



Board Report  
March 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 February 24, 2022
  2. A-2: Consideration and approval of IndyGo East Campus Fleet Terminal additional design fees– The Etica Group (Presenter - LaTeeka Washington)
  3. A-5: Consideration and approval of Route 901 Service Changes Service Equity Analysis (Presenter - Ryan Wilhite)
  4. A-6: Consideration and approval of Microsoft Dynamics licensing (Presenter - Marcus Burnside)
  5. A-7: Consideration and approval of East Campus security services with Sangar Cargo Security, Inc. (Presenter - Mark Emmons)
  6. A-8: Consideration and approval of Mobility Solutions and Customer Care Center security services with Sangar Cargo Security, Inc. (Presenter - Mark Emmons)
  7. A-10: Consideration and approval of On-Call Construction Engineering Task Order #6 for The Etica Group (Presenter - Rachel Wilson)
- 5. Regular Agenda** (Presenter - Greg Hahn)
  1. A-3: Consideration and approval of Construction Management Task Order #1 for the Blue Line Bus Rapid Transit project (Presenter - Jennifer Pyrz)
  2. A-4: Consideration and approval of Finline Printing three-year contract (Presenter - Lesley Gordon)
  3. A-9: Consideration and approval of IFB 22-02-437 construction contract for IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project (Presenter – Jennifer Pyrz)
- 6. Information Items** (Presenter - Greg Hahn)
  1. I-1: Receipt of the Finance Report for February 2022 (Presenter - Bart Brown)
  2. I-2: CEO Report (Presenter - Inez Evans)
  3. I-3: Department Reports
- 7. Adjourn** (Presenter - Greg Hahn)

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

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Our next Board Meeting will be Thursday, April 28, 2022

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## Awards & Commendation Recognition for February 2022

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

### February 2022 Awards & Commendations

Employee	Position	Recognition
Anthony White	Coach Operator – Fixed Route	19 Years of Safe Driving
Mary Spence	Coach Operator – Fixed Route	Operations February Employee of the Month
Maurice Wilburn	Coach Operator – Fixed Route	Retiring after 22 ½ Years of Service
Will Hazen	Coach Operator – Fixed Route	Coin of Excellence Recipient
Angel Gonzalez	Electrical Vehicles & Special Projects	Six Sigma Green Belt Participant
Jesse Dickson	Electrical Vehicles & Special Projects	Six Sigma Green Belt Participant
Joe Maddix	Buying & Warranty Administrator	Six Sigma Green Belt Participant
Steve Kraynik	Database Administrator	Six Sigma Green Belt Participant
Llarse Clemons	Transportation Supervisor	Six Sigma Green Belt Participant
Myisha Foster	Mobility Service Specialist	Six Sigma Green Belt Participant
Keith Harkness	Fleet Services Supervisor	Six Sigma Green Belt Participant
Vicki Chastain	Warehouse & Distribution Specialist	Six Sigma Green Belt Participant
Chauncyia Coleman	Director of Mobility Solutions	Six Sigma Green Belt Participant
Sarah Stentz	Capital Projects Project Coordinator	Six Sigma Green Belt Participant
Donnisha Johnson	Manager – Accounting	Six Sigma Green Belt Participant
Mike Wilson	Manager – Operations Training	Six Sigma Green Belt Participant
Mark Emmons	Director – Life Safety and Security	Six Sigma Green Belt Participant
Mike Nugent	Manager – Data Analytics	Six Sigma Green Belt Participant
James Moore	Manager – Vehicle Maintenance	Six Sigma Green Belt Participant
Tracy Jennings	Director of HRIS & Benefits	Six Sigma Green Belt Participant
Brian Clem	Director of Risk & Safety	Aspiring Leaders Participant
Sean Wooding	Associate Counsel	Aspiring Leaders Participant
Todd Bough	Transportation Supervisor	Aspiring Leaders Participant

Geneisha Berry	Training Supervisor	Aspiring Leaders Participant
Shayla Willis	Manager – Support Services	Aspiring Leaders Participant
Michelle Anderson	Manager – Transit Center	Aspiring Leaders Participant
Abdul Hasan	Transportation Supervisor	Aspiring Leaders Participant
Kendall Jones	Fleet Services Supervisor	Aspiring Leaders Participant
Nathan Barnes	Coach Operator – Fixed Route	Aspiring Leaders Participant

## February 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 February 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>
<b>Anthony White</b>	3334	19	25
<b>Patricia Wilson</b>	6792	12	23
<b>Sean Cox</b>	1190	11	21
<b>Pamela Omotoye</b>	8313	7	11
<b>Wesley Robertson</b>	8488	7	9
<b>Amon-Ra Sanders</b>	8642	7	8
<b>Matthew Ervin</b>	8815	6	6
<b>Gregory Scott</b>	8719	5	8
<b>Toccará Isabell</b>	9075	4	4
<b>Shundreline Merritt</b>	9106	4	4
<b>Akiella Bounds</b>	8947	3	5
<b>Francheska McGraw</b>	9325	3	3
<b>Willie Reeves</b>	9326	3	3
<b>Rosetta Williams</b>	9329	3	3
<b>David Clay</b>	9082	2	4
<b>Tanya Johnson</b>	9570	2	3
<b>Robert Rowie</b>	9738	2	2
<b>Atlanta Smith</b>	9632	2	3
<b>Mancie Freeman</b>	9800	1	2

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

***Congratulations to you and Thank You!***

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## Finance Committee Chairperson Report – March 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** March 24, 2022

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
March 17, 2022

The Finance Committee met on March 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-2, & A-10 and Regular Agenda Items A-3 & A-9.

An item from the committee meeting I would like to highlight is Action Item A-10, approval of On-Call Construction Engineering Task Order #6 for The Etica Group. Project Manager Rachel Wilson presented this action item to the Finance Committee. IPTC entered into a master services agreement with The Etica Group in July 2021 for on-call construction engineering services. IPTC advertised the Red Line 2022 HMA & PCCP Maintenance Project on February 17, 2022. As the sole firm currently contracted with IPTC to provide on-call construction engineering services, The Etica Group has been asked to provide construction engineering services for this project. The Etica Group will be responsible for ensuring that construction of the Red Line 2022 HMA & PCCP Maintenance Project meets contract plans, specifications, and applicable ADA and quality standards. Work activities will include daily construction inspection, material testing per Indianapolis DPW requirements, project meetings, submittal review, contractor pay application review, change management, and various project closeout activities.

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – March 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** March 24, 2022

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
March 17, 2022

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

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-5, A-6, A-7 & A-8.

An item from the committee meeting I would like to highlight is Action Item A-6, approval of Microsoft Dynamics licensing. Chief Information Officer Marcus Burnside presented this action item to the Service Committee. IPTC is currently migrating its Enterprise Resource Planning (ERP) platform from Microsoft Dynamics AX (on-premise) to Microsoft Dynamics 365 (cloud-based). Crowe Horwath LLP was selected as our Cloud Service Provider (CSP) at the December 2020 Board of Directors Meeting. The new cloud-based platform will allow IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity, and reduced cybersecurity threats to the ERP platform. The new D365 environment has been licensed for production use; however, the current licenses expire on March 31, 2022. This procurement will allow IPTC to license its production environment from April 1, 2022, to March 31, 2023. As with our Microsoft Office 365 products, D365 licenses are purchased annually.

Mr. Chairman, that concludes my report.

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# February Board of Directors Minutes

IndyGo

Feb 24, 2022 at 5:00 PM EST

@ Virtual & 1501 W. Washington St - IndyGo HQ

## ACTION ITEM A – 1

### Attendance

#### Members Present (Remote):

Hydre Abdullah, Bart Brown, Jeff Brown, Marcus Burnside, Charlie Carlino, Brian Clem, Chauncyia Coleman, Annette Darrow, Matt Duffy, Mark Emmons, Inez Evans, Mary Ann Fagan, Adairius Gardner, Lesley Gordon, Lloyd Graham, Greg Hahn, Richard Wilson, Jr., Emily Lovison, Lise Pace, Patricia (Pat) Rios, Jill Russell, Aaron Vogel

#### Guests Present (Remote):

Mandla Moyo

#### Staff Present (Remote):

Brian Atkinson, Michael Booth, Latosha Higgins, Denise Jenkins-Agurs, Donnisha Johnson, Cheryl Purefoy, Jennifer Pyrz, Mike Roth, LaTeeka Washington

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

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 [A AGENDA for February 24, 2022 Board Meeting.docx](#)

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Chairman Greg Hahn called the meeting to order at 5:01pm. General Counsel Jill Russell called the roll. Seven members present remotely via Zoom. There was a quorum.

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

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

 [A1 Board Report Safe Drivers, February 2022.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for January 2022. Recognized were safe drivers for January 2022, one Employee with 32 years of safe driving, January Operations Employee of the month, and one Employee returning from deployment.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

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

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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 January 27, 2022

 [A-1 January Board of Directors & Annual Board of Finance Minutes.docx](#)

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2. A-3: Consideration and approval of bus stop design task order (Presenters: Annette Darrow)

 [A-3 Bus Stop Design on Call Planning Action Item - Package 2022-A Draft.docx](#)

3. A-4: Consideration and approval of Microsoft licensing renewal (Presenters: Marcus Burnside)  
 [A-4 Consideration and Approval of Microsoft Licensing Renewal.docx](#)
4. A-5: Consideration and approval for the purchase of Talkdesk Credits (Minutes) for phone services (Presenters: Chauncya Coleman)  
 [A-5 Talkdesk Action Item February 2022.docx](#)  
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5. A-7: Consideration and approval of second option year with Nolan Security for transit security services (Presenters: Mark Emmons)  
 [A-7 Board Letter for Second Option Year for Nolan.docx](#)

**Motion:**

Approval of Consent Agenda

Motion moved by Adairius Gardner and motion seconded by Patricia (Pat) Rios. Richard Wilson - AYE, Adairius Gardner - AYE, Hyde Abdullah - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE, Lise Pace - AYE; Motion passed 6-0

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

1. A-2: Consideration and approval of Board of Directors' election of Officers for 2022 (Presenters: Jill Russell)  
 [A-2 Consideration of Board Officer Elections.docx](#)  
 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. 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: Chair – Greg Hahn, Vice Chair – Adairius Gardner, Secretary – Lise Pace, Treasurer – Rick Wilson.

**Motion:**

Approval of Board of Directors' election of Officers for 2022

Motion moved by Patricia (Pat) Rios and motion seconded by Richard Wilson, Jr. Richard Wilson - AYE, Adairius Gardner - AYE, Hyde Abdullah - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE, Lise Pace - AYE; Motion passed 6-0

2. A-6: Consideration and approval of Resolution 2022-01 joining the American Public Transportation Association (APTA)'s Racial Equity Commitment Program (Presenters: Lloyd Graham)  
 [A-6 APTARacialEquityCommitment.docx](#)  
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 [A-6 IndyGo APTA Racial Equity Commitment.pptx](#)  
 [A-6 APTA Racial Equity Commitment Signatories 02222022.pdf](#)  
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 [A-6 DEI Resolution 2022 \(003\).docx](#)  
 [A-6 RacialEquity Flyer Final.pdf](#)  
 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.” 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.

**Motion:**

Approval of Resolution 2022-01 joining the American Public Transportation Association (APTA)'s Racial Equity Commitment Program

Motion moved by Adairius Gardner and motion seconded by Mary Ann Fagan. Richard Wilson - AYE, Adairius Gardner - AYE, Hydre Abdullah - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE, Lise Pace - AYE; Motion passed 6-0

3. A-8: Consideration and approval of BRT Purple Line bus order amendment (Presenters: Aaron Vogel)  [A-8 Purple line board amendment cp 2-7-22.docx](#)

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

**Motion:**

Approval of BRT Purple Line bus order amendment

Motion moved by Mary Ann Fagan and motion seconded by Adairius Gardner. Richard Wilson - AYE, Adairius Gardner - AYE, Hydre Abdullah - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE, Lise Pace - AYE; Motion passed 6-0

4. A-9: Consideration and approval to negotiate a contract with LHD Benefit Advisors (Presenters: Jeff Brown)

 [A-9 Health Insurance Broker RFQ \(Feb 2022\).docx](#)

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"). 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 provider.

**Motion:**

Approval to negotiate a contract with LHD Benefit Advisors

Motion moved by Mary Ann Fagan and motion seconded by Lise Pace. Richard Wilson - AYE, Adairius Gardner - AYE, Hyde Abdullah - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE, Lise Pace - AYE; Motion passed 6-0

5. A-10: Consideration and approval of Resolution 2022-02 granting approval of amendment to purchase agreement for 1100 W. 21st Street (Presenters: Bart Brown)

 [A-10 Carrier Bryant Site.docx](#)

 [A-10 Resolution 1100 E 21st Street.docx](#)

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.

**Motion:**

Approval of Resolution 2022-02 granting approval of amendment to purchase agreement for 1100 W. 21st Street

Motion moved by Richard Wilson, Jr. and motion seconded by Mary Ann Fagan. Richard Wilson - AYE, Adairius Gardner - AYE, Hyde Abdullah - AYE, Mary Ann Fagan - AYE, Pat Rios - AYE, Lise Pace - AYE; Motion passed 6-0

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

1. I-1: Mobility Advisory Committee (MAC) update (Presenters: Mandla Moyo)

 [I-1 Mobility Advisory Committee January 2022.docx](#)

 [I-1 MAC Sign in & Motion vote 1-19-22.xlsx](#)

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 [I-1 MAC numbers for January 19 2022 meeting.pdf](#)

The Board heard a Mobility Advisory Committee (MAC) update from MAC Chair Mandla Moyo.

2. I-2: Receipt of the Finance Report for January 2022 (Presenters: Bart Brown)

 [I-2 Jan 2022 Financials Summary.docx](#)

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 [I-2 Capital Project Spending January 2022 - Final.pdf](#)

 [I-2 February 2022.pdf](#)

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The Board heard a Financial update for January 2022 from Chief Financial Officer Bart Brown.

3. I-3: Transit Signal Priority (TSP) update (Presenters: Matt Duffy)

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

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The Board heard a Transit Signal Priority (TSP) update from Project Manager Civil Design Matt Duffy.

4. I-4: Insurance renewals update (Presenters: Brian Clem)

 [I-4 2022 Board Insurance Renewal Executive summary Aon.docx](#)

The Board heard an Insurance Renewals update from Director of Risk & Safety Brian Clem.

5. I-5: Purple Line outreach update (Presenters: Lesley Gordon)

 [I-5 Purple Line Outreach Update.docx](#)

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 [I-5 Purple Line Slide Deck.pptx](#)

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The Board heard a Purple Line Outreach update from Vice President of Communication & Marketing Lesley Gordon.

6. I-6: Department Reports

 [I-6a Board Report Feb 2022.docx](#)

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 [I-6b PLANNING AND CAPITAL PROJECTS REPORT for February 2022.docx](#)

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 [I-6c February 2022 Board Report Public Affairs FINAL.pdf](#)

 [I-6d JAN 2021 OPERATIONS DIV BOARD REPORT.docx](#)

 [I-6e HR Board Report \(February 2022\).docx](#)

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 [I-6f Feb 2022 Diversity & Inclusion and Workforce Development Board Report.docx](#)

 [I-6g Information Update - Supplier Diversity - February 2022.pdf](#)

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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 6:47pm.

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Jill D. Russell  
General Counsel

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Date: March 13, 2022  
Current Meeting: March 24, 2022  
Board Meeting: March 24, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Capital Assets and Facility Management LaTeeka Washington  
**SUBJECT:** Consideration and approval of IndyGo East Campus Fleet Terminal additional design fees – The Etica Group

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize President/CEO Inez Evans to issue an additional Task Order for design, construction services and compliance to the National Environmental Protection Act (NEPA) for the property at 9503 E. 33<sup>rd</sup> Street new Fleet Terminal and Operations center in an amount *not to exceed* \$528,465.

**BACKGROUND:**

With the purchase of the property at 9503 E. 33<sup>rd</sup> Street, IPTC requires architectural and engineering support to prepare the buildings to meet IPTC’s needs. In March 2021 an action item was approved by the IPTC Board for The Etica Group to provide design and construction management services of the facility. The work included bus garage, designing traffic flow, and demolishing existing structures that are not able to be modified to accommodate our needs.

**DISCUSSION:**

The new Fleet Terminal and Operations Center scope entails the demolition of the dorm 2-story building, to build bus vehicle parking for 100 vehicles with the option to expand bus storage up to 140 vehicles, a 2-story facility with operation offices, site improvements, treasury, site drainage and additional access drive.

The additional fees align with the additional work that has been asked of The Etica Group to complete; conduct parking study to accommodate staff’s parking needs, additional office spaces, meeting rooms, cafeteria, and Emergency Operations Command Center (EOC). We have also asked Etica to increase the involvement of subcontractors with specialized experience of garage layouts.

In pursuant of FTA grant funding, NEPA compliance would be needed if the grants are obtained. This task would also allow The Etica Group to work with their subcontractors and specialists to maintain compliance in the event a grant is awarded.

**ALTERNATIVES:**

The Board could choose not to issue the task order as recommended; however, it would reduce the design and footprint of the needed facility and potentially disqualify IPTC from obtaining federal dollars toward the project.

**FISCAL IMPACT:**

The project is currently funded by local funds.

**DBE/XBE DECLARATION:**

The Etica Group is a woman owned business (WBE) and will be self-performing 54%; McGee Design (WBE) 11% for interiors.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on March 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:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and approval of Route 901 Service Changes Service Equity Analysis

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**ACTION ITEM A – 5**

**RECOMMENDATION:**

In accordance with FTA Requirements and IPTC Board-adopted Title VI policies, IPTC staff is recommending approval of the analysis and its findings.

**BACKGROUND:**

In October 2020, IPTC instituted service changes in response to COVID-19. Five routes were affected: Route 8, 10, 90, 901 and 902. Reducing frequency on these routes balances the need to provide service for the network with the difficult reality of the low ridership experienced by these routes. Also, Routes 8 and 10 service frequencies were new additions in early 2020 and the productivity of the routes were significantly affected by the local adjustment to COVID-19. The reduction in frequency on the Red Line is considered to be temporary; the Red Line has experienced a significant drop in ridership, at first due to local and state mandated business closures and now continued by a significant and, for some, possible permanent move of offices to a work-from-home strategy.

Service modifications without conducting a service equity analysis (SEA) are permitted if they are considered temporary, lasting less than twelve months. If the modifications extend beyond twelve months, then an analysis may be required. An analysis is required when the changes meet the determination of a major service change. Each route was examined and only the change for Route 901 met the major service change determination.

Equity analyses are intended to evaluate the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IPTC's established Title VI policy,<sup>1</sup> are considered a disparate impact (DI) or disproportionate burden (DB), respectively.<sup>2</sup>

**DISCUSSION:**

Staff completed a memorandum for the October 2020 changes to be confirmed on October 2021. However, staff overlooked two route changes – the 901 and 902. In reviewing these two routes, it was determined that the 901 met the major service determination, which resulted in the need to conduct a SEA. The frequency reduction for the Route 901 resulted in an 18.2 percent reduction in trips in the corridor. There was no change in alignment, however.

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<sup>1</sup> Available from <https://www.indygo.net/about-indygo/title-vi/>

<sup>2</sup> A finding of a potential disparate impact and/or disproportionate burden requires transit agencies to modify the original proposal and re-analyze. If the modification does not resolve the DI/DB, then alternatives must be presented to the public for comment. The original proposal (or modification) can only be implemented if there is a substantial legitimate justification made and none of the proposed alternatives would have a less disparate impact, assuming all proposed alternatives can accomplish the program's goals.

IPTC compared the Existing 2020 network to the Proposed 2020 network, analyzing the difference through a Title VI lens. The reduction in service did not result in a Title VI finding, based on the analysis completed.

**ALTERNATIVES:**

After reviewing, the Board of Directors could choose to not approve; however, we would be non-compliant with Title VI regulations and would likely need to return to the Board for approval.

**FISCAL IMPACT:**

The current findings require no additional IPTC financial resources.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

# **Route 901 Service Change**

## Service Equity Analysis

DRAFT

March 11, 2022

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## EXECUTIVE SUMMARY

IndyGo, the public transportation provider for the City of Indianapolis and Marion County, did not escape the service impacts experienced by other transit agencies as a result of COVID-19. Initial emergency reductions in March 2020 were removed several weeks later. Closed businesses and work from home, among other factors, likely led to ridership declines for key IndyGo routes. In response, IndyGo enacted service modifications to better align service to demand. These modifications took effect in October 2020 and were considered temporary. As the pandemic reached a second year in 2021, IndyGo made the difficult decision to continue the service modifications. One of the routes, Route 901, was reduced from 20 minute service to 30 minute service and this modification resulted in a Major Service Change.

A service equity analysis is required when service changes trigger IndyGo’s Major Service Change policy. Equity analyses are intended to evaluate the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IndyGo’s established Title VI policy,<sup>1</sup> are considered a disparate impact (DI) or disproportionate burden (DB), respectively.<sup>2</sup>

The Route 901 service changes resulted in a finding of no DI/DB. IndyGo compared the Existing 2020 network to the Proposed 2020 network, analyzing the difference through a Title VI lens. The reduction decreases weekly trips to blocks by 18 percent. The Route 901 changes were made to best align service demand with service provision.

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<sup>1</sup> Available from <https://www.indygo.net/about-indygo/title-vi/>

<sup>2</sup> A finding of a potential disparate impact and/or disproportionate burden requires transit agencies to modify the original proposal and re-analyze. If the modification does not resolve the DI/DB, then alternatives must be presented to the public for comment. The original proposal (or modification) can only be implemented if there is a substantial legitimate justification made and none of the proposed alternatives would have a less disparate impact, assuming all proposed alternatives can accomplish the program’s goals.



## SECTION I. INTRODUCTION

The coronavirus has presented health and staffing challenges for transit agencies nationally; IndyGo has not been immune from its effects. On March 30, 2020, IndyGo reduced service for its routes to adjust to lower demand and concerns about driver safety. The service was restored by June 1, 2020. As COVID-19 continued to affect broader community mobility, IndyGo instituted changes in October 2020. The October 2020 service changes took effect on October 11, 2020.

These service changes are a result of the loss of ridership experienced by IndyGo due to economic shutdowns and workplace modifications as a result of COVID-19. IndyGo is also anticipating a significant local funding decrease as a result of COVID-19's impact on the local economy. Reducing frequency on these routes balances the need to provide service with the reality of lower ridership experienced by these routes. Also, Routes 8 and 10 service frequencies were new additions in early 2020 and the productivity of the routes were significantly affected by the local adjustment to COVID-19. The reduction in frequency on the Red Line is considered to be temporary; the Red Line has experienced a significant drop in ridership, at first due to local and state mandated business closures and now continued by a significant and, for some, possible permanent move of offices to a work-from-home strategy.

Title VI of the Civil Rights Act of 1964, Section 601, states: "No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits

of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations.<sup>3</sup> Combined with Executive Order 12898, which requires agencies to develop and implement an integrated approach to achieving Environmental Justice for minority and low-income populations, the Circular outlined requirements for transit operators to evaluate service and fare changes to determine potentially discriminatory impacts. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the US DOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.

Per C4702.1B, all transit operators with 50 or more fixed route vehicles in peak service must develop written procedures to conduct an Equity Analysis through which they evaluate, prior to implementation, any and all service changes that exceed the transit provider’s major service change threshold, and to determine whether those changes would have a discriminatory impact based on race, color, or national origin.

Low-income individuals are not specifically a protected class under Title VI; however, the FTA recognizes an “inherent overlap of environmental justice principles” with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.<sup>4</sup> Consequently, FTA requires transit providers to also evaluate proposed service and fare changes to determine whether low-income populations will bear a "Disproportionate Burden" of those changes. Under this requirement, transit providers must also establish the threshold for determining when a change may cause a “Disproportionate Burden” as a result of a major service change.

## IndyGo’s Title VI Policy

IndyGo’s Title VI program and policies work to meet both federal and local expectations to ensure that service (and any service changes) are provided to riders in a non-discriminatory manner. IndyGo’s Title VI policy, first adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from a major service change. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

**Disparate Impact:** A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

**Disproportionate Burden:** A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

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<sup>3</sup> FTA Circular C4702.1B, Chapter IV-15-18.

<sup>4</sup> FTA Circular C4702.1B, Chapter IV-16-17.

In practice, this means that for a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations in excess of that range may be categorized as a disparate impact or disproportionate burden.

Any change that exceeds the major service change definition of a transit provider requires a service equity analysis. IndyGo's major service change policy triggers an examination if any route has a change of 25 percent of its route miles, a change impacting 25 percent of its passengers, or the route is new.<sup>5</sup>

In the event that a potential disparate impact and/or disproportionate burden is found, IndyGo staff would attempt to modify the original proposal and re-analyze. If the modified proposal continued to demonstrate a potential disparate impact and/or disproportionate burden, IndyGo staff would propose alternatives, analyze those alternatives compared to the original / modified proposal, and conduct public involvement regarding the alternatives. If none of the alternatives would have less a disparate impact and/or disproportionate burden and IndyGo has made a substantial legitimate justification, the original / modified proposal could be enacted.

### **Clarification of IndyGo Title VI Policy**

There are two distinctive points of clarification concerning the IndyGo Title VI policies. First, the IndyGo DI/DB policies consider an excessive beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit federal recipients from adversely impacting minority populations. Therefore, if an analysis were to find an overly-beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not resulting in finding of DI and/or DB. IndyGo will acknowledge where beneficial effects occur but will not consider them a finding of DI and/or DB.

IndyGo's Major Service Change policy does not specify whether system-wide service changes should be reviewed in totality or at the individual route level. For network-wide service changes, such as a major redesign or a review of a comprehensive operational analysis, cumulative changes associated with the proposed network will be reviewed.

### **COVID-19, Title VI, and Temporary Service Changes**

The coronavirus has presented health and staffing challenges for transit agencies nationally; IndyGo has not been immune from its effects.

On March 30, 2020, IndyGo reduced service for its routes to adjust to lower demand and concerns about driver safety. The service was restored by June 1, 2020. On October 11, 2020 the Red Line was reduced to a frequency of 15 minutes all days of the week.

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<sup>5</sup> See [IndyGo's 2020 Title VI Program Update](#).

As communicated on FTA’s webpage and in the FTA Title VI Circular 4702.1B, such service changes do not require a service equity analysis unless the change lasts longer than 12 months.<sup>6</sup> As the October 2020 service changes appeared to last longer than 12 months, an analysis was started in late 2021. A memorandum was compiled but two routes, the 901 and the 902, were accidentally excluded. After reviewing the changes for those routes, this analysis was conducted.

## October 2020 Service Changes

The October 2020 service changes took effect on October 11, 2020 and changed the frequency of five routes:

- A. Route 8 – Reduction in frequency from 15 minutes to 20 minutes for a portion of the route
- B. Route 10 – Reduction in frequency from 15 minutes to 30 minutes for a portion of the route
- C. Route 90 (Red Line) – Reduction in frequency from 10 minutes to 15 minutes for the entire route.
- D. Route 901 – Reduction in frequency from 20 minutes to 30 minutes for the entire route.
- E. Route 902 – Reduction in frequency from 20 minutes to 30 minutes for the entire route.

These service changes are a result of the loss of ridership experienced due to economic shutdowns and workplace modifications as a result of COVID-19. Reducing frequency on these routes balances the need to provide service for the network with the difficult reality of the low ridership experienced by these routes. Also, Routes 8 and 10 service frequencies were new additions in early 2020 and the productivity of the routes were significantly affected by the local adjustment to COVID-19. The reduction in frequency on the Red Line is considered to be temporary; the Red Line has experienced a significant drop in ridership, at first due to local and state mandated business closures and now continued by a significant and, for some, possible permanent move of offices to a work-from-home strategy.

## Major Service Change Determination

A service equity analysis is required if a Major Service Change is proposed. IndyGo defines a Major Service Change as:

1. Any route has a change of 25% of its route miles;
2. Any route change affects 25% of its passengers; or
3. The addition of a route.

Major Service Change reasons two and three do not apply for October 2020 service changes based on the project outline. None of the changes will result in the removal of service from an area or the addition of a new route. The final reason to analyze is whether the changes modify 25% or more of a route’s miles.

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<sup>6</sup> “Frequently Asked Questions from FTA Grantees Regarding Coronavirus Disease 2019 (COVID-19), Updated 7/27/2021, <https://www.transit.dot.gov/frequently-asked-questions-fta-grantees-regarding-coronavirus-disease-2019-covid-19#COVID-19Civil>, Accessed October 22, 2021.

To determine if the changes meet the Major Service Change threshold for route miles, the run-cut for 2010 (the name of the October 2020 service) was completed. The total annual mileage for 2010 was compared to the total annual mileage for the current service provided, last updated in June 2020 and therefore named 2006.

**Table 1. Major Service Change Determination for October 2020 Changes**

Route	2006 Route Miles	2010 Route Miles	Total Change in Route Miles	% Change	Major Service Change?
<b>8</b>	1,115,694	893,007	(222,687)	-20.0%	No
<b>10</b>	988,435	750,217	(238,218)	-24.1%	No
<b>90</b>	1,247,550	1,008,844	(238,707)	-19.1%	No
<b>901</b>	148,107	100,611	(47,496)	-32.1%	Yes
<b>902</b>	191,551	155,422	(36,129)	-18.9%	No

Modifications to routes 8,10,90, and 902 do not rise to the level of a Major Service Change; however, Route 901 modifications exceed the threshold for a Major Service Change. Therefore, an analysis of Route 901 will need to be completed.



## SECTION II. SERVICE EQUITY ANALYSIS

The Federal Transit Administration (FTA) provides guidance for conducting a service equity analysis in Federal Circular 4702.1B. The guidance describes subjects of analysis and procedures to be used if proposed service changes result in disparate impacts or disproportionate burdens to Title VI protected populations. At a minimum, the FTA requires transit agencies to define the geography of analysis, datasets used for the analysis, and evaluate whether there is an adverse effect for minority and/or low-income populations compared to the service levels received by non-minority or non-low-income populations.

### Definitions

The following definitions will apply to the service equity analysis:

**Average Transit Vehicle Trips per Block:** This measure is based on Transit Vehicle Trips to Census Blocks, but the number of weekly transit trips is averaged over the number of blocks past which the trips were made. This reduces a distortion in the analysis that suggests more service is being provided to people of interest when in fact service may simply be passing more census blocks.

**Disparate Impact:** A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse or beneficial, are not within 20 percent of the

effects borne by the non-minority population. This policy was established in IndyGo Board Resolution 2013-03. *For the purposes of this analyses, any beneficial DI finding beneficial to minority populations is not considered a DI.*

**Disproportionate Burden:** A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse or beneficial, are not within 20 percent of the effects borne by the non-low-income population. This policy was established in IndyGo Board Resolution 2013-03. *For the purposes of this analyses, any beneficial DB finding beneficial to low-income populations is not considered a DB.*

**High Minority or High Poverty Census Block Groups:** These census block groups are those in which the percentage of minority residents or residents in poverty is greater than the percent of Marion County residents who are minority or in poverty. Census block groups are comprised of groups of census blocks.

**High Minority or High Poverty Census Blocks:** These census blocks are those which fall within an identified High Minority or High Poverty Census Block Group. US Census American Community Survey data are not available at the block level. To calculate the number of individuals in each block, the proportion of the population from the 2010 Decennial Census for each block will be calculated and then multiplied by the total block group population estimated in the 2014-2018 ACS. Only total population will be calculated for each census block for the purposes of determining access.

**Low-Income:** Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update. Because Department of Transportation (DOT) and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably. IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

**Minority:** Minorities are defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update.

**Service Area:** IndyGo's service area is defined as the entirety of Marion County, including excluded cities. This definition is consistent with the service area defined in IndyGo's 2020 Title VI Program update.

**Service Buffer:** The service buffer established for this analysis was ½ mile wide for local routes (1/4 mile buffer) and 1 mile wide for bus rapid transit lines (½ mile buffer). The buffer was defined by individual transit stops. Specifically, buffers were created around each stop from the GTFS (General Transit Feed Specification) files for the respective service networks. The assumption that anyone in a census block that is touched by the buffer can access transit is obviously not true, nor is it the case

that anyone in a census block outside that buffer *cannot* access transit, but these standards are applied for analytical consistency.

**Total Transit Vehicle Trips to Blocks:** This is the number of transit vehicle trips that occur within one week that pass within the service buffer of any part of the census blocks in question.

Existing 2020 and Proposed 2020 trips to census blocks were estimated using information provided by IndyGo Service Planning to present the number of weekly trips in a non-holiday transit week. Previous equity analyses may have used GTFS data exported from HASTUS scheduling software by IndyGo. For each route, weekday trips were multiplied by 5 and Saturday and/or Sunday services were added to obtain a weekly total. Those trips were then multiplied by the number of designated blocks they passed.

For example, if 100 trips pass by 10 blocks, this equals 1,000 Transit Vehicle Trips to Blocks. This accounts for all trips that may be realized for all blocks served and represents how much transit service is provided to how many census blocks.

**Transit Vehicle Trips x Population:** This measure estimates the usefulness of the service. It further reduces the distortion of Total Transit Vehicle Trips to Blocks (TTVTB), which can suggest that more service is being provided to populations within Title VI areas, when service is just passing more blocks but with potentially fewer people in them. In this measure, weekly transit trips on a route are weighted by the calculated total population within each census block.

For example, if 100 trips pass by a block that has 10 people living in it, that would equal 1,000 trips x population; if the next census block it passes has 50 people living in it, that would equal 5,000 trips x population, representing more access to service by more people.

This measure considers that census blocks are not home to equal numbers of people and estimates the level of service access provided to *people* rather than to geographic zones.

## Project Outline

The project under analysis is the change to Route 901. Other changes did occur but as they do not rise to the level of a Major Service Change, and this is not a system-wide redesign, those changes will not be analyzed. Refer to the section on October 2020 Service Changes to understand the other changes.

**Table II-1. Change Classification for Routes.**

Change Classification	General Description
No Change	No change to the route segments.
Minor	Small deviations to few segments.
Moderate	An added/removed extension or other deviations.
Significant	Addition/deletion of an entire route, creation of multiple branches, or complete revision of a route.

For this analysis, only the changes for the Route 901 are considered.

## Datasets Used

### Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the intervening years and are the most comprehensive and precise datasets containing the information needed for this analysis. The most current version of the dataset is 2015-2019 5-year estimates; this analysis uses ACS 2014-2018 5-year estimates. The 2014-2018 5-year estimates is used for consistency between equity analyses. Decennial Census 2020 total population was not used, similarly for consistency between analyses. Census geographies are those developed as a result of the 2010 census.

- ACS Summarized Data 2014-2018 5-year file by block group
  - Table B03002 – Hispanic or Latino Origin by Race
  - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement
- Decennial Census 2010, SF 100% by block and block group
  - Table P1 – Total Population

### Transit Service Data

IndyGo designs its routes in HASTUS, a transit scheduling software. The data used for transit trips was provided from a HASTUS export, in the form of a General Transit Feed Service (GTFS) file. The GTFS file was then visualized using a toolbox for ArcMap, a geographic information systems software.

The two networks were:

- Existing Transit Network: 2020 Network (June)
  - Service provided from June 14 to October 10, 2020
- Proposed Transit Network :2020 Network (October)
  - Service provided beginning on October 11, 2020

## Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. Data from the ACS are not available at the smallest Census geography, the census block. Based on the availability of data, census block groups were used as the geography of analysis for determining High Minority and High Low-Income designations for blocks, while census blocks were used to determine the population with access.

## Determining High Minority and High Poverty Blocks

The use of census block groups for transit access, in combination with using the population of an entire block group, can result in disingenuous access data. Specifically, using census block groups could count a person as having access who may be a mile away from the transit route due to the size of the census geography. To address this potential issue, IndyGo staff used census block data to

identify populations who have access but used census block group data to determine and assign the High Minority or High Poverty designation. If a census block was part of a block group designated as High Minority or High Poverty, it was presumed that each census block within that census block group shared that designation. See Table II-3 for an example of this process.

**Table II-2. Example of Attributing Census Block Group Designation for High Minority to Census Blocks**

	<b>2018 Minority Population as a Percent of Block Group</b>	<b>Percent of Minority Population in Marion County</b>	<b>Does the BG % Exceed Marion County %?</b>	<b>Block Assignment</b>
<b>Block Group 1</b>	46%	44%	Yes	
<b>Block 1A</b>				High Minority
<b>Block 1B</b>				High Minority
<b>Block 1C</b>				High Minority
<b>Block 1D</b>				High Minority
<b>Block Group2</b>	35%	44%	No	
<b>Block 2A</b>				Non-Minority
<b>Block 2B</b>				Non-Minority
<b>Block 2C</b>				Non-Minority
<b>Block 2D</b>				Non-Minority

## Calculating Population Data for Census Blocks

The Census only provides Decennial Census population at the block level; the more recent ACS data is not available at the block level. To utilize ACS population data at the block level, population data was calculated. To determine the calculated ACS population for each block, each block’s share of the 2010 Decennial Census population data was calculated. This share was then multiplied by the block group’s total population of the ACS data. See Table II-4 for an example of this process.

**Table II-3. Example of Calculation Population for Blocks Using 2010 Population Proportions and 2014-2018 ACS Population.**

	<b>2010 Population</b>	<b>% of 2010 Population</b>	<b>2018 Estimate</b>	<b>2018 Calculated Population</b>
<b>Block Group 1</b>	1,000		1,800	
<b>Block 1A</b>	300	30%		540
<b>Block 1B</b>	200	20%		360
<b>Block 1C</b>	400	40%		720
<b>Block 1D</b>	100	10%		180

## Determining Access

Access to transit and transit amenities can be estimated by measuring the estimated distance a rider could walk to a stop. For this analysis and analyses moving forward, IndyGo will use ¼ mile for stops for non-rapid transit service and ½ mile for stations for rapid transit service.

## Determining Accessible Population

Population data are attributed geographically to census block groups evenly, which are represented by polygons in the spatial software. For the purposes of this analysis, census block groups were deemed too large to appropriately capture the accessibility of a transit route. Instead, census blocks, and the total calculated population within, are used as geographies for accessible population. Any population within a census block within the buffer, regardless of the percentage of the census block within the buffer, are considered population with access to transit.

## Service Equity Analysis Methodology

IndyGo used a Geographic Information System (GIS)-based approach to compare the distribution of impacts and benefits to all residents and to individuals residing in high minority and high poverty areas.

The analysis involved the following steps:

1. Determine which blocks were habitable.
2. Determine High Minority and/or High Low-Income block groups.
3. Develop map with current and proposed service routes, stops, and numbers of trips.
4. Determine which blocks were within access of a stop.
5. Allocate current and proposed transit trips to habitable census blocks based on whether any part of each census block falls within the stop-based service buffer.
6. Using Excel, determine the difference between the two scenarios for each census block and for the system in terms of: Total Transit Vehicle Trips to Blocks, Average Transit Vehicle Trips per Block, and Transit Vehicles Trips x Population. Join those data to the original block shapefiles containing census data.
7. Using a separate table, compare percent of change experienced by each group to the thresholds established in IndyGo’s Title VI Policy to determine if the proposed changes could result in discriminatory impacts.

The basis of this analysis, common to all three service-access measures used, is the number of weekly trips made by each route. Changes to transit frequency or span are captured in this way; in fact, even the addition or subtraction of one single vehicle trip on a route is captured by this method.

### Total Transit Vehicle Trips to Blocks

Staff analyzed whether the change in Total Transit Vehicle Trips to Blocks for minority and poverty populations would be within 20 percent of the change for non-minority and non-poverty populations. The formula can be expressed as:

% Change in Transit Vehicle Trips to Blocks for a population of interest, if  $n$  is the number of blocks in the service area =

$$\frac{\text{Total Proposed 2020 Transit Vehicle Trips to Blocks} - \text{Total Existing 2020 Transit Vehicle Trips to Blocks}}{\text{Total Existing 2020 Transit Vehicle Trips to Blocks}} =$$

$$\frac{\sum_{i=1}^n (\text{Proposed 2020 Transit Vehicle Trips to Block } i) - \sum_{i=1}^n (\text{Existing 2020 Transit Vehicle Trips to Block } i)}{\sum_{i=1}^n (\text{Existing 2020 Transit Vehicle Trips to Block } i)}$$

## Average Transit Vehicle Trips per Block

The Average Trips per Blocks analysis reduces the positive effect of hypothetically drawing a route to simply touch more census blocks of unspecified population (and thus gaming the results). The formula can be expressed as:

% Change in Average Transit Vehicle Trips per Block for a population of interest =

$$\frac{(\text{Proposed 2020 Avg. Transit Vehicle Trips per Block} - \text{Existing 2020 Avg. Transit Vehicle Trips per Block})}{\text{Existing 2020 Avg. Transit Vehicle Trips per Block}} =$$

$$\left( \frac{\text{Total Proposed 2020 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Proposed 2020 Network for pop. of interest}} - \frac{\text{Total Existing 2020 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Existing 2020 Network for pop. of interest}} \right) \frac{\text{Existing 2020 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Existing 2020 Network for pop. of interest}}$$

## Transit Vehicle Trips Weighted by Population

In this measure, weekly transit trips on a route are weighted by the estimated population of interest within each census block that is passed. If population were equal across all census blocks, this additional method would mirror other analyses. Because total population and demographics can vary widely among census blocks, this is the only measure that captures how many people can access transit service today relative to the Proposed 2020 changes.

This formula can be expressed as:

% Change in Weighted Transit Vehicle Trips for a population of interest =

$$\frac{\text{Total Proposed 2020 Weighted Transit Vehicle Trips} - \text{Total Existing 2020 Weighted Transit Vehicle Trips}}{\text{Total Existing 2020 Weighted Transit Vehicle Trips}}$$

$$\frac{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Proposed 2020 Transit Vehicle Trips to Block } i - \text{Existing 2020 Transit Vehicle Trips to Block } i)]}{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Existing 2020 Transit Vehicle Trips to Block } i)]}$$

## Service Equity Analysis Results

IndyGo staff performed the analysis as described in the methodologies above. The results are summarized per metric with additional, supporting tables. Because the change in trips is equal for each block for this analysis, no supporting map was created.

### Minority and Poverty Populations

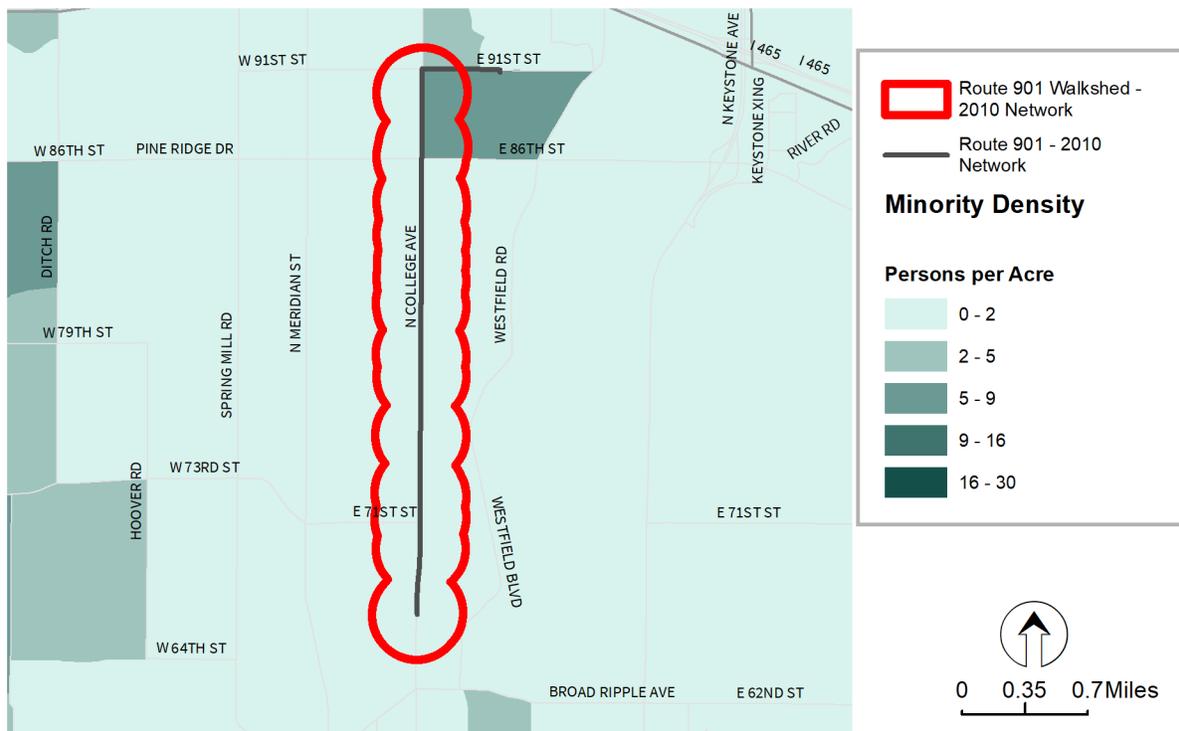
Title VI regulations require that IndyGo examine its service by comparing minority and non-minority populations. For this analysis, areas were classified as a Minority area if the census block group possessed a percentage of minority population that was greater than the service area as a whole (44.0%). The same approach was used to identify areas in poverty (18.9%). See Table II-5 for additional details.

**Table II-4. Number and Percent of Minority and Populations in Poverty in Marion County**

	<b>Total Number</b>	<b>Service Area %</b>
<b>Minority Population</b>	415,819	44.0%
<b>Population in Poverty<sup>7</sup></b>	175,330	18.9%
<b>Total Population</b>	944,523	100%

The following maps were developed to visualize the minority and poverty population densities within Marion County. Additional demographic maps can be found in APPENDIX A. The Proposed 2020 network and the High Minority and High Poverty census blocks are mapped in Figure II-5. High Minority and High Poverty Blocks.

**Figure II-1. Minority Density and Proposed 2020 Network**



<sup>7</sup> The percent of low-income population is based off the estimate for total population with income data (925,168).

Figure II-2. Poverty Density and Proposed 2020 Network

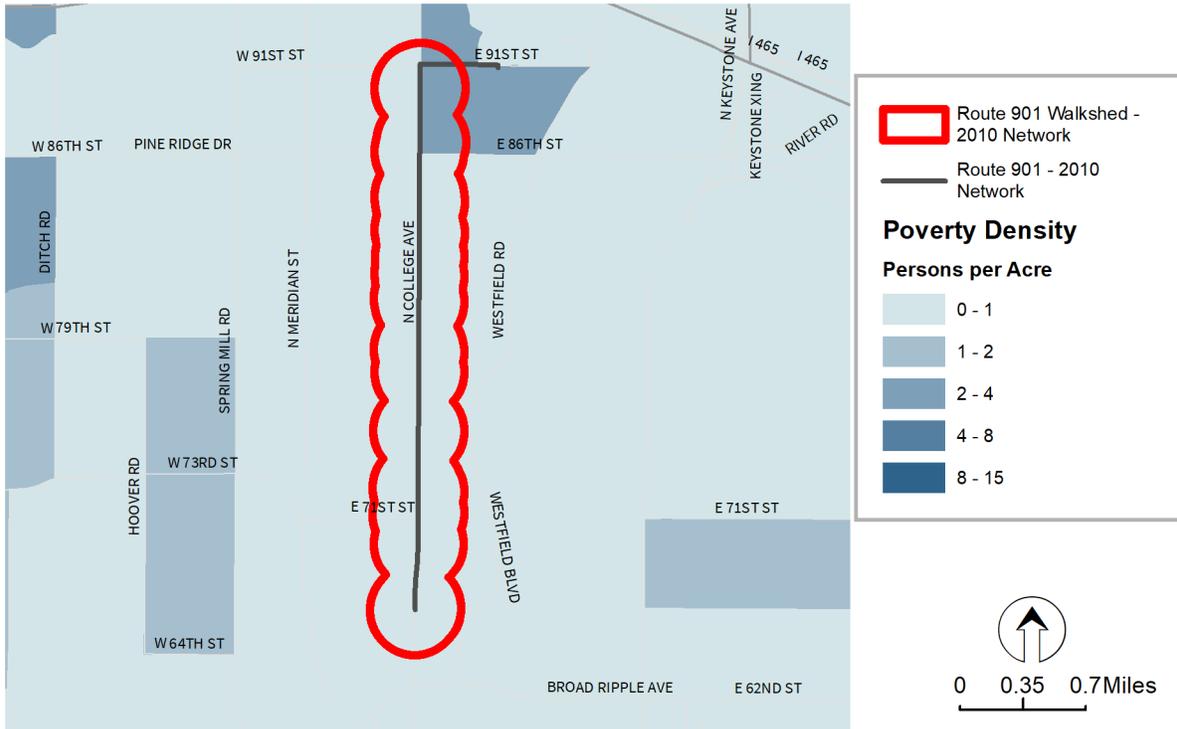


Figure II-3. High Minority and High Poverty Blocks

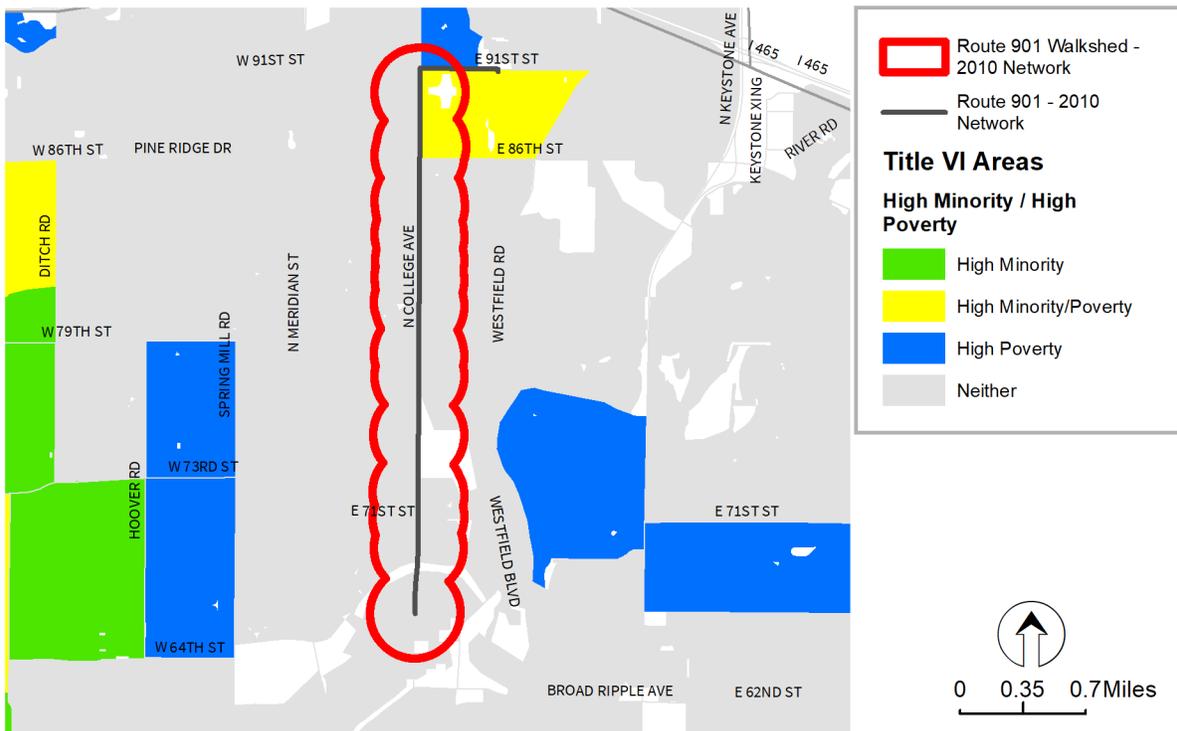


Figure II-4. Change in Weekly Trips to Blocks



### Total Transit Vehicle Trips to Blocks

The Route 901 adjustments result in consistent declines for blocks with access. The analysis identifies a decrease of 18.2 percent in trips to blocks. Non-High-Minority blocks experience a decrease of -18.2%. The resulting Title VI Acceptable Range of Change is -14.6 percent to -21.9 percent High Minority blocks. The percent change for High Minority blocks is -18.2 percent, falling within the Title VI acceptable range. The analysis, as a result, finds no disparate impact.

Non-High-Poverty blocks experience a 18.2 percent decrease, resulting in a similar range as minority populations. The High-Poverty blocks experience a 18.2 percent decrease in trips to blocks. Consistent with IndyGo definitions and policies, there is no finding of disproportionate burden. See Table II-6 for additional details.

Table II-5. Results of Transit Vehicle Trips to Blocks Analysis

Census Blocks	Existing Transit Vehicle Trips to Blocks	Proposed Transit Vehicle Trips to Blocks	Change in Trips to Blocks	Percent Change	Acceptable Range of Change	DI/DB?
<b>High Minority</b>	5,679	4,644	(1,035)	-18.2%	-21.9%	NO
<b>Non-High Minority</b>	53,004	43,344	(9,660)	-18.2%	-14.6%	
<b>High Poverty</b>	6,310	5,160	(1,150)	-18.2%	-21.9%	NO
<b>Non-High Poverty</b>	52,373	42,828	(9,545)	-18.2%	-14.6%	
<b>All habitable blocks</b>	58,683	47,988	(10,695)	-18.2%		

## Average Transit Vehicle Trips per Block

Similar to the analysis for the Total Transit Vehicle Trips to Blocks, the trip decreases for the Route 901 frequency adjustments are shown in the Average Transit Vehicle Trips per Block. A comparison of minority and non-minority populations reveal a finding of no disparate impact, as the provision of service to High Minority Blocks (-18.2 percent) falls within the Title VI Acceptable Range (-21.9 percent to -14.6 percent). The analysis determines a finding of no disproportionate burden. High Poverty Blocks experience a similar decrease within a similar range. See Table II-7 for additional details.

**Table II-6. Results of Average Transit Vehicle Trips per Block Analysis**

Census Blocks	Existing 2020 Blocks	Average Existing Trips to Blocks Served	Proposed 2020 Blocks	Average Proposed Trips to Blocks Served	Change in Average Trips to Blocks	Percent Change in Average Trips per Block	Acceptable Range	DI/DB ?
<b>High Minority</b>	9	631	9	516	-115	-18.2%	-21.9%	NO
<b>Non-High Minority</b>	84	631	84	516	-115	-18.2%	-14.6%	
<b>High Poverty</b>	10	631	10	516	-115	-18.2%	-21.9%	NO
<b>Non-High Poverty</b>	83	631	83	516	-115	-18.2%	-14.6%	
<b>All habitable blocks</b>	<b>93</b>	<b>631</b>	<b>93</b>	<b>516</b>	<b>-115</b>	<b>-18.2%</b>		

## Transit Vehicle Trips Weighted by Population

The final metric follows a similar pattern as the first two. Transit Vehicle Trips Weighted by Population (TVTwxP) fall within the DI/DB. Because of this, there is no finding of a disparate impact or disproportionate burden. Results can be found in Table II-8.

**Table II-7. Analysis of Transit Vehicle Trips Weighted by Population**

	Existing TVTWxP	Proposed TVTWxP	Change in TVTWxP	% Change	Acceptable Range of % Change	DI/DB?
<b>High Minority</b>	1,212,151	991,236	(220,915)	-18.2%	-21.9%	NO
<b>Non-High Minority</b>	2,352,368	1,923,648	(428,720)	-18.2%	-14.6%	
<b>High Poverty</b>	1,242,439	1,016,004	(226,435)	-18.2%	-21.9%	NO
<b>Non-High Poverty</b>	2,322,080	1,898,880	(423,200)	-18.2%	-14.6%	
<b>All Habitable Blocks</b>	<b>3,564,519</b>	<b>2,914,884</b>	<b>(649,635)</b>	<b>-18.2%</b>		

## Summary

Based on the information provided in the tables above, Table II-9 summarizes the results of the Service Equity Analysis.

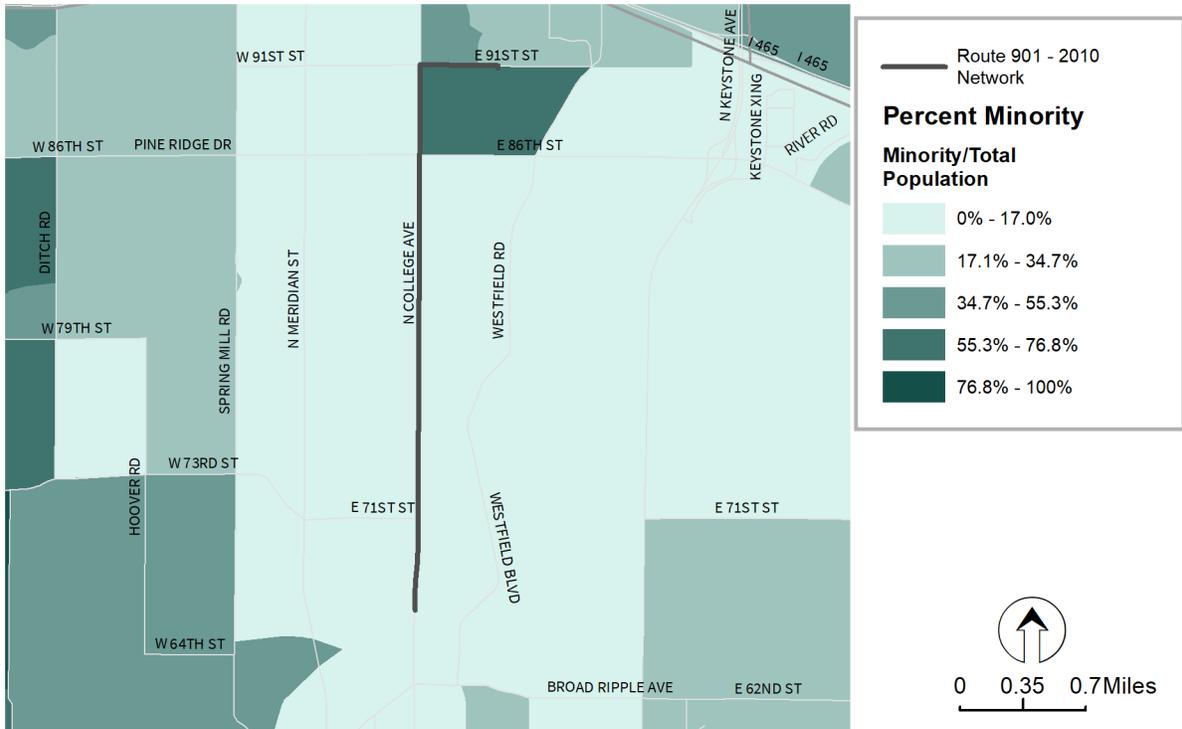
All six results fall within IndyGo’s adopted Title VI range. As such, there is no finding of a disparate impact or disproportionate burden for any of the metrics and, therefore, no finding of a disparate impact or disproportionate burden for the Route 901 Service Equity Analysis.

**Table II-8. Summary of Service Equity Analysis**

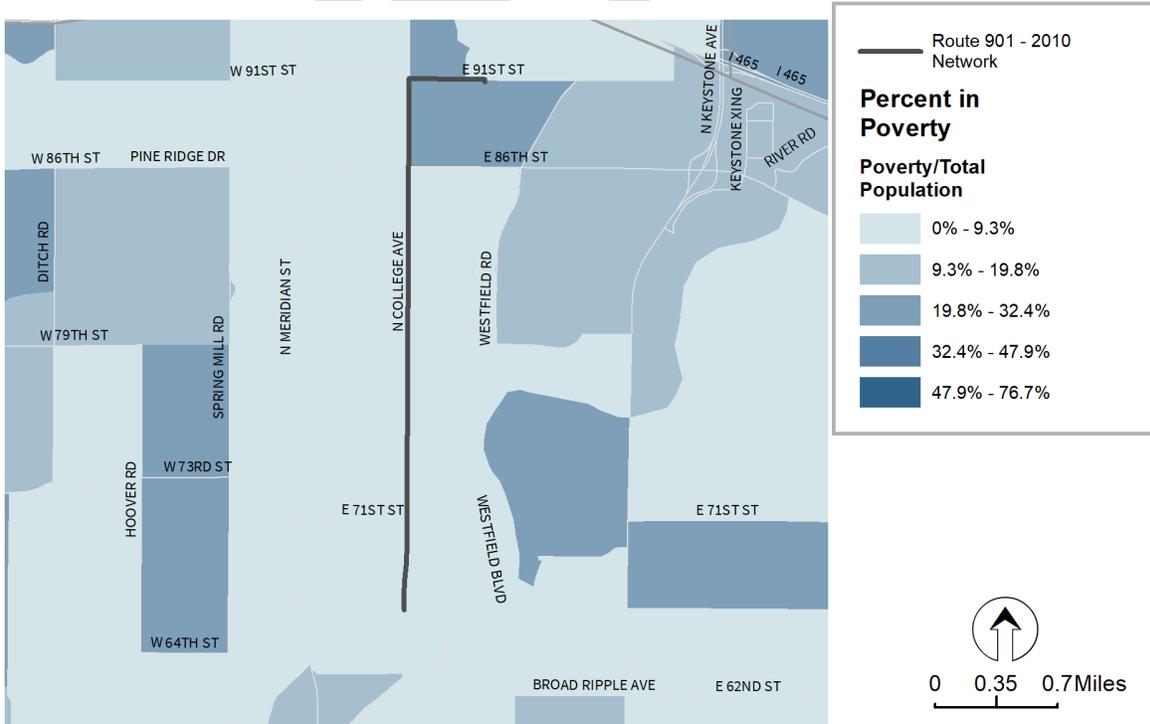
<b>Title VI Metric</b>	<b>Disparate Impact</b>	<b>Disproportionate Burden</b>
<b>Total Transit Vehicle Trips to Blocks</b>	Within	Within
<b>Average Transit Vehicle Trips to Blocks</b>	Within	Within
<b>Transit Vehicle Trips Weighted by Population</b>	Within	Within

# APPENDIX A. DEMOGRAPHIC MAPS

Appendix Figure A-1. Percent Minority Population per Block Group



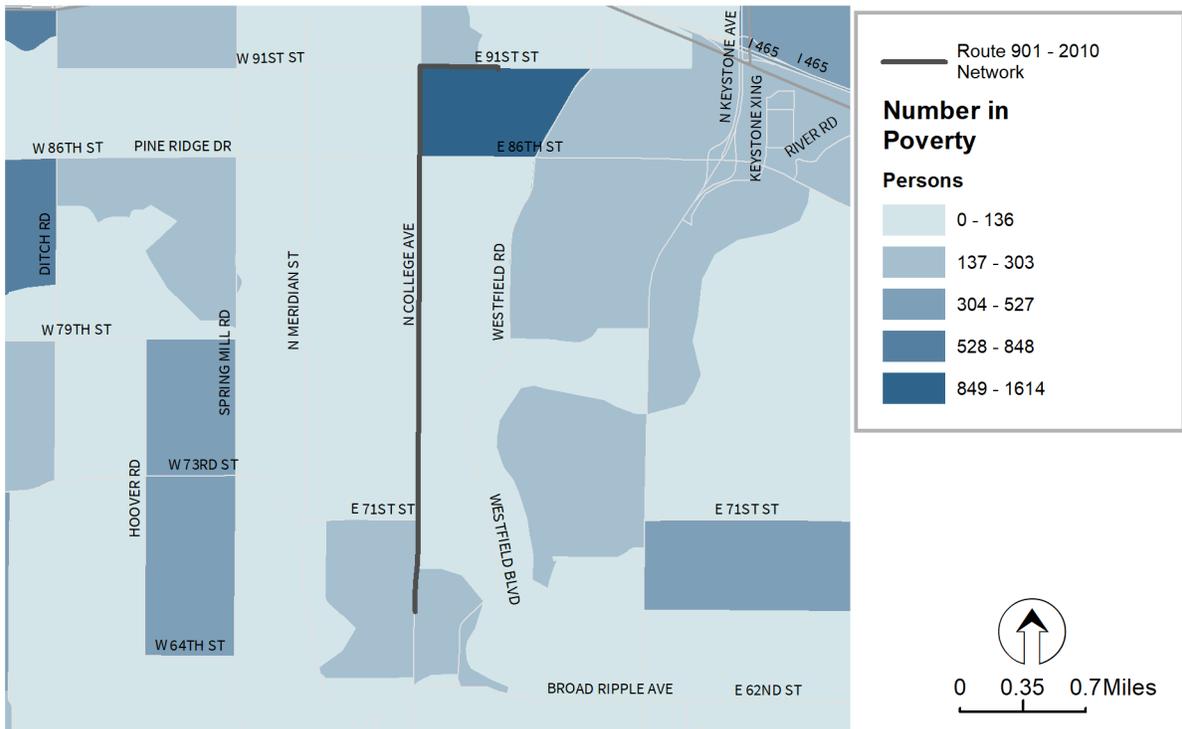
Appendix Figure A-2. Percent in Poverty per Block Group



**Appendix Figure A-3. Number of Minority Persons per Block Group**



**Appendix Figure A-4. Number in Poverty per Block Group**



## APPENDIX B. Route 901 Change

A narrative representation of changes to Route 901.

### Route 901

Route 901 runs from the northern terminus of the Red Line to just north of 86<sup>th</sup> Street, along College Avenue. The Route 901 will provide service every 30 minutes, adjusted from the June service level of 20 minutes. No stops will be added or remove.

DRAFT



Date: March 08, 2022  
Current Meeting: March 24, 2022  
Board Meeting: March 24, 2022

**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 Dynamics licensing

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**ACTION ITEM A – 6**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a purchase agreement with Crowe Horwath LLP to provide Microsoft Dynamics 365 licensing in an amount not to exceed \$134,393.

**BACKGROUND:**

IPTC is currently migrating its Enterprise Resource Planning (ERP) platform from Microsoft Dynamics AX (on-premise) to Microsoft Dynamics 365 (cloud-based). Crowe Horwath LLP was selected as our Cloud Service Provider (CSP) at the December 2020 Board of Directors Meeting. The new cloud-based platform will allow IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity, and reduced cybersecurity threats to the ERP platform.

**DISCUSSION:**

The new D365 environment has been licensed for production use; however, the current licenses expire on March 31, 2022. This procurement will allow IPTC to license its production environment from April 1, 2022, to March 31, 2023. As with our Microsoft Office 365 products, D365 licenses are purchased annually.

**ALTERNATIVES:**

The Board could choose not to purchase the D365 licensing. However, IPTC will no longer be able to complete the D365 Migration project nor realize a return on investment (ROI) on the funds already expended for the project.

**FISCAL IMPACT:**

The cost of our D365 licensing for 2022 is \$134,393. IPTC will be exploring the cost variance between pricing with our Microsoft Enterprise Agreement (EA) and the selected D365 CSP, Crowe Horwath LLP, for 2023. If the EA pricing is discounted more than our CSP pricing, we will incorporate the D365 licensing with our EA vendor, Dell Marketing, LLC.

**DBE/XBE DECLARATION:**

There is no DBE goal associated with this contract award.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



Date: March 16, 2022  
Current Meeting: March 24, 2022  
Board Meeting: March 24, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Life Safety and Security Mark A Emmons  
**SUBJECT:** Consideration and approval of East Campus security services with Sangar Cargo Security, Inc.

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**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 enter into a contract with Sangar Security Services for security services for the IndyGo East Campus at 9503 E 33<sup>rd</sup> Street.

**BACKGROUND:**

In 2021 the IPTC Board approved IPTC’s security contractor to provide security services at 9503 E 33<sup>rd</sup> St as part of their first option year. Due to the state of the economy and recruitment and retention issues, the contractor could not supply adequate security services, and IPTC reached out for quotes for a second contractor to provide security at this location.

**DISCUSSION:**

Late in 2021, IPTC Security staff started reaching out to different security firms to see if they would be interested in providing security at the East Campus location. The staff reached out to five different firms and received responses from four companies. After receiving the responses, the security team developed a Scope of Work (SOW) for the services required at the IndyGo East Campus and asked the four companies to deliver a quote from that SOW.

Of the four companies, all four responded with quotes for service.

Staff is requesting the following:

- To supply 7,280 hours of security service time starting May 01, 2022. The service would run from May 01, 2022 to February 28, 2023. This is to include the provider to provide their own vehicle for parking lot and outside building patrols.
- To supply 1,673 hours of internal security services to cover the front lobby once the building is occupied. This service would run from August 01, 2022 to February 28, 2023.

This would be for an amount not to exceed \$239,102.

**ALTERNATIVES:**

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

- No IPTC supplied armed security at the IndyGo East Campus.
- Contractor provided security will continue at a higher billable hour rate.

**FISCAL IMPACT:**

This project is funded from the Operating Budget out of the Security Department. The amount that was budgeted for 2022 was \$272,506.

**DBE/XBE DECLARATION:**

This contract will be funded locally, and therefore, it requires "XBE" participation goals. Sangar Cargo Security, Inc. is not a registered XBE and did not commit any XBE participation for this contract.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



Date: March 16, 2022  
Current Meeting: March 24, 2022  
Board Meeting: March 24, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Life Safety and Security Mark A Emmons  
**SUBJECT:** Consideration and approval of Mobility Solutions and Customer Care Center security services with Sangar Cargo Security, Inc.

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**ACTION ITEM A – 8**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to enter into a contract with Sangar Cargo Security, Inc. for security services for the IndyGo Mobility Solutions and Customer Care Center at 2425 W. Michigan Street.

**BACKGROUND:**

IPTC acquired this location to be used for Mobility Solutions and the Customer Call Center. This will be the first time security will be used at this location.

**DISCUSSION:**

Due to the location and hours that this facility will be used, IPTC needs to provide security services at this location from dusk to dawn. Late in 2021, IPTC Security staff started reaching out to different security firms to see if they would be interested in providing security at the 2425 W. Michigan Street location. The staff reached out to five different firms and received responses from four companies. After receiving the responses, the security team developed a Scope of Work (SOW) for the services required at the 2425 W. Michigan Street location and asked the four companies to deliver a quote from that SOW.

Of the four companies, all four responded with quotes for service. Staff is requesting the following:

- To supply 3,040 hours of security service time starting May 01, 2022. The service would run from May 01, 2022 to February 28, 2023.

This would be for an amount not to exceed \$78,493.

**ALTERNATIVES:**

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

- No IPTC supplied armed security at the 2425 W. Michigan Street location.
- Contractor provided security will continue at a higher billable hour rate.

**FISCAL IMPACT:**

This project is funded from the Operating Budget out of the Security Department. The amount that was budgeted for 2022 was \$85,540.

**DBE/XBE DECLARATION:**

This contract will be funded locally, and therefore, it requires "XBE" participation goals. Sangar Cargo Security, Inc. is not a registered XBE and did not commit any XBE participation for this contract.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



Date: March 11, 2022  
Current Meeting: March 24, 2022  
Board Meeting: March 24, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Capital Projects Project Manager Rachel Wilson  
**SUBJECT:** Consideration and approval of On-Call Construction Engineering Task Order #6 for The Etica Group

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**ACTION ITEM A – 10**

**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 The Etica Group for an amount not to exceed \$417,825 to perform construction engineering services for the IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project.

**BACKGROUND:**

IPTC entered into a master services agreement with The Etica Group in July 2021 for on-call construction engineering services (per RFQ 21-02-386). Each task order is separately scoped and negotiated for fee. IPTC advertised the Red Line 2022 HMA & PCCP Maintenance Project (IFB 22-02-437) on February 17, 2022. As the sole firm currently contracted with IPTC to provide on-call construction engineering services, The Etica Group has been asked to provide construction engineering services for this project.

**DISCUSSION:**

The Etica Group will be responsible for ensuring that construction of the Red Line 2022 HMA & PCCP Maintenance Project meets contract plans, specifications, and applicable ADA and quality standards. Work activities will include daily construction inspection, material testing per Indianapolis DPW requirements, project meetings, submittal review, contractor pay application review, change management, and various project closeout activities.

**ALTERNATIVES:**

IPTC considers these construction-phase services essential to the success and quality of the project. The Board could choose not to proceed with the pavement maintenance project at all or could require a separate procurement for construction engineering services, if desired.

**FISCAL IMPACT:**

This expenditure is not included in the 2022 capital budget, but because the situation is time-sensitive and not addressing it could negatively impact the operations of the Red Line, funding for this action item will come from projected underspending of the Capital Budget. The Board could also choose to transfer funds from Operating Budget.

**DBE/XBE DECLARATION:**

These services are funded locally and therefore encourage XBE participation. The Etica Group is a registered WBE firm. Two of their sub-consultants, Infrastructure Engineering and 7NT, are registered as MBE firms. On this task order, 34% of the work will be performed by firms designated as either MBE (15%) or WBE (19%).

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on March 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:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and approval of Construction Management Task Order #1 for the Blue Line Bus Rapid Transit project

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**ACTION ITEM A – 3**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement contract award standards, it is requested that the Board authorize IPTC to execute a task order with Stantec Consulting, Inc. for pre-construction phase construction management services on the Blue Line project for an amount not to exceed \$5,198,691, contingent upon execution of full contract.

**BACKGROUND:**

The Blue Line Bus Rapid Transit (BRT) project will be the third and largest of three rapid transit lines in the City of Indianapolis/Marion County. It will connect the Indianapolis International Airport to the Town of Cumberland via downtown Indianapolis along Washington Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2013. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Authority (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit. In December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC Board of Directors. This plan outlined the Blue Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. WSP was selected as the designer of record (RFQ 17-11-279) and Blue Line design development began in early 2018. Stantec was selected to provide construction management (CM) services for the Blue Line in January 2022 (RFQ 21-09-424).

**DISCUSSION:**

Task Order #1 will cover CM services beginning with review of 60% design plans and continuing through construction contractor selection. The work in this task order will span approximately 30 months, from April 2022 to late 2024 when the project is bid. Through their design and other technical reviews, the CM team will confirm constructability of the design and evaluate its readiness to bid. The CM team will also prepare independent cost estimates, create an overall project schedule and risk register, prepare a Risk and Contingency Management Plan for FTA review and approval, assist in utility coordination, other third party coordination and stakeholder outreach activities, participate in team coordination meetings, assist IPTC in preparation of procurement and bidding documents, and be responsible for other activities that prepare IPTC and the Blue Line for successful construction.

**ALTERNATIVES:**

IPTC considers these services to be required for successful Blue Line construction. The Board could elect to delay this task order or break it into smaller pieces if necessary.

**FISCAL IMPACT:**

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

**DBE/XBE DECLARATION:**

This solicitation had a 15% DBE participation goal. Stantec committed to 25% DBE participation in their proposal over the whole contract. This task order includes 19.8% DBE participation from sub-consultants Shrewsberry, Infrastructure Engineering, Inc. and Metric Environmental. All three firms are also certified as MBE firms. DBE participation during the construction phase (a future task order) is planned to be greater than 35%.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on March 17, 2022 and will be placed on the Regular Agenda.



Date: March 22, 2022  
Current Meeting: March 24, 2022  
Board Meeting: March 24, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President of Communications and Marketing Lesley Gordon  
**SUBJECT:** Consideration and approval of Finline Printing three-year contract

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**ACTION ITEM A – 4**

**RECOMMENDATION:**

IPTC staff recommend the Board enter into a three-year printing contract beginning April 1, 2022, with Finline Printing in amount not to exceed \$525,000 inclusive of approximately 15% contingency for volume increases for the length of the three-year contract.

**BACKGROUND:**

The Public Affairs Department is responsible for printing all marketing collaterals, route and system maps, riders alert information, promotional pieces, and other communications tools for the internal and external messaging. Finline was awarded the 2016 printing contract and is our current printing vendor.

**DISCUSSION:**

IPTC received two printing bids on the RFP. After a thorough scoring process and interviews with both vendors Finline proved to be the best vendor for this contract by the selection committee. Over the years and through the pandemic Finline has kept pricing the same and continued to provide consistent and reliable service. They have been transparent about any issues that arise with deadlines and staffing. Finline has been a great partner for the agency and come alongside to support the Indianapolis Public Transportation Foundation in the inaugural golf outing, participated in our coat drive for Deborah’s Place and was a partner in our Stuff the Bus event. Finline had a very strong presentation and came in with a best and final four percent across the board pricing discount from the initial RFP submission. With the addition of key performance metrics to the contract that ensure quality, response time and on-time delivery Finline continues to be a good partner for IPTC.

**ALTERNATIVES:**

The Board could choose not to renew the contract and have a lapse in service.

**FISCAL IMPACT:**

The printing contract is in the 2022 budget and will use local funding.

**DBE/XBE DECLARATION:**

Finline is a certified MBE and has a DBE participation goal set at 5%. Finline committed 8% of the total project to Via Marketing (DBE and WBE) for metal sign production with an option to spend 5% on other products if metal signs are not

ordered. Fineline has also committed to a 3% spend with All American Express Solutions (VOBE) as back up courier support.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee or Service Committee on March 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 Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**SUBJECT:** Consideration and approval of IFB 22-02-437 construction contract for IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project

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**ACTION ITEM A – 9**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into an agreement with Rieth Riley Construction Co. Inc. to provide hot mix asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) maintenance, pavement marking services, and rub rail installation along the Red Line corridor for \$5,147,025.38.

**BACKGROUND:**

Construction of the Red Line Bus Rapid Transit project was substantially complete on September 1, 2019. The project’s scope included pavement resurfacing, work on the corridor’s drainage systems, and construction of new pedestrian facilities, signals, and station areas. The contracted roadway work was mostly limited to milling and resurfacing a layer of existing asphalt, although some full-depth HMA patching was conducted to repair sub-surface deficiencies in locations where problems were evident.

In Spring 2020, after approximately six months of Red Line operation, IPTC identified areas of pavement distress in the Capitol Avenue bus and Bus Access Transit (BAT) lanes. The cause was assumed to be poor subgrade that was not able to support the heavy loading of the BRT vehicles. Full-depth HMA patching was conducted at these locations, including pavement markings, in May 2020. Those patches were re-examined in 2021 and are performing well.

The following year, on September 28, 2021, IPTC released IFB 21-09-421 to conduct additional HMA patching along Capitol Avenue, Meridian Street and College Avenue in response to newly identified areas of pavement distress. Only one bid was received on October 14, 2021, but was rejected, as it significantly exceeded the design engineer’s independent cost estimate.

**DISCUSSION:**

IFB 22-02-437, *Red Line 2022 HMA & PCCP Maintenance Project*, was advertised on February 17, 2022. The project includes the full-depth asphalt pavement patching that was previously advertised in Fall 2021 and adds concrete bus pad replacement at Red Line stations, and installation of rub rail on the Red Line bus station platforms.

The need for concrete bus pad replacement was identified in 2021, after inspection revealed mid-panel cracks at multiple bus pads. IPTC contracted with HSC Pavement Maintenance, Inc. in October 2021 to perform crack sealing at all bus pads along the Red Line and at locations along the lanes themselves to prevent further pavement deterioration. Additional, structural repair was recommended for long-term stability.

The rubber rail installation is being added into this project to minimize impacts to Red Line operations from multiple, separate, construction projects. IPTC determined that the installation of rubber rail at all BRT stations will not only reduce damage to the buses but will give operators a better tool for achieving ADA-compliant boarding. This project will add rubber rail to all Red Line stations and is being included in the design for future Blue and Purple Line stations.

A pre-bid meeting was held virtually on February 22, 2022 for IFB 22-02-437. Potential bidders were given the opportunity to visit the site with IPTC staff later that same day. One bid was received on March 10, 2022 from Rieth-Riley. It was found to be responsive and responsible. The independent cost estimate for this work was approximately \$3.5M. The bid was \$5,147,025.38.

If approved by the Board, work is expected to begin in April 2022 and be completed by July 2023.

**ALTERNATIVES:**

Pursuant to the Interlocal Cooperation Agreement between IPTC and the City of Indianapolis' Department of Public Works, IPTC is responsible for the maintenance of this infrastructure. If the Board chooses not to proceed with this work at this time, the pavement and bus pads will continue to deteriorate. Potholes will result, which will cause additional wear and tear to the BRT buses and other vehicles and risk greater damage to tires and axles. The work could be delayed, if desired, but cannot be eliminated.

**FISCAL IMPACT:**

This expenditure is not included in the 2022 capital budget, but because the situation is time-sensitive and not addressing it could negatively impact the operations of the Red Line. Funding for this action item will come from projected underspending of the Capital Budget. The Board could also choose to transfer funds from Operating Budget.

**DBE/XBE DECLARATION:**

This work will be funded with local funds, so DBE does not apply. IPTC strives to meet the City of Indianapolis' goals on locally funded projects: 15% MBE, 8% WBE, 3% VBE and 1% DOBE. Rieth-Riley's bid included 7.78% MBE and 5.01% WBE participation.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on March 17, 2022 and will be placed on the Regular Agenda.

## Information Update – February 2022 Financials Summary

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Finance/CFO Bart Brown and Deputy CFO Hardi Shah  
**Date:** March 14, 2022

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### FEBRUARY 2022 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$180,769 (20%) for the month of February and \$290,895 (16%) year to date. The preventative maintenance draws were higher due to higher PM eligible expenditures in February.
- Other Operating revenue category is under budget by \$10,161 (-19%) for the month. Year-to-date, this category is under budget by \$35,809 (-32.8%).
- The passengers service revenue is under budget by \$127,316 (-26%) for the month and \$275,562 (-27%) year to date. The ridership is still lagging behind and recovering at a very slower pace as compared to the levels pre-Covid.
- 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.
- The Service Reimbursement Program revenue is under budget by \$12,500 (-36%) for the month. Year to date, this category is under budget by \$15,844 (23%).

*The Total Revenue for the agency is slightly over budget by \$30,787 (<1%) for the month of February and under budget by \$36,325 (<-1%) year to date.*

#### Expenditures

##### I) Personnel Services

- Fringe benefits are under budget for the month by \$432,198 (-26%). Year to date, this category is under budget by \$530,289 (-16%). The claims related to the health insurance expenses were realized lesser than the monthly budgeted amounts.
- The overtime expenses were higher than budgeted by \$73,743 (31%) for the month. The shortage of drivers and mechanics continue to drive overtime expenses higher. However, increase in the overtime expense is offset by the under-budget salary expenses. This category is over budget by \$316,421 (67%) year to date.

- Salary expenses are under budget by \$613,928 (-16%) for the month and by \$1,187,825 (-15%) year to date.

*The Personnel Services category is under budget by \$972,383 (-17%) for the month of February and \$1,401,693 (-12%) year to date.*

## II) Other Services and Charges

- Claims were over budget by \$130,242 (-44%) for the month and \$284,323 (-22%) year to date.
- For the month of February, the Miscellaneous Expense category is under budget for the month by \$1,913 (-3%). Year to date, it is under budget by \$81,223 (-47%).
- The Purchased Transportation category is under budget by \$245,726 (-25%) in February and year to date.
- For the month the "Services" expense category is under budget by \$62,486 (-4%). It is also under budget for year to date by \$2,836,920 (51%).
- For the month, utilities expenses are over budget by \$92,498 (48%). Year to date, this category is over budget by \$88,498 (23%).

*Overall, the Other Services & Charges category is under budget by \$344,042 (-48%) for the month and \$3,359,694 (-36%) year to date.*

## III) Materials & Supplies

- The fuel and lubricant category is under budget by \$38,808 (-11%) for the month and \$107,084 (-15%) year to date.
- For the month of February, the maintenance materials category is under budget by \$67,076 (-15%). Year to date, this category is under budget by \$135,091 (-15%).
- The other materials and supplies category is over budget by \$58,408 (49%) in February. However, this category is under budget by \$67,677 (25%) year to date.
- For the month, the "Tires & Tubes" category is under budget by \$9,934 (-19%)

*For the month, the Total Materials and Supplies category is under budget by \$57,410 (-6%). Year to date, this category is under budget by \$319,786 (-16%).*

*In February, the overall, the expenditures came under budget by \$1,373,835 (-14%) and \$5,081,174 (-22%) year to date.*

## FY 2022 Non-Budgeted Requests

Date	Expenditure Description	Budget Type	Expense Category	Adjustment/New	Amount	Notes
3/1/2022	2 AC units - Failed system	Capital	Capital	New	\$ 45,867.00	
2/7/2022	Vehicle Detection System - Pearl St. & Delaware St.	Capital	Capital	New	\$ 20,768.00	PO is not issued yet
1/20/2022	Digital training solutions to public transit agencies using 3D animation.	Operating	Other Services & Charges	New	\$ 98,500.00	PO is not issued yet

**RECOMMENDATION:**

Receive the report.

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



Indianapolis Public Transportation Corporation

15/2022 9:54 AM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 2

For the Two Months Ending Monday, February 28, 2022

	Current Month				YTD				
			Budget	Budget			Budget	Budget	PRIOR
			Variance	Variance			Variance	Variance	YTD
	Actual	Budget	\$	%	Actual	Budget	\$	%	Actual
<b>Operating Revenue</b>									
Federal Assistance	1,101,755.00	920,986.00	180,769.00	19.63	2,132,877.00	1,841,982.00	290,895.00	15.79	2,079,382.00
Other Operating Income	44,318.39	54,479.00	(10,160.61)	(18.65)	73,140.94	108,950.00	(35,809.06)	(32.87)	211,814.10
Passenger Service Revenue	352,385.80	479,702.00	(127,316.20)	(26.54)	740,746.77	1,016,309.00	(275,562.23)	(27.11)	745,593.49
PMTF Revenue	936,666.00	936,670.00	(4.00)	(0.00)	1,873,332.00	1,873,336.00	(4.00)	(0.00)	1,605,710.00
Local Property & Excise Tax Revenue	3,120,906.00	3,120,906.00		0.00	6,241,812.00	6,241,812.00		0.00	6,011,594.00
Local Transit Income Tax Revenue	3,390,738.00	3,390,739.00	(1.00)	(0.00)	6,781,476.00	6,781,477.00	(1.00)	(0.00)	6,451,958.00
Service Reimbursement Program	22,083.00	34,583.00	(12,500.00)	(36.14)	53,326.00	69,170.00	(15,844.00)	(22.91)	70,305.75
<b>Total Operating Revenues</b>	<b>8,968,852.19</b>	<b>8,938,065.00</b>	<b>30,787.19</b>	<b>0.34</b>	<b>17,896,710.71</b>	<b>17,933,036.00</b>	<b>(36,325.29)</b>	<b>(0.20)</b>	<b>17,176,357.34</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,209,814.97	1,642,013.17	(432,198.20)	(26.32)	2,753,737.23	3,284,026.34	(530,289.11)	(16.15)	2,996,943.32
Overtime	307,906.20	234,162.77	73,743.43	31.49	784,746.64	468,325.54	316,421.10	67.56	558,672.46
Salary	3,206,067.67	3,819,995.92	(613,928.25)	(16.07)	6,452,166.16	7,639,991.84	(1,187,825.68)	(15.55)	6,714,604.86
<b>Total Wages and Benefits</b>	<b>4,723,788.84</b>	<b>5,696,171.86</b>	<b>(972,383.02)</b>	<b>(17.07)</b>	<b>9,990,650.03</b>	<b>11,392,343.72</b>	<b>(1,401,693.69)</b>	<b>(12.30)</b>	<b>10,270,220.64</b>
<b>Other Services &amp; Charges</b>									
Claims	163,708.74	293,950.67	(130,241.93)	(44.31)	1,003,578.75	1,287,901.34	(284,322.59)	(22.08)	738,996.01
Miscellaneous Expenses	77,723.69	75,810.06	1,913.63	2.52	92,396.65	173,620.12	(81,223.47)	(46.78)	14,502.39
Purchased Transportation	752,487.36	998,213.69	(245,726.33)	(24.62)	1,750,701.05	1,996,427.38	(245,726.33)	(12.31)	1,976,463.93
Services	1,520,499.67	1,582,985.86	(62,486.19)	(3.95)	2,682,144.48	5,519,064.72	(2,836,920.24)	(51.40)	2,694,439.31
Total Utilities	286,789.97	194,291.67	92,498.30	47.61	477,081.64	388,583.34	88,498.30	22.77	307,874.45
<b>Total Other Services &amp; Charges</b>	<b>2,801,209.43</b>	<b>3,145,251.95</b>	<b>(344,042.52)</b>	<b>(10.94)</b>	<b>6,005,902.57</b>	<b>9,365,596.90</b>	<b>(3,359,694.33)</b>	<b>(35.87)</b>	<b>5,732,276.09</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	313,904.25	352,712.69	(38,808.44)	(11.00)	598,341.08	705,425.38	(107,084.30)	(15.18)	599,687.45
Maintenance Materials	374,302.64	441,378.36	(67,075.72)	(15.20)	755,777.73	890,868.72	(135,090.99)	(15.16)	691,347.58
Other Materials & Supplies	177,124.22	118,715.95	58,408.27	49.20	205,448.77	273,125.90	(67,677.13)	(24.78)	72,688.25
Tires & Tubes	41,076.22	51,010.24	(9,934.02)	(19.47)	92,086.46	102,020.48	(9,934.02)	(9.74)	107,454.77
<b>Total Materials &amp; Supplies</b>	<b>906,407.33</b>	<b>963,817.24</b>	<b>(57,409.91)</b>	<b>(5.96)</b>	<b>1,651,654.04</b>	<b>1,971,440.48</b>	<b>(319,786.44)</b>	<b>(16.22)</b>	<b>1,471,178.05</b>
<b>Total Operating Expenses</b>	<b>8,431,405.60</b>	<b>9,805,241.05</b>	<b>(1,373,835.45)</b>	<b>(14.01)</b>	<b>17,648,206.64</b>	<b>22,729,381.10</b>	<b>(5,081,174.46)</b>	<b>(22.36)</b>	<b>17,473,674.78</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>537,446.59</b>	<b>(867,176.05)</b>	<b>1,404,622.64</b>		<b>248,504.07</b>	<b>(4,796,345.10)</b>	<b>5,044,849.17</b>		
GAIN/LOSS ON ASSET DISPOSAL	(4,810.00)		(4,810.00)	0.00	(4,810.00)		(4,810.00)	0.00	(20,571.18)
<b>NET INCOME/(LOSS)</b>	<b>542,256.59</b>	<b>(867,176.05)</b>	<b>1,409,432.64</b>	<b>(162.53)</b>	<b>253,314.07</b>	<b>(4,796,345.10)</b>	<b>5,049,659.17</b>	<b>(105.28)</b>	<b>(276,746.26)</b>

Capital Plan Group	Capital Plan Project	2021 Budget Carried into 2022	2022 Budget	Total 2022 Appropriation	YTD Expenses and Encumbrances	Remaining 2022 Appropriations
BRT & On-Street Infrastructure	Blue Line BRT	4,866,844	5,746,450	10,613,294	4,866,844	5,746,450
BRT & On-Street Infrastructure	Purple Line BRT	39,872,517	57,900,000	97,772,517	39,898,387	57,874,130
BRT & On-Street Infrastructure	Red Line Signal Modifications - APB and BRT	-	345,000	345,000	-	345,000
BRT & On-Street Infrastructure	Red Line BRT	16,524,335	-	16,524,335	16,523,587	748
BRT & On-Street Infrastructure	Rub Rails	-	580,000	580,000	-	580,000
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)	131,207	70,000	201,207	131,003	70,204
BRT & On-Street Infrastructure	Super Stops 2.0 Alabama, Ft Wayne and Vermont Stations, 2 each.	29,077	2,886,000	2,915,077	38,277	2,876,800
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	855,401	900,000	1,755,401	849,835	905,566
<b>BRT &amp; On-Street Infrastructure Total</b>		<b>62,279,381</b>	<b>70,937,450</b>	<b>133,216,831</b>	<b>62,307,932</b>	<b>70,908,899</b>
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	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	6,861,198	17,520,040	24,381,238	6,887,595	17,493,643
Facilities	Fuel Management System Upgrade	-	401,755	401,755	-	401,755
Facilities	Maintenance Heavy Equipment Replacement	11,918	300,000	311,918	82,754	229,164
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	South Madison - Facilities	42,629	-	42,629	435,529	(392,900)
Facilities	Solar Array Expansion (1501)	32,597	-	32,597	32,597	-
Facilities	Michigan Avenue - Facilities	2,211,759	-	2,211,759	2,027,552	184,207
Facilities	Training Simulators	7,500	-	7,500	7,500	-
Facilities	Bus Charging Infrastructure in Garage	394,678	-	394,678	394,678	-
<b>Facilities Total</b>		<b>9,562,279</b>	<b>22,834,250</b>	<b>32,396,529</b>	<b>9,868,206</b>	<b>22,528,323</b>
Finance	ERP	390,880	-	390,880	507,466	(116,586)
Finance	Farebox Maintenance / Replacement	-	382,500	382,500	-	382,500
Finance	Fare Collection/Validation System	22,973	-	22,973	13,600	9,373
<b>Finance Total</b>		<b>413,853</b>	<b>382,500</b>	<b>796,353</b>	<b>521,066</b>	<b>275,287</b>
Fleet	Fixed-Route Bus Replacement, BYD Electric Buses for Purple Line 2022	-	14,267,000	14,267,000	-	14,267,000
Fleet	Fixed-Route Bus Replacement/Expansion, 40' Buses	2,389,581	-	2,389,581	2,389,581	-
Fleet	Paratransit Bus Replacement	-	1,450,000	1,450,000	519,449	930,551
Fleet	Support Vehicle Replacement	-	280,000	280,000	-	280,000
<b>Fleet Total</b>		<b>2,389,581</b>	<b>15,997,000</b>	<b>18,386,581</b>	<b>2,909,030</b>	<b>15,477,551</b>
Information Technology	Hastus Software Upgrade	109,005	-	109,005	109,005	-
Information Technology	Mobility Concierge	235,476	240,000	475,476	235,476	240,000
Information Technology	Radio Equipment & Accessories	-	32,000	32,000	-	32,000
Information Technology	Vehicle CCTV Replacement	284,205	1,255,000	1,539,205	284,205	1,255,000
Information Technology	Vehicle ITS Replacement	23,104	-	23,104	46,208	(23,104)
Information Technology	Miscellaneous Capital Purchase for IT	125,380	-	125,380	62,690	62,690
Information Technology	Mobility Technology Services	58,873	-	58,873	79,752	(20,879)
Information Technology	Disaster Recover and Business Continuity Plan	48,172	-	48,172	44,564	3,608
<b>Information Technology Total</b>		<b>884,215</b>	<b>1,527,000</b>	<b>2,411,215</b>	<b>861,900</b>	<b>1,549,315</b>
Safety & Security	East Campus - Security, Visitor Management	-	27,650	27,650	-	27,650
<b>Safety &amp; Security Total</b>		<b>-</b>	<b>27,650</b>	<b>27,650</b>	<b>0</b>	<b>27,650</b>
Miscellaneous	Miscellaneous Capital Purchase	1,029,247	-	1,029,247	1,002,560	26,687
<b>Miscellaneous Total</b>		<b>1,029,247</b>	<b>-</b>	<b>1,029,247</b>	<b>1,002,560</b>	<b>26,687</b>
<b>Grand Total</b>		<b>76,558,556</b>	<b>111,705,850</b>	<b>188,264,406</b>	<b>77,470,693</b>	<b>110,793,712</b>

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Procurement Activity Report/Forecast  
Mar-22

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

Project #	Project Name	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
NA	3D Maintenance Training Software			Awarded		Contracted/Kickoff		
21-07-407	60 Ft. Electric Bus	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	Received	Awarded Contracte					
21-09-427	Coach Operator Uniforms	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.	Received	Awarded Contracte					
NA	East Campus- Signage					Released	Received Awarded	Contracted/Kickoff
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 Contracte					
NA	Fuel Intake Study	Released Received	Awarded Contracte					
NA	Furniture Decommissioning			Released	Awarded Contracte			
NA	HASTUS		Renewal					
21-08-413	HVAC Services		Awarded	Contracted/Kickoff			Contracted/Kickoff	
21-05-404	Independent Audit Services			Contracted/Kickoff				
21-10-431	Industrial Soaps		Released		Withdrawn			
22-02-436	Industrial Soaps				Released	Received		Awarded
21-07-411	Landscaping	Received		Awarded	Contracted/Kickoff			
NA	Michigan-Buswash bot			Awarded		Contracted/Kickoff		
21-05-405	Microtransit Pilot		Contracted/Kickoff					
NA	Motor Pool Vehicles	Contracted/Kickoff						
NA	Moving Services					Released	Received Awarded	Contracted/Kickoff
21-09-422	New Facilities- Office Furniture	Awarded	Awarded Contracte					
TBD	Occupational Health & Testing					Released		
21-09-425	On-Call Catering				Awarded	Contracted/Kickoff		
21-09-427	Operator Uniforms		Received	Awarded		Contracted/Kickoff		
NA	Pest Control					Released		Received
21-10-430	Printing Solutions		Released	Received		Awarded	Contracted/Kickoff	
NA	Procurement System	Released Received	Awarded Contracte					
21-03-394	Property Manager		Contracted/Kickoff					
16-11-243	Purple Line Bus Purchase					Contracted/Kickoff		
21-05-385	Purple Line Construction		Awarded	Contracted/Kickoff				
22-02-437	Red Line 2022 HMA & PCCP Maintenance				Released	Received Awarded	Contracted/Kickoff	
NA	Safety & Claims Electronic Tracking Sytem	Released Received	Awarded Contracte					
21-11-433	South Charging Facility Construction		Released	Received Awarded	Contracted/Kickoff			
18-08-303	Supplier Diversity Support Services				Closeout			
NA	Security Services- New Properties					Released	Received Awarded	Contracted/Kickoff
21-09-425	Transit Asset Mgt. Support		Awarded			Contracted/Kickoff		
21-06-408	UV Lighting for Buses	Contracted/Kickoff						
NA	Vending					Released	Received Awarded	Contracted/Kickoff
NA	Web Development & Support Services					Released		
21-01-383	Wellness Clinic	Contracted/Kickoff						
TBD	Workers Compensation & Risk Mgt.					Released	Received	
21-10-429	Year End Inventory Consultant	Released Received	Awarded Contracte	Closeout				

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## Information Update – CEO Report

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

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### CEO Report

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

**RECOMMENDATION:** Receive the report

#### 1. Ganggang Culture Partnership

- We are excited to announce our new partnership with Ganggang Culture, a cultural development firm in Indianapolis! We look forward to collaborating on innovative and creative ways to combine the arts and transit in our city.



## 2. Pathway Resource Center Driven 2 Success Partnership

- This partnership will connect neighbors to critical resources in our city.



## 3. Purple Line Groundbreaking

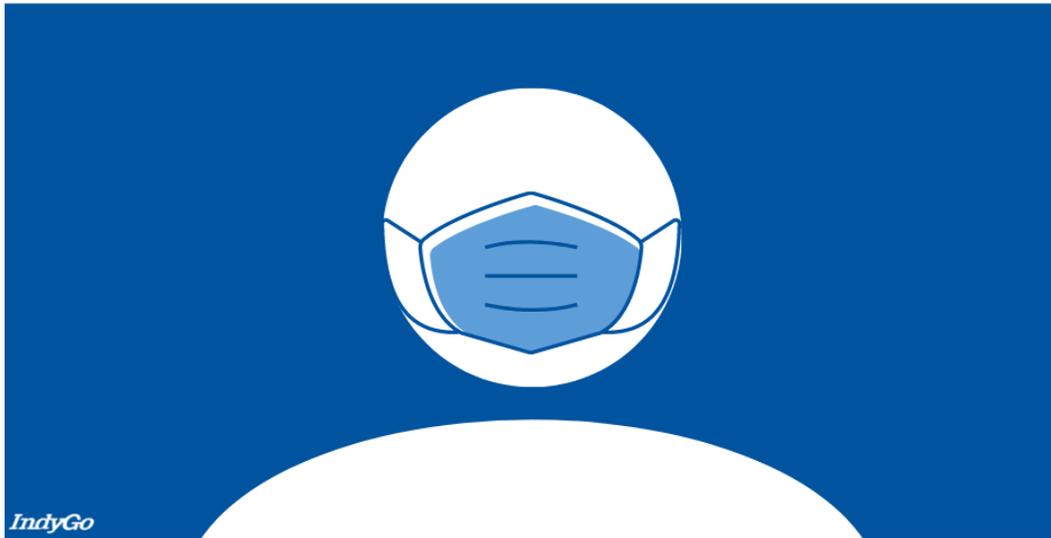
- On February 25<sup>th</sup>, we officially \*broke ground\* on the Purple Line! Community leaders came together to discuss the importance of this new bus rapid transit line and how the service will create more connectivity to the far eastside of Indianapolis. Construction has started! Know your detour and plan ahead.



#### 4. TSA Mask Mandate Extension

- The Transportation Security Administration - TSA has extended the federal mask mandate until April 18. This means all riders must continue to wear their masks while traveling with IndyGo.

# Protect Yourself & Others



#### 5. Transit Appreciation Day

- On March 18, we celebrated our employees who go to great lengths to ensure our riders get where they need to go. We cannot thank our teammates enough for their dedicated service to Indianapolis.



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## Risk and Safety Division Report – February 2022

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

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### Risk and Safety

- As a part of continuous improvement of IndyGo’s safety culture annual safety refreshers and trainings have begun phasing into an electronic format with PowerPoints, assessments, quizzes, and videos into the Learning Management System (LMS). This approach aims to reduce time spent on coordinating training scheduling to accommodate all employees regardless of their work shift. The benefits to adding safety trainings to the LMS allows for eLearning content to be stored in one location, provides unlimited access to training material, creates the ability to track performance and results, reduces learning and development costs associated with providing each employee with study material, keeps the company up-to-date with compliance regulations for completion of trainings, and provides a quick, convenient experience for the employee to complete training at their own pace. The first safety training program rolled out in February was the Spill Prevention Counter Measures and Control. This training is required as part of our environmental management program and included requirements by Indiana Department of Environmental Management for underground storage tanks for class A, B, and C operators. This is a yearly training for anyone who dispenses fuel.
- During the month of February, Kevin Neumann, the IndyGo Risk and Safety Manager continued to develop the new online supervisor’s accident report in the track-it platform. This action is the first of many to come to develop and roll out reporting on-line through a cloud-based portal. The digital supervisor’s accident form will allow supervisors to submit all reports from an accident scene including pictures, statements, a narrative, and drug and alcohol forms all at one time in one system. The information can be seen by anyone that has access in real time as the reports are submitted. Meaning that we could review details and see pictures from the scene back at IndyGo headquarters if the report is submitted from the scene. This allows us to access data hours quicker, reduce manpower of entering data into multipool systems, and the first step to eliminate paper reports. We have also started to develop the digital reporting for operator accident reports, safety near-miss reporting, transportation daily supervisor logs, post-accident drug and alcohol forms, and dispatch reporting. More information on the progress of this project will be reported in the coming months.
- The IndyGo Risk and Safety team continues to meet with Lumin-air weekly on the plans and details of the bus UV-C light air disinfecting solution. This project has been asked to be accelerated from the proposed plan with installation starting in late March on the para-transit vehicles and the first of April on the fixed route fleet. More information on the progress of this project will be reported within the next several months.
- On February 21<sup>st</sup>, the Risk and Safety team hosted safety training for first responders on the hydrogen fuel cell bus technology. The training was in conjunction to the weeklong milage testing for the New Flyer bus demo. Information was communicated on hydrogen fuel, fire suppression, safety shut offs and high voltage. The safety department is planning the next first responders training for later this year. This is performed each year.

## February 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 February 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>
<b>Anthony White</b>	3334	19	25
<b>Patricia Wilson</b>	6792	12	23
<b>Sean Cox</b>	1190	11	21
<b>Pamela Omotoye</b>	8313	7	11
<b>Wesley Robertson</b>	8488	7	9
<b>Amon-Ra Sanders</b>	8642	7	8
<b>Matthew Ervin</b>	8815	6	6
<b>Gregory Scott</b>	8719	5	8
<b>Toccará Isabell</b>	9075	4	4
<b>Shundreline Merritt</b>	9106	4	4
<b>Akiella Bounds</b>	8947	3	5
<b>Francheska McGraw</b>	9325	3	3
<b>Willie Reeves</b>	9326	3	3
<b>Rosetta Williams</b>	9329	3	3
<b>David Clay</b>	9082	2	4
<b>Tanya Johnson</b>	9570	2	3
<b>Robert Rowie</b>	9738	2	2
<b>Atlanta Smith</b>	9632	2	3
<b>Mancie Freeman</b>	9800	1	2

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

***Congratulations to you 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	0.35	0.69	0.00	2.08	0.00	3	2
Bus Rapid Transit (BRT)	0.00	0	5.77	0.00	4.33	0.00	0	
Para Transit	0.00	0	0.00	0.00	1.08	0.00	0	
<b>All Modes of Service</b>	<b>0.00</b>	<b>0.22</b>	<b>1.33</b>	<b>0.00</b>	<b>2.22</b>	<b>0.00</b>	<b>3.00</b>	<b>2.00</b>
2021 IndyGo Reported Data (All Modes)	0.00	0.35	0.9	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	< .25	< 0.50	< 0.01	< 2.23	< 0.02	< 2 per month	>36 per year
<b>2022 Risk and Safety Goals</b>	Eliminate vehicle and employee fatalities to 0%	Reduce NTD Injuries to workers and passengers. 28% decrease from the prior year.	Reduce NTD Safety Events. 44.4%	Eliminate Operator assaults by 50% drive to ZERO	Reduce Preventable Accidents to the lowest acceptable level. 10% decrease from the prior year.	Eliminate Pedestrian strikes and accidents by 90% and drive to ZERO.	Reduce reported Operator Injuries that result in Worker's Compensation Claims. Drive to Zero	Increase the utilization of the Near Miss Reporting System by 100% from last years numbers
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.”

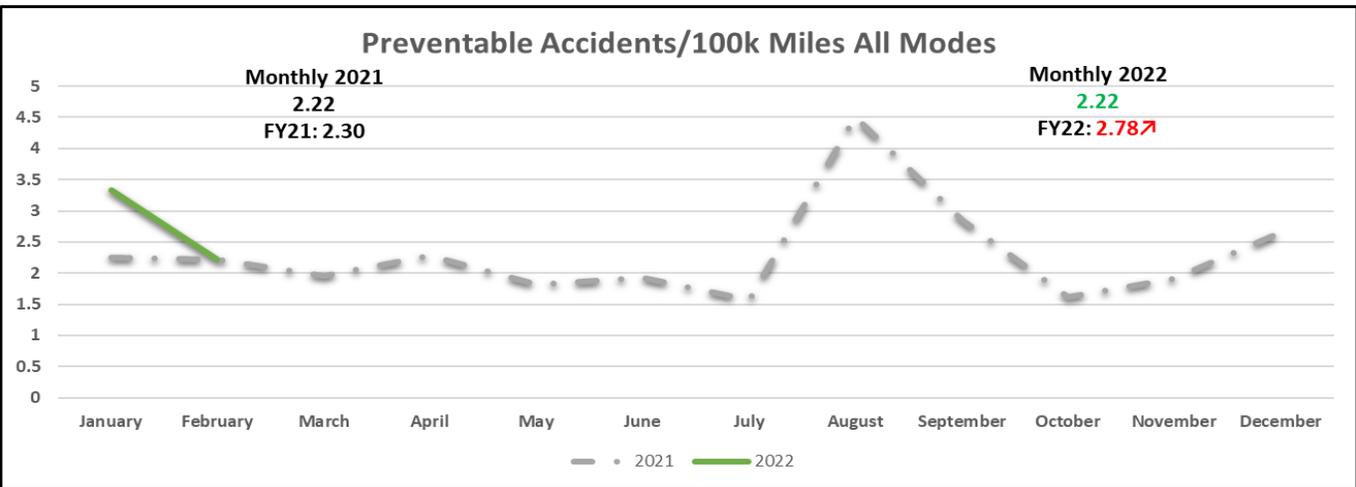
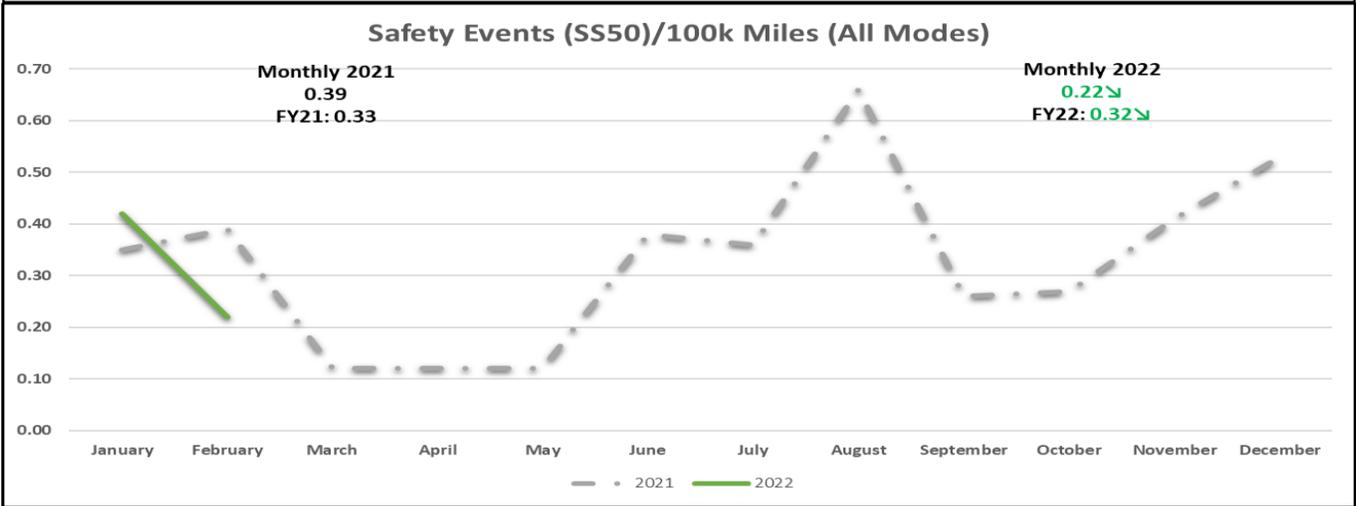
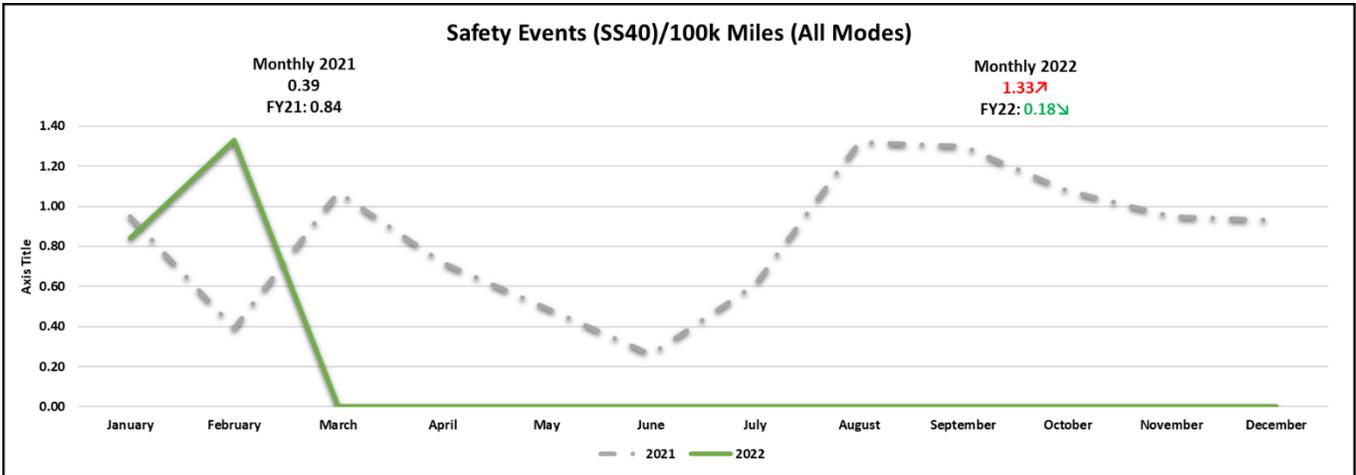
**Pedestrian Strikes:** The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

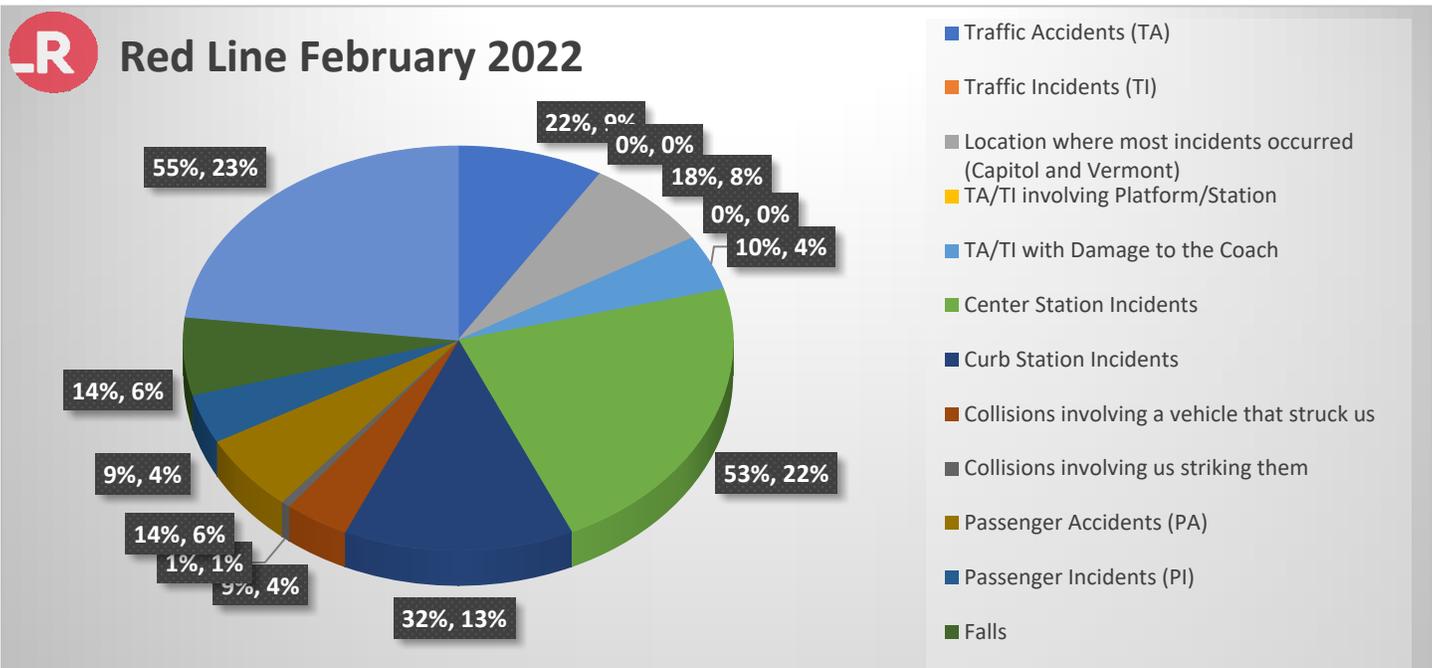
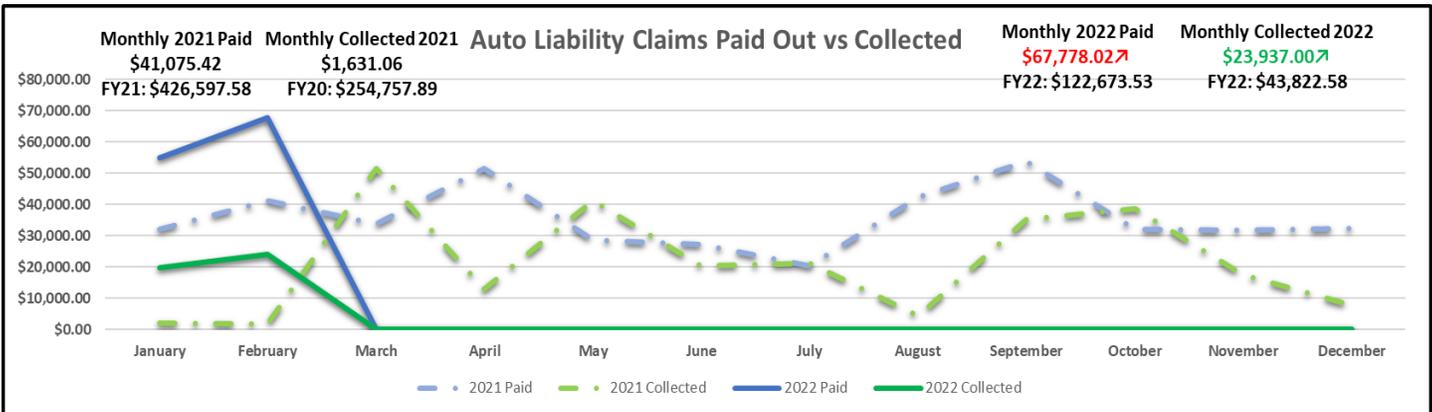
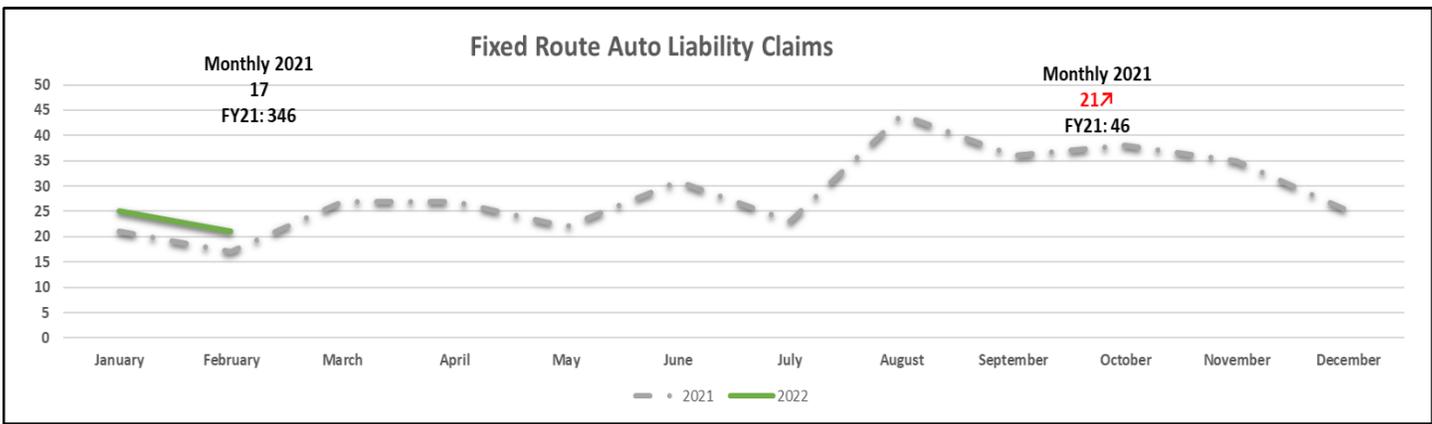
**Average Operator Injury Rate:** Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

**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 – February 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz  
**Date:** March 24, 2022

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### **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. Consultants and staff are preparing for a site visit in the coming months to conduct testing and facilitate workshops with IndyGo staff and potential partner agencies/entities. As previously shared, the testing 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 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 team is still 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 anticipate being able to begin offering service this spring and has moved the launch date from Wednesday, May 4, 2022 to Wednesday, May 11, 2022. As a reminder, 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. This is just one possible tool that IndyGo could 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 46219, 46226, 46229, or 46235 zip codes. 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. This pilot officially launched on Tuesday, March 8, 2022.

## **Hydrogen Fuel Cell Bus Demonstration Project**

For more than 12 months, staff from Operations, Finance, and Strategic Planning have been researching and discussing the possibility of greening IndyGo's fixed-route fleet by adding hydrogen fuel cell buses. As part of this effort, IndyGo had the opportunity to conduct a pilot of a hydrogen fuel cell vehicle at our property, on our routes, and with our drivers.

A New Flyer XHE 40' bus arrived at IndyGo on Saturday, February 19<sup>th</sup>. The mobile fueller from AirProducts arrived the previous day. IndyGo staff and invited emergency responders were given a safety briefing the following Monday and a technician from AirProducts provided an overview of the fueling procedure. Four IndyGo operators were chosen to operate the New Flyer vehicle and a BYD 60' BEB for the duration of the pilot. A New Flyer driver and a New Flyer technician were present for the entire week and typically one or more New Flyer representatives were in the vehicle the entire week. The vehicle was scheduled to operate from 4:15 am to 8:15 pm, approximately. IndyGo and New Flyer collected data throughout the demonstration. The vehicle was able to run Monday thru Friday that week, although Monday and Friday were half-days.

The purpose of the pilot was to experience the hydrogen vehicle on an IndyGo route and in cold weather. Unfortunately, we experienced unseasonably warm weather at the beginning of the pilot, but it was near or below freezing from Wednesday thru Friday. There were no major incidents, a credit to the team preparing the vehicle, the operators driving an unfamiliar vehicle, and the guidance of New Flyer/Ballard representatives on the vehicle. Supervisors were able to gain knowledge of how to fuel a hydrogen vehicle. The safety team learned about the safety considerations for hydrogen fueling. Operators experienced the feeling of driving the vehicle. IndyGo staff will debrief and may provide further updates to the board.

### 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 and lasting through January 1, 2023. 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. A letter has been drafted and a communication plan developed for the remainder of the year.

#### **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. Staff anticipates broadening its outreach efforts beginning in April. It is still 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 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 closed at the end of February. Interviews with human resource managers have started and grassroots organizations will be interviewed in the next several weeks. Zilo International is working on a draft report.

## **Title VI – Program Update**

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**

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 slated for presentation at the IPTC Board of Directors in March 2022, when the Board will be asked to review, consider, and take action.

## **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.

Proposals have been submitted and IndyGo/IMPO staff will score the results. The process should be completed 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. Our current 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 in February. A kick-off meeting with the chosen consultant is expected before the end of March.

### **Grants, Bus and Bus Facilities FY2021**

In November 2021, IndyGo resubmitted 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. IndyGo was recently notified that it was awarded the grant! IndyGo will prepare to put this project out for construction bids.

### **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 was approved by the IMPO's Transportation Policy Committee.

### **Grants, Bus and Bus Facilities / LowNo FY2022 NEW**

The FTA released the Bus and Bus Facilities and Low or No Emission (Low/No) notice of funding opportunities. The total amount available is \$1.5 billion and the call closes at the end of May. IndyGo is planning to submit a project for each grant opportunity.

### **Grants, RAISE FY2022 NEW**

The Rebuilding American Infrastructure with Sustainability and Equity (RAISE) discretionary grant program was made available at the end of January 2022. The deadline is April. Projects submitted should demonstrate significant local or regional impact, significantly through a cost-benefit analysis. Transit projects are eligible. IndyGo reviews this DOT grant opportunity every year. IndyGo staff believes that there are a handful of projects that would score well but are not currently in a position to be competitive, mainly because the project scopes are not fully flushed out. IndyGo is planning on continuing to develop these projects, identify on-call grant writing support, and to build a competitive grant for the RAISE FY2023 opportunity.

### 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**

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, IndyGo will administer these funds through a process similar to the existing Section 5310 process. IndyGo staff are investigating next steps in that process.

*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
- Coordinated Plan Maintenance (ongoing)
- Suburban Transit Planning (ongoing)

## **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.

A Construction Management team has been selected for the Blue Line and will begin their work by reviewing the 60% design submittal. An initial task order for the CM team will be considered by the Board in March 2022.

The team continues to connect with the community, community leaders and stakeholders to communicate the Blue Line BRT configuration, benefits, and impacts. A public meeting and office hours will be held the week of April 18, 2022.

### **Purple Line BRT**

Construction has started on the Purple Line BRT. The CM team and IndyGo are meeting weekly with the contractors, stakeholders, and internally to monitor, communicate about, and manage the project. Several lane restrictions and closures have already been implemented as part of the construction progress.

### **Red Line BRT**

IndyGo is planning to conduct pavement maintenance on the Red Line beginning in Q2 this year. Plans for asphalt patching, concrete bus pad maintenance, and rub rail installation were advertised and one bid was received in March 2022. Staff is currently evaluating the bid to determine next steps.

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

Lochmueller Group is progressing on 40% design (including NEPA services) to lower Rural St 18" below the CSX bridge on the near eastside. Design is expected to be finalized late 2023 and construction is anticipated in 2024-2025. It is anticipated that this project will be funded locally.

Preparation is underway to create an RFP for Transit Signal Priority (TSP) services for the Purple Line BRT and local routes (local routes will be determined). IndyGo has completed 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 April 2022, however, this could shift to October 2022 depending on other procurements.

Delaware St. Super Stops (one on the NE corner of New York & Delaware and one on the NE corner of North & Delaware) and a bus lane on Delaware St from Market St. to Ft. Wayne Ave. 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 2023.

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. IndyGo was notified on 3/14/22 of award of an FTA Bus and Bus Facilities Grant Application to fund the construction of these Super Stops. Construction procurement and timeline will be determined in the coming months.

**FACILITY PROJECTS**

On-Call Architectural and Engineering (A&E) Services contracts were awarded in June 2020 to The Etica Group, Woolpert, and HDR. 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 April 2022 Board agenda, along with moving/relocation services for staff.

The installation of a UV Filtration system started 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 end of March.

Other upcoming projects include:

- An assessment and design 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 study for the East Campus to identify needed road improvements and traffic impacts of our new facility.
- Facility assessments for 1501 W. Washington and the Carson Transit Center to support the Transit Asset Management Plan

The East Campus Fleet Terminal & Operations Center is under design. The design is being done to align with FTA requirements in the event we obtain a federal grant, and is incorporating green sustainable technology where possible.

<b>Task Order</b>	<b>Design Team</b>	<b>Design Start</b>	<b>Construction Start</b>	<b>Construction Completion</b>
<b>East Campus Building A – Admin.</b>	<b>Woolpert</b>	<b>2/2021</b>	<b>10/2021</b>	<b>4/2022</b>
<b>Mobility Solutions Center Phase 1/2</b>	<b>The Etica Group</b>	<b>2/2021</b>	<b>8/2021</b>	<b>3/2022</b>
<b>Mobility Solutions Center Phase 3</b>	<b>The Etica Group</b>	<b>4/2021</b>	<b>5/2022</b>	<b>10/2022</b>
<b>East Campus Building B - Elevator/Training/Board</b>	<b>The Etica Group</b>	<b>5/1/2021</b>	<b>2/2022</b>	<b>9/2022</b>
<b>East Campus Fleet Terminal &amp; Operations Center</b>	<b>The Etica Group</b>	<b>11/2021</b>	<b>9/2022</b>	<b>11/2023</b>
<b>South Charging Station Interior</b>	<b>Woolpert, Inc.</b>	<b>5/2021</b>	<b>3/2022</b>	<b>6/2022</b>

Respectfully submitted,

**Jennifer Pyrz, PE**

Vice President of Infrastructure, Strategy, and Innovation



## Public Affairs Division Report – February 2022

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

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR February 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

# February 2022 Board Report



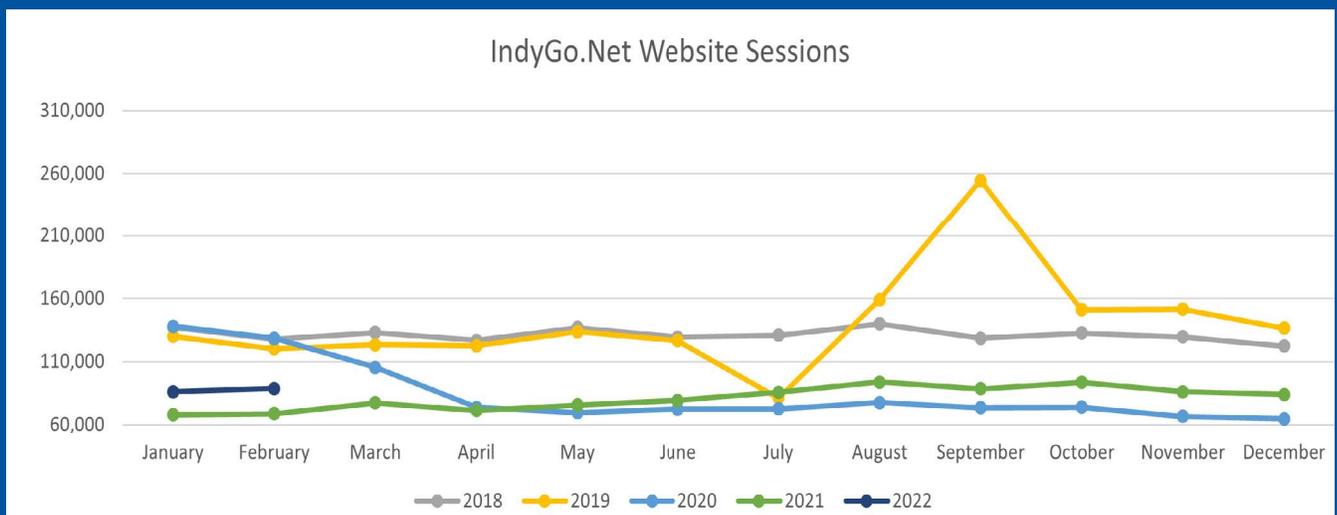
## INDYGO.NET WEBSITE STATISTICS:

(2/1/2022-2/28/2022)

Page Views	194,086 (↑ 3%)
Bounce Rate	45.50% (↓ 10%)
New Users	32,553 (↑ 9%)
Returning Users	13,954 (↑ 6%)
Total Sessions	88,606 (↑ 2%)
Total Monthly Sessions Comparison to Previous Year	↑ 29.11%

## Mobile Share

Date	Mobile	Desktop	Tablet
Feb-22	77.05%	21.07%	1.88%
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%



## Media Mention Highlights



### IndyGo Purple Line one step closer to ground breaking; detours expected



### A compromise over bus lanes on Washington Street floated, then quickly tabled



### Topics Include:

In February 2022, the upcoming Purple Line construction and groundbreaking, winter weather warnings, and an education bill attempting to redesign the Blue Line near the airport were talked about often. Our very own Coach Operator Will Hazen was also mentioned by a few outlets. With Purple Line construction beginning on or after March 10, detour updates and what those mean for motorists were discussed frequently. The Purple Line groundbreaking received much attention as well, with around 20 articles being published about the event. IndyGo was even featured in a national news story for NBC article about the Purple Line and how it looks to spur economic development for one of Indianapolis' low-income areas. Despite IndyGo's Blue Line surviving the 2022 legislative session, an education bill had an amendment pop up that attempted to redesign a section of the BRT route near the airport. A few articles highlighted that amendment being tabled. Finally, multiple news outlets featured Coach Operator William Hazen and shared the story of him handing out bike lights to residents in need. Online coverage was the most popular again. IndyGo was in the media more than **150 times** in February.

Here's a brief coverage summary:

### Total Mentions

Search: IndyGo | Brand Coverage

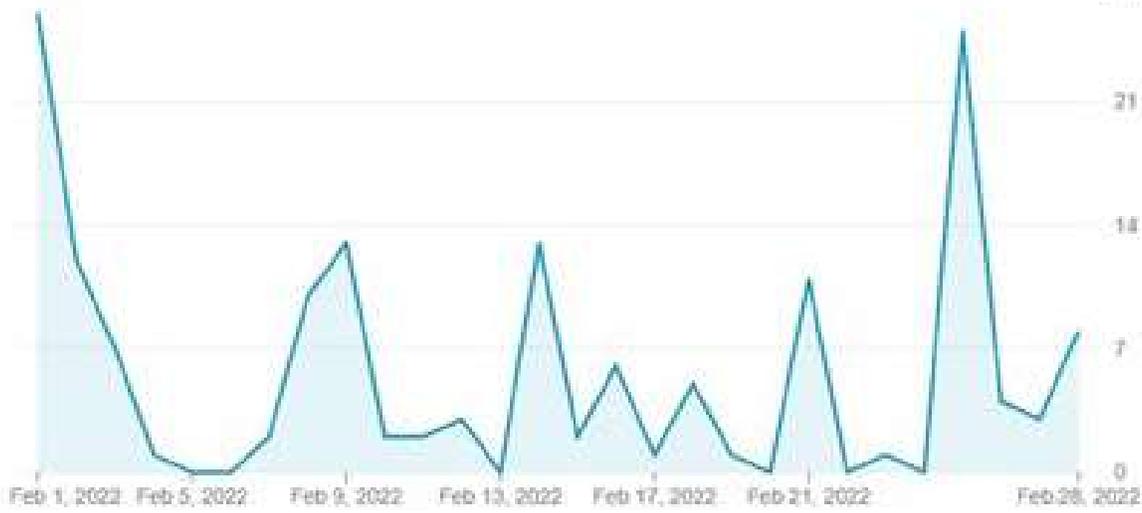
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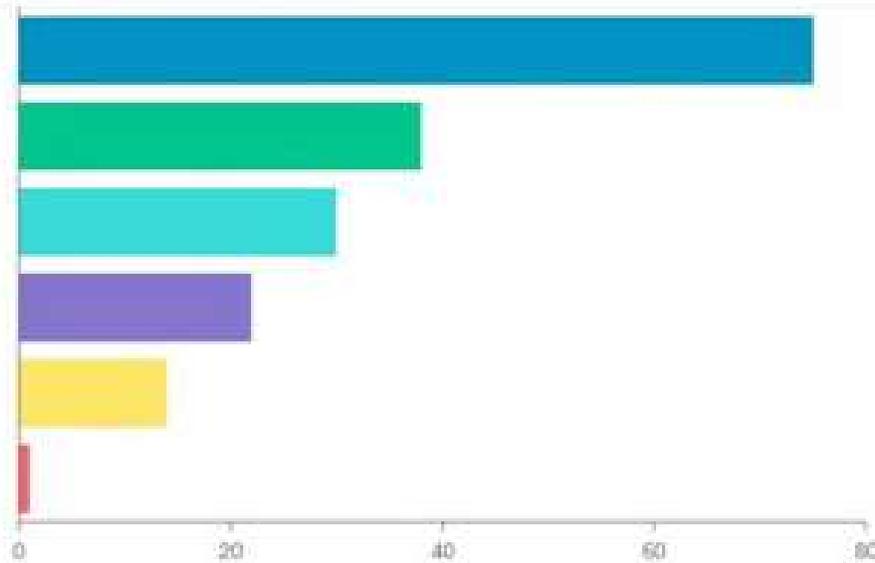
158

TOTAL MENTION



### Key Messages

Search: IndyGo | Brand Coverage



KEY MESSAGE

TOTAL MENTIONS

Purple Line

75

Red Line

38

Inez Evans

30

Blue Line

22

Bus Service

14

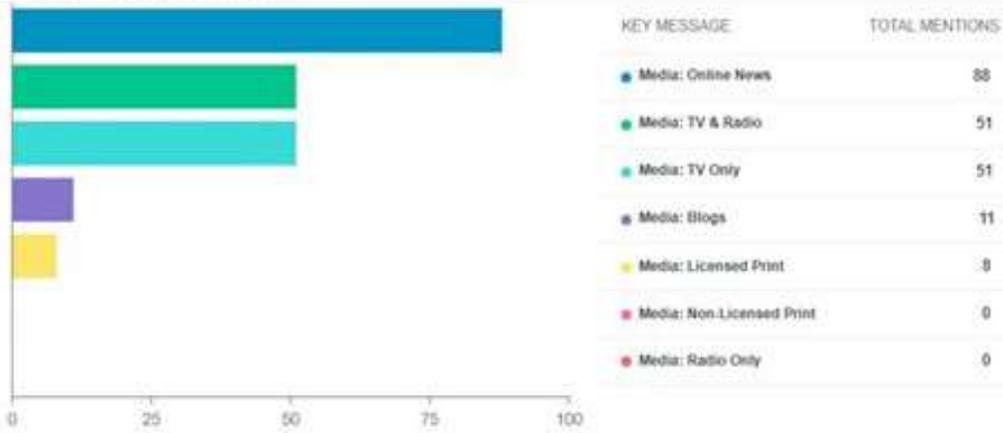
FDA

1

Feb 1, 2022 to Feb 28, 2022

## News Coverage

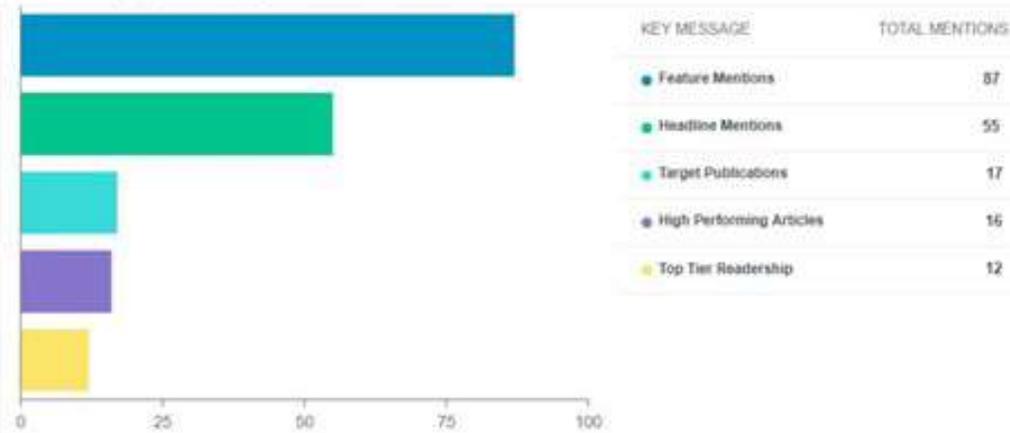
Search: IndyGo | Brand Coverage



Feb 1, 2022 to Feb 26, 2022

## Media Performance Metrics

Search: IndyGo | Brand Coverage



Feb 1, 2022 to Feb 26, 2022

## Highest Readership

Search: IndyGo | Brand Coverage

Purple Line construction to begin in 3 weeks: What to know about road closures and more  
Feb 8 • Yahoo News

Purple Line construction to begin in 3 weeks: What to know about road closures and more  
Feb 17 • Yahoo News

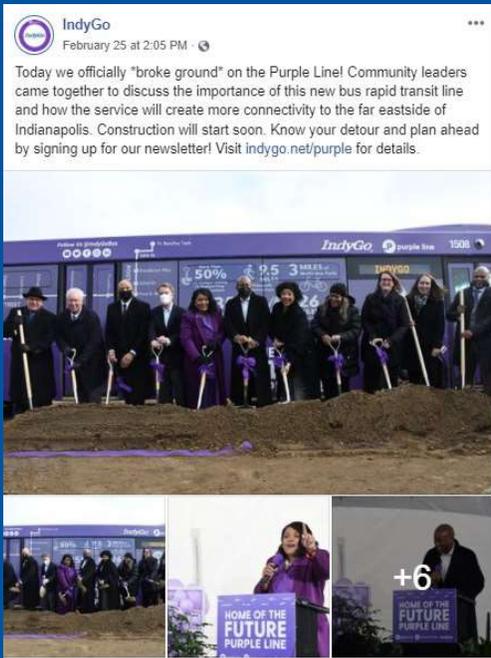
Indianapolis looks to mass transit project to spur development in low-income area  
Feb 14 • NBC News

Feb 1, 2022 to Feb 26, 2022

# Social Performance:

## Facebook

- Had a total of **23,696 organic impressions** (last month 18,666)
- **3,751 post engagements** (last month 3,080)
- **11,122 page likes** (last month 11,105)
- **11,293 page follows** (last month 11,265)



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



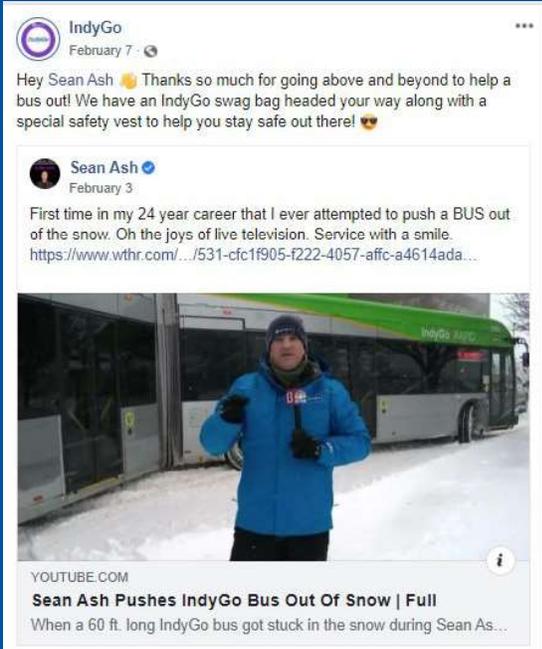
NBCNEWS.COM  
**Indianapolis looks to mass transit project to spur development in low-income area**

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

2,704 People reached      254 Engagements      [Boost post](#)

Austin Gibble, Jordan Williams and 53 others      3 Comments 9 Shares

Like      Comment      Share



2,322 People reached

Our Professional Coach Operator Will Hazen truly goes above and beyond for our riders 🙌 Check out FOX59 News's article on how Will hands out free bike lights for those who need them. 🚲  
<https://fox59.com/.../indygo-bus-drivers-act-of-kind.../7482226/>

Caroline Ha      Like



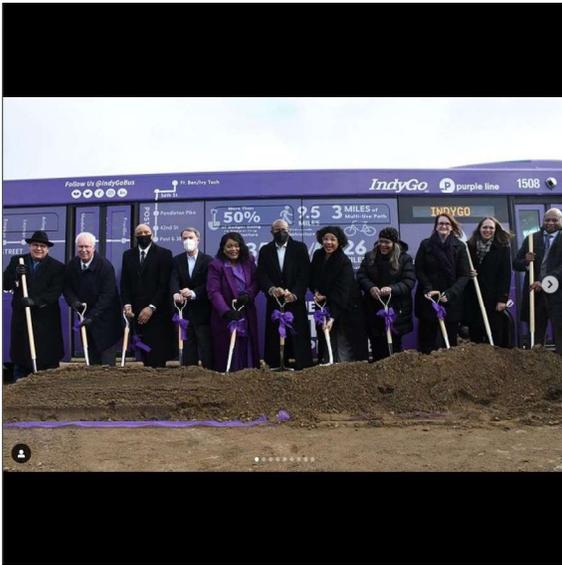
Get more likes, comments and shares  
When you boost this post, you'll show it to more people.

2,101 People reached      255 Engagements      [Boost post](#)

Kystal Robinson, Julia Saltgaver and 94 others      9 Comments 4 Shares

# Instagram

- **28,004** accounts reached (17,662 accounts reached last month)
- Generated **120,172 impressions** (64,795 impressions last month)
- **1,016** content interactions (includes posts, stories, reels and videos)
- **2.62%** engagement rate (1.96% last month)
- 3,317 Current followers (3,229 followers last month)



indygobus Indianapolis, Indiana

Today we officially "broke ground" on the Purple Line! Community leaders came together to discuss the importance of this new bus rapid transit line and how the service will create more connectivity to the far reaches of Indianapolis. Construction will start soon. Know your detour and plan ahead by signing up for our newsletter! Visit [indigo.net/purple](http://indigo.net/purple) for details.

2w

wpurpose 2w · 2 likes

kifforever 2w · 2 likes

Like Comment Share

Liked by FEBRUARY 25

Add a comment...



indygobus

Our Professional Coach Operator Will Hazen truly goes above and beyond for our riders! Check out Fox59's article on how Will hands out free bike lights for those who need them. Link in bio!

2w

chase.andco 🙌🙌🙌🙌🙌 @whazen36 2w · 1 like Reply

meg\_hanley\_images 🙌🙌🙌 2w · 1 like Reply

Like Comment Share

Liked by and 75 others FEBRUARY 28

Add a comment... Post



indygobus

Our President and CEO Inez Evans is out here making history! #DYK: Inez is the first black woman to ever serve as President and CEO for IndyGo? She's also one of only nine African American female CEOs of a transit agency nationwide.

Check out WHMB 40's video highlighting Inez's accomplishments thus far. Link in bio for details! #BlackHistoryMonth

2w

Like Comment Share

Liked by and FEBRUARY 28

Add a comment...



indygobus

Wishing a good morning ☀️ and safe travels 🚗 to one of our many heroes reporting to work & braving the winter weather this morning to help move our city forward. Show our professional coach operators some extra ❤️ and grace today! #DedicatedAndDevoted

5m

babylove961@yahoo.com We rolling too 5m Reply

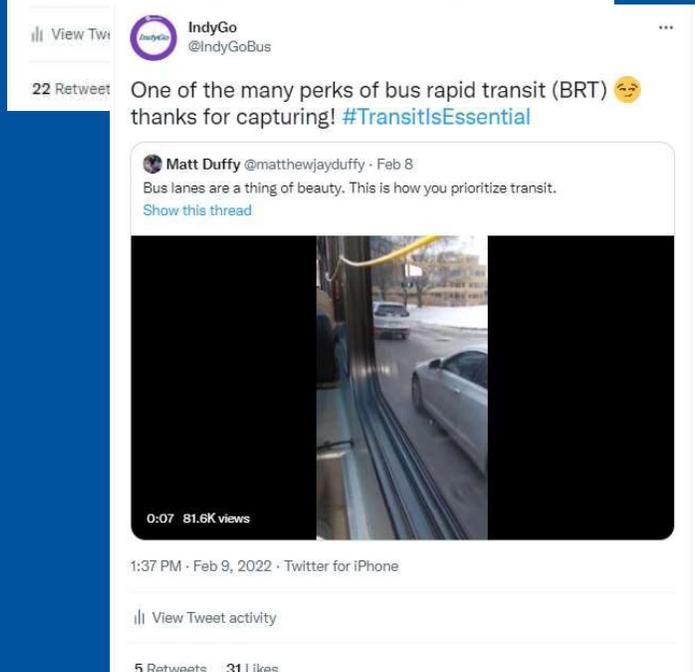
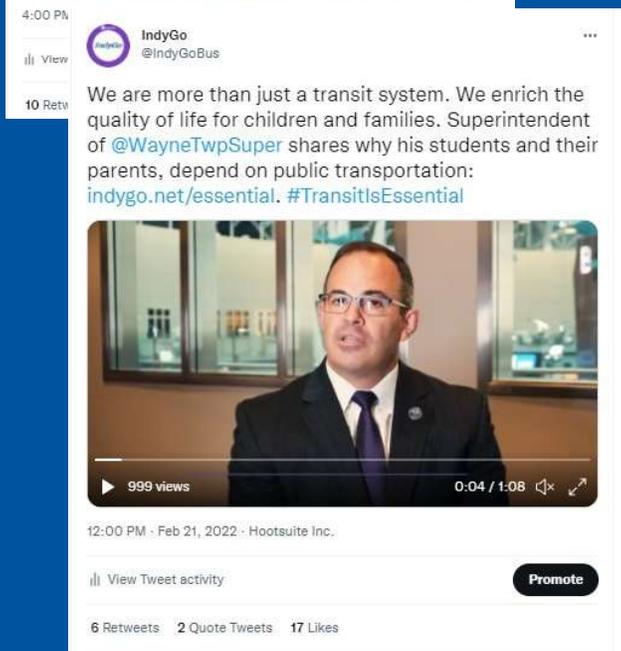
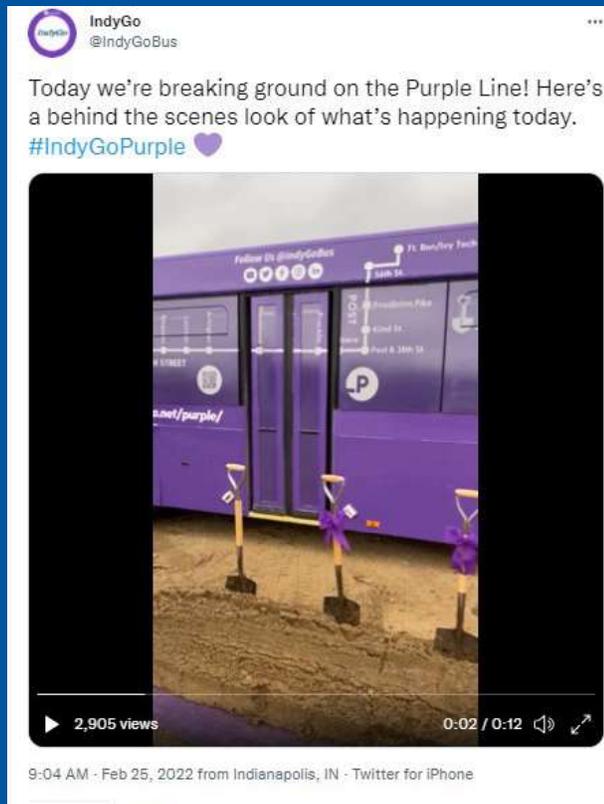
Like Comment Share

Liked by and 46 others FEBRUARY 3

Add a comment... Post

# Twitter

- Had a total of **137,400 organic impressions**
  - Earned **4,900 impressions** per day (4,100 impressions last month)
- **199** retweets, **799** likes, **21** replies, **210** link clicks, **1.4%** engagement rate
- Generated **45 new** followers; **6,275** current followers



## LinkedIn

- Generated **10,172 impressions**
- **410** total engagements; **1.94%** engagement rate (last month 1.37% engagement rate)
- Generated **54** new follower; **2,516** total followers

**IndyGo**  
2,516 followers  
2w • 🌐

Today we officially \*broke ground\* on the Purple Line! Community leaders came together to discuss the importance of this new bus rapid transit line and how the service will create more connectivity to the far eastside of Indianapolis. ...see more

**Cameron Rad** • 7 shares

**IndyGo**  
2,516 followers  
2w • Edited • 🌐

Our President and CEO Inez Evans is out here making history! #DYK: Inez is the first black woman to ever serve as President and CEO for IndyGo! She's also one of only nine African American female CEOs of a transit agency nation. ...see more

Organic impressions: 10,267 Impressions

**Inez Evans**  
20 comments • 4 shares

Like Comment

Show stats

**IndyGo**  
2,516 followers  
1mo • 🌐

Today is National #WearRedDay! Did you know that cardiovascular disease is the number one killer of new moms, causing 1 in 3 deaths each year? Our president and CEO, Inez Evans, serves as the Chair for the Indianapolis chapter o ...see more

**Denise Jenkins-Agurs and 62 others** • 1 comment

**IndyGo**  
2,516 followers  
1mo • 🌐

"City officials are moving ahead with construction with an eye toward drawing economic growth and development to the community," Big things happen when agencies work together. Grateful for our partners on the Purple Line. N ...see more

**Indianapolis looks to mass transit project to spur development in low-income area**  
nbciwnews.com • 7 min read

**Mark Bryson and 75 others** • 1 comment • 7 shares

Like Comment

Organic Impressions: 2,377 Impressions

Show stats

## Purple Line Groundbreaking Event – Social Media Recap

*February 25, 2022*

### Contents

<b>Purple Line Groundbreaking Event – Social Media Recap</b> .....	1
<i>February 25, 2022</i> .....	1
<b>Facebook (profile picture, stories + posts)</b> .....	1
<b>Instagram (stories + posts)</b> .....	10
<b>Twitter (posts)</b> .....	22

### Facebook (profile picture, stories + posts)

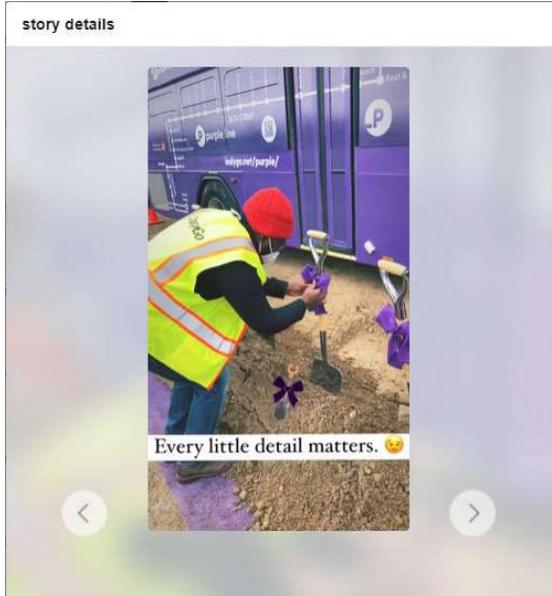
#### Facebook Profile Picture



39 reactions  
4 comments  
3 shares

**Facebook (stories + posts)**  
Overall 14 FB stories + 1 post

1 FB Story



story details

Seen By

235  
Unique Accounts

Forward taps	81
Backward taps	5
Forward swipes	33
Exits	38

Engagement

10  
Actions taken from this story

Reactions	7
Page visits	2
Shares	1

- 235 unique accounts reached
- 10 actions taken from story (reactions, page visits and shares)

2 FB Story



story details

Seen By

185  
Unique Accounts

Forward taps	104
Backward taps	12
Forward swipes	7
Exits	22

Engagement

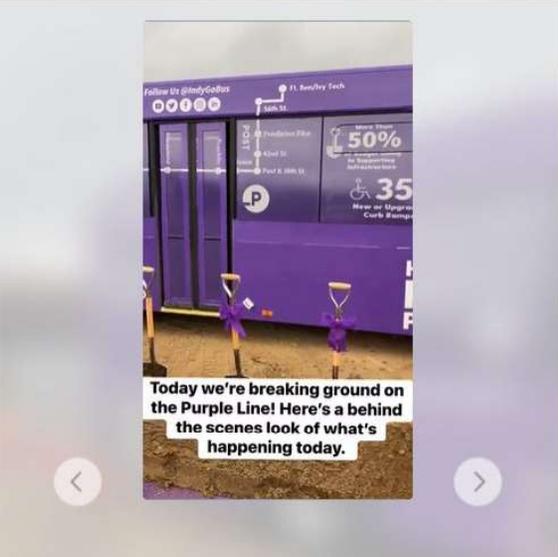
4  
Actions taken from this story

Reactions	3
Page visits	1

- 185 unique accounts reached
- 4 actions taken from story (reactions and page visits)

### 3 FB Story

story details



Today we're breaking ground on the Purple Line! Here's a behind the scenes look of what's happening today.

**Seen By**

157  
Unique Accounts

Forward taps	80
Backward taps	10
Forward swipes	6
Exits	6

**Engagement**

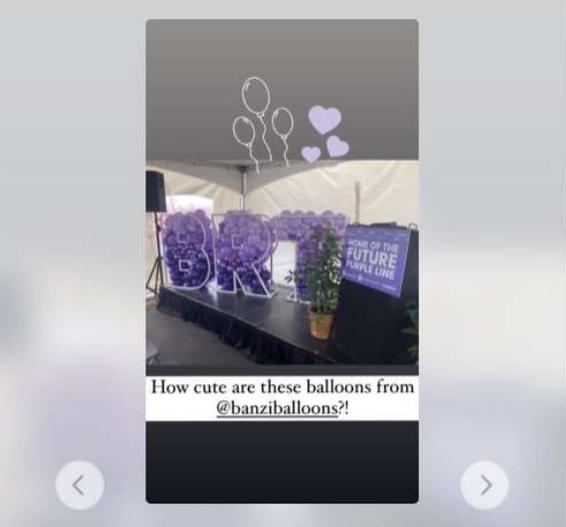
8  
Actions taken from this story

Reactions	6
Page visits	1
Shares	1

- 157 unique accounts reached
- 8 actions taken from this story (reactions, page visits and shares)

### 4 FB Story

story details



How cute are these balloons from @banzibaloons?!

**Seen By**

140  
Unique Accounts

Forward taps	89
Backward taps	10
Forward swipes	4
Exits	2

- 140 unique accounts reached

### 5 FB Story

story details



Shout out to [@growingplacesindy](#) for supplying the beautiful plants.

**Seen By**

134  
Unique Accounts

Forward taps	93
Backward taps	10
Forward swipes	3
Exits	6

- 134 unique accounts

### 6 FB Story

story details



We have a full house 🎉 Our speakers and special guests have braved the cold today! No matter the weather, we will always provide transit services to Indy 🚆

**Seen By**

131  
Unique Accounts

Forward taps	76
Backward taps	8
Forward swipes	5
Exits	5

**Engagement**

1  
Action taken from this story

Reactions  1

- 131 unique accounts

### 7 FB Story

The screenshot shows a Facebook story titled "story details" with a close button in the top right. The main content is a video of a woman speaking at an event. The video has four purple heart stickers at the top. Below the video, the text reads: "The Purple Line promises opportunity, connectivity, reliability and much more for the eastside of Indianapolis." -Our President and CEO Inez Evans. To the right of the video is a "Seen By" section showing 122 Unique Accounts. Below this is a table of engagement metrics: Forward taps (89), Backward taps (8), Forward swipes (4), and Exits (3). Navigation arrows are visible at the bottom of the video frame.

Seen By	
122	Unique Accounts
Forward taps	89
Backward taps	8
Forward swipes	4
Exits	3

- 122 unique accounts

### 8 FB Story

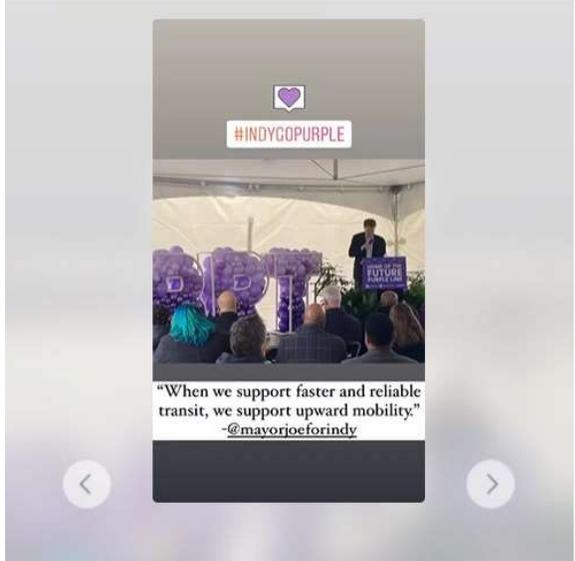
The screenshot shows a Facebook story titled "story details" with a close button in the top right. The main content is a video of a man speaking at an event. The video has a "#INDYOPURPLE" sticker at the top. Below the video, the text reads: "Imagine the infrastructure improvements that will be made along the Purple Line. Imagine the health and well being that will improve for those that live along 38th Street." -@voteop. To the right of the video is a "Seen By" section showing 116 Unique Accounts. Below this is a table of engagement metrics: Forward taps (90), Backward taps (12), Forward swipes (4), and Exits (1). Navigation arrows are visible at the bottom of the video frame.

Seen By	
116	Unique Accounts
Forward taps	90
Backward taps	12
Forward swipes	4
Exits	1

- 116 unique accounts

### 9 FB Story

story details



Seen By

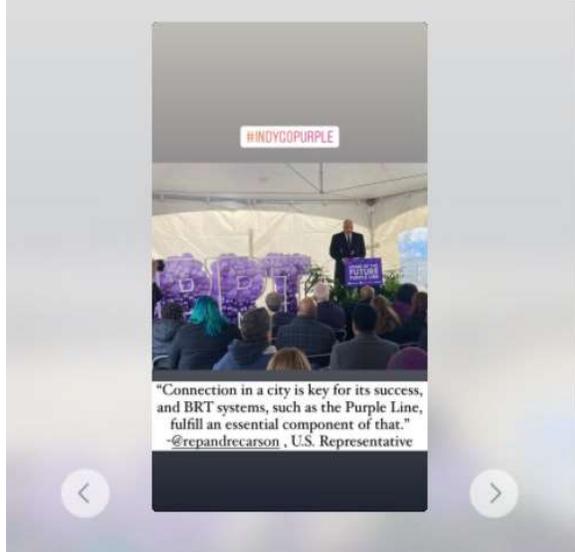
112  
Unique Accounts

Forward taps	88
Backward taps	14
Forward swipes	1
Exits	2

- 112 unique accounts

### 10 FB Story

story details



Seen By

110  
Unique Accounts

Forward taps	89
Backward taps	11
Forward swipes	1
Exits	3

- 110 unique accounts

### 11 FB Story

story details

Seen By

109  
Unique Accounts

Forward taps	84
Backward taps	12
Forward swipes	3
Exits	1

Engagement

1  
Action taken from this story

Reactions 1

- 109 unique accounts
- 1 action taken from story (reaction)

### 12 FB Story

story details

Seen By

105  
Unique Accounts

Forward taps	83
Backward taps	11
Forward swipes	3
Exits	1

- 105 unique accounts

### 13 FB Story

story details

Seen By	
104	Unique Accounts
Forward taps	70
Backward taps	9
Forward swipes	2
Exits	2

Engagement	
3	Actions taken from this story
Reactions	3

- 104 unique accounts
- 3 actions taken from this story (reactions)

### 14 Final FB Story

story details

Seen By	
111	Unique Accounts
Forward taps	58
Backward taps	11
Forward swipes	9
Exits	16

Engagement	
7	Actions taken from this story
Reactions	4
Page visits	2
Shares	1

- 111 unique accounts
- 7 actions taken from this story (reactions, page visits and shares)

**Total unique accounts reached via FB stories: 1,871**

**Total actions taken from FB Stories: 33**

## Facebook post

**IndyGo**  
Published by Hootsuite • February 25 at 2:05 PM • 🌐

Today we officially \*broke ground\* on the Purple Line! Community leaders came together to discuss the importance of this new bus rapid transit line and how the service will create more connectivity to the far eastside of Indianapolis. Construction will start soon. Know your detour and plan ahead by signing up for our newsletter! Visit [indygo.net/purple](http://indygo.net/purple) for details.



3,815  
People reached

735  
Engagements

Boost post

100  
20 Comments 18 Shares

- 3,815 people reach
- 735 engagements
  - 100 reactions, 20 comments and 18 shares

## Instagram (stories + posts)

Overall 19 Insta stories + 1 post

### 1 Insta Story



- 125 accounts reached
- 127 impressions
- 2 content interactions
  - 1 share and 1 reply
- 2 profile activity
  - 2 profile visits

## 2 Insta Story



- 116 accounts reached
- 116 impressions

## 3 Insta Story



- 112 accounts reached
- 112 impressions
- 2 sticker taps on Brown Skin Coffee



## 6 Insta Story



- 101 accounts reached
- 101 impressions
- 6 sticker taps on Growing Places Indy

### 7 Insta Story



- 98 accounts reached
- 98 impressions

### 8 Insta Story



- 97 accounts reached
- 97 impressions

### 9 Insta Story



- 97 accounts reached
- 97 impressions
- 2 sticker traps on Vop Osili

### 10 Insta Story



- 96 accounts reached

- 96 impressions
- 2 sticker taps on Mayor Hogsett

### 11 Insta Story



- 96 accounts reached
- 96 impressions

### 12 Insta Story



- 96 accounts reached

- 96 impressions

### 13 Insta Story



- 95 accounts reached
- 96 impressions
- 2 sticker taps on FTA

### 14 Insta Story



- 95 accounts reached
- 95 impressions

15 Insta Story



- 94 accounts reached
- 95 impressions
- 1 content interaction
  - 1 share

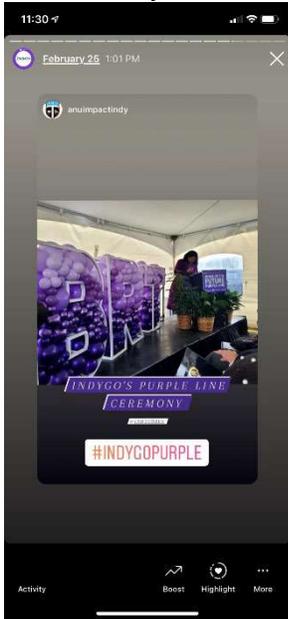
16 Insta Story



- 87 accounts reached

- 88 impressions
- 13 sticker taps on Indy Chamber

17 Insta Story



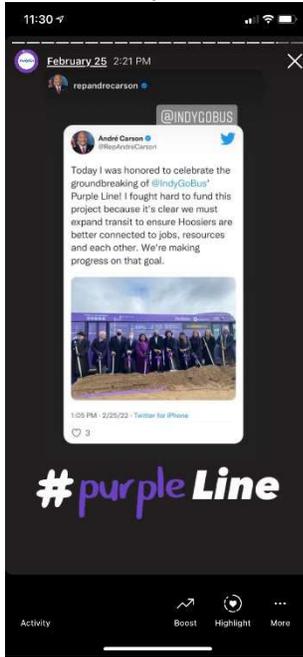
- 83 accounts reached
- 84 impressions
- 2 sticker taps on Ashley Gurvitz



- 80 accounts reached
- 81 impressions

- 1 profile activity
  - 1 profile visit

18 Insta Story



- 78 accounts reached
- 79 impressions

19 Insta Story



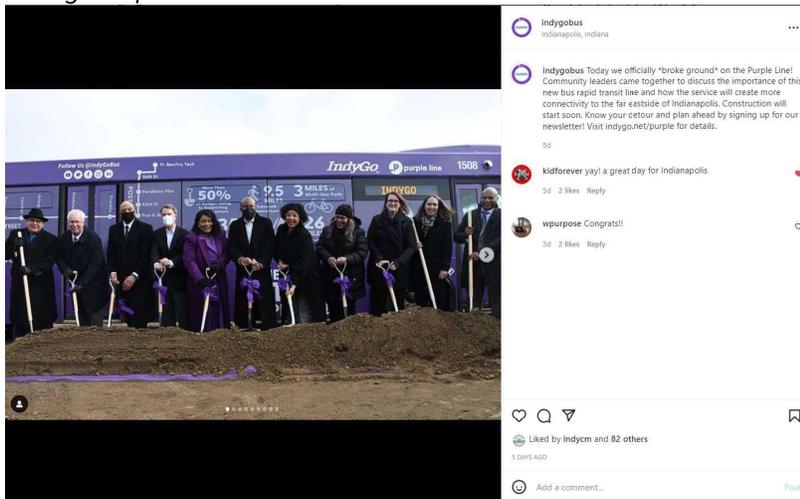
- 72 accounts reached

- 72 impressions
- 1 profile activity

**Total unique accounts reached via Insta stories: 1,683**

**Total actions taken from Insta Stories: 40**

*Instagram post*



- 527 accounts reached
  - 454 followers and 73 non-followers
- 652 impressions
  - From home page: 555
  - From other (for you page, message, etc.): 63
  - From profile: 33
  - From location: 1
- 109 content interactions
  - 83 likes, 22 shares, 2 comments and 2 saves
- 23 profile activity
  - 21 profile visits
  - 2 follows

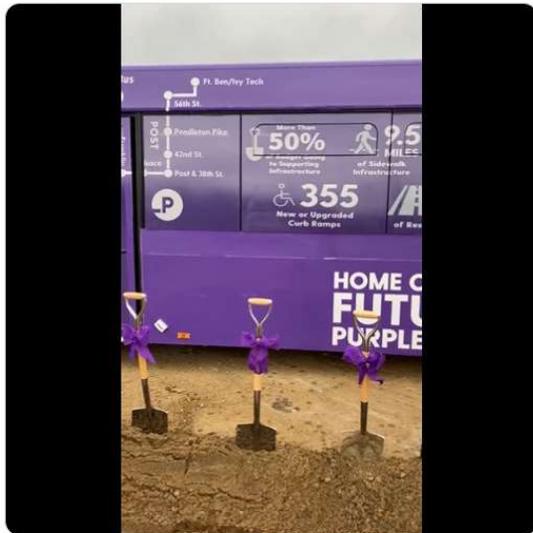
## Twitter (posts)

Overall 12 tweets

### 1 Tweet



Today we're breaking ground on the Purple Line! Here's a behind the scenes look of what's happening today.  
[#IndyGoPurple](#) ❤️



9:04 AM · Feb 25, 2022 from Indianapolis, IN · Twitter for iPhone

|| View Tweet activity

Promote

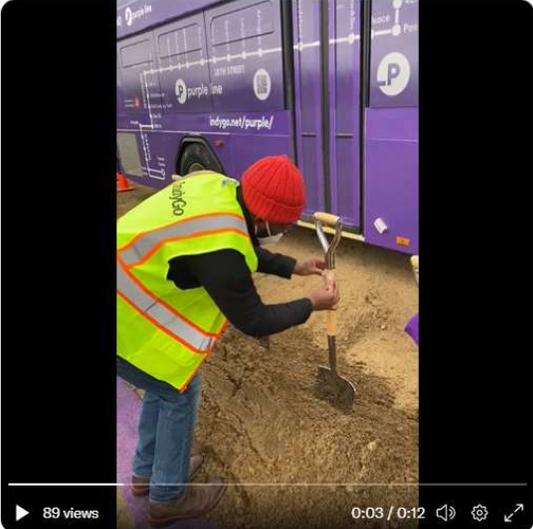
22 Retweets 7 Quote Tweets 84 Likes

- 14,692 impressions
- 346 engagements
  - 84 likes and 29 retweets
  - 2,845 video views
- 69 detail expands
- 31 profile visits

## 2 Tweet

 IndyGo  
@IndyGoBus

Putting on the final touches. Every little detail matters.  
👉 #IndyGoPurple



89 views 0:03 / 0:12

9:14 AM · Feb 25, 2022 · Twitter for iPhone

View Tweet activity [Promote](#)

1 Retweet 6 Likes

- 376 impressions
- 19 engagements
  - 1 retweet and 6 likes
- 3 detail expands
- 1 profile visit

### 3 Tweet



- 429 impressions
- 101 video views
- 24 engagements
  - 1 retweet and 9 likes
- 4 detail expands
- 1 profile visit

### 4 Tweet



- 1,350 impressions
- 26 engagements
  - 2 retweets and 17 likes

- 2 detail expands
- 1 profile visit

### 5 Tweet



...

Our speakers and special guests have braved the cold today! No matter the weather, we will always provide transit services to Indy. 🚌❄️👏 #IndyGoPurple



10:08 AM · Feb 25, 2022 · Twitter for iPhone

View Tweet activity

Promote

2 Retweets 12 Likes

- 626 impressions
- 158 video views
- 33 engagements
  - 2 retweets and 12 likes
- 6 detail expands
- 5 profile visits

## 6 Tweet

 **IndyGo**  
@IndyGoBus

“The Purple Line promises opportunity, connectivity, reliability and much more for the eastside of Indianapolis.” -Our President and CEO Inez Evans.  
[#IndyGoPurple](#)



10:11 AM · Feb 25, 2022 from Indianapolis, IN · Twitter for iPhone

[View Tweet activity](#) [Promote](#)

2 Retweets 17 Likes

- 710 impressions
- 28 engagements
  - 2 retweets and 17 likes
- 5 detail expands

## 7 Tweet

 **IndyGo**  
@IndyGoBus

“Imagine the infrastructure improvements that will be made along the Purple Line. Imagine the health and well being that will improve for those that live along 38th Street.” -@VoteVop



10:17 AM · Feb 25, 2022 from Indianapolis, IN · Twitter for iPhone

[View Tweet activity](#) [Promote](#)

7 Retweets 17 Likes

- 1,431 impressions

- 54 engagements
  - 7 retweets, 17 likes and 1 reply
- 18 detail expands
- 6 profile visits

### 8 Tweet

IndyGo  
@IndyGoBus

“When we support faster and reliable transit, we support upward mobility.” -@IndyMayorJoe #IndyGoPurple



10:20 AM · Feb 25, 2022 from Indianapolis, IN · Twitter for iPhone

View Tweet activity Promote

6 Retweets 17 Likes

- 1,963 impressions
- 53 engagements
  - 6 retweets and 17 likes
- 7 detail expands
- 7 profile visits

### 9 Tweet

IndyGo  
@IndyGoBus

“Ivy Tech and Fort Harrison has benefited greatly already from the upcoming Purple Line.” -Mayor Steve Collier #IndyGoPurple



10:26 AM · Feb 25, 2022 from Indianapolis, IN · Twitter for iPhone

View Tweet activity Promote

4 Retweets 10 Likes

- 668 impressions
- 25 engagements
  - 4 retweets and 10 likes
- 4 detail expands
- 2 profile visits

10 Tweet

 **IndyGo** @IndyGoBus

“Connection in a city is key for its success, and BRT systems, such as the Purple Line, fulfill an essential component of that.” -@RepAndreCarson, U.S. Representative



10:30 AM · Feb 25, 2022 from Indianapolis, IN · Twitter for iPhone

View Tweet activity Promote

2 Retweets 15 Likes

- 861 impressions
- 22 engagements
  - 2 retweets and 15 likes
- 1 detail expand
- 2 profile visits

11 Tweet

 **IndyGo** @IndyGoBus · Feb 25

“FTA is proud to partner with IndyGo to provide better transportation for the metropolitan area of Indianapolis.” -Kelley Brookins, @FTA\_DOT Regional Administrator #IndyGoPurple



Promote

  8  15  

- 1,231 impressions

- 37 engagements
  - 8 retweets and 15 likes
- 7 detail expands
- 4 profile visits

12 Tweet



- 2,465 impressions
- 113 engagements
  - 8 retweets and 38 likes
- 28 detail expands
- 4 profile visits

Overall earned 23,600 impressions, 2.2% engagement rate, 23 link clicks, 60 retweets and 233 likes.

## LinkedIn



IndyGo  
2,477 followers  
5d • 🌐

Today we officially \*broke ground\* on the Purple Line! Community leaders came together to discuss the importance of this new bus rapid transit line and how the service will create more connectivity to the far eastside of Indianapolis ...see more



🌐 Aaron Vogel, MSTM and 230 others

10 comments

- 6,565 impressions
- 231 reactions, 10 comments and 7 shares
- 18.83% click-through-rate
- 1,236 clicks
- 22.6% engagement rate

## Email Marketing:

### NEWSLETTER

- 8,227 recipients (8,068 recipients last month)
- 8.43% click-to-open rate
- 5.34% open rate

# INSIDEINDYGO

## INSIDE INDYGO THIS FEBRUARY

### Prepare for Severe Winter Weather



A winter storm is headed toward Indianapolis. ☔ ☁ Tonight's forecast calls for heavy snow and ice accumulation. If you plan to ride with us, remember to layer up and use caution when walking to your stop. Plan extra time for your commute and visit our [website](#) for details about service impacts.

### Purple Line Construction is Approaching



As we gear up for the Purple Line, IndyGo will host a virtual public meeting and several open houses Feb. 8-10 to share the latest details on construction, closures and detours. The virtual meeting will take place Tuesday, Feb. 8, from 5:30-6:30 p.m. To register for the virtual meeting, [click here](#).

Open houses are scheduled for the following dates, times and locations:

Wednesday, Feb. 9, 11 a.m. – 2 p.m.  
New Direction Church – 5330 E 38th St.

Wednesday, Feb. 9, 5 – 8 p.m.  
New Direction Church – 5330 E 38th St.

Thursday, Feb. 10, 11 a.m. – 2 p.m.  
CAFF Indy – 8902 E 38th St.

Thursday, Feb. 10, 5 – 8 p.m.  
CAFF Indy – 8902 E 38th St.

All open houses are accessible by Route 39. You can plan your trip with us by using Google Maps, the Transit app or by using our trip planner [here](#).

### Minor Route Adjustments



## Outreach Summary: February 2022

IndyGo continues to prepare communities and stakeholders for Purple Line construction. In February, IndyGo hosted a virtual public meeting and four open houses to share the latest information regarding the timeline for construction, closures and detours.

Neighborhood and stakeholder outreach included presentations to Devington Neighborhood Association, KIPP Indy Community Council and Alliance for Northeast Unification Community Partner Collective.

On Feb. 25, IndyGo hosted a Purple Line groundbreaking event with more than 100 supporters and key stakeholders. Speakers at the event included the following:

- Inez Evans, IndyGo President and CEO
- Vop Osili, Indianapolis City-County Council President
- Mayor Joe Hogsett, City of Indianapolis
- Mayor Steve Collier, City of Lawrence
- Congressman André Carson, U.S. Representative
- Kelley Brookins, Federal Transit Administration Regional Administrator
- Ashley Gurvitz, Alliance of Northeast Unification Executive Director

IndyGo also shared Blue Line updates with Indiana Restaurant and Lodging Association, a group that educates and advocates for the Hoosier hospitality industry and is interested in how the Blue Line will connect hospitality workers to jobs along Washington Street.

### February Outreach Events:

Date	Name of Event
2/1/2022	Devington Neighborhood Association
2/2/2022	TIM Talks - Purple Line Information Session
2/3/2022	Blue Line Update - Indiana Restaurant and Lodging Association
2/8/2022	Purple Line Public Meeting
2/9/2022	Purple Line Open House
2/9/2022	Purple Line Open House
2/10/2022	Purple Line Open House
2/10/2022	Purple Line Open House
2/15/2022	KIPP Indy Community Council Meeting
2/17/2022	Transit Talk: East 38th Street Library
2/23/2022	ANU Community Partner Collective
2/25/2022	Purple Line Groundbreaking



## Operations Division Report – February 2022

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

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### OPERATIONS DIVISION REPORT – February 2022

#### SERVICE PLANNING

##### SERVICE SCHEDULING:

The Operator Service Bid took effect on February 13, 2022, and operates 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 next Operator Service Bid takes effect on June 2022. Currently, no significant changes are planned. 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 gave notice to proceed for a local bus stop construction project on March 1. This includes 17 stops along E 42<sup>nd</sup> 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. 46<sup>th</sup> 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, 30<sup>th</sup> St), stops on the near westside of downtown (W. 10<sup>th</sup> St, W. 16<sup>th</sup> St, W. Michigan St, and Lafayette Rd), and bus stops required for future service changes related to the Marion County Transit Plan. 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.

##### PURPLE LINE CONSTRUCTION DETOURS

Service Planning staff is assisting IndyGo Transportation Operations staff in preparing for and executing detours related to Purple Line construction, which began in early-March. This includes coordinating on detour routing and temporary bus stops needed to maintain service along the East 38<sup>th</sup> Street project corridor.

#### OPERATIONS PERFORMANCE MANAGEMENT:

The Operations Performance Team is analyzing Storeroom (parts dept.) total time from the part order date to the date received and will work with Manufacturers (BYD focus) to develop a plan to reduce delivery times resulting in a reduction of bus downtimes. We will develop KPIs for this project.

The Operations Performance Team is also analyzing root causes of bus accidents (BYD focus) and measuring total bus downtimes due to accidents. Data will help IndyGo develop a driver training program and KPIs to address and monitor the root causes.

The Operations Performance Team is in the final validation stage for twenty (20) new D365 Maintenance Dept. Dashboards. Once the validation phase is complete and the dashboards are published, the Maintenance Dept. will be able to efficiently plan resources and monitor KPIs in real-time, increasing technician and bus efficiencies.

FIXED ROUTE RIDERSHIP:

<b>Feb-21</b>	<b>Feb-22</b>	<b>% Change</b>	<b>IndyGo Fixed Route Ridership</b>	<b>2021</b>	<b>2022</b>	<b>% Change</b>
5,165	4,275	-17.2%	<b>2 E. 34th St.</b>	10,761	8,945	-16.9%
12,586	14,390	14.3%	<b>3 Michigan St.</b>	26,182	29,802	13.8%
4,120	3,991	-3.1%	<b>4 Fort Harrison</b>	8,825	8,256	-6.4%
6,243	8,052	29.0%	<b>5 E. 25th</b>	13,081	16,132	23.3%
4,033	5,178	28.4%	<b>6 N. Harding</b>	8,340	9,826	17.8%
60,932	59,813	-1.8%	<b>8 Washington St.</b>	130,736	123,413	-5.6%
37,095	42,366	14.2%	<b>10 10th St.</b>	78,117	85,772	9.8%
1,821	2,438	33.9%	<b>11 E. 16th St.</b>	4,043	4,588	13.5%
1,473	1,686	14.5%	<b>12 Minnesota</b>	3,068	3,426	11.7%
1,223	1,384	13.2%	<b>13 Raymond</b>	2,489	2,525	1.4%
2,820	2,607	-7.6%	<b>14 Prospect</b>	6,147	5,099	-17.0%
5,956	5,991	0.6%	<b>15 Riverside</b>	12,417	12,355	-0.5%
5,641	6,017	6.7%	<b>16 Beech Grove</b>	11,638	11,762	1.1%
2,258	2,551	13.0%	<b>18 Broad Ripple</b>	4,925	4,936	0.2%
9,787	10,197	4.2%	<b>19 Castleton</b>	20,539	20,990	2.2%
7,377	7,741	4.9%	<b>21 East 21st St.</b>	15,667	17,030	8.7%
7,087	5,289	-25.4%	<b>24 Mars Hill</b>	14,788	10,806	-26.9%
6,060	4,668	-23.0%	<b>25 W. 16th St.</b>	12,544	9,797	-21.9%
6,619	6,757	2.1%	<b>26 Keystone</b>	14,126	13,685	-3.1%
4,929	4,609	-6.5%	<b>28 St. Vincent</b>	10,427	9,787	-6.1%
3,142	3,396	8.1%	<b>30 30th St.</b>	6,187	6,855	10.8%
4,707	4,765	1.2%	<b>31 Greenwood</b>	9,992	9,524	-4.7%
10,853	11,614	7.0%	<b>34 Michigan Rd.</b>	22,963	23,395	1.9%
15,440	16,385	6.1%	<b>37 Park 100</b>	31,759	33,631	5.9%
9,132	8,886	-2.7%	<b>38 Lafayette Square</b>	19,470	18,082	-7.1%
31,241	36,156	15.7%	<b>39 E. 38th St.</b>	67,127	76,183	13.5%
2,084	1,966	-5.7%	<b>55 English</b>	4,340	4,100	-5.5%
4,794	3,272	-31.7%	<b>86 86th Street Crosstown</b>	10,597	7,107	-32.9%
4,988	5,397	8.2%	<b>87 Eastside Circulator</b>	10,706	11,204	4.7%
63,959	69,326	8.4%	<b>90 Red Line - BRT</b>	133,922	138,995	3.8%
650	789	21.4%	<b>901 College - Local</b>	1,484	1,533	3.3%
3,542	2,965	-16.3%	<b>902 County Line - Local</b>	7,793	6,558	-15.8%
188	542	188.3%	<b>Others</b>	271	652	140.6%
347,945	365,459	5.0%	Total	735,471	746,751	1.5%

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

## TRANSPORTATION SERVICES

### 90% CLUB:

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

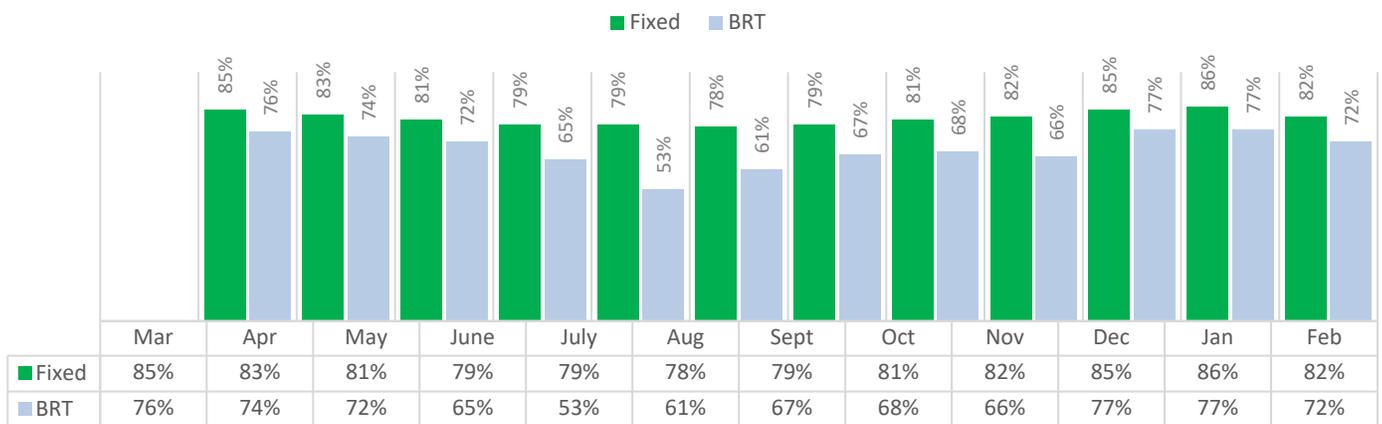
The winner for February: Mamadou Goudiaby # 8185

Brooks, Ronnie  
Ervin, Mathew  
Goudiaby, Mamadou  
Grimmer, Jeremy  
Hinton, Loretia  
Horst, Martin

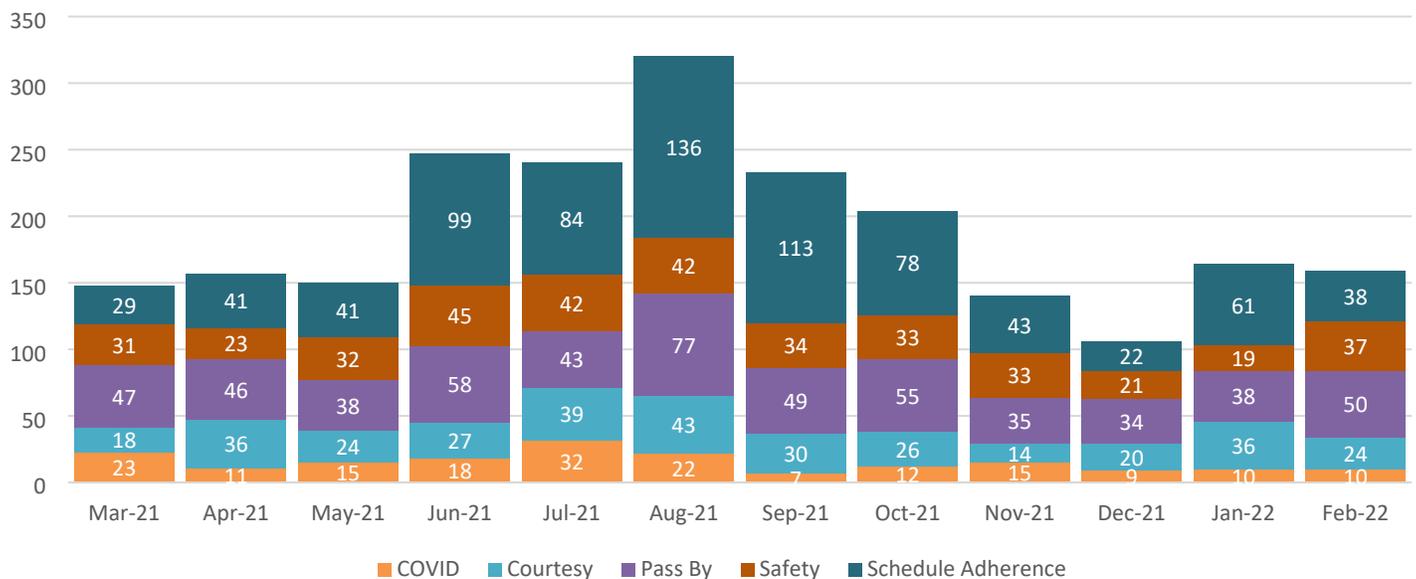
Hyde, Corene  
Kittrell, Patricia  
Knox, Cherika  
Langford, Donna  
Lloyd, Ashley  
Rowie, Robert

San Pedro, Enrique  
Tealer, Lavelle  
Thomas, Myron  
Williams, Angela  
Wilson, Patricia

### ON TIME PERFORMANCE LAST 12 MONTHS



### YTD Fixed Route Comment March 2021 - February 2022



## VEHICLE MAINTENANCE AND FACILITIES SERVICES

### FACILITIES:

THE MARION COUNTY HEALTH DEPARTMENT (MCHD) CONTINUES TO HOST THE COVID VACCINATION SITE AT THE JULIA M. CARSON TRANSIT CENTER. THIS IS THE FIFTH FULL MONTH AT THE TRANSIT CENTER. THE MCHD TRANSIT CENTER SITE IS OPEN THREE DAYS A WEEK -TUESDAY, WEDNESDAY, AND THURSDAY AND THEY CONTINUE TO SEE STEADY TRAFFIC FOR VACCINE AND BOOSTER SHOTS. THE VACCINATION CLINIC WILL REMAIN OPEN AT THE TRANSIT CENTER THROUGH THE SPRING.

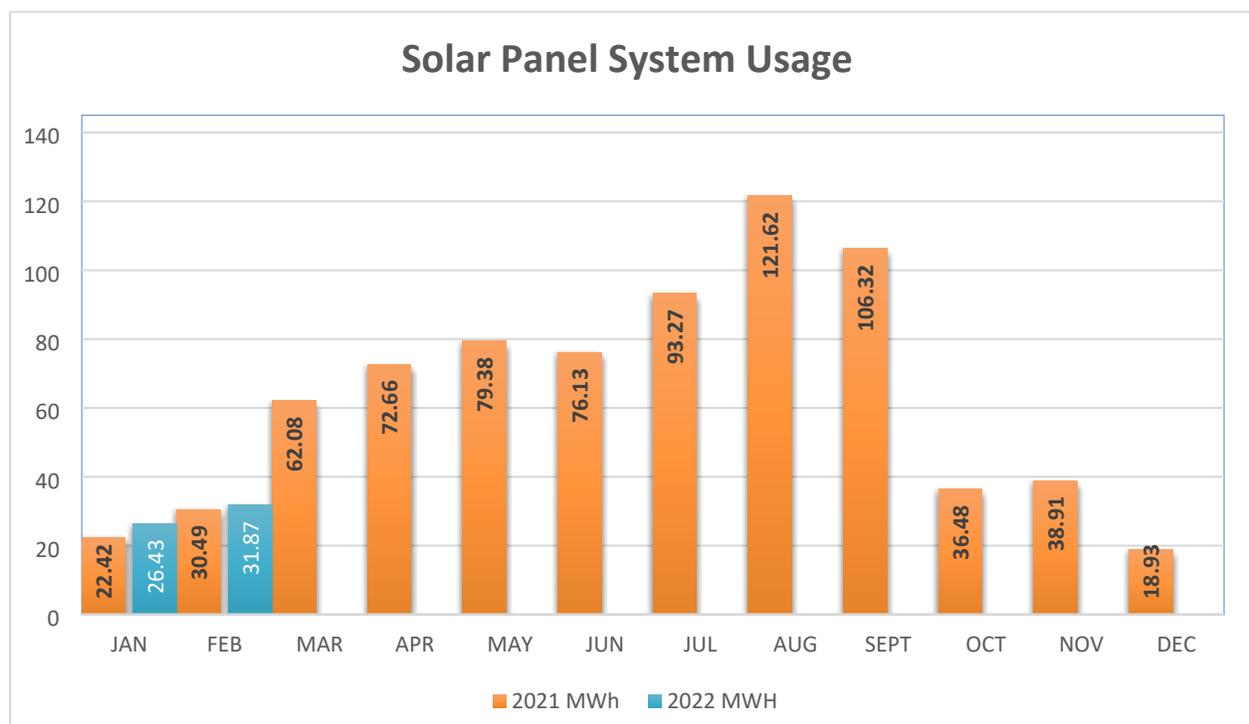
IN ANTICIPATION OF THE PURPLE LINE GROUNDBREAKING AND CONSTRUCTION. THE FACILITY DEPARTMENT WORKED WITH THE PUBLIC AFFAIRS DEPARTMENT TO SET UP POP-UP SITES FOR FREE COFFEE SITES AND INFORMATION PROMOTING THE PURPLE LINE ROUTE.

THE FACILITY DEPARTMENT CONTINUES TO PROVIDE ASSISTANCE WITH EQUIPMENT REMOVAL AND RELOCATIONS BETWEEN THE EAST CAMPUS AND MICHIGAN STREET SITE. THE MICHIGAN STREET LOCATION WILL BE THE NEW HEADQUARTERS FOR MOBILITY SERVICES AND CUSTOMER SERVICE.

IN FEBRUARY, THE BOARD OF DIRECTORS APPROVED THE LANDSCAPE/LAWN CARE CONTRACT. THE CONTRACT WAS AWARDED TO R.A.S.K SCAPES. R.A.S.K WILL PROVIDE SERVICE TO ALL 11 INDYGO SITES. THE CONTRACT IS FOR A THREE YEAR TERM.

THE MONTH OF FEBRUARY PROVIDED SHORTER DAYLIGHT HOURS, BUT THE 4,300 SOLAR ARRAY ON THE ROOF STILL PRODUCED KWH SAVINGS OF \$3,027.65, THE TOTAL YEAR TO DATE IS \$5,538.50.

### SOLAR PANEL:



FLEET SERVICES:

There were 153 buses detailed in February. The goal is to detail every bus at least once per month.

There were 16 vehicle requests in January for the motor pool.

IPTC has logged 1,351,212 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2022</b>	700,999	650,213											<b>1,351,212</b>
<b>2021</b>	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	<b>9,141,583</b>
<b>2020</b>	878,363	875,068	917,660	705,903	701,773	865,561	888,720	866,798	844,969	850,663	767,009	817,246	<b>9,979,733</b>

**Mean Distance**

<b>Mean Distance Major Systems Failures</b>												
<b>Mean Distance Between All Systems Failures</b>												
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
<b>MAJOR</b>	4848	<b>4388</b>										
<b>ALL</b>	4377	<b>3920</b>										
	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
<b>MAJOR</b>	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
<b>ALL</b>	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
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
<b>ALL</b>	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057

The green cells represent averaged totals

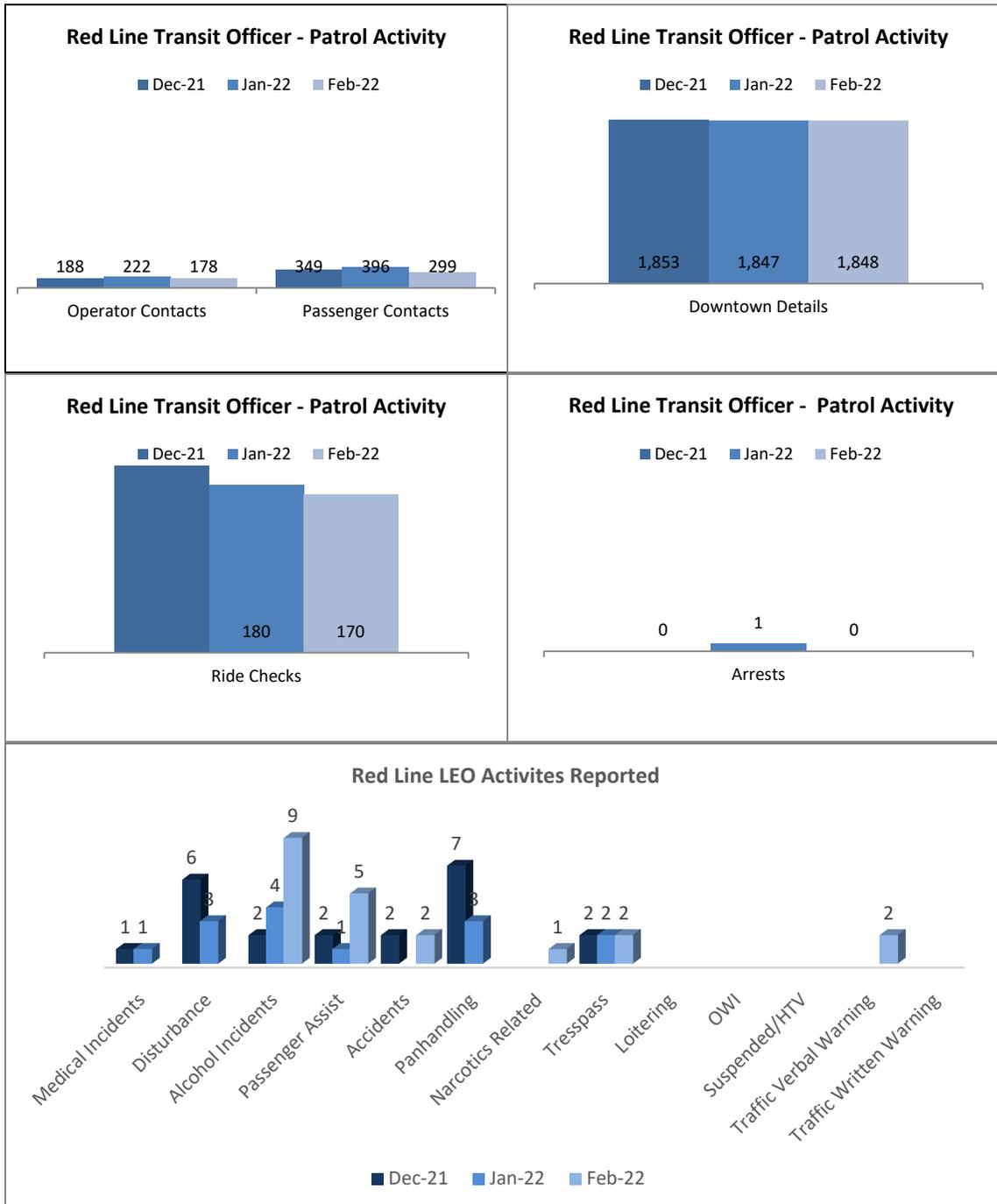
## SECURITY AND TRAINING

### 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.

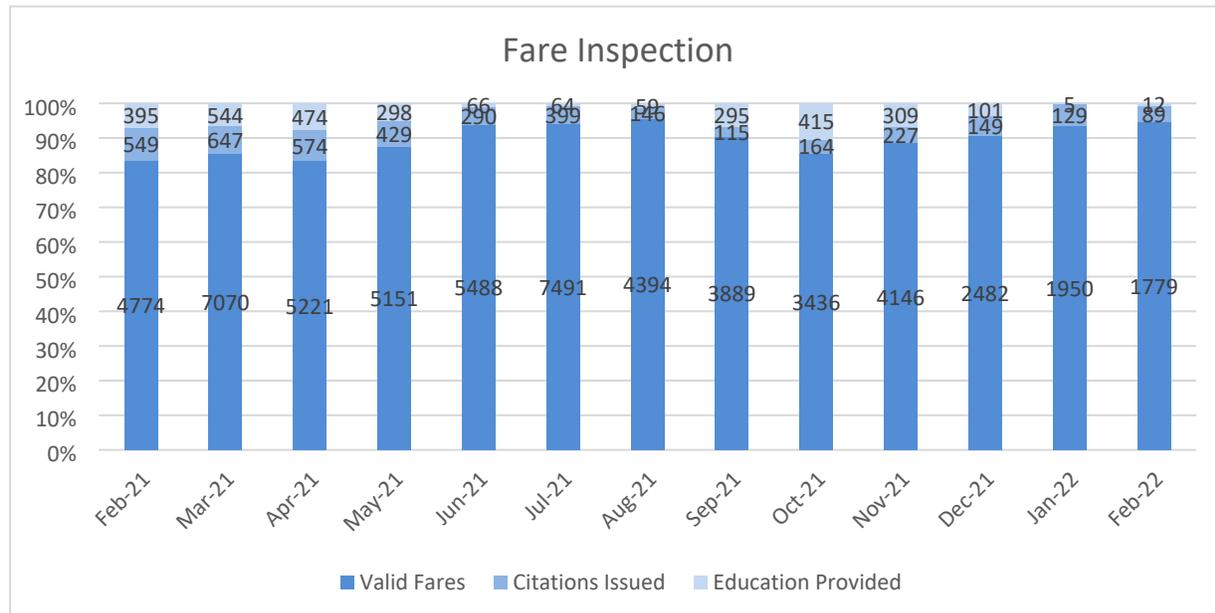


RED LINE SECURITY:



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:**



February	Passenger Contact	Notifications	Educations
<b>Monthly</b>	1779	89	12
<b>Weekday</b>	1636	80	12
<b>Saturday</b>	96	9	0
<b>Sunday</b>	47	0	0

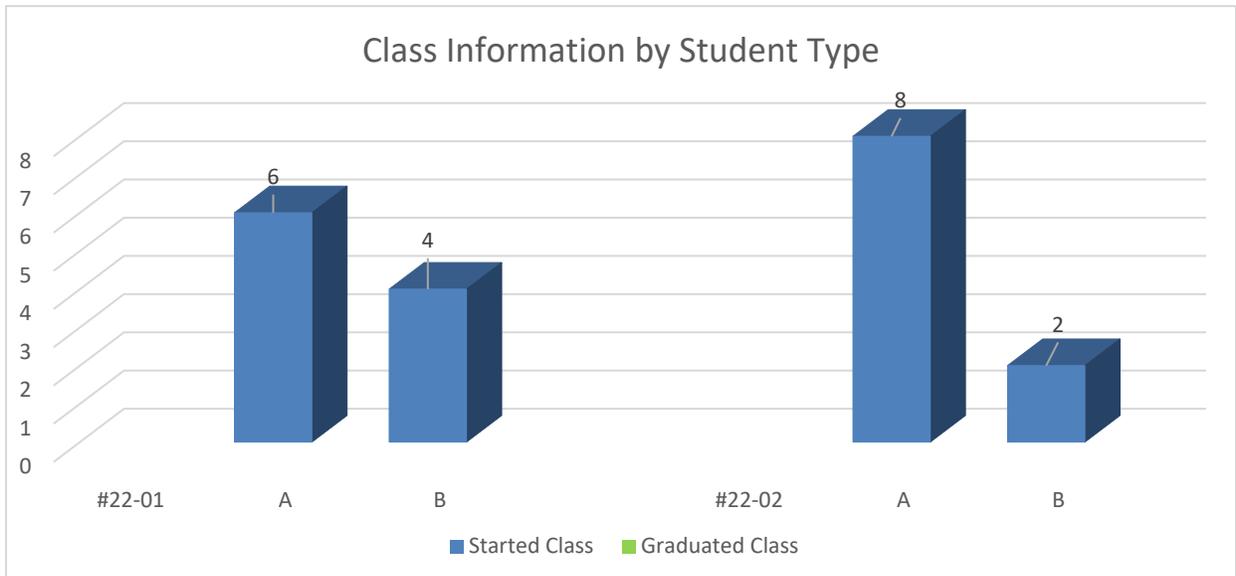
2022 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	3729	218	17
<b>Weekday</b>	3184	188	15
<b>Saturday</b>	306	29	2
<b>Sunday</b>	239	1	0

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. Lastly, it will show education representing passengers who did not fare when checked but purchased a valid fare after being shown the proper procedures. All those numbers together count for the total number of checks each month.

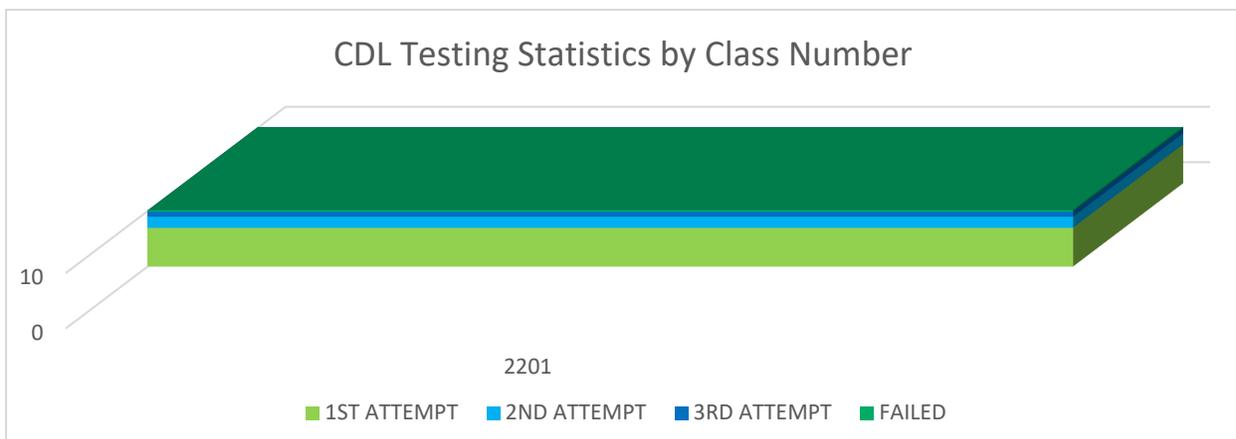
**TRAINING:**

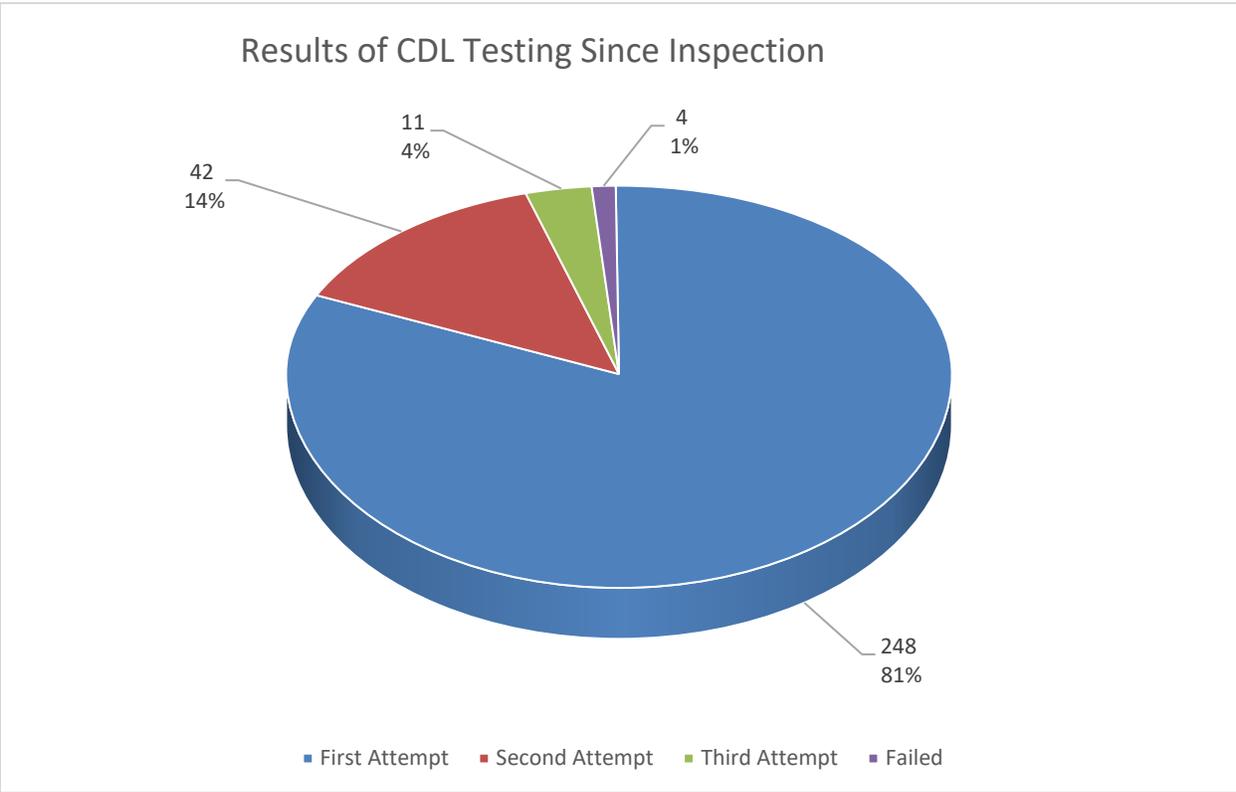
TRAINING:

The chart below shows the number of Trainee A and Trainee B students that started each class. It also shows the number of students in each group that graduated.



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





IndyGo Fixed Route Operator Class, 22-01, began on January 10, 2022, with seven Trainee A's and four Trainee B's, a total of eleven students. Nine trainees completed the classroom and behind the wheel (BTW) portion of the program.

IndyGo Fixed Route Operators Class, 22-02, began pre-trip and skills training on February 07, 2022, with eight Trainee A students. One Trainee B started on February 14, 2022, a total of nine trainees. The students were in the classroom and BTW portion of the program at the end of the month.

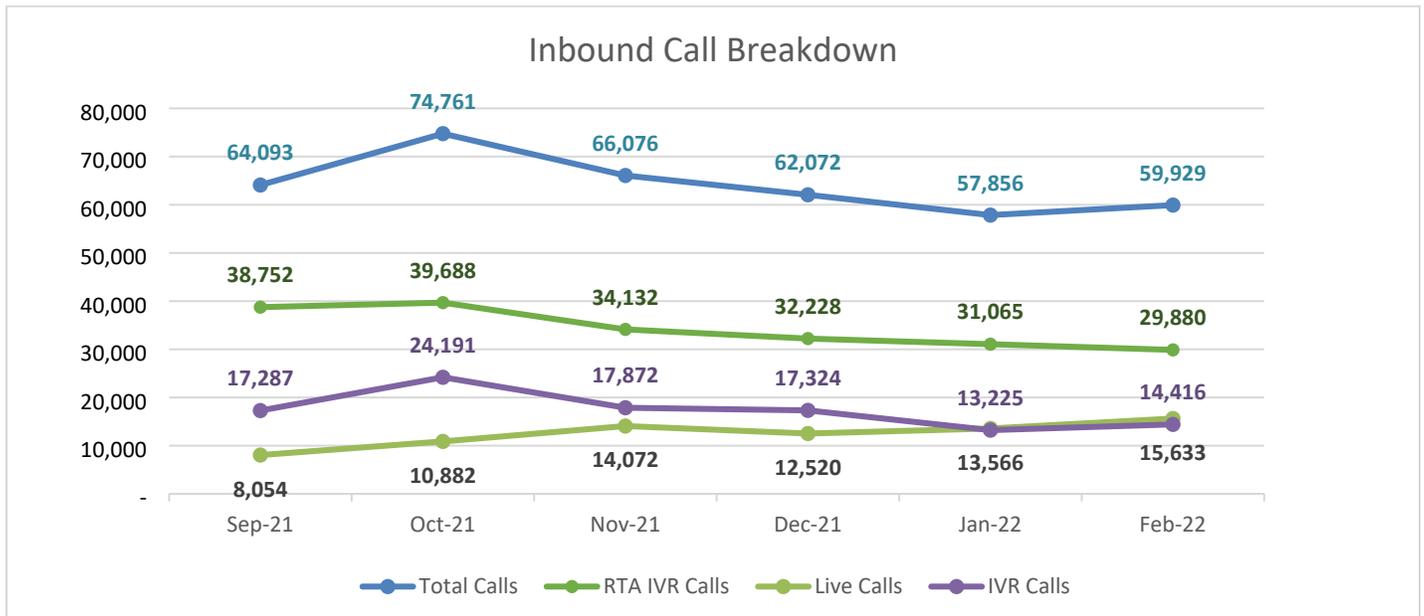
The following training sessions were conducted in February:

- Seven operators for accident retraining
- Four operators for Red Line accident retraining
- One operator for proper revenue service procedures
- Eight operators for return-to-work training
- One garage employee for accident retraining
- Three administrative employees for new-hire orientation
- Two general laborers for new-hire orientation

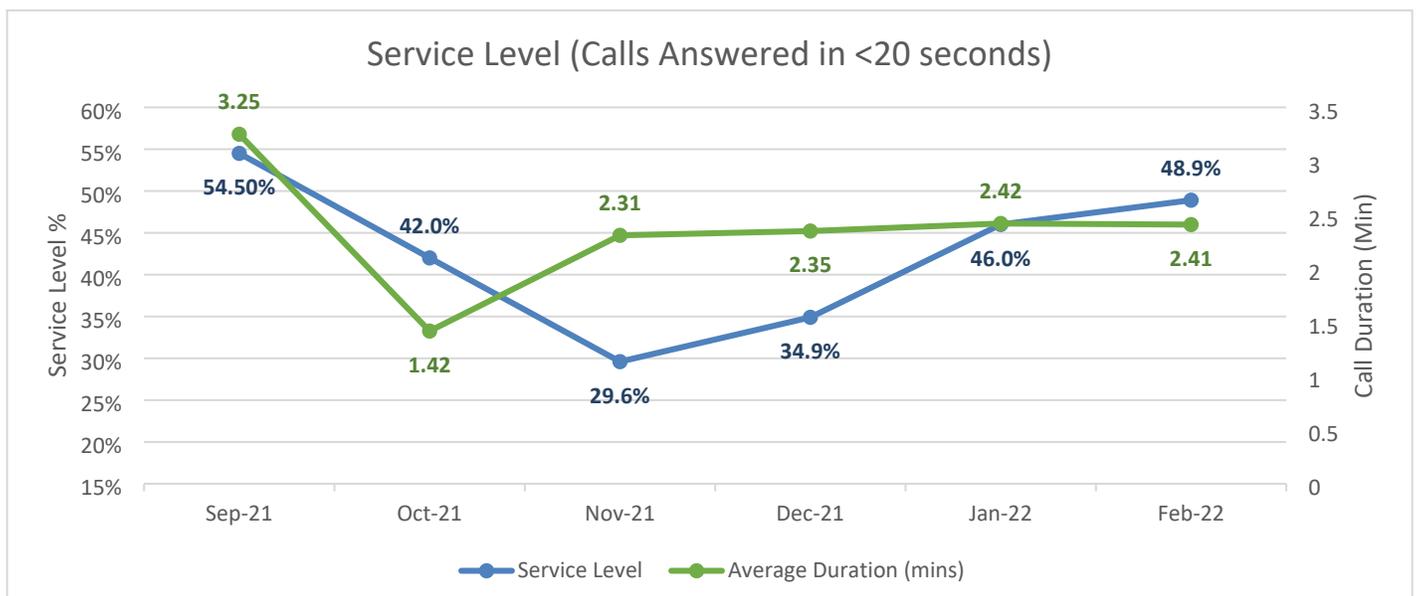
**MOBILITY SOLUTIONS –  
OPEN DOOR & CUSTOMER SERVICE**

CONTACT CENTER REPORT AND PARATRANSIT REPORT:

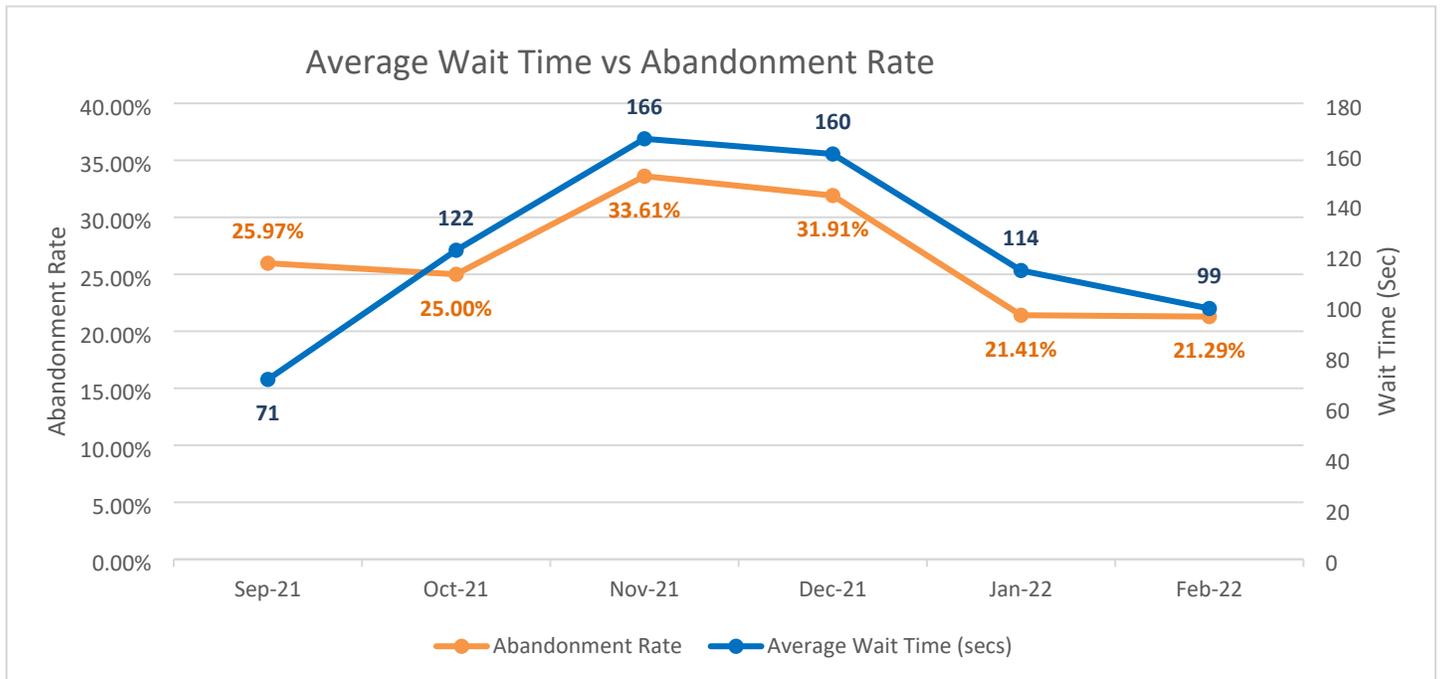
Total call volume has increased by approximately 3.58% from January to February.



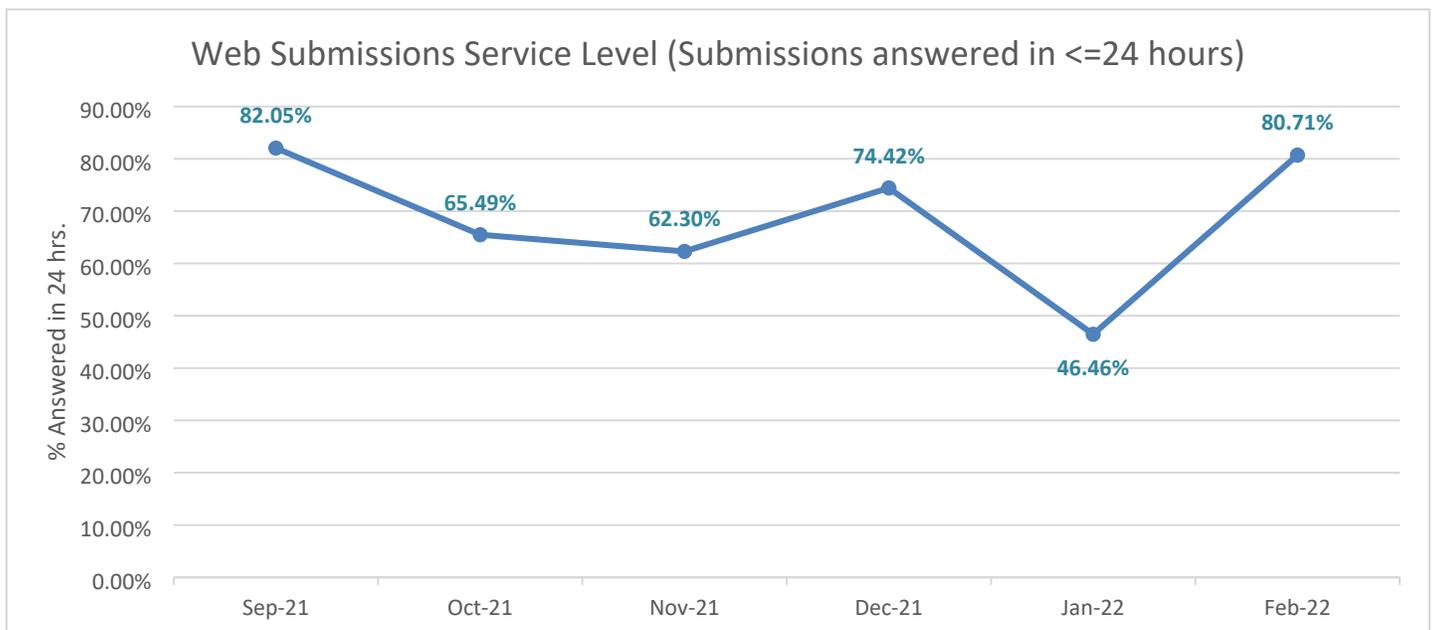
Our service level metric saw an increase for February. This is moving back towards the goal of 80%. The average call duration has slightly decreased. This is within the goal range of 3-5 minutes. October 1<sup>st</sup> marked the first day the new vendor, RATP Dev, took over all Care Center operations. RATP Dev has made recent staffing adjustments, positively impacting service levels.



IndyGo leadership meets regularly with RATP Dev to discuss staffing effects and expectations. Through our constant monitoring and meetings, we are starting to see a positive impact resulting in a decrease in average wait time and abandonment rate. IndyGo Care Center Leadership will continue to monitor.



Web-comment processing service level saw an increase for February. This metric is moving closer to our goal of 85%. IndyGo Leadership meets regularly with RATP Dev to discuss staffing effects and expectations and will continue to be monitored by IndyGo Care Center Leadership.

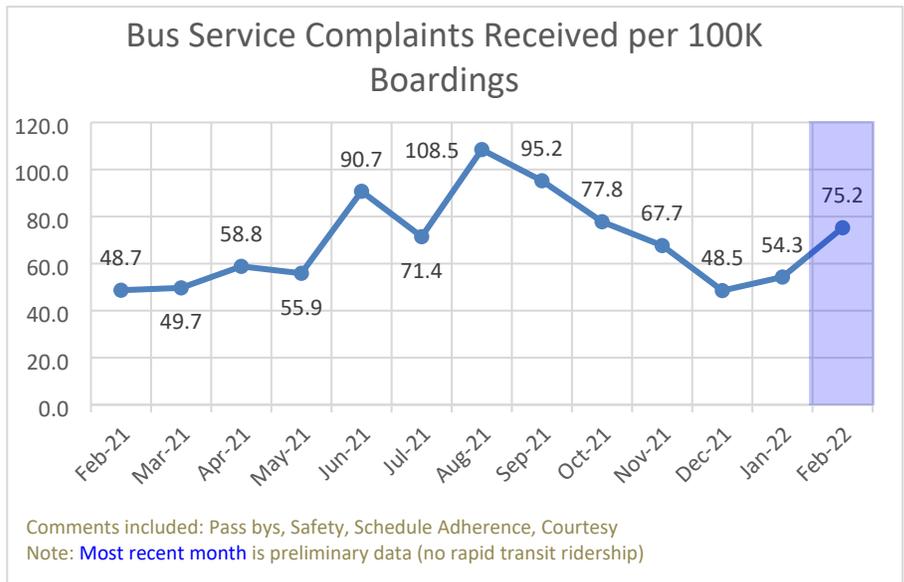
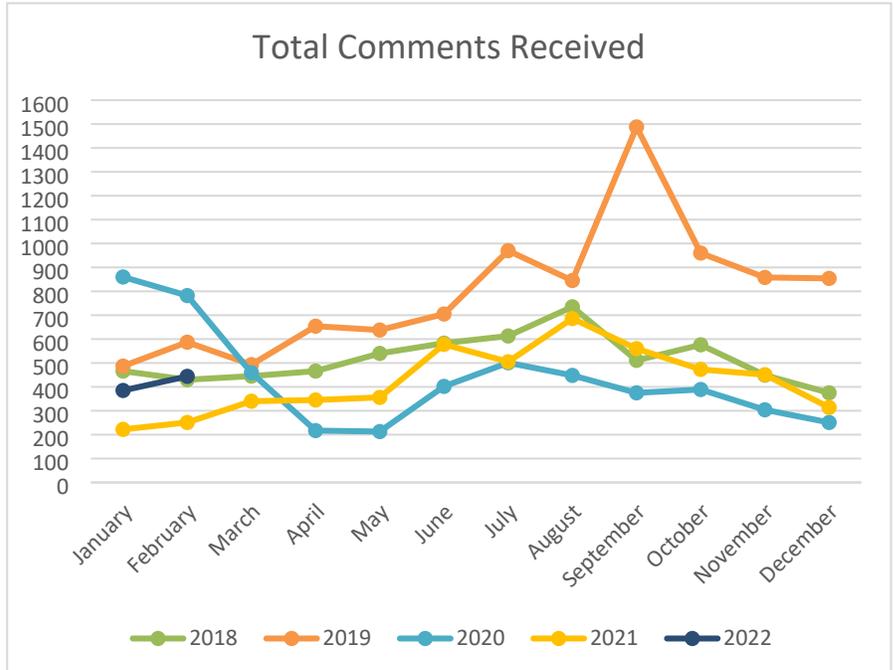


**RECEIVED COMMENT REPORT:**

The total number of comments received for February amounts to 444.

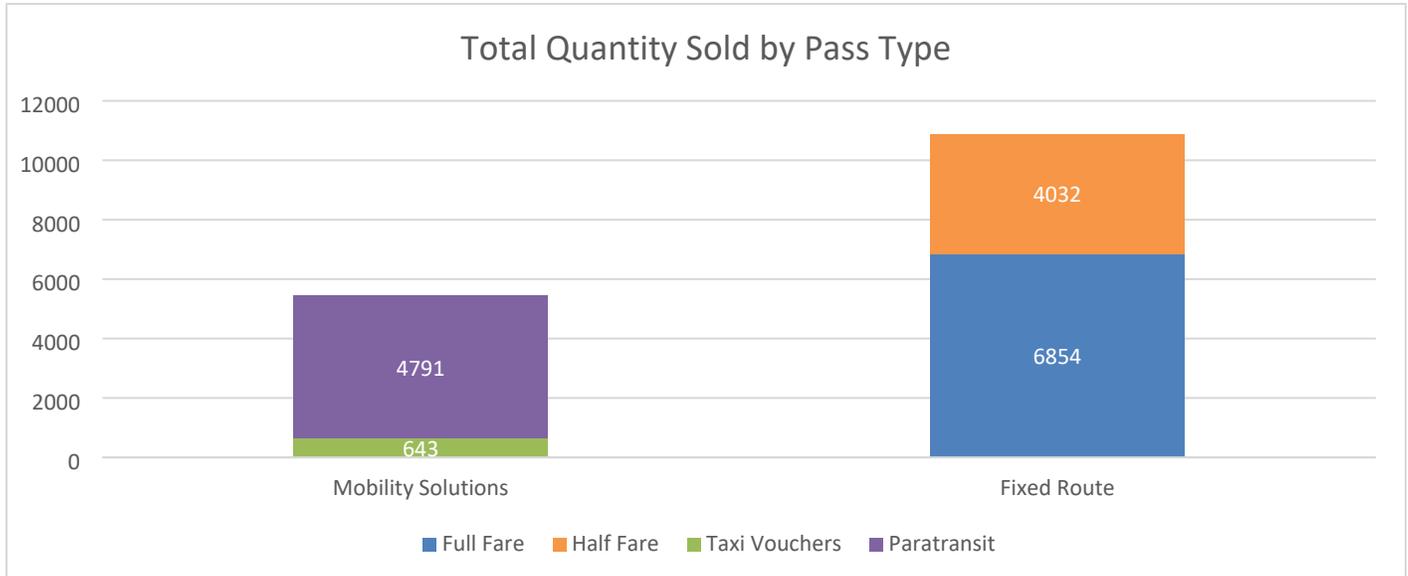
Within the comments received, Schedule Adherence is the largest category contributing to ~25% of the total comments for February and will continue to be monitored by IndyGo Care Center Leadership, including increased Quality Assurance checks on calls.

Category	Count
Schedule Adherence	111
Safety	66
Pass By	50
Courtesy	48
Fares	29
Vehicle Maintenance	20
Customer Care Center	19
Covid	11
Wrong Information	10
Compliment	9
Request	9
Rules	8
Marketing	7
Route	7
Security	7
Suggestion	7
Facility Maintenance	6
Bus Stop	4
Detour	4
ADA	3
Fulfillment	3
Denial	2
Blue Line	1
Civil	1
Purple Line	1
USURV	1
<b>Total</b>	<b>444</b>



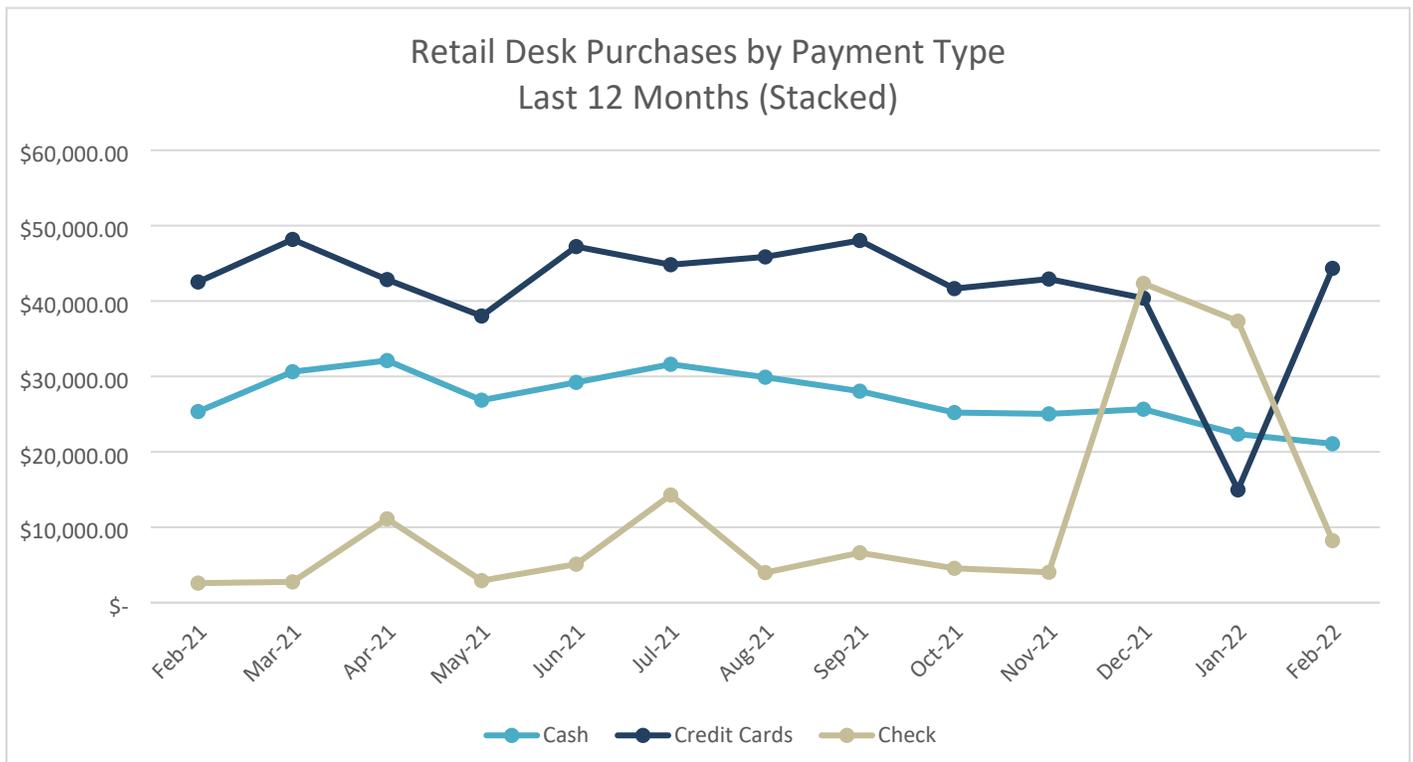
RETAIL CENTER AND SALES REPORT:

Total Quantity of Passes Sold: 16,320



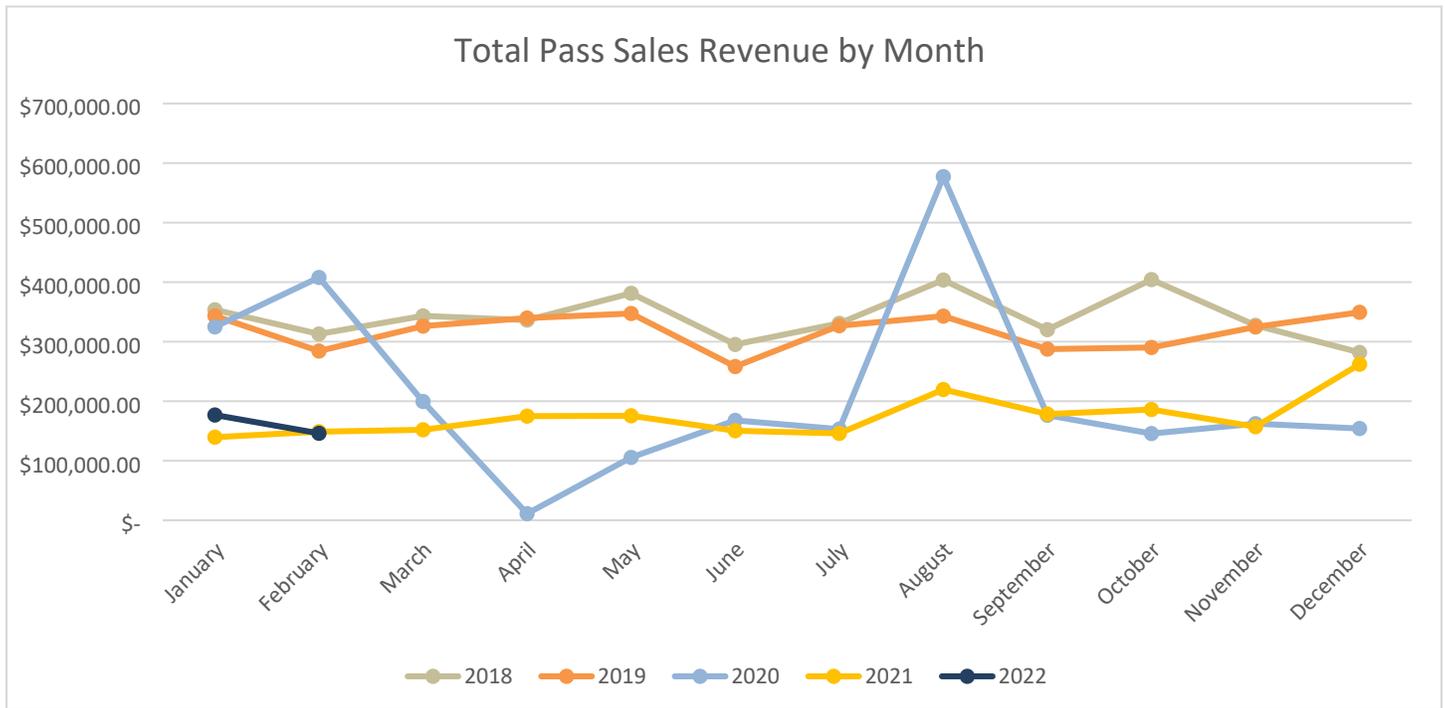
**Payment Breakdown:**

Customer Service Desk experienced a decrease in cash and check sales. There was an increase in credit card sales. IndyGo Care Center Leadership will continue to monitor all payment types.



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

Total pass revenue decreased from January to February. A decline in pass sales can be attributed to the decrease in ridership from January to February. 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**

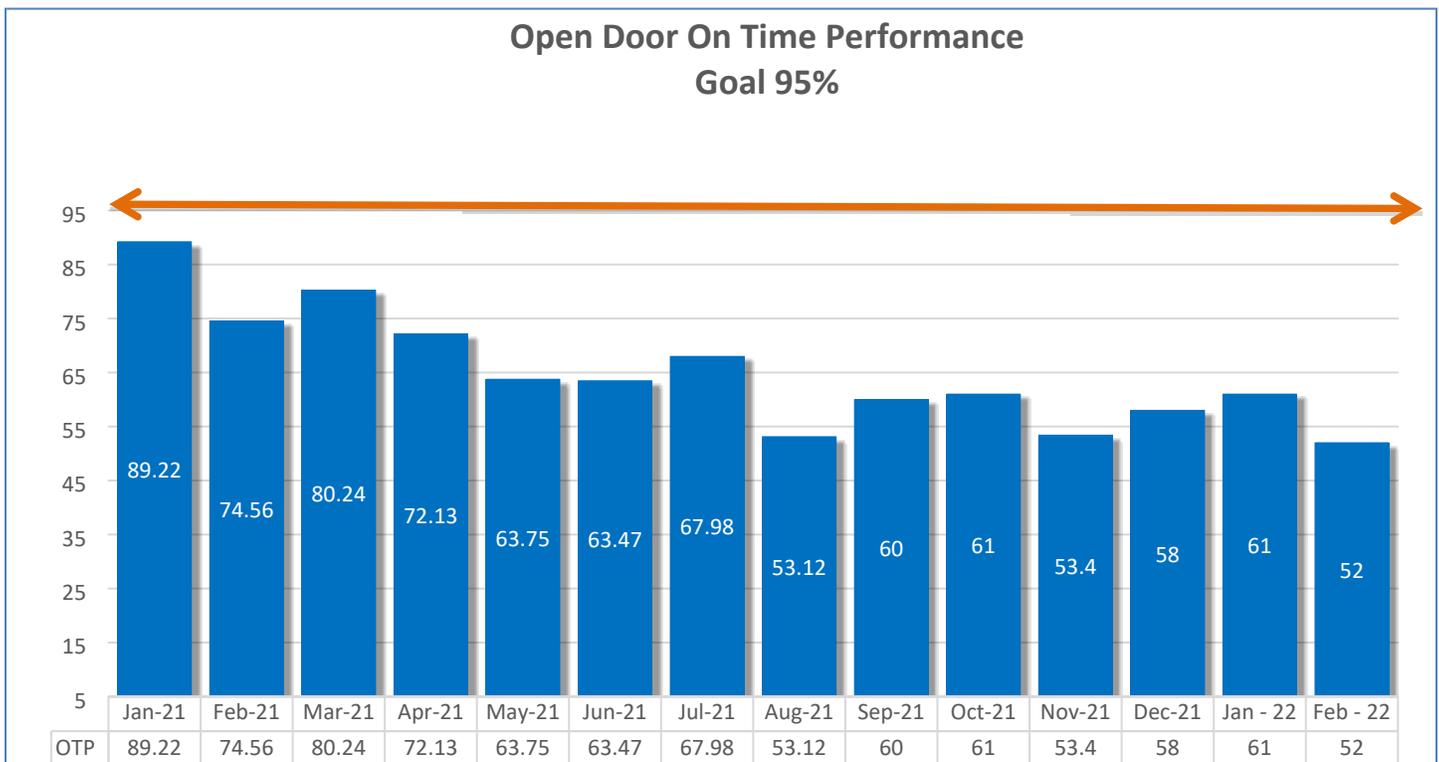
Paratransit	Unlinked Passenger Trips	Vehicle Revenue Hours	Vehicle Revenue Miles	Vehicles Operated in Max Service (Average)	Number of Days of Regular Service Operated
January	9,050	5,144	97,224	30	31
February	8,705	5,005	92606.8	29	28
March					
April					
May					
June					
July					
August					
September					
October					
November					

## 2021 Paratransit Data

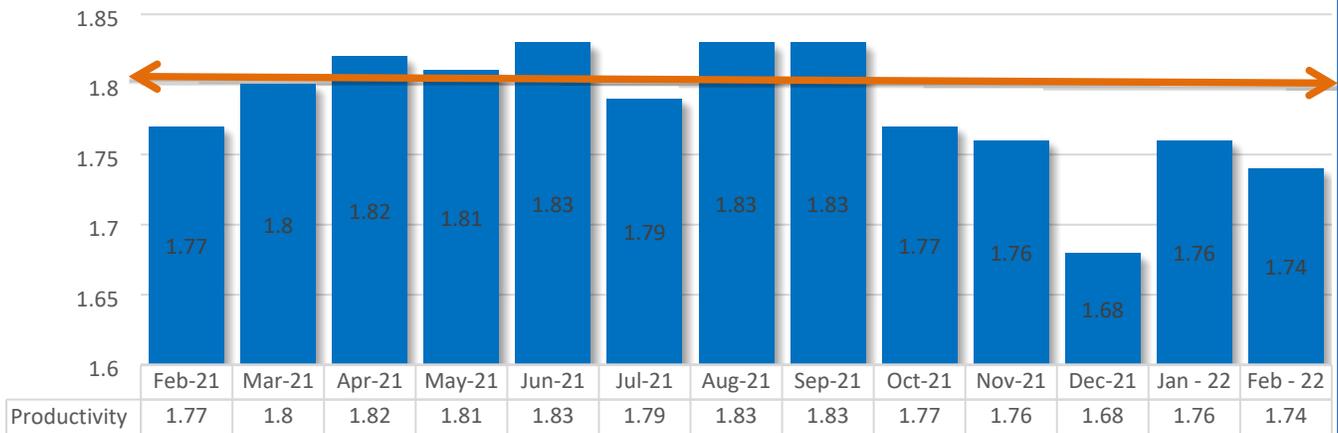
Paratransit	Unlinked Passenger Trips	Vehicle Revenue Hours	Vehicle Revenue Miles	Vehicles Operated in Max Service	Number of Days of Regular Service Operated
January	11,558	6,555	120,345	39	31
February	10,574	6,005	111,889	39	28
March	12,987	7,213	133,968	38	31
April	12,940	7,117	131,858	38	30
May	11,999	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 February 2021 was 74%, and Productivity was 1.76%. February 2022 OTP was 52%, and Productivity was 1.74%; this is a decrease of 29.7% and an increase of -1.14%, respectively YOY.



### Open Door Productivity/PPH Goal 1.8%



### 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	34	46	80	0	0	0
MAR						
APR						
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
<b>Total</b>	<b>66</b>	<b>96</b>	<b>162</b>	<b>0</b>	<b>0</b>	<b>0</b>

2021						
	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	22	38	60	0	0	0
FEB	29	33	62	0	0	0
MAR	46	42	87	0	1	0
APR	47	42	89	0	0	1
MAY	34	40	73	0	0	1
JUNE	35	58	91	0	1	2
JULY	28	54	82	0	0	2
AUG	80	49	128	0	0	2
SEPT	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
<b>Total</b>	<b>506</b>	<b>536</b>	<b>1037</b>	<b>0</b>	<b>2</b>	<b>10</b>

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP

JAN	0	0	32	49	0	1	JAN	21	1	0	36	2	0
FEB	0	0	34	46	0	0	FEB	29	0	0	33	0	0
MAR							MAR	44	2	0	40	1	0
APR							APR	47	0	0	42	0	0
MAY							MAY	30	2	1	40	0	0
JUNE							JUNE	32	1	1	57	0	0
JULY							JULY	27	1	0	53	1	0
AUG							AUG	26	0	53	46	0	3
SEPT							SEPT	0	0	50	48	0	1
OCT							OCT	0	0	46	53	1	0
NOV							NOV	0	0	44	32	1	0
DEC							DEC	0	0	45	42	1	1
<b>Total</b>	<b>0</b>	<b>0</b>	<b>66</b>	<b>95</b>	<b>0</b>	<b>1</b>	<b>Total</b>	<b>256</b>	<b>7</b>	<b>240</b>	<b>522</b>	<b>7</b>	<b>5</b>

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	660	580	572	605	824	1,005	4,240
February	720	539	626	529	1,409	1,209	5,032
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							
	<b>1,380</b>	<b>1,119</b>	<b>1,198</b>	<b>1,134</b>	<b>2,233</b>	<b>2,224</b>	<b>4,467</b>

**2021 Taxi Voucher Tracking**

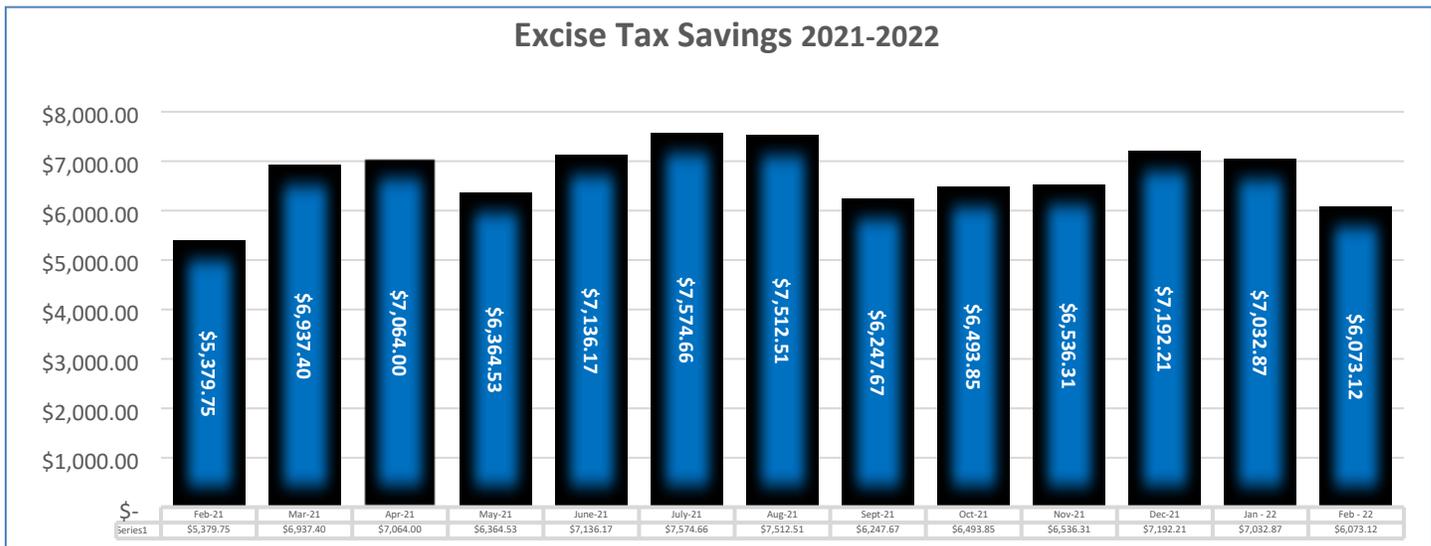
	Lottery		Dialysis		Emergency-Green		Total Vouchers
	Sold	Used	Sold	Used	Sold	Used	Used
January	720	591	703	749	0	0	1,340
February	760	541	673	707	0	0	1,248
March	680	589	714	761	0	0	1,350
April	680	637	828	680	0	0	1,317
May	750	587	599	697	0	0	1,284
June	640	708	742	700	0	0	1,408
July	710	609	634	636	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.

February 2022 savings from fuel excise taxes were Fed Taxes = \$3,138 and State Taxes = \$2,934.53, totaling \$6,073.12.

**Total annual savings is \$13,105.99**





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

## Human Resources Division Report – February 2022

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**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:** March 24, 2022

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### CONSIDERATION OF HUMAN RESOURCES REPORT FEBRUARY 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:** Since January 1, 2022, IndyGo has received 67 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 the past three weeks. 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. IndyGo Vaccine Data:** At this time, the IndyGo workforce currently has a vaccination rate of over 72%.
- 3. COVID Vaccines:** As of February 2022, 63.2% of Marion County residents and 54.4% of Indiana residents are fully vaccinated.
- 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.

### **B. Recruitment and Retention Data**

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

#### **1. General Background Data:**

<b>a.</b> Total IndyGo Employees:	763
<b>b.</b> Total Union Employees:	547
<b>c.</b> Total Coach Operators:	408
<b>d.</b> Annual Coach Operator Turnover Rate:	30.20%
<b>e.</b> Total Non-Coach Operators Employees:	355
<b>f.</b> Annual Non-Coach Operator Turnover Rate:	22.98%
<b>g.</b> Annual IndyGo Employee Turnover Rate:	27.02%

- 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; (4) Second Chance Hiring Initiative; (5) discussions about a new partnership with Recycle Force and Goodwill.

### **C. IndyGo Health and Wellness Clinic:**

IndyGo is very excited to announce that Marathon Health began service on March 1, 2022 as IndyGo's new health and wellness provider. Employees and their families now have onsite access in addition to access to health centers in the Marathon Health Network! In addition, on March 16, 2022, Marathon Health reopened the onsite IndyGo Health and Wellness Clinic! We are very excited about the reopening of the onsite clinic as it 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. Our new partnership with Marathon Health will allo

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.

- **Onsite Services:** Services at IndyGo Health and Wellness Clinic and the Network health centers include preventive care, acute (sick) care, chronic condition management, health coaching, behavioral health, CDL exams, medications and labs.
- **New Onsite Clinic Hours:** Beginning Wednesday, 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

- **Network Locations:** 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/>
- **Registration:** If you have not done so, please register in the Marathon Health portal by taking the following steps:
  - a. Visit [www.marathon-health.com/join](http://www.marathon-health.com/join)
  - b. Click New? Register Now.
  - c. Fill in the requested information.
  - d. Start scheduling appointments!
- **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.

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## Diversity/Inclusion & Workforce Development Division Report – February 2022

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

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### Culture Engagement:

- We partnered with Elements Financial to host an Understanding Your Credit Seminar to promote Financial Literacy. Each month we will offer a new course.
- Transit Teammate Appreciation Day is scheduled for 3/15/2022
  - Lunch and Dinner along with appreciation gifts will be passed out to all teammates at 1501 & CTC

### Workforce Development:

- Presenting at the Mobility Advisory Committee with the Fehribach Center about our partnership
- Hosting 2 upcoming TIM Talks: Education about the Foundation and Heart Disease & Physical Activity
- TIM Talk with Chelci Hunter about Supplier Diversity on 2/22 can be found here:  
<https://indygotransportation.sharepoint.com/sites/WorkforceDevelopment/SitePages/Tim-Talk-Schedule.aspx?web=1>
- Certificate ceremony set for Aspiring Leaders and Six Sigma Green Belt Course Participants

### Diversity & Inclusion:

- D&I newsletter, The Route, to be released the week of 3/21

### Learning Management System:

- Two Annual Training courses are now active in LMS:
  - FBI Terrorism Vulnerability Assessment
  - Spill Prevention Countermeasure Control Plan
- A new Operator Training Manual is now in the Learning Management System. We will pilot the electronic version of the manual to see what edits need to be done on April 4<sup>th</sup>. We're working to reduce the amount of paper we use to conduct a class.
- Other courses in development for the LMS:
  - Drug and Alcohol Training (for Onboarding)
  - Guide to Lawful Interviewing (for hiring managers and any involved in interviewing)

### Mentorship and Apprenticeship Program (MAP) updates:

- **General:** No updates

### Mentorship Program:

- No Updates

### Apprenticeship Program:

- No Updates

Respectfully submitted,

**Denise E. Jenkins-Agurs, MS.Ed.**  
Vice President of Diversity & Inclusion and Workforce Development

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## Supplier Diversity Division Report – February 2022

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

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### DISCUSSION:

During mid-February 2022 through March 2022, IndyGo held six unique one-on-one vendor meetings and joined the Purple Line Groundbreaking event.

Current “XBE” participation as of the end of February 2022 is 11.71%. 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 July 31, 2022, close of business.

Chelci Hunter, Senior Supplier Diversity Officer/DBELO’s last day with IndyGo will be on March 30, 2022.

### 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 September 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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