these areas represents best practice for IndyGo.</li> </ul>
Medium	<ul style="list-style-type: none"> <li>Risk to achieving stated objective, or PMBOK area best practice, is moderate.</li> <li>Opportunity exists for improvement.</li> <li>Risk should be addressed in the near term.</li> </ul>
High	<ul style="list-style-type: none"> <li>Risk to achieving stated objective, or PMBOK area best practice, is high.</li> <li>Improvements are needed to help IndyGo meet its goals, improve its processes or internal control structure, and further protect its brand.</li> <li>Risk should be addressed immediately.</li> </ul>

Report Rating Definitions	
Rating	Explanation
Low	<ul style="list-style-type: none"> <li>The D365 Project status is adequate.</li> <li>Controls are in place and operating effectively.</li> <li>Minimal improvements are required.</li> <li>Observations are limited to low risk areas or are not pervasive in nature.</li> </ul>
Medium	<ul style="list-style-type: none"> <li>The D365 Project status is potentially off-track.</li> <li>Certain controls are either not in place or are not operating effectively.</li> <li>Improvements are required.</li> <li>Observations were noted in several areas or are pervasive to one PMBOK area.</li> </ul>
High	<ul style="list-style-type: none"> <li>The D365 Project is off-track (as of this reporting date).</li> <li>Several controls were not in place or were not operating effectively for substantial areas.</li> <li>Significant improvements are required.</li> <li>Observations were noted in multiple areas and/or were pervasive.</li> </ul>

## APPENDIX B — PMBOK AREAS AND DEFINITIONS

Project Management Book of Knowledge (PMBOK) Areas (Sixth Edition)	
Area	Definition
<b>1. Integration</b>	Requires each project and product process to be appropriately aligned and connected with other processes to facilitate their coordination.
<b>2. Scope</b>	The processes required to ensure that the project includes all the work required, and only the work required, to complete the project successfully.
<b>3. Time (and Schedule)</b>	The processes required to accomplish timely completion of the project.
<b>4. Cost</b>	The processes involved in planning, estimating, budgeting and controlling costs so that the project can be completed within the approved budget.
<b>5. Human Resources</b>	The processes that organize and manage the project team.
<b>6. Communications</b>	The processes required to ensure timely and appropriate generation, collection, distribution, storage, retrieval and ultimate disposition of project information.
<b>7. Quality</b>	The activities of the performing organization that determine quality policies, objectives, and responsibilities so that the project will satisfy the needs for which it was undertaken.
<b>8. Risk</b>	The processes involved with conducting risk management planning, identification analysis, responses and monitoring and control on a project.
<b>9. Procurement</b>	The processes to purchase or acquire the products and services needed from outside the project team to perform the work.
<b>10. Stakeholder</b>	The process of developing appropriate strategies to effectively engage stakeholders throughout the project life cycle, based on the analysis of their needs, interests and potential impact on the project success.

## Information Update – Governance & Audit Workplan Status Report

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** September 16, 2021

### GOVERNANCE & AUDIT WORKPLAN STATUS REPORT AND 2020-21 PRIOR AUDIT FINDING STATUS PRESENTATION

#### Governance & Audit Work Plan Status Report

Project / Activity	Governance & Audit Committee Meeting					
	FY21			FY22		
	Mar-21	Jun-21	Sep-21	Jan-22	Mar-22	Jun-22
Comprehensive IT Risk Assessment	█					
Fare Collection	█					
Storeroom & Materials Management	█					
Capital Project Management	█					
Memorandums of Understanding Review	█					
Data Analytics	█					
Microsoft D365 Implementation (Ongoing Updates)	█	█	█	█	█	█
Healthcare Costs			█	★		
Annual Risk Refresh			█	★		

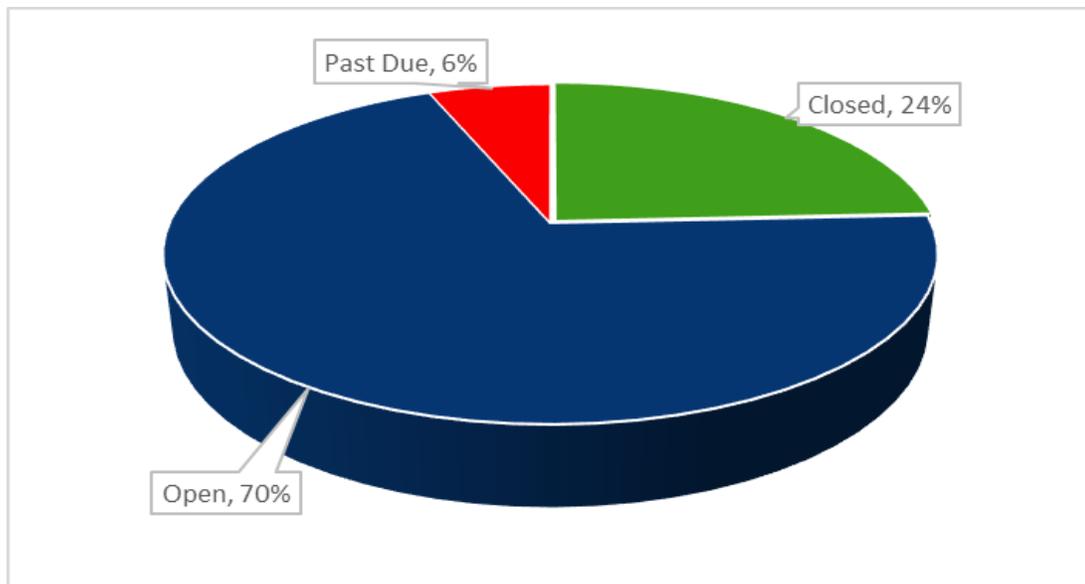
Complete   
 In-Process   
 Planned

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

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

## 2020-21 Prior Audit Findings Status Presentation

Audit Report/Subject	Report Number	Report Issue Date	Corrective Actions			
			Total	Closed	Open	Past Due
Employee Terminations Timely Update in ADP	2020-01	02/27/20	1	1	0	0
Transdev Fuel Purchase Reporting	2020-02	02/27/20	1	1	0	0
Lost and Found Policy Addressing Found Cash	2020-03	02/27/20	1	0	1	0
Lost Revenue - Online Credit Card Error	2020-04	03/30/20	1	1	0	0
Payments Against Expired Agreement-Non-Order Invoices	2020-05	06/20/20	1	1	0	0
BCP Progress Assessment	2020-06	08/31/20	5	0	3	2
Red Line Lessons Learned	2020-07	09/17/20	0	0	0	0
Procurement Process Review	2020-09	01/04/21	4	0	4	0
Strategic & Capital Planning/Grant Management Review	2020-10	08/31/20	7	3	4	0
Compliance Mapping Exercise	2020-11	01/07/21	1	0	1	0
Comprehensive IT Risk Assessment	2020-12	03/04/21	4	0	4	0
Storeroom & Materials Management Review	2021-01	06/08/21	3	1	2	0
Fare Collections Review	2021-02	06/10/21	4	0	4	0
		Total	33	8	23	2
		Percentage		24.24%	69.70%	6.06%



# Governance & Audit Completed Reviews & Audits

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

**RECOMMENDATION:**

Receive the report.

Brian Atkinson  
Deputy of Governance & Audit

## Information Update – Governance & Audit Ethics Hotline Summary Report

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** September 16, 2021

### GOVERNANCE & AUDIT ETHICS HOTLINE SUMMARY REPORT

## Ethics Hotline Summary Report

Quarter Activity Summary: 7/01/21 through 9/30/21

Method of Submission	Number of Reports
Website	0
Phone call	0
Other	0
<b>Total</b>	<b>0</b>

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

Current Status	Total	1-30 days	31-60 days	60+ days
Preliminary Assessment	0			
Investigation	0			
Completed	0			
<b>Total Claims</b>	<b>0</b>			

12-Month Activity Summary beginning Q4, 2020											
Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
2	1	0	2	0	0	0	1	1	0	0	0

**RECOMMENDATION:**  
 Receive the report.

Brian Atkinson  
 Deputy of Governance & Audit

## Risk and Safety Division Report – August 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** September 23, 2021

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### Risk and Safety

- On Thursday August 5<sup>th</sup> Brian Clem, LaTeeka Washington and Paul Williams met to discuss the implementation of installing UV-C lighting for air disinfecting at our different IndyGo properties. We are working with one of our contracted architect and engineering firms to guide us through the process. IndyGo is looking at having these systems installed during building renovations and plan on having an operating system installed by the end of this year 2021.
- Throughout the month of August, Risk and Safety team members continued to move RFP-21-06-408 for UV-C lighting (Vehicles) through the RFP process. The evaluation team reviewed seven bid proposals and have narrowed down the solutions to one vendor. This information will be presented to the IndyGo Board of Directors in September 2021. This solution will help IndyGo provide some of the cleanest air on a transit vehicle and help reduce the air-borne viral load during the Covid-19 pandemic.
- Throughout the month of August, Risk and Safety, Security and Training, and Information Technology team members worked on the planning of a Cyber Security tabletop exercise to test our internal capabilities. This exercise will be one of many steps to test protocols, procedures, infrastructure, and capabilities. The exercise is scheduled for September 15<sup>th</sup>, 2021. IndyGo will be presented an SSI after action report from the contracted vendor Nuari.
- On Friday, September 13<sup>th</sup>, Kevin Neumann, and Brian Clem participated in an emergency response security event, table-top exercise hosted by the Transportation Security Administration. The event brought eleven employees to the table from different positions. Team members attending the exercise were coach operators, vehicle mechanics, security, dispatchers, customer service, and safety. This exercise was a test for our knowledge, capabilities, and for group to make suggestions on each part of IndyGo's plan. The takeaway identified where communication improvements need to be made in our processes and to understand the prospective of each position during an emergency event. Additional tabletop exercises are in the planning stages currently with one more internally coming before the end of the year.
- On Monday, August 23<sup>rd</sup>, Brian Clem, and Kevin Neumann met with the new open-door contractor RAPT-DEV's general manager regarding the Safety and Insurance expatiations associated with their new contract. This was a productive meeting that involved, required insurance, accident reporting and communication, OSHA worker protections, IndyGo standard operating procedures, vehicle maintenance safety and much more. RAPT-DEV and IndyGo both agreed that Safety is job one and will be working closely in this partnership.

## August 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 August 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>
Calvin Cargile	869	18	27
Efrain Amaya	224	17	18
Joe Monaghan	4142	15	18
Dilexi Rosario	2277	12	15
Vernessa Foster	1975	11	16
Bevelyn Robinson	8194	10	12
Samuel Abebe	8472	7	8
Lakeita Smith	8557	6	8
Garry Staggs	8376	6	10
Laniese Coach	8641	5	7
Reginald Taylor	8673	5	7
Lauren Thomas	8656	5	7
John Ibrahim	9016	3	4
Tiana Treadwell	9008	3	4
Keary Bradford	9191	2	3
Adam Burke	9545	2	2
Elisa Davis	9023	2	4
Kwabena Dinizulu	9261	2	3
Samuel Keller	9195	2	3
Rodney Mason	9362	2	2
Anthony Snow	9268	2	3
Mary Spence	9124	2	3
Angela Williams	9018	2	4
Ella Cartwright	9542	1	2
Maria Cook	9276	1	3
Mikia Hicks	9156	1	3
Jordon Hollonquest	9534	1	2

<b>Robert Lundy</b>	9524	1	2
<b>Jacquece Rutledge</b>	9043	1	4
<b>Roy Shurn</b>	9435	1	2
<b>Soriano Peralta</b>	9742	1	1

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):**

**August 2021**

Annual Safety Performance Targets: for the Risk and Safety Department										
Mode of Service	Fatalities (total)	Fatalities (per 100k VRM)	Injuries (total)	Injuries (per 100k VRM)	Safety Events (total)	Safety Events (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Near Miss Safety Events Reported vs Closed
Fixed Route	0	0.00	2	0.34	7	1.21	0.00	↓	0.00	↓
Para Transit	0	0.00	1	0.8	0	0.00	0.00	↓	0.00	↓
Bus Rapid Transit (BRT)	0	0.00	2	4.02	3	6.04	0.00	↓	0.00	↓
<b>All Modes of Service</b>	<b>0</b>	<b>0.00</b>	<b>5</b>	<b>0.66</b>	<b>10</b>	<b>1.32</b>	<b>0.00</b>	<b>4.5</b>	<b>0.00</b>	<b>0 - Open</b>
<i>2021 Objective Targets (SPT)</i>	<i>0</i>	<i>0</i>	<i>&lt; 2.5</i>	<i>&lt; .25</i>	<i>&lt; 15 per Quarter</i>	<i>&lt; 1.5</i>	<i>&lt; .0000075 This is no more than one per month.</i>	<i>&lt; 1.8</i>	<i>&lt; .0000075 This is no more than one accident per month.</i>	<i>&lt; 30 days reported to closed and no more than</i>
<b>2021 Risk and Safety Goals</b>	<i>Eliminate vehicle and employee fatalities</i>	<i>Eliminate vehicle and employee fatalities</i>	<i>Reduce or eliminate injuries to workers and passengers</i>	<i>Reduce or eliminate injuries to workers and passengers</i>	<i>Reduce or Eliminate NTD Safety Events</i>	<i>Reduce or Eliminate NTD Safety Events</i>	<i>Eliminate Operator assaults to ZERO</i>	<i>Reduce Preventable Accidents to the lowest acceptable level</i>	<i>Eliminate Pedestrian strikes and accidents to ZERO</i>	<i>Positively change safety culture with non-punitive reporting</i>
<b>SPT = Safety Performance Target</b> <b>VRM= Vehicle Revenue Mile</b>										

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

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

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

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

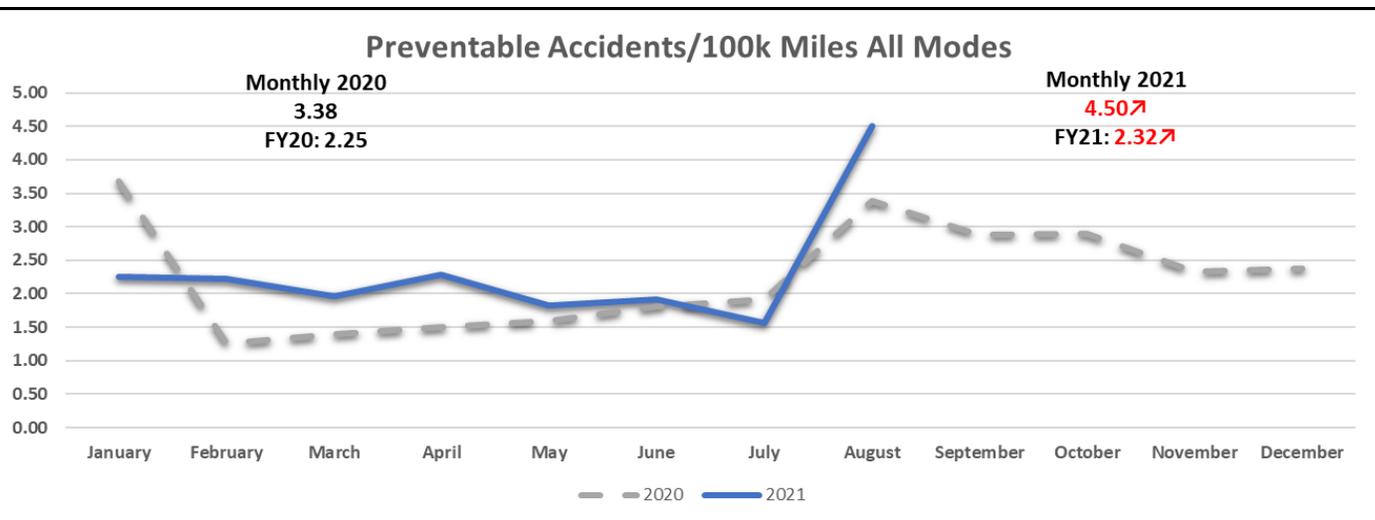
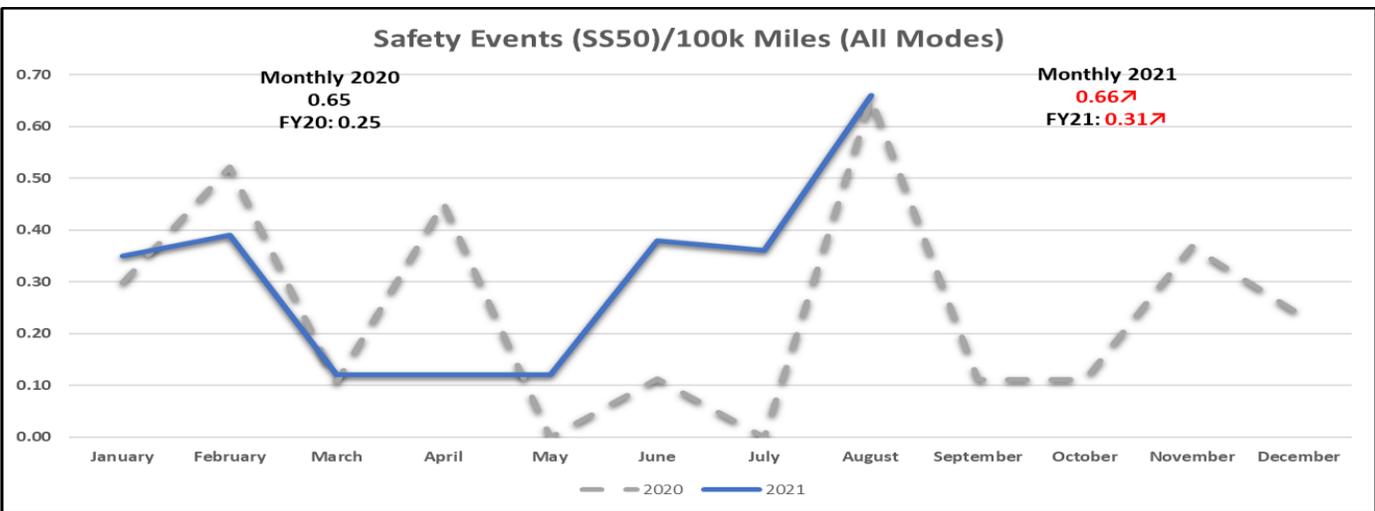
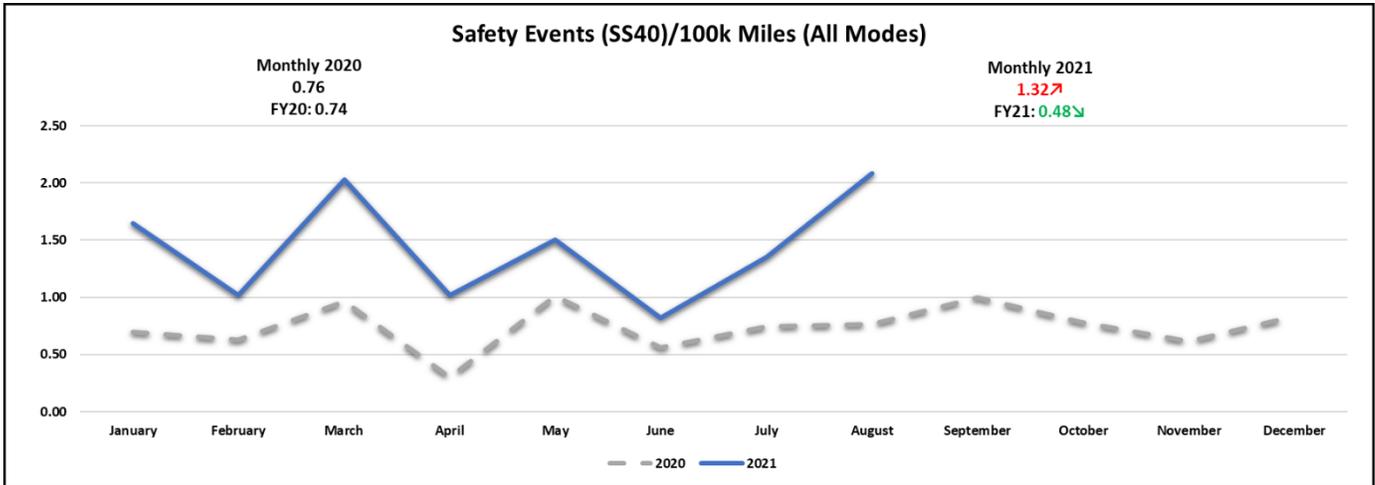
**Preventable Accidents:** Defined by the National Safety Council as: “An occurrence involving an employer owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.”

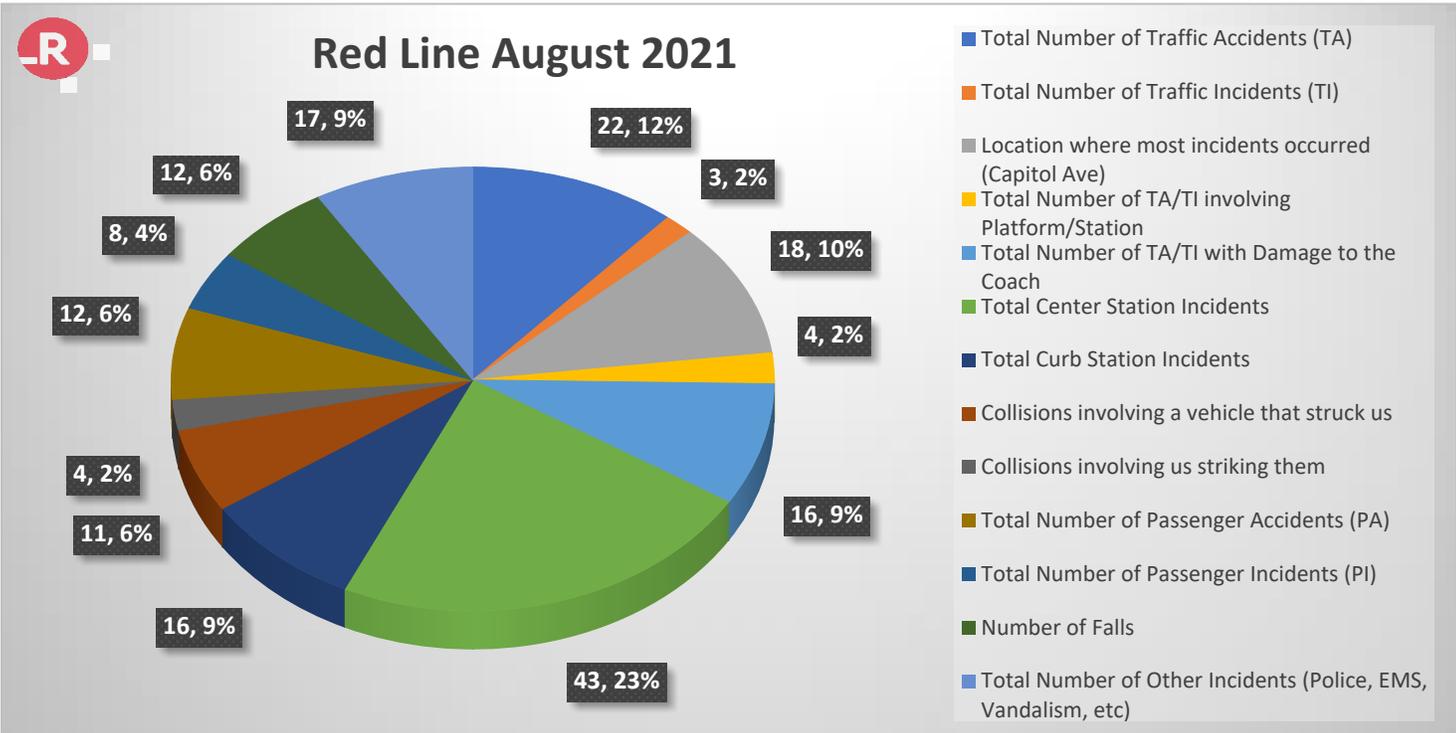
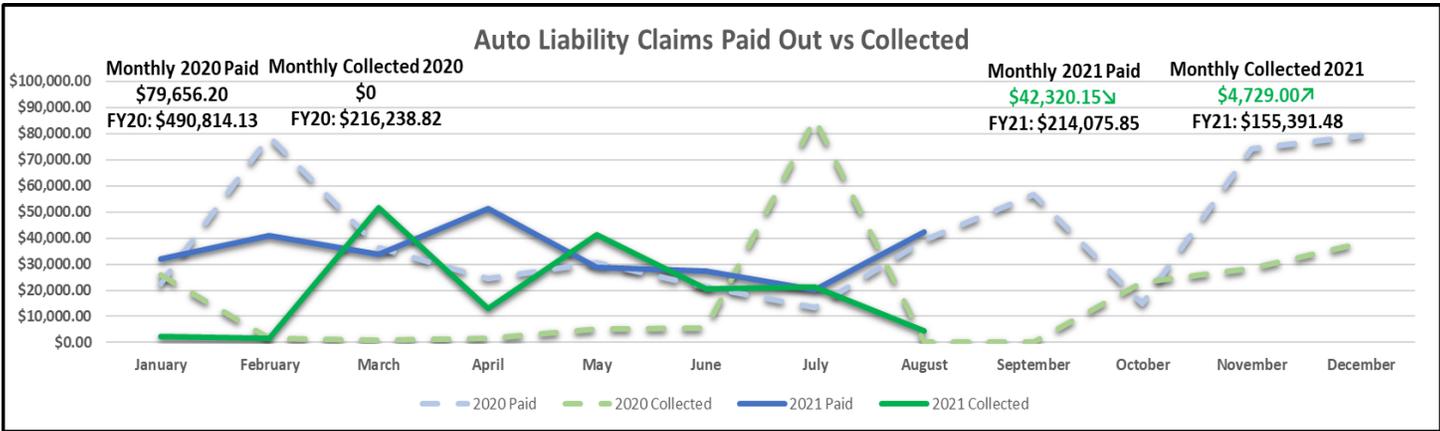
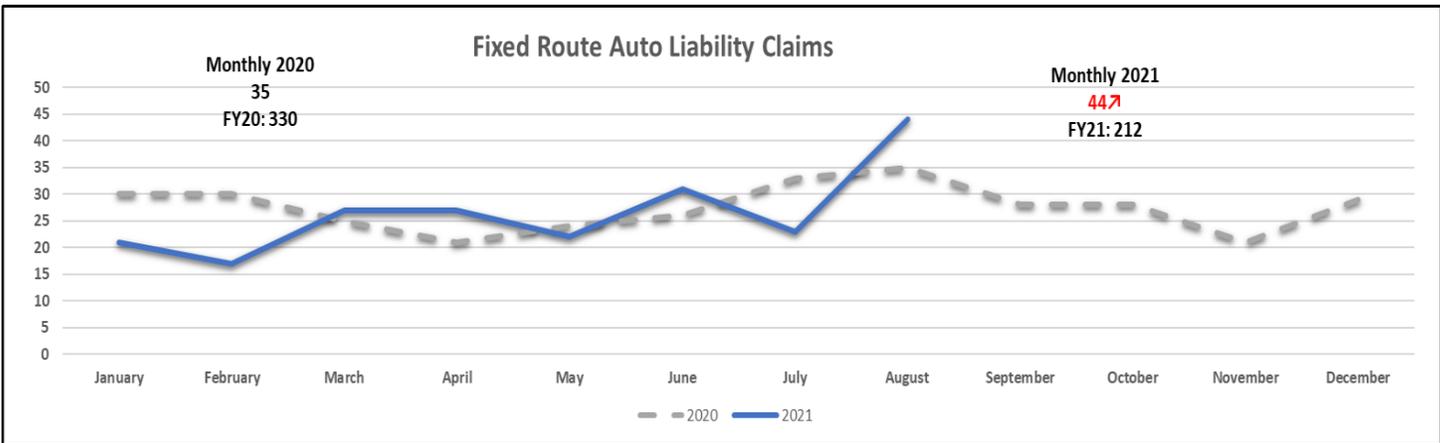
**Pedestrian Strikes:** The National Highway Traffic Safety Association (NHTSA) defines as those involving one moving vehicle striking a pedestrian

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

## Safety and Accident Data

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





**End of Report**

## Planning & Capital Projects Division Report – August 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**Date:** September 23, 2021

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### **STRATEGIC PLANNING**

#### *Project Development / Innovation*

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

Staff continue to work with subject matter experts at Clever Consulting Group to develop a mobility integration framework, which is what is required to prepare an RFP (or family of RFPs) to procure one or more mobility concierge technical solutions. Over the last month, the project team has established a clearer set of goals and objectives for the overall program, reviewed the state of the industry, and reviewed the current IndyGo fare collection systems and related policies with our consultants. The immediate next step will be to better define IndyGo's needs as they relates to its Mobility Concierge Program, which will require further identification of IndyGo's needs as it relates to fare collection, in general.

##### **Mobility Innovation**

IndyGo continues to serve as a technical resource to, and local contact for, the May Mobility team. A Lunch & Learn event, where attendees will describe the job shadowing experience and discuss the ways in which automation can produce benefits to both transit providers and the traveling public, is scheduled for September 16, 2021. As was previously reported this fall, IndyGo staff will assist with development of a customer survey to learn more from this opportunity. See also Information Item I-4 in this month's Board Packet. The slide deck included in this month's board packet offers more detailed information about some of the early successes of and findings from the IUPUI Autonomous Vehicle (AV) shuttle pilot project.

##### **Universal Sponsored Rides Program Pilot, 2021-2022SY**

IndyGo's Universal Sponsored Rides Program Pilot is well into its third year! As reported last 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. Headcount day is Friday, September 17<sup>th</sup> at which time Indiana schools will have established their 2021-2022 enrollment numbers. This is the level of stability we are looking for before moving forward with establishing final enrollment numbers and, in the case of IPS, the number of students in their transition cohort versus the number of students who have opted to use IndyGo rather than yellow school bus services.

#### *Planning Activities: Long-Range Planning*

##### **ADA Paratransit Next Steps (Beyond the ADA)**

Strategic Planning staff continue to support colleagues from Public Affairs and Mobility Services towards successful completion of the ADA Paratransit Next Steps process. Strategic Planning staff presented the draft policy at the IPTC Board of Directors' meeting on August 26, 2021. A panelist discussion highlighting both the process and the new services was recorded in August and posted for viewing in September. Due to a delay in the post-production schedule for the

video recording, the deadline for public comment on the policy was extended to September 15. The draft policy is an action item on the agenda for the Service Committee and IPTC Board of Directors' meeting.

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

IndyGo, in collaboration with the Indianapolis Metropolitan Planning Organization (IMPO), continues to work to turn IndyGo's current future service plan into one that can be implemented incrementally, over time, as funding, staffing, and capacity allow. Operations, Service Planning, and Strategic Planning staff continue to work with the consulting team led by Nelson\Nygaard to develop draft service recommendations, taking into consideration short- and long-term budget targets, among other things.

The project team has convened a committee to serve as their sounding board and connected, or in some cases reconnected, with several key stakeholder groups through a series of kickoff meetings that were held throughout the month of September. More work needs to be done on the technical side before determining what the immediate next steps are from a community and stakeholder outreach and education standpoint. In the meantime, the project team continues to implement components of the community and stakeholder outreach and education plan that was put in place at the beginning of this process, such as the creation of a project webpage on IndyGo's website and arranging for interpretations services for residents whose native language is Spanish, French, or Creole.

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

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

The first deliverable under the On-call Planning Services contract was an RFP for a microtransit pilot. Still in the contract negotiations phase, IndyGo anticipates launching a proof-of-concept microtransit, or mobility-on-demand, pilot to inform the ways in which IndyGo might "right-size" its fleet. Before launching the service, IndyGo will still need to work with the chosen vendor to fully develop the service design and complete the planning phases.

In addition to the RFP for the microtransit pilot, the MOD Assessment will also result in a decision-making framework for prioritizing, implementing, marketing, and evaluating mobility-on-demand services in the near- and long-term. It is anticipated that this work will resume once the microtransit pilot begins to produce some findings.

### **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 team finished reviewing the surveys and is now working through logistics of distributing the survey.

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

It's Official! On Wednesday, September 1 – the second anniversary of the opening of the Red Line – the Metropolitan Development Commission made the amendments to the city's zoning ordinance final! The 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.

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 to propose changes to the local zoning ordinance. Both the strategic text amendments and the 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. This is a giant step forward towards creating a more inclusive and equitable city for our residents, more specifically our riders.

### *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 a complete inventory of all assets – facilities and otherwise. The TAM

Team is updating the current inventory of facilities and exploring the use of a Transit Economic Requirements Model (TERM) Lite, a PC-based computer application designed to estimate transit capital investment needs over an extended time horizon.

Staff are preparing an RFQ for planning support services for the TAMP update, which is to occur by the end of 2022.

### **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 applied 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. In September, IndyGo was informed that they did not receive a grant. The grant was oversubscribed; \$400M was submitted for a grant program that could only award \$88M. IndyGo staff debriefed with FEMA to understand how to improve its grant application.

### **5-Yr Capital Plan Update**

With the adoption of the 5-Yr Capital Plan Budget Summary, IndyGo staff is in the process of preparing an update to IndyGo's 5-year Capital Plan. A companion document to the budget summary, 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. It is anticipated that this update will be brought before the Board as early as October of this year.

### 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 Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) and American Rescue Plan (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 call-for-projects documentation, with a timeline for the call to open in December.

#### **Section 5310 Program Oversight**

Two Section 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.

Both recipients have received their insurance settlements. Both recipients wish to replace the vehicles with new vehicles, through IndyGo. IndyGo will hold the checks and place an order for replacement vehicles once QPA pricing is available.

#### **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. Staff continue to support county staff in the transition. A reminder email was sent to each county, noting that INDOT will stop reimbursing trips that occur after January 1, 2022.

#### **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 like the existing Section 5310 process. IndyGo staff are investigating the next steps in that process but prioritizing Section 5310 – Stimulus and Section 5307 Transition.

## **Suburban Transit Planning**

The Northern Johnson County Transit Plan is underway. IndyGo is providing technical support. The project team has finished a draft that is out for stakeholder review.

## **Indianapolis MPO SFY 2025 Call for Projects (CFP)**

The IMPO announced that the State Fiscal Year (SFY) 2024-2025 CFP is now open. Applications are due on October 15, 2021. IndyGo is planning to submit a project application seeking funding for bus rapid transit vehicles. 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. In addition to IndyGo, there are two other public entities that serve as hosts to these fellows: City of Indianapolis and Indianapolis Airport Authority.

The Fellows for the current school year (2021-2022) will be working with IndyGo until August 2022. IndyGo anticipates onboarding its next graduate student by the end of September.

## **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.

At this writing, most of the coordination for the North Split is occurring directly between INDOT and Operations.

## **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 updated 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.

The draft Coordinated Plan Update was sent to stakeholders for review. IndyGo staff reviewed and provided comments. The plan is on-track for approval at the IMPO Transportation policy Committee in October.

## **Site Equity Analysis: Southern Madison Avenue Mobility Hub**

IndyGo purchased a new property adjacent to its South Red Line Charging Station. As the purchase was not part of a National Environmental Protection Act (NEPA) project, nor considered an amenity, the property acquisition was evaluated through a Site Equity Analysis, as required by Title VI, to ensure the purchase did not have any disparate impacts or disproportionate burdens, whether intentional or unintentional. The outreach for the project was completed in June, along with the analysis, but the final report was not completed until September. The report found that the preferred site was not chosen considering race, income, or ethnicity and that IndyGo's use of the site and acquisition did not present a disparate impact or disproportionate burden. Site Equity Analyses do not need to be presented to the IPTC Board of Directors for approval but will be included in the next update of IndyGo's Title VI Program Update.

## **ENGINEERING & CONSTRUCTION**

### **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 reviewed by FTA. 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 completed and reviewed by IndyGo, Citizen's Energy Group and Indianapolis DPW. 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 Spring 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 2<sup>nd</sup> 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**

The Purple Line Small Starts Construction Grant Agreement (SSGA) was executed with the Federal Transit Administration in August 2021 and IFB 21-05-385 Purple Line Bus Rapid Transit Project was released on September 10, 2021 for contractor selection. Two bid packages are being solicited. Package A includes all civil/roadway work, including drainage. Package B includes all station and communications work. IndyGo may select either two separate contractors (one for each package) or a single contractor (Combining packages A and B). Bids are due October 28, 2021. Construction is expected to start at the beginning of 2022.

### **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 Morphe 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**

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. Construction has started and is expected to be completed and ready for staff move-in November 2021. Phase 3 has been pushed to Spring construction with an advertisement December/January. This work includes parking facilities for paratransit vehicles. A recommended contractor will be presented to the Board for approval at January Board.

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 October/November 2021 with a recommended contractor being presented to the Board for approval at December Board Meeting. Design for the new garage is underway and will be ready for advertisement for a contractor May 2022.

Woolpert has prepared documents and designs for East Campus A Building. Boyle Construction is the contractor performing the renovations. Construction will begin October 2021 with an expected completion date of February 2022.

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 South Madison Ave.). This work should be completed in Fall 2021. The North Charging Station is ready for occupancy.

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

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

Respectfully submitted,

**Jennifer Pyrz, PE**

Vice President of Infrastructure, Strategy, and Innovation



## Public Affairs Division Report – August 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Communications and Marketing Lesley Gordon  
**Date:** September 23, 2021

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR August 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

# August 2021 Board Report



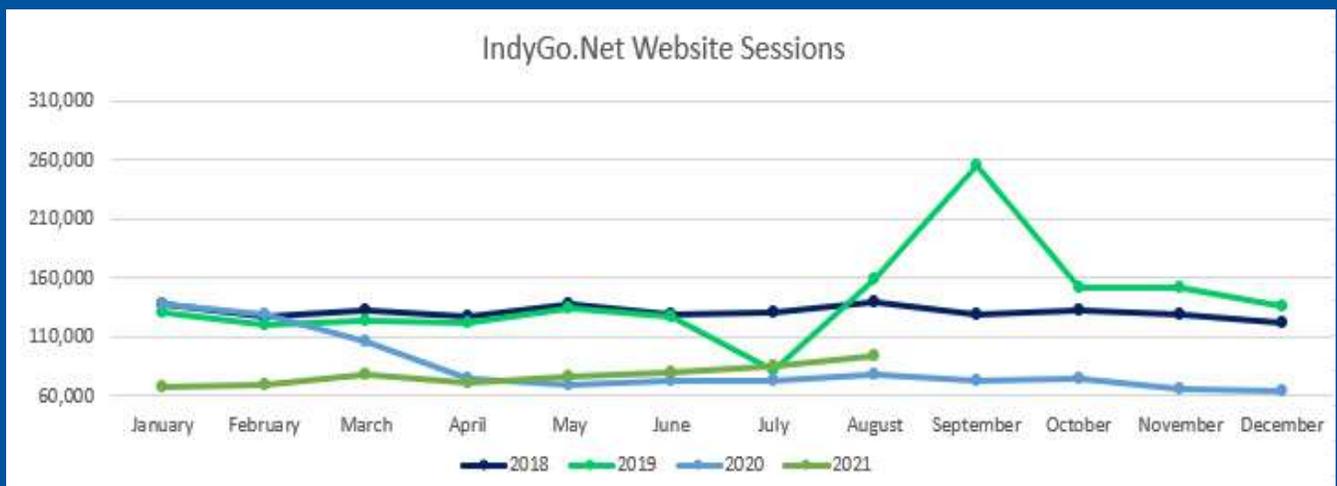
## INDYGO.NET WEBSITE STATISTICS:

(8/1/2021-8/31/2021)

Page Views	207,293
Bounce Rate	49.30%
New Users	31,817
Returning Users	14,498
Total Sessions	93,775
Total Monthly Sessions Comparison to Previous Year	↑ 21%

## Mobile Share

Date	Mobile	Desktop	Tablet
Aug-21	80.81%	18.16%	1.04%
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%



## Media Mention Highlights

Update: IndyGo to Award New Contract for Paratransit Services

IndyGo Studying Expanded Access for Disabled Riders

LOCAL

IndyGo bus system to eliminate 7-day paper passes for tap cards, app



A MyKey pass card from the IndyGo bus system. (Photo Provided/IndyGo)

NEWS

IndyGo announces \$81 million grant award for Purple Line project



A rendering of the Richardt Purple Line Station

INSIDE INDIANA BUSINESS

IndyGo secures \$81M in federal funds for Purple Line bus rapid transit

LOCAL NEWS

\$81 million grant awarded for Indianapolis rapid transit project

The Purple Line will include nearly 10 miles of new bus lanes, 18 new stations and 15 more 60-foot electric buses.

NEWS

# \$81 million federal grant awarded to IndyGo for Purple Line project

### Topics Include:

In August, the \$81 million federal grant for the Purple Line project dominated IndyGo's media coverage. In addition to the federal grant, the IPS partnership, the foundation's Glick grant, and ridership was also hot topics for media coverage. The IPS partnership was mainly covered by television outlets. The foundation's Glick grant was mainly covered by television outlets. Lastly, ridership was mainly covered by television outlets. IndyGo was mentioned in the media more than **122 times** in August.

# Social Performance:

## Facebook

- Had a total of **18,037 organic impressions** (40% increase from previous month)
- **6,217 post engagements** (40% increase from previous month)
- **11,051 page likes** (11,024 previous month) and **11,108 page follows** (11,070 previous month)

**IndyGo**  
August 24 at 2:07 PM

Improved and expanded transit service is underway 🚧🚧 Today, the Federal Transit Administration (FTA) awarded us \$80.975 million for the construction of the Purple Line! 🎉🎉🎉 Learn how this funding will improve one of our highest ridership routes below.  
👉: <https://www.indygo.net/indygo-announces-purple-line-funding/>

News Release 📄

# IndyGo Announces Purple Line Funding

**IndyGo**  
August 17 at 6:00 PM

Our Coach Operators make a positive impact in our community, but most importantly, with our riders. Are you a compassionate relationship-builder? We're hiring people with a strong drive to serve their city. Join the IndyGo family and APPLY today! <https://www.indygo.net/employment/>

#WHYDRIVEINDYGO

**Dilexi Rosario**  
Coach Operator

"Working at IndyGo for the past 15 years has allowed me to grow and reach my full potential. As a Coach Operator, I sometimes communicate with riders that don't speak English as their first language. When I come across riders that speak Spanish and they realize I also speak Spanish, it puts them at ease and makes them more comfortable when riding with IndyGo."

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

**IndyGo**  
August 4

16,700 People Reached

As students head back to school, we welcome new IndyGo passengers as we build the next generation of transit riders. Learn about our partnership with Indianapolis Public Schools and how other schools in our Student Sponsored Rides Program are increasing student mobility:  
<https://www.indygo.net/indygo-welcomes-new-ips-student-rid.../>

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

**IndyGo**  
August 6

7,887 People Reached

Congratulations to our newest graduating class! Today, we celebrated and recognized our newest Operators. Now, they're official and will steer the wheel next week! We welcome them to the streets as they move our city forward. 🚗



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

6,553 People Reached      98 Engagements

[Boost Post](#)

Lorrie Parks, The Uniform House and 18 others      3 Comments 1 Share

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

3,739 People Reached      696 Engagements

[Boost Post](#)

Patrick Woods, Kendra S Johnson and 137 others      26 Comments 12 Shares

## Instagram

- Generated **16,871 impressions** (45% increase from previous month)
- **1,269** total engagements (6% increase from previous month); **3.8%** engagement rate
- Generated **35** new followers; 3,172 Current followers



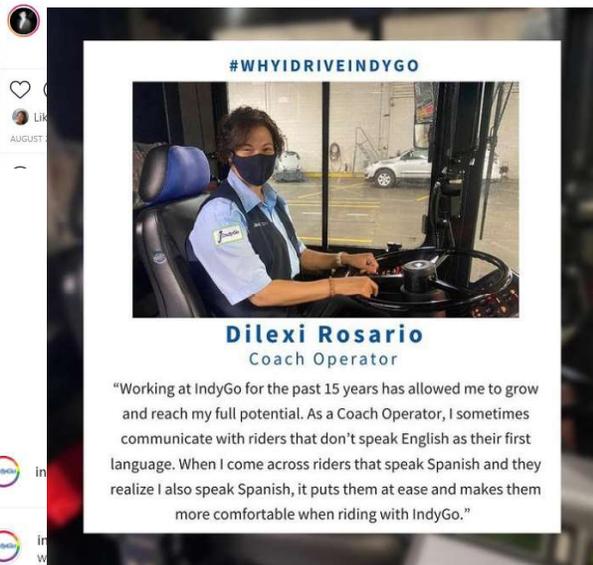
indygobus

indygobus Improved and expanded transit service is underway 🚗🚏  
Today, the Federal Transit Administration awarded us \$80.975 million for the construction of the Purple Line! 🎉🇺🇸🇨🇦 Learn how this funding will improve one of our highest ridership routes by visiting the link in our bio.

3w

wpurpose Wow... Bliss

3w 2 likes Reply



indygobus

indygobus Our Coach Operators make a positive impact in our community, but most importantly, with our riders. Are you a compassionate relationship-builder? We're hiring people with a strong drive to serve their city. Join the IndyGo family and APPLY today! Link in bio!

4w

southernharmony Great job, IndyGo, spotlighting Dilexi! (I'm a little biased but she's my favorite driver!) 🥰❤️

4w 1 like Reply

gumercindorosario 🙌🙌🙌❤️

Liked by supalesmaonegordon and others

AUGUST 17

Add a comment... Post



indygobus

indygobus CEO Inez Evans is rocking her brand new IndyGo shoes! We hope all our riders start their weekend on the right foot. 🥰

2w

faithchadwick6 omg, too cool!!

2w 1 like Reply

claremeo

2w 1 like

howard\_st

Liked by supalesmaonegordon and others

AUGUST 27



indygobus

indygobus Music in Transit is back! 🎸🎤 The award-winning concert web series presented by Square Cat Vinyl, returns for its third season tomorrow. Be on the lookout for the premiere video. Link in bio!

Trent Tomlinson

2w

jakehuber\_@documentary

2w 1 like Reply

View replies (1)

## Twitter

- Had a total of **170,500 organic impressions** (44% increase from previous month)
  - Earned **5,500 impressions** per day
- **160** retweets, **596** likes, **55** replies, **294** link clicks, **1.2%** engagement rate
- Generated **29 new** followers; **6,108** current followers

**IndyGo** @IndyGoBus

Improved and expanded transit service is underway 🛠️  
 Today, the @FTA\_DOT awarded us \$80.975 million for the construction of the Purple Line! 🥂💜🚌 Learn how this funding will improve one of our highest ridership routes below. [indygo.net/indygo-announc...](https://indygo.net/indygo-announc...)

News Release 📰



2:07 PM · Aug 24, 2021 · Twitter Web App

**IndyGo** @IndyGoBus · Aug 30

We experienced so much success from the last pop-up clinic, we decided to do it again! 🥂 Get your COVID-19 vaccine and receive FREE access to IndyGo for an entire month! We're thankful for our partners for making this pop-up clinic possible once again. [indygo.net/indygo-hosts-f...](https://indygo.net/indygo-hosts-f...)



IndyGo Hosts Free Pop-Up Vaccination Clinic at Carson Transit Cente...  
 INDIANAPOLIS (Aug. 30, 2021) – Get a COVID-19 vaccine, receive free access to IndyGo for an entire month. It's an exciting incentiv...  
[indygo.net](https://indygo.net)

2 replies 23 retweets 28 likes

**IndyGo** @IndyGoBus

Welcome back to school! We're excited to partner with @IPSschools to provide students direct transit access to and from school. We caught up with Supt. @AleesiaJohnson this morning as she rode the Red Line in with students to @Shortridge!



IPS and Shortridge High School

11:13 AM · Aug 2, 2021 · Twitter Web App

**IndyGo** @IndyGoBus

Getting a kick start to the weekend 🎉🌟 Our President and CEO Inez Evans is rocking her brand new IndyGo shoes! We hope all our riders start their weekend on the right foot. 😊



9:49 AM · Aug 27, 2021 · Twitter Web App

View Tweet activity

1 Retweet 3 Quote Tweets 28 Likes

## LinkedIn

- Generated **19,730 impressions** (77% increase from previous month)
- **2,137** total engagements; **3%** engagement rate
- Generated **65** new followers; 2,201 Current followers

IndyGo  
2,201 followers  
2w • 🌐

Getting a kick start to the weekend 🌤️🌟 Our President and CEO **Inez Evans** is rocking her brand new IndyGo shoes! We hope all our riders start their weekend on the right foot. 😊



with Inez Evans

👍❤️🌟 175 • 31 comments

👍 Like      💬 Comment

IndyGo  
2,201 followers  
3w • Edited • 🌐

Happy second anniversary to our President & CEO **Inez Evans** 🎉🌟 Throughout her two years here, Inez has demonstrated exceptional leadership for IndyGo and the City of Indianapolis. From expanding the IndyGo footprint to incre...see more



Happy 2nd Anniversary  
Inez Evans!

👍❤️🌟 98 • 10 comments

👍 Like      💬 Comment

IndyGo  
2,201 followers  
3w • 🌐

Improved and expanded transit service is underway 🚧🚗 Today, the **Federal Transit Administration** awarded us \$80.975 million for the construction of the Purple Line! 🎉💜🚗 Learn how this funding will improve one of our l...see more



IndyGo Announces Purple Line Funding - IndyGo  
indygo.net • 2 min read

👍❤️🌟 81 • 2 comments

👍 Like      💬 Comment

IndyGo  
2,201 followers  
2w • 🌐

We experienced so much success from the last pop-up clinic, we decided to do it again! 🎉👩🏻 Get your COVID-19 vaccine and receive FREE access to IndyGo for an entire month! Visit the Carson Transit Center this Friday from 8 a.m. to ...see more



IndyGo Hosts Free Pop-Up Vaccination Clinic at Carson Transit Center - IndyGo  
indygo.net • 3 min read

👍❤️🌟 22 • 1 comment

👍 Like      💬 Comment

Organic impressions: 807 Impressions      Show stats ▾

## Email Marketing:

### AUGUST NEWSLETTER

- 6,665 recipients (4% increase from previous month)
- 17.22% CTR
- 2.70% Open Rate

The screenshot shows an email newsletter with the following content:

- INSIDEINDYGO** logo at the top.
- A green banner with the text: **INSIDE INDYGO THIS SEPTEMBER**
- A section titled **Purple Line Construction: Coming Soon!** featuring a "News Release" icon and a cityscape background. The main headline reads: **IndyGo Announces Purple Line Funding**. Below the headline, the text states: "Improved and expanded transit service is underway. Earlier this week, the Federal Transit Administration (FTA) awarded IndyGo \$80.975 million for the construction of the Purple Line! Learn how this funding will improve one of our highest ridership routes [here](#)."
- A section titled **7-Day Paper Bus Pass Discontinued** with a background image of an IndyGo bus. It includes the text: "ATTENTION RIDERS" and "EFFECTIVE Aug 31, 2021". A red 7-day paper pass is shown. Below, it says: "IndyGo will no longer sell the 7-day paper pass. Any 7-day passes purchased before that date will still be VALID." The **mykey** logo is also present, with the text: "IndyGo encourages riders to download" and a QR code.

## Creative Projects

- 27 completed projects through SySAid
  - Golf Outing signage
  - Professional headshots

## Outreach Summary: August 2021

Outreach in August reached 6,680 people. Efforts focused on community events, travel trainings and outreach to the disability community for the Beyond ADA draft policy.

Staff developed a draft policy about a new premium paratransit service, known as Beyond ADA, that was posted on the website to solicit additional public input through Sept. 15. To encourage participation in the public comment period, the policy was sent by mail to Open Door riders living in the defined premium area. Emails were sent to active riders and service agency partners. Weekly voice messages were sent to all Open Door riders. Based on comments during this period, the draft policy will be reviewed, updated (if needed) and presented in its final draft form during a hearing at the Sept. Board of Directors meeting.

Community events in August included back to school events with Coburn Place and Deborah's Place, both serving survivors of domestic violence. IndyGo staff donated 50 backpacks for the Deborah's Place event that was held along the Purple Line. IndyGo also participated in Asian Festival as well as the Far Eastside Festival which allowed IndyGo to reach over 1,000 residents along the Purple Line.

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

IndyGo trained 50 students and staff at Ben Davis High School through the travel training program.

## August Outreach Events:

Date	Name of Event
1 Aug 2021	IndyGo Now
4 Aug 2021	Food in Transit
5 Aug 2021	Community Services Fair/Back to School Night Coburn Place
6 Aug 2021	Safe Summer
7 Aug 2021	Asian Fest
7 Aug 2021	Far Eastside Festival
7 Aug 2021	Deborah's Place Backpack Give Away
11 Aug 2021	Travel Training: Ben Davis
19 Aug 2021	Food in Transit
12 Aug 2021	Travel Training: Ben Davis
18 Aug 2021	Notifications for Beyond ADA Draft Policy
19 Aug 2021	Food in Transit
19 Aug 2021	Service Committee Meeting
19 Aug 2021	Finance Committee Meeting
18 Aug 2021	Food in Transit
26 Aug 2021	July Board Meeting
21 Aug 2021	Garfield Park Farmers Market
26 Aug 2021	Recovery Cafe



## Operations Division Report – August 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Operations/COO Aaron Vogel  
**Date:** September 23, 2021

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### OPERATIONS DIVISION REPORT – August 2021

#### SERVICE PLANNING

##### SERVICE SCHEDULING:

The Operator Service Bid 2110 takes effect on October 10, 2021 and will operate through February 12, 2022. Schedule time adjustments are being made for numerous routes to improve on-time performance.

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

IndyGo released a construction bid for bus stop improvements along E 42<sup>nd</sup> St, N Post Rd, and N Mitthoefer Rd on the east side but did not get much contractor interest for fall construction. It was decided to re-bid this project later this fall for Spring 2022 construction. This project will be combined with bus stop construction on the west side, including bus stops along Eagle Creek Parkway, High School Road, and W. 46<sup>th</sup> Street.

Additional bus stop design projects are underway with IndyGo's on-call engineering contractor, Lochmueller. 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:

The Operations Performance Team analyzed IndyGo's historical maintenance data to derive baselines for establishing and implementing KPIs for the Maintenance Department. One of the KPIs measures technician work-order labor time versus technician's actual paid working hours. This 12-week KPI measurement has helped the technicians initiate process improvements that resulted in more accurate labor costs for each bus.

The Operations Performance Team will also be implementing a KPI for the Maintenance Department that measures specific job type Standard Labor Times (SLT) compared to a technician's actual work order labor times to improve performance and ultimately reduce operating costs.

**FIXED ROUTE RIDERSHIP:**

<b>Aug-20</b>	<b>Aug-21</b>	<b>% Change</b>	<b>IndyGo Fixed Route Ridership</b>	<b>2020</b>	<b>2021</b>	<b>% Change</b>
7,342	7,428	1.2%	<b>2 E. 34th St.</b>	66,277	49,355	-25.5%
15,666	17,571	12.2%	<b>3 Michigan St.</b>	141,322	122,656	-13.2%
6,272	6,345	1.2%	<b>4 Fort Harrison</b>	52,572	40,906	-22.2%
8,323	7,744	-7.0%	<b>5 E. 25th</b>	76,112	57,314	-24.7%
5,082	6,406	26.1%	<b>6 N. Harding</b>	51,085	42,727	-16.4%
83,962	76,909	-8.4%	<b>8 Washington St.</b>	686,186	583,888	-14.9%
51,506	49,034	-4.8%	<b>10 10th St.</b>	438,162	357,946	-18.3%
2,364	2,433	2.9%	<b>11 E. 16th St.</b>	22,743	17,674	-22.3%
1,869	2,000	7.0%	<b>12 Minnesota</b>	17,027	14,378	-15.6%
1,288	1,380	7.1%	<b>13 Raymond</b>	11,646	11,069	-5.0%
3,817	3,730	-2.3%	<b>14 Prospect</b>	33,521	26,755	-20.2%
7,818	9,280	18.7%	<b>15 Riverside</b>	70,400	61,005	-13.3%
7,905	8,003	1.2%	<b>16 Beech Grove</b>	60,855	56,004	-8.0%
3,370	3,167	-6.0%	<b>18 Broad Ripple</b>	30,531	22,315	-26.9%
13,140	13,238	0.7%	<b>19 Castleton</b>	111,125	92,564	-16.7%
8,980	9,395	4.6%	<b>21 East 21st St.</b>	75,465	72,133	-4.4%
8,253	7,070	-14.3%	<b>24 Mars Hill</b>	62,474	59,900	-4.1%
7,714	8,232	6.7%	<b>25 W. 16th St.</b>	64,804	58,110	-10.3%
10,159	8,352	-17.8%	<b>26 Keystone</b>	83,604	63,725	-23.8%
6,313	6,671	5.7%	<b>28 St. Vincent</b>	56,650	46,644	-17.7%
4,349	4,616	6.1%	<b>30 30th St.</b>	39,648	29,517	-25.6%
6,311	5,989	-5.1%	<b>31 US 31</b>	54,748	44,230	-19.2%
14,410	14,379	-0.2%	<b>34 Michigan Rd.</b>	127,971	107,751	-15.8%
19,531	18,896	-3.3%	<b>37 Park 100</b>	154,114	142,878	-7.3%
12,231	10,860	-11.2%	<b>38 Lafayette Square</b>	101,133	86,762	-14.2%
43,659	46,652	6.9%	<b>39 E. 38th St.</b>	384,988	313,014	-18.7%
2,812	2,728	-3.0%	<b>55 English</b>	24,763	19,490	-21.3%
6,749	6,803	0.8%	<b>86 86th Street Crosstown</b>	51,657	50,355	-2.5%
6,851	6,361	-7.2%	<b>87 Eastside Circulator</b>	54,674	51,004	-6.7%
70,558	76,148	7.9%	<b>90 Red Line - BRT</b>	646,788	552,737	-14.5%
964	732	-24.1%	<b>901 Nora</b>	7,568	6,996	-7.6%
5,140	4,417	-14.1%	<b>902 County Line</b>	37,960	35,340	-6.9%
15	28	86.7%	<b>Others</b>	713	620	-13.0%
<b>454,723</b>	<b>452,997</b>	<b>-0.4%</b>	<b>Total</b>	<b>3,899,286</b>	<b>3,297,762</b>	<b>-15.4%</b>

16,665	18,076	8.5%	<b>Open Door on Fixed Route</b>	129,100	123,108	-4.6%
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*YTD ridership may be updated from prior periods due to buses being probed after the 10<sup>th</sup> of the month.*

## TRANSPORTATION SERVICES

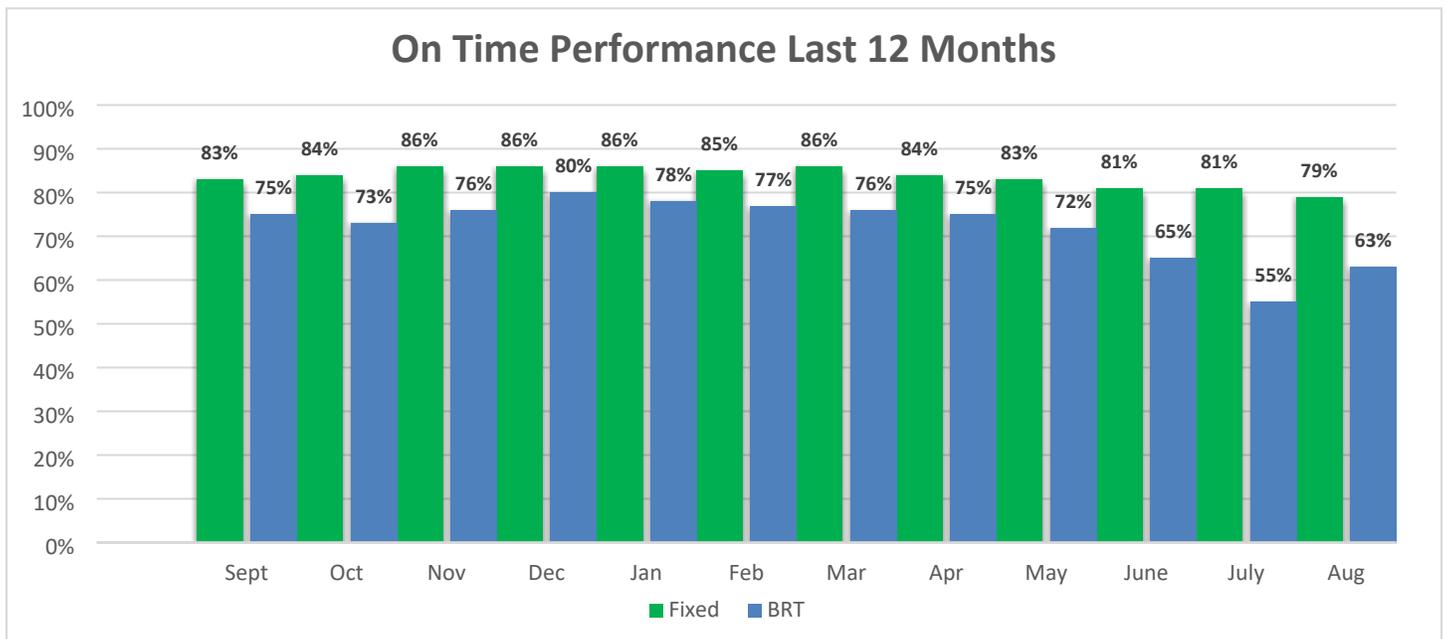
### 90% CLUB:

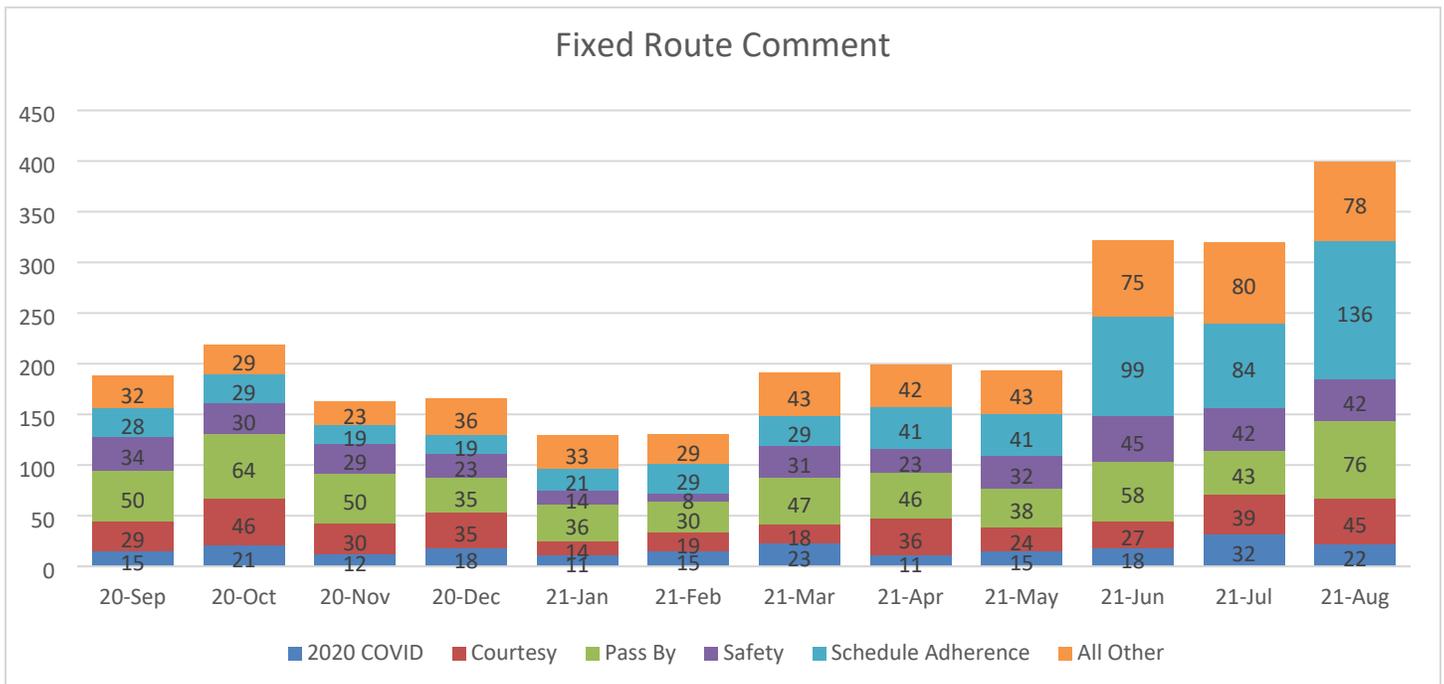
The following operators achieved an on-time performance rating of 90% or better during the month of August. Each name is entered into a drawing that is held each month from this group of Operators. The winner receives an extra personal day.

The winner for August: Peter Reintjes # 5109

Hazen, William  
 Crutch, Parrish  
 Rosario Gonzalez,  
 Dilexi  
 Lewis, Eugene  
 Arnold, Mikiaiah  
 Carpenter  
 Williams, Lakisha  
 Hook, Sandra  
 Williams, Mary  
 Thein, Stephen  
 Boston, Joel  
 Bradford, Keary  
 Brent, Shanta  
 Mason, Rodney

White, Anthony  
 Duncan, Scott  
 Feiock, Robert  
 Harris, Shamika  
 Mcleod, Timothy  
 Reintjes, Peter  
 Anderson, Treva  
 Hinton, Lacreteria  
 Horst, Martin  
 Jones, Darrell  
 Norfolk, Terry  
 Wellington,  
 Corene





**COMMENDATIONS:**

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

**Fixed Route**

Leo Scott - 5447  
Chandra Williams - 9539

Tanya Johnson - 9570  
Deborah Carter – 8953

Aaron Sanders - 9759  
Joyce Ledell - 3395

**Supervisors**

Llarse Clemons

Charles Cummins

Michelle Anderson

**Mobility Services**

Reservations: Karen and Carla

**VEHICLE MAINTENANCE AND FACILITIES SERVICES**

**FACILITIES**

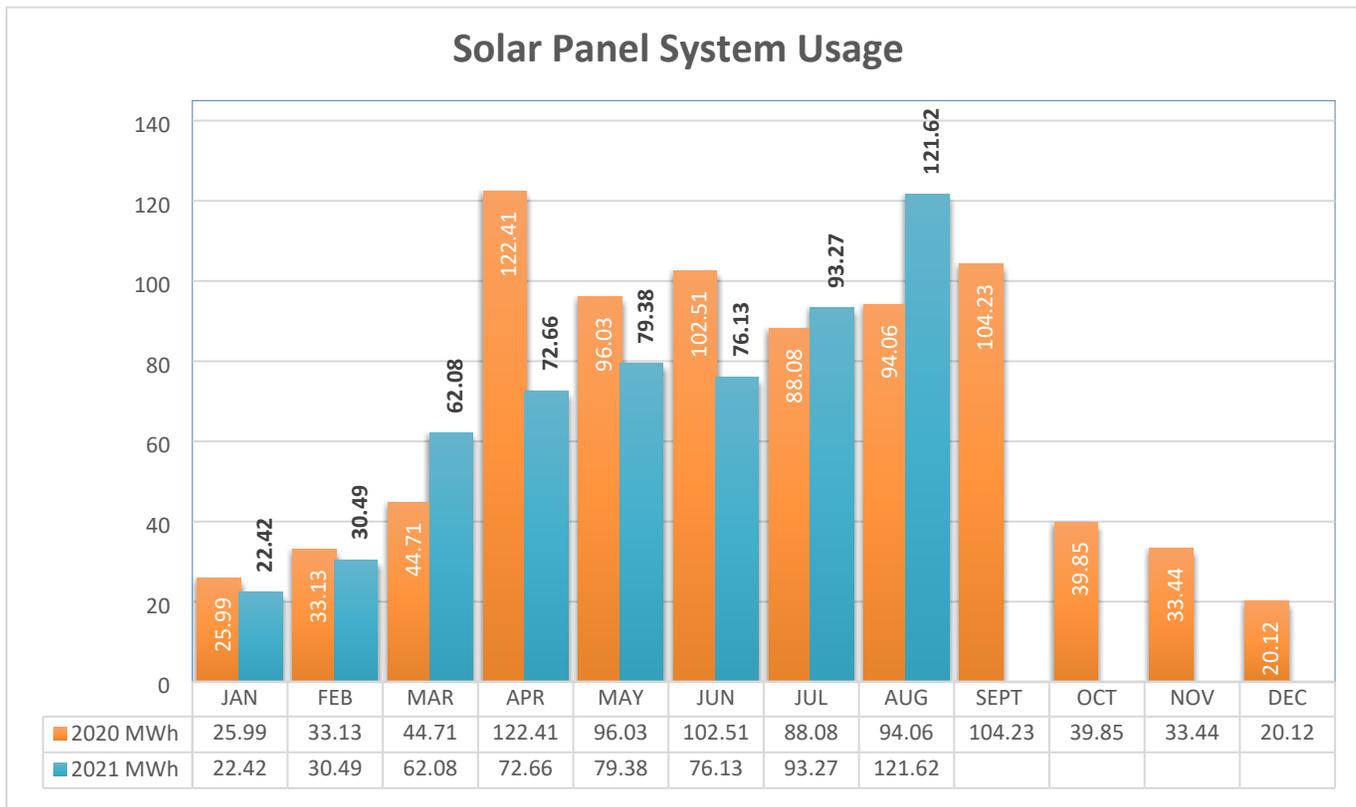
IPTC acquired three additional parcels of land for the construction of the Purple Line; this will bring the total to eleven properties. The Facility Department will be responsible for the interior and exterior of the properties with the exception of the Julia M. Carson Transit Center (CTC). The new vendor contracted for cleaning services at the CTC recently completed their first full month. The vendor is responsible for all of the cleaning responsibilities at the site. The same vendor performs high-touch cleaning on the inside of the buses as they arrive for their brief layover at the CTC. The cleaning consists of wiping down handrails, driver's area, fareboxes, seats as needed. The nine IndyGo general laborers that were formerly assigned to the CTC have been transitioned to the 1501 HQ building. This adjustment will mitigate staffing shortages on the wash rack and throughout the facility.

RAPT DEV, the newly contracted Paratransit vendor, will temporarily occupy the first floor of building B at the East Campus. Their team will consist of Administrative staff and fifty operators. The team will begin the transition in September.

The 4,300 Solar Array on the roof here at the main 1501 building is still producing more than enough electrical power to cover the few remaining ZEPS Buses, and the remaining overage of electrical solar power is being absorbed by the electrical needs of the building, as you will see in the adjoining charts.

The total saving YTD is \$53,014.75

SOLAR PANEL:



## Mean Distance

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

	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
<b>MAJOR</b>	4,229	3,479	4959	5715	4919	3478	3574	3387				
<b>ALL</b>	3,878	3,193	4314	4594	4340	3161	2854	2689				
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
<b>ALL</b>	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
<b>MAJOR</b>	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
<b>ALL</b>	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307

\*The green cells represent averaged totals

There were 23 vehicle requests in August for the motor pool.

All of the Hybrid Gillig buses are now on the property. Twenty-two of the twenty-four is in revenue service.

### FLEET SERVICES

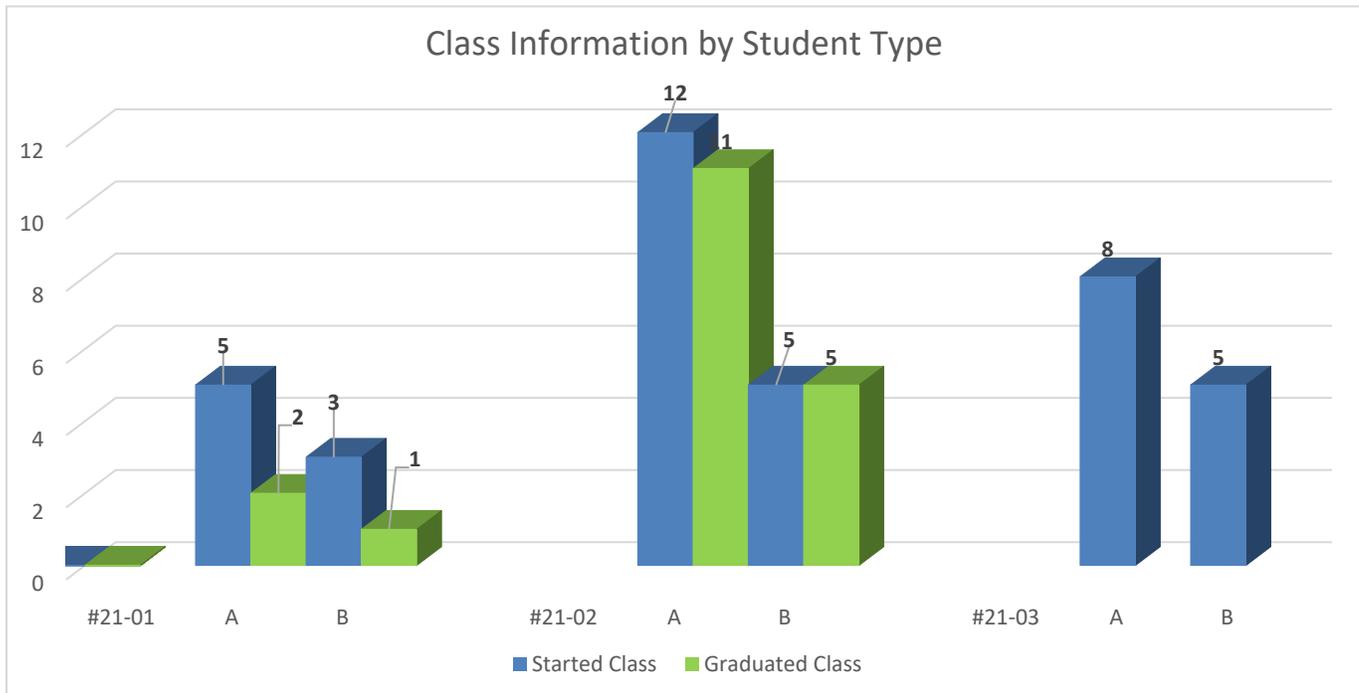
IPTC has logged 6,248,680 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2021</b>	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229					<b>6,248,680</b>
<b>2020</b>	878,363	875,068	917,660	705,903	701,773	865,561	888,720	866,798	844,969	850,663	767,009	817,246	<b>9,979,733</b>
<b>2019</b>	707,466	646,619	667,992	711,337	724,427	701,634	720,062	755,738	858,397	910,054	852,192	871,539	<b>9,127,457</b>
<b>2018</b>	727,094	711,683	794,958	665,856	694,173	697,882	707,050	733,567	684,009	737,985	691,012	690,486	<b>8,535,755</b>

## 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 Fixed Route Operator Class, Class #21/02, started on June 7, 2021, 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. Trainee B students are students that hold a valid CDL license when they are hired. The class has finished all portions of the training and graduated on August 06, 2021. They were moved to the Operations Department on August 08, 2021.

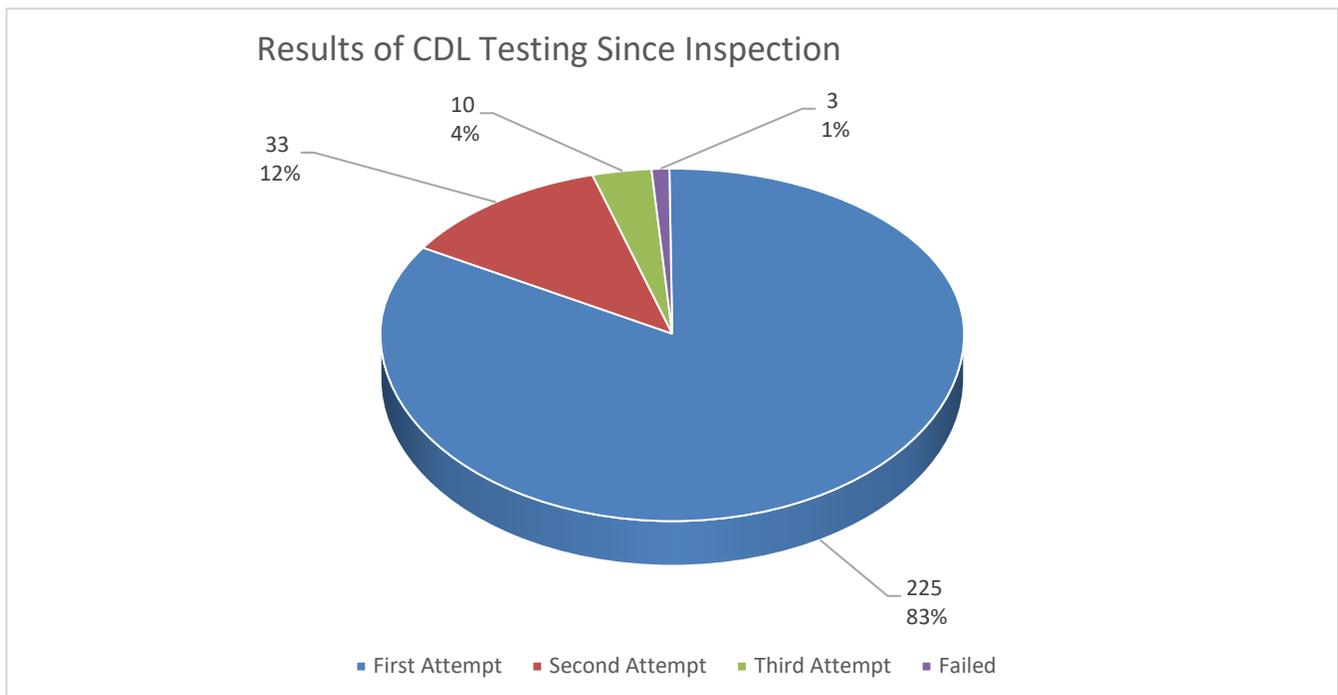
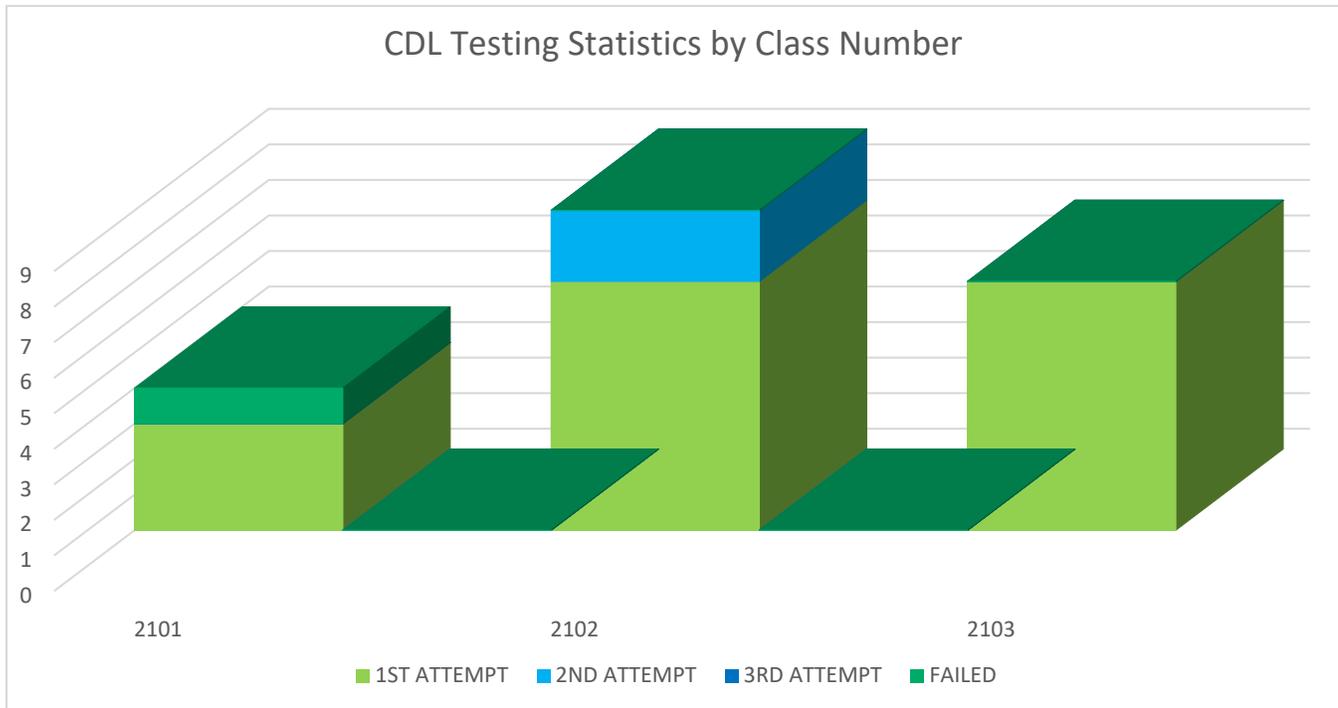
IndyGo Fixed Route Operator Class, Class #21/03, started on July 12, 2021, with eight (8) Trainee A students. On July 19, 2021, five (5) Trainee B students began the class. This class has finished the classroom and route familiarization portion of the program. They are expected to graduate on August 10, 2021.

IndyGo Training Supervisors Anthony Hurd, Geneisha Berry, and Lorraine Austin-Brown attended a National Transit Institute (NTI) class on Assault Awareness and Prevention. This Train-the-Trainer course will allow them to teach this subject to new Fixed Route students in upcoming classes. The goal of the class is to give instructors the ability to teach bus operators in the transit industry the knowledge and skills needed to reduce the likelihood of assault incidents occurring.

The following training sessions were conducted in August:

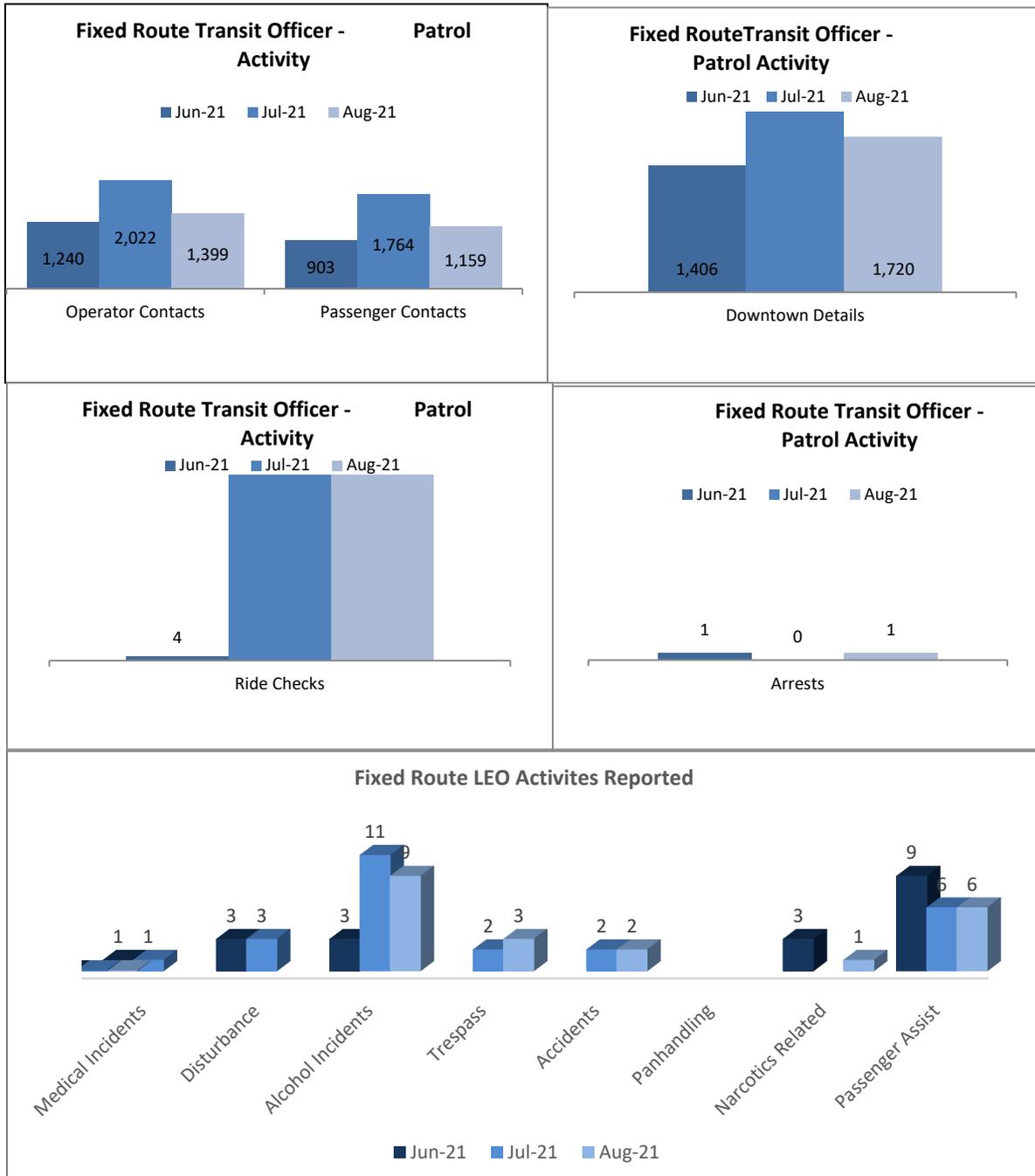
- Seven (7) operators for accident retraining
- Three (3) operators for Redline accident retraining
- One (1) maintenance employee for accident retraining
- Six (6) operators for return-to-work training
- Three (3) administrative employees for new-hire orientation
- Seven (7) new general laborer employees for new-hire orientation
- Eight (8) fixed-route operators received the Training Certification Program training

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.



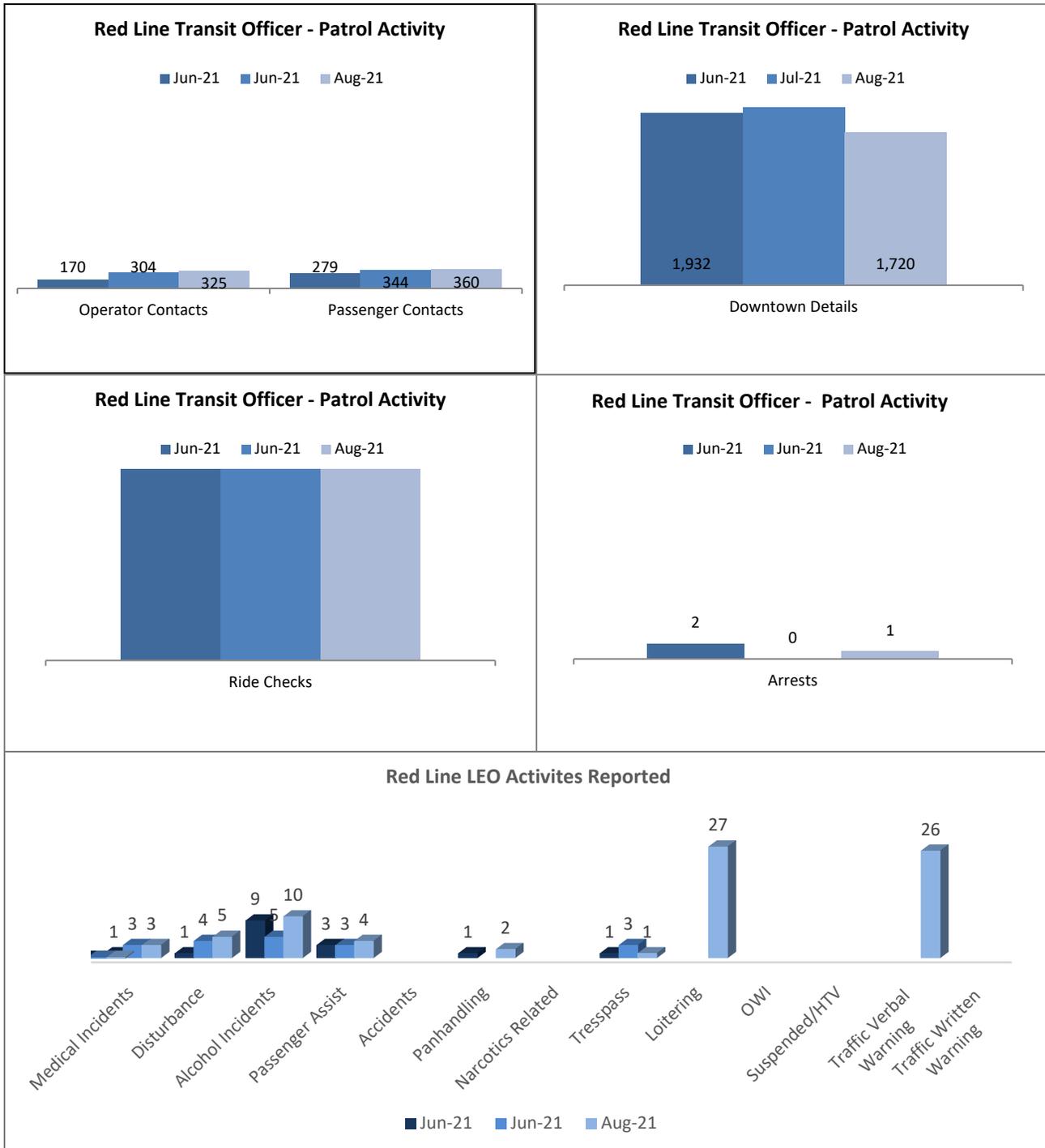
SECURITY:

Fixed Route Security



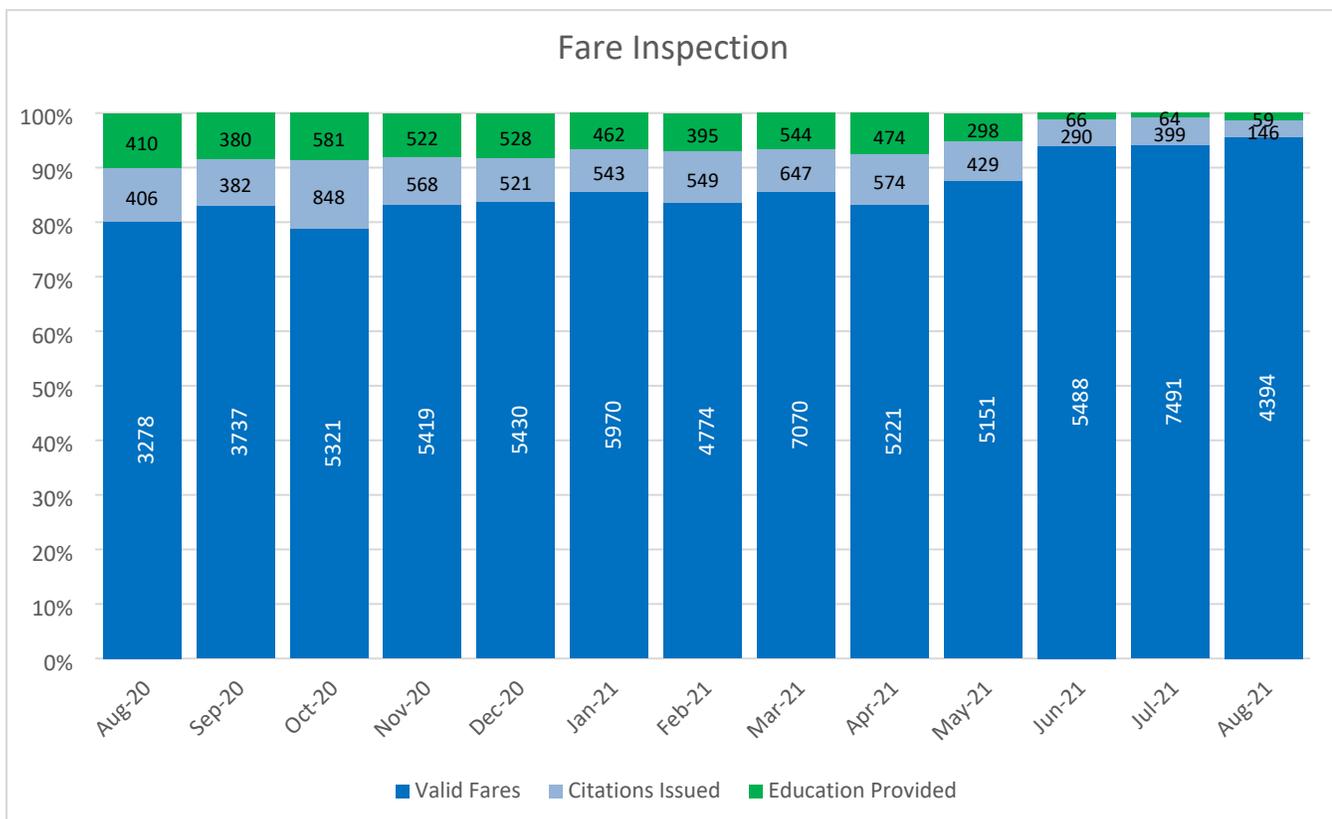
The chart above shows a breakdown of activities that the Law Enforcement Officers (LEO) that are stationed at the Julian M. Carson Transit Center performed or addressed for the last three months

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 is a slight change in this month's report as a new criterion was added. This new column is named "Loitering."

**FARE INSPECTION REPORT:**



August	Passenger Contact	Notifications	Educations
<b>Monthly</b>	4394	146	59
<b>Weekday</b>	3222	112	43
<b>Saturday</b>	579	22	11
<b>Sunday</b>	593	12	5

2021 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	45559	3577	2362
<b>Weekday</b>	33689	2684	1827
<b>Saturday</b>	7268	537	334
<b>Sunday</b>	4930	388	233

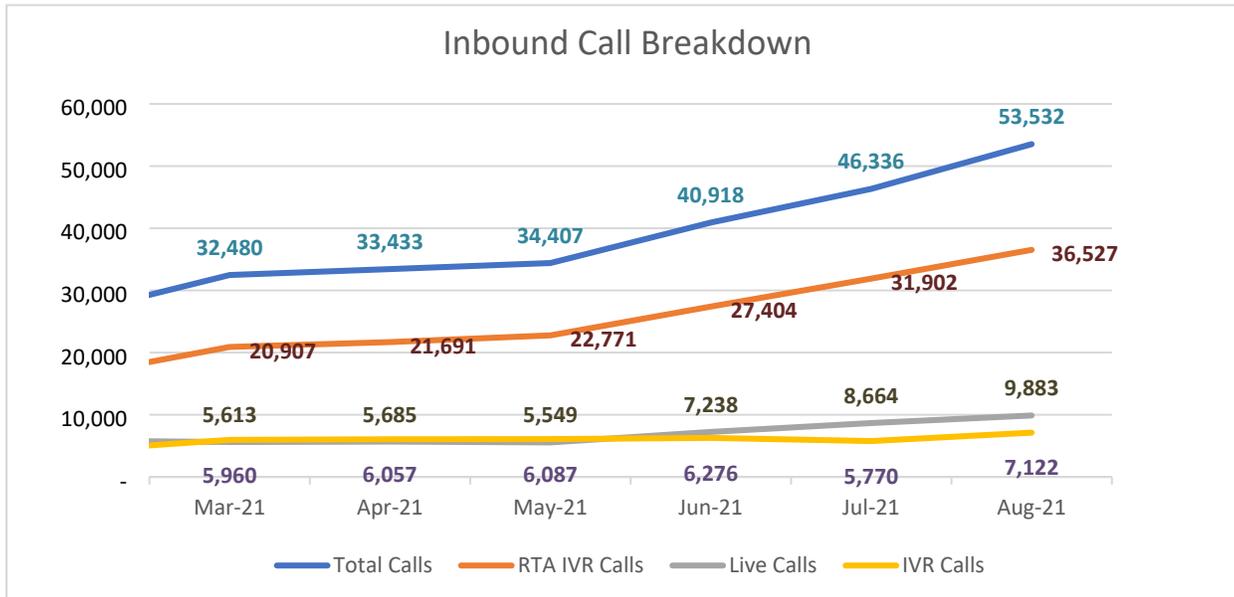
The information above shows the fare inspection information for each month and one for the total year to date for 2021. The chart will show passenger contacts which represent those passengers that had a fare when checked. It will show notifications representing passengers who did not have a fare when 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**

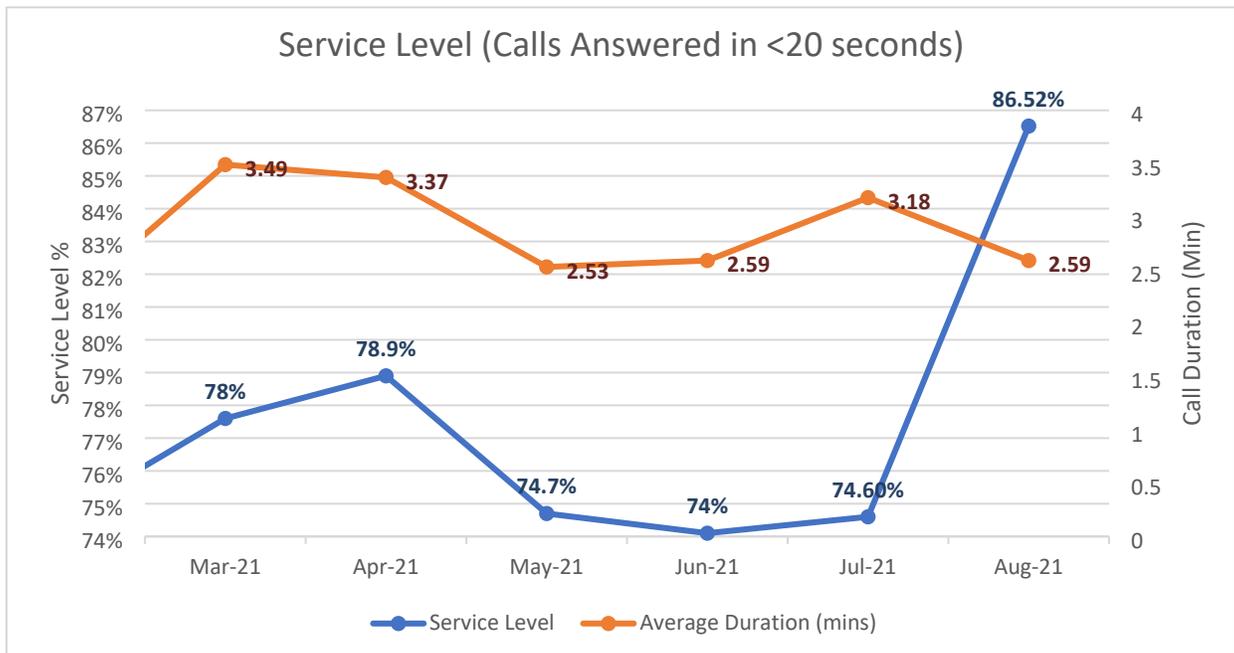
**CUSTOMER SERVICE**

**CONTACT CENTER REPORT:**

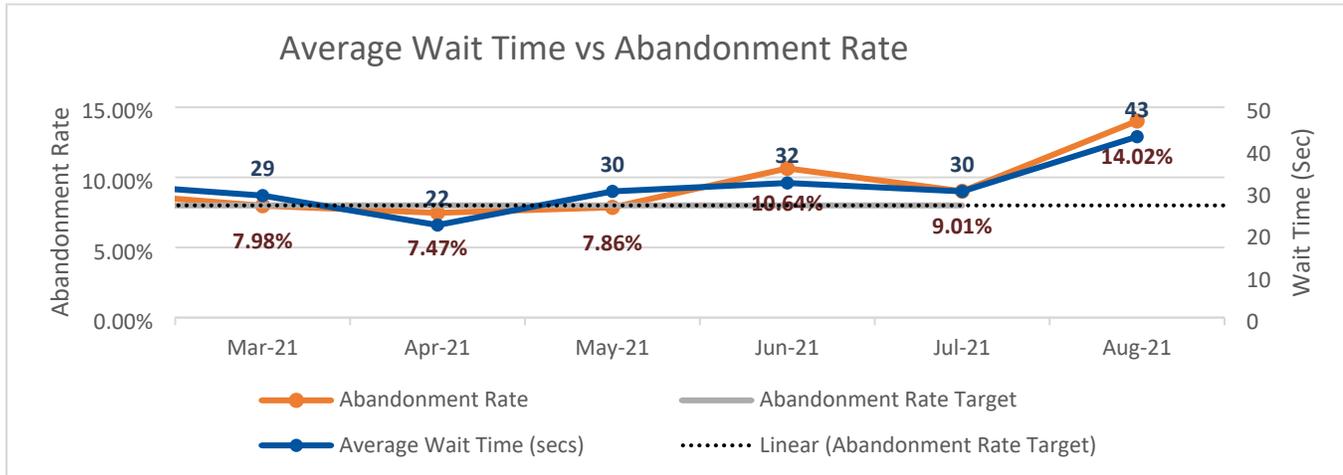
Inbound call metrics continue to see an increase in total call volume. IVR calls experienced a slight increase. With live call numbers rising, call center staffing adjustments are consistently being made.



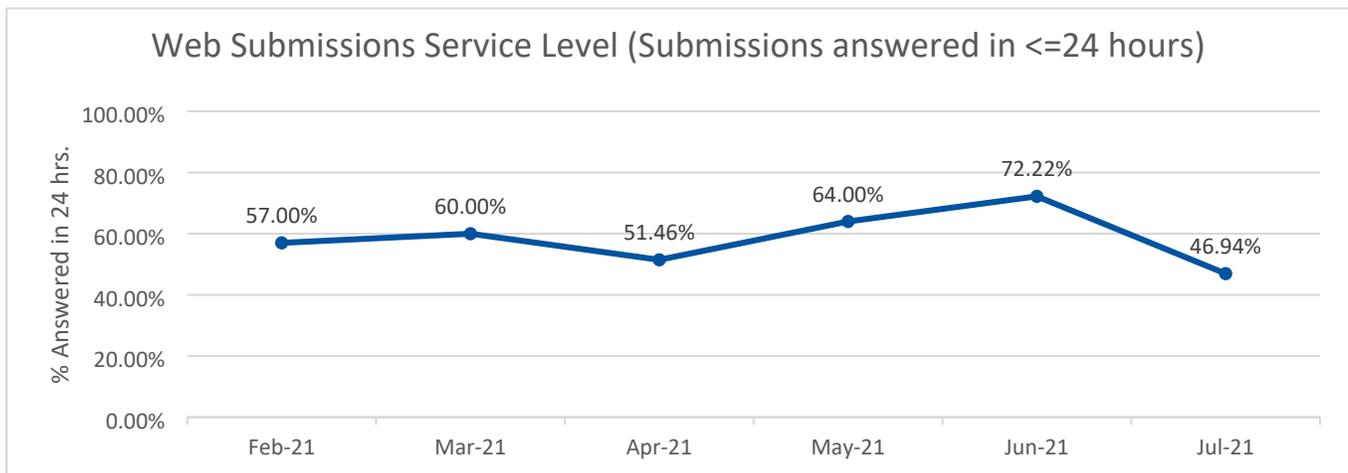
Service level saw an increase for the month of August. The average call duration decreased for the month of August.



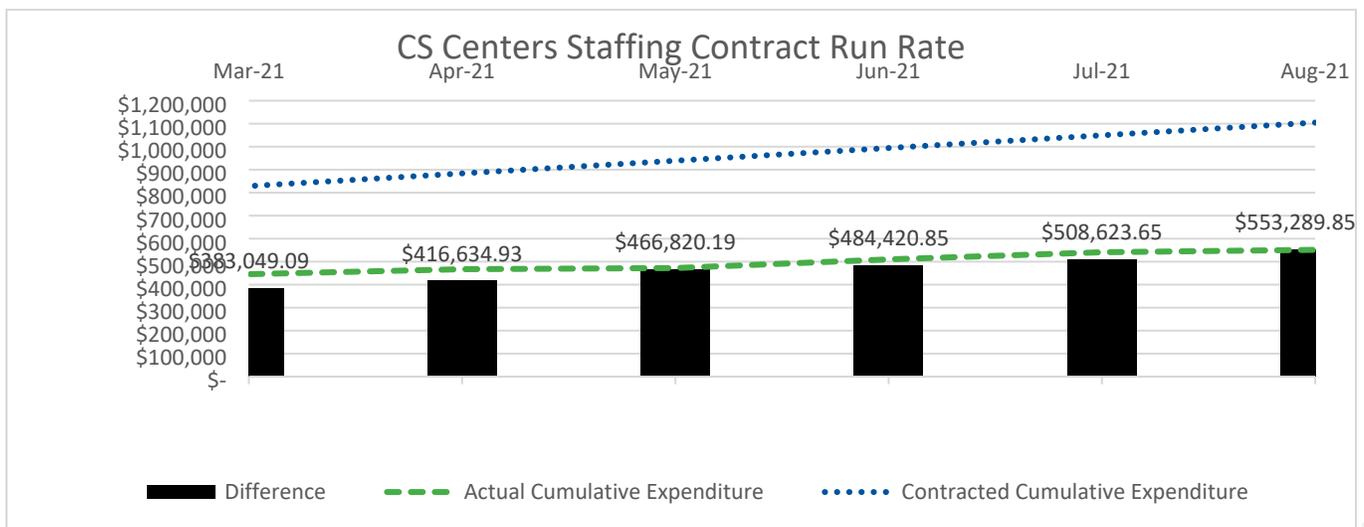
The abandonment rate saw an increase as well as average wait time. Staffing deficit negatively impacted Average Wait Time and Abandonment Rate.



Web comment processing service level saw a large increase due to consistent monitoring and communication improvements. Process adjustments have been made to improve workflow and success with submission within a 24-hour period. (\*information is through July)



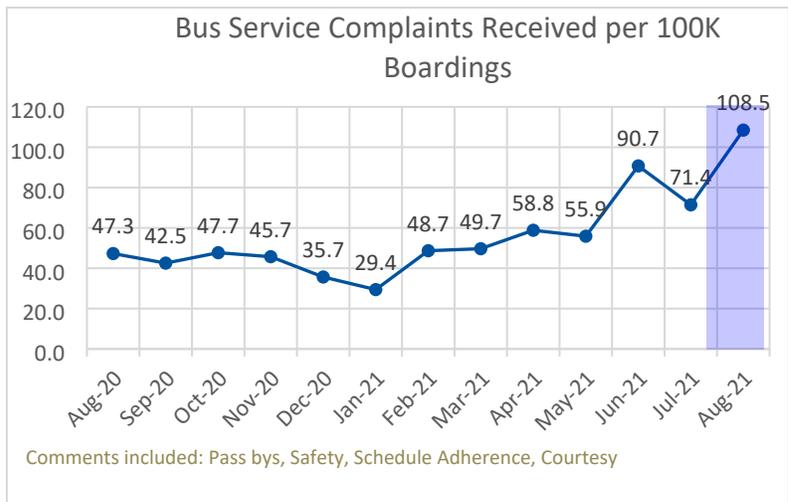
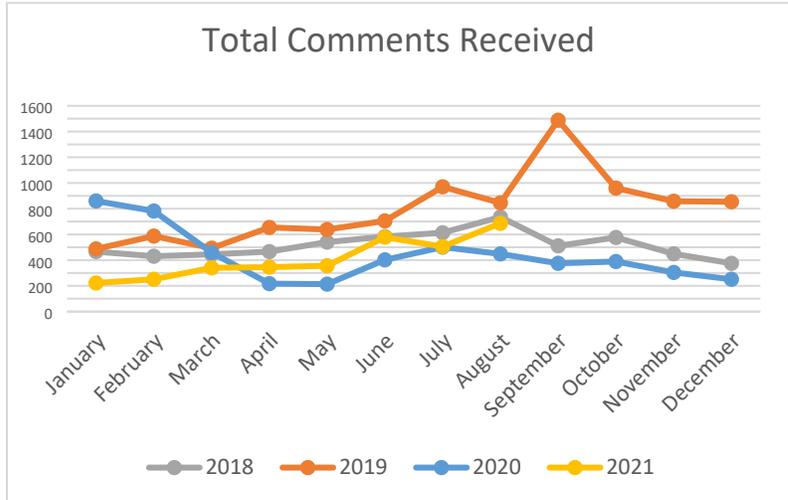
Customer service representative staffing contract continues to be in favorable standing.



RECEIVED COMMENT REPORT:

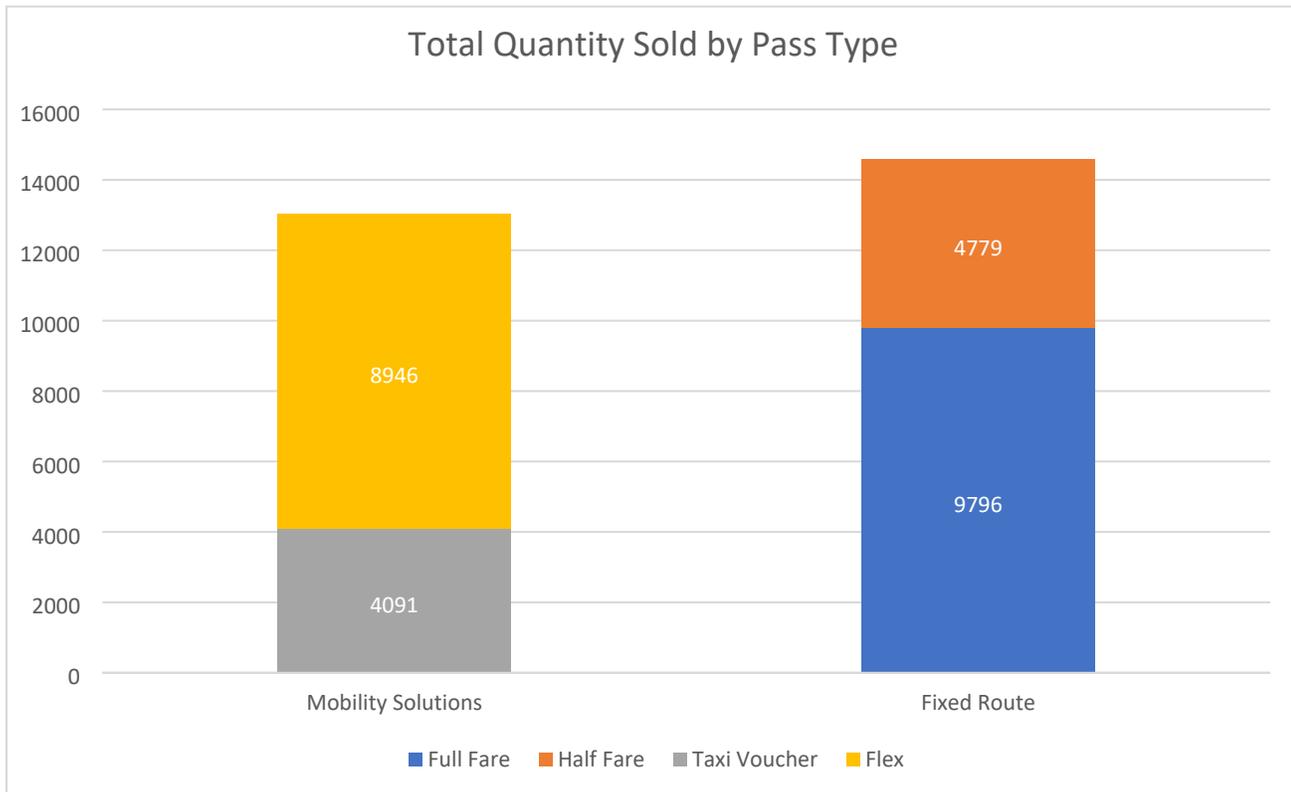
Schedule Adherence is the largest category contributing to ~30% of the total comments for the month of August. Missed Runs continue to be an area of concern.

Category	Amount
Schedule Adherence	208
Pass By	76
Safety	70
Fares	57
Courtesy	50
Request	25
2020 COVID	24
Facility Maintenance	24
Suggestion	18
Bus Stop	15
Compliment	15
Rules	13
Route	13
Vehicle Maintenance	13
Denial	10
Customer Service Center	7
Discrimination	6
Security	6
ZTRIP	6
Real Time Arrival	6
ADA	6
DETOUR	5
Marketing	5
Wrong Information	4
Public Hearing	1
CAD AVL	1
Blue Line	1
RED LINE	1
<b>TOTAL</b>	<b>686</b>



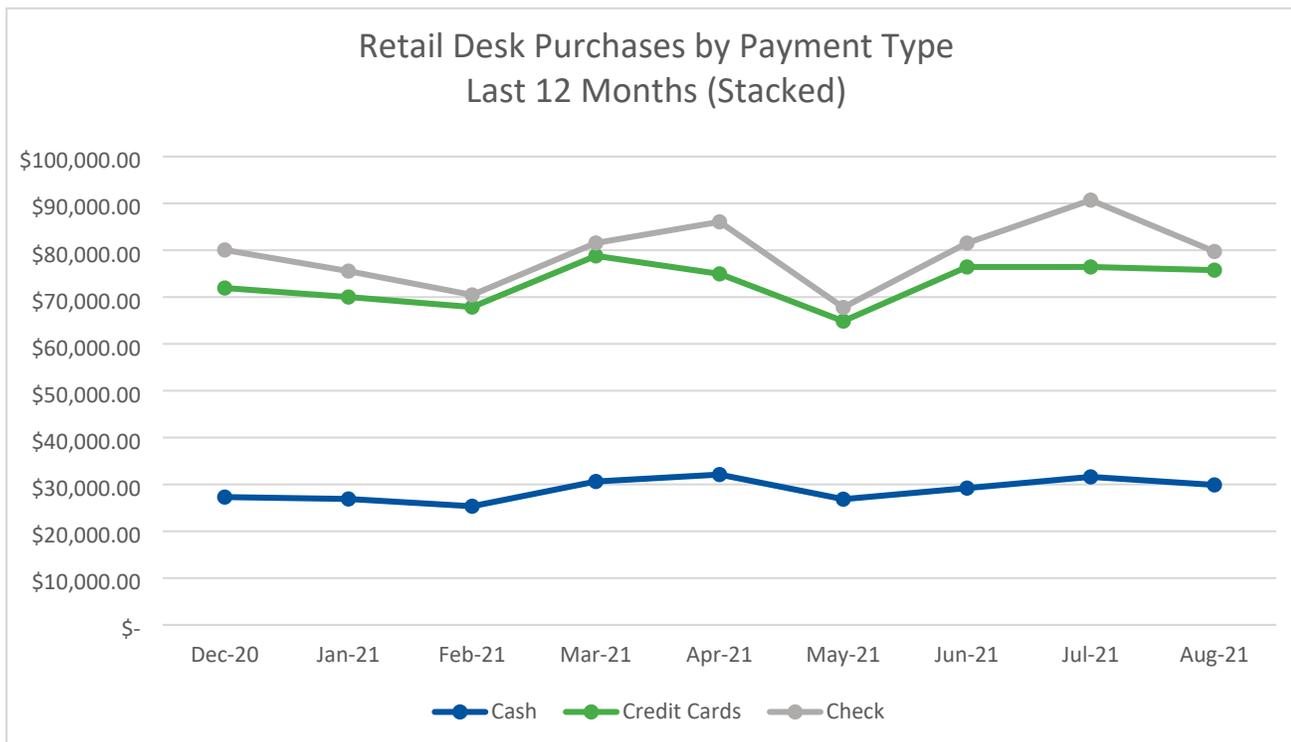
**RETAIL CENTER AND SALES REPORT:**

Quantity of Passes: 27,612

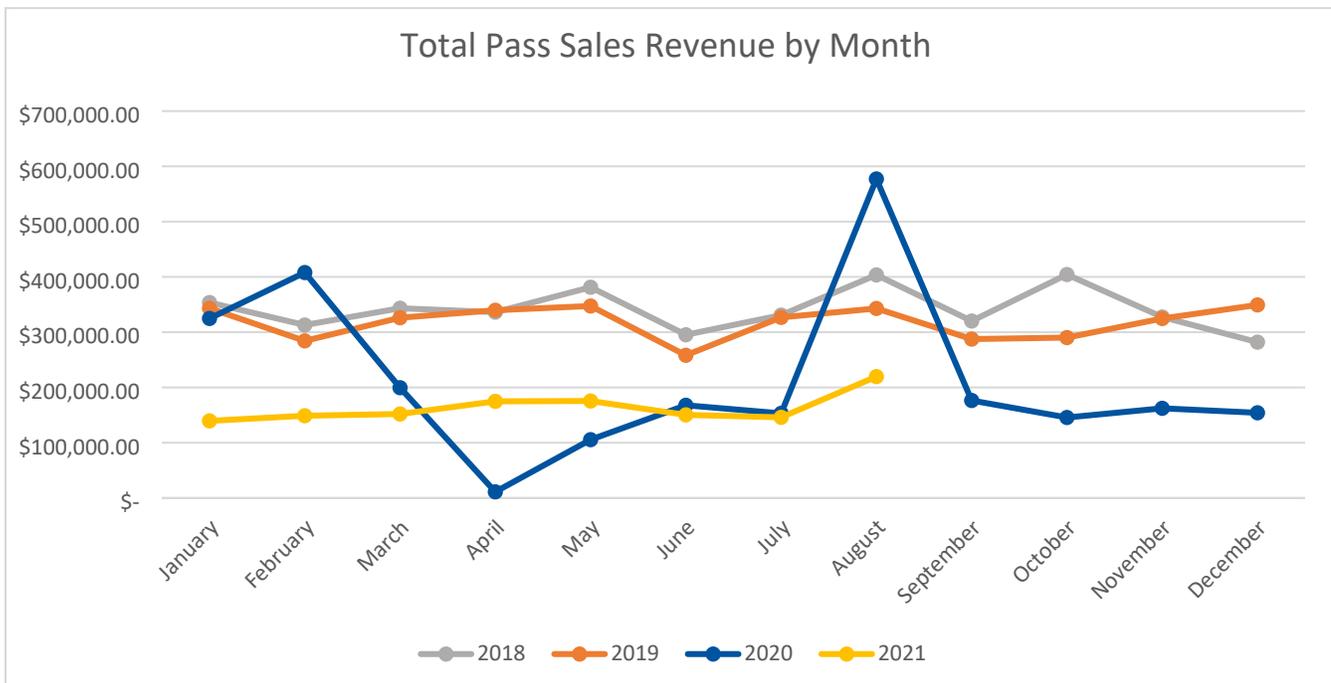


**PAYMENT BREAKDOWN:**

Customer Service Desk sales experienced a slight decrease in August.



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



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

Open Door Paratransit

TRANSDEV RIDERSHIP:

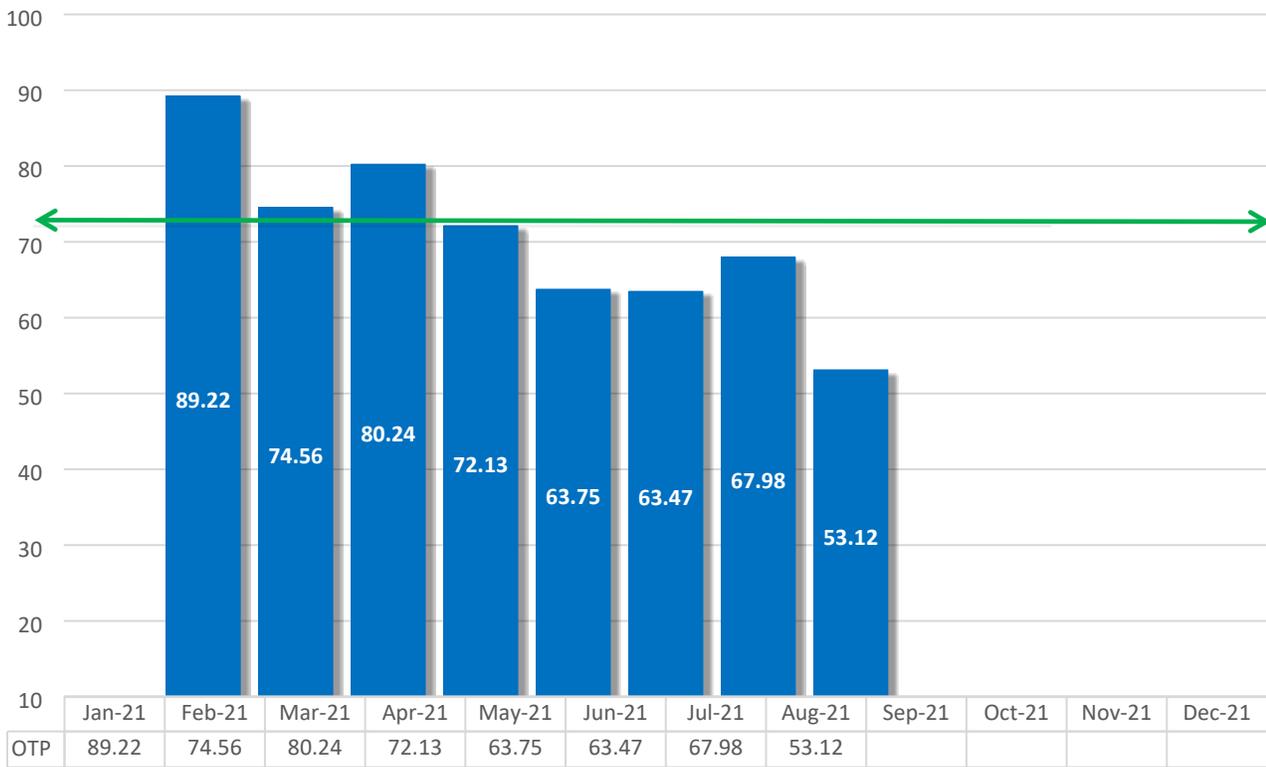
Ridership has decreased from 2020 to 2021 due to COVID-19. Ridership in August 2020 reflects 6,651 unlinked passenger trips, and for August 2021, data reflects 12,615 unlinked passenger trips, a increase of 89.7% YOY.

20-Aug	21-Aug	% Change	Mobility Services	2020	2021	% Change
13,720	12,616	-8.4%	Open Door	116,026	97,420	-16.0%

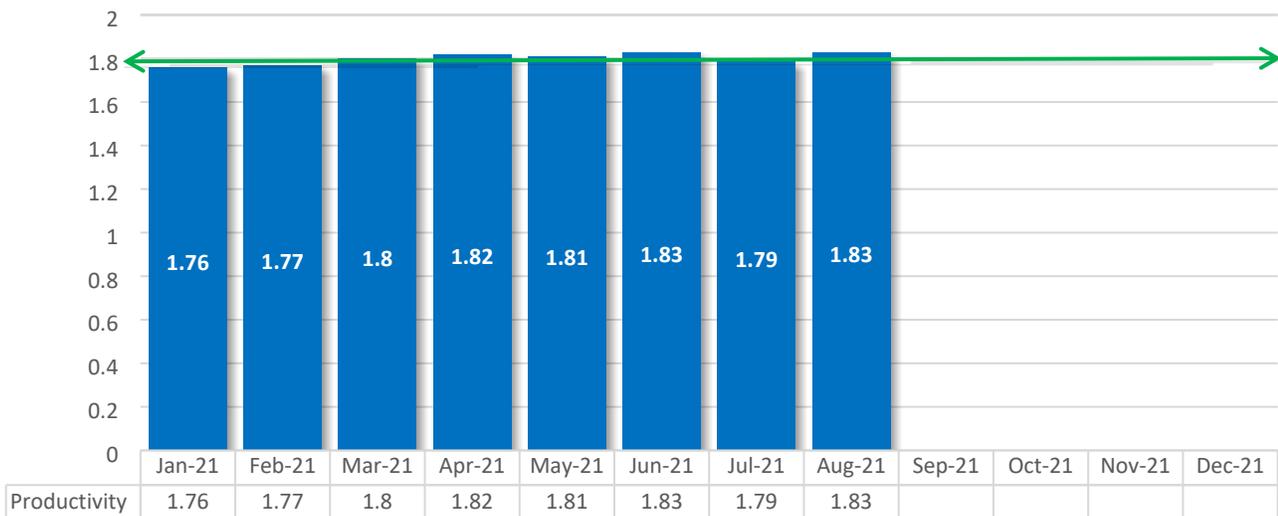
On-Time Performance for August 2020 was 93.20%, and Productivity was 1.34%. August 2021 OTP was 53.0%, and Productivity was 1.83%, this is a decrease of 43.1% and an increase of 36.6%, respectively YOY.

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

### Open Door On Time Performance Goal 93%



### Open Door Productivity/PPH Goal 1.8%



**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
<b>Total</b>	<b>409</b>	<b>538</b>	<b>934</b>	<b>3</b>	<b>10</b>	<b>5</b>

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	80	49	128	0	0	2
SEPT						
OCT						
NOV						
DEC						
<b>Total</b>	<b>321</b>	<b>356</b>	<b>672</b>	<b>0</b>	<b>2</b>	<b>7</b>

	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
	<b>346</b>	<b>14</b>	<b>46</b>	<b>464</b>	<b>34</b>	<b>30</b>

	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	26	0	53	46	0	3
SEPT						
OCT						
NOV						
DEC						
	<b>256</b>	<b>7</b>	<b>55</b>	<b>347</b>	<b>4</b>	<b>3</b>

**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-Aug	21-Aug	% Change	Vouchers Sold	2020	2021	% Change
740	610	-4.1%	Lottery	5,890	4,940	-16.1%
817	706	-22.4%	Dialysis	5,683	4,893	-13.2%

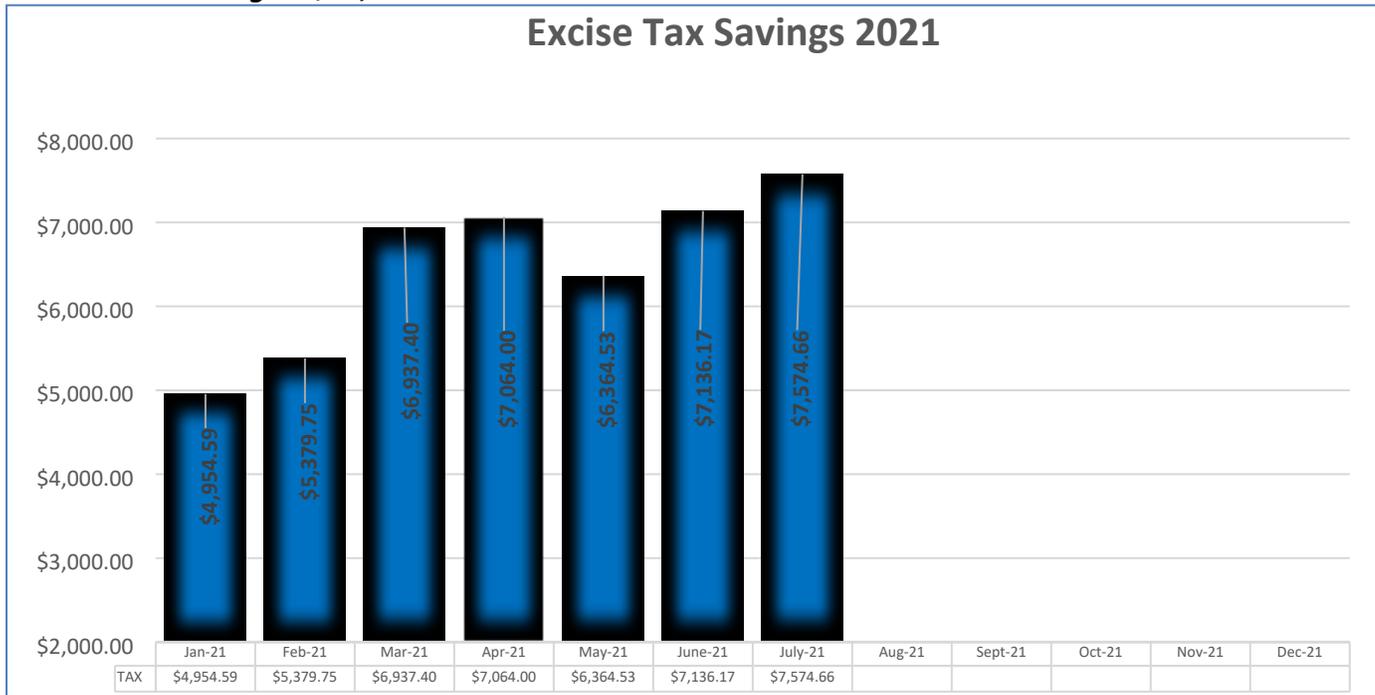
20-Aug	21-Aug	% Change	Vouchers Redeemed	2020	2021	% Change
617	706	-1.3%	Lottery	5,573	4262	-23.5%
1071	636	-40.6%	Dialysis	5,966	4,930	-17.4%

**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.

August 2021 savings from fuel excise taxes were \$7,512.51 (Fed Taxes = \$4,440.77 and State Taxes = \$3,071.74.)

**Total annual savings is \$52,923.61**





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

## Human Resources Division Report – August 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Human Resources Jeffrey M. Brown  
**Date:** September 23, 2021

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### CONSIDERATION OF HUMAN RESOURCES REPORT AUGUST 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:** At this time, there is a total of 134 employees who have tested positive for COVID-19. While there was an uptick in positive cases back in July and August, the reported positive cases (2) in September have been quite small. IndyGo continues to monitor positive cases and the impact these issues are having on the workforce and service. 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. An average of **479 cases per day** were reported in Marion County, **about the same** as the average two weeks ago. Since the beginning of the pandemic, at least **1 in 8** residents have been infected, a total of **126,428 reported cases**. Right now, Marion County is at an extremely high risk for unvaccinated people.
- 2. COVID Vaccines:** As of September 20, 2021, 48% of Marion County residents and 47.7% 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](http://ourshot.in.gov), at 317-221-2100.
- 3. 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.
- 4. 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:	789
b. Total Union Employees:	570
c. Total Coach Operators:	432
d. Annual Coach Operator Turnover Rate:	21.70%
e. Total Non-Coach Operators Employees:	357
f. Annual Non-Coach Operator Turnover Rate:	21.29%
g. Annual IndyGo Employee Turnover Rate:	21.53%

- 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. There have been no new hires under the Policy in August or September.

- 3. Recruiting:** IndyGo recently retained an independent contractor to focus exclusively on the recruitment of Professional Coach Operators. In addition, Human Resources has modified its interview process to allocate resources and personnel more efficiently. Lastly, Human Resources is marketing Professional Coach operator recruitment in new areas, including the Louisiana and East coast areas, as well as local agencies such as Horizon House.

**C. Benefits Information:**

- 1. Health Plan Renewal:** Last month, Human resources reported that IndyGo and ATU, Local 1070 concluded a month-long negotiation to make necessary changes to the health plan design that covers both union and represented employees and represented employees. At this time, Human Resources and Finance are concluding the review and assessment of bids for annual renewal of the health insurance plan for all IndyGo employees and their families. IndyGo has reviewed bids and due to the changes made to the health plan design, we believe costs will be within the anticipated range.
- 2. Open Enrollment:** This year, Human Resources will change the format of open enrollment that is set to begin during the first week of November. Specifically, Human Resources will have a one-week walk-in period followed by two weeks of appointments only (walk-ins will be served). This change will permit resources to be allocated more efficiently during the open enrollment period.

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

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Diversity/Inclusion & Workforce Development Denise E. Jenkins-Agurs, MS.Ed.  
**Date:** September 23, 2021

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### New Teammates:

- Carrie Wass is our new Learning Management System Manager
- Sarah Dufek is our new Transit Mentorship and Apprenticeship Coordinator

### Teammate Engagement:

- Food Truck Thursday ended this month
- Sweet Treat Friday was a successful event
- Planning for the Rodeo, Fall Festival, and Car Show is Saturday 10/2, 8am-2pm
- Heart Walk on 9/25
- Executive volunteered at Deborah’s Place

### Workforce Development:

- Offered two National Transit Institute (NTI) courses for teammates:
  - Business Writing
  - Crisis Communications
- Teammates are currently taking courses taught by Purdue University, utilizing the grant dollars received from the Indiana Workforce Development Grant-Next Level Job Employer:
- -Aspiring Leadership (8-week course, bi-weekly with 12 teammates)
- -Lean Six Sigma Green Belt Certification (6-weeks, 1-day a week with 18-teammates)
- Upcoming Lunch-n-Learn: How to present to the Board. Facilitated by Denise Jenkins-Agurs and Lesley Gordon
- 4-interns from Providence Cristo Rey High School are currently working the following department:
  - Mobility Services,
  - IT,
  - Public Affairs

### Diversity and Inclusion:

- Second Edition of the Diversity Newsletter “The Route”, can be found on the Intranet
- D&I page can be viewed on the IndyGoHub Intranet
- Upcoming TIM Talk: Just Kidding-Humor, Civil Rights, and Civility in the Workplace with Latosha N. Higgins
- The entire team have completed the IPS Racial Equity 2 day Institute



## Supplier Diversity Division Report - August 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Senior Supplier Diversity Officer & DBELO Chelci R. Hunter  
**Date:** September 23, 2021

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### 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 20.39% 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.

We received twenty-eight (28) applications in response to the Vendor Development Program Pilot. Five vendors were selected for the opportunity by an internal evaluation committee. Session one of the program took place on Tuesday, September 14, 2021. All five vendors were in attendance.

Our success stories video is coming! The video will share information from the perspectives of the vendor community and IndyGo staff regarding partnerships, business growth, and other hot topics. You can find all current stories on our website until the video is finalized under Supplier Diversity.

### UPDATES/UPCOMING ITEMS:

Purple Line Pre-Bid Meeting (September 16, 2021)

Vendor Development Program Pilot Session Two (September 28, 2021)

Purple Line Construction Overview with Hispanic Business Council (October 6, 2021)

Transforming Your Business Conference – IDOA (October 7, 2021)

### RECOMMENDATION:

Receive the report.

Chelci R. Hunter  
Senior Supplier Diversity Officer & DBELO