



Board Report
June 23, 2022

www.IndyGo.net
317.635.3344

Page
Intentionally
Left
Blank

- 1. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - Richard Wilson, Adairius Gardner)
Finance Committee - Richard Wilson
Service Committee - Adairius Gardner
- 4. Consent Agenda** (Presenter - Greg Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on May 26, 2022
 2. A-2: Consideration and approval of RFP 22-03-440 IPTC website and maintenance & support services (Presenter - Lesley Gordon)
 3. A-3: Consideration and approval of IndyGo's, Public Transportation Agency Safety Plan (PTASP) yearly revisions for 2022 (Presenter - Brian Clem)
- 5. Regular Agenda** (Presenter - Greg Hahn)
 1. A-4: Consideration and approval of RFP 20-05-358 On-Call Planning Services, COA Phase III Task Order (Presenter - Brooke Thomas)
- 6. Information Items** (Presenter - Greg Hahn)
 1. I-1: Mobility Advisory Committee (MAC) update (Presenter - Mandla Moyo)
 2. I-2: Receipt of the Finance Report for May 2022 (Presenter - Bart Brown)
 3. I-3: Department Reports
- 7. Adjourn** (Presenter - Greg Hahn)

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

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

Page
Intentionally
Left
Blank

Awards & Commendation Recognition for May 2022

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: June 23, 2022

May 2022 Awards & Commendations

Employee	Position	Recognition
Treva Anderson	Coach Operator – Fixed Route	5 Years Safe Driving – Whole Career
Zara Hughes	Coach Operator – Fixed Route	May Operations Employee of the Month
Larry Patterson	Coach Operator – Fixed Route	Retiring after 22 years of service
James Green	Mechanic – Body Repair	Retiring after 38 years of service
Sarah Dufek	Transit Apprenticeship & Mentorship Coordinator	Leadership in Administration Excellence Award Winner
Shaker Mohammadtom	Support Technician II	Leadership in Administration Excellence Award Winner
Brooke Thomas	Director of Strategic Planning	Leadership in Administration Excellence Award Winner
Paul Williams	Senior Director of Facilities and Preventative Maintenance	Leadership in Operations Excellence Award Winner
Mike Roth	Senior Director of Mobility Solutions	Leadership in Operations Excellence Award Winner
Chauncyia Coleman	Director of Mobility Solutions	Leadership in Operations Excellence Award Winner
Tyrone Rowan	General Laborer	Leadership in Operations Excellence Award Winner
Thomas Coon	Manager – Service Planning	Leadership in Operations Excellence Award Winner
Geneisha Berry	Training Supervisor	Leadership in Operations Excellence Award Winner
Laura Beck	Coach Operator – Fixed Route	Coach Operator of the Year
Samuel Abebe	Coach Operator – Fixed Route	Coach Operator of the Year
William Hazen	Coach Operator – Fixed Route	Coach Operator of the Year
AARP Indiana		Indianapolis Public Transportation Foundation Partnership Award Winner

May 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 May 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>
Myron Cornett	1146	17	19
Mary Choctaw	6709	12	19
James Ballard	8589	7	9
Treva Anderson	8935	5	5
Christopher Fletcher	8701	5	8
Connie Joe Morton	8367	5	11
Juanita Davis	8576	4	9
ShaPaul Moss	9390	3	3
Onesha Gardner	9567	2	3
Terry Norfolk	9731	2	2
Donnisha Taylor	9960	1	1

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

Congratulations and Thank You!



Finance Committee Chairperson Report – June 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Finance Committee Chairperson Richard Wilson
Date: June 23, 2022

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
June 16, 2022

The Finance Committee met on June 16, 2022, at 8:30am. In attendance was, myself, Rick Wilson, Chairman of the Finance Committee, as well 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.

An item from the committee meeting I would like to highlight is Action Item A-2, approval of RFP 22-03-440 IPTC website and maintenance & support services. Vice President of Communications and Marketing Lesley Gordon presented this action item to the Finance Committee. IPTC underwent a complete website overhaul leading up to the opening of the Red Line and expansion of service outlined in the Marion County Transit Plan. IPTC's public facing website is essential for customer service, trip planning, communication and outreach about projects and programs, MyKey education, cross departmental processes, and service delivery. As we continue to expand and innovate our service our website needs to be a viable tool and resource for our riders and staff to easily access information and maintain ADA compliance. IPTC solicitation of this RFP was released April 6, 2022, and resulted in six proposals. Of those, three were found responsible and responsive. The evaluation committee conducted interviews with the top two proposals and Red Elephant digital media scored the highest. Matchbook Creative, Inc. a certified WBE was proposed to meet the eight percent XBE requirements for the bid as a subcontractor for the contract.

Mr. Chairman, that concludes my report.

Page
Intentionally
Left
Blank



Service Committee Chairperson Report – June 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Service Committee Chairperson Adairius Gardner
Date: June 23, 2022

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
June 16, 2022

The Service Committee met on June 16, 2022, at 10:00am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Hydre Abdullah.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1 & A-3 and Regular Agenda Item A-4.

An item from the committee meeting I would like to highlight is Action Item A-3, approval of IPTC's, **Public Transportation Agency Safety Plan (PTASP)** yearly revisions for 2022. Director of Risk and Safety Brian Clem presented this action item to the Service Committee. Congress requires operators of public transportation systems that receive FTA funds to develop and implement a Public Transportation Agency Safety Plan (PTASP) under (49 U.S.C. § 5329(d)), Final Rule (49 C.F.R. Part 673). The transit agency is to self-certify and submit their plan to their State Safety Oversight (SSO), U.S. Department of Transportation (DOT) and the Metropolitan Planning Organization (MPO) in lieu of a State Safety Oversight in Indiana. This plan must be approved by the Board of Directors, CEO, or the highest accountable executive annually. Failure to comply with this requirement subjects a recipient to a range of FTA enforcement options depending upon the circumstances, including, but not limited to, actions authorized by 49 U.S.C. § 5329(g) and 2 CFR §§ 200.339-.340. Penalties may include a recipient being ineligible to receive FTA grant funds until the recipient satisfies the requirements or FTA imposing more frequent reporting requirements until the recipient achieves compliance.

Mr. Chairman, that concludes my report.

Page
Intentionally
Left
Blank



May Board of Directors Minutes

IndyGo

May 26, 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, Matt Duffy, Inez Evans, Mary Ann Fagan, Adairius Gardner, Greg Hahn, Lise Pace, Jennifer Pyrz, Jill Russell

Members Present (Remote):

Brian Atkinson, Mark Emmons, Paul Williams

Members Absent:

Richard Wilson, Jr.

Staff Present (Remote):

Jeff Brown, Chauncyia Coleman, Lesley Gordon, Latosha Higgins, Denise Jenkins-Agurs, Stacey Metz, Mike Roth, Aaron Vogel

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

 [board cover 2022 May26.docx](#)

 [page intentionally left blank.pdf](#)

 [A AGENDA for May 26, 2022 Board Meeting.docx](#)

 [page intentionally left blank.pdf](#)

Chairman Greg Hahn called the meeting to order at 5:00pm. General Counsel Jill Russell called the roll. 5 members present in person. There was a quorum. Absent - Richard Wilson

2. Awards and Commendation (Presenters: Inez Evans)

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

 [A1 Risk and Safety Safe Drivers Board Report May 2022.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for April 2022. Recognized were safe drivers for April 2022, one Employee with 17 years of safe driving, April Operations Employee of the month, one Employee board appointment, IndyGo Safety Team for Certificate of Merit - Bus Safety Program Excellence 2022, one Employee for becoming Certified Corporate Wellness Coach & Certified Fitness & Nutrition, and the IndyGo Apprenticeship Program for being Nationally recognized Apprenticeship Program through the US Department of Labor.

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

Governance & Audit - Greg Hahn

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

 [A G&A Committee Chair Report May.docx](#)

 [page intentionally left blank.pdf](#)

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

 [page intentionally left blank.pdf](#)

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

 [page intentionally left blank.pdf](#)

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 April 28, 2022
 [A-1 April Board of Directors Minutes.docx](#)
 [page intentionally left blank.pdf](#)
2. A-2: Consideration and approval of Training Review (Presenters: Brian Atkinson)
 [A-2 May GA 2022 Training Review.docx](#)
 [A-2 May GA 2022 Training Review Report.docx](#)
 [page intentionally left blank.pdf](#)
3. A-3: Consideration and approval of RFP 22-02-436 industrial soap (Presenters: Paul Williams)
 [A-3 Industrial Soap 05.16.2022.docx](#)
4. A-6: Consideration and approval of Microsoft Dynamics Support contract (Presenters: Marcus Burnside)
 [A-6 Consideration and Approval of Microsoft Dynamics Support Contract v2.docx](#)
5. A-7: Consideration and approval of Non-Revenue vehicle purchase (Presenters: Cheryl Purefoy)
 [A-7 Non-Revenue Vehicles Action Item 5.2022.docx](#)
 [page intentionally left blank.pdf](#)
6. A-8: Consideration and approval of exterior cameras – East Campus facility (Presenters: Mark Emmons)
 [A-8 Exterior Cameras at the EC 5.2022 \(v2Clean\).docx](#)

Motion:

Approval of Consent Agenda

Motion moved by Lise Pace and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mary Ann Fagan - AYE, Hyde Abdullah - AYE, Lise Pace - AYE; Motion passed 4-0; Absent - Richard Wilson

5. Regular Agenda (Presenters: Greg Hahn)

1. A-4: Consideration and approval of a contract extension and a task order for Super Stops design services for Shrewsberry & Associates (Presenters: Matt Duffy)
 [A-4-Super Stops Design Services for Shrewsberry & Associates.docx](#)
The Marion County Transit Plan includes multiple local routes coming from the north and eastern parts of the city and converging at the Julia M. Carson Transit Center, many along Alabama and Delaware Streets. To speed and enhance local service through the Downtown area, IPTC be constructing eight total “Super Stops” near downtown Indianapolis, IN. The Super Stops consist of 9” raised platforms (for near level boarding) that are long enough to accommodate two 40’ buses at a time. They will have shelters (same shelters at other local bus stops – not Red Line shelters), real time arrival screens, and ticket vending machines. They will have railings along the backside to delineate the platform from the sidewalk. Two Super Stops are planned on each of the following roads: Alabama St, Delaware St, Fort Wayne Ave, and Vermont St. Shrewsberry & Associates was selected for On-Call Architectural & Engineering Services for Street Design in September 2017. This task order would be executed under that On-Call contract (RFQ 17-02-250). In addition to extending the overall master contract to May 31, 2024 (current expiration date is May 31, 2022), this task order will include utility coordination, finalizing design (including electrical and pavement design), construction procurement services, and construction services during construction for the remaining six Super Stops (two on Alabama St, two on Fort Wayne Ave, and two on Vermont St). It is anticipated that these design services will be completed by July 31, 2022, in preparation for a Fall construction bid. Construction is anticipated to occur in 2023, with substantial completion anticipated for Fall 2023.

Motion:

Approval of a contract extension and a task order for Super Stops design services for Shrewsberry & Associates

Motion moved by Lise Pace and motion seconded by Mary Ann Fagan. Adairius Gardner - AYE, Mary Ann Fagan - AYE, Hyde Abdullah - AYE, Lise Pace - AYE; Motion passed 4-0; Absent - Richard Wilson

2. A-5: Consideration and approval of Task Order #8 for 90% design of the Blue Line Bus Rapid Transit Project (Presenters: Jennifer Pyrz)

 [A-5 Blue Line Task Order 8 for WSP - Draft1.docx](#)

The Blue Line Bus Rapid Transit (BRT) project will be the third of three rapid transit lines in the City of Indianapolis/Marion County. It will connect the Indianapolis International Airport to the Town of Cumberland via downtown Indianapolis along Washington Street. IPTC Board of Directors awarded a task-order based contract to WSP in 2018. To date, funding has been awarded for seven task orders for the Blue Line design and NEPA work, for a total of \$10,189,915. This is a task-order based contract with specific scope and fee for each new task order negotiated individually. WSP's current task orders cover their work through 60% design. This task order will progress the design to 90% on Segments 2 through 5 of the project (east of Holt Road to Cumberland). A future task order will be necessary to address design progression at each terminus. 90% design is expected to be complete in May 2023. This task order will cover services from the design team required to progress plans from 60% to 90% completion, including any supporting survey, geotechnical engineering, utility coordination and right-of-way engineering associated with this level of design. Right-of-way acquisition activities will also be covered by this task order, as will preparation of an updated estimate of probable construction cost, to be delivered with 90% design plans. The WSP team will additionally support IPTC in preparation of the updated Small Starts Grant Application to Federal Transit Administration, which will be submitted Fall 2022.

Motion:

Approval of Task Order #8 for 90% design of the Blue Line Bus Rapid Transit Project

Motion moved by Mary Ann Fagan and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mary Ann Fagan - AYE, Hyde Abdullah - AYE, Lise Pace - AYE; Motion passed 4-0; Absent - Richard Wilson

3. A-9: Consideration and approval of HR and Payroll System - ADP contract (Presenters: Bart Brown)

 [A-9 Consideration and Approval of HR and Payroll System- ADP.docx](#)

IPTC currently uses ADP Workforce Now, ADP Selection, Payroll and E-Time. In 2017, according to procurement policy and procedure, IPTC sought competitive proposals for the service. Paycom was the awarded vendor and IPTC entered into a contract with this firm. Quickly, IPTC realized that there were significant gaps in the features and service that could be provided, and this contract was terminated. IPTC seeks to continue to employ up-to-date technology, that provides support for progressive business practices and provides greater flexibility in reporting. ADP continues to be a solution that proves right for IPTC. Additionally, ADP has not raised their rates with IPTC in the last three years. For this agreement, ADP offered 0% increase in their rates for FY2023, 2% increase in FY2024, and 2% increase in FY2025.

Motion:

Approval of HR and Payroll System - ADP Contract

Motion moved by Hyde Abdullah and motion seconded by Adairius Gardner. Adairius Gardner - AYE, Mary Ann Fagan - AYE, Hyde Abdullah - AYE, Lise Pace - AYE; Motion passed 4-0; Absent - Richard Wilson

6. Information Items (Presenters: Greg Hahn)

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

 [I-1 April 2022 Financials Summary Final 05.17.docx](#)

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

 [I-1 05-09-2022 Holdings.pdf](#)

 [page intentionally left blank.pdf](#)

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

 [page intentionally left blank.pdf](#)

The Board heard a financial update for April 2022 from Vice President of Finance/CFO Bart Brown.

2. I-2: Task order updates

 [I-2 WSP electrical and CDM Red Line.docx](#)

 [page intentionally left blank.pdf](#)

The Board received an update on additional task orders.

3. I-3: Review of Annual Refresh and proposed FY 2022 Audit Workplan (Presenters: Brian Atkinson)

 [I-3 May 2022 Governance and Audit Risk Universe Heat Map.docx](#)

The Board received the Review of Annual Refresh and proposed FY 2022 Audit Workplan update.

4. I-4: Microsoft Dynamics 365 upgrade

 [I-4 May 2022 D365 Upgrade.docx](#)

 [page intentionally left blank.pdf](#)

 [I-4 May 2022 D365 Upgrade Report.docx](#)

The Board received an update on Microsoft Dynamics 365 upgrade.

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

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

 [page intentionally left blank.pdf](#)

The Board received a Governance & Audit workplan status update.

6. I-6: Ethics Hotline summary report

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

 [page intentionally left blank.pdf](#)

The Board received an Ethics Hotline summary report.

7. I-7: Department Reports

 [I-7a Risk and Safety Board Report May 2022.docx](#)

 [I-7b Infrastructure Strategy and Innovation Report for May 2022.docx](#)

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

 [I-7d APR OPERATIONS DIV BOARD REPORT - May 2022.docx](#)

 [page intentionally left blank.pdf](#)

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

 [page intentionally left blank.pdf](#)

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

 [I-7g Supplier Diversity - May 2022..docx](#)

 [page intentionally left blank.pdf](#)

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

7. Adjourn (Presenters: Greg Hahn)

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 5:37pm.



Date: June 13, 2022
Current Meeting: June 23, 2022
Board Meeting: June 23, 2022

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Vice President of Communications and Marketing Lesley Gordon
SUBJECT: Consideration and approval of RFP 22-03-440 IPTC website and maintenance & support services

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC contract standards, we ask the Board to authorize the President/CEO to enter into a two-year contract with two one-year options with Red Elephant Digital Media for an amount not to exceed \$425,000.

BACKGROUND:

IPTC underwent a complete website overhaul leading up to the opening of the Red Line and expansion of service outlined in the Marion County Transit Plan. IPTC’s public facing website is essential for customer service, trip planning, communication and outreach about projects and programs, MyKey education, cross departmental processes, and service delivery. As we continue to expand and innovate our service our website needs to be a viable tool and resource for our riders and staff to easily access information and maintain ADA compliance. This vendor will need to have the staff and ability to keep up with industry standards and coordinate with our internal staff on any updates or website development we will need in the upcoming years that will include the launch of a new bus rapid transit line and the outreach for our third and longest bus rapid transit line.

DISCUSSION:

IPTC solicitation of this RFP was released April 6, 2022, and resulted in six proposals. Of those, three were found responsible and responsive. The evaluation committee conducted interviews with the top two proposals and Red Elephant digital media scored the highest.

ALTERNATIVES:

The Board could choose not to approve this contract and rebid. Our current vendor’s contract expires in August and could leave IPTC without sufficient website maintenance and support until we secure a new vendor.

FISCAL IMPACT:

Contract will be funded with local funds.

DBE/XBE DECLARATION:

Matchbook Creative, Inc. a certified WBE was proposed to meet the eight percent XBE requirements for the bid as a subcontractor for the contract.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on June 16, 2022 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Director of Risk and Safety Brian Clem
SUBJECT: Consideration and approval of IPTC’s, **Public Transportation Agency Safety Plan (PTASP)** yearly revisions for 2022

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with best business practices and Bipartisan Infrastructure Law changes to the Public Transportation Agency Safety Plan (PTASP) requirements at 49 U.S.C § 5329 (d) it is requested that the Board/CEO accept and approve the revisions to the IPTC PTASP related to Safety and Security Committees (SSC), Infectious Disease Exposure, Safety Performance Targets, and Training for Assault Awareness and Prevention for Transit Operators.

BACKGROUND:

Congress requires operators of public transportation systems that receive FTA funds to develop and implement a Public Transportation Agency Safety Plan (PTASP) under (49 U.S.C. § 5329(d)), Final Rule (49 C.F.R. Part 673). The transit agency is to self-certify and submit their plan to their State Safety Oversight (SSO), U.S. Department of Transportation (DOT) and the Metropolitan Planning Organization (MPO) in lieu of a State Safety Oversight in Indiana. This plan must be approved by the Board of Directors, CEO, or the highest accountable executive annually.

DISCUSSION:

PTASP is a formal, top-down, organization-wide approach to managing safety, risk and assuring the effectiveness of a transit agency’s safety practices and culture. Revisions include the following systematic procedures to.

- Establish a Safety and Security Committee, convened using an equal number of frontline employee and management representatives. 50% Labor and 50% Management will chair the committee. Duties include responsibility for identifying safety deficiencies, recommending, and analyzing the effectiveness of risk-based mitigations or strategies to reduce consequences identified in the agencies’ safety risk assessment. SSC committee approves the PTASP and establishes performance targets for risk reduction.
- Develop, and add to their agency safety plan, a risk reduction program for transit operations to improve safety by reducing the number and rates of accidents, injuries, and assaults on transit workers based on data submitted to the national transit database.
- Require personnel to meet the existing safety training requirements of PTASP and front-line personnel to complete de-escalation training.
- Added content to include safety measures for riders and transit workers during public health emergencies. Agency will self-certify; plans are consistent with the Center for Disease Control guidelines to minimize exposure to infectious disease.
- Agency Safety Plan includes performance targets based on the safety performance measures established in the National Public Transportation Safety Plan.

ALTERNATIVES:

If this plan is not accepted, we will not be in compliance with 49-CFR 673 Public Transportation Agency Safety Plan (PTASP) and the and Bipartisan Infrastructure Law changes to 49 U.S.C § 5329 (d) as required by U.S. DOT and the FTA.

FISCAL IMPACT:

Failure to comply with this requirement subjects a recipient to a range of FTA enforcement options depending upon the circumstances, including, but not limited to, actions authorized by 49 U.S.C. § 5329(g) and 2 CFR §§ 200.339-.340. Penalties may include a recipient being ineligible to receive FTA grant funds until the recipient satisfies the requirements or FTA imposing more frequent reporting requirements until the recipient achieves compliance.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on June 16, 2022 and will be placed on the Consent Agenda.



Date: June 08, 2022
 Current Meeting: June 23, 2022
 Board Meeting: June 23, 2022

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Director of Strategic Planning Brooke Thomas, AICP
SUBJECT: Consideration and approval of RFP 20-05-358 On-Call Planning Services, COA Phase III Task Order

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute a task order agreement with Nelson\Nygaard in an amount not to exceed \$250,000 for Phase III of the current Comprehensive Operational Analysis (COA).

BACKGROUND:

It is customary for a transit agency to perform a COA, which is a detailed evaluation the effectiveness and efficiency of each route that comprises its fixed-route network every five years. Completed in 2016, IPTC’s last COA produced a brand-new future service plan, *IndyGo Forward*, that redesigned the entire bus network. At that time, it was anticipated that IPTC would be able to fully implement the network redesign by the end of 2022, prior to needing to conduct another COA. In June 2020, the agency held on making any more improvements to the local route network in part so that it could respond to the pandemic that continued to unfold, but also in anticipation of needing to conduct another COA.

The IPTC, in coordination with the Indianapolis Metropolitan Planning Organization (IMPO), sought planning services to assist with the task of packaging and sequencing the remaining local route improvements into multiple phases that can be implemented over time, as funding and other factors allow. On May 26th, 2020, IPTC released RFP 20-05-348, One-Call Planning Services. Through a competitive scoring process, Nelson\Nygaard Consulting Associates, Inc. was selected as providing the best value for this service. At its regularly scheduled Board meeting on August 20, 2020, the IPTC authorized the President/CEO to enter into contract negotiations with Nelson\Nygaard.

An on-call services contract agreement between IPTC and Nelson\Nygaard was executed on September 21, 2020. In December 2020, IPTC executed a task order in the amount of \$69,987 for Phase I of the current COA. Additional task orders were negotiated and approved in 2021. In May 2021, IPTC executed a task order in the amount of \$249,954 for Phase II of the current COA. Also under this master contract is a separate effort to assess the potential to add mobility on demand, or microtransit services, as a service delivery option that would be in addition to fixed-route service. A task order for this project in the amount of \$74,159 was executed in August 2020. Total contract awards for FY2020 and FY2021 were \$144,146 and \$249,954, respectively.

This task order, if approved, will support both the implementation and maintenance of IPTC’s network redesign and related activities, such as the need to revise and maintain Board adopted service standards.

DISCUSSION:

Nelson\Nygaard's core practice is mass transit and many members of their team also have practical experience with micro mobility and on-demand service delivery models. They have extensive experience working with public agencies and municipalities, elected officials, and community stakeholders to envision, develop, and improve transit systems that support community needs, and to do so through meaningful community outreach and engagement. They have worked diligently over the past 18 months to help the agency identify and define ways to better ensure that we match the transportation needs of the community with right-sized mobility solutions. Their overall approach to this type of work has complemented the knowledge and capabilities of IPTC staff very well.

ALTERNATIVES:

The IPTC Board can choose not to approve this task order; however, IPTC does not have the staff capacity to move from the evaluation/planning phase to the plan implementation and maintenance phase on our own. Not only would IPTC lose the momentum that has been built up over the past 18-months, but we would also lose the added capacity and technical expertise offered by this carefully selected consulting team. The added capacity and technical expertise are critical to staff's ability to produce materials, brainstorm solutions, monitor dependencies between the local route improvements and capital investment projects, and conduct more in-depth planning scenarios in a timely manner, all while remaining in compliance with our Title VI Program.

FISCAL IMPACT:

Funding for individual task orders under an on-call contract are determined on a case-by-case basis, depending on funding and subcontracting opportunities. The total cost of this procurement is up to \$250,000. The funding for this project is budgeted (100%) as a FY2022 operating expense and will be paid for with local revenue dollars. Under the master contract, the total annual spend of up to \$250,000 is estimated based upon the blended rates proposed for the duration of the contract (five years), which includes two option years.

DBE/XBE DECLARATION:

Funded locally, these services require XBE participation. The on-call nature of these services means that an XBE goal is established at the task order level. At the time of contract execution, Nelson/Nygaard had established a team of certified subcontractors that consist of RLS & Associates (DBE), and LVR International (MBE/WBE - IDOA). Both RLS & Associates and LVR continue to play a role in the community and stakeholder outreach efforts related to the current COA. RLS currently analyzing the potential for Title VI impacts that could result from staff's suggested improvements to the network redesign based on the initial findings of the COA. For this task order, RLS will again be tasked with analyzing the potential for Title VI impacts as we work to refine our improved network redesign once adopted. Both

The scope of work for Task Order I has not required the expertise of RLS or LVR. For Task Order II, RLS is budgeted at 9% of the total budget (~\$22k) and LVR is budgeted at 8% (~\$20k). With more than 20% of the contract budget remaining, to-date, 5% of the total amount incurred for Phase II has been paid to LVR. RLS's work on Phase II has just begun. For this task order (COA Phase II), RLS is budgeted at around another 5% (~10K) of the total task order amount (up to \$250,000).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on June 16, 2022 and will be placed on the Regular Agenda.



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

Mobility Advisory Committee (MAC) Update – May 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Mobility Advisory Committee (MAC) Chair Mandla Moyo
Date: June 23, 2022

Mobility Advisory Committee Update – May 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

May 19, 2022

Attendees

Linda Gosnell- Mac
Justin Muller - Mac
Brittany Latoz- Mac
Erin Hardwick- Mac
Eric Schlegel- Mac
Eddie Richenbach-Mac
Bernie Wilmer- Visitor
Tom Coburn- Visitor
Marion Bates-Visitor

Teresa Franklin- IndyGo
Ryan Wilhite- IndyGo
Chauncyia Colman-IndyGo
Myisha Foster- IndyGo
Latosha Higgins- IndyGo
Brian Clen-IndyGo
Angela Milroy- RATPDEV

Welcome and Instructions:

Manager of Mobilities Solutions, Teresa Franklin took the attendance of the MAC members

- Approval of the March 2022 Minutes- Approved
- Approval of the May Agenda 2022 Minutes- Approved

Eddie Richenbach/ MAC Vice Chairman

- Expected Behavior read by Eddie

Brian Clem/ Director of Risk & Safety

- 65 units in Paratransit coaches have UVC disinfectant installs completed and in operation
- 4 Units still available to install on coaches currently not in IndyGo possession
- System kills mold, mildew, pollen, viruses, and cleaning the air
- 1st entire transportation fleet in North America to have UVC Luminair installed
- Decals in regards to UVC Luminair system are on coach
- Radio ads, and outside decals on coaches are being discussed so the public can be informed

Chauncyia Coleman/ Director of Mobilities Services

- Call Center metric
- Overall total call volume has decreased by 7% between March and April
- March 18,000 live calls
- April 15,000 live calls
- Service level matrix decrease for April 2022
- Call duration has decreased & falls within acceptable measures
- Teresa and I have mailed out letters regarding new changes for IndyGo Access

- Letter went out the first week of May and email went out 2nd week of May
- Centers will be contacted for site visits regarding changes
- RATPDEV has hosted a job fair to hire to help improve the metric
- Runs are not canceled due to lack of coaches- employee shortages are the culprit

Ryan Whilhite/ Manager Special Projects and Reg Mobility Integration

- Beyond ADA
- Continues to work internally for the transition that will take place on January 1,2023
- Earlier this month we hit a milestone which includes mailing out letters and emails regarding these changes
- Letter will be placed online
- Mikes team has reached out to centers to visit and give updates
- More milestones are underway including Open Door cards being exchanged
- Title VI survey that was sent out- requirements include looking at demographics for board
- Title VI updates will be updated per its requirements

Teresa Franklin/ Manager Service

- Self Service App
- We are pushing for as many riders as possible to be on the app
- The app eliminates the need for canceling trips via phone and riders can book trips on the application
- This is good for riders and IndyGo
- We are placing signs and flyers on Open Door coach to enroll riders into the app
- Flyers and signs on the coach will have our phone numbers to be contacted to enroll and ask questions
- The app riders can see est. time for being home
- Goodwill can be set up as a center so staff can see how coach ETA is running

Angela Milroy/ General Manager RATPDEV

- M-F 60-70 drivers are needed for peak hours 1-5pm
- 34 drivers are needed just to pick up group locations
- We currently have 48 fulltime drivers
- We are working on creating better schedules
- Dispatch is monitoring long trips
- Email phone calls from Zach so he can create better schedules so riders can be picked up on time
- Operations supervisor will be hired to add more eyes and ears to assist with trip
- RATPDEV is doing everything possible for the customer experience for curb appeal – vehicle maintenance
- Coaches have been steam cleaned
- We are adding an operation supervisor
- Ratpdev run's 90%-100% range on the weekend
- All current drivers tend to be willing to work overtime

Page
Intentionally
Left
Blank

Information Update – May 2022 Financials Summary

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

MAY 2022 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget by \$234,914 (25.5%) for the month and \$1,227,286 (26.6%) year to date. The higher preventative maintenance draws continue to drive this category over budget.
- Other Operating revenue category is over budget by \$72,451 (133%) for the month with \$45,000 coming from scholarships for Six Sigma classes conducted by Purdue University for staff. Year-to-date, this category is over budget by \$141,604 (52%).
- The passengers service revenue is under budget by \$22,652 (-4.1%) for the month and \$407,102 (-15.7%) year to date.
- PMTF revenue is the same as budgeted. Our PMTF (State Grant) 1st claim of 2022 has been submitted and we expect payment in the next 30 days. We accrue monthly revenue in lieu of that.
- Property Tax Revenue is the same as the budgeted revenue. An additional Transit Income Tax distribution of \$4,308,340 was received in May.
- The Service Reimbursement Program revenue is under budget by \$12,500 (-36%) for the month. Year to date, this category is under budget by \$53,344 (-31%).

The Total Revenue for the agency is over budget by \$3,379,649 (37.5%) for the month and by \$4,015,865 (9%) year to date.

Expenditures

I) Personnel Services

- Fringe benefits are under budget for the month by \$266,518 (-16.2%). Year to date, this category is under budget by \$1,427,344 (-17%). Health insurance claims have been steady and staying on or under budget.
- The overtime expenses continue to trend higher as we experience with labor shortage especially for the drivers. The expenses were over budget by \$145,956 (62.3%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. This category is over budget by \$655,161 (53.2%) year to date.

- Salary expenses are under budget by \$729,864 (-19%) for the month and by \$3,136,723 (-15.6%) year to date.

The Personnel Services category is under budget by \$850,426 (-15%) for the month of April and \$3,908,905 (-13.1%) year to date.

II) Other Services and Charges

- Claims were under budget by \$164,950 (-46.8%) for the month and by \$218,334 (-12.4%) year to date.
- For the month of April, the Miscellaneous Expense category is under budget by \$54,435 (-70.1%). Year to date, it is under budget by \$162,859 (-42%).
- In April, the Purchased Transportation category is under budget by \$126,266 (-12.6%) and year to date by \$553,978 (-11.1%).
- For the month the “Services” expense category is under budget by \$852,760 (-46.2%). It is also under budget for year to date by \$3,178,831 (-34.3%).
- For the month, utilities expenses are under budget by \$26,370 (-13.6%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. Year to date, this category is under budget by \$152,476 (-15.7%).

Overall, the Other Services & Charges category is under budget by \$1,269,781 (-36.6%) for the month and \$4,311,481 (-24.9%) year to date.

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$160,234 (-33.2%) for the month and \$805,760 (-33.4%) year to date.
- For the month of April, the maintenance materials category is under budget by \$42,114 (-9.2%). Year to date, this category is under budget by \$325,003 (-14.3%).
- The other materials and supplies category is under budget by \$72,571 (-59.6%) in April and \$326,624 (-53.7%) year to date.
- The “Tires & Tubes” category is under budget by \$10,443 (-20.5%) for the month and \$36,086 (-14.1%) year to date.

For the month, the Total Materials and Supplies category is under budget by \$285,352 (-25.7%). Year to date, this category is under budget by \$1,493,474 (-27%).

In April, the overall, the expenditures came under budget by \$2,360,561 (-23%) and \$9,668,861 (-18.3%) year to date.

FY 2022 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Request Type	Amount
5/11/2022	Wireless Vehicle Communications Replacement	Capital	Capital	New	\$462,120
5/6/2022	Temp Staffing extension	Operating	Other Services & Charges	New	\$37,646
5/5/2022	Zero Emission Transition Plan	Operating	Other Services & Charges	New	\$200,000
5/5/2022	On-call Grant Wiritng Contract	Operating	Other Services & Charges	New	\$80,000
4/26/2022	Extension of Temporary Staffing contract in Procurement	Operating	Other Services & Charges	New	\$37,646
4/14/2022	Design of S. Madison Charging Equipment Move	Capital	Capital	New	\$57,200
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

UPDATE ON THE STIMULUS DRAWS

American Rescue Plan (ARP): Below is the summary of the Federal Stimulus Funds drawdowns/reimbursements. These funds are deposited into a stimulus investment fund.

Federal Stimulus Grants	CARES Act	CRRSAA	ARP
IndyGo Award	44,200,516	21,105,476	49,584,275
YTD Draws	42,624,649	21,105,476	31,248,415

RECOMMENDATION:

Receive the report.

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



Indianapolis Public Transportation Corporation

/14/2022 8:45 AM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 5

For the Five Months Ending Tuesday, May 31, 2022

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
Operating Revenue									
Federal Assistance	1,155,900.00	920,986.00	234,914.00	25.51	5,832,226.00	4,604,940.00	1,227,286.00	26.65	19,987,153.60
Other Operating Income	126,930.22	54,479.00	72,451.22	132.99	413,991.10	272,387.00	141,604.10	51.99	374,629.22
Passenger Service Revenue	524,303.02	546,955.00	(22,651.98)	(4.14)	2,187,304.95	2,594,407.00	(407,102.05)	(15.69)	2,037,326.79
PMTF Revenue	936,666.00	936,670.00	(4.00)	(0.00)	4,683,330.00	4,683,346.00	(16.00)	(0.00)	9,634,315.00
Local Property & Excise Tax Revenue	3,120,906.00	3,120,906.00		0.00	15,604,530.00	15,604,530.00		0.00	15,028,985.00
Local Transit Income Tax Revenue	7,699,079.09	3,390,739.00	4,308,340.09	127.06	21,262,031.09	16,953,694.00	4,308,337.09	25.41	21,045,339.80
Service Reimbursement Program	22,083.00	34,583.00	(12,500.00)	(36.14)	119,575.00	172,919.00	(53,344.00)	(30.85)	216,327.04
Total Operating Revenues	13,585,867.33	9,005,318.00	4,580,549.33	50.86	50,102,988.14	44,886,223.00	5,216,765.14	11.62	68,324,076.45
Operating Expenses									
Personal Services									
Fringe Benefits	1,375,494.83	1,642,013.17	(266,518.34)	(16.23)	7,178,358.69	8,605,702.64	(1,427,343.95)	(16.59)	7,513,023.30
Overtime	380,118.81	234,162.77	145,956.04	62.33	1,884,516.14	1,229,354.54	655,161.60	53.29	1,508,770.72
Salary	3,090,131.69	3,819,995.92	(729,864.23)	(19.11)	16,918,255.09	20,054,978.53	(3,136,723.44)	(15.64)	17,400,784.02
Total Wages and Benefits	4,845,745.33	5,696,171.86	(850,426.53)	(14.93)	25,981,129.92	29,890,035.71	(3,908,905.79)	(13.08)	26,422,578.04
Other Services & Charges									
Claims	187,333.65	352,284.00	(164,950.35)	(46.82)	1,543,085.56	1,761,420.04	(218,334.48)	(12.40)	1,339,333.52
Miscellaneous Expenses	23,208.08	77,643.39	(54,435.31)	(70.11)	225,357.57	388,216.99	(162,859.42)	(41.95)	156,389.24
Purchased Transportation	871,947.38	998,213.69	(126,266.31)	(12.65)	4,437,088.64	4,991,068.45	(553,979.81)	(11.10)	3,318,841.24
Services	993,925.30	1,846,685.36	(852,760.06)	(46.18)	6,054,595.52	9,233,426.80	(3,178,831.28)	(34.43)	6,624,155.19
Total Utilities	167,921.78	194,291.67	(26,369.89)	(13.57)	818,982.31	971,458.35	(152,476.04)	(15.70)	808,027.66
Total Other Services & Charges	2,244,336.19	3,469,118.11	(1,224,781.92)	(35.31)	13,079,109.60	17,345,590.63	(4,266,481.03)	(24.60)	12,246,746.85
Materials & Supplies									
Fuel & Lubricants	322,290.01	482,513.94	(160,223.93)	(33.21)	1,606,809.15	2,412,569.70	(805,760.55)	(33.40)	1,259,269.11
Maintenance Materials	413,289.51	455,403.27	(42,113.76)	(9.25)	1,952,012.92	2,277,016.43	(325,003.51)	(14.27)	1,727,521.37
Other Materials & Supplies	49,118.90	121,690.45	(72,571.55)	(59.64)	281,827.64	608,452.25	(326,624.61)	(53.68)	254,452.17
Tires & Tubes	40,566.95	51,010.24	(10,443.29)	(20.47)	218,965.44	255,051.20	(36,085.76)	(14.15)	251,829.14
Total Materials & Supplies	825,265.37	1,110,617.90	(285,352.53)	(25.69)	4,059,615.15	5,553,089.58	(1,493,474.43)	(26.89)	3,493,071.79
Total Operating Expenses	7,915,346.89	10,275,907.87	(2,360,560.98)	(22.97)	43,119,854.67	52,788,715.92	(9,668,861.25)	(18.32)	42,162,396.68
OPERATING INCOME/(LOSS)	5,670,520.44	(1,270,589.87)	6,941,110.31		6,983,133.47	(7,902,492.92)	14,885,626.39		
GAIN/LOSS ON ASSET DISPOSAL				0.00	(4,810.00)		(4,810.00)	0.00	38,832.40
NET INCOME/(LOSS)	5,670,520.44	(1,270,589.87)	6,941,110.31	(546.29)	6,987,943.47	(7,902,492.92)	14,890,436.39	(188.43)	26,122,847.37

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	30th Street Two-way Conversion Project (Construction)	-	-	-	-	-
BRT & On-Street Infrastructure	Blue Line BRT	4,866,844	5,746,450	10,613,294	6,273,161	4,340,133
BRT & On-Street Infrastructure	Michigan Street Two-way Conversion Project (Construction)	-	-	-	-	-
BRT & On-Street Infrastructure	Purple Line BRT	17,694,699	57,900,000	75,594,699	64,486,135	11,108,564
BRT & On-Street Infrastructure	Red Line Phase II & III (to County Line)	-	-	-	-	-
BRT & On-Street Infrastructure	Red Line Signal Modifications - APB and BRT	-	345,000	345,000	-	345,000
BRT & On-Street Infrastructure	Red Line BRT	16,524,335	-	16,524,335	11,784,891	4,739,444
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 (Construction)	-	-	-	-	-
BRT & On-Street Infrastructure	Rural Street Underpass Clearance (Design and NEPA)	-	710,000	710,000	316,775	393,225
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	89,878	111,329
BRT & On-Street Infrastructure	Super Stops 2.0 Alabama, Ft Wayne and Vermont Stations, 2 each.	29,077	2,886,000	2,915,077	38,277	2,876,800
BRT & On-Street Infrastructure	Transit Signal Priority (Installation)	-	1,450,000	1,450,000	-	1,450,000
BRT & On-Street Infrastructure	Transit Stop Amenities: Shelters, Signs, Benches & Construction	855,401	900,000	1,755,401	949,014	806,387
BRT & On-Street Infrastructure Total		40,101,563	70,937,450	111,039,013	89,502,982	21,536,031
Facilities	1501 - Exterior Door Replacement (formerly Security Upgrades / Enhanced Security)	-	93,185	93,185	-	93,185
Facilities	1501 - Garage Conversion, AC to DC	-	2,721,270	2,721,270	-	2,721,270
Facilities	1501 - Security Door Upgrades	-	400,000	400,000	-	400,000
Facilities	CNC Mill	-	-	-	-	-
Facilities	CTC - Level Boarding and In-ground Charging	-	570,000	570,000	-	570,000
Facilities	CTC - Lounge / Office Renovations	-	125,000	125,000	-	125,000
Facilities	CTC - Vehicle Detection System	-	-	-	41,536	(41,536)
Facilities	East Campus - Facilities	6,861,198	17,520,040	24,381,238	4,214,468	20,166,770
Facilities	Fuel Management System Upgrade	-	401,755	401,755	-	401,755
Facilities	Fuel Piping	-	-	-	-	-
Facilities	Golf Carts Replacement	-	-	-	-	-
Facilities	Maintenance Heavy Equipment Replacement	11,918	300,000	311,918	77,470	234,448
Facilities	Metal Breaks	-	-	-	-	-
Facilities	Steam Cleaner (Hotsey)	-	25,000	25,000	16,739	8,261
Facilities	Tire Bay Demolition	-	250,000	250,000	-	250,000
Facilities	Utility Vehicle/ATV	-	28,000	28,000	-	28,000
Facilities	Veeder Root	-	50,000	50,000	-	50,000
Facilities	Wall Repair	-	350,000	350,000	-	350,000
Facilities	Zero Turn Mower	-	-	-	-	-
Facilities	North College - Facilities	-	-	-	14,321	(14,321)
Facilities	South Madison - Facilities	42,629	-	42,629	492,697	(450,068)
Facilities	Solar Array Expansion (1501)	32,597	-	32,597	32,597	0
Facilities	Michigan Avenue - Facilities	2,211,759	-	2,211,759	1,835,636	376,123
Facilities	Training Simulators	7,500	-	7,500	7,500	-
Facilities	UV Filtration	-	-	-	1,289,747	(1,289,747)
Facilities	Bus Charging Infrastructure in Garage	394,678	-	394,678	394,678	-
Facilities Total		9,562,279	22,834,250	32,396,529	8,417,389	23,979,140
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
Finance Total		526,853	382,500	909,353	943,954	(34,601)
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	517,541	932,459
Fleet	Support Vehicle Replacement	-	280,000	280,000	-	280,000
Fleet Total		61,203,579	15,997,000	77,200,579	57,138,669	20,061,910
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

Capital Plan Group	Capital Plan Project	2021 Budget Carried into 2022	2022 Budget	Total 2022 Appropriation	YTD Expenses and Encumbrances	Remaining 2022 Appropriations
Information Technology	Radio Equipment & Accessories	-	32,000	32,000	-	32,000
Information Technology	Vehicle CCTV Replacement	284,205	1,255,000	1,539,205	95,824	1,443,381
Information Technology	Vehicle Communication Replacement	-	-	-	-	-
Information Technology	Vehicle ITS Replacement	23,104	-	23,104	-	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	72,299	(13,426)
Information Technology	Disaster Recover and Business Continuity Plan	48,172	-	48,172	67,733	(19,562)
<i>Information Technology Total</i>		<i>884,215</i>	<i>1,527,000</i>	<i>2,411,215</i>	<i>643,027</i>	<i>1,768,188</i>
Safety & Security	East Campus - Security, Visitor Management	-	27,650	27,650	-	27,650
<i>Safety & Security Total</i>		<i>-</i>	<i>27,650</i>	<i>27,650</i>	<i>0</i>	<i>27,650</i>
Miscellaneous	Miscellaneous Capital Purchase	1,029,247	-	1,029,247	1,323,343	(294,096)
<i>Miscellaneous Total</i>		<i>1,029,247</i>	<i>-</i>	<i>1,029,247</i>	<i>1,323,343</i>	<i>(294,096)</i>
Grand Total		113,307,736	111,705,850	225,013,586	157,969,365	67,044,221

Procurement Activity Report/Forecast
Jun-22

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

Project #	Project Name	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
NA	3D Maintenance Training Software				Withdrawn			
TBD	ADA and Sidewalk Repairs 1501					Released		
21-09-428	Benefits Insurance Broker			Awarded	Contracted/Kickoff			
21-09-424	Blue Line Construction Management			Contracted/Kickoff				
21-09-427	Coach Operator Uniforms		Contracted/Kickoff					
TBD	Concrete Repairs 1501					Released		
16-12-247	Construction Management Software	Renewal						
22-01-432	DEI Consultant					Released	Received	Awarded
22-02-436	Diesel Batteries		Released	Received	Awarded	Contracted/Kickoff		
TBD	Diesel Fuel- FY2023 Supply							Released
22-04-446	East Campus- Signage					Released	Received	Awarded
NA	Facility Exterior Cameras				Awarded	Contracted/Kickoff		
21-06-408	Facility UV Lighting	Contracted/Kickoff						
22-04-443	Financial Advisor			Released	Received	Contracted/Kickoff		
NA	Fleetwatch Upgrade						Contracted/Kickoff	
NA	Furniture Decommissioning	Awarded	Contracte					
NA	HR & Payroll System				Awarded	Contracted/Kickoff		
21-08-413	HVAC Services			Contracted/Kickoff				
21-10-431	Industrial Soaps	Withdrawn						
22-02-436	Industrial Soaps	Released	Received		Awarded	Contracted/Kickoff		
TBD	Intelligent Transportation System (RFI)							
21-07-411	Landscaping	Contracted/Kickoff						
NA	Learning Management System					Awarded	Contracted/Kickoff	
NA	Mass Notification System					Awarded	Contracted/Kickoff	
NA	Michigan-Buswash bot		Contracted/Kickoff					
NA	Non- Revenue Vehicles				Awarded			
TBD	Occupational Health & Testing					Released	Received	
22-03-439	Office Relocation Consultant		Released	Received	Awarded	Contracted/Kickoff		
21-09-425	On-Call Catering				Awarded	Contracted/Kickoff		
22-05-448	On-Call Grant Writing				Released	Received		Awarded
21-09-427	Operator Uniforms		Contracted/Kickoff					
22-03-438	Pest Control			Released	Received		Awarded	Contracted/Kickoff
21-10-430	Printing Solutions		Awarded	Contracted/Kickoff				
16-11-243	Purple Line Bus Purchase		Contracted/Kickoff					
22-02-437	Red Line 2022 HMA & PCCP Maintenance	Released	Received	Awarded	Contracted/Kickoff			
TBD	Screen Doors 1501						Released	
22-03-442	Snow Removal					Released	Received	
21-11-433	South Charging Facility Construction	Contracted/Kickoff						
18-08-303	Supplier Diversity Support Services	Closeout						
NA	Security Services- New Properties	Released	Received	Awarded	Withdrawn			
NA	Supervisor Vehicle-GPS					Released	Received	Awarded
21-09-425	Transit Asset Mgt. Support		Contracted/Kickoff					Contracted/Kickoff
TBD	Vending					Released	Received	Awarded
22-03-440	Website Maintenance & Support			Released	Received	Awarded	Contracted/Kickoff	
22-03-441	Wireless Vehicle Communications					Released	Received	Awarded
22-04-444	Workers Compensation & Risk Mgt.				Released	Received		Awarded
22-04-447	Zero Emissions Vehicle Transition Plan				Released	Received		Awarded

Page
Intentionally
Left
Blank

Risk and Safety Division Report – May 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: June 23, 2022

Risk and Safety

- On May 4th, 2022, Director of Risk and Safety Brian Clem, and Life Safety and Security Director Mark Emmons were called to the Marion County Emergency Operations Center for a training exercise. This event was to familiarize both with the new Marion County EOC and the recent staff changes. During the walk-through meeting, members update their information and contacts for their organization. There will be additional walk-through exercises later this year to prepare for a tabletop exercise for Marion County's emergency response. Coordination from the EOC will go to all Emergency Functional Services which IndyGo is listed as EFS-1 primary emergency transportation for the county.
- On Wednesday, May 11th, The IndyGo Risk and Safety Department and their environmental contract service provider performed indoor air quality testing on multiple IndyGo vehicles. The testing was planned to evaluate the effectiveness of the UV-C lighting installed on their fleet. The test methods included a DNA air sample, particulate matter, and surface swabs. Test results are due back in 30 days and will be reported soon. Early findings show the new electrostatic filters are capturing more debris in the air than anticipated. Filters are the first step and then the second step is the UV-C lighting that eradicates DNA viral loads in the air. As this project winds down with all of our paratransit fleet, near all of our Fixed Route, and most of our BRT buses, IndyGo will be able to provide some of the cleanest, chemical-free air on public transportation buses. The public media campaign is under development by the IndyGo Marketing team and Lumin-air and information will be reported and released around the first of July 2022.
- On Friday, May 20th, IndyGo realigned the functions and authority of FTA Drug and Alcohol Testing from Human Resources to the Risk and Safety Department. With the transition, both IndyGo departments continue to manage the program and review compliance. The full transition and responsibility to the Risk and Safety department are anticipated for July 1st, 2022. This realignment will be a synergy between the two departments and plans are in place to boost the efficiency of IndyGo.

May 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 May 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>
Myron Cornett	1146	17	19
Mary Choctaw	6709	12	19
James Ballard	8589	7	9
Treva Anderson	8935	5	5
Christopher Fletcher	8701	5	8
Connie Joe Morton	8367	5	11
Juanita Davis	8576	4	9
ShaPaul Moss	9390	3	3
Onesha Gardner	9567	2	3
Terry Norfolk	9731	2	2
Donnisha Taylor	9960	1	1

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

Congratulations and Thank You!

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

May 2022

Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Average Operator Injury Rate (IndyGo Worker's Compensation Claims Submitted)	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	0	0.17	0.17	2.06	0.00	4	
Bus Rapid Transit (BRT)	0.00	1.66	1.66	0.00	4.99	0.00	0	
Para Transit	0.00	0.00	0.00	0.00	1.89	0.00	0	
All Modes of Service	0.00	0.13	0.26	0.13	2.37	0.00	2.60	9
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.”

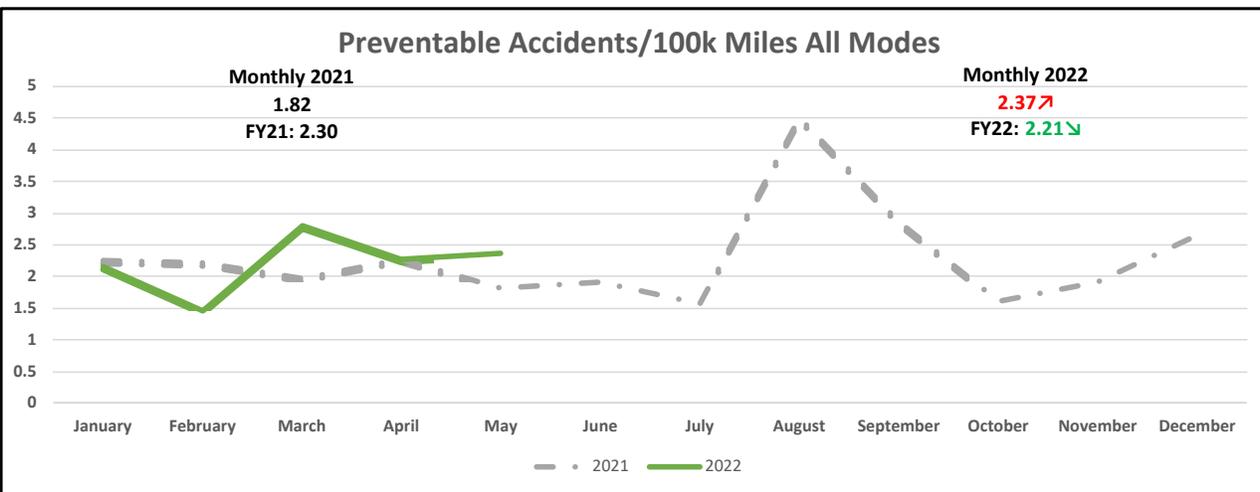
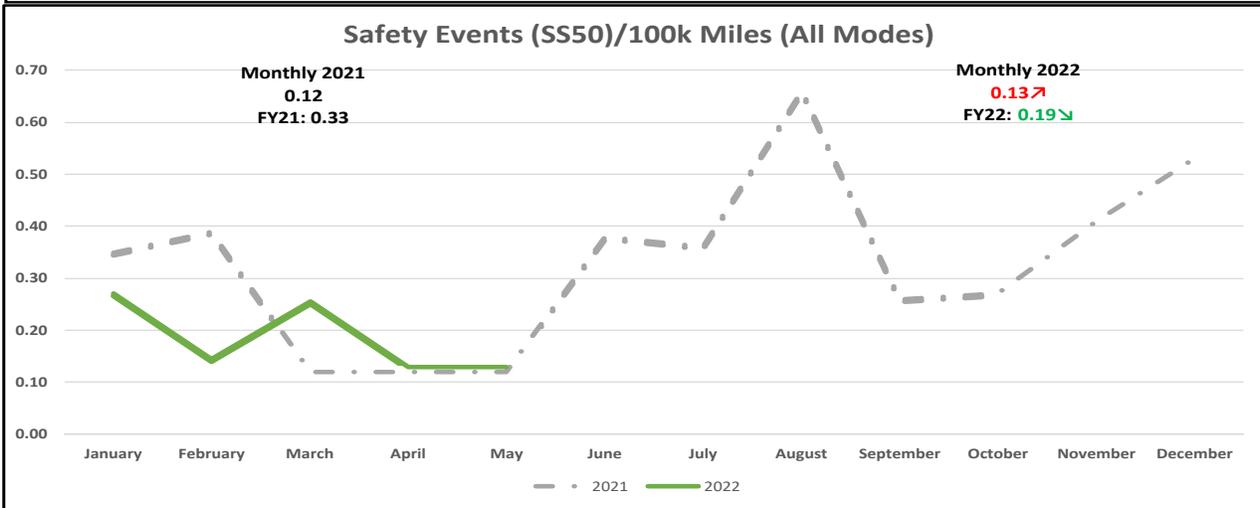
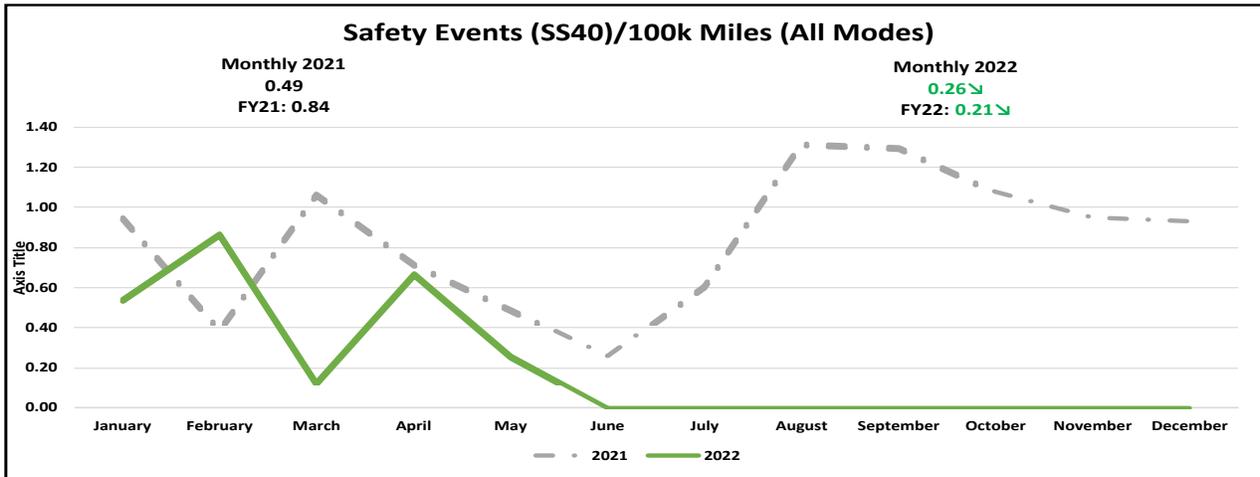
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

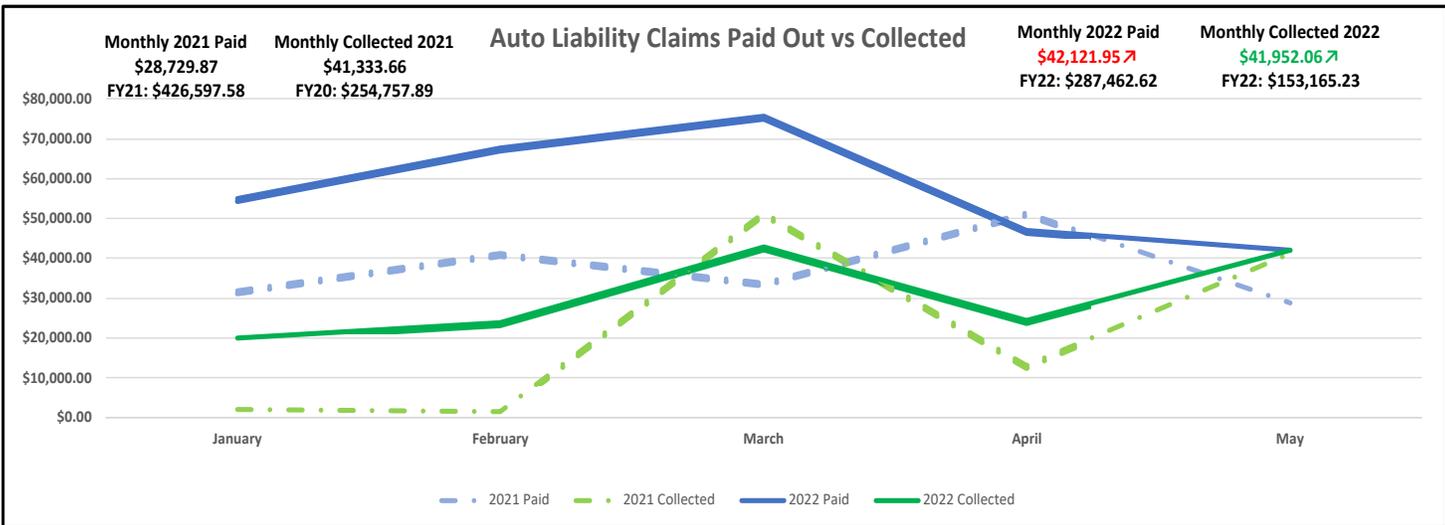
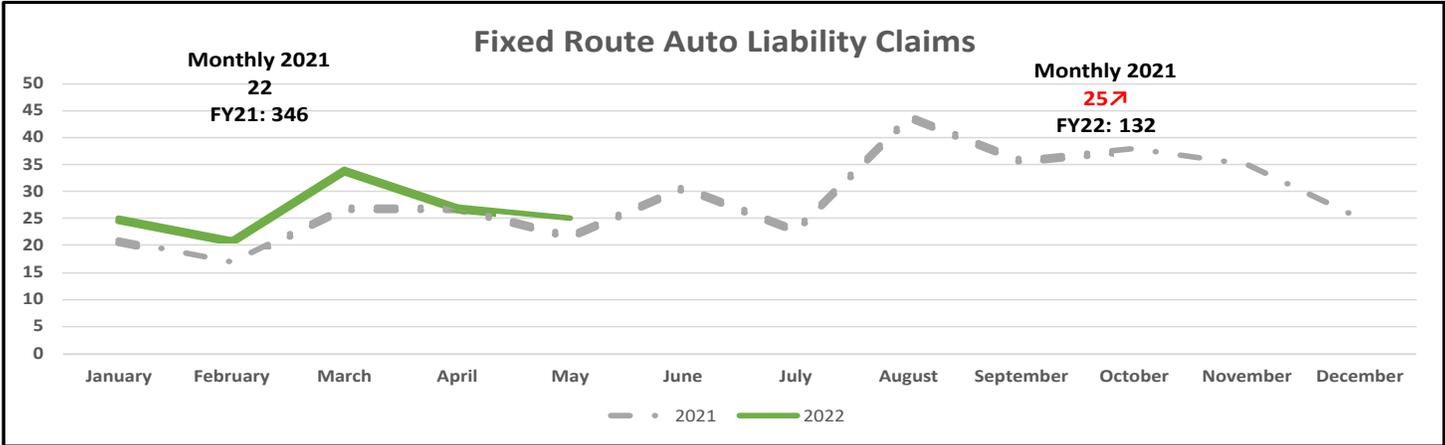
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

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.

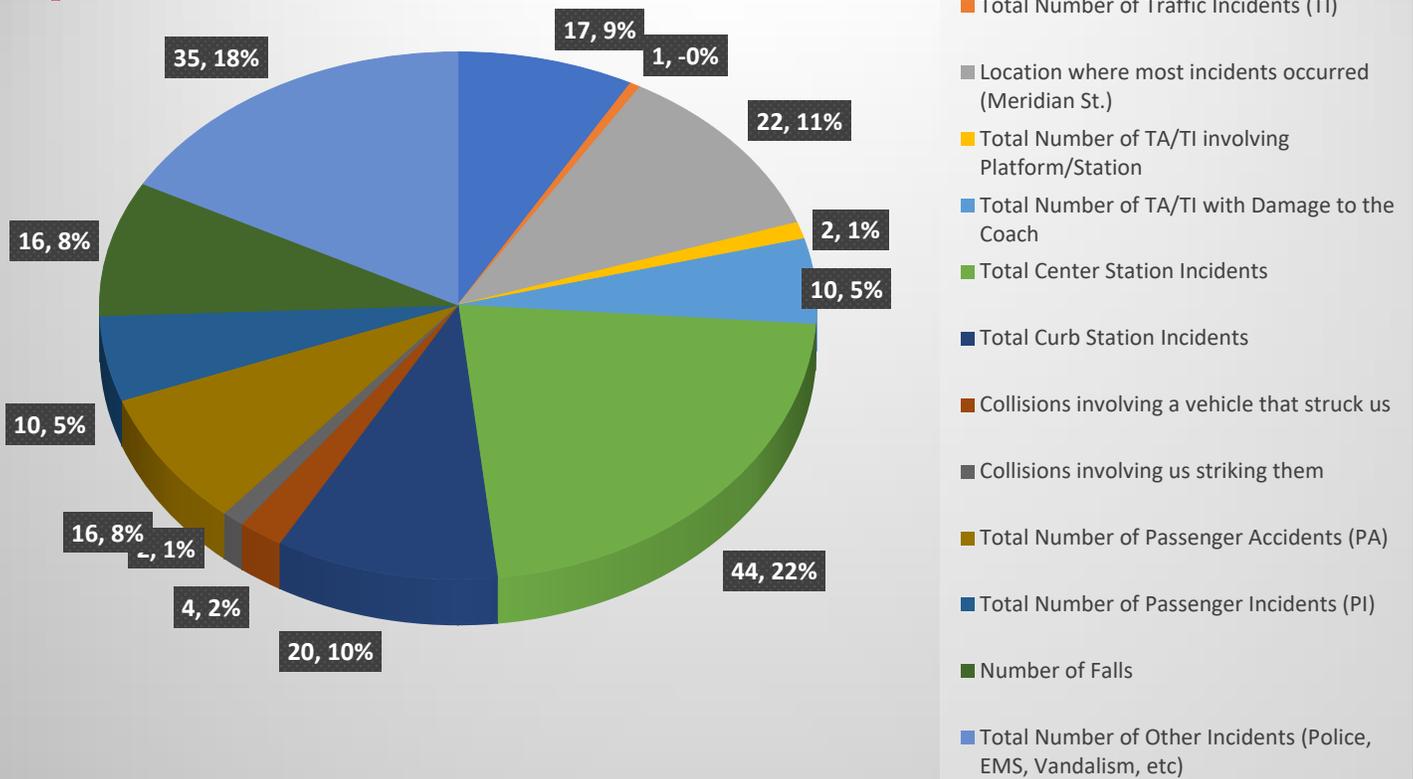
Safety and Accident Data

May 2022 Compared to May 2021 Data All Modes:





R Red Line Data May 2022



End of Report

Planning & Capital Projects Division Report – May 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Infrastructure, Strategy, and Innovation Jennifer Pyrz
Date: June 23, 2022

STRATEGIC PLANNING

Project Development / Innovation

Mobility Concierge Program, MPI/MaaS Platform

IndyGo staff continue to work with subject matter experts at Clever Consulting Group to create a mobility payment integration framework for IndyGo. In the next several months, there will be a site visit to conduct testing and facilitate workshops with IndyGo staff and potential partner agencies/entities. These activities will further inform the development of 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. Consultants and staff have connected with other shared-mobility providers who have expressed interest in trip planning and payment integration, which will also be used to inform the development of an integration framework. After that, the team can begin planning for the procurement phase by developing an RFP, or family of RFPs, for the (yet to be identified) technical solution or solutions that will establish a MaaS/SaaS platform.

IndyGo's Mobility-on-Demand Pilot

The IndyGo Connect mobility-on-demand service continues! Efforts to refine our growth and marketing strategy continue, but outreach and education efforts are underway and will be extensive throughout the next month. Once the team has enough data points, we will revisit the possibility of this type of service delivery model in place of low-performing fixed-route buses and inform IndyGo's review of its network redesign.

Zero Emission Transition Plan

A zero-emission transition plan is required by the FTA when applying for federal funding to purchase vehicles under their Section 5339 competitive grant programs, which IndyGo intends to do in support of the Blue Line BRT project. The primary purpose of the transition plan is to provide IndyGo staff and the Board of Directors with a comprehensive background on zero-emission vehicles, which will enable IndyGo to chart a future course on zero-emission vehicle procurements for the long-term. The scope of work that is required includes: background on zero-emission vehicles, existing and future fleet needs, existing and future facility needs, background on associated costs, and an examination of the lifecycle costs of the zero-emission technologies, among other tasks.

The work to complete IndyGo's first Zero Emission Transition Plan will be led by a consultant. An RFQ for the plan was released in May, with a target date of August 25, 2022 for the Board of Directors to review and approve the selection. The plan should be substantially complete within 12 months of the execution of the contract.

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 on 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).

On-Call Planning Services, Review of IndyGo's 2016 Network Redesign

Operations, Service Planning, and Strategic Planning staff continue to work with the consulting team led by Nelson\Nygaard, and the Indianapolis Metropolitan Development Organization, 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 continued to reach out to external partners and policy and decision-makers to update them on the process and the team's findings. Staff have begun re-engaging key stakeholders to introduce them to the proposed improvements to the network redesign. This will continue throughout the summer months and then the team will broaden its outreach efforts to the entire Indianapolis community beginning in August. It is still anticipated that the IPTC Board of Directors will be asked to adopt the updated future service plan this fall.

2022 On-Board Rider Survey

In keeping with federal requirements, the Indianapolis Metropolitan Planning Organization (IMPO) and IndyGo sought a qualified consultant to prepare and conduct an on-board survey of transit riders to collect information on rider travel patterns, transit use, and other relevant information. The scope of work was approved by the IMPO Executive Committee in May. It is anticipated that surveys will be conducted in the Fall of 2022.

Like 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.

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 or before 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. In May, IndyGo staff held a meeting to discuss the inventory update and next steps. The chosen vendor is working to support staff's efforts to prepare the update to the plan, and at the same time review IndyGo's existing processes and procedures as it relates to transit asset management.

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, in May, IndyGo submitted a request for federal funding to support the construction of a new fleet terminal at the East Campus location through both the Bus and Bus Facilities and the Low or No Emission 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. As of this report, these recommendations are still awaiting pricing before going to the board for any approvals for vehicle orders. It is anticipated that a board action item for these purchases will be presented in June, following customization and receipts of the local match.

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

- Purple Line Baseline Survey - Findings
- Title VI – Program Update
- IUPUI Peterson Fellows Program

- Section 5310 Program Oversight
- Section 5310 Program Management Plan Update
- Section 5307/5311 Transition Activities
- Section 5339 Bus and Bus Facilities
- 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
- On Call Grant Writing Support
- 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 were submitted for review in May 2022.

A Construction Management team (Stantec) has been selected for the Blue Line and have begun 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. Another round of public meetings will be scheduled for this summer to review 60% progress.

Purple Line BRT

Construction started in January 2022 on the Purple Line BRT. The CM team and IndyGo meet weekly with the contractors & stakeholders 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 to Rieth Riley to conduct pavement maintenance on the Red Line. Work began in June 2022 and will continue through summer 2023. Work will include asphalt patching, concrete bus pad maintenance, and rub 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.

Audible pedestrian signal (APS) and transit signal head replacement

APS provides audible messages to users to help them know when to cross the street at a traffic signal. The transit heads (vertical and horizontal white bars) along the Red Line will be replaced with signal heads that are similar in function but are easier to implement and configure. The future Purple Line will have the new signals installed, and it is desired to have the same signal heads regardless of the BRT line. A new task order has been executed with CDM Smith to finalize the design, assist with construction procurement, and provide design services during construction. The project is anticipated to bid this fall and construction will likely extend into 2023.

Other On-Street Projects

(No new updates this month) Lochmueller Group is progressing on 40% design 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.

(No new updates this month) 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 in future study). 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.

(No new updates this month) 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 on the bus lane and the Super Stops in June.

(No new updates this month) 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.

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.

Task Order	Design Team	Design Start	Construction Start	Construction Completion
East Campus Building A – Admin.	Woolpert	2/2021	10/2021	7/2022
Mobility Solutions Center Phase 1/2	The Etica Group	2/2021	8/2021	6/2022
Mobility Solutions Center Phase 3	The Etica Group	4/2021	Q4 2022	Q2 2023
East Campus Building B - Elevator/Training/Board	The Etica Group	5/1/2021	2/2022	9/2022
East Campus Fleet Terminal & Operations Center	The Etica Group	11/2021	Q1 2023	Q4 2024
South Charging Station Interior	Woolpert, Inc.	5/2021	6/2022	8/2022

Respectfully submitted,

Jennifer Pyrz, PE

Vice President of Infrastructure, Strategy, and Innovation



Public Affairs Division Report – May 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Communications & Marketing Lesley Gordon
Date: June 23, 2022

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR May 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 & Marketing

Attachments

Contributing Staff includes:
Lesley Gordon, Vice President of Communications and Marketing
Carrie Black, Director of Communications
Jordan Patterson, Special Programs Manager
Ashlynn Neumeyer, Communications Specialist
Alex Pope, Outreach Specialist
Ashley Wright, Creative Design Specialist

May 2022 Board Report



INDYGO.NET WEBSITE STATISTICS:

(5/1/2022-5/31/2022)

Page Views	214,938
Bounce Rate	48.75%
New Users	31,302
Returning Users	37,121
Total Sessions	95,048
Total Monthly Sessions Comparison to Previous Year	↑ 20%

Mobile Share

Date	Mobile	Desktop	Tablet
May-22	82.02%	17.01%	.96%
April-22	80.38%	18.62%	1.00%
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%
June-21	79.85%	19.15%	1.00%
April-21	79.08%	19.92%	1.00%

Media Mention Highlights

NEWS

IndyGo launches affordable on-demand shared transit pilot

By Intelligent Transport
12 May 2022
No comments yet

The IndyGo Connect on-demand pilot project will bridge transit access gaps by offering customers in southeast Indianapolis the flexibility of a private car with the affordability of public transit.



Credit: Indianapolis Public Transportation Corporation

The Indianapolis Public Transportation Corporation (IndyGo) has announced the launch of IndyGo Connect, a new on-demand transit service pilot project that will expand access to equitable, convenient mobility in southeast Indianapolis.

RELATED TOPICS: Accessibility, Mobility Services, On-Demand Transport, Passenger Experience, Public Transport

RELATED MODES: On-Demand Shuttle

RELATED CITIES: Indianapolis

RELATED COUNTRIES: United States

RELATED ORGANIZATIONS:

LOCAL NEWS

IndyGo announces pilot program offering free health services from mobile clinic

Services will be available at a mobile clinic at the Julia M. Carson Transit Center every Tuesday, May through October, from 3 p.m. to 5 p.m.



WTS International names Woman of the Year

Inez Evans, boss of IndyGo, was awarded the prestigious title at a ceremony in Seattle

Charging, Tolling & Road Pricing / May 23, 2022

By Adam Hill



Women's Transportation Seminar International 2022 recognition awards (image credit: Empower Video Productions)

Inez Evans, president and CEO of Indianapolis transit agency IndyGo, has been named Woman of the Year at the Women's Transportation Seminar (WTS) International 2022 recognition awards. Evans and the other winners were revealed during the 2022 WTS International Annual Conference in Seattle.

IndyGo changes name of paratransit services from Open Door to IndyGo Access

This change will mean a new logo and a new look for the buses.

May 20, 2022

Related To: Indianapolis Public Transportation Corporation (IndyGo)



IndyGo's paratransit service, Open Door, will begin operating under a new name IndyGo Access, beginning June 1.

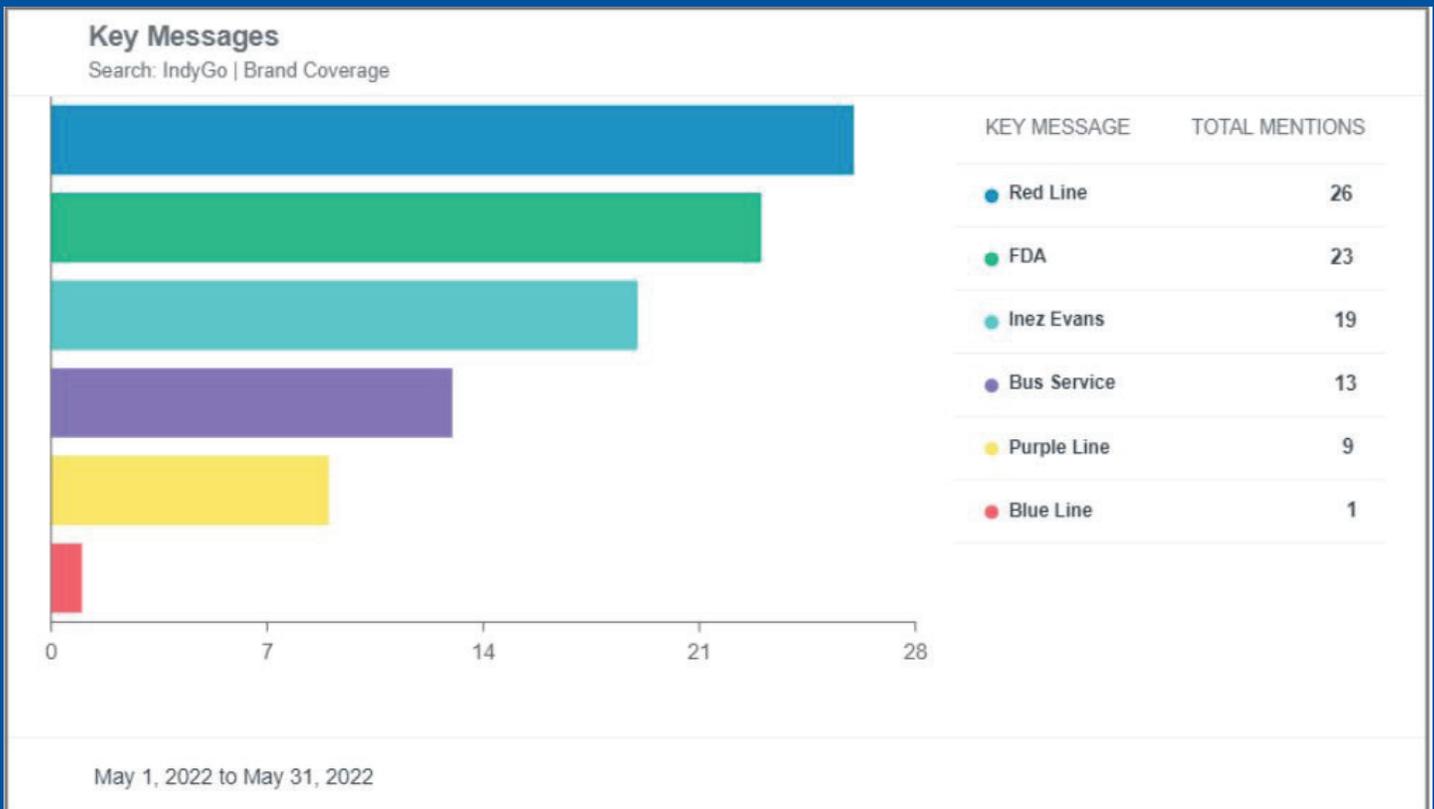
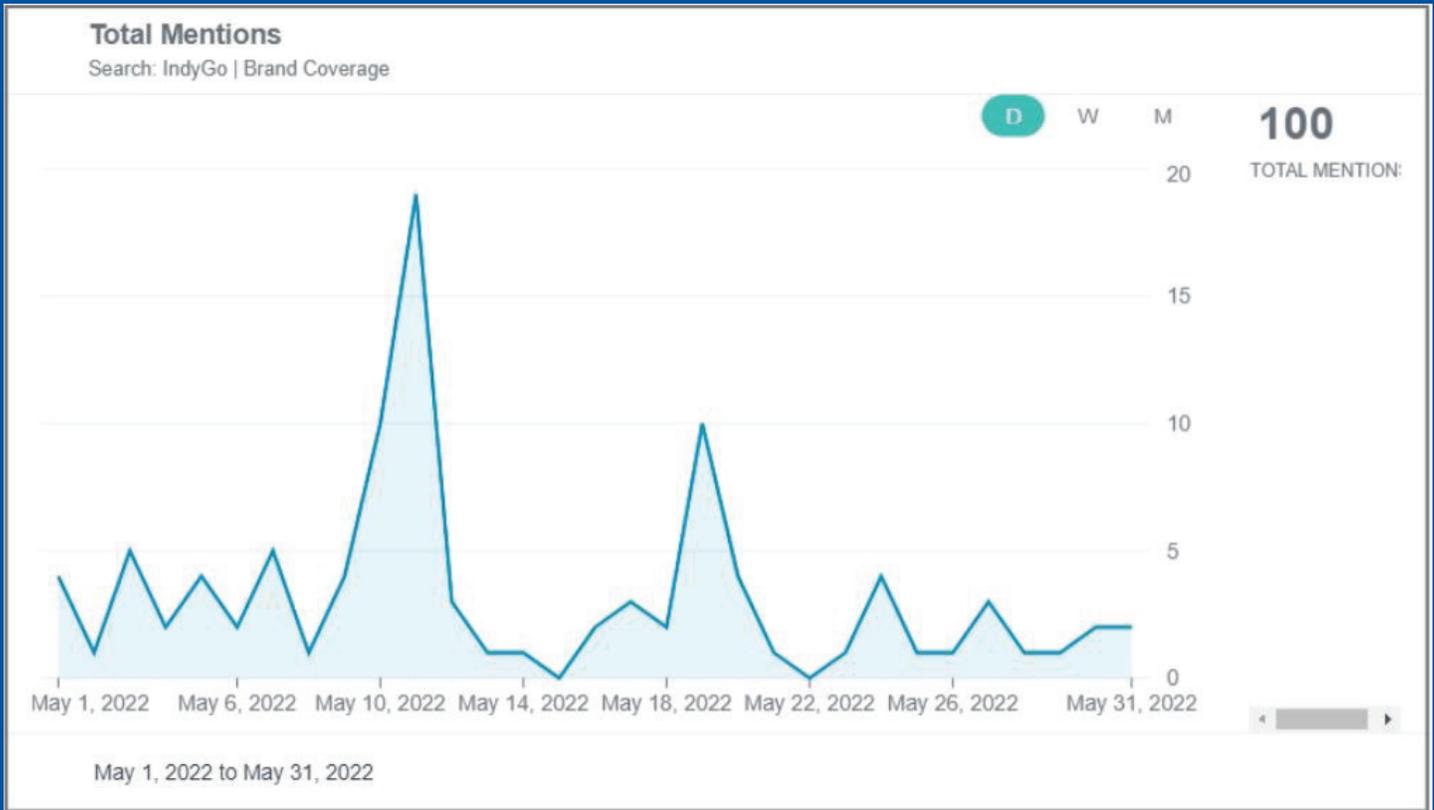
MASS TRANSIT SAFETY & SECURITY NEWS
What you need to know in Transit Security. Get the newsletter today. SUBSCRIBE

LATEST IN PARATRANSIT
Computer Hardware & Software
LIZURN develops assisted mobility service integration through Trapeze TripBroker for paratransit
May 26, 2022
Paratransit
LANTA awards paratransit contract to Transdev
Lehigh and Northampton Transportation Authority (LANTA)
May 12, 2022
Paratransit
MORRIS

Topics Include:

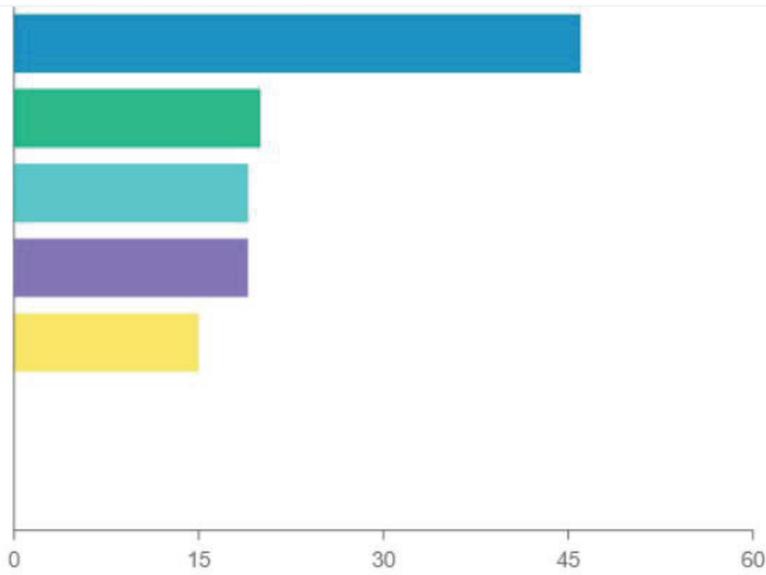
In May 2022, IndyGo launched its second microtransit initiative, IndyGo Connect, a new on-demand transit service pilot project that will expand access to equitable, convenient mobility in southeast Indianapolis. At least 15 articles and news segments ran about the program. Another program that received a lot of attention was our newest community program, "Wellness in Transit," which is dedicated to holistic community health. Other topics that were mentioned include IndyGo President and CEO Inez Evans being named Woman of the Year at the Women's Transportation Seminar (WTS) International 2022 recognition awards and Open Door being renamed to IndyGo Access. Online coverage was the most popular. Altogether, IndyGo was mentioned in the media approximately 100 times in June.

Here's a brief coverage summary:



News Coverage

Search: IndyGo | Brand Coverage



KEY MESSAGE

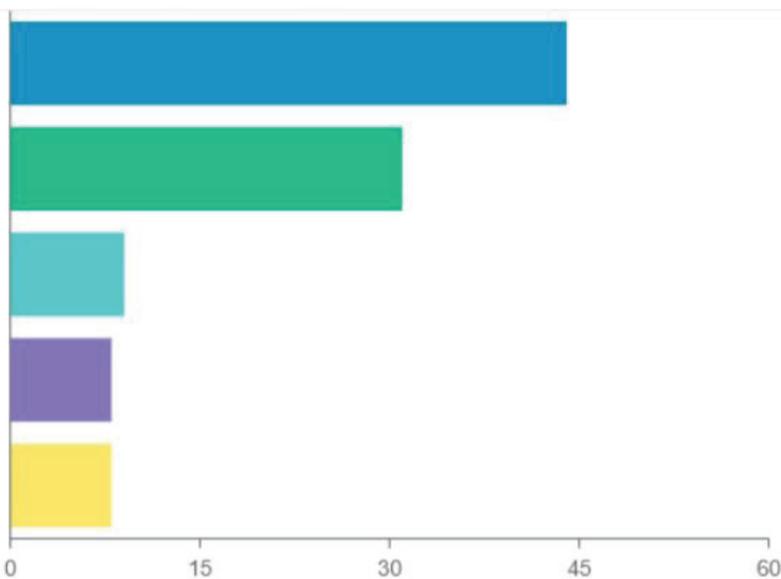
TOTAL MENTIONS

Media: Online News	46
Media: Blogs	20
Media: TV & Radio	19
Media: TV Only	19
Media: Licensed Print	15
Media: Non-Licensed Print	0
Media: Radio Only	0

May 1, 2022 to May 31, 2022

Media Performance Metrics

Search: IndyGo | Brand Coverage



KEY MESSAGE

TOTAL MENTIONS

Feature Mentions	44
Headline Mentions	31
Top Tier Readership	9
High Performing Articles	8
Target Publications	8

May 1, 2022 to May 31, 2022

Social Performance:

Facebook

- Had a total of **17,652 organic impressions** (20,331 impressions in April)
- **5,269 post engagements**
- **11,206 page likes** (61 increase over April)
- **12,113 page follows** (733 increase over April)

IndyGo
Published by Hootsuite [?] · May 7 · 🌐

Congratulations to our teammates for completing the greatest spectacle in running... the 500 Festival #IndyMini! 🏃‍♂️🏃‍♀️ This group has been training for months! Hats off to them for a triumphant finish to achieve this milestone and claim their medals!

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

5,521
People reached

34
Like

IndyGo
Published by Hootsuite [?] · May 6 · 🌐

Looking for your next opportunity? If you consider yourself to be a compassionate, adventure seeker, we want YOU to join our team! We offer great perks such as free bus transportation for you and your family members, retirement plan options, tuition reimbursement and so much more. Apply to be a Coach Operator TODAY at indygo.net/employment.

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

3,510
People reached

53
Engagements

Boost post

IndyGo
Published by Hootsuite [?] · May 20 · 🌐

Congratulations to our President and CEO Inez Evans for winning the WTS International Woman of the Year Award! 🏆👏 This award recognizes women leaders in the transportation industry who represent the best and brightest in transportation innovation and have made an outstanding contribution to the industry. Inez is the first transportation leader from Indianapolis to win this award at the international level! Learn more about this distinguished honor here: <https://www.indygo.net/indygo-president-and-ceo-inez-evans.../>

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

0
People reached

0
Engagements

Boost post

73
23 Comments 7 Shares

IndyGo
Published by @ Katrina Youngs [?] · May 11 · 🌐

THE RED LINE'S SUCCESS MAKES NATIONAL NEWS 📺📺 WTVI recently did a success story about how our bus rapid transit (BRT) lines bring jobs, affordable housing and more to those who need it most in our community. Check out the story here: <https://www.youtube.com/watch?v=T4YYOZVj8>

CHARLOTTE VS INDIANAPOLIS
LIGHT RAIL OR BUS

YOUTUBE.COM
Carolina Impact: Is Light Rail the Right Rail?
Charlotte's got a transit problem... and a housing problem... and a job...

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

0
People reached

0
Engagements

Boost post

56
13 Comments 11 Shares

Like Comment Share

Instagram

- Generated **49,105 impressions**
- **961 total engagements** (2.3% engagement rate)
- **3,433 Current followers** (71 more than in April)

← Video

indygobus



View insights Boost again

3,648 views • Liked by supalesmalonegordon

indygobus Book yourself a ride in your own time. #ICYMI we recently launched IndyGo Connect, a new on-demand tr... more

May 12

← Photo

indygobus



View insights Boost post

Liked by jojo_patty and 44 others

indygobus 🚩 Don't forget: In observance of Memorial Day today, all routes will operate on Sunday schedules. Plan your trip ahead of time by using our trip planner or with the Transit app. Details: <https://www.indygo.net/schedule/>

May 30

← Post

indygobus The Indiana Roof Ballroom



View insights Boost post

Liked by supalesmalonegordon and 41 others

indygobus Last night, our Coach Operator Will Hazen received a @VisitIndy Rose Award! 🏆👏 The Rose Awards is an event that honors non-managerial hospitality employees around the city who provide excellent service. This award recognizes Will for his hard work and caring spirit. He always puts the care and safety of passengers first— he's even handed out free bike lights for those who needed them. Congratulations, Will! We are so fortunate to have you as part of the IndyGo team! Learn more about Will's story here: <https://www.indygo.net/behind-the-wheel-william-hazen-brings-light-to-peoples-commutes-around-indianapolis%E2%80%AF/>

View all 2 comments

← Post

indygobus Indianapolis, Indiana



View insights Boost post

Liked by supalesmalonegordon and 59 others

indygobus And that's a wrap! What an amazing finale to Season 4 of our Music in Transit series! Thank you to @squarecatviny! and @ganggangculture for helping us bring this together 🎶👏

View all 3 comments

ganggangculture ❤️❤️❤️

denisha.ferguson ❤️❤️❤️

May 22

Twitter

- Had a total of **93,100 organic impressions**
- Earned **3,000 impressions** per day
- 122 retweets, 397 likes, 13 replies, 182 link clicks, 1.2% engagement rate
- 18 new followers, 6,374 current followers (47 more than in April)

IndyGo @IndyGoBus · May 26

Red Line enhancements are coming soon. Our team is planning significant improvements to the Red Line by adding rub rails to station platforms, in addition to performing maintenance on pavement along the dedicated bus lanes and station bus pads. Learn more: indygo.net/indygo-announc...



red line Enhancements Project

Promote

7 retweets, 17 likes

IndyGo @IndyGoBus · May 11

THE RED LINE'S SUCCESS MAKES NATIONAL NEWS 📺 @WTVpbsct recently did a success story about how our bus rapid transit (BRT) lines bring jobs, affordable housing and more to those who need it most in our community. Check out the story here:



youtube.com
Carolina Impact: Is Light Rail the Right Rail?
Charlotte's got a transit problem... and a housing problem... and a job problem. Now, PBS Charlotte ...

Promote

13 retweets, 22 likes

IndyGo @IndyGoBus · May 9

Everyone should have a say in the future of downtown. Do you have thoughts on how you want Downtown Indianapolis to look? Share them and join the conversation by posting your ideas with the hashtag #DowntownIndy. Visit visionsouthdowntownindy.com to learn more.

JOIN THE CONVO AT #DOWNTOWNINDY

BIG BODY BELL
@shadylocks

I need the #DowntownIndy vibe to be filled with a color scenery. From the visual landscape to cocktail drinks. From live performances to the people. A mix of it all!

Indy Parks
@IndyParksandRec

#DowntownIndy is the pulse of our city. Like our parks, it should welcome everyone and be a place to connect, experience, and engage.

Visit Indy
@visitindy

#DowntownIndy should always present something new and surprising. Approachable, welcoming, memorable, and safe with a positive lasting impression.

WildStyle DaProducer
@WildStyle

The vibe should reflect all the cultures of #DowntownIndy and be a destination for all residents to share their gifts and talents with each other and the world.

GANG GANG THE CITY OF INDIANAPOLIS

Promote

10 retweets, 15 likes

IndyGo @IndyGoBus

Last night, our Coach Operator @WilliamHazen7 received a @VisitIndy Rose Award! 🏆 This award recognizes Will for his hard work and caring spirit. He always puts the care and safety of passengers first. Congratulations, Will! We are so fortunate to have you! (1/2)



Will Hazen

5:01 AM · May 3, 2022 · Twitter for iPhone

LinkedIn

- Generated **21,559 impressions**
- 765 Total engagements; 2.3% engagement rate
- Generated 53 new followers; 2,726 total followers (59 more than in April)

IndyGo
2,726 followers
3w • 🌐

Congratulations to our President and CEO **Inez Evans** for winning the **WTS International Woman of the Year Award!** 🏆👏 This award recognizes women leaders in the transportation industry who represent the best and brightest in transportation innovation and have made an outstanding contribution to the industry. Inez is the first transportation leader from Indianapolis to win this award at the international level! Learn more about this distinguished honor here: <https://lnkd.in/g8Gp7mVM>



👍👍👍 Cameron Radford and 25 others

IndyGo
2,726 followers
1mo • 🌐

Congratulations to our finance team for bringing home another Distinguished Budget Presentation Award from **Government Finance Officers Association (GFOA)!** 🏆👏 For the fourth year in a row, our team received the most prestigious award in governmental budgeting. We're incredibly proud of their continued commitment to meeting the highest principles of governmental budgeting.



👍👍👍 Aaron Vogel, MSTM and 87 others

3 comments • 3 shares

IndyGo
2,726 followers
1mo • 🌐

Last night, our Coach Operator **Will Hazen** received a **Visit Indy Rose Award!** 🏆👏 The Rose Awards is an event that honors non-managerial hospitality employees around the city who provide excellent service. This award recognizes Will for his hard work and caring spirit. He always puts the care and safety of passengers first—he's even handed out free bike lights for those who needed them. Congratulations, Will! We are so fortunate to have you as part of the IndyGo team! Learn more about Will's story here: <https://lnkd.in/gDjveRAC>



👍👍👍 60

1 comment

IndyGo
2,726 followers
1mo • 🌐

During this week's 2022 **American Public Transportation Association** Mobility Conference, IndyGo was named the Certificate of Merit Winner for Bus Safety Excellence! This award recognizes public transit providers for their innovative and proactive safety and security programs. IndyGo was the only U.S. transit agency to win this award. Congratulations to our Risk and Safety team for their relentless efforts to protect our riders and our team.

https://lnkd.in/gtxqD_d



IndyGo Announced as APTA's 2022 Certificate of Merit Winner for Safety Excellence Awards - IndyGo
indygo.net • 2 min read

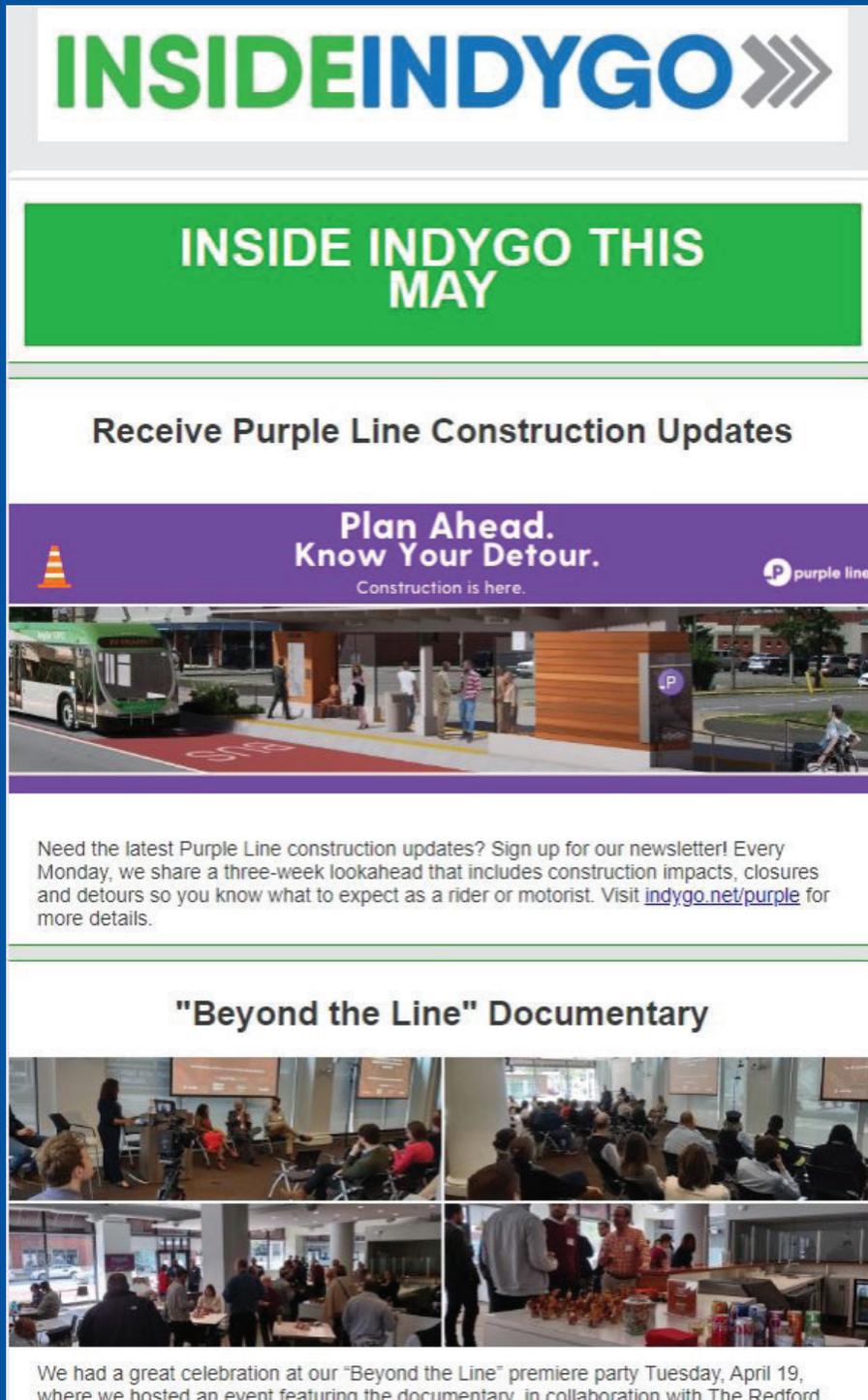
👍👍👍 Katrina Youngs and 49 others

4 comments • 2 shares

Email Marketing:

NEWSLETTER

- **9,207 recipients** (367 increase over April)
- 5.46% CTR
- 7.36% open rate (1.31% increase over April)



The screenshot shows an email newsletter with the following sections:

- INSIDEINDYGO** logo with three chevrons pointing right.
- A green banner with the text **INSIDE INDYGO THIS MAY**.
- A white section with the heading **Receive Purple Line Construction Updates**.
- A purple banner with a traffic cone icon, the text **Plan Ahead. Know Your Detour.**, the subtext *Construction is here.*, and the **purple line** logo.
- A photograph of a green IndyGo bus at a station platform.
- A text block: "Need the latest Purple Line construction updates? Sign up for our newsletter! Every Monday, we share a three-week lookahead that includes construction impacts, closures and detours so you know what to expect as a rider or motorist. Visit indygo.net/purple for more details."
- A white section with the heading **"Beyond the Line" Documentary**.
- A collage of four photographs showing people at a premiere event, including a presentation and a food table.
- A text block: "We had a great celebration at our 'Beyond the Line' premiere party Tuesday, April 19, where we hosted an event featuring the documentary, in collaboration with The Redford"

Outreach Summary: June 2022

IndyGo continues to support communities during Purple Line construction. In June, IndyGo hosted Transit Talks at the 38th Street Library, Avondale Meadows YMCA, Excel Center and the Benjamin Harrison YMCA. IndyGo also participated in the Arsenal Tech Field Day and conducted a Travel Training with Wayne Township Schools in order to educate and connect students to IndyGo’s services. Residents and riders received general information on the Purple Line and MyKey system and were encouraged to sign up for the Purple Line newsletter.

This June, IndyGo launched our “Wellness in Transit” program aiming at connecting riders and residents with free health services at the Julia M. Carson Transit Center. IndyGo’s Transit Ambassadors participated in direct outreach by asking riders waiting for health services to fill out our COA survey and provide feedback. On June 31, IndyGo launched our “Food in Transit” program, existing alongside “Wellness in Transit” at the Transit Center.

IndyGo kicked off Season 4 of our “Music in Transit” series in partnership with Square Cat Vinyl and GangGang. For two days, local artists performed and were filmed on a Red Line bus right in the heart of Fountain Square. Our “Music in Transit” weekend ended with a large block party at the Tube Factory Artspace in Garfield Park and featured performances by prominent local artists, food and direct outreach from IndyGo team members.



June Outreach Events:

Date	Name of Event	Attendance	Reach
5/2/2022	Purple Line Transit Talk + Benjamin Harrison YMCA	30	50
5/3/2022	38th St Library + Purple Line tabling	25	45
5/6/2022	Arsenal Tech Field Day	14	30
5/10/2022	Excel Center + Purple Line Transit Talk	15	35
5/10/2022	Monthly meeting of The Forest Manor Community Association	20	30
5/10/2022	SHANE Neighborhood Association meeting	20	30
5/13/2022	Wayne Schools Travel Training	40	80
5/17/2022	Wellness in Transit	100	500
5/19/2022	Avondale Meadows YMCA + Purple Line Transit Talk	15	35
5/21/2022	IndyGo Now	200	248
5/22/2022	Music in Transit S4 Block Party	100	500
5/24/2022	Wellness in Transit	100	500
5/31/2022	Wellness and Food in Transit	100	500

Transit Ambassador Tracking:

During the month of June, IndyGo’s Transit Ambassadors participated in 20 shifts and events for a total of 62 hours of outreach.



Operations Division Report – May 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Operations/COO Aaron Vogel
Date: June 23, 2022

OPERATIONS DIVISION REPORT – May 2022

SERVICE PLANNING

SCHEDULING:

The Operator Service Bid took effect on June 12, 2022. There were minor timing changes to Routes 10 & 38. For the Red Line and Route 902 –the route was uncoupled from the Red Line. Due to a detour affecting Route 902, the Red Line and 902 were experiencing significant on-time performance issues. To help correct that, separating the routes allows the Red Line to operate independently and a new schedule for the 902 with added time. This means anyone who currently has a one-seat ride that uses both routes will be required to transfer at UIndy. The transfer is free.

PLANNING

LOCAL BUS STOP DESIGN & CONSTRUCTION:

Construction is wrapping up for 29 local bus stop accessibility improvements. This includes 17 stops along E 42nd St, N Post Rd, and N Mitthoefer Rd on the east side, along with 12 bus stops on the westside along Eagle Creek Parkway, High School Road, and W. 46th Street. The contractor for this project is Shuck Corporation. The project is scheduled to be completed by August 2022.

Additional bus stop design projects are underway with IndyGo's on-call engineering contractor, Lochmueller. This includes bus stops on the near northside of downtown (Central Ave, College Ave, 30th St), which will be bid this summer for construction in the fall. Additionally, design is underway for bus stops on the near westside of downtown (W. 10th St, W. 16th 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 support the design and construction of safe crossings to bus stops along Lafayette Road, between 16th Street and 30th Street.

IndyGo was also recently awarded a \$670,000 FTA grant through the Areas of Persistent Poverty grant program which will fund the design of approximately 80 local bus stops on the near eastside. This design work will begin in late-2022 or early-2023, with construction expected in 2024.

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. 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 38th Street project corridor.

OPERATIONS PERFORMANCE MANAGEMENT

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

- Measuring and validating BEB fleet data to develop and implement BEB-specific KPIs.
- Coordinating and validating D365 & Dynaway migration customizations and clarifying their requests for additional customization dollars from IndyGo.
- Analyzing the reason(s) why there is no posting of the parts costs from the Storeroom to the Maintenance Dept. Work orders; internal process or D365 migration issue.

FIXED ROUTE RIDERSHIP:

May-21	May-22	% Change	IndyGo Fixed Route Ridership	2021	2022	% Change
6,140	5,264	-14.3%	2 E. 34th St.	30,389	24,387	-19.8%
15,526	19,394	24.9%	3 Michigan St.	74,271	85,683	15.4%
4,953	5,463	10.3%	4 Fort Harrison	24,178	23,981	-0.8%
7,080	10,421	47.2%	5 E. 25th	35,051	47,332	35.0%
5,199	6,109	17.5%	6 N. Harding	24,798	27,025	9.0%
76,000	74,622	-1.8%	8 Washington St.	357,643	341,039	-4.6%
44,994	53,513	18.9%	10 10th St.	217,567	240,159	10.4%
2,172	2,607	20.0%	11 E. 16th St.	10,778	11,955	10.9%
1,692	2,145	26.8%	12 Minnesota	8,565	8,811	2.9%
1,445	1,359	-6.0%	13 Raymond	6,891	7,088	2.9%
3,442	4,118	19.6%	14 Prospect	16,468	16,095	-2.3%
7,900	8,417	6.5%	15 Riverside	35,405	36,255	2.4%
7,121	7,610	6.9%	16 Beech Grove	32,975	33,908	2.8%
2,780	2,982	7.3%	18 Broad Ripple	13,682	13,837	1.1%
11,344	13,906	22.6%	19 Castleton	55,082	59,806	8.6%
8,951	8,144	-9.0%	21 East 21st St.	44,413	42,169	-5.1%
6,945	6,024	-13.3%	24 Mars Hill	38,959	29,091	-25.3%
7,419	6,603	-11.0%	25 W. 16th St.	35,060	28,973	-17.4%
8,198	9,103	11.0%	26 Keystone	39,582	39,830	0.6%
5,857	5,518	-5.8%	28 St. Vincent	28,506	25,946	-9.0%
3,527	4,476	26.9%	30 30th St.	17,456	19,374	11.0%
5,641	6,101	8.2%	31 US 31	26,941	27,661	2.7%
13,558	15,161	11.8%	34 Michigan Rd.	65,264	68,073	4.3%
17,804	21,302	19.6%	37 Park 100	86,734	95,527	10.1%
10,976	12,210	11.2%	38 Lafayette Square	54,374	53,219	-2.1%
38,155	47,076	23.4%	39 E. 38th St.	185,640	213,149	14.8%
2,435	2,490	2.3%	55 English	12,005	11,972	-0.3%
6,602	4,734	-28.3%	86 86th Street Crosstown	30,282	21,515	-29.0%
6,180	7,229	17.0%	87 Eastside Circulator	30,605	32,287	5.5%
59,566	99,504	67.0%	90 Red Line - BRT	333,515	416,775	25.0%
1,045	967	-7.5%	901 College - Local	4,437	4,237	-4.5%
4,663	3,721	-20.2%	902 County Line - Local	21,677	16,971	-21.7%
34	68	100.0%	Others	135	828	513.3%
405,344	478,361	18.0%	Total	1,999,328	2,124,958	6.3%

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

TRANSPORTATION SERVICES

90% CLUB:

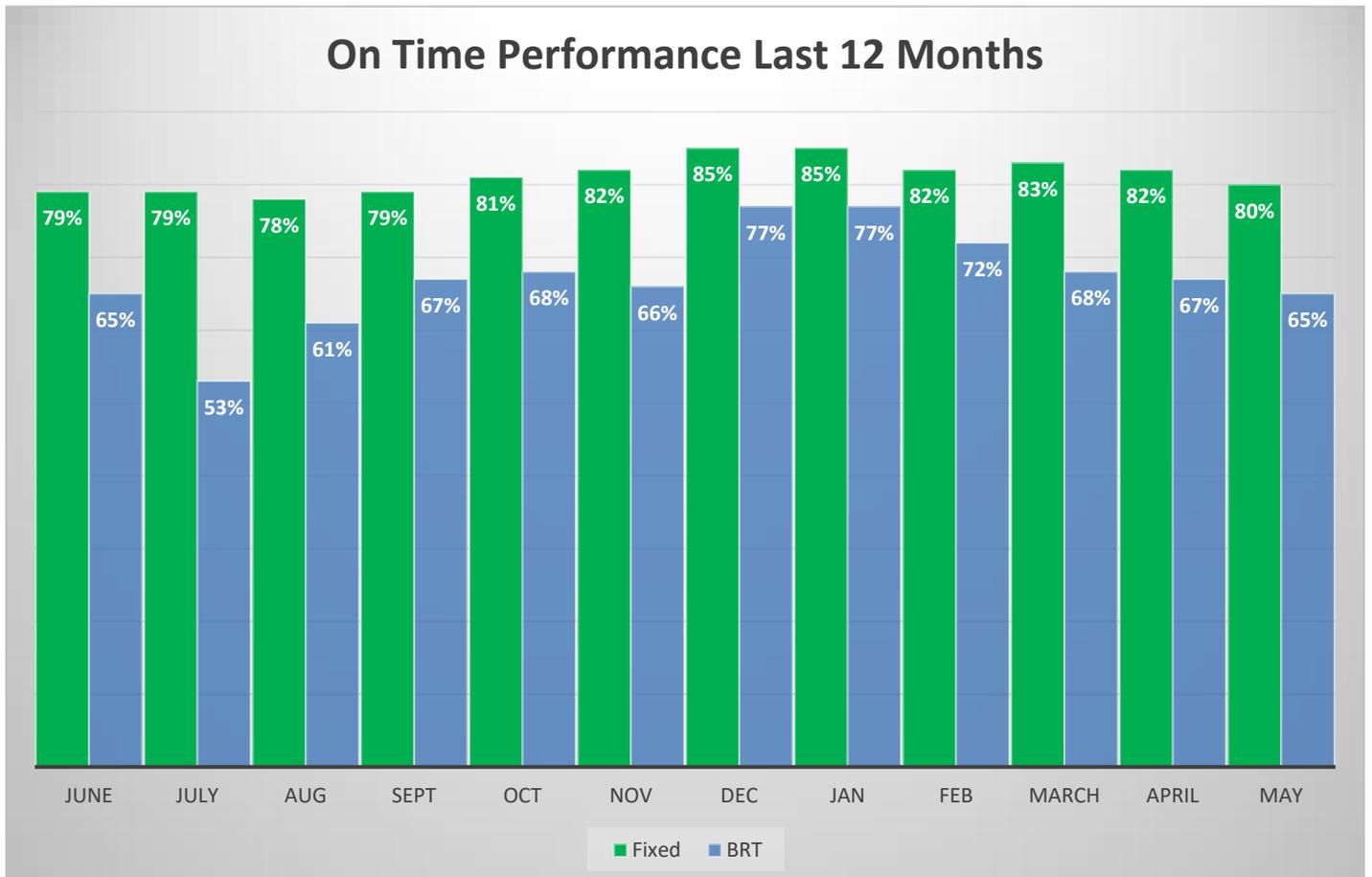
The following operators achieved an on-time performance rating of 90% or better during the month. The names are entered into a drawing held each month from this group of Operators. The winner receives an extra personal day.

The winner for May: Geneva Hartwell #2581

Hicks, Mikia
 Wilson, Patricia
 Carpenter Williams, Lakisha
 Hook, Sandra
 Anderson, Rose
 Ford, Wanda
 Harrison, Michael
 Mason, Rodney
 Choctaw, Mary

Clark, Keana
 Murray, Beth
 Hartwell, Geneva
 Ibrahim, John
 Mcleod, Timothy
 Roberson, Ashley
 Rowe, Patrick
 Walker, Akamil
 Amaya, Efrain

Baine, Tenisha
 Bradford, Keary
 Carter, Deborah
 Greene, Jeffery
 Griffin, Ardis
 Mitchell, Anthony



VEHICLE MAINTENANCE AND FACILITIES SERVICES

FACILITIES:

The Facilities Department assisted Public Affairs with setting up Pop-up shops around Marion County to promote and engage the community answering questions about the upcoming Purple Line.

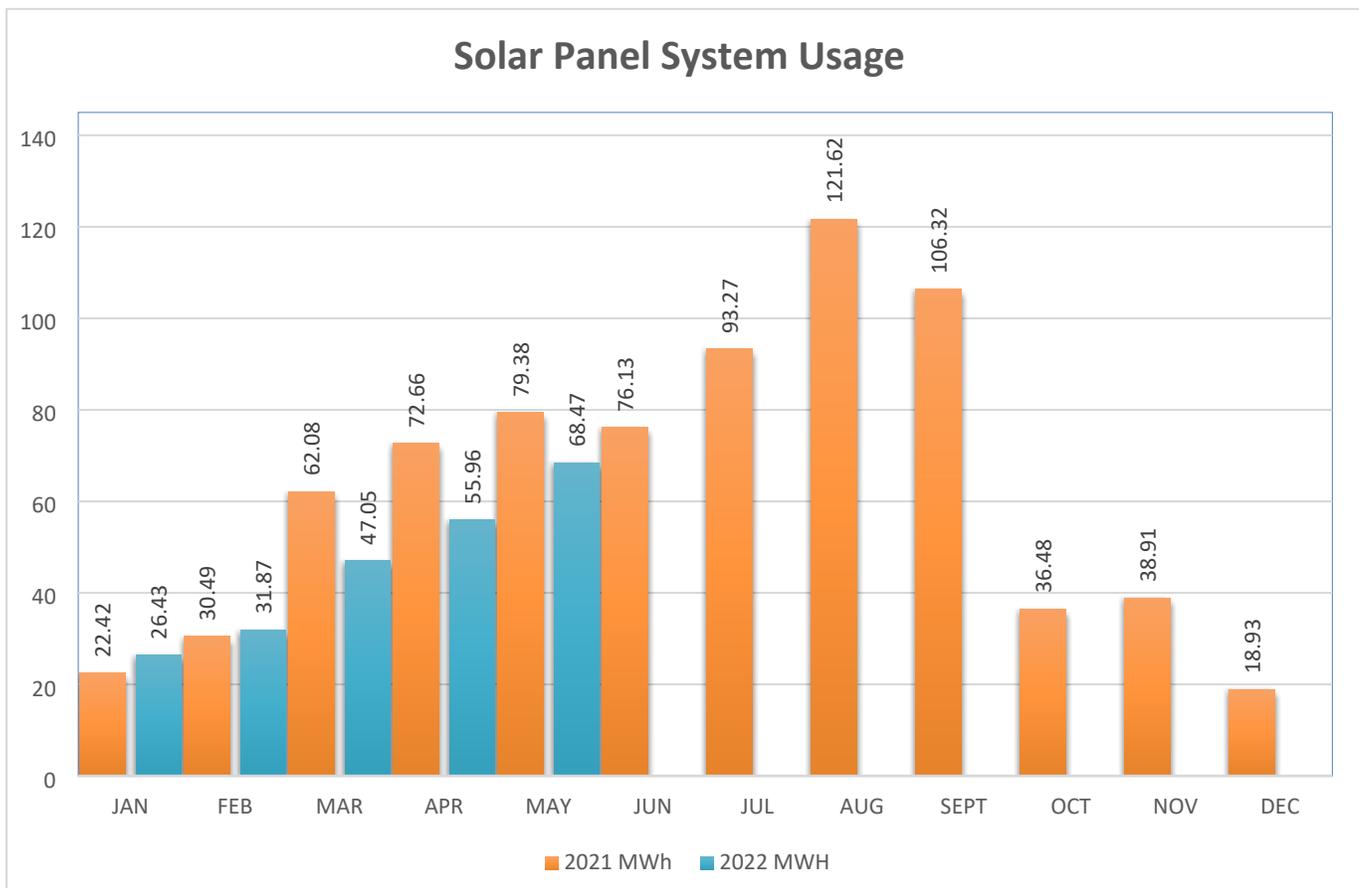
The Gennesart Mobil Clinic will be onsite every Tuesday between 2:00 pm and 5:00 pm at the Julia Carson Transit Center. They will offer low to no cost services and are accepting appointments. This service will continue throughout the summer months.

The Marion County Health Department will continue to serve the general public as a COVID Vaccination Site inside the lobby at the Julia Transit Center. The Marion County Health Department (MCHD) is open in the three days a week Tuesday, Wednesday, and Thursday. The MCHD is still getting consistent traffic from the general public and the COVID Vaccination Clinic will remain open at the Transit Center to respond to the need.

Facilities will begin relocating the Mobility Services team with the newly renovated location on Michigan Street.

SOLAR PANEL:

During the month of April as daylight hours increased, the 4,300 Solar Panel Array on the roof at the 1501 building produced a substantially higher KWH total versus last month. The savings amount YTD \$21,829.10 for solar energy savings.



FLEET SERVICES:

There were 168 buses detailed in May. The goal is to detail every bus at least once per month.

There were 29 vehicle requests in May for the motor pool.

IPTC has logged 3,516,630 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2022	700,999	650,213	739,093	710,879	716,446								3,516,630
2021	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	9,141,583
2020	878,363	875,068	917,660	705,903	701,773	865,561	888,720	866,798	844,969	850,663	767,009	817,246	9,979,733

Mean Distance

Mean Distance Major Systems Failures
Mean Distance Between All Systems Failures

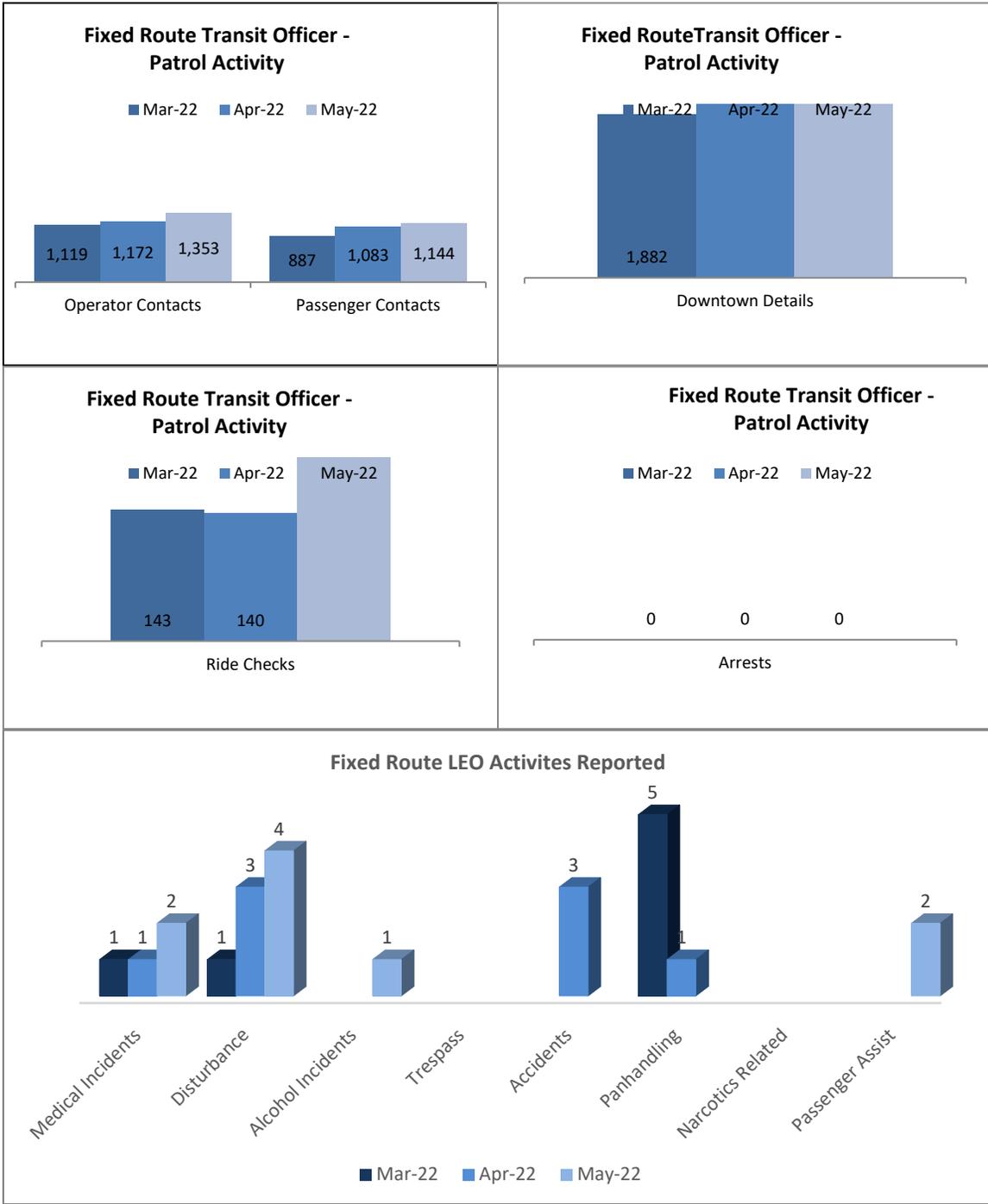
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
MAJOR	4848	4388	4436	3918	3107							
ALL	4377	3920	3911	3753	2984							
	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
MAJOR	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
ALL	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
MAJOR	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
ALL	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057

The green cells represent averaged totals

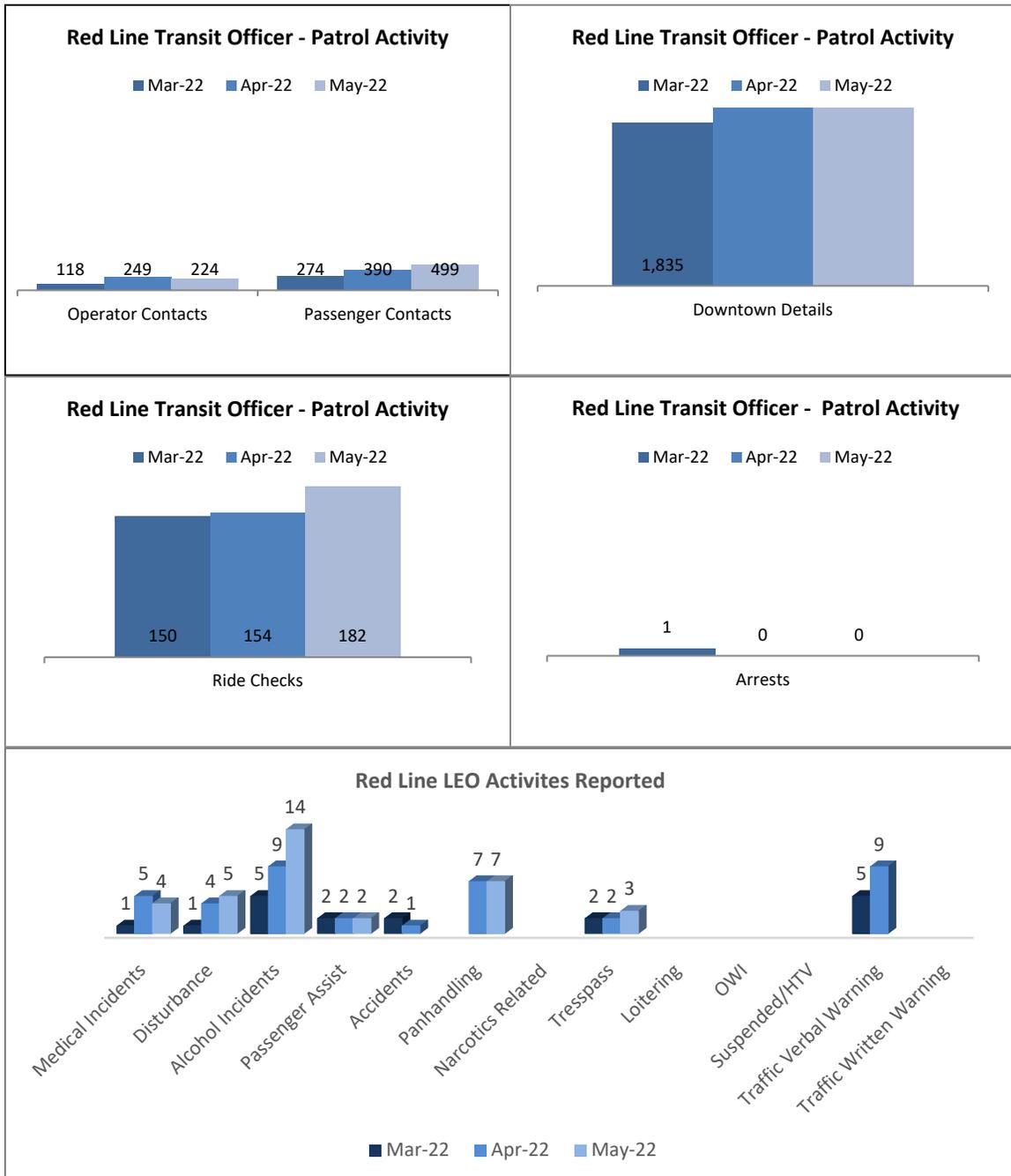
SECURITY

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.

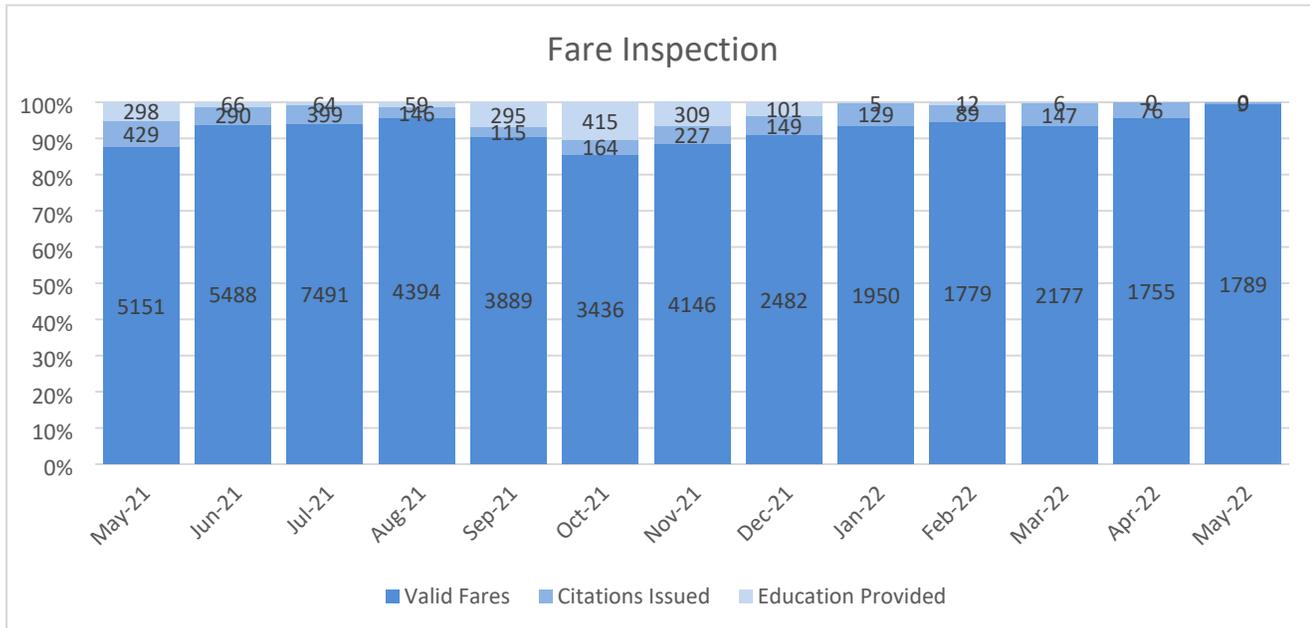


RED LINE SECURITY:



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:



May	Passenger Contact	Notifications	Educations
Monthly	1789	9	0
Weekday	1615	5	0
Saturday	95	4	0
Sunday	79	0	0

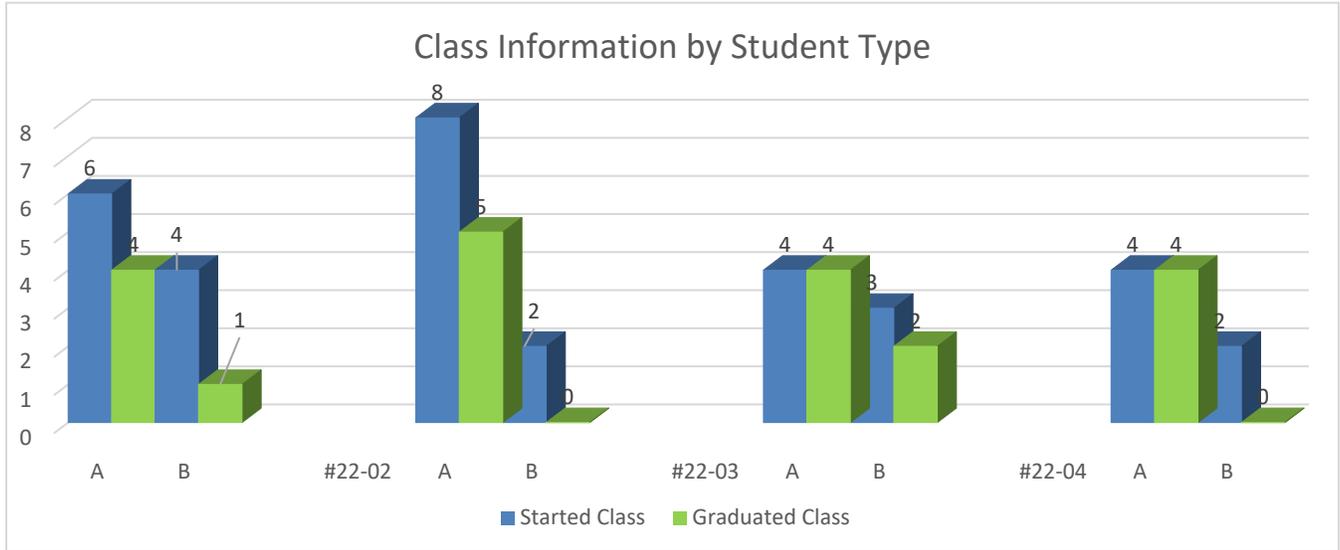
2022 YTD	Passenger Contact	Notifications	Educations
Monthly	9450	450	23
Weekday	8277	380	21
Saturday	694	69	2
Sunday	479	1	0

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.

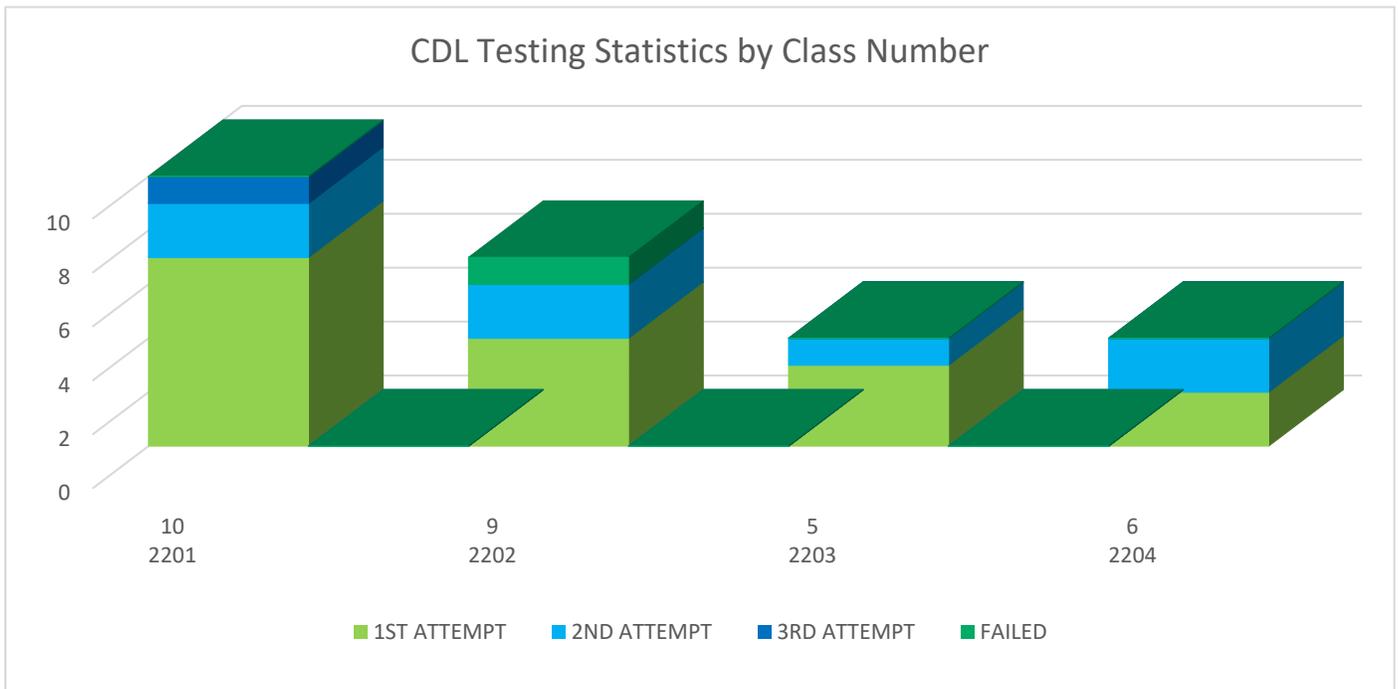
The Security Department started a physical and facility security review with the Governance and Audit Department. This audit will look at all aspects of the Security Department, from policies, procedures, contracted security, and much more. The department is excited about this audit and looking forward to seeing where improvements can be made.

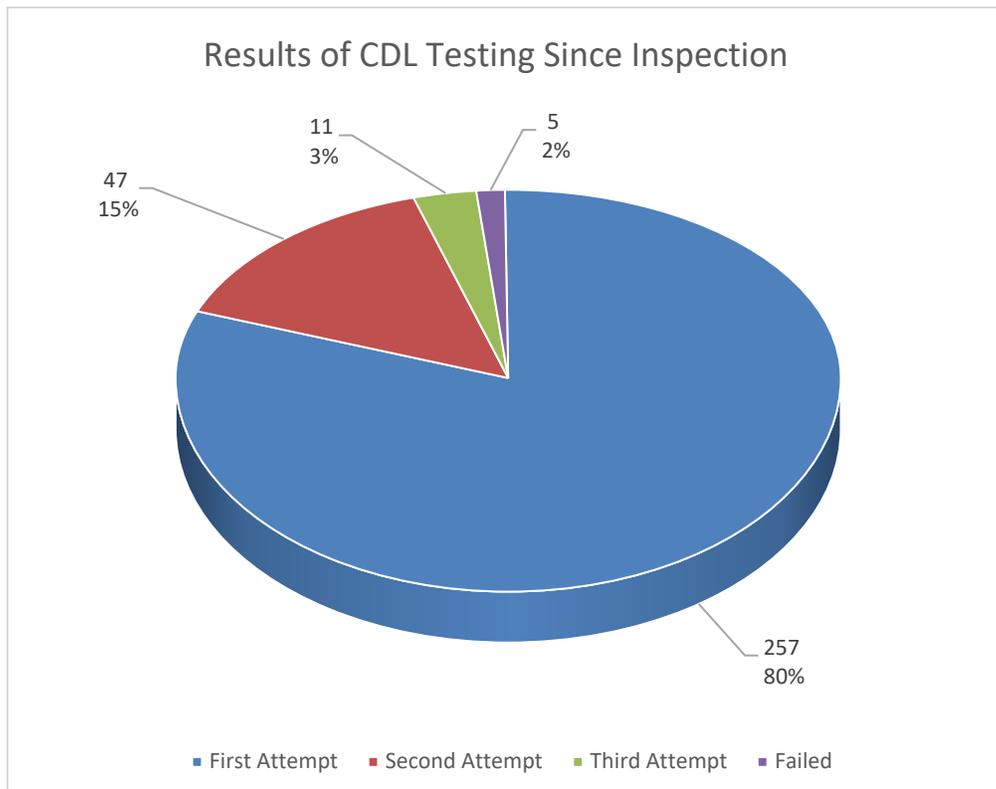
TRAINING:

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



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





IndyGo Fixed Route Operator Class 22-04 began on April 4, 2022, with four Trainee A students and two Trainee B students joined them on April 11, 2022, to make a total of six. The graduation ceremony was held on May 31, 2022, four operators transferred to revenue service.

IndyGo Fixed Route Operator Class 22-05 began on May 2, 2022, with seven Trainee A students and three Trainee B students joined them on May 9, 2022, to make a total of ten. They are in the process of completing the BTW (Behind the Wheel) portion of the program.

IndyGo Fixed Route Class 22-06 began on May 16, 2022, with eight Trainee A students and three Trainee B students joined them on May 23, 2022, to make a total of eleven. They were in the classroom portion of the program at the end of the month.

The Training Department has begun to assist new applicants acquire their CDL permit. This training consists of explanation and review of all materials covered for each endorsement. Training takes place over a five-day period. The applicants are transported to the BMV to complete testing. In May, there were five applicants who participated in the training. All participants acquired their CDL permit, making them eligible to begin training as a Trainee A participant for Fixed Route.

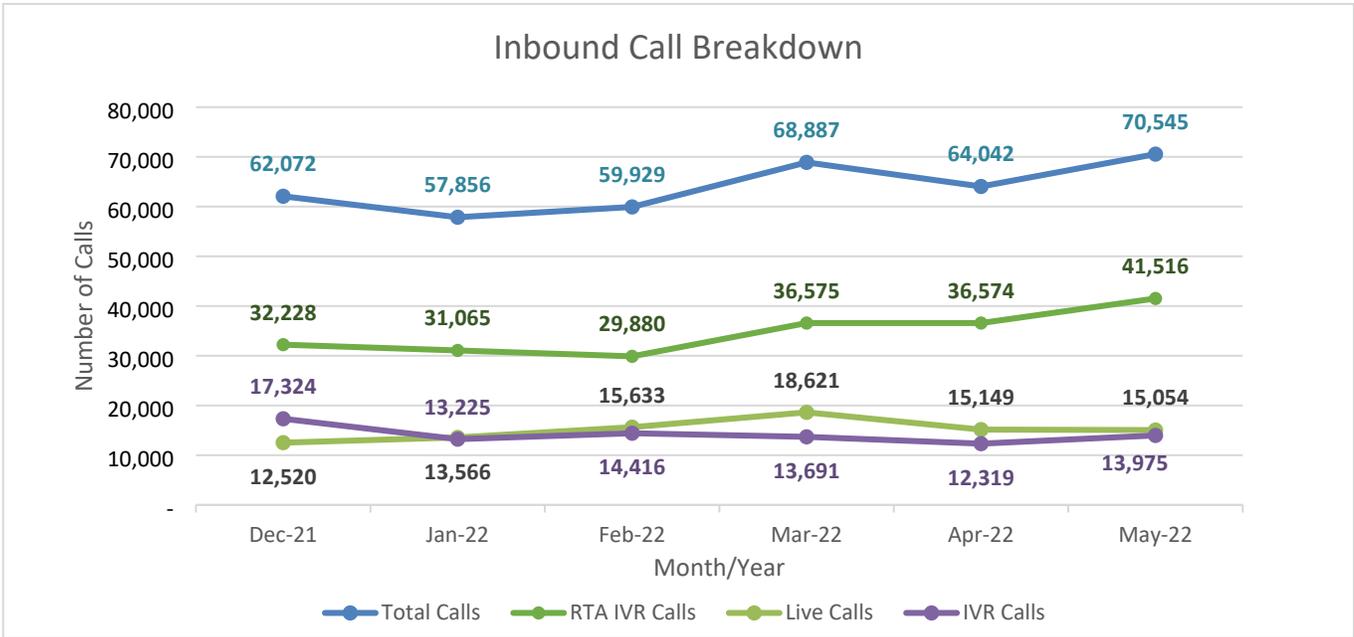
The following training sessions were conducted in May:

- Seven operators for accident retraining
- One General Labor Accident Retrain
- Three operators for Red Line accident retraining
- Nine Return to Work Training
- Two Reckless Driving Training
- Five administrative employees for new-hire orientation
- Two general laborers for new-hire orientation

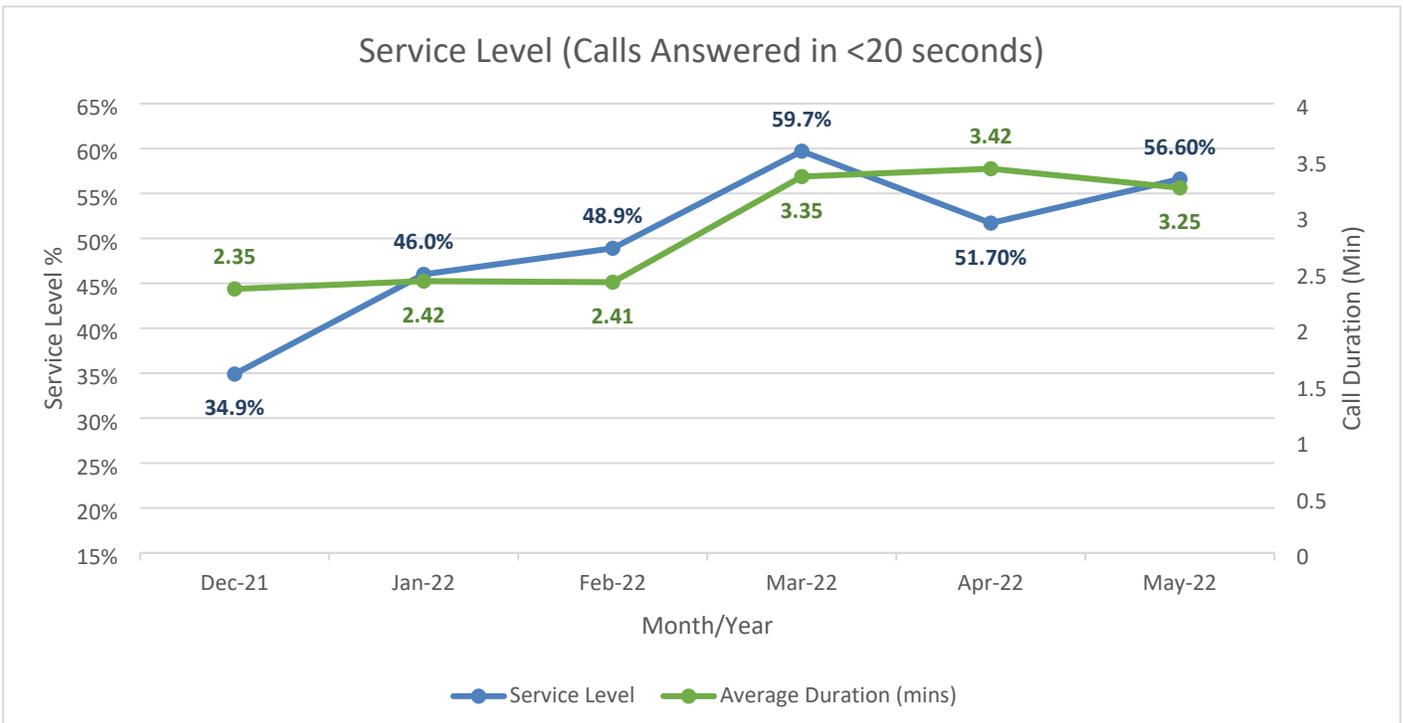
OPEN DOOR & CUSTOMER SERVICE

MOBILITY CARE CENTER:

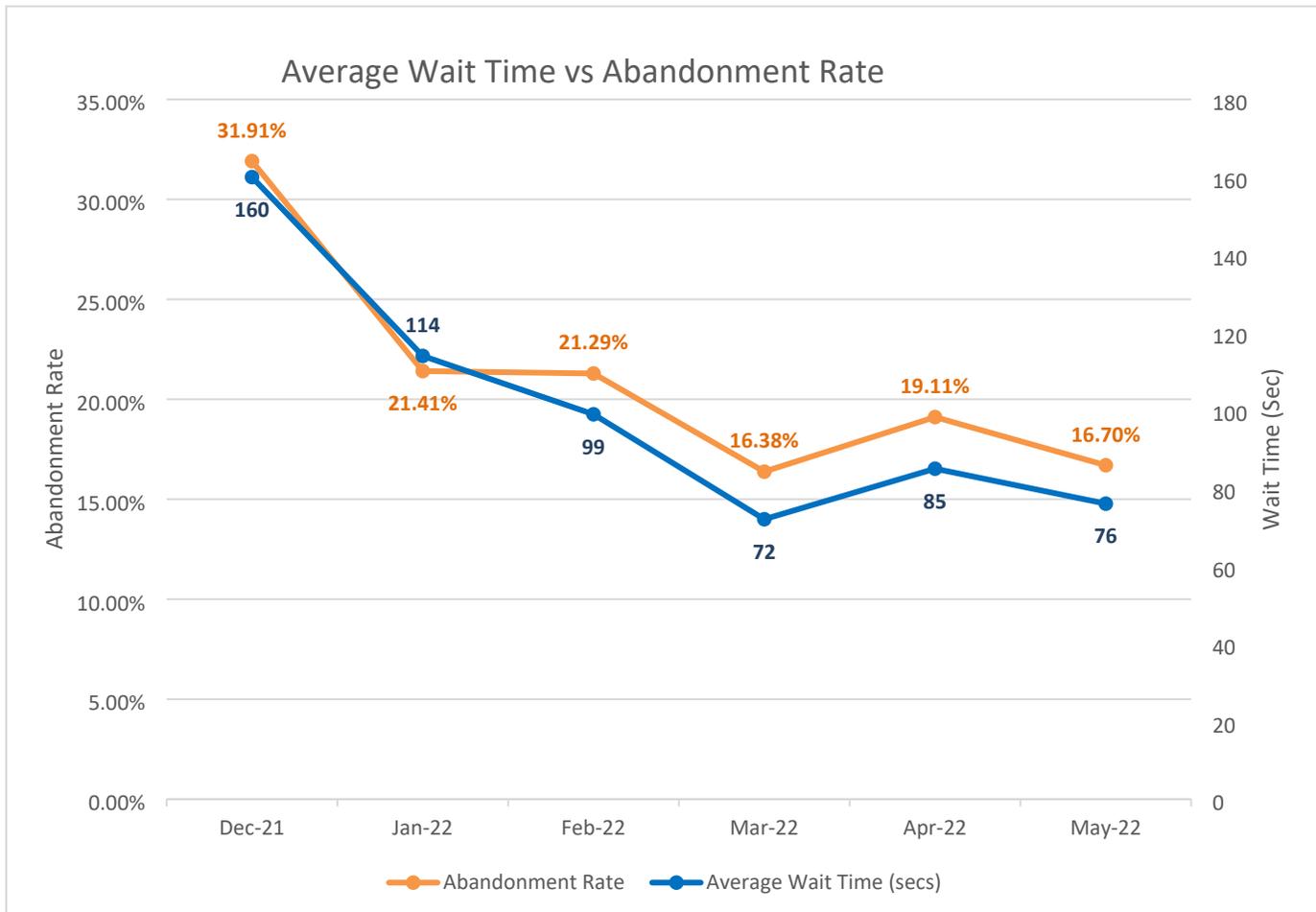
Overall, total call volume has increased by approximately 10.15% from April to May. This can be attributed to the increase in ridership for May 2022.



Our service level metric saw an increase for May 2022. This is moving towards the goal of 80%. The average call duration has decreased and is within the goal range of 3-5 minutes.



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



RECEIVED COMMENT REPORT:

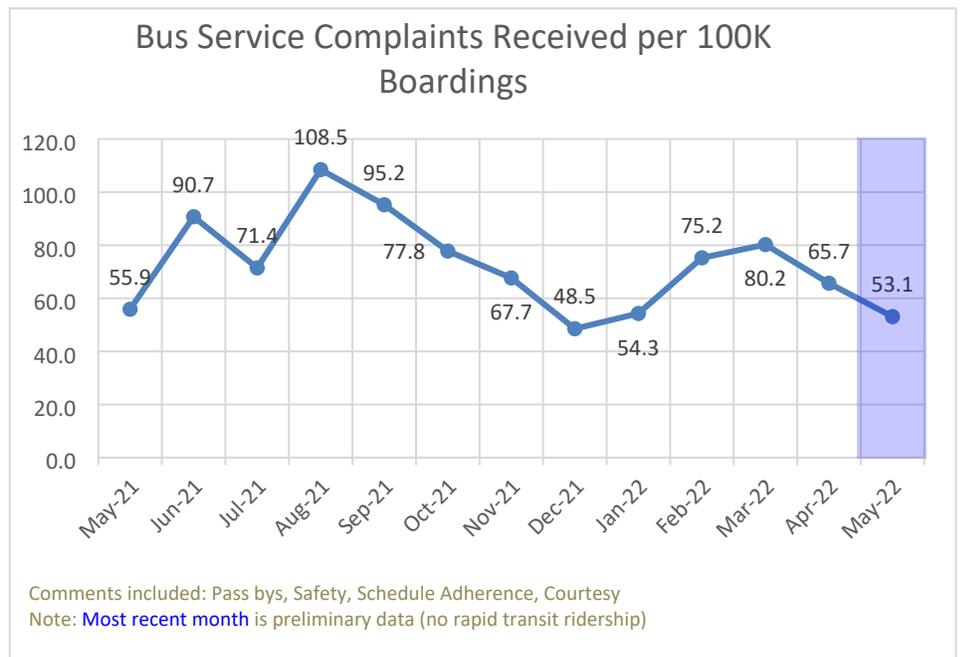
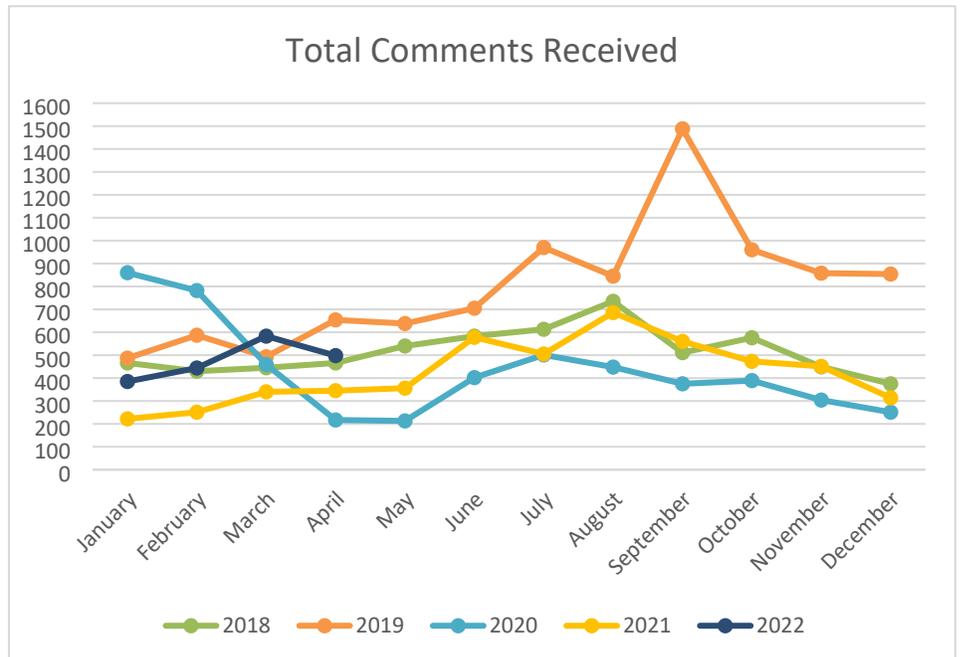
The total number of comments received for May amounts to 395.

Within the comments received, Schedule Adherence is the largest category contributing to approximately 22.78% of the total comments for May.

The total number of comments we received decreased from April to May. This could be partially attributed to the absence of COVID-related comments in May. In April, COVID comments they attributed to approximately 4.41% of our total comments.

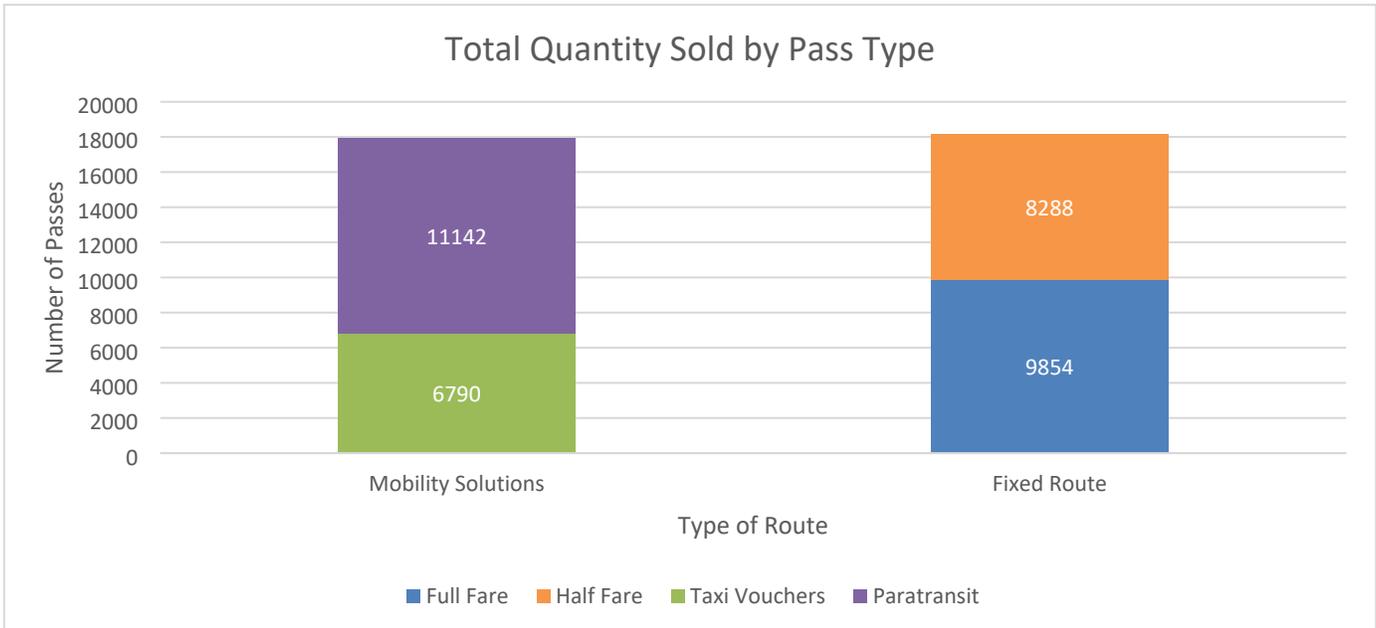
Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Category	Count of Comment
Schedule Adherence	90
Pass By	73
Safety	52
Courtesy	39
Fares	31
Vehicle Maintenance	14
Compliment	13
Rules	11
Denial	10
Customer Care Center	8
Request	8
Route	7
Security	7
Facility Maintenance	7
Bus Stop	7
Suggestion	5
ADA	4
Wrong Information Given	3
Real-Time Arrivals	2
UZURV	1
Detour	1
Marketing	1
Purple Line	1
Grand Total	395



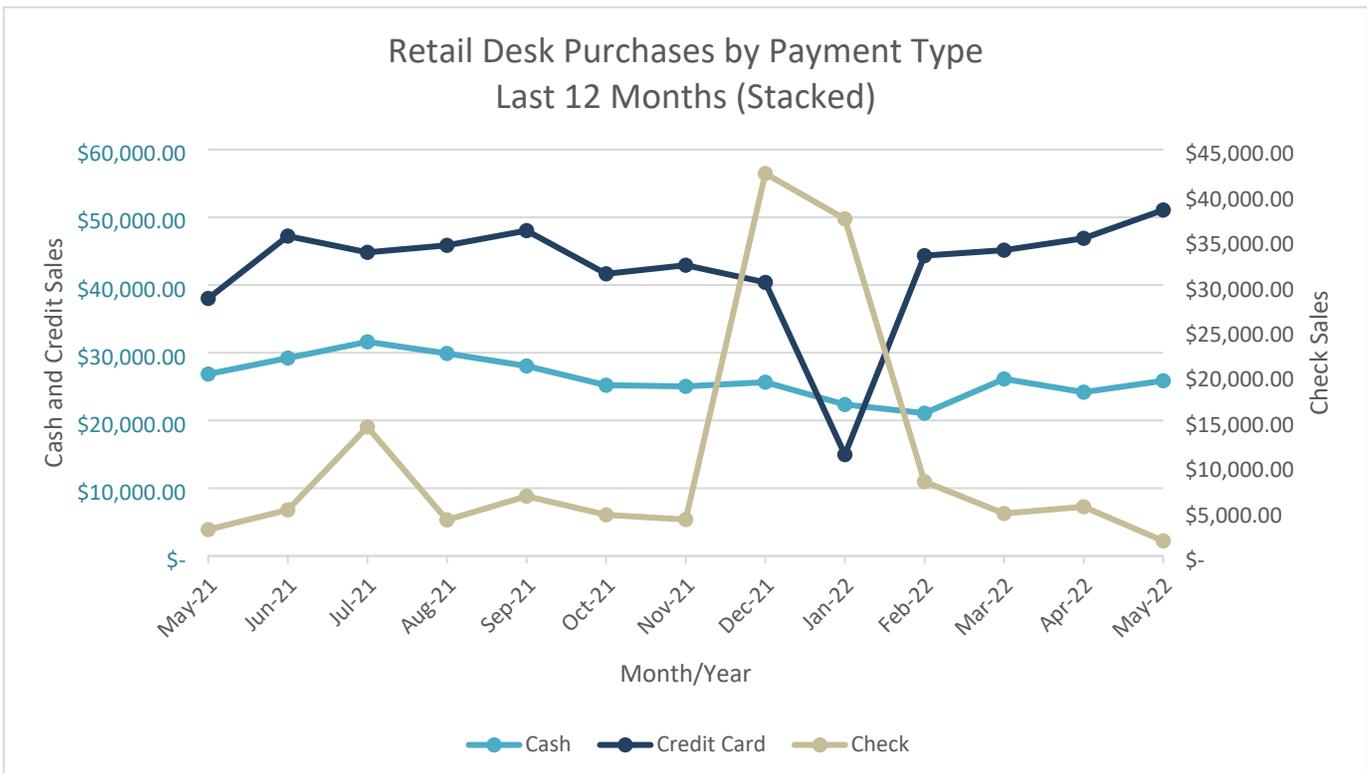
RETAIL CENTER AND SALES REPORT:

Total Quantity of Passes Sold: 36,074



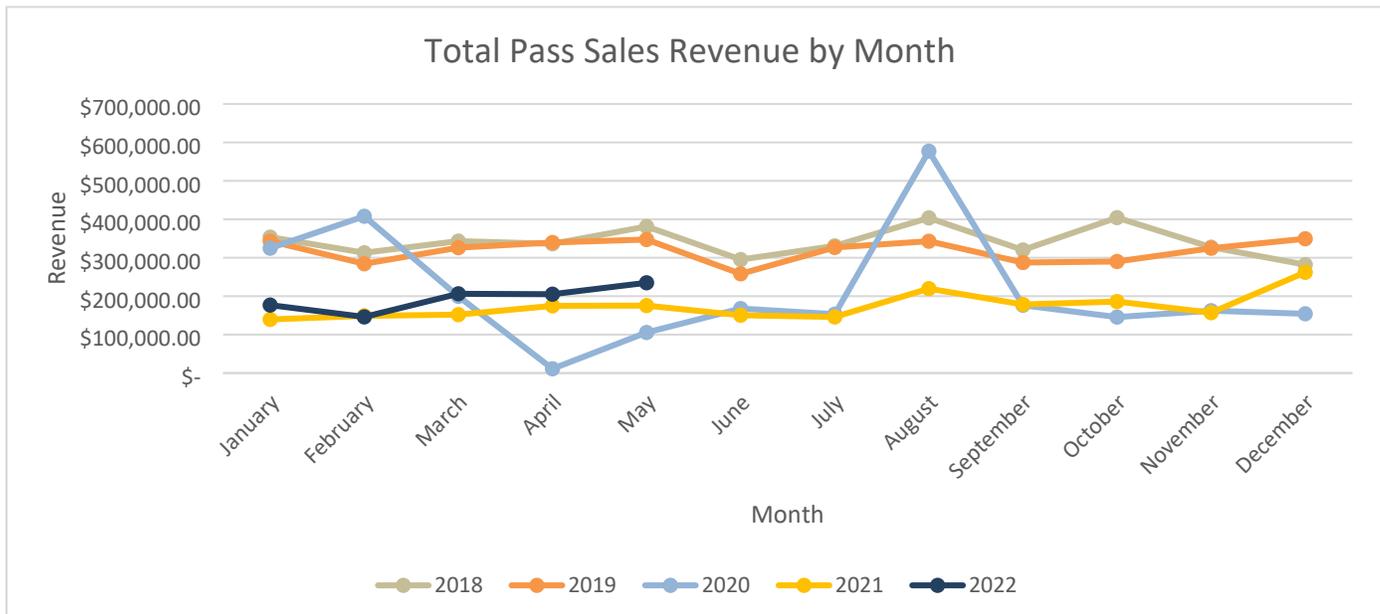
Payment Breakdown:

The Customer Care Center Retail Desk experienced an increase in cash and credit card sales by 8.25%. Check sales experienced a 6.94% decrease for May 2022. IndyGo Care Center Leadership will continue to monitor all payment types.



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

Total pass revenue increased by 14.48% from April to May. Thus far, we have seen a 22.56% revenue growth compared to last year. The increase in revenue can be attributed to the increase in ridership from April to May.



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	10,387	5,963	105,832	34	30
May	10,649	6,160	107,652	37	31
June					
July					
August					
September					
October					
November					
December					
Total	49,869	28,453	517,923	32	151

2021 Paratransit Data

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

INDYGO ACCESS CUSTOMER COMMENTS:

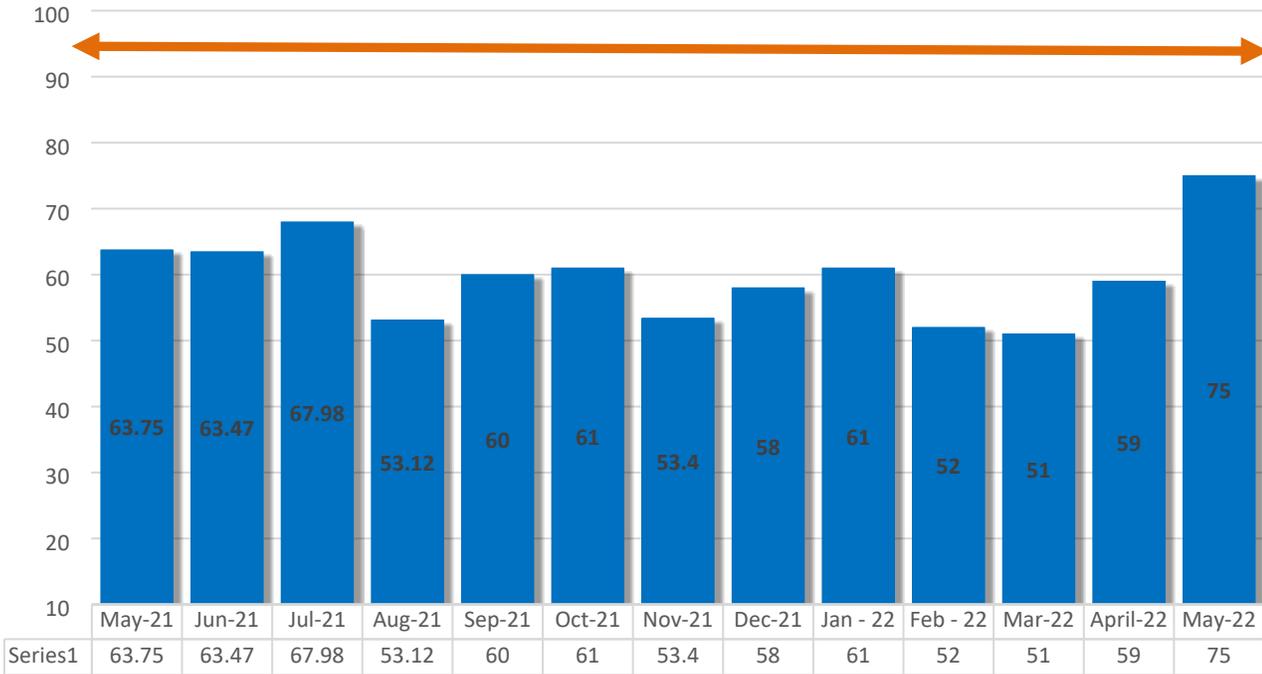
Customer comments for May 2022. IndyGo Access customers are encouraged to contact the customer care center to voice a comment. All comments are investigated and provided to our paratransit contractor to coach employees—the goal is to improve service while delivering safe, reliable, and courteous transportation.

Comment Categories	Number of Comments
Schedule Adherence	56
Courtesy	9
Safety	5
Compliment	3
UZURV	3
Rules	2
Customer Care Center	1
Wrong Information Given	1
ADA	1
Fares	1
Grand Total	82

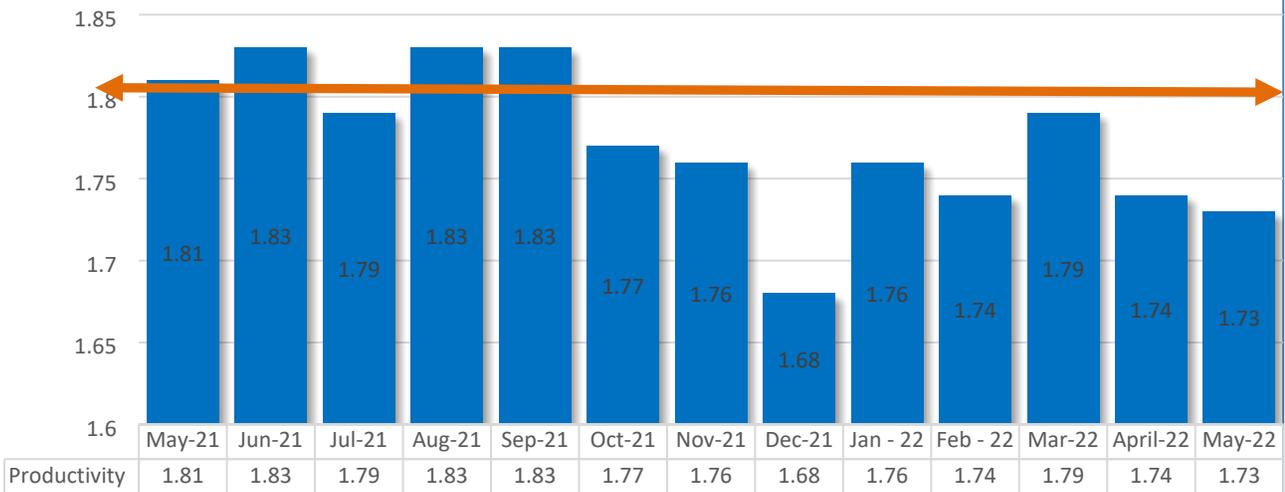
Schedule Adherence Comments	Number of Comments
Late Bus	44
Extended Ride	7
No Show	3
Early Bus	1
Other	1
UZURV Schedule Adherence	1
Grand Total	57

On-Time Performance for May 2021 was 86%, and Productivity was 1.81%. May 2022, OTP was 75%, and Productivity was 1.73%; this is a decrease of 12.8% and a decrease of 4.4%, respectively, YOY.

Open Door On Time Performance Goal 94%



Open Door Productivity/PPH Goal 1.8%



INDYGO ACCESS ASSESSMENT & ELIGIBILITY:

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

2022

	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	32	50	82	0	0	0
FEB	34	46	80	0	0	0
MAR	61	56	117	0	0	0
APR	56	57	113	0	0	1
MAY	43	66	109	0	0	3
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	226	275	501	0	0	4

2021

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

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP
JAN	0	0	32	49	0	1
FEB	0	0	34	46	0	0
MAR	0	0	61	55	1	0
APR	10	0	46	56	1	0
MAY	0	0	43	60	6	0
JUNE						
JULY						
AUG						
SEPT						
OCT						
NOV						
DEC						
Total	10	0	216	266	8	1

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

VOUCHER PROGRAM:

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

2022 Taxi Voucher Tracking

	Lottery		Dialysis		Emergency-Green		Total Vouchers
	Sold	Used	Sold	Used	Sold	Used	Used
January	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	690	683	534	592	1627	1622	5,748
May	670	536	619	565	1791	1576	5,763
June							
July							
August							
September							
October							
November							
December							
	3,390	3,176	2,994	2,926	7,127	6,968	26,581

2021 Taxi Voucher Tracking

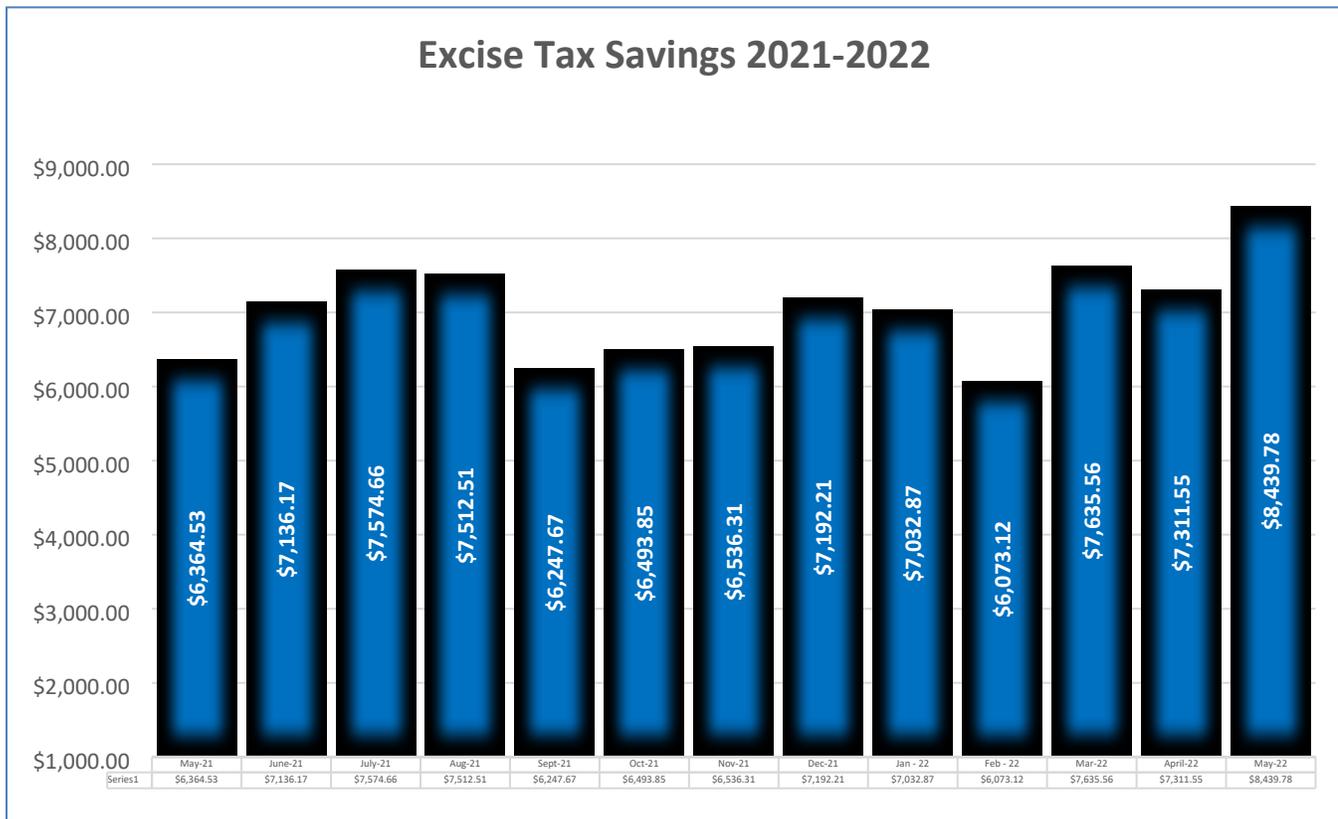
	Lottery		Dialysis		Emergency-Green		Total Vouchers
	Sold	Used	Sold	Used	Sold	Used	Used
January	720	591	703	749	0	0	1,340
February	760	541	673	707	0	0	1,248
March	680	589	714	761	0	0	1,350
April	680	637	828	680	0	0	1,317
May	750	587	599	697	0	0	1,284
June	640	708	742	700	0	0	1,408
July	710	609	634	636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

WEX FUEL CARD PROGRAM:

The WEX Tax Exemption and Reporting Program have significantly reduced accounting and administrative time for qualified fleets exempt from motor fuel excise taxes or certain sales taxes at Federal, state, county, or local levels.

April 2022 savings from fuel excise taxes were \$7,311.55 (Fed Taxes = \$3,661.07 and State Taxes = \$4,778.71.)

Total 2022 annual savings is \$36,492.88



Page
Intentionally
Left
Blank

Department of People & Teammate Experience Division Report – May 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief People Officer Denise E. Jenkins-Agurs, MS.Ed.
Date: June 23, 2022

Teammate Engagement:

- Summer Food Truck Series kicked started on May 31.
- Collaborating with Wellness on a series of Wellness events for the rest of the summer
- 2021 Excellence Awards will be presented at this month's Board Meeting

Workforce Development:

- Fehribach Intern, Tyler Rawles, has started working with Capital Projects and will be with us until 7/29
- 2nd set of Six Sigma Green Belt Presentations took place with the Executive Team. 7 IndyGo teammates presented their process improvement projects.

Diversity & Inclusion:

- IndyGo's involvement in the Indy Pride Parade and Festival was a huge success. Special thanks to Director Fagan and spouse Dan for spreading the love with us! (see pics below)
- DEI Consultant RFP (Request for Proposal) to be released on June 21

Learning Management System:

- The contract with a new vendor for LMS (Learning Management System) is in the final stages of approval.
- Working with the training team and Risk & Safety department to digitize and streamline annual In-Service training.

Mentorship and Apprenticeship Program (MAP) updates:

Mentorship:

- A new mentor class is scheduled for June 15, a potential of 8 new mentors, including two additional mechanics
- ATU Mentorship and Apprenticeship Coordinator has been asked to be a panelist for the TLC next online seminar on Mentoring on June 22

Apprenticeship:

- Our Ceremonial MOU signing with IvyTech was Friday, June 10
- Currently recruiting a Maintenance Coordinator to work closely with our Maintenance and Apprenticeship Coordinators. This position will help with the oversight of the apprenticeship program from the Union side.
- We predict the start date for the program will be in July or August.

Onboarding/Recruitment:

- Teammate Engagement welcomed two new Recruiters
- Hired/Onboarded 40 teammates in May & June (to date)
- 27 Coach Operator Trainees
- Started facilitating new Coach Operator classes every two weeks

- Holding New Hire Orientation every two weeks

Benefits:

- Renewed EAP contract with no increase in cost
- Working on increasing communications on EAP benefits to employees
- Looking at options for childcare assistance for employees
- Implemented direct deposit options for Medicare Part B payments to retirees

Wellness:

- Working on the following events/projects:
 - Alzheimer's Walk
 - American Heart Association Walk
 - Out of Darkness Suicide Walk
 - Healthy Vending Machine Options
- Wellness Massages are being offered to teammates twice a month at 1501
- The coordinator is working on wellness communication that will go out weekly to our teammates

Respectfully submitted,

Denise E. Jenkins-Agurs, MS.Ed.

Chief People Officer



Supplier Diversity Division Report – May 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Supplier Diversity Officer Greg Garrett
Date: June 23, 2022

DISCUSSION:

As of April 2022, IndyGo has obtained 29.35% utilization with “XBE” businesses certified by the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration’s Division of Supplier Diversity.

IndyGo recently hired two new Supplier Diversity team members. Gregory (Greg) Garrett is the new Senior Supplier Diversity Officer. Courtney Palmer is the new Supplier Diversity Specialist. Both started with IndyGo on June 6th.

The Semi-Annual report was submitted May 31st. IndyGo’s corporate goal through federal fiscal year 2022 is 10%. IndyGo is currently at 9.5%.

UPDATES/UPCOMING ITEMS:

2023-2025 Goal Methodology (August 2022)

RECOMMENDATION:

Receive the report.

Greg Garrett
Senior Supplier Diversity Officer

Page
Intentionally
Left
Blank