



Board Report
February 24, 2022

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- 1. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - Richard Wilson, Adairius Gardner)
Finance Committee - Richard Wilson
Service Committee - Adairius Gardner
- 4. Consent Agenda** (Presenter - Greg Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on January 27, 2022
 2. A-3: Consideration and approval of bus stop design task order (Presenter - Annette Darrow)
 3. A-4: Consideration and approval of Microsoft licensing renewal (Presenter - Marcus Burnside)
 4. A-5: Consideration and approval for the purchase of Talkdesk Credits (Minutes) for phone services (Presenter - Chauncyia Coleman)
 5. A-7: Consideration and approval of second option year with Nolan Security for transit security services (Presenter - Mark Emmons)
- 5. Regular Agenda** (Presenter - Greg Hahn)
 1. A-2: Consideration and approval of Board of Directors' election of Officers for 2022 (Presenter - Jill Russell)
 2. A-6: Consideration and approval of Resolution 2022-01 joining the American Public Transportation Association (APTA)'s Racial Equity Commitment Program (Presenter - Lloyd Graham)
 3. A-8: Consideration and approval of BRT Purple Line bus order amendment (Presenter - Aaron Vogel)
 4. A-9: Consideration and approval to negotiate a contract with LHD Benefit Advisors (Presenter - Jeff Brown)
 5. A-10: Consideration and approval of Resolution 2022-02 granting approval of amendment to purchase agreement for 1100 W. 21st Street (Presenter - Bart Brown)
- 6. Information Items** (Presenter - Greg Hahn)
 1. I-1: Mobility Advisory Committee (MAC) update (Presenter - Mandla Moyo)
 2. I-2: Receipt of the Finance Report for January 2022 (Presenter - Bart Brown)
 3. I-3: Transit Signal Priority (TSP) update (Presenter - Matt Duffy)
 4. I-4: Insurance renewals update (Presenter - Brain Clem)
 5. I-5: Purple Line outreach update (Presenter - Lesley Gordon)
 6. I-6: Department Reports
- 7. Adjourn** (Presenter - Greg Hahn)

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

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

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Awards & Commendation Recognition for January 2022

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: February 24, 2022

January 2022 Awards & Commendations

| Employee | Position | Recognition |
|--------------|------------------------------|--|
| James Wilson | Coach Operator – Fixed Route | 32 Years of Safe Driving |
| Efrain Amaya | Coach Operator – Fixed Route | Operations January Employee of the Month |
| Steven Hill | Transportation Supervisor | Return from Deployment |

January 2022 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 January 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> |
|-------------------|-------------|------------------------------|-------------------------|
| James Wilson | 6780 | 32 | 43 |
| Cameron Irwin | 2877 | 20 | 25 |
| Llyod Gee | 1500 | 16 | 23 |
| Lakisha Carpenter | 8174 | 11 | 13 |
| Jack Wallace | 6306 | 10 | 17 |
| Carmon Bobbitt | 8474 | 9 | 9 |
| Wanda Ford | 8502 | 9 | 9 |
| Rachel Comer | 8665 | 7 | 8 |
| McKensey Rainey | 8547 | 7 | 9 |
| Donna Jandreau | 8421 | 6 | 10 |
| Tamanika Morrow | 8627 | 5 | 8 |
| Karen Malone | 9232 | 3 | 4 |
| Christina Freeman | 9131 | 2 | 4 |
| DaReil French | 9719 | 2 | 2 |
| Destiny Steele | 9432 | 2 | 3 |
| Patrick Rowe | 9566 | 1 | 3 |

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 – February 2022

To: President/CEO Inez Evans and Chair and Board of Directors
From: Finance Committee Chairperson Richard Wilson
Date: February 24, 2022

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
February 17, 2022

The Finance Committee met on February 17, 2022 at 8:30am. In attendance was, myself, Rick Wilson, Chairman of the Finance Committee, as well as Committee Member 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 and Regular Agenda Items A-8.

An item from the committee meeting I would like to highlight is Action Item A-4, approval of Microsoft licensing renewal. Chief Information Officer Marcus Burnside presented this action item to the Finance Committee. IPTC utilizes a Microsoft Enterprise Agreement (EA) for Microsoft products. The purpose of entering into an EA for licensing is to lock in the cost of subscription licenses over three years without inflation. The benefits are 1) IPTC would not pay for any license listed in the EA for more than the stated price, and 2) IPTC would benefit from decreases in subscription licenses during the term (if the costs decrease, so will our annual renewal). IPTC's current EA expires on March 31, 2022. IPTC will leverage the State of Indiana Quote Purchasing Agreement (QPA) pricing for a new EA contract with Dell Marketing. The purchase will allow IPTC to enter into a new EA starting April 1, 2022, through March 31, 2025.

Mr. Chairman, that concludes my report.

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Service Committee Chairperson Report – February 2022

To: President/CEO Inez Evans and Chair and Board of Directors
From: Service Committee Chairperson Adairius Gardner
Date: February 24, 2022

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
February 17, 2022

The Service Committee met on February 17, 2022 at 10:00am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee and Committee Member Hydre Abdullah.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-3, & A-5 and Regular Agenda Items A-2 & A-9.

An item from the committee meeting I would like to highlight is Action Item A-5, purchase of Talkdesk Credits (Minutes) for phone services. Director of Mobility Solutions Chauncyia Coleman presented this action item to the Service Committee. In January 2019, IPTC entered a contract with Talkdesk Inc. for the Fixed Route call center phone services. These services included licenses, digital channels, and an annual credit commitment. In August 2021 IPTC merged the Fixed Route and Paratransit call centers to create the Mobility Solutions Care Center. This merger resulted in increased call volume. The current agreement with Talkdesk is for three years (July 2019 thru June 2022). Adding funds to this PO is necessary due to the substantially increased call volume and call duration. At times they have had instances of as much as 10,000 more calls/month and their call duration has doubled, deeming this a necessary step to address the increased volume.

Mr. Chairman, that concludes my report.

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January Board of Directors & Annual Board of Finance

Minutes

IndyGo

Jan 27, 2022 at 5:00 PM EST

@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Members Present:

Brian Atkinson, Bart Brown, Charlie Carlino, Inez Evans, Mary Ann Fagan, Greg Hahn, Chelci Hunter, Emily Lovison, Jennifer Pyrz, Jill Russell, Richard Wilson

Members Present (Remote):

Hydre Abdullah, Adairius Gardner, Cheryl Purefoy, Patricia (Pat) Rios, Sarah Stentz, LaTeeka Washington, Paul Williams

Members Absent:

Lise Pace

Guests Present (Remote):

Pat Hagan, Shawn Mulholland, Brian Norris, Addison Pollock, Corey Saunders

Staff Present (Remote):

Jeff Brown, Marcus Burnside, Brian Clem, Mark Emmons, Lesley Gordon, Latosha Higgins, Rachel Hill, Denise Jenkins-Agurs, Toni Johnson, Stacey Metz, Michael Roth, Amy Summers, Aaron Vogel

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

 [board cover 2022 Jan27.docx](#)


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 [A AGENDA for January 27, 2022 Board Meeting.docx](#)

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Chairman Greg Hahn called the meeting to order at 5:02pm. General Counsel Jill Russell called the roll. Three members present in person and three members present remotely via Zoom. Lise Pace – Absent

2. Awards and Commendation (Presenters: Inez Evans)

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

 [A1 December Safe Drivers 2021.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for December 2021. Recognized was one Employee with 24 years of safe driving, December Operations Employee of the month, and Safe Drivers for December 2021.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

Governance & Audit Committee - Greg Hahn

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

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

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 [A G&A Committee Chair Report January.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 December 9, 2021 & January 12, 2022
 [A-1 December Board of Directors Minutes.docx](#)
 [Page Break.pdf](#)
 [A-1 Special Board of Directors Meeting Minutes.docx](#)
2. A-4: Consideration and approval of copier lease amendment (Presenters: Marcus Burnside)
 [A-4 Consideration and Approval of Copier Lease Amendment.docx](#)
3. A-6: Consideration and approval of task order to design the Rural Street underpass (Presenters: Matthew Duffy)
 [A-6 Rural St Design Services for Lochmueller Group.docx](#)
4. A-7: Consideration and approval of license renewal for construction program and project management software e-Builder (Presenters: Sarah Stentz)
 [A-7 e-Builder Construction Management Software.docx](#)
5. A-8: Consideration and approval of south charging facility renovations - 3D Professional Contracting, Inc. (Presenters: LaTeeka Washington)
 [A-8 South Charging Reno.docx](#)
6. A-10: Consideration and approval of RFP-21-07-411 landscaping services (Presenters: Paul Williams)
 [A-10 Landscape services 1-22.docx](#)
7. A-11: Consideration and approval to enter into negotiations for Transportation Department uniforms (Presenters: Cheryl Purefoy)
 [A-11 Transportation Uniforms 1.22.docx](#)







Asked by Chairman Hahn if any Board Members would like to add or remove any items to the Consent Agenda, Director Rick Wilson moved that the Board add A-2 & A-3 from the Regular Agenda to the Consent Agenda. There was no objection.

Motion:

Approval of Consent Agenda

Motion moved by Richard Wilson and motion seconded by Mary Ann Fagan. Richard Wilson - AYE, Adairius Gardner - AYE, Hydre Abdullaah - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE; Motion passed 5-0; Lise Pace – Absent

5. Regular Agenda (Presenters: Greg Hahn)

1. A-2: Consideration and approval of Governance & Audit Risk Universe/Heat Map (Presenters: Brian Atkinson)
 [A-2 Jan GA 2022 Heat Map.docx](#)
 [A-2 Risk-Refresh-and-Audit-Plan-for-CY22.docx](#)
 [Page Break.pdf](#)
2. A-3: Consideration and approval of healthcare cost review (Presenters: Brian Atkinson)
 [A-3- Jan GA 2022 Healthcare Cost.docx](#)
 [A-3 Healthcare-Costs-Audit-Report-01-07-22.docx](#)
 [Page Break.pdf](#)

3. A-5: Consideration and approval of construction management contract for the Blue Line Bus Rapid Transit Project (Presenters: Jennifer Pyrz)

 [A-5 Consideration and Approval of Blue Line CM Selection.docx](#)

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. 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. 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. 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%. 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.

Motion:

Approval of construction management contract for the Blue Line Bus Rapid Transit Project

Motion moved by Mary Ann Fagan and motion seconded by Richard Wilson. Richard Wilson - AYE, Adairius Gardner - AYE, Hyde Abdullallah - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE; Motion passed 5-0; Lise Pace – Absent

4. A-9: Consideration and approval of two new Board Members for the Indianapolis Public Transportation Foundation (IPTF) (Presenters: Emily Lovison)

 [A-9 Board Candidates.docx](#)

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 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.


Motion:

Approval of two new Board Members for the Indianapolis Public Transportation Foundation (IPTF)

Motion moved by Richard Wilson and motion seconded by Adairius Gardner. Richard Wilson - AYE, Adairius Gardner - AYE, Hyde Abdullallah - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE; Motion passed 5-0; Lise Pace – Absent

6. Information Items (Presenters: Greg Hahn)

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

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

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

 [I-1 January 2022.pdf](#)

 [Page Break.pdf](#)

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

2. I-2: Supplier Diversity Department Update (Presenters: Chelci Hunter)

 [I-2 Supplier Diversity Board Update January 2022..pdf](#)

 [Page Break.pdf](#)

The Board heard a Supplier Diversity Department update from Senior Supplier Diversity Officer Chelci Hunter.

3. I-3: Microsoft D365 upgrade, independent project oversight

 [I-3- Jan 2022 D365 Upgrade.docx](#)

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 [I-3 D365-IPO-REPORT-12-31-21.docx](#)

 [Page Break.pdf](#)

The Board heard a Microsoft D365 upgrade, independent project oversight update from Deputy of Governance & Audit Brian Atkinson.

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 Toys for Tots donations, COVID-19 Vaccines & Boosters, and IU Health Construction Detour.

5. I-5: Governance & Audit workplan status update

 [I-5 - Jan 2022 GA - Workplan Status.docx](#)

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The Board received an update on the Governance & Audit workplan status.

6. I-6: Ethics Hotline summary report

 [I-6- Jan 2022 Ethics Hotline Summary.docx](#)

 [Page Break.pdf](#)

The Board received an update on the Ethics Hotline summary report.

7. I-7: Department Reports

 [I-7a Risk & Safety Report.docx](#)

 [Page Break.pdf](#)

 [I-7b PLANNING AND CAPITAL PROJECTS REPORT for January 2022.docx](#)

 [I-7c January 2022 Board Report Public Affairs FINAL.pdf](#)

 [I-7d JAN 2022 Operations Monthly Board Report.docx](#)


 [I-7e HR Board Report \(January 2022\).docx](#)

 [Page Break.pdf](#)

 [I-7f January 2022 Diversity & Inclusion and Workforce Development Board Report.docx](#)

 [Page Break.pdf](#)

 [I-7g Supplier Diversity - January 2022.pdf](#)

 [Page Break.pdf](#)

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

7. Adjourn (Presenters: Greg Hahn)

On order of Chairman Hahn and there being no objection, the meeting was adjourned at 5:50pm.

8. Call to Order and Roll Call - Board of Finance Meeting (Presenters: Greg Hahn, Jill Russell)

Chairman Greg Hahn called the meeting to order at 5:51pm. General Counsel Jill Russell called the roll. Three members present in person and three members present remotely via Zoom. Lise Pace – Absent

9. Regular Agenda (Presenters: Greg Hahn)

- 1.** A-1: Consideration and approval of Board of Finance recommendation (Presenters: Bart Brown)

 [A-1 IPTC Investment Policy Final - Approved by BoD on May 23, 2019.docx](#)

 [A-1 InvestIntEarn2022.pdf](#)

Motion:

Approval of Board of Finance recommendation

Motion moved by Mary Ann Fagan and motion seconded by Richard Wilson. Richard Wilson - AYE, Adairius Gardner - AYE, Hyde Abdualloh - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE; Motion passed 5-0; Lise Pace – Absent

10. Adjourn (Presenters: Greg Hahn)

On order of Chairman Hahn and there being no objection, the meeting was adjourned at 5:55pm.

Jill D. Russell
General Counsel

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BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Director of Service Planning Annette Darrow

SUBJECT: Consideration and approval of bus stop design task order

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute a task order with Lochmueller Group for an amount not to exceed \$152,167 for site survey, design, and project management of 25 local bus stops identified by IPTC Service Planning staff (design package 2022-A).

BACKGROUND:

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

DISCUSSION:

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

There are 25 local bus stop sites within this design task order (package 2022-A) for the next bus stop improvement project. These are primarily new bus stops that will be needed to provide service on new fixed route transit corridors that are proposed to be added in order to implement the full Marion County Transit Plan local bus route network. These bus stops are located on the southside, eastside, and westside of Indianapolis. This includes new bus stops along Nowland Avenue on the near eastside; State Avenue and Sherman Drive on the near southside; Shelby Street and County Line Road on the far westside; and 38th Street, Eagle Creek Parkway, and 10th Street on the far westside. Each site is a unique location, and the level of improvement varies for each site. The sites in this design package require some or all of the following improvements: new or reconstructed curb ramps, boarding pads, sidewalks, crosswalks, pedestrian crossing signals, or bench pads. This task order will be led by Lochmueller Group, with JQOL Engineering (MBE), Northpointe Engineering & Surveying (WBE), and Eagle Ridge Civil Services (VBE) serving as subconsultants for design and topographic surveying.

ALTERNATIVES:

IPTC could choose not to design these bus stops at this time. This would mean that these bus stops would not be designed and constructed in time to implement proposed local bus route changes that are needed for full implementation of the Marion County Transit Plan.

FISCAL IMPACT:

The fee proposal provided by Lochmueller for the 2022-A bus stop design task order is \$152,167, which covers the survey, design, and project management costs for 25 local bus stops. This is budgeted and funded using local funds allocated to local bus stop improvements in the IPTC Capital Plan.

DBE/XBE DECLARATION:

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

The work to be completed by these three subcontractors for this task order totals to \$52,897 of the total \$152,167 (34.8%).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on February 17, 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: Chief Information Officer Marcus Burnside

SUBJECT: Consideration and approval of Microsoft licensing renewal

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 enter into a contract agreement with Dell Marketing, LLC, to provide Microsoft 365 licensing for three years in an amount not to exceed \$117,711.

BACKGROUND:

IPTC utilizes a Microsoft Enterprise Agreement (EA) for Microsoft products, including Microsoft Office (Word, Excel, PowerPoint, etc.), Visio, Project, SharePoint, Office 365 cloud-based email, Windows Server, and Azure Cloud Instance. The purpose of entering into a Microsoft Enterprise Agreement (EA) for licensing is to lock in the cost of subscription licenses over three years without inflation. The benefits are 1) IPTC would not pay for any license listed in the EA for more than the stated price, and 2) IPTC would benefit from decreases in subscription licenses during the term (if the costs decrease, so will our annual renewal).

DISCUSSION:

IPTC's current Microsoft Enterprise Agreement (EA) expires on March 31, 2022. IPTC will leverage the State of Indiana Quote Purchasing Agreement (QPA) pricing for a new EA contract with Dell Marketing. The purchase will allow IPTC to enter into a new EA starting April 1, 2022, through March 31, 2025.

ALTERNATIVES:

The Board could choose not to renew the current Microsoft Enterprise Agreement (EA). However, IPTC will no longer have Microsoft-licensed products, including corporate email and Intranet.

FISCAL IMPACT:

The cost of our Microsoft subscription licensing was \$160,680 in 2021. The decrease in prices is due to the removal of Microsoft Dynamics 365 (D365) licenses from the Microsoft Enterprise Agreement (EA). The D365 licenses will be procured with Crowe through the current D365 Migration Project. IPTC will be exploring the cost variance between pricing with our EA and the selected D365 Cloud Service Provider vendor (CSP), Crowe. If the CSP pricing is discounted more than our EA pricing, we will incorporate the D365 licensing with the selected CSP. The projected Microsoft licensing costs for FY2023 and FY2024 will be \$118,095 each year.

DBE/XBE DECLARATION:

There is no DBE goal associated with this contract award.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 17, 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: Director of Mobility Solutions Chauncyia Coleman

SUBJECT: Consideration and approval for the purchase of Talkdesk Credits (Minutes) for phone services

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Inez Evans to amend a contract with Talkdesk Inc. for the call center credits for phone services for an amount not to exceed \$45,000 for the remainder of the contract which ends in June 2022.

BACKGROUND:

In January 2019, IPTC entered into a contract with Talkdesk Inc. for our Fixed Route call center phone services. These services included licenses, digital channels, and an annual credit commitment. The original contract was a three-year contract with a not-to-exceed amount of \$82,000. In August 2021 the IPTC merged the Fixed Route and Paratransit call centers to create the Mobility Solutions Care Center. This merger resulted in increased call volume.

DISCUSSION:

Our current agreement with Talkdesk is for three years (July 2019 thru June 2022). Adding funds to this PO is necessary due to the substantially increased call volume and call duration. At times we have had instances of as much as 10,000 more calls/month and our call duration has doubled.

ALTERNATIVES:

The Board could choose not to add the additional funds as recommended, however, IPTC would need to find an alternative solution for the current phone service in the Care Center.

FISCAL IMPACT:

Funding for this procurement is IPTC local funds.

DBE/XBE DECLARATION:

There is no DBE goal associated with the product.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on February 17, 2022 and will be placed on the Consent Agenda.

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BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Director of Life Safety & Security Mark A Emmons

SUBJECT: Consideration and approval of second option year with Nolan Security for transit security services

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to exercise the second option year (with modifications in billable hour rates and contract language) on the current Nolan security contract for an amount not to exceed \$2,909,561 for security services that would expire on February 28, 2023.

BACKGROUND:

In 2018 the IPTC Board approved a security contract that allowed IPTC to deploy off-duty police officers and armed security guards into transit services. This contract aims to provide a notably and visibly professional armed police and security force in an efficient and cost-effective manner within the community we serve. This service is designed to assist the organization in maintaining and improving safety throughout the transit system, including bus stops, passenger shelters, buses, and at IPTC owned or controlled property.

The program continues to be a success. From January 2018 to December 2021, the officers assigned to IPTC have made 73,408 contacts with operators, performed 14,547 route checks, made 67,108 passenger contacts, and apprehended 125 individuals for criminal offenses while at the same time reducing crime statistics in every category from disturbances to damaged property.

DISCUSSION:

On December 6, 2018, the Board approved a do not exceed amount of \$3,945,481.56 for two years of security services with Nolan Security. It was also approved that IPTC would bring each option year to the Board for approval.

The base two-year contract expired on February 28, 2021 and the first option year will expire on February 28, 2022. As the security program continues to provide protection at the CTC and 1501, staff seeks to exercise the second option year. This would include the following items that will be changed from the original contract:

- An amendment to the contract's language to better explain the expectations for issues found during the first option year of the contract. This will include a No Cell Phone Policy, using QR codes at Red Line Stations, and using GPS in any security vehicles.
- An amendment to remove the security coverage at the East Campus. This work will be given to a separate security company for one year. The contract will then be added to the new RFP, which will come out later this year.

Staff is requesting the following:

- Allow Nolan Security to enter negotiations with IPTC to adjust their hourly billable rate to remain competitive and retain and hire new employees. This would be an additional \$357,618 for the remaining option year.

This would be for an option year amount not to exceed \$2,909,561.

ALTERNATIVES:

The Board of Directors could choose not to approve the second option year of this contract. If this alternative is selected, the implications of this decision are as follows:

- No armed security at any of the IPTC facilities
- No LEO or armed security coverage at the Julia M Carson Transit Center or on routes
- No Fare Inspection or LEO Service on the Red Line Route

FISCAL IMPACT:

This project is funded from the Operating budget out of the Security Department. The amount that was budgeted for 2022 was \$2,551,943. With changes in the billable hour rates that IPTC and Nolan would negotiate, the staff is asking for approval of \$2,909,561 or a change of \$357,618.

DBE/XBE DECLARATION:

Nolan committed roughly 3.5% utilization of XBE certified businesses in their proposal that was received in 2018. This participation was committed for the life of their contract (5 years). Under the discretion of leadership staff at the time, it was recommended that Nolan increase their participation to meet 8% utilization by the end of the second year of their contract to be considered for recommendation with the Board of Directors for their option years.

Due to the change of direction for a new facility and the impacts of the COVID-19 pandemic, Nolan could not meet the 8% goal. However, they maintain utilization well above the 3.5% original committed amount. Nolan staff, Life Safety & Security with IPTC, and Supplier Diversity have had consistent conversations during the last year and continue to discuss reasonable expectations moving forward.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 17, 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: General Counsel Jill D. Russell
SUBJECT: Consideration and approval of Board of Directors' election of Officers for 2022

ACTION ITEM A – 2

RECOMMENDATION:

It is requested that the Board approve the nominations for officer positions of the IPTC Board of Directors.

BACKGROUND:

On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer. These elections will serve from the February 2022 Board meeting through the January 2023 Board meeting.

DISCUSSION:

The nomination and selection of the Board Officers was completed via survey through our Board governance software, OnBoard.

After receiving the results from the survey, the following officers were selected:

OFFICERS

| | |
|-------------------|------------------|
| Chair | Greg Hahn |
| Vice-Chair | Adairius Gardner |
| Secretary | Lise Pace |
| Treasurer | Richard Wilson |

ALTERNATIVES:

The Board could choose to not approve these nominations thus resulting in the need to go back through the nominating and voting process.

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on February 17, 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: Diversity & Inclusion and Workforce Development Manager Lloyd Graham

SUBJECT: Consideration and approval of Resolution 2022-01 joining the American Public Transportation Association (APTA)'s Racial Equity Commitment Program

ACTION ITEM A – 6

RECOMMENDATION:

Approval of joining the American Public Transportation Association (APTA)'s Racial Equity Commitment Program

BACKGROUND:

In May of 2019 the American Public Transportation Association (APTA) released the establishment of a Diversity and Inclusion (D&I) Strategic Plan as well as a Diversity and Inclusion Council to align with their commitment to “create an environment of inclusion that welcomes and values the diversity of its membership as a strength of the industry and the Association.”

As a result of goal one of the APTA Diversity and Inclusion Plan Goals and Objectives, which states, “advocate for the importance of diversity and inclusion as a culture that is essential for the Association and industry to successfully achieve the transportation mission and goals that are relevant to our industry, organizations and communities today,” the Diversity and Inclusion Council created the Racial Equity Action Plan that, among other things, asserts “it is imperative that APTA and the transit industry reassess our role and responsibility in ensuring racial equity and acknowledge that we can and must do more.”

As a result of goal one of the Racial Equity Action Plan that states APTA commits to “measure and recognize progress on racial equity in the transit industry, providing APTA members with a tangible roadmap for advancing racial equity as part of a comprehensive equity framework within and for their organizations,” APTA established the Racial Equity Commitment Pilot Program, a two-year plan for agencies to partner with APTA and follow a roadmap to tackle racial inequity at an organizational level.

DISCUSSION:

The Racial Equity Commitment Pilot Program entails committing to a two-year timeline and aligning it with how IPTC principles to make it effective and advantageous for the organization. A preliminary IPTC Racial Equity Commitment Program Committee has been created to align the APTA outline with an approach that suits IPTC. This committee currently involves the following people due to their position and its alignment with this endeavor:

- President/CEO Inez Evans
- Vice President of Diversity & Inclusion and Workforce Development Denise Jenkins-Agurs
- Director of Compliance and Civil Rights Latosha Higgins
- Senior Director of Human Resources Administration Mark Bryson
- Diversity & Inclusion and Workforce Development Manager Lloyd Graham

The IPTC Racial Equity Commitment Program Committee identified a two-year timeline, as it pertains to how IPTC plans to pursue APTA's roadmap, which includes:

Year 1

- Focus the scope of the pilot on advancing racial equity among employees and as progress is made, include other stakeholders such as riders, business partners and/or community partners, and the Indianapolis community.
- Review assessment tools offered by APTA and utilize the expertise of our Diversity, Equity, Inclusion (DEI) consultant. We will also use demographic data provided by Human Resources.
- Solicit feedback on a preliminary draft of the definition for Racial Equity which focuses on AIR (Acknowledge, Identity, & Re-envision), as well as other key terms. We will conduct surveys, focus groups, file review, and listening sessions to align this working definition of racial equity and other key terms to IPTC needs.
- Conduct a review of current DEI-related policies, procedures, and programs at IPTC.
- Develop, in collaboration with the DEI Consultant, S.M.A.R.T. goals and a DEI action plan/strategic plan that addresses all identities (i.e. age, gender, sexual orientation, etc.) through a racial equity lens based on the climate assessment and demographic data. We will also establish statistical goals for engagement so as to have a more credible approach.
- Share our findings and next steps with the Board, IPTC teammates, and eventually the public. We will also take part in an APTA feedback committee that meets regularly to share results and offer suggestions.
- Hire a DEI Consultant, more DEI staff, and establish a DEI budget as well as a required DEI training/education cycle for all teammates based on the forthcoming goals and action plan.
- Incorporate collaborative efforts from various departments with the goal of all people, positions, and groups being well represented as it pertains to personal and social identity. This will include sub-committees and workgroups to carry out the vision outlined in years one and two.

Year 2

- "Develop a working group, committee, or other structure to implement the goals and action plan, including a mix of staff at various levels of the organization and executive leaders who can serve as sponsors and mobilize resources toward a specific goal." This working group/committee will be the newly revitalized Diversity and Inclusion Committee. We will have representation across departments and social identity groups so that it is as diverse as possible. Members will be based on recommendations/appointments.
- Implement the organization-specific action plan for advancing racial equity.
- Track and communicate key milestones, challenges, lessons learned, and other key takeaways from implementing each goal and identify training provided over the pilot period.

ALTERNATIVES:

The Board could choose not to partner with APTA in pursuit of creating a more racially equitable environment. This would create the need to find another entity to partner with, which may not be as aligned with what IPTC represents or navigate promoting racial equity more internally, which may mean less resources and partnerships with other transit agencies.

FISCAL IMPACT:

There is no financial burden to IPTC in pursuing this partnership with APTA. There are financial implications related to what is discovered as a result of taking part in this program as well as in how we approach executing the roadmap, specifically related to procuring a DEI Consultant to help in our efforts.

DBE/XBE DECLARATION:

No DBE/XBE Declaration.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Finance Committee or Service Committee on February 17, 2022 and will be placed on the Regular Agenda.

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*IndyGo*SM

APTA Racial Equity Commitment Program (RECP)

Lloyd Graham, D & I and
Workforce Development Manager



Background

- American Public Transportation Association
- Diversity and Inclusion Strategic Plan
- Diversity and Inclusion Council
- Racial Equity Action Plan
- Racial Equity Commitment Program



Racial Equity Commitment Program

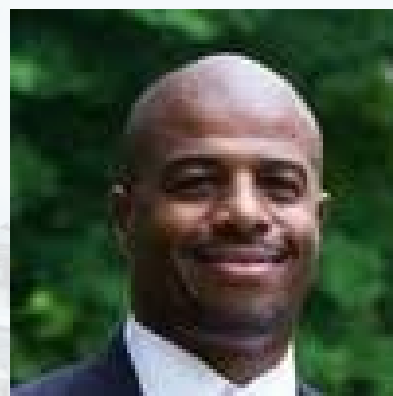


- 2-year commitment
- Aligned with IndyGo approach
- Feedback and resource centered
- Collaborative and shared

RECP Planning Committee



**Denise Jenkins-Agurs,
Vice President of
Diversity & Inclusion
and Workforce
Development**



**Mark Bryson,
Senior Director of
Human Resources
Administration**



**Inez Evans,
President and CEO**



**Lloyd Graham,
Diversity & Inclusion
and Workforce
Development Manager**



**Latosha N. Higgins,
Director of Compliance
and Civil Rights**

Year 1

- Employee focused
- Climate Assessment & Demographic Data
- Racial Equity Definition
 - AIR (Acknowledge, Identify, Re-envision)
- IndyGo DEI Terms
- Review policies, programs, & processes
- DEI Strategic Plan
- Share findings



Year 2



- Diversity & Inclusion Committee
- Implementation
- Monitor, Share, & Revise

Commitment Form

- Signature of President/CEO
- Signature of Board Chair
- Other Signatories



*IndyGo*SM

THANK

YOU

QUESTIONS?





APTA Racial Equity Commitment Signatories (as of 2/22/22)

AECOM
Capital Area Transportation Authority (CATA)
Capital Metro (CapMetro)
Champaign-Urbana Mass Transit District (MTD)
Fort Wayne Public Transportation Corporation (Citilink)
Greater Cleveland Regional Transit Authority (GCRTA)
Greater Peoria Mass Transit
Jacksonville Transportation Authority (JTA)
Maryland Department of Transportation (MDOT)/Maryland Transit Administration (MTA)
Milwaukee County Transit System
Mountain Line (Missoula UTD)
New Flyer of America Inc.
New Orleans Regional Transit Authority
North County Transit District
Northern Virginia Transportation Commission (NVTC)
PACO Group
Pierce Transit
Pinellas Suncoast Transit Authority
Potomac and Rappahannock Transportation Commission (PRTC)
Proterra, Inc.
Rock Island County Metropolitan Mass Transit District (MetroLINK)
Sacramento Area Council of Governments (SACOG)
Sacramento Regional Transit District (SacRT)
San Francisco Bay Area Rapid Transit District (BART)
Sound Transit
SunLine Transit Agency
Trinity Metro
Unitrans (ASUCD/City of Davis)

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RESOLUTION 2022-01

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

A RESOLUTION establishing that the Board of Directors of the Indianapolis Public Transportation Corporation, is interested in supporting and participating in the American Public Transportation Association Racial Equity Commitment Pilot Program.

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

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

WHEREAS, Indiana Code 36-9-4-14 authorizes the Board of Directors to direct the business affairs of the Corporation; and

WHEREAS, the American Public Transportation Association, of which IPTC is a member, created in 2019 the Diversity and Inclusion Strategic Plan and Diversity and Inclusion Council, committed to create an environment of inclusion that welcomes and values diversity of its membership as a strength of the industry; and

WHEREAS, APTA thereafter established the Racial Equity Commitment Pilot Program, a two-year plan for agencies to partner with APTA to tackle racial inequity at an organization level; and

WHEREAS, the Board of Directors having been duly advised, values the strength and value that diversity within the organization provides, finds that they have an interest in supporting participation in APTA's Racial Equity Commitment Pilot Program:

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

Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-14 to direct the business affairs of the Corporation.

Section 2. The Board of Directors finds that it values the strength that diversity and inclusion provide both the Corporation and the Community.

Section 3. The Board acknowledges its responsibility to the Corporation and its workforce, and the community served to effectuate change and advance social justice, equity, diversity, and inclusion within the Corporation.

Section 4. The Board renews and affirms its commitment to proactively end racism and address any social disparities within the Corporation with a goal towards creating a welcoming and inclusive workplace that is representative of the community served and treats everyone with the dignity and respect they deserve.

Section 5. The Board hereby directs the CEO and President, on behalf of the Indianapolis Public Transportation Corporation, to support and participate in the APTA Racial Equity Commitment Pilot Program.

Section 6. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

Section 7. If any section, paragraph, or provision of this resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this resolution.

Adopted this 24th day of February 2022.

BOARD OF DIRECTORS INDIANAPOLIS
PUBLIC TRANSPORTATION CORPORATION

Gregory F. Hahn
Chairman of the Board of Directors

Attest: _____

Jill D. Russell, General Counsel
Indianapolis Public Transportation Corporation



RACIAL EQUITY COMMITMENT PROGRAM

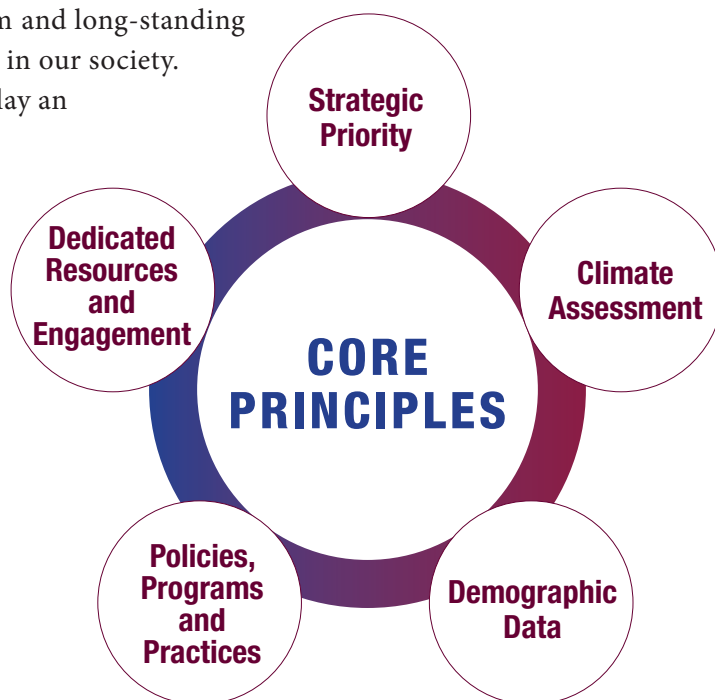
AN APTA PILOT PROGRAM

APTA **RECOGNIZES** the systemic racism and long-standing racial inequities that are deeply ingrained in our society.

We believe that the transit industry can play an important role in supporting communities of color.

To that end, we are launching the APTA Racial Equity Commitment Pilot Program as a key component of APTA's Board-approved Racial Equity Action Plan.

The Commitment Program is a two-year pilot program that provides APTA members with a tangible roadmap for advancing racial equity within their organizations as part of a comprehensive diversity, equity, and inclusion framework.



FREQUENTLY ASKED QUESTIONS

What does participation in the pilot program entail?

Signatory organizations commit to putting into action the five core principles of the Commitment Program, considered to be foundational elements of a racial equity action plan. Participants also share their progress, milestones, challenges and lessons learned annually.

What are the benefits of participation?

There are several benefits to participating in the Commitment Program, including positive morale

among employees, enhanced public relations with external stakeholders, direct contribution to the body of knowledge on advancing racial equity in the transit industry, networking with other APTA members, and gaining recognition of progress made. As an additional benefit, some members may join a peer-learning group that will meet quarterly and support the exchange of good practices that will be shared with the larger group of signatories. Pilot program signatories will be considered founding signatories of the Commitment Program.

Why a pilot program?

Through this pilot, APTA will test the efficacy of the five core principles, establish a baseline on racial equity measures and identify self-assessment strategies to help organizations determine their readiness for each step of the roadmap.

Who can sign on and when?

All APTA member organizations, public and private, are eligible to participate. Email your organization's signed Signatory Commitment Form to pmollet@apta.com or ford@apta.com during the open enrollment period November 7, 2021-March 31, 2022.

For more information, you can access the full commitment program description at apta.com/EquityPilot



RACIAL EQUITY COMMITMENT PROGRAM

AN APTA PILOT PROGRAM

SIGNATORY COMMITMENT FORM

My organization, the Indianapolis Public Transportation Corporation (IPTC)/IndyGo
a member of the American Public Transportation Association (APTA), intends to continually
improve its diversity, equity, and inclusion practices and fulfill the core principles of the APTA
Racial Equity Commitment, as follows:

1. Make racial equity an explicit strategic priority for your organization.
2. Undertake an annual diversity, equity, and inclusion climate assessment of your organization
on the perceived employee experience of existing policies, practices, and procedures.
3. Review and analyze demographic data covering both what is internal as well as external
to an organization to develop a baseline on how existing policies, practices, and programs
impact racial equity.
4. Put in place evidence-informed policies, practices, programs, and processes for creating and
maintaining an inclusive and equitable environment for employees and customers including
identifying best practices for responding to the use of hate-related behavior/language/signs.
5. Establish programs, tools, and dedicated resources that engage executive and board
leadership and staff at all levels on the meaning and importance of racial equity.

My organization will adhere to the timetable of year 1 and year 2 deliverables set out in the
full program description and provide an annual progress report of steps made to achieve the
core principles.

In addition, my organization would like to be considered as an active member of the voluntary
smaller peer learning group to meet quarterly or as needed: ☒ YES ☐ NO

Inez Evans, President/CEO

NAME AND POSITION OF PERSON EMPOWERED TO SIGN ON BEHALF OF ORGANIZATION

SIGNATURE AND DATE

Lloyd Graham, lloyd.graham@indygo.net

CONTACT PERSON/EMAIL (IF DIFFERENT FROM ABOVE)

SIGNATURE AND DATE OF BOARD OF DIRECTORS CHAIR GREG HAHN

*Please send signed application form to Petra Mollet pmollet@apta.com
or Linda Ford lford@apta.com by March 31, 2022*

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Vice President of Operations/COO Aaron Vogel

SUBJECT: Consideration and approval of BRT Purple Line bus order amendment

ACTION ITEM A – 8

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to amend the contract with the BYD Corporation to support technology updates and upgrades for the requested 28 Purple Line buses previously approved. The amount of this amendment is not to exceed \$450,000.

BACKGROUND:

The IPTC Board approved the procurement of the Purple Line buses in October 2021. Since this procurement, we have found additional items and updates unavailable during the original base pricing established in 2017.

The following are the purchase needs for equipment and updates for bus operation:

- USSC Driver Heated Seat to add some comfort to the winter operation for drivers
- FlowBird AXIO 4 System Fare Hardware-an electronic fare system Newly implemented on IPTC bus fleet-
- ITS supplier improvement for conformity with the existing IPTC Fleet
- Safety Vision Cables (Camera System)- upgrade from the original system
- Additional Vertical Bike racks to carry more passengers with bikes on the BRT corridor
- Valeo Spheros Thermo Hybrids floor heater system

DISCUSSION:

IPTC intends to procure the additional equipment and updates for the 28 60-foot electric buses previously approved for the BYD Corporation. BYD Corporation will add these items at the factory to mitigate a smooth transition for the Purple Line start-up. These additional items will provide added customers amenities and improved driver accommodations. The newly added hybrid floor heaters will switch from diesel to fully electric during moderate temperatures. This supports IPTC's commitment to zero-emission without compromising customer and driver comforts during winter weather.

ALTERNATIVES:

The Board could choose not to approve the procurement amendment; however, it would significantly impact and or delay the service of the Purple Line BRT.

FISCAL IMPACT:

The funding source for this procurement will come from the proceeds of the 2021 approved bond issue. The buses will be delivered in 2023-2024.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 17, 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: Vice President for Human Resources Jeff Brown

SUBJECT: Consideration and approval to negotiate a contract with LHD Benefit Advisors

ACTION ITEM A – 9

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to seek a cost proposal from LHD Benefit Advisors to serve as a benefits insurance broker.

BACKGROUND:

IPTC has utilized the services of a benefit insurance broker to provide assist in negotiating health and welfare benefit plans and to provide consulting and project management services required to support the employee benefits programs which include, but is not limited to, the following: medical, dental, vision, on-site clinic, wellness program, term life, accidental death & dismemberment, short and long-term disability, FMLA and Employee Assistance Program ("EAP").

DISCUSSION:

IPTC has made significant progress in the area of health and wellness programs, disease management and on-site clinic utilization. To this end, IPTC issued a solicitation for a licensed Insurance Broker to provide brokerage services for insurance coverages including employee medical, dental, vision, life, disability, and wellness programs. On November 10, 2021, a pre-bid meeting was held. Roughly a dozen vendors submitted proposals on December 6, 2021, and of those proposals, the four (4) highest scoring proposals were selected for an interview with IPTC. LHD Benefit Advisors, AON, Mercer, and McGriff were the four vendors selected for an interview. Proposals were based on the following criteria: long-range planning, industry reputation, plan design and rate negotiation, plan management, on-going management support, and employee benefit regulatory affairs. Based on these guidelines, LHD Benefit Advisors proposal is the suggested for the following reasons:

- LHD Benefit Advisors is the incumbent and has the strongest reputation in the Indiana benefit insurance market. Other proposals could not match its reputation.
- LHD Benefit Advisors provided several examples of known cost savings provided to IPTC. IPTC engaged LHD benefit advisors to serve as its broker and procure a vendor to provide group health insurance premiums and coverage.
- LHD Benefit Advisors has provided very sound, valued services to IPTC for almost a decade and are familiar with our workforce.
- LHD Benefit Advisors were instrumental in helping IPTC negotiate changes to the health plan design with the ATU Local 1070 which achieve substantial costs savings to IPTC.
- As the incumbent, LHD Benefit Advisors have institutional knowledge that is invaluable for helping achieve efficiency and cost savings.

In summary, IPTC engaged LHD Benefit Advisors offered the best and most comprehensive proposal.

ALTERNATIVES:

The Board could choose not to authorize the President/CEO to seek a cost proposal and initiate contract negotiations to the recommended vendor, and therefore, direct the CEO to negotiate with another vendor.

FISCAL IMPACT:

Because this procurement is a request for qualifications, the total cost of this procurement for a benefits insurance broker has not been determined. Human Resources will work with Procurement and Finance to not only negotiate the contract but also to manage the funding of this procurement with the existing budget for each year of the contract.

DBE/XBE DECLARATION:

This contract will be funded locally and therefore, it requires "XBE" participation goals. LHD Benefit Advisors' bid included two certified subcontractors: 308 Communications with a seven percent (7%) utilization and Engaging Solutions with a fifteen percent (15%) utilization.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on February 17, 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: Vice President of Finance/CFO Bart Brown

SUBJECT: Consideration and approval of Resolution 2022-02 granting approval of amendment to purchase agreement for 1100 W. 21st Street

ACTION ITEM A – 10

RECOMMENDATION:

Staff requests approval of amendment to Resolution No. 2018-R-081 that authorizes the sale of IPTC property at 1100 W. 21st Street, Indianapolis, to the Department of Metropolitan Development (DMD) for \$404,941.96.

BACKGROUND:

IPTC Board authorized the purchase of this parcel from the City of Indianapolis on November 21, 2019, for the purpose of building a training facility. After receiving construction bids in summer of 2020, it was determined that the none of the bids were acceptable and plans for construction at that site were put on hold. In early 2021 IPTC purchased the former Celadon headquarters on East 33rd Street, which contained enough space to locate the new training center. The site at 1100 W. 21st was no longer needed for any immediate development for IPTC.

DISCUSSION:

The City of Indianapolis contacted IPTC leadership in 2021 to discuss desirable development of the property at 1100 W. 21st Street that could address economic growth and job opportunities for the area. In fall of 2021 the City was notified of award of a planning grant from the Build Back American Act and now desires to enter into an agreement to acquire the property. The City must have a right to acquire the property to qualify for additional grant funding. The second grant application is due on March 15, 2022, so time is of the essence.

ALTERNATIVES:

The IPTC Board could decide to hold onto the property for future transportation related use.

FISCAL IMPACT:

IPTC will recuperate 100% of the original purchase price of \$392,341.96 and an additional \$12,600 for pre-construction preparation of the property.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Finance Committee or Service Committee on February 17, 2022 and will be placed on the Regular Agenda.

RESOLUTION 2022-02

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

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

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

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

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

WHEREAS, IPTC acquired from the DMD certain property located at 21 W. 21st Street for the purpose of building a training facility on November 21, 2019, and

WHEREAS, since that time IPTC has determined to locate the planned training facility at property subsequently acquired located at 9503 E. 33rd Street, and

WHEREAS, the Department of Metropolitan Development (“DMD”) is desirous reacquiring 1100 W. 21st Street for development of the property to address economic growth and job opportunities and to qualify for additional grant funding pursuant to the Build Back America Act, and

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

WHEREAS, the Board of Metropolitan Development is scheduled to amend Resolution No. 2018-R-081, a resolution substantially similar to this Resolution at its March 2, 2022 scheduled meeting.

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

Section 1. The IPTC Board of Directors finds that in the best interests of the City and the public to approve and authorize IPTC to transfer the real estate interest to the City, as more particularly described on Exhibit A attached to this Resolution and incorporated herein by this reference, and terms and conditions as agreed to by the parties for an amount equal to \$404,941.96.

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

Adopted this 24th day of February 2022.

BOARD OF DIRECTORS INDIANAPOLIS
PUBLIC TRANSPORTATION CORPORATION

Gregory F. Hahn
Chairman of the Board of Directors

Attest: _____

Jill D. Russell
General Counsel

Property Transfer Agreement
(IndyGo-Carrier Bryant Site)
Amendment #1

This First Amendment (“Amendment”) to the Property Transfer Agreement (“Agreement”) authorized by the Metropolitan Development Commission (“MDC”) Resolution No. 2018-R-081 (“Resolution” approved January 2, 2019) and effective November 21, 2019, is made and entered into by and between the Consolidated City of Indianapolis and Marion County (City) by and through its Department of Metropolitan Development (DMD), on behalf of the MDC (collectively, “City”) and the Indianapolis Public Transportation Corporation (“IndyGo”) with respect to the property commonly known the former Carrier Bryant site near 1100 W. 21st St., Indpls., IN [parcel#1046298], (“Property”).

WHEREAS, IndyGo now owns the Property pursuant to the terms of the Agreement; and

WHEREAS, IndyGo’s plans for the training facility envisioned by the Agreement and priorities for development of the Property have changed; and

WHEREAS, Parties now desire to allow for alternate arrangements for the use of the Property for development as described herein; and

WHEREAS, Parties now desire for alternative plans to develop improvements related to transportation in Marion County.

NOW, THEREFORE, in consideration of the mutual promises and representations set forth herein, the parties agree as follows:

1. Roles/Public Purpose. Parties acknowledge their respective obligations to best serve the interests of the City and its citizens with the City’s role being beneficial redevelopment and IndyGo’s role being establishment and maintenance of an urban mass transportation system necessary to the welfare of the general public to provide economic and social opportunities.
2. Grant Opportunity. Parties further acknowledge an opportunity for grant funding of infrastructure to support desirable development of the Property that could address economic growth and job opportunities.
3. City Right to Acquire Property. Parties further acknowledge that City must have a right to acquire the Property in order to qualify for certain grant funding, and IndyGo agrees to reconvey the Property to City as described herein should the City request such reconveyance.
4. Development. Parties further acknowledge that in satisfaction of the public purpose supporting the original Resolution and Agreement, IndyGo plans to develop improvements related to transportation (“Improvements”) elsewhere in the Consolidated City of Indianapolis and Marion County.

5. Conveyance. Parties agree that any such reconveyance shall take place **on or before September 30, 2022**. Parties acknowledge that given IndyGo's need for Improvements, it may be advantageous to have such reconveyance coincide with the additional conveyance of other City-owned property to IndyGo in addition to, or in lieu of, monetary compensation. The Parties agree that if the conveyance of additional City-owned property by the City to IndyGo is not of equal or greater value to the Property, which is valued at \$404,941.96, the City shall pay IndyGo the difference in value.

Should the new plan include an exchange of land with the City, IndyGo will timely present plans to the MDC for consideration.

If the parties mutually agree that such an agreement is not advantageous, or such agreement is not reached by September 1, 2022, IndyGo agrees to reconvey the Property to the City for \$404,941.96 plus any additional incurred site expenses, following any necessary Phase I environmental site assessment prepared for the City.

6. Binding Effect. This Amendment shall inure to the benefit of and be binding upon the Parties, their agents, employees, representatives, heirs, successors, and assigns.
7. Entire Agreement. The Agreement as amended herein constitutes the entire agreement between the parties. No understandings, agreements, or representations, oral or written, will be valid unless specified herein.

8. Notice. All notices, correspondence, or other communications shall be sent to:

City:

Department of Metropolitan Development
Attn: Ellen White, Project Manager
200 East Washington Street, Suite 2042
Indianapolis, IN 46204 Email: Ellen.White@indy.gov

IndyGo:

Bart Brown
Vice President of Finance / Chief Financial Officer
Indianapolis Public Transportation Corporation (IndyGo)
317-559-4958
bbrown@indygo.net

9. Applicable Law. The parties agree that the interpretation and construction of this Agreement shall be governed by the laws of the State of Indiana, without regard to such state's conflict of law provisions.
10. Counterparts. This Amendment may be executed in counterparts and transmitted via electronic means. Original signed hard copy (ies) shall also be sent or delivered to the City. This Amendment shall only be effective when fully executed.

IN WITNESS WHEREOF, Parties have, through their duly authorized representatives, entered into this Amendment. The Parties, having read and understood the foregoing terms of this Amendment, do by their respective signatures dated below agree to the terms thereof.

"Grantee"

Indianapolis Public Transportation Corporation

By: _____

Printed: _____

Date: _____

"Grantor"

City of Indianapolis, Department of
Metropolitan Development

By: _____

Scarlett Andrews, Director

Date: _____

Approved as to Adequacy of Legal Form:

By: _____
Sheila Kinney, Asst. Corporation Counsel

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

Mobility Advisory Committee (MAC) Update – January 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Mobility Advisory Committee (MAC) Chair Mandla Moyo
Date: February 24, 2022

Mobility Advisory Committee Update – January 2022

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

RECOMMENDATION: Receive the report

Mobility Advisory Committee (MAC)

Meeting Minutes

January 19, 2022

Attendees

Mandala Mayo- MAC Chair
Erin Hardwick-MAC
Cori Wills- MAC
Greg Meyer- MAC
Eddie Rickenbach- MAC
Eric Schlegel- MAC
Bernie Wilmer- Visitor
Sarah L Meyer-Visitor
Andrea's iPhone - Visitor
Lise Pace -Visitor
Angela Cowley -Visitor

Mike Roth- IndyGo
Teresa Franklin- IndyGo
Ryan Wilhite- IndyGo
Chauncyia Colman- IndyGo
Brian Clem- IndyGo
Myisha Foster- IndyGo
Schlanda Maxwell-IndyGo
Latosha Higgins- IndyGo
Ricardo Boulware-RATPDEV
Angela Milroy- RATPDEV

Welcome and introductions:

- **Manager of Mobilities Solutions, Teresa Franklin** Took the attendance of the MAC Members

Approval of the November 2021 Minutes- Approved

Approval of the January 2022 Agenda- Approved

- **Suggestion for Agenda's moving forward is to carve out a portion that states community questions, just so it's outlined clearly in the agenda.**

Mike Roth Senior Director of Mobility Solutions,

- **Construction is going nicely at 2425 W. Washington St**
- **Phase 1 move in- Mobilities Service staff**
- **Phase 2 move in- RATPDEV staff**
- **Phase 3 move in- Maintenance, vehicle move in**
- **Mid-February is expected date**
- **Tours will be scheduled once tours are available**
- **Presentation will be sent to MAC Committee of layout by Mike Roth**

Chauncyia Coleman/ Director Customer Service Operations

- **Call center has had a decrease in call volume this month**
- **12,000 live calls for the month of December**
- **Focus: are calls being answered in 20 Sec or less month**

- 35% of calls were answered in 20 seconds or less this month
- Average wait time is higher than normal currently
- Lower than last month / December
- Call rate is better than November
- 340 comments submitted – compliments and complaints
- Top comments: Schedule adherence, safety, and pass-by
- Comments come through various ways, call center, online, care center desk at CTC
- Process for entering comment: Hastus comment entry- System of record entry
- Comments are verified by watching video, GPS playback, etc.
- If it is fixed route comment it goes to Fixed route management
- Paratransit comments loop in T. Franklin's team including RATPDEV
- 10 day goal to resolve all comments/issues
- Lottery vouchers are mailed on the 26th of the month and good for 60days thereafter
- Green vouchers are still going on and good for 60days until further notice- Emergency TNC Program
- Any Green Vouchers that end on 12-31-2021 are still acceptable- call our department if you get push back so issue can be resolved if one should arise.

Ricardo Boulware/ General Manager RATPDEV

- Hiring efforts- remain consistent through sign on bonuses, referral programs
- Call center operations is stabilizing as well
- Shifts and changes once RATPDEV moves to new location with no interruptions to service will take place
- Training programs continued with operators and CCR's

Angela Milroy/ Operational Manager RATPDEV

- Contract with TNC's has been continued through RATPDEV
- Relationship with Welltrans has continued and Welltrans will send trips to one of their 20 vendors
- Missed trips due to TNC's error RATPDEV is doing their best to get trips scheduled and picked up same day. Coach in service or Supervisor's on the road are options to get rider picked up on time if available.
- Riders would need to choose to accept alternate trip like example mentioned above if TNC fails
- Uzurv is still accepting subscriptions
- OTP has hitMi the upper 80's since the holiday's
- Spike in Covid cases could affect OTP moving forward
- IndyGo is doing its best to provide timely service amongst present issues.

Brian Clem/ Director of Risk and Safety

- Covid mask mandate FTA will continue until March 18th, 2022
- FTA will determine if they want to continue mask mandate after 3-18-2022
- UV lighting disinfection installation on coaches will start with paratransit fleet first
- Test to UV on paratransit coach will occur this coming Friday 1-28-2022
- February 1st installation will begin and complete on paratransit vehicles by the end of February
- Entire IndyGo fleet will have UV disinfecting light installed/ upcoming
- Inclement weather message- temps are cold and wait time for coaches could be lengthy, please protect yourself by dressing in layers. Please stay safe!
- Any comments regarding safety and camera usage on coach please contact 317-635-3344
- Front camera on coach sees out the front window

- Rear camera on coach sees out the rear of coach

Ryan Wilhite/ Project & Reg Mobility Integration Capital Projects

- Beyond ADA project now working on the implementation process
- Board passed Beyond ADA policy last year 2021
- Currently policies are underway and not sure when updates will be available
- 2023 those not grandfathered will be affected by this change
- Q: Have riders ever had to pay half fare
- A: Not Sure
- Q: Why the change
- A: One reason was that a good number of open-door riders were becoming eligible to ride open-door, but not taking open-door only using fixed route coach.

Motion for Re-election of Eddie Richenbach Term- Approved

Teresa Franklin shared she is now a member of the MAC-D (Mayor Advisory Council)

Mobility Advisory Committee

01/19/2022

MAC Motions Voted on

| Name | Present | November Minutes | | January Agenda | | Move Voting to end of Meeting | | Re-elect Eddie Rickhenbach | | | | | |
|-------------------------------|----------|------------------|-----|----------------|-----|-------------------------------|-----|----------------------------|-----|-----|-----|-----|-----|
| | | Yay | Nay | Yay | Nay | Yay | Nay | Yay | Nay | Yay | Nay | Yay | Nay |
| Mandla Moyo (Chair) | X | X | | X | | X | | X | | | | | |
| Eddie Richenbach (Vice Chair) | X | X | | X | | X | | | | | | | |
| Eric Schlegel | X (late) | | | | | | | X | | | | | |
| Erin Hardwick | X | X | | X | | X | | X | | | | | |
| Greg Meyer | X | X | | X | | X | | X | | | | | |
| Cori Wills | X | X | | X | | X | | X | | | | | |
| Justin Muller | | | | | | | | | | | | | |
| Leslie Dailey | | | | | | | | | | | | | |
| Linda Gosnell | | | | | | | | | | | | | |
| Brittany Latoz | | | | | | | | | | | | | |
| Motioned By: | | Greg | | Greg | | Greg | | Greg | | | | | |
| Seconded By: | | Erin | | Cori | | Eddie | | Eric | | | | | |

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Open Door Month End Report November 2021

| Day | Trip Date | Total Trips Request | Total Trips Completed | No Shows | Missed Trips | Total Trips Attempted | Trips Over 90 mins | Ridership | Total Cancels | Total Denials | Total Denials% | On Time Trips | On Time % | Trips per Hour | Drop Off OTP |
|-----------|------------|---------------------|-----------------------|----------|--------------|-----------------------|--------------------|-----------|---------------|---------------|----------------|---------------|-----------|----------------|--------------|
| Monday | 11/1/2021 | 751 | 327 | 30 | 76 | 357 | 39 | 333 | 424 | 0 | 0 | 112 | 48% | 1.79 | 62% |
| Tuesday | 11/2/2021 | 770 | 359 | 33 | 60 | 392 | 36 | 373 | 411 | 0 | 0 | 143 | 57% | 1.97 | 54% |
| Wednesday | 11/3/2021 | 413 | 413 | 41 | 64 | 454 | 45 | 426 | 0 | 0 | 0 | 130 | 48% | 1.83 | 53% |
| Thursday | 11/4/2021 | 367 | 367 | 28 | 69 | 395 | 46 | 371 | 0 | 0 | 0 | 132 | 54% | 1.83 | 60% |
| Friday | 11/5/2021 | 312 | 312 | 38 | 75 | 350 | 37 | 330 | 0 | 0 | 0 | 83 | 39% | 1.81 | 48% |
| Saturday | 11/6/2021 | 152 | 152 | 17 | 2 | 169 | 4 | 170 | 0 | 0 | 0 | 87 | 82% | 1.50 | 79% |
| Sunday | 11/7/2021 | 138 | 138 | 11 | 2 | 149 | 2 | 157 | 0 | 0 | 0 | 55 | 63% | 1.77 | 88% |
| Monday | 11/8/2021 | 367 | 367 | 35 | 69 | 402 | 38 | 380 | 0 | 0 | 0 | 124 | 52% | 1.81 | 59% |
| Tuesday | 11/9/2021 | 386 | 386 | 46 | 60 | 432 | 47 | 401 | 0 | 0 | 0 | 141 | 52% | 1.92 | 55% |
| Wednesday | 11/10/2021 | 384 | 384 | 46 | 92 | 430 | 51 | 396 | 0 | 0 | 0 | 104 | 39% | 1.78 | 53% |
| Thursday | 11/11/2021 | 353 | 353 | 43 | 68 | 396 | 33 | 370 | 0 | 0 | 0 | 131 | 55% | 1.83 | 53% |
| Friday | 11/12/2021 | 377 | 377 | 32 | 105 | 409 | 47 | 392 | 0 | 0 | 0 | 78 | 33% | 1.83 | 50% |
| Saturday | 11/13/2021 | 147 | 147 | 17 | 16 | 164 | 6 | 154 | 0 | 0 | 0 | 75 | 69% | 1.67 | 55% |
| Sunday | 11/14/2021 | 110 | 110 | 5 | 16 | 115 | 2 | 127 | 0 | 0 | 0 | 47 | 67% | 1.69 | 61% |
| Monday | 11/15/2021 | 334 | 334 | 33 | 81 | 367 | 37 | 350 | 0 | 0 | 0 | 95 | 42% | 1.88 | 52% |
| Tuesday | 11/16/2021 | 363 | 363 | 43 | 75 | 406 | 40 | 379 | 0 | 0 | 0 | 123 | 48% | 1.86 | 42% |
| Wednesday | 11/17/2021 | 389 | 389 | 44 | 92 | 433 | 65 | 400 | 0 | 0 | 0 | 135 | 52% | 1.83 | 43% |
| Thursday | 11/18/2021 | 361 | 361 | 34 | 146 | 395 | 59 | 367 | 0 | 0 | 0 | 74 | 29% | 1.88 | 41% |
| Friday | 11/19/2021 | 325 | 325 | 34 | 71 | 359 | 39 | 336 | 0 | 0 | 0 | 111 | 48% | 1.72 | 64% |
| Saturday | 11/20/2021 | 131 | 131 | 10 | 5 | 141 | 2 | 136 | 0 | 0 | 0 | 76 | 78% | 1.42 | 71% |
| Sunday | 11/21/2021 | 139 | 139 | 14 | 8 | 153 | 0 | 153 | 0 | 0 | 0 | 62 | 70% | 1.55 | 67% |
| Monday | 11/22/2021 | 345 | 345 | 50 | 49 | 395 | 44 | 359 | 0 | 0 | 0 | 122 | 54% | 1.79 | 58% |
| Tuesday | 11/23/2021 | 348 | 348 | 43 | 52 | 391 | 28 | 361 | 0 | 0 | 0 | 132 | 54% | 1.76 | 65% |
| Wednesday | 11/24/2021 | 305 | 305 | 43 | 48 | 348 | 37 | 319 | 0 | 0 | 0 | 132 | 60% | 1.76 | 58% |
| Thursday | 11/25/2021 | 110 | 110 | 9 | 8 | 119 | 4 | 121 | 0 | 0 | 0 | 59 | 81% | 1.41 | 97% |
| Friday | 11/26/2021 | 166 | 166 | 14 | 2 | 180 | 6 | 176 | 0 | 0 | 0 | 97 | 87% | 1.44 | 94% |
| Saturday | 11/27/2021 | 149 | 149 | 13 | 3 | 162 | 2 | 162 | 0 | 0 | 0 | 89 | 81% | 1.57 | 81% |
| Sunday | 11/28/2021 | 121 | 121 | 7 | 2 | 128 | 1 | 137 | 0 | 0 | 0 | 69 | 84% | 1.55 | 90% |
| Monday | 11/29/2021 | 391 | 391 | 46 | 87 | 437 | 47 | 401 | 0 | 0 | 0 | 108 | 44% | 1.73 | 53% |
| Tuesday | 11/30/2021 | 211 | 211 | 39 | 27 | 250 | 14 | 224 | 0 | 0 | 0 | 99 | 73% | 1.53 | 60% |
| SUMMARY | | 9,215 | 8,380 | 898 | 1,530 | 9,278 | 858 | 8,761 | 835 | 0 | 0 | 3,025 | 53.14% | 1.76 | 58% |

Open Door Month End Report December 2021

| Day | Trip Date | Total Trips Request | Total Trips Completed | No Shows | Missed Trips | Total Trips Attempted | Trips Over 90 min | Ridership | Total Cancels | Total Denials | Total Denials% | On Time Trips | On Time % | Trips per Hour | Drop Off OTP |
|-----------|------------|---------------------|-----------------------|----------|--------------|-----------------------|-------------------|-----------|---------------|---------------|----------------|---------------|-----------|----------------|--------------|
| Wednesday | 12/1/2021 | 798 | 326 | 48 | 57 | 374 | 35 | 335 | 472 | 1 | 0 | 117 | 48% | 1.69 | 29% |
| Thursday | 12/2/2021 | 708 | 313 | 45 | 22 | 358 | 44 | 320 | 395 | 1 | 0 | 101 | 40% | 1.74 | 41% |
| Friday | 12/3/2021 | 696 | 304 | 35 | 26 | 339 | 36 | 318 | 392 | 1 | 0 | 134 | 52% | 1.78 | 48% |
| Saturday | 12/4/2021 | 277 | 145 | 10 | 3 | 155 | 6 | 154 | 132 | 1 | 0 | 91 | 72% | 1.49 | 49% |
| Sunday | 12/5/2021 | 221 | 116 | 11 | 1 | 127 | 2 | 126 | 105 | 1 | 0 | 85 | 88% | 1.46 | 49% |
| Monday | 12/6/2021 | 773 | 399 | 42 | 8 | 441 | 45 | 416 | 374 | 0 | 0 | 154 | 59% | 1.76 | 45% |
| Tuesday | 12/7/2021 | 664 | 350 | 34 | 58 | 384 | 34 | 357 | 314 | 0 | 0 | 160 | 65% | 1.76 | 34% |
| Wednesday | 12/8/2021 | 710 | 334 | 49 | 78 | 383 | 40 | 346 | 376 | 0 | 0 | 113 | 44% | 1.76 | 32% |
| Thursday | 12/9/2021 | 702 | 350 | 39 | 25 | 389 | 53 | 360 | 352 | 0 | 0 | 137 | 49% | 1.88 | 38% |
| Friday | 12/10/2021 | 792 | 394 | 53 | 34 | 447 | 46 | 404 | 398 | 0 | 0 | 122 | 48% | 1.71 | 36% |
| Saturday | 12/11/2021 | 235 | 114 | 15 | 0 | 129 | 3 | 124 | 121 | 0 | 0 | 96 | 79% | 1.41 | 74% |
| Sunday | 12/12/2021 | 411 | 114 | 6 | 0 | 120 | 2 | 119 | 297 | 0 | 0 | 68 | 74% | 1.45 | 48% |
| Monday | 12/13/2021 | 681 | 358 | 54 | 33 | 412 | 34 | 369 | 323 | 0 | 0 | 98 | 44% | 1.57 | 39% |
| Tuesday | 12/14/2021 | 683 | 338 | 42 | 30 | 380 | 56 | 350 | 345 | 0 | 0 | 121 | 46% | 1.76 | 27% |
| Wednesday | 12/15/2021 | 710 | 336 | 37 | 64 | 373 | 66 | 339 | 374 | 0 | 0 | 126 | 44% | 1.79 | 27% |
| Thursday | 12/16/2021 | 705 | 331 | 49 | 60 | 380 | 50 | 337 | 374 | 0 | 0 | 106 | 40% | 1.80 | 30% |
| Friday | 12/17/2021 | 719 | 335 | 38 | 12 | 373 | 40 | 341 | 384 | 0 | 0 | 142 | 55% | 1.68 | 42% |
| Saturday | 12/18/2021 | 252 | 141 | 20 | 0 | 161 | 2 | 150 | 111 | 0 | 0 | 108 | 84% | 1.44 | 75% |
| Sunday | 12/19/2021 | 204 | 142 | 11 | 1 | 153 | 2 | 159 | 62 | 0 | 0 | 70 | 59% | 1.72 | 46% |
| Monday | 12/20/2021 | 751 | 356 | 29 | 15 | 385 | 69 | 376 | 395 | 0 | 0 | 134 | 53% | 1.79 | 48% |
| Tuesday | 12/21/2021 | 664 | 302 | 35 | 16 | 337 | 30 | 316 | 362 | 0 | 0 | 135 | 55% | 1.76 | 44% |
| Wednesday | 12/22/2021 | 834 | 343 | 27 | 21 | 370 | 34 | 361 | 491 | 0 | 0 | 159 | 60% | 1.84 | 39% |
| Thursday | 12/23/2021 | 996 | 236 | 38 | 1 | 274 | 9 | 248 | 760 | 0 | 0 | 125 | 77% | 1.58 | 79% |
| Friday | 12/24/2021 | 989 | 131 | 19 | 0 | 150 | 0 | 140 | 858 | 2 | 0 | 93 | 82% | 1.32 | 82% |
| Saturday | 12/25/2021 | 237 | 69 | 7 | 0 | 76 | 2 | 79 | 168 | 0 | 0 | 46 | 75% | 1.33 | 89% |
| Sunday | 12/26/2021 | 235 | 115 | 10 | 0 | 125 | 1 | 127 | 120 | 1 | 0 | 65 | 78% | 1.52 | 68% |
| Monday | 12/27/2021 | 800 | 270 | 33 | 0 | 303 | 3 | 287 | 530 | 0 | 0 | 165 | 90% | 1.47 | 83% |
| Tuesday | 12/28/2021 | 610 | 293 | 17 | 0 | 310 | 13 | 308 | 317 | 0 | 0 | 182 | 79% | 1.69 | 72% |
| Wednesday | 12/29/2021 | 688 | 303 | 18 | 4 | 321 | 18 | 311 | 385 | 3 | 0 | 159 | 72% | 1.73 | 44% |
| Thursday | 12/30/2021 | 677 | 314 | 20 | 0 | 334 | 18 | 333 | 363 | 0 | 0 | 170 | 71% | 1.74 | 72% |
| Friday | 12/31/2021 | 954 | 179 | 19 | 0 | 198 | 23 | 190 | 756 | 0 | 0 | 132 | 86% | 1.44 | 89% |
| SUMMARY | | 19,376 | 8,151 | 910 | 569 | 9,061 | 816 | 8,500 | 8,394 | 11 | 0.06 | 3,714 | 59.44% | 1.68 | 47% |

Information Update – January 2022 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: February 15, 2022

JANUARY 2022 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget by \$110,126 (12%) for the month of January.
- Other Operating revenue category is over budget by \$43,062 (79%) for the month as we received fourth quarter settlement/reconciliation for advertising revenue in January.
- The passengers service revenue is under budget by \$148,246 (-28%) for the month of January. During winter months, ridership usually shows a decrease, but the effect of the pandemic is the dominating factor behind lagging revenue in this category.
- PMTF revenue is the same as budgeted. Our PMTF (State Grant) 1st claim of 2022 will be submitted after the end of first quarter. We accrue monthly revenue in lieu of that.
- Local Transit Operating Income Tax revenue & Property Tax Revenue are same as the budgeted revenue.
- Service Reimbursement Program revenue is under budget by \$3,344 (-10%) for the month.

The Total Revenue for the agency is slightly over budget by \$1,597 (<1%) for the month of January.

Expenditures

I) Personnel Services

- Fringe benefits are under budget for the month by \$98,091 (-6%).
- Overtime expenses continue to trend higher due to shortage of drivers and mechanics and unfilled vacancies. It is over budget by \$242,678 (104%) for the month of January. However, it offsets the under-budget salary expenses.
- Salary expenses are under budget by \$573,897 (-15%).

The Personnel Services category is under budget by \$429,311 (-7%) for the month of January.

II) Other Services and Charges

Usually, expenses under this category come under budget in the first couple of months of the year due to couple of reasons such as, many vendors providing services to IndyGo may not have closed their fiscal year and/or reconciled January and IndyGo's ongoing 2021 fiscal year end related processes in the month of January 2022. It usually trues up in the February month financials.

- Claims were over budget by \$545,919 (186%) due to the fact that a large settlement claim was paid out in the month of January.
- Miscellaneous Expense category is under budget for the month by \$61,137 (-81%). A lumpsum budget pertaining to Travel and Training and Staff Development is housed in this line item for which we can expect to see some movement in this category later during the year.
- Purchased Transportation category is on budget for January 2022 for the above-mentioned reasons about fiscal year end processes. The year to date expenses in the February financials will be reflective of the actual expenses.
- For the month the "Services" expense category is under budget by \$421,341 (-27%).
- Utilities expenses are under budget by \$4,000 (-2%) for the month.

Overall, the Other Services & Charges category is over budget by \$59,441 (2%).

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$68,413 (-19%) for the month.
- The maintenance materials category is under budget by \$61,449 (-14%).
- The other materials and supplies category is under budget by \$90,209 (-76%). January being the first month of the year, many one-time or annual expenses have not hit the month yet. We are expected to see the expenses go up in this category as we progress thru the year.
- For the month, the "Tires & Tubes" category is on budget.

For the month, the Total Materials and Supplies category is under budget by \$220,071 (-23%).

Overall, the expenditures came under budget by \$589,940 (-6%).

RECOMMENDATION:

Receive the report.

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



Indianapolis Public Transportation Corporation

5/2022 4:32 PM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 1

For the One Month Ending Monday, January 31, 2022

| | Current Month | | | | YTD | | | | |
|---|---------------------|---------------------|---------------------|----------------|---------------------|---------------------|---------------------|----------------|---------------------|
| | | | Budget | Budget | | | Budget | Budget | PRIOR |
| | | | Variance | Variance | | | Variance | Variance | YTD |
| | Actual | Budget | \$ | % | Actual | Budget | \$ | % | Actual |
| Operating Revenue | | | | | | | | | |
| Federal Assistance | 1,031,122.00 | 920,996.00 | 110,126.00 | 11.96 | 1,031,122.00 | 920,996.00 | 110,126.00 | 11.96 | 948,548.00 |
| Other Operating Income | 97,532.84 | 54,471.00 | 43,061.84 | 79.05 | 97,532.84 | 54,471.00 | 43,061.84 | 79.05 | 24,401.64 |
| Passenger Service Revenue | 388,360.97 | 536,607.00 | (148,246.03) | (27.63) | 388,360.97 | 536,607.00 | (148,246.03) | (27.63) | 373,871.72 |
| PMTF Revenue | 936,666.00 | 936,666.00 | | 0.00 | 936,666.00 | 936,666.00 | | 0.00 | 802,855.00 |
| Local Property & Excise Tax Revenue | 3,120,906.00 | 3,120,906.00 | | 0.00 | 3,120,906.00 | 3,120,906.00 | | 0.00 | 3,005,797.00 |
| Local Transit Income Tax Revenue | 3,390,738.00 | 3,390,738.00 | | 0.00 | 3,390,738.00 | 3,390,738.00 | | 0.00 | 3,225,979.00 |
| Service Reimbursement Program | 31,243.00 | 34,587.00 | (3,344.00) | (9.67) | 31,243.00 | 34,587.00 | (3,344.00) | (9.67) | 38,651.00 |
| Total Operating Revenues | 8,996,568.81 | 8,994,971.00 | 1,597.81 | 0.02 | 8,996,568.81 | 8,994,971.00 | 1,597.81 | 0.02 | 8,420,103.36 |
| Operating Expenses | | | | | | | | | |
| Personal Services | | | | | | | | | |
| Fringe Benefits | 1,543,922.26 | 1,642,013.17 | (98,090.91) | (5.97) | 1,543,922.26 | 1,642,013.17 | (98,090.91) | (5.97) | 1,340,338.93 |
| Overtime | 476,840.44 | 234,162.77 | 242,677.67 | 103.64 | 476,840.44 | 234,162.77 | 242,677.67 | 103.64 | 312,570.54 |
| Salary | 3,246,098.49 | 3,819,995.92 | (573,897.43) | (15.02) | 3,246,098.49 | 3,819,995.92 | (573,897.43) | (15.02) | 3,443,372.40 |
| Total Wages and Benefits | 5,266,861.19 | 5,696,171.86 | (429,310.67) | (7.54) | 5,266,861.19 | 5,696,171.86 | (429,310.67) | (7.54) | 5,096,281.87 |
| Other Services & Charges | | | | | | | | | |
| Claims | 839,870.01 | 293,950.67 | 545,919.34 | 185.72 | 839,870.01 | 293,950.67 | 545,919.34 | 185.72 | 502,904.07 |
| Miscellaneous Expenses | 14,672.96 | 75,810.06 | (61,137.10) | (80.65) | 14,672.96 | 75,810.06 | (61,137.10) | (80.65) | 2,389.24 |
| Purchased Transportation | 998,213.69 | 998,213.69 | | 0.00 | 998,213.69 | 998,213.69 | | 0.00 | 989,857.72 |
| Services | 1,161,644.81 | 1,582,985.86 | (421,341.05) | (26.62) | 1,161,644.81 | 1,582,985.86 | (421,341.05) | (26.62) | 1,434,870.48 |
| Total Utilities | 190,291.67 | 194,291.67 | (4,000.00) | (2.06) | 190,291.67 | 194,291.67 | (4,000.00) | (2.06) | 151,604.70 |
| Total Other Services & Charges | 3,204,693.14 | 3,145,251.95 | 59,441.19 | 1.89 | 3,204,693.14 | 3,145,251.95 | 59,441.19 | 1.89 | 3,081,626.21 |
| Materials & Supplies | | | | | | | | | |
| Fuel & Lubricants | 284,299.67 | 352,712.69 | (68,413.02) | (19.40) | 284,299.67 | 352,712.69 | (68,413.02) | (19.40) | 256,766.55 |
| Maintenance Materials | 379,929.30 | 441,378.36 | (61,449.06) | (13.92) | 379,929.30 | 441,378.36 | (61,449.06) | (13.92) | 341,533.34 |
| Other Materials & Supplies | 28,506.82 | 118,715.95 | (90,209.13) | (75.99) | 28,506.82 | 118,715.95 | (90,209.13) | (75.99) | 47,711.79 |
| Tires & Tubes | 51,010.24 | 51,010.24 | | 0.00 | 51,010.24 | 51,010.24 | | 0.00 | 66,666.67 |
| Total Materials & Supplies | 743,746.03 | 963,817.24 | (220,071.21) | (22.83) | 743,746.03 | 963,817.24 | (220,071.21) | (22.83) | 712,678.35 |
| Total Operating Expenses | 9,215,300.36 | 9,805,241.05 | (589,940.69) | (6.02) | 9,215,300.36 | 9,805,241.05 | (589,940.69) | (6.02) | 8,890,586.43 |
| OPERATING INCOME/(LOSS) | (218,731.55) | (810,270.05) | 591,538.50 | | (218,731.55) | (810,270.05) | 591,538.50 | | |
| NET INCOME/(LOSS) | (218,731.55) | (810,270.05) | 591,538.50 | (73.01) | (218,731.55) | (810,270.05) | 591,538.50 | (73.01) | (470,483.00) |

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| Capital Plan Group | Capital Plan Project | 2022 Budget | Total 2022 Appropriation | YTD Expenses | Remaining 2022 Appropriations |
|---|--|-------------------|--------------------------|---------------|-------------------------------|
| BRT & On-Street Infrastructure | 30th Street Two-way Conversion Project (Construction) | - | - | - | - |
| BRT & On-Street Infrastructure | Blue Line BRT | 5,746,450 | 5,746,450 | - | 5,746,450 |
| BRT & On-Street Infrastructure | Michigan Street Two-way Conversion Project (Construction) | - | - | - | - |
| BRT & On-Street Infrastructure | Purple Line BRT | 57,900,000 | 57,900,000 | - | 57,900,000 |
| BRT & On-Street Infrastructure | Red Line Phase II & III (to County Line) | - | - | - | - |
| BRT & On-Street Infrastructure | Red Line Signal Modifications - APB and BRT | 345,000 | 345,000 | - | 345,000 |
| BRT & On-Street Infrastructure | Red Line BRT | - | - | - | - |
| BRT & On-Street Infrastructure | Rub Rails | 580,000 | 580,000 | - | 580,000 |
| BRT & On-Street Infrastructure | Rural Street Underpass Clearance (Construction) | - | - | - | - |
| BRT & On-Street Infrastructure | Rural Street Underpass Clearance (Design and NEPA) | 710,000 | 710,000 | - | 710,000 |
| BRT & On-Street Infrastructure | South Madison Park and Ride | 350,000 | 350,000 | - | 350,000 |
| BRT & On-Street Infrastructure | Super Stops 1.0 Delaware Street & 2-way conversion of Ft Wayne (Delaware to Alabama) | 70,000 | 70,000 | - | 70,000 |
| BRT & On-Street Infrastructure | Super Stops 2.0 Alabama, Ft Wayne and Vermont Stations, 2 each. | 2,886,000 | 2,886,000 | - | 2,886,000 |
| BRT & On-Street Infrastructure | Transit Signal Priority (Installation) | 1,450,000 | 1,450,000 | - | 1,450,000 |
| BRT & On-Street Infrastructure | Transit Stop Amenities: Shelters, Signs, Benches & Construction | 900,000 | 900,000 | - | 900,000 |
| BRT & On-Street Infrastructure Total | | 70,937,450 | 70,937,450 | - | 70,937,450 |
| Facilities | 1501 - Exterior Door Replacement (formerly Security Upgrades / Enhanced Security) | 93,185 | 93,185 | - | 93,185 |
| Facilities | 1501 - Garage Conversion, AC to DC | 2,721,270 | 2,721,270 | - | 2,721,270 |
| Facilities | 1501 - Security Door Upgrades | 400,000 | 400,000 | - | 400,000 |
| Facilities | CNC Mill | - | - | - | - |
| Facilities | CTC - Level Boarding and In-ground Charging | 570,000 | 570,000 | - | 570,000 |
| Facilities | CTC - Lounge / Office Renovations | 125,000 | 125,000 | - | 125,000 |
| Facilities | East Campus - Facilities | 17,520,040 | 17,520,040 | - | 17,520,040 |
| Facilities | Fuel Management System Upgrade | 401,755 | 401,755 | - | 401,755 |
| Facilities | Fuel Piping | - | - | - | - |
| Facilities | Golf Carts Replacement | - | - | - | - |
| Facilities | Maintenance Heavy Equipment Replacement | 300,000 | 300,000 | 56,302 | 243,698 |
| Facilities | Metal Breaks | - | - | - | - |
| Facilities | Steam Cleaner (Hotsey) | 25,000 | 25,000 | - | 25,000 |
| Facilities | Tire Bay Demolition | 250,000 | 250,000 | - | 250,000 |
| Facilities | Utility Vehicle/ATV | 28,000 | 28,000 | - | 28,000 |
| Facilities | Veeder Root | 50,000 | 50,000 | - | 50,000 |
| Facilities | Wall Repair | 350,000 | 350,000 | - | 350,000 |
| Facilities | Zero Turn Mower | - | - | - | - |
| Facilities | South Madison - Facilities | - | - | - | - |
| Facilities | Solar Array Expansion (1501) | - | - | - | - |
| Facilities | Michigan Avenue - Facilities | - | - | - | - |
| Facilities | Bus Charging Infrastructure in Garage | - | - | - | - |
| Facilities Total | | 22,834,250 | 22,834,250 | 56,302 | 22,777,948 |
| Finance | Farebox Maintenance / Replacement | 382,500 | 382,500 | - | 382,500 |
| Finance | Fare Collection/Validation System | - | - | - | - |
| Finance Total | | 382,500 | 382,500 | - | 382,500 |
| Fleet | Fixed-Route Bus Replacement, BYD Electric Buses for Purple Line 2022 | 14,267,000 | 14,267,000 | - | 14,267,000 |

| Capital Plan Group | Capital Plan Project | 2022 Budget | Total 2022 Appropriation | YTD Expenses | Remaining 2022 Appropriations |
|-------------------------------------|--|--------------------|--------------------------|---------------|-------------------------------|
| Fleet | Fixed-Route Bus Replacement/Expansion, 40' Buses | - | - | - | - |
| Fleet | Paratransit Bus Replacement | 1,450,000 | 1,450,000 | - | 1,450,000 |
| Fleet | Support Vehicle Replacement | 280,000 | 280,000 | - | 280,000 |
| Fleet Total | | 15,997,000 | 15,997,000 | - | 15,997,000 |
| Information Technology | Mobility Concierge | 240,000 | 240,000 | - | 240,000 |
| Information Technology | Radio Equipment & Accessories | 32,000 | 32,000 | - | 32,000 |
| Information Technology | Vehicle CCTV Replacement | 1,255,000 | 1,255,000 | 10 | 1,254,990 |
| Information Technology | Vehicle Communication Replacement | - | - | - | - |
| Information Technology | Vehicle ITS Replacement | - | - | - | - |
| Information Technology | Miscellaneous Capital Purchase for IT | - | - | - | - |
| Information Technology | Mobility Technology Services | - | - | - | - |
| Information Technology | Disaster Recover and Business Continuity Plan | - | - | - | - |
| Information Technology Total | | 1,527,000 | 1,527,000 | 10 | 1,526,990 |
| Safety & Security | East Campus - Security, Visitor Management | 27,650 | 27,650 | - | 27,650 |
| Safety & Security Total | | 27,650 | 27,650 | - | 27,650 |
| Grand Total | | 111,705,850 | 111,705,850 | 56,312 | 111,649,538 |

Note: 2021 appropriations and encumbrances approved to roll into 2022 will be reported in February, once the purchase order roll-over process has been completed.

Procurement Activity Report/Forecast
Feb-22

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

| Project # | Project Name | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Apr-22 |
|-----------|---|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| NA | 3D Maintenance Training Software | | | | Awarded | Contracted/Kickoff | | |
| 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 | | | |
| 22-01-432 | DEI Consultant | | | | | | Released | |
| 16-12-247 | Construction Management Software | | | | | Renewal | | |
| 21-09-420 | East Campus- Building B Const. | Released | Received | Awarded Contracted | | | | |
| NA | Electric Bus Charging Software | | | Withdrawn | | | | |
| NA | Emergency Paratransit Services | | | | Closeout | | | |
| NA | Facility UV Lighting | | | Released Received | Awarded | Contracted/Kickoff | | |
| NA | Fare System Analysis | | Released Received | Awarded Contracted | | | | |
| NA | Fuel Intake Study | | Released Received | Awarded Contracted | | | | |
| NA | Furniture Decommissioning | | | | Released | Awarded Contracted | | |
| NA | HASTUS | | | Renewal | | | | |
| 21-08-413 | HVAC Services | Released Received | | Awarded | Contracted/Kickoff | | | |
| 21-05-404 | Independent Audit Services | 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 | Motor Pool Vehicles | Awarded | Contracted/Kickoff | | | | | |
| 21-09-422 | New Facilities- Office Furniture | Received | Awarded | Awarded Contracted | | | | |
| TBD | Occupational Health & Testing | | | | | | Released | |
| 21-09-425 | On-Call Catering | Received | | | Awarded | Contracted/Kickoff | | |
| 21-09-427 | Operator Uniforms | Released | | Received | Awarded | Contracted/Kickoff | | |
| 17-09-271 | Paratransit Operations | Closeout | | | | | | |
| NA | Pest Control | | | | | Released | | Received |
| 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 | Received | | Awarded | Contracted/Kickoff | | | |
| 21-08-416 | Red Line Crack Sealing | Contracted/Kickoff | | | | | | |
| 22-02-437 | Red Line 2022 HMA & PCCP Maintenance | | | | | Released | | |
| 21-09-421 | Red Line HMA | Received Withdrawn | | | | | | |
| NA | Safety & Claims Electronic Tracking Sytem | | Released Received | Awarded Contracted | | | | |
| 21-11-433 | South Charging Facility Construction | | | Released | Received Awarded | Contracted/Kickoff | | |
| 18-08-303 | Supplier Diversity Support Services | | | | | Closeout | | |
| 21-09-425 | Transit Asset Mgt. Support | Released Received | | Awarded | | Contracted/Kickoff | | |
| 21-06-408 | UV Lighting for Buses | | Contracted/Kickoff | | | | | |
| NA | Vending | | | | | Released | Awarded | Contracted/Kickoff |
| 21-01-383 | Wellness Clinic | | Contracted/Kickoff | | | | | |
| TBD | Workers Compensation & Risk Mgt. | | | | | | Released | |
| 21-10-429 | Year End Inventory Consultant | | Released Received | Awarded Contracted | Closeout | | | |

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

Information Update – Transit Signal Priority (TSP) update

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Project Manager Civil Design Matt Duffy
Date: February 24, 2022

ISSUE: An update on Transit Signal Priority (TSP) will be presented at the Board meeting.

RECOMMENDATION: Receive the report

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Information Update – Insurance Renewals

To: Chari and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: February 24, 2022

Aon Insurance broker services

Executive Summary: 2022 Insurance Renewals

The insurance market headwinds related to terms and pricing are still significant, and we were to expect rate increases on most placements. Our strategy was to approach incumbent carriers and consider alternative markets if indicated terms were unfavorable or outside market pricing ranges.

Retained Limits GL/Auto: We received a quote with an approximate 10% increase at \$275,000. This is a favorable quote as ridership miles increased nearly 46%. This is a multi-line liability policy and Munich-Re uses a blended rate considering multiple exposures such as payroll, bus fleet, revenue, and ridership miles.

Cyber liability: The cyber quote came in at a little below a 10% increase in premium, which is a much better pricing result than we expected. Early projections were 25% to 50%+ increases for 2022. The quoted rate is competitive considering the market conditions and IndyGo's specific class of business, as the public entity space has seen a lot of cyber claim frequency. Aon worked through some additional information requests to remove a few subjectivities, but Coalition has confirmed that no additional information was needed to bind the quote. IndyGo continues to make improvements within our infostructure and end user security practices. IndyGo has recently participated in a Cyber Exercise to test the capacity of our systems and policies. These actions are working to drive down risk and premium.

Property Program: Aon and IndyGo met on September 20th, to formulate a 2022 renewal strategy. Aon discussed possible rate increases for the property tower in the range of average market conditions (10% - 20% increase). Great American IndyGo's current underwriter provided a competitive primary quote with a few value adjustments at certain IndyGo properties. Aon's broking team was also able to leverage additional carrier capacity on the excess placements to keep the overall program rate increase under 10%. Premium comparisons for 2021 to 2022 have been included on the following page. IndyGo property and capital values increased by 5.67% or \$ 14,980,722 over the last year.

Management Liability: The IndyGo commercial crime quote came back at near a flat premium with no change in terms. For the Public Official and Fiduciary renewal, needed information was delayed and IndyGo was forced to extend existing coverages and limits for 30 days. On January 31st, coverage was bound for IndyGo including the officers and board members of the Indianapolis Public Transportation Foundation.

Additional lines of coverage: IndyGo requested a new line of coverage late last year for the State of Indiana, Commercial Driver Licensors certification program. Anticipated premiums have been quoted at \$7,500 for the year 2022.

Builders Risk and OPPI coverage: IndyGo has prepared for the construction of the anticipated Purple-Line bus rapid line. Solicitations for bidders included a Contractor Controlled Insurance Program (CCIP). IndyGo is currently evaluating the required insurance documents related to the contractor's responsibilities and coverage limits. IndyGo has engaged Aon to help define risk and to prepare a quote for an Owner Controlled Insurance Program (OCIP). IndyGo contractually has the option to exercise either option that would be in the best interest for IndyGo and or the Purple-Line project. If IndyGo pursues an OCIP, this would be a new line of coverage within the scope of the current Aon broker contract. Additional information and financials will be made available soon.

Premium/Fee Summary

| Coverage | January 1, 2021-22 | January 1, 2022-23 | % Change |
|---|------------------------------|------------------------------|---------------|
| Property | Layered Tower Program | Layered Tower Program | |
| Total Insured Values | \$ 264,396,228 | \$ 279,376,950 | 5.67% |
| Property Rate | \$ 0.2281 | \$ 0.2500 | 9.62% |
| CNA premium | | | |
| Great American premium | \$ 354,358 | \$ 405,512 | 14.44% |
| rate per \$100 of value | \$ 0.1340 | \$ 0.1451 | 8.30% |
| RSUI premium | \$ 71,136 | \$ 72,839 | 2.39% |
| Homeland Premium | \$ 104,296 | \$ 83,750 | |
| Hallmark premium | \$ 31,123 | \$ 36,000 | |
| Mitsui premium | \$ 42,178 | \$ 58,967 | |
| Scottsdale | | \$ 41,500 | |
| Total Premium w/o TRIA | \$ 603,091 | \$ 698,568 | 15.83% |
| TRIA Premium (Optional) | Declined | Declined | |
| Estimated Taxes/Fees | | \$ 4,544 | |
| Total Premium w/ TRIA | \$ 603,091 | \$ 703,112 | 16.58% |
| Retained Limits Liability w/ Sexual Abuse Coverage | Munich | Munich | |
| Premium - Revised quote | \$ 248,300 | \$ 275,000 | 10.75% |
| Surplus Lines Tax | \$ 6,208 | \$ 6,875 | 10.75% |
| Total Premium w/o TRIA | \$ 254,508 | \$ 281,875 | 10.75% |
| TRIA Premium (Optional) | \$ 2,500 | \$ 2,600 | 4.00% |
| Total Premium with TRIA | \$ 257,008 | \$ 284,475 | 10.69% |

Exposure Basis: Financials and Applications

| | | | |
|---------------------------------------|------------------|------------------|--------|
| Crime | AIG | AIG | |
| Premium | \$ 5,577 | \$ 5,594 | 0.30% |
| Fiduciary | Travelers | Travelers | |
| Premium | \$7,263 | \$ 8,004 | 10.20% |
| Public Officials - D&O/EPL | RSUI | RSUI | |
| Premium | \$ 42,750 | \$ 46,940 | 9.80% |
| Management Liability Premium | \$ 55,590 | \$ 60,538 | |

Rating Basis: Assets \$ 285,530,459 \$ 285,530,460 0.00%

| | | | |
|--------------|-----------------|-----------------|-------|
| Cyber | Coaltion | Coaltion | |
| Premium | \$ 14,330 | \$ 15,690 | 9.49% |

| | | | |
|-------------------------------|-------------------|---------------------|--|
| Total Premium w/o TRIA | \$ 927,519 | \$ 1,061,215 | |
|-------------------------------|-------------------|---------------------|--|

Information Update – Purple Line Outreach Update

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Communications and Marketing Lesley Gordon
Date: February 24, 2022

PURPLE LINE OUTREACH UPDATE

BACKGROUND:

The Purple Line is the second of the three planned bus rapid transit lines and will go into construction on or after March 7th with the first major closure. The Public Affairs team and the construction management team under the Capital Improvements department to coordinate outreach with the planned construction closures and impacts to the community. The public affairs team is using several traditional and innovative ways to reach the neighbors, businesses and riders and educate them on the impacts.

Traditional methods include media releases, public meetings, print, and radio advertisements. Both the VP of Communications and Marketing, Lesley Gordon and Carrie Black, Director of Communications have had proactive meetings with media outlets to go over the project ahead of the closures.

Public Affairs has increased the area of notification for all mailers, door hangers, and digital communication beyond the previous half of mile. We will be geotargeting the area between Meridian and Mitthoffer and 30th to 46th street. We have also added Nextdoor communication to increase the audience we are able to engage and help answer questions that might otherwise be answered incorrectly. Our team will also be geo-targeting all traffic and residents with digital ads that detail project updates and encourage those impacted to subscribe to the newsletter up to 2 million impressions.

The lead resource for all construction updates is the new and improved Purple Line website. The website has interactive features and maps that help detail detours and project timelines to the best of our ability. The website also makes our community toolkit available to anyone that request items from that toolkit that include open for business signage, newsletter spotlight, business specific detours, and one on one chats with our construction liaison.

The weekly newsletter is a three week look ahead sent to subscribers every Monday that will detail the specific impacts to motorists and riders.

We have activated our Transit Ambassadors to help with rider outreach. They will be at pop up events and riding the 39 specifically to help riders navigate the stop changes and update them on the project as it progresses.

RECOMMENDATION:

Receive the report.

Lesley Gordon

Vice President of Communications and Marketing

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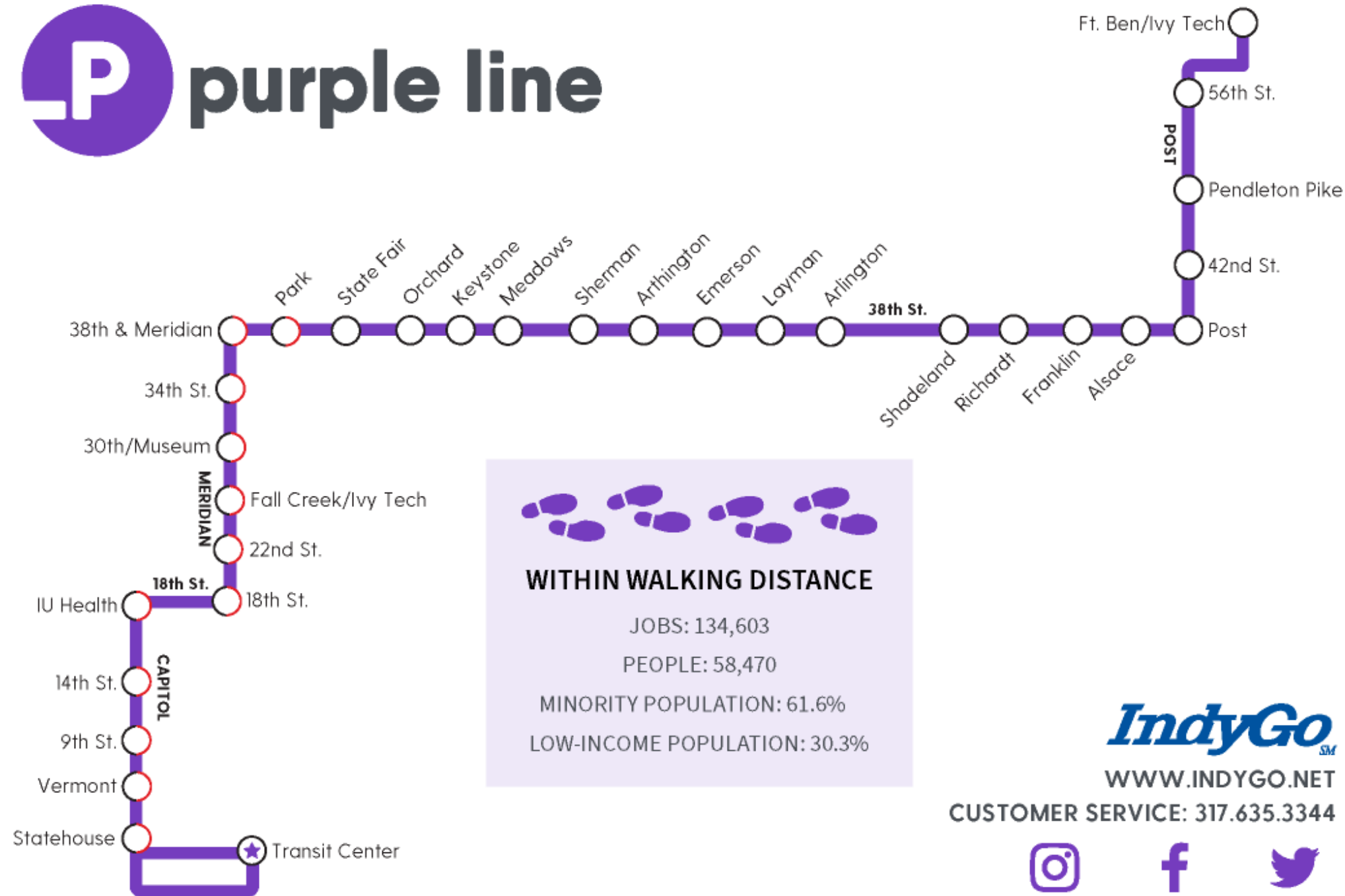


THRIVING THROUGH CONSTRUCTION

IndyGo
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PROJECT OVERVIEW



IndyGo
WWW.INDYGO.NET
CUSTOMER SERVICE: 317.635.3344

@IndyGoBus @IndyGoBus @IndyGoBus

- 15.2 Miles
- 30 Stations
- 90% Dedicated Bus Lanes
- \$188M Project Cost
- Within Walking Distance:
 - 134,603 Jobs
 - 58,470 People
 - 61.6% Minority Population
 - 30.3% Low-Income Population
- More than 25% reduction in transit travel times

PROGRESS



TIMELINE:

- Construction 2022 – 2024
- Purple Line Service – 2024

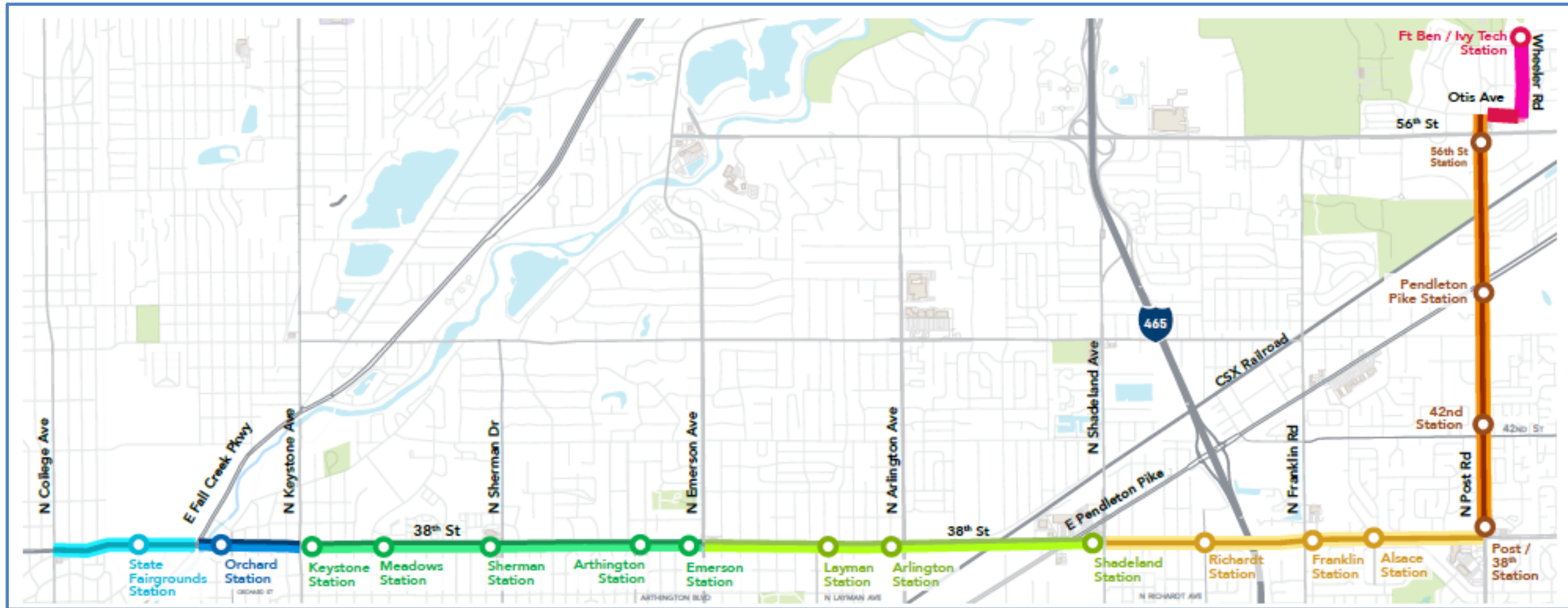
STATUS:

- 100% design completion
- Utility relocation underway
- Federal grant executed
- Construction contracts awarded

NEXT STEPS:

- Continued outreach
- Construction is starting

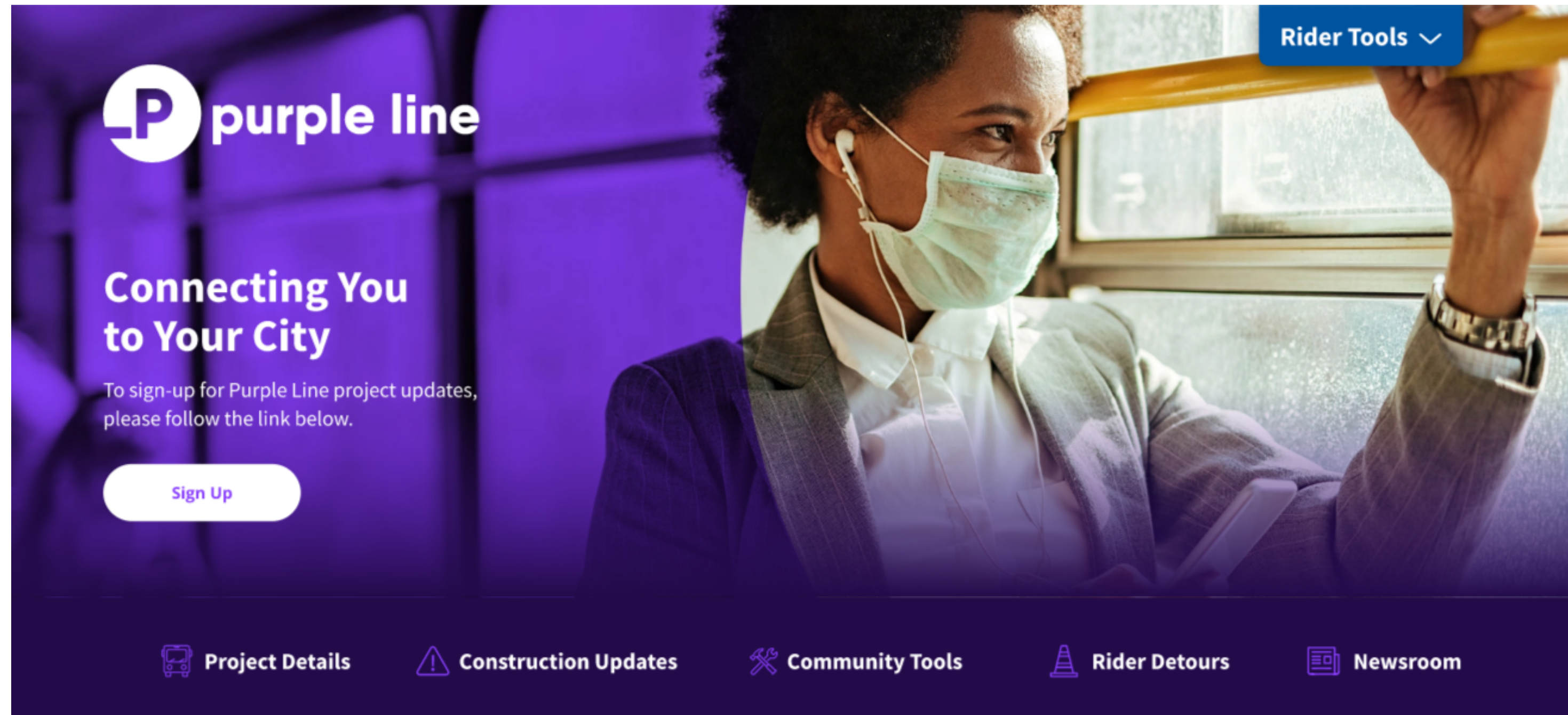
CONSTRUCTION SEGMENTS



- 38th Street - College Avenue to Fall Creek Parkway
- 38th Street - Fall Creek Parkway to Keystone Avenue
- 38th Street - Keystone Avenue to Emerson Avenue
- 38th Street - Emerson Avenue to Shadeland Avenue
- 38th Street - Shadeland Avenue to Post Road
- Post Road and Lawrence

13

WEBSITE LAUNCH



UPCOMING OUTREACH

The graphic features a purple background with a white diagonal line. In the top left corner is the 'purple line' logo. Below it, the text 'POP-UP DRIVE-THRU' is written in white. A large red banner with a white border is tilted across the center, containing the text 'POSTPONED DUE TO WEATHER' in red. At the bottom, there are three logos: 'IndyGo', 'INDIANA STATE FAIRGROUNDS & EVENT CENTER', and the website 'indygo.net/purple'. The background image shows a building and a green bus.

purple line

**POP-UP
DRIVE-THRU**

**POSTPONED
DUE TO WEATHER**

IndyGo  **INDIANA STATE
FAIRGROUNDS
& EVENT CENTER**

 indygo.net/purple

WEEKLY NEWSLETTER



*IndyGo*SM



Utility Relocation Underway

Utility companies have started relocating their facilities on 38th Street to make way for Purple Line construction. As utility work progresses, drivers should expect temporary

NEIGHBORHOOD OUTREACH

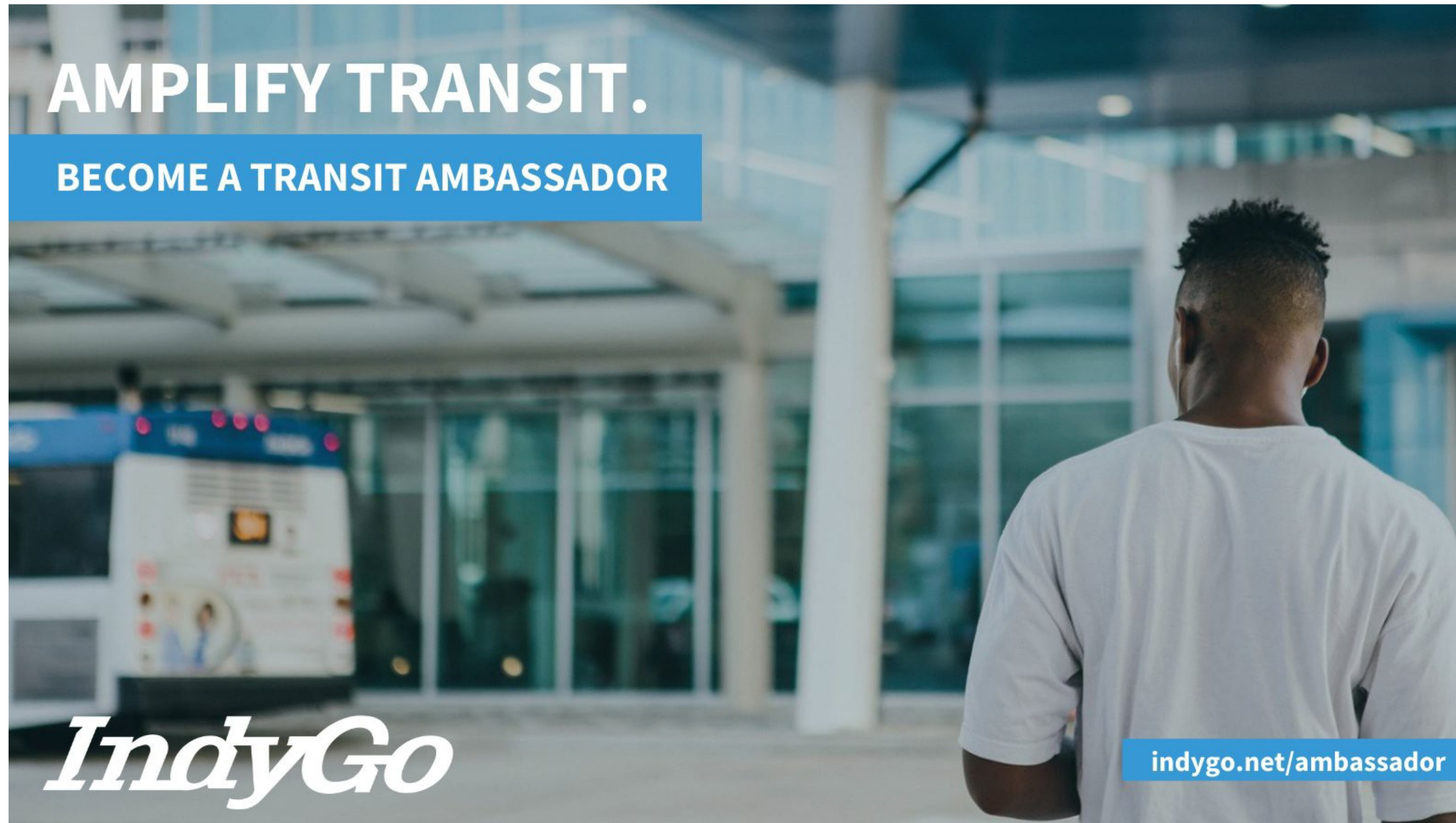
nextdoor



IndyGo

11,597 members
8,422 claimed households
60 neighborhoods

TRANSIT AMBASSADORS



OUTREACH TEAM



SPECIAL PROGRAMS MANAGER

Jordan Patterson



CONSTRUCTION LIAISON

Jarvis Jointer

Jarvis.Jointer@IndyGo.net



OUTREACH COORDINATOR

Deaon Smith II

Deaon.Smith@IndyGo.net



OUTREACH SPECIALIST

Alexander Pope



THANK YOU

QUESTIONS?

IndyGo
SM



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Risk and Safety Division Report – January 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: February 24, 2022

Risk and Safety

- IndyGo has begun the implementation of the new Track-it cloud-based reporting system. This system was procured to eliminate paper reports, provide real-time data, simplify processes, reduce errors, and improve efficiencies. Reports will be submitted online or with a tablet in the future. The Track-it platform also allows for risk and accident claims to be performed from any location during emergency events or when the facility is unavailable. The first implementation is being tested by the IndyGo transportation supervisors and is expected to be fully operational by mid-March 2022.
- The IndyGo risk and safety team completed ahead of schedule the yearly federal reporting accident data to the National Transit Database (NTD). This information is used to analyze accident data and look for similarities amongst different modes of public transportation. Data then is shared with the Federal Transit Administration (FTA) in developing strategies and recommendations to improve public transportation. During this process, IndyGo looks at all last year's accident data to make recommendations on improving operations, routes, equipment, and training practices. This practice allows us to set new targets and goals for the upcoming year to reduce the frequency of traffic and passenger accidents.
- The risk and safety department has worked through January and continues to evaluate the safety and emergency response plans. This process is done at the beginning of each year before March 15th. Plans were sent out to all departments for new additions and updates. Plans will then be distributed to all divisions to educate staff and update them to prepare for emergency response events.
- Updated and reviewed sections of the Agency Safety Plan. Working with other departments to update the sections of the Agency Safety Plan (ASP) that are scheduled for annual review and approval.
- On February 9, 2022, India Davidson, IndyGo Safety and Environmental Manager resumed rendering IndyGo's Spill Prevention Countermeasure Control Plan (SPCC) and IDEM Underground Storage Tank (UST) Class C Operator training. SPCC is an annual refresher training for all employees that dispense fuel and what to do in an emergency. India has developed a PowerPoint presentation and ten question assessment that is being added to the Learning Management System (LMS) to allow employees to complete annual training on-line

January 2022 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 January 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> |
|-------------------|-------------|------------------------------|-------------------------|
| James Wilson | 6780 | 32 | 43 |
| Cameron Irwin | 2877 | 20 | 25 |
| Llyod Gee | 1500 | 16 | 23 |
| Lakisha Carpenter | 8174 | 11 | 13 |
| Jack Wallace | 6306 | 10 | 17 |
| Carmon Bobbitt | 8474 | 9 | 9 |
| Wanda Ford | 8502 | 9 | 9 |
| Rachel Comer | 8665 | 7 | 8 |
| McKensey Rainey | 8547 | 7 | 9 |
| Donna Jandreau | 8421 | 6 | 10 |
| Tamanika Morrow | 8627 | 5 | 8 |
| Karen Malone | 9232 | 3 | 4 |
| Christina Freeman | 9131 | 2 | 4 |
| DaReil French | 9719 | 2 | 2 |
| Destiny Steele | 9432 | 2 | 3 |
| Patrick Rowe | 9566 | 1 | 3 |

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):

January 2022

| Annual Safety Performance Targets: for the Risk and Safety Department | | | | | | | | |
|--|---|--|-------------------------------------|-------------------------------------|--|---|---|---|
| Mode of Service | Fatalities (per 100k VRM) | Injuries - SS50 (per 100k VRM) | Safety Events - SS40 (per 100k VRM) | Operator Assaults (per 100k VRM) | Preventable Accidents (per 100k VRM) | Pedestrian Strikes (per 100k VRM) | Average Operator Injury Rate (IndyGo Worker's Compensation Claims Submitted) | Near Miss Reporting (Average Reports per Month) |
| Fixed Route | 0.00 | 0 | 0.96 | 0.32 | 2.89 | 0.00 | 2 | |
| Bus Rapid Transit (BRT) | 0.00 | 2.87 | 0.00 | 0.00 | 4.30 | 1.41 | 0 | |
| Para Transit | 0.00 | 0 | 1.03 | 0.00 | 0.00 | 0.00 | 0 | |
| All Modes of Service | 0.00 | 0.42 | 0.84 | 0.21 | 3.34 | 0.21 | 2.00 | 1 |
| 2021 IndyGo Reported Data (All Modes) | 0.00 | 0.35 | 0.90 | 0.02 | 2.48 | 0.05 | Average 5.75 a month (69 total) | 18 |
| 2020 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States | 0.0035 | 0.19 | 0.16 | No Data | No Data | 0.01 | No Data | No Data |
| 2022 Objective Targets (SPT) | 0 | <.19 | < 0.16 | 0 | < 2.23 | 0 | <5 per month | >36 |
| 2022 Risk and Safety Goals | Eliminate vehicle and employee fatalities | Reduce NTD Injuries to workers and passengers. 25% decrease from the prior year. | Reduce NTD Safety Events. | Eliminate Operator assaults to ZERO | Reduce Preventable Accidents to the lowest acceptable level. 10% decrease from the prior year. | Eliminate Pedestrian strikes and accidents to ZERO. | Reduce reported Operator Injuries that lead to a Worker's Compensation Claim. | Increase the utilization of the Near Miss Reporting System. |
| 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."

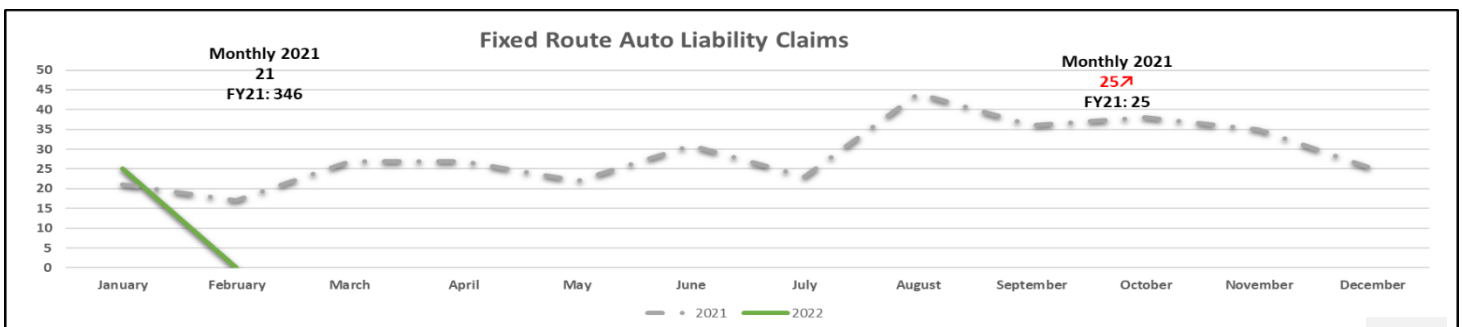
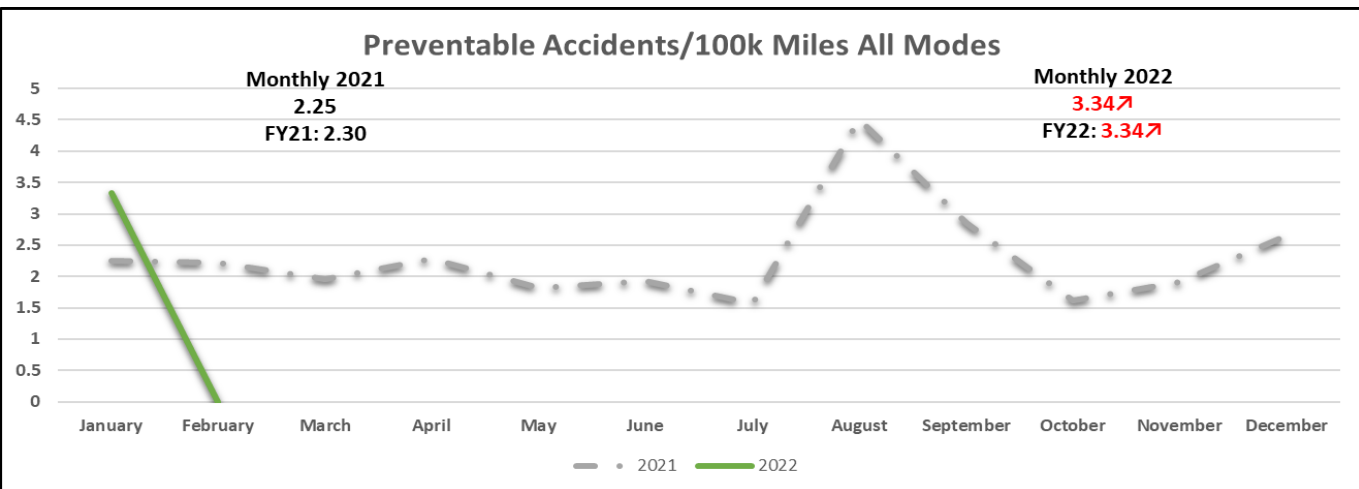
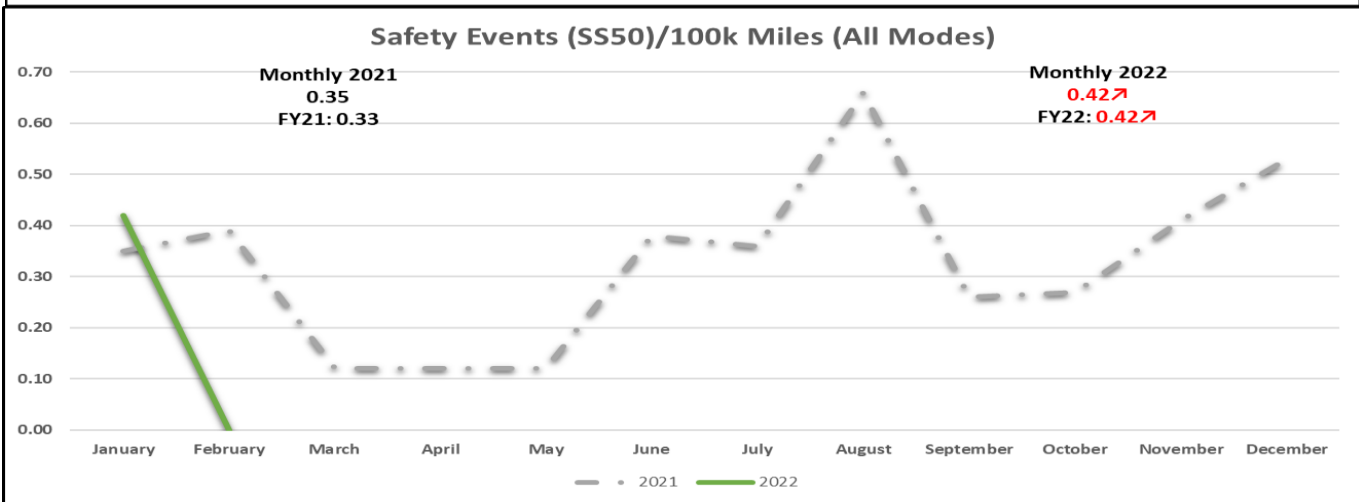
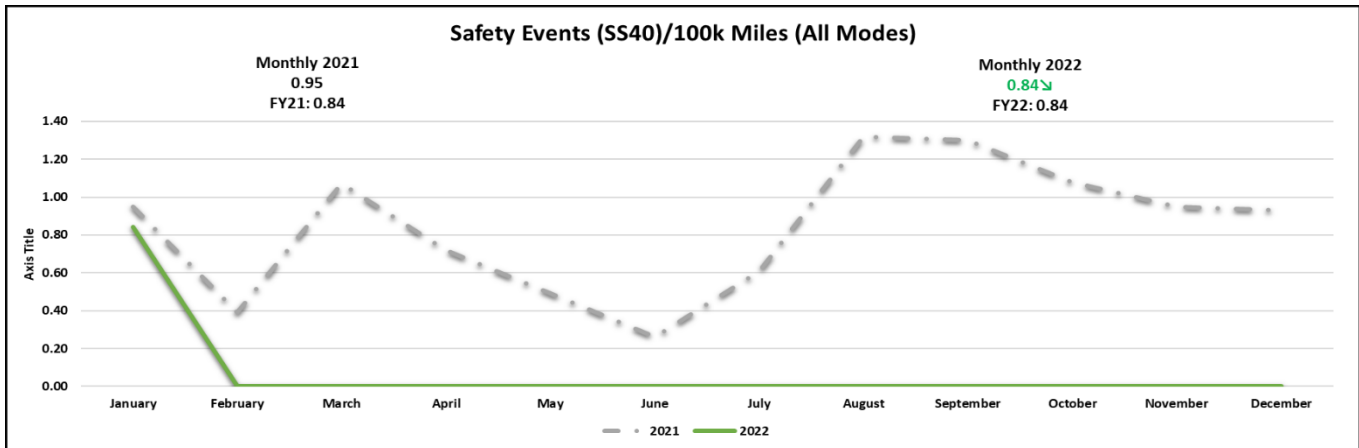
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

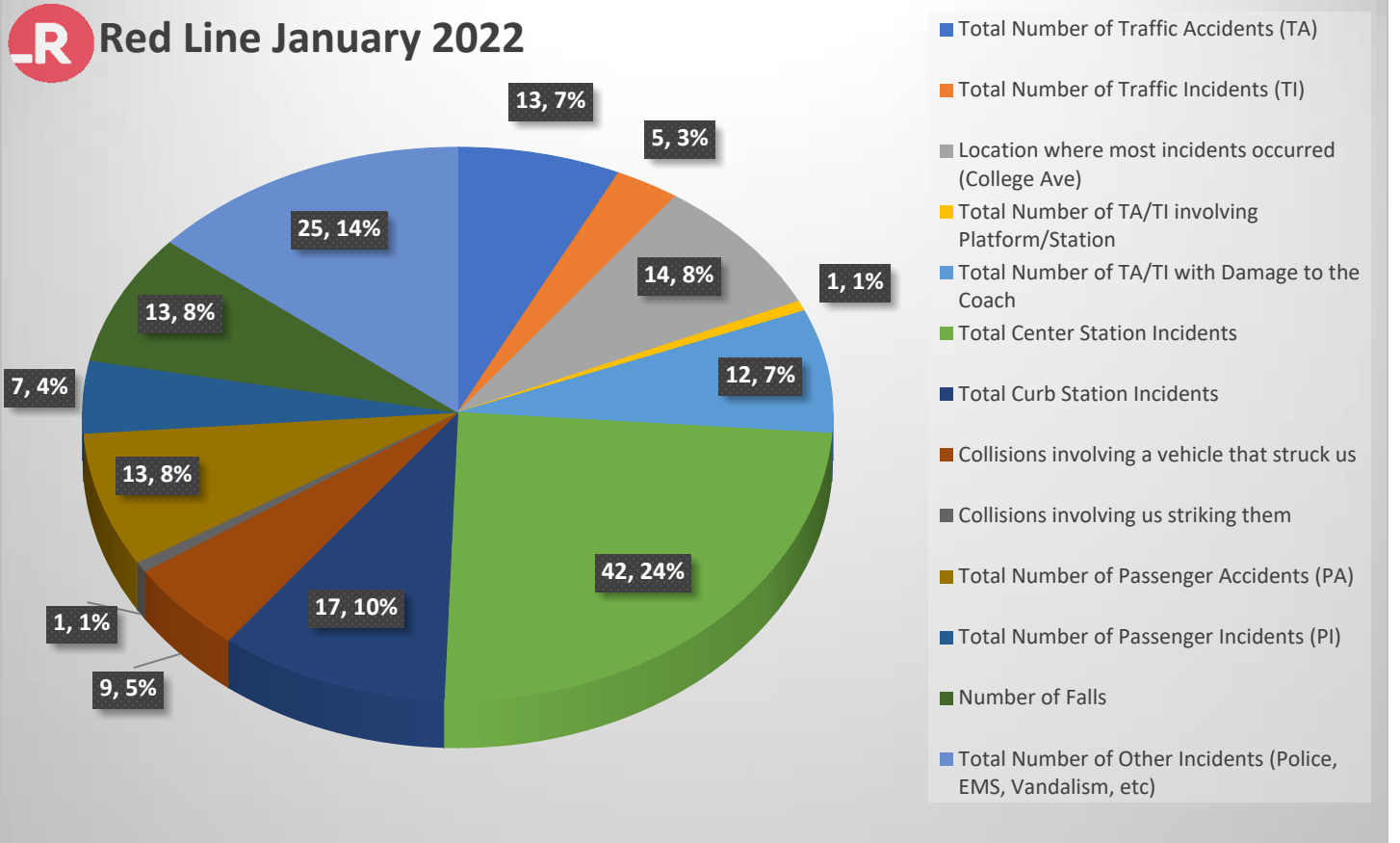
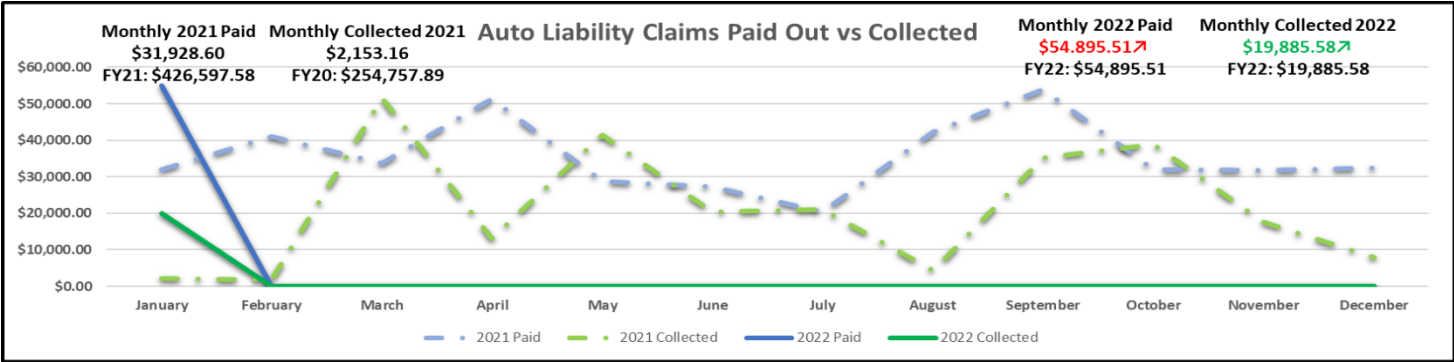
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker's Compensation Claim being filed.

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. Increase the utilization of the IndyGo Near Miss Reporting System.

Safety and Accident Data

January 2022 Compared to January 2021 Data All Modes:





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Planning & Capital Projects Division Report – January 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz
Date: February 24, 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 to create a mobility payment integration framework for IndyGo. Completed is an industry review report, and a review of the current state of IndyGo's fare collection system. Now in phase two, consultants and staff are preparing for a site visit this spring to conduct some testing and facilitate several workshops with IndyGo staff and potential partner agencies/entities. The testing that will occur will help to further identify and isolate the root cause(s) of some of the issues that have persisted over the past three years before engaging other transit providers to determine their needs and capacity for payment integration. These tasks, along with several related tasks, need to be completed in order to develop an integration framework complete with a governance structure, policy revisions, funding sources, project timelines, procurement procedures, and ways to identify and mitigate risks along the way. 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 that will be needed to establish a MaaS platform.

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. Since then, IndyGo staff have been working with the consulting team at Via to create the final plan and determine the design characteristics for the service.

The service area, or pilot zone, is approximately 18 square miles. Choosing service efficiency over customer convenience, the team has elected to offer a corner-to-corner service model where, for a fee, customers can travel anywhere in the mobility-on-demand zone by walking to, and then being dropped off at, a virtual bus stop that is typically somewhere between 1,000 and 2,000 feet (less than ½ a mile) away from where they request a ride from and where they are going. For the typical, able-bodied person, this is often no more than a five-minute walk. Customers can book their trip using the app provided by Via, or by calling Via's customer service phone number. Those that use the app will be directed to a virtual bus stop via the app. Those booking by phone can receive an SMS text message with the same information. This model is efficient in that it minimizes the number and type of detours that a driver must make and makes ride-sharing much more likely by having customers come – at least part of the way -- to the service (similar to fixed-route bus service) as opposed to offering a single customer door-to-door service. Another key aspect of this pilot design is that IndyGo's fixed-route bus services will also appear within the Via app and be visible to Via's customer service representatives, giving customers all of the shared mobility options available to them at the time of booking. In some instances, IndyGo bus will offer customers a more convenient and/or timely travel experience, and the app (or customer service representative) will be able to make this evident to the customer. It'll also make it possible for the customer to see how they might use the mobility-on-demand service to access the Red Line, for example, when they need to travel outside of the mobility-on-demand zone. The team is on target to complete phase one, collecting inputs, this month and has begun phase two, app development. Efforts to establish a growth and marketing strategy have

begun and will continue through final testing and launch of the service. Staff still anticipate being able to begin offering service this spring and are now targeting Wednesday, May 4, 2022, as the launch date.

As was previously reported, the overarching goal of this pilot is to explore the possibility of replacing low-performing fixed-route buses with a mobility on demand type service suitable for areas like the area southeast of downtown and is just one possible tool that IndyGo could potentially use to right-size its services in the future. For this, and other reasons, this mobility-on-demand pilot will be used to inform IndyGo's review of its network redesign.

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.

Still in the early planning stages, this pilot is anticipated to launch on Monday, March 7, 2022. An open house and press conference has been confirmed for Saturday, March 5, 2022. The Pathway Resource Center continues to staff up, and several of their drivers have received the proper credentialing to begin their training from RATP Dev. Pathway Resource Center was also able to secure additional funding from the City of Indianapolis to help support the launch of the pilot and operations during the pilot phase. Support from IndyGo includes both cash and in-kind contributions. IndyGo has pledged up to \$70,000 a year for operations for fiscal years 2022 and 2023, for a total of \$140,000 over the two years. In-kind contributions include the donation of five retired paratransit vehicles, full wraps for each of the vehicles, graphic design support services, and on-going support from staff who are subject matter experts in their field of practice.

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 by February 20 and the vehicle should be on-site for five days. Staff from New Flyer, Ballard, and AirProducts will be onsite for training and to address questions, both from IndyGo staffers and emergency responders.

Planning Activities: Long-Range Planning

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). Current eligible clients will be sent written communication to address several significant Open Door changes, including new half-fare for fixed-route for eligible riders.

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. The team has also begun reaching out to external partners, and policy and decision-makers to update them on the process and the team's findings. IndyGo's website has been updated to create a central online location with up-to-date information about this process and the eventual recommendations for [local route improvements](#). Included is one of what we expect to be several online, multilingual surveys that the IndyGo team can use to educate and gather feedback. Thanks in large part to the feedback and guidance we've received from committee members, and area stakeholders

these surveys are available in [English](#), [Spanish](#), [French](#), [Hakha Chin](#), and [Creole](#) so that respondents can learn about this process and answer the questions in the language they are most comfortable with. A special thank you to the IMPO for allowing us to use their MetroQuest subscription for these surveys. MetroQuest is a “gamified microlearning tool,” that is highly-visual and more interactive than the typical survey. Respondents become informed as they go, and thus are able to give informed feedback. Also included on the local route improvements project page is information, or placeholders, for upcoming opportunities for visitors to the page to become actively engaged in this process. It is anticipated that the IPTC Board of Directors will be asked to adopt the updated future service no sooner than May 2022, during a formal public hearing.

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. 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.

The survey will be open until the end of February. Interviews with human resource managers have started and grassroots organizations will be interviewed in the next several weeks.

Title VI – Program Update **NEW**

IndyGo operates its programs without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Every three years, IndyGo is required to review its services through the lens of Title VI. The Program Update reviews IndyGo’s contact with the general public, including its public outreach and services, to understand how well its policies are matching its practices. The FTA will review the Title VI Program Update and provide comments to IndyGo. IndyGo also routinely reviews its Title VI Program Update to ensure that any previous deficiencies are being addressed.

The last program submittal was in 2020, after the board approved the Title VI Program Update in January 2020. The next program update is due on or around January 31, 2023. Legal Services, Public Affairs, Operations, and Strategic Planning staff will complete this update in-house. It is anticipated that this next update to IndyGo’s Title VI Program will be brought before the IPTC Board of Directors as an action item in January 2023.

Title VI – Service Equity Analysis – Route 901 **NEW**

Any major service change, such as significant route changes and changes to fares, are analyzed. The analysis is intended to determine if the changes will significantly negatively impact minority populations (disparate impact) and/or low-income populations (disproportionate burden) as compared to non-minority populations and/or non-low-income populations. A finding of either requires mitigations, and an evaluation of alternatives. If an equity analysis is conducted, with limited exceptions, the board of directors must review, consider, and then adopt.

The service changes that went into effect in October 2020 included service reductions on several routes, including Route 901. All of these service changes were believed to be necessary to adequately respond to the COVID-19 Pandemic, and at that time it was thought that they would only be temporary changes. Because they were believed to be temporary service changes, no service equity analysis was conducted prior to implementation. However, it has been more than 12 months since these service changes were made and now IndyGo must do a service equity analysis for any changes that are considered to be major service changes per IndyGo’s adopted Title VI Program.

In reviewing the October 2020 changes, the changes to Route 901 were the only changes to meet or exceed IndyGo’s threshold for a major service change. As a result, IndyGo is required to perform a service equity analysis of the Route 901 changes and make a determination as to whether these changes have had or will have a disparate impact on minority communities or a disproportionate burden on low-income communities. This is an item is likely to come before the IPTC Board of Directors in March 2022, when the Board will be asked to take action board to review, consider, and take action, likely at the March 2022 board meeting.

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 riders to collect information on rider travel patterns, transit use, and other relevant information. Similar to the last on-board survey conducted in 2016, this year's on-board survey will provide an understanding of the demographic characteristics of IndyGo riders and enable staff to analyze travel patterns, fare payments, and transit use, among other data points. Collected data will be used by IndyGo for future planning analyses and to update the IMPO's regional travel demand model. This information will also be made available to others at IndyGo and the Foundation, which could be used in upcoming grant applications and when seeking support for the Mobility Access Fund.

The RFP process is anticipated to end in April, with the actual survey work taking place in Fall 2022.

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, started in January and is currently working on a GIS project and updating a zero-emission report.

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.

The TAM plan update is currently underway. An internal kickoff meeting with staff was held earlier this month. A kick-off meeting with the chosen consultant is also expected to occur before the end of the month.

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 this month.

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.

Special Section 5310 Call for Projects – Stimulus Funding

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 closed at the end of January. IndyGo staff are reviewing applications for completeness. At this time, there is no need to bring this before the board for action; none of the projects are capital expenditures.

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 5310 Program Management Plan Update *NEW*

As administrator of Section 5310 funds, IndyGo is required to complete and maintain a Program Management Plan (PMP). The PMP provides details on how IndyGo will distribute and oversee the program going forward. The PMP was last updated in 2015. During the most recent FTA triennial, reviewers wanted to see the program updated. IndyGo staff had planned to update the PMP in 2022 anyway, to align it with the update of the Coordinated Plan.

The update will require IndyGo to engage current and potential subrecipients, as well as the FTA. The update will be completed before the end of 2022.

Section 5307/5311 Transition Activities

Each county has completed the necessary procurements for public transit service. Vendors and county representatives signed the requisite contracts. At this time, the counties are ready to begin submitted reimbursement to IndyGo for its public transit services, as soon all Section 5311 funds are drawn down.

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. 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 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.

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
- Fare Modernization, Promo Codes, Event Tickets, and a potential Partner Portal
- Universal Sponsored Rides Program, 2022-2023SY and beyond
- IndyGo Strategic Plan update
- National Transit Database reporting for 2022
- Zero Emission Transition Plan
- Competitive Grants, RAISE FY2022
- Competitive Grants, Bus and Bus Facilities FY2022

ENGINEERING & CONSTRUCTION

Blue Line BRT

The Blue Line NEPA documentation and design are progressing. The NEPA process will culminate in a Documented Categorical Exclusion (DCE), which should be completed in the summer of 2022. 60% design documents will be submitted for review in May 2022.

The team continues to connect with the community, community leaders and stakeholders to communicate the Blue Line BRT configuration, benefits, and impacts.

Purple Line BRT

Construction has started on the Purple Line BRT. A virtual public meeting (presentation and Q&A) was held February 8, 2022, to share information about the construction schedule and expected closures and detours. Four in-person open houses were held on February 9 and 10 to share the same information at locations along the Purple Line. The CM team and IndyGo are meeting weekly with the contractors, stakeholders, and internally to monitor, communicate about, and manage the project.

Red Line BRT

Pavement maintenance will be conducted on the Red Line beginning in Q2 this year. Plans for asphalt patching, concrete bus pad maintenance, and rub rail installation is currently advertised. Bids are due in March 2022 and work is expected to begin in April and last through the 2024 construction season. 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. 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 March-April 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 covered 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 action item on the March or April 2022 Board agenda.

The installation of 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 | 4/2022 | 8/2022 |
| 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 | 3/2022 | 5/2022 |

Respectfully submitted,

Jennifer Pyrz, PE

Vice President of Infrastructure, Strategy, and Innovation

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

Public Affairs Division Report – January 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Communications and Marketing Lesley Gordon
Date: February 24, 2022

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR January 2022

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
Ashlynn Neumeyer, Communications Specialist
Alex Pope, Outreach Specialist

January 2022 *Board Report*



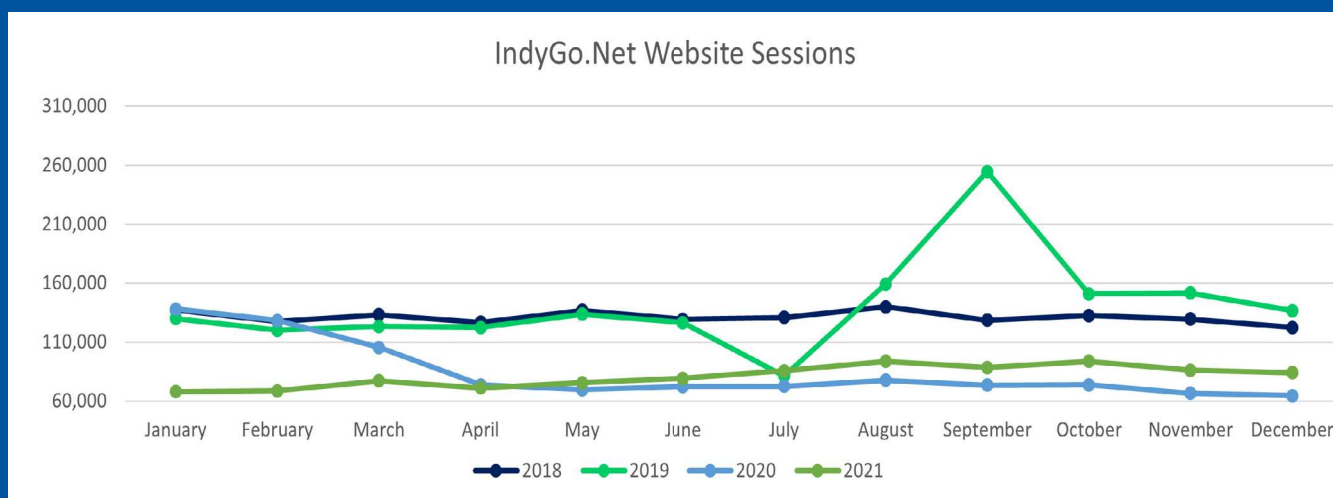
INDYGO.NET WEBSITE STATISTICS:

(1/1/2022-1/31/2022)

| | |
|--|----------|
| Page Views | 188,509 |
| Bounce Rate | 51.09% |
| New Users | 29,722 |
| Returning Users | 13,126 |
| Total Sessions | 86,167 |
| Total Monthly Sessions Comparison to Previous Year | ↑ 26.97% |

Mobile Share


| Date | Mobile | Desktop | Tablet |
|----------|--------|---------|--------|
| Jan-22 | 79.3% | 19.49% | 1.20% |
| Dec-21 | 81.26% | 17.43% | 1.31% |
| 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 | 80.20% | 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% |
| March-21 | 79.55% | 19.49% | 0.96% |
| Feb-21 | 78.48% | 20.49% | 1.03% |
| Jan-21 | 67.55% | 30.72% | 1.73% |



Media Mention Highlights

Multiple initiatives bringing infrastructure investments to 38th Street


10 PHOTOS
5:49 a.m. EST Jan. 30, 2022



Along East 38th Street on Tuesday, Jan. 18, 2022, in Indianapolis. Multiple initiatives are bringing infrastructure investments to the long-abandoned 38th Street corridor in the next couple years, from the Purple Line to traffic studies pushed by years of advocacy from groups of neighbors and businesses.


Dozens relocated after fire at east Indianapolis senior living facility

LOCAL NEWS
The Indianapolis Fire Department said all occupants and staff were evacuated from Crown Pointe Senior Living Community without injury.



Op-Ed: I serve over 500 families without vehicles. The Blue Line could change their lives.

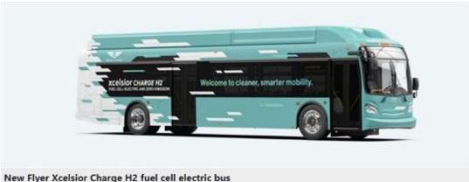
Jay Height
Published 9:42 a.m. EST Jan. 28, 2022 | Updated 9:59 a.m. EST Feb. 3, 2022



Central Indiana has made positive progress to improve access to reliable transit service across the city. But a bill being considered by the Indiana Senate, [Senate Bill 369](#), threatens to put the brakes on efforts that will lift individuals and families out of poverty in a city that ranks [among the worst](#) in the nation in economic mobility.

Hydrogen Fuel Cell Bus Council forms to promote zero transport

By Julian Buckley | 19 January 2022
46:1 min read



New Flyer Xcelior Charge H2 fuel cell electric bus
The Hydrogen Fuel Cell (HFC) Bus Council has been formed with the purpose of advancing the HFC bus economy in the United States.

The council is made up of a coalition of public transport agencies, manufacturers and suppliers working together to advance the US hydrogen fuel cell electric bus and its applications in public transport.


The council's mission is to inform policymakers, regulators and transportation stakeholders as to the benefits of HFC electric buses and related infrastructure.

NFI Group is a founding member of the council. Paul Souby, president and CEO, commented: "Fuel cell technology is a proven path to extended-range zero-emission mobility, and we are on the cusp accelerating its deployment and delivering immediate greenhouse gas reduction, cleaner air, and quiet transportation."

NFI currently offers the New Flyer Xcelior Charge H2 fuel cell electric bus in North America, a battery-electric vehicle using compressed hydrogen as an energy source and range extender. The bus can save between 85 to 135 tons of greenhouse gas per year from tailpipe emissions compared to a diesel bus.

Bill would 'cancel' IndyGo's Blue by banning dedicated bus lanes outside Mile Square

TRANSPORTATION
Keyle Dwyer
Indianapolis Star
Published 9:34 p.m. EST Jan. 19, 2022 | Updated 9:43 p.m. EST Jan. 19, 2022



Excitement over the Red Line's launch in Indianapolis in 2019 — including a period of free ridership — was curbed by reduced travel and service in 2020.

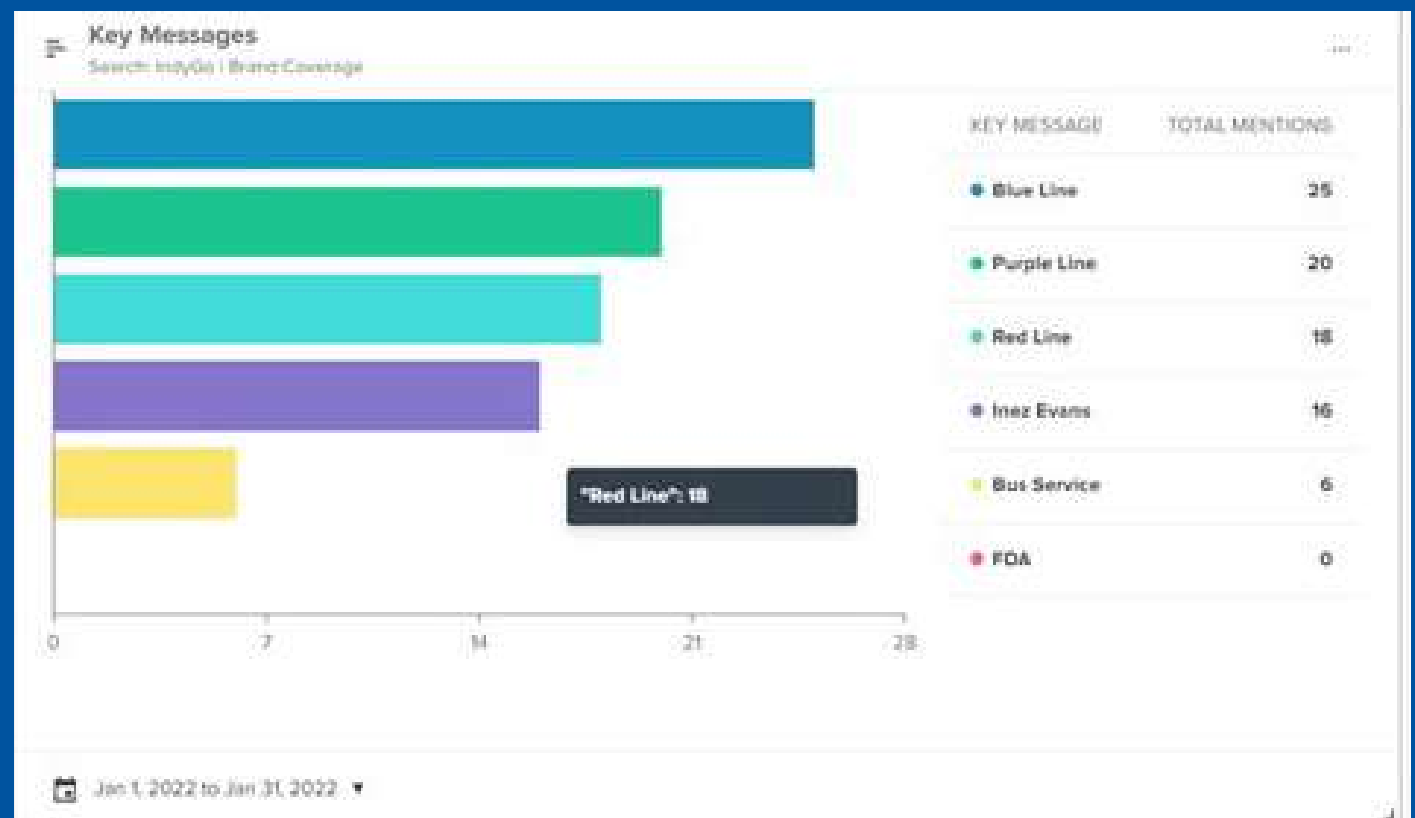
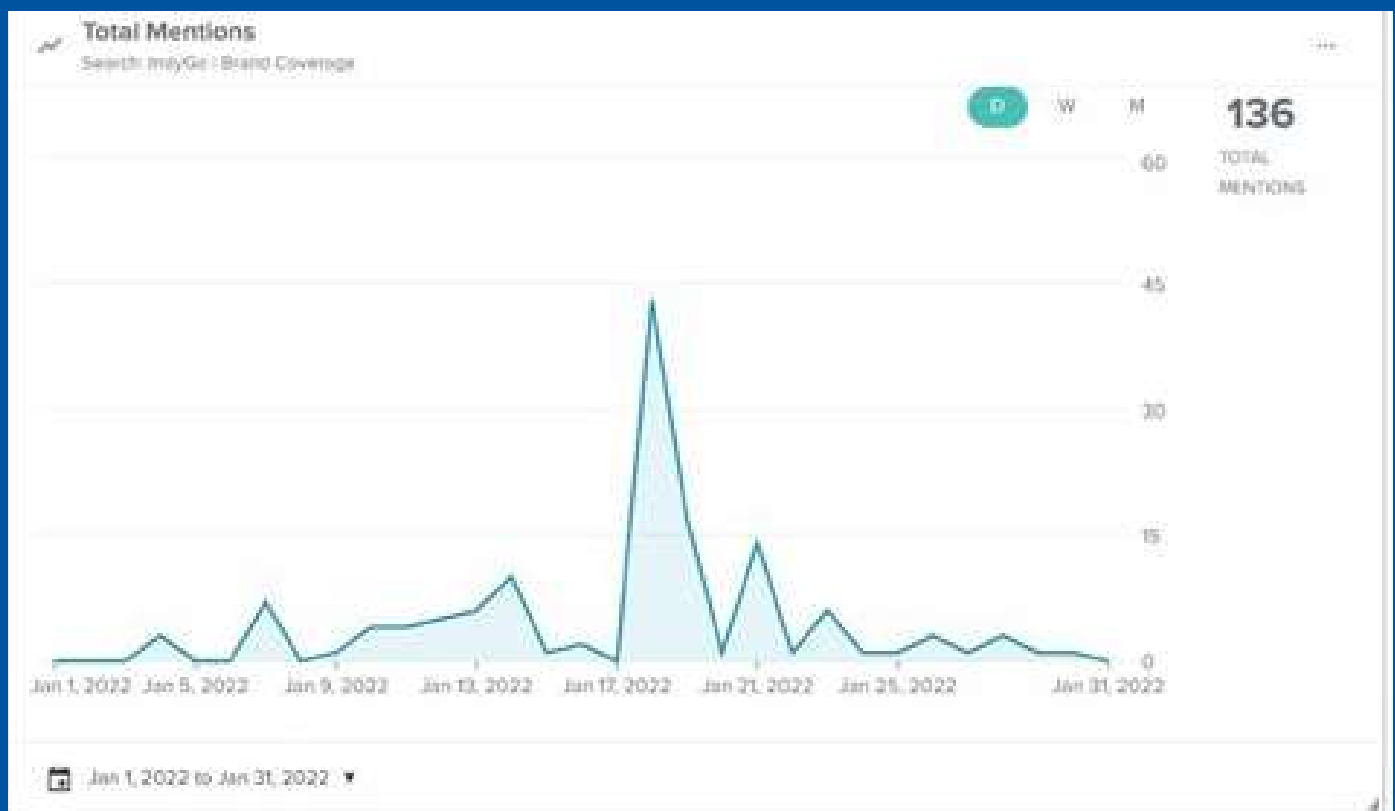
What's ahead for IndyGo and its bus rapid transit system
As IndyGo celebrates the completion and the rollout of the Red Line, here's what lies ahead for its bus rapid transit system in Indianapolis. [Through America's Transit](#)

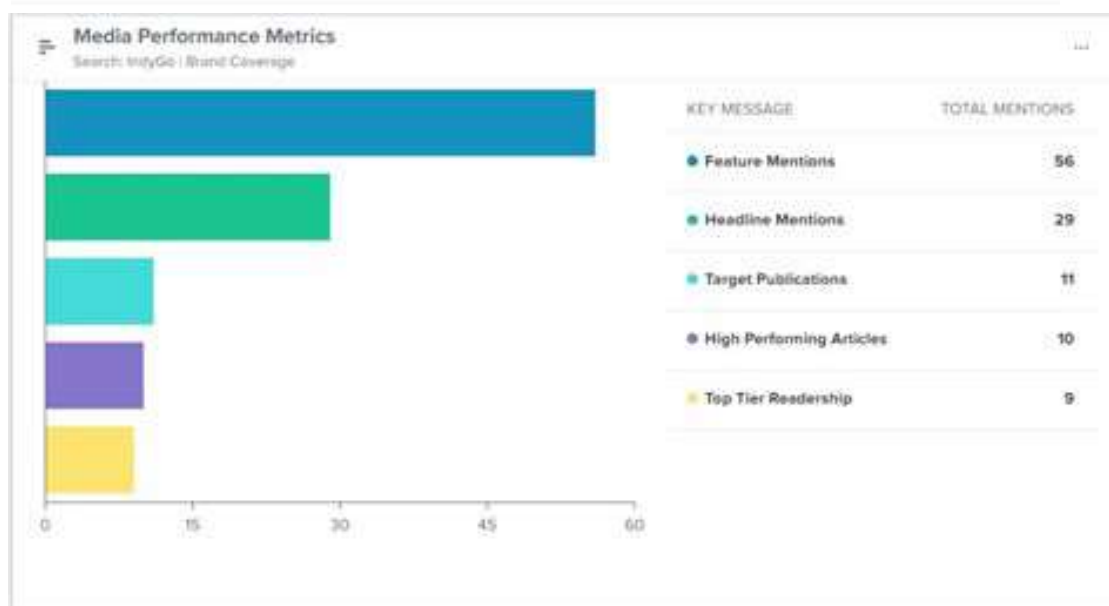
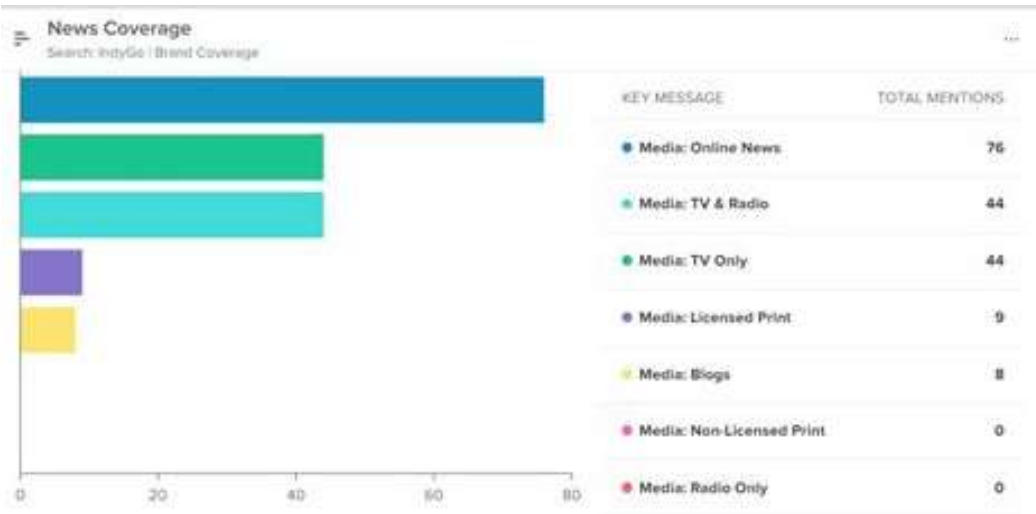
A bill introduced in the Indiana General Assembly seeks to prevent IndyGo from establishing new dedicated bus lanes in downtown Indianapolis, which would derail the public transit agency's planned Blue Line.

Topics Include:

In January 2022, the upcoming Purple Line, Senate Bill 369 and the formation of the Hydrogen Fuel Cell Bus Council were talked about a lot. Purple Line discussions were focused on project construction and public opinions. Most Senate Bill 369 articles simply explained what the bill is and what it would do to the Blue Line if passed. It should be mentioned many articles were also published that supported the Blue Line. There was a string of stories that came out about IndyGo buses keeping residents of a senior living facility warm when their building caught on fire. Online coverage was the most popular. IndyGo was in the media more than **130 times** in January.

Here's a brief coverage summary:





Highest Readership

Search: IndyGo | Brand Coverage

Fire prompts evacuation at Indianapolis senior living facility on east side
[Jan 18 - Yahoo!](#)

Bill would "cancel" IndyGo's Blue Line by banning dedicated bus lanes outside Mile Square
[Jan 10 - Yahoo! News](#)

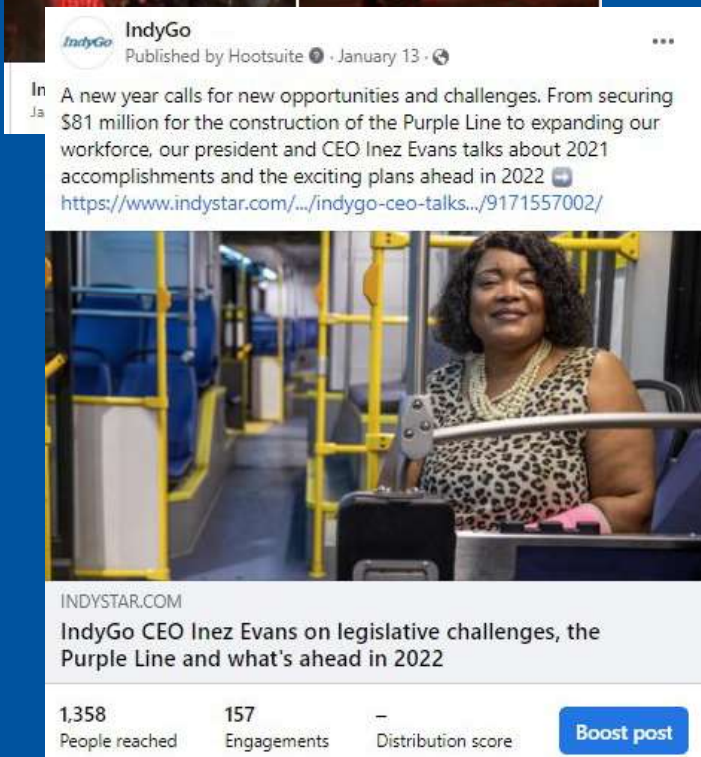
Op-Ed: I serve over 500 families without vehicles. The Blue Line could change their lives.
[Jan 26 - Yahoo! Finance](#)

Jan 1, 2022 to Jan 31, 2022

Social Performance:

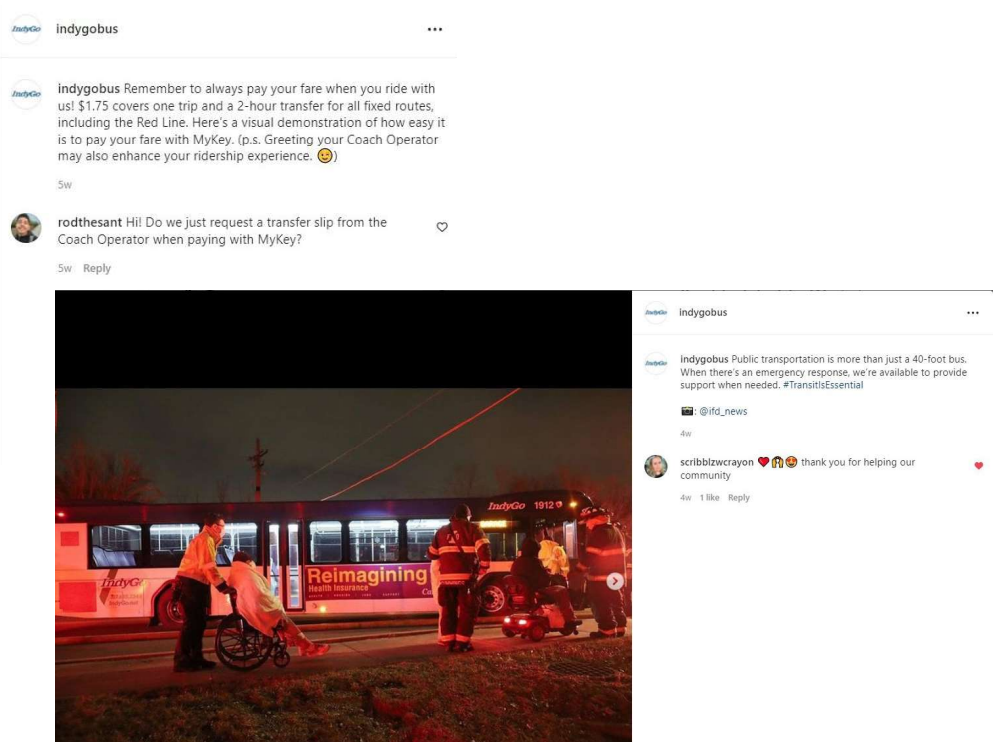
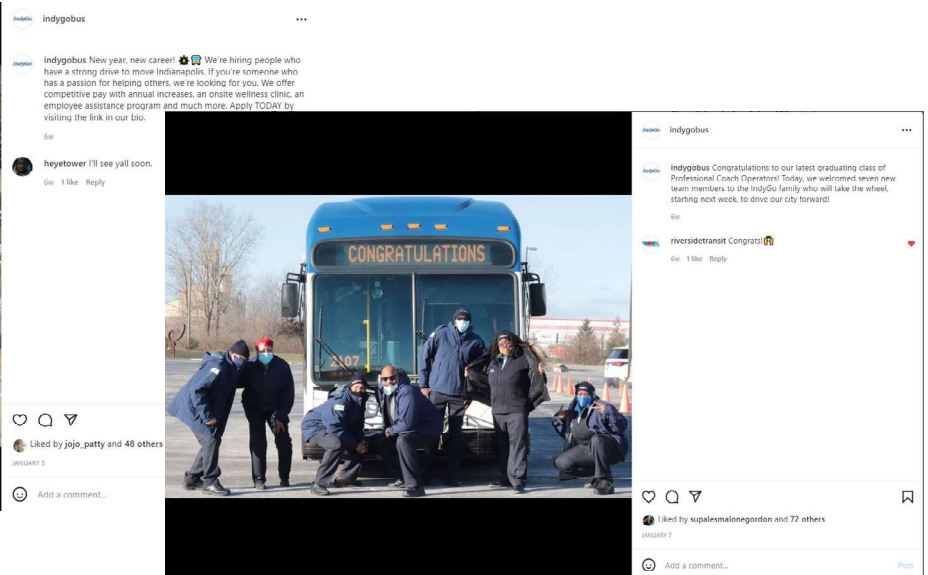
Facebook

- Had a total of **18,666 organic impressions** (last month 13,740)
- **3,080 post engagements**
- **11,105** page likes (last month 11,090)
- **11,265** page follows (last month 11,219)



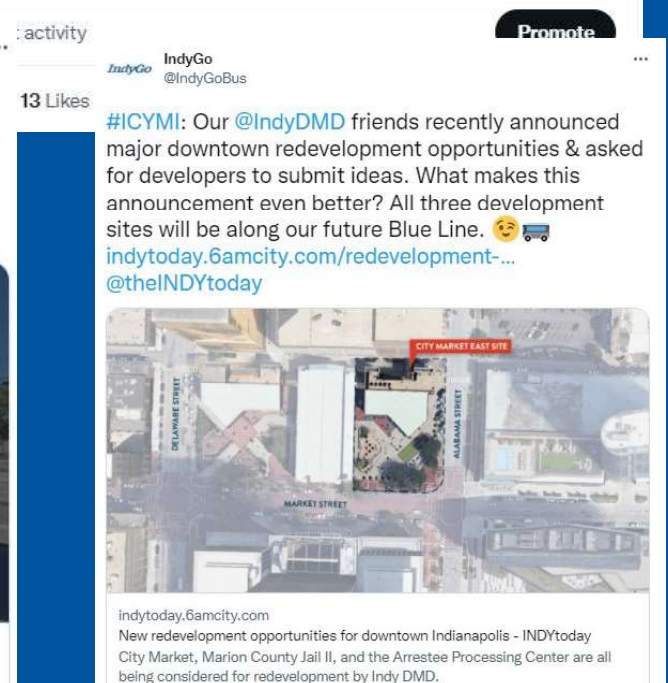
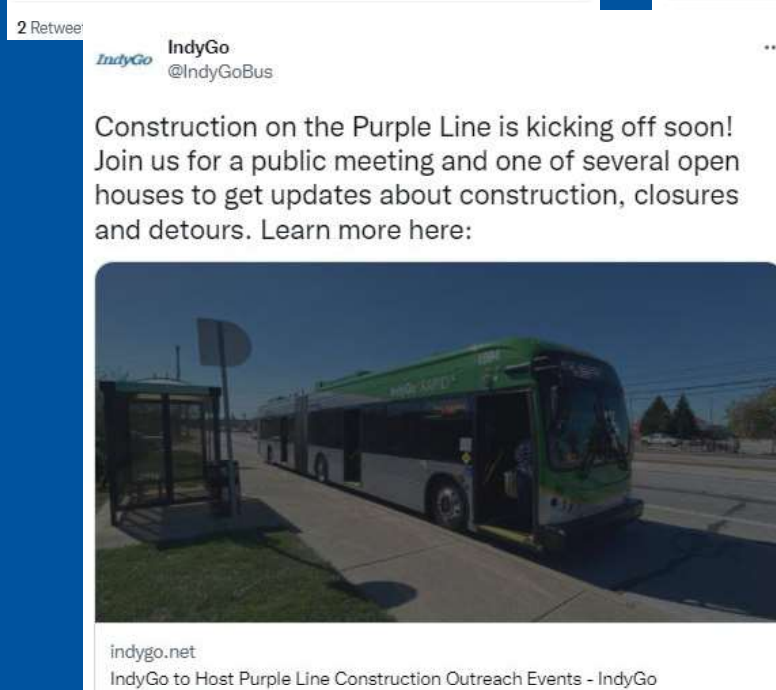
Instagram

- Generated **65,643 impressions** (64,795 impressions last month)
- **1,049** total engagements; **1.3%** engagement rate
- 3,261 Current followers (3,229 followers last month)



Twitter

- Had a total of **128,100 organic impressions**
 - Earned **4,100 impressions** per day
- **144** retweets, **455** likes, **19** replies, **217** link clicks, **1.1%** engagement rate
- Generated **15 new** followers; **6,239** current followers



LinkedIn

- Generated **31,891 impressions**
- **874** total engagements; **1.37%** engagement rate
- Generated **34** new followers; **2,441** total followers

IndyGo
2,441 followers
1mo • 🌐

Congratulations to our latest graduating class of Professional Coach Operators! Today, we welcomed seven new team members to the IndyGo family who will take the wheel, starting next week, to drive our city forward!



👍❤️ You and 160 others

13 comments

IndyGo
2,441 followers
1mo • 🌐

Our condolences and thoughts go out to MARTA (Metropolitan Atlanta Rapid Transit Authority).

Message from Inez Evans, IndyGo's President and CEO

We are deeply saddened to hear the news of MARTA's General Manager and CEO Jeff Parker passing away yesterday evening. Jeff deeply cared for advancing transportation in his community. Our thoughts and prayers go out to his MARTA family and loved ones.

marta IndyGo

🗨️ with Inez Evans

👍🌱 Edwin Casablanca Jr. and 96 others

2 comments

IndyGo
2,441 followers
1mo • 🌐

A new year calls for new opportunities and challenges. From securing \$81 million for the construction of the Purple Line to expanding our workforce, our president and CEO **Inez Evans** talks about 2021 accomplishments and the exciting plans ahead in 2022.

https://lnkd.in/emq_FtD



IndyGo CEO Inez Evans on legislative challenges, the Purple Line and what's ahead in 2022

indystar.com • 6 min read

👍🌱 A and 15 others

IndyGo
2,441 followers
3w • 🌐

"There's no wider equity gap in transit infrastructure in Indianapolis than on 38th Street," said Michael McKillip, executive director of the nonprofit Midtown Indy.

Learn why the Purple Line plays a major key to bringing the 38th Street corridor back to life.

<https://lnkd.in/ek2ix6gC>



From 'milk and honey' to decay, 38th Street neighborhoods hope this time will be different

indystar.com • 11 min read

👍🌱 14

2 comments

Email Marketing:

NEWSLETTER

- 8,068 recipients (7,915 recipients last month)
- 12.64% CTR (9.51% last month)
- 5.39% open rate

INSIDEINDYGO >>>

INSIDE INDYGO THIS JANUARY

The New Purple Line Website is here!



Purple Line Coming Soon

IndyGo launched an updated Purple Line website! This one-stop shop includes everything you need to know about the upcoming project. Want general project details? Looking to find out construction and detour updates? Curious about the latest Purple Line news? It's all there on the new site. If you want details delivered right to your inbox, [sign up for the Purple Line newsletter!](#)

Follow the IndyGo Alerts Twitter Page



IndyGo Rider Alerts | @IndyGoAlerts

Stay up to date with real-time service changes and alerts by following our newest Twitter account [@IndyGoAlerts](#). This account shares updates and detours that may impact your trip. Please note: this Twitter account will only be used to share updates about service changes. For any questions or inquiries, please direct them to our general Twitter account ([@IndyGoBus](#)) or call IndyGo Customer Service at 317-635-3344.

This is Your Shot, Riders



COVID-19 Vaccine Clinic

While we fully understand the desire to share time with friends and family this holiday season, COVID-19 cases are on the rise in Indiana. Don't forget you can walk in and immediately get your COVID-19 vaccine from the Marion County Public Health Department's clinic at the Carson Transit Center, 201 E. Washington St. The clinic is open Tuesdays through Thursdays from 10 a.m.-2 p.m. Booster shots AND all three COVID-19

Outreach Summary: January 2022

Purple Line Stakeholder & Community Outreach

IndyGo continues to prepare communities and stakeholders for Purple Line construction. This month, staff coordinated with Metropolitan School District of Lawrence Township, Indianapolis Public Schools, Lawrence City Police Department and United States Postal Service. These stakeholders received a presentation on the Purple Line Maintenance of Traffic (MOT) plan and were invited to attend weekly stakeholder meetings once construction starts. St. Andrew the Apostle Catholic Church capitalized on an invitation to faith leaders along the corridor to meet ahead of Purple Line construction.

This month, neighborhood outreach included presentations to the Far Eastside Resident Council of Experts, Arlington Wood Neighborhood Association, Far Eastside Community Council and ANU Community Partner Collective.

IndyGo Launches Next Door Agency Program

This month, IndyGo launched a public agency account on Nextdoor, a hyper local social networking service for neighborhoods. The program includes:

- Social network designed for neighborhoods
- A single channel to easily broadcast information across neighborhoods
- Reports that track neighborhood level membership and activity

Our profile includes neighborhoods within Purple Line outreach boundaries: east of Meridian Street, west of Mitthoeffer Road, North of 30th Street and South of 46th Street. This includes over 12,100 members, over 8,700 claimed households and 60 neighborhoods. This is an outreach tool that allows IndyGo to quickly update neighborhoods on Purple Line progress and activity during construction.

Purple Line Baseline Survey

Public Affairs is supporting Strategic Planning Staff in a survey that gathers information about existing businesses and residents within ½ mile of the Purple Line BRT corridor – who they are, how much they use public transportation and their overall perception of transit along the Purple Line corridor. Public Affairs assisted in mailing approximately 31,000 postcards featuring a quick response code (QR code) that takes postcard recipients directly to the online survey. This ‘before’ survey seeks to document the existing conditions of the corridor by examining station-by-station demographics and socioeconomic factors. This will be followed by an ‘after’ study designed to gain an understanding of the impact of the upgraded service and introduction of transit once the BRT line service opens.

January Outreach Events:

| Date | Name of Event |
|-----------|--|
| 1/7/2022 | Blue Line + Town of Cumberland |
| 1/19/2022 | IndyGo Purple Line + Lawrence MSD Coordination |
| 1/20/2022 | Far Eastside Resident Council of Experts |
| 1/20/2022 | IndyGo Purple Line + IPS Coordination |
| 1/24/2022 | Purple Line + St. Andrew the Apostle Catholic Church |
| 1/25/2022 | January 2022: Board of Directors Meeting |
| 1/25/2022 | IndyGo Purple line + Lawrence Police Dept. |
| 1/25/2022 | Arlington Wood Neighborhood Association Meeting |

Operations Division Report – January 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Operations/COO Aaron Vogel
Date: February 24, 2022

OPERATIONS DIVISION REPORT – January 2022

SERVICE PLANNING

SERVICE SCHEDULING:

The next Operator Service Bid 2202 will take effect on February 13, 2022, and operate through June 11, 2022. Due to unprecedented staffing challenges caused by the ongoing COVID-19 pandemic, temporary service adjustments made in October will remain in place. The most significant change in this operator bid is the end of the line for Routes 10 & 21.

The roster pilot for this Bid change increased to 60% of all work rostered and 40% cafeteria-style picking. In 2021 rostering was 50%.

LOCAL BUS STOP DESIGN & CONSTRUCTION:

IndyGo will begin a new construction project for bus stop improvements on March 1. This includes 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 contractor for this project is Shuck Corporation. The project is scheduled to be completed by August 2022.

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

COMPREHENSIVE OPERATIONAL ANALYSIS

Service Planning staff has continued to work alongside the Strategic Planning department on the Comprehensive Operational Analysis for IndyGo's future local bus network. This includes finalizing staff recommendations, engaging with the IndyGo Board of Directors and stakeholders, and preparing for public outreach in the coming months. Staff is also working to build new communication tools to use during outreach and implementation, including web maps and bus stop signage.

OPERATIONS PERFORMANCE MANAGEMENT:

The Operations Performance Team has identified eighteen (18) probable root causes of IndyGo buses being taken out of service (Production Stops). Additional in-depth measurements are in progress that will help prioritize potential process changes that will have the most significant impact on reducing the amount of time IndyGo buses are out of service. Our goal is to define baseline measurements on "as is" processes, recommend new or modified processes, and then measure increased efficiencies of those new processes.

FIXED ROUTE RIDERSHIP:

| Jan-21 | Jan-22 | % Change | IndyGo Fixed Route Ridership | 2021 | 2022 | % Change |
|---------|---------|-------------|---------------------------------|---------|---------|----------|
| 5,596 | 4,670 | -16.5% | 2 E. 34th St. | 5,596 | 4,670 | -16.5% |
| 13,596 | 15,412 | 13.4% | 3 Michigan St. | 13,596 | 15,412 | 13.4% |
| 4,705 | 4,265 | -9.4% | 4 Fort Harrison | 4,705 | 4,265 | -9.4% |
| 6,838 | 8,080 | 18.2% | 5 E. 25th | 6,838 | 8,080 | 18.2% |
| 4,307 | 4,648 | 7.9% | 6 N. Harding | 4,307 | 4,648 | 7.9% |
| 69,804 | 63,600 | -8.9% | 8 Washington St. | 69,804 | 63,600 | -8.9% |
| 41,022 | 43,406 | 5.8% | 10 10th St. | 41,022 | 43,406 | 5.8% |
| 2,222 | 2,150 | -3.2% | 11 E. 16th St. | 2,222 | 2,150 | -3.2% |
| 1,595 | 1,740 | 9.1% | 12 Minnesota | 1,595 | 1,740 | 9.1% |
| 1,266 | 1,141 | -9.9% | 13 Raymond | 1,266 | 1,141 | -9.9% |
| 3,327 | 2,492 | -25.1% | 14 Prospect | 3,327 | 2,492 | -25.1% |
| 6,461 | 6,364 | -1.5% | 15 Riverside | 6,461 | 6,364 | -1.5% |
| 5,997 | 5,745 | -4.2% | 16 Beech Grove | 5,997 | 5,745 | -4.2% |
| 2,667 | 2,385 | -10.6% | 18 Broad Ripple | 2,667 | 2,385 | -10.6% |
| 10,752 | 10,793 | 0.4% | 19 Castleton | 10,752 | 10,793 | 0.4% |
| 8,290 | 9,289 | 12.1% | 21 East 21st St. | 8,290 | 9,289 | 12.1% |
| 7,701 | 5,517 | -28.4% | 24 Mars Hill | 7,701 | 5,517 | -28.4% |
| 6,484 | 5,129 | -20.9% | 25 W. 16th St. | 6,484 | 5,129 | -20.9% |
| 7,507 | 6,928 | -7.7% | 26 Keystone | 7,507 | 6,928 | -7.7% |
| 5,498 | 5,178 | -5.8% | 28 St. Vincent | 5,498 | 5,178 | -5.8% |
| 3,045 | 3,459 | 13.6% | 30 30th St. | 3,045 | 3,459 | 13.6% |
| 5,285 | 4,759 | -10.0% | 31 Greenwood | 5,285 | 4,759 | -10.0% |
| 12,110 | 11,781 | -2.7% | 34 Michigan Rd. | 12,110 | 11,781 | -2.7% |
| 16,319 | 17,246 | 5.7% | 37 Park 100 | 16,319 | 17,246 | 5.7% |
| 10,338 | 9,196 | -11.0% | 38 Lafayette Square | 10,338 | 9,196 | -11.0% |
| 35,886 | 40,027 | 11.5% | 39 E. 38th St. | 35,886 | 40,027 | 11.5% |
| 2,256 | 2,134 | -5.4% | 55 English | 2,256 | 2,134 | -5.4% |
| 5,803 | 3,835 | -33.9% | 86 86th Street Crosstown | 5,803 | 3,835 | -33.9% |
| 5,718 | 5,807 | 1.6% | 87 Eastside Circulator | 5,718 | 5,807 | 1.6% |
| 69,963 | 69,669 | -0.4% | 90 Red Line - BRT | 69,963 | 69,669 | -0.4% |
| 834 | 744 | -10.8% | 901 College - Local | 834 | 744 | -10.8% |
| 4,251 | 3,593 | -15.5% | 902 County Line - Local | 4,251 | 3,593 | -15.5% |
| 83 | 110 | 32.5% | Others | 83 | 110 | 32.5% |
| 387,526 | 381,292 | -1.6% | Total | 387,526 | 381,292 | -1.6% |

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.

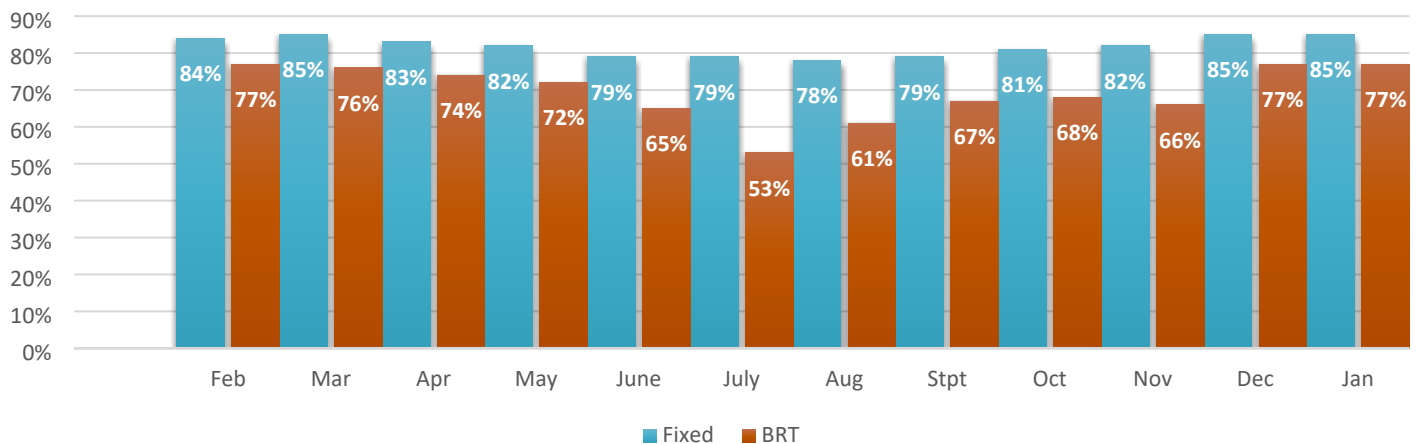
The winner for January: **Gary Staggs #8376**

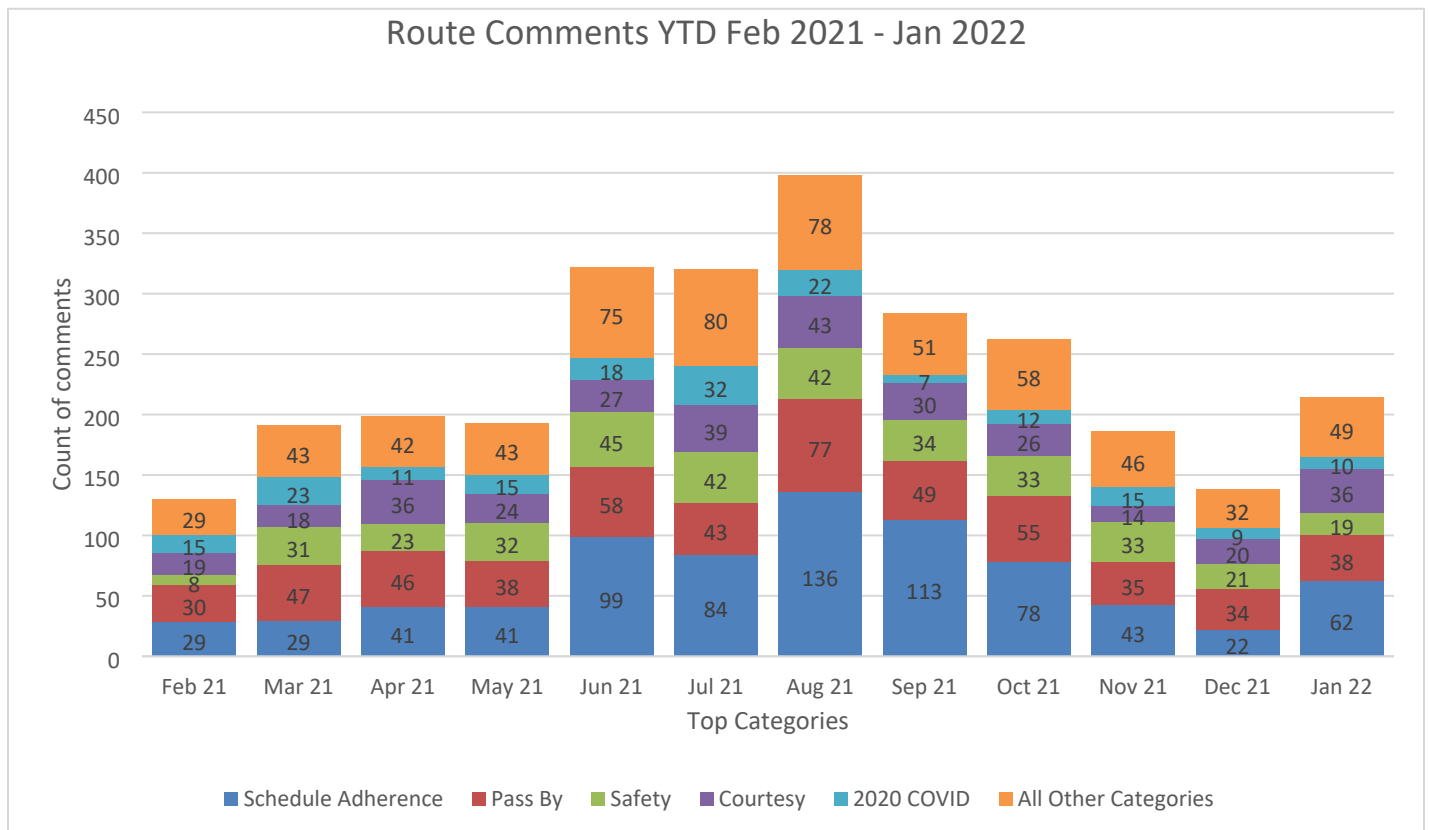
Bradford, Keary
Gardner, Onesha
Hinton, Lacreteria
Jackson, Calvin
Horst, Martin
Mitchell, Anthony
Thein, Stephen
Wilson, James
Anderson, Treva
Carpenter Williams, Lakisha
Davis, Juanita
Heitzman, Angela
Mitchell-Grant, Mary
Turner, Lashonda
Turner-Woods, Raveen
Wills, Mark
Amaya, Efrain
Baine, Tenisha
Bouttee Williams, Clywone
Clark, Shawn

Duncan, Scott
Filedts, Kila
Mcleod, Timothy
Reintjes, Peter
Taylor, Richard
Watts, Rhonda
Carter, Deborah
Detienne, Michael
Ford, Wanda
Hazen, William
Rosario Gonzalez, Dilexi
Williams, Angela
Abebe, Samuel
Burts, Roy
Choctaw, Mary
Clay, David
Grimmer, Jeremy
Johnson, Sheila
Lewis, Adrian
Lewis, Terrill

Roberts, Darnell
Scott, Leo
Akinribade, Ebenezer
Boicourt, Phillip
Brooks, Ronnie
Burke, Adam
Carroll, Lashona
Davis, Dexter
Ellison, Donald
Ervin, Mathew
Freeman, Mancia
Green, Cierre
Griffin, Ardis
Ricks, Michael
Simmons, Bonnie
Staggs, Garry
White, Anthony
Woods, Roneshia

On Time Performance Last 12 Months





COMMENDATIONS:

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

FIXED ROUTE:

- Heitzman, Angela - 9603
- Freeman, Senetria - 9226
- Thein, Stephen - 5963
- Williams, Michael - 6710
- Barnes, Brandon - 9347

- Young, Dominique - 9993
- El- Shabazz, Misti #40 (Supervisor)
- Diop, Baba # (Supervisor)
- General Statement - Driver Appreciation

MOBILITY SOLUTIONS:

- Booker, Astria - 9739

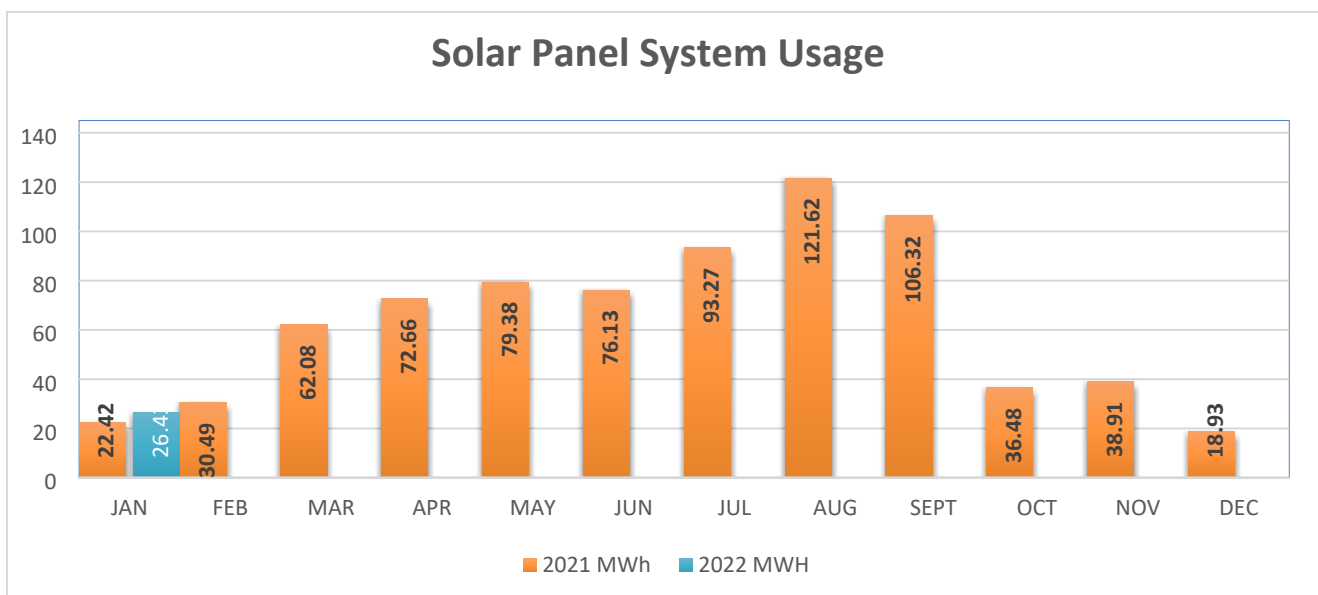
VEHICLE MAINTENANCE AND FACILITIES SERVICES

FACILITIES:

The Marion County Health Department (MCHD) will continue to provide the COVID Vaccination site at the Julia M. Carson Transit Center. MCHD operates the site three days a week Tuesday, Wednesday, and Thursday. Since the clinic site was established in November, there has been significant participation for both new vaccinations and booster shots. The COVID Vaccination Clinic will remain open to the public through the winter months.

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 \$2,511.

SOLAR PANEL:



Fleet Services

There were 133 buses detailed in January. The goal is to detail every bus at least once per month.

There were 10 vehicle requests in January for the motor pool.

IPTC has logged 700,999 miles YTD

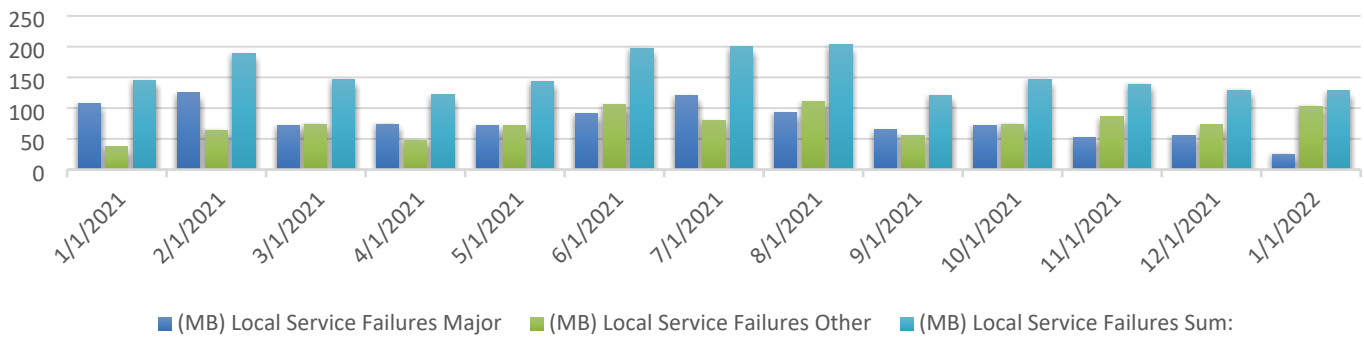
| | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | TOTAL |
|------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
| 2022 | 700,999 | | | | | | | | | | | | 700,999 |
| 2021 | 796,966 | 755,260 | 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 |

Mean Distance

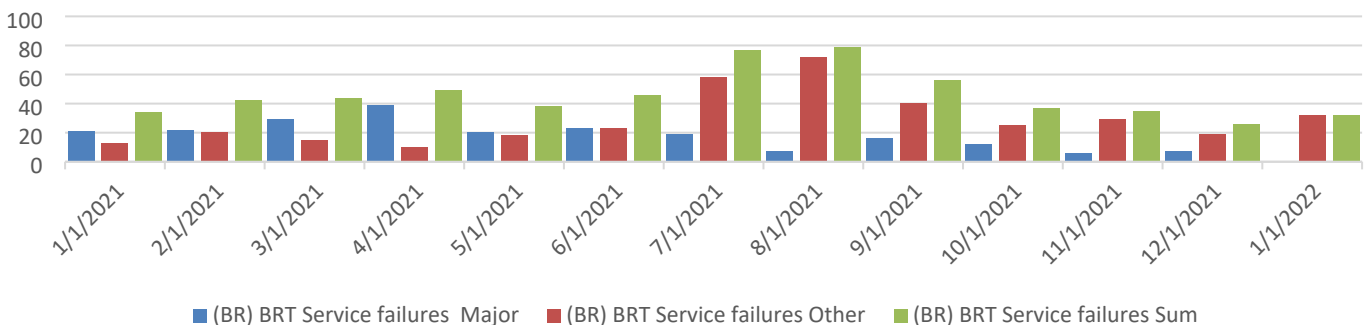
| Mean Distance Major Systems Failures | | | | | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|
| Mean Distance Between All Systems Failures | | | | | | | | | | | | |
| | 2022/1 | 2022/2 | 2022/3 | 2022/4 | 2022/5 | 2022/6 | 2022/7 | 2022/8 | 2022/9 | 2022/10 | 2022/11 | 2022/12 |
| MAJOR | 4848 | | | | | | | | | | | |
| ALL | 4377 | | | | | | | | | | | |
| | 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 |

The green cells represent averaged totals

(MB) Local Service Failures



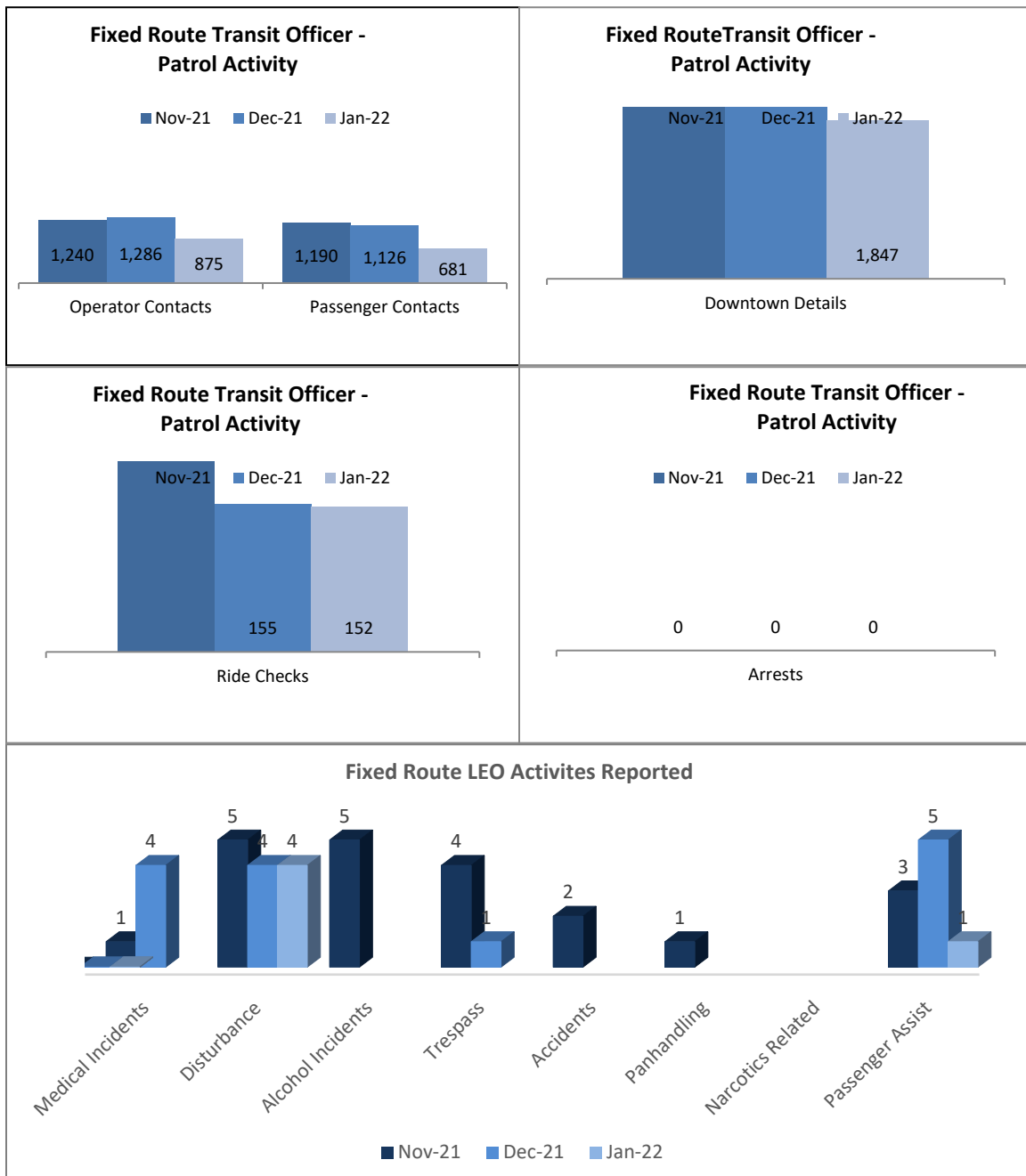
(BR) BRT Service failures



SECURITY AND TRAINING

FIXED ROUTE SECURITY:

The charts below 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.

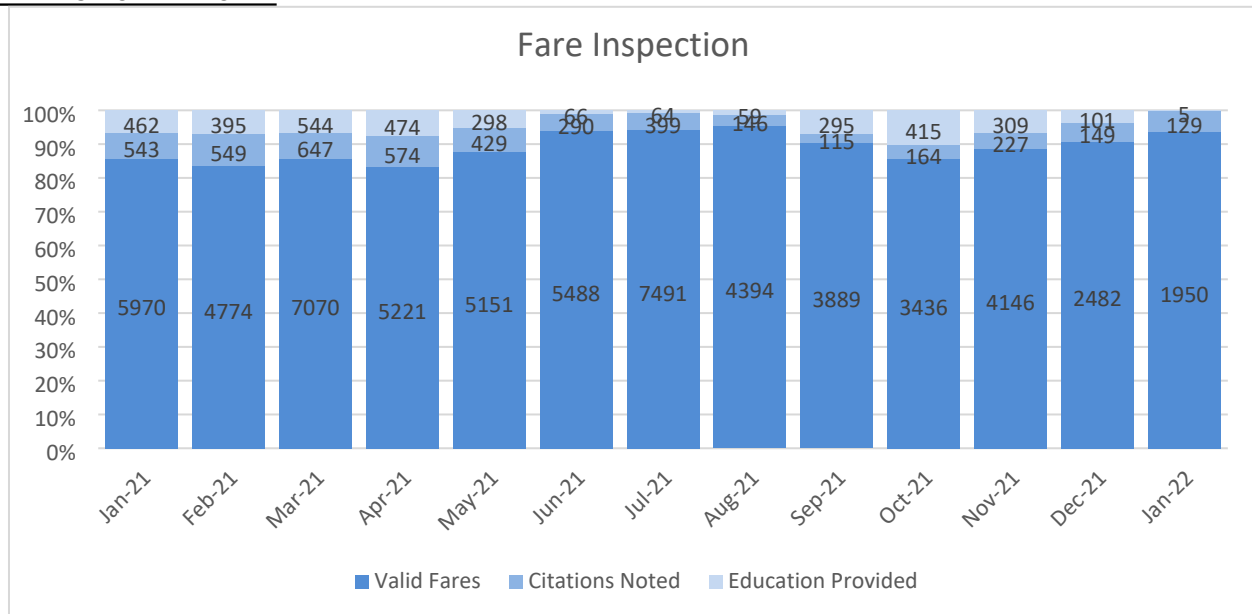


RED LINE SECURITY:



The charts above are the 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:



| January | Passenger Contact | Notifications | Educations |
|-----------------|-------------------|---------------|------------|
| Monthly | 1950 | 129 | 5 |
| Weekday | 1548 | 108 | 3 |
| Saturday | 210 | 20 | 2 |
| Sunday | 192 | 1 | 0 |

| 2022 YTD | Passenger Contact | Notifications | Educations |
|-----------------|-------------------|---------------|------------|
| Monthly | 1950 | 129 | 5 |
| Weekday | 1548 | 108 | 3 |
| Saturday | 210 | 20 | 2 |
| Sunday | 192 | 1 | 0 |

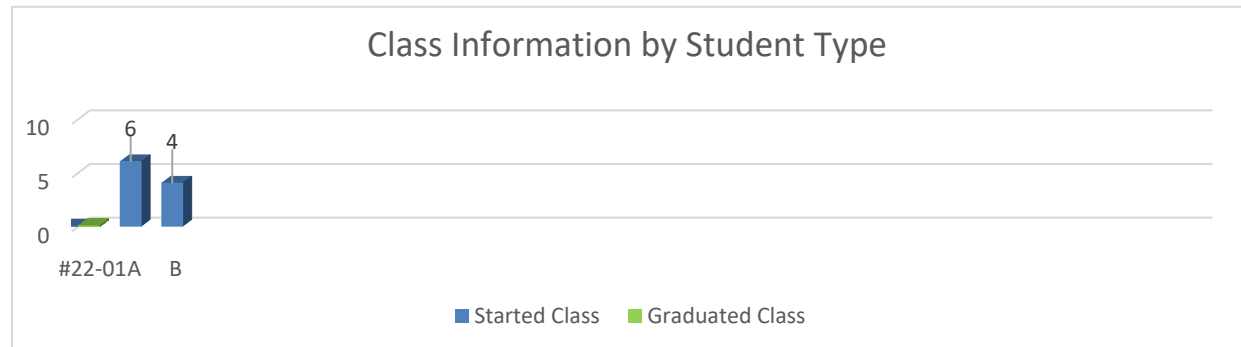
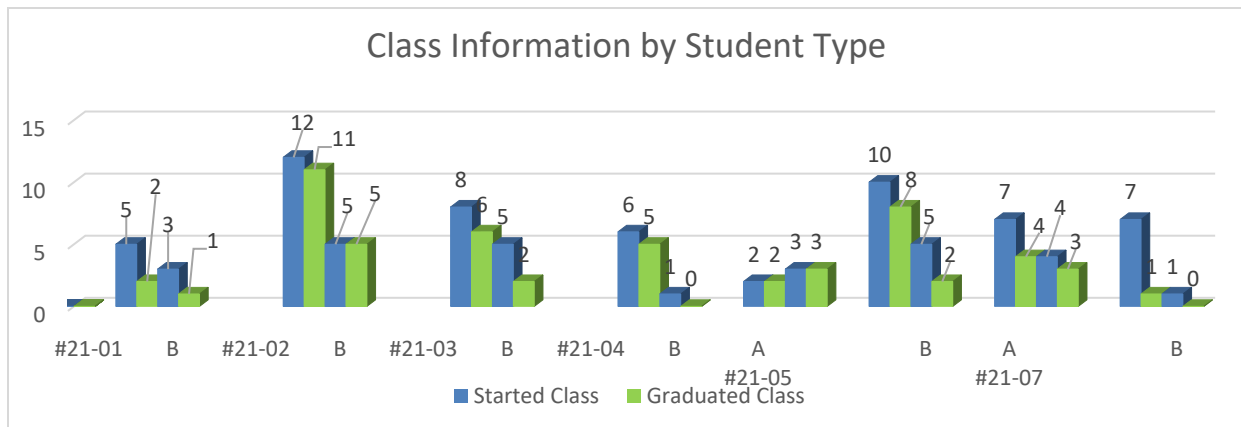
The information above shows the fare inspection information for each month and one for the total year to date for 2022. The chart will show passenger contacts representing passengers who had a fare when checked. It will show notifications representing passengers who did not have a fare when checked and did not/would not purchase a valid fare (citations are not being issued at this time). Lastly, it will show education representing passengers who did not fare when checked but purchased a valid fare after being shown the proper procedures. The combined numbers represent the total number of fare checks each month.

In January, the IndyGo East Campus had its required quarterly high-hazard inspection completed for the server room. This inspection includes items like the agent release nozzles, the smoke detectors, the fire panel, and the agent storage tank.

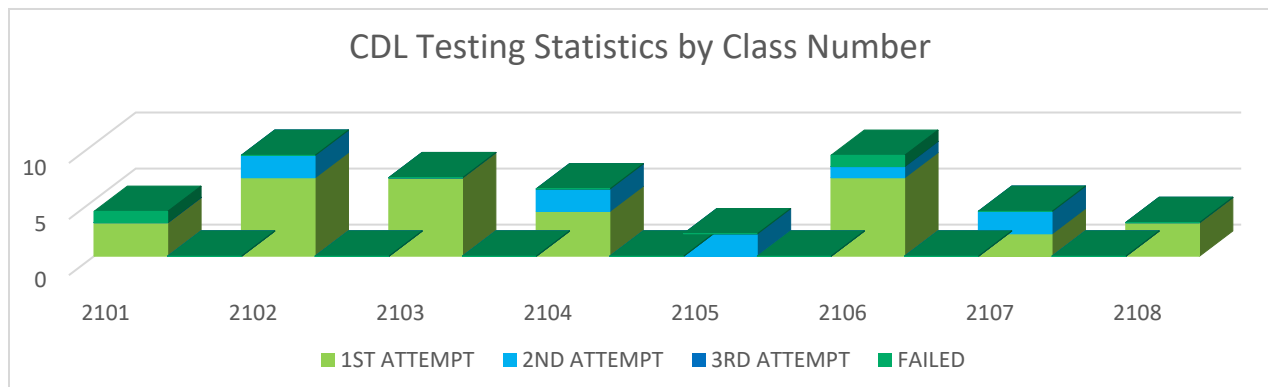
In January, the 1501 W. Washington St. location had its required quarterly fire riser inspections. The purpose of these inspections is to check line pressure, pressure gauges, and the function of the valves and seals. There were no deficiencies found during this inspection.

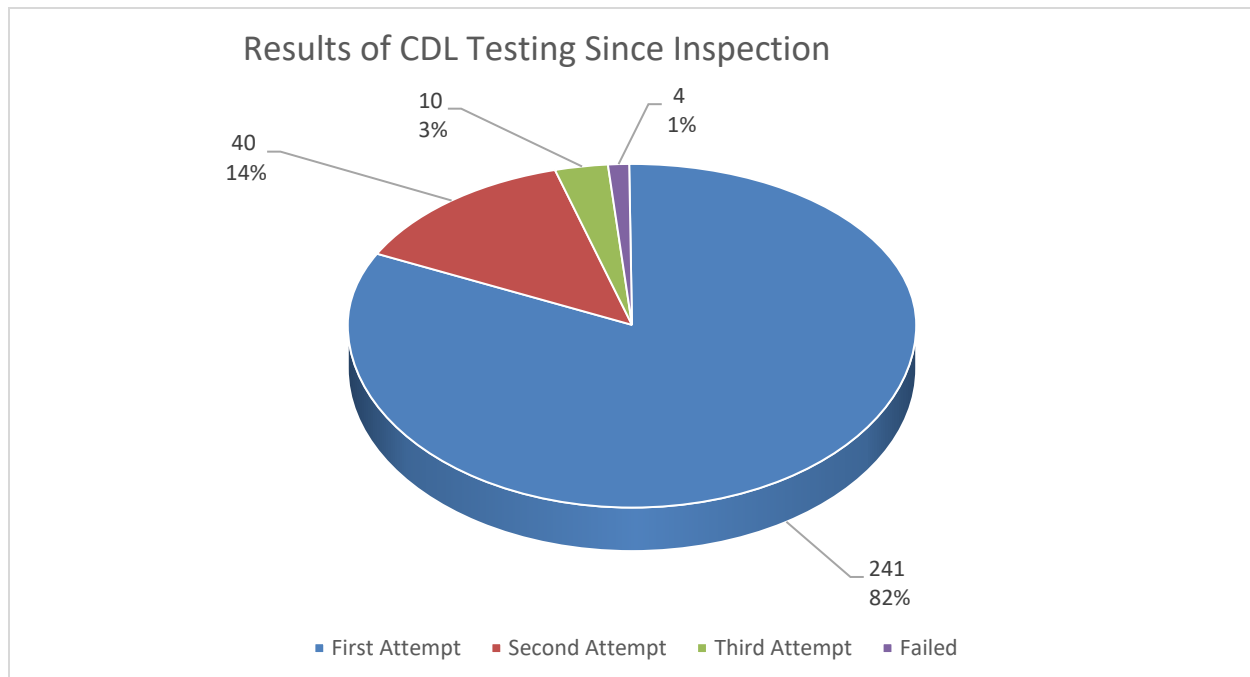
TRAINING:

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. They 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.





Class #21/07, started on November 01, 2021, with six Trainee A students. On November 8, 2021, four Trainee B students joined in the class. This class has completed all portions of the training program. The class graduated on January 07, 2022, and the students transferred to the Transport Department on January 09, 2022, to begin revenue service.

Class #21/08, started on November 29, 2021, with seven Trainee A students. These students began working on their pre-trip and driving skills to prepare them for the CDL State Test. One Trainee B student joined them on December 06, 2021. The class graduated on January 28, 2022, and the students will move over to the Transportation Department as they complete their final portions of the course.

Class #22-01 began on January 04, 2022, with seven Trainee A students. On January 10, 2022, four Trainee B students joined the class. There are nine trainees remaining in this class and they will complete the classroom and BTW (Behind the wheel) portion of the program.

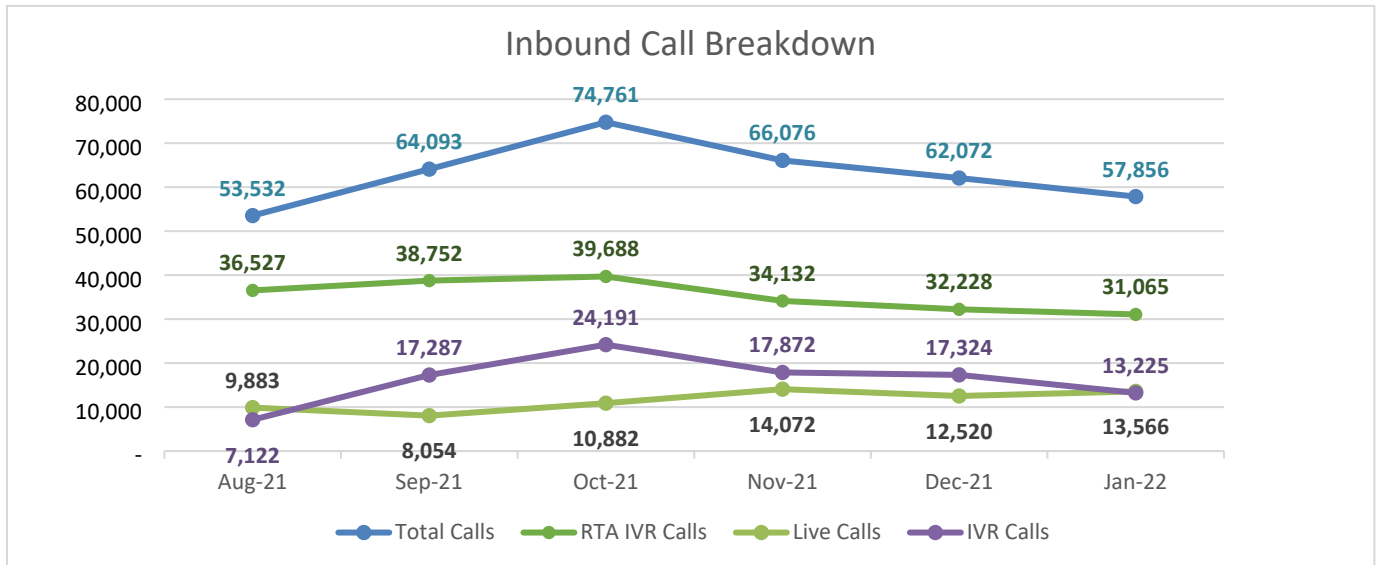
The following training sessions were conducted in January:

- (7) operators for accident retraining
- (1) operator for Red Line accident retraining
- (1) operator for proper revenue service procedures
- (11) operators for return-to-work training
- (2) garage employees for accident retraining
- (5) administrative employees for new-hire orientation
- (1) general laborer for new-hire orientation

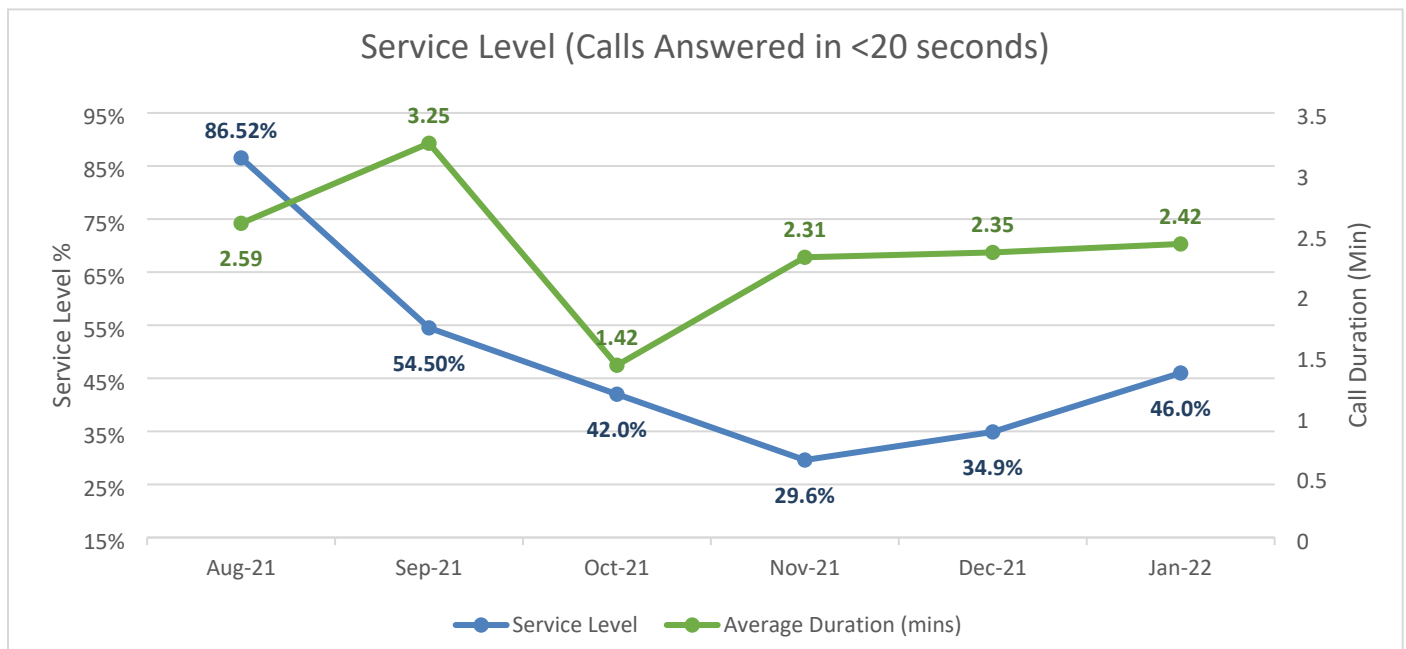
MOBILITY SOLUTIONS – OPEN DOOR & CUSTOMER SERVICE

CONTACT CENTER REPORT AND PARATRANSIT REPORT:

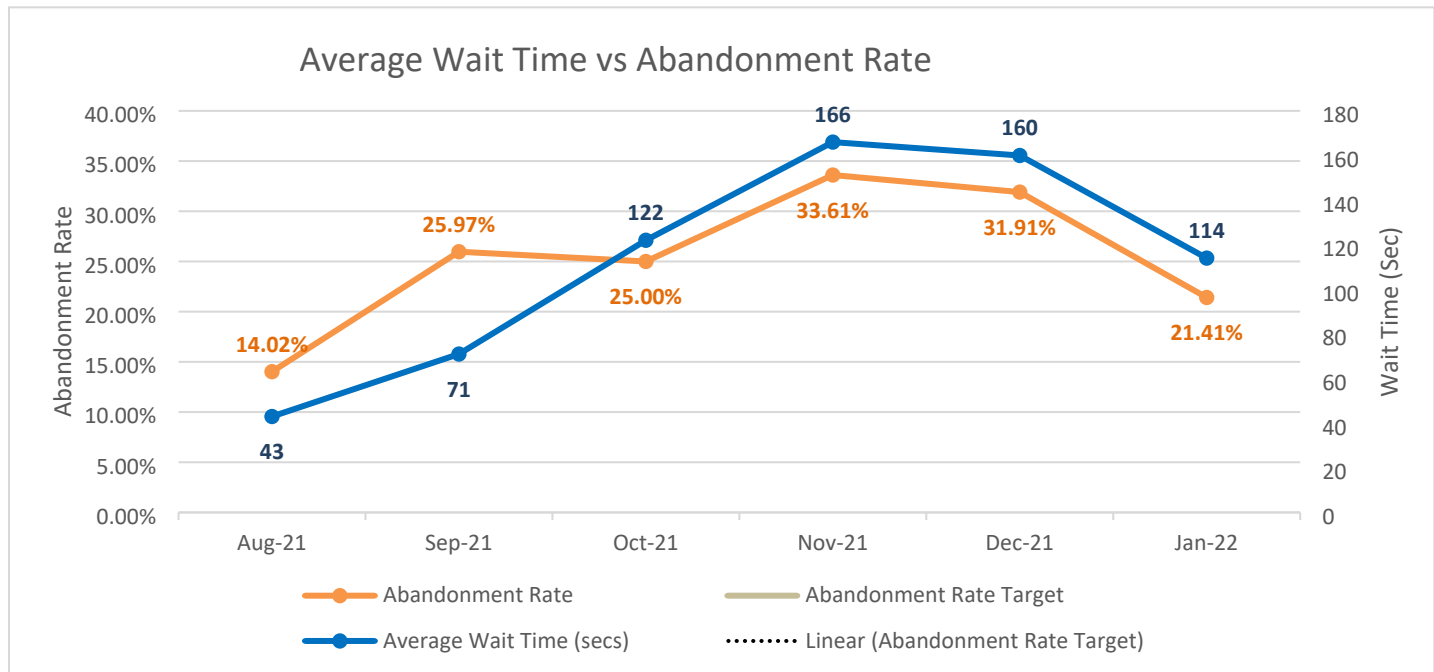
Total call volume has decreased from December to January. Real-Time Arrivals (RTA) and Interactive Voice Response (IVR) calls contribute to much of this decrease. Live calls saw an increase compared to December. Increased Live call volume can be attributed to the merge of the fixed route and paratransit call centers.



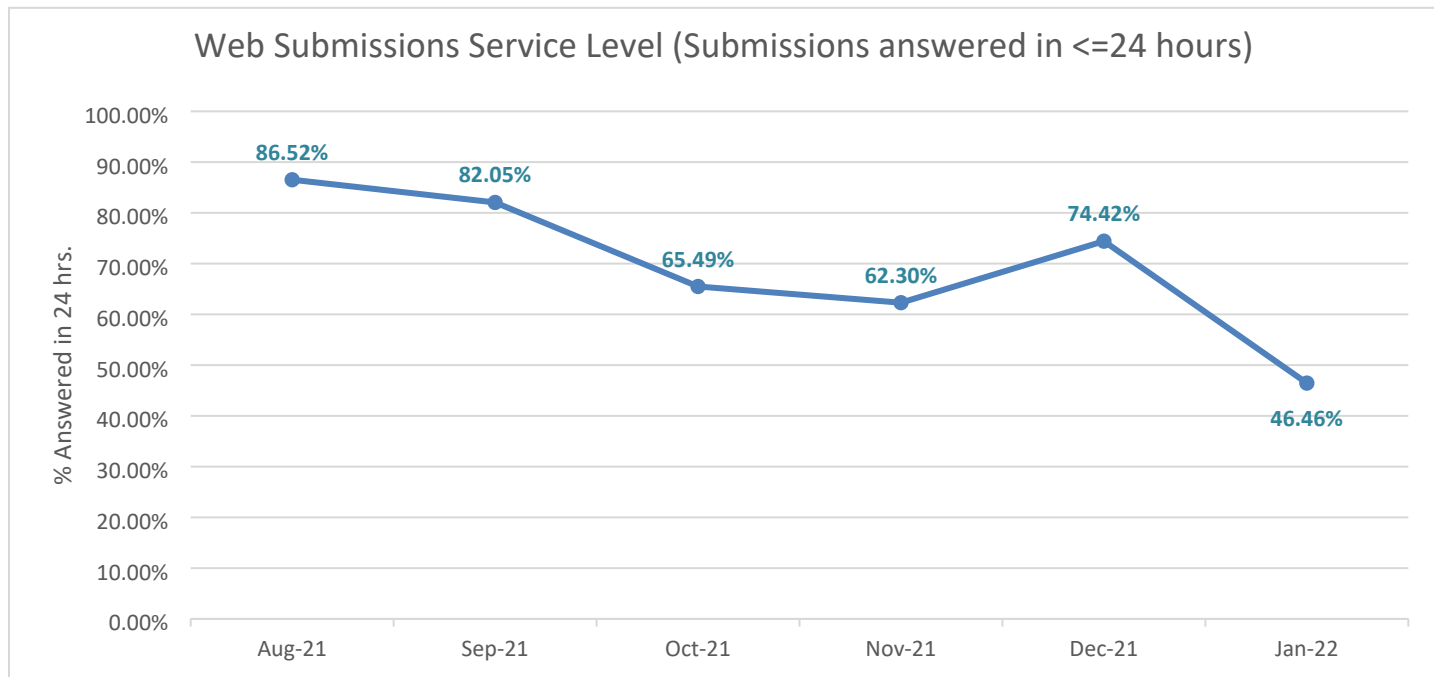
Our service level metric saw an increase for January. This is moving back towards the goal of 80%. The average call duration has also increased. This is within the goal range of 3-5 minutes. October 1st marked the first day the new vendor, RATP Dev, took over all Care Center operations. Staffing adjustments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



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 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.



Comments for Web processing service level saw a decrease for January. This metric should be closer to our goal of 85%. Staffing shortages and knowledge of systems amongst newer hires impact this metric. Adjustments are still being made to achieve this goal. This will continue to be monitored by IndyGo Care Center Leadership.

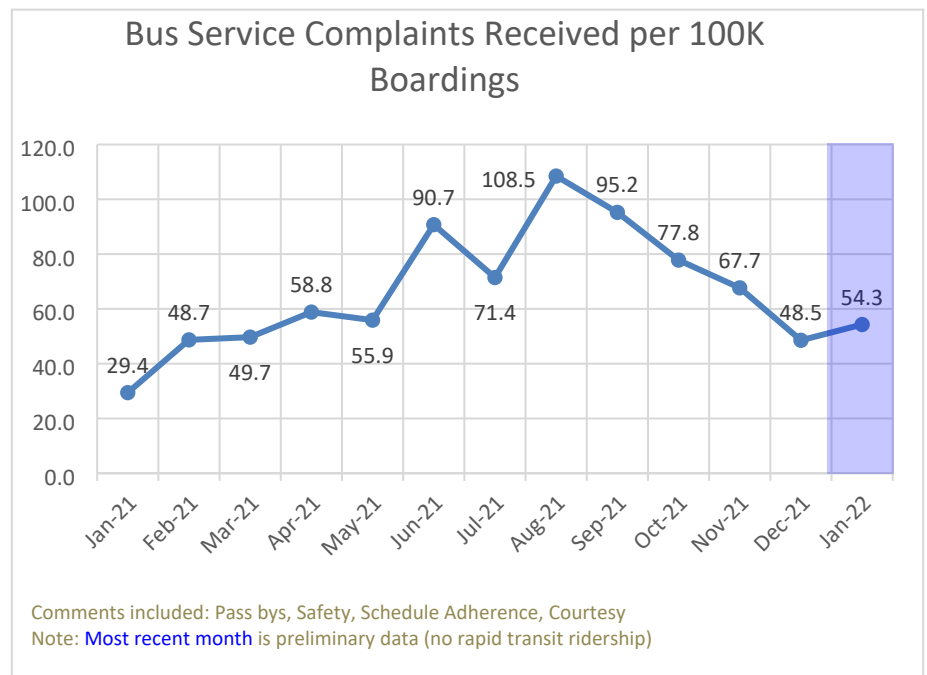
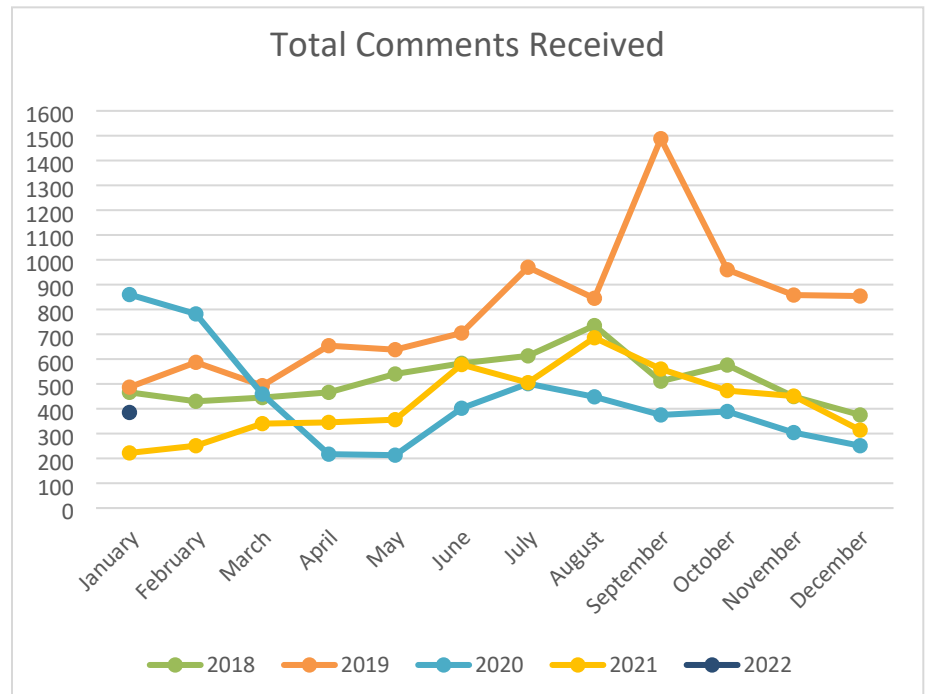


RECEIVED COMMENT REPORT:

The total number of comments received for January amounts to 385.

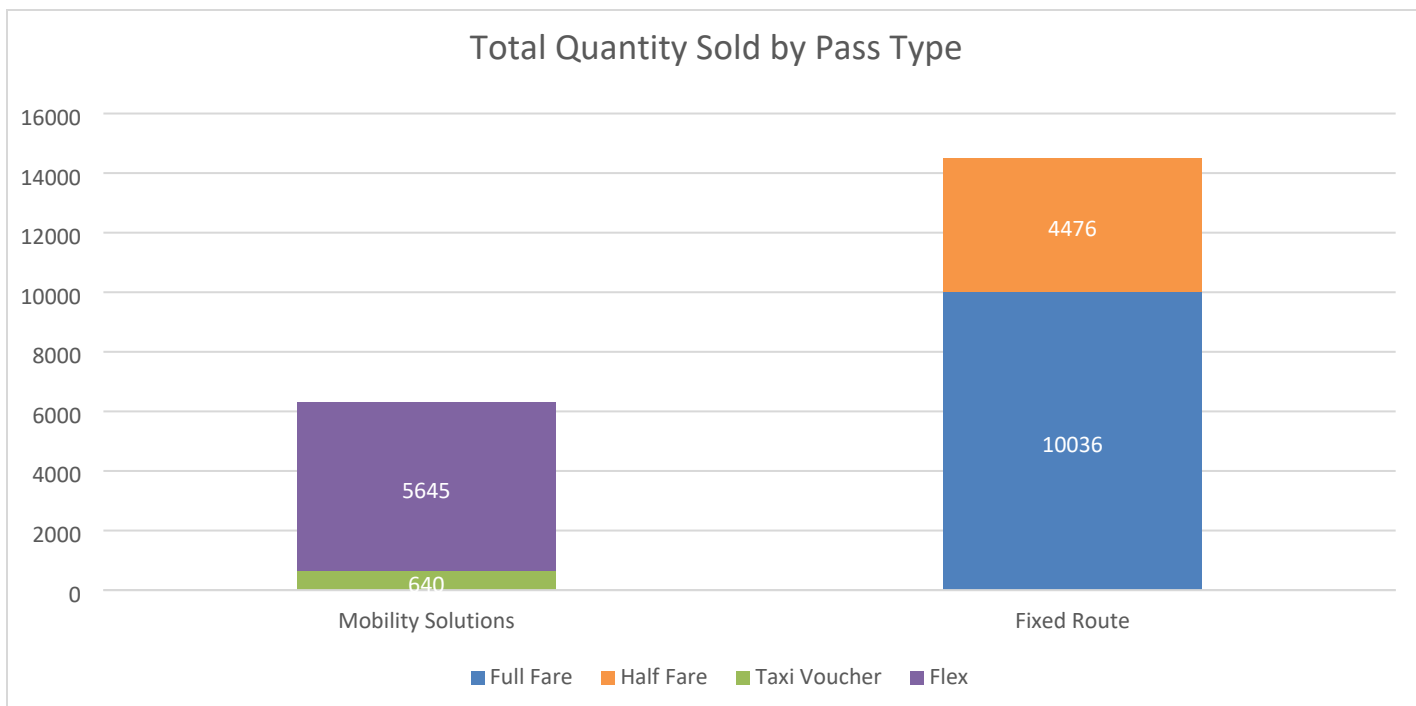
Within the comments received, Schedule Adherence is the largest category contributing to ~21% of the total comments for January. This will continue to be monitored by IndyGo Care Center Leadership, including increased Quality Assurance checks on calls.

| Comment Category | Count of Comments |
|----------------------|-------------------|
| Schedule Adherence | 82 |
| Courtesy | 47 |
| Pass By | 39 |
| Safety | 39 |
| Fares | 31 |
| Customer Care Center | 16 |
| Route | 15 |
| COVID | 12 |
| Compliment | 11 |
| Rules | 11 |
| Wrong Information | 11 |
| Bus Stop | 9 |
| Request | 8 |
| Suggestion | 7 |
| ZTRIP | 7 |
| Denial | 6 |
| Security | 5 |
| Vehicle Maintenance | 5 |
| Facility Maintenance | 4 |
| WELLTRAN | 4 |
| Detour | 3 |
| USURV | 3 |
| Marketing | 2 |
| Discrimination | 2 |
| Red Line | 2 |
| ADA | 1 |
| Adopt a Stop | 1 |
| Blue Line | 1 |
| Fulfillment | 1 |
| Grand Total | 385 |



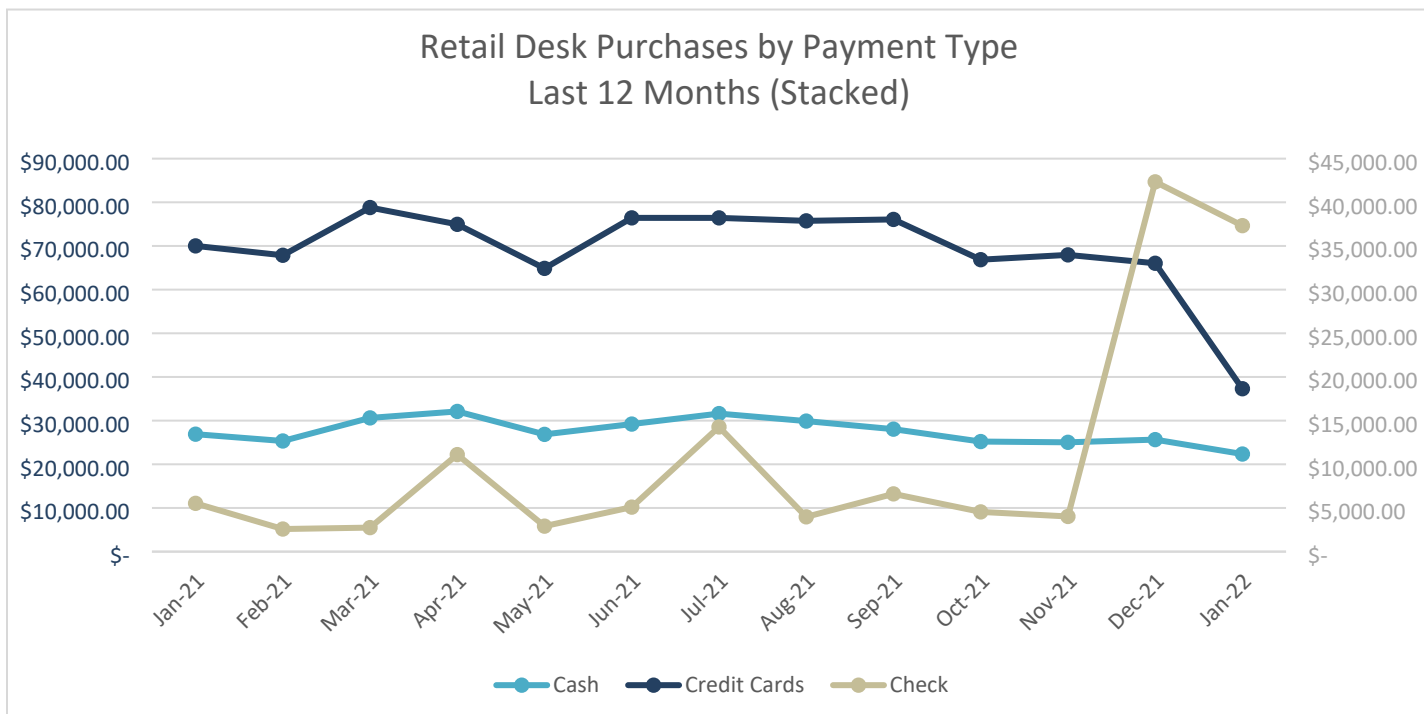
Retail Center and Sales Report:

Total Quantity of Passes Sold: 20,797



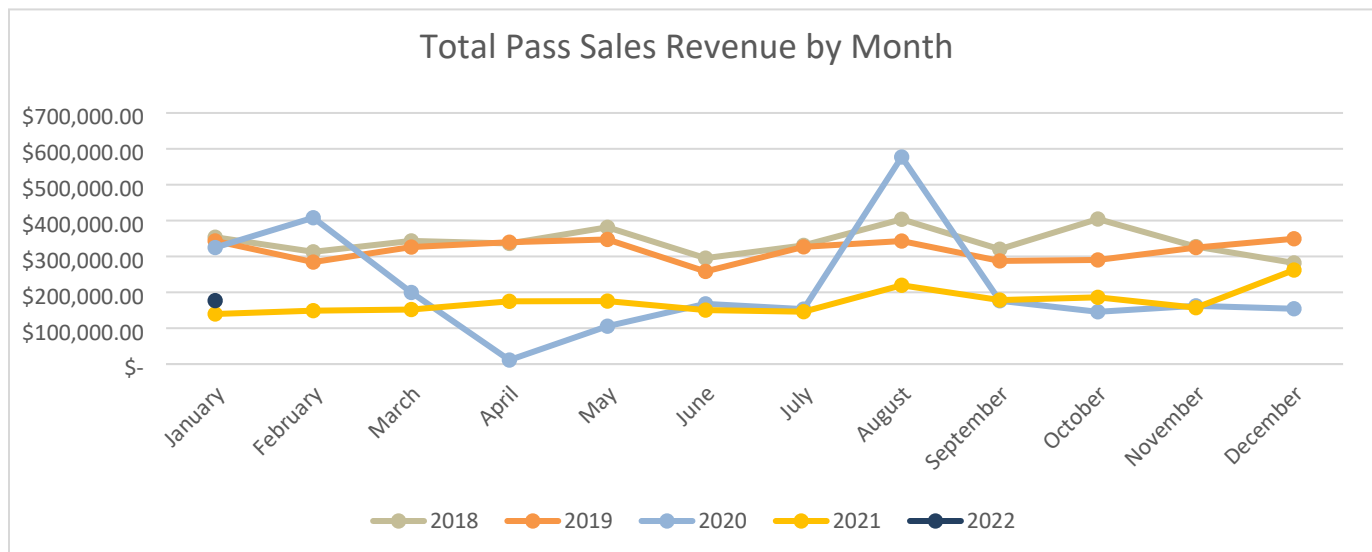
Payment Breakdown:

Customer Service Desk has experienced a decrease in all payment types. Total check value decreased from December to January. Overall, the entire check value is higher than the values received on average last year. IndyGo Care Center Leadership will continue to monitor all payment types.



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

Total pass revenue decreased from December to January. Although we have seen a decrease in Pass sales from last month, we had a 26.71% year-over-year (YOY) increase in revenue. Care Center leadership will continue to monitor this.



PARATRANSIT OPERATING STATISTICS:

FTA mandates that transportation agencies report data through the National Transit Database (NTD). The following metrics are measured for our paratransit program. The data also provides valuable information to determine the number of paratransit vehicles to operate this service. In addition, trends are monitored and measured YOY to discuss abnormalities that occurred in the previous year, such as COVID-19.

2022 Paratransit Data

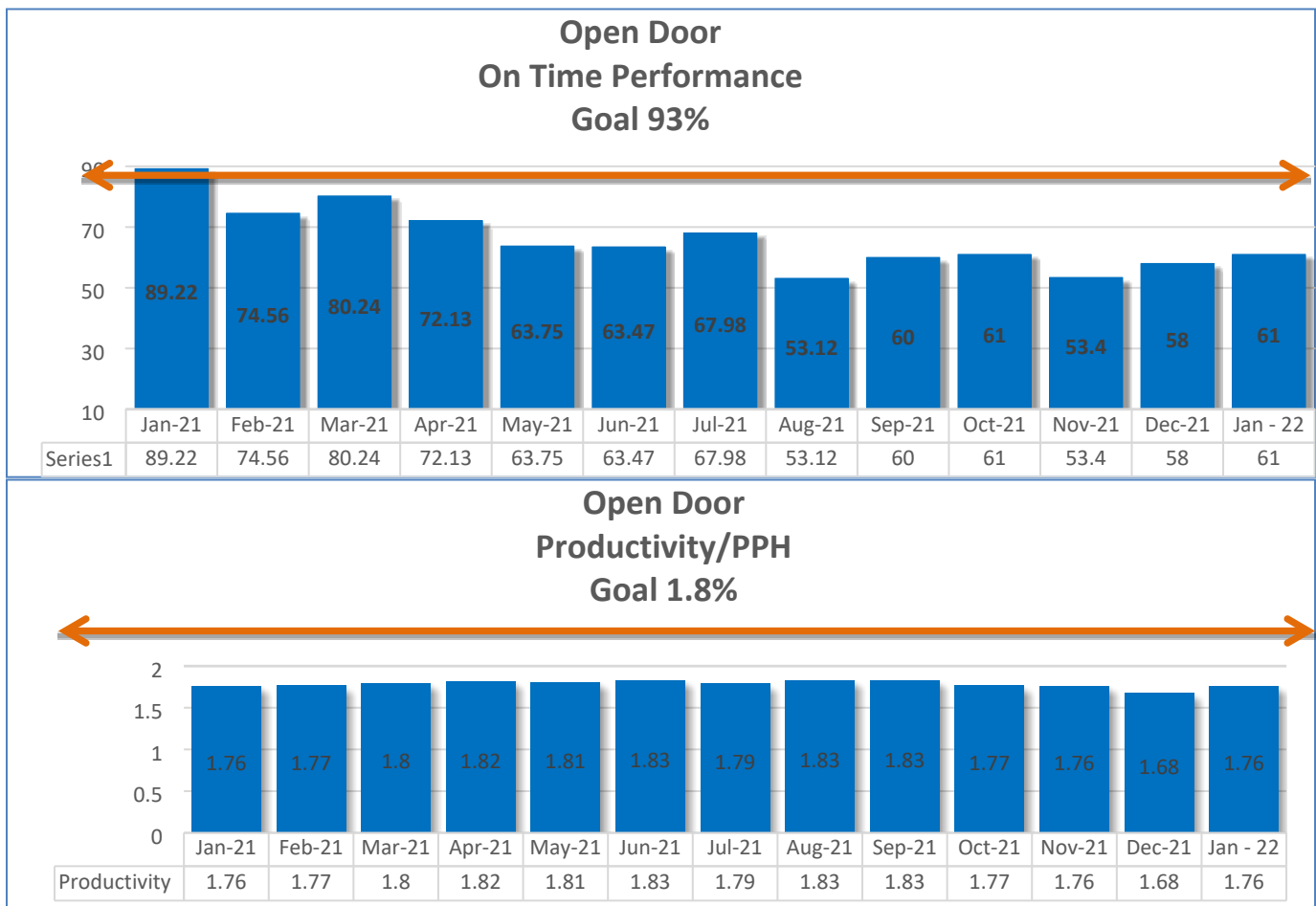
| Paratransit | Unlinked Passenger Trips | Vehicle Revenue Hours | Vehicle Revenue Miles | Vehicles Operated in Max Service (Average) | Number of Days of Regular Service Operated |
|-------------|--------------------------|-----------------------|-----------------------|--|--|
| January | 9,050 | 5,144 | 97,224 | 30 | 31 |
| February | | | | | |
| March | | | | | |
| April | | | | | |
| May | | | | | |
| June | | | | | |
| July | | | | | |
| August | | | | | |
| September | | | | | |
| October | | | | | |
| November | | | | | |
| December | | | | | |
| Total | 9,050 | 5,144 | 97,224 | 30 | 31 |

2021 Paratransit Data

| Paratransit | Unlinked Passenger Trips | Vehicle Revenue Hours | Vehicle Revenue Miles | Vehicles Operated in Max Service | Number of Days of Regular Service Operated |
|-------------|--------------------------|-----------------------|-----------------------|----------------------------------|--|
| January | 11,558 | 6,555 | 120,345 | 39 | 31 |
| February | 10,574 | 6,005 | 111,889 | 39 | 28 |
| March | 12,987 | 7,213 | 133,968 | 38 | 31 |
| April | 12,940 | 7,117 | 131,858 | 38 | 30 |
| May | 11,999 | 6,615 | 122,240 | 39 | 31 |
| June | 12,298 | 6,726 | 122,292 | 38 | 30 |
| July | 12,838 | 7,183 | 134,827 | 41 | 31 |
| August | 12,616 | 6,904 | 128,752 | 38 | 31 |
| September | 10,507 | 5,807 | 107,806 | 32 | 30 |
| October | 9,541 | 5,381 | 102,961 | 31 | 31 |
| November | 8,761 | 4,982 | 96,488 | 28 | 30 |
| December | 8,500 | 5,069 | 94,620 | 28 | 31 |
| Total | 135,119 | 75,557 | 1,408,046 | | 365 |

The Mobility Solutions team monitors on-site visits and discussions regarding a proactive outlook for the current/next day's service. IPTC staff collaborates with our paratransit contracted staff to monitor On-Time Performance to mitigate future service impacts.

On-Time Performance for January 2021 was 90%, and Productivity was 1.76%. January 2022 OTP was 58%, and Productivity was 1.68%; this is a decrease of 34.1% and an increase of -4.0%, respectively YOY.



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.

| 2022 | | | | | | |
|-------|-----|-------|----------|------------|--------------|----------|
| | New | Renew | Approved | New Denied | Renew Denied | Visitors |
| JAN | 32 | 50 | 82 | 0 | 0 | 0 |
| FEB | | | | | | |
| MAR | | | | | | |
| APR | | | | | | |
| MAY | | | | | | |
| JUNE | | | | | | |
| JULY | | | | | | |
| AUG | | | | | | |
| SEPT | | | | | | |
| OCT | | | | | | |
| NOV | | | | | | |
| DEC | | | | | | |
| Total | 32 | 50 | 82 | 0 | 0 | 0 |

| 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 | 0 | 0 | 32 | 49 | 0 | 1 |
| FEB | | | | | | |
| MAR | | | | | | |
| APR | | | | | | |
| MAY | | | | | | |
| JUNE | | | | | | |
| JULY | | | | | | |
| AUG | | | | | | |
| SEPT | | | | | | |
| OCT | | | | | | |
| NOV | | | | | | |
| DEC | | | | | | |
| Total | 0 | 0 | 32 | 49 | 0 | 1 |

| | 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 |
| Total | 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.

2022 Taxi Voucher Tracking

| | Lottery | | Dialysis | | Emergency-Green | | Total Vouchers |
|-----------|---------|------|----------|------|-----------------|-------|----------------|
| | Sold | Used | Sold | Used | Sold | Used | Used |
| January | 680 | 554 | 572 | 605 | 824 | 1,005 | 4,240 |
| February | | | | | | | |
| March | | | | | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| July | | | | | | | |
| August | | | | | | | |
| September | | | | | | | |
| October | | | | | | | |
| November | | | | | | | |
| December | | | | | | | |
| | 680 | 554 | 572 | 605 | 824 | 1,005 | 4,240 |

2021 Taxi Voucher Tracking

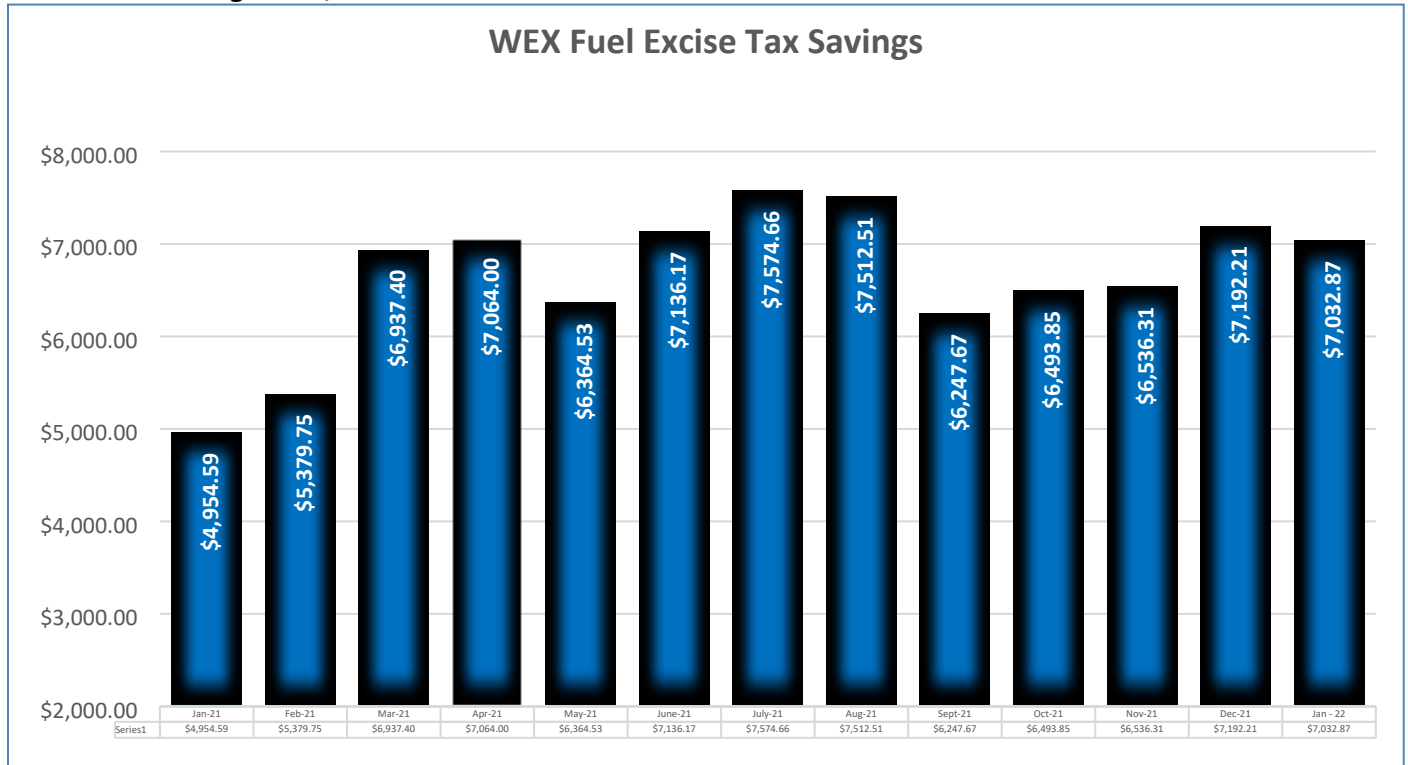
| | Lottery | | Dialysis | | Emergency-Green | | Total Vouchers |
|-----------|---------|-------|----------|-------|-----------------|-------|----------------|
| | Sold | Used | Sold | Used | Sold | Used | Used |
| January | 720 | 591 | 703 | 749 | 0 | 0 | 1,340 |
| February | 760 | 541 | 673 | 707 | 0 | 0 | 1,248 |
| March | 680 | 589 | 714 | 761 | 0 | 0 | 1,350 |
| April | 680 | 637 | 828 | 680 | 0 | 0 | 1,317 |
| May | 750 | 587 | 599 | 697 | 0 | 0 | 1,284 |
| June | 640 | 708 | 742 | 700 | 0 | 0 | 1,408 |
| July | 710 | 609 | 634 | 636 | 0 | 0 | 1,245 |
| August | 610 | 608 | 706 | 670 | 592 | 81 | 1,278 |
| September | 530 | 499 | 663 | 687 | 686 | 553 | 1,186 |
| October | 740 | 525 | 729 | 708 | 1,640 | 727 | 1,233 |
| November | 570 | 543 | 776 | 737 | 1,398 | 1,595 | 1,280 |
| December | 690 | 521 | 573 | 699 | 1,734 | 1,896 | 4,336 |
| | 8,080 | 6,958 | 8,340 | 8,431 | 6,050 | 6,072 | 18,505 |

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.

January 2022 savings from fuel excise taxes were Fed Taxes = \$3,531.88 and State Taxes = \$3,500.99.

Total annual savings is \$7,032.87





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

Human Resources Division Report – January 2022

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: February 24, 2022

CONSIDERATION OF HUMAN RESOURCES REPORT JANUARY 2022

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 66 confirmations of a positive COVID-19 test in January and February. COVID-19 infections have tapered off as IndyGo has not received a positive confirmation in over a week. 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 February 2022, 62.6% of Marion County residents and 65% of Indiana residents are fully vaccinated.
- 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 72%.

B. Recruitment and Retention Data

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

1. General Background Data:

| | |
|---|--------|
| a. Total IndyGo Employees: | 764 |
| b. Total Union Employees: | 553 |
| c. Total Coach Operators: | 411 |
| 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.

C. IndyGo Health and Wellness Clinic: IndyGo is very excited to announce that beginning March 1, 2022, Marathon Health will serve as IndyGo's new health and wellness provider. As part of our continuing investment to improve employee health and wellness, IndyGo is transitioning from Everside to Marathon Health, one of the nation's leading providers of employer-sponsored healthcare. Our new partnership

with Marathon Health will allow our staff and their families to access quality healthcare at IndyGo's onsite location as well as any one of the seven network locations across Indianapolis.

- 1. Access Begins March 1, 2022:** Starting March 1, 2022, employees and their families will have access to health centers in the Marathon Health Network. Network health centers are located across the Indianapolis area with hours varying from Monday - Friday: 7am - 7pm and Saturdays: 8am - 12pm. In mid-March, Marathon Health will reopen the onsite health clinic, the IndyGo Health and Wellness Clinic.
- 2. Who Can Use The IndyGo Health And Wellness Clinic?** There is no change in who can use the clinic. All employees, regardless of health plan, are eligible. Spouses and dependents (2 years old+) who are covered under the group health insurance provided by IPTC are also eligible. Services at the health clinic include preventive care, acute (sick) care, chronic condition management, health coaching, behavioral health, CDL exams, medications, and labs. And the best part - All services are FREE.
- 3. How Do I Schedule An Appointment?** You and your eligible family members will be able to schedule in-person, phone or virtual appointments from the IndyGo Health and Wellness Clinic or at one of the health centers in the Marathon Health Network. Appointments can be scheduled through the online portal or by calling the Marathon Health call center. With little or no wait time for appointments and longer visit time with providers, patients at Marathon Health centers often see significant improvements in their overall health. To make an appointment, call 317-559-2185 or schedule one on the portal at www.marathon-health.com/join
- 4. New Hours for Onsite Clinic:** The onsite IndyGo Health and Wellness Clinic will be open during the following hours:

| | |
|-----------|-------------------|
| Monday | 6:00 AM – 3:00 PM |
| Tuesday | 6:00 AM – 3:00 PM |
| Wednesday | 6:00 AM – 3:00 PM |
| Thursday | 9:00 AM – 3:30 PM |
| Friday | 9:00 AM – 3:30 PM |

Employees are also encouraged to use the seven network clinics located across the Indianapolis area and the locations can be found at the following link: <https://www.marathon-health.com/locations/indianapolis/>

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Diversity/Inclusion & Workforce Development Division Report – January 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Diversity/Inclusion and Workforce Development Denise E. Jenkins-Agurs, MS.Ed.
Date: February 24, 2022

Culture Engagement:

- Teammates wore red on Feb. 4th for National Wear Red Day to support American Heart Month, to raise awareness about heart disease.
- We hosted our quarterly Versiti Blood Drive on Feb. 8th. We collected 10 units of blood which will impact 30 lives because of our efforts!
- Partnered with the MidWest Food Bank for our “Giving from the Heart Can-less Food Drive Campaign” Feb 14-Feb 18
- For Black History Month we are highlighting an Indiana Native that made History each week, along with a Tuesday Trivia contest, which our teammates are enjoying.
- We are going to partner with Indianapolis Animal Care Services to provide volunteer options for our teammates, Furry Friend visits to the office, and/or host a donation drive. More details to come.
- We are partnering with Elements Financial to host an Understanding Your Credit Seminar to promote Financial Literacy.
- HOSTS Mentoring Program with Rhoades Elementary School postponed until March.
- Redesigning annual Excellence Award experience for IndyGo.

Workforce Development:

- Aspiring Leaders and Six Sigma Green Belt course participants presented their final projects to all of IndyGo which was a great success. Recordings can be found here:
<https://indygotransportation.sharepoint.com/sites/WorkforceDevelopment/SitePages/Educational-Opportunities.aspx?web=1>
- Working with the Fehribach Center to offer an 8-week summer internship for a college student with a physical disability. Interviews are happening now, and the student should be identified in the next few weeks.
- We hosted a TIM Talk about the Purple Line which was presented by Jordan Patterson and Kevin McNally.
- A TIM Talk with Chelci Hunter about Supplier Diversity is set for 2/22.

Diversity & Inclusion

- Presenting the APTA Racial Equity Commitment Program partnership with IndyGo to the Board on 2/24.
- In the RFP creation process for a DEI Consultant to construct an IndyGo DEI Strategic Plan.
- Working to implement an Intergroup Dialogue program in the next few months called Dialogue for Change to help teammates engage about and across difference.

Learning Management System:

- New operator training classes have been completing quizzes using the ADP Mobile app on tablets. We will continue to expand the usage to other aspects of the course (Next: attendance, digital training manual)
- Updates to the new operator training manual are in progress during bi-weekly meetings with new operator trainers. 4 of 6 modules have been updated so far.
- E-learning courses for dispatchers and various topics from orientation are currently in development.
- An e-learning course on Outlook and Time Management was published to the LMS last week.

Mentorship and Apprenticeship Program (MAP) updates:

- The MAP Committee will be participating in IvyTech's Technology Week the first week of March. This event is to highlight the different careers throughout IndyGo as a whole. This will be the first time that IndyGo has participated in the event.

Mentorship Program:

- Our first rounds of Ride-A-Longs have been very informative and successful. We have had extremely positive feedback from our new Coach Operators.

Apprenticeship Program:

- The MOU with IvyTech is fully signed and the partnership is officially underway. We will be having a ceremonial signing of the MOU for pictures and publicity in mid-March. This partnership is the first of its kind for both participants. IvyTech will be using this venture as its roadmap when dealing with transportation agencies that are interested in apprenticeships.
- The Department of Labor paperwork is still being processed.

Supplier Diversity Division Report - January 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Supplier Diversity Officer & DBELO Chelci R. Hunter
Date: February 24, 2022

DISCUSSION:

During January 2022 through mid-February 2022, IndyGo held eight (8) unique one-on-one vendor meetings, attended five stakeholder meetings, toured four venues for outreach event efforts, and joined the Business Equity for Indy Procurement Roundtable Workshop presented by the Indy Chamber.

The Annual DE&I Agency Plan for IndyGo was submitted to the City of Indianapolis Office of Minority and Women Business Development in January 2022.

Current "XBE" participation as of the end of January 2022 is 13.47%. This participation includes firms certified by the City of Indianapolis and the Indiana Department of Administration.

The IndyGROW Vendor Development Program went live on the IndyGo website on February 2, 2022. Applications are due March 4, 2022, close of business.

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 IndyGROW Vendor Development Program begins 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

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