



Board Report  
April 28, 2022

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- 1. Call to Order and Roll Call** (Presenters - Adairius Gardner, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - Richard Wilson, Adairius Gardner)
  - Finance Committee - Richard Wilson
  - Service Committee - Adairius Gardner
- 4. Consent Agenda** (Presenter - Adairius Gardner)
  1. A-1: Consideration and approval of minutes from Board meeting held on March 24, 2022
  2. A-2: Consideration and approval to negotiate a contract with LHD Benefit Advisors (Presenter - Jeff Brown)
- 5. Regular Agenda** (Presenter - Adairius Gardner)
  1. A-3: Consideration and approval of Resolution 2022-03 to acquire and purchase real property located at 412 N. Tremont Street, Indianapolis, Indiana (Presenter - Jill Russell)
- 6. Information Items** (Presenter - Adairius Gardner)
  1. I-1: Mobility Advisory Committee (MAC) update (Presenter - Mandla Moyo)
  2. I-2: Receipt of the Finance Report for March 2022 (Presenter - Bart Brown)
  3. I-3: Hydrogen Bus (Fuel Cell Electric Bus) pilot update (Presenter - Ryan Wilhite)
  4. I-4: 2022 Indiana Legislative Update (Presenter - Cameron Radford)
  5. I-5: Special CFP 2021 – Section 5310
  6. I-6: Department Reports
- 7. Adjourn** (Presenter - Adairius Gardner)

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

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Our next Board Meeting will be Thursday, May 26, 2022

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## Awards & Commendation Recognition for March 2022

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**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** April 28, 2022

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### March 2022 Awards & Commendations

Employee	Position	Recognition
Roger Beharry	Coach Operator – Fixed Route	10 Years Safe Driving – Whole Career
Shantay Bellamy	Coach Operator – Fixed Route	March Operations Employee of the Month
Sarah Stentz	Capital Facility Project Manager	Promotion
IndyGo Finance/Budget Team		Outstanding Budget Rating
Alene Brown	Storeroom Clerk	40 Years of Service
Will Hazen	Coach Operator – Fixed Route	ROSE Award Nominee
Tyrone Rowan	General Laborer	ROSE Award Nominee

## March 2022 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for the month of March 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>
Jeffrey Howard	8141	12	13
Roger Beharry	8392	10	10
Loc Nguyen	8325	9	11
Paul Person	8128	9	14
Kenneth Davis	8462	8	10
Marilyn Hughes	8234	8	12
Diahavanna Banks	9113	4	4
Kylee Garrett	8949	4	5
Darryl Kinslow	8650	4	8
Danny Bell	9355	3	3
Laniesha Corbin	9225	3	4
Brandon Barnes	9347	2	3
Justina Johnson	9119	2	4
Destine Harney	9832	1	2
Mariquette Thomas	9599	1	3

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

***Congratulations and Thank You!***



## Finance Committee Chairperson Report – April 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** April 28, 2022

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
April 21, 2022

The Finance Committee met on April 21, 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 and Regular Agenda Item A-3.

An item from the committee meeting I would like to highlight is Action Item A-2, approval to negotiate a contract with LHD Benefit Advisors. Vice President of Human Resources Jeff Brown presented this action item to the Finance Committee. 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 issued a request for qualifications solicitation for a licensed Insurance broker to provide brokerage services for insurance coverages including employee medical, dental, vision, life, disability, and wellness programs. LHD Benefit Advisors scored the highest of all vendors. Following the February 24, 2022, Board of Directors meeting and resolution, IPTC sought a cost proposal from LHD Benefit Advisors and began negotiating costs. Based on those negotiations, LHD Benefit Advisors offered the most comprehensive and cost-effective proposal.

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – April 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** April 28, 2022

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### ISSUE:

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

### RECOMMENDATION:

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
April 21, 2022

The Service Committee met on April 21, 2022, at 10:00am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Members Lise Pace and Hyde Abdullah.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Item A-1.

An item from the committee meeting I would like to highlight is Information Item I-6, Special Call for Projects (2021) – Section 5310. Manager of Special Projects and Regional Mobility Integration Ryan Wilhite presented this action item to the Service Committee. The emphasis of Section 5310 funding is to improve the mobility for transportation of seniors and individuals with disabilities. The special call for projects is the result of additional funding provided by Congress through the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) and the American Rescue Plan (ARP) Act. IPTC offered a special call for projects focused on reimbursable expenses and/or lost revenue due to COVID-19 and new operating projects. The CFP was opened in December 2021, with notice given to previous and eligible applicants, and closed on January 26, 2022. The advertised amount of federal money available was \$300,000. Projects that were for reimbursable expenses or lost revenue did not require a local match; operating projects were required to match 50% of the federal amount. Three applicants applied for both reimbursement of expenses and lost revenue. No applications were received for new operating projects.

After reviewing the applications, IPTC staff awarded approximately \$300,000 to the three organizations:

- \$165,000 to CICOA Aging and In-Home Solutions, Inc./Way2Go Transportation for lost revenue.
- \$38,868 to PrimeLife Enrichment, Inc. for reimbursable expenses and lost revenue.
- \$95,574 to Tangram, Inc. for reimbursable expenses and lost revenue.

Award letters have been distributed. Grants will be distributed to the grantees once the grant agreements are signed.

Mr. Chairman, that concludes my report.

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# March Board of Directors Minutes

IndyGo

Mar 24, 2022 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

## ACTION ITEM A – 1

### Attendance

#### Members Present:

Hydre Abdullah, Bart Brown, Charlie Carlino, Inez Evans, Mary Ann Fagan, Adairius Gardner, Lesley Gordon, Greg Hahn, Richard Wilson, Jr., Lise Pace, Jennifer Pyrz, Jill Russell

#### Members Present (Remote):

Marcus Burnside, Mark Emmons, LaTeeka Washington, Ryan Wilhite, Rachel Wilson

#### Guests Present (Remote):

David Goldwater

#### Staff Present (Remote):

Brian Clem, Latosha Higgins, Chelci Hunter, Denise Jenkins-Agurs, Toni Johnson, Emily Lovison, Michael Roth, Hardi Shah, Aaron Vogel

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

[board cover 2022 Mar24.docx](#)

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

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Chairman Greg Hahn called the meeting to order at 5:00pm. General Counsel Jill Russell called the roll. Five members present in person. There was a quorum. Director Abdullah arrived at the conclusion of the Awards and Commendations.

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

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

[Safe Drivers Report March 2022.pdf](#)

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President/CEO Inez Evans gave an update on the Awards and Commendations for February 2022. Recognized were safe drivers for February 2022, one Employee with 19 years of safe driving, February Operations Employee of the month, one Employee retirement after 22 1/2 years of service, one Coin of Excellence recipient, Six Sigma Green Belt participants, and Aspiring Leaders participants.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

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[A Service Committee Chair Report March.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 February 24, 2022

[A-1 February Board of Directors Minutes.docx](#)

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2. A-2: Consideration and approval of IndyGo East Campus Fleet Terminal additional design fees– The Etica Group (Presenters: LaTeeka Washington)  
 [A-2 East Campus design construction services B Bldg C Bldg Demo New Garage- Etica Group addtl design fees 2-2022.docx](#)
  3. A-5: Consideration and approval of Route 901 Service Changes Service Equity Analysis (Presenters: Ryan Wilhite)  
 [A-5 BOD Action Oct2020 v1 SEA.docx](#)  
 [A-5 ServiceEquityAnalysis October2020 SEA v1.pdf](#)
  4. A-6: Consideration and approval of Microsoft Dynamics licensing (Presenters: Marcus Burnside)  
 [A-6 Consideration and Approval of Microsoft Dynamics Licensing.docx](#)
  5. A-7: Consideration and approval of East Campus security services with Sangar Cargo Security, Inc. (Presenters: Mark Emmons)  
 [A-7 East Campus Security.docx](#)
  6. A-8: Consideration and approval of Mobility Solutions and Customer Care Center security services with Sangar Cargo Security, Inc. (Presenters: Mark Emmons)  
 [A-8 Michigan Campus Security.docx](#)
  7. A-10: Consideration and approval of On-Call Construction Engineering Task Order #6 for The Etica Group (Presenters: Rachel Wilson)  
 [A-10 On Call Construction Engineering TO#6 for Etica.docx](#)

**Motion:**

Approval of Consent Agenda

Motion moved by Richard Wilson, Jr. and motion seconded by Mary Ann Fagan. Richard Wilson - AYE, Adairius Gardner - AYE, Mary Ann Fagan - AYE, Lise Pace - AYE, Hydre Abdullah - AYE; Motion passed 5-0

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

1. A-3: Consideration and approval of Construction Management Task Order #1 for the Blue Line Bus Rapid Transit project (Presenters: Jennifer Pyrz)  
 [A-3 Consideration and Approval of Blue Line CM TO#1 for Stantec.docx](#)  
 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. 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.

**Motion:**

Approval of Construction Management Task Order #1 for the Blue Line Bus Rapid Transit project

Motion moved by Adairius Gardner and motion seconded by Richard Wilson, Jr. Richard Wilson - AYE, Adairius Gardner - AYE, Mary Ann Fagan - AYE, Lise Pace - AYE, Hydre Abdullah - AYE; Motion passed 5-0

2. A-4: Consideration and approval of Finline Printing three-year contract (Presenters: Lesley Gordon)  
 [A-4 Finline Printing.docx](#)

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. 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 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.

**Motion:**

Approval of Finline Printing three-year contract

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

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 (Presenters: Jennifer Pysz)

 [A-9 Consideration and approval of IFB 21-09-421 construction contract for Red Line HMA Maintenance.docx](#)

Construction of the Red Line Bus Rapid Transit project was substantially complete on September 1, 2019. 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. 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. The rub rail installation is being added into this project to minimize impacts to Red Line operations from multiple, separate, construction projects. Work is expected to begin in April 2022 and be completed by July 2023.

**Motion:**

Approval of IFB 22-02-437 construction contract for IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project

Motion moved by Richard Wilson, Jr. and motion seconded by Lise Pace. Richard Wilson - AYE, Adairius Gardner - AYE, Mary Ann Fagan - AYE, Lise Pace - AYE, Hydre Abdullah - AYE; Motion passed 5-0

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

1. I-1: Receipt of the Finance Report for February 2022 (Presenters: Bart Brown)

 [I-1 Feb 2022 Financials Summary.docx](#)

 [I-1 Capital Project Spending February 2022 - Final.pdf](#)

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 [I-1 Procurement Activity Report March 2022.pdf](#)

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

2. I-2: CEO Report (Presenters: Inez Evans)

 [I-2 CEO Report.docx](#)

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President/CEO Inez Evans gave an update to the Board. Included in the update was Ganggang Culture Partnership, Pathway Resource Center Driven 2 Success Partnership, Purple Line Groundbreaking, TSA Mask Mandate Extension, and Transit Appreciation Day.

3. I-3: Department Reports

 [I-3a Risk and Safety Board Report March 2022.docx](#)

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 [I-3b PLANNING AND CAPITAL PROJECTS REPORT for March 2022.docx](#)

 [I-3c March 2022 Board Report Public Affairs FINAL.pdf](#)

 [I-3d FEB OPERATIONS DIV BOARD REPORT - March 2022.docx](#)

 [I-3e HR Board Report \(March 2022\).docx](#)

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 [I-3f March 2022 Diversity & Inclusion and Workforce Development Board Report - Copy.docx](#)

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 [I-3g Supplier Diversity - March 2022..docx](#)

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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 6:00pm.

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Jill D. Russell  
General Counsel

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Vice President for Human Resources Jeff Brown  
**SUBJECT:** Consideration and approval to negotiate a contract with LHD Benefit Advisors

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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 the President/CEO to negotiate and enter into a three-year contract (with two option years) with LHD Benefit Advisors to serve as a benefits insurance broker with a total cost of \$299,961.

**BACKGROUND:**

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

**DISCUSSION:**

IPTC issued a request for qualifications solicitation for a licensed Insurance broker to provide brokerage services for insurance coverages including employee medical, dental, vision, life, disability, and wellness programs. LHD Benefit Advisors scored the highest of all vendors for the following reasons:

- LHD Benefit Advisors is the incumbent and has the strongest reputation in the Indiana benefit insurance market.
- LHD Benefit Advisors provided known cost savings to IPTC.
- LHD Benefit Advisors has provided very sound, valued services to IPTC.
- LHD Benefit Advisors were instrumental in helping IPTC negotiate changes to the health plan design with the ATU Local 1070 which achieve substantial costs savings to IPTC.
- LHD Benefit Advisors have institutional knowledge invaluable to achieving efficiency and cost savings.

Following the February 24, 2022, Board of Directors meeting and resolution, IPTC sought a cost proposal from LHD Benefit Advisors and began negotiating costs. Based on those negotiations, LHD Benefit Advisors offered the most comprehensive and cost-effective proposal.

**ALTERNATIVES:**

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

**FISCAL IMPACT:**

The total cost of this procurement for benefits broker was budgeted for and projected to be \$299,961. The cost breakdown is as follows:

Year 1: \$96,987  
Year 2: \$99,987  
Year 3: \$102,987

In addition, LHD negotiated with Anthem an annual \$17,000 subsidy for the Vital Incite Data Analytics that IPTC utilizes for claims analysis which will further reduce the cost of this procurement. Human Resources will work with Finance to manage the funding of this procurement with the existing budget for each year of the contract.

**DBE/XBE DECLARATION:**

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

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on April 21, 2022 and will be placed on the Consent Agenda.



Date: April 15, 2022  
Current Meeting: April 28, 2022  
Board Meeting: April 28, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** General Counsel Jill D. Russell  
**SUBJECT:** Consideration and approval of Resolution 2022-03 to acquire and purchase real property located at 412 N. Tremont Street, Indianapolis, Indiana

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**ACTION ITEM A – 3**

**RECOMMENDATION:**

In a manner consistent with IPTC standards and pursuant to State and Local requirements, it is requested that the Board issue a Resolution directing the President/CEO, on behalf of the Indianapolis Public Transportation Corporation, to approve the appointment of two appraisers for the fair market value of the real estate located at 412 N. Tremont Street, Indianapolis IN., and to provide a copy of both appraisals to the Chair of the Board of Directors. It is also requested that the Board direct the President/CEO to enter into an agreement for the purchase real estate located at 412 N. Tremont, Indianapolis, IN. for a sum not exceed the average of the two appraisals required by IC 36-1-10.5-6.

**BACKGROUND:**

In January of 2021, the Board authorized the purchase of a portion of property located at 412 Tremont, adjacent to 2425 W. Michigan Street, previously secured as the future location of IPTC’s paratransit services. The purpose of which was to provide storage and parking for the paratransit fleet. Purchase of that portion of 412 N. Tremont Michigan proved to be inadequate for the needed elements for IPTC’s paratransit operation and fleet storage. This purchase did not provide the necessary space to connect the parking area for the paratransit buses.

**DISCUSSION:**

Upon acquisition of part of 412 N. Tremont, the design team ascertained that the purchase did not include a strip of the property that ran adjacent to the Michigan Street facility’s southern border, and area 12 feet deep and approximately 672 feet wide. This additional real estate will be paved and will provide connectivity to the entire site from both east and west minimizing congestion on the adjacent streets by IPTC vehicles. The additional real estate allows the entire site to be fenced in, providing security for both staff and vehicles. Plans also include erecting canopies to provide shelter from the weather for fleet storage as well as staff. Additionally, this acquisition for a utility easement and access. IPTC staff seeks approval to acquire two appraisals and make an offer to purchase the property in an amount not to exceed the average of those appraisals.

**ALTERNATIVES:**

Maintain the current status which would require running the vehicles onto Michigan Street to access the previously acquired Tremont property.

**FISCAL IMPACT:**

IPTC may not purchase the property for more than the average of two appraisals as required by law.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on April 21, 2022 and will be placed on the Regular Agenda.

**RESOLUTION 2022-03**

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

**A RESOLUTION** establishing that the Board of Directors of the Indianapolis Public Transportation Corporation, is interested in making a purchase of specified land.

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

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

**WHEREAS**, Indiana Code 36-9-4-30 authorizes the Board of Directors to acquire real property through purchase; and

**WHEREAS**, the provision of paratransit services is a requirement of transportation agencies under Title II of the Americans with Disabilities Act; and

**WHEREAS**, the future location of IndyGo’s paratransit operations at 2425 W. Michigan lacks the necessary space to allow paratransit vehicle to access the current site necessary for the provision of those services; and

**WHEREAS**, the property immediately adjacent to 2425 W. Michigan provides the necessary space to provide connectivity within the site and allow a secured location for fleet and staff; and

**WHEREAS**, it is the best interest of the Corporation and the taxpayers to provide a facility that provides security and protection for paratransit vehicles and staff; and

**WHEREAS**, having considered the acquisition of the Real Estate and being duly advised, finds that the Board of Directors has as an interest in acquiring the Real Estate; now, therefore:

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

Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-30 for the acquisition of real property to accommodate the increased staff and vehicle inventory necessary for increased service frequency and extended operational hours pursuant to the Marion County Transit Plan and benefiting the public good.

Section 2. The Board of Directors establishes that it has an interest in the acquiring the Real Estate and described and depicted in Exhibit “A” attached hereto.

Section 3. For purposes of Revised Code Sec. 151-66, the Real Estate is owned by Acoustic Supply Realty, LLC.

Section 4. The Board hereby having directed the CEO and President , on behalf of the Indianapolis Public Transportation Corporation, to appoint two (2) appraisers to appraise the fair market value of the Real Estate and to provide a copy of both appraisals to the Chair of the Board of Directors of Indianapolis Public Transportation Corporation.

Section 5. That upon receipt of those appraisals the Board hereby directs the CEO and President to enter into negotiations for the purchase of said property in an amount not to exceed the average of the two fair market price appraisals. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

Section 6. If any section, paragraph or provision of this resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this resolution.

**Adopted this 28th day of April, 2022.**

BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

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

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

Jill D. Russell, General Counsel  
Indianapolis Public Transportation Corporation

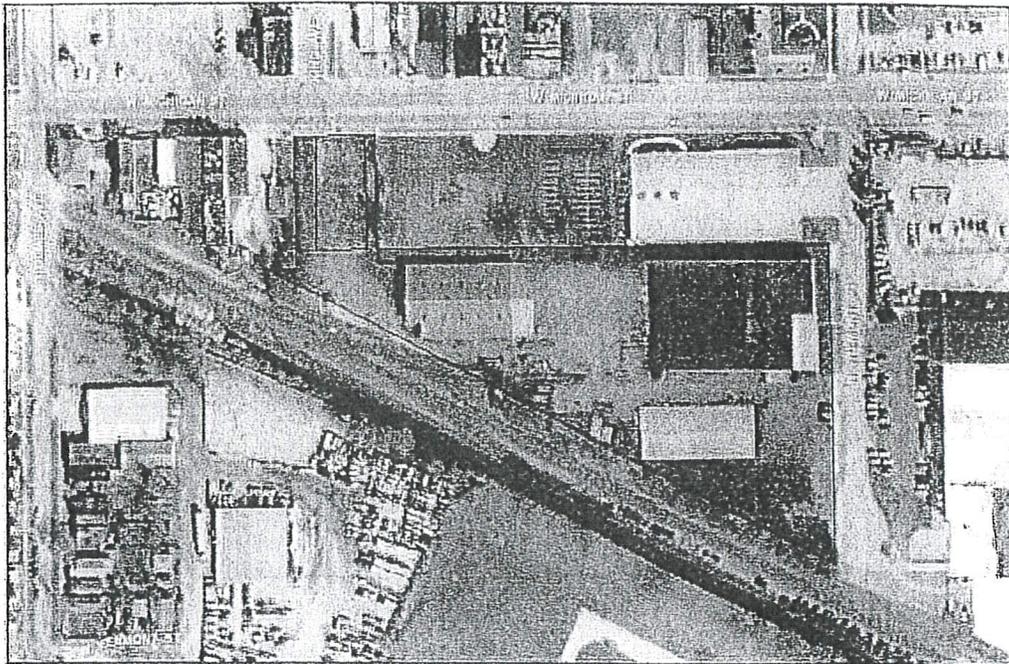
ACQUISITION (In Green)

**412 N. TREMONT AVENUE  
ADDITIONAL PROPERTY AREA**



**EXHIBIT A**

# AERIAL MAP



4/1/2022

Interstate 2021 Aerial Photography Blue: Band\_3  
Thoroughfare Red: Band\_1  
Street Green: Band\_2

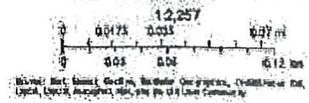


Exhibit "A"

LEGAL DESCRIPTION

Part of Block 4, 5 and 6 and part of vacated Germania and King Streets in Holmes West End Addition to the City of Indianapolis as recorded in Plat Book 7, page 43 in the Office of the Recorder of Marion County, Indiana described as follows:

Commencing at the intersection of the south right-of-way line of Michigan Street (as platted in said Holmes Addition) with the west right-of-way line of Tremont Street (as recorded in said Holmes Addition); thence South 0 degrees 33 minutes 00 seconds East (assumed bearing) along the west right-of-way of Tremont Street a distance of 155.00 feet to the point of beginning, said point being marked with a 5/8 inch steel rebar; thence continuing South 0 degrees 33 minutes 00 seconds East along said west right-of-way line a distance of 437.75 feet to a point on the right right-of-way line of The Peoria and Eastern Railway Company, said north right-of-way line being Distant 50 feet northerly by parallel lines from the centerline of the mainline tract and said point being marked with a 4/8 inch steel rebar with a yellow cap; thence North 64 degrees 07 minutes 08 seconds west along said north right-of-way line a distance of 911.41 feet to a point on the northerly line of tract conveyed to the Peoria and Eastern Railway Company (Deed Record 555, page 265-268, Office of the Marion County Recorder), said point being marked with a 5/8 inch rebar with a yellow cap; thence North 89 degrees 40 minutes 01 seconds East along the north line of said Railway Company tract a distance of 44.96 feet to an angle point in said north line said angle point being on the west right-of-way line of vacated King Avenue and said point being marked with a 5/8 inch steel rebar with a yellow cap; thence North 0 degrees 36 minutes 05 seconds West along said west right-of-way line a distance of 190.17 feet to the south right-of-way line of Michigan Street (as platted); thence North 88 degrees 56 minutes 31 seconds East along said south right-of-way line a distance of 115.00 feet to the northeast corner of a tract of land conveyed to the Peoria and Eastern railway Company (Deed Record 744, pages 489-490) said point being marked with a concrete nail; thence South 0 degrees 36 minutes 05 seconds East along the east line of said tract and parallel with King Avenue a distance of 155.00 feet to a point on the northerly line of the aforementioned Railway Company tract (recorded in Plat Book 555, pages 265-268, said point being marked with a 5/8 inch steel rebar with a yellow cap; thence North 88 degrees 56 minutes 31 seconds East along said northerly line and parallel with Michigan Street a distance of 656.23 feet to the point of beginning.

Together with a non-exclusive perpetual easement across, upon, under and over the 60-foot strip of land hereinafter described for ingress and egress to and from the premises hereby conveyed including by way of enumeration but not by way of limitation the right to lay, maintain and use therein sewers, water and gas mains and conduits and to erect, maintain and use thereon poles and their appurtenances to carry wire lines and cables, all of which shall be located within said easement at places satisfactory to and in a manner of construction approved by The Peoria and Eastern Railway Company, the Cleveland, Cincinnati, Chicago and St. Louis Railway Company and The New York Central Railroad Company, their successor and assigns, but such approval shall not be unreasonable withheld, said easement situated in the Northeast Quarter of Section 4, Township 14 North, Range 3 East, Marion County, State of Indiana, more particularly described as follows, to-wit:

Beginning at the point formed by the intersection of the southerly line of West Michigan Street with the extension southerly of westerly line of Tremont Avenue;

Thence measure south 0 degrees 33 minutes east along said extension southerly of the westerly line of Tremont Avenue a distance of 350.00 feet to a point;

Thence measure north 89 degrees 27 minutes east a distance of 60.00 feet to a point in the extension southerly line of the easterly line of Tremont Avenue. Thence measure north 0 degrees 33 minutes west along said extension southerly of the easterly line of Tremont Avenue a distance of 350.00 feet to a point in said southerly line of West Michigan Street; Thence measure south 89 degrees 27 minutes west along said southerly line of West Michigan Street a distance of 60.00 feet to the point of beginning.

PROPERTY HISTORY

According to Warranty Deed, Instrument #: 2004-0097221, dated May 3, 2004, the subject property is currently owned by Acoustic Supply Realty LLC, who acquired the subject from Acoustic Supply, Inc. for an unknown amount. This is considered to be a transfer between related entities, so it is not considered to be a market transaction. There have been no known listings, sales or transfers of the subject property in the last 5 years.

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Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

## Mobility Advisory Committee (MAC) Update – March 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Mobility Advisory Committee (MAC) Chair Mandla Moyo  
**Date:** April 28, 2022

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### Mobility Advisory Committee Update – March 2022

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

**RECOMMENDATION:** Receive the report

## Mobility Advisory Committee (MAC)

### Meeting Minutes

March 16, 2022

#### Attendees

Mandala Mayo- MAC Chair  
Cori Willis-MAC  
Greg Meyer-MAC  
Eddie Wilmer-MAC  
Linda Gosnell- Mac  
Leslie Dailey- MAC  
Carlos Taylor- Visitor  
Annette Darrow- IndyGo  
Latosha Higgins- IndyGo  
Lisa Pace- Indy Board  
Maurice Bell- RATPDEV

Mike Roth- IndyGo  
Inez Evans- IndyGo  
Aaron Vogel- IndyGo  
Charlie Carlino- IndyGo  
Jennifer Pyrz- IndyGo  
Teresa Franklin- IndyGo  
Ryan Wilhite- IndyGo  
Chauncyia Colman- IndyGo  
Myisha Foster- IndyGo  
Lloyd Graham- IndyGo  
Angela Milroy- RATPDEV

#### Welcome and Introductions:

- Manager of Mobilities Solutions, Teresa Franklin took the attendance of the MAC members
- Approval of the January 2022 Minutes- Approved
- Approval of the March 2022 Agenda- Approved
- Approval of Adding elections to this month's agenda-Approved
- Approval of Greg Meyers 6-month extension- Approved
- Approval of Eddie Vice-Chair becoming Chair after Mandala Mayo's term is completed- Approved

#### Mike Roth/ Senior Director of Mobilities Solutions

- Mike Roth Reviewed the MAC Bi-laws

#### Aaron Vogel/ VP of Operations/ COO

- Bus rapid transit Quantum Wheelchair securements- all 31 are working.
- There are some configurations to ensure Quantum Wheelchair Securements continue working properly.
- UVC and lighting system for 40-foot bus fleet will start installation next week with a completion date of April 11<sup>th</sup>.
- Paratransit UVC lighting system will be installed on March 28 and completed on April 2<sup>nd</sup>
- Paratransit Fleet will have a UVC system installed first
- 2021 ended with 5,000,000 boardings this number is less than the year 2020
- OTP was at 81% for fixed route
- Changes to route 902 (extension of the Redline). Due to I465 construction, no more 60ft coach heading south of the University of Indianapolis instead 40ft coaches will be used instead.
- Walmart warehouse caught on fire today and IndyGo fixed route assisted transporting employees from Walmart safely
- Q: Is there any media going out to the public regarding any updates/ improvements
- A: The media has been updated on all changes
- Federal mask mandate is ongoing until April 18<sup>th</sup>

### **Jennifer Pyrz/ CDO & VP Infrastructure Strategy & Innovation**

- Purple line construction is underway
- Additional closures are underway
- 38<sup>th</sup> and colosseum work along the curbs has impacted some bus stops Eastbound and Westbound of the fairground. Temporary stops are set up due to this construction
- Location Fall-creek and Keystone storm and sewer construction is being conducted
- Buses are detoured and temporary stops have been placed due to construction
- Fort Benjamin Harrison Ivy Tech Area Closed temporary stops for construction being conducted in the area
- IndyGo.net/purple line sign up here for weekly updates with information regarding traffic impacts, closures, etc. on the IndyGo website
- Construction will run until mid-2024
- Construction updates until work is completed

### **Inez Evans/ President and CEO**

- During the legislative session it was desired to attach IndyGo language to bills
- Education bill would have stopped children from using the Bus Rapid Transit line this was rejected
- Holt Rd and High School Rd wanted to construct a bi-directional lane, but the language stated all of Washington street needed to be Bi-directional.
- No changes to the Blue line about IndyGo
- The Voice of the collective matters and thanks to all who shared their opinions and views

### **Chauncyia Coleman/ Director of Mobility Solutions**

- Customer care center has noticed an increase in phone calls, comments, etc.
- Response time has improved- answer rate 48.9% answering calls within 20 Seconds
- Call duration slight decrease- CCRs are becoming more efficient in answering calls
- Average wait time and abandonment rate – The rate has dropped
- Web-comment – Web submitted comments were answered at a 46% answer rate
- Goal is to answer 80% of calls within 20 seconds or less
- ½ fare restructure- 2019 board approved for Jan 1<sup>st</sup>, 2023, the open-door riders won't ride for free/ they will pay the half fare using Mykey system
- IndyGo personnel will set up at centers (open door riders frequent) to relay the message and make necessary transactions for new Mykey cards
- Letter will be mailed out to riders regarding changes soon
- Mykey reloading as of now- Care center desk, phone App, Ticket machine on BRT platforms

### **Ryan Wilhite/ Manager Special Project and Reg Mobility Integration**

- Website update
- Jan 1, 2023, Beyond ADA will launch, those who are grandfathered in won't need to make changes
- If Rider is Grandfathered and residentially moves, they will not be able to benefit from the grandfathering system in place
- We are on track to offer a same day service

### **Teresa Franklin/ Manager of Mobilities Solutions**

- Self-service application for cell phones
- We would like to get as many riders signed up as possible under this application
- Recent customer service comments some were hold times
- Self-service application will allow for the rider to cancel within 90 minutes, and they don't have to make a phone call – eliminates hold times

- All riders with an email have been contacted via phone to see if they would like to participate in the self-service application
- 206 canceled trips last month were completed through the self-service application
- Balance for Ecolane can be tracked on the Self-service app
- When centers are visited regarding the Mykey card exchange, the IndyGo team will explain and update riders on all the details about the service
- Self-service Application riders and caregivers can see where their ride is after leaving the last stop or get an estimate on the arrival of the coach.

#### **Lloyd Gram/ Diversity and Workforce Development Manager**

- Introduced Carlos Taylor Program Manager for the Gregory S Fare Box center at Eskenazi health
- Offering Internship opportunities to college students in Indiana with some type of disabilities hearing, vision, etc. To help with employment outcomes
- Several students come back for more than one opportunity with the program
- Students from 35 different colleges around the state of Indiana have participated
- Ball State and Eskenazi started as a partnership with one student
- The program has grown and expanded
- The person in which the program is named is an attorney in the Indianapolis area who also has a disability himself
- Gregory S. Fare's vision was to see equal work opportunities for those with disabilities
- 23 employers and Eskenazi have hosted interns
- 52 interns are in the program
- Ability, Accend Indiana, City of the Indianapolis, Eiteljorg museum, several other companies just to name a few
- IndyGo is due to host an intern in which Carlos expressed his excitement
- The program is important here's a review a past intern expressed: "I learned that not only did I possess the qualification to complete the work asked of me. I also realized I can work independently and problem-solve effectively". This internship gave me the confidence that I can be a contributing employee once I graduate.
- IndyGo this year is our Pilot year to bring on an intern
- 8-week summer program starting June 6- July 29
- IndyGo wants to raise awareness and raise consciousness regarding individuals with disabilities.
- Carlos Taylor- email [Carlos.taylor@eskenazihealth.edu](mailto:Carlos.taylor@eskenazihealth.edu)

#### **Mike Roth/ Senior Director of Mobilities Solutions**

- Anyone with more in-depth questions regarding Gregory S. Fare Box Center must contact [Carlos.Taylor@eskenazihealth.edu](mailto:Carlos.Taylor@eskenazihealth.edu)
- New Logo for Open-door is named IndyGo Access and will be implemented on June 1<sup>st</sup>, 2022
- An example of the appearance of the new logo was given for our seeing impaired guest

## Open Door Month End Report January 2022

Day	Trip Date	Total Trips Request	Total Trips Completed	No Shows	Missed Trips	Total Trips Attempted	Trips Over 90 min	Ridership	Total Cancels	Total Denials	Total Denials%	On Time Trips	On Time %	Trips per Hour	Drop Off OTP
Saturday	1/1/2022	280	93	5	0	98	1	96	187	0	0	63	86%	1.36	68%
Sunday	1/2/2022	274	103	3	0	106	1	108	171	0	0	80	95%	1.66	74%
Monday	1/3/2022	754	355	40	1	395	21	366	399	0	0	194	75%	1.83	63%
Tuesday	1/4/2022	730	297	15	2	312	24	303	433	1	0	181	75%	1.76	62%
Wednesday	1/5/2022	886	376	21	6	397	27	389	510	1	0	130	45%	1.83	38%
Thursday	1/6/2022	672	324	31	3	355	41	340	348	0	0	152	54%	1.94	43%
Friday	1/7/2022	727	366	11	17	377	38	377	361	3	0	156	56%	1.84	34%
Saturday	1/8/2022	222	103	13	7	116	0	109	119	0	0	84	83%	1.31	60%
Sunday	1/9/2022	214	107	3	0	110	1	119	107	0	0	58	73%	1.66	48%
Monday	1/10/2022	622	297	14	0	311	28	300	325	1	0	190	76%	1.79	58%
Tuesday	1/11/2022	767	374	49	6	423	43	386	393	0	0	167	65%	1.82	47%
Wednesday	1/12/2022	834	349	40	28	389	50	364	485	0	0	163	57%	1.88	39%
Thursday	1/13/2022	773	385	22	3	407	41	397	388	1	0	160	56%	1.79	42%
Friday	1/14/2022	783	384	19	3	403	25	406	399	2	0	223	76%	1.75	71%
Saturday	1/15/2022	271	149	16	1	165	5	158	122	1	0	121	81%	1.42	64%
Sunday	1/16/2022	206	102	10	0	112	1	109	104	0	0	90	90%	1.38	78%
Monday	1/17/2022	904	255	24	0	279	11	259	649	0	0	177	89%	1.55	80%
Tuesday	1/18/2022	742	380	25	8	405	50	397	362	0	0	132	48%	1.96	31%
Wednesday	1/19/2022	785	396	27	29	423	57	401	389	0	0	147	47%	1.83	34%
Thursday	1/20/2022	753	359	32	21	391	54	375	394	3	0	169	59%	1.87	35%
Friday	1/21/2022	671	351	31	19	382	35	361	320	1	0	157	50%	1.78	28%
Saturday	1/22/2022	291	156	14	2	170	3	163	135	1	0	120	88%	1.41	69%
Sunday	1/23/2022	222	100	4	10	104	1	112	122	0	0	70	71%	1.49	50%
Monday	1/24/2022	729	372	27	7	399	25	379	357	0	0	171	63%	1.77	45%
Tuesday	1/25/2022	687	379	33	7	412	62	391	308	0	0	171	61%	1.82	26%
Wednesday	1/26/2022	690	341	35	5	376	43	352	349	1	0	172	57%	1.79	31%
Thursday	1/27/2022	703	385	26	20	411	48	404	318	3	0	165	50%	1.93	32%
Friday	1/28/2022	697	371	51	0	422	50	387	326	1	0	178	58%	1.69	30%
Saturday	1/29/2022	233	144	110	0	254	2	154	89	6	0	100	75%	1.44	69%
Sunday	1/30/2022	259	128	17	0	145	4	147	131	0	0	102	87%	1.52	60%
Monday	1/31/2022	690	418	25	4	443	44	441	247	0	0	196	57%	1.98	50%
<b>SUMMARY</b>		<b>18,071</b>	<b>8,699</b>	<b>717</b>	<b>218</b>	<b>9,492</b>	<b>836</b>	<b>9,050</b>	<b>7,221</b>	<b>26</b>	<b>0.14</b>	<b>4,439</b>	<b>63.23%</b>	<b>1.76</b>	<b>46%</b>

## Open Door Month End Report February 2022

Day	Trip Date	Total Trips Request	Total Trips Completed	No Shows	Missed Trips	Total Trips Attempted	Trips Over 90 min	Ridership	Total Cancels	Total Denials	Total Denials%	On Time Trips	On Time %	Trips per Hour	Drop Off OTP
Tuesday	2/1/2022	486	394	25	15	419	36	412	206	4	0.01	202	64%	1.89	44%
Wednesday	2/2/2022	454	260	36	5	296	13	264	150	3	0.01	147	71%	1.54	62%
Thursday	2/3/2022	308	70	20	2	90	5	71	39	0	0.00	39	71%	0.92	78%
Friday	2/4/2022	303	139	27	2	166	4	146	93	3	0.01	90	68%	1.22	43%
Saturday	2/5/2022	189	155	18	0	173	1	162	100	1	0.01	99	78%	1.49	80%
Sunday	2/6/2022	153	115	10	1	125	3	120	79	0	0.00	79	82%	1.32	38%
Monday	2/7/2022	544	424	15	5	439	34	440	151	1	0.00	150	47%	1.79	30%
Tuesday	2/8/2022	502	375	22	11	397	59	388	162	1	0.00	161	52%	1.86	27%
Wednesday	2/9/2022	580	424	25	42	449	55	433	162	2	0.00	160	46%	1.78	26%
Thursday	2/10/2022	527	387	44	37	431	65	400	138	0	0.00	138	41%	1.82	31%
Friday	2/11/2022	543	407	37	30	444	55	424	153	2	0.00	151	47%	1.87	27%
Saturday	2/12/2022	225	156	6	2	162	2	172	138	2	0.01	136	87%	1.54	86%
Sunday	2/13/2022	190	134	10	1	144	0	149	96	0	0.00	96	83%	1.37	56%
Monday	2/14/2022	550	431	30	16	461	56	445	108	0	0.00	108	35%	1.87	22%
Tuesday	2/15/2022	500	387	20	39	407	62	397	158	0	0.00	158	50%	1.94	26%
Wednesday	2/16/2022	532	380	34	56	414	83	394	174	1	0.00	173	51%	1.90	24%
Thursday	2/17/2022	574	436	52	42	488	69	454	156	2	0.00	154	44%	1.76	34%
Friday	2/18/2022	516	330	65	96	395	60	335	133	5	0.01	128	47%	1.72	8%
Saturday	2/19/2022	213	172	7	0	179	4	183	130	0	0.00	130	84%	1.47	71%
Sunday	2/20/2022	176	137	150	0	287	3	150	89	0	0.00	89	75%	1.68	32%
Monday	2/21/2022	522	398	20	3	418	46	414	197	1	0.00	196	65%	1.85	53%
Tuesday	2/22/2022	576	458	43	92	501	78	478	193	1	0.00	192	54%	1.87	27%
Wednesday	2/23/2022	548	444	61	60	505	70	453	150	1	0.00	149	43%	1.85	27%
Thursday	2/24/2022	519	373	38	23	411	53	380	177	0	0.00	177	53%	1.78	16%
Friday	2/25/2022	510	389	27	5	416	48	396	184	0	0.00	184	55%	1.86	28%
Saturday	2/26/2022	171	127	13	0	140	9	137	94	0	0.00	94	61%	1.50	67%
Sunday	2/27/2022	165	110	2	29	112	3	124	87	0	0.00	87	94%	1.45	84%
Monday	2/28/2022	480	382	36	0	418	70	384	116	0	0.00	116	39%	1.83	33%
<b>SUMMARY</b>		<b>11,556</b>	<b>8,394</b>	<b>761</b>	<b>661</b>	<b>9,287</b>	<b>1,046</b>	<b>8,705</b>	<b>7,965</b>	<b>30</b>	<b>0.26%</b>	<b>3,783</b>	<b>54.68%</b>	<b>1.74</b>	<b>35%</b>

## Information Update – March 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:** April 15, 2022

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### MARCH 2022 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$519,588 (56%) for the month and \$810,483 (29%) year to date. The preventative maintenance draws were higher to due to higher PM eligible expenditures in March.
- Other Operating revenue category is under budget by \$27,599 (-51%) for the month. Year-to-date, this category is under budget by \$63,408 (-38.8%).
- The passengers service revenue is under budget by \$74,666 (-13%) for the month and \$350,228 (-22%) 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 \$28,344 (27%).

*The Total Revenue for the agency is slightly over budget by \$404,817 (4%) for the month and by \$368,492 (1%) year to date.*

#### Expenditures

##### I) Personnel Services

- Fringe benefits are under budget for the month by \$274,083 (-13%). Year to date, this category is under budget by \$804,373 (-15%).
- The overtime expenses continue to trend higher as we experience with labor shortage especially for the drivers. The expense were over budget by \$62,079 (21%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. This category is over budget by \$378,500 (49.7%) year to date.

- Salary expenses are under budget by \$506,643 (-10.6%) for the month and by \$1,694,469 (-13.65%) year to date.

*The Personnel Services category is under budget by \$718,647 (-10%) for the month of March and \$2,120,341 (-11%) year to date.*

## II) Other Services and Charges

- Claims were under budget by \$196,259 (-56%) for the month but over budget by \$102,751 (9.7%) year to date.
- For the month of March, the Miscellaneous Expense category is under budget for the month by \$23,355 (-30%). Year to date, it is under budget by \$86,245 (-37%).
- In March, the Purchased Transportation category is under budget by \$111,973 (-11%) and year to date by \$359,926 (-12%).
- For the month the “Services” expense category is under budget by \$693,612 (-37%). It is also under budget for year to date by \$1,567,155 (-28%).
- For the month, utilities expenses are under budget by \$17,532 (-9%). Year to date, this category is over budget by \$70,966 (12%).

*Overall, the Other Services & Charges category is under budget by \$1,042,732 (-30%) for the month and \$1,843,609 (-17%) year to date.*

## III) Materials & Supplies

- The fuel and lubricant category is under budget by \$129,267 (-26%) for the month and \$495,862 (-34%) year to date.
- For the month of March, the maintenance materials category is over budget by \$2,114 (<1%). Year to date, this category is under budget by \$150,271 (-11%).
- The other materials and supplies category is under budget by \$47,166 (-39%) in March and \$245,728 (-67%) year to date.
- The “Tires & Tubes” category is under budget by \$9,296 (-18%) for the month and \$19,229 (-13%) year to date.

*For the month, the Total Materials and Supplies category is under budget by \$183,615 (-16%). Year to date, this category is under budget by \$911,092 (-27%).*

*In March, the overall, the expenditures came under budget by \$1,944,995 (-16.5%) and \$4,871,042 (-15%) year to date.*

## FY 2022 Non-Budgeted Requests

Date	Expenditure Description	Budget Type	Expense Category	Request Type	Amount
3/30/2022	IndyGo Pride Parade	Operating	Other Services & Charges	New	\$9,500
3/28/2022	Vehicle Detection System - Washington St. & Delaware St.	Capital	Capital	New	\$20,768
3/1/2022	Supplier Diversity Support Services	Operating	Other Services & Charges	New	\$90,000
3/1/2022	2 AC units replacement due to system failure	Capital	Capital	New	\$45,867
2/7/2022	Vehicle Detection System - Pearl St. & Delaware St.	Capital	Capital	New	\$20,768
1/20/2022	Digital training solutions to public transit agencies using 3D animation.	Operating	Other Services & Charges	New	\$98,500

**RECOMMENDATION:**

Receive the report.

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



Indianapolis Public Transportation Corporation

4/15/2022 7:22 AM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 3

For the Three Months Ending Thursday, March 31, 2022

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
<b>Operating Revenue</b>									
Federal Assistance	1,440,574.00	920,986.00	519,588.00	56.42	3,573,451.00	2,762,968.00	810,483.00	29.33	3,076,370.00
Other Operating Income	26,879.39	54,479.00	(27,599.61)	(50.66)	100,020.33	163,429.00	(63,408.67)	(38.80)	242,165.74
Passenger Service Revenue	477,646.04	552,312.00	(74,665.96)	(13.52)	1,218,392.81	1,568,621.00	(350,228.19)	(22.33)	1,180,188.21
PMTF Revenue	936,666.00	936,670.00	(4.00)	(0.00)	2,809,998.00	2,810,006.00	(8.00)	(0.00)	2,408,565.00
Local Property & Excise Tax Revenue	3,120,906.00	3,120,906.00		0.00	9,362,718.00	9,362,718.00		0.00	9,017,391.00
Local Transit Income Tax Revenue	3,390,738.00	3,390,739.00	(1.00)	(0.00)	10,172,214.00	10,172,216.00	(2.00)	(0.00)	9,677,937.00
Service Reimbursement Program	22,083.00	34,583.00	(12,500.00)	(36.14)	75,409.00	103,753.00	(28,344.00)	(27.32)	103,409.55
<b>Total Operating Revenues</b>	<b>9,415,492.43</b>	<b>9,010,675.00</b>	<b>404,817.43</b>	<b>4.49</b>	<b>27,312,203.14</b>	<b>26,943,711.00</b>	<b>368,492.14</b>	<b>1.37</b>	<b>25,706,026.50</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,763,566.42	2,037,649.96	(274,083.54)	(13.45)	4,517,303.65	5,321,676.30	(804,372.65)	(15.12)	4,494,701.44
Overtime	354,782.67	292,703.46	62,079.21	21.21	1,139,529.31	761,029.00	378,500.31	49.74	746,854.33
Salary	4,268,351.52	4,774,994.85	(506,643.33)	(10.61)	10,720,517.68	12,414,986.69	(1,694,469.01)	(13.65)	9,975,590.06
<b>Total Wages and Benefits</b>	<b>6,386,700.61</b>	<b>7,105,348.27</b>	<b>(718,647.66)</b>	<b>(10.11)</b>	<b>16,377,350.64</b>	<b>18,497,691.99</b>	<b>(2,120,341.35)</b>	<b>(11.46)</b>	<b>15,217,145.83</b>
<b>Other Services &amp; Charges</b>									
Claims	156,024.30	352,284.00	(196,259.70)	(55.71)	1,159,603.05	1,056,852.04	102,751.01	9.72	954,321.78
Miscellaneous Expenses	54,288.23	77,643.39	(23,355.16)	(30.08)	146,684.88	232,930.21	(86,245.33)	(37.03)	83,069.41
Purchased Transportation	886,240.29	998,213.69	(111,973.40)	(11.22)	2,634,715.34	2,994,641.07	(359,925.73)	(12.02)	1,983,706.03
Services	1,153,073.41	1,846,685.36	(693,611.95)	(37.56)	3,972,900.89	5,540,056.08	(1,567,155.19)	(28.29)	4,071,241.24
Total Utilities	176,759.41	194,291.67	(17,532.26)	(9.02)	653,841.05	582,875.01	70,966.04	12.18	503,212.82
<b>Total Other Services &amp; Charges</b>	<b>2,426,385.64</b>	<b>3,469,118.11</b>	<b>(1,042,732.47)</b>	<b>(30.06)</b>	<b>8,567,745.21</b>	<b>10,407,354.41</b>	<b>(1,839,609.20)</b>	<b>(17.68)</b>	<b>7,595,551.28</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	353,246.82	482,513.94	(129,267.12)	(26.79)	951,679.33	1,447,541.82	(495,862.49)	(34.26)	778,462.49
Maintenance Materials	457,516.83	455,403.27	2,113.56	0.46	1,215,938.88	1,366,209.89	(150,271.01)	(11.00)	1,062,859.57
Other Materials & Supplies	74,524.46	121,690.45	(47,165.99)	(38.76)	119,343.06	365,071.35	(245,728.29)	(67.31)	120,007.50
Tires & Tubes	41,714.28	51,010.24	(9,295.96)	(18.22)	133,800.74	153,030.72	(19,229.98)	(12.57)	159,839.78
<b>Total Materials &amp; Supplies</b>	<b>927,002.39</b>	<b>1,110,617.90</b>	<b>(183,615.51)</b>	<b>(16.53)</b>	<b>2,420,762.01</b>	<b>3,331,853.78</b>	<b>(911,091.77)</b>	<b>(27.34)</b>	<b>2,121,169.34</b>
<b>Total Operating Expenses</b>	<b>9,740,088.64</b>	<b>11,685,084.28</b>	<b>(1,944,995.64)</b>	<b>(16.65)</b>	<b>27,365,857.86</b>	<b>32,236,900.18</b>	<b>(4,871,042.32)</b>	<b>(15.11)</b>	<b>24,933,866.45</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>(324,596.21)</b>	<b>(2,674,409.28)</b>	<b>2,349,813.07</b>		<b>(53,654.72)</b>	<b>(5,293,189.18)</b>	<b>5,239,534.46</b>		
GAIN/LOSS ON ASSET DISPOSAL				0.00	(4,810.00)		(4,810.00)	0.00	49,253.45
<b>NET INCOME/(LOSS)</b>	<b>(324,596.21)</b>	<b>(2,674,409.28)</b>	<b>2,349,813.07</b>	<b>(87.86)</b>	<b>(48,844.72)</b>	<b>(5,293,189.18)</b>	<b>5,244,344.46</b>	<b>(99.08)</b>	<b>72,253.45</b>



## FIFTH THIRD BANK

### Holdings 1 of 1

as of 04/14/22 (bid pricing)

Issuer (and cusip)	Coupon	Maturity	Ratings	Price	Par	Market Value	Duration	Yield
US TREASURY N/B (91282CBD2)	0.125%	12/31/2022	Aaa	\$99.03	8,000,000	\$7,922,500.00	0.70	1.52%
US TREASURY N/B (912828Q29)	1.50%	3/31/2023	Aaa	\$99.77	1,000,000	\$997,695.31	0.94	1.75%
US TREASURY N/B (912828S35)	1.375%	6/30/2023	Aaa	\$99.33	3,000,000	\$2,979,843.75	1.18	1.94%
US TREASURY N/B (912828T26)	1.375%	9/30/2023	Aaa	\$98.91	1,000,000	\$989,101.56	1.43	2.14%
US TREASURY N/B (912828V23)	2.25%	12/31/2023	Aaa	\$99.95	1,000,000	\$999,453.13	1.65	2.28%
US TREASURY N/B (912828W71)	2.125%	3/31/2024	Aaa	\$99.55	7,000,000	\$6,968,281.25	1.90	2.36%
US TREASURY N/B (912828Y5)	2.125%	9/30/2024	Aaa	\$99.11	1,000,000	\$991,093.75	2.37	2.50%
US TREASURY N/B (9128283P3)	2.25%	12/31/2024	Aaa	\$99.24	1,000,000	\$992,421.88	2.59	2.54%
US TREASURY N/B (9128284F4)	2.625%	3/31/2025	Aaa	\$100.22	1,000,000	\$1,002,187.50	2.82	2.55%
US TREASURY N/B (912828XZ8)	2.75%	6/30/2025	Aaa	\$100.48	2,000,000	\$2,009,687.50	3.02	2.59%
US TREASURY N/B (9128285C0)	3.00%	9/30/2025	Aaa	\$101.30	1,000,000	\$1,012,968.75	3.26	2.60%
US TREASURY N/B (9128285T3)	2.625%	12/31/2025	Aaa	\$100.03	1,000,000	\$1,000,312.50	3.48	2.62%
US TREASURY N/B (9128286L9)	2.25%	3/31/2026	Aaa	\$98.56	1,000,000	\$985,625.00	3.75	2.64%
US TREASURY N/B (9128287B0)	1.875%	6/30/2026	Aaa	\$96.99	2,000,000	\$1,939,843.75	3.98	2.64%
US TREASURY N/B (91282CEF4)	2.50%	3/31/2027	Aaa	\$99.41	1,000,000	\$994,062.50	4.62	2.63%

Individual Securities: \$31,785,078.13

Accrued Interest: \$79,020.70

\$0.00

**Total Market Value: \$31,864,098.82**

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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	5,437,344	5,175,950
BRT & On-Street Infrastructure	Purple Line BRT	17,694,699	57,900,000	75,594,699	58,166,662	17,428,037
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	11,793,182	4,731,153
BRT & On-Street Infrastructure	Red Line HMA & PCCP Patching	-	-	-	5,564,851	(5,564,851)
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	130,656	70,551
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	45,246	1,404,754
BRT & On-Street Infrastructure	Transit Stop Amenities: Shelters, Signs, Benches & Construction	855,401	900,000	1,755,401	1,021,939	733,462
<b>BRT &amp; On-Street Infrastructure Total</b>		<b>40,101,563</b>	<b>70,937,450</b>	<b>111,039,013</b>	<b>82,198,157</b>	<b>28,840,856</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	CTC - Vehicle Detection System	-	-	-	20,768	(20,768)
Facilities	East Campus - Facilities	6,861,198	17,520,040	24,381,238	7,154,281	17,226,957
Facilities	Fuel Management System Upgrade	-	401,755	401,755	-	401,755
Facilities	Maintenance Heavy Equipment Replacement	11,918	300,000	311,918	81,679	230,239
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	32,316	281
Facilities	Michigan Avenue - Facilities	2,211,759	-	2,211,759	2,479,270	(267,511)
Facilities	Training Simulators	7,500	-	7,500	7,500	-
Facilities	UV Filtration	-	-	-	251,581	(251,581)
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>10,857,602</b>	<b>21,538,927</b>
Finance	ERP	503,880	-	503,880	930,354	(426,474)
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>526,853</b>	<b>382,500</b>	<b>909,353</b>	<b>943,954</b>	<b>(34,601)</b>
Fleet	Fixed-Route Bus Replacement, BYD Electric Buses for Purple Line 2022	58,813,998	14,267,000	73,080,998	54,193,594	18,887,404
Fleet	Fixed-Route Bus Replacement/Expansion, 40' Buses	2,389,581	-	2,389,581	2,427,534	(37,953)
Fleet	Paratransit Bus Replacement	-	1,450,000	1,450,000	588,886	861,114
Fleet	Support Vehicle Replacement	-	280,000	280,000	-	280,000
<b>Fleet Total</b>		<b>61,203,579</b>	<b>15,997,000</b>	<b>77,200,579</b>	<b>57,210,014</b>	<b>19,990,565</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	67,733	(19,562)
<b>Information Technology Total</b>		<b>884,215</b>	<b>1,527,000</b>	<b>2,411,215</b>	<b>885,069</b>	<b>1,526,145</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>

Capital Plan Group	Capital Plan Project	2021 Budget Carried into 2022	2022 Budget	Total 2022 Appropriation	YTD Expenses and Encumbrances	Remaining 2022 Appropriations
Miscellaneous	Miscellaneous Capital Purchase	1,029,247	-	1,029,247	1,048,427	(19,180)
<b>Miscellaneous Total</b>		<b>1,029,247</b>	<b>-</b>	<b>1,029,247</b>	<b>1,048,427</b>	<b>(19,180)</b>
<b>Grand Total</b>		<b>113,307,736</b>	<b>111,705,850</b>	<b>225,013,586</b>	<b>153,143,223</b>	<b>71,870,362</b>

Procurement Activity Report/Forecast  
Apr-22

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

Project #	Project Name	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
NA	3D Maintenance Training Software		Awarded			Contracted/Kickoff		
21-07-407	60 Ft. Electric Bus	Withdrawn						
21-09-428	Benefits Insurance Broker					Awarded	Contracted/Kickoff	
21-09-424	Blue Line Construction Management	Received	Awarded			Contracted/Kickoff		
21-09-426	Bus Stops 2021-A	Awarded Contracted						
21-09-427	Coach Operator Uniforms		Awarded		Contracted/Kickoff			
19-01-308	Copier & Printer Lease		Task/Change Order					
22-01-432	DEI Consultant					Released		
22-02-436	Diesel Batteries				Released	Received Awarded		
16-12-247	Construction Management Software			Renewal				
21-09-420	East Campus- Building B Const.	Awarded Contracted						
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	Awarded Contracted						
22-04-443	Financial Advisor					Released	Received	Contracted/Kickoff
NA	Fuel Intake Study	Awarded Contracted						
NA	Furniture Decommissioning		Released	Awarded Contracted				
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		Awarded	Contracted/Kickoff				
NA	Michigan-Buswash bot		Awarded		Contracted/Kickoff			
21-05-405	Microtransit Pilot	Contracted/Kickoff						
21-09-422	New Facilities- Office Furniture	Awarded Contracted						
TBD	Occupational Health & Testing						Released	
22-03-439	Office Relocation Consultant				Released Received	Awarded	Contracted/Kickoff	
21-09-425	On-Call Catering			Awarded	Contracted/Kickoff			
TBD	On-Call Grant Writing							Released
21-09-427	Operator Uniforms	Received	Awarded		Contracted/Kickoff			
22-03-438	Pest Control					Released	Received	Awarded
21-10-430	Printing Solutions	Released	Received		Awarded	Contracted/Kickoff		
NA	Procurement System	Awarded Contracted						
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	Awarded Contracted						
22-03-442	Snow Removal						Released	Received
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			
NA	Vending					Released	Received Awarded	Contracted/Kickoff
22-03-440	Website Maintenance & Support					Released Received		Awarded
22-03-441	Wireless Vehicle Communications					Released		Received
22-04-444	Workers Compensation & Risk Mgt.					Released	Received	
21-10-429	Year End Inventory Consultant	Awarded Contracted	Closeout					

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# Short Duration Fixed Income Strategy Recommendation

- In the face of rising interest rates, Regions prefers to limit duration risk. Securities with durations longer than 2 years are especially at risk to rising interest rates.
- We are able to reduce duration risk in the current environment without sacrificing portfolio yield.
- Our strategy, at the current time, will be to limit maturities of new purchases to the 18 to 30 months range. Coupon payments and maturities will be invested accordingly.
- As appropriate, in early 2023, we will analyze the portfolio to determine when reinvestment of coupons and maturities should be suspended in order to raise sufficient cash for IndyGo's anticipated drawdowns. This will be done in consultation with the IndyGo management team. In the meantime, a "buy and hold" policy will be pursued.
- Of course, as you would anticipate, changing market conditions could cause us to alter these plans. We do not anticipate this will occur in the next 9 to 15 months. The current holdings are summarized below:

Asset Name	Moody's Rating	S&P Rating	Price	Market Value
Money Market Sweep				\$56,333.37
United States Treasury Note/Bond 1.75% 31 May 2022	Aaa	N/A	100.14%	1,001,360.00
United States Treasury Note/Bond .125% 30 Jun 2022	Aaa	N/A	99.89%	998,890.00
United States Treasury Note/Bond 1.75% 15 Jul 2022	Aaa	N/A	100.20%	1,002,030.00
United States Treasury Note/Bond 1.5% 15 Aug 2022	Aaa	N/A	100.14%	1,401,918.00
United States Treasury Note/Bond .125% 30 Sep 2022	Aaa	N/A	99.50%	995,040.00
United States Treasury Note/Bond 1.375% 15 Oct 2022	Aaa	N/A	100.01%	1,000,120.00
United States Treasury Note/Bond .125% 30 Nov 2022	Aaa	N/A	99.16%	991,600.00
United States Treasury Note/Bond 2.125% 31 Dec 2022	Aaa	N/A	100.32%	1,404,480.00
United States Treasury Note/Bond .125% 31 Jan 2023	Aaa	N/A	98.74%	1,234,275.00
United States Treasury Note/Bond .125% 28 Feb 2023	N/A	N/A	98.52%	985,230.00
United States Treasury Note/Bond .5% 15 Mar 2023	Aaa	N/A	98.75%	1,728,055.00
Federal Home Loan Mortgage Corp .375% 20 Apr 2023	Aaa	AA+	98.31%	983,130.00
United States Treasury Note/Bond .125% 30 Jun 2023	Aaa	N/A	97.54%	1,950,780.00
United States Treasury Note/Bond .125% 15 Jul 2023	N/A	N/A	97.38%	1,095,558.75
Federal Home Loan Mortgage Corp .25% 24 Aug 2023	Aaa	AA+	97.16%	728,670.00
United States Treasury Note/Bond .125% 15 Oct 2023	Aaa	N/A	96.59%	434,673.00
United States Treasury Note/Bond .125% 15 Jan 2024	Aaa	N/A	95.81%	431,122.50
United States Treasury Note/Bond .125% 15 Feb 2024	Aaa	N/A	95.56%	430,033.50
United States Treasury Note/Bond .25% 15 Mar 2024	Aaa	N/A	95.57%	430,065.00
United States Treasury Note/Bond .25% 15 Jun 2024	Aaa	N/A	94.81%	426,640.50
<b>Totals</b>				<b>\$19,710,004.62</b>

Source: Prepared by Regions Asset Management using data from SEI as of April 21, 2022

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## Information Update – Hydrogen Bus (Fuel Cell Electric Bus) Pilot

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Date:** April 5, 2022

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### DEMONSTRATION PROJECT – HYDROGEN BUS

#### BACKGROUND:

As part of the Marion County Transit Plan (MCTP), IPTC included a strategy to transition its fleet to zero emission vehicles. At the time of the strategy development, IPTC’s fleet included a series of diesel buses converted to battery electric power. The fleet conversion decision promised two main benefits: lower operational and maintenance costs than diesels and zero emissions for improved air quality. The vehicles provided IndyGo staff with experience in battery electric buses and zero emission vehicles in the fleet. Affectionally called ZEPS (zero emission propulsion system), the vehicles did not meet the anticipated range.

The delivery of the 31 BYD battery electric buses for service on the Red and Purple Lines in 2019 provided IPTC staff with additional experience with battery electric buses in revenue service. Orders for battery electric buses for the local fleet, 40’ low-floor buses, was postponed as IPTC staff evaluated the operational profile of the battery electric buses on the market at the time. The assumed advances in battery technology at the time of the development of the transition had not occurred – specifically, battery electric buses operated at a range of less than half of an equivalent diesel bus.

IPTC staff, in examining available zero emission vehicle technology, evaluated the fuel cell electric bus (FCEB), powered by batteries that are recharged using gaseous hydrogen. Several transit properties in the country are piloting FCEBs. FCEBs produce no emissions but also offer two advantages over battery electric buses: range and refueling time. FCEBs on the market, the 40’ model, can produce a range of between 250 and 350 miles on a single fill, with about a 15 minute recharge. Similarly sized BEBs only travel between 125 miles and 175 miles on a single charge, which can be about three to four hours.

#### DISCUSSION:

IPTC staff believed the first step to explore FCEBs was to borrow a vehicle from another agency. In Sunline, IPTC found a partner. In coordination with Sunline, Ballard, AirProducts, and New Flyer, a New Flyer Excelsior 2 vehicle from Sunline was arranged for a pilot demonstration for a single week in February. AirProducts provided a fueller with 80 kgs of gaseous hydrogen and a refill, to provide a total of 160 kgs of hydrogen for the project. New Flyer coordinated with Sunline to transport the FCEB from California to Indiana and provided IPTC with a driver and a technician to troubleshoot any problems with the vehicle.

The purpose of the pilot was several folds: IPTC staff could learn more about safety with FCEB, collect data on performance in the winter, and compare data to its exciting BEB fleet. The demonstration occurred on Route 8. The assigned vehicle, likely a diesel-hybrid, would be trailed by a 60’ BYD BEB and the 40’ NF FCEB. IPTC drivers were

selected and worked the special assignment, driving the BYD and NF vehicle for as long as the power source in each vehicle lasted. Data were collected by New Flyer’s Connect 360 reporting system and through IPTC reporting. To hopefully experience the coldest weather in the day, the pilot was scheduled to start around 4:15 am and end around 8:00 pm or whenever a vehicle’s state of charge (SOC) fell below an acceptable level.

The pilot took place on February 20<sup>th</sup> through February 25<sup>th</sup>. The New Flyer vehicle was delivered on February 19<sup>th</sup> and the AirProducts fueler delivered on February 18<sup>th</sup>. IPTC staff was available to accept both deliveries and ensure the fueler was properly placed and grounded. IPTC coordinated a safety presentation for emergency responders on February 21<sup>st</sup>, also providing an opportunity for maintenance staff and operators to learn about refueling and familiarize themselves with the vehicle. When vehicles were finished with the day, the vehicle was refueled and prepared for the next day.

Following the end of the pilot, IPTC staff met with New Flyer and internally to discuss the collected data and general impressions of the pilot. Generally, IPTC staff was impressed with the performance of the FCEB, especially as compared to the BEB. As shown in Figures 1 and 2, the FCEB demonstrated superior range to the BEB.

Figure 1. Comparison between battery electric bus (BEB) and fuel cell battery electric bus (FCBEB) for 2/22 to 2/24.

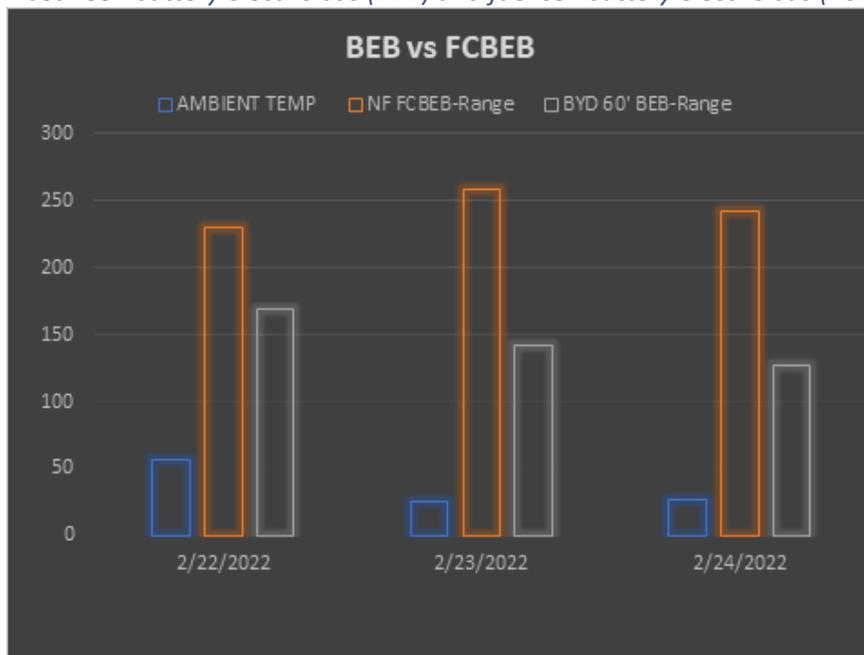


Figure 2. Table comparison of FCBE and BEB for 2/22 to 2/24.

DATE	AMBIENT TEMP	NF FCBEB-Range	BYD 60' BEB-Range
2/22/2022	57	231	169
2/23/2022	25	258	142
2/24/2022	27	242	127

Despite unseasonably warm weather for a couple days, the data gathered was useful in demonstrating FCEB range and in comparison, to BEBs as well.

The FCEB was unable to be filled up to 100% SOC, due to the refueling equipment. IPTC staff were able to learn a significant amount about FCEB safety and performance, especially safety as the vehicle would be onsite. The vehicle operated similarly to an electric bus, with little noise and no emissions. The amount of time to refill the vehicle was not tracked.

As for next steps, IPTC staff has prepared to begin a formal zero emission vehicle transition plan. With the aid of the knowledge of IPTC staff, the chosen consultant will help IPTC staff to understand available technologies, cost to adopt different technologies, and chart a path forward to adoption.

**RECOMMENDATION:**

Receive the report.

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

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*IndyGo*<sup>SM</sup>

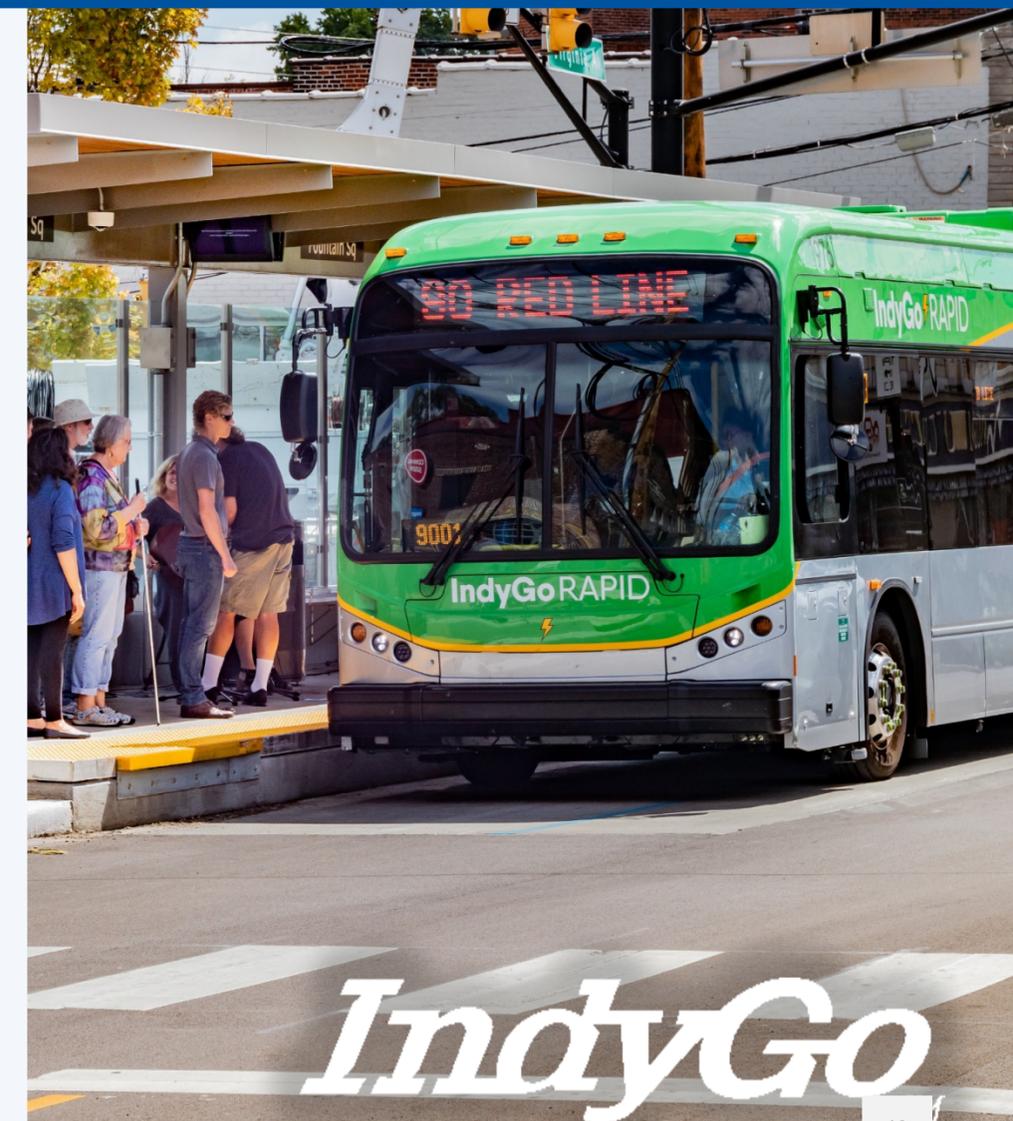
# Fuel Cell Bus Pilot Project



# Key Staff

## *Need to thank...*

- Paul Williams
- Thierno Balde
- Cheryl Purefoy
- Aaron Vogel
- Bart Brown
- Tim Cox
- Kevin France
- Brian Clem
- Mark Emmons
- Our operators
- Our maintenance team
- **Ballard, Sunline, New Flyer!**



# Key Partners



# Purpose of the Pilot

## *What we wanted...*

- Touch, feel a fuel-cell bus
- Gather data about fuel cell performance during cold weather
- Understand more about fuel cell safety / performance / technical information
- Compare to battery electric performance

# FCEB Characteristics

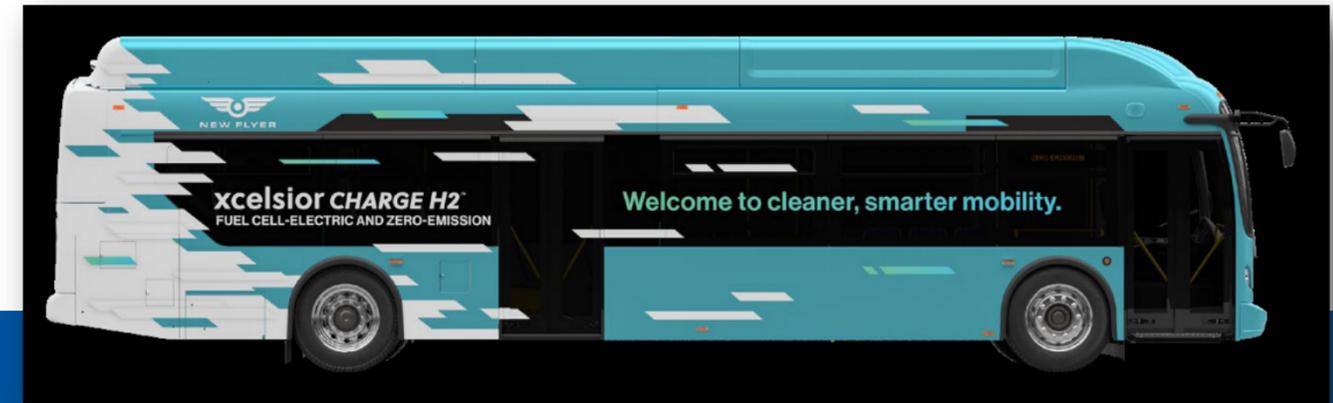
## ***Benefits***

- Better range – more miles / charge
- Faster refill time – 15-30 minutes
- Zero emission

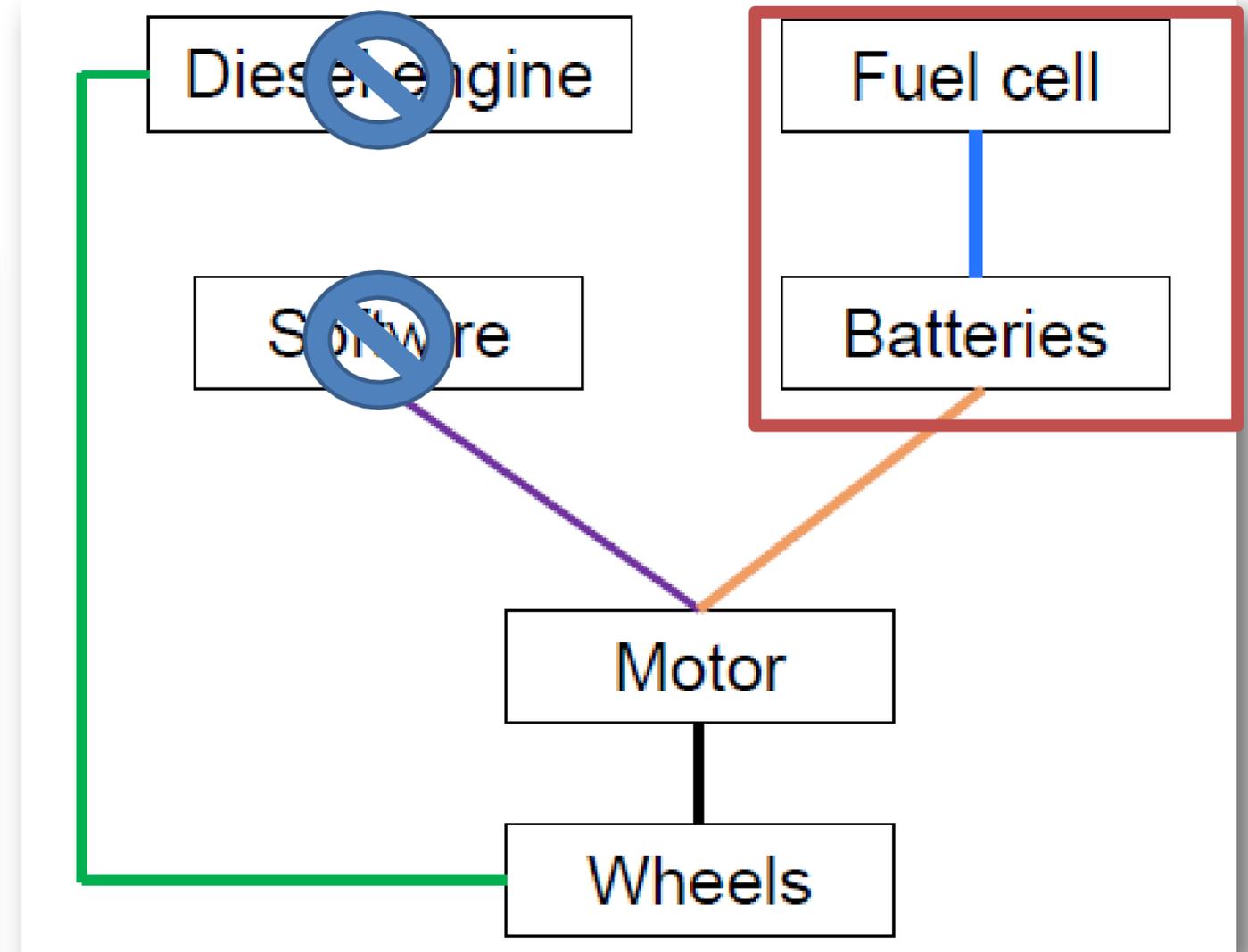
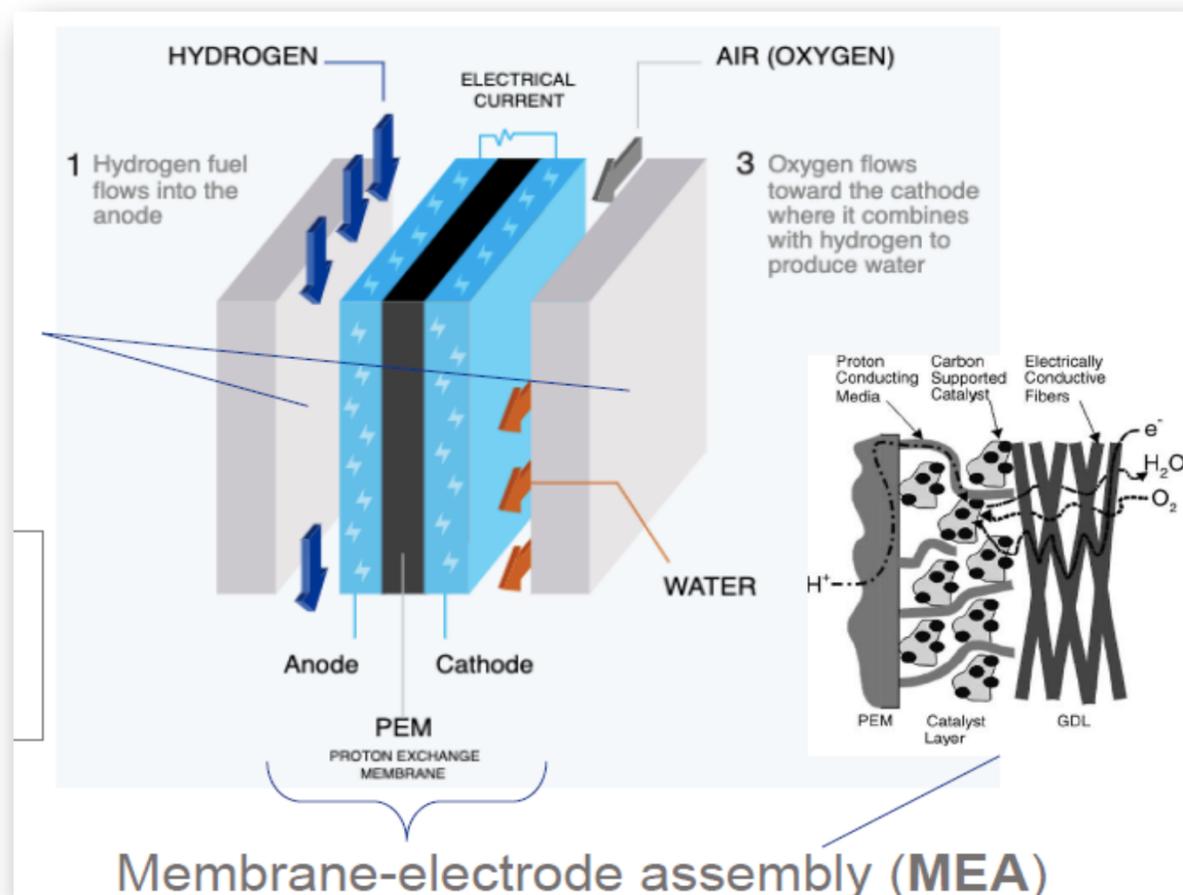
## ***Challenges***

- Limited lifetime data
- Higher capital costs than diesel/BEB
- Costs for storage, production, safety
- Workforce development and safety

# How Fuel Cells Work



Hydrogen does not power the engine like CNG. It is used to power the batteries for propulsion.

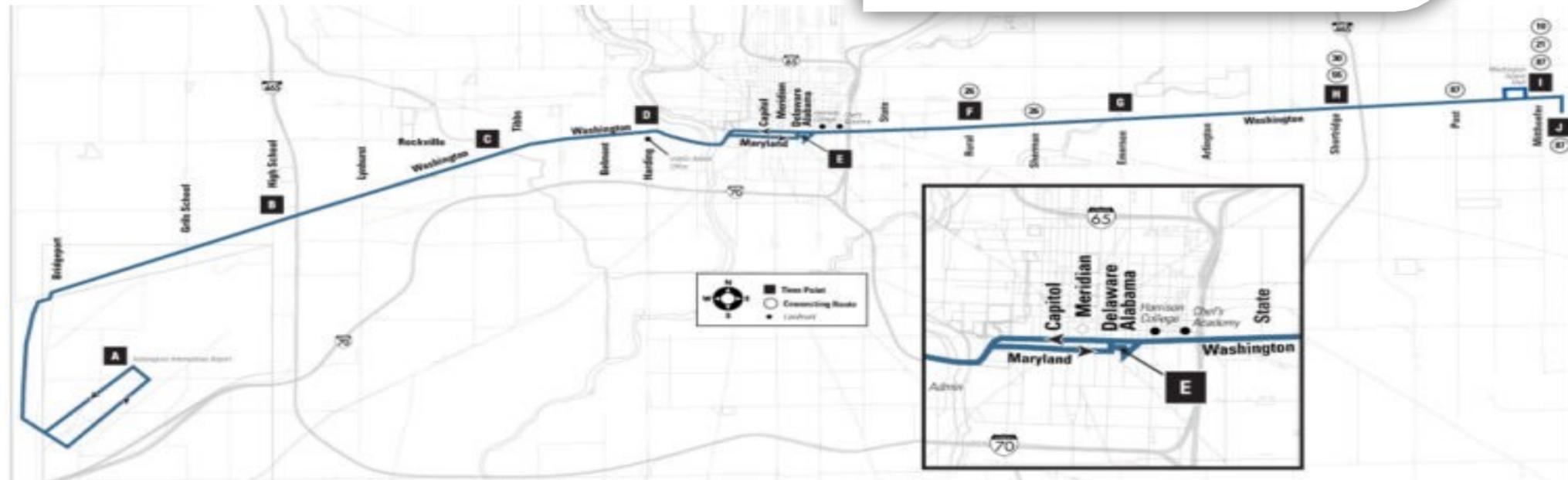


# Pilot Process

## *Coordination*

- Worked with Sunline through Ballard/New Flyer to receive bus
- Received hydrogen fuel from AirProducts; delivery from OH
- Held biweekly calls to coordinate both externally and internally
- Collected data from operators and from onboard the NF vehicle

# Outline of Pilot



1

The bus testing took place Monday through Friday the week of February 20<sup>th</sup>, 2022

2

The bus did not transport passengers and had both an IndyGo and New Flyer operator on board. Placed barrels to simulate pass. weight.

3

Bus followed a revenue vehicle.

4

The bus testing was performed on the current IndyGo Route #8

5

A BYD 60' BEB also ran the same time/route

# Typical Pilot Day

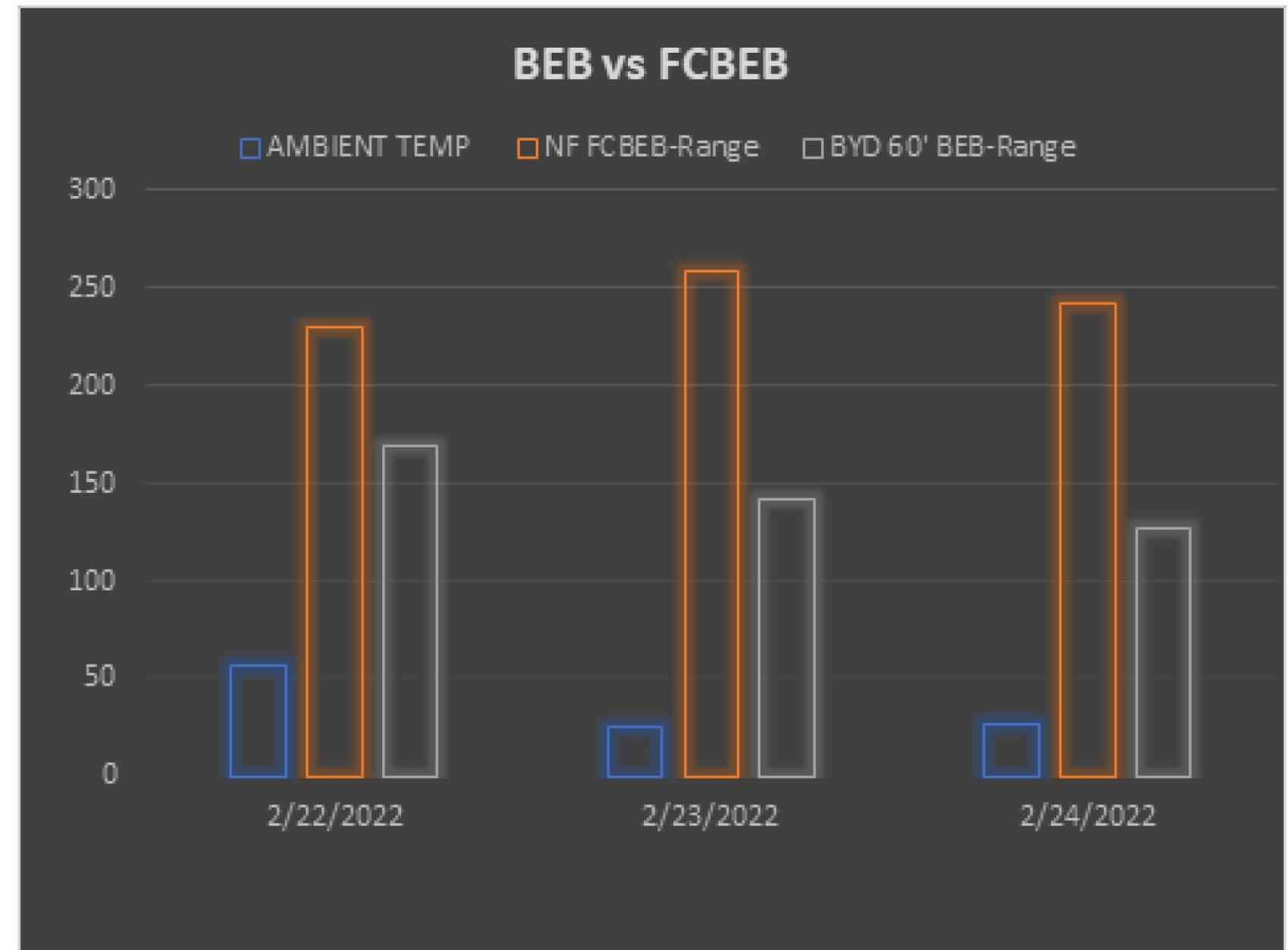
- 1 Buses prepare for 4:18 am pull out.
- 2 Buses run route until state of charge (SOC) for bus is too low, then return.
- 3 Upon return, bus is parked and refueled for the next day.



If there were problems, New Flyer and AirProduct technicians were available

# Data Gathered

DATE	AMBIENT TEMP	NF FCBEB-Range	BYD 60' BEB-Range
2/22/2022	57	231	169
2/23/2022	25	258	142
2/24/2022	27	242	127



# IndyGo Thoughts

- Good technical performance from FCEB
- Vehicle and fueling were safe
- Good to understand potential safety issues and prepare for them



# Next Steps

- Zero emission vehicle transition plan
  - Baseline assessment of agency conditions and readiness
  - Review of current market
  - Cost and environmental comparison of options; recommended technology
  - Implementation plan

# *Next Steps*

- Zero emission vehicle transition plan
- Continue exploring opportunities with vehicle transition

*IndyGo*<sup>SM</sup>

THANK

YOU

QUESTIONS?



## Information Update – Government Affairs

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Vice President of Government Affairs Cameron Radford  
**Date:** April 28, 2022

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### SUMMARY OF THE 2022 INDIANA GENERAL ASSEMBLY LEGISLATIVE SESSION

#### BACKGROUND:

There was activity at the statehouse during the 2022 legislative session which IndyGo closely observed. The most high-profile legislative proposal was Senate Bill 369, which would have prohibited the expansion of Bus Rapid Transit within city limits and prevented the Blue Line from being built. Fortunately, this bill did not receive a hearing and died in committee. Despite the relatively calm legislative session, there was still strong support from the community for Public Transportation. The Transit Drives Indy advocacy group kept the public informed of all transit related activities taking place during session. Additionally, residents of the Irvington community showed a strong presence during the session, appearing in large numbers at the Statehouse to express their support of IndyGo and desire to see the Blue Line come to their neighborhood along Washington Street. The Parent Teacher Student Association at George Julian School #57 submitted a letter to legislators expressing their desire to see the Blue Line come to their doorstep.

- IndyGo will continue to engage area officials on policies and strategies to ensure high quality public transit is being provided to the residents of Indianapolis
- As always, if any elected officials wish to work with IndyGo on ideas to improve public transit in the city, our door is always open, and we are willing to talk.

#### RECOMMENDATION:

Receive the report.

Cameron Radford  
Vice President of Government Affairs

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## Information Update – Special CFP 2021 – Section 5310

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Date:** April 5, 2022

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### SPECIAL CALL FOR PROJECTS (2021) – SECTION 5310

#### BACKGROUND:

The emphasis of Section 5310 funding is to improve the mobility for transportation of seniors and individuals with disabilities. The special call for projects is the result of additional funding provided by Congress through the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) and the American Rescue Plan (ARP) Act. These acts were intended to support the transit industry response to COVID-19. Specifically, the funds were intended to be first directed to payroll and operations of public transit.

IPTC offered a special call for projects focused on reimbursable expenses and/or lost revenue due to COVID-19 and new operating projects. Typically, Section 5310 funds are only available for transit vehicles, such as shuttles and minivans. The CFP was opened in December 2021, with notice given to previous and eligible applicants, and closed on January 26, 2022. The advertised amount of federal money available was \$300,000. Projects that were for reimbursable expenses or lost revenue did not require a local match; operating projects were required to match 50% of the federal amount.

#### DISCUSSION:

Three applicants applied for both reimbursement of expenses and lost revenue. No applications were received for new operating projects. A debrief with a potential applicant revealed that the new operating was an exciting prospect, but the requirement to demonstrate future support for the project, in addition to other ongoing demands at the organization, was a barrier for application.

After reviewing the applications, IPTC staff awarded approximately \$300,000 to the three organizations:

- \$165,000 to CICOA Aging and In-Home Solutions, Inc./Way2Go Transportation for lost revenue.
- \$38,868 to PrimeLife Enrichment, Inc. for reimbursable expenses and lost revenue.
- \$95,574 to Tangram, Inc. for reimbursable expenses and lost revenue.

Award letters have been distributed. Grants will be distributed to the grantees once the grant agreements are signed. IPTC thanks the not-for-profit transportation providers in Central Indiana who provide critical mobility services to all individuals but particularly to seniors and individuals with disabilities.

#### RECOMMENDATION:

Receive the report.

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

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## Risk and Safety Division Report – March 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:** April 28, 2022

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### Risk and Safety

- On March 7<sup>th</sup>, The IndyGo Risk and Safety performed yearly inspections on fall protection equipment and employee harnesses. Each harness is also checked each time before it is used by the employee for defects. Harnesses now have a tag on each of them to identify when the last inspection was performed. There was no finding found and two additional harnesses were ordered for the vehicle maintenance team to use when working when more than 6 ft off the ground.
- On March 9<sup>th</sup>, IndyGo leadership from Safety, Security, Operations, and paratransit services met with team members from the Epilepsy Foundation regarding details about offering training to all our IndyGo front-line employees and during IndyGo’s yearly operator in-service training. IndyGo’s risk and safety department will continue to gather the requirements and work through the logistics of offering this online training to our current LMS system. This is another example of how IndyGo strives to offer safe transportation for all and be able to assist customers during medical events on our system. Follow-up information will be available later this year.
- On March 15<sup>th</sup> and March 24<sup>th</sup> respectively, IndyGo leadership Brian Clem and Mark Emmons conducted Q1 Safety and Security Committees both executive level and for all IndyGo employees. These meetings bring collaboration from all departments and at different employee levels to review safety and security concerns, provide updates, and direction on these aspects. This approach starts in the middle and works from a bottom up and a top-down approach that is to involve everyone. Local ATU 1070 has several employees attend and give input on various functions within the organization. The partnership has resulted in change to a few different tasks including BRT improvements, communication of safety plans, identifying safety training needs and much more. Minutes of these meetings are posted on all the safety communication boards for all employees to see.
- On March 29<sup>th</sup>, IndyGo’s risk and safety department and the security department conducted fire drills at the 1501 W Washington St facility and the 201 E Washington St downtown Carson Transit Center (CTC). All of the drills were unannounced and evaluated by some of the members of the IndyGo Emergency Response Team (ERT). The drills went well with everyone knowing their rally points and exited to them quicker than ever before. We will continue to perform various drills each quarter as a best practice and refresher for current and new employees. We are proud of the cooperation and leadership at various levels and their commitment to the IndyGo’s safety culture and programs.
- Throughout the month of March, IndyGo’s risk and safety division continued to train and introduce to supervisors the new online accident reporting system Track-It. As we prepare to go live with the digital reporting in April, the team has begun developing the next task of digital safety near-miss reporting system. The anticipated roll out of the programs will be in April. Track-It processes are also designed to eliminate paper reporting. More information about future uses of the platform will be announced throughout this year.

## *March 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 March 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>Jeffrey Howard</b>	8141	12	13
<b>Roger Beharry</b>	8392	10	10
<b>Loc Nguyen</b>	8325	9	11
<b>Paul Person</b>	8128	9	14
<b>Kenneth Davis</b>	8462	8	10
<b>Marilyn Hughes</b>	8234	8	12
<b>Diahavanna Banks</b>	9113	4	4
<b>Kylee Garrett</b>	8949	4	5
<b>Darryl Kinslow</b>	8650	4	8
<b>Danny Bell</b>	9355	3	3
<b>Laniesha Corbin</b>	9225	3	4
<b>Brandon Barnes</b>	9347	2	3
<b>Justina Johnson</b>	9119	2	4
<b>Destine Harney</b>	9832	1	2
<b>Mariquette Thomas</b>	9599	1	3

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

***Congratulations and Thank You!***

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

**March 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	0.16	0.16	0.33	2.30	0.00	0.33	
Bus Rapid Transit (BRT)	0.00	1.61	0.00	0.00	8.06	0.00	0	
Para Transit	0.00	0.00	0.00	0.00	0.87	0.00	0	
<b>All Modes of Service</b>	0.00	0.25	0.51	0.25	2.80	0.00	0.25	2
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
2022 Risk and Safety Goals	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.”

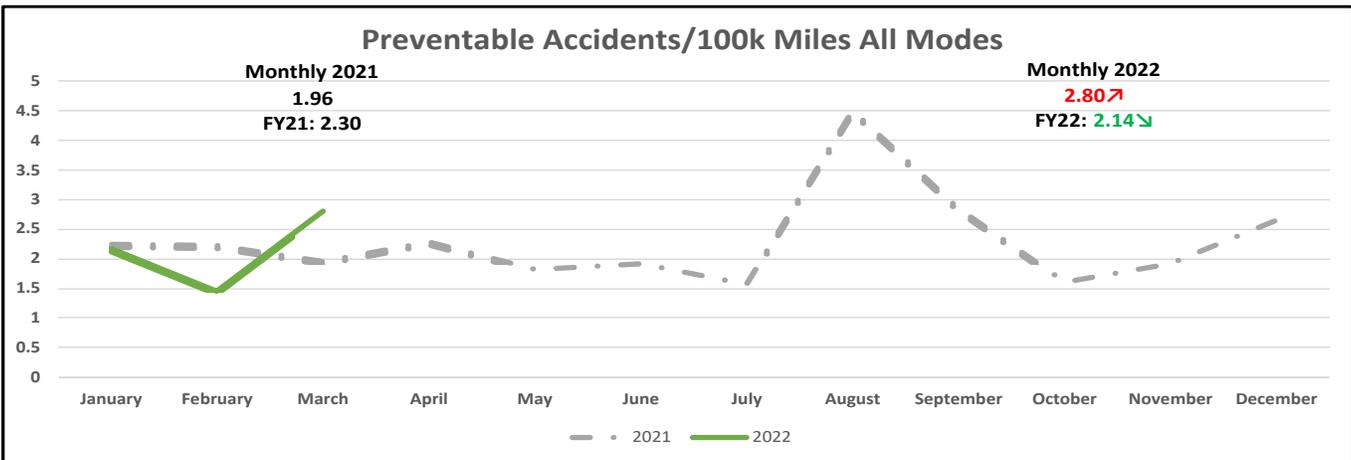
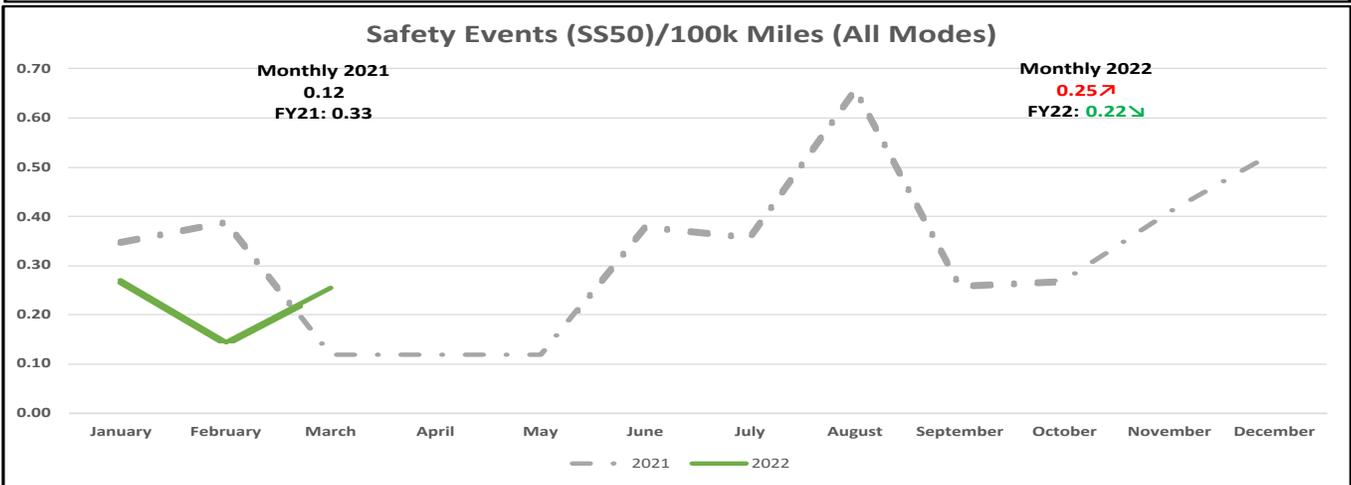
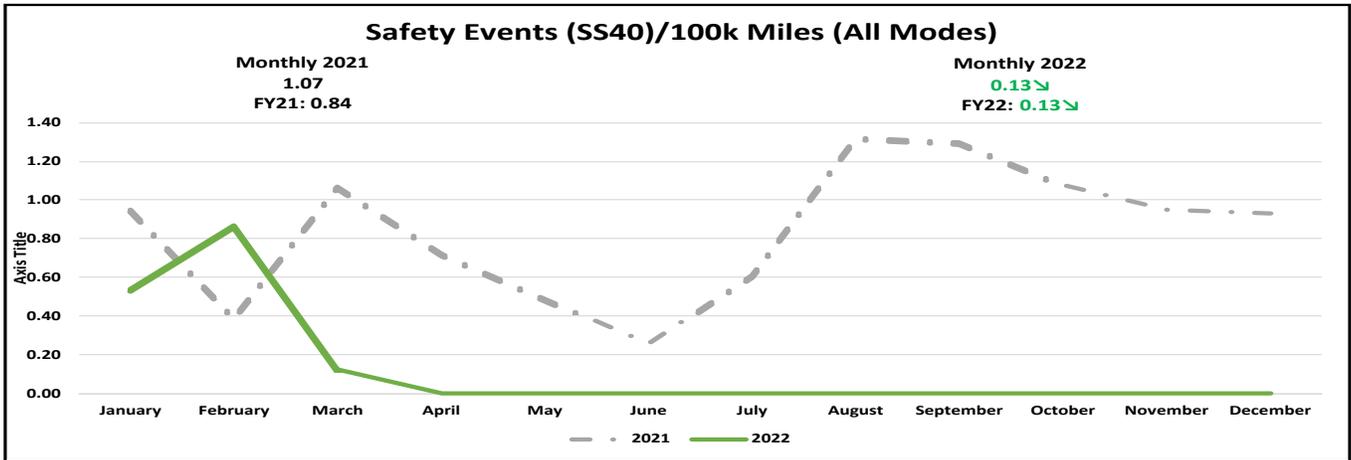
**Pedestrian Strikes:** The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

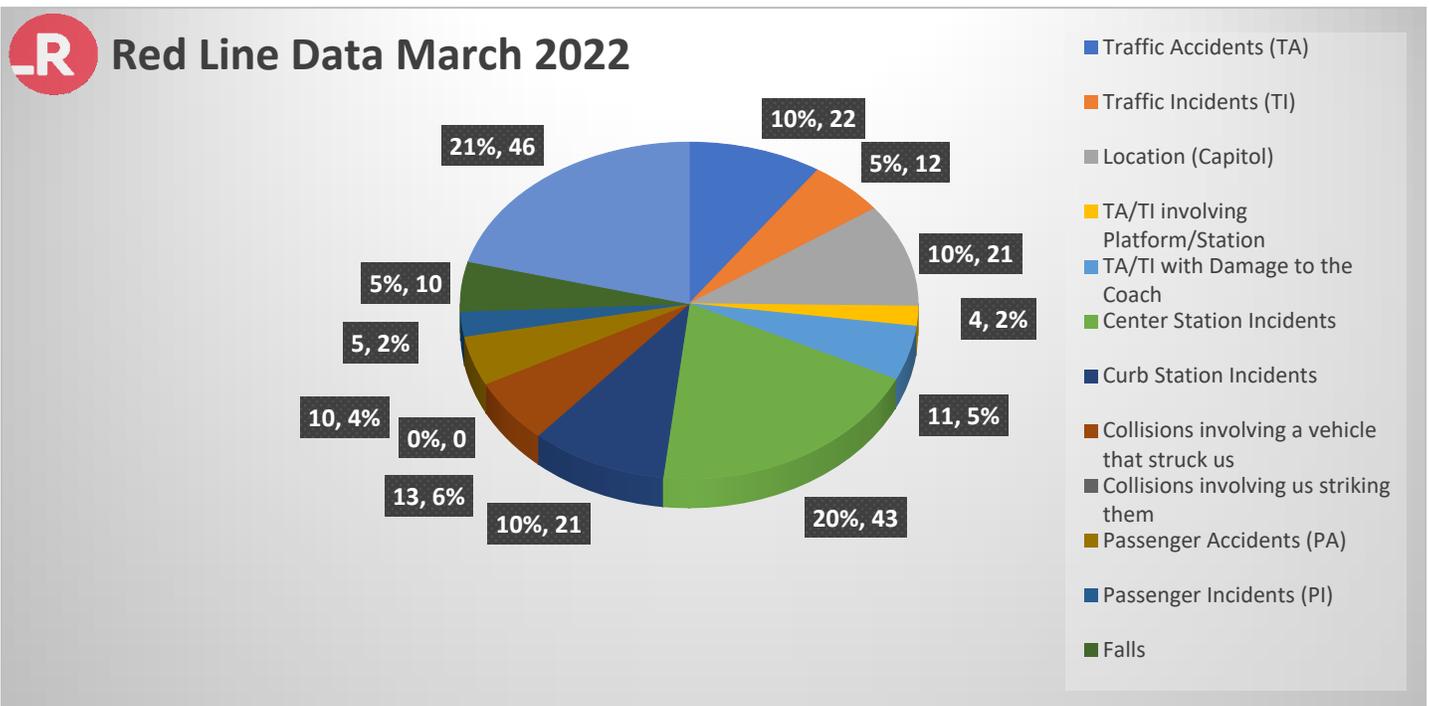
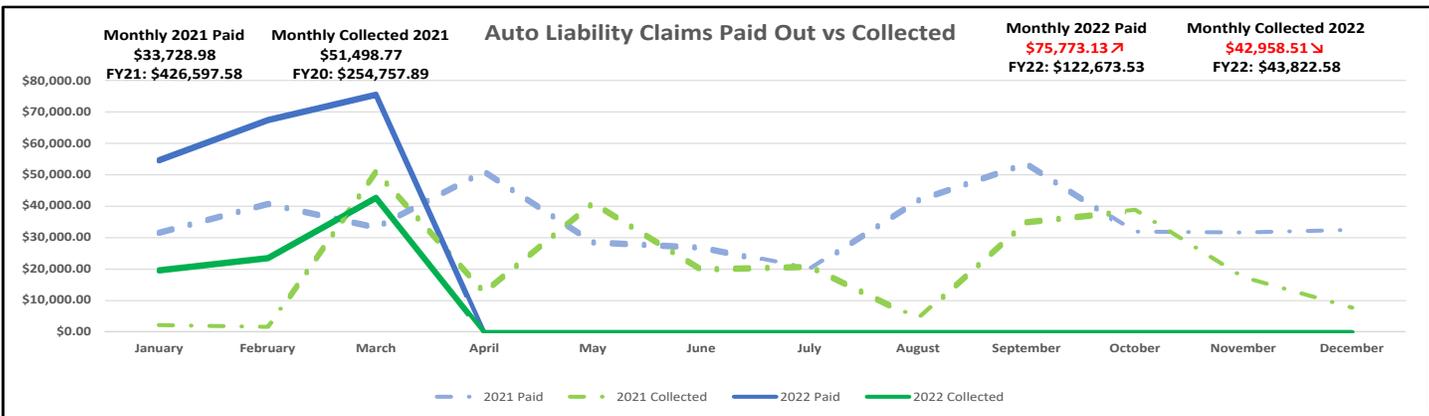
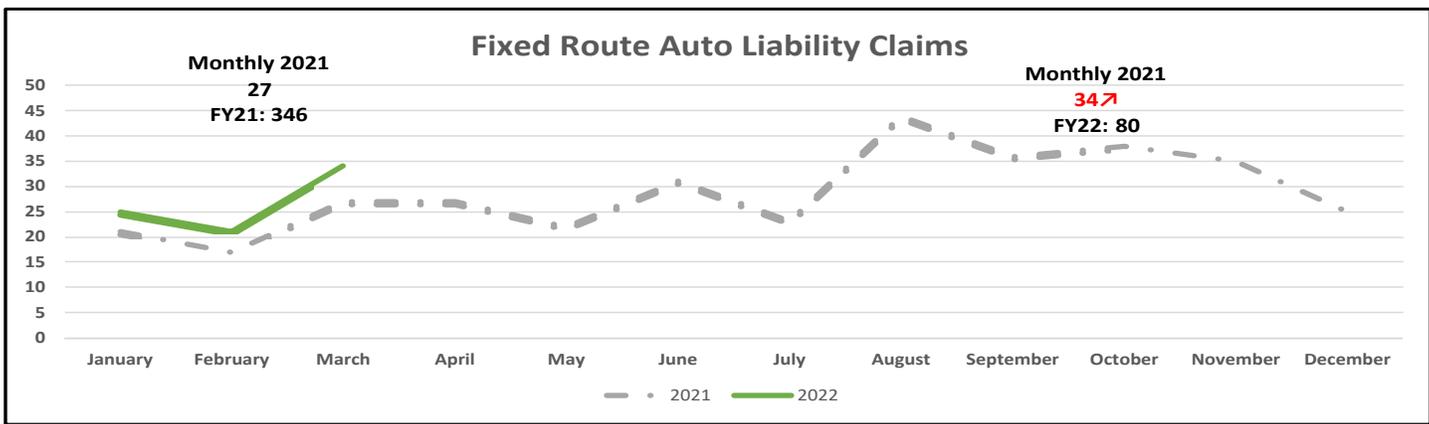
**Average Operator Injury Rate:** Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

**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

## March 2022 Compared to March 2021 Data All Modes:





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## Planning & Capital Projects Division Report – March 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:** April 28, 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 identify and isolate the root cause(s) of 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 has completed the final service design and is well into the app development phase. Efforts to establish a growth and marketing strategy continue. Staff still anticipate being able to begin offering service on 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 Pathway Resource Center, the Driven 2 Success: Far Eastside-Get-Around mobility pilot has been designed to move individuals directly by way of public transportation for work, medical, social/religious, school/training, and 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 March 8, 2022, and the first of what is hoped to be many trips was taken on March 28, 2022.

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

IndyGo staff is planning to debrief board members this month, including providing data and eventual next steps. This debrief is the final step in this process.

## 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 full implementation, which will conclude January 1, 2023, when the approved changes to how IndyGo operates its complementary ADA paratransit services will be in effect. Monthly meetings are being held with the team and updates are provided to the Mobility Advisory Committee (MAC).

Current Open Door clients will receive a letter in May of this year outlining the policy and transition dates. IndyGo's Customer Service team is working on a schedule of events, including meetings with centers, to provide additional information about the transition. Tabling will happen to exchange current IDs with MyKey identification cards. The website will be updated with information, including the notification letter. EcoLane is apprised of the change and will be testing trips to ensure the software is correctly attributing fares and trips to their correct zones.

### **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 still 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 this summer, 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 has 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 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.

Zilo International is continuing to work on a draft report summarizing the interviews and the survey responses.

### **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 Title VI 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.

### **2022 On-Board Rider 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 Indianapolis Public Transportation Foundation to use when preparing future grant applications or when seeking support for the Foundation's Mobility Access Fund.

A chosen vendor has been selected and a scope, which includes a multi-lingual engagement strategy, is being finalized. The scope will go before the IMPO Executive Committee in May. It is anticipated that surveys will be conducted in the Fall of 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. The consultant is under contract and a final scope of work should be in place next month. IndyGo staff have already updated the TAM asset inventory and prepared a draft report in anticipation of needing to update the TAM Plan.

### **Grants, Bus and Bus Facilities & Low/No FY2022**

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 ask for federal funding to support the construction of a new garage and maintenance facility at the East Campus location under both grant opportunities. This is strategic in that it should increase the agency's chances of being awarded funding for this critical need.

#### *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. Pricing should be available soon and a board action will be presented likely in either May or June, following customization and receipts of the local match.

### **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 local 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 shortly. In addition, IndyGo staff are working with the subrecipients and vendors to finish transition activities by the middle of the year.

### **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 is 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.

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 in May 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. Weekly emails are being delivered to stakeholders to communicate construction impacts.

### **Red Line BRT**

IndyGo has provided Notice to Proceed with Rieth Riley to conduct pavement maintenance on the Red Line. Work is expected to begin in May 2022 and continue through summer 2023. Work will include asphalt patching, concrete bus pad maintenance, and rubber rail installation. Short term (averaging 1-4 weeks) roadway and station closures will be necessary to conduct this work. Public Affairs is handling outreach and public communication about the project's impacts and benefits.

### **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 2022, however, this could shift to early 2023 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. Construction is anticipated to take place in 2023. IndyGo was awarded an FTA Bus and Bus Facilities Grant Application to fund the construction of these Super Stops. The total grant award is \$2,933,322, of which IndyGo is responsible to pay \$586,664.

**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 of 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 May 2022 Board agenda, along with moving/relocation services for staff.

The installation of a UV Filtration system has been completed for the following IndyGo facilities: Mobility (2425 W. Michigan), Carson Transit Center, Headquarters (1501 W. Washington), and East Campus Administration (9503 E. 33rd Street).

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>5/2022</b>
<b>Mobility Solutions Center Phase 1/2</b>	<b>The Etica Group</b>	<b>2/2021</b>	<b>8/2021</b>	<b>4/2022</b>
<b>Mobility Solutions Center Phase 3</b>	<b>The Etica Group</b>	<b>4/2021</b>	<b>6/2022</b>	<b>12/2022</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>04/2024</b>
<b>South Charging Station Interior</b>	<b>Woolpert, Inc.</b>	<b>5/2021</b>	<b>5/2022</b>	<b>7/2022</b>

Respectfully submitted,

**Jennifer Pyrz, PE**

Vice President of Infrastructure, Strategy, and Innovation

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## Public Affairs Division Report – March 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:** April 28, 2022

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR March 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

# March 2022 Board Report



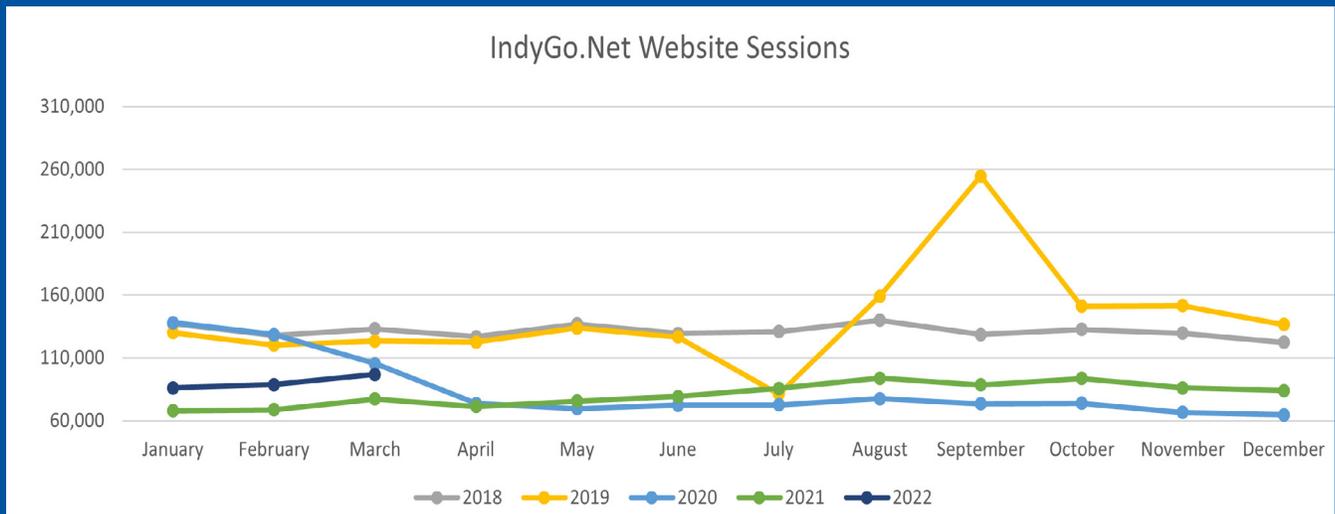
## INDYGO.NET WEBSITE STATISTICS:

(3/1/2022-3/31/2022)

Page Views	96,841
Bounce Rate	50.86%
New Users	34,030
Returning Users	15,376
Total Sessions	96,841
Total Monthly Sessions Comparison to Previous Year	↑ 25.42%

## Mobile Share

Date	Mobile	Desktop	Tablet
Mar-22	79.82%	18.70%	1.48%
Feb-22	77.05%	21.07%	1.88%
Jan-22	79.30%	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	80.02%	18.99%	1.00%
June-21	80.24%	18.84%	0.92%
May-21	79.85%	19.15%	1.00%
April-21	79.08%	19.92%	1.00%
Mar-21	79.55%	19.49%	0.96%



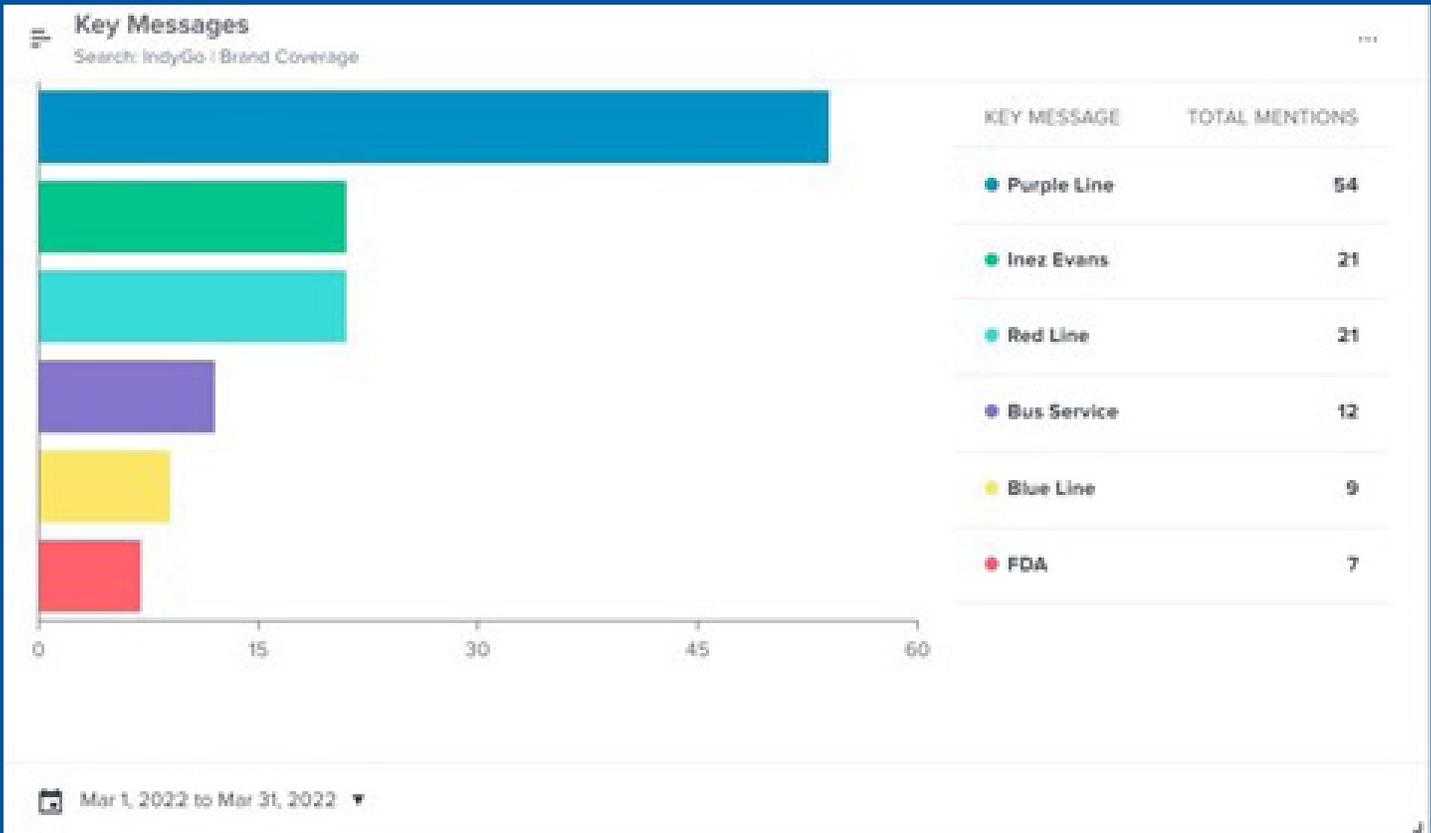
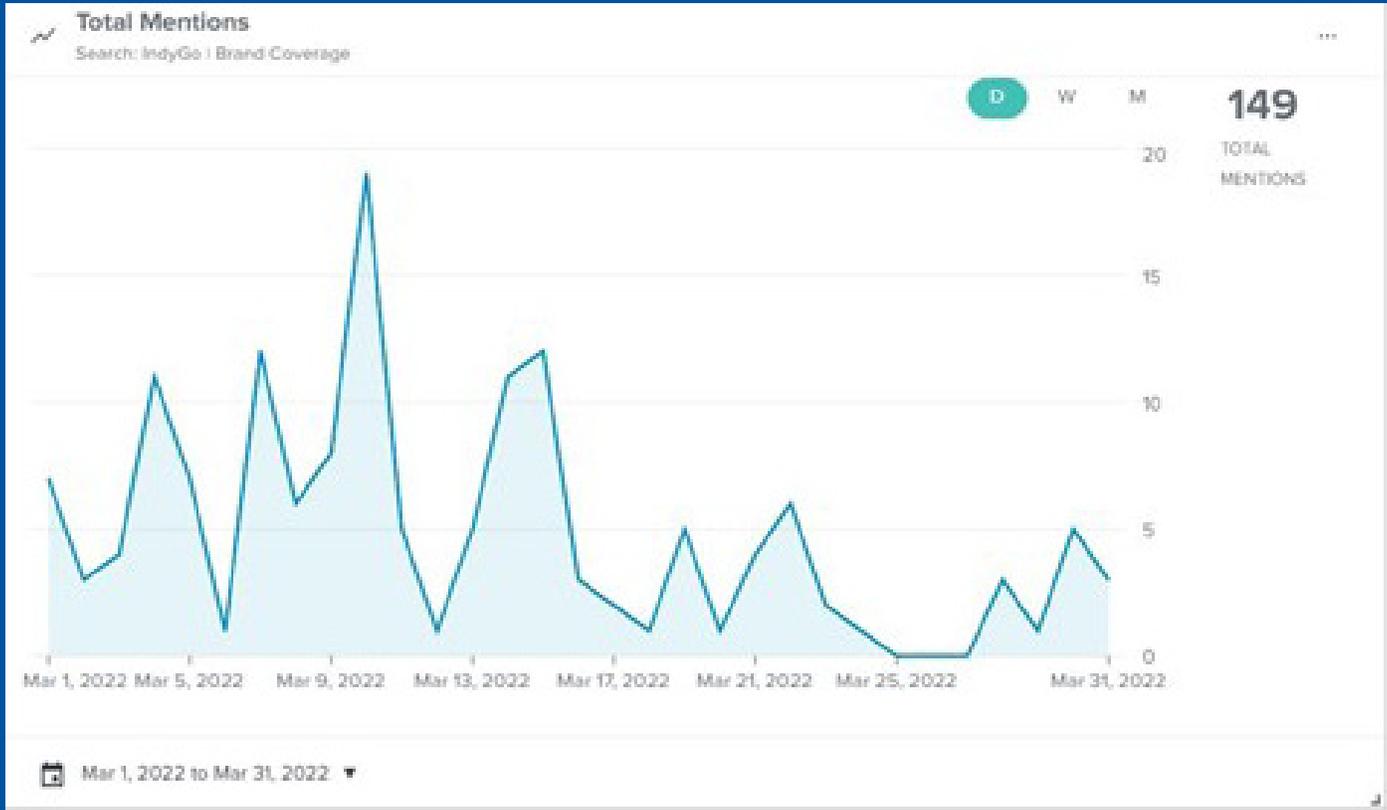
## Media Mention Highlights

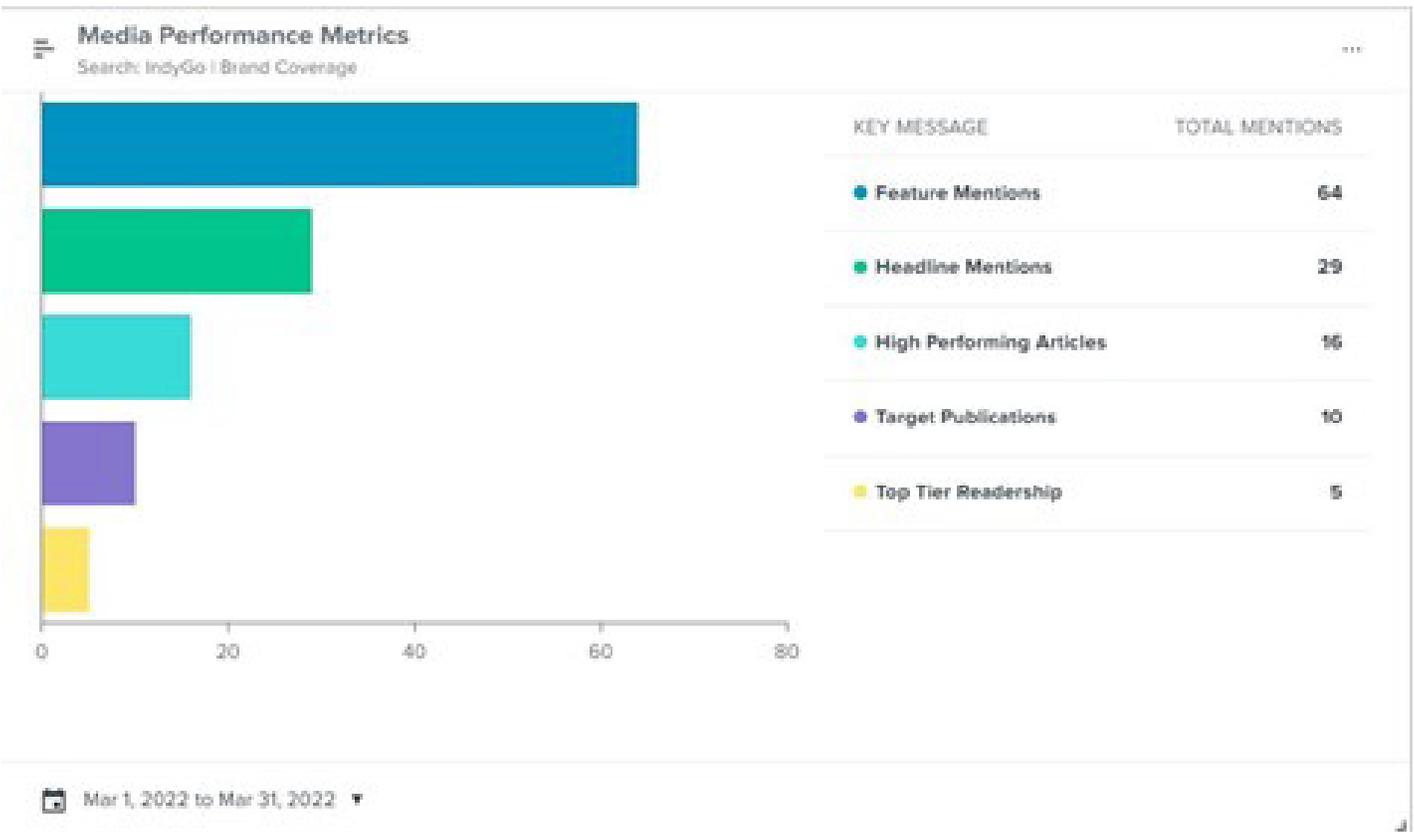
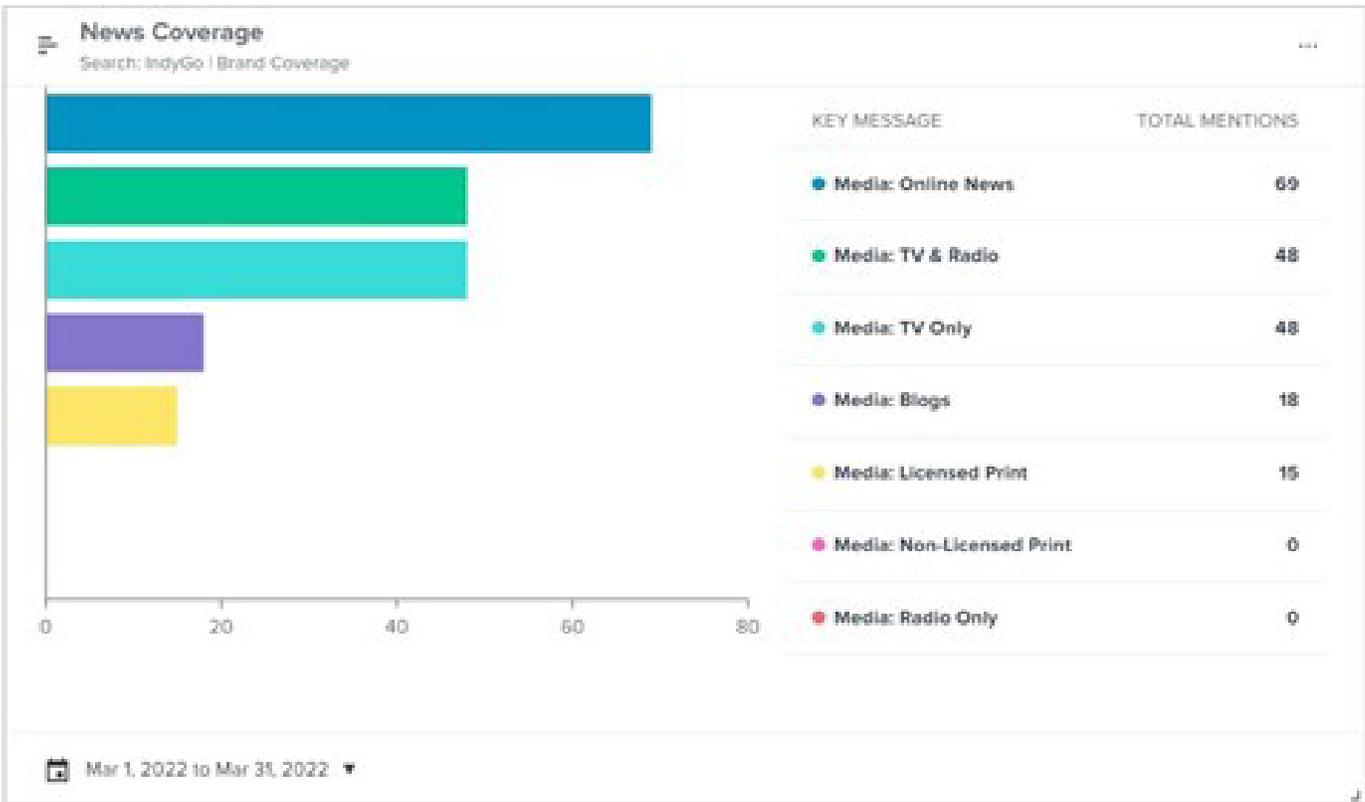


### Topics Include:

In March 2022, the first major Purple Line construction closures, IndyGo receiving a \$2.3 million grant from the Department of Transportation and the release of the Redford Center's documentary, "Beyond the Line," about the Red Line, were most talked about. IndyGo piloting a hydrogen-powered bus and IndyGo's new "Driven 2 Success" microtransit initiative were also mentioned. Purple Line construction was mentioned nearly 30 times. Project overviews, detour updates and how the detours will impact motorists were discussed frequently. Indiana was one of 39 states to receive grants from the U.S. Department of Transportation for new passenger shelters and bus boarding areas to improve public transportation. Finally, The Reford Center premiered its newest short film in the "Community Power" film series, "Beyond the Line," which is about the Red Line. The three-minute documentary shared what the Red Line is, how it's environmentally friendly and how the route is improving the lives of Indianapolis residents. Online coverage was the most popular. Altogether, IndyGo was mentioned in the media nearly 150 times in March.

Here's a brief coverage summary:





## Social Performance:

### Facebook

- Had a total of **13,176 organic impressions**
- **4,991 post engagements**
- **11,134** page likes (11,122 likes in February)
- **11,341** page follows (11,293 follows in February)

**IndyGo**  
Published by Hootsuite · March 30 at 9:45 AM · 🌐

"We believe in the hospital and we believe in the Red Line. We think this kind of [development] scale is impactful, and is going to really change the trajectory of the private investment in and around the health district."

Check out this new development and how future residents can benefit from our Red Line: <https://www.ibj.com/.../developer-moving-ahead-with-85m...>



IBJ.COM  
Developer planning 11-story, \$85M apartment project near IU Health campus - Indianapolis Business Journal

**IndyGo**  
Published by Hootsuite · March 31 at 1:02 PM · 🌐

As **#WomensHistoryMonth** comes to an end, we want to take a moment to recognize all our women employees who do it all to keep public transit in Indianapolis running. From our coach operators and mechanics to our administrative employees, thank you for your hard work to keep the Indy moving forward. We celebrate you not just this month, but every month of the year!



1,388 People reached    129 Engagements    ↑ +1.6x higher Distribution score    [Boost post](#)

**IndyGo**  
Published by Katrina Ent · March 31 at 9:28 AM · 🌐

Meet the woman who is one of the key financial decision makers at IndyGo: Hardi Shah. She serves as the Deputy Chief Financial Officer and recently became a United States citizen. Learn more about Hardi's story on how she accomplished this major milestone:  
<https://www.indygo.net/behind-the-wheel-hardi-shah-from...>



**IndyGo**  
Published by Katrina Ent · March 31 at 10:14 PM · 🌐

Tonight our employees attended Center for Leadership Development's 42nd Annual Minority Achievers Awards and Scholarship Gala, which pays tribute to Indy's top minority leaders and achievers who perform outstanding service in the community. Our President and CEO, Inez Evans, VP of Government Affairs, Cameron Radford and VP of Communications and Marketing, Lesley Gordon, were all nominated for their exceptional work throughout their careers.



# Instagram

- Generated **97,494 impressions** (9,650 impressions in February)
- **1,092** total engagements; 3.27% engagement rate (**1.96%** in February)
- 3,334 Current followers (3,317 followers in February)



indygobus

indygobus As #WomensHistoryMonth comes to an end, we want to take a moment to recognize all our women employees who keep public transit in Indianapolis running. From operators and mechanics to our administrative employees, you for your hard work to keep the Indy moving forward, celebrate you not just this month, but every month of the year.

2w

Liked by sustainindiy and 21 others

MARCH 31

Add a comment...



indygobus

indygobus Tonight our employees attended @clindiy's 42nd Annual Minority Achievers Awards and Scholarship Gala, which pays tribute to Indy's top minority leaders and achievers who perform outstanding service in the community. Our President and CEO, Inez Evans, VP of Government Affairs, Cameron Ratford and VP of Communications and Marketing, Lesley Gordon, were all nominated for their exceptional work throughout their careers.

2w

lindsay\_haake Ckayyyy @chairman\_cem

2w 2 likes Reply

View replies (1)

lloydapotamus How cute are y'all!!!! 🥰🥰🥰

2w 1 like Reply

Liked by supalesmalongordon and 46 others

MARCH 31

Add a comment...



indygobus

Meghan Trainor • No Excuses

indygobus decision making Deputy Chief Financial Officer. Let's keep propelling the wheel of citizenship.

2w

jennie\_pz

2w 1 like

Liked by



indygobus

Original Audio

indygobus Coming soon to a street near you... the Purple Line. The bus rapid transit (BRT) line will bring to Indy's Far Eastside:

- 10 miles of new sidewalks
- 350+ ADA curb ramps
- 3 miles multi-use path

And MUCH MORE! To learn about the latest construction updates visit our website [indygo.net/purple](http://indygo.net/purple). #IndyGoPurple

2w

ridepsta Congratulations 🎉🎉

2w Reply

indygobus #indygo #indy #purpleline #indygopurple #publictransportation #transit #publictransit #indianapolis #bus

2w Reply

anne.laker Take the purple all the way 💜💜💜💜

2w 1 like Reply

richardflogers Wonderful news! Great video, love the track, editing and motion design! 💜💜

2w 1 like Reply

# Twitter

- Had a total of **115,800 organic impressions**
  - Earned **3,700 impressions** per day
- **107** retweets, **638** likes, **27** replies, **88** link clicks, **1.3%** engagement rate
- Generated **35 new** followers; **6,320** current followers

**IndyGo** @IndyGoBus · Mar 30

Our President and CEO Inez Evans truly serves as the driving force of our agency and for our workforce of women. More than 50% of our executive leadership is women and of those women, 50% are minority. IndyGo truly embodies every woman during [#WomensHistoryMonth](#) and every month.



784 views 0:01 / 0:23

**IndyGo** @IndyGoBus · Mar 31

Tonight our employees attended @CLDincorg's 42nd Annual Minority Achievers Awards and Scholarship Gala, which pays tribute to Indy's top minority leaders. Our President & CEO, VP of Government Affairs, and VP of Communications were all nominated for their exceptional work.



**IndyGo** @IndyGoBus · Mar 30

"We believe in the hospital & we believe in the Red Line. We think this [development] is going to change the trajectory of the private investment around the health district." Check out how future residents can benefit from our Red Line:



ibj.com  
Developer planning 11-story, \$85M apartment project near IU Health ... To be named Hall Place Apartments, the 308-unit project would occupy about two acres just south of 18th Street and west of Illinois Street.

Promote

**IndyGo** @IndyGoBus · Mar 30

COMING SOON TO A SCREEN NEAR YOU! We're excited to announce a national documentary in partnership with @redfordcenter showcasing how the Red Line ignited bipartisan support of our nation's first fully electric bus rapid transit (BRT) system. Here's a sneak peak. 🎥



Maggie Lewis  
City-County Councilor | Indianapolis, IN

0:15 445 views

Promote

4 16

# LinkedIn

- Generated **178,656 impressions** (last month 32,911)
- **8,132** total engagements; **1.78%** engagement rate (3,280 total engagements in February)
- Generated **91** new followers; **2,621** total followers



During our recent board meeting, we recognized employees who are advancing their careers by furthering their education.

Sixteen of our employees received their Six Sigma certifications and seven of our employees received their Aspiring Leaders certification. Additionally, Coach Operator Will Hazen received a Coin of Excellence for buying bike lights for riders who need them when traveling.

Congratulations to all of these employees for their accomplishments and hard work!



Our VP of Communications and Marketing, **Lesley M Gordon**, was a panelist for **WE Brunch Indy**, a series of brunch and happy hour events focusing on equity for women. Yesterday's conversation focused on the art of storytelling and ...see more



Carrie Cline Black and 51 others 2 comments • 1 share



Our president and CEO continues to lead the national conversation on transit. **Inez Evans** recently sat on the **WTS International LEAD**ership panel sharing her experience with work-life balance, challenges she has faced throughou ...see more



Edwin Casaklana Jr and 122 others 2 comments • 2 shares



Meet the woman and leader behind the Purple Line: **Jennifer Pyrz, PE**. She serves as IndyGo's Chief Development Officer and is leading one of the nation's largest all-electric Bus Rapid Transit (BRT) lines. Learn more about Jennifer's jo ...see more



Carrie Cline Black and 183 others 15 comments • 5 shares

## Email Marketing:

### NEWSLETTER

- 8,504 recipients (8,227 recipients in February)
- 7.99% CTR
- 5.15% open rate

# INSIDEINDYGO

## INSIDE INDYGO THIS MARCH

### Purple Line Construction Underway

### Moving Forward Faster



[indygo.net/purple](http://indygo.net/purple)

Purple Line construction will start soon. Stay in the know about upcoming closures, detours and construction updates by signing up for our newsletter! Every Monday, we share a 3-week lookahead so you know what to expect in the coming weeks as a rider or motorist. Visit [indygo.net/purple](http://indygo.net/purple) to learn more.

### Application for IndyGROW Vendor Development Program EXTENDED



Do you want to learn how to make your business proposal stand out above the rest? Consider applying for our IndyGROW Vendor Development Program. Applications for the program are now extended to March 4. Sit down with our experts to learn how you can secure your chances of winning more bid opportunities. Visit [indygo.net/indygrow](http://indygo.net/indygrow) for details.

### Transit Employee Appreciation Day



Do you know of an IndyGo employee who truly goes above and beyond in their day-to-day work? Nominate an employee TODAY for recognition in honor of Transit Employee Appreciation Day on March 18! Visit our [website](#) to share more details.

## Outreach Summary: March 2022

IndyGo continues to prepare communities and stakeholders for Purple Line construction.

In March, IndyGo hosted a pop-up drive-thru event ahead of the project's first major closures on East 38th Street. Motorists received Purple Line giveaways and a postcard with the latest update on 38th Street closures and detours along with free coffee. Another pop-up was held in Lawrence at Fitzgerald's Lunch House to prepare businesses and residents for a construction closure in the area. At the event, IndyGo team members raffled off gift cards and handed out free food and Purple Line giveaways.

IndyGo staff also canvassed neighborhoods near the first major closures on East 38th Street. Door hangers were placed at residences from Fall Creek to Keystone and from 38th Street to 34th Street.

In addition, Transit Ambassadors completed nearly 80 hours of volunteering in March to prepare riders for impacts to bus stops and routes. Shifts included riding the bus and providing information at Transit Talks held along the Purple Line.



### March Outreach Events:

Date	Name of Event
3/1/2022	Purple Line East 38th Street Pop-Up
3/4/2022	IndyGo Now Presentation
3/4/2022	Neighborhood Canvassing
3/5/2022	Micro Transit Open House and Community Event
3/9/2022	Purple Line Transit Talk: CAFE Indy
3/11/2022	Internal Tabling at CTC
3/15/2022	Purple Line Transit Talk: YMCA Avondale Meadows
3/15/2022	Purple Line Transit Talk: Benjamin Harrison YMCA
3/17/2022	Lawrence Purple Line Pop-Up
3/21/2022	Purple Line Open House: Lawrence
3/22/2022	Purple Line Transit Talk: East 38th Street Library



## Operations Division Report – March 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:** April 28, 2022

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### OPERATIONS DIVISION REPORT – March 2022

#### SERVICE PLANNING

##### SERVICE SCHEDULING:

The Operator Service Bid for June 12, 2022, is underway. Due to unprecedented staffing challenges caused by the ongoing COVID-19 pandemic, temporary service adjustments made in October will remain in place. Currently, no significant changes are planned.

##### LOCAL BUS STOP DESIGN & CONSTRUCTION:

IndyGo gave the notice to proceed with a local bus stop construction project on March 1. This includes seventeen stops along East 42<sup>nd</sup> St, North Post Rd, and North Mitthoefer Rd on the east side, along with twelve bus stops on the west side along Eagle Creek Parkway, High School Road, and West 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.

Additionally, the Indianapolis Public Transportation Foundation, in coordination with IndyGo Service Planning staff, was recently awarded a \$500,000 grant from the City of Indianapolis Department of Public Works through the Indy Neighborhood Infrastructure Partnership program. These funds will be used to support the design and construction of safe crossings to bus stops along Lafayette Road, between 16<sup>th</sup> Street and 30<sup>th</sup> Street.

##### COMPREHENSIVE OPERATIONAL ANALYSIS:

The 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 detour routing, and temporary bus stops to maintain service along the East 38<sup>th</sup> Street project corridor.

##### OPERATIONS PERFORMANCE MANAGEMENT:

The Operations Performance (OP) Team is working on the following initiatives

- In the final stage of testing the Operations Dept's specific needs for the AX, Dynaway, and Dynaway Analytics conversion to D365FO and PowerBI on May 2, 2022.
- Working with the Capital Projects Dept to help develop E-Builder reports for the Purple Line utilizing PowerBI to automate the reports from E-Builder.
- Calculated a 32.23% reduction in CO2 emissions for the IndyGo fleet from 2015 through 2021, and this analysis was used to apply for Government Bond Funds.
- Reported the 2021 parts used for each bus type by month from the Storeroom (Parts Dept.). This report allowed the Maintenance Dept and Storeroom to adjust the # of Min/Max required parts and pre-ordering parts with long delivery lead times. This will result in a reduction in production stop times due to parts delays.
- Testing a customized legacy application for the Battery-Electric Buses (BEB) that will allow real-time decisions for the initial bus assignment and/or used while the bus is in route to determine if an inductive charge will be required to complete the route in various weather conditions. Calculations are based on - the present State of Charge (SOC), High & Low temperate for that day, Bus and Block number.

FIXED ROUTE RIDERSHIP:

Mar-21	Mar-22	% Change	IndyGo Fixed Route Ridership	2021	2022	% Change
7,078	5,076	-28.3%	<b>2 E. 34th St.</b>	17,839	14,021	-21.4%
16,629	18,493	11.2%	<b>3 Michigan St.</b>	42,811	48,295	12.8%
5,385	5,199	-3.5%	<b>4 Fort Harrison</b>	14,210	13,455	-5.3%
8,005	10,733	34.1%	<b>5 E. 25th</b>	21,086	26,865	27.4%
5,586	6,130	9.7%	<b>6 N. Harding</b>	13,926	15,956	14.6%
76,126	72,020	-5.4%	<b>8 Washington St.</b>	206,862	195,433	-5.5%
48,278	50,072	3.7%	<b>10 10th St.</b>	126,395	135,844	7.5%
2,482	2,405	-3.1%	<b>11 E. 16th St.</b>	6,525	6,993	7.2%
1,865	1,693	-9.2%	<b>12 Minnesota</b>	4,933	5,119	3.8%
1,447	1,579	9.1%	<b>13 Raymond</b>	3,936	4,104	4.3%
3,609	3,516	-2.6%	<b>14 Prospect</b>	9,756	8,615	-11.7%
7,902	7,623	-3.5%	<b>15 Riverside</b>	20,319	19,978	-1.7%
7,257	7,448	2.6%	<b>16 Beech Grove</b>	18,895	19,210	1.7%
3,123	3,154	1.0%	<b>18 Broad Ripple</b>	8,048	8,090	0.5%
11,933	13,014	9.1%	<b>19 Castleton</b>	32,472	34,004	4.7%
10,548	9,109	-13.6%	<b>21 East 21st St.</b>	26,215	26,139	-0.3%
8,758	6,345	-27.6%	<b>24 Mars Hill</b>	23,570	17,151	-27.2%
7,650	6,377	-16.6%	<b>25 W. 16th St.</b>	20,194	16,174	-19.9%
8,764	8,597	-1.9%	<b>26 Keystone</b>	22,890	22,282	-2.7%
6,132	5,662	-7.7%	<b>28 St. Vincent</b>	16,559	15,449	-6.7%
4,095	4,092	-0.1%	<b>30 30th St.</b>	10,282	10,947	6.5%
6,277	5,866	-6.5%	<b>31 Greenwood</b>	16,276	15,390	-5.4%
14,932	14,821	-0.7%	<b>34 Michigan Rd.</b>	37,895	38,216	0.8%
19,665	20,604	4.8%	<b>37 Park 100</b>	51,424	54,235	5.5%
11,983	11,665	-2.7%	<b>38 Lafayette Square</b>	31,453	29,747	-5.4%
40,996	44,040	7.4%	<b>39 E. 38th St.</b>	108,123	120,223	11.2%
2,694	2,791	3.6%	<b>55 English</b>	7,034	6,891	-2.0%
6,503	4,915	-24.4%	<b>86 86th Street Crosstown</b>	17,100	12,022	-29.7%
6,685	7,007	4.8%	<b>87 Eastside Circulator</b>	17,391	18,211	4.7%
71,670	89,373	24.7%	<b>90 Red Line - BRT</b>	205,592	228,368	11.1%
967	884	-8.6%	<b>901 College - Local</b>	2,451	2,417	-1.4%
4,578	3,314	-27.6%	<b>902 County Line - Local</b>	12,371	9,872	-20.2%
21	71	238.1%	<b>Others</b>	70	723	932.9%
439,623	453,688	3.2%	Total	1,174,903	1,200,439	2.2%

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

## TRANSPORTATION SERVICES

### 90% CLUB:

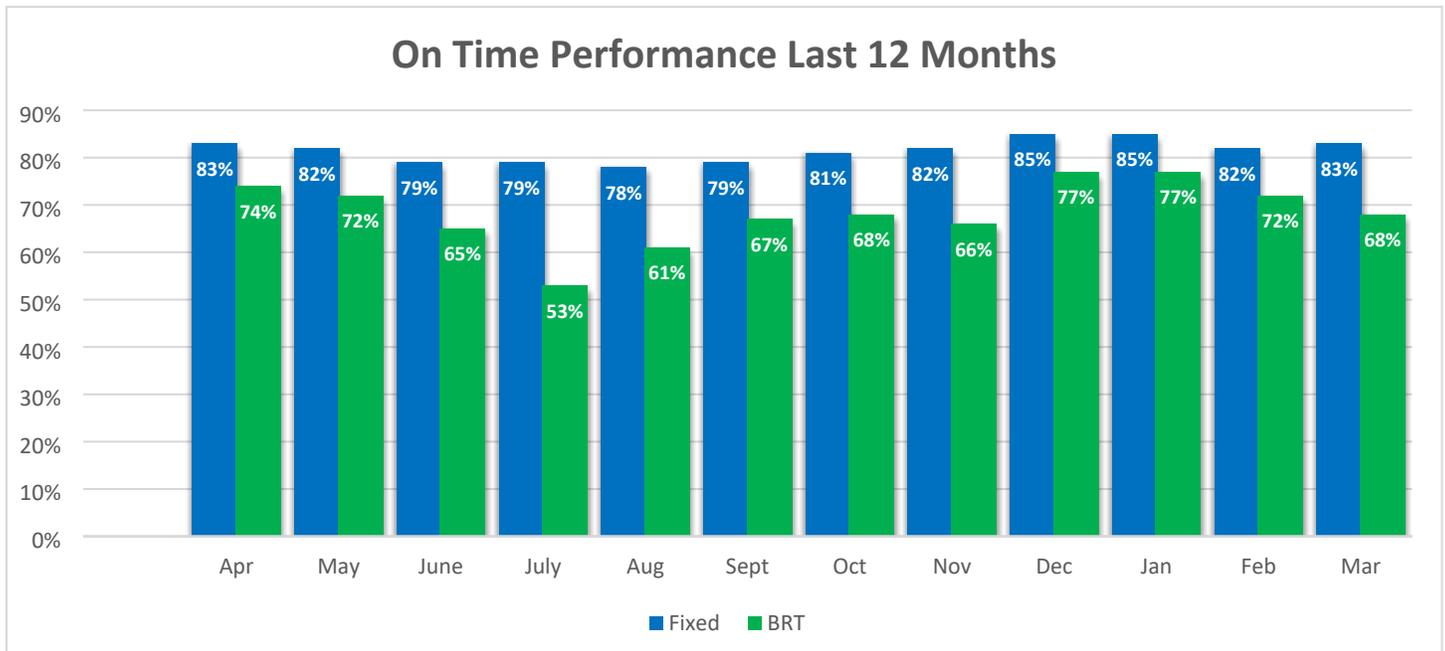
The following operators achieved an on-time performance rating of 90% or better during the month. The names are entered into a drawing held each month from this group of Operators. The winner receives an extra personal day.

The winner for March: Donald Ellison #1739

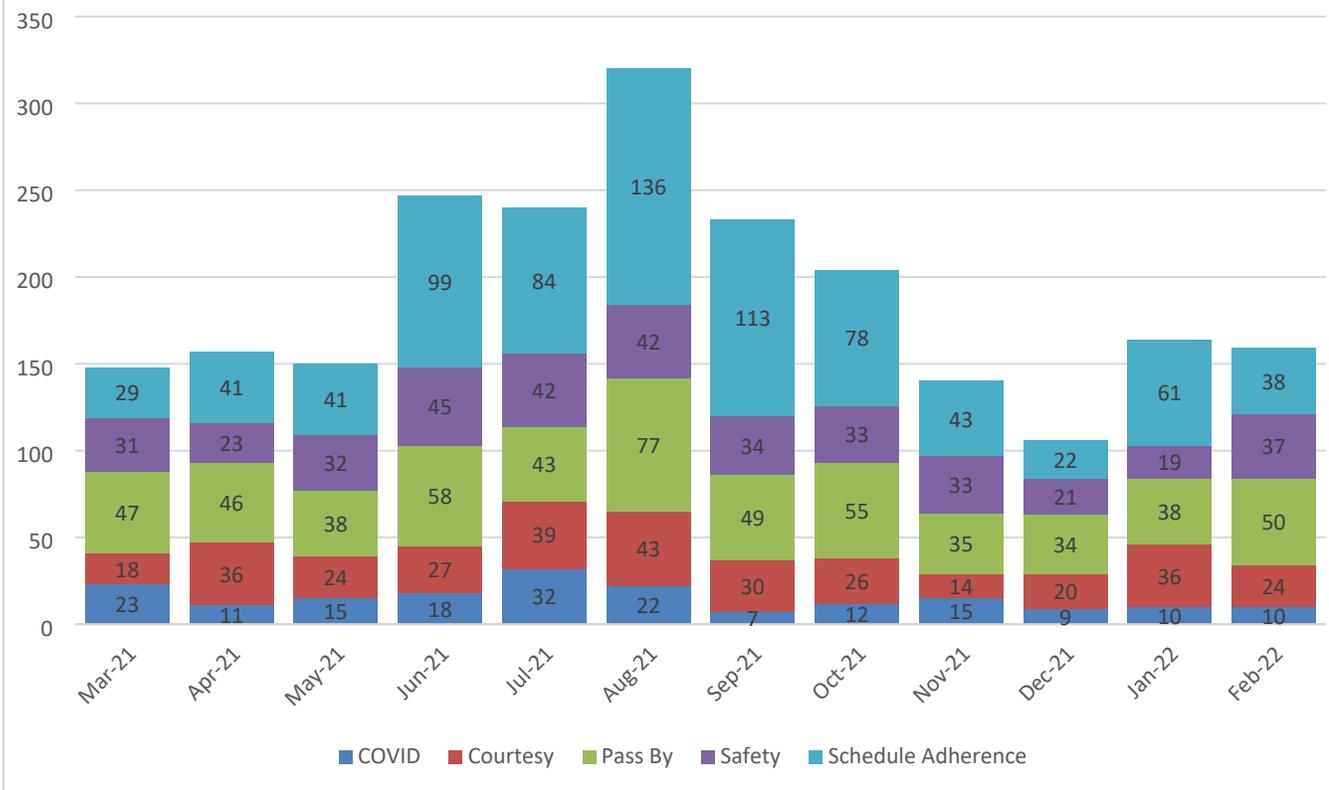
Howard, Jeffrey  
 Gardner, Onesha  
 Hinton, Lacreteria  
 Martin, Timothy  
 Patterson, Larry  
 Rowie, Robert  
 Amaya, Efrain  
 Appleton, Gavin  
 Carpenter Williams, Lakisha  
 Greene, Jeffery  
 Reintjes, Peter  
 Jones, Shirley  
 San Pedro, Enrique  
 Barnes, Nathan  
 Brooks, Ronnie  
 Ellison, Donald  
 Fileds, Kila

Ford, Wanda  
 Holman, Stephanie  
 Mcleod, Timothy  
 Simmons, Bonnie  
 Young, Samuel  
 Blow, Royetta  
 Duncan, Scott  
 Frierson, Razheana  
 Green, Nichelle  
 Moss, Shapaul  
 Murray, Beth  
 Thein, Stephen  
 White, Anthony  
 Wilson, Patricia  
 Bradford, Keary  
 Burke, Adam  
 Clark, Shawn

Cox, Sean  
 Goudiaby, Mamadou  
 Gray, James  
 Grimmer, Jeremy  
 Hazen, William  
 Jackson, Calvin  
 Kittrell, Patricia  
 Knox, Alvin  
 Mitchell, Anthony  
 Rosario Gonzalez, Dilexi  
 Rutherford, Lester  
 Sims, Dewayne  
 Taylor, Richard  
 Tealer, Lavelle  
 Turner, Lashonda



**YTD Fixed Route Comment Mar 2021-Feb 2022**



**VEHICLE MAINTENANCE AND FACILITIES SERVICES**

FACILITIES:

The Marion County Health Department (MCHD) has hosted a COVID vaccination and booster Site at the Julia M. Carson Transit Center for the last six months. The MCHD satellite location at the transit center is open three days a week -Tuesday, Wednesday, and Thursday. They continue to report steady traffic and will continue to offer the service through spring.

The Facility department worked with the Public Affairs department to set up pop-up sites for free coffee sites and information promoting the upcoming Purple Line Route.

First quarter recycling efforts collected:

3,594 gallons of used oil

304 gallons of used antifreeze

9 fifty-five-gallon drums of used filters and used fuel filters

The month of March provided longer daylight hours producing a substantially higher output from the 4,300-panel solar array on the roof at 1501. The KWH savings of \$10,008 for the first quarter.

FLEET SERVICES:

There were 193 buses detailed in March. The goal is to detail every bus at least once per month.

There were 22 vehicle requests in March for the motor pool.

IPTC has logged 2,089,305 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2022</b>	700,999	650,213	739,093										<b>2,089,305</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**

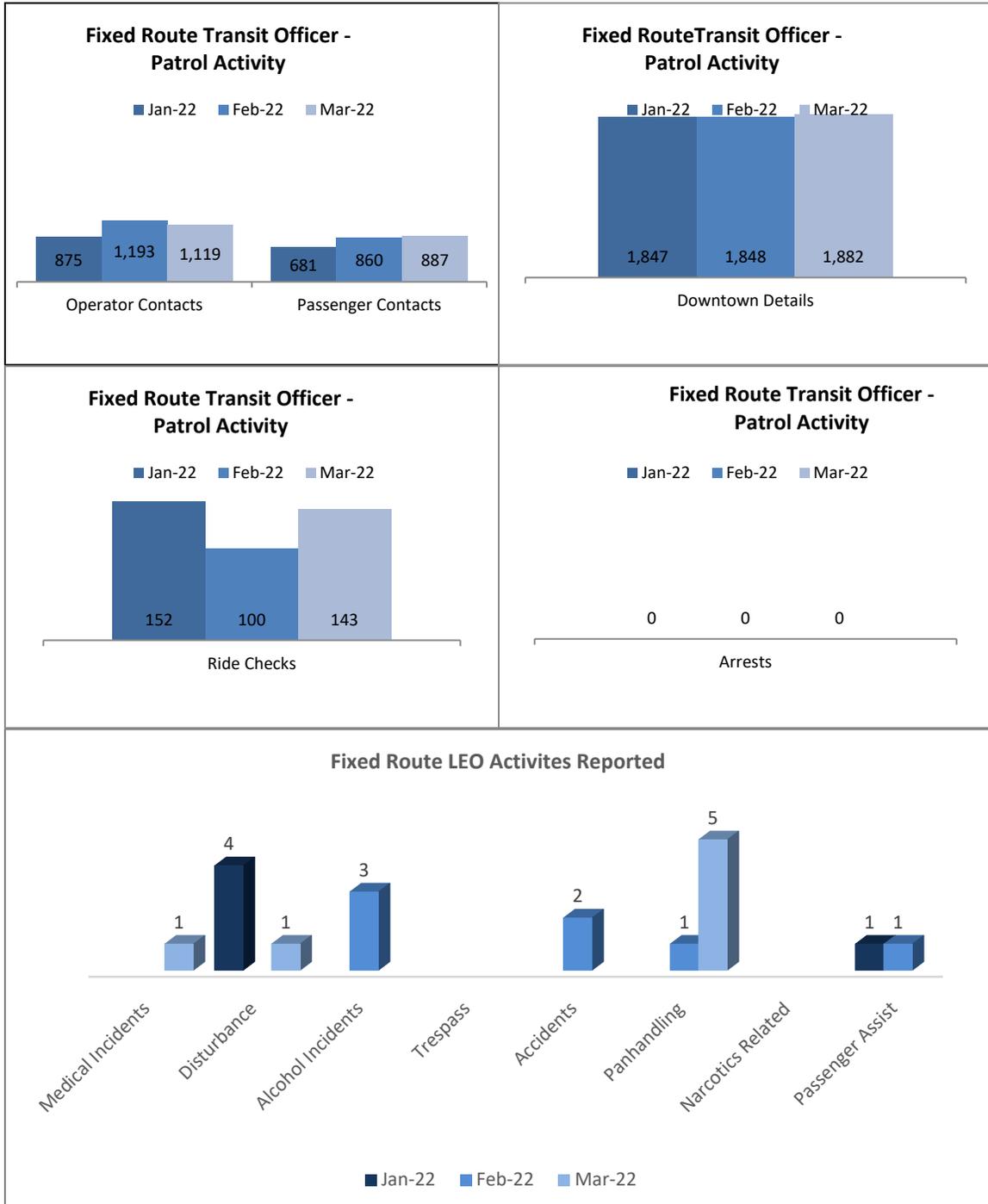
Mean Distance Major Systems Failures												
Mean Distance Between All Systems Failures												
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
<b>MAJOR</b>	4848	4388	<b>4436</b>									
<b>ALL</b>	4377	3920										
	2021/1	2021/2	2021/3	2021/4	2021/5	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

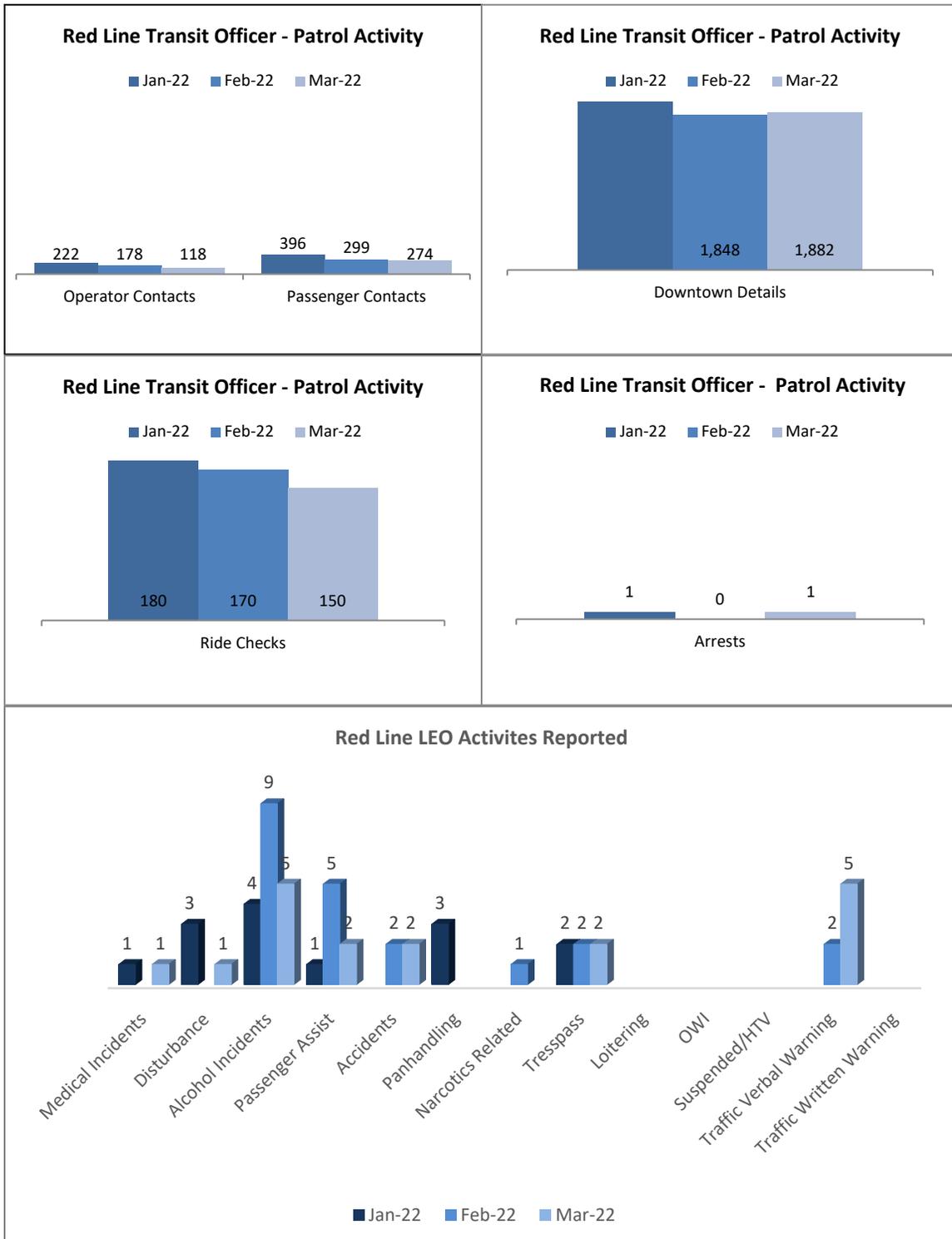
## SECURITY AND TRAINING

### 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.

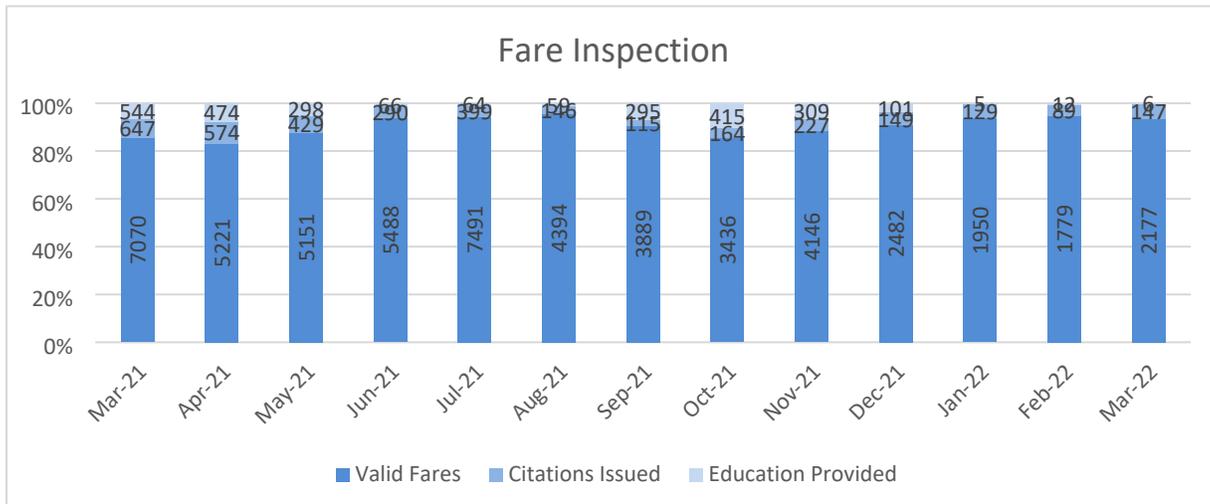


**RED LINE SECURITY:**



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:



March	Passenger Contact	Notifications	Educations
<b>Monthly</b>	2177	147	6
<b>Weekday</b>	1920	125	6
<b>Saturday</b>	172	22	0
<b>Sunday</b>	85	0	0

2022 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	5906	365	23
<b>Weekday</b>	5104	313	21
<b>Saturday</b>	478	51	2
<b>Sunday</b>	324	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.

In March, the Security Department participated in a demo of a mass notification system called Everbridge. Everbridge is a Critical Event Management platform that uses technology to take manual processes and automate them. Amplifying ad hoc data feeds to provide richer intelligence and correlating threats with locations of assets and people, ensures more rapid and comprehensive incident assessment and remediation. Other transit agencies use this system throughout the US, such as VTA in Santa Clara, MTA in New York, Capital Metro in Austin, etc. The team plans on doing another demo for a larger group of the management team in April.

Members of the Security Team and other management members visited the Indiana Department of Transportation (INDOT)/Indiana State Police (ISP) Traffic Management Center on the east side of Indianapolis. The visit allowed IndyGo to see how the INDOT and ISP use their system of cameras

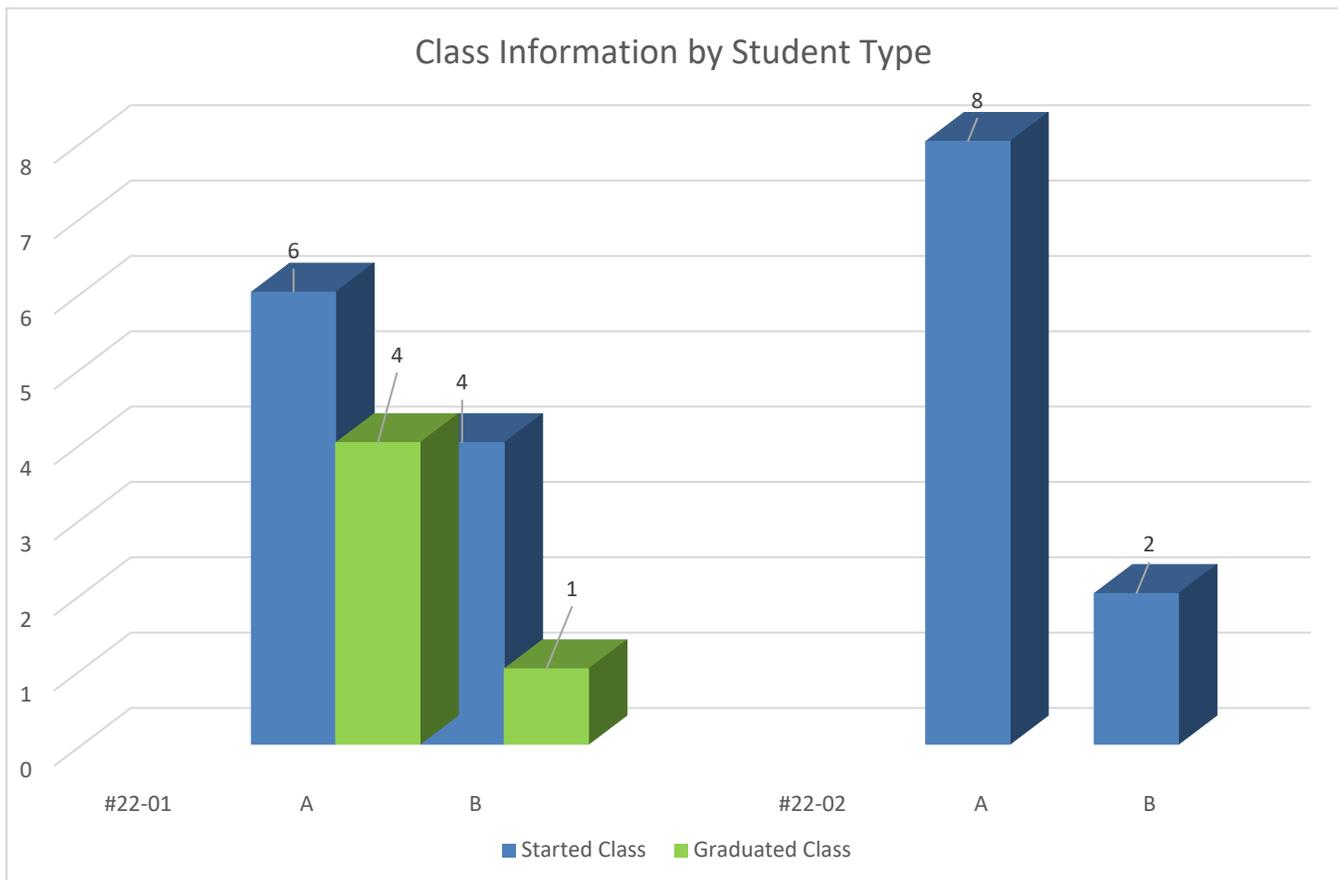
and staff to monitor the traffic and other items for the Indianapolis area. They were also able to show the group the technology they were using and their partnership with each other.

Security and safety leadership attended the following:

- meeting with the Epilepsy Foundation of Indiana to discuss potential training that can be offered to IndyGo employees on seizure first aid. This training can be put in the IndyGo onboarding training and the yearly employee refresher in-service.

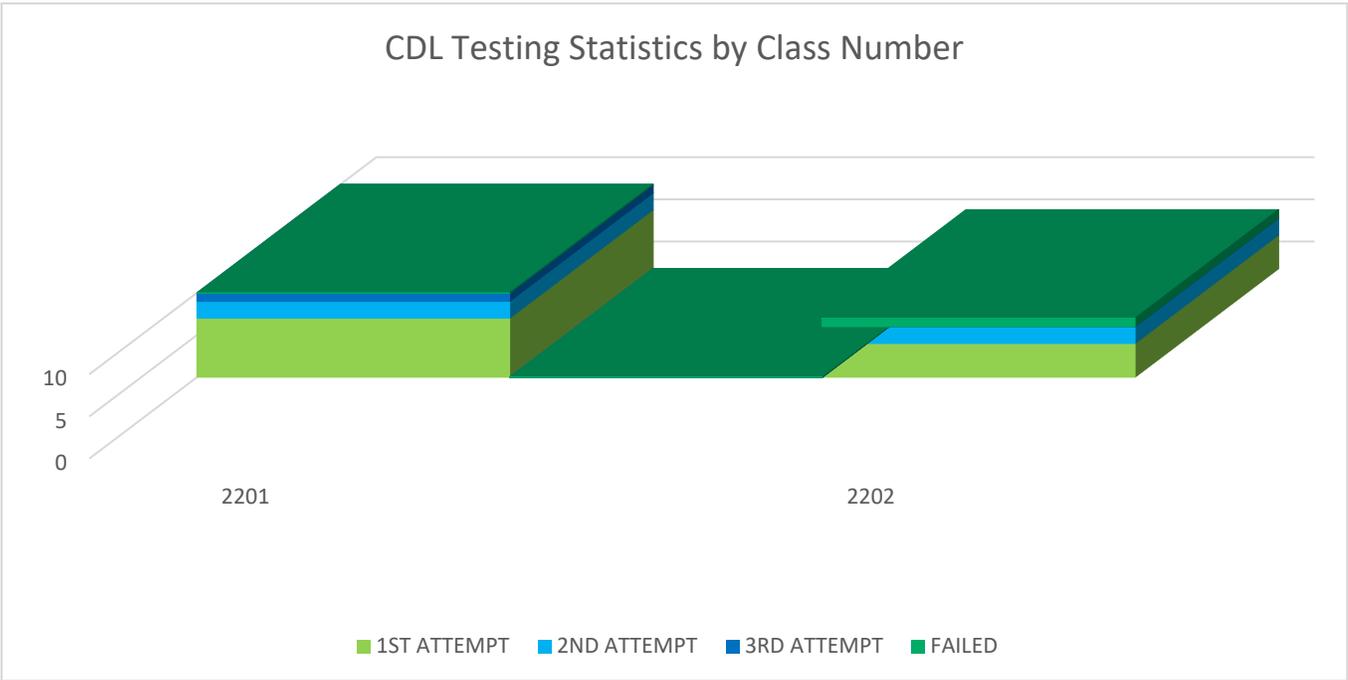
TRAINING:

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.

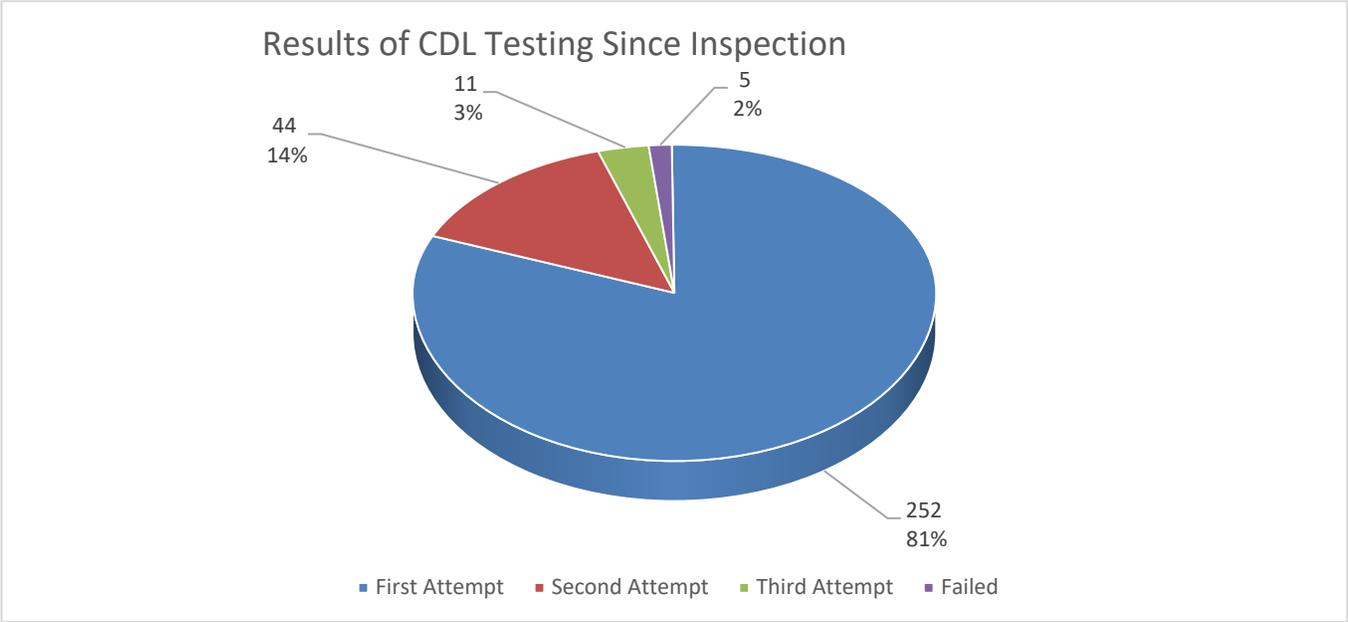


The IndyGo Training Department trains new employees that are hired without a CDL license. This training includes vehicle knowledge, pre-trip inspection knowledge, vehicle driving skills practice (on a closed course), and on-road driving skills. Those students will then be taken to a State-approved testing 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.

CDL Testing Statistics by Class Number



Results of CDL Testing Since Inspection



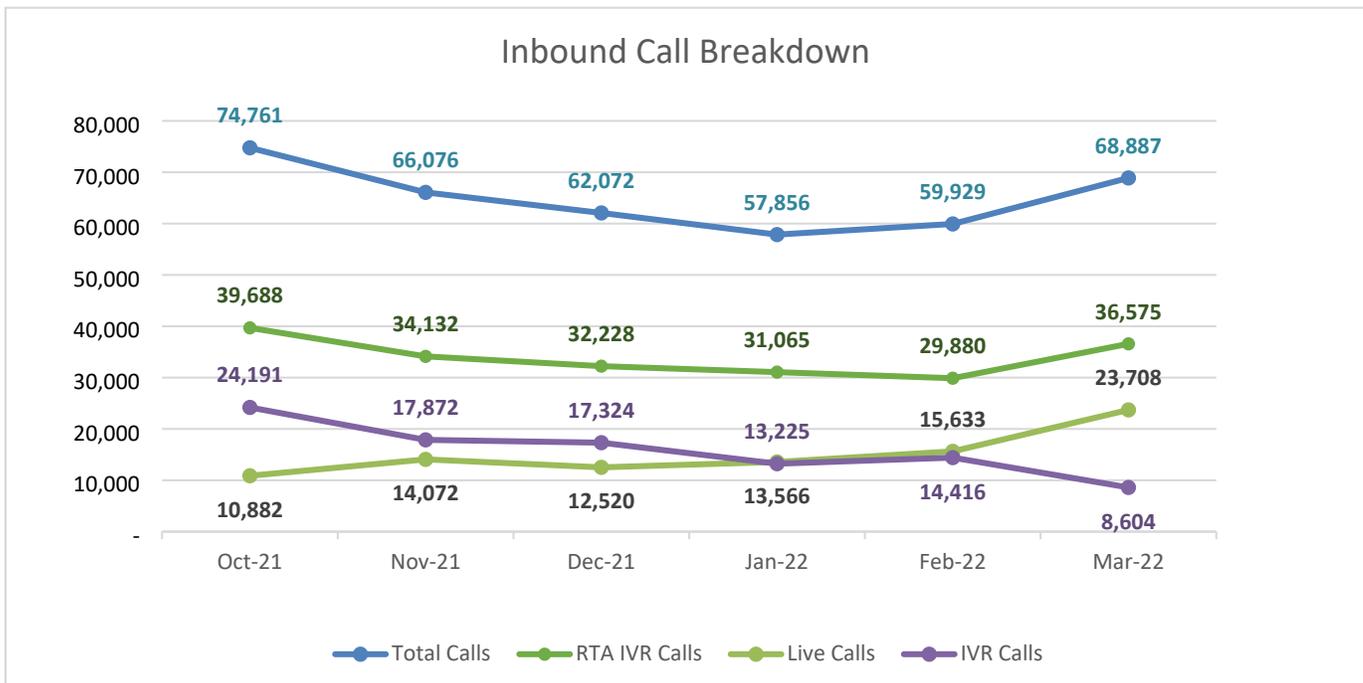
IndyGo Fixed Route Operator Class 22-01 began on January 10, 2022 with seven (7) Trainee A’s and four (4) Trainee B’s. to make a total of eleven (11). The Graduation ceremony was held on March 4th for the five (5) remaining operators.

Trainees for Class 22-02 began pre-trip/ skills training on 2-7-22 with Five (5) A’s. There were three (3) trainee Bs that joined them on 2-14-22 to make the total of eight (8) trainees. There was one Trainee A that did not continue due to medical issues. The remaining seven (7) were in the cadeting portion of the program at the end of the month.

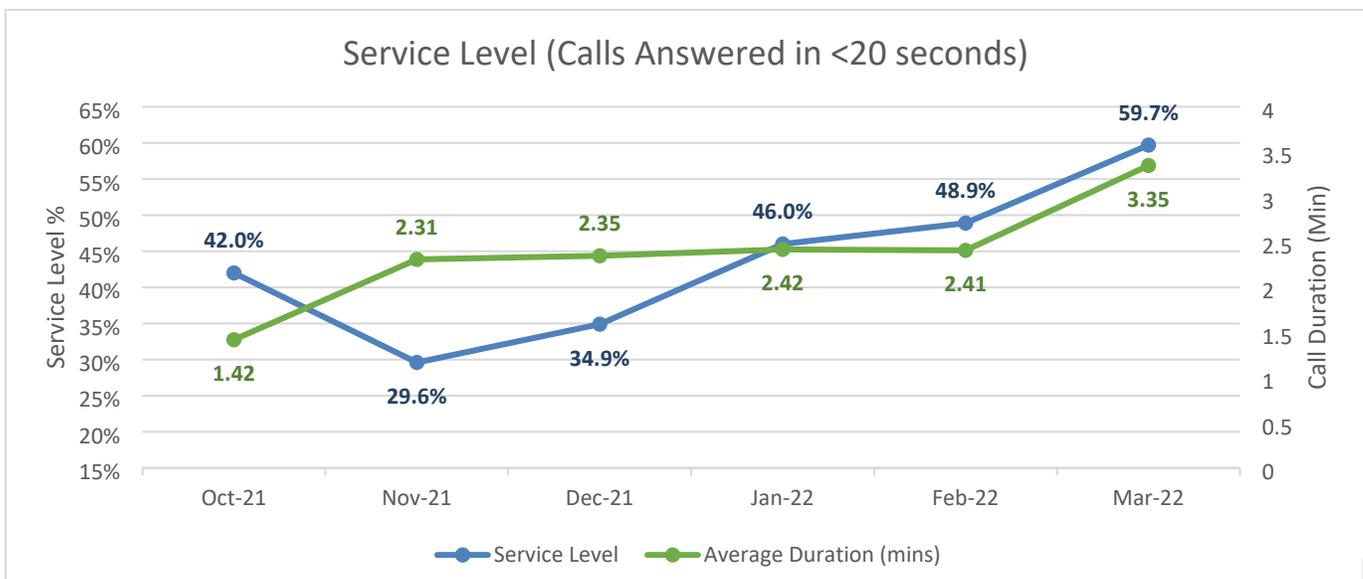
**MOBILITY SOLUTIONS –  
OPEN DOOR & CUSTOMER SERVICE**

CONTACT CENTER REPORT AND PARATRANSIT REPORT:

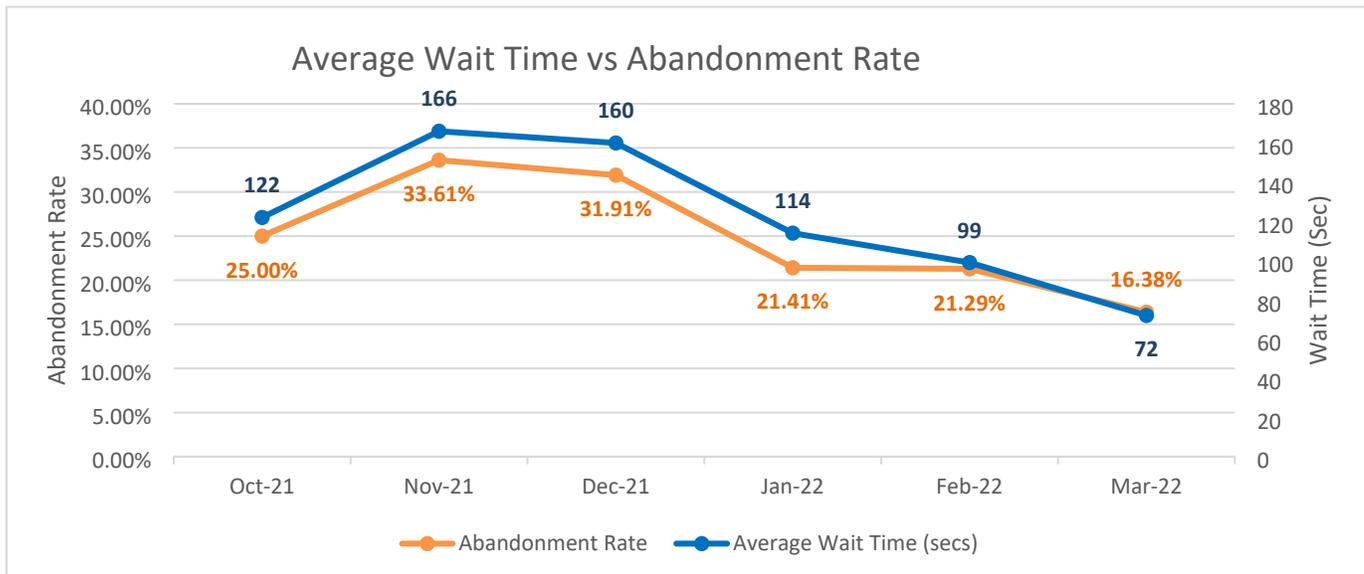
Overall total call volume has increased by approximately 14.9% from February to March. Interactive Voice Response (IVR) call volume experienced a decrease compared to last month.



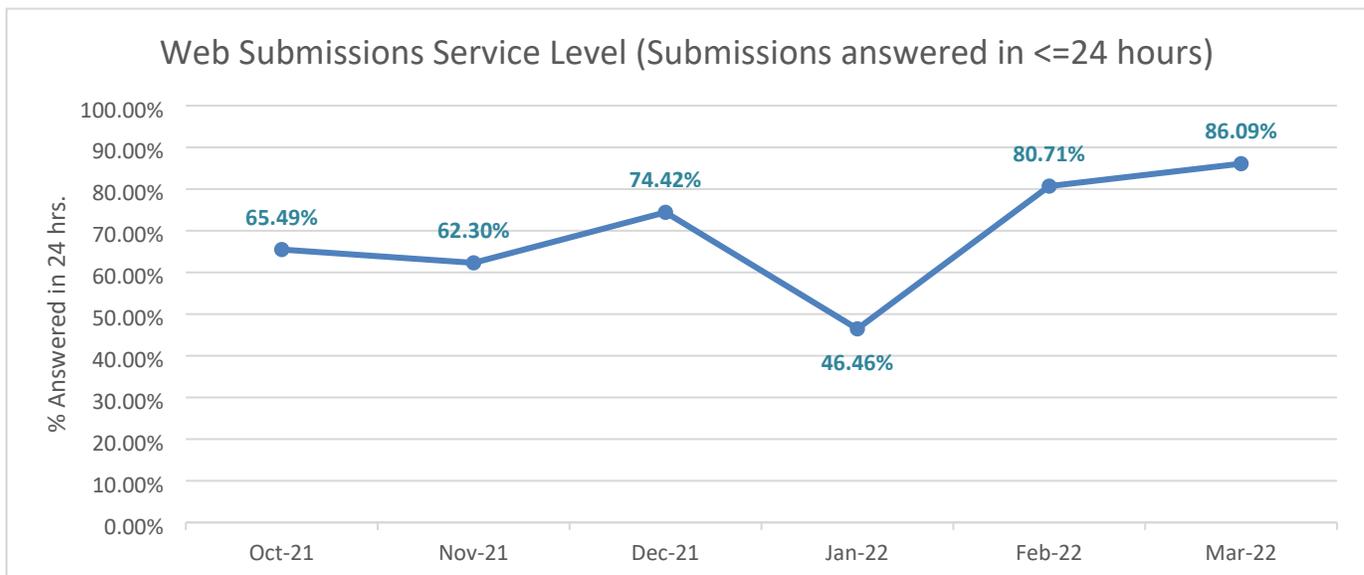
Our service level metric saw an increase for March and is moving back towards the goal of 80%. The average call duration has increased; however, it is still within the goal range of 3-5 minutes. RATP Dev has made recent staffing adjustments, positively impacting service levels.



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 March. This metric exceeded our goal of 85%. IndyGo Leadership meets regularly with RATP Dev to discuss staffing effects and expectations. This will continue to be monitored by IndyGo Care Center Leadership to continue the trend upward.

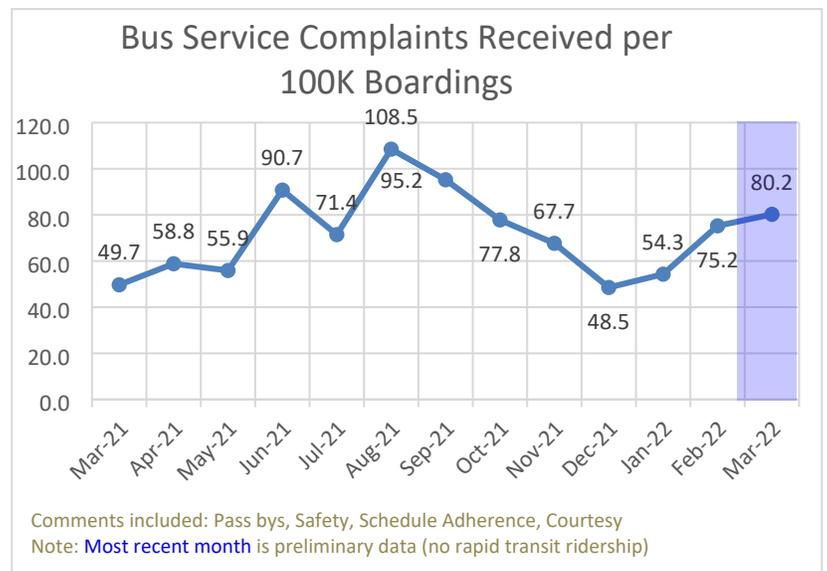
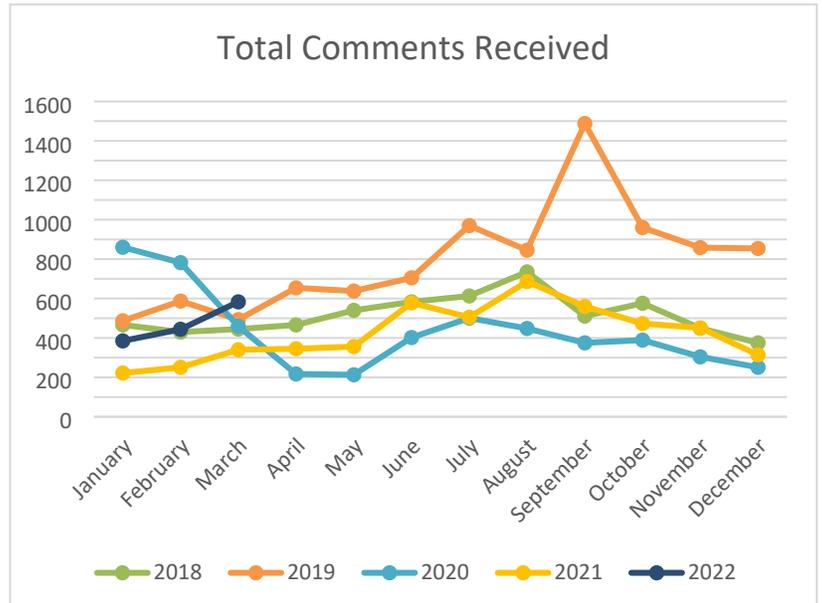


**RECEIVED COMMENT REPORT:**

The total number of comments received for March amounts to 583 and is the highest volume of comments received for March in the past four years.

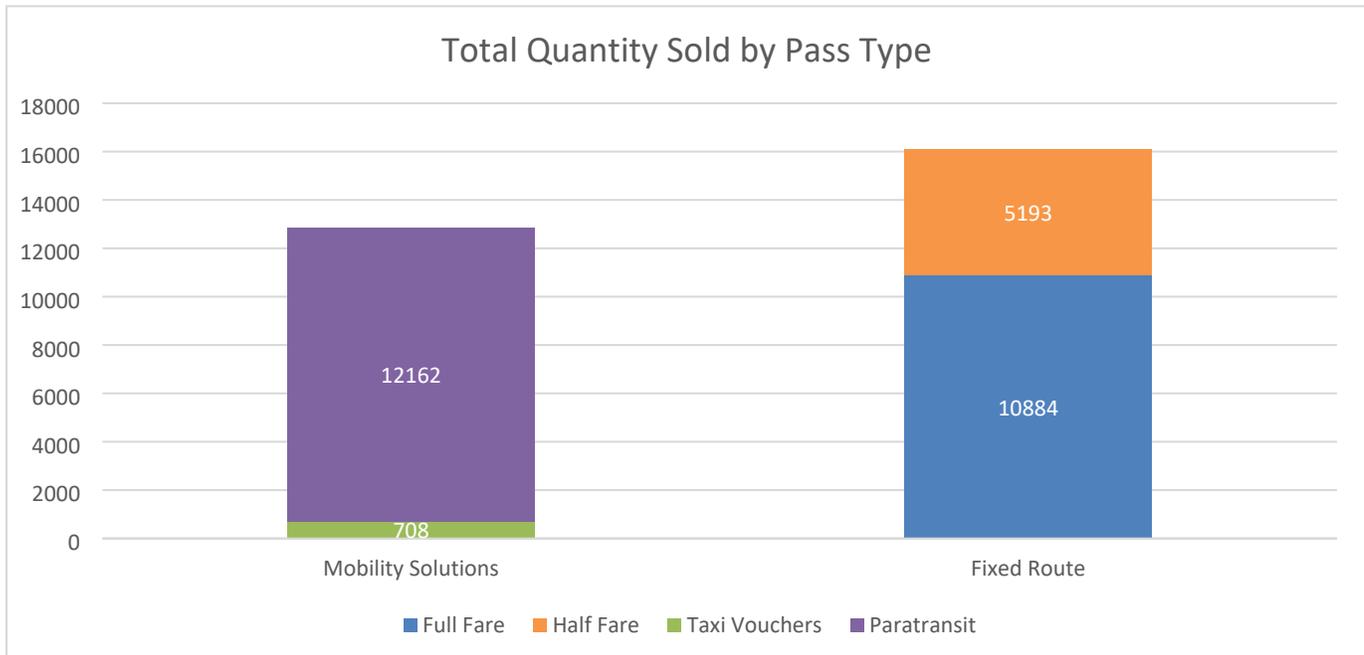
Within the comments received, Schedule Adherence is the largest category contributing to ~32% of the total comments for March. This will continue to be monitored by IndyGo Care Center Leadership, including increased Quality Assurance checks on calls.

Category	Count
Schedule Adherence	187
Safety	68
Pass By	58
Courtesy	51
Fares	26
Vehicle Maintenance	5
Customer Care Center	27
Covid	19
Wrong Information	13
Compliment	11
Request	24
Rules	16
Marketing	4
Route	10
Security	9
Suggestion	5
Facility Maintenance	5
Bus Stop	12
Detour	3
ADA	7
Fulfillment	5
Denial	9
Well Trans	2
Civil	4
Purple Line	1
USURV	1
<b>Total</b>	<b>444</b>



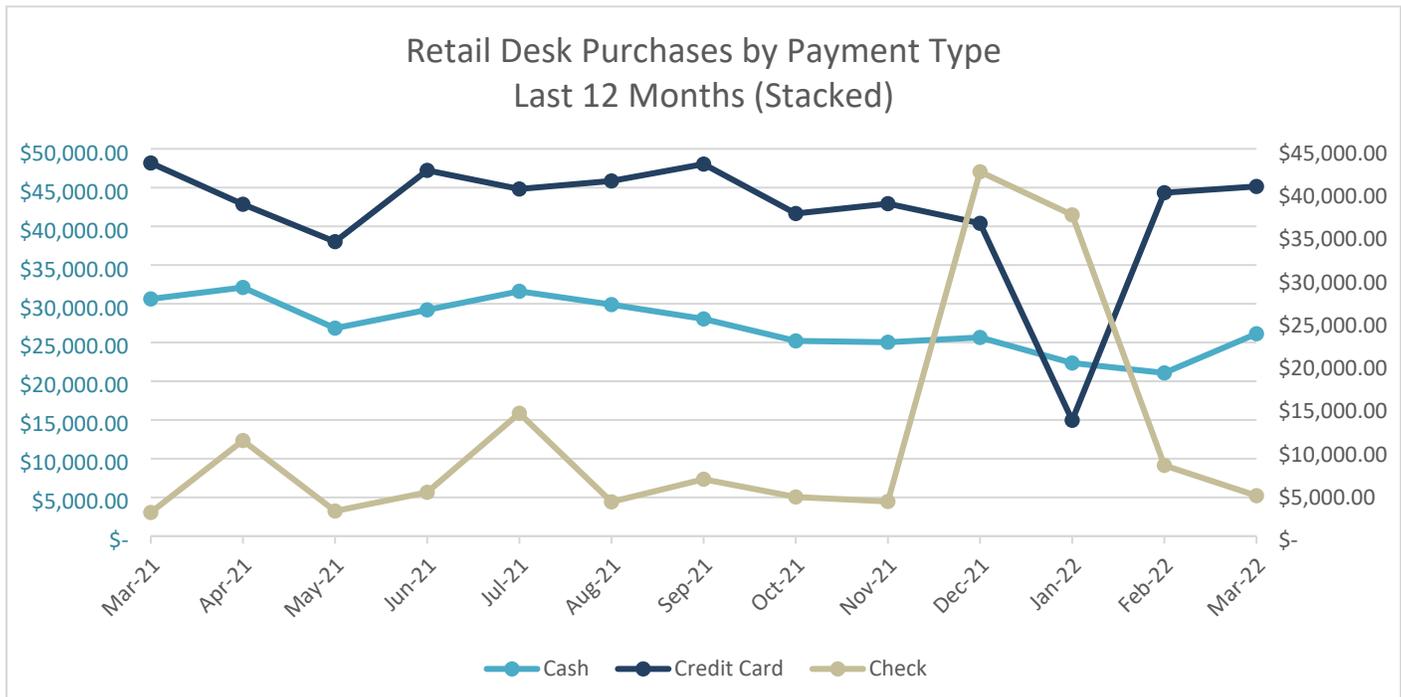
**RETAIL CENTER AND SALES REPORT:**

Total Quantity of Passes Sold: 28,947



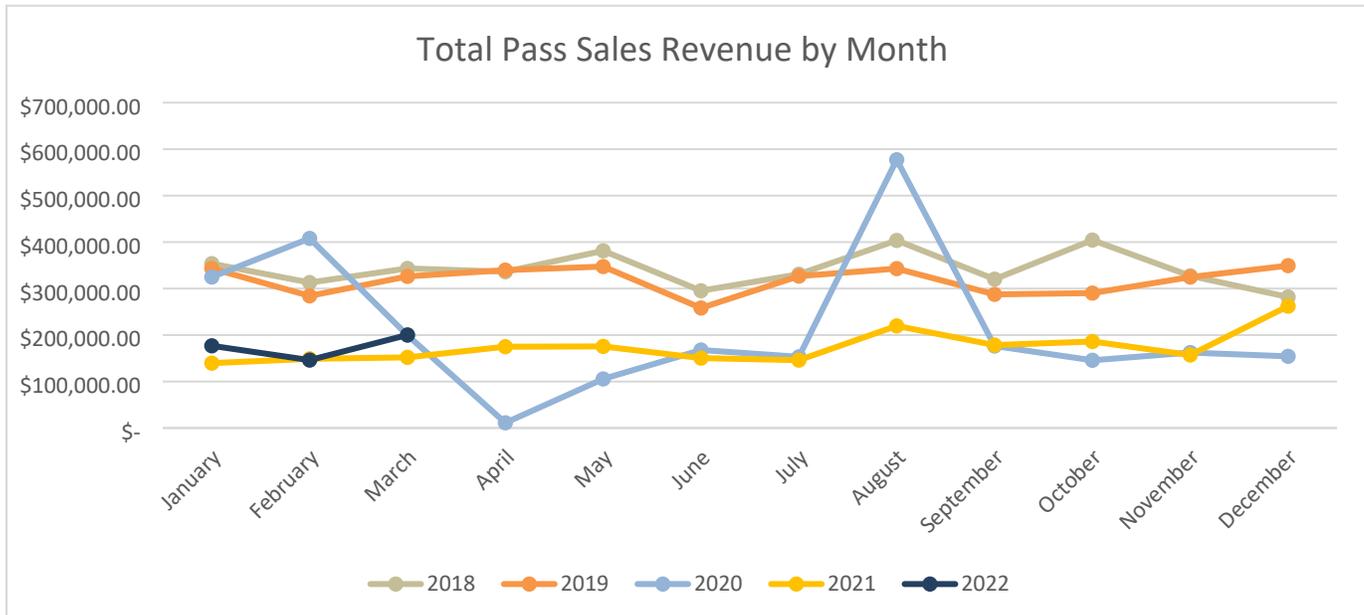
**Payment Breakdown:**

The Customer Care Center Retail Desk experienced increased cash and credit card sales. Check sales experienced a 42.8% decrease for March. IndyGo Care Center Leadership will continue to monitor all payment types.



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

Total pass revenue increased from February to March. An increase in pass sales could be attributed to the increase in ridership from February to March.



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	92,607	29	28
March	11,078	6,181	114,608	32	31
April					
May					
June					
July					
August					
September					
October					
November					
December					
<b>Total</b>	<b>17,755</b>	<b>10,149</b>	<b>187,255</b>	<b>30</b>	<b>59</b>

## 2021 Paratransit Data

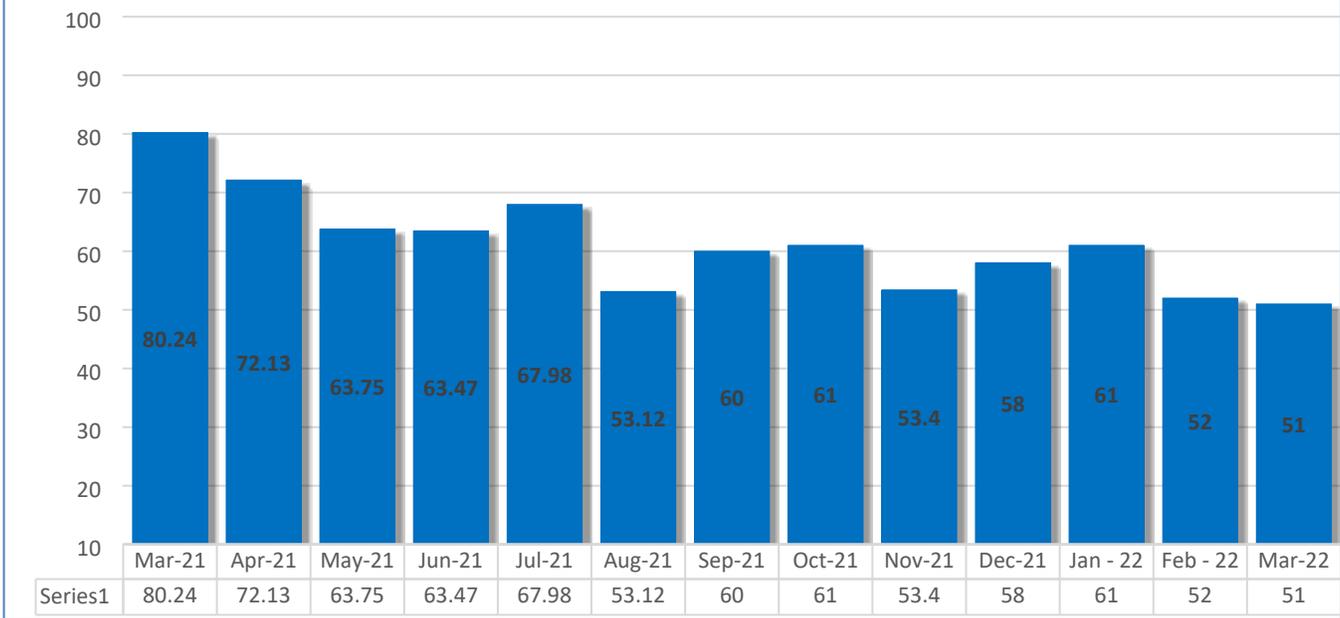
<b>Paratransit</b>	<b>Unlinked Passenger Trips</b>	<b>Vehicle Revenue Hours</b>	<b>Vehicle Revenue Miles</b>	<b>Vehicles Operated in Max Service</b>	<b>Number of Days of Regular Service Operated</b>
January	11,558	6,555	120,345	39	31
February	10,574	6,005	111,889	39	28
March	12,987	7,213	133,968	38	31
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
<b>Total</b>	<b>135,119</b>	<b>75,557</b>	<b>1,408,046</b>	<b>39</b>	<b>365</b>

### OPEN DOOR CUSTOMER COMMENTS:

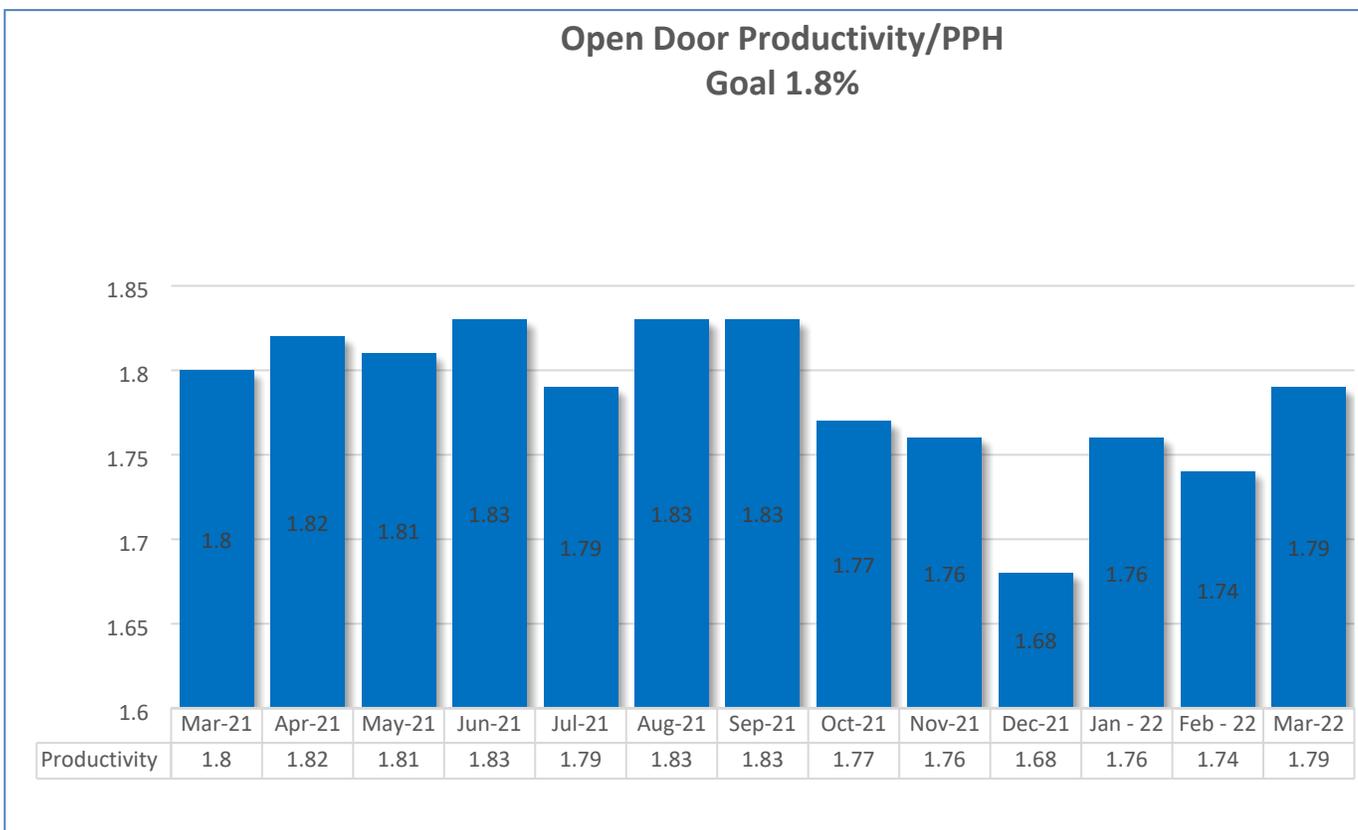
Open Door customers are encouraged to contact the customer care center to voice a comment. All comments are investigated and provided to our paratransit contractor to coach employees—the goal: is to improve service while delivering safe, reliable, and courteous transportation.

<b>Comment Category</b>	<b>Count of Comment</b>
SCHEDULE ADHERENCE	132
WRONG INFORMATION	8
SAFETY	8
COURTESY	7
COMPLIMENT	6
RULES	3
ROUTE	3
REQUEST	2
WELLTRAN	2
SECURITY	2
USURV	1
DISCRIMINATION - TITLE VI	1
FARES	1
CUSTOMER SERVICE CENTER	1
PASS BY	1
SUGGESTION	1
<b>Grand Total</b>	<b>179</b>

### Open Door On Time Performance Goal 94%



### 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.

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	32	50	82	0	0	0
FEB	34	46	80	0	0	0
MAR	61	56	117	0	0	0
APR						
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	127	152	279	0	0	0

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	22	38	60	0	0	0
FEB	29	33	62	0	0	0
MAR	46	42	87	0	1	0
APR	47	42	89	0	0	1
MAY	34	40	73	0	0	1
JUNE	35	58	91	0	1	2
JULY	28	54	82	0	0	2
AUG	80	49	128	0	0	2
SEPT	50	49	99	0	0	0
OCT	46	54	100	0	0	0
NOV	44	33	77	0	0	2
DEC	45	44	89	0	0	1
Total	506	536	1037	0	2	10

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP
JAN	0	0	32	49	0	1
FEB	0	0	34	46	0	0
MAR	0	0	61	55	1	0
APR						
MAY						
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	0	0	127	150	1	1

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP
JAN	21	1	0	36	2	0
FEB	29	0	0	33	0	0
MAR	44	2	0	40	1	0
APR	47	0	0	42	0	0
MAY	30	2	1	40	0	0
JUNE	32	1	1	57	0	0
JULY	27	1	0	53	1	0
AUG	26	0	53	46	0	3
SEPT	0	0	50	48	0	1
OCT	0	0	46	53	1	0
NOV	0	0	44	32	1	0
DEC	0	0	45	42	1	1
Total	256	7	240	522	7	5

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	4,266
February	720	539	626	529	1,409	1,209	5,032
March	650	838	643	635	1,470	1,556	5,792
April							
May							
June							
July							
August							
September							
October							
November							
December							
	2,030	1,957	1,841	1,769	3,703	3,770	15,070

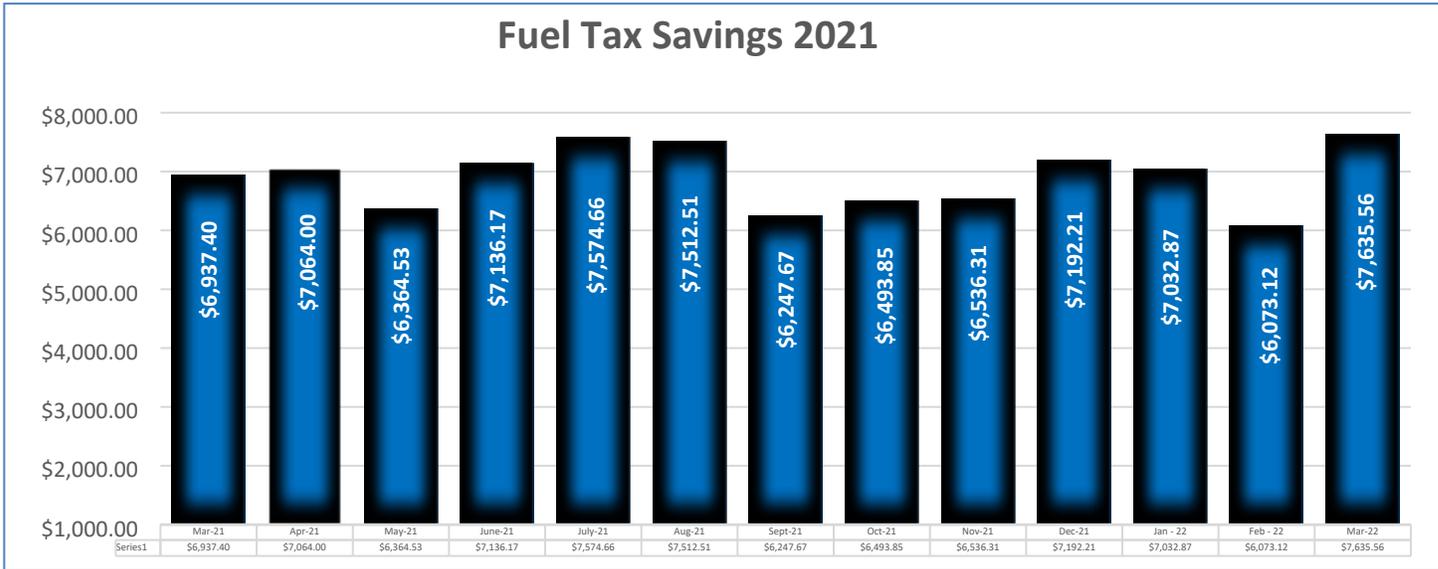
### 2021 Taxi Voucher Tracking

	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

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.

March 2022 savings from fuel excise taxes were \$7,635.56 (Fed Taxes = \$3,820.85 and State Taxes = \$3,814.71.)

**Total annual savings is \$20,741.55**



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

## Human Resources Division Report – March 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:** April 28, 2022

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### CONSIDERATION OF HUMAN RESOURCES REPORT MARCH 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. Mask Mandate Lifted:** On April 18, 2022, a federal district court struck down the mask mandate for public transportation issued by the U.S. Centers for Disease Control and Prevention (“CDC”). Following that decision, the Transportation Security Administration (“TSA”) announced that it will no longer enforce the mask mandate. Given the federal court decision and TSA announcement, IndyGo also lifted its mask mandate for employees and passengers. This means that passengers and IndyGo employees will no longer be required to wear a mask on IndyGo buses or on IndyGo property. The U.S. Department of Justice recently announced that it would appeal the decision, however, it will not seek a stay which is a legal maneuver to stop enforcement of the court’s order. IndyGo is monitoring whether the U.S. Department of Justice will file an appeal and we will update you as developments become available.
- 2. General COVID Update:** Since January 1, 2022, IndyGo has received 67 confirmations of a positive COVID-19 test. COVID-19 infections have tapered off as IndyGo has not received a positive confirmation in several 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.
- 3. Vaccine Data:** At this time, the IndyGo workforce currently has a vaccination rate of over 72%. As of April 2022, 63.7% of Marion County residents and 54.8% of Indiana residents are fully vaccinated.

### **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:	751
<b>b.</b> Total Union Employees:	538
<b>c.</b> Total Coach Operators:	404
<b>d.</b> Annual Coach Operator Turnover Rate:	31.83%
<b>e.</b> Total Non-Coach Operators Employees:	347
<b>f.</b> Annual Non-Coach Operator Turnover Rate:	25.46%
<b>g.</b> Annual IndyGo Employee Turnover Rate:	29.02%

- 2. New Processes:** Human Resources is delighted to advise that it has transitioned to a fully online, electronic onboarding system. All new employee hired by IndyGo will now complete onboarding documents online and Human Resources will no longer utilize paper documents for this process. All documents will be streamlined virtually. And new employees will be able to complete benefit selections online prior to their start date. This process will increase efficiency and the time from offer to start date. In addition to onboarding, Human Resources will implement a new orientation process beginning in June. Instead of a day long exercise, orientation will become virtual by utilizing the LMS system and employees will be responsible for completing various online tutorials within the first sixty days of employment. In lieu of a day long exercise, a monthly meet and greet will be

held once a month so that new employees can be introduced to department heads and the executive team.

- **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. Additionally, Human Resources hired a new Recruiter to increase its recruitment efforts. Jasmine Freeman joined Human Resources on April 27, 2022, as its new Recruiter. She has a wealth of experience recruiting candidates for CDL positions and came to IndyGo from Federal Express.

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## Diversity/Inclusion & Workforce Development Division Report – March 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:** April 28, 2022

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### Teammate Engagement:

- Blood Drive May 12 – updated flyer and email communication will be out by end of the week (April 22)
- Collaborating with Zena (Wellness Coordinator) on a Wellness Day for May – date TBD
- Indiana Fever for IndyGo employees to attend Jul 15<sup>th</sup> game – ticket sales information coming soon
- Summer Food Truck schedule is in progress: CTC will have a truck on Tuesday & 1501 will host a truck on Thursdays - May 31<sup>st</sup> – September 2<sup>nd</sup> (June 2<sup>nd</sup> there will not be a truck at 1501)

### Workforce Development:

- TIM Talk: Healthy Heart Habits with Zena Williams is Thursday, April 28 at 11 a.m.
- Six Sigma Green Belt and Aspiring Leaders participants are presenting their projects to Executive Team Members in April, May, and June
- Gregory S. Fehribach Center intern has been identified: engineering student Tyler Rawles, who is currently enrolled at Indiana State University but is transferring to Marian University. He will be working with Jennifer Pyrz and her team this summer.
- Career Mentors are assisting Providence Cristo Rey High School interns with their capstone projects, which detail the work they have done with IndyGo. There is also an appreciation luncheon for Career Mentors Friday, April 29 at 11:30 a.m.

### Diversity & Inclusion:

- Planning committee working on IndyGo's participation in the Indy Pride Parade and Festival on June 11
- New DEI Newsletter, the Route is available:  
<https://indygotransportation.sharepoint.com/sites/DiversityInclusion/SitePages/The-Route--Volume-1-Issue-5.aspx?web=1>
- Developing Climate Assessment Survey for APTA Racial Equity Commitment Program
- Creating RFP for DEI consultant in pursuit of DEI Strategic Plan

### Learning Management System:

- Yearly In-Service training (for company-wide training updates and OSHA required training) is currently in development with the Training & Safety departments. Our estimated timeline: learners begin the online portion in June/July and then the training department conducts the hand-on sessions in the fall utilizing the new facility and tools, if possible.
- Currently collaborating with the HR department to convert some PPT presentations into online training to make New Hire Orientation more flexible and streamlined. Topics include insurance benefits, drug, and alcohol training, EEO (for those involved in the hiring process), and more.
- We are in the preliminary stages of searching for a new LMS vendor. ADP is not currently meeting our needs with functionality, ease of use for instructors and managers, and availability of technical support.

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

### **Mentorship:**

- 3 Ongoing mentorship classes have been completed including the mechanic's portion, 1 last class is scheduled for April 20<sup>th</sup>, 2022
- May classes for the mentees will be in May
- May classes for inactive mentors will be in May
- New class graduation April 29<sup>th</sup>,2022, 6 drivers in total thus far
- New class graduation May 27<sup>th</sup>,2022, 5 drivers in total thus far
- Upcoming Louisville trip for the CTAA panel, May 11<sup>th</sup>-13<sup>th</sup>,2022
- Another meeting with Andrea Crowley from the Foundation is scheduled for April 20<sup>th</sup>, 2022. She is assisting us with ideas for receiving donations for the mentorship program and how to possibly enhance the program.

### **Apprenticeship:**

- Department of Labor registration form is in final revisions. The final submission will be by EOB Friday 4/22/2022.
- Apprentice Curriculum final draft will be completed and submitted to the Committee Wednesday 4/20/2022.
- The coordinators have been invited to speak at the CTAA conference in Louisville on May 12, 2022. They will be doing a Q&A about our apprenticeship program and the partnership with IvyTech Community College.

Respectfully submitted,

**Denise E. Jenkins-Agurs, MS.Ed.**

Vice President of Diversity & Inclusion and Workforce Development



## Supplier Diversity Division Report - March 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Compliance and Civil Rights Latosha N. Higgins  
**Date:** April 28, 2022

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### DISCUSSION:

“XBE” participation information is being compiled and will be presented at the May board meeting. Currently, IndyGo and the City of Indianapolis are working at decreased staffing levels.

The IndyGROW Vendor Development Program is on hiatus pending the hiring of a new Senior Supplier Diversity Officer and Supplier Diversity Specialist.

IndyGo is actively recruiting to fill the Senior Supplier Diversity Officer and Supplier Diversity Specialist positions.

### UPDATES/UPCOMING ITEMS:

IndyGo will participate in the City of Indianapolis’ virtual “XBE to DBE Certification Workshop” on Wednesday, May 11, 2022, and share information about upcoming projects.

Semi-Annual Report (June 2022)

2023-2025 Goal Methodology (August 2022)

### RECOMMENDATION:

Receive the report.

Latosha N. Higgins  
Director of Compliance and Civil Rights

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