



Board Report
January 27, 2022

www.IndyGo.net
317.635.3344

Page Intentionally Left Blank

- 1. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - Richard Wilson, Adairius Gardner, Greg Hahn)
 - Finance Committee - Richard Wilson
 - Service Committee - Adairius Gardner
 - Governance & Audit Committee - Greg Hahn
- 4. Consent Agenda** (Presenter - Greg Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on December 9, 2021 & January 12, 2022
 2. A-4: Consideration and approval of copier lease amendment (Presenter - Marcus Burnside)
 3. A-6: Consideration and approval of task order to design the Rural Street underpass (Presenter - Matt Duffy)
 4. A-7: Consideration and approval of license renewal for construction program and project management software e-Builder (Presenter - Sarah Stentz)
 5. A-8: Consideration and approval of south charging facility construction (Presenter - LaTeeka Washington)
 6. A-10: Consideration and approval of RFP-21-07-411 landscaping services (Presenter - Paul Williams)
 7. A-11: Consideration and approval to enter into negotiations for Transportation Department uniforms (Presenter - Cheryl Purefoy)
- 5. Regular Agenda** (Presenter - Greg Hahn)
 1. A-2: Consideration and approval of Governance & Audit Risk Universe/Heat Map (Presenter - Brian Atkinson)
 2. A-3: Consideration and approval of healthcare cost review (Presenter - Brian Atkinson)
 3. A-5: Consideration and approval of construction management contract for the Blue Line Bus Rapid Transit Project (Presenter - Jennifer Pyrz)
 4. A-9: Consideration and approval of two new Board Members for the Indianapolis Public Transportation Foundation (IPTF) (Presenter - Emily Lovison)
- 6. Information Items** (Presenter - Greg Hahn)
 1. I-1: Receipt of the Finance Report for December 2021 (Presenter - Bart Brown)
 2. I-2: Supplier Diversity Department Update (Presenter - Chelci Hunter)
 3. I-3: Microsoft D365 upgrade, independent project oversight (Presenter – Brian Atkinson)
 4. I-4: CEO Report (Presenter - Inez Evans)
 5. I-5: Governance & Audit workplan status update
 6. I-6: Ethics Hotline summary report
 7. I-7: Department Reports
- 7. Adjourn** (Presenter - Greg Hahn)
- 8. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 9. Regular Agenda** (Presenter - Greg Hahn)
 1. A-1: Consideration and approval of Board of Finance recommendation (Presenter - Bart Brown)
- 10. Adjourn** (Presenter - Greg Hahn)

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

Our next Board Meeting will be Thursday, February 24, 2022

Page Intentionally Left Blank



Awards & Commendation Recognition for December 2021

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: January 27, 2022

December 2021 Awards & Commendations

Employee	Position	Recognition
Bryan Gray	Coach Operator – Fixed Route	24 Years of Safe Driving
Vernessa Foster	Coach Operator – Fixed Route	Operations December Employee of the Month
Matt Duffy	Project Manager	Transportation Research Board annual meeting

December 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 December 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>
Bryan Gray	2338	24	35
Harry Fox	1981	19	23
Daron Washington	7291	14	24
Geneva Hartwell	2581	13	23
Adrian Lewis	8192	12	12
Dewayne Sims	8456	8	9
Michael Detienne	8356	7	7
Eleanor Reel	8492	7	8
Samuel McGhee	8482	6	8
Shantay Bellamy	8958	4	4
Phillip Adkins	9164	3	3
Martin Horst	9292	3	3
Montell Johnson	9000	3	4
Maryah Moncel	9294	3	3
Sheresa Cargile	9508	2	2

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

Congratulations and Thank You!



Finance Committee Chairperson Report – January 2022

To: President/CEO Inez Evans and Chair/Board of Directors
From: Finance Committee Chairperson Richard Wilson
Date: January 20, 2022

ISSUE:

A report of IndyGo January 2022 Finance Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
January 20, 2022

The Finance Committee met on January 20, 2022 at 8:30am. In attendance was, myself, Rick Wilson, Chairman of the Finance Committee, as well as Committee Members Pat Rios and Mary Ann Fagan.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-4, A-7, A-8, & A-10.

An item from the committee meeting I would like to highlight is Action Item A-7, approval of license renewal for construction program and project management software e-Builder. Project Coordinator Sarah Stentz presented this action item to the Finance Committee. e-Builder is currently being used to manage documents and processes on all BRT projects and the majority of our roadway and facility projects. e-Builder's software license allows unlimited users across unlimited organizations. In addition to IPTC, our consultants and contractors use the software for document submittals and approvals, and for accessing all critical project documentation for our projects. e-Builder was selected as IPTC's preferred construction program and project management software based on cost, global system and software capabilities, implementation timeline, and maintenance requirements. As a cloud-based software, e-Builder is meeting IPTC's needs for use across multiple projects and team structures. e-Builder additionally acts as the repository for all field inspection reports, contracts, and other critical documents. These functions will continue to require such a software solution through, at a minimum, final construction and close-out of the Blue Line.

Mr. Chairman, that concludes my report.

Page Intentionally Left Blank



Service Committee Chairperson Report – January 2022

To: President/CEO Inez Evans and Chair/Board of Directors
From: Service Committee Chairperson Adairius Gardner
Date: January 20, 2022

ISSUE:

A report of IndyGo January 2022 Service Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
January 20, 2022

The Service Committee met on January 20, 2022 at 10:30am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee and Committee Members Lise Pace and Hydre Abdullah.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-6, & A-11 and Regular Agenda Items A-5 & A-9.

An item from the committee meeting I would like to highlight is Action Item A-6, approval of task order to design the Rural Street underpass. Project Manager Matt Duffy presented this action item to the Service Committee. As part of the Marion County Transit Plan implementation, IPTC plans to provide crosstown service with a 15-minute base frequency along Keystone Ave./Rural St. (Route 26). Due to clearance concerns where Rural St. passes below the CSX railroad tracks south of Washington St., route 26 currently makes a 1.6-mile out-of-direction detour to Sherman Drive. Lochmueller Group was selected for On-Call Architectural & Engineering Services in September 2020. This task order will include utility coordination, stormwater analysis and design, structural analysis, NEPA services, geotechnical investigation, and survey. It is anticipated that these design services will be completed by August 31, 2022 at which point a subsequent task order will be required to progress design to final status. It is anticipated that construction may begin in FY 2024 with potential completion in FY 2025.

Mr. Chairman, that concludes my report.

Page Intentionally Left Blank



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

Governance and Audit Committee Chairperson Report – January 2022

To: President/CEO Inez Evans and Chair/Board of Directors
From: Governance and Audit Committee Member Rick Wilson
Date: January 20, 2022

ISSUE:

A report of IndyGo January 2022 Governance & Audit Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Rick Wilson
Governance and Audit Committee Chairperson's Report
January 20, 2022

The Governance and Audit Committee met on January 20, 2022 at 1:00PM. In attendance was, Rick Wilson, sitting in as Chairman of the Governance & Audit Committee. Chairman Greg Hahn and Committee Member Adairius Gardner were unable to attend. Due to the Coronavirus Pandemic, this committee met remotely via video conferencing.

Due to a lack of a Committee quorum, the Governance & Audit Committee placed items A-2 & A-3 on the Regular Agenda for tonight's Board meeting.

Mr. Chairman, that concludes my report.

Page Intentionally Left Blank



December Board of Directors Minutes

IndyGo

Dec 9, 2021 at 5:00 PM EST

@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Members Present:

Bart Brown, Charlie Carlino, Inez Evans, Mark Fisher, Adairius Gardner, Greg Hahn, Jennifer Pyrz, Mike Roth, Jill Russell, Aaron Vogel, Richard Wilson

Members Present (Remote):

Annette Darrow, Emily Lovison, Lise Pace, LaTeeka Washington, Ryan Wilhite, Paul Williams

Members Absent:

Patricia (Pat) Rios

Guests Present (Remote):

Steve Crider, John Dixon, Brad King, Mandla Moyo, Gary Pohl, Tristan Tate, Will Tolbert

Staff Present:

Carrie Black

Staff Present (Remote):

Brian Atkinson, Jeff Brown, Brian Clem, Lesley Gordon, Latosha Higgins, Rachel Hill, Chelci Hunter, Denise Jenkins-Agurs, Stacey Metz, Cam Radford

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

 [board cover 2021 Dec9.docx](#)

 [A AGENDA for December 9, 2021 Board Meeting.docx](#)

Chairman Greg Hahn called the meeting to order at 5:01pm. General Counsel Jill Russell called the roll. Four members present in person and one member present remotely via Zoom. There was a quorum. Pat Rios – Absent.

2. Awards and Commendation (Presenters: Inez Evans)

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

 [A1 October Safe Drivers board report 2021 Recognition.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for October/November 2021. Recognized were safe drivers for October 2021, one Employee with 42 years of safe driving, October Operations Employee of the month, November Operations Employee of the month, and recognition of Board Member Mark Fisher for his 7 years of service to the IPTC Board of Directors.

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

Finance Committee - Richard Wilson














Service Committee - Adairius Gardner

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

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

The reports were read and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)

1. A-1: Consideration and approval of minutes from Board meeting held on October 28, 2021
 [A-1 October Board of Directors Minutes.docx](#)
2. A-2: Consideration and approval of Board of Directors Meeting dates for 2022 (Presenters: Inez Evans)
 [A-2 Consideration and Approval of 2022 Board Meeting Dates.docx](#)
3. A-4: Consideration and approval of bus stop construction (Presenters: Annette Darrow)
 [A-4 - Bus Stops 2021-A construction December 2021 AD.docx](#)
4. A-5: Consideration and approval of Hastus license fees for 2022 (Presenters: Annette Darrow)
 [A-5 Hastus Annual Renewal Board Letter 2022.docx](#)
5. A-7: Consideration and approval to modify the minimum change order amount requiring Board Action on the Purple Line Bus Rapid Transit (BRT) Project (Presenters: Jennifer Pyrz)
 [A-7 Purple Line Construction Change Order Board Action.docx](#)
6. A-8: Consideration and approval to purchase materials for rub rail (Presenters: Jennifer Pyrz)
 [A-8 Red Line Rub Rail Material purchase.docx](#)
7. A-9: Consideration and approval of new facility new furniture - RJE Business Interiors (Presenters: LaTeeka Washington)
 [A-9 New Furniture.docx](#)
8. A-10: Consideration and approval of East Campus B Building construction - 3D Professional Contracting, Inc. (Presenters: LaTeeka Washington)
 [A-10 East Campus B Building Contractor.docx](#)
9. A-11: Consideration and approval of RFQ 21-09-425 Transit Asset Management Planning (TAMP) consultant/support (Presenters: Ryan Wilhite)
 [A-11 TAMP RFQ 2021 v2.docx](#)
10. A-12: Consideration and approval of RFP 21-08-413 HVAC and maintenance service (Presenters: Paul Williams)
 [A-12 HVAC 12-21rev.docx](#)
11. A-14: Consideration and approval of two new Mobility Advisory Committee (MAC) Members (Presenters: Mike Roth)
 [A-14 Approval of new MAC member.docx](#)
12. A-16: Consideration and approval of amendment to agreement with DPW & CEG on Purple Line utility relocation costs (Presenters: Jennifer Pyrz)
 [A-16 Amendment 2 to CEG-DPW-IPTC Agreement for Purple Line.docx](#)
13. A-17: Consideration and approval of extending Indianapolis Public Transportation Foundation (IPTF) Board Member Terms (Presenters: Emily Lovison)
 [A-17 Foundation Board Action Item - Extension of Board Member Terms 11.29.21.docx](#)



Asked by Chairman Hahn if any Board Members would like to add or remove an item to the Consent Agenda, Director Rick Wilson moved that the Board add A-15 Consideration and approval of Resolution 2021-15 to acquire appraisal and purchase real property located at 9625 E. 33rd Street, Indianapolis, Indiana be added to the Consent Agenda. There was no objection.

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

1. A-3: Consideration and approval of adoption of IPTC Board Bylaws (Presenters: Jill Russell)
 [A-3 Adoption of Bylaws.docx](#)
 [A-3 IPTC BOD BYLAWS Nove 2021.docx](#)


IPTC was created under the authority of Indiana Code 36-9-4 and Title I, Chapter 116, Article IV the Revised Code on the Consolidated City and County Indianapolis/Marion County (Municipal Code) and is a municipal corporation, body politic and unit of local government of the State of Indiana. With the onset of the pandemic, it became apparent that state and municipal codes lacked the necessary provisions allowing the IPTC Board of Directors to operate by way of electronic and virtual means unless allowed pursuant to Executive Orders of the Governor of Indiana. And while the statutes and code gave direction concerning how the Board is to conduct business, it lacked specificity and detail on certain administrative matters facilitating and assisting in the conduction of meetings and execution of responsibilities.

Motion:

Approval of adoption of IPTC Board Bylaws

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

2. A-6: Consideration and approval of contracts to construct the Purple Line Bus Rapid Transit (BRT) Project (Presenters: Jennifer Pyrz)

 [A-6 Purple Line Construction Contract Pkg A and Pkg B.docx](#)

The Purple Line BRT project will be the second of three rapid transit lines in the City of Indianapolis/Marion County. It will connect downtown Indianapolis to the City of Lawrence, via East 38th Street. With funding secured for the total project, IPTC advertised two construction projects in September 2021 as part of IFB 21-05-385. Package A contains the civil elements of the project, including roadway, pedestrian facility, drainage, and other utility construction. Package B contains the stations and communications elements of the project. Bidders had the option of submitting on Package A alone, Package B alone, or a combined Package A + Package B. IPTC received two bids for Package A. Rieth-Riley Construction Co. bid \$117,698,893.40. Crider & Crider was the low bidder at \$95,662,258.74. IPTC received two bids for Package B. RLTurner Corporation bid \$21,888,978.00. F.A. Wilhelm Construction Co. was the low bidder at \$18,187,000.00. All bids were found to be responsive and responsible. If both packages are awarded to the low bidders as identified above, the combined construction cost for the Purple Line will be \$113,849,258.74. This is approximately 18% over the project's independent cost estimate (ICE), as prepared by project team's engineering consultants. FTA recently awarded IPTC, and the Purple Line Project specifically, an additional \$12 Million from the American Rescue Plan. This award will offset the higher-than-expected construction cost.

Motion:

Approval of contracts to construct the Purple Line Bus Rapid Transit (BRT) Project

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

3. A-13: Consideration and approval of Resolution 2021-14 – carry forward of outstanding encumbrances for FY2021 (Presenters: Hardi Shah)

 [A-13 Encubrance Carry over and Budget Realignment 2021 Ordinance 2021-14.docx](#)

 [A-13 PO Rollover List for Board 12.9.21.pdf](#)

 [A-13 Resolution.docx](#)

The State guidelines allow the Board to authorize Carry Forward of the outstanding purchase orders at year-end. These outstanding purchase orders were not paid prior to December 31, 2021. Therefore, it will be prudent and sound financial practice to carry them forward into the next fiscal year (2021) pending available cash balances at the close of the fiscal year 2021. The appropriation to cover the purchase orders, once expensed, will come from the 2021 budget.

Motion:

Approval of Resolution 2021-14 - carry forward of outstanding encumbrances for FY2021

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

4. A-15: Consideration and approval of Resolution 2021-15 to acquire appraisal and purchase real property located at 9625 E. 33rd Street, Indianapolis, Indiana (Presenters: Jill Russell)

 [A-15 9625 E 33rd Street.docx](#)

 [A-15 Resolution 2021-15 for purchase of real estate.docx](#)

 [A-15 Attachment A to Resolution for Acquisition.pdf](#)

This item was moved to the Consent Agenda and not heard by the full Board.

6. Information Items (Presenters: Greg Hahn)

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

 [I-1 MAC Minutes for November 2021.docx](#)

 [I-1 MAC Numbers for Nov 2021 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 October 2021 (Presenters: Bart Brown)

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

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

 [I-2 Procurement Report.pdf](#)

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

3. I-3: Transportation Network Companies - Funding

 [I-3 Transportation Network Company - Funding 12.7.2021.docx](#)

The Board heard an update on Transportation Network Companies - Funding from Senior Director Mobility Solutions Michael Roth.

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 Lumin-Air and IndyGo Partnership, Free fares for Christmas Day and after 8pm on New Year's Eve, and IndyGo Board of Director Lise Pace Keynote speaker at Women in Business hosted by the Indy Chamber.

5. I-5: Section 5307 Transition (Presenters: Ryan Wilhite)

 [I-5 Dec2021 BoardUpdate 5307Transition.docx](#)

The Board received an update on the Section 5307 Transition.

6. I-6: Department Reports

 [I-6a R&S Board Report October 2021.docx](#)

 [I-6b PLANNING AND CAPITAL PROJECTS REPORT for December 2021.docx](#)

 [I-6c December 2021 Board Report Public Affairs FINAL.pdf](#)

 [I-6d NOV 2021 Operations Monthly Board Report.docx](#)

 [I-6e HR Board Report \(December 2021\).docx](#)

 [I-6f December Diversity & Inclusion and Workforce Development Board Report.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 Hahn and there being no objection, the meeting was adjourned at 5:42pm.

Jill D. Russell
General Counsel

Page Intentionally Left Blank

Special Board of Directors Meeting Minutes

IndyGo

Jan 12, 2022 at 11:30 AM EST

@ Virtual/Zoom

ACTION ITEM A – 1

Attendance

Members Present:

Charlie Carlino, Inez Evans, Jill Russell, LaTeeka Washington

Members Present (Remote):

Hydre Abdullah, Bart Brown, Mary Ann Fagan, Adairius Gardner, Greg Hahn, Lise Pace, Jennifer Pyrz, Richard Wilson

Members Absent:

Patricia (Pat) Rios

Staff Present (Remote):

Aaron Vogel, Sean Wooding

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

 [board cover 2022 Jan12.docx](#)

 [Page Break.pdf](#)

Chairman Greg Hahn called the meeting to order at 11:31am. General Counsel Jill Russell called the roll. Six members present remotely via Zoom. There was a quorum. Pat Rios – Absent.

2. Regular Agenda (Presenters: Greg Hahn)

 [A AGENDA for January 12, 2022 Board Meeting.docx](#)

 [Page Break.pdf](#)

1. A-1: Consideration and approval of UV filtration installation for facilities (Presenters: LaTeeka Washington)

 [A-1 UV Filtration Installation - final.docx](#)

 [UV Lighting North Mechanical quote.pdf](#)

 [JMI UV Installation Quote 12-10-21.pdf](#)

 [IndyGo UV Lighting Project Scope and Pricing - Sexson Mechanical 12-9-2021.pdf](#)

During the pandemic IPTC has been looking at ways to keep staff safe in the facilities. With the assistance of our on-call team the UV filtration system was deemed the best option for staff after months of research and best practice reviews. This prominent method is used in healthcare facilities and installs UV lamps in HVAC exhaust or supply ducts. It's very effective with **nearly 100% of the air being irradiated**. The various locations of IPTC facilities were assessed: 1501 W Washington, Julia Carson Center, 2525 Michigan (Mobility Solutions & Customer Care Center) and the East Campus facilities. Due to the rise in COVID cases, acquiring the systems and scheduling the installation may have longer lead times. Currently the lead times is 4 weeks but could change with higher demand. The contractor would start in the south end of 1501 and the Julia Carson Center to cover the largest areas of impacts and exposure to operations staff.

Motion:

Approval of UV filtration installation for facilities

Motion moved by Adairius Gardner and motion seconded by Mary Ann Fagan. Hydre Abdullah - AYE; Mary Ann Fagan - AYE; Lise Pace - AYE; Adairius Gardner - AYE; Richard Wilson - AYE; Pat Rios – Absent

3. Adjourn (Presenters: Greg Hahn)

On order of Chairman Hahn and there being no objection, the meeting was adjourned at 11:44am.

Jill D. Russell
General Counsel

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Chief Information Officer Marcus Burnside

SUBJECT: Consideration and approval of copier lease amendment

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to approve an amendment to the contract with Sharp Business Systems to provide additional copier lease services in an amount not to exceed \$319,652.

BACKGROUND:

Sharp Business Systems is the contracted vendor for copier lease services outlined in RFP#19-01-308 for three years. The awarded vendor was approved at the April 25, 2019, meeting of the IPTC Board of Directors. The contract terminates in July 2022; however, an additional two optional years are available to exercise, extending the contract through July 2024. Due to the cost of leasing equipment rising, IPTC will be exercising the additional optional years to maintain the original 2019 pricing.

DISCUSSION:

IPTC will be expanding to two additional buildings in 2022 and 2023. As a result, additional copiers are needed at these locations for administrative functions. Currently, IPTC leases 12 copiers for its Headquarters location. After completing the W. Michigan Street location in February 2022, the number of leased copiers will increase to 16. With the East Campus Buildings, A and B completion in Q2/Q3 FY2022, the number of leased copiers will increase to 24. Finally, once the East Campus Garage is complete in Q1/Q2 FY2023, the number of leased copiers will increase to 28.

ALTERNATIVES:

The Board could choose not to award the contract amendment for copier lease services. However, IPTC will experience the inability to effectively utilize copy/print/scanning functions at its new locations.

FISCAL IMPACT:

The total cost of this procurement is \$98,798 in FY2022, \$128,114 in FY2023, and \$92,440 in FY2024. The funding for this project will be from the Information Technology operating budget. Below is the fiscal breakdown per year:

	# Units	Copier Amended Lease Install Date	Term / Mo.	Lease /unit	Total Monthly Lease Payment	Total Contract Lease Cost for Additional Copiers	FY2022 Cost	FY2023 Cost	FY2024 Cost
W. Michigan Street	4	2/1/2022	31	\$304.07	\$1,216.30	\$37,705.30	\$13,379.30	\$14,595.60	\$9,730.40
East Campus (Administrative)	8	3/30/2022	28	\$328.41	\$2,627.30	\$73,564.40	\$21,018.40	\$31,527.60	\$21,018.40
East Campus (Garage)	4	3/30/2023	16	\$549.73	\$2,198.90	\$35,182.40		\$17,591.20	\$17,591.20
					Total Contract Lease Cost for Additional Copiers	\$146,452.10	\$34,397.70	\$63,714.40	\$48,340.00
					Total Contract Lease Cost for HQ (32 Mo.)	\$162,400.00	\$60,900.00	\$60,900.00	\$40,600.00
					Avg. Copier Print Overages (32 Mo.)	\$10,800.00	\$3,600.00	\$3,600.00	\$3,600.00
					Total Updated Contract Cost	\$319,652.10	\$98,897.70	\$128,214.40	\$92,540.00

DBE/XBE DECLARATION:

The procurement for copier lease services will be funded locally; therefore, DBE goals do not apply. Sharp previously utilized Putnam Industries for services and currently uses Eastern Engineering for repairs/supplies needed on IPTC's plotter.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on January 20, 2022 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Project Manager, Civil Design Matthew Duffy

SUBJECT: Consideration and approval of task order to design the Rural Street underpass

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC procurement contract award standards, it is requested that the Board authorize IPTC to execute a task order with Lochmueller Group (under Request for Qualifications (RFQ) 20-02-344) to complete 40% design to lower Rural St. 18" underneath the CSX bridge, for an amount not to exceed \$382,174.64.

BACKGROUND:

As part of the Marion County Transit Plan implementation, IPTC plans to provide crosstown service with a 15-minute base frequency along Keystone Ave./Rural St. (Route 26). An important destination on this route is the new Community Justice Campus (CJC), slated to open in January 2022. Reliable and effective access to the CJC is a goal not just for IPTC, but for the City of Indianapolis. Due to clearance concerns where Rural St. passes below the CSX railroad tracks south of Washington St., route 26 currently makes a 1.6-mile out-of-direction detour to Sherman Drive. Shrewsbury & Associates worked on early design alternatives and completed a feasibility study in FY 2021 that will inform and guide Lochmueller's design progress.

DISCUSSION:

Lochmueller Group was selected for On-Call Architectural & Engineering Services in September 2020. This task order would be executed under that On-Call contract (RFQ 20-02-344). This task order will include utility coordination, stormwater analysis and design, structural analysis, NEPA services, geotechnical investigation, and survey. It is anticipated that IPTC will pursue Federal funds for the construction of the project. It is anticipated that these design services will be completed by August 31, 2022 at which point a subsequent task order will be required to progress design to final status. It is anticipated that construction may begin in FY 2024 with potential completion in FY 2025.

ALTERNATIVES:

These services are required for successful construction bidding of the project.

FISCAL IMPACT:

This task order will be funded with local funds.

DBE/XBE DECLARATION:

This task order includes participation from:

- 7NT (MBE) at 14.4%
- Northpointe Engineering & Surveying (WBE) at 7.1%

This task order has a total of 21.5% XBE participation.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on January 20, 2022 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Project Coordinator Sarah Stentz

SUBJECT: Consideration and approval of license renewal for construction program and project management software e-Builder

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO Inez Evans to renew an annual license with e-Builder to provide Construction Program and Project Management Software for an amount of \$116,470. The term of the new one-year license will begin on April 1, 2022.

BACKGROUND:

IPTC selected e-Builder as its construction program and project management software through its standard procurement process. That process began in December 2016 with the issuance of RFP 16-12-247. e-Builder was selected as the preferred vendor and approved by the Board in February 2017.

The original master services agreement with e-Builder included costs for initial software setup and provided an option for annual renewals with associated licensing fees. A long-term agreement was not required for the service. IPTC considers this renewal each year.

e-Builder is currently being used to manage documents and processes on all BRT projects and the majority of our roadway and facility projects. e-Builder's software license allows unlimited users across unlimited organizations. In addition to IPTC, our consultants and contractors use the software for document submittals and approvals, and for accessing all critical project documentation for our projects. The software has become a keystone of our project management practices.

DISCUSSION:

e-Builder was selected as IPTC's preferred construction program and project management software based on cost, global system and software capabilities, implementation timeline, and maintenance requirements. As a cloud-based software, e-Builder is meeting IPTC's needs for use across multiple projects and team structures. It was developed for and is used throughout the construction industry and, as such, has been well-suited for our agency's project documentation and control needs. This is especially true for our BRT projects, where all change management, invoice and pay application review/approval, and reporting processes are handled. e-Builder additionally acts as the repository for all field inspection reports, contracts, and other critical documents. These functions will continue to require such a software solution through, at a minimum, final construction and close-out of the Blue Line.

ALTERNATIVES:

IPTC could choose to initiate a new procurement for construction program and project management software.

FISCAL IMPACT:

This is funded with operating funds, budgeted and approved for 2022.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on January 20, 2022 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

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

SUBJECT: Consideration and approval of south charging facility renovations - 3D Professional Contracting, Inc.

ACTION ITEM A – 8

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Inez Evans to enter a contract with 3D Professional Contracting, Inc. to complete the construction of renovations to the south charging facility for an amount not to exceed \$392,900.

BACKGROUND:

In March 2021, IPTC executed a task order with Woolpert to complete designs for renovating the south charging facility located at 8925 S. Madison Avenue. The facility will provide an operators' break area and create a separation from space that will potentially be leased. The facility also requires some exterior work including minor roof repair, adding a roof access ladder, replacing the store front windows and cleaning/repairing drains.

DISCUSSION:

Staff provided interested contractors with the opportunity for a walk-thru of the site at the time of the contractor pre-bid meeting. A question/answer period was provided, and an addendum was issued to obtain the most accurate proposals possible. 3D Professional Contracting, Inc. had the lowest of the three bids received.

ALTERNATIVES:

The Board could choose not to contract as recommended, however, IPTC would need to consider other options for operators at the charging location.

FISCAL IMPACT:

Funding for this procurement is IPTC local funds.

DBE/XBE DECLARATION:

The project is not federally funded so no DBE goal is set, however XBE participation goals have been set at 15% MBE, 8% WBE, 3% VBE and 1% DOBE. 3D Professional has 36% minority participation with 28% MBE and 8% WBE. They are using BC Countertops (MBE), Carpet Corners of Indianapolis (MBE), Watt Mechanical (WBE) and Xceed Electric (MBE).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on January 20, 2022 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Senior Director of Facilities and Preventative Maintenance Paul Williams

SUBJECT: Consideration and approval of RFP-21-07-411 landscaping services

ACTION ITEM A – 10

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter into a three-year contract with R.A.S.K. Scapes Inc. for an amount not to exceed \$514,095.

BACKGROUND:

The landscaping services scope consist of:

- Spring and Fall flower bed cleanups
- Pruning of bushes and trees
- Weekly litter pickup and receptacles emptying
- Weekly mowing and weed trimming
- Monthly fertilization of plants and grass with weed and insect control
- Mulching twice a year and hardscape addition.
- All right-of-away grass mowing with trash and debris removal as needed.

The selected vendor shall be required to supply all labor, supplies, materials, and equipment needed to perform services. The Landscaping services contract will apply to all IPTC properties.

DISCUSSION:

IPTC procurement department released a solicitation for landscaping services on October 11, 2021. The solicitation was advertised in several local papers and online. IPTC held a hybrid pre-bid meeting in person via Microsoft Teams option. IPTC provided maps and scope of work for all locations to potential vendors. The Procurement department received two bids and found that R.A.S.K. Scapes Inc.'s bid was responsive and responsible.

ALTERNATIVES:

Landscaping and mowing are required for IPTC to provide a professional-looking, clean, and safe operation. Unfortunately, IPTC cannot perform these services due to the specialized equipment and staffing needed.

FISCAL IMPACT:

The funding for this project will come out of the Operating Budget.

DBE/XBE DECLARATION:

R.A.S.K. Scapes Inc. will be utilizing DBE Aztec WFR Inc. for 22.5% of total contract price.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on January 20, 2022 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Deputy Chief Operating Officer Cheryl Purefoy

SUBJECT: Consideration and approval to enter into negotiations for Transportation Department uniforms

ACTION ITEM A – 11

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter into contract negotiations with The Uniform House, Inc. as the most qualified vendor responding to RFP 21-09-427 for transportation department staff uniforms and upon successful negotiations, enter into a master contract. The amount is not to exceed \$1,302,500 over the five-year life of the contract.

BACKGROUND:

The Uniform House, Inc. is the current provider of uniforms for the Coach Operators, Service Center Representatives, Dispatch Representatives and Transportation Supervisors.

DISCUSSION:

Having a local vendor offers convenient access and value for uniform purchasing for IPTC personnel. This vendor has the ability to come onsite for ordering; additionally, they support a variety of options to purchase all uniforms needs - phone, online, or in person from the storefront. Employees are also able to monitor their available balance and order additional uniform supplies as needed. Having the vendor local also eliminates shipping costs.

ALTERNATIVES:

The Board could choose not to authorize negotiations. The procurement department will begin the bid process again. However, The Uniform House, Inc. was the single bidder to RFP 21-09-427 Coach Operator Uniforms. It is believed that a new search will not yield a different result.

FISCAL IMPACT:

The funding for this project will come out of the operating budget.

DBE/XBE DECLARATION:

The Uniform House, Inc. is a certified DBE/WBE and will be self-performing 100% of the contract.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on January 20, 2022 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Deputy of Governance & Audit Brian Atkinson

SUBJECT: Consideration and approval of Governance & Audit Risk Universe/Heat Map

ACTION ITEM A – 2

RECOMMENDATION:

Review and receive Governance & Audit Risk Universe/Heat Map 2022

- See Reference Item 2021-5

BACKGROUND:

During late 2021 the Governance & Audit team, with input from Management and its Subject Matter Advisors, compiled a Heat Map to identify and illustrate the Agency's risk universe.

DISCUSSION:

A "heat map" is a way to capture the risks relevant to an entity (also referred to as the entity's "risk universe"), measured by a combination of how likely each risk is to actually occur, and how severe the impact would be should the risk occur.

The heat map was compiled after a series of 34 initial conversations with members of IPTC management, three Board Members, and an online survey with 21 responses, followed by detailed review with our Subject Matter Advisors and comparison to risks across other similar transit agencies. We then followed up with more detailed discussions with certain members of management and held a final review meeting with IPTC's President/CEO.

The heat map is intended to serve as a basis for design of the workplan going forward and has thus informed the workplan presented to the Committee separately. Additionally, going forward the heat map will be refreshed annually, with adjustments made to the ongoing workplan accordingly.

Seven reviews are recommended for 2022 that come from the Risk Universe Heat Map.

- Decentralized Operations
- Training
- Cyber Security Readiness
- Staffing, Hiring and Recruitment
- Physical and Facility Security
- D365 Upgrade
- COVID and Pandemic Recovery

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Governance & Audit Committee on January 20, 2022 and will be placed on the Regular Agenda.

Annual Risk Refresh and Proposed FY 2022 Audit Workplan

Governance & Audit Report No. 2021-5

Report Issued January 5, 2022

Executive Summary

Background

The Governance & Audit function was formalized at IndyGo in 2019. Governance & Audit (G&A) aims to be a collaborative, strategically-focused and cross-functional solution for process improvement and risk mitigation.

Our goal is to both help improve processes across the agency as well as identifying and supporting staff efforts to remediate internal control weaknesses.

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a refresh of the current risk assessment. The results of the risk assessment refresh allow us to design a forward-looking work program that is both proactive and reactive, and which considers the full spectrum of risks illustrated below.



Objective and Scope

Our process included:

- Interviews - We spoke with 34 management members, and 3 Board of Director members.
- Survey – We circulated a risk survey, seeking anonymous input on risk priorities. 21 responses were received.

Input was received from every functional department across the agency, including operations, finance, technology, capital projects, legal, and HR. We sought perspectives on agency-wide risks, external risks, and threats to IndyGo's mission and objectives.

Our goal in compiling the following Heat Map was to provide the holistic risk universe relevant to IndyGo. Accordingly, certain risk areas may seem easily auditable, while others less so.

To rank the specific risk areas, we leveraged three primary filters:

- Our collective understanding of IndyGo and its operating environment
- Our subject matter expertise in the public transit space
- Our experience in internal audit and enterprise risk.

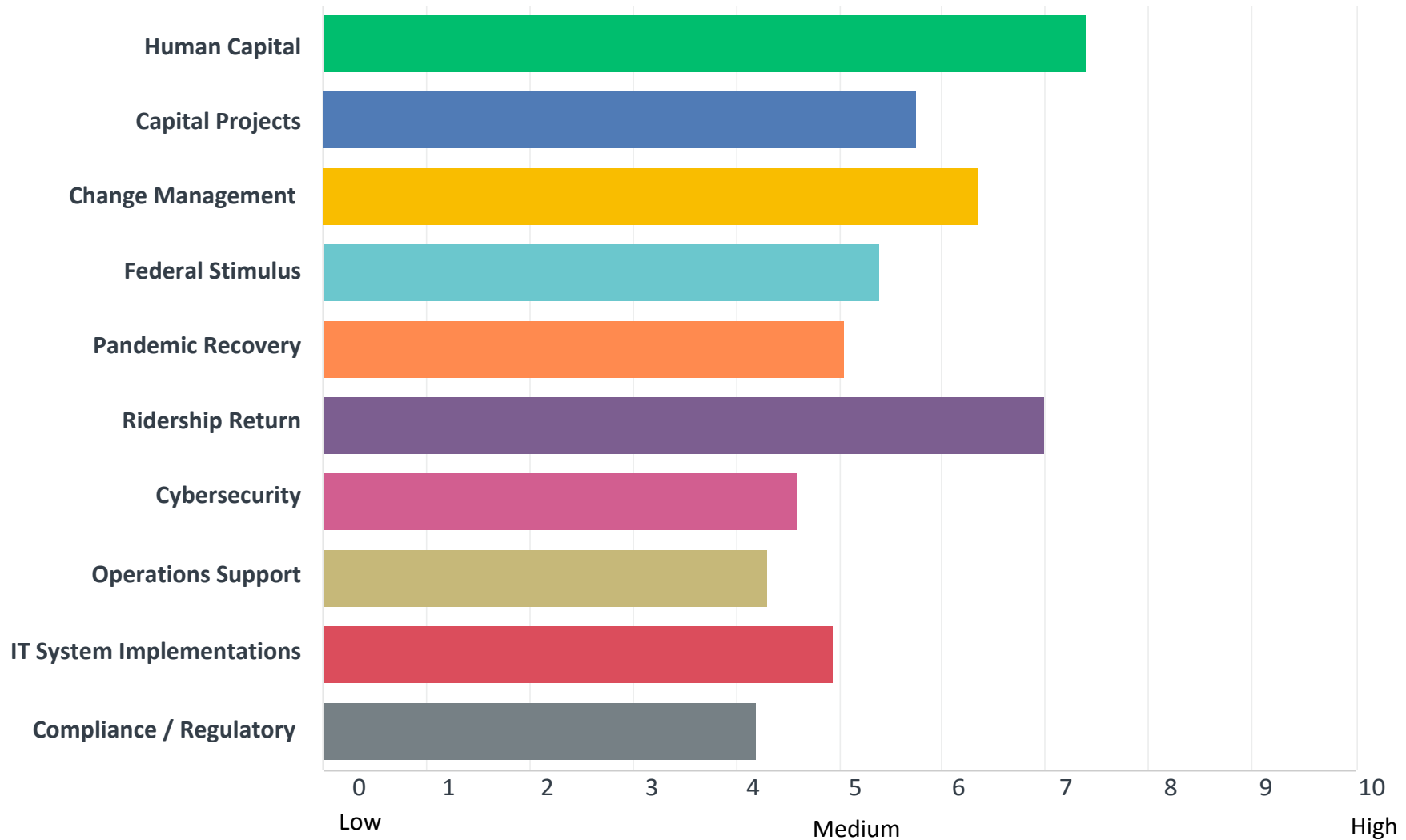
Overall Summary

The Heat Map and resulting Work Plan presented on the following pages represent the result of this risk assessment refresh. Appropriate attention toward managing these risks in the near term will be critical to the continued success of the agency.

We would like to thank IndyGo staff and all those involved in assisting us in connection with this risk assessment refresh. Questions should be addressed to the IndyGo Department of Governance and Audit at:

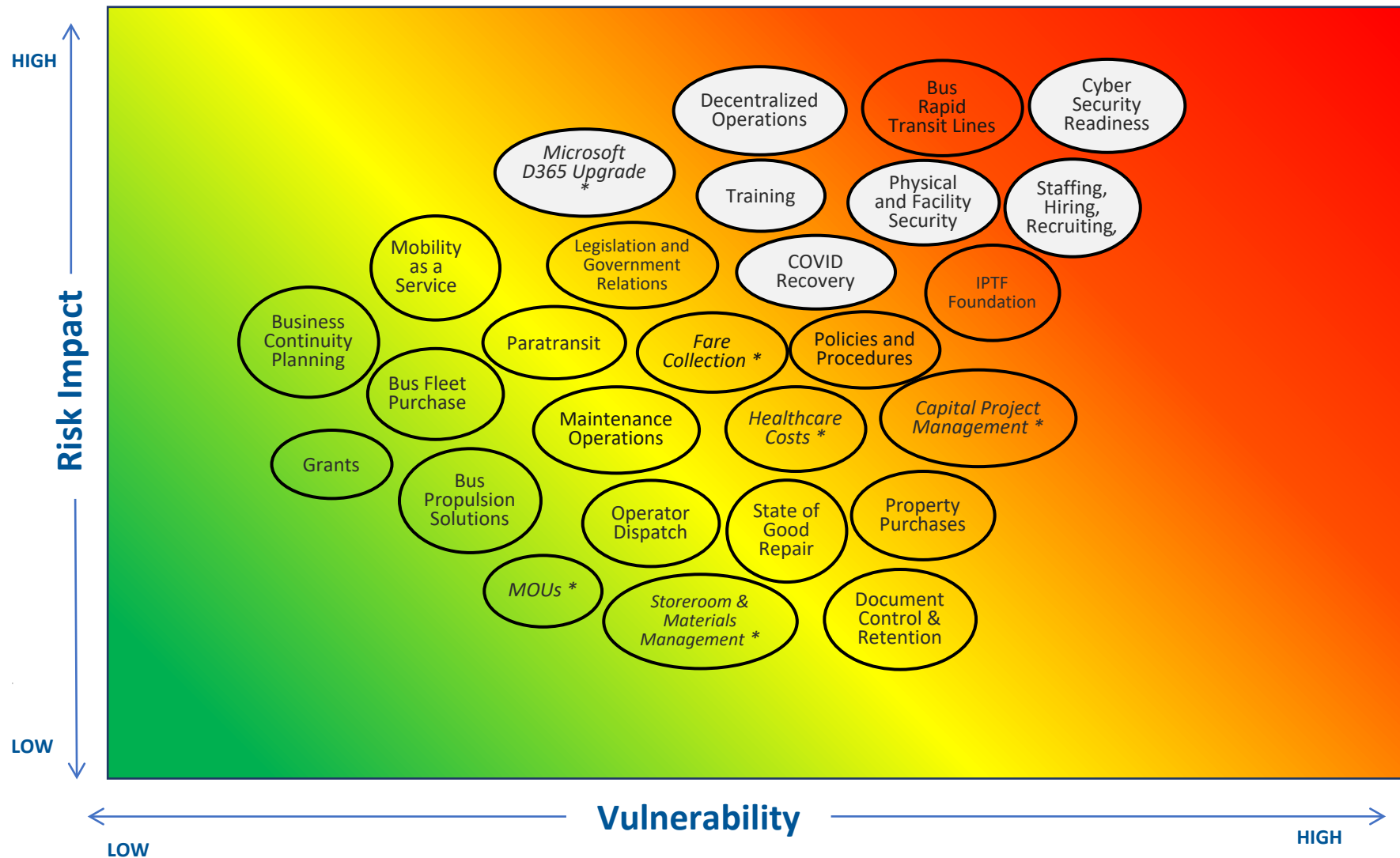
batkinson@indygo.net.

Prioritized Risks (from Survey)



Thank you to all participants.

Heat Map and Recommended Audits



*Risk Area was in scope within a FY 2021 G&A audit project
Shaded Areas included in proposed FY 2022 Internal Audit Workplan

FY 2022 Proposed Internal Audit Workplan

Area	Description
Microsoft Dynamics 365 Upgrade <i>(Continued from 2021)</i>	<p>Independent Project Oversight (continued from FY 2021). Examine the planning and other supporting processes and controls in place to support the D365 system upgrade / implementation. Considerations include the Project Management Body of Knowledge (PMBOK) process management areas, such as:</p> <ul style="list-style-type: none"> • Scope management and change orders • Time and schedule • Cost and budget • Risk management • Communication plans and reporting • Quality management
Staffing, Hiring and Recruiting	<p>Examine the programs, processes and policies related to employee hiring, retention, and succession planning. Considerations may include:</p> <ul style="list-style-type: none"> • Employee retention, appreciation, recognition and trades apprenticeship programs • Operator scheduling process and shift times • Succession planning and talent identification. Management development programs. • FMLA (Family and Medical Leave Act) usage • Leave time and long-term usage policies • Vacancy rate and position control processed and reports • Operator absences and shortages. Impact on service and bus pull-out rates • Compensation and class reviews. IndyGo pay competitiveness.
Decentralized Operations	<p>Assess IndyGo's planning and preparation around the upcoming expansion and operation of up to six different physical locations (including East Campus, 1501 W. Washington, Transit Center, W. Michigan Street mobility services, two new bus charging facilities), including its ability to operate multiple facilities simultaneously. Considerations may include:</p> <ul style="list-style-type: none"> • Impacts upon staffing • Consistency of agency SOPs across facilities • Change management processes in-place and planned to ensure smooth continuity of operations • Budgeted operating costs for collective facilities • Security considerations (including the vacant properties with no buildings)



FY 2022 Proposed Internal Audit Workplan (continued)

Area	Description
Physical and Facility Security	<p>Examine the processes and controls in place to safeguard IndyGo people, riders, facilities and materials. Considerations may include:</p> <ul style="list-style-type: none">• Security vendor contract and performance• West Washington and planned East Campus building safety• Intelligent Transportation Systems (ITS) technologies, including CCTV and camera monitoring• Vehicle accident rate, historical and vs. peers• Fare enforcement, evasion, policies and procedures• Workplace violence prevention programs• Materials, vehicle and fuel storage• Station and Transit Center safety matters, homelessness concerns
Training	<p>Examine the processes and controls in place to help ensure the adequate training of IndyGo employees. Considerations may include:</p> <ul style="list-style-type: none">• Day One Orientation procedures• Technology Training (including use of the IndyGo Intranet)• Driver training• Mobile-enabled training options• Ongoing training and career development• Functional cross-training• Annual Ethics training and re-certification• Learning Management System (LMS) technology platform and usage• Board member orientation, education and retreats• Unification of technology systems across properties (i.e., HVAC operation across two campuses)

FY 2022 Proposed Internal Audit Workplan (continued)

Area	Description
Cybersecurity Readiness Assessment	<p>Assess IndyGo’s Cybersecurity posture and framework, including the adequacy of processes and controls in place to assess, evaluate and address cyber risk. Considerations may include:</p> <ul style="list-style-type: none"> • Threat and vulnerability assessment • Phishing and spoofing prevention, including training for employee awareness • White hat hacking attempts • Identity and access management • Data management and protection • Cybersecurity program staffing and associated resources • Recently issued FTA Cybersecurity Information Guide • Consideration of NIST Cyber Security framework
COVID and Pandemic Recovery	<p>Examine the processes, policies and controls in place as IndyGo operates in the new post-pandemic environment. Considerations may include:</p> <ul style="list-style-type: none"> • Ridership forecasting and recovery • CARES, CRSSA and ARP funding. Expenditure management under various ridership scenarios • Changes to existing policies. Updates to existing HR practices. • Work From Home and Vaccination policies • Driver safety programs and passenger incidents • Transit Center usage and cleanliness • Comprehensive Operating Agreement (COA) update review
Annual Risk Refresh, and Internal Audit Workplan	<p>Update the existing IndyGo risk universe by performing the annual risk assessment refresh and updating the recommended future Internal Audit workplan accordingly. Steps include:</p> <ul style="list-style-type: none"> • Interview members of IndyGo management and the Board • Conduct survey, to obtain feedback on risks and prioritization • Prioritize the risk universe and prepare an updated Heat Map



Potential Future Audits

Area	Description
Paratransit Program	<p>Examine the processes and controls in place to help ensure the adequate training of IndyGo employees and Board members. Considerations may include:</p> <ul style="list-style-type: none">• Vendor contract compliance• FTA Circular compliance review• Ridership analysis. Cost per ride.• Scheduling system effectiveness, backup, and security protocols• Customer complaint review and resolution• Driver hiring, driving, and performance records
IT System Implementations	<p>Review the processes, methodologies and controls in place for IT system implementations. Considerations may include:</p> <ul style="list-style-type: none">• Methodologies followed in the management and execution of system implementation• Processes and controls in place around timelines, deadlines, progress reporting, plan adjustments, third-party vendor management, etc.• Adequacy of planning and project management staffing• IT general controls (e.g., user security administration/logical access over applications and data, system development life cycle controls, system and data backup and recovery, etc.)• IT network and data security• IT cloud migration• IT change management <p>Review the status and controls related to specific applications implementations. Applications may include:</p> <ul style="list-style-type: none">• HASTUS• E-Builder• Avail• Fare Card Retail Network• Learning Management System (LMS)• SharePoint



Potential Future Audits (continued)

Area	Description
Operator Scheduling	<p>Examine the processes and controls supporting Operator scheduling. Considerations may include:</p> <ul style="list-style-type: none">• Service standards guidelines and performance• Pull-out and vehicle down-time performance statistics• Trip building and runcutting process during pandemic• Operator bidding. Extra board usage and operator availability• Work rules re: part-time, temp, seniority.• System effectiveness, support, and upgrades
Transactional Areas	<p>Examine the processes and controls supporting the successful flow of transactions in routine financial areas. Considerations may include:</p> <ul style="list-style-type: none">• Accounts Payable• Payroll• Fixed Assets, etc. <p>Procedures may include a combination of interviews and observation, process walkthroughs, process mapping, substantive transaction testing, and analytical review.</p>
Indianapolis Public Transportation Foundation (IPTF)	<p>Examine the Foundation's goals, policies and strategies. Plan, report and discuss with IPTF Board. Considerations may include:</p> <ul style="list-style-type: none">• Legislative requirements and strategies• Fundraising goals and programs• Foundation support services from IndyGo <p>Board governance and Foundation non-profit bylaws</p>

Page Intentionally Left Blank

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 healthcare costs review

ACTION ITEM A – 3

RECOMMENDATION:

Review and receive Governance & Audit Report 2021-06

- Healthcare Cost Review

BACKGROUND:

The FY2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a Healthcare Cost Review.

DISCUSSION:

IPTC's Human Resources Department is responsible for managing the healthcare benefits programs and overseeing the providers and consultants. The HR Department has recently:

- Renegotiated annual agency costs with Anthem Blue Cross Blue Shield
- Bid out the clinic and wellness program contract
- Bid out the third-party healthcare broker and consultant contract
- Negotiated benefits costs and premiums with a primary bargaining unit

The overall benefits program is well-controlled. We have rated the overall risk associated with this Healthcare Costs review as "Medium."

Our following report provides four observation that could enhance the management and delivery of IPTC employee benefits:

- Enhance the Wellness Program
- Recover Employee Healthcare Costs
- Monitor and Manage Healthcare Costs
- Continue Claims Reviews by Benefits Consultant

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Governance & Audit Committee on January 20, 2022 and will be placed on the Regular Agenda.

Healthcare Costs Review

Governance & Audit Report No. 2021-6

Report Issued January 7, 2022

EXECUTIVE SUMMARY

Background

The FY 2021 Internal Audit Work Plan approved by the Governance and Audit Committee included a Healthcare Costs review.

IndyGo is self-insured for its healthcare costs. Employee healthcare benefits (excluding workers' compensation) include medical, prescription drug, vision and other programs, as well as a free on-site clinic and wellness program. The insurance carrier is currently Anthem Blue Cross Blue Shield.

IndyGo's expenditures for its medical, prescription drug, and vision healthcare plans (excluding the clinic and workers' compensation claims) were \$12.5 million in fiscal year 2020, an increase of 57% vs. FY 2019.

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 healthcare costs and the related agreements.
- Review key processes and test selected transactions, related to:
 - Contract scope, terms and conditions
 - Financial, operational, or reporting requirements
 - IndyGo's monitoring of agreements
 - Expenditure trends and provider payments
- Assess the effectiveness of the design and operation of internal controls.
- Identify potential opportunities for process and control improvements or revenue enhancements.

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations		
		High	Medium	Low
Healthcare Costs Review	Medium	0	2	2

Overall Summary and Review Highlights

IndyGo's Human Resources Department is responsible for managing the healthcare benefits programs and overseeing the providers and consultants. The HR Department has recently:

- Renegotiated annual agency costs with Anthem Blue Cross Blue Shield
- Bid out the clinic and wellness program contract
- Bid out the third-party healthcare broker and consultant contract
- Negotiated benefits costs and premiums with a primary bargaining unit

The overall benefits program is well-controlled. We have rated the overall risk associated with this Healthcare Costs review as "Medium."

Our following report provides four observations that could enhance the management and delivery of IndyGo employee benefits:

- Enhance the Wellness Program
- Recover Employee Healthcare Costs
- Monitor and Manage Healthcare Costs
- Continue Claims Reviews by Benefits Consultant

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.

1. Enhance the Wellness Program

Observation:

IndyGo offers a unique wellness program, but it has historically been under-utilized. IndyGo has selected a new provider.

Recommendation:

Encourage more active employee participation in the new wellness program. Hold the new provider accountable to the contract's performance goals.

Observation Rating: Medium

IndyGo has selected a new provider for its on-site health care clinic and wellness program.

The current contract cost exceeded \$625,000 in FY 2021. The current program, in existence since 2010, was:

- Underutilized by employees and their dependents
- Lacking adequate education and outreach
- Wellness program employee benefit payments that could be earned generally through participation, rather than achievement of long-term goals
- Difficult to correlate to IndyGo health care insurance premium reductions.

The new clinic will expand to additional sites, to encourage greater employee access and usage. The new provider's contract is expected to include performance targets, with specified provider dollars at risk for non-achievement of the goals.

IndyGo's employees and operators are its greatest assets. The clinic is a unique benefit among transportation providers.

IndyGo should continue to support the well-being of its employees, while seeking a return on its health care investment in this area.

To accomplish these goals, IndyGo could:

- Hold the new provider accountable to its performance targets
- Expand outreach and communication to its employees and their dependents
- Establish and measure a targeted reduction in claims expense per employee
- Establish meaningful self-improvement goals, before paying employee "bonuses"

If the new clinic does not achieve its wellness goals, or if employee usage does not increase after outreach and education, IndyGo should consider whether to reduce or eliminate the wellness program or clinic. The cost savings could then be redeployed to other healthcare areas of need.

Management's Action Plan:

Human Resources agrees. Health and wellness data about the IndyGo workforce coupled with the medical claims shows IndyGo's workforce must work to improve its health and wellness and develop healthier lifestyles through continued checkups and monitoring, nutrition and exercise. Human Resources is actively working with the new clinic/wellness vendor to develop methods to increase meaningful workforce wellness engagement.

Human Resources and the clinic/wellness vendor are currently working on a communication and marketing campaign to educate the IndyGo workforce about the new clinic's enhanced services and benefits of improved wellness. Also, Human Resources will drive the vendor to meet the contractual and performance goals outlined in the RFP by dedicating multiple staff to provide oversight and administration.

Responsible Parties:

Jeff Brown, Vice President for Human Resources

Due Date:

March 31, 2022 for new vendor contract.
Ongoing for monitoring of performance.

2. Recover Employee Healthcare Costs

Observation:

A recent employee terminated with their monthly healthcare premium exceeding their monthly compensation by over \$5,000. This amount was not recovered from the employee.

Recommendation:

HR should monitor its new automated termination notification process to minimize unrecovered employee amount due.

Observation Rating: Low

Healthcare costs for IndyGo employees are withheld from payroll checks or automatic deposits.

After one recent employee terminated, their pay period's compensation was less than the current charge for their healthcare coverage.

The employee termination procedures were manual. Also, it appears that there was not timely communication between the HR and Payroll groups.

IndyGo does have a process to send arrears notices to prior employees, to recover outstanding amounts due. In this case, IndyGo chose not to pursue recovery and absorbed approximately \$5,000.

IndyGo has created a new electronic notification process for terminated employees, to mitigate payments that cannot be recovered.

This appears to be an isolated incident and not a systemic control issue. However, IndyGo should monitor the new automated termination notification process to endure that it functions as designed.

IndyGo should also monitor part-time employees and those on leave with medical benefits, to assess whether part-time employee compensation will be adequate to cover the healthcare costs. Healthcare benefits are not prorated based on the employees work schedule.

Management's Action Plan:

Human Resources agrees. HR implemented a new process for terminations whereby it is now fully automated, and as a result, unnecessary costs have been mitigated. Human Resources has added additional staff who monitor the process and assist in completing terminations.

Additionally, Human Resources is monitoring employee leave lists to track who is current on paying employee health insurance contributions and who is in arrears. For those employees in arrears, Human Resources notifies the employee and provides an opportunity for the employee to become current or initiate a payment plan through payroll deductions.

Responsible Parties:

Jeff Brown, Vice President for Human Resources

Due Date:

Implemented.

3. Monitor and Manage Healthcare Costs

Observation:

IndyGo's healthcare costs for medical, pharmacy and vision increased 57% in FY 2020. Management did enact various plan changes, to help manage costs in FY 2022.

Recommendation:

Consider further initiatives to continue to work toward industry standards in insurance costs, for both the employee and employer.

Observation Rating: Medium

IndyGo's medical, pharmacy and vision plan costs increased by 57% to \$12.5 million, from FY 2019 to FY 2020. This was driven by multiple factors, including:

- An increase in paid medical claims of 100%, due to significant new cases
- More IndyGo employees in FY 2020
- Employee COVID hospitalizations
- The general nature of self-insured risks, which can rise or fall depending on claim activity
- The "richness" of the healthcare benefits compared to industry averages

IndyGo did enact various plan changes to help manage costs, while providing strong benefits to remain competitive with other employers.

The changes were bargained and approved by IndyGo's primary union. Changes to the following areas will be effective on January 1, 2022:

- Annual deductibles and out-of-pocket maximums
- Co-pays
- Coinsurance rates
- Emergency care costs

IndyGo should continue to monitor and manage the escalating health care costs, by:

- Continuing to move towards industry averages for key plan components, while remaining competitive with other employers.
- Encourage greater use of the high deductible plan (HDP) by employees. This may include creating greater cost differences between the High Deductible plan and traditional plan.

Management's Action Plan:

Human Resources agrees. HR continues to work with our benefits consultant to identify how IndyGo can achieve greater cost savings on its health insurance plan and how to move closer towards industry standards. In doing so, Human Resources and our benefits consultant have and will continue to compare and contrast other public sector health insurance plans.

Human Resources and our benefits consultant also analyze medical claim data to identify trends. Human Resources has utilized staff from Finance and Budget to assist with analyzing claims data and will continue to seek their assistance moving forward.

Responsible Parties:

Jeff Brown, Vice President for Human Resources

Due Date:

Ongoing.

4. Continue Claims Reviews by Benefits Consultant

Observation:

IndyGo is currently seeking third-party consultant services for several benefits-related tasks, including claims reviews and follow-up with the insurance carriers.

Recommendation:

A robust claims review process is an important internal control. IndyGo should continue its claim review process with the selected vendor.

Observation Rating: Low

IndyGo is re-bidding its current expiring contract with its insurance broker. This third-party firm also provides general benefits advisory services, including:

- Plan design and rate negotiation
- Employee communication
- Plan management – including claims data analysis, utilization, and summaries of claims
- Management Support – including responses to insurance claims

Given the size of IndyGo's HR staff and the fact that IndyGo is self-insured, the third-party provides important management and cost controls.

The scope of the current services includes review of 100% of incurred claims. The current consultant also reviews applicable coding, insurance carrier handling and participates in annual negotiations.

The current RFQ for third-party healthcare consultant services does not expressly state the scope of the desired claims review.

A robust claims review process is an important internal control, to help manage costs and ensure quality. IndyGo should continue its current practice of having the insurance consultant review a high percentage of its incurred claims.

IndyGo should explicitly include the scope of the desired claims review within the services in its negotiations with the qualified consultant(s) and include the agreed-upon scope in the final contract with the selected consultant.

Management's Action Plan:

Human Resources agrees. HR intends to conduct monthly medical claims reviews of not just the highest claims but overall claims so that trends can be identified.

In doing so, Human Resources will utilize members of the Finance and Budget team to assist in the review, as their expertise and prior assistance with review of cost controls has been invaluable.

Responsible Parties:

Jeff Brown, Vice President for Human Resources

Due Date:

New contract executed by March 31, 2022.
Ongoing for claims reviews.

APPENDIX A – RATING DEFINITIONS

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

Page Intentionally Left Blank

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz

SUBJECT: Consideration and approval of construction management contract for the Blue Line Bus Rapid Transit Project

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IPTC procurement contract award standards, it is requested that the Board authorize IPTC to enter into contract negotiations with Stantec for construction management services on the Blue Line project and, upon successful negotiations, enter into a contract.

BACKGROUND:

The Blue Line Bus Rapid Transit (BRT) project will be the third of three rapid transit lines in the City of Indianapolis/Marion County. It will connect the Indianapolis International Airport to the Town of Cumberland via downtown Indianapolis along Washington Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2013. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC Board of Directors. This plan outlined the Blue Line project in more detail, including the specific mix of funding sources and timelines for the development of the project.

Construction management (CM) services for the Blue Line will confirm constructability of the design and ensure that construction meets contract plans, specifications, terms, and applicable ADA standards, as well as FTA's quality management guidelines. Construction management services will include design reviews, project controls, change management, independent cost estimates, daily construction inspection/oversight, and material testing.

The CM team's services will begin with review of 60% design plans, which will be ready in May 2022. The CM team will support IPTC at each subsequent stage of design review, through FTA review and grant approval, bidding, and construction, to project completion and close out.

DISCUSSION:

According to federal procurement rules, CM services are to be procured using qualification-based selection, so pricing is not a consideration. The selected vendor will enter into a task-order based contract with IPTC for each phase of construction, with cost negotiated for each task order.

According to procurement guidelines, IPTC released Request for Qualifications (RFQ) 21-09-424 on November 10, 2021 for Blue Line BRT Construction Management Services. The RFQ was posted on the IPTC website and advertised in local newspapers. IPTC set a 15% DBE goal for this RFQ. Proposals were due on December 14, 2021.

Two proposals were received in response to this RFQ. Interviews were scheduled and held with both teams on January 13, 2022.

An evaluation team comprised of IPTC capital planning, procurement, and legal staff, with participation from Indianapolis DPW, reviewed the proposals and participated in interviews. The evaluation team evaluated written proposals and interviews based on professional qualifications, project approach and references/ past performance.

Based on the combined scoring on the written proposals and interview, Stantec emerged as top scorer. The Stantec team includes the following sub-consultants: Shiel Sexton, Shrewsberry and Associates (DBE/MBE), Infrastructure Engineering, Inc. (DBE/MBE), Metric Environmental (DBE/MBE), 7NT Engineering (MBE), and CareyBRT. The Stantec team has committed to a total DBE participation of 25%, which is more than the stated goal of 15%.

ALTERNATIVES:

These services are required for successful Blue Line construction.

The Stantec team ranked highest on the tallied evaluation scorecard on the criteria proposed. If IPTC is unable to reach an agreement with Stantec, it is requested that the Board authorize staff to enter into contract negotiations with the next most qualified firm, which was Butler, Fairman and Seufert.

FISCAL IMPACT:

Funding for the Blue Line project is provided from a variety of sources, including FTA Small Starts, bond revenues, 5307 formula funds, and local funds, as documented in the Capital Plan.

DBE/XBE DECLARATION:

This solicitation had a 15% DBE participation goal. Stantec committed to 25% DBE participation in their proposal. The three firms participating as DBE sub-partners to Stantec are: Shrewsberry and Associates (DBE/MBE), Infrastructure Engineering, Inc. (DBE/MBE) and Metric Environmental (DBE/MBE).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on January 20, 2022 and will be placed on the Regular Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Executive Director, Indianapolis Public Transportation Foundation (IPTF) Emily Lovison

SUBJECT: Consideration and approval of adding two new members to the IPTF Board of Directors

ACTION ITEM A – 9

RECOMMENDATION:

Approval of adding David Holt and Addison Pollock to the IPTF Board of Directors.

BACKGROUND:

The bylaws of IPTF require the approval of the Board of Directors of IPTC to approve board members for IPTF. The IPTF board currently consists of eight members and can increase to up to 13.

The Board candidates presented are:

David Holt is the Chief Operating Officer and Chief of Staff at Indiana Destination Development Corporation. He has an extensive background in executive leadership at Holladay Properties, Conexus Indiana, and the Indiana Chamber of Commerce.

Addison Pollock is the Director of Community Engagement at AARP Indiana. Since February 2017, he has worked alongside volunteers and community partners to advocate for public policies and initiatives that make communities more livable for people of all ages. He received his Master of Public Affairs from Indiana University – Bloomington. He was born in Indianapolis and currently lives in the Irvington neighborhood.

DISCUSSION:

The IPTF Board considered and approved adding David Holt and Addison Pollock to their Board for a three-year term at their most recent Board meeting on December 14, 2021. IPTF is requesting IPTC consideration and approval to add David Holt and Addison Pollock to the IPTF Board of Directors.

ALTERNATIVES:

Decline approval of new Board members.

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on January 20, 2022 and will be placed on the Regular Agenda.

Information Update – December 2021 Financials Summary

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Finance/CFO Bart Brown and Deputy CFO Hardi Shah
Date: January 13, 2022

DECEMBER 2021 FINANCIAL SUMMARY

The Finance Division is in the process of closing out the fiscal year 2021. As in the past we will not close December until the last Friday of January so we can process all the outstanding 2021 invoices. This report reflects all activities as of January 13, 2021. The audited 2021 year-end financials will be reported in our FY2021 Comprehensive Annual Financial Report (CAFR).

Revenue

- Year to date, the Federal Assistance is slightly under budget by \$176,661 (-1.6%) year to date. The 2021 federal apportionment came in a little lower than had been previously projected. This played a larger factor than in previous years due to 2021 being the first year IndyGo had to account for 5307 Sub Recipients. There was a set amount of funding that had to be designated to the sub recipients, which in turn reduced the amount that was available to IndyGo. Along the same lines, CIRTAs split request was higher than projected which also reduced the amount that was available to IndyGo.
- The Other Operating Income is over budget by \$221,581 (30%) for the fiscal year 2021. IndyGo receives guaranteed advertising revenue each month from a customer. In addition, IndyGo also receives a percentage of the advertising revenue on a quarterly basis. The quarterly revenues totaled slightly higher than the budget. Other Miscellaneous revenue also was higher than budgeted due to some one-time revenue items (such as insurance proceeds, donations from partner agencies etc.) received during fiscal year 2021.
- Fiscal year 2021 recorded \$5.2M in passenger service revenue which is under budget by \$1,211,943 (-19%). We are once again experiencing the impact of the COVID-19 variant on this revenue stream and we are expecting that we would continue to experience lagging revenue for at least next few months.
- Year to date, the PMTF revenue is on budget.
- The total Property Tax Revenue distributions were over budget by \$2,529,223 (7%) for the fiscal year 2021.
- Year to date, the Local Transit Operating Income Tax revenue is over budget by \$4,915,444 (13%) due to a one-time supplemental distribution received from the general fund surplus at the state level.

- Service Reimbursement Program revenue is over budget by \$132,484 (32%) as IndyGo was able to program more federal funds towards this project from 5310 federal funding program.

The Total Revenue for the agency is over budget by \$6,410,129 (6%) for the fiscal year 2021 mainly due to higher than expected Property and Local Income Tax distributions.

Expenditures

I) Personnel Services

- The fringe benefits category is under budget by \$3,559,937 (-18%) for the year mainly due to lesser than budgeted medical insurance expenses and lesser than budgeted staffing count.
- Overtime expenses are over budget by \$1,562,608 (55%) for the year ended 2021. Staff shortages continued to attribute overage in the overtime expenses. However, the overage is offset by the under budget salary expenses.
- For FY21, the salary expenses are under budget by \$7,629,563 (-16%).

The Personnel Services category is under budget by \$9,626,892 (-14%) for the year ended 2021.

II) Other Services and Charges

- The claims expense category is under budget by \$807,912 (-23%) for the fiscal year 2021.
- Miscellaneous Expense category is also under budget by \$454,790 (-43%) year to date.
- The Purchased Transportation category is under budget by \$3.8M (-32%) roughly. The reduced demand in the ridership for paratransit due to effects of the pandemic has attributed to lesser than budgeted expenses.
- The “Services” expense category is also under budget by \$2,053,902 (-12%) for the year. There were several projects that were slated to happen were delayed or cancelled for various reasons which had an impact on this category.
- Utilities expenses are under budget for the year ended 2021 by \$432,360 (-21%).

Overall, the Other Services & Charges category is under budget by \$7,561,845 (-21%) year to date.

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$2,912,177 (-48%) for the year ended December 2021. The encumbrance tied with 2020 Fuel PO carried over into 2021 with budget helped this category to come significantly under budget.
- The maintenance materials category is under budget by \$897,570 (-15%) for the year.
- The other materials and supplies category is under budget by \$368,740 (-33%) year to date.
- For FY2021, the “Tires & Tubes” expense is under budget by \$333,851 (-40%) as the leasing rate with the new vendor came under budget and utilization of a relatively newer fleet helps with the wear and tear of the tires and associated costs.


The Total Materials and Supplies category is under budget by \$4,512,338 (-32%) for the Fiscal Year 2021.

Overall, the expenditures came under budget by \$21,701,075 (-18%) for the fiscal year ended 2021. It is to be noted that these expenditures would change as Finance Department continues to back date the invoices received for the services rendered in 2021.

RECOMMENDATION:

Receive the report.

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

	Indianapolis Public Transportation Corporation								1/10/2022 4:22 PM
	Budget to Actuals (Comparative Statement) - IndyGo								Period Selected: 12
	For the Twelve Months Ending Friday, December 31, 2021								
	Current Month				YTD				
			Budget	Budget			Budget	Budget	PRIOR
			Variance	Variance			Variance	Variance	YTD
	Actual	Budget	\$	%	Actual	Budget	\$	%	Actual
Operating Revenue									
Federal Assistance	274,240.00	934,023.00	(659,783.00)	(70.64)	11,031,604.60	11,208,266.00	(176,661.40)	(1.58)	11,447,915.09
Other Operating Income	16,004.00	59,773.00	(43,769.00)	(73.23)	938,856.12	717,275.00	221,581.12	30.89	604,416.98
Passenger Service Revenue	504,762.29	601,122.00	(96,359.71)	(16.03)	5,167,101.70	6,379,045.00	(1,211,943.30)	(19.00)	5,991,646.35
PMTF Revenue		802,860.00	(802,860.00)	(100.00)	9,634,315.00	9,634,315.00		0.00	11,107,800.00
Local Property & Excise Tax Revenue	3,058,969.49	3,005,803.00	53,166.49	1.77	38,598,853.83	36,069,630.00	2,529,223.83	7.01	37,700,214.46
Local Transit Income Tax Revenue	3,225,979.00	3,225,979.00		0.00	43,627,192.80	38,711,748.00	4,915,444.80	12.70	40,110,432.03
Service Reimbursement Program	39,138.15	34,583.00	4,555.15	13.17	547,484.18	415,000.00	132,484.18	31.92	374,996.00
Total Operating Revenues	7,119,092.93	8,664,143.00	(1,545,050.07)	(17.83)	109,545,408.23	103,135,279.00	6,410,129.23	6.22	107,337,420.91
Operating Expenses									
Personal Services									
Fringe Benefits	715,541.60	1,887,796.64	(1,172,255.04)	(62.10)	16,390,410.50	19,950,347.60	(3,559,937.10)	(17.84)	17,402,959.90
Overtime	505,582.43	270,688.05	234,894.38	86.78	4,377,763.67	2,815,155.80	1,562,607.87	55.51	4,291,893.27
Salary	2,184,003.63	4,603,145.29	(2,419,141.66)	(52.55)	40,243,148.55	47,872,711.24	(7,629,562.69)	(15.94)	43,924,770.18
Total Wages and Benefits	3,405,127.66	6,761,629.98	(3,356,502.32)	(49.64)	61,011,322.72	70,638,214.64	(9,626,891.92)	(13.63)	65,619,623.35
Other Services & Charges									
Claims	139,992.17	295,319.38	(155,327.21)	(52.60)	2,733,788.53	3,541,701.36	(807,912.83)	(22.81)	2,955,226.77
Miscellaneous Expenses	62,367.34	98,333.35	(35,966.01)	(36.58)	584,578.87	1,039,368.90	(454,790.03)	(43.76)	573,571.64
Purchased Transportation	132,297.03	989,857.72	(857,560.69)	(86.63)	8,065,411.60	11,878,292.64	(3,812,881.04)	(32.10)	8,763,609.26
Services	1,781,032.08	1,542,310.69	238,721.39	15.48	15,196,539.81	17,250,441.38	(2,053,901.57)	(11.91)	14,215,615.44
Total Utilities	(8,366.44)	271,560.09	(279,926.53)	(103.08)	1,644,093.41	2,076,453.48	(432,360.07)	(20.82)	1,534,761.51
Total Other Services & Charges	2,107,322.18	3,197,381.23	(1,090,059.05)	(34.09)	28,224,412.22	35,786,257.76	(7,561,845.54)	(21.13)	28,042,784.62
Materials & Supplies									
Fuel & Lubricants	261,415.11	501,723.94	(240,308.83)	(47.90)	3,108,509.84	6,020,687.28	(2,912,177.44)	(48.37)	3,525,301.02
Maintenance Materials	404,816.91	512,187.09	(107,370.18)	(20.96)	5,062,681.51	5,960,251.78	(897,570.27)	(15.06)	4,944,584.68
Other Materials & Supplies	13,581.87	106,253.22	(92,671.35)	(87.22)	750,594.24	1,119,333.94	(368,739.70)	(32.94)	868,753.55
Tires & Tubes	(24,574.92)	69,343.66	(93,918.58)	(135.44)	498,272.94	832,123.92	(333,850.98)	(40.12)	490,904.46
Total Materials & Supplies	655,238.97	1,189,507.91	(534,268.94)	(44.92)	9,420,058.53	13,932,396.92	(4,512,338.39)	(32.39)	9,829,543.71
Total Operating Expenses	6,167,688.81	11,148,519.12	(4,980,830.31)	(44.68)	98,655,793.47	120,356,869.32	(21,701,075.85)	(18.03)	103,491,951.68
OPERATING INCOME/(LOSS)	951,404.12	(2,484,376.12)	3,435,780.24		10,889,614.76	(17,221,590.32)	28,111,205.08		
GAIN/LOSS ON ASSET DISPOSAL				0.00	152,934.82		152,934.82	0.00	25,372.03
NET INCOME/(LOSS)	951,404.12	(2,484,376.12)	3,435,780.24	(138.30)	10,736,679.94	(17,221,590.32)	27,958,270.26	(162.34)	3,820,097.20

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	2,455,594	(112,716)
BRT and On-Street Infrastructure	Super Stops	1,548,998	157,041	1,706,040	247,588	1,458,451
BRT and On-Street Infrastructure	Transit-Oriented Development	0	7,468	7,468	0	7,468
BRT and On-Street Infrastructure	Purple Line	37,865,000	24,328,118	62,193,118	42,269,902	19,923,215
BRT and On-Street Infrastructure	Red Line	0	16,054,177	16,054,177	16,703,362	(649,186)
BRT and On-Street Infrastructure	Red Line - Route Extensions	0	0	0	261,969	(261,969)
BRT and On-Street Infrastructure	Transit Signal Priority Installation	1,520,000	0	1,520,000	44,913	1,475,088
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	6,464,633	659,564
BRT and On-Street Infrastructure	BRT Program Management	0	90,000	90,000	1,130,307	(1,040,307)
BRT and On-Street Infrastructure Total		52,033,998	45,608,895	97,642,893	69,601,337	28,041,557
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	65,921	564,079
Facilities	Training/Contingency Facility Construction	0	69,869	69,869	1,630	68,239
Facilities	Additional Facilities - E. Campus Design/Construction	0	0	0	7,804,478	(7,804,478)
Facilities	Additional Facilities - Michigan Ave. Design/Construction	0	0	0	3,443,560	(3,443,560)
Facilities	Additional Facilities - North College Design/Construction	0	0	0	192,279	(192,279)
Facilities	Additional Facilities - S. Madison Ave. Design/Construction	0	1,600,000	1,600,000	1,709,632	(109,632)
Facilities	Wall Repair	0	0	0	7,750	(7,750)
Facilities	In Route Charging	0	0	0	57,034	(57,034)
Facilities	Additional Facilities - Miscellaneous	0	0	0	97,020	(97,020)
Facilities Total		3,985,000	2,151,179	6,136,179	14,135,039	(7,998,860)
Safety/Security	Main Facility CCTV Upgrade	0	0	0	16,336	(16,336)
Safety/Security	Training Simulators	0	0	0	240,000	(240,000)
Safety/Security	Vehicle CCTV Replacement	220,000	1,000,000	1,220,000	2,405,205	(1,185,205)
Safety/Security	Mobile Command Center	0	0	0	6,602	(6,602)
Safety/Security Total		220,000	1,000,000	1,220,000	2,668,143	(1,448,143)
Fleet	Support Vehicle Replacement	0	0	0	262,284	(262,284)
Fleet	Automatic Passenger Counters Upgrade	181,500	190,755	372,255	134,400	237,855
Fleet	Paratransit Bus Replacement	1,415,000	1,566,248	2,981,248	1,667,444	1,313,804
Fleet	Fixed Route Bus Replacement	22,500,000	21,843,447	44,343,447	17,545,421	26,798,026
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	163,472	136,528
Fleet	Driver Partitions	0	151,541	151,541	0	151,541
Fleet Total		24,645,306	23,751,991	48,397,297	19,773,021	28,624,275

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	1,065,281	(265,281)
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	295,592	(79,095)
IT/Finance	IT Radio Replacement/Other IT	800,000	0	800,000	0	800,000
IT/Finance	Mobility Technology Services	0	0	0	90,961	(90,961)
IT/Finance Total		1,975,000	1,662,474	3,637,474	2,846,487	790,987
Public Affairs	Public Affairs Intranet	0	140,080	140,080	0	140,080
Public Affairs	Mobility Concierge	392,375	0	392,375	260,000	132,375
Public Affairs Total		392,375	140,080	532,455	260,000	272,455
Miscellaneous & Unbudgeted	Miscellaneous Capital Purchase	0	0	0	3,341,942	(3,341,942)
Miscellaneous & Unbudgeted Total		0	0	0	3,341,942	(3,341,942)
Grand Total		83,251,679	74,314,619	157,566,298	112,625,969	44,940,328

Budget Savings and Unbudgeted Expenses

* Anticipated budget savings	8,480,000
Unbudgeted expenses	(19,605,033)
Surplus/(Shortfall)	(11,125,033)

Procurement Activity Report/Forecast
Jan-22

Released
Received
Awarded
Contracted/Kickoff
Renewal
Task/Change Order
Withdrawn
Closeout

Project #	Project Name	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-21	
21-07-407	60 Ft. Electric Bus		Released	Received	Withdrawn				
21-09-428	Benefits Insurance Broker			Released	Received	Awarded	Contracted/Kickoff		
21-09-424	Blue Line Construction Management			Released	Received	Awarded	Contracted/Kickoff		
21-09-426	Bus Stops 2021-A		Released	Received	Awarded	Contracted			
21-09-427	Coach Operator Uniforms		Released	Received		Awarded	Contracted/Kickoff		
19-01-308	Copier & Printer Lease					Task/Change Order			
21-07-410	CY 2022 Diesel Fuel IFB	Contracted/Kickoff							
NA	DPF Cleaning Machine		Released	Received	Awarded				
21-07-409	East Campus- Building A Const.	Contracted/Kickoff							
21-09-420	East Campus- Building B Const.		Released	Received	Awarded	Contracted			
NA	Electric Bus Charging Software				Withdrawn				
NA	Emergency Paratransit Services	Awarded	Contracted			Closeout			
NA	Fare System Analysis			Released	Received	Awarded	Contracted		
NA	Fuel Intake Study			Released	Received	Awarded	Contracted		
NA	HASTUS				Renewal				
21-08-413	HVAC Services		Released	Received		Awarded	Contracted/Kickoff		
21-05-404	Independent Audit Services	Released	Received	Awarded			Contracted/Kickoff		
21-10-431	Industrial Soaps				Released		Received	Awarded	Contracted/Kickoff
21-07-411	Landscaping		Released	Received		Awarded	Contracted/Kickoff		
NA	Michigan-Buswash bot					Awarded	Contracted/Kickoff		
21-05-405	Microtransit Pilot				Contracted/Kickoff				
NA	Misc-Recycling Services	Contracted/Kickoff							
NA	Motor Pool Vehicles	Released	Received	Awarded	Contracted/Kickoff				
21-09-422	New Facilities- Office Furniture	Released	Received	Awarded	Awarded	Contracted			
21-09-425	On-Call Catering	Released	Received			Awarded	Contracted/Kickoff		
21-09-427	Operator Uniforms		Released		Received	Awarded	Contracted/Kickoff		
21-04-396	Paratransit Operations	Contracted/Kickoff							
17-09-271	Paratransit Operations		Closeout						
NA	Pest Control						Released		
21-10-430	Printing Solutions				Released	Received	Awarded	Contracted/Kickoff	
NA	Procurement System			Released	Received	Awarded	Contracted		
21-03-394	Property Manager			Contracted/Kickoff					
16-11-243	Purple Line Bus Purchase		Awarded			Contracted/Kickoff			
21-05-385	Purple Line Construction	Released	Received		Awarded	Contracted/Kickoff			
NA	Recruiter	Awarded	Contracted/Kickoff						
21-08-416	Red Line Crack Sealing		Contracted/Kickoff						
21-09-421	Red Line HMA	Released	Received	Withdrawn					
NA	Safety & Claims Electronic Tracking Sytem			Released	Received	Awarded	Contracted		
21-11-433	South Charging Facility Construction				Released	Received	Awarded		
18-08-303	Supplier Diversity Support Services						Closeout		
21-09-425	Transit Asset Mgt. Support		Released	Received	Awarded	Contracted			
21-06-408	UV Lighting for Buses	Awarded		Contracted/Kickoff					
NA	Vending						Awarded	Contracted/Kickoff	
NA	Visitor Management System						Released		
21-01-383	Wellness Clinic			Contracted/Kickoff					
21-10-429	Year End Inventory Consultant			Released	Received	Awarded	Contracted	Closeout	

Page Intentionally Left Blank

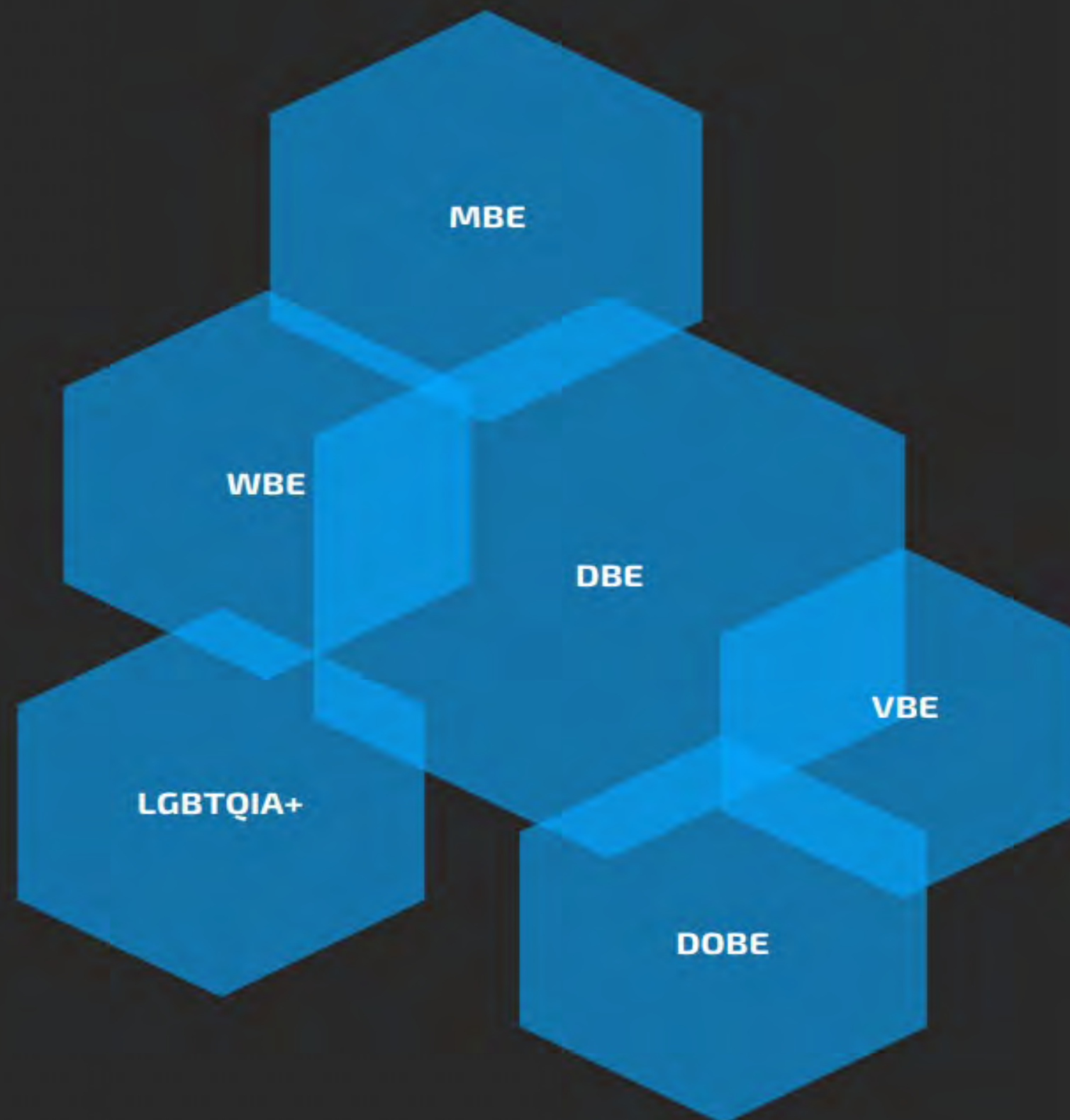
*IndyGo*SM

SUPPLIER DIVERSITY UPDATE



It is IndyGo's Supplier Diversity Program commitment to ensure that we remain engaged with all certified businesses.

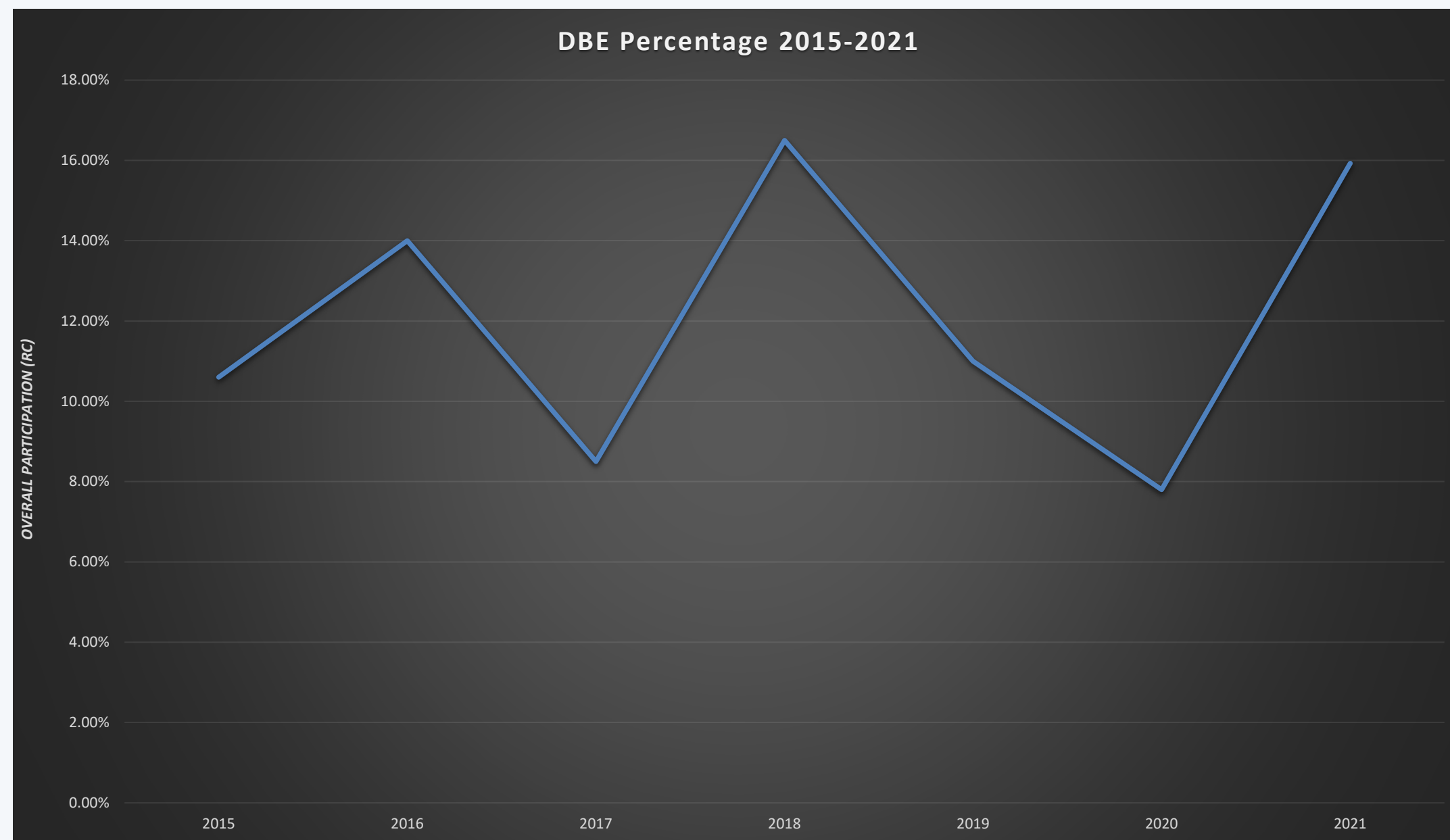
Our mission is to create a competitive market that is diverse and inclusive without barriers for all to feel comfortable and confident bidding within. Our staff will create new relationships and build upon those already created to keep our commitment in fueling the economic growth of the Indianapolis community.



DBE Update

Semi-Annual Reports for 2021 have been approved by the FTA.

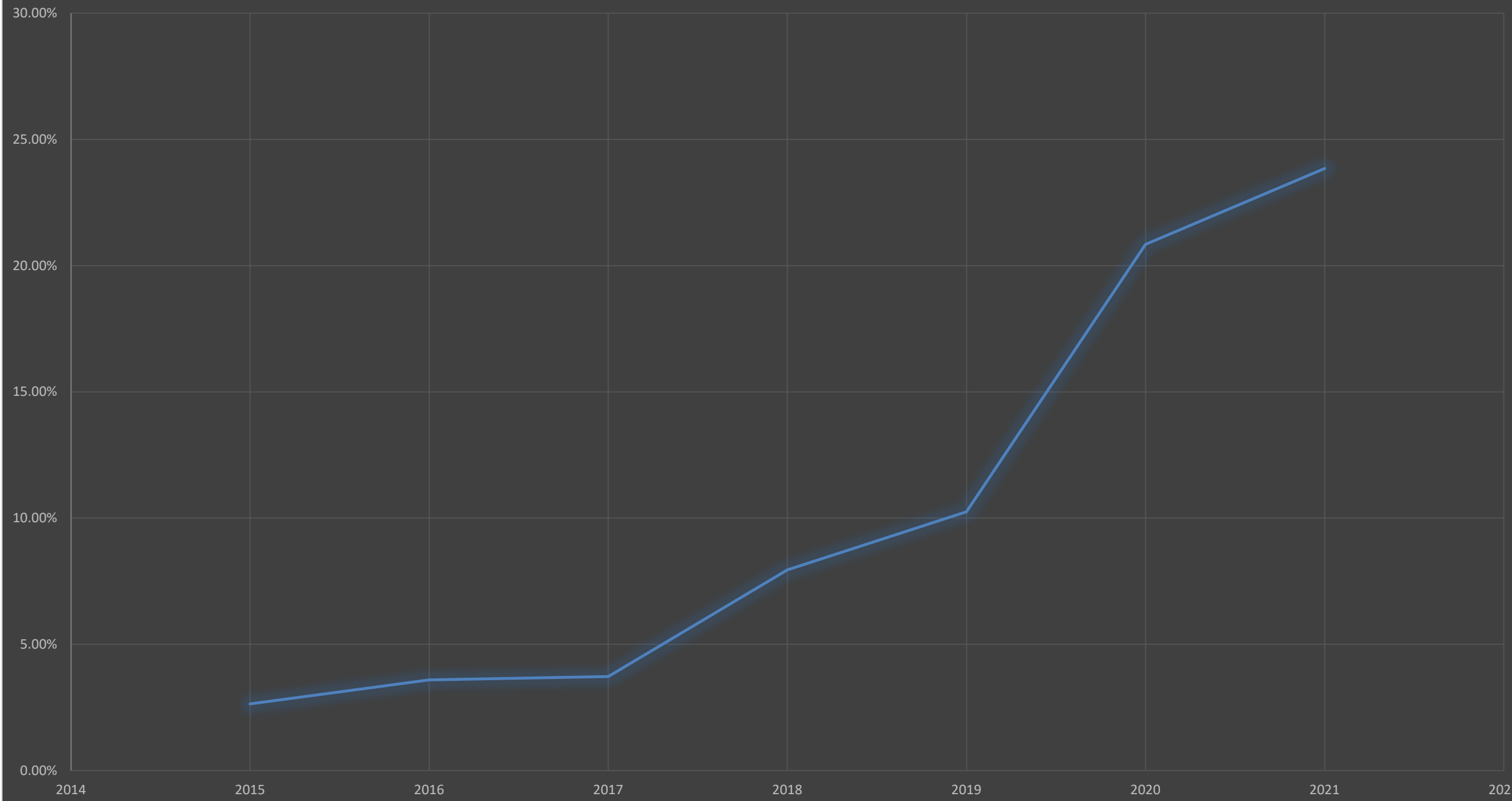
IndyGo finished 2021 with 15.93% DBE participation.



XBE Utilization



XBE Percentage 2015-2021



2015:	2.64%
2016:	3.59%
2017:	3.73%
2018:	7.95%
2019:	10.25%
2020:	20.84%
2021:	23.85%

Vendor Development Program

A GUIDE TO

The Vendor Development Program

FEBRUARY
2, 2022



Applications
Posted to
Website

FEBRUARY
25, 2022



Applications
Due

MARCH
9, 2022



Applications
Evaluated and
Scored

MARCH
21, 2022



Notice to
Vendor
Development
Participants

APRIL
4, 2022



Session One


- Program designed specifically for small businesses.
- Five-month commitment.
 - 2x/month for two and a half hours.
- One-on-one time with IndyGo decision makers and mentors.
- Free
- Must apply to be considered.
- Guest speakers
- Engaging and fun

If you or someone you know is interested in applying for IndyGo's Vendor Development Program please email SupplierDiversity@indygo.net.

IndyGo

City of Indianapolis 2022 DE&I Annual Agency Plan




2022 DE&I Annual Agency Plan

Agency Name: _____ Director/Agency Head: _____
Agency XBE Liaison: _____ Plan Date: _____

Department Objective/Goal
What is the Agency's overall vision for the inclusion of XBE utilization?

Action Item: COMMITMENT
What will the Agency do to state its commitment Agency-wide?

	Yes	No	Completion Date	Comments
1. Distribute a Director/Agency Head statement of commitment to the XBE Utilization Program.	<input type="checkbox"/>	<input type="checkbox"/>		
2. Conduct a Senior Leadership Team meeting for the purpose of communicating the importance of the XBE Utilization Program as a City/County/Municipal strategy.	<input type="checkbox"/>	<input type="checkbox"/>		
3. Communicate the Agency's XBE Goal for fiscal year 2022 to all agency/department personnel.	<input type="checkbox"/>	<input type="checkbox"/>		

Action Item: PLANNING
What will the Agency do to plan to create opportunities for the inclusion of XBEs?

	Yes	No	Completion Date	Comments
4. Review and state the description, dollars, and subcontractor opportunities for all current direct bids and awards to be made for the fiscal year.	<input type="checkbox"/>	<input type="checkbox"/>		
5. Which of the bids, reviewed in question 4, can be awarded directly to an XBE through sole source purchasing policy and the purchasing quote process.	<input type="checkbox"/>	<input type="checkbox"/>		
6. Determine the percentage and dollars of the bids and awards that included XBE subcontracting. How will the Agency encourage the unbundling of the larger subcontracts?	<input type="checkbox"/>	<input type="checkbox"/>		
7. Has your agency experienced a change in XBE spend in the last two (2) fiscal years? If yes, please provide those numbers in the comments box.	<input type="checkbox"/>	<input type="checkbox"/>		2020 XBE %: _____ 2021 XBE %: _____ XBE % of Change: _____
8. Schedule to review your XBE Inclusion Plan with OMWBD, which will provide advice and guidance.	<input type="checkbox"/>	<input type="checkbox"/>		

Action Item: EXECUTION
What will the Agency do to maximize participation of XBEs in bids and in subcontracting relationship?

	Yes	No	Completion Date	Comments
9. Communicate qualifying competitive and non-competitive bid or offer documents to OMWBD for comment. Competitive bid or offer documents valued at \$150,000 or greater for Public Works and \$50,000 or greater for goods and services/professional services reported to OMWBD. OMWBD will coordinate with the contracting department the opportunities for XBE contracting and subcontracting. OMWBD will advise on specific requirements of awarding.	<input type="checkbox"/>	<input type="checkbox"/>		

*IndyGo*SM

THANK
YOU
QUESTIONS?



Page Intentionally Left Blank

Information Update – D365 Upgrade: Independent Project Oversight Status Report

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Deputy of Governance & Audit Brian Atkinson
Date: January 20, 2022

GOVERNANCE & AUDIT D365 UPGRADE: INDEPENDENT PROJECT OVERSIGHT STATUS REPORT

Ongoing Status Update Report (Q4 2021): 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 December 31, 2021, or for the first 6.5 months of the project's scheduled duration. This period represents about 57% 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

Page Intentionally Left Blank

Microsoft Dynamics 365 Upgrade: Independent Project Oversight Status Assessment

Governance & Audit Information Item

Period from September 1, 2021 through December 31, 2021

Issued on January 6, 2022

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)

D365 Upgrade Project	Project Rating	Risk Rating of PMBOK Areas		
		High	Medium	Low
As of August 31, 2021	Low	0	3	5
As of December 31, 2021	Low	0	3	7

Overall Summary and Review Highlights

The D365 project kickoff was 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 report covers project activity for the period from September 1 through December 31, 2021. To date, the project schedule is about 6.5 months into the expected 11.5-month duration, or 57% complete. See Appendix C for the implementation vendor's summary project status chart.

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 the PMBOK area descriptions.

The D365 project currently does not reflect any delays from the original scheduled completion date, or any projected vendor change orders. The observations and recommendations on the following pages 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.

OBSERVATIONS SUMMARY

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		Observation	Recommendation
	August 31, 2021	December 31, 2021		
1. Integration Management	Low	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. <i>(No change from August)</i></p> <p>B. The D365 upgrade solution is based on Microsoft's configurable package solution. Some specific customization has been specified in the implementation vendor SOW. <i>(No change from August)</i></p>	<p>A. None.</p> <p>B. None.</p>
2. Scope Management	Medium	Medium	<p>A. The summary Project Schedule is aligned with the project requirements and Statement of Work (SOW) from the contract. A Work Breakdown Schedule (WBS), with detailed steps and critical dependencies, has now been provided by the implementation vendor. The WBS provided did not include the level of vendor staffing effort, because IndyGo executed a fixed fee contract. <i>(Updated since August)</i></p> <p>B. IndyGo has internal Project Co-Managers from the business owner and technology groups who regularly engage with the vendor to monitor project scope. <i>(No change from August)</i></p> <p>C. IndyGo developed an Action Item summary schedule to track individual Action Items entered into Azure DevOps by the implementation team or the vendor during the prototyping and configuration phase. <i>(New)</i></p>	<p>A. IndyGo project managers should continue to review the detailed Work Breakdown Structure (WBS) schedule from the implementation vendor. The WBS identified project management sub-tasks, detailed milestones (by project phase or deliverable) and critical dates.</p> <p>B. None.</p> <p>C. None.</p>

PMBOK Area	Risk Rating		Observation	Recommendation
	August 31, 2021	December 31, 2021		
3. Time and Schedule Management	Low	Low	A. The current Project Schedule shows no project delays, when compared to the planned baseline completion date of April 26, 2022. <i>(No change from August)</i>	A. None.
4. Cost Management	Medium	Medium	<p>A. There are two versions of the project budget. One version has been updated to include the implementation vendor's contractual cost (aligned to the Deliverable Expectation Documents, DEDs), Microsoft licenses, Dynaway interface costs and project contingencies. But it does not track any actual costs for comparison. The other version contains the DED costs, but has not been updated for actual invoices paid. Neither budget version has identified an unallocated budgeted contingency. <i>(Updated since August)</i></p> <p>B. The implementation vendor's Statement of Work (SOW) includes dozens of assumptions, to define scope. The assumptions relate to several key areas, such as interfaces, data mapping, and other modules or functionality. IndyGo has recently reviewed the SOW to assess the areas where they may not have been able to meet the SOW agreement. These areas could have cost and schedule impact. IndyGo has held discussions with the vendor on several areas.</p> <p>IndyGo is monitoring, but has not yet quantified, any additional costs. Also, none of these costs have been identified by the vendor on the weekly project management status reports. <i>(Updated since August)</i>.</p> <p>C. The D365 contract with the vendor includes an SOW with a Pricing section. The contract is a fixed fee contract, but contains a section where a defined number of hours (660) can be allocated to specified tasks. Any excess hours would be billed at the contract rates. IndyGo is monitoring the hours, but is not aware of the vendor's summary of hours in these specified areas. Therefore, there is a risk of an unplanned and unbudgeted change order from the vendor. <i>(New)</i></p>	<p>A. IndyGo should prepare and update one complete budget, including:</p> <ul style="list-style-type: none"> Contingency amounts, for possible change orders, ADP integration or the Business Intelligence package Actual vendor billings and invoice amounts <p>B. There may be change orders from the vendor. However, IndyGo has not been informed of any potential additional costs by the vendor. IndyGo should request that the implementation vendor provide any additional costs that they believe have been incurred to this point in the project. While there may be future scope additions or deletions, the intent is to avoid receiving a change order at the end of the project for any time that is believed to be incurred to date.</p> <p>IndyGo should continue to assess the major assumptions and related potential costs in a tracking spreadsheet, and provide that to the Steering Committee on a regular basis.</p> <p>C. IndyGo should track and monitor the vendor's time in the "defined hours" areas. IndyGo should inquire of the vendor whether they expect to have a change order in this area.</p>

PMBOK Area	Risk Rating		Observation	Recommendation
	August 31, 2021	December 31, 2021		
5. Human Resources Management	Low	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. <i>(No change from August)</i></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. <i>(No change from August)</i></p> <p>C. IndyGo is not forecasting its Project Managers' time, and has chosen to not capture or capitalize its internal level of effort and time charges. <i>(Updated since August)</i></p> <p>D. IndyGo Finance has identified three primary business owners or functional leads for the AX/D365 system. IT will assign one technical liaison to support the users. This should facilitate ongoing issue resolution, support training, and enhance communications. <i>(New)</i></p>	<p>A. None.</p> <p>B. None.</p> <p>C. IndyGo could consider tracking its internal resource time. This would provide a complete 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.</p> <p>D. None.</p>
6. Communications Management	TBD	Low	<p>A. IndyGo has established a D365 Migration folder on its internal Teams site. The Migration folder contains a project charter, artifacts, meeting minutes, contract documents, and issues lists. It is available to all project members. The project charter is incomplete and has not been signed by the Project Manager (PM) or sponsor. <i>(New)</i></p> <p>B. The implementation vendor provides a weekly status report, hosts a weekly Project Management call, and participates in a monthly Executive call. The vendor project manager also communicates regularly with the IndyGo project manager. This meets the communications requirements set for in the Statement of Work. <i>(New)</i></p>	<p>A. IndyGo project leadership should finalize the project charter and obtain the sign-off of the PM and project sponsor. Given that the project is beyond the 50% complete point, the original charter intentions should also be reconciled to actual progress. Consider reminding the identified team members of their roles and responsibilities, as the project has passed the 50% completion mark.</p> <p>B. None.</p>



PMBOK Area	Risk Rating		Observation	Recommendation
	August 31, 2021	December 31, 2021		
7. Quality Management	TBD	Low	A. Project issues, their resolution, and the assignment of staff responsibility for issue resolution and deadlines, is formally tracked. Also, IndyGo is consistently signing off on project DEDs (Deliverable Expectation Documents) to indicate their acceptance of the work and related deliverables. <i>(New)</i>	A. Continue the quality assurance process during the upcoming Conference Room Pilot (CRP) phase of the upgrade. Assess the quality of the D365 product and features, as well as any potential defects and bugs.
8. Risk Management	Medium	Medium	A. The implementation vendor's weekly status reports include sections for "Issues/Concerns" and "Risks". The weekly reports for the first six months 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 staff unavailability to perform reviews. <i>(Updated since August)</i> B. The implementation vendor has added a Risk section to their weekly status reports. Topics are discussed on the weekly Project Management calls. <i>(Updated since August)</i>	A. IndyGo should continue to request that the implementation vendor capture all potential issues, especially those related to possible scope revisions or change orders. This will allow IndyGo to consider the impact on its schedule and cost, and escalate any matters to its D365 Steering Committee promptly. B. IndyGo should ensure that the new Risk Log adequately tracks the assigned responsibility, risk severity, duration and impact on cost or schedule.
9. Procurement Management	Low	Low	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. <i>(No change from August)</i>	A. None.
10. Stakeholder Management	Low	Low	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. <i>(No change from August)</i> B. An Executive Steering Committee for the D365 project has been established, to periodically review risks to cost or schedule, and take corrective actions. The CIO has been added to the call. <i>(Updated from August)</i>	A. None. B. None.

APPENDIX A — RATINGS AND DEFINITIONS

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

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

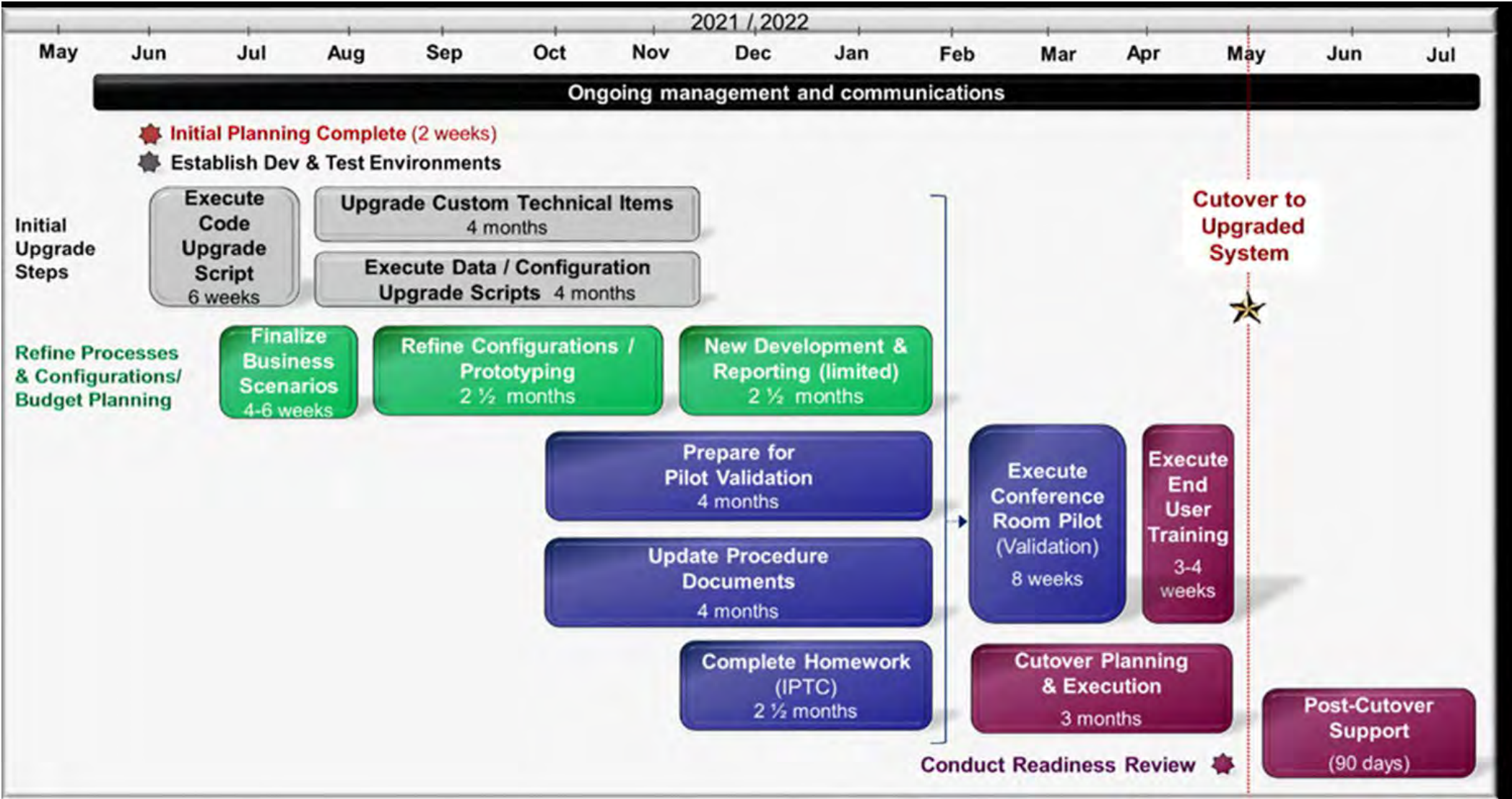


APPENDIX B — PMBOK AREAS AND DEFINITIONS

Project Management Book of Knowledge (PMBOK) Areas (Sixth Edition)

Area	Definition
1. Integration	Requires each project and product process to be appropriately aligned and connected with other processes to facilitate their coordination.
2. Scope	The processes required to ensure that the project includes all the work required, and only the work required, to complete the project successfully.
3. Time (and Schedule)	The processes required to accomplish timely completion of the project.
4. Cost	The processes involved in planning, estimating, budgeting and controlling costs so that the project can be completed within the approved budget.
5. Human Resources	The processes that organize and manage the project team.
6. Communications	The processes required to ensure timely and appropriate generation, collection, distribution, storage, retrieval and ultimate disposition of project information.
7. Quality	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.
8. Risk	The processes involved with conducting risk management planning, identification analysis, responses and monitoring and control on a project.
9. Procurement	The processes to purchase or acquire the products and services needed from outside the project team to perform the work.
10. Stakeholder	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.

APPENDIX C — IMPLEMENTATION VENDOR’S PROJECT STATUS CHART (Unaudited)



Page Intentionally Left Blank

Information Update – CEO Report

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: January 27, 2022

CEO Report

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

RECOMMENDATION: Receive the report

1. Toys for Tots

- During the 2021 holiday season, our employees generously donated 135 toys to Marine Toys for Tots Foundation! We value giving back to the community and it was rewarding to make a difference for so many local families.



2. COVID-19 Vaccine and Booster

- Trying to get your COVID-19 vaccine or booster shot? Skip the wait and visit the Carson Transit Center Tuesdays through Thursdays from 10 a.m. to 2 p.m. Thanks to our partner Marion County Public Health Department, anyone 6 and older can receive their vaccine or booster shot. No appointment required!

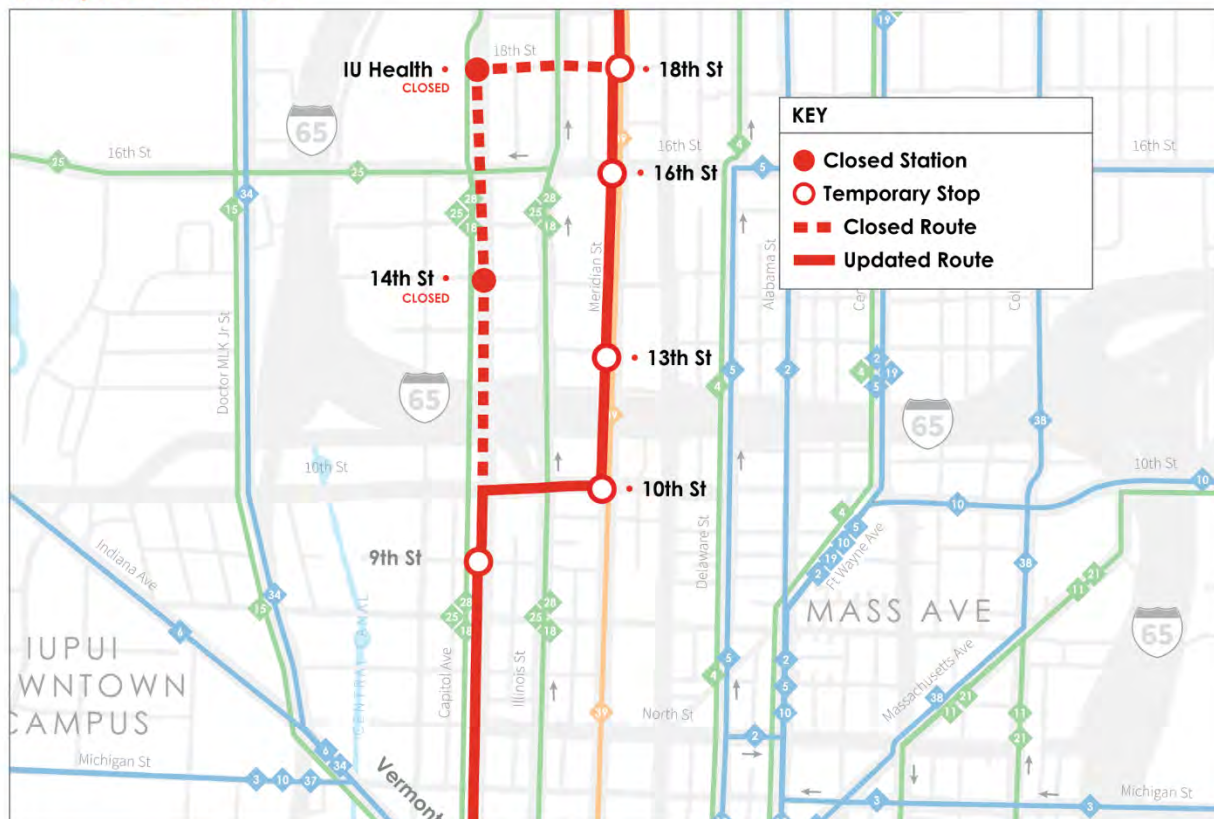


3. IU Health Construction Detour

- Capitol Avenue/14th Street and Capitol Avenue/18th Street Red Line stations are closed due to IU Health construction at Methodist hospital. Visit IndyGo.net for more information.

Red line **DETOUR** **IU HEALTH CONSTRUCTION** January 3 2022 - March 2022

*IndyGo*SM



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: January 20, 2022

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	Apr-22	Jul-22
Comprehensive IT Risk Assessment	<div></div>					
Fare Collection	<div></div>					
Storeroom & Materials Management	<div></div>					
Capital Project Management	<div></div>					
Memorandums of Understanding Review	<div></div>					
Data Analytics	<div></div>					
Microsoft D365 Implementation (Ongoing Updates)	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	★
Healthcare Costs			<div></div>			
Annual Risk Refresh			<div></div>			
Training				<div></div>	★	
Staffing, Hiring & Recruiting				<div></div>	★	

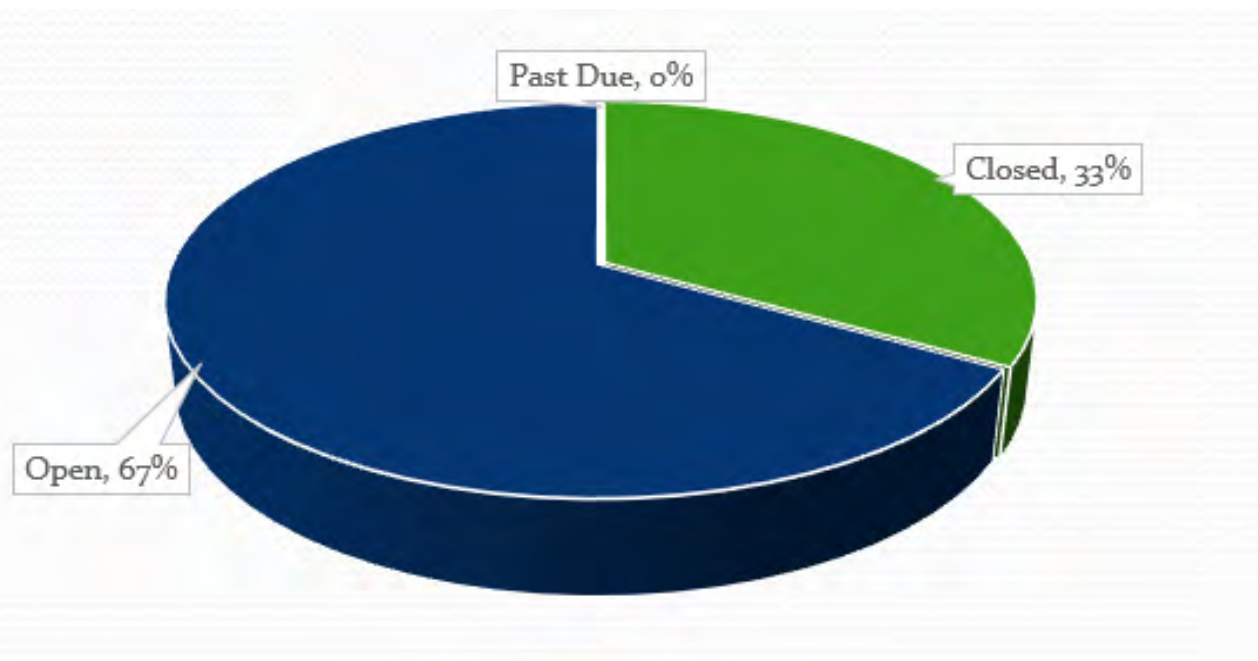
Complete In-Process Planned

★ 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	3	2	0
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	1	3	0
Capital Projects	2021-03	09/01/21	4	1	3	0
Major Service Contracts/Memorandums of Understanding	2021-04	09/10/21	2	0	2	0
Total			39	13	26	0
Percentage				33.33%	66.67%	0.00%



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
2021-5	Annual Risk Refresh & Proposed Audit Plan	1/20/2022
2021-6	Healthcare Costs Review	1/20/2022

RECOMMENDATION:

Receive the report.

Brian Atkinson

Deputy of Governance & Audit

Page Intentionally Left Blank

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: January 20, 2022

GOVERNANCE & AUDIT ETHICS HOTLINE SUMMARY REPORT

Ethics Hotline Summary Report

Quarter Activity Summary: 10/01/21 through 12/31/21

Method of Submission	Number of Reports
Website	2
Phone call	0
Other	1
Total	3

Current Period Potential Reported Issues	Number
Ethics Violations	0
Other Issues	
Waste or Inefficiency	0
Fraud	0
Policy Violation	0
Employee Conduct/Abuse	1
Theft	0
Customer Service	2
HR Issues	0
Total	3

Current Status	Total	1-30 days	31-60 days	60+ days
Preliminary Assessment	0			
Investigation	0			
Completed	3			
Total Claims	3			

12-Month Activity Summary beginning Q1, 2021											
2	0	0	0	1	1	0	0	0	0	3	0
Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21

RECOMMENDATION:
Receive the report.

Page Intentionally Left Blank

Risk and Safety Division Report – December 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: January 27, 2022

Risk and Safety

- On December 7th, IndyGo Risk and Safety team members were selected to participate in the planning and evaluation of a newer bus propulsion system using a hydrogen fuel cell to power an electric bus. Throughout December, weekly meetings continued in planning for a bus demonstration and testing in February of 2022. Evaluation of the safety systems and servicing will be closely looked at. The Safety team is planning on a first responders' presentation to local law enforcement and firefighters to evaluate during the buses time in Indianapolis. Collaboration with our first responders will help make this program as safe as possible.
- On December 13th, India Davidson the IndyGo Safety and Environmental manager conducted internal OSHA and safety audits at the 1501 W Washington St facility and the 201 E Washington St transit center. Audits are intended to observe, inspect, and communicate to staff about their safety. Reaching out to employees and listening to them about safety concerns have been helping solve unsafe practices. The departments' goal is to educate, empower, and get involved in their safety and the safety of others. These interactions and practices over time will shift the mindset to a positive IndyGo safety culture.
- On December 15th, Kevin Neumann, the IndyGo Risk, and Insurance Manager, and Brian Clem, Director of Risk and Safety participated in the American Public Transportation Association (APTA) Risk Management working group and the Mid-Year Safety seminar online. The conference was over two days and involved presentations, information sharing, team building, and discussions with transit-oriented professionals. Some of the topics were, evolving risk trends, safety and security certification, insurance market updates, Covid-19 cleaning and disinfecting, operator assaults, and new emerging technology. Information from this conference has already been implemented into future practices and training.
- During December, the IndyGo Risk and Safety team procured a service-based/cloud platform for future risk, insurance, claim handling and tracking, accident investigations, and the safety near-miss reporting system. The Track-IT Transit platform was evaluated against several others and was determined to meet current and future needs better than other proposals. The Risk and Safety team has begun developing new forms and testing them to roll out a test group in late January. This decision will allow for a future paperless system all in one place. Better organization, access, accessibility, time savings, and reduction in paper will help move IndyGo towards some of the latest and greatest technology. More will be reported throughout 2022.
- During December, the IndyGo Risk and Safety team has been working with the local UV-C lighting vendor Lumin-Air. This will be the technology to disinfect the air on all IndyGo vehicles. The first fixed-route bus has a unit installed and in service. Over the next 6 months, most if not all vehicles will have an operating system installed. This is another commitment by IndyGo leadership to put safety for all as "priority one".

December 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 December 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>
Bryan Gray	2338	24	35
Harry Fox	1981	19	23
Daron Washington	7291	14	24
Geneva Hartwell	2581	13	23
Adrian Lewis	8192	12	12
Dewayne Sims	8456	8	9
Michael Detienne	8356	7	7
Eleanor Reel	8492	7	8
Samuel McGhee	8482	6	8
Shantay Bellamy	8958	4	4
Phillip Adkins	9164	3	3
Martin Horst	9292	3	3
Montell Johnson	9000	3	4
Maryah Moncel	9294	3	3
Sheresa Cargile	9508	2	2

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

Congratulations and Thank You!

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

December 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	0.33	5	0.83	0.00	↓	0.00	↓
Para Transit	0	0.00	0	0	0	0.00	0.00	↓	0.00	↓
Bus Rapid Transit (BRT)	0	0.00	2	3.29	2	3.29	0.00	↓	0.00	↓
All Modes of Service	0	0.00	4	0.53	7	0.93	0.00	2.65	0.00	0 - Open
2021 Objective Targets (SPT)	0	0	< 2.5	< .25	< 15 per Quarter	< 1.5	< .0000075 This is no more than one per month.	< 1.8	< .0000075 This is no more than one accident per month.	< 30 days reported to closed and no more than
2021 Risk and Safety Goals	Eliminate vehicle and employee fatalities	Eliminate vehicle and employee fatalities	Reduce or eliminate injuries to workers and passengers	Reduce or eliminate injuries to workers and passengers	Reduce or Eliminate NTD Safety Events	Reduce or Eliminate NTD Safety Events	Eliminate Operator assaults to ZERO	Reduce Preventable Accidents to the lowest acceptable level	Eliminate Pedestrian strikes and accidents to ZERO	Positively change safety culture with non-punitive reporting
SPT = Safety Performance Target VRM= Vehicle Revenue Mile										

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 the 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.

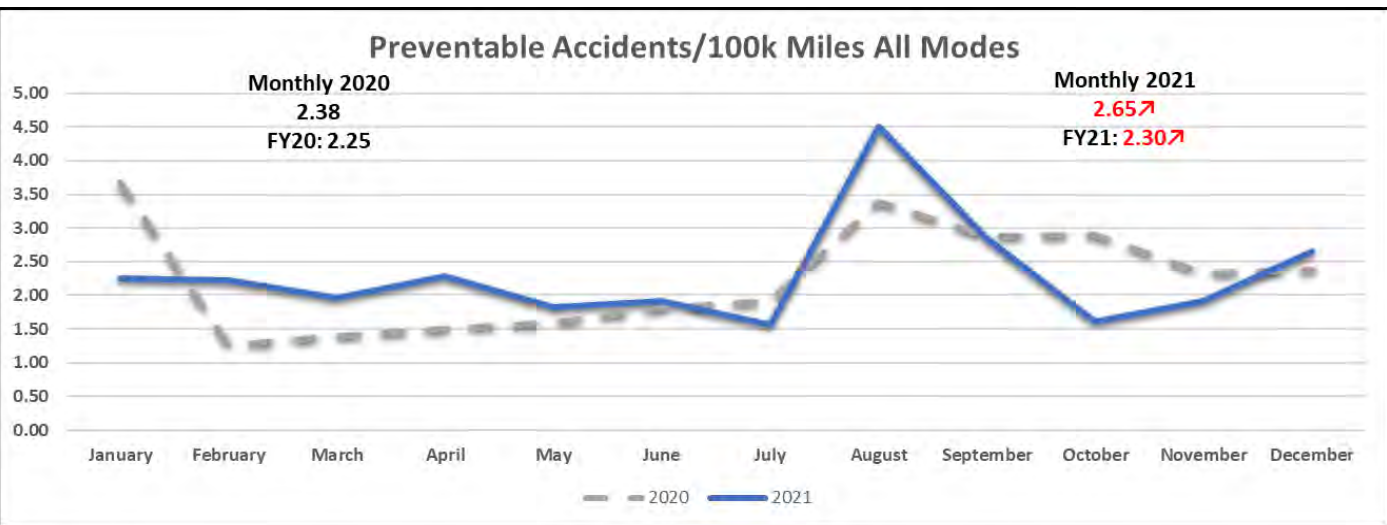
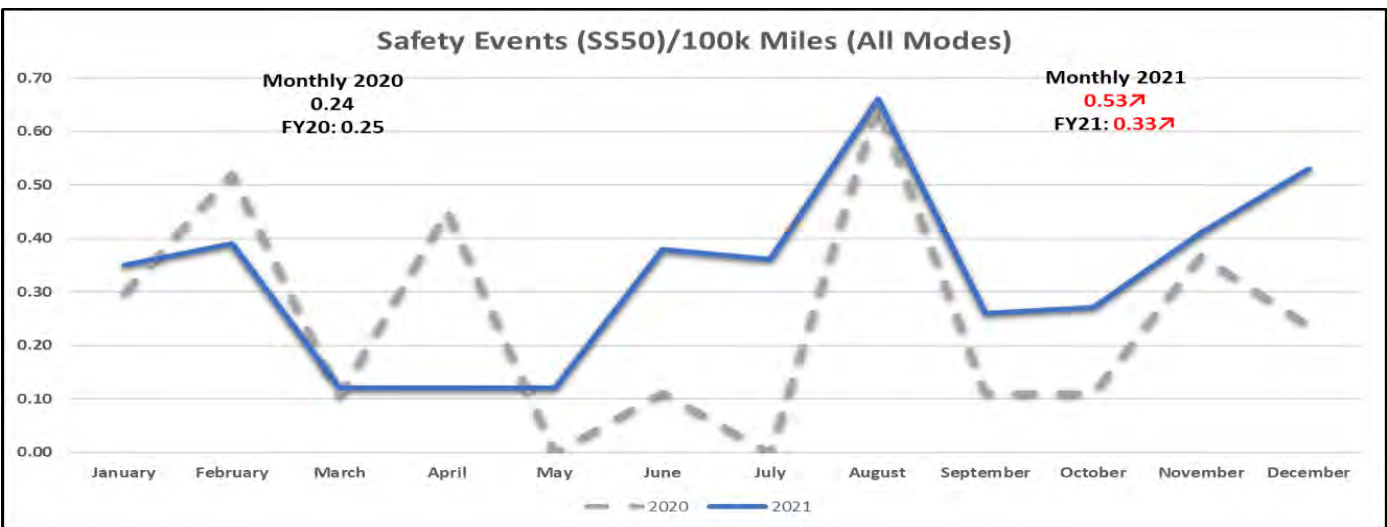
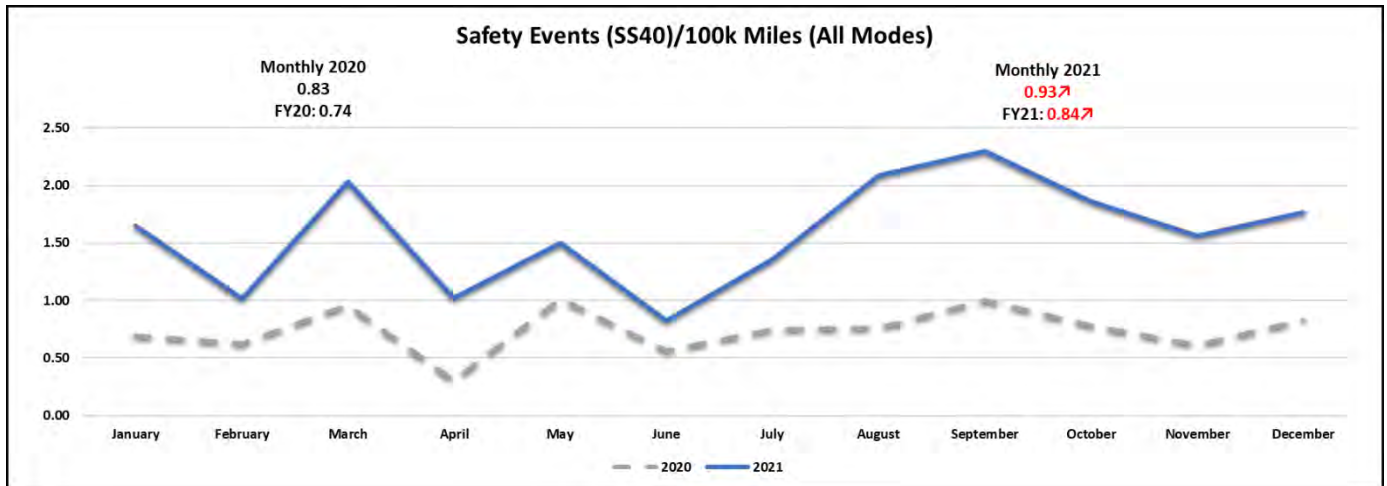
Preventable Accidents: Defined by the National Safety Council as: "An occurrence involving an employer-owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it."

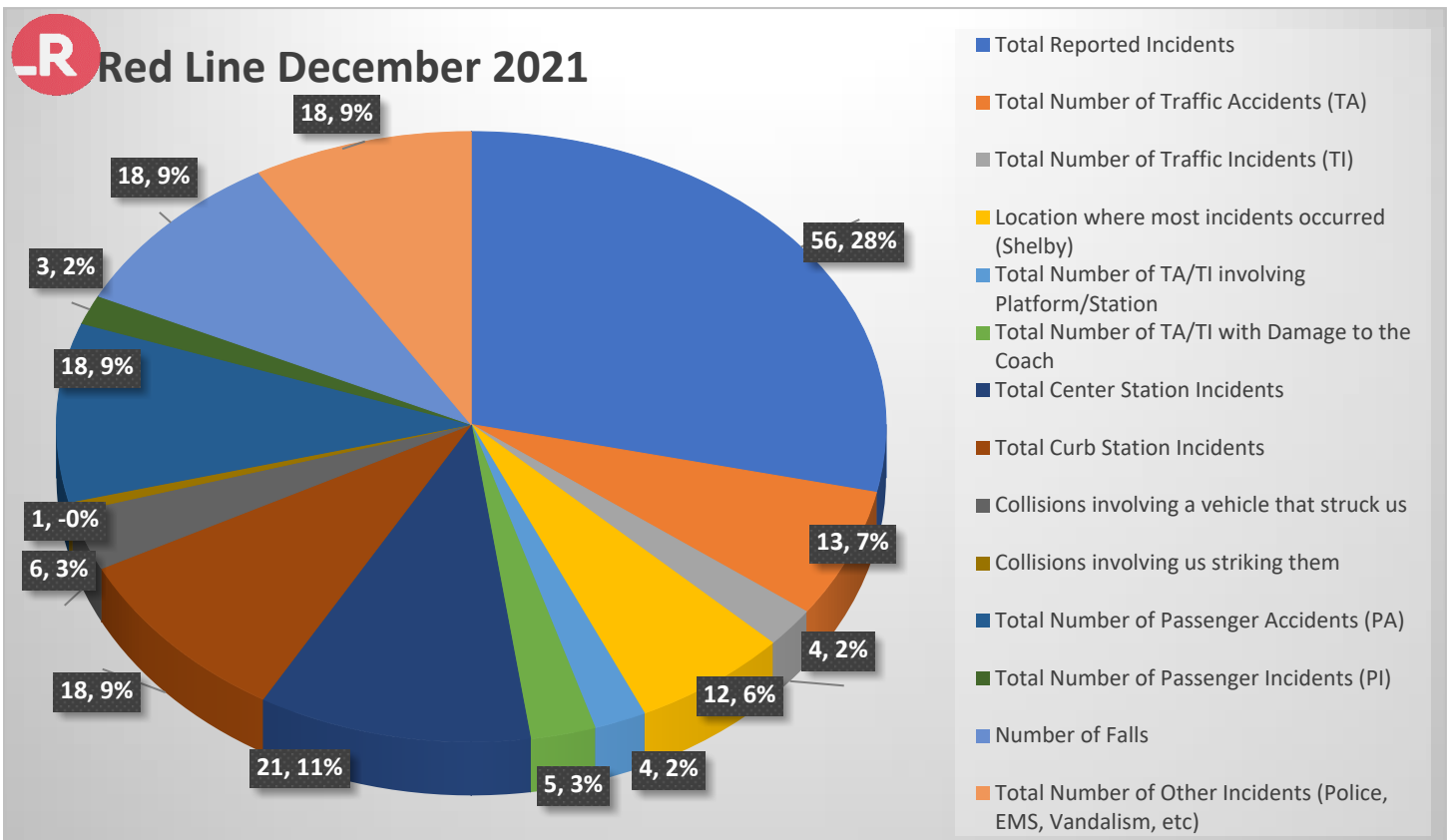
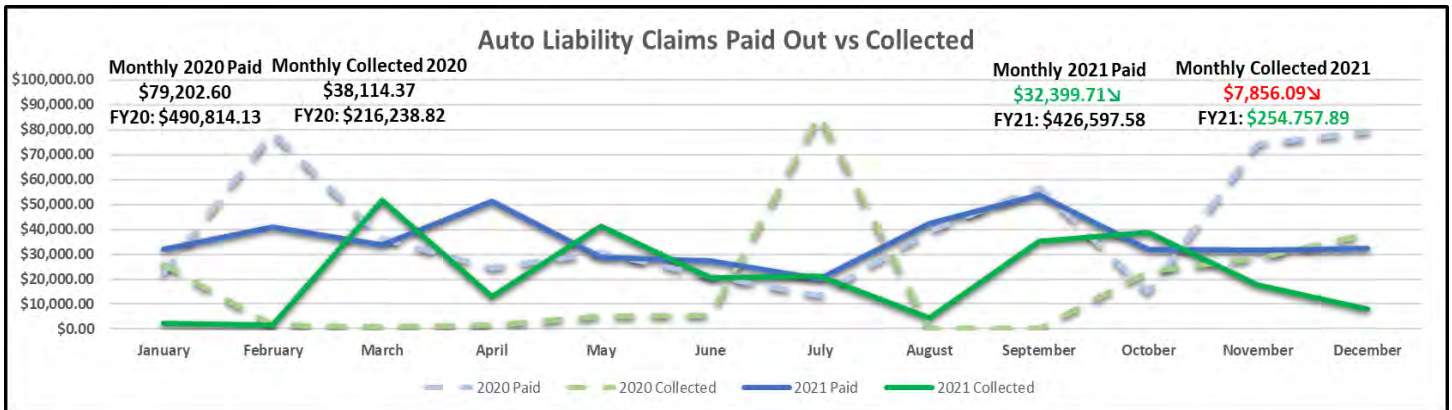
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines as those involving one moving vehicle striking a pedestrian

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 nearby.

Safety and Accident Data

December 2021 Compared to December 2020 Data All Modes:





End of Report

Page Intentionally Left Blank

Planning & Capital Projects Division Report – December 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz
Date: January 27, 2022

STRATEGIC PLANNING

Project Development / Innovation

Mobility Concierge Program, MPI/MaaS Platform

IndyGo staff continue to work with subject matter experts at Clever Consulting Group who are preparing the first set of draft deliverables: an industry review report, and a current state of the IndyGo system report. These reports may also be accompanied by one or more white papers. A presentation of the consulting team's findings will be made to Executive Sponsors, Bart Brown and myself (Jennie Pyrz) before month's end. This presentation will conclude phase one of this grant-funded project. Phase two is the creation of IndyGo's mobility payment integration framework. Phase three is planning for procurement and phase four is the development of an RFP or family of RFPs for the (yet to be identified) technical solution or solutions.

IndyGo's Mobility-on-Demand Pilot

In July 2021, the IPTC Board of Directors authorized President/CEO Inez P. Evans to enter contract negotiations to establish a microtransit pilot (RFP 21-05-405, Purchased Transportation to Perform a Microtransit Pilot). These negotiations concluded in December 2021. IndyGo staff have been working with the consulting team at Via to create the final plan and determine service design characteristics. It is anticipated that this phase will conclude mid-February. The overarching goal is to explore the possibility of replacing low performing fixed route buses in an area southeast of Downtown Indianapolis. Immediate next steps will be to work with the vendor and their sub-consultant to establish a growth and marketing strategy. This work will continue through final testing and launch of the service. Although the procurement took longer than expected, staff still anticipates launching the pilot in early spring of 2022.

Far Eastside Microtransit Pilot

Funded in part by a grant from the United Way of Central Indiana and supplemented with operating funds from IndyGo, the Far Eastside mobility pilot is intended to provide more transportation options to struggling individuals, as defined by the United Way of Central Indiana. Operated and managed by Pathways Resource Center, the Far Eastside mobility pilot has been designed to move individuals directly by way of public transportation for work, medical, social/religious, school/training, and (grocery) shopping. Using vehicles provided by IndyGo and drivers hired by Pathways Resource Center and trained by RATP Dev, this pilot aims to establish mobility-on-demand services for residents with a 46219, 46226, 46229, or 46235 zip code. The primary goals of the project are to reduce mobility barriers, connect users to and from existing transit service, build a system of mobility solutions, build user confidence and knowledge of mobility options, and develop and build scalable and transferable mobility solutions. Currently in the early planning stages, this pilot is anticipated to launch on Monday, March 7, 2022. An open house and press conference is being planned for Saturday, March 5, 2022.

Hydrogen Fuel Cell Bus Demonstration Project

For more than 12 months, staff from Operations, Finance, and Strategic Planning have been researching and discussing the possibility of greening IndyGo's fixed-route fleet by adding hydrogen fuel cell buses. In the last six months, a more concrete proposal for a demonstration of a hydrogen fuel cell bus has come forward. IndyGo staff have been working with an outside vendor to secure a vehicle and fuel needed for a demonstration project. Vehicle delivery is anticipated in February 2022 and the vehicle should be on-site for five days.

ADA Paratransit Next Steps (Beyond the ADA)

Strategic Planning staff is supporting Public Affairs and Mobility Services in moving the Beyond the ADA process to a successful implementation beginning in 2022 through January 1, 2023. At present, monthly meetings are being held with the team and updates are provided to the Mobility Advisory Committee (MAC).

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 a strategy for phasing in local route improvements for the next five years, taking into consideration short- and long-term budget targets among other factors. Outreach and education activities are ongoing as are updates to internal and external policy and decision-makers. This month, staff will update the IndyGo website to create a single location where people can go and learn more about this process. Included will be opportunities for visitors to the page to become actively engaged in this process. It is anticipated that the IPTC Board of Directors will be introduced to the implementation plan as early as March 2022. A formal public hearing process would follow.

This COA includes an evaluation of shared mobility strategies that were not considered during creation of the MCTP. For example, advancements in technology have made mobility-on-demand (MOD) easier to incorporate into the shared mobility ecosystem. As it is currently envisioned, this proof-of-concept pilot will inform the ways in which IndyGo can "right-size" its fleet and service delivery. In addition to the microtransit pilot, the MOD Assessment will also produce a decision-making framework for prioritizing, implementing, marketing, and evaluating mobility-on-demand (MOD) services in the near- and long-term.

Purple Line Baseline Survey

Replicating a process completed by the Indianapolis Metropolitan Planning Organization (IMPO) prior to the construction of the Red Line BRT route, IndyGo staff have been gathering information about existing businesses and residents – who they are, how much they use public transportation, and their overall perception of transit along the Purple Line corridor. In addition to surveying businesses and residents the scope of this project includes discussions with human resource managers from select employers, stakeholder meetings, and conversations with community leaders. Approximately 31,000 postcards featuring a quick response code (QR code) that takes postcard recipients directly to the online survey were mailed to all residential and business addresses within ½ mile of the Purple Line BRT corridor. To encourage residents to participate in the survey, IndyGo is offering one \$50 gift card to a randomly selected survey respondent each week. Survey responses are lower than anticipated but staff has identified several upcoming events or public engagement opportunities where staff can promote this survey opportunity.

This survey pairs with previous work completed by IndyGo that sought to document the existing conditions of the corridor by examining station-by-station demographics and socioeconomic factors. This 'before' survey will be followed by an 'after' study designed to gain an understanding of the impact of the upgraded service and introduction of transit amenities.

2022 On-Board Survey

In keeping with federal requirements, the IMPO and IndyGo are seeking qualified consultants to prepare and conduct an on-board survey of transit ridership to analyze travel patterns, transit use, and other relevant information for IndyGo. Last updated in 2017, the on-board survey will provide an understanding of the demographic characteristics of IndyGo riders and enable staff to analyze travel patterns, fare payments, transit use and other relevant information. Some of the information will be used as an input for the IMPO travel demand model. For IndyGo, the survey data will be used in future planning analyses by IndyGo, as needed, including any required fare equity analyses. This information will also be made available to the Indianapolis Public Transportation Foundation for use in upcoming grant applications and when seeking support for the Mobility Access Fund, among other things.

IUPUI Peterson Fellows Program

The IUPUI Peterson Fellows Program provides funding for select candidates from the IUPUI O'Neill School of Public and Environmental Affairs who are interested in public service. Three public entities host the Fellows: City of Indianapolis, Indianapolis Airport Authority, and IndyGo.

Sierra Dobbins is the first Fellow for the 2021-2022 school year. She has been with IndyGo for several weeks and is anticipated to continue through February 2022. She is currently working with Service Planning on a project to evaluate advertising-eligible bus shelters. The next Fellow, Hillary Selig, will start in January.

Planning Activities: Capital Planning

Transit Asset Management Plan

IndyGo is required by the Federal Transit Administration to develop and maintain a transit asset management (TAM) plan. Last updated in 2018, IndyGo's existing TAM plan must be updated by October 2022. The TAM Plan is intended to: (1) outline how people, processes, and tools come together to address asset management policy and goals; (2) provide accountability and visibility for furthering understanding of leveraging asset management practices; and (3) support planning, budgeting, and communications to internal and external stakeholders.

In 2020 and throughout 2021, IndyGo staff began preparing for this planning effort by updating the agency's existing inventory of facilities. They also began exploring the use of TERM-lite software for asset condition forecasting and reporting. A cross-departmental/cross-functional TAM team has been established to complete this work. IndyGo also anticipates seeking professional services to offer additional support and capacity towards this effort.

Grants, Transit Security Grant Program

The Transit Security Grant Program (TSGP) is administered by the Federal Emergency Management Agency (FEMA) and solicits requests for projects that improve security for a transit agency. IndyGo submitted an application in FY2019 for several projects proposed for the Training Center that was planned for the former Carrier Bryant site (1100 W 21st Street) but did not receive an award. In 2020, IndyGo submitted approximately \$1 million worth of projects to support security improvements at the new East Campus but again was not awarded a grant. As is the case for all grant submissions (win or lose), IndyGo staff met with grant administrators to better understand how to improve or enhance the competitiveness of these types of grant requests in the future.

Grants, Bus and Bus Facilities

In November 2021, IndyGo re-submitted the revised and remaining Super Stops for the FY2021 Bus and Bus Facilities Program. The grant request was for \$2,346,658, which is 80% of the total project cost. Staff anticipates that the FTA will make its award announcement before the end of quarter one of this year.

Indianapolis MPO SFY 2025 Call for Projects

The IMPO closed State Fiscal Year (SFY) 2025-2026 Call for Projects in late 2021. IndyGo recently learned that, due to the increased federal funding from the IIJA and CRRSAA, the current call will fund projects for SFY 2024-2025. IndyGo was recommended for an award of \$8.9 million to purchase Blue Line BRT vehicles. The recommendation will be reviewed by the IMPO's Transportation Technical and Policy Committees in February 2022.

Regional Initiatives/Discussions

Section 5310 - 2021 Call for Projects

The official Section 5310 call for projects 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 Department of Administration (DOA) quantitative purchase agreement, or QPA, is on-hold until pricing can be agreed upon between the DOA and the vendor. The State QPA is a contract for repetitively purchased services or products that result from a competitive solicitation process. It strengthens the purchasing power of all participating agencies from across the entire State of Indiana by incentivizing vendors to provide a large volume discount on frequent purchases.

Special Section 5310 Call for Projects - Stimulus

In both the Federal Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) and the American Rescue Plan Act of 2021 (ARP), Congress provided \$50 million for Section 5310. As the designated recipient, IndyGo is the program administrator for the funds. A call for projects opened in December and will close at the end of January, with possible award in March 2022.

Section 5310 Program Oversight

Two of IndyGo's 5310 subrecipients have experienced total loss collisions. IndyGo staff are working with each subrecipient 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. Compliance reviews for 2021 are complete. Follow-up emails and instructions will begin in early 2022.

Section 5307/5311 Transition Activities

The project team, which now includes transit consultant RLS & Associates, has created templates for county staff to use to procure assets. These have been distributed to county staff and a procurement training, the first of three, was held in early July. All procurements are complete. Service in the surrounding counties will continue to use Section 5311 funding through June 2022. At that time (or earlier depending on Section 5311 funding availability), operators will submit invoices to the subrecipients who will then seek reimbursement from IndyGo. IndyGo staff are still developing program documents and hope to distribute them in the first quarter of 2022.

Section 5339 Bus and Bus Facilities

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

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

Updated every four years, the Coordinated Public Transit-Human Services Transportation Plan for Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby counties was updated and then approved by the IMPO's Transportation Policy Committee in October 2021. A fundamental element of the planning process is to identify and assess existing transportation resources and local/regional unmet transportation needs and gaps in service. Chief among these is the need for expanded hours/days of service, an increase in service frequency, faster travel times, and more high-capacity transit (i.e. more bus rapid transit). The new plan is in effect and IndyGo staff are working with IMPO staff to begin the multi-year process to implement the plan.

Suburban Transit Planning: Northern Johnson Co Transit Plan & the Extension of the Red Line

Initiated by the IMPO, the northern Johnson County Transit Plan is nearly complete. This plan examines the feasibility of additional public transit in Johnson County and was developed to gain a greater understanding of existing transportation trends and explore potential transportation goals for northern Johnson County.

By virtue of their proximity to Marion County, Pleasant, White River, and Clark Townships are all eligible under Indiana State Law to conduct transit funding referenda. The plan concludes by explaining that the existing transit operating concept for the area's current provider, Access Johnson County, prioritizes basic accessibility for county residents by allocating most of the agency's resources to demand response service and deviated fixed-route services. Opinions about whether the Red Line should be extended at all into Johnson County were/are mixed; therefore, the project team developed three additional network options that would exclude the Red Line extension south of its existing terminus at Greenwood Park Mall and reallocate the funding required for the extension to fund other transit services. The summary goes on to explain that this plan on its own is not sufficient to support a referendum for implementing a public transportation tax and that if township or county officials determine that they want to pursue such a referendum, additional work would be required to identify and further develop a recommended transit service model and revenue requirements.

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

- Blue Line, CIG Program - Project justification criteria for existing land use and economic development in response to FTA's FY 2021 Annual Report on Funding Recommendations in Q3 of 2022
- Section 5310 Program Management Plan
- Fare Modernization, Promo Codes, Event Tickets, and a potential Partner Portal
- Universal Sponsored Rides Program, 2021-2022SY and beyond
- IndyGo Strategic Plan update
- National Transit Database reporting for 2021

ENGINEERING & CONSTRUCTION

Blue Line BRT

The Blue Line NEPA documentation is progressing. The NEPA process will culminate in a Documented Categorical Exclusion (DCE), which should be completed in the summer of 2022.

The team is proactively working with the community, community leaders and stakeholders to communicate the Blue Line BRT configuration, the benefits, and impacts. A citizen's advisory committee meeting was held virtually on November 18 to share information about project progress and next steps. A public meeting was held on December 28th to review potential range of impacts on Segment 1 (west of Holt Road) with alternate lane configurations including bi-directional and curb-side BAT. 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. Meetings with representatives from the Indianapolis International Airport are progressing layouts for that terminus station.

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 were solicited. Package A includes all civil/roadway work, including drainage. Package B includes all station and communications work. IndyGo received two bids for each package separately. No bids were received for the combined (A+B) package. The Board approved the award of contracts to two contractors: one for Package A and one for Package B. Construction is expected to start at the beginning of Feb 2022. Utility relocations continue to progress. A robust public involvement plan has been created to communicate with stakeholders leading up to and continuing throughout construction.

Red Line BRT

Staff is currently overseeing procurements for pavement maintenance on the Red Line. Concrete crack sealing was conducted on Red Line bus pads in Fall 2021. A package that includes asphalt patching, concrete bus pad maintenance, and rub rail installation will be bid in Q1 of 2022. Staff will be incorporating these and other pavement maintenance treatments into the agency Asset Management Plan as it is developed and will document criteria for determining when maintenance activities like this are warranted in the future.

Other On-Street Projects

Lochmueller Group (IndyGo's current on-call A&E consultant for roadway design services) will build upon the scoping level design that Shrewsberry & Associates completed from 2018-2021. Lochmueller will be working towards 40% design (including NEPA services) on lowering Rural St 18" below the CSX bridge. Directly operating on the Rural Street corridor would eliminate the current route deviation to Sherman Drive, providing more direct travel to the new Community Justice Campus and resulting in operational savings as well as an improved rider experience. Design and NEPA are expected to be finalized late 2023 and construction is anticipated in 2024-2025. Opportunities for federal funds will be considered for this project.

Preparation is underway to create an RFP for Transit Signal Priority (TSP) services for the Purple Line BRT and local route implementation. IndyGo has gone through a rigorous investigation to understand the current TSP landscape and better understand technology alternatives that improve transit service. It is anticipated that the RFP(s) for TSP services will be released in the 2nd Quarter of 2022.

Phase I of the Super-Stops project has been combined with DPW's Delaware St. reconstruction project and is currently under construction. IndyGo is monitoring construction in partnership with DPW and participating in change management decisions. Construction is expected to be complete in Q3 2022.

Phase II of the Super Stops project consists of Super Stops on Alabama St, Ft Wayne St, and Vermont St. Design on these projects is being finalized and NEPA has been approved. The project will move to construction pending a successful FTA Bus and Bus Facilities Grant Application.

FACILITY PROJECTS

On-Call Architectural and Engineering (A&E) Services contracts were awarded in June 2020 to The Etica Group, Woolpert, and HDR. 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. The table below identifies the design teams working on each project and summarizes key milestone dates.

Furniture for the new facilities was procured separately from the building renovations. A single procurement will cover the needs for all properties. There will also be a separate procurement for interior signage for all facilities. The latter is anticipated to be an informational item on the February 2022 Board agenda.

The installation a UV Filtration system is scheduled for mid-late February, starting with the south end of the 1501 W Washington headquarters and the Julia Carson Center. This will cover the largest areas of impact and exposure to operations staff. Overall completion of the project is anticipated to be mid-March.

An assessment and design will begin for needed repairs to the Duesenberg portion of the 1501 W. Washington St. headquarters, along with a plan for other needed repairs in the garage. A traffic study will be performed for the East Campus to identify needed road improvements and traffic impacts.

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

Respectfully submitted,

Jennifer Pyrz, PE

Vice President of Infrastructure, Strategy, and Innovation

Public Affairs Division Report – December 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Communications and Marketing Lesley Gordon
Date: January 27, 2022

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR DECEMBER 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 Youngs, Digital Media Specialist
Joshua Shadoan, Creative Design Specialist
Ashlynn Neumeyer, Communications Specialist

December 2021 *Board Report*



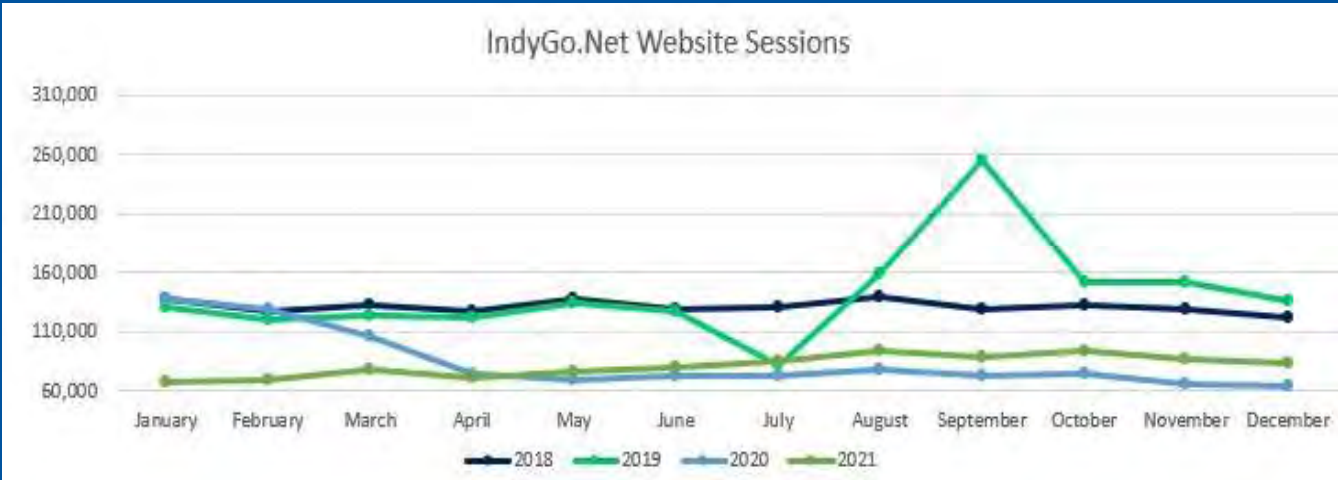
INDYGO.NET WEBSITE STATISTICS:

(12/1/2021-12/31/2021)

Page Views	186,777
Bounce Rate	50.42%
New Users	23,247
Returning Users	12,851
Total Sessions	84,019
Total Monthly Sessions Comparison to Previous Year	↑ 30%

Mobile Share

Date	Mobile	Desktop	Tablet
Dec-21			
Nov-21	80.70%	18.02%	1.29%
Oct-21	80.49%	18.53%	0.98%
Sept-21	91.45%	17.66%	0.90%
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%



Media Mention Highlights



Watch: Neighborhood residents speak about introduction of new bus line

A new bus line, the Purple Line, starts construction this winter. Nannette Anderson and Phillip Anderson live in the neighborhood and opened a park.

LOCAL NEWS

Colts cheerleaders, Blue surprise frontline workers across Indianapolis

Colts cheerleaders and Blue surprised firefighters, police officers and IndyGo bus drivers to thank them for keeping the city safe and moving.



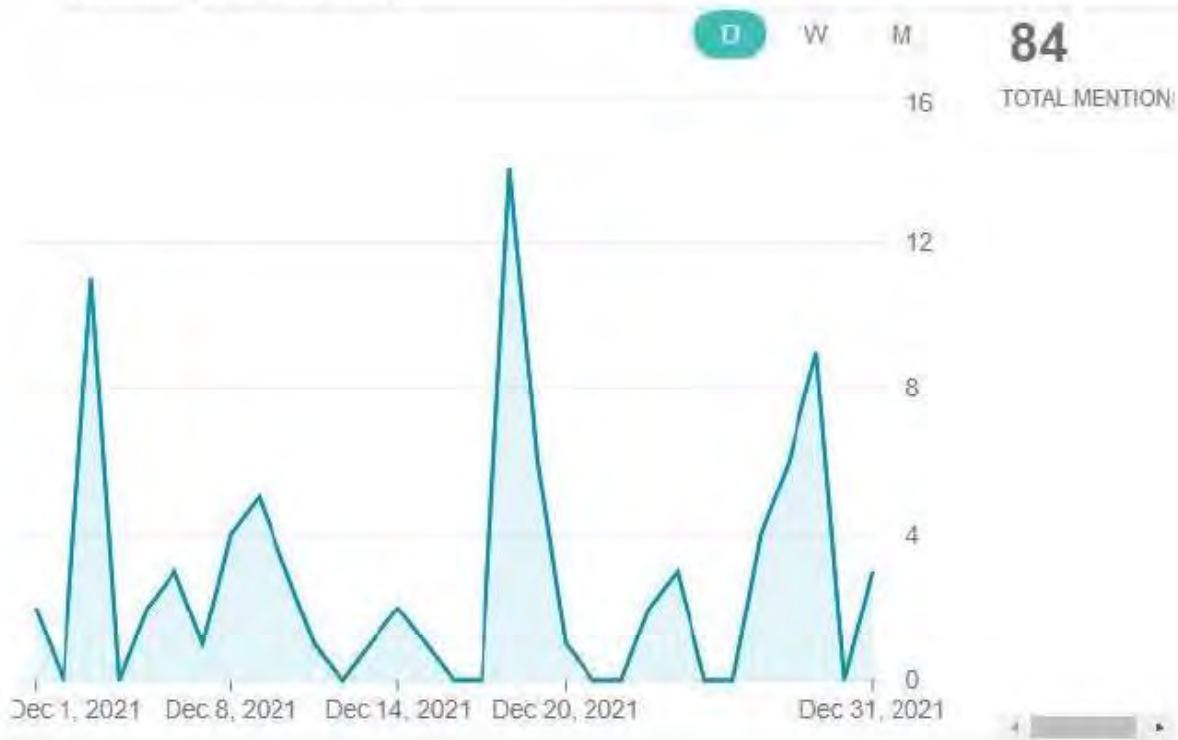
Topics Include:

Over the course of December, the upcoming Purple Line was mentioned frequently. The hot topics were the construction timeline and some public opinion about the overall project. Also, a group of stories came out about the Colts visiting headquarters around the holidays. Many articles also mentioned IndyGo buses with construction updates from projects around the city that were non-related to the Purple Line. Online coverage was the most popular overall, but TV covered the Colts' visit frequently. IndyGo was in the media nearly **85** times in December.

Here's a brief coverage summary:

Total Mentions

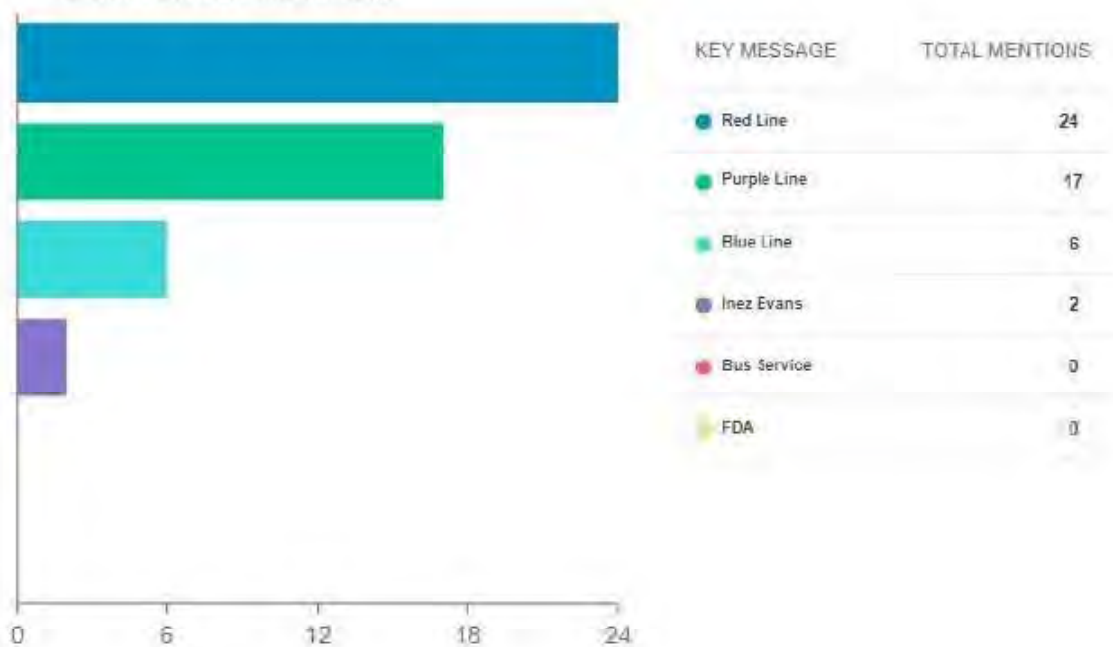
Search: IndyGo | Brand Coverage



Dec 1, 2021 to Dec 31, 2021

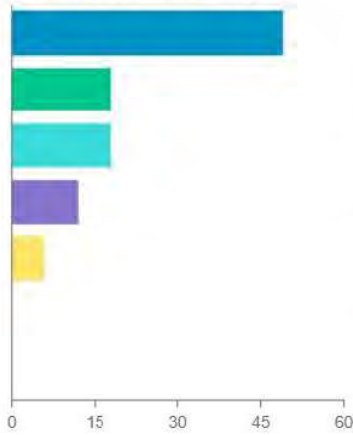
Key Messages

Search: IndyGo | Brand Coverage



Dec 1, 2021 to Dec 31, 2021

Search: IndyGo | Brand Coverage



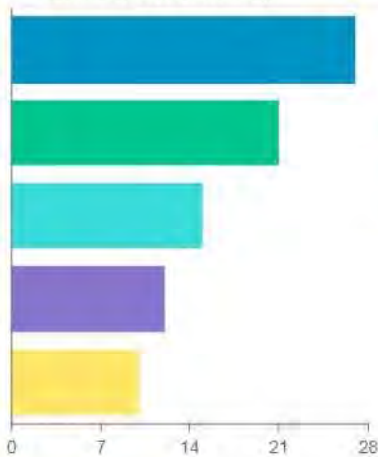
KEY MESSAGE	TOTAL MENTIONS
Media: Online News	49
Media: TV & Radio	18
Media: TV Only	18
Media: Licensed Print	12
Media: Blogs	6
Media: Non-Licensed Print	0
Media: Radio Only	0

News Coverage

Please add the report summary

Dec 1, 2021 to Dec 31, 2021

Search: IndyGo | Brand Coverage



KEY MESSAGE	TOTAL MENTIONS
Feature Mentions	27
Headline Mentions	21
Top Tier Readership	15
Target Publications	12
High Performing Articles	10

Media Performance Metrics

Please add the report summary

Dec 1, 2021 to Dec 31, 2021

Highest Readership

Search: IndyGo | Brand Coverage



Here's the latest construction timeline for the Purple Line, Indy's next rapid transit line

[Karla Dwyer, Indianapolis Star • Dec 3](#)



This is the state of COVID-19 in Indiana in December 2021

[Rashika Jainpur, Indianapolis Star • Dec 10](#)



'You give me a call, I'll come get you': When they need a ride, they call Mr. Steve

[Karla Dwyer, Indianapolis Star • Dec 18](#)

Highest Readership

Please add the report summary

Social Performance:

Facebook

- Had a total of **14,054 organic impressions**
- **3,874 post engagements**
- **11,090** page likes
- **11,219** page follows (11,214 follows in November)



IndyGo
December 16, 2021 · 🌐

3.6
Pec

"The site is close to an IndyGo Red Line stop—about two blocks away—and is within a city-classified transit-oriented development overlay, meaning developments are encouraged to incorporate public transportation options into their plans."

Learn more about this local development and how public transit benefits city investments. 📄

<https://www.ibj.com/.../local-developers-partner-on-33m-affor...>



IBJ.COM

Developers teaming up on \$33M affordable housing project on site of former school - Indianapolis Business Journal



IndyGo
December 3, 2021 · 🌐

Get more likes, comments and shares
When you boost this post, you'll show it to more people.

2,678
People rea

424
Boost post

IndyGo
December 13, 2021 · 🌐

As we work toward completing the design for the Blue Line, we want to share our latest analysis for Segment 1, from the airport to Holt Road. Join us for a virtual public meeting to learn more Tuesday, Dec. 28, at 5:30 p.m. Click here for information and to sign up: https://www.indygo.net/indygo-hosts-virtual-blue-line-publ...



About this website

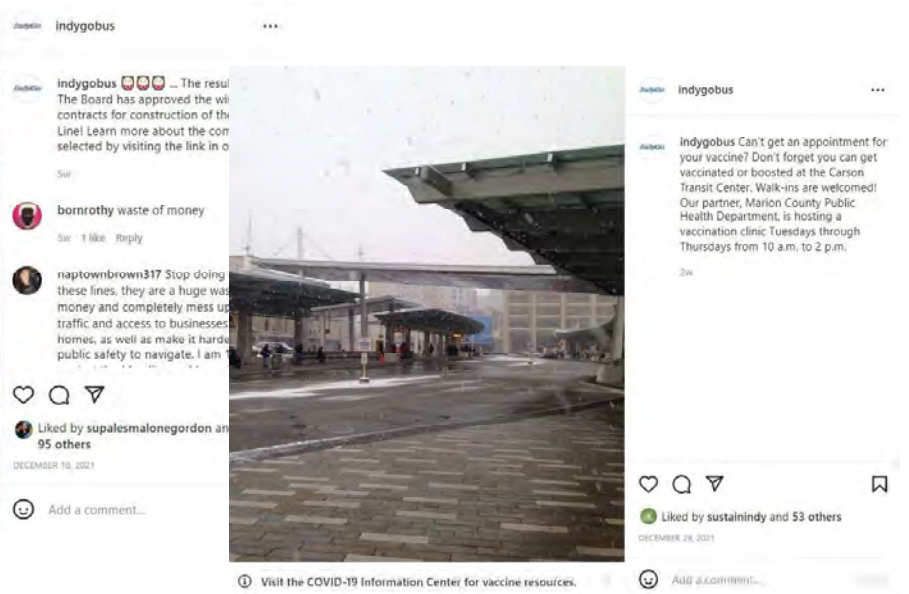
INDYGO.NET

IndyGo Hosts Virtual Blue Line Public Meeting - IndyGo

INDIANAPOLIS – Several members of the Indiana State Legislature aske

Instagram

- Generated **64,795 impressions** (9,650 impressions in November)
- **923** total engagements; **1.96%** engagement rate
- 3,229 Current followers (3,213 followers in November)



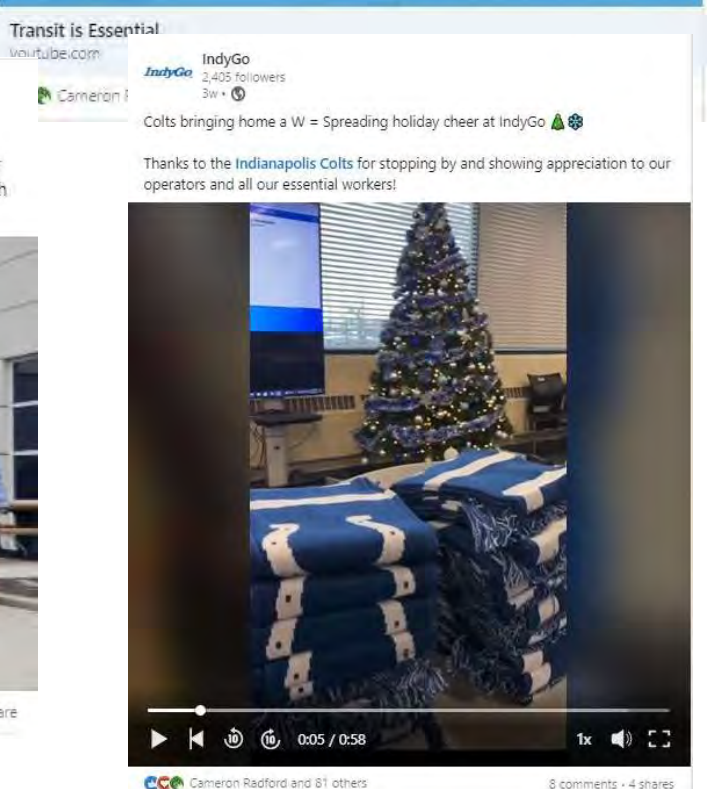
Twitter

- Had a total of **199,300 organic impressions**
 - Earned **6,400 impressions** per day
- **166** retweets, **616** likes, **26** replies, **323** link clicks, **0.9%** engagement rate
- Generated **26 new** followers; **6,200** current followers



LinkedIn

- Generated **40,601 impressions**
- **1,363** total engagements; **1.62%** engagement rate
- Generated **54** new follower; **2,003** total followers



Email Marketing:


NEWSLETTER

- 7,915 recipients (6,936 recipients in November)
- 9.51% CTR
- 6.51% open rate (3% Open Rate in November)

INSIDEINDYGO >>>


INSIDE INDYGO THIS DECEMBER

Easy, Breezy, Cleaner Air is Here




We recently announced our newest partnership with Lumin-Air! They're installing new air filtration systems with state-of-the-art UVC light technology, allowing riders to breathe cleaner air than ever before. Learn more about the partnership and what it means to you as a rider [here](#).

Fare-Free Rides on Christmas and New Year's Eve



Traveling this holiday season? Let us take you where you need to go. We're offering fare-free rides on Christmas and New Year's Eve after 8 p.m.! Plan your holiday trip ahead of time with Google Maps or the Transit app.

This is Your Shot, Riders



Creative Projects

- 20 SysAid project requests completed in December

Outreach Summary: December 2021

IndyGo hosted a virtual informational Blue Line public meeting that focused on Segment 1, from Indianapolis International Airport to Holt Road. As IndyGo progresses toward 60% completion of the design for the upcoming Blue Line rapid transit, members of the state legislature asked the agency to evaluate a reconfigured design for this segment. The meeting shared a detailed analysis and impacts of the reconfigured design elements.

IndyGo also hosted a virtual public meeting to announce a Special Call for Projects for eligible agencies, organizations and companies interested in submitting transportation projects for funding consideration through the Federal Transit Administration's (FTA's) Section 5310 grant program.

Outreach continued to neighborhood groups and partners through the IndyGo Now video presentation. Topics included the agency's Lumin-Air partnership, free rides during the holiday season and a special announcement on the Purple Line construction contract awards.

December Outreach Events:

Date	Name of Event
12/1/2021	Public Meeting: Section 5310 Grant Program
12/1/2021	IndyGo Now: December 2021
12/6/2021	Blue Line + Englewood Community Development Corporation
12/8/2021	Indianapolis East Redevelopment Committee
12/9/2021	IndyGo Now: December 2021 (Special Edition)
12/9/2021	December 2021: Board of Directors Meeting
12/11/2021	Purple Line + Concerned Clergy
12/16/2021	Travel Training: Individual
12/28/2021	Public Meeting: Blue Line Segment 1 Analysis



Operations Division Report – December 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Operations/COO Aaron Vogel
Date: January 27, 2022

OPERATIONS DIVISION REPORT – December 2021

SERVICE PLANNING

SERVICE SCHEDULING:

The next Operator Service Bid 2202 will take effect in February 2022 and operate through June 2022. Due to unprecedented staffing challenges caused by the ongoing COVID-19 pandemic. The most significant change in this operator bid is the end of the line for Routes 10 & 21. The current site near a Walmart has an outlot that has been sold. We will move to the Meijer about a mile east and near the future eastside transit hub.

LOCAL BUS STOP DESIGN & CONSTRUCTION:

IndyGo re-bid a construction project for bus stop improvements in late October. This included 17 stops along E 42nd St, N Post Rd, and N Mitthoefer Rd on the east side, along with 12 bus stops on the west side along Eagle Creek Parkway, High School Road, and W. 46th Street. The low bid was submitted by Shuck Corporation and is was presented to the IPTC Board for approval at the December board meeting. This project is scheduled to begin construction in March 2022.

Additional bus stop design projects are underway with IndyGo's on-call engineering contractor, Lochmueller. This includes bus stops near the northside of downtown (Central Ave, College Ave, 30th St) and stops near the westside of downtown (W. 10th St, W. 16th St, W. Michigan St, and Lafayette Rd). 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.

DETOUR AND SERVICE IMPACT INTERACTIVE MAP:

In coordination with IndyGo Transportation, Service Planning staff recently created a detour and service impact interactive map. This web-based interactive map shows all current IndyGo fixed route detours, showing street closures, detour routing, closed bus stops, and additional information about each detour. The map has been shared with departments across the IndyGo organization, including Operations, Customer Service, Public Affairs, and Planning.

OPERATIONS PERFORMANCE MANAGEMENT:

The Operations Performance Team has analyzed the maintenance department's present and future tech staffing requirements. The analysis includes a ten (10)-year historical review of industry-standard comparisons, which consists of the ratio of techs to:

- Average # of miles per bus per tech per year
- Number of buses per tech per year

The analysis also includes comparing IndyGo tech ratios to five (5) separate FTA transit agency "white paper" tech staffing measurements. This analysis will set a baseline formula that has already identified the challenges and variables

in various scenarios (such as adding a second maintenance facility) and allow IndyGo to substantiate the # of present and future techs to efficiently and economically handle the bus fleet maintenance needs.

The Operations Performance Team has calculated a 32.23% reduction of CO2 emissions for the IndyGo fleet from 2015 through 2021 and future projections setting a timeline to gain "Net Zero" emissions. The yearly decrease of CO2 emissions will continue to grow as IndyGo replaces diesel buses with a mixture of hybrid-electric, electric, RNG, and Hydrogen buses.

The Operations Performance Team is reviewing potentially customizing data retrieval from numerous 3rd party sources to allow IndyGo to compare the electric bus fleet Regeneration (ReGen) by bus, route, and driver to set up KPI's. These KPIs will result in more electricity regeneration into the bus batteries, resulting in more miles for the route. This customization will allow IndyGo to decide per bus per route when and if a charge will be required to complete the route in various weather conditions. This potential internal IndyGo customization will avoid an \$80,000 cost by a 3rd party to accomplish the same results.

FIXED ROUTE RIDERSHIP:

Nov-20	Nov-21	% Change	IndyGo Fixed Route Ridership	2020	2021	% Change
6,445	5,094	-21.0%	2 E. 34th St.	87,120	66,849	-23.3%
14,742	17,388	17.9%	3 Michigan St.	189,086	175,171	-7.4%
4,925	4,814	-2.3%	4 Fort Harrison	69,215	57,031	-17.6%
7,401	8,800	18.9%	5 E. 25th	100,383	83,234	-17.1%
4,958	4,881	-1.6%	6 N. Harding	67,214	58,849	-12.4%
73,913	70,328	-4.9%	8 Washington St.	935,587	805,726	-13.9%
45,080	50,420	11.8%	10 10th St.	589,852	509,775	-13.6%
2,181	2,136	-2.1%	11 E. 16th St.	29,955	24,618	-17.8%
1,851	1,703	-8.0%	12 Minnesota	22,731	20,277	-10.8%
1,337	1,210	-9.5%	13 Raymond	15,857	14,712	-7.2%
3,448	2,961	-14.1%	14 Prospect	44,720	35,923	-19.7%
7,327	7,311	-0.2%	15 Riverside	93,424	85,211	-8.8%
6,409	6,811	6.3%	16 Beech Grove	82,863	77,803	-6.1%
3,217	2,787	-13.4%	18 Broad Ripple	40,861	31,239	-23.5%
11,686	11,904	1.9%	19 Castleton	149,369	129,523	-13.3%
7,929	8,434	6.4%	21 East 21st St.	101,919	97,946	-3.9%
8,464	6,815	-19.5%	24 Mars Hill	87,704	81,097	-7.5%
7,205	6,037	-16.2%	25 W. 16th St.	88,454	77,881	-12.0%
9,120	8,303	-9.0%	26 Keystone	113,220	87,652	-22.6%
5,543	5,567	0.4%	28 St. Vincent	75,114	65,021	-13.4%
3,337	4,015	20.3%	30 30th St.	50,940	42,711	-16.2%
5,888	6,236	5.9%	31 US 31	74,206	63,646	-14.2%
14,067	13,450	-4.4%	34 Michigan Rd.	173,109	149,044	-13.9%
18,225	17,955	-1.5%	37 Park 100	213,651	199,244	-6.7%
10,906	10,419	-4.5%	38 Lafayette Square	136,917	119,055	-13.0%
39,836	44,006	10.5%	39 E. 38th St.	513,179	445,512	-13.2%
2,595	2,470	-4.8%	55 English	32,894	27,209	-17.3%
6,309	5,016	-20.5%	86 86th Street Crosstown	71,552	67,456	-5.7%
6,853	6,719	-2.0%	87 Eastside Circulator	75,746	70,675	-6.7%
64,423	78,640	8.7%	90 Red Line - BRT	854,490	788,217	-8.8%
944	595	-37.0%	901 Nora	10,690	9,187	-14.1%
4,633	3,427	-26.0%	902 County Line	53,059	47,150	-11.1%
23	126	447.8%	Others	811	934	15.2%
411,220	426,778	1.7%	Total	5,245,892	4,615,578	-12.2%

Dec-20	Dec-21	% Change	IndyGo Fixed Route Ridership	2020	2021	% Change
6,097	4,903	-19.6%	2 E. 34th St.	93,217	71,752	-23.0%
14,091	16,741	18.8%	3 Michigan St.	203,177	191,912	-5.5%
4,626	5,451	17.8%	4 Fort Harrison	73,841	62,482	-15.4%
7,590	8,795	15.9%	5 E. 25th	107,973	92,029	-14.8%
4,893	5,079	3.8%	6 N. Harding	72,107	63,928	-11.3%
71,169	69,581	-2.2%	8 Washington St.	1,006,756	875,307	-13.1%
42,941	46,867	9.1%	10 10th St.	632,793	556,642	-12.0%
2,122	2,260	6.5%	11 E. 16th St.	32,077	26,878	-16.2%
1,843	1,580	-14.3%	12 Minnesota	24,574	21,857	-11.1%
1,241	1,326	6.8%	13 Raymond	17,098	16,038	-6.2%
3,391	2,655	-21.7%	14 Prospect	48,111	38,578	-19.8%
6,821	6,611	-3.1%	15 Riverside	100,245	91,822	-8.4%
6,344	6,357	0.2%	16 Beech Grove	89,207	84,160	-5.7%
2,756	2,590	-6.0%	18 Broad Ripple	43,617	33,829	-22.4%
11,561	12,064	4.4%	19 Castleton	160,930	141,587	-12.0%
8,276	8,230	-0.6%	21 East 21st St.	110,195	106,176	-3.6%
8,478	6,291	-25.8%	24 Mars Hill	96,182	87,388	-9.1%
6,879	6,059	-11.9%	25 W. 16th St.	95,333	83,940	-12.0%
8,572	8,223	-4.1%	26 Keystone	121,792	95,875	-21.3%
5,635	5,142	-8.7%	28 St. Vincent	80,749	70,163	-13.1%
3,032	3,820	26.0%	30 30th St.	53,972	46,531	-13.8%
5,313	5,579	5.0%	31 US 31	79,519	69,225	-12.9%
13,461	13,666	1.5%	34 Michigan Rd.	186,570	162,710	-12.8%
17,478	18,316	4.8%	37 Park 100	231,129	217,560	-5.9%
10,726	10,101	-5.8%	38 Lafayette Square	147,643	129,156	-12.5%
37,694	42,829	13.6%	39 E. 38th St.	550,873	488,341	-11.4%
2,567	2,514	-2.1%	55 English	35,461	29,723	-16.2%
6,193	4,840	-21.8%	86 86th Street Crosstown	77,745	72,296	-7.0%
6,202	6,638	7.0%	87 Eastside Circulator	81,948	77,313	-5.7%
61,919	78,183	26.3%	90 Red Line - BRT	916,409	866,400	-5.5%
816	556	-31.9%	901 Nora	11,506	9,743	-15.3%
4,371	4,127	-5.6%	902 County Line	57,430	51,277	-10.7%
19	190	900.0%	Others	830	1,124	35.4%
395,117	418,164	5.8%	Total	5,641,009	5,033,742	-10.8%

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

TRANSPORTATION SERVICES

90% CLUB:

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

The winner for November: **Victor Garrett #2163**

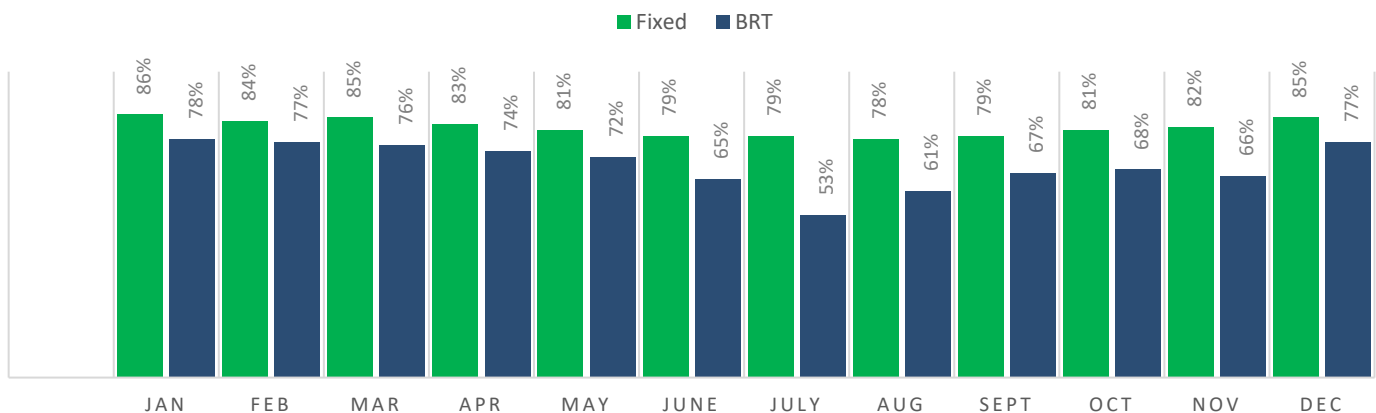
The winner for December: **Nichelle Green # 2392**

Young, Samuel
Carroll, Lashona
Garrett, Victor
Hinton, Lacreteria
Bradford, Keary
Gardner, Onesha
Watts, Rhonda
Anderson, Treva
Ford, Wanda
Hook, Sandra
Murray, Beth
Roberson, Ashley
Tealer, Lavelle
Burts, Roy
Cornett, Myron
Freeman, Mancia
Griffin, Ardis
Hazen, William
Johnson, Sheila
Mitchell-Grant, Mary
Robertson, Wesley
White, Anthony
Abebe, Samuel
Bouttee Williams, Clywone
Davies-Dada, Nakia
Frierson, Razheana

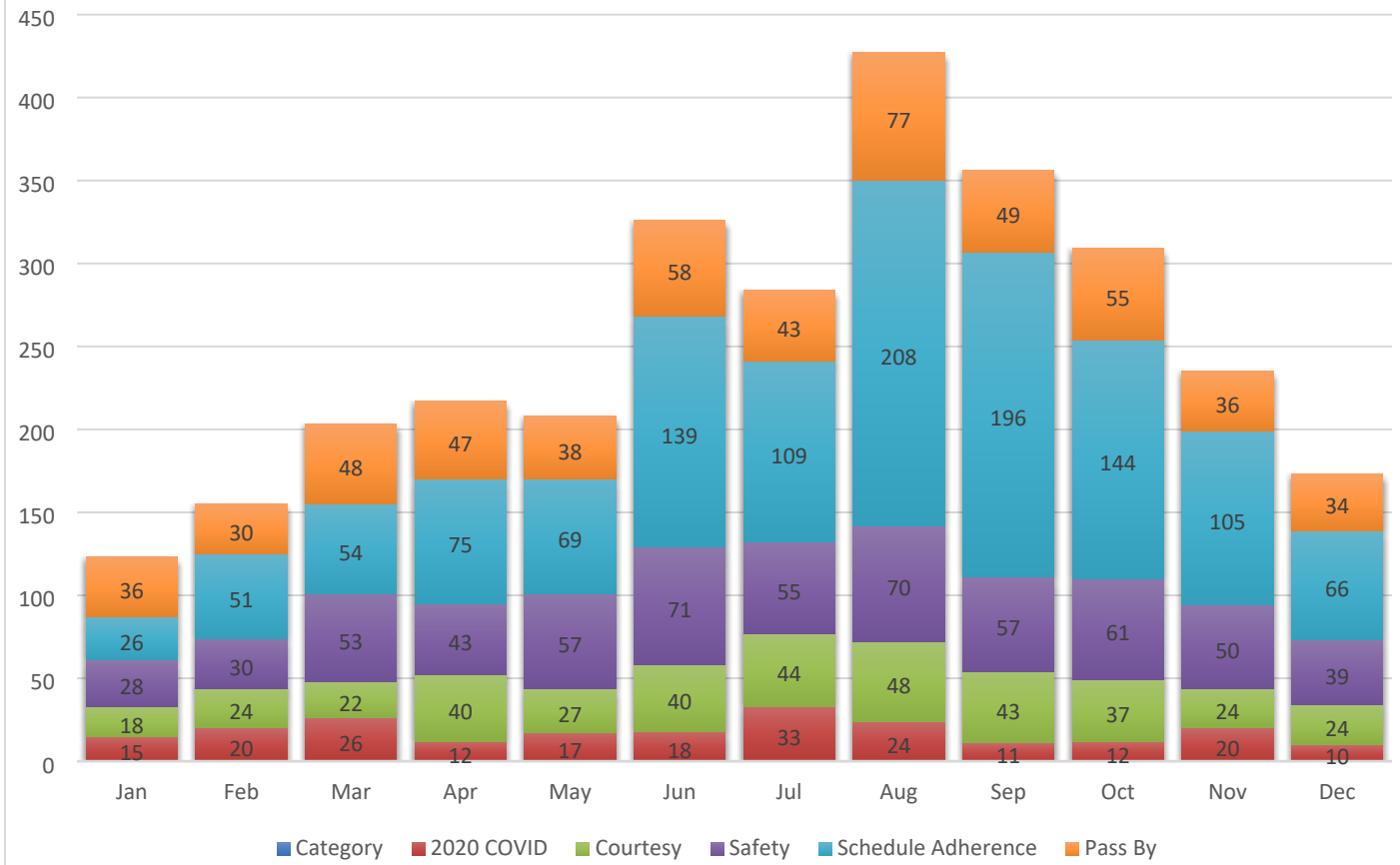
Horst, Martin
Norfolk, Terry
Rosario Gonzalez, Dilexi
Turner-Woods, Raveen
Williams, Angela
Baine, Tenisha
Clark, Shawn
Clay, David
Harris, Shamika
Moss, Shapaul
Turner, Lashonda
Wills, Mark
Carpenter Williams, Lakisha
Davis, Juanita
Ervin, Mathew
Gee, Lloyd
Greene, Jeffery
Grimmer, Jeremy
Irwin, Cameron
Langford, Donna
Lewis, Terrill
Mathews, Brandi
McGill, Latoya
Moncel, Maryah
Patterson, Larry
Roberts, Darnell

Rowe, Patrick
San Pedro, Enrique
Sims, Dewayne
Staggs, Garry
Wells, Michael
Woods, Roneshia
Akinribade, Ebenezer
Arnold, Mikaiah
Boicourt, Phillip
Carter, Deborah
Davis, Elisa
Duncan, Scott
Feiock, Robert
Green, Nichelle
Harrison, Avante
Harrison, Michael
Lewis, Jonathan
Mason, Rodney
McLeod, Timothy
Puello, Donna
Reintjes, Peter
Ricks, Michael

ON TIME PERFORMANCE LAST 12 MONTHS



YTD Fixed Route Comment 2021 Jan-Dec



COMMENDATIONS:

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

FIXED ROUTE:

NOVEMBER

Ballard, James - 8589
 Carroll, Lashona - 9746
 Miller, Jessica - 9652
 Wells, Michael - 9782
 Porter, Ebony - 9708
 Burke, Adam - 9545

DECEMBER

Chest, Mornice - 8983
 Hazen, William - 9613
 Byrd, Nicole - 0803
 Rosario, Dilexi - 2277
 Beach, Lori - 9653
 Wills, Mark - 9710

VEHICLE MAINTENANCE AND FACILITIES SERVICES

FACILITIES:

The Julia M. Carson Transit Center and the Marion County Health Department (MCHD) hosted their third full month as a COVID Vaccination Site. MCHD operates the site three days a week Tuesday, Wednesday, and Thursday. There has been significant participation for both new vaccinations and booster shots. The COVID Vaccination Clinic will remain open at the transit center through the winter months.

FACILITY RECYCLING SUMMARY – YTD:

12,760 - GALLONS OF OIL

53 – FIFTY-FIVE-GALLON DRUMS OF USED OIL FILTERS AND USED FUEL FILTERS

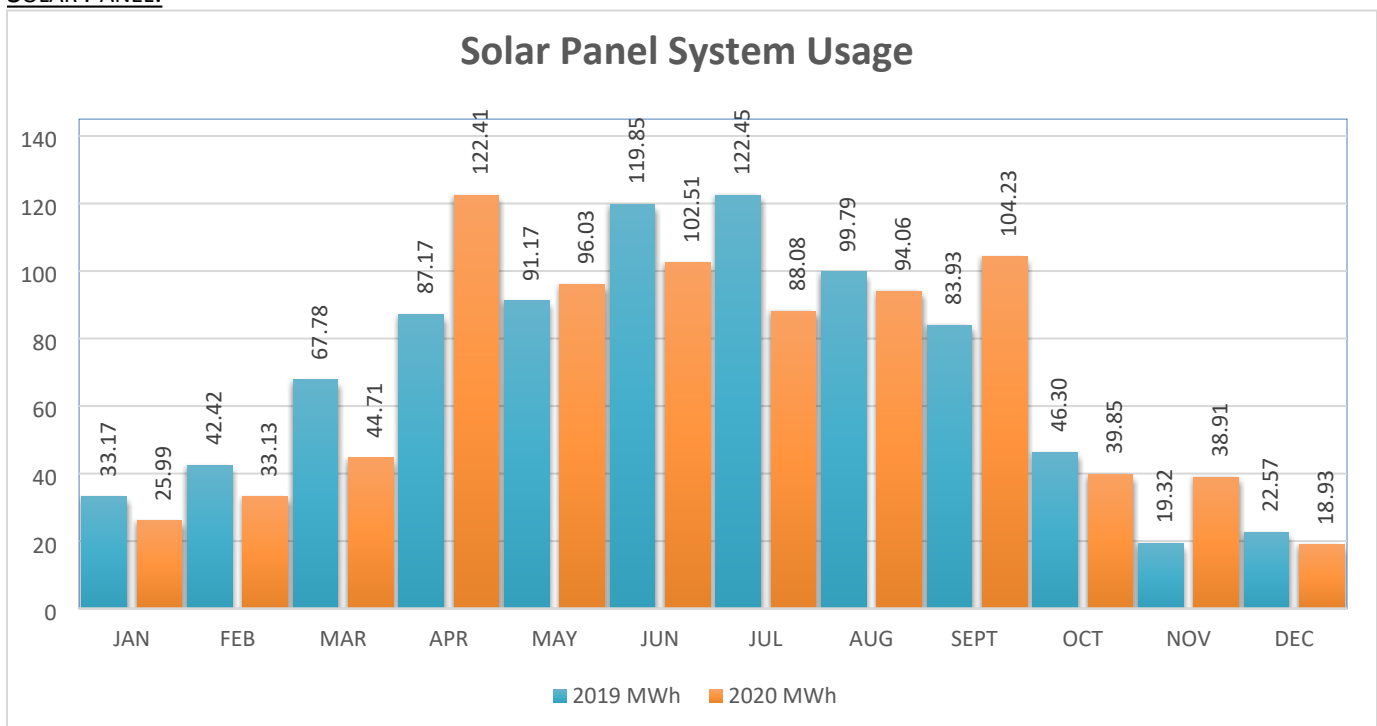
3 – FIVE-GALLON CONTAINERS OF USED SMALL ALKALINE BATTERIES

3.04 – TONS OF E-WASTE FROM THE BUILDING

57.51 – TONS OF SCRAP METAL; \$16,023.05 RECOVERED

The reduced daylight hours impacted the power produced by the solar panels at the 1501 Headquarters. The power primarily charges the ZEP buses, and the additional power is absorbed by the building. The total saving YTD is \$72,075.55

SOLAR PANEL:



Mean Distance Major Systems Failures

Mean Distance Between All Systems Failures

Mean Distance

	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
MAJOR	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
ALL	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
MAJOR	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
ALL	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057
	2019/1	2019/2	2019/3	2019/4	2019/5	2019/6	2019/7	2019/8	2019/9	2019/10	2019/11	2019/12
MAJOR	6,052	4,392	5,342	6,238	5,506	5,506	5,506	5,506	5,506	5,506	5,506	5,506
ALL	4,312	3,618	4,474	4,822	4,307	4,307	4,307	4,307	4,307	4,307	4,307	4,307

*The green cells represent averaged totals

There were 13 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 are in revenue service.

FLEET SERVICES

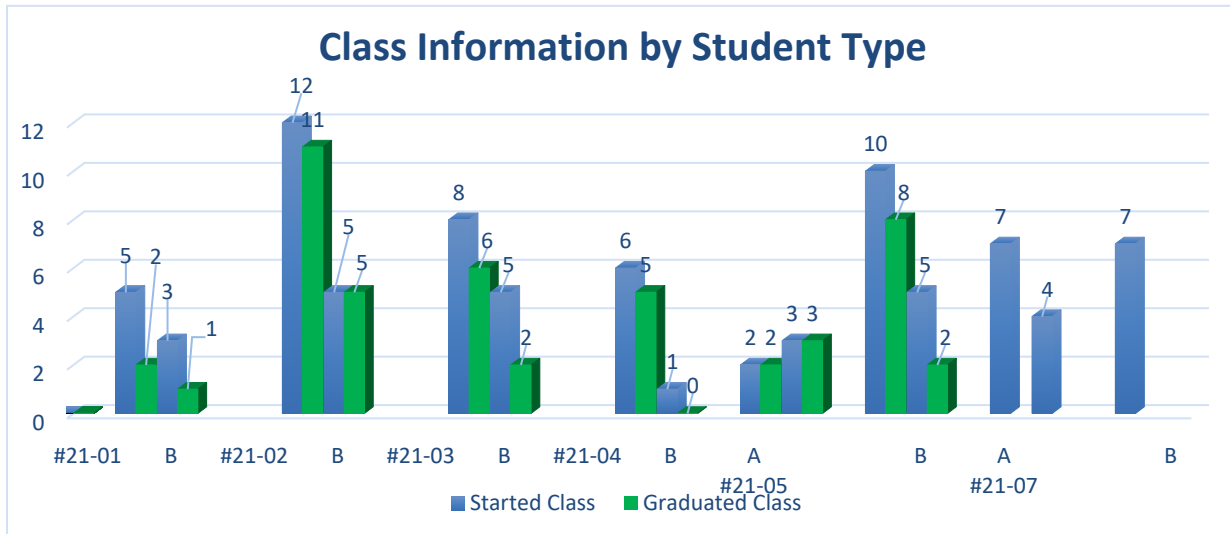
IPTC has logged 9,141,583 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2021	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	9,141,583
2020	878,363	875,068	917,660	705,903	701,773	865,561	888,720	866,798	844,969	850,663	767,009	817,246	9,979,733
2019	707,466	646,619	667,992	711,337	724,427	701,634	720,062	755,738	858,397	910,054	852,192	871,539	9,127,457
2018	727,094	711,683	794,958	665,856	694,173	697,882	707,050	733,567	684,009	737,985	691,012	690,486	8,535,755

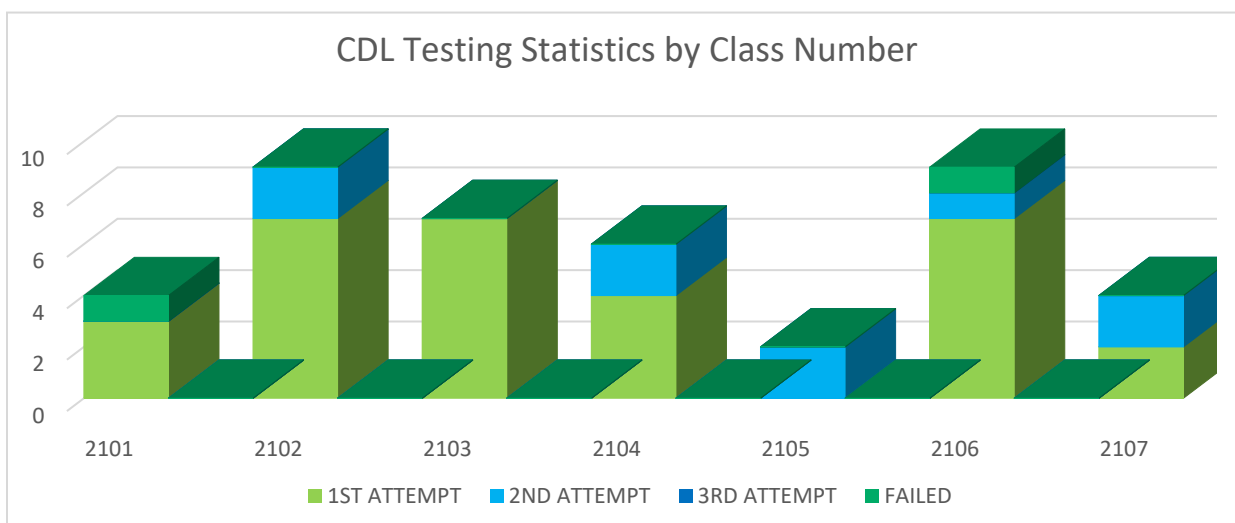
SECURITY AND TRAINING

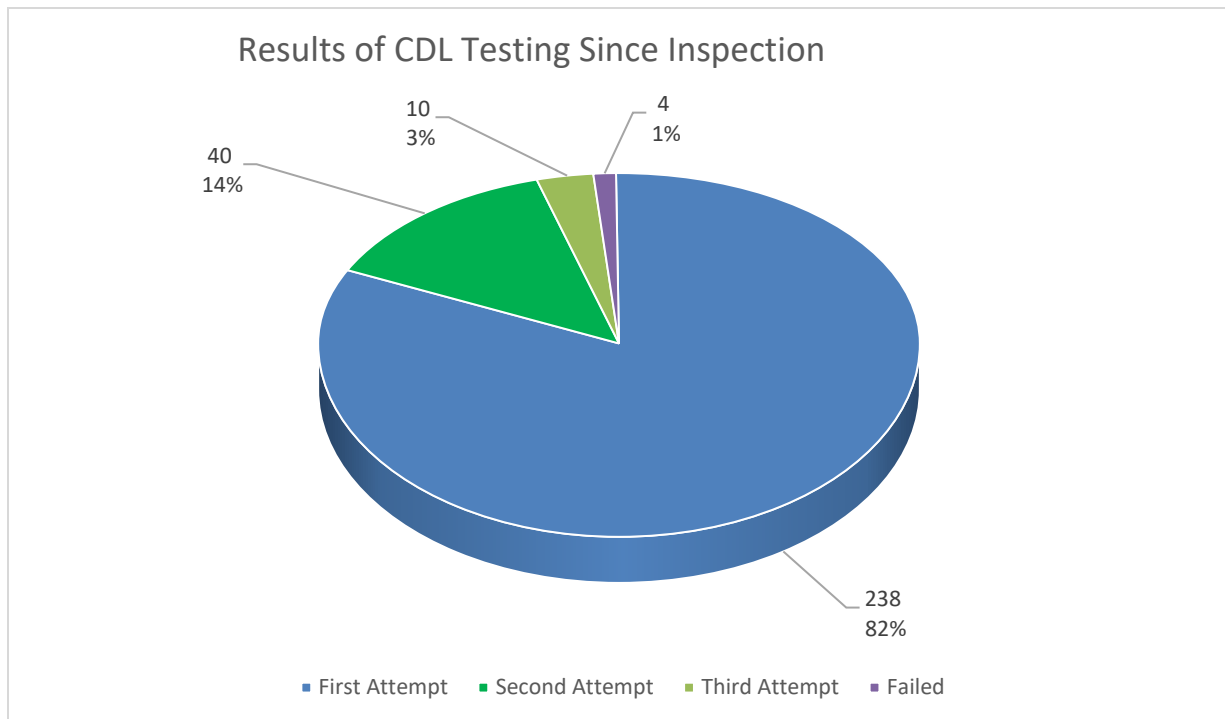
TRAINING:

THE CHART BELOW SHOWS THE NUMBER OF TRAINEE A AND TRAINEE B STUDENTS THAT STARTED EACH CLASS. IT ALSO SHOWS THE NUMBER OF STUDENTS IN EACH GROUP THAT GRADUATED.



THE INDYGO TRAINING DEPARTMENT TRAINS 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. THEY WILL ALSO 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.





INDYGO FIXED ROUTE OPERATOR CLASS, CLASS #21/06, STARTED ON OCTOBER 4, 2021, WITH TEN (10) TRAINEE A STUDENTS. ON OCTOBER 11, 2021, FIVE (5) TRAINEE B STUDENTS BEGAN IN THE CLASS. THIS CLASS HAS COMPLETED ALL PORTIONS OF THE TRAINING PROGRAM AND GRADUATED ON DECEMBER 3, 2021. THEY WERE TRANSFERRED TO THE OPERATIONS DEPARTMENT ON DECEMBER 5, 2021.

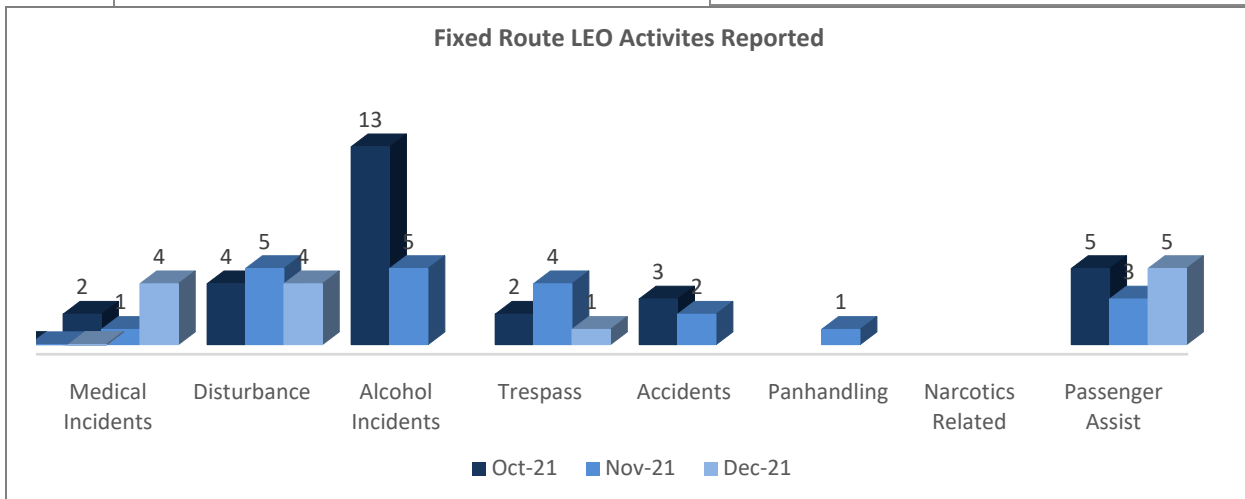
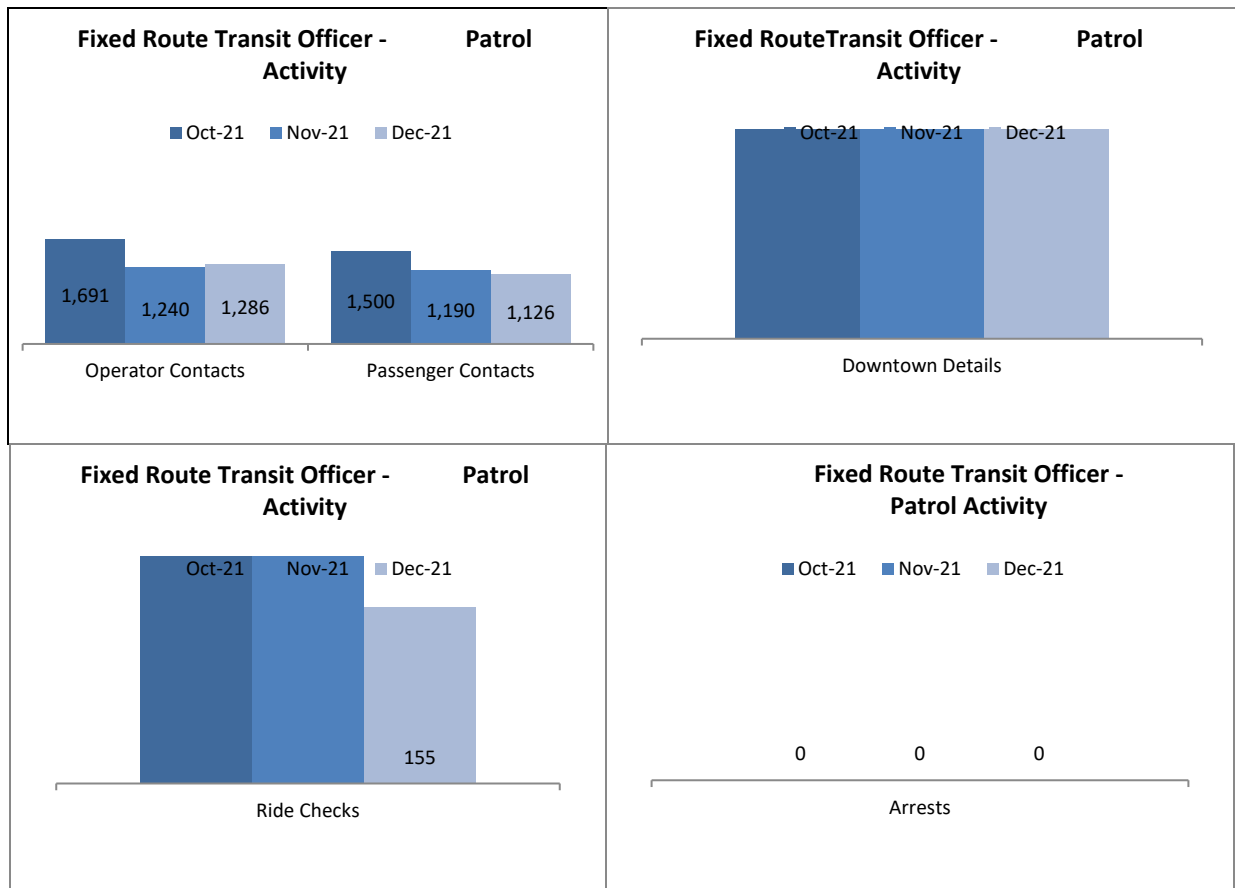
INDYGO FIXED ROUTE OPERATOR CLASS, CLASS #21/07, STARTED ON NOVEMBER 1, 2021, WITH SIX (6) TRAINEE A STUDENTS. ON NOVEMBER 8, 2021, FOUR (4) TRAINEE B STUDENTS BEGAN IN THE CLASS. AT THE END OF DECEMBER, THIS CLASS WAS IN THE CADETTEING PORTION OF THE TRAINING PROGRAM. STAFF IS EXPECTING THIS CLASS TO GRADUATE ON JANUARY 7, 2022. THEY WILL BE TRANSFERRED TO THE OPERATIONS DEPARTMENT ON JANUARY 9, 2022.

INDYGO FIXED ROUTE OPERATOR CLASS, CLASS #21/08, STARTED ON NOVEMBER 29, 2021, WITH SEVEN (7) TRAINEE A STUDENTS. THESE STUDENTS BEGAN WORKING ON THEIR PRE-TRIP AND DRIVING SKILLS TO PREPARE THEM FOR THE CDL STATE TEST. THE TRAINEE B STUDENTS ARE EXPECTED TO START ON DECEMBER 6, 2021.

THE FOLLOWING TRAINING SESSIONS WERE CONDUCTED IN DECEMBER:

- (12) OPERATORS FOR ACCIDENT RETRAINING
- (1) OPERATOR FOR RED LINE ACCIDENT RETRAINING
- (4) OPERATORS FOR PROPER REVENUE SERVICE PROCEDURES
- (8) OPERATORS FOR RETURN-TO-WORK TRAINING
- (3) GARAGE EMPLOYEES FOR ACCIDENT RETRAINING
- (2) ADMINISTRATIVE EMPLOYEES FOR NEW-HIRE ORIENTATION
- (8) GENERAL LABORERS FOR NEW-HIRE ORIENTATION

FIXED ROUTE SECURITY:



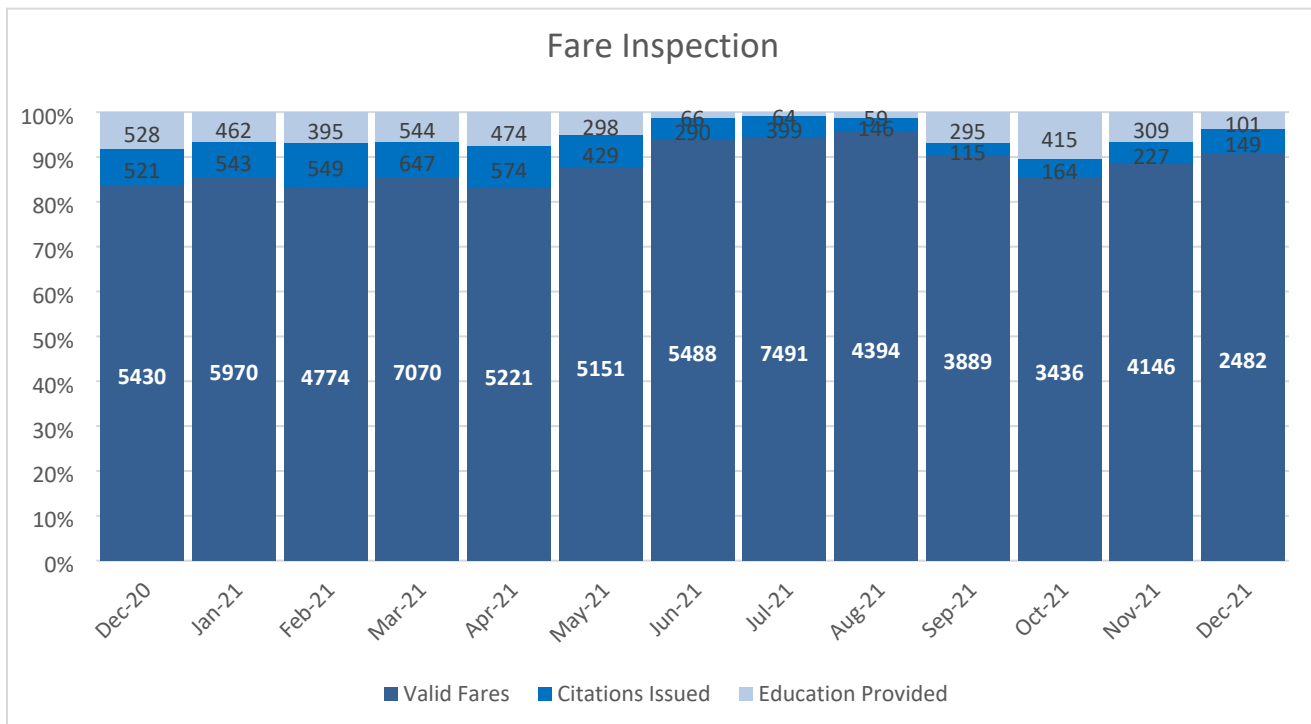
The charts above show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed for the last three months.

RED LINE SECURITY:



The charts above are the new Red Line Security reports. These charts will show the LEO's activity 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 populate more.

FARE INSPECTION REPORT:



December	Passenger Contact	Notifications	Educations
Monthly	2482	149	101
Weekday	2246	139	98
Saturday	175	10	3
Sunday	61	0	0

2021 YTD	Passenger Contact	Notifications	Educations
Monthly	59552	4232	3482
Weekday	44975	3210	2934
Saturday	9045	653	343
Sunday	5820	401	237

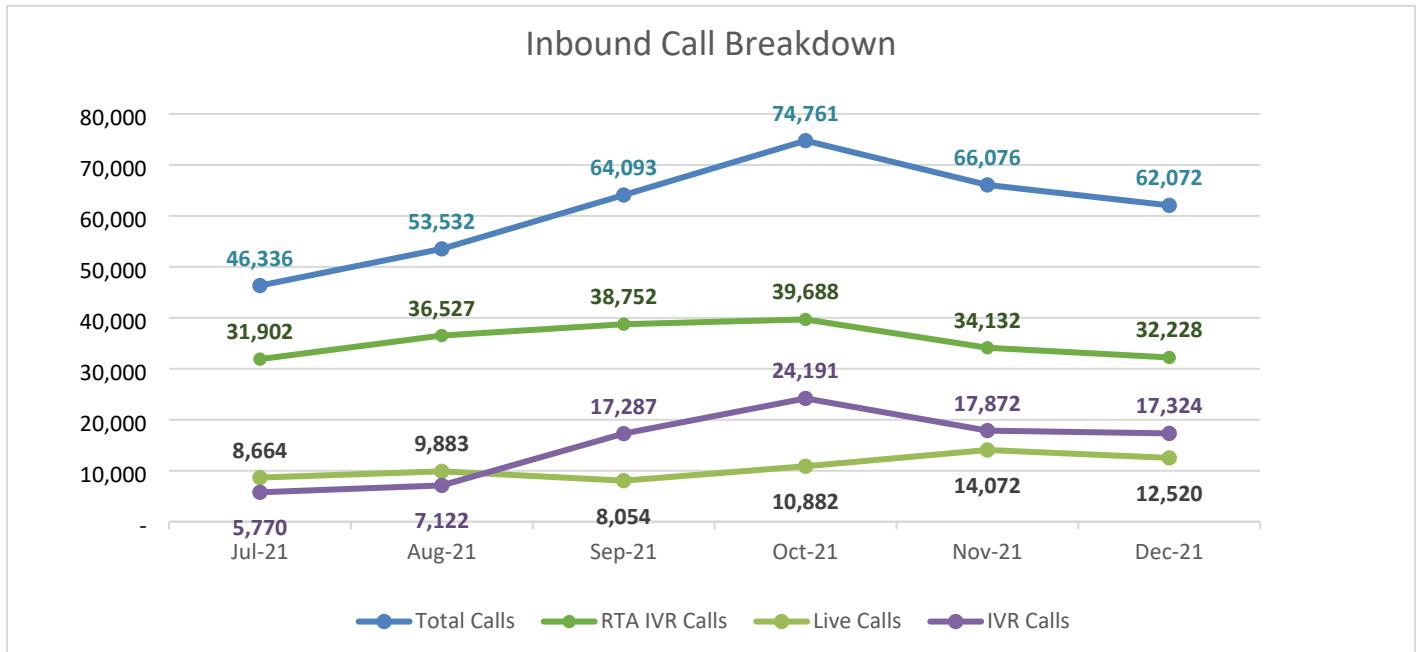
The information above shows the fare inspection information for each month and one for the total year to date for 2021. The chart will show passenger contacts representing passengers who had a fare when checked. It will show notifications representing passengers who did not have a fare when checked and 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.

IndyGo had its required quarterly sprinkler inspection completed in December. This inspection includes items like the sprinkler heads, the riser valves, water pressure, and gauges. During this inspection, there were no deficiencies noted.

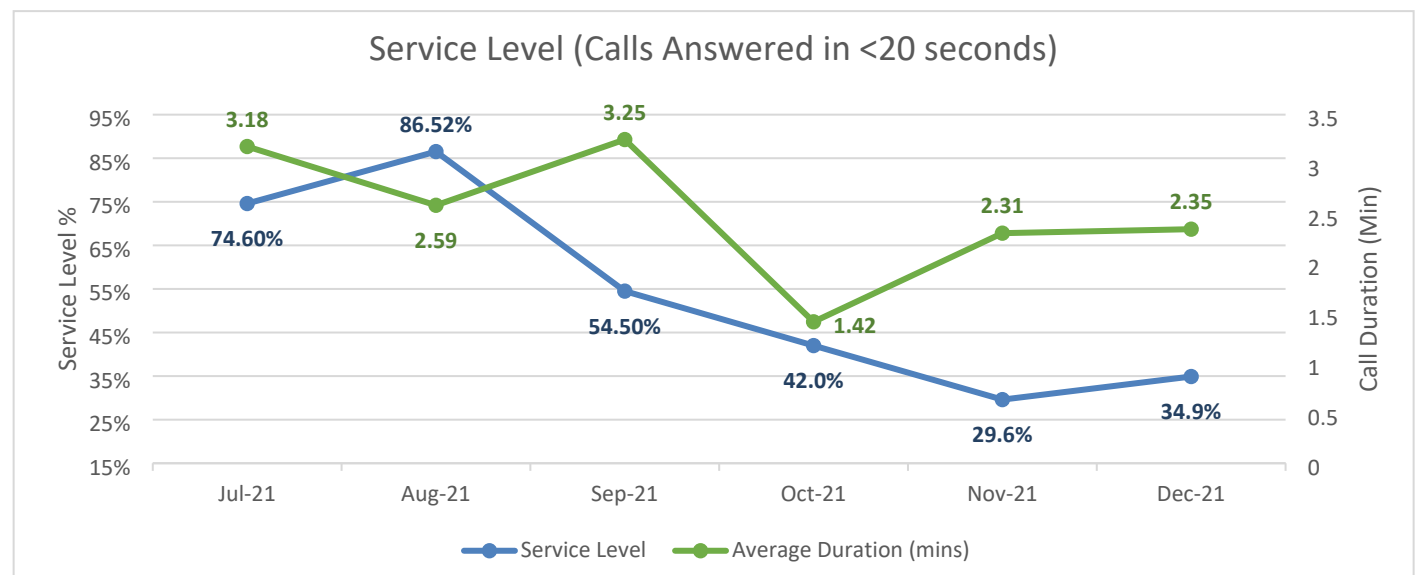
MOBILITY SOLUTIONS – OPEN DOOR & CUSTOMER SERVICE

CONTACT CENTER REPORT AND PARATRANSIT REPORT:

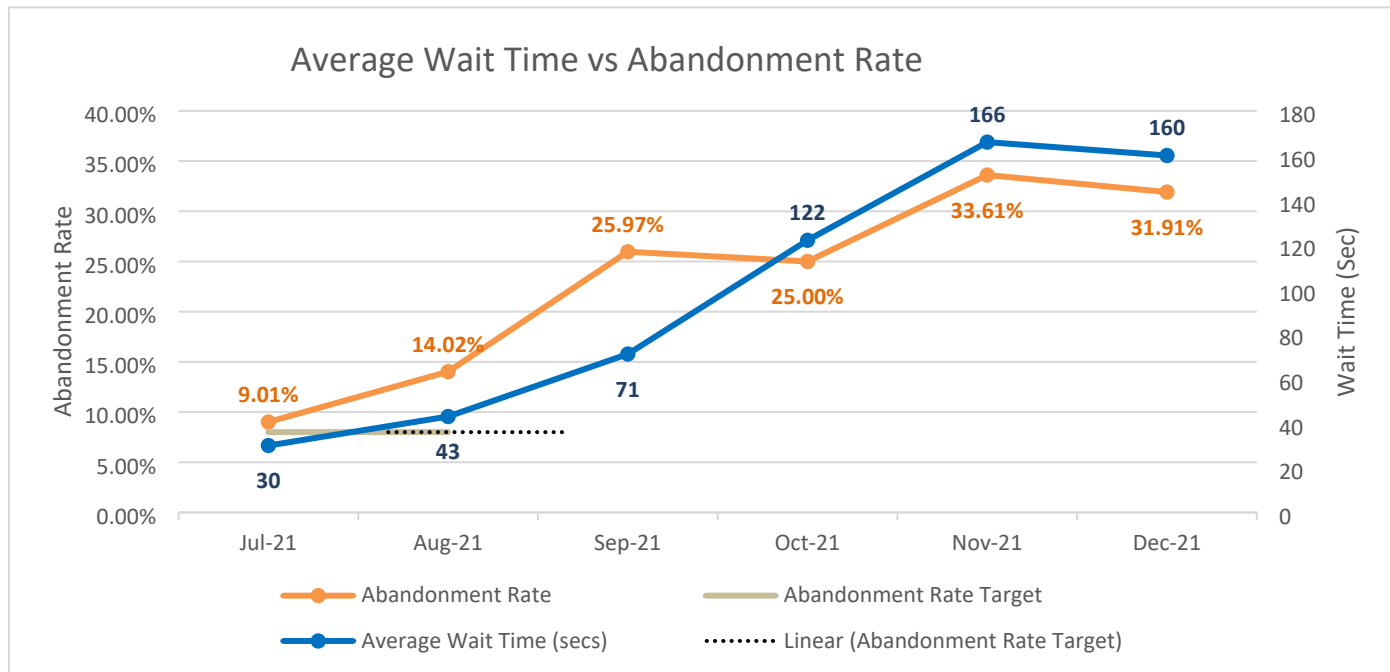
Total call volume and all other call types have decreased compared to the last three months. Overall call volume averaged much higher compared to earlier in the year. Increased call volume can be attributed to merging the fixed route and paratransit call centers.



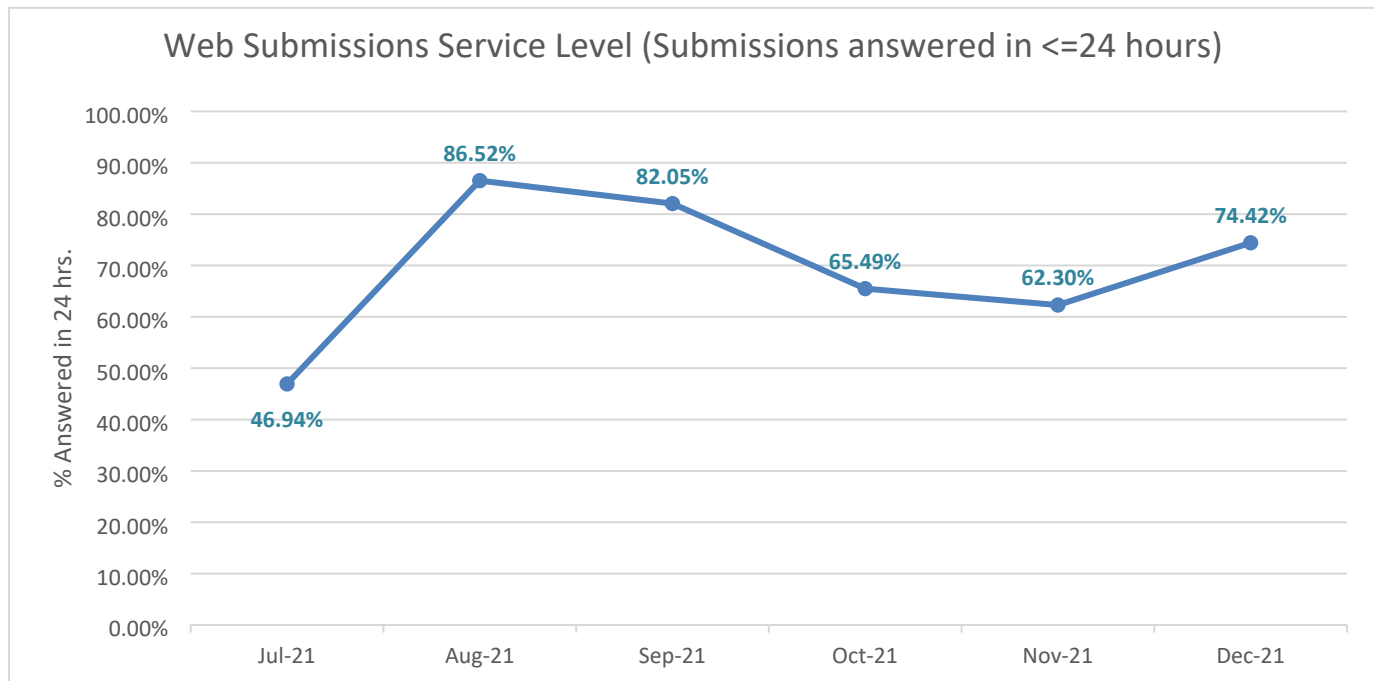
Our service level metric saw an increase for December. This is moving back towards the goal of 80%. The average call duration has also increased. This is within the goal range of 3-5 minutes. October 1 marked the first day the new vendor, RATP Dev, took over all Care Center operations. Staffing adjustments are being made as well as continued training will be used to stabilize our service levels for January.



The average wait time and Abandonment rate for calls have decreased. RATP Dev experienced a staffing deficit, and it negatively impacted Average Wait Time. Adjustments are being made to stabilize and continue this trend downward. IndyGo Care Center Leadership will continue to monitor. IndyGo Leadership meets regularly with RATP Dev to discuss staffing effects and expectations.



Web comment processing service level saw an increase, moving us towards 85%. Staffing shortages and knowledge of systems amongst newer hires impacts this metric. Adjustments are still being made to achieve this goal. This will continue to be monitored by IndyGo Care Center Leadership.

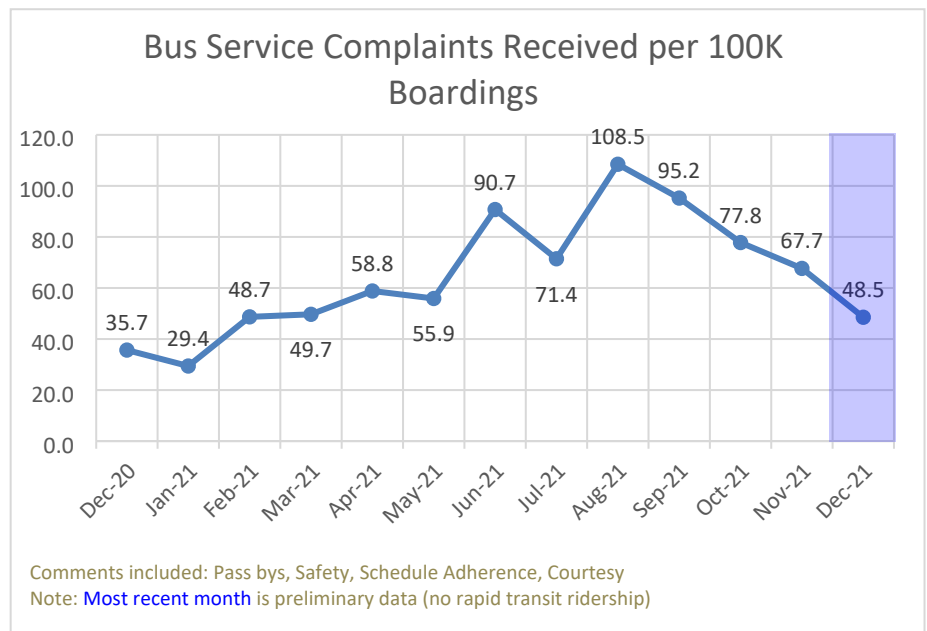
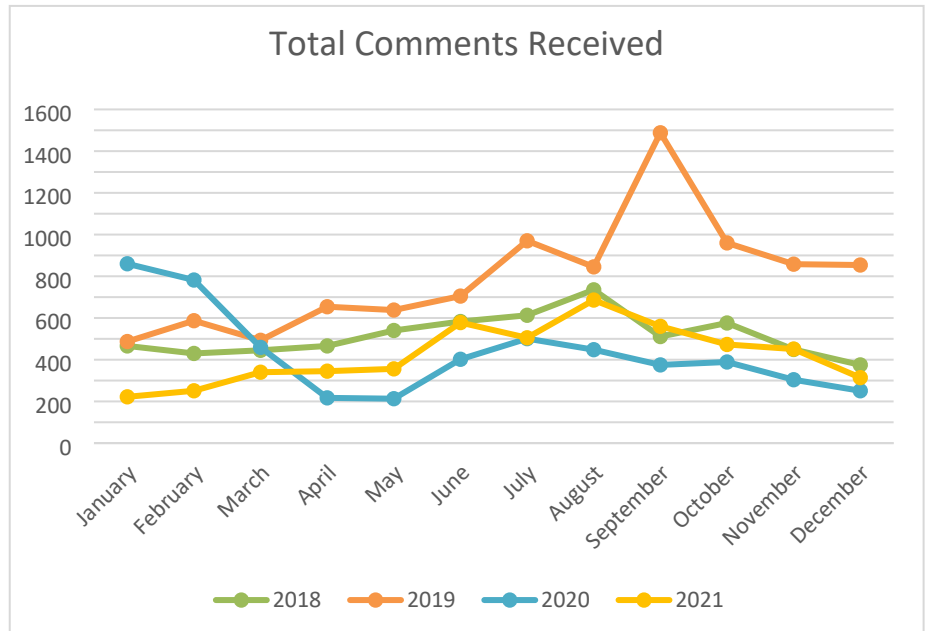


RECEIVED COMMENT REPORT:

The total number of comments received for December amounts to 314.

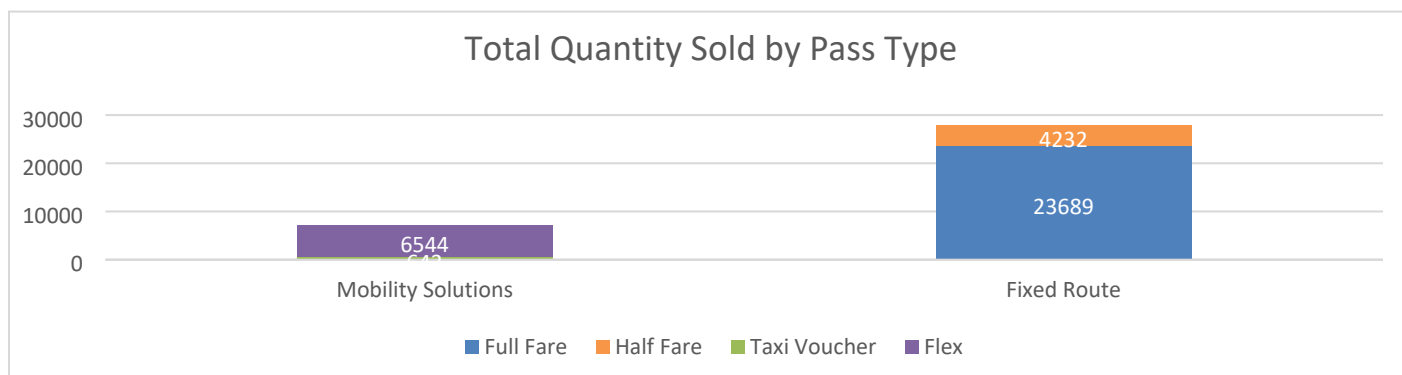
Within the comments received, Schedule Adherence is the largest category contributing to ~21% of the total comments for December. This will continue to be monitored by IndyGo Care Center Leadership, including increased Quality Assurance checks on calls.

Categories	Count of Comment
Schedule Adherence	67
Safety	38
Pass By	34
Fares	24
Courtesy	24
Customer Service Center	20
Request	4
Wrong Information	12
Vehicle Maintenance	11
2020 COVID	10
Compliment	9
Denial	7
Security	7
Bus Stop	6
Fulfillment	6
Route	6
Blue Line	5
Facility Maintenance	5
ADA	3
Rules	3
Discrimination	2
Real Time Arrivals	2
USURV	2
ZTRIP	2
Detour	1
Marketing	1
Red Line	1
Suggestion	1
WellTran	1
Grand Total	314



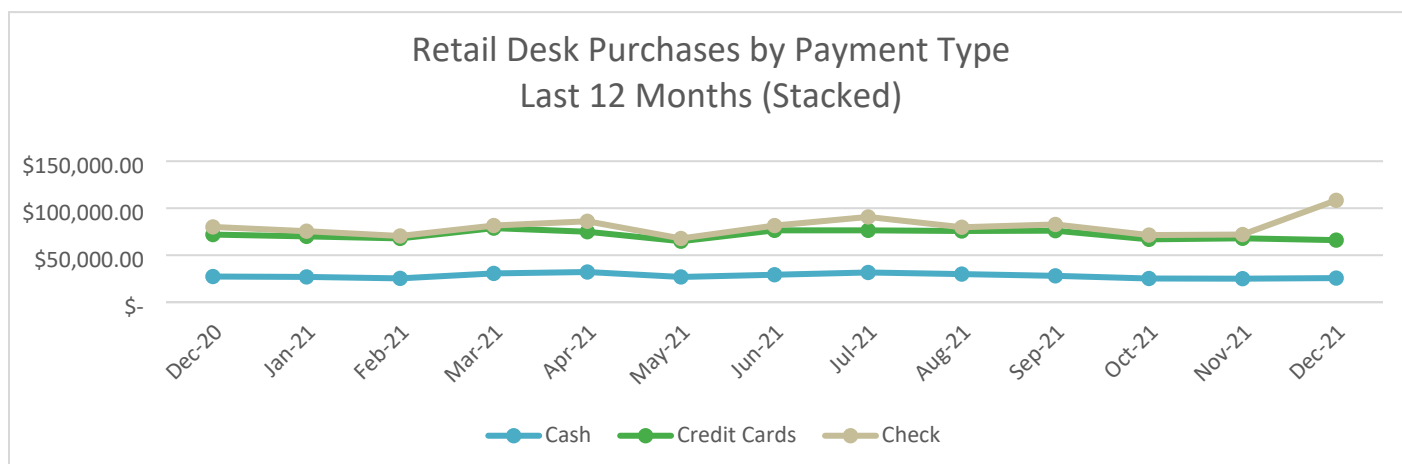
RETAIL CENTER AND SALES REPORT:

Total Quantity of Passes Sold: 35,108



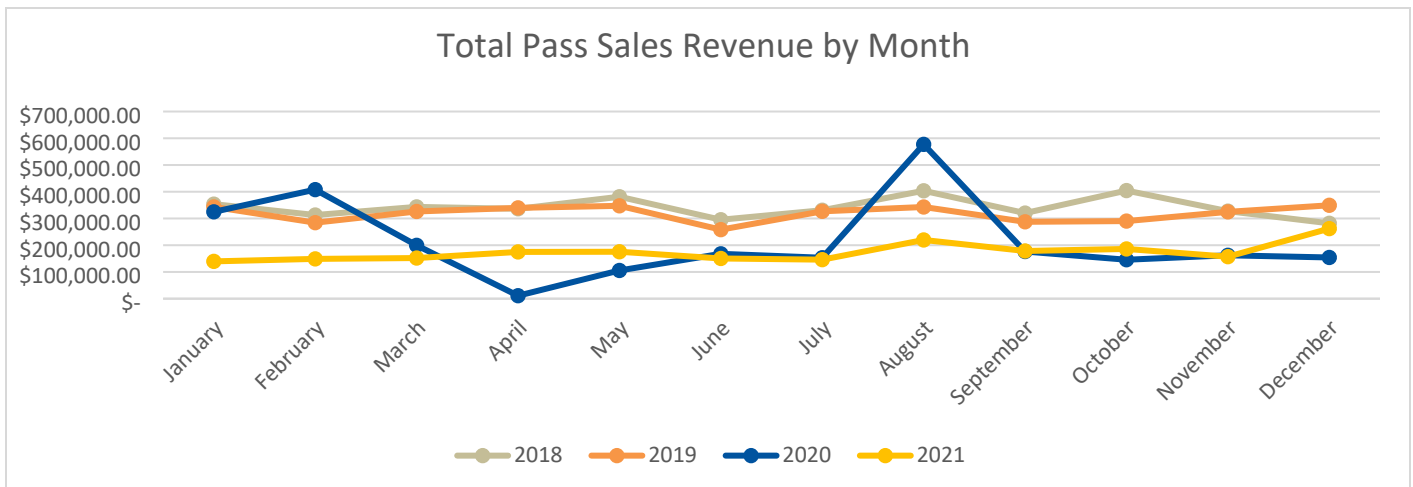
Payment Breakdown:

Customer Service Desk experienced an increase in checks and cash payments. Credit card payments experienced a slight decrease. The significant increase in checks was due to a few larger transactions. IndyGo Care Center Leadership will continue to monitor this.



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

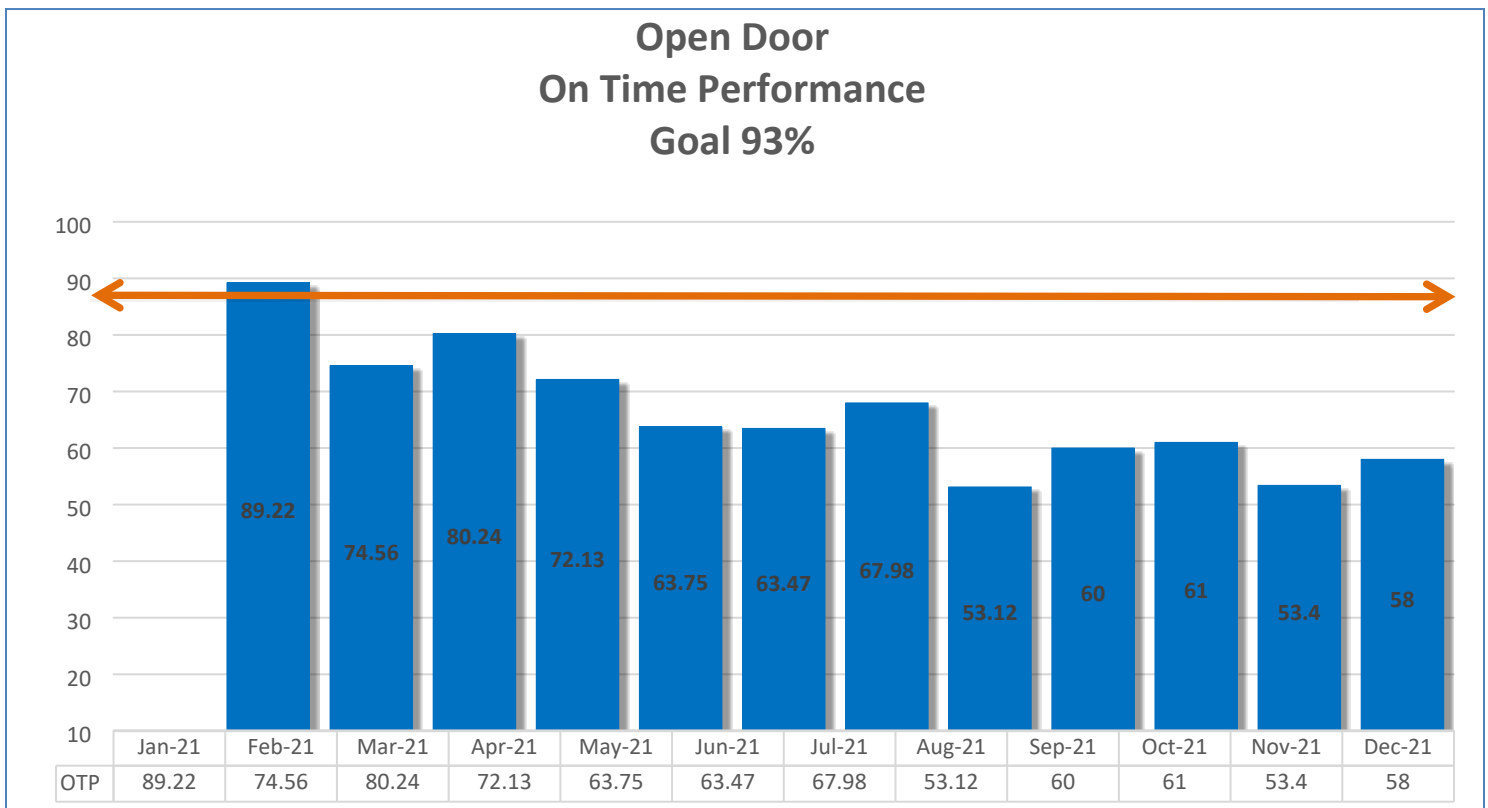
Total pass revenue has increased towards pre-pandemic levels. Total pass sales experienced a significant increase from November to December. IndyGo Care Center leadership will continue to monitor this.



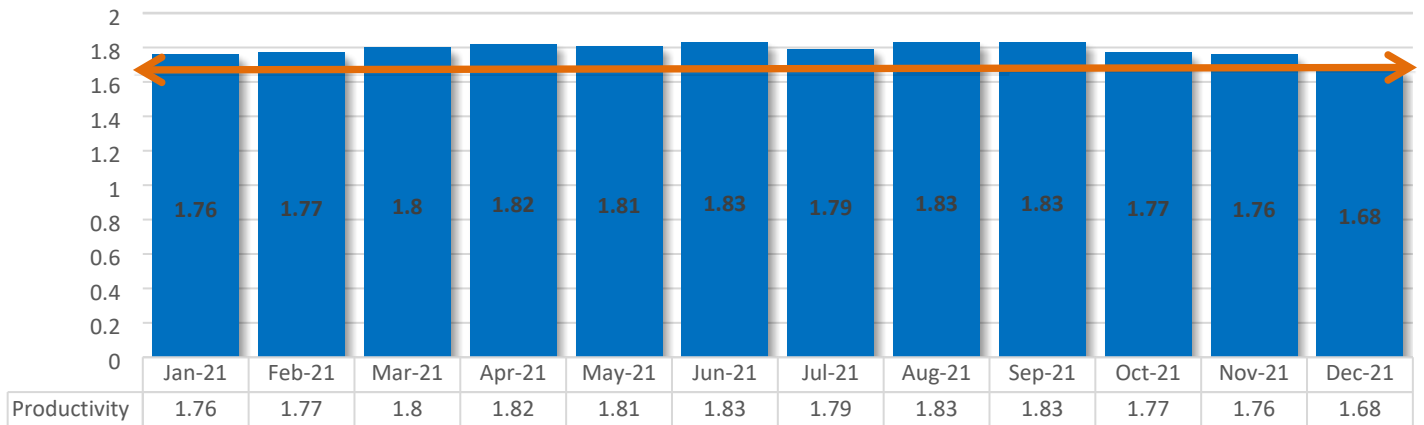
OPEN DOOR:

On-Time Performance for December 2020 was 88%, and Productivity was 1.75%. December 2021 OTP was 58%, and Productivity was 1.68%; this is a decrease of 34.1% and an increase of -4.0%, 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 collaborates with Transdev staff to continually monitor On-Time Performance to mitigate future service impacts.



Open Door Productivity/PPH Goal 1.7%



HAWKEYE HEALTH (ASSESSMENT & ELIGIBILITY):

The ADA Requires a functional assessment evaluation within regulatory parameters for our state and federal entities using a wide range of medical conditions and their impact on an individual's functional abilities.

2020

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

Total 409 538 934 3 10 5

2021

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	22	38	60	0	0	0
FEB	29	33	62	0	0	0
MAR	46	42	87	0	1	0
APR	47	42	89	0	0	1
MAY	34	40	73	0	0	1
JUNE	35	58	91	0	1	2
JULY	28	54	82	0	0	2
AUG	80	49	128	0	0	2
SEPT	50	49	99	0	0	0
OCT	46	54	100	0	0	0
NOV	44	33	77	0	0	2
DEC	45	44	89	0	0	1

Total 506 536 1037 0 2 10

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

346 14 46 464 34 30

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP
JAN	21	1	0	36	2	0
FEB	29	0	0	33	0	0
MAR	44	2	0	40	1	0
APR	47	0	0	42	0	0
MAY	30	2	1	40	0	0
JUNE	32	1	1	57	0	0
JULY	27	1	0	53	1	0
AUG	26	0	53	46	0	3
SEPT	0	0	50	48	0	1
OCT	0	0	46	53	1	0
NOV	0	0	44	32	1	0
DEC	0	0	45	42	1	1

256 7 240 522 7 5

Voucher Program:

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

2020 Taxi Voucher Tracking

	Lottery			Dialysis		Total Vouchers
	Sold	Used		Sold	Used	
January	1190	1135		975	918	4,218
February	1170	875		760	824	3,629
March	920	980		837	847	3,584
April	590	627		817	833	2,867
May	660	655		715	745	2,775
June	620	684		762	728	2,794
July	740	617		817	1071	3,245
August	730	667		754	791	2,942
September	740	697		956	860	3,253
October	750	724		841	920	3,235
November	630	541		743	804	2,718
December	590	615		938	821	2,964
	9,330	8,817		9,915	10,162	38,224

2021 Taxi Voucher Tracking

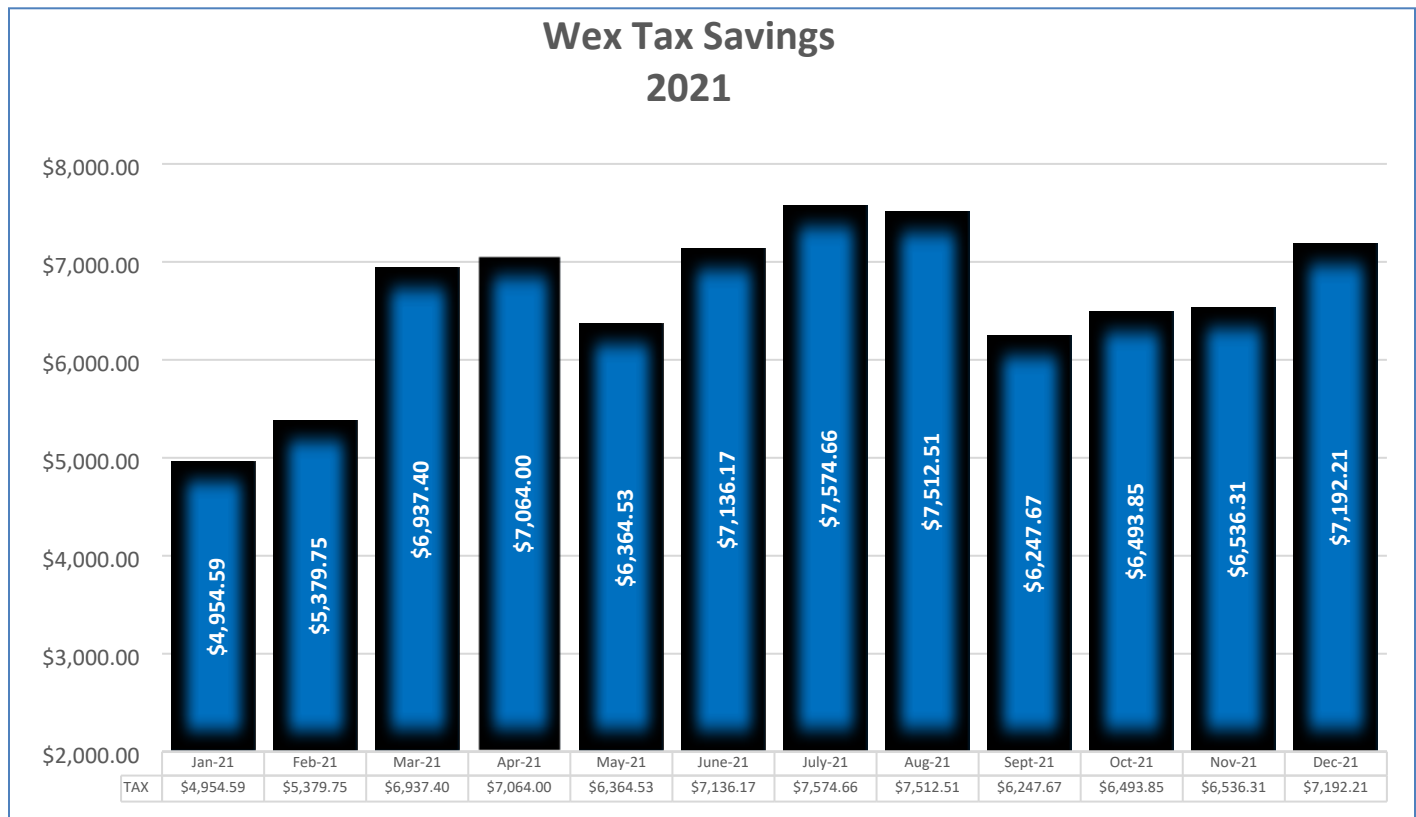
	Lottery		Dialysis		Emergency-Green		Total Vouchers
	Sold	Used	Sold	Used	Sold	Used	
January	720	591	703	749	0	0	2,763
February	760	541	673	707	0	0	2,681
March	680	589	714	761	0	0	2,744
April	680	637	828	680	0	0	2,825
May	750	587	599	697	0	0	2,633
June	640	708	742	700	0	0	2,790
July	710	609	634	636	0	0	2,589
August	610	608	706	670	592	81	2,594
September	530	499	663	687	686	553	2,379
October	740	525	729	708	1640	727	5,069
November	570	543	776	737	1398	1595	0
December	690	521	573	699	1734	1809	0
	8,080	6,958	8,340	8,431	6,050	4,765	42,624

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.

December 2021 savings from fuel excise taxes were \$7192.21 (Fed Taxes = \$3,541.63 and State Taxes = \$3,650.58.)

Total annual savings is \$79,393.35





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

Human Resources Division Report – December 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Human Resources and Labor Relations Jeffrey M. Brown
Date: January 27, 2022

CONSIDERATION OF HUMAN RESOURCES REPORT DECEMBER 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 COVID Update:** In the beginning of 2022, IndyGo has experienced a surge in COVID-19 infections. Since January 1, 2022, IndyGo has received 51 confirmations of a positive COVID-19 test this month alone and another 30 employees are awaiting test results. 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.
- 2. COVID Vaccines:** As of July 15, 2021, 61% of Marion County residents and 53% of Indiana residents are fully vaccinated. IndyGo and the Marion County Public Health Department have partnered to provide residents 18 years and older the COVID vaccine at IndyGo's future headquarters location on Indianapolis' east side. Walk-ins are welcomed, and residents can pre-registration online at ourshot.in.gov, at 317-221-2100.
- 3. COVID Testing:** IndyGo employees are also eligible for free COVID-19 testing at various sites across Indianapolis and Marion County.
- 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 by order of the Transportation Security Administration, which extended the face mask requirement for commuters throughout the United States.
- 5. IndyGo Vaccine Data:** At this time, the IndyGo workforce currently has a vaccination rate of over 71%.

B. Federal Vaccine Mandate

The U.S. Supreme Court issued a stay of the U.S. Department of Labor's Occupational Safety and Health Administration's ("OSHA") emergency temporary standard that requires all businesses with 100 or more employees to ensure their workers are either vaccinated or tested once a week testing to protect employees from the spread of coronavirus in the workplace. Although the rule has been stayed, IndyGo took numerous steps to ensure compliance including (1) development a vaccination / testing policy as required by the rule; (2) procurement of a vaccination/testing tracking system; (3) tracking and identification of unvaccinated employees by shift so that testing can be provided to accommodate employees; and (4) onsite testing regimen. IndyGo is continuing to monitor the litigation surrounding the mandate and modifying its plan to ensure compliance when required.

C. Recruitment and Retention Data

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

1. General Background Data:

a.	Total IndyGo Employees:	770
b.	Total Union Employees:	556
c.	Total Coach Operators:	414
d.	Annual Coach Operator Turnover Rate:	28.60%
e.	Total Non-Coach Operators Employees:	356
f.	Annual Non-Coach Operator Turnover Rate:	22.35%
g.	Annual IndyGo Employee Turnover Rate:	25.88%

- 2. Recruitment Efforts:** Human Resources is amplifying its recruiting efforts to pre-pandemic levels by implementing the following: (1) Independent Contractor for Coach Operator Recruitment; (2) Subscription Service for CDL Holders; (3) CHIPS; and (4) Second Chance Hiring Initiative.
- a. IndyGo Health and Wellness Clinic:** IndyGo recently awarded the health and wellness clinic to Marathon Health and is now working to implement a transition plan so that Marathon Health will operating on March 1, 2022. Marathon Health will staff a 40-hour per week on-site primary care clinic at 1501 West Washington Street while also providing seven locations across the Indianapolis – Marion County area with staggered hours to offer access in evenings and on weekends. The broad network will allow employers to provide an even greater set of access points for their employees, spouses, and dependents. This approach offers members convenient access to care, driving greater utilization among our populations and improving the overall effectiveness and cost-savings potential for employers. In addition, Marathon Health will provide a 24/7 virtual care solution gives members convenient access to a care team at any time 365 days a year.

Page Intentionally Left Blank

Diversity/Inclusion & Workforce Development Division Report – December 2021

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: January 27, 2022

Culture Engagement:

- Brittany Benson was hired as our new Culture Engagement Specialist

Workforce Development:

- Mentoring program with Rhoades Elementary School postponed until February
- Volunteer and enrichment partnership with Indy Animal Care Services in the works
- Collaboration with Gregory S. Fehribach Center internship program underway

Diversity & Inclusion

- January issue of DEI Newsletter, The Route, released
- Developing DEI term definitions for Racial Equity Commitment Program through APTA

Learning Management System:

- In the month of December, 11 different users voluntarily enrolled in 50 total courses in the LMS. All courses were personal/professional development courses from the Skillsoft catalog, since IndyGo courses are still in development.

COM-MAP updates:

General Updates:

- The name of the program has been changed from COM-MAP (Coach Operator Mentorship Maintenance Apprenticeship Program) to MAP (Mentorship Apprenticeship Program), The pathway to success.

Mentorship Program:

- Official Roll out for the Mentor program was Friday 1/7/2022. Each of the graduates was paired with a Mentor who will be with them for a total of 12 months. The first set of Ride-A-Longs started Sunday 1/9/2022.

Apprenticeship Program:

- The Department of Labor pre-registration form has been submitted and we are awaiting review. We are currently working on the MOU between IvyTech and IndyGo for the Apprenticeship Curriculum.

Page Intentionally Left Blank

Supplier Diversity Division Report - December 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Supplier Diversity Officer & DBELO, Chelci R. Hunter
Date: January 27, 2022

DISCUSSION:

During 2021 IndyGo's Supplier Diversity department hosted 94 unique vendor meetings, attended 46 stakeholder/partner meetings, hosted six (6) Vendor Development Program sessions and eight (8) outreach events and workshops, and held 11 discussions with varying chambers across Indiana.

During the year we also became an active member of OneZone Chamber of Commerce located in Hamilton County.

XBE participation for 2021 ended at 23.85%. This participation included firms certified by the City of Indianapolis and the Indiana Department of Administration.

DBE participation for 2021 ended at 15.93%. This participation included firms certified by the Indiana Department of Transportation (INDOT).

UPDATES/UPCOMING ITEMS:

Outreach event planning for 2022 is taking place now. IndyGo anticipates hosting a minimum of four outreach events during the year. Dates, times, and locations are still to be determined. We will update the Board as more information becomes available.

2nd Annual Vendor Development Program. (Beginning April 2022)

Semi-Annual Report (June 2022)

2023-2025 Goal Methodology (August 2022)

RECOMMENDATION:

Receive the report.

Chelci R. Hunter
Senior Supplier Diversity Officer & DBELO

Page Intentionally Left Blank

Indianapolis Public Transportation Corporation (IndyGo)

INVESTMENT POLICY STATEMENT

I. Purpose and Philosophy

This Investment Policy Statement ("IPS") is set forth to establish the investment objectives and guidelines for Indianapolis Public Transportation Corporation (IndyGo). This IPS also will serve as the primary basis for evaluation of the performance of the investment manager engaged by IndyGo.

The Finance Committee of IndyGo recognizes that the ultimate responsibility for prudent investment decisions and satisfactory investment performance of IndyGo rests with the IndyGo Board of Directors. This responsibility is best achieved by "managing the investment management function" rather than by "being the investment manager." IndyGo believes that the best approach is to:

- A. Establish an investment philosophy.
- B. Set policy guidelines and objectives.
- C. Select a qualified investment manager.
- D. Monitor investment results to assure that policy objectives are being met.
- E. Communicate with those responsible for investment results.

All investment actions and decisions must be based solely on the best interests of IndyGo.

II. Definitions

Finance Committee – subcommittee of the Board of Directors.

Investment Manager – organization that makes investments in portfolios of securities on behalf of clients under the investment objectives and parameters the client has defined. An investment manager may handle all activities associated with the management of client portfolios, from day-to-day buying and selling of securities to portfolio monitoring, transaction settlement, performance measurement, and regulatory and client reporting.

Indiana Code – code of laws for the U.S. state of Indiana. The contents are the codification of all the laws currently in effect within Indiana.

III. Policy Objective

The objective of the policy of IndyGo to invest funds in a manner that will provide the highest investment return possible while maintaining the maximum security of the principal and meeting cash flow demands. All investments will conform to the applicable laws and regulations governing the investment of public funds.

IV. Investment Objectives

The investment objectives of IndyGo are:

- A. Conform to all applicable legal requirements including, but not limited to, IC 5-13.
- B. Shall be undertaken in a manner that seeks to preserve capital. At no time should the safety of the portfolio's principal investment be impaired or jeopardized.
- C. Investment portfolio is to remain sufficiently liquid to enable IPTC to meet those operating requirements that might be reasonably anticipated.
- D. Yield/Return on investment should generate the highest available return without sacrificing the first three objectives outlined above.

V. Responsibilities of the Finance Committee

The Finance Committee is responsible for the review and oversight of IndyGo investments. These responsibilities include:

- A. Establishing investment management objectives;
- B. Formulating and adopting investment guidelines and limitations;
- C. Monitoring and evaluating investment managers;
- D. Ensuring and documenting compliance with the IPS.

VI. Investment Manager Responsibilities

The Investment Manager is responsible for making investment decisions. The specific duties and responsibilities of the Investment Manager are:

- A. Implement these guidelines to achieve the objectives of IndyGo as outlined in this IPS;
- B. Notify IndyGo's Finance Committee should circumstances occur in which the Investment Manager believes the guidelines need to be modified to achieve the objectives; and
- C. Outperform the benchmarks which are described herein.
- D. Invest and manage the assets under their supervision in accordance with the guidelines and limitations outlined in this IPS.
- E. Exercise full investment discretion with respect to buying, managing and selling assets held in the portfolio.
- F. Communicate to IndyGo Board all changes pertaining to the portfolio it manages.
- G. The Investment Manager will report any and all occurrences of non-compliance with this IPS.
- H. The Investment Manager will meet in-person with the IndyGo Finance Committee, at minimum, on a quarterly basis.

VII. Duty of Care and Diversification

Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation but for investment, considering the probable safety of their capital as well as the probable income to be derived.

IndyGo's investment portfolio shall be diversified by institution, investment instruments, and by maturity schedule as much as is practical and prudent.

VIII. Authorized and Suitable Investments

A. United States Government Securities

1. Securities backed by the full faith and credit of the United States Treasury or fully guaranteed by the United States and issued by any of the following:
 - a. The United States Treasury.
 - b. A federal agency.
 - c. A federal instrumentality.
 - d. A federal government sponsored enterprise. (IC 5-13-9-2(a)(1))
2. Securities fully guaranteed and issued by any of the following:
 - a. A federal agency.
 - b. A federal instrumentality.
 - c. A federal government sponsored enterprise. (IC 5-13-9-2(a)(2))

B. Municipal Securities - Municipal securities issued by an Indiana local governmental entity, a quasi-governmental entity related to the state, or a unit of government, municipal corporation, or special taxing district in Indiana, if the issuer has not defaulted on any of the issuer's obligations within the twenty (20) years preceding the date of the purchase. (IC 5-13-9-2(a)(3))

C. Money Market Mutual Funds - Investments commonly known as money market mutual funds that are in the form of securities of or interests in an open-end, no load, management- type investment company or investment trust registered under the provisions of the federal Investment Company Act of 1940, as amended (15 U.S.C. 80a et. seq.). (IC 5-13-9-2.5(a))

1. *Depositories*. Investments in money market mutual funds, described in IC 5-13-9-2.5(a), shall be made through depositories designated by the State Finance Committee as depositories for state deposits under IC 5-13-9.5. (IC 5-13-9-2.5(b))

2. *Portfolio.* The portfolio of an investment company or investment trust described in IC 5-13-9-2.5 (a) must be limited to the following:

- a. Direct obligations of the United States
- b. Obligations issued by any of the following:
 - i. A federal agency.
 - ii. A federal instrumentality.
 - iii. A federal government sponsored enterprise.
- c. Repurchase agreements fully collateralized by obligations described in subdivisions (a) or (b) directly above. (IC 5-13-9-2.5(c))

3. *Rating.* The form of securities of or interests in an investment company or investment trust described in IC 5-13-9-2.5(a) must be rated as one of the following:

- a. AAAM, or its equivalent, by Standard and Poor's Corporation or its successor.
- b. Aaa, or its equivalent, by Moody's Investors Service, Inc., or its successor. (IC 5-13-9-2.5(d))

4. *Final Maturity.* The form of securities of an investment company or investment trust described in IC 5-13-9-2.5(a) is considered to have a stated final maturity of one day. (IC 5-13-9-2.5(e))

5. *Transaction Confirmations.* The State Board of Accounts may rely on transaction confirmations evidencing ownership of the form of securities of or interests in an investment company or investment trust described in IC 5-13-9-2.5(a). (IC 5-13-9-2.5(f))

D. Repurchase Agreements - IndyGo may enter into repurchase agreements with depositories designated by the state Finance Committee as depositories for state deposits under IC 5-13-9.5 so long as the agreements involve the political subdivision's purchase and guaranteed resale of any interest-bearing obligations issued, or fully insured or guaranteed, by the United States; a United States government agency; an instrumentality of the United States; or a federal government sponsored enterprise. (IC 5-13-9-3(b))

1. *Definition.* A repurchase agreement is defined as an agreement:

- a. Involving the purchase and guaranteed resale of securities between two parties; and
- b. That may be entered into for a fixed term or arranged on an open or continuing basis as a continuing contract that:

- i. operates like a series of overnight repurchase agreements;
- ii. is renewed each day with the repurchase rate and the amount of funds invested determined daily; and
- iii. for purposes of this article, is considered to have a stated final maturity of one day. (IC 5-13-9-3(a))

2. *Collateral.* The amount of money in this type of agreement must be fully collateralized by interest-bearing obligations as determined by their current market value. This must be determined daily by the depository. (IC 5-13-9-3(b)) If the market value of the obligations being held as collateral falls below the level required under IC 5-13-9-3(b) or a higher level established by agreement, the depository shall deliver additional securities to the political subdivision to make the agreement collateralized to the applicable level. (IC 5-13-9-3(c)) The collateral involved in a repurchase agreement is not subject to the maturity limitation provided by IC 5-13-9-5.6. (IC 5-13-9-3(c))

3. *Ownership.* To ensure that ownership of securities acquired under a repurchase agreement is vested in the governmental unit and to meet the requirements of IC 5-13-9, the repurchase agreements shall be so written as to:

- a. Vest title of securities in the name of the governmental unit;
- b. Described the specific securities acquired; and
- c. Represent a safekeeping receipt for the securities so acquired.

E. Other Authorized Investments

- 1. Obligations issued, assumed, or guaranteed by the International Bank for Reconstruction and Redevelopment or the African Development Bank. (IC 5-13-9-3.3)
- 2. The local government investment pool established by IC 5-13-9-11 and known as TrustINDiana.
- 3. Certificates of deposits, transaction accounts, and other interest-bearing deposit accounts under the conditions and procedures stated in IC 5-13-9.

IX. Prohibited Investments/Other Restrictions

The investing officer may not purchase securities on margin or open a securities margin account for the investment of public funds. (IC 5-13-9-9)

The total outstanding investments with maturity dates past two (2) years must not exceed twenty-five percent (25%) of the total portfolio of public funds invested by IndyGo, including balances in transaction accounts. (IC 5-13-9-5.7)

X. Maturity of Investments

The investing officer may make investments having a stated final maturity for not more than five (5) years after the date of purchase or entry into a repurchase agreement. (IC 5-13-9-5.7)

XI. Manner of Investing Funds / Interest Earnings

Investments shall be made by fund. All interest devised from IndyGo's investments shall be receipted into the fund of which they are a part unless required otherwise by IC 5-13-9-6. Interest on investments should not be added automatically to the investment. Instead, interest on investments should be paid to IndyGo at each maturity date and posted to the appropriate fund. Notwithstanding the above, the terms of an existing bond resolution must be followed. The bond resolution should be reviewed, and its terms and conditions adhered to without exception.

XII. Accounting of Investments & Reporting

The Director of Accounting shall maintain an inventory of monthly obligations and securities reports to be made available to the IndyGo Board of Directors upon request clearly provide the following information regarding the investment portfolio; types of investments; depository institutions; principal balances; maturity dates; rates of return; purchases; and sales.

The Director of Accounting shall make an annual written report to IndyGo's Finance Committee summarizing IndyGo's investments during the previous calendar year. The report must contain the name of each financial institution, government agency or instrumentality, or other person with whom IndyGo invested money during the previous calendar year. (IC 5-13-7- 7)

XIII. Investment Policy Term, and Modifications

This Investment Policy terminates four (4) years from the date of enactment. However, the policy shall be reviewed, at minimum, annually by the Finance Committee at which time the board may terminate the policy, readopt the policy, or make modifications thereto. Due consideration will be given to new laws or other conditions that impact this policy and any necessary changes may be made to this policy at any time during the year in response thereto.

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)															
REPORT OF END OF MONTH BALANCES & EARNINGS BY FUND															
FOR THE YEAR ENDING DECEMBER 31, 2021															
Institution	Fund	January	February	March	April	May	June	July	August	September	October	November	December	YTD Interest Earnings Total Return	Ave EOM Bal YTD Earnings Ave Return
GENERAL FUND:															
Chase *	General Fund														
Cash/Investment Balance	628555146	88,081.50	87,794.17	87,530.37	87,260.28	86,999.06	86,739.76	86,489.31	86,191.05	250,918.47	250,644.36	250,404.57	250,175.86		141,602.40
Earnings		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.000
Fifth Third	General Fund														
Cash/Investment Balance	7654027049	31,522,374.05	30,370,131.50	25,496,890.16	19,167,454.46	37,856,014.85	44,929,787.15	54,144,365.11	55,817,736.11	41,905,864.57	38,426,829.47	34,490,156.13	42,977,200.62		38,092,067.02
Earnings		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Rate (EOM)		0.00%	0.00%	0.00%	0.00%	0.000%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.000%
Fifth Third	General Fund														
Cash/Investment Balance	7653171806	490,382.54	1,134,180.03	451,725.48	1,031,172.40	10,002,184.02	10,574,035.22	1,038,561.32	1,607,407.27	1,921,268.89	2,549,331.95	3,036,464.26	3,665,014.77		3,125,144.01
Earnings		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Rate (EOM)		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.000%
Cash/Investment Balance	TOTAL	32,100,838.09	31,592,105.70	26,036,146.01	20,285,887.14	47,945,197.93	55,590,562.13	55,269,415.74	57,511,334.43	44,078,051.93	41,226,805.78	37,777,024.96	46,892,391.25		41,358,813.42
Earnings	TOTAL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

INSURANCE RESERVE FUND:															
NBOFI	Insurance Reserve														
Cash/Investment Balance	1478403	839,578.12	839,629.64	839,686.70	839,741.91	839,798.97	839,854.19	839,911.25	839,968.32	840,023.56	840,080.63	840,135.87	840,192.96		839,883.51
Earnings		57.05	51.52	57.06	55.21	57.06	55.22	57.06	57.07	55.24	57.07	55.24	57.09	671.89	55.99
Rate (EOM)		0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%	0.01%		0.01%
Cash/Investment Balance	TOTAL	839,578.12	839,629.64	839,686.70	839,741.91	839,798.97	839,854.19	839,911.25	839,968.32	840,023.56	840,080.63	840,135.87	840,192.96		839,883.51
Earnings	TOTAL	57.05	51.52	57.06	55.21	57.06	55.22	57.06	57.07	55.24	57.07	55.24	57.09	671.89	55.99

DEBT SERVICE FUND:															
Chase *	Debt Service Fund														
Cash/Investment Balance	700039006204	1,612,513.22	2,143,406.97	2,674,300.72	3,205,194.47	3,086,088.22	3,616,981.97	2,140,560.17	2,671,453.92	3,202,347.67	3,733,241.42	4,264,135.17	1,914,788.47		2,855,417.70
Earnings		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cash/Investment Balance	TOTAL	1,612,513.22	2,143,406.97	2,674,300.72	3,205,194.47	3,086,088.22	3,616,981.97	2,140,560.17	2,671,453.92	3,202,347.67	3,733,241.42	4,264,135.17	1,914,788.47		2,855,417.70
Earnings	TOTAL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)															
REPORT OF END OF MONTH BALANCES & EARNINGS BY FUND															
FOR THE YEAR ENDING DECEMBER 31, 2021															
														YTD Interest Earnings Total Return	Ave EOM Bal YTD Earnings Ave Return
Institution	Fund	January	February	March	April	May	June	July	August	September	October	November	December		
CUMULATIVE CAPITAL FUND:															
Fifth Third Bank	Cumulative Fund														
Cash/Investment Balance	7652203527	10,538,765.50	7,739,278.64	9,280,238.31	9,563,800.82	11,104,760.49	11,603,546.82	7,797,736.39	12,528,772.06	13,894,731.73	15,435,691.40	15,198,506.98	18,190,029.45		11,906,321.55
Earnings		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Rate (EOM)		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.000%
Fifth Third Bank	Cum Investment Mgr														
Cash/Investment Balance	6668297	17,857,350.56	17,858,429.65	17,860,303.84	17,857,998.06	17,855,126.01	17,857,778.96	17,876,521.87	17,876,645.15	17,874,195.43	17,871,172.39	17,870,903.46	17,870,959.46		17,865,615.40
Earnings		5,390.11	5,277.64	5,427.69	1,950.40	447.65	5,718.80	22,243.27	3,080.13	341.08	334.06	1,907.62	2,370.35	54,488.80	4,540.73
Rate (EOM)		0.03%	0.03%	0.03%	0.01%	0.003%	0.03%	0.12%	0.02%	0.002%	0.002%	0.01%	0.01%		0.03%
Chase High Yield	Cumulative Fund														
Cash/Investment Balance	2330430816	77,586.82	77,588.60	77,589.25	77,589.88	77,590.53	77,591.16	77,591.81	77,592.46	252,594.46	252,596.57	252,598.62	252,600.73		135,925.91
Earnings		1.97	1.78	0.65	0.63	0.65	0.63	0.65	0.65	2.00	2.11	2.05	2.11	15.88	1.32
Rate (EOM)		0.003%	0.002%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%		0.001%
Cash/Investment Balance	TOTAL	28,473,702.88	25,675,296.89	27,218,131.40	27,499,388.76	29,037,477.03	29,538,916.94	25,751,850.07	30,483,009.67	32,021,521.62	33,559,460.36	33,322,009.06	36,313,589.64		29,907,862.86
Earnings	TOTAL	5,392.08	5,279.42	5,428.34	1,951.03	448.30	5,719.43	22,243.92	3,080.78	343.08	336.17	1,909.67	2,372.46	54,504.68	4,542.06

BOND PROCEEDS FUND:															
BNY Mellon - Trustee Account	Bond Issue														
Cash/Investment Balance	419777	11,856,857.80	11,857,160.00	10,651,908.21	10,652,091.85	10,652,220.31	10,652,310.86	9,664,029.94	9,664,115.85	9,664,197.96	9,664,277.42	9,664,359.52	9,664,438.95		10,358,997.39
Earnings		172.23	302.20	272.96	183.64	128.46	90.55	87.60	85.91	82.11	79.46	82.10	79.43	1,646.65	137.22
Rate (EOM)		0.001%	0.003%	0.003%	0.002%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%	0.001%		0.001%
BNY Mellon - Trustee Account	Bond Issue														
Cash/Investment Balance	935990	0.00	0.00	0.00	0.00	0.00	16,917,367.00	6,549,766.76	6,549,828.02	6,549,883.55	6,549,937.30	6,549,992.84	6,550,046.58		8,030,974.58
Earnings		0.00	0.00	0.00	0.00	0.00	0.00	146.76	61.26	55.53	53.75	55.54	53.74	426.58	60.94
Rate (EOM)		0.00%	0.00%	0.00%	0.00%	0.00%	0.000%	0.002%	0.001%	0.001%	0.001%	0.001%	0.001%		0.001%
Cash/Investment Balance	TOTAL	11,856,857.80	11,857,160.00	10,651,908.21	10,652,091.85	10,652,220.31	27,569,677.86	16,213,796.70	16,213,943.87	16,214,081.51	16,214,214.72	16,214,352.36	16,214,485.53		15,043,732.56
Earnings	TOTAL	172.23	302.20	272.96	183.64	128.46	90.55	234.36	147.17	137.64	133.21	137.64	133.17	2,073.23	172.77

FEDERAL STIMULUS FUND:															
Fifth Third Bank	Cares Investment														
Cash/Investment Balance	9884016	21,723,680.88	21,720,766.97	21,717,433.32	21,714,331.00	21,711,758.36	21,708,671.30	32,086,093.91	32,085,466.14	32,083,683.44	32,082,001.47	32,080,633.81	32,079,089.82		26,899,467.54
Earnings		6,887.50	1,075.79	153.40	499.92	576.96	443.04	30,534.80	1,560.63	667.95	644.31	665.69	644.11	44,354.10	3,696.18
Rate (EOM)		0.03%	0.005%	0.001%	0.002%	0.00%	0.002%	0.10%	0.005%	0.002%	0.002%	0.002%	0.002%		0.01%
Regions Bank	Crrssa Investment														
Cash/Investment Balance	1001023865	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	19,992,032.73	19,964,390.43	19,965,523.66	19,940,716.88		19,965,665.93
Earnings		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,968.75	10,281.25	13,375.00	8,218.75	34,843.75	8,710.94
Rate (EOM)		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.015%	0.051%	0.067%	0.041%		0.04%
Cash/Investment Balance	TOTAL	21,723,680.88	21,720,766.97	21,717,433.32	21,714,331.00	21,711,758.36	21,708,671.30	32,086,093.91	32,085,466.14	52,075,716.17	52,046,391.90	52,046,157.47	52,019,806.70		33,554,689.51
Earnings	TOTAL	6,887.50	1,075.79	153.40	499.92	576.96	443.04	30,534.80	1,560.63	3,636.70	10,925.56	14,040.69	8,862.86	79,197.85	6,599.82

Cash/Investment Balance	GRAND TOTAL	96,607,170.99	93,828,366.17	89,137,606.36	84,196,635.13	113,272,540.82	138,864,664.39	132,301,627.84	139,805,176.35	148,431,742.46	147,620,194.81	144,463,814.89	154,195,254.55		123,560,399.56
Earnings	GRAND TOTAL	12,508.86	6,708.93	5,911.76	2,689.80	1,210.78	6,308.24	53,070.14	4,845.65	4,172.66	11,452.01	16,143.24	11,425.58	136,447.65	11,370.64

Summary of Interest Earning Accounts Only															
Cash/Investment Balance of Interest Earning Accounts		94,906,576.27	91,597,165.03	86,375,775.27	80,904,180.38	110,099,453.54	135,160,942.66	130,074,578.36	137,047,531.38	144,978,476.32	143,636,309.03	139,949,275.15	152,030,290.22		120,563,379.47
Earnings		12,508.86	6,708.93	5,911.76	2,689.80	1,210.78	6,308.24	53,070.14	4,845.65	4,172.66	11,452.01	16,143.24	11,425.58	136,447.65	11,370.64
Average Rate		0.07%	0.05%	0.04%	0.02%	0.01%	0.04%	0.23%	0.03%	0.03%	0.06%	0.09%	0.07%		0.01%
Annual Average Yield Rate	0.11%														