



Board Report  
October 27, 2022

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- 1. Call to Order and Roll Call** (Presenters - Greg Hahn, Jill Russell)
- 2. Awards and Commendation** (Presenter - Inez Evans)
- 3. Committee Chairperson Reports** (Presenters - Richard Wilson, Adairius Gardner, Greg Hahn)
  - Finance Committee - Richard Wilson
  - Service Committee - Adairius Gardner
  - Governance & Audit Committee - Greg Hahn
- 4. Consent Agenda** (Presenter - Greg Hahn)
  1. A-1: Consideration and approval of minutes from Board meeting held on September 22, 2022
  2. A-2: Consideration and approval of 2021 Annual Financial External Audit Report (Presenter - Brian Atkinson)
  3. A-3: Consideration and approval of Pandemic Recovery Assessment (Presenter - Brian Atkinson)
  4. A-4: Consideration and approval of Employee Share of Health Insurance Premiums (Presenter - Brian Atkinson)
  5. A-5: Consideration and approval of Retail Center Audit (Presenter - Brian Atkinson)
  6. A-8: Consideration and approval of RFP 22-03-442 snow & ice removal (Presenter - Paul Williams)
  7. A-9: Consideration and approval of EQ 22-07-454 vehicle filters (Presenter - Paul Williams)
  8. A-10: Consideration and approval of RFP 22-04-441 wireless vehicle communication replacement (Presenter - Marcus Burnside)
  9. A-12: Consideration and approval to negotiate a contract with Anthem for group vision plan premiums and coverage (Presenter - Jeff Brown)
  10. A-13: Consideration and approval to negotiate a contract with Delta Dental for group dental plan premiums and coverage (Presenter - Jeff Brown)
  11. A-14: Consideration and approval to negotiate a contract with Anthem for Stop Loss Insurance coverage (Presenter - Jeff Brown)
- 5. Regular Agenda** (Presenter - Greg Hahn)
  1. A-6: Consideration and approval of new Indianapolis Public Transportation Foundation (IPTF) Board Members (Presenter - Emily Meaux)
  2. A-7: Consideration and approval of the Amendment of IndyGo's 2019-2027 Capital Plan (Presenter - Brooke Thomas)
  3. A-11: Consideration and approval of change to project definition for the Blue Line Bus Rapid Transit (BRT) project (Presenter - Jennifer Pyrz)
  4. A-15: Consideration and approval of Resolution 2022-06 authorizing free rides for 2022 Midterm Election (Presenter - Mike Roth)
- 6. Information Items** (Presenter - Greg Hahn)
  1. I-1: Mobility Advisory Committee (MAC) update (Presenter - Eddie Rickenbach)
  2. I-2: Receipt of the Finance Report for September 2022 (Presenter - Bart Brown)
  3. I-3: CEO Report (Presenter - Inez Evans)
  4. I-4: Governance & Audit Workplan Status Report
  5. I-5: Ethics Hotline Summary
  6. I-6: Local funding pre-bid language enhancement
  7. I-7: Indianapolis Public Transportation Foundation (IPTF) name change to IndyGo Foundation
  8. I-8: 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, November 17, 2022

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## Awards & Commendation Recognition for September 2022

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

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### September 2022 Awards & Commendations

Employee	Position	Recognition
Roy Thein	Coach Operator – Fixed Route	30 Years and 1,000,000 Miles of Safe Driving
Thomas Jacobs	Coach Operator – Fixed Route	September Operations Employee of the Month
Greg Hahn	IPTC Board Chair	2022 Litigation Counsel of America’s Peter Perlman Service Award winner

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## September 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 September and received the National Safety Council recognition.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Roy Thein	5963	30	34
Ray Wright	6979	21	32
Donald Ellison	1739	18	24
Peter Reintjes	5109	16	24
Leo Scott	5447	18	20
Alvin Knox	8191	13	13
Micheal Williams	6710	11	19
Bevelyn Robinson	8194	11	13
Nicole Byrd	0803	8	19
Calvin Jackson	8213	8	13
Robert Feiock	8620	8	8
Traina Smith	9011	5	5
Salaha Keita	9041	4	5
Onee Freeman	9165	4	4
David Ross	9076	3	4
Cameron Haywood	9228	3	4
Nakia Davies Dada (King)	9372	3	3
Ebenezer Akinribade	9574	3	3
Robert Kenneth	8977	2	5
Joseph Tolver	9400	2	3
April Jones	9585	2	3
Leon Pipes	9650	2	2
Felicia Webster	9784	2	2
Darnell Roberts	9314	1	3
India Boone	9560	1	3
Kanesha Lyles	9951	1	1
Roneshia Woods	9942	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!***

## Recognition to Roy Thein for 1,000,000 miles of Safe Driving



National Safety Council recognizes drivers with 1,000,000 miles of driving, or 30 accumulated years driven, without a preventable incident. One million miles is about equal to driving around the world at its widest point - the equator - about 40 times. This would be like driving to the Moon and back twice, which is out of this world! We are extremely proud of Roy Thein for his outstanding achievement. He exemplifies safety and pride in his service to his customers. Thank you for your commitment to safe driving and your service to IndyGo.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Roy Thein	5963	30	34



***Congratulations and Thank You!***



## Finance Committee Chairperson Report – October 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** October 27, 2022

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
**October 20, 2022**

The Finance Committee met on October 20, 2022, at 8:30am. In attendance was 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-8 through A-10, & A-12 through A-14 and Regular Agenda item A-11.

An item from the committee meeting I would like to highlight is Action Item A-10, approval of RFP 22-04-441 wireless vehicle communication replacement. Chief Information Officer Marcus Burnside presented this action item to the Finance Committee.

Since 2018, IPTC has utilized mobile routers in all revenue service vehicles to facilitate cellular communication for public and private network access. The mobile routers are the central communication point for CAD/AVL, information screens, traffic signal prioritization, fare validation, and public Wi-Fi on the buses.

The current vendor (WAAV, Inc.) has been the contracted wireless vehicle router vendor since 2017. The contract expires in October 2022, and the equipment is at end-of-life. The current cellular technology is 3G/4G/4GLTE. IPTC is looking to replace the WAAV routers with 5G/5GUW capable routers to support the increased demand for additional bandwidth usage on the buses. With the implementation of 5G mobile routers, IPTC will position itself ahead of the curve to offer better throughput rates for current, and future data bandwidth needs.

The Evaluation Committee met in September 2022 and selected Step CG, LLC, as the new wireless vehicle routers and services vendor. Step CG offered a quality product with favorable annual reoccurring costs and could meet our independent cost estimate (ICE) over five years.

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – October 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** October 27, 2022

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
**October 20, 2022**

The Service Committee met on October 20, 2022, at 10:00am. In attendance was, myself, Adairius Gardner, Chairman of the Service Committee, as well as Committee Members Lise Pace and Hydre Abdullah.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, & A-8 and Regular Agenda items A-6, A-7, A-11, & A-15.

An item from the committee meeting I would like to highlight is Action Item A-8, approval of RFP 22-03-442 snow & ice removal. Senior Director of Facilities and Preventative Maintenance Paul Williams presented this action item to the Service Committee.

The snow and ice removal contract covers all IPTC properties, including East Campus, Michigan Street Campus, 8925 Madison (charging station), 6410 College (charging station and parking lot), and bus stations. The work entails plowing, hand shoveling, hauling off, and pre-salting and deicing on all parking lots, drive lanes, sidewalks, platforms, and building entrances. The vendor is available 24/7 to supply all staffing, equipment, salt, and deicing materials. IPTC must maintain and provide safe working conditions for employees and the community ridership while preserving on-time performance and productivity during inclement weather conditions.

IPTC held a pre-proposal meeting via Microsoft Teams and a questions and answers session open to all prospective bidders. The Procurement Department received two bids and found that R.A.S.K. and Associates, Inc. bid was within the cost estimate and met all requirements.

Mr. Chairman, that concludes my report.

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## Governance and Audit Committee Chairperson Report – October 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Governance and Audit Committee Chair Greg Hahn  
**Date:** October 27, 2022

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Greg Hahn**  
**Governance and Audit Committee Chairperson's Report**  
**October 20, 2022**

The Governance and Audit Committee met on October 20, 2022, at 1:00PM. In attendance was, myself, Greg Hahn, Chairman of the Governance & Audit Committee, as well as Committee Member Adairius Gardner.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Item A-2, A-3, A-4 & A-5.

An item from the committee meeting I would like to highlight is Action Item A-5, approval of Retail Center Audit. Director of Governance & Audit Brian Atkinson presented this action item to the Governance & Audit Committee.

In July 2022 the Finance Department requested Governance and Audit to work on a review of the Retail Center sales and payment collection process. Operation of the Retail Center is currently contracted to RATP Dev.

The primary objective in performing this process review was to evaluate the fare pass point of sale process, reconciliation, and reporting.

Accordingly, our scope included reviewing:

- Daily cashier sales reports including cash, check and credit card sales
- Daily cashier inventory counts reconciling inventory against reported sales
- Point of Sale system reports for all transaction types
- Retail Center sales variances
- Contractor monthly detailed report to IPTC Management

Our approach included performing interviews with members of IPTC Customer Service, IPTC Finance, and the Retail Desk contractor RATP Dev.

Madam President, that concludes my report.

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# September Board of Directors Minutes

IndyGo

Sep 22, 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, Cheryl Purefoy, Jill Russell

#### Members Present (Remote):

Brian Clem, Ryan Wilhite

#### Members Absent:

Richard Wilson, Jr., Lise Pace

#### Staff Present (Remote):

Brian Atkinson, Justin Burcope, Chauncyia Coleman, Mark Emmons, Greg Garrett, Lesley Gordon, Latosha Higgins, Emily Meaux, Jennifer Pyrz, Cameron Radford, Aaron Vogel

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

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 [A AGENDA for September 22, 2022 Board Meeting.docx](#)

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Chairman Greg Hahn called the meeting to order at 5:00pm. Chief Legal Officer Jill Russell called the roll. 4 members present in person. Treasurer Rick Wilson and Secretary Lise Pace were absent. There was a quorum.

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

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

 [A1 Safe Drivers Board Report Sept 2022 \(2\).docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for August 2022. Recognized were safe drivers for August 2022, one Employee with 17 years of safe driving, August Operations Employee of the month, and two new hires.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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





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

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The reports were read and entered into the record.

#### 4. Consent Agenda (Presenters: Greg Hahn)


1. A-1: Consideration and approval of minutes from Board meeting held on August 24, 2022  
 [A-1 August Board of Directors - 2023 Budget Final Adoption Minutes.docx](#)
2. A-3: Consideration and approval of RFP 22-04-444, workers compensation & auto/property/bodily injury claims handling (Presenters: Brian Clem)  
 [A-3 Board Action Item WC-AL Sept 2022.docx](#)
3. A-4: Consideration and approval for a contract for the Zero Emission Vehicle Transition Plan (ZEVTP) (Presenters: Ryan Wilhite)  
 [A-4 ZETP ActionItemContractApproval\\_962022\\_v1.docx](#)
4. A-5: Consideration and approval of the purchase of 21 new Genfare fareboxes (Presenters: Jon Mann)  
 [A-5 September 2022 Genfare Action Item.docx](#)

##### **Motion:**

Approval of Consent Agenda

Motion moved by Hydre Abdullah and motion seconded by Mary Ann Fagan. Mary Ann Fagan - AYE, Hydre Abdullah - AYE, Greg Hahn - AYE, Adairius Gardner - AYE; Motion passed 4-0

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


1. A-2: Consideration and approval of Change Order #1 for IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project (Presenters: Matt Duffy)  
 [A-2 Red Line Pvmt Maint Change Order #1.docx](#)

The Board approved the Red Line HMA and PCCP Maintenance project construction contract in March 2022 with Rieth-Riley as the prime contractor; work started in April 2022 and is anticipated to be complete in July 2023. The project includes full-depth and partial-depth asphalt pavement patching along Red Line bus lanes, concrete bus pad replacement at Red Line stations, and installation of rub rail on the Red Line bus station platforms. The locations and level of patching (partial vs. full depth) needed was determined in Fall 2021 and based on a visual assessment of the areas of cracking, potholes, and rutting at that time. This change order is necessary to conduct the additional asphalt patching needed to respond to current pavement and subgrade conditions. Once construction began and the contractor started to excavate the pavement, it became apparent that existing limits of pavement restoration needed to be expanded.

##### **Motion:**

Approval of Change Order #1 for IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project

Motion moved by Adairius Gardner and motion seconded by Mary Ann Fagan. Mary Ann Fagan - AYE, Hydre Abdullah - AYE, Greg Hahn - AYE, Adairius Gardner - AYE; Motion passed 4-0

2. A-6: Consideration and approval of contract for diesel fuel (Presenters: Cheryl Purefoy)  
 [A-6 - Diesel Fuel 9.2022.docx](#)

IPTC's annual fuel consumption is expected to be approximately 1,260,000 in the 2023 fiscal year. IPTC established a list of qualified fuel suppliers that would be able to competitively bid on fuel contracts. Committing now to the fuel buy allows for IPTC to lock in the price of fuel below the current market value. This strategy meets FTA requirements for full and open competition. IPTC agreed to enter into an order commitment with Co-Alliance of 1,260,000 gallons of its diesel fuel consumption through December 31st, 2023, at a contracted price of \$3.0399 per gallon. This requires IPTC to order a minimum of 105,000 gallons per month at this price. If IPTC, requires more fuel above 105,000 gallons in the month, IPTC will request the option to purchase additional diesel fuel at the market rate.

**Motion:**

Approval of contract for diesel fuel

Motion moved by Mary Ann Fagan and motion seconded by Adairius Gardner. Mary Ann Fagan - AYE, Hydre Abdullah - AYE, Greg Hahn - AYE, Adairius Gardner - AYE; Motion passed 4-0

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

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

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

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

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

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

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

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The Board heard an update from President/Chief Executive Officer Inez Evans.

3. I-3: Department Reports

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

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

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

 [I-3d AUG OPERATIONS DIV BOARD REPORT -9.2022.docx](#)

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 [I-3e Sept 2022 Department of People & Teammate Experience Board Report.docx](#)

 [I-3f Supplier Diversity - August2022.docx](#)

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The Board received Department Reports for Risk & Safety, Capital Projects, Public Affairs, Operations, Department of People and Teammate Experience, and Supplier Diversity.

**7. Adjourn (Presenters: Greg Hahn)**

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 5:25pm.

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Sean Wooding  
Deputy Chief Legal Officer

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## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Director of Governance & Audit Brian Atkinson

**SUBJECT:** Consideration and approval of 2021 Annual Financial External Audit Report

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### ACTION ITEM A – 2

#### **RECOMMENDATION:**

Review and receive the 2021 Annual Financial External Audit Report.

#### **BACKGROUND:**

On June 29, 2022, FORVIS, LLP Certified Public Accountants issued 2021 audits of the financial statements and compliance of IPTC as of and for the year ended December 31, 2021.

G & A would like to note that FORVIS, LLP Certified Public Accountants represents a name change based on a merger of BKD Wealth Advisors and DHG Wealth Advisors as of June 1, 2022.

#### **DISCUSSION:**

The purpose of Action Item A-2 is to review and receive the 2021 Audit Report of the financial statements and compliance of IPTC as presented by FORVIS, LLP Certified Public Accountants. Representing FORVIS is Emily Tursi, Director/Nonprofit and Public Sector

The complete 2021 Annual Comprehensive Financial Report can be found at <http://www.indygo.net/wp-content/uploads/2022/07/FY2021-ACFR.pdf>

#### **ALTERNATIVES:**

N/A

#### **FISCAL IMPACT:**

No Fiscal Impact

#### **DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance & Audit Committee on October 20, 2022 and will be placed on the Consent Agenda.



Board of Directors, Audit Committee and Management  
Indianapolis Public Transportation Corporation  
Indianapolis, Indiana

As part of our audits of the financial statements and compliance of Indianapolis Public Transportation Corporation (IPTC) as of and for the year ended December 31, 2021, we wish to communicate the following to you.

## AUDIT SCOPE AND RESULTS

### **Auditor's Responsibility Under Auditing Standards Generally Accepted in the United States of America and the Standards Applicable to Financial Audits Contained in *Government Auditing Standards* Issued by the Comptroller General of the United States and U.S. Office of Management and Budget (OMB) Title 2 U.S. Code of Federal Regulations Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance)**

An audit performed in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States and U.S. Office of Management and Budget (OMB) Uniform Guidance is designed to obtain reasonable, rather than absolute, assurance about the financial statements and about whether noncompliance with the types of compliance requirements described in the OMB *Compliance Supplement* that could have a direct and material effect on a major federal program occurred. In performing auditing procedures, we establish scopes of audit tests in relation to the financial statements taken as a whole. Our engagement does not include a detailed audit of every transaction. Our contract more specifically describes our responsibilities.

These standards require communication of significant matters related to the financial statement and compliance audits that are relevant to the responsibilities of those charged with governance in overseeing the financial reporting process. Such matters are communicated in the remainder of this letter or have previously been communicated during other phases of the audit. The standards do not require the auditor to design procedures for the purpose of identifying other matters to be communicated with those charged with governance.

Audits of the financial statements and compliance do not relieve management or those charged with governance of their responsibilities. Our contract more specifically describes your responsibilities.

## **Qualitative Aspects of Significant Accounting Policies and Practices**

### ***Significant Accounting Policies***

IPTC's significant accounting policies are described in Note 1 of the audited financial statements.

### ***Alternative Accounting Treatments***

No matters are reportable.

### ***Management Judgments and Accounting Estimates***

Accounting estimates are an integral part of financial statement preparation by management, based on its judgments. The following involve significant areas of such estimates for which we are prepared to discuss management's estimation process and our procedures for testing the reasonableness of those estimates:

- Estimated useful lives of capital assets
- Risk management unpaid claims liability
- Actuarially determined net pension liability, and associated deferred outflows and inflows of resources as of year-end
- Actuarially determined other postemployment benefit obligation (OPEB)

### ***Significant Unusual Transactions***

Significant unusual transactions represent significant transactions that are outside the normal course of business for the entity or that otherwise appear to be unusual due to their timing, size, or nature. We have identified the following transactions that we consider to be significant and unusual.

No matters are reportable.

### ***Financial Statement Disclosures***

The following areas involve particularly sensitive financial statement disclosures for which we are prepared to discuss the issues involved and related judgments made in formulating those disclosures:

- Note 1 – Significant accounting policies
- Note 6 – Long-term obligations
- Note 8 – Defined-benefit pension plan
- Note 9 – Other postemployment benefit plan

### ***Audit Adjustments***

During the course of any audit, an auditor may propose adjustments to financial statement amounts. Management evaluates our proposals and records those adjustments which, in its judgment, are required to prevent the financial statements from being materially misstated. A misstatement is a difference between the amount, classification, presentation, or disclosure of a reported financial statement item and that which is required for the item to be presented fairly in accordance with the applicable financial reporting framework. Some adjustments proposed were not recorded because their aggregate effect is not currently material; however, they involve areas in which adjustments in the future could be material, individually or in the aggregate.

#### ***Proposed Audit Adjustments Recorded***

- Increase accounts payable and construction in progress

#### *Proposed Audit Adjustments Not Recorded*

- Attached is a summary of uncorrected misstatements we aggregated during the current engagement and pertaining to the latest period presented that were determined by management to be immaterial, both individually and in the aggregate, but more than trivial to the financial statements as a whole.
- We would like to call your attention to the fact that although these uncorrected misstatements, individually and in the aggregate, were deemed to be immaterial to the current year financial statements, it is possible that the impact these uncorrected misstatements, or matters underlying these uncorrected misstatements, could potentially cause future-period financial statements to be materially misstated

#### **Auditor's Judgments About the Quality of IPTC's Accounting Principles**

During the course of the audit, we made the following observations regarding the IPTC's application of accounting principles:

- No matters are reportable

#### **Other Information Accompanying the Audited Financial Statements**

The audited financial statements are presented along with management's annual comprehensive financial report. Management, or those charged with governance, is responsible for preparing the annual report. We were not engaged to audit the information contained in the annual report and as a result, our opinion does not provide assurance as to the completeness and accuracy of the information contained therein. Instead, our objectives with regard to such information were to read the entire report to determine if financial information discussed in sections outside the financial statements materially contradicts the audited financial statements. If we identify any such matters, we bring them to management's attention and review subsequent revisions.

#### **Significant Issues Discussed With Management**

During the audit process, the following issues were discussed or were the subject of correspondence with management:

- Issuance of additional bonds during 2021

#### **Difficulties Encountered in Performing the Audit**

Our audit requires cooperative effort between management and the audit team. During our audit, we received excellent cooperation from IPTC staff and management.

#### **Other Material Communications**

Listed below are other material communications between management and us related to the audit:

- Management representation letter (attached)
- We orally communicated to management a deficiency in internal control identified during our audit that is not considered a material weakness or significant deficiency

## INTERNAL CONTROL OVER FINANCIAL REPORTING

In planning and performing our audit of the financial statements of IPTC as of and for the year ended December 31, 2021, in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, we considered IPTC's internal control over financial reporting (internal control) as a basis for designing our audit procedures for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of IPTC's internal control. Accordingly, we do not express an opinion on the effectiveness of the IPTC's internal control.

Our consideration of internal control was for the limited purpose described in the preceding paragraph and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies and, therefore, material weaknesses or significant deficiencies may exist that were not identified.

A deficiency exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect and correct misstatements on a timely basis.

A material weakness is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that material misstatements of IPTC's financial statements will not be prevented or detected and corrected on a timely basis.

A significant deficiency is a deficiency, or combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

We observed the following matter that we consider to be a deficiency.

### Deficiency

#### ***Audit Adjustments***

During the audit, we proposed the adjustments described previously, which is considered a deficiency, as IPTC's internal control environment did not timely detect the adjustments. We recommend IPTC continue to refine their procedures to ensure all balances are accurately and appropriately reported, especially as it relates to year-end financial statements.

## OTHER MATTERS

Although not considered material weaknesses, significant deficiencies, or deficiencies in internal control over financial reporting, we observed the following matters and offer these comments and suggestions with respect to matters which came to our attention during the course of the audit of the financial statements. Our audit procedures are designed primarily to enable us to form an opinion on the financial statements and, therefore, may not bring to light all weaknesses in policies and procedures that may exist. However, these matters are offered as constructive suggestions for the consideration of management as part of the ongoing process of modifying and improving financial and administrative practices and procedures. We can discuss these matters further at your convenience and may provide implementation assistance for changes or improvements.

## **FUTURE ACCOUNTING AND REPORTING PRONOUNCEMENTS**

### **GASB Statement No. 87, *Leases* – Effective 2022**

Governmental Accounting Standards Board (GASB) Statement No. 87 provides a new framework for accounting for leases under the principle that leases are financings. No longer will leases be classified between capital and operating. Lessees will recognize an intangible asset and a corresponding liability. The liability will be based on the payments expected to be paid over the lease term, which includes an evaluation of the likelihood of exercising renewal or termination options in the lease. Lessors will recognize a lease receivable and related deferred inflow of resources. Lessors will not derecognize the underlying asset. An exception to the general model is provided for short-term leases that cannot last more than 12 months. Contracts that contain lease and nonlease components will need to be separated so each component is accounted for accordingly.

GASB 87 is effective for financial statements for fiscal years beginning after June 15, 2021 (IPTC's 2022 fiscal year). Earlier application is encouraged. Governments will be allowed to transition using the facts and circumstances in place at the time of adoption, rather than retroactive to the time each lease was begun.

### **GASB Statement No. 93, *Replacement of Interbank Offered Rates* - Effective 2022 and 2023**

Some governments have entered into agreements in which variable payments made or received depend on an interbank offered rate (IBOR)—most notably, the London Interbank Offered Rate (LIBOR). As a result of global reference rate reform, LIBOR is expected to cease to exist in its current form, prompting governments to amend or replace financial instruments for the purpose of replacing LIBOR with other reference rates by either (a) changing the reference rate or (b) adding or changing fallback provisions related to the reference rate. The objective of GASB 93 is to address the accounting and financial reporting effects that result from the replacement of LIBORs with other reference rates in order to preserve the reliability, relevance, consistency, and comparability of reported information.

The removal of LIBOR as an appropriate benchmark interest rate is effective for reporting periods ending after December 31, 2021 (IPTC's 2022 fiscal year). Certain other requirements of this Statement are effective for reporting periods beginning after June 15, 2021 (IPTC's 2023 fiscal year).

### **GASB Statement No. 96, *Subscription-Based Information Technology Arrangements* - Effective 2023**

It has become common for governments to enter into subscription-based contracts to use vendor-provided IT. Subscription-based Information technology arrangements (SBITAs) provide governments with access to vendors' IT software and associated tangible capital assets for subscription payments without granting governments perpetual license or title to the IT software and associated tangible capital assets. The objective of GASB 96 is to better meet the information needs of financial statement users by (a) establishing uniform accounting and financial reporting requirements for SBITAs; (b) improving the comparability of financial statements among governments that have entered into SBITAs; and (c) enhancing the understandability, reliability, relevance, and consistency of information about SBITAs.

Under GASB 96, a government generally should recognize a right-to-use subscription asset—an intangible asset—and a corresponding subscription liability. A government should recognize the subscription liability at the commencement of the subscription term, which is when the subscription asset is placed into service. The subscription liability should be initially measured at the present value of subscription payments expected to be made during the subscription term. Future subscription payments should be discounted using the interest rate the SBITA vendor charges the government, which may be implicit, or the government's incremental borrowing rate if the interest rate is not readily determinable. A government should recognize amortization of the discount on the subscription liability as an outflow of resources (for example, interest expense) in subsequent financial reporting periods.

The requirements of GASB 96 are effective for fiscal years beginning after June 15, 2022 (IPTC's 2023 fiscal year), and all reporting periods thereafter. Assets and liabilities resulting from SBITAs should be recognized and measured using the facts and circumstances that existed at the beginning of the fiscal year in which this Statement is implemented.

### **GASB Statement No. 99, Omnibus 2022 – Effective Dates Through 2024**

The objectives of this Statement are to enhance comparability in accounting and financial reporting and to improve the consistency of authoritative literature by addressing (1) practice issues that have been identified during implementation and application of certain GASB Statements and (2) accounting and financial reporting for financial guarantees. The practice issues addressed by this Statement are as follows:

- Classification and reporting of derivative instruments within the scope of Statement No. 53, *Accounting and Financial Reporting for Derivative Instruments*, that do not meet the definition of either an investment derivative instrument or a hedging derivative instrument
- Clarification of provisions in Statement No. 87, *Leases*, as amended, related to the determination of the lease term, classification of a lease as a short-term lease, recognition and measurement of a lease liability and a lease asset, and identification of lease incentives
- Clarification of provisions in Statement No. 94, *Public-Private and Public-Public Partnerships and Availability Payment Arrangements*, related to (a) the determination of the public-private and public-public partnership (PPP) term and (b) recognition and measurement of installment payments and the transfer of the underlying PPP asset
- Clarification of provisions in Statement No. 96, *Subscription-Based Information Technology Arrangements*, related to the subscription-based information technology arrangement (SBITA) term, classification of a SBITA as a short-term SBITA, and recognition and measurement of a subscription liability
- Extension of the period during which the London Interbank Offered Rate (LIBOR) is considered an appropriate benchmark interest rate for the qualitative evaluation of the effectiveness of an interest rate swap that hedges the interest rate risk of taxable debt
- Accounting for the distribution of benefits as part of the Supplemental Nutrition Assistance Program (SNAP)
- Disclosures related to nonmonetary transactions
- Pledges of future revenues when resources are not received by the pledging government
- Clarification of provisions in Statement No. 34, *Basic Financial Statements—and Management's Discussion and Analysis—for State and Local Governments*, as amended, related to the focus of the government-wide financial statements
- Terminology updates related to certain provisions of Statement No. 63, *Financial Reporting of Deferred Outflows of Resources, Deferred Inflows of Resources, and Net Position*
- Terminology used in Statement 53 to refer to resource flows statements.

The requirements of GASB Statement No. 99 are effective as follows:

- The requirements related to extension of the use of LIBOR, accounting for SNAP distributions, disclosures of nonmonetary transactions, pledges of future revenues by pledging governments, clarification of certain provisions in Statement 34, as amended, and terminology updates related to Statement 53 and Statement 63 are effective upon issuance.
- The requirements related to leases, PPPs, and SBITAs are effective for fiscal years beginning after June 15, 2022, and all reporting periods thereafter.
- The requirements related to financial guarantees and the classification and reporting of derivative instruments within the scope of Statement 53 are effective for fiscal years beginning after June 15, 2023, and all reporting periods thereafter.

### **GASB Statement No. 100, Accounting Changes and Error Corrections - 2024 Effective Date**

The primary objective of GASB Statement No. 100 is to enhance the accounting and financial reporting requirements for accounting changes and error corrections to provide more understandable, reliable, relevant, consistent and comparable information for making decisions or assessing accountability. The Statement requires that (a) changes in accounting principles and error corrections be reported retroactively by restating prior periods, (b) changes to or within the financial reporting entity be reported by adjusting beginning balances of the current period, and (c) changes in accounting estimates be reported prospectively by recognizing the change in the current period. The Statement also requires disclosure in the notes as well as addresses how these items should be presented in the required supplementary information or supplementary information.

The requirements of GASB 100 are effective for accounting changes and error corrections made in reporting periods beginning after June 15, 2023. Earlier application is encouraged.

### **GASB Statement No. 101, *Compensated Absences* - 2024 Effective Date**

The primary objective of GASB Statement No. 101 is to better meet the information needs of financial statement users by updating the recognition and measurement guidance for compensated absences. That objective is achieved by aligning the recognition and measurement guidance under a unified model and by amending certain previously required disclosures. This Statement requires that liabilities for compensated absences be recognized for (1) leave that has not been used and (2) leave that has been used but not yet paid in cash or settled through noncash means. A liability should be recognized for leave that has not been used if (a) the leave is attributable to services already rendered, (b) the leave accumulates, and (c) the leave is more likely than not to be used for time off or otherwise paid in cash or settled through noncash means. Leave is attributable to services already rendered when an employee has performed the services required to earn the leave. Leave that accumulates is carried forward from the reporting period in which it is earned to a future reporting period during which it may be used for time off or otherwise paid or settled.

The requirements of GASB 101 are effective for reporting periods beginning after December 15, 2023. Earlier application is encouraged.

This communication is intended solely for the information and use of management, the Board of Directors, Audit Committee and others within IPTC and is not intended to be and should not be used by anyone other than these specified parties.

**FORVIS,LLP**

June 29, 2022

# IndyGo

## ATTACHMENT

This analysis and the attached "Schedule of Uncorrected Misstatements (Adjustments Passed)" reflect the effects on the financial statements if the uncorrected misstatements identified were corrected.

# IndyGo

## QUANTITATIVE ANALYSIS

	Before Misstatements	Misstatements	Subsequent to Misstatements	% Change
Current Assets	147,602,715		147,602,715	
Non-Current Assets & Deferred Outflows	262,609,216	519,449	263,128,665	0.20%
Current Liabilities	(14,971,943)		(14,971,943)	
Non-Current Liabilities & Deferred Inflows	(41,521,778)		(41,521,778)	
Current Ratio	9.859		9.859	
Total Assets & Deferred Outflows	410,211,931	519,449	410,731,380	0.13%
Total Liabilities & Deferred Inflows	(56,493,721)		(56,493,721)	
Total Net Position	(353,718,210)	(519,449)	(354,237,659)	0.15%
Operating Revenues	(5,902,425)		(5,902,425)	
Operating Expenses	121,607,089		121,607,089	
Nonoperating (Revenues) Exp	(169,118,475)	(519,449)	(169,637,924)	0.31%
Change in Net Position	(53,413,811)	(519,449)	(53,933,260)	0.97%



			Assets & Deferred Outflows				Liabilities & Deferred Inflows								Net Effect on Following Year					
Description	Financial Statement Line Item	Factual (F), Judgmental (J) or Projected (P)	Current		Noncurrent		Current		Noncurrent		Operating Revenues	Operating Expenses	Nonoperating (Revenues) Exp	Net Position	Change in Net Position		Net Position			
			DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)		
			DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)	DR	(CR)		
To correct grant revenue/receivable for invoice found during SURL that was eligible for federal reimbursement.		F		0		519,449		0		0		0		(519,449)		0		0		0
	Receivable					519,449														
	Grant Revenue													(519,449)						
Total passed adjustments			0		519,449		0		0		0		0		(519,449)		0		0	
Impact on Change in Net Position														(519,449)						
Impact on Net Position														(519,449)						

*Representation of:*

Indianapolis Public Transportation Corporation (IPTC)  
1501 West Washington Street  
Indianapolis, IN 46222

*Provided to:*

**FORVIS, LLP**  
Certified Public Accountants  
201 North Illinois Street, Suite 700  
Indianapolis, Indiana 46204

The undersigned (“We”) are providing this letter in connection with FORVIS’ audits of our financial statements as of and for the year ended December 31, 2021 and your audit of our compliance with requirements applicable to each of our major federal awards programs as of and for the year ended December 31, 2021.

Our representations are current and effective as of the date of FORVIS’ report: June 29, 2022.

Our engagement with FORVIS is based on our contract for services dated: December 29, 2021.

### **Our Responsibility and Consideration of Material Matters**

We confirm that we are responsible for the fair presentation of the financial statements subject to FORVIS’ report in conformity with accounting principles generally accepted in the United States of America.

We are also responsible for adopting sound accounting policies; establishing and maintaining effective internal control over financial reporting, operations, and compliance; and preventing and detecting fraud.

Certain representations in this letter are described as being limited to matters that are material. Items are considered material, regardless of size, if they involve an omission or misstatement of accounting information that, in light of surrounding circumstances, makes it probable that the judgment of a reasonable person relying on the information would be changed or influenced by the omission or misstatement.

### **Confirmation of Matters Specific to the Subject Matter of FORVIS’ Report**

We confirm, to the best of our knowledge and belief, the following:

1. We have fulfilled our responsibilities, as set out in the terms of our contract, for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America.
2. We acknowledge our responsibility for the design, implementation, and maintenance of:
  - a. Internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.
  - b. Internal control to prevent and detect fraud.

3. We have reviewed and approved a draft of the financial statements and related notes referred to above, which you prepared in connection with your audit of our financial statements. We acknowledge that we are responsible for the fair presentation of the financial statements and related notes.
4. We have everything we need to keep our books and records.
5. We have provided you with:
  - a. Access to all information of which we are aware that is relevant to the preparation and fair presentation of the financial statements, such as records, documentation, and other matters.
  - b. Additional information that you have requested from us for the purpose of the audit.
  - c. Unrestricted access to persons within the IPTC from whom you determined it necessary to obtain audit evidence.
  - d. All minutes of meetings of the governing body held through the date of this letter or summaries of actions of recent meetings for which minutes have not yet been prepared. All unsigned copies of minutes provided to you are copies of our original minutes approved by the governing body, if applicable, and maintained as part of our records.
  - e. All significant contracts and grants.
6. All transactions have been recorded in the accounting records and are reflected in the financial statements.
7. We have informed you of all current risks of a material amount that are not adequately prevented or detected by our procedures with respect to:
  - a. Misappropriation of assets.
  - b. Misrepresented or misstated assets, deferred outflows of resources, liabilities, deferred inflows of resources, or net position.
8. We believe the effects of the uncorrected financial statement misstatements summarized in the attached schedule are immaterial, both individually and in the aggregate, to the financial statements taken as a whole.
9. We have no knowledge of any known or suspected fraudulent financial reporting or misappropriation of assets involving:
  - a. Management or employees who have significant roles in internal control, or
  - b. Others, where activities of others could have a material effect on the financial statements.
10. We have no knowledge of any allegations of fraud or suspected fraud affecting the IPTC received in communications from employees, customers, regulators, suppliers, or others.

11. We have assessed the risk that the financial statements may be materially misstated as a result of fraud and disclosed to you any such risk identified.
12. We have disclosed to you the identity of IPTC's related parties and all the related-party relationships of which we are aware. In addition, we have disclosed to you all related-party transactions of which we are aware, including any modifications during the year that were made to related-party transaction agreements which existed prior to the beginning of the year under audit, as well as new related-party transaction agreements that were executed during the year under audit.

Related-party relationships and transactions have been appropriately accounted for and disclosed in accordance with accounting principles generally accepted in the United States of America.

We understand that the term related party refers to an affiliate, management and members of their immediate families, component units, and any other party with which IPTC may deal if IPTC can significantly influence, or be influenced by, the management or operating policies of the other. The term affiliate refers to a party that directly or indirectly controls, or is controlled by, or is under common control with, the IPTC.

13. We are not aware of any side agreements or other arrangements (either written or oral) that are in place.
14. Except as reflected in the financial statements, there are no:
  - a. Plans or intentions that may materially affect carrying values or classifications of assets and liabilities.
  - b. Material transactions omitted or improperly recorded in the financial records.
  - c. Material gain/loss contingencies requiring accrual or disclosure, including those arising from environmental remediation obligations.
  - d. Events occurring subsequent to the statement of net position date through the date of this letter requiring adjustment or disclosure in the financial statements.
  - e. Agreements to purchase assets previously sold.
  - f. Restrictions on cash balances or compensating balance agreements.
  - g. Guarantees, whether written or oral, under which the IPTC is contingently liable.
15. We have disclosed to you all known instances of noncompliance or suspected noncompliance with laws and regulations whose effects should be considered when preparing financial statements.
16. We have no reason to believe IPTC owes any penalties or payments under the Employer Shared Responsibility Provisions of the *Patient Protection and Affordable Care Act* nor have we received any correspondence from the IRS or other agencies indicating such payments may be due.
17. We have disclosed to you all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements. The effects of all known actual or possible litigation and claims have been accounted for and disclosed in accordance with accounting principles generally accepted in the United States of America.

18. Adequate provisions and allowances have been accrued for any material losses from:
- Uncollectible receivables.
  - Reducing obsolete or excess inventories to estimated net realizable value.
  - Sales commitments, including those unable to be fulfilled.
  - Purchase commitments in excess of normal requirements or above prevailing market prices.
19. Except as disclosed in the financial statements IPTC has:
- Satisfactory title to all recorded assets, and they are not subject to any liens, pledges, or other encumbrances.
  - Complied with all aspects of contractual and grant agreements, for which noncompliance would materially affect the financial statements.
20. The financial statements disclose all significant estimates and material concentrations known to us. Significant estimates are estimates at the statement of net position date that could change materially within the next year. Concentrations refer to volumes of business, revenues, available sources of supply, or markets for which events could occur that would significantly disrupt normal finances within the next year. Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.
21. The fair values of financial and nonfinancial assets and liabilities, if any, recognized in the financial statements or disclosed in the notes thereto are reasonable estimates based on the methods and assumptions used. The methods and significant assumptions used result in measurements of fair value appropriate for financial statement recognition and disclosure purposes and have been applied consistently from period to period, taking into account any changes in circumstances. The significant assumptions appropriately reflect market participant assumptions.
22. We have not been designated as a potentially responsible party (PRP or equivalent status) by the Environmental Protection Agency (EPA) or other cognizant regulatory agency with authority to enforce environmental laws and regulations.
23. With respect to any nonattest services you have provided us during the year, including preparation of the Annual Comprehensive Financial Report:
- We have designated a qualified management-level individual to be responsible and accountable for overseeing the nonattest services.
  - We have established and monitored the performance of the nonattest services to ensure they meet our objectives.
  - We have made any and all decisions involving management functions with respect to the nonattest services and accept full responsibility for such decisions.
  - We have evaluated the adequacy of the services performed and any findings that resulted.

- e. We have received the deliverables from you and have stored these deliverables in information systems controlled by us. We have taken responsibility for maintaining internal control over these deliverables.
24. We have notified you of any instances of noncompliance with applicable disclosure requirements of the SEC Rule 15c2-12 and applicable state laws.
25. With regard to deposit and investment activities:
- a. All deposit, repurchase and reverse repurchase agreements, and investment transactions have been made in accordance with legal and contractual requirements.
  - b. Disclosures of deposit and investment balances and risks in the financial statements are consistent with our understanding of the applicable laws regarding enforceability of any pledges of collateral.
  - c. We understand that your audit does not represent an opinion regarding the enforceability of any collateral pledges.
26. As an entity subject to *Government Auditing Standards*:
- a. We acknowledge that we are responsible for compliance with applicable laws, regulations, and provisions of contracts and grant agreements.
  - b. We have identified and disclosed to you all laws, regulations, and provisions of contracts and grant agreements that have a direct and material effect on the determination of amounts in our financial statements or other financial data significant to the audit objectives.
  - c. We have identified and disclosed to you any violations or possible violations of laws, regulations, and provisions of contracts and grant agreements whose effects should be considered for recognition and/or disclosure in the financial statements or for your reporting on noncompliance.
  - d. We have taken or will take timely and appropriate steps to remedy any fraud, abuse, illegal acts, or violations of provisions of contracts or grant agreements that you or other auditors report.
  - e. We have a process to track the status of audit findings and recommendations.
  - f. We have identified to you any previous financial audits, attestation engagements, performance audits, or other studies related to the objectives of your audit and the corrective actions taken to address any significant findings and recommendations made in such audits, attestation engagements, or other studies.
  - g. We have provided our views on any findings, conclusions, and recommendations, as well as our planned corrective actions with respect thereto, to you for inclusion in the findings and recommendations referred to in your report on internal control over financial reporting and on compliance and other matters based on your audit of the financial statements performed in accordance with *Government Auditing Standards*.

## 27. With regard to federal awards programs:

- a. We have identified in the schedule of expenditures of federal awards all assistance provided (either directly or passed through other entities) by federal agencies in the form of grants, contracts, loans, loan guarantees, property, cooperative agreements, interest subsidies, commodities, insurance, direct appropriations, or in any other form.
- b. We have identified the types of compliance requirements described in the *U.S. Office of Management and Budget (OMB) Compliance Supplement* regarding activities allowed or unallowed; allowable costs/cost principles; cash management; eligibility; equipment and real property management; matching, level of effort, earmarking; period of performance of federal funds; procurement and suspension and debarment; program income; reporting; subrecipient monitoring; and special tests and provisions that are applicable to each of our federal awards programs. We have identified to you our interpretation of any applicable compliance requirements subject to varying interpretations.
- c. We are responsible for complying, and have complied, with the requirements of Uniform Guidance.
- d. We are responsible to understand and comply with the requirements of federal statutes, regulations, and the terms and conditions of federal awards related to each of our federal awards programs and have disclosed to you any and all instances of noncompliance with those requirements occurring during the period of your audit or subsequent thereto to the date of this letter of which we are aware. Except for any instances of noncompliance we have disclosed to you, we believe the IPTC has complied with all applicable compliance requirements.
- e. We are responsible for the design, implementation, and maintenance of internal controls over compliance that provide reasonable assurance we have administered each of our federal awards programs in compliance with federal statutes, regulations, and the terms and conditions of the federal awards.
- f. We have made available to you all federal awards (including amendments, if any) and any other correspondence or documentation relevant to each of our federal awards programs and to our compliance with applicable requirements of those programs.
- g. The information presented in federal awards program financial reports and claims for advances and reimbursements is supported by the books and records from which our financial statements have been prepared.
- h. The costs charged to federal awards are in accordance with applicable cost principles.
- i. The reports provided to you related to federal awards programs are true copies of reports submitted or electronically transmitted to the federal awarding agency, the applicable payment system or pass-through entity in the case of a subrecipient.
- j. Amounts claimed or used for matching were determined in accordance with Title 2 U.S. *Code of Federal Regulations (CFR) Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance) regarding cost principles.

- k. We have monitored any subrecipients to determine that they have expended federal awards in accordance with federal statutes, regulations, and the terms and conditions of the subaward and have met the audit and other requirements of the Uniform Guidance.
  - l. We have taken appropriate corrective action on a timely basis after receipt of any subrecipient's auditor's report that identified findings and questioned costs pertaining to federal awards programs passed through to the subrecipient by us.
  - m. We have considered the results of any subrecipient's audits received and made any necessary adjustments to our books and records.
  - n. We have disclosed to you any communications from federal awarding agencies and pass-through entities concerning possible noncompliance with the applicable compliance requirements for each of our federal awards programs, including any communications received from the end of the period of your audit through the date of this letter.
  - o. We have identified to you any previous compliance audits, attestation engagements, and internal or external monitoring related to the objectives of your compliance audit, including findings received and corrective actions taken to address any significant findings and recommendations made in such audits, attestation engagements, or other monitoring.
  - p. Except as described in the schedule of findings and questioned costs, we are in agreement with the findings contained therein and our views regarding any disagreements with such findings are consistent, as of the date of this letter, with the description thereof in that schedule.
  - q. We are responsible for taking corrective action on any audit findings and have developed a corrective action plan that meets the requirements of Uniform Guidance.
  - r. The summary schedule of prior audit findings correctly states the status of all audit findings of the prior audit's schedule of findings and questioned costs and any uncorrected open findings included in the prior audit's summary schedule of prior audit findings as of the date of this letter.
  - s. The reporting package does not contain any protected personally identifiable information.
28. The supplementary information required by the Governmental Accounting Standards Board, consisting of management's discussion and analysis, pension, and other postemployment benefit information, has been prepared and is measured and presented in conformity with the applicable GASB pronouncements, and we acknowledge our responsibility for the information. The information contained therein is based on all facts, decisions, and conditions currently known to us and is measured using the same methods and assumptions as were used in the preparation of the financial statements. We believe the significant assumptions underlying the measurement and/or presentation of the information are reasonable and appropriate. There has been no change from the preceding period in the methods of measurement and presentation.
29. With regard to supplementary information:
- a. We acknowledge our responsibility for the presentation of the supplementary information in accordance with the applicable criteria.



- b. We believe the supplementary information is fairly presented, both in form and content, in accordance with the applicable criteria.
  - c. The methods of measurement and presentation of the supplementary information are unchanged from those used in the prior period.
  - d. We believe the significant assumptions or interpretations underlying the measurement and/or presentation of the supplementary information are reasonable and appropriate.
  - e. If the supplementary information is not presented with the audited financial statements, we acknowledge we will make the audited financial statements readily available to intended users of the supplementary information no later than the date such information and the related auditor's report are issued.
30. For disclosure requirements related to GASB 77, Tax Abatement Disclosures, ITPC has reviewed a complete listing of description of the tax abatement program in place, calculation of the gross dollar amounts by which tax revenues were reduced and information regarding any other commitments made under tax abatement agreements.
31. We have reviewed the actuarial assumptions applied to ITPC's pension and other post-employment benefits (OPEB) plans in calculating the net pension and total OPEB liability, related expense and other components and have determined that those assumptions are reasonable.
32. Due care has been exercised in the preparation of the introductory and statistical sections of the ITPC's Annual Comprehensive Financial Report (ACFR) and we are not aware of any information contained in those sections of the ACFR that is inconsistent with information contained in ITPC's basic financial statements and notes thereto.
33. With regard to other information that is presented in the form of our annual report:
- a. We confirm that Annual Comprehensive Financial Report comprise the annual report for the ITPC.
  - b. We have provided you with the final draft of the annual report.
34. We agree with the findings of specialists in evaluating the values of balances related to actuarially determined pension and OPEB related balances and have adequately considered the qualification of the specialists in determining the amounts and disclosures used in the financial statements and underlying accounting records. We did not give or cause any instructions to be given to the specialists with respect to the values or amounts derived in an attempt to bias their work, and we are not otherwise aware of any matters that have had impact on the independence or objectivity of the specialists.
35. We acknowledge the current economic volatility continues to present difficult circumstances and challenges for our industry. Entities are potentially facing declines in the fair values of investments and other assets, declines in the volume of business, constraints on liquidity, difficulty obtaining financing, etc.. We understand the values of the assets and liabilities recorded in the financial statements could change rapidly, resulting in material future adjustments to asset values, allowances for accounts receivable, net realizable value of inventory, etc., that could negatively impact ITPC's ability to meet debt covenants or maintain sufficient liquidity.

We acknowledge that you have no responsibility for future changes caused by the current economic environment and the resulting impact on the IPTC's financial statements. Further, management and governance are solely responsible for all aspects of managing the IPTC, including questioning the quality and valuation of investments, inventory, and other assets; reviewing allowances for uncollectible amounts; evaluating capital needs and liquidity plans.

DocuSigned by:

*Inez Evans*

6/29/2022

DDF028088DE4D2...

Ms. Inez Evans, President and CEO

[ievans@indygo.net](mailto:ievans@indygo.net)

DocuSigned by:

*Bart Brown*

6/29/2022

DD2D134F6D17460...

Mr. Bart Brown, VP of Finance/CFO

[bbrown@indygo.net](mailto:bbrown@indygo.net)



# **IndyGo 2021 Audit Results**

October 20, 2022

**Public Sector Group**

# OVERVIEW

- Responsibility for the audit

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- Scope of the audit

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- Audit results

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- Required auditor communications

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- Internal control matters

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- Other communications

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- 2021 financial highlights

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- Single audit results

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# Responsibility for the audit

## ■ Management's responsibility

- Preparation & fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States
- Design, implementation, & maintenance of adequate internal controls

## ■ FORVIS' responsibility

- Express opinions on the fairness of the financial statements, *i.e.*, provide reasonable assurance they are free of material misstatement
- Conduct our audit in accordance with:
  - + Auditing standards generally accepted in the United States
  - + *Government Auditing Standards*
  - + *Title 2 U.S. Code of Federal Regulations (CFR) Part 200, Uniform Administrative Requirements, Cost Principles, & Audit Requirements for Federal Awards (Uniform Guidance)*
  - + *Uniform Compliance Guidelines for Audit of State & Local Governments by Authorized Independent Public Accountants* (per Indiana State Board of Accounts)

# Responsibility for the audit

## ▪ FORVIS' responsibility

- Perform relevant procedures to obtain audit evidence about the amounts & disclosures in the financial statements
- Assess the risk of material misstatement due to error or fraud
  - + Consider internal control relevant to the preparation & fair presentation of the financial statements
  - + Design appropriate procedures to address identified risks
    - Procedures are not designed to express an opinion on the operating effectiveness of internal controls
  - + Evaluate the appropriateness of accounting policies used & reasonableness of significant estimates, as well as overall presentation of the financial statements

# Scope of the audit

- FORVIS opines on the following
  - Statement of net position
  - Statement of revenue, expense, and changes in net position
  - Changes in cash flows
  - Notes to the financial statements
- FORVIS does not provide an opinion on the following
  - Management's discussion & analysis
  - Required supplementary information (RSI)
- We do not audit the introductory or statistical sections of the Annual Comprehensive Financial Report (ACFR), but review it for reasonableness & consistency

# Scope of the audit

- *Government Auditing Standards*

- Consider the IPTC's internal control to determine the audit procedures appropriate for expressing our opinions on the financial statements
- Perform tests of compliance with certain provisions of laws, regulations, contracts, & grant agreements, noncompliance with which could have a direct & material effect on the determination of financial statement amounts



# Audit results

- Opinions on the financial statements & supplementary information: **Unmodified**
- *Government Auditing Standards* Findings:
  - Internal Controls over Financial Reporting: **None noted**
  - Compliance: **No instances of noncompliance required to be reported**
- *Uniform Guidance* Findings:
  - Internal Controls over Federal Awards: **None noted**
  - Compliance: **No instances of noncompliance required to be reported**

# Required auditor communications

- Auditor responsibilities

- Reasonable, but not absolute, assurance about the financial statements
- We use scopes & sampling techniques – procedures do not include a detailed audit of every transaction
- An audit does not relieve management, or those charged with governance (including the finance committee), of their collective responsibility for preparing an accurate financial statement

- Accounting policies

- IPTC's significant accounting policies are described in Note 1 of the financial statements

- Alternative accounting treatments

- No matters are reportable

# Required auditor communications

- Management's judgments & accounting estimates
  - Estimated useful lives of capital assets
  - Risk management unpaid claims liability
  - Actuarially determined net pension liability and associated deferred outflows and inflows of resources as of year end
  - Actuarially determined other postemployment obligation (OPEB)
- Significant unusual transactions – None noted
- Financial statement disclosures
  - Note 1 – Significant accounting policies
  - Note 6 – Long-term obligations
  - Note 8 – Defined-benefit pension plan
  - Note 9 – Other postemployment benefit plan

# Required auditor communications

- Audit adjustments
  - Proposed audit adjustments recorded
    - + Increase accounts payable and construction in progress
  - Proposed audit adjustments not recorded
    - + Record grant receivable and revenue for eligible federal expenditure identified above
- Significant issues discussed with management and/or significant unusual transactions
  - Issuance of additional bonds during 2021
- Difficulties encountered in performing the audit – We received excellent cooperation from all IPTC personnel
- Other material communications – Management representation letter

# Internal control matters

- Deficiency – Audit adjustments
  - Certain adjustments, as noted above, were not detected in a timely matter to prevent the financial statements from being misstated as presented on a GAAP basis
- We verbally communicated to management a deficiency in internal control identified during our audit that is not considered a material weakness or significant deficiency.

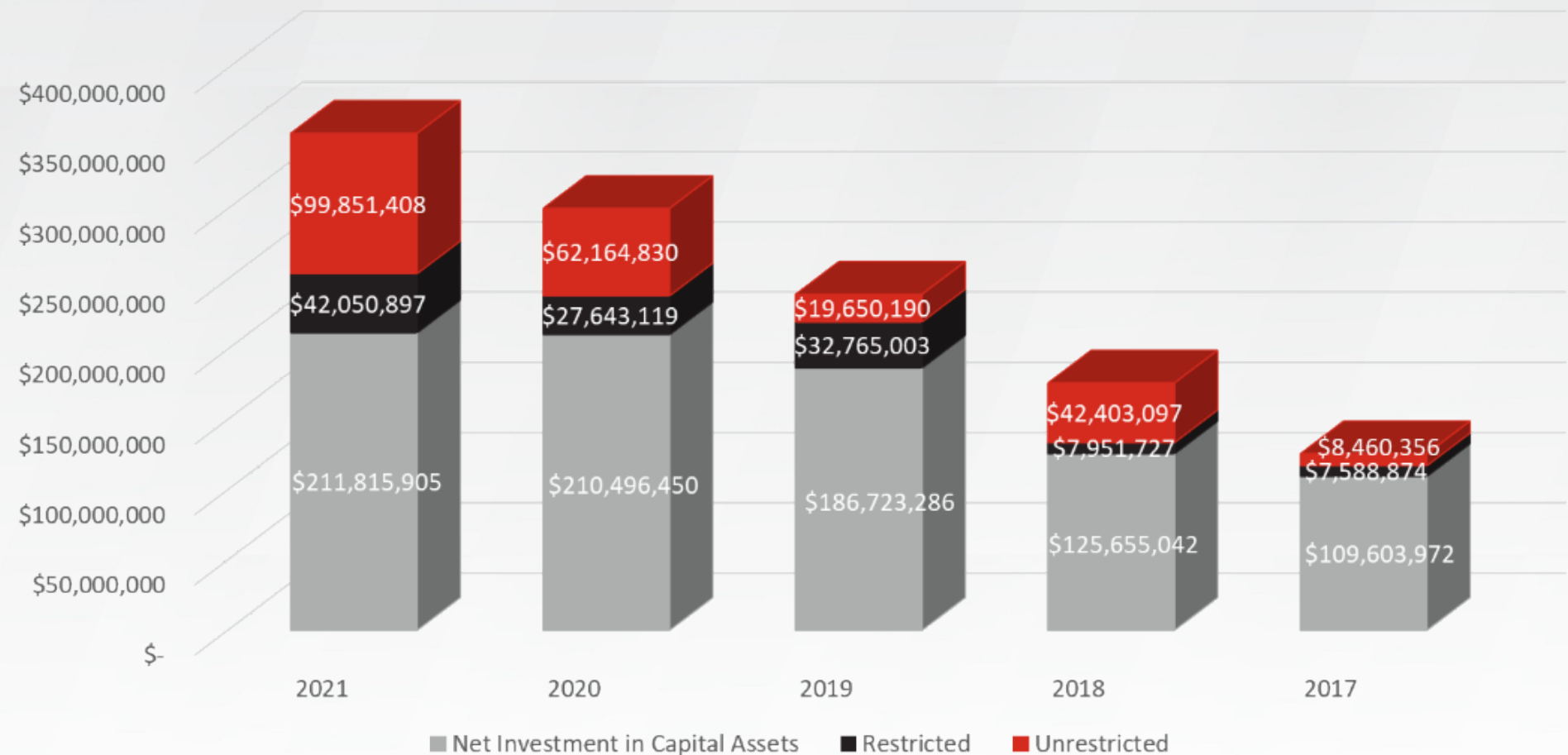
# Other communications

- Although not considered material weaknesses, significant deficiencies or deficiencies in internal control over financial reporting
  - We observed the following matters & offer these comments & suggestions with respect to matters which came to our attention during the course of the audit of the financial statements:
    - + Future accounting considerations
      - GASB 87, *Leases* – Effective for IPTC’s 2022 fiscal year
      - GASB 93, *Replacement of Interbank Offered Rates* – Effective for IPTC’s 2022 and 2023 fiscal year
      - GASB 96, *Subscription-Based Information Technology Arrangements* – Effective for IPTC’s 2023 fiscal year
      - GASB 99, *Omnibus 2022* – Effective dates through IPTC’s 2024 fiscal year
      - GASB 100, *Accounting Changes and Error Corrections* – Effective for IPTC’s 2024 fiscal year
      - GASB 101, *Compensated Absences* – Effective for IPTC’s 2024 fiscal year



# 2021 Financial Highlights

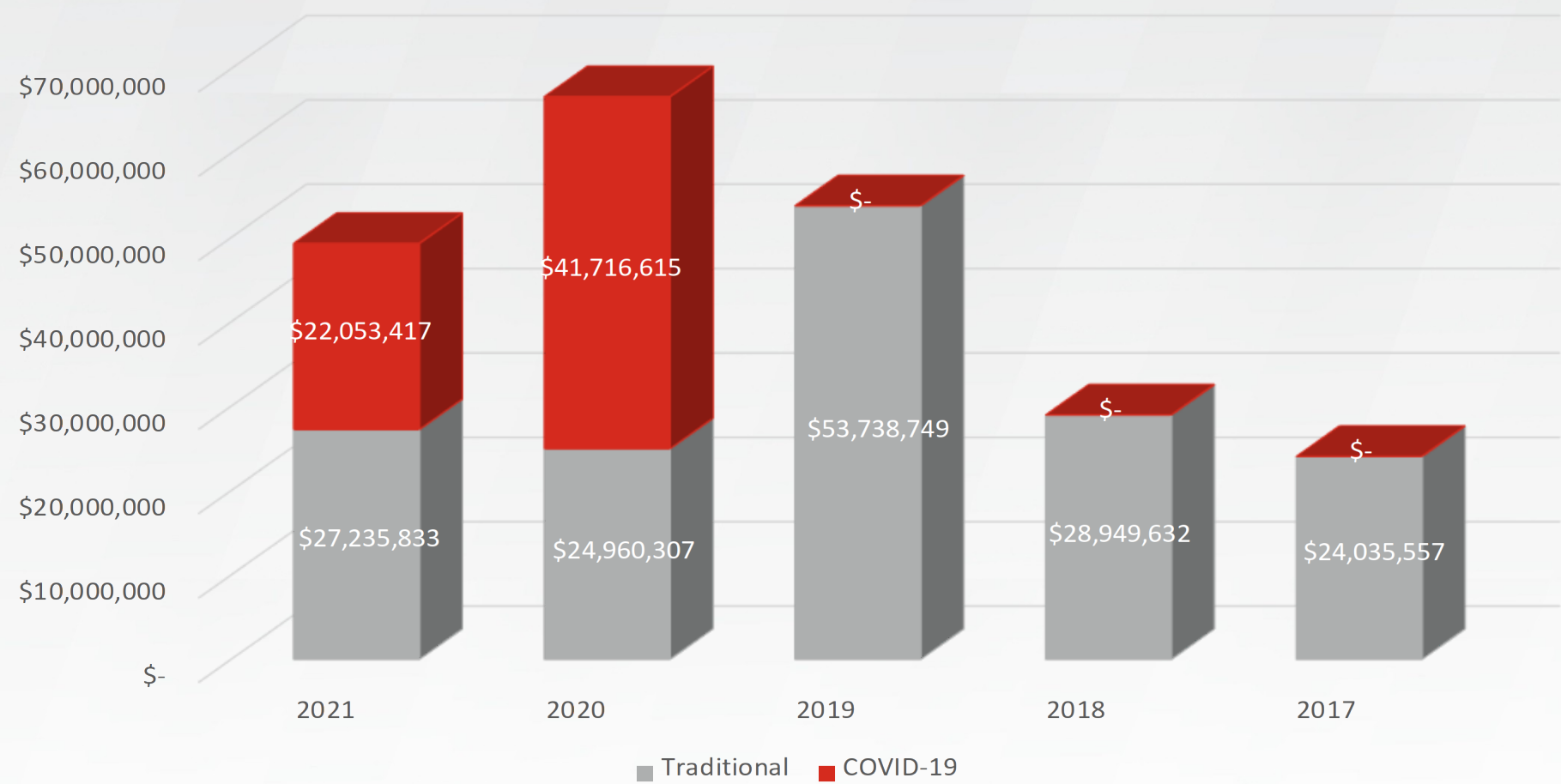
## Net Position Summary



# 2021 Financial Highlights

9

## Total Federal Expenditures by Year





# Single audit results

- Results of the Federal Grant Compliance Audit
  - IPTC was a low-risk auditee for 2021
  - One major program was tested in 2021
    - + Federal transit cluster
  - No compliance findings
  - No material weaknesses or significant deficiencies over compliance

# ■ Questions?



Emily Tursi, CPA // Director // [emily.tursi@forvis.com](mailto:emily.tursi@forvis.com) or 317.383.4010

Andy Rinzel, CPA // Partner // [andy.rinzel@forvis.com](mailto:andy.rinzel@forvis.com) or 317.383.3682

## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Director of Governance & Audit Brian Atkinson

**SUBJECT:** Consideration and approval of Pandemic Recovery Assessment

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### ACTION ITEM A – 3

#### **RECOMMENDATION:**

Review and receive Governance & Audit Report 2022-05  
Pandemic Recovery Assessment

#### **BACKGROUND:**

The FY 2022 Internal Audit Work Plan approved by the Governance and Audit Committee included a COVID and Pandemic Recovery Assessment.

#### **DISCUSSION:**

The primary objective in performing this process review was to obtain an understanding of IPTC's processes and controls related to operating in the new post-pandemic environment.

Review key processes related to:

- Ridership forecasting and recovery
- CARES, CRRSAA and ARP funding
- Changes to existing policies or updates to existing practices
- Work From Home and Vaccination policies
- Driver safety programs and passenger incidents
- Emergency procurements for goods and services
- Comprehensive Operational Analysis (COA) and transit planning process

This review identified two low-risk observations which are presented in the accompanying report.

- Ridership Recovery and Forecasting
- Pandemic Emergency Procurements

#### **ALTERNATIVES:**

N/A

#### **FISCAL IMPACT:**

No Fiscal Impact

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance & Audit Committee on October 20, 2022 and will be placed on the Consent Agenda.



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## Pandemic Recovery Assessment

Governance & Audit Report No. 2022-5

Issued on September 22, 2022

## EXECUTIVE SUMMARY

### Background

The FY 2022 Internal Audit Work Plan approved by the Governance and Audit Committee included a COVID and Pandemic Recovery assessment.

In response to the coronavirus disease 2019 (COVID-19) pandemic, Congress passed several economic relief packages to provide fast and direct economic aid to those sectors negatively impacted by the pandemic. IndyGo was the recipient of these packages which totaled \$170.3 million, as follows:

- Coronavirus Aid, Relief, and Economic Security Act (CARES) - \$41.1 million
- Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) - \$21.1 million
- American Rescue Plan (ARP) - \$108.1 million

Our assessments are performed in accordance with the professional practice standards of the Institute of Internal Auditors. This report was prepared for use by IndyGo's Board of Directors, Governance and Audit Committee, and management.

### Objective and Scope

- Obtain an understanding of IndyGo's processes and controls related to operating in the new post-pandemic environment.
- Review key processes related to:
  - Ridership forecasting and recovery
  - CARES, CRRSAA and ARP funding
  - Changes to existing policies or updates to existing practices
  - Work From Home and Vaccination policies
  - Driver safety programs and passenger incidents
  - Emergency procurements for goods and services
  - Comprehensive Operational Analysis (COA) and transit planning process
- Assess the effectiveness of the design and operation of internal controls.
- Identify potential opportunities for process and control improvements or revenue enhancement.

### Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
Pandemic Recovery	Low	0	0	2

### Overall Summary and Review Highlights

IndyGo had an existing Business Continuity Plan, which included provisions for an Emergency Response Team (ERT) and related continuity of operations and recovery protocols. Although not included in the BCP, IndyGo also had a pre-existing Pandemic Influenza Strategy Plan. Both plans were valuable in responding to the fast-changing COVID-19 conditions.

The ERT was activated, and frequent meetings were held with executive management. IndyGo then implemented multiple operational and human resources measures, such as bus route frequency adjustments, development of a work from home policy, temperature monitoring for building access, installation of bus operator barriers, distribution of face masks and hand sanitizer, and social distancing requirements.

The ERT also summarized its Lessons Learned, which may be valuable for future outbreaks, such as the monkeypox virus (MPXV), which was declared a public health emergency by the U.S. Department of Health and Human Services (HHS) on August 4, 2022.

Our review of IndyGo's response to the COVID-19 outbreak identified two low-risk observations, which are presented in our accompanying report. Our overall report rating for this Pandemic Recovery review is "Low" risk.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review.

Questions should be addressed to the IndyGo Department of Governance and Audit at: [batkinson@indygo.net](mailto:batkinson@indygo.net).

## 1. Ridership Recovery and Forecasting

### **Observation:**

IndyGo has undertaken multiple actions in response to the pandemic, while ridership has recovered to over 78% of pre-pandemic levels.

### **Recommendation:**

Continue the comprehensive approach to pandemic recovery and focus on hiring and retaining operators.

### Observation Rating: Low

IndyGo's ridership has recovered slowly to over 78% of pre-pandemic levels (measured from the end of February 2020). Ridership has paralleled national trends, according to data from APTA (American Public Transportation Association). See Appendix B, IndyGo Ridership Summary Trends.

IndyGo activities have included:

- **Transit and route planning** - IndyGo has adjusted route frequency since the pandemic, considering rider demand and operator staffing shortages. Also, a "Comprehensive Operational Analysis" is being undertaken to model long-term ridership projections and the overall service plan, which will consider the pandemic's implications.
- **Federal stimulus budgeting** - IndyGo has been awarded a total of \$170.3 million of CARES, CRRSAA AND ARP funds. These funds are currently budgeted through fiscal year 2027.
- **Marketing** – IndyGo has continued community outreach and recently undertaken a focused ridership survey but has not revised its fare structure specifically to recapture lost riders.
- **National Transit Database (NTD) Reporting** – IndyGo has reported ridership, operational and COVID-19 levels throughout the pandemic. Ridership estimates were used in some cases, as permitted by the FTA.

IndyGo has addressed multiple components of its operations and service delivery during the COVID-19 pandemic.

IndyGo is now moving from crisis management to operations in a "new normal" environment. Management should continue its comprehensive approach and monitor ridership levels and use of the federal stimulus funds.

The lack of available operators is one of the biggest current impediments to providing full service, and to meeting the anticipated future service levels after the completion of the Bus Rapid Transit (BRT) lines. IndyGo should continue its apprenticeship and mentorship programs, to help ramp up the desired operator levels.

### **Management Action Plans:**

The assessment accurately reflects the movement of our ridership and forecasting.

IndyGo will definitely continue our enhanced recruitment practices as well as the Operator Mentorship Program.

Transportation Services will continue to collaborate closely with the Department of People and Training, and the Operator Mentorship Program to improve operator recruitment and retention.

These joint efforts will positively impact IndyGo's operator deficit and contribute to improved ridership recovery through resuming full-service offerings.

### **Responsible Parties:**

Cheryl Purefoy, Deputy Chief Operating Officer

### **Due Dates:**

On Going

2. Pandemic Emergency Procurements

**Observation:**

IndyGo issued Purchase Orders and reviewed invoices for emergency procurements under a Board Resolution, but contracts were not executed for four vendors.

**Recommendation:**

IndyGo should obtain fully executed contracts for its non-competitively purchased goods and services, to the extent possible.

Observation Rating: Low

IndyGo recognized the need for procurement flexibility and streamlined procurement processes during the pandemic. The Board passed a Resolution on March 26, 2020, which granted the CEO authorization to execute procurements and contracts exceeding the standard \$100,000 threshold. The approval was effective during the period in which the Governor of Indiana had declared a public health emergency.

IndyGo procured various goods and services to support transit service and the safety of riders and employees. These primarily included cleaning, disinfectant, and janitorial items.

For most of the emergency procurements, IndyGo issued purchase Orders, and attached certain terms and conditions. IndyGo reviewed invoices prior to payment, under its normal processes.

However, due the emergency nature of the procurements, full contracts were not prepared or executed for four procurements. The Board did retroactively ratify \$1.1 million of non-competitive purchases on March 26, 2020.

We did not note any unauthorized expenditures.

We recognize IndyGo’s need for procurement flexibility to help ensure driver and employee safety during the pandemic.

If emergency procurement measures must be utilized and approved by the Board in the future, IndyGo should continue to make efforts to issue and obtain fully executed contracts for its goods and services.

**Management Action Plans:**

We agree. A threshold has not been established to require a contract for purchases over a certain dollar amount. This allows flexibility to understand the nature of the service/good that is being purchased. As the nature of the services during the pandemic was emergent and occurred moment-to-moment, operations preferred to not pursue a contract and allowed the Purchase Order to function as the contract.

**Responsible Parties:**

Stacey A. Metz, Director of Procurement & Supply Chain Management

**Due Dates:**

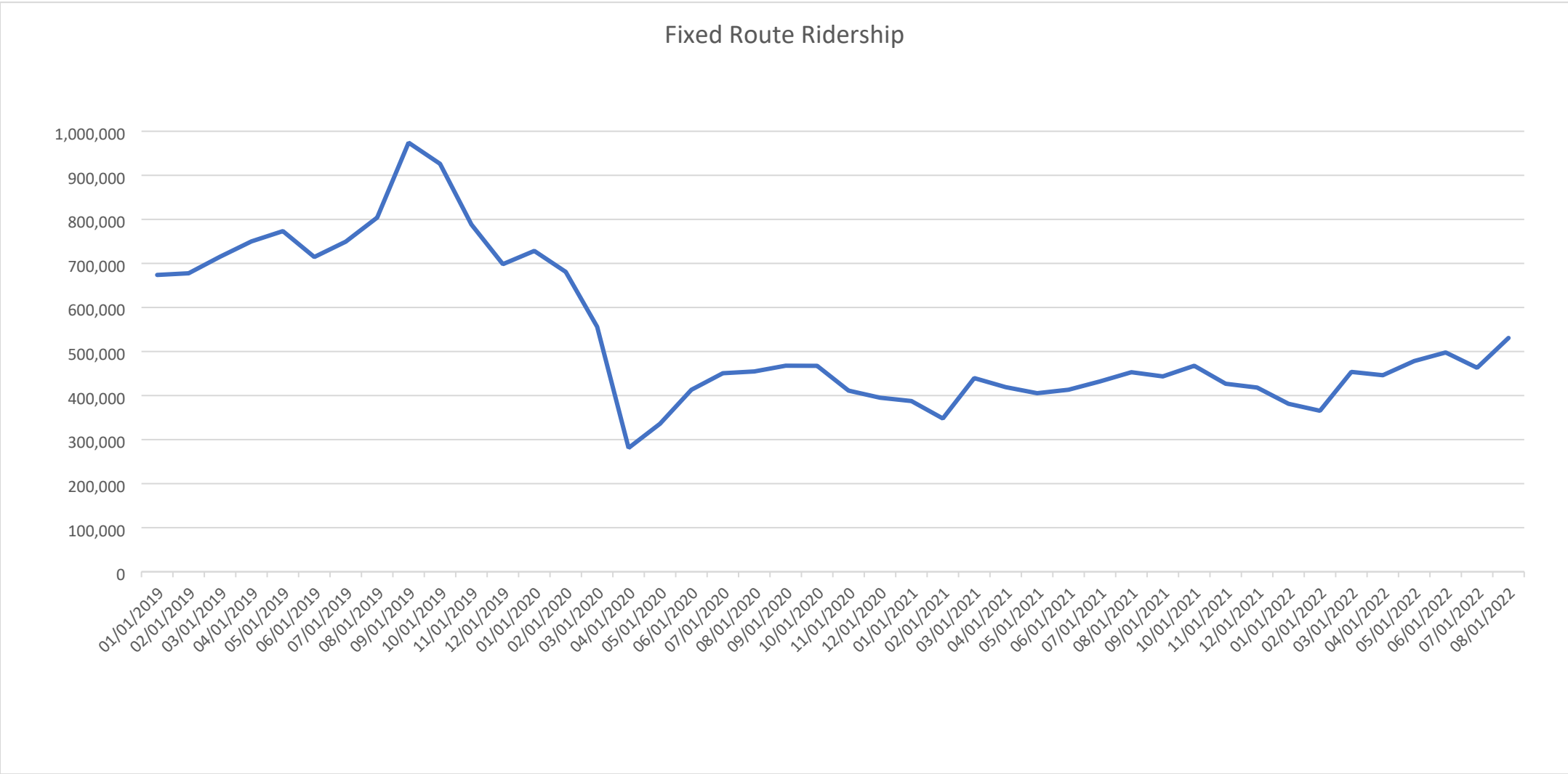
Not applicable.



## APPENDIX A – RATINGS DEFINITIONS

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

APPENDIX B – RIDERSHIP SUMMARY TRENDS



For informational purposes. Source: IndyGo National Transit database reports for indicated months.

Note: IndyGo ridership as of August 31, 2022, has recovered to approximately 78% of the pre-pandemic level on February 29, 2020.

## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Director of Governance & Audit Brian Atkinson

**SUBJECT:** Consideration and approval of Employee Share of Health Insurance Premiums

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### ACTION ITEM A – 4

#### RECOMMENDATION:

Review and receive Governance & Audit Report 2022-06  
Employee Share of Health Insurance Premiums

#### BACKGROUND:

In July 2022 the Finance Department requested Governance and Audit to work on a review of the employee share of health insurance premium deductions that are in arrears.

#### DISCUSSION:

The primary objective in performing this process review was to evaluate the number of past and current employees that are in arrears in health insurance premiums and potential dollar amounts owed to IPTC.

Accordingly, our scope included reviewing:

- ADP Deduction Arrears Reports
- Current employment status of those in arrears
- ADP Employee Leave Reports

An update was provided IPTC Management to determine an Action Plan.

Our approach included performing interviews with members of IPTC Payroll and the Department of People & Teammate Experience along with requesting reports from each.

This review identified one high-risk observations which are presented in the accompanying report.

- Employee Share of Health Insurance Premiums in Arrears

#### ALTERNATIVES:

N/A

#### FISCAL IMPACT:

The amount owed by each employee in arrears varies depending on the time they are out of pay status and the insurance options selected during enrollment. Arrears amounts range from \$7 to \$5K.

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance & Audit Committee on October 20, 2022 and will be placed on the Consent Agenda.

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## Employee Share of Health Insurance Premiums

Governance & Audit Report No. 2022-6

Report Issued September 26, 2022

## EXECUTIVE SUMMARY

### Background

July 2022 the Finance Department requested Governance and Audit to work on a review of the employee share of health insurance premium deductions that are in arrears.

Our assessments are performed in accordance with the professional practice standards of the Institute of Internal Auditors. This report was prepared for use by IndyGo's Board of Directors, Governance and Audit Committee, and Management.

### Objective, Scope, and Approach

Our primary objective in performing this process review was to evaluate the number of past and current employees that are in arrears in health insurance premiums and potential dollar amounts owed to IndyGo.

Accordingly, our scope included reviewing:

- ADP Deduction Arrears Reports
- Current employment status of those in arrears
- ADP Employee Leave Reports

Provide an update to IndyGo Management to determine an Action Plan.

Our approach included performing interviews with members of IndyGo Payroll and the Department of People & Teammate Experience along with requesting reports from each.

### Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
Training	Medium	1	0	0

### Overall Summary and Highlights

Comparisons were performed between the ADP Insurance Premium Arrears Report at the end of 2021 through the Arrears Report for August 2022.

Employment statuses were researched for each person on the respective reports to determine if they were still employed by IndyGo as of August 2022.

A meeting was held August 15, 2022, with the IndyGo President & CEO, Department of People & Teammate Experience, Finance and Chief Policy & Labor Relations Officer. An action plan was developed for prevention of future health insurance premium arrears cases as well as collection of those currently in place.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the audit. Questions should be addressed to the IndyGo Department of Governance and Audit at: [batkinson@indygo.net](mailto:batkinson@indygo.net).

## EXECUTIVE SUMMARY *(CONTINUED)*

### OBSERVATIONS SUMMARY

Following is a summary of the observations noted. Definitions of the observation rating scale are included in Appendix B.

Governance and Audit Observations	
Recommendation Title	Rating
1. Employee Share of Health Insurance Premiums in Arrears	High

## 1. Employee Share of Health Insurance Premiums in Arrears

### **Observation:**

IndyGo has a significant number of employees and past employees who are in arrears on the employee share of health insurance premiums.

### **Recommendation:**

To improve IndyGo's process of collecting employee share of health insurance premium from employees who are on extended leave and attempt to collect arrears amount owed from previous employees.

### **Observation Rating: High**

Possible reasons an employee ends up in an out of pay status and do not have pay to deduct the normal employee share of health insurance premiums:

- Extended Illness Event
- Family Medical Leave
- Workers Compensation Leave
- Military Leave
- Short Term Disability
- Long Term Disability

The amount owed by each employee in arrears varies depending on the time they are out of pay status and the insurance options selected during enrollment. Arrears amounts range from \$7 to \$5K.

Number of employees in arrears:

- At year end 2021 there were 135 cases. 53 were still in employed status and 82 were in terminated status as of August 2022.
- At the first of August 2022 there were 74 cases. 73 were still in employed status and one was in terminated status.

Determine a standard cut off period for health insurance for employees who are no longer in pay status that meets Federal Family Medical Leave Guidelines.

During payroll preparation review the ADP reports that contain information related to insurance premiums in arrears and employee leave status.

Develop a payment plan for current employees who are in arrears to reimburse and stay current for the amount owed to IndyGo.

Look into collection methods for terminated employees to recover the amounts owed to IndyGo.

### **Management Action Plans:**

The Union Contract was verified that neither the Corporation nor the Union have any responsibility or monies to advance funds on behalf of any employee to maintain coverage in effect.

To avoid termination of benefits, a 30-day grace period to pay balance in full or arrange a payment plan will be established and agrees with FLMA regulations.

Letters were developed to be sent to all employees who have not had coverage turned off and is at least 15 days behind explaining payment options. Two versions of the letter were developed for Union and Non-Union Employees.

A list of the top 10 amounts has been provided to the Legal Department as a sample to try a test legal collection process.



		<p>The Legal Department has been in contact with both outside counsel and the DOL Director of Wage and Hour to develop a collection plan that is allowable by Indiana statute.</p> <p>The Payroll Department in Finance will be reviewing terminations that may have an arrears balance for deductions from last pay issued.</p> <p><b><u>Responsible Parties:</u></b></p> <p>IndyGo Finance Department</p> <p>IndyGo Department of People and Teammate Experience</p> <p><b><u>Due Dates:</u></b></p> <p>Current – Processes are now in place.</p>
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## APPENDIX A – RATING DEFINITIONS

Observation Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
Low	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	Low	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.
Medium	Process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	Medium	Certain internal controls are either: <ol style="list-style-type: none"> <li>1. Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review.</li> <li>2. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.</li> </ol>
High	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	High	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. <ol style="list-style-type: none"> <li>1. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed.</li> <li>2. Significant non-compliance with laws and regulations.</li> <li>3. High observations which are pervasive in nature.</li> </ol>
Not Rated	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	Not Rated	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.

## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Director of Governance & Audit Brian Atkinson

**SUBJECT:** Consideration and approval of Retail Center Audit

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### ACTION ITEM A – 5

#### **RECOMMENDATION:**

Review and receive Governance & Audit Report 2022-07  
Retail Center Audit

#### **BACKGROUND:**

In July 2022 the Finance Department requested Governance and Audit to work on a review of the Retail Center sales and payment collection process. Operation of the Retail Center is currently contracted to RATP Dev.

#### **DISCUSSION:**

The primary objective in performing this process review was to evaluate the fare pass point of sale process, reconciliation, and reporting.

Accordingly, our scope included reviewing:

- Daily cashier sales reports including cash, check and credit card sales
- Daily cashier inventory counts reconciling inventory against reported sales
- Point of Sale system reports for all transaction types
- Retail Center sales variances
- Contractor monthly detailed report to IPTC Management

An update was provided to IPTC Management with a recommended plan.

Our approach included performing interviews with members of IPTC Customer Service, IPTC Finance, and the Retail Desk contractor RATP Dev.

As a result of our review, we have noted four opportunities for process improvement and discussion.

- Point of Sale System (High Risk Rating)
- Documentation (Low Risk Rating)
- Inventory to Sales Reconciliation (High Risk Rating)
- Pass Distribution (Medium Risk Rating)

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

Improved documentation, reconciliation and reduction of errors would realize an increase in passenger fare revenue to IPTC.

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Governance & Audit Committee on October 20, 2022 and will be placed on the Consent Agenda.

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## Retail Center Audit

Governance & Audit Report No. 2022-07

Report Issued October 3, 2022

## EXECUTIVE SUMMARY

### Background

In July 2022, the Director of Accounting in the Finance Department of IndyGo, requested a special review of the Retail Center sales and payment collection process. The Retail Center is in the Julia Carson Transit Center and is operated by RATP Dev contractor.

### Objective, Scope, and Approach

The primary objective in performing this process review was to evaluate the fare pass point of sale process, reconciliation, and reporting. Accordingly, our scope included reviewing:

- Daily cashier sales reports including cash, check and credit card sales
- Daily cashier inventory counts reconciling inventory against reported sales
- Point of Sale system reports for all transaction types
- Retail Center sales variances
- Contractor monthly detailed report to IndyGo Management

Provide an update to IndyGo Management with recommended plan

Our approach included performing interviews with members of IndyGo Customer Service, IndyGo Finance, and the Retail Center contractor RATP Dev.

### Overall Report Rating & Observations

*(See Appendix A for definitions)*

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
<b>Fare Counting &amp; Reconciliation</b>	<b>High</b>	<b>2</b>	<b>1</b>	<b>1</b>

### Overall Summary and Highlights

As a result of the request to Audit the Carson Transit Center Retail Center, the Governance and Audit Team met with several members of the IndyGo Mobility Solutions Staff as well as the Contractor RATP Dev. These individuals were very cooperative and provided all documentation requested.

Our review of the Retail Center operation identified 4 observations which are presented in detail in this report.

Based on having two observations rated high, one medium and one low, the overall report rating for this Retail Center Audit is “High” risk.

After discussion with both the Mobility Solutions Department and the Finance Department, it is recommended that the oversight of the Retail Center be moved from Mobility Solutions to Finance.

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

[batkinson@indygo.net](mailto:batkinson@indygo.net).

## EXECUTIVE SUMMARY (*CONTINUED*)

### OBSERVATIONS SUMMARY

Following is a summary of the observations noted. Definitions of the observation rating scale are included in Appendix B.

Governance and Audit Observations	
Recommendation Title	Rating
1. Point of Sale System	High
2. Documentation	Low
3. Inventory to Sales Reconciliation	High
4. Pass Distribution	Medium

## 1. Point-of-Sale System

### **Observation:**

There is risk that not all sales are being captured in the Point-of-Sale System which increases the ability to commit fraud.

### **Recommendation:**

IndyGo should ensure the proper steps are in place to capture all tender types and transaction in the Point-of-Sale System for the Carson Transit Retail Center.

### **Observation Rating: High**

During the review of the daily transaction at the Retail Center, it was observed that transactions paid by a check are not being entered into the Point-of-Sale System. Only cash and credit card transactions are entered into the POS. The check transactions are being handled manually outside of the point-of-sale system and are to be added to the daily cashier sheets and daily inventory reconciliation spreadsheet.

There is an increased risk to commit fraud by not entering the transaction and switching out checks for cash from other sales and thereby not depositing the cash.

The sales paid by check are typically by community organizations who buy large quantities of passes for clients served by these organizations. IndyGo does not accept checks from the public. Check transactions from January – August 2022 totaled at \$37K.

In addition, it was noted that check transactions are not being entered in the POS and are not captured in the Flowbird Portal, which is a reporting tool for all

IndyGo management should:

- Explore the ability to add a check tender type in the Flowbird Point-of-Sale System
- Until a check tender type is developed, checks should be entered as cash to ensure that all transaction types are entered into the POS, therefore keeping record of, and reporting all transaction types in the official system.

### **Management Action Plans:**

The Point-of-Sale system was procured and implemented by Flowbird. The current system does not currently meet the needs of adequately recording inventory, cash value, and check collection, which includes manual tracking, documenting, and counting of products.

After meeting with Brian and the Governance and Audit team, a meeting was scheduled with all appropriate parties to implement a plan to improve the accuracy through proper controls and penmanship, to implement a system for checks and balances, and discuss the consistency of training for the contracted staff.

Weekly, my team will collect retail desk reconciliation to validate and check collection totals against product/inventory and cash sales. The Director and Business Analyst will provide Mike Roth, Senior Director of Mobility Solutions, with a report of their findings for review and, if applicable, have RATP Dev complete an Action Plan of immediate improvement for the collection processes.



transactions including the Ticket Vending Machines. Reports from this portal are under reporting revenue by not including check transactions.

It is noted that all revenue is being captured in the IndyGo official financial system Microsoft D365 because bank files including all deposits are uploaded.

Monthly reports are provided to Accounting from Customer Service identifying revenue types for the creation of revenue reclassification journals. It is possible that although all passenger revenue is being captured, if some of this data comes from the portal, there is a margin of error in reclassifying fare revenue. The best example is Fixed Route Pass/Ticket Sales Revenue and Mobility Services Revenue.

Because the POS does not contain record of check sales, the daily manual reconciliation of pass inventory held by the cashiers at the start of the day compared to the end of the day is the only way to prove the actual total sales. This is the only way to identify variances in money collected for pass types sold because of the lack of POS reports including all tender types.

**Responsible Parties:**

IndyGo Mobility Solutions

**Due Date:**

Current

## 2. Documentation

### **Observation:**

Daily cashier sheets prepared by the Retail Center cashiers were reviewed from January – August 2022. There is no consistency in what data is maintained or recorded and there are multiple errors on the daily paperwork.

### **Recommendation:**

IndyGo Management should insist that the Contractor retrain cashiers on what to include in the daily cashier sheets along with the importance of accuracy and consistency.

### **Observation Rating: Low**

Cashier sheets completed by the cashiers which summarize the daily transactions are not consistent from day to day.

Many of the daily cashier sheets are not fully completed and include errors in listing amounts including mathematical errors and excluding totals.

There is no consistency in what is maintained each day. Some cashier sheets have check copies, POS reports and deposit slip copies while others do not include this documentation.

On most days the Retail Center Manager corrects the cashier sheets which summarized the daily totals. It was apparent that management spends a significant amount of time addressing issues in this paperwork.

Determine a standard of what is to be included in the cashier sheets daily.

Management should stress the importance of the cashiers to proofread the paperwork and recheck for mathematical errors before turning in sheets to management at the end of their shift

Until there is a method of tendering checks, it is recommended that copies of the checks along with deposit slips be included with the daily cashier sheets.

Determine an accountability standard/requirement for accuracy in the work completed by the cashiers daily.

### **Management Action Plans:**

During our meeting with our Contractor RATP Dev to immediately correct some of the manual processes. This meeting occurred on September 22, 2022. IndyGo and our Contractor discussed the importance of consistent training and expectations regarding reconciliation from the retail desk agents and following up to ensure that processes are followed consistently.

IndyGo will create an SOP for the Contractor as part of the review and validation process. This will become the process until further discussions with Flowbird to update the Point-of-Sale system currently used by IndyGo.

### **Responsible Parties:**

IndyGo Mobility Solutions/RATP Dev

### **Due Date:**

Current

### 3. Inventory to Sales Reconciliation

<p><b><u>Observation:</u></b></p> <p>The Retail Center Manager maintains a spreadsheet daily for each cash drawer that logs the inventory at the start of the day compared to the end of the day. This spreadsheet is used to determine the expected drawer total at the end of the day and to reconcile any variances.</p>	<p><b><u>Recommendation:</u></b></p> <p>The Retail Center contractor should continue to reconcile the cash drawer totals with inventory distributed daily but realize a pass shortage is the responsibility of the contractor to reimburse IndyGo.</p>	
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#### Observation Rating: High

<p>The Retail Center Manager's cash drawer reconciliation spreadsheet is the only way to prove what is expected in sales totals at the end of the day because the checks are not being tendered in the POS.</p> <p>The spreadsheet is used to determine any variances in the total money collected compared to the passes distributed.</p> <p>There is an area in the spreadsheet to reconcile the variances. Regularly there is a reason for a shortage listed as passes "over sold". This means there were passes distributed in which no money was collected. This could be due to wrong pass types being distributed or more passed given than collected.</p> <p>The contractor is responsible to pay IndyGo any shortages. The current practice is that if a variance is explained in the reconciliation section of the spreadsheet, this variance is not provided to the Senior Director of Mobility Solutions to collect from the contractor at the time of monthly invoicing.</p>	<p>Continue the current or an improved spreadsheet for reconciling the pass inventory with cash collected by cash drawer until the POS can be set up to tender checks and track drawer inventory more accurately.</p> <p>Use the variance reconciliation section of the spreadsheet to determine the cause of the errors but hold the contractor responsible to reimburse IndyGo for all shortages.</p> <p>The shortages monthly could be part of assessing liquidated damages listing the amount as a credit on the contractor invoice to IndyGo.</p> <p>It would be necessary to list the credit amount on the invoice so that it can be correctly posted as Passenger Fare Revenue in the IndyGo Accounting System.</p>	<p><b><u>Management Action Plans:</u></b></p> <p>During the discussion between IndyGo and RATP Dev, the team problem-solved solutions to remedy the process, including reviewing the spreadsheet and discussing immediate improvement to lower the risk of error and provide more precise transaction money and product counts. Over the past month, the explanations improved. For example, if a passenger ticket was destroyed in the fare machine and a replacement pass was issued, the reason for the replacement of the ticket/pass is entered into the spreadsheet.</p> <p>The process for all missing products will have an explanation, and the amount of the product will be returned to IndyGo. The only exception to this rule is if a pass was stuck in a fare box and a replacement had to be given; as long as there is an explanation of what happened, then RATP Dev would not be held accountable for this product.</p>
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Because the cause of the variance is determined, it should still be the responsibility of the contractor to make up the dollar shortage to IndyGo.

**Responsible Parties:**

IndyGo Mobility Solutions/RATP Dev.

**Due Date:**

Current

#### 4. Pass Distribution

##### **Observation:**

Based on the daily cash drawer inventory reconciliation it is noted that errors on pass distribution are regularly made. Cashiers issue more passes than are purchased or issue the wrong type of pass than what was purchased by the customer.

##### **Recommendation:**

The importance of counting the passes accurately and taking the time to double check the inventory being distributed should be reemphasized to the cashiers. Develop a method to track pass distribution more accurately.

##### **Observation Rating: Medium**

Passes are regularly counted wrong when distributing them to customers or the type of pass issued is wrong compared to the money collected.

There were examples found regularly where the money for one pass type was short and another pass type was over by the same variance amount. This seems to mean the wrong pass type was distributed. In one particular case money was collected for six 1-day passes but six 10-day passes were distributed. This means a client could ride for 60 days at the price of 6 days.

One instance the cashier had a difference of passes distributed compared to money collected in every pass type.

The current POS allows the cashier to select the pass type and enter a quantity, but it does not ensure that the cashier takes the correct pass type from inventory.

Require cashiers to count the pass types being issued more than one time to minimize errors. Research the ability to scan the actual pass or enter the pass serial number into the POS to ensure that the passenger is paying the correct amount for what is received.

##### **Management Action Plans:**

IndyGo and RATP Dev agree that counting passes accurately and taking the time to double-check will be reemphasized to the cashiers. The SOP will also include recommendations to develop a method to track pass distribution more accurately and work with Flowbird to improve the current Point-of-Sale system, not a daily manual count.

RATP Dev will retrain the staff on all types/dollar value of tickets/passes and ensure they understand each type of ticket/pass.

Our Contractor will re-reconcile, since October 1, 2021, the number of lost products (tickets/passes) monthly and repay IndyGo for any associated cost, which will be noted on monthly invoices as a credit to IndyGo.

##### **Responsible Parties:**

IndyGo Mobility Solutions/RATP Dev

##### **Due Date:**

Current

## PENDIX A – RATING DEFINITIONS

Observation Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
Low	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	Low	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.
Medium	Process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.	Medium	Certain internal controls are either: 1. Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. 2. Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.
High	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.	High	Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment. 1. Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. 2. Significant non-compliance with laws and regulations. 3. High observations which are pervasive in nature.
Not Rated	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	Not Rated	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.

## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Senior Director of Facilities and Preventative Maintenance Paul Williams

**SUBJECT:** Consideration and approval of RFP 22-03-442 snow & ice removal

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### ACTION ITEM A – 8

#### **RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter a contract R.A.S.K. and Associates, Inc. for three years with two option year for an amount not to exceed \$ 4,000,000.

#### **BACKGROUND:**

The snow and ice removal contract covers all IPTC properties, including East Campus, Michigan Street Campus, 8925 Madison (charging station), 6410 College (charging station and parking lot), and bus stations. The work entails plowing, hand shoveling, hauling off, and pre-salting and deicing on all parking lots, drive lanes, sidewalks, platforms, and building entrances. The vendor is available 24/7 to supply all staffing, equipment, salt, and deicing materials. IPTC must maintain and provide safe working conditions for employees and the community ridership while preserving on-time performance and productivity during inclement weather conditions.

#### **DISCUSSION:**

IPTC Procurement Department released a solicitation for snow and ice removal services on September 12, 2022. The solicitation was advertised properly to reach potential contractors with the required equipment, and manpower needs to perform snow and ice control. IPTC held a pre-proposal meeting via Microsoft Teams and a questions and answers session open to all prospective bidders. The Procurement Department received two bids and found that R.A.S.K. and Associates, Inc. bid was within the cost estimate and met all requirements.

#### **ALTERNATIVES:**

Snow removal and ice control are required for safe operations. Unfortunately, IPTC cannot provide these services due to the specialized equipment needed.

#### **FISCAL IMPACT:**

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

#### **DIVERSITY DECLARATION:**

R.A.S.K and Associates, Inc. has letters of commitment from XBE's Greene Thumb Landscaping, Axtec WFR, Yorkshire Landscaping, Kikin Concrete, and Oatts Trucking.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Senior Director of Facilities and Preventative Maintenance Paul Williams

**SUBJECT:** Consideration and approval of EQ 22-07-454 vehicle filters

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### ACTION ITEM A – 9

#### **RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the President/CEO to enter a contract with Muncie Transit Supply for three years for an amount not to exceed \$ 549,000.

#### **BACKGROUND:**

IPTC performs scheduled preventative maintenance on vehicles. Filters are a vital component of the process and must be changed as part of these manufacturers' maintenance requirements.

Several vendors can provide vehicle filters. Since 2010 IPTC has sought out one vendor to supply all filter types to gain a pricing advantage using economies to scale.

Newer buses require more advanced and expensive filters. By soliciting with one vendor, we gain an advantage of cost savings. One vendor allows us to build a relationship that benefits us all.

#### **DISCUSSION:**

IPTC Procurement Department released a solicitation for vehicle filter supply services on September 7, 2022. The solicitation was advertised properly to reach potential vendors with the capability to meet filter demand needs. IPTC held a written question and answers session open to all prospective bidders. The Procurement Department received two quotes and found that Muncie Transit Supply's low quote was responsive and met all requirements.

#### **ALTERNATIVES:**

The Board could choose not to award this contract. However, IPTC would have to purchase filters at retail. Having a fleet of 212 buses combined using several different types of filters, we would pay the retail cost and also need to purchase in advance to ensure we have a stock of specific filter types.

#### **FISCAL IMPACT:**

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

**DBE/XBE DECLARATION:**

Muncie Transit Supply has a letter of commitment from DBE Roscoe's Express Delivery LLC. for 3% of the total contract price.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Chief Information Officer Marcus Burnside

**SUBJECT:** Consideration and approval of RFP 22-04-441 wireless vehicle communication replacement

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### ACTION ITEM A – 10

#### **RECOMMENDATION:**

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a contract agreement with Step CG, LLC, for three years with two optional years to provide wireless vehicle routers and services in an amount not to exceed \$778,072.

#### **BACKGROUND:**

Since 2018, IPTC has utilized mobile routers in all revenue service vehicles to facilitate cellular communication for public and private network access. These routers are comparable to the wireless home routers supplied and installed by Internet Service Providers (Xfinity, Spectrum, etc.). The mobile routers are the central communication point for CAD/AVL, information screens, traffic signal prioritization, fare validation, and public Wi-Fi on the buses.

#### **DISCUSSION:**

The current vendor (WAAV, Inc.) has been the contracted wireless vehicle router vendor since 2017. The contract expires in October 2022, and the equipment is at end-of-life. The current cellular technology is 3G/4G/4GLTE. IPTC is looking to replace the WAAV routers with 5G/5GUW capable routers to support the increased demand for additional bandwidth usage on the buses (up to 300Mbps or more, depending on the area). With the implementation of 5G mobile routers, IPTC will position itself ahead of the curve to offer better throughput rates for current, and future data bandwidth needs.

IPTC issued a solicitation for wireless vehicle routers and services in June 2022. Of the vendor submissions, five were deemed responsive and responsible. The Evaluation Committee met in September 2022 and selected Step CG, LLC, as the new wireless vehicle routers and services vendor. Step CG offered a quality product with favorable annual reoccurring costs and could meet our independent cost estimate (ICE) over five years.

#### **ALTERNATIVES:**

The Board could choose not to award this contract to the recommended bidder. However, IPTC will continue to use end-of-life equipment on a non-contract annual maintenance agreement and not have the additional cellular data bandwidth for current and future network demands.

**FISCAL IMPACT:**

The total cost of this procurement is \$778,072 through FY2025. The capital and operating investment in FY2023 is \$600,322, and the operational costs for FY2024 and FY2025 will be \$88,875 yearly, as illustrated below:

3 Year Total	\$778,071.50		Unit Quantity	250
	Cellular Gateways + License/Support	Antennas	Cabling + Power	Totals by Year
Year 1 - Capital & Operating	\$503,587.50	\$94,810.00	\$1,924.00	\$600,321.50
Year 2 - Operating	\$88,875.00	-	-	\$88,875.00
Year 3 - Operating	\$88,875.00	-	-	\$88,875.00

**DBE/XBE DECLARATION:**

There is no DBE goal associated with this contract award.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Director of Budget Justin Burcope  
Chief Policy and Labor Relations Officer Jeff Brown

**SUBJECT:** Consideration and approval to negotiate a contract with Anthem for group vision plan premiums and coverage

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### ACTION ITEM A – 12

#### **RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to negotiate and enter into a four-year contract with Anthem for Group Vision Insurance premiums and coverage for current member enrollment at an annual cost of \$80,327, subject to increase based on future enrollment.

#### **BACKGROUND:**

IPTC takes a progressive approach to create a healthier workforce and as such provides a comprehensive benefits package to our workforce. As part of this benefits package, IPTC provides its workforce with vision insurance coverage to help employees offset the cost of vision care and to help the employee maintain good overall eye health.

#### **DISCUSSION:**

Anthem is the incumbent vendor providing group vision insurance premiums and coverage. The current contract expires at the end of 2022, and to that end, IPTC engaged LHD Benefit Advisors to serve as its broker and procure services for group vision insurance using the following criteria for a recommendation: total cost of services, contractual benefits, provider network strength, and rate guarantees. Based on these guidelines, Anthem is the suggested successful bidder for the following reasons:

- Anthem was tied with another vendor as the lowest bidder offering a 2.41 decrease in annual costs to IPTC.
- Anthem vision offer is a 4-year rate guarantee which tied as the best offer amongst bidders.
- There will be no network disruption.

The following is the total premium cost to employee under the new plan:

- |                         |                   |
|-------------------------|-------------------|
| • Employee Only         | \$6.92 per month  |
| • Employee + Spouse     | \$11.76 per month |
| • Employee + Child(ren) | \$12.45 per month |
| • Employee + Family     | \$18.67 per month |

In summary, IPTC believes that Anthem is the best overall value for the quality and level of services for IPTC employees and families.

**ALTERNATIVES:**

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

**FISCAL IMPACT:**

The total cost of this procurement for vision insurance premiums and coverage is projected to be \$80,327, subject to increase or decrease based on future enrollments. Human Resources will work with Finance to manage the funding of this procurement with the existing budget for each year of the contract.

**DBE/XBE DECLARATION:**

This contract will be funded by the Operations budget, and therefore, it does not require an established Disadvantaged Business Enterprise Program (“DBE”) participation goal. Given the complexity and nature of this opportunity subcontracting possibilities were limited. It is our continued commitment to partner with certified “XBE” firms with the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration Division of Supplier Diversity when opportunities present themselves.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Director of Budget Justin Burcope  
Chief Policy and Labor Relations Officer Jeff Brown

**SUBJECT:** Consideration and approval to negotiate a contract with Delta Dental for group dental plan premiums and coverage

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### ACTION ITEM A – 13

#### RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to negotiate and enter into a one-year contract with Delta Dental for Group Dental Insurance premiums and coverage for current member enrollment at a cost of \$349,464, subject to increase based on future enrollment.

#### BACKGROUND:

IPTC takes a progressive approach to create a healthier workforce and as such provides a comprehensive benefits package to our workforce. As part of this benefits package, IPTC provides its workforce with dental insurance coverage to help employees offset the cost of dental care and to help the employee maintain good overall oral health.

#### DISCUSSION:

IPTC engaged LHD Benefit Advisors to serve as its broker and procure services for group dental insurance. The following criteria was used to evaluate and select Delta Dental: total cost of services requested, contractual benefits & administration flexibility, provider network strength in term of access and pricing, and guarantees. Based on these guidelines, Delta Dental is the suggested successful bidder for the following reasons:

- Delta Dental provides the broadest provider network and more availability and access to care. The other vendors do not provide nearly as broad a network and that could cause employees and their families to go out-of-network at higher costs.
- Delta Dental provides significant discounts than other carriers (which lessens the burden of out-of-pocket costs for members and dependents). The ultimate savings is significant and is not matched by competitors.
- There will be no disruption in service.
- The Delta Dental renewal offer of 3% is reasonable given IPTC's dental claims experience that has been less favorable at over 90% loss ratio for 2022.

The following is the total premium cost to employee under the new plan:

- |                         |                   |
|-------------------------|-------------------|
| • Employee Only         | \$23.56 per month |
| • Employee + Spouse     | \$45.17 per month |
| • Employee + Child(ren) | \$63.29 per month |
| • Employee + Family     | \$93.60 per month |

In summary, IPTC believes that Delta Dental is the best overall value for the quality and level of services for IPTC employees and families.

**ALTERNATIVES:**

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

**FISCAL IMPACT:**

The total cost of this procurement for dental group insurance premiums and coverage is projected to be \$349,464, subject to increase or decrease based on future enrollments. Human Resources will work with Finance to manage the funding of this procurement with the existing budget for each year of the contract.

**DBE/XBE DECLARATION:**

This contract will be funded by the Operations budget, and therefore, it does not require an established Disadvantaged Business Enterprise Program (“DBE”) participation goal. Given the complexity and nature of this opportunity subcontracting possibilities were limited. It is our continued commitment to partner with certified “XBE” firms with the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration Division of Supplier Diversity when opportunities present themselves.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Director of Budget Justin Burcope  
Chief Policy and Labor Relations Officer Jeff Brown

**SUBJECT:** Consideration and approval to negotiate a contract with Anthem for Stop Loss Insurance coverage

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### ACTION ITEM A – 14

#### RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to negotiate and enter into a one-year contract with Anthem for Stop Loss Insurance coverage at a cost of \$1,560,821, subject to increase or decrease based on future enrollment.

#### BACKGROUND:

IPTC self-funds its employee benefit plans, and to this end, purchases Stop Loss Insurance coverage to protect itself from unpredictable financial exposure. Stop Loss Insurance is a policy that enables employers who do not want to assume 100% of the liability for losses arising from the group health insurance plans to predictably cap expenses for employee medical bills. It is not medical insurance, rather, it is a financial and risk management tool. With stop loss insurance, the employer's out-of-pocket expenses are capped at an agreed amount (IPTC's are capped at \$150,000). If costs exceed that threshold, any additional expenses are covered by the stop loss policy and the insurance company becomes liable for those losses. In other words, it's a specialized type of coverage designed to protect self-insured employers from catastrophic or unpredictable losses. In other words, it protects employers from having to pay medical costs that soar well beyond the company's ability to pay.

#### DISCUSSION:

Anthem is the incumbent vendor that provides stop loss insurance and on December 31, 2022 its contract will expire. To this end, IPTC engaged LHD Benefit Advisors to serve as its broker and procure services for stop loss insurance. The procurement process provided challenging and complicated because IPTC's 2022 claims slightly increased, and the market was not favorable for this reason and due to the current economic climate. Based on bids received, Anthem is the suggested successful bidder. During this process, IPTC also negotiated with Anthem directly in an effort to reduce the total cost of the bid. IPTC suggests Anthem for the following reasons:

- Increasing the stop loss specific deductible to \$175,000 was necessary to reduce total costs. In doing so, Anthem's proposal was slightly more but comparable to the lowest bidder.
- What is more, increasing the stop loss threshold to \$175,000 was reasonable and needed because the prior \$150,000 deductible is low for industry standards.
- If IPTC were to maintain a \$150,000 stop loss level, costs would have dramatically risen and the result would be an increase of 14-19% or more than \$300,000 regardless of which vendor was successful.
- IPTC is assuming additional risk by increasing the stop loss level to \$175,000, but analysis shows IPTC averaged roughly 8 claims over the \$175,000 level in the past and the IPTC review team deems this to be manageable and within our budgetary means.

- Our analysis further reveals that IPTC can absorb up to 11 claims at \$175,000 so the risk of increasing is low.
- IPTC determined that it was in its best interest to cut additional costs by eliminating the aggregate stop loss feature. Eliminating the Aggregate Stop Loss also saves IPTC roughly \$60,000
- Anthem will issue a one-time credit on January 1, 2023 of \$25,000 to further decrease cost
- If IPTC uses a different vendor IPTC would have a heavy burden of managing the stop loss limits and could lose money if not managed properly. Anthem currently manages that process for IPTC. Moving forward, IPTC will take measures to proactively train and educate staff to assist with the stop loss analysis so that it is not reliant upon a vendor to do so.

In summary, IPTC believes that Anthem is the best overall value.

#### **ALTERNATIVES:**

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

#### **FISCAL IMPACT:**

The total cost of this procurement for Stop Loss Insurance coverage is projected to be \$1,560,821, subject to increase or decrease based on future enrollments.

#### **DBE/XBE DECLARATION:**

This contract will be funded by the Operations budget, and therefore, it does not require an established Disadvantaged Business Enterprise Program (“DBE”) participation goal. Given the complexity and nature of this opportunity subcontracting possibilities were limited. It is our continued commitment to partner with certified “XBE” firms with the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration Division of Supplier Diversity when opportunities present themselves.

#### **STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

**BOARD MEMORANDUM**

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Indianapolis Public Transportation Foundation (IPTF) Executive Director Emily Meaux

**SUBJECT:** Consideration and approval of new Foundation Board Members

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**ACTION ITEM A – 6**

**RECOMMENDATION:**

Approval of adding six new members to the IPTF Board:

- Adam Burtner
- Jean Caster
- Tedd Grain
- Mekey McAllen
- Jennifer McCloud
- Hardi Shah

**BACKGROUND:**

The bylaws of the IPTF require the Board of Directors of IPTC to approve Board Members for the Foundation. The Foundation Board currently consists of nine members, with four members concluding their terms at the end of this year. The Foundation Board has recruited and approved six new members who will take office in January if approved by the IPTC Board.

**DISCUSSION:**

The prospective Foundation Board Members presented for your consideration and approval are:

- Adam Burtner, Vice President, Government Affairs for the Indy Chamber
- Jean Caster, Director of Strategic Initiatives-Indiana Medicaid for Anthem
- Tedd Grain, Vice President of Social Determinants of Health for Eskenazi Health Foundation and Director of Social Determinants of Health for Eskenazi Health
- Mekey McAllen, People Operations Lead for Walmart
- Jennifer McCloud, Director for Chancellor's Office Operations for Ivy Tech Community College
- Hardi Shah, Chief Financial Officer for Engaging Solutions

**ALTERNATIVES:**

The Board could choose not to extend these Board Members terms to the Foundation Board of Directors but would jeopardize the Boards ability to function as there would not be a full Board of Directors to conduct business.

**FISCAL IMPACT:**

N/A

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Director of Strategic Planning Brooke Thomas, AICP

**SUBJECT:** Consideration and approval of the Amendment of IndyGo's 2019-2027 Capital Plan

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### ACTION ITEM A – 7

#### RECOMMENDATION:

It is recommended that the IPTC Board of Directors approve the 2022 update to IndyGo's 2019-2027 Capital Plan, as amended.

#### BACKGROUND:

All large capital investment projects are described in detail throughout the Capital Plan. IndyGo's Capital Plan serves as a roadmap to implementing IndyGo's long-range capital investment program. It provides a forecast of planned capital revenue and expenditures based on currently available information. IndyGo maintains its capital plan by revisiting its assumptions and projections as capital projects are implemented, recognizing when revenue is realized, and/or inserting additional information as it becomes available.

Last updated in October 2021, IndyGo's Capital Plan is intended to be updated regularly to create a record of how each project has advanced. The plan has been amended every year since 2017 and follows the IPTC Board of Director's adoption of the IndyGo's 5-year Capital Budget Summary. Prepared annually, the Capital Plan Budget Summary is a companion document of the 5-year Capital Plan. It is the 5-year Capital Budget Summary, not the 5-year Capital Plan guidance document, that ultimately governs how much the agency is prepared to spend on capital expenses in any given year. The 2023-2027 5-year Capital Budget Summary was adopted by the IPTC Board of Directors on August 24, 2022.

#### DISCUSSION:

The following is a summary of this years' substantive changes to the plan.

- Both the total capital investment project budget and timeline have been updated/adjusted to respond to internal investment decisions and external factors that have caused one or more assumptions to change since the fall of 2021 when the capital plan was last updated.
- The summary pages for each year have been updated to describe what has been accomplished since the October 2021 Capital Plan update, and to set priorities for the next four to five years. These pages highlight instances where projects that were programmed for a given year have been placed on hold or postponed.
- The description of each funding source was reviewed for accuracy and, where necessary, updated to reflect the current status of things.
- The description of each capital project has been updated to reflect the status of things.
- New projects have been added to the Capital Plan and include projects that are programmed into IndyGo's fiscally constrained capital budget and illustrative projects, as well as cancelled projects. Illustrative projects are those that IndyGo needs or wants to advance, but for which there currently isn't funding for.

**ALTERNATIVES:**

Not applicable.

**FISCAL IMPACT:**

Not applicable.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

## BOARD MEMORANDUM

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

**THROUGH:** President/CEO Inez P. Evans

**FROM:** Chief Development Officer Jennifer Pyrz

**SUBJECT:** Consideration and approval of change to project definition for the Blue Line Bus Rapid Transit (BRT) Project

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### ACTION ITEM A – 11

#### RECOMMENDATION:

It is requested that the Board authorize IPTC Staff to modify the Blue Line Bus Rapid Transit (BRT) project definition to divert off W. Washington Street west of Holt Road and use I-70 to connect to the Indianapolis International Airport. No changes are recommended east of Holt Road at this time.

#### BACKGROUND:

In 2020, Segment 1 of the Blue Line BRT project, which lies between the Indianapolis International Airport and Holt Road, was put on hold at 30% design pending resolution of legislative actions to modify the segment's configuration. The remainder of the project (everything east of Holt Road) was progressed to 60% design. The project was originally intended to begin construction in late 2020, then moved out to 2023 as Red Line construction was nearing completion. With legislative actions pending during the last two sessions, that timeline has been further extended, with current schedule showing a late 2024 construction start.

#### DISCUSSION:

The Blue Line project is at a stage of development where right-of-way acquisition must proceed, or risk further delay to the project. IPTC has determined that to begin purchasing right-of-way in Segment 1 of the project would introduce unacceptable risk to the agency. This is because of factors outside of its control including pressure from the Indiana State Legislature to modify the configuration in that segment. Risks include expending additional funds, acquiring unnecessary property, and/or risking further delay to the project start. There is also potential for losing FTA Small Starts funding because of the prolonged delay.

To avoid these outcomes, IPTC Staff recommends modifying the Blue Line project to continue as planned between N. Tibbs Avenue and Cumberland but to divert off W. Washington Street at Holt Road and continue west on I-70 directly to the Indianapolis International Airport. In this scenario, Segment 1 of the Blue Line would be replaced with express (non-stop) service running on I-70 between N. Tibbs Avenue (Central Green station) and the Indianapolis International Airport. Note that the N. Tibbs Avenue (Central Green) station is the first station east of Holt Road and would be the westernmost BRT station on Washington Street in this scenario.

Under this scenario, local, non-BRT, service would still be provided on W. Washington Street west of N. Tibbs Avenue, similar to the service that is being provided today. Any enhancements to this section of W. Washington Street, such as upgraded stops or pedestrian improvements, would be considered separately from the Blue Line BRT project and on a separate timeline.

This recommendation aligns with the original Blue Line BRT project definition, approved by the Indianapolis MPO in 2013. It does not prevent future upgrades to service on W. Washington Street (west of N. Tibbs Avenue), when warranted, nor does it preclude IPTC from making improvements to support local transit service there, such as sidewalks and curb ramps. It aligns well with the transit demand in that section of W. Washington Street and better balances the level of investment across the corridor.

If approved, this change will be communicated to stakeholders and the public over the next several months in a variety of small group, one-on-one, and public meeting formats. This change will also be communicated as part of the Marion County Transit Plan Network Redesign outreach that is already underway.

**ALTERNATIVES:**

The Board could reject this recommendation and direct IPTC Staff to continue with the Blue Line BRT project as it is currently defined, with service on W. Washington Street between Cumberland and S. High School Road, then to the Airport via S. High School Road and Perimeter Parkway.

**FISCAL IMPACT:**

Funding for the Blue Line project is provided from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and local funds, as documented in the Capital Plan. This change will reduce design and construction costs. The exact value of the change will be determined as design is progressed.

**DBE/XBE DECLARATION:**

Not Applicable for non-fiscal action items.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Mobility Solutions Mike Roth  
**SUBJECT:** Consideration and approval of Resolution 2022-06 authorizing free rides for 2022 Midterm Election

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**ACTION ITEM A – 15**

**RECOMMENDATION:**

Approve Resolution 2022-06 authorizing IPTC to offer free rides until 10:00 pm on November 8, 2022, on Fixed Routes and IndyGo Access Services.

**BACKGROUND:**

IPTC has provided an essential service to our city by reducing barriers to accessing the polls.

**DISCUSSION:**

It is for the public good and essential that IPTC support all who can vote. Therefore, IPTC should assist by offering free rides in honor of Midterm Election Day.

**ALTERNATIVES:**

IPTC does not offer free public transit fares for the 2022 Midterm Election on fixed routes and IndyGo Access services until 10:00pm.

**FISCAL IMPACT:**

Average daily revenue is projected at \$12,500.

**DBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

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**RESOLUTION 2022-06**

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

**A RESOLUTION** establishing that the Board of Directors of the Indianapolis Public Transportation Corporation, is interested in offering free rides for the midterm election on November 8, 2022.

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

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

**WHEREAS**, Tuesday, November 8, 2022, is a midterm election in Marion County; and

**WHEREAS**, Transportation can be a barrier for individuals to participate in elections; and

**WHEREAS**, the Board of Directors, having considered and being duly advised, finds that the Board of Directors has as an interest in promoting access to voting for the residents of Marion County;

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

Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-14 to direct the operations of the Corporation for the benefit of the public good.

Section 2. The Board hereby directs the CEO and President, on behalf of the Indianapolis Public Transportation Corporation, to offer free public transit fares for the 2022 midterm election for both fixed route and IndyGo Access services until the time of 10:00pm.

Section 3. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

**Adopted this 27<sup>th</sup> day of October 2022.**

BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

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Gregory F. Hahn  
Chairman of the Board of Directors

Attest: \_\_\_\_\_  
Sean R. Wooding, Deputy Chief Legal Counsel  
Indianapolis Public Transportation Corporation

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## Mobility Advisory Committee (MAC)

### Meeting Minutes

September 23, 2022

#### Attendees

Eddie Richenbach- MAC  
Greg Meyer-MAC  
Cori Wills- MAC  
Justin Muller-MAC  
Linda Gosnell-MAC  
Kristina Hornaday- Alberts-MAC  
Wilma Simmons- MAC  
Chris Hollingsworth-MAC

Aaron Vogal- IndyGo  
Mike Roth- IndyGo  
Chauncyia Coleman- IndyGo  
Myisha Foster- IndyGo  
Ryan Wilhite- IndyGo  
Angela Milroy- RATPDEV  
Tammie Noupa- RATPDEV  
CharRhonda Walker- RATPDEV  
Taylor Firestine- Visitor

#### Welcome and Introductions:

- Sr. Director of Mobility Solutions-Mike Roth took the attendance of the MAC members
- Approval of the July 2022 minutes, Approved
- Approval of September 2022 Agenda, Approved
- Motion to vote for Eric Schlegel for Committee Chair, Approved
- Motion to vote Linda Gosnell for a 2<sup>nd</sup> Term, Approved
- Motion to vote nominee Amanda Bagwell, Approved

## Eddie Rickenbach/MAC Chair

- The current structure of MAC didn't have enough time to highlight data points
- One Hour commitment is to go through all data within the allotted hour as a group
- At the next meeting, we can go into those data points for deeper discussion/ feedback from the IndyGo team.
- More discussions will be had on how to unify discussions with the IndyGo team in the future
- It's no hard set for the meeting to be on Wednesday, and this can be negotiated to a different day
- Times of the meetings are 1hr to 1.5hrs could be negotiated for 45minutes for topics and 45mins for questions
- Suggestion: Allow former and current members to have a voice, however not voting
- Question: When were the last Bi-laws created
- Answer: The year 2016
- Suggestion: We should re-evaluate the Bi-laws to make appropriate changes
- Response: The chair should be advised and then discuss changes with the Director of Mobilities solutions team
- It was discussed that a 30-minute discussion is not enough time to answer questions and have a thorough discussion
- Greg Meyer discussed the nomination committee entire MAC today; after today, Greg Meyer's position will be opened
- The current candidate is a current IndyGo Access rider Amanda Bagwell; she was interviewed and was welcomed to join the MAC

## Aaron Vogal/VP of operations and COO of Transportation

- We are struggling with recruitment issues like everyone else in the industry
- 20%-25% vacancies for fixed route operators
- Temporary service reduction that has been in place for the last year and will continue until the next pick, which is going on currently- This Temp Service reduction has everything to do with staffing
- Update: Route 90- Redline U of Indy and Greenwood mall; every other coach will now be transferring at U of Indy to a 40ft coach to Greenwood mall until February.
- Hopefully, the 60ft coach will continue after construction expected in March
- A pilot program for Capital Ave corridor general purpose lane dedication for IndyGo North and South
- Accidents are happening on Capital a lot due to the North and South ability for IndyGo to travel on what is known as a one-way street
- Update new Caution bus is approaching; audio on the coach will be added to make pedestrians aware of the coach's approach

- An Operations Driver has created a fixed route bus stop sign printed in brail- We want suggestions as to where to place the sign. We would love to hear from the community about where to place the brail sign, and feedback will be accepted.

#### Angela Milroy-General Manager of RATPDEV

- The Care Center will no longer function under TCS starting 10-1-22 RATPDEV will manage the call center in-house under our contract.
- No more subcontractors for the call center
- RATPDEV has hired a Manager and Supervisor to run the Call Center
- 4-new hires have been hired to run the call center
- Employee partnership program – we have started with Bosma
- An employee has been hired from Bosma to work in the Call center currently-achievement
- Goodwill partnership is in the making to recruit potential employees
- Crossroad and pathways have been contacted for the employee partnership program
- High Schools will be contacted for employment for internships for juniors and seniors who are not college bound to work for RATPDEV
- Suggestion: Brian Gilbert from United way for center for working families holds a round table every month. Employment coaches speak at these events, and Eddie Rickenbach will contact Angela for more details. This may be a good speaking engagement for Angela to attend.
- We are looking to start training class with a weekly goal of 6-8 new operators and look forward to positive changes within the next 60days
- The goal in the next 6-months is to employ 80 full-time drivers and 10 Part-time drivers
- Question: how many coaches are on the road daily
- Answer: 52 coaches on the road currently
- We need at least 13 drivers on the road to hit the goal
- 54 drivers will be on the road at the end of this current week
- October 3 is the next training class, and we are only hiring quality employees, not just cheeks in seats
- We are seeing an uptick in ridership currently due to the change in season as expected

#### Chauncyia Coleman-Director of Mobility Solutions

- There are ridership upticks for both Fixed route and Paratransit currently
- This is resulting in an increase in call volume for the call center
- Answer call rate is low
- Answer call rate standard is 1 minute; we are currently at 2 minutes
- We have seen an increase in IVR usage from riders
- Question: How many call center agents do you have working
- Answer: 10 call center agents with 4 being new, one new call center manager, and one new call center supervisor for the call center currently

- Updates for preparation for beyond ADA- Tabling events for MyKey card exchange. September 15, it was successful
- MyKey brochures and IndyGo Access flyers were passed out, and the team was available to answer any questions
- Tabling event for Card exchange will be held at the following: Crossroads on October 28, Noble Tibbs on October 6, and Noble East on October 11
- Julia Carson Center will hold a fourth and last tabling event for Card exchanges to MyKey TBD
- The MyKey card will only replace the yellow card and allow balance deductions coupled with ID for fixed route and ID only for Paratransit; no payments will be deducted on Open door using the MyKey card

#### Ryan Wilhite/ Manager-Special Projects and Mobility Integration- Planning and Capital Projects

- Ryan Covers details on behalf of Jennifer Pyrz- CDO and VP of Infrastructure Strategy and Innovation for capital projects
- High points will be covered here on this call, and an email will be sent with the rest of the details
- Blue line BRT, we received cost estimates that exceeded the budget
- The planned structure for the blue line will be in similarity to the Redline
- Budget estimates that were received back will determine the infrastructure
- Question: Why does the Redline cost less on the news than other infrastructures? Also, why are Blue and Purple double the Redline
- Answer: The amount of time in work and sewer work that didn't have to happen as much as Redline may have something to do with the cost
- Redline traffic APS buttons and flashing warning lights will be added on the Redline to improve accessibility
- Construction anticipated for 2023
- Ryan covered Beyond ADA
- Policy for half fare- this policy change will include operators being trained to allow riders who present a yellow card of the upcoming changes for MyKey
- Ryan left his contact information in the chat for participants to ask more questions

#### Mike Roth-Senior Director of Mobility Solutions

- Notification: Board meetings are held every month and followed by an operation report that can be found on IndyGo.net
- The operations report that can be found in the board report is filled with Statistics on IndyGo Access, Ontime performance, and Voucher usage; this is all public information
- In the Archive section on IndyGo.net, you can find past board reports, and this information is public and accessible to anyone again
- Self-Service App we have sent out letters to all IndyGo Access current riders and have also sent out IVR messages that are sent to riders with cell phone numbers
- If anyone is interested in more information, please send Mike Roth an email, and he will send the details



- Bosma has been working with IndyGo Access to employ call center representatives and the dispatch center
- We are working on several initiatives with Bosma to gain feedback on the Assessments center at 2425 W. Michigan St. Bosma representatives' feedback will be helpful
- Goodwill and Eastern Seals have been working with Angela for RATPDEV recruitment options
- Question: Green Vouchers are being received 3-5 business days via mail, so can vouchers be picked up at 2425 W. Michigan
- Answer: Yes, pick up from 2425 W. Michigan st; however, no one lump sum of vouchers can not be sent off with one person because of the liability and cost of vouchers.
- Question: Late voucher arrival equals no trips; taxicab drivers are refusing customers with no voucher
- Answer: Please call complaints like these into customer service to be investigated and reported late.
- Question: There are 3-buildings IndyGo has. Can you explain the differences between them
- Answer: Post Rd location is for administrative staff- later including east side pullout for fixed route, 1501 W. Washington is the Operations team and fixed route, the 2425 W. Michigan location is for Paratransit including the call center
- Fixed route and Paratransit are doing a great job in recruitment efforts

**Myisha Foster transcribed the minutes.**

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# Mobility Advisory Committee

September 21, 2022

July Minutes will be  
voted for approval  
in November 2022

Amanda Bagwell

Eric Schlegel

Name	Present	July Minutes		2nd Term-L. Gosnell		September Agenda		Nominee		Nomination for Committee Chair	
		Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay
Eddie Richenbach	Y			Y		Y		Y		Y	
Erin Hardwick											
Greg Meyer	Y			Y		Y		Y		Y	
Cori Wills	Y			Y		Y		Y		Y	
Eric Schlegel											
Justin Muller	Y			Y		Y		Y		Y	
Linda Gosnell	Y			Y		Y		Y		Y	
Kristina Hornaday-Alberts	Y			Y		Y		Y		Y	
Wilma Simmons	Y			Y		Y		Y		Y	
Brittany Latoz											
Chris Hollingsworth	Y			Y		Y		Y		Y	

*Mike Roth*

Mike Roth

9.22.22

Date

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**Expected:**

- Treat all participants with kindness, respect, and consideration, and value a diversity of views and opinions (including those you may not share.)
- Communicate openly, respect other participants, and critique ideas rather than individuals.
- Refrain from demeaning, discriminatory, or harassing behavior and speech directed toward others.

**Unacceptable:**

- Harassment, intimidation, or discrimination in any form.
- Unwelcome or offensive verbal comments.

**Eddie Rickenbach - MAC**

- MAC meeting time structure reallocation
- 6 Month comparison breakdown

**Greg Meyer - MAC Nomination Committee**

- Presenting Amanda Bagwell - Rider
- Linda Gosnell, determination of 2nd term
- Election of new Chair of the Nomination Committee

**Aaron Vogel – IndyGo**

- Operations Update

**Angela Milroy – RATP Dev**

- Care Center updates
- Employee Partnership programs
- Staffing challenges
- Ridership uptick

**Chauncyia Coleman – IndyGo**

- Customer Service Stats
- Beyond ADA – MyKey ID Cards/Tableing events

**Ryan Wilhite – IndyGo**

- Beyond ADA – January 1, 2023
- Half Fare – January 1, 2023
- Updates for Red Line, Purple Line & Blue Line

**Mike Roth – IndyGo**

- Operations Report – Board packet
- Self Service App
- BOSMA
  - Blind Square program

- Staffing
- Website Compliance

## Information Update – September 2022 Financials Summary

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Financial Officer Bart Brown and Director of Budget Justin Burcope  
**Date:** September 12, 2022

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### SEPTEMBER 2022 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$226,844 (24.6%) for the month and \$2,578,282 (31.1%) year to date. Increase of 5307 for ADA support makes up the largest portion of the variance.
- Other Operating revenue category is over budget by \$484,212 (889.2%) for the month. \$404,000 of overage was a payment from the City of Indianapolis for the transfer of the Carrier/Bryant site. Year-to-date, this category is over budget by \$1,168,013 (238.2%).
- The passengers service revenue is under budget by \$1,444 (-0.3%) for the month and under budget by \$356,613 (-7.5%) year to date.
- We have received our entire allocation of PMTF for the year at \$11,240,036.
- Property Tax Revenue collected in September was credited at \$3,374,576 which is on budget. Year to date we have collected \$29,993,079, which is \$1,904,926 (7.6%) over budget.
- The Service Reimbursement Program revenue is over budget by \$5,017 (14.5%) for the month. Year to date, this category is over budget by \$9,163 (2.9%).

*The Total Revenue for the agency is over budget by \$698,693 (8%) for the month and by \$12,405,952 (15.34%) year to date.*

#### Expenditures

##### I) Personnel Services

- Fringe benefits are under budget for the month by \$632,515 (-31%). Year to date, this category is under budget by \$3,243,540 (-20.3%). Payroll taxes make up the majority of the under spending.
- The overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were over budget by \$311,000 (106.2%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. This category is over budget by \$1,695,301 (74.2%) year to date.

- Salary expenses are under budget by \$643,382 (-13.5%) for the month and by \$6,360,528 (-17.1%) year to date.

*The Personnel Services category is under budget by \$964,897 (-13.6%) for the month of September and \$7,908,767 (-14.2%) year to date.*

## II) Other Services and Charges

- Claims were under budget by \$155,123 (-44%) for the month and by \$1,006,573 (-31.7%) year to date.
- For the month of September, the Miscellaneous Expense category is over budget by \$40,344 (51.9%). Year to date, it is under budget by \$133,241 (-19%).
- In September, the Purchased Transportation category is under budget by \$158,956 (-15.9%) and year to date by \$1,625,141 (-18.1%).
- For the month the "Services" expense category is under budget by \$258,600 (-15.5%). It is also under budget for year to date by \$5,377,748 (-32.2%).
- For the month, utilities expenses are over budget by \$30,705 (15.8%). 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 \$269,341 (-15.4%).

*Overall, the Other Services & Charges category is under budget by \$528,630 (-15.2%) for the month and \$8,412,044 (-27%) year to date.*

## III) Materials & Supplies

- The fuel and lubricant category is under budget by \$148,119 (-30.7%) for the month and \$1,398,488 (-32.2%) year to date.
- For the month of September, the maintenance materials category is under budget by \$448 (0.1%). Year to date, this category is under budget by \$316,866 (-7.7%).
- Other materials and supplies category is under budget by \$75,595 (-62.2%) in September and \$546,094 (-49.8%) year to date.
- Tires & Tubes is under budget by \$1,133 (2.2%) for the month and \$62,744 (13.6%) year to date.

*For the month, the Total Materials and Supplies category is under budget by \$225,296 (-20.3%). Year to date, this category is under budget by \$2,324,192 (-23.2%).*

*In September, the overall, the expenditures came under budget by \$1,718,824 (-14.7%) and \$18,645,004 (-19.2%) year to date.*



## FY 2022 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount
9/21/2022	Capitol Avenue Contraflow warning signs	Capital	Capital	\$195,900
8/31/2022	Fire suppression system at East Campus for server room	Capital	Capital	\$32,425
8/25/2022	Land purchase for buildout at W. Michigan Street property	Capital	Capital	\$147,519
7/30/2022	Install audio/video callbox at north parking lot	Capital	Capital	\$21,455
7/15/2022	Install Hand Railings at CTC	Capital	Capital	\$100,000
7/15/2022	Security Fencing at South Parking Lot	Capital	Capital	\$50,000
7/8/2022	Application of Polyasteric/Epoxy coating at Red Line Stations	Operating	Other Services & Charges	\$88,200
6/20/2022	Install handrails at Red Line Stations for ADA Compliance & already part of RL Grant	Capital	Capital	\$38,033
6/10/2022	Design Fees for Ivy Tech Charging	Capital	Capital	\$27,528
5/11/2022	Wireless Vehicle Communications Replacement	Capital	Capital	\$462,120
5/6/2022	Temp Staffing extension	Operating	Other Services & Charges	\$37,646
5/5/2022	Zero Emission Transition Plan	Operating	Other Services & Charges	\$200,000
5/5/2022	On-call Grant Writing Contract	Operating	Other Services & Charges	\$80,000
4/26/2022	Extension of Temporary Staffing contract in Procurement	Operating	Other Services & Charges	\$37,646
4/14/2022	Design of S. Madison Charging Equipment Move	Capital	Capital	\$57,200
3/30/2022	IndyGo Pride Parade	Operating	Other Services & Charges	\$9,500
3/28/2022	Vehicle Detection System - Washington St. & Delaware St.	Capital	Capital	\$41,536
3/1/2022	Supplier Diversity Support Services	Operating	Other Services & Charges	\$90,000
3/1/2022	2 AC units replacement due to system failure	Capital	Capital	\$45,867
2/7/2022	Vehicle Detection System - Pearl St. & Delaware St.	Capital	Capital	\$20,768
1/20/2022	Digital training solutions to public transit agencies using 3D animation.	Operating	Other Services & Charges	\$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
Total Draws	42,624,649	21,105,476	43,403,972

### RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Director of Budget Justin Burcope



Indianapolis Public Transportation Corporation  
Budget to Actuals (Comparative Statement) - IndyGo  
For the Nine Months Ending Friday, September 30, 2022

14/2022 10:27 AM  
Period Selected: 9

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance	Budget Variance	Actual	Budget	Budget Variance	Budget Variance	
			\$	%			\$	%	
<b>Operating Revenue</b>									
Federal Assistance	1,147,830.00	920,986.00	226,844.00	24.63	10,867,166.00	8,288,884.00	2,578,282.00	31.11	9,671,806.60
Other Operating Income	538,918.38	54,479.00	484,439.38	889.22	1,658,316.34	490,303.00	1,168,013.34	238.22	768,190.27
Passenger Service Revenue	484,767.39	486,212.00	(1,444.61)	(0.30)	4,379,810.89	4,736,424.00	(356,613.11)	(7.53)	3,840,590.70
PMTF Revenue		936,670.00	(936,670.00)	(100.00)	11,240,036.00	8,430,026.00	2,810,010.00	33.33	9,634,315.00
Local Property & Excise Tax Revenue	3,120,906.00	3,120,906.00	0.00	0.00	29,993,079.87	28,088,154.00	1,904,925.87	6.78	29,528,290.34
Local Transit Income Tax Revenue	3,374,576.01	3,390,739.00	(16,162.99)	(0.48)	34,808,821.10	30,516,650.00	4,292,171.10	14.07	33,949,255.80
Service Reimbursement Program	39,600.00	34,583.00	5,017.00	14.51	320,414.00	311,251.00	9,163.00	2.94	444,288.07
<b>Total Operating Revenues</b>	<b>8,706,597.78</b>	<b>8,944,575.00</b>	<b>(237,977.22)</b>	<b>(2.66)</b>	<b>93,267,644.20</b>	<b>80,861,692.00</b>	<b>12,405,952.20</b>	<b>15.34</b>	<b>87,836,736.78</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,405,134.49	2,037,649.96	(632,515.47)	(31.04)	12,721,488.42	15,965,028.90	(3,243,540.48)	(20.32)	12,918,163.74
Overtime	603,703.86	292,703.46	311,000.40	106.25	3,978,388.31	2,283,087.00	1,695,301.31	74.25	3,211,184.79
Salary	4,131,612.38	4,774,994.85	(643,382.47)	(13.47)	30,884,432.18	37,244,960.07	(6,360,527.89)	(17.08)	31,443,879.79
<b>Total Wages and Benefits</b>	<b>6,140,450.73</b>	<b>7,105,348.27</b>	<b>(964,897.54)</b>	<b>(13.58)</b>	<b>47,584,308.91</b>	<b>55,493,075.97</b>	<b>(7,908,767.06)</b>	<b>(14.25)</b>	<b>47,573,228.32</b>
<b>Other Services &amp; Charges</b>									
Claims	197,160.91	352,284.00	(155,123.09)	(44.03)	2,163,982.50	3,170,556.04	(1,006,573.54)	(31.75)	2,276,737.41
Miscellaneous Expenses	117,987.59	77,643.39	40,344.20	51.96	565,549.57	698,790.55	(133,240.98)	(19.07)	352,603.89
Purchased Transportation	839,257.30	998,213.69	(158,956.39)	(15.92)	7,358,781.55	8,983,923.21	(1,625,141.66)	(18.09)	6,398,802.46
Services	1,561,084.40	1,846,685.36	(285,600.96)	(15.47)	11,242,420.26	16,620,168.24	(5,377,747.98)	(32.36)	10,163,266.91
Total Utilities	224,997.41	194,291.67	30,705.74	15.80	1,479,284.34	1,748,625.03	(269,340.69)	(15.40)	1,356,231.59
<b>Total Other Services &amp; Charges</b>	<b>2,940,487.61</b>	<b>3,469,118.11</b>	<b>(528,630.50)</b>	<b>(15.24)</b>	<b>22,810,018.22</b>	<b>31,222,063.07</b>	<b>(8,412,044.85)</b>	<b>(26.94)</b>	<b>20,547,642.26</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	334,394.44	482,513.94	(148,119.50)	(30.70)	2,944,137.25	4,342,625.46	(1,398,488.21)	(32.20)	2,318,333.72
Maintenance Materials	454,954.60	455,403.27	(448.67)	(0.10)	3,781,763.30	4,098,629.51	(316,866.21)	(7.73)	3,814,020.19
Other Materials & Supplies	46,094.95	121,690.45	(75,595.50)	(62.12)	549,119.93	1,095,214.05	(546,094.12)	(49.86)	522,384.26
Tires & Tubes	49,876.98	51,010.24	(1,133.26)	(2.22)	396,347.74	459,092.16	(62,744.42)	(13.67)	419,981.40
<b>Total Materials &amp; Supplies</b>	<b>885,320.97</b>	<b>1,110,617.90</b>	<b>(225,296.93)</b>	<b>(20.29)</b>	<b>7,671,368.22</b>	<b>9,995,561.18</b>	<b>(2,324,192.96)</b>	<b>(23.25)</b>	<b>7,074,719.57</b>
<b>Total Operating Expenses</b>	<b>9,966,259.31</b>	<b>11,685,084.28</b>	<b>(1,718,824.97)</b>	<b>(14.71)</b>	<b>78,065,695.35</b>	<b>96,710,700.22</b>	<b>(18,645,004.87)</b>	<b>(19.28)</b>	<b>75,195,590.15</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>(1,259,661.53)</b>	<b>(2,740,509.28)</b>	<b>1,480,847.75</b>		<b>15,201,948.85</b>	<b>(15,849,008.22)</b>	<b>31,050,957.07</b>		
GAIN/LOSS ON ASSET DISPOSAL				0.00	164,784.05		164,784.05	0.00	152,934.82
<b>NET INCOME/(LOSS)</b>	<b>(1,259,661.53)</b>	<b>(2,740,509.28)</b>	<b>1,480,847.75</b>	<b>(54.04)</b>	<b>15,037,164.80</b>	<b>(15,849,008.22)</b>	<b>30,886,173.02</b>	<b>(194.88)</b>	<b>12,488,211.81</b>

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Capital Plan Group	Capital Plan Project	2021 Budget Carried into 2022	2022 Budget	Total 2022 Appropriation	YTD Expenses and Encumbrances	Remaining 2022 Appropriations
BRT & On-Street Infrastructure	Blue Line BRT	4,866,844	5,746,450	10,613,294	10,248,610	364,684
BRT & On-Street Infrastructure	Purple Line BRT	17,694,699	57,900,000	75,594,699	75,533,280	61,419
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	11,957,615	4,566,720
BRT & On-Street Infrastructure	Red Line HMA & PCCP Patching	-	-	-	5,564,851	(5,564,851)
BRT & On-Street Infrastructure	Rub Rails	-	580,000	580,000	-	580,000
BRT & On-Street Infrastructure	Rural Street Underpass Clearance (Design and NEPA)	-	710,000	710,000	282,987	427,013
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)	1,053,693	70,000	1,123,693	1,053,317	70,376
BRT & On-Street Infrastructure	Super Stops 2.0 Alabama, Ft Wayne and Vermont Stations, 2 each.	29,077	2,886,000	2,915,077	79,103	2,835,974
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	1,733,043	22,358
<b>BRT &amp; On-Street Infrastructure Total</b>		<b>41,024,049</b>	<b>70,937,450</b>	<b>111,961,499</b>	<b>106,452,806</b>	<b>5,508,693</b>
Facilities	1501 - Exterior Door Replacement (formerly Security Upgrades / Enhanced Security)	-	93,185	93,185	-	93,185
Facilities	1501 - Garage Conversion, AC to DC	-	2,721,270	2,721,270	789,356	1,931,914
Facilities	1501 - Security Door Upgrades	-	400,000	400,000	-	400,000
Facilities	CTC - Level Boarding and In-ground Charging	-	570,000	570,000	194,488	375,512
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	7,854,277	16,526,961
Facilities	Fuel Management System Upgrade	-	401,755	401,755	-	401,755
Facilities	Maintenance Heavy Equipment Replacement	11,918	300,000	311,918	81,019	230,899
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	20,281	7,719
Facilities	Veeder Root	-	50,000	50,000	-	50,000
Facilities	Wall Repair	-	350,000	350,000	-	350,000
Facilities	North College - Facilities	-	-	-	14,321	(14,321)
Facilities	South Madison - Facilities	42,629	-	42,629	87,166	(44,537)
Facilities	Solar Array Expansion (1501)	32,597	-	32,597	45,100	(12,503)
Facilities	Michigan Avenue - Facilities	2,211,759	-	2,211,759	1,804,266	407,493
Facilities	Training Simulators	7,500	-	7,500	7,500	-
Facilities	UV Filtration	-	-	1,050,232	1,050,232	-
Facilities	Bus Charging Infrastructure in Garage	394,678	-	394,678	-	394,678
<b>Facilities Total</b>		<b>9,562,279</b>	<b>22,834,250</b>	<b>33,446,761</b>	<b>12,006,282</b>	<b>21,440,479</b>
Finance	ERP	503,880	-	503,880	697,934	(194,054)
Finance	Farebox Maintenance / Replacement	-	382,500	382,500	379,433	3,067
Finance	Fare Collection/Validation System	22,973	-	22,973	13,600	9,373
<b>Finance Total</b>		<b>526,853</b>	<b>382,500</b>	<b>909,353</b>	<b>1,090,967</b>	<b>(181,614)</b>
Fleet	Fixed-Route Bus Replacement, BYD Electric Buses for Purple Line 2022	58,813,998	14,267,000	73,080,998	54,193,594	18,887,404
Fleet	Fixed-Route Bus Replacement/Expansion, 40' Buses	2,389,581	-	2,427,534	2,427,534	-
Fleet	Paratransit Bus Replacement	-	1,450,000	1,450,000	591,271	858,729
Fleet	Support Vehicle Replacement	-	280,000	280,000	-	280,000
<b>Fleet Total</b>		<b>61,203,579</b>	<b>15,997,000</b>	<b>77,238,532</b>	<b>57,212,399</b>	<b>20,026,133</b>
Information Technology	Hastus Software Upgrade	109,005	-	109,005	109,005	-
Information Technology	Mobility Concierge	235,476	240,000	475,476	235,476	240,000
Information Technology	Radio Equipment & Accessories	-	32,000	32,000	-	32,000
Information Technology	Vehicle CCTV Replacement	284,205	1,255,000	1,539,205	1,549,205	(10,000)
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	57,300	1,573
Information Technology	Disaster Recover and Business Continuity Plan	48,172	-	48,172	119,496	(71,324)
<b>Information Technology Total</b>		<b>884,215</b>	<b>1,527,000</b>	<b>2,411,215</b>	<b>2,133,172</b>	<b>278,043</b>
Safety & Security	East Campus - Security, Visitor Management	-	27,650	27,650	2,340	25,310

Capital Plan Group	Capital Plan Project	2021 Budget Carried into 2022	2022 Budget	Total 2022 Appropriation	YTD Expenses and Encumbrances	Remaining 2022 Appropriations
<i>Safety &amp; Security Total</i>		-	27,650	27,650	2,340	25,310
Miscellaneous	Miscellaneous Capital Purchase	106,761	-	106,761	402,972	(296,211)
<i>Miscellaneous Total</i>		106,761	-	106,761	402,972	(296,211)
<b>Grand Total</b>		<b>113,307,736</b>	<b>111,705,850</b>	<b>226,101,771</b>	<b>179,300,938</b>	<b>46,800,832</b>

Procurement Activity Report/Forecast  
Oct-22

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

Project #	Project Name	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
19-07-328	1501 Deep Cleaning					Released	Renewal	
TBD	ADA and Sidewalk Repairs 1501					Released		
22-06-452	Bus Stops 2021-B	Released	Received		Awarded	Contracted/Kickoff		
TBD	Charge Management Solution					Released		
TBD	Concrete Repairs 1501					Released		
19-07-327	CTC Deep Cleaning						Renewal	
19-06-322	CTC Window, Panel & Canopy Cleaning				Renewal			
22-01-432	DEI Consultant	Released	Received		Awarded	Contracted/Kickoff		
22-08-458	Diesel Fuel- FY2023 Supply				Released	Received	Awarded	Contracted/Kickoff
22-08-457	Distributed Antenna System			Released	Received	Awarded	Contracted/Kickoff	
NA	Drug & Alcohol Random Services		Awarded	Contracted/Kickoff				
22-06-453	East Campus- A&E Services				Released	Received	Awarded	Contracted/Kickoff
NA	East Campus- Appliances	Released	Received	Awarded				
NA	Farebox Replacement				Awarded	Contracted/Kickoff		
NA	Facility Exterior Cameras	Contracted/Kickoff						
22-04-443	Financial Advisor					Contracted/Kickoff		
20-03-340	Fleet Batteries						Renewal	
NA	Fleetwatch Upgrade					Released	Received	Awarded
NA	Gate Video/Call Box Installation					Contracted/Kickoff		
22-08-462	Harding Street Pavement Markings			Released	Received	Awarded		
NA	HR & Payroll System	Contracted/Kickoff						
22-02-436	Industrial Soaps	Contracted/Kickoff						
22-06-451	Intelligent Transportation System (RFI)	Released		Received				
NA	Learning Management System	Awarded	Contracted/Kickoff					
TBD	Life Safety Systems					Released		
22-09-464	Local Route TSP Services				Released	Received	Awarded	Contracted/Kickoff
NA	Mass Notification System					Awarded	Contracted/Kickoff	
NA	Non- Revenue Vehicles				Contracted/Kickoff			
22-09-459	North & South Parking Lot & Entrance Sealcoating					Released	Received	
22-06-451	Occupational Health, Drug Testing & PT	Released	Received			Awarded	Contracted/Kickoff	
21-09-425	On-Call Catering	Contracted/Kickoff						
22-05-448	On-Call Grant Writing	Received		Awarded		Contracted/Kickoff		
22-06-449	On-Call Vehicle Destruction Services	Released	Received	Awarded	Contracted/Kickoff			
19-04-318	Paratransit Assessments				Renewal			
22-03-438	Pest Control		Awarded	Contracted/Kickoff				
22-08-455	Red Line BRT Traffic Control Modification					Released	Received	Awarded
NA	Red Line Epoxy Sealant		Awarded					
NA	Red Line Real Time Screens				Renewal			
TBD	Screen Doors 1501				Released	Received	Awarded	Contracted/Kickoff
22-03-442	Snow Removal				Released	Received	Awarded	Contracted/Kickoff
22-08-456	Security Services			Released	Received		Awarded	Contracted/Kickoff
20-07-353	Shredding Services					Renewal		
NA	Subrecipient Vehicles (2022)				Awarded	Contracted/Kickoff		
NA	Supervisor Vehicle-GPS	Released	Received	Awarded	Contracted/Kickoff			
22-09-463	Super Stops Transit Project				Released	Received	Awarded	Contracted/Kickoff
NA	Supplier Diversity Software					Awarded	Contracted/Kickoff	
22-08-460	Support Ticketing System				Released	Received	Awarded	Contracted/Kickoff
NA	Swiftly-Fixed Route					Awarded		Contracted/Kickoff
18-07-300	Tire & Lease Services				Renewal			
22-08-461	Transit Advertising				Released	Received	Awarded	Contracted/Kickoff
22-07-454	Vehicle Filters				Released	Received	Awarded	
TBD	Vending					Released	Received	Awarded
22-06-450	Visitor Management System		Released	Received	Awarded	Contracted/Kickoff		
22-03-440	Website Maintenance & Support	Awarded		Contracted/Kickoff				
22-03-441	Wireless Vehicle Communications	Released	Received			Awarded	Contracted/Kickoff	
22-04-444	Workers Compensation & Risk Mgt.	Received			Awarded	Contracted/Kickoff		
22-04-447	Zero Emissions Vehicle Transition Plan	Received		Awarded	Awarded	Contracted/Kickoff		

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## Information Update – CEO Report

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

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### CEO Report

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

**RECOMMENDATION:** Receive the report

**1. Mass Transit Magazine 1<sup>st</sup> Annual TRANSITIONS Conference**

- Indianapolis is at the heart of the transit world today. We were honored to be the host city for the Mass Transit Magazine TRANSITIONS Conference last week. I was honored to be asked to kick off the conference as keynote speaker, sharing my life story.



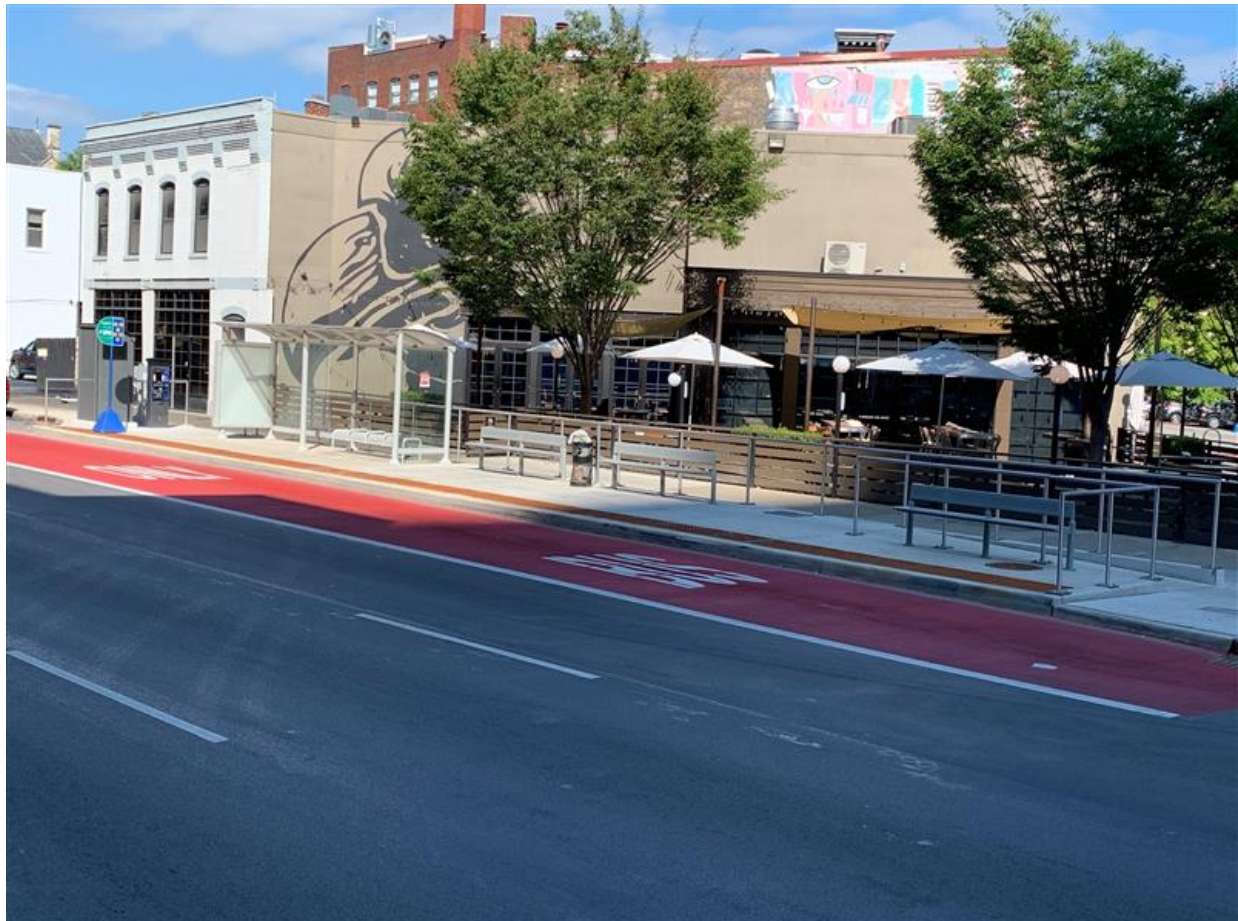
## 2. Public Transportation Council of Indiana - PTCI

- Transit agencies and advocates from across the State of Indiana came together for the 1<sup>st</sup> Annual PTCI General Public Meeting. This was a great opportunity for brainstorming transit related ideas and projects, as well as discussing our individual needs in the transit industry.



## 3. New Super Stop

- We are pleased to announce the opening of our new Super Stop located at the corner of Delaware and New York Streets.





#### 4. INTraining – Program Location Approved

- The IndyGo apprenticeship program registration has been completed and the State of Indiana (DWD) has approved our application. The program-approved status will allow IndyGo to participate in state issued grants.



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## Information Update – Governance & Audit Workplan Status Report

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

### GOVERNANCE & AUDIT WORKPLAN STATUS REPORT AND 2020-22 PRIOR AUDIT FINDING STATUS PRESENTATION

#### Governance & Audit Work Plan Status Report

Project / Activity	Governance & Audit Committee Meeting					
	FY21		FY22			
	Sep-21	Jan-22	Apr-22	Jul-22	Oct-22	Jan-22
Training	Complete					
Microsoft D365 Implementation (Final Report)	Complete					
Physical and Facility Security	Complete					
Cyber Security Readiness	Complete					
FORVIS Financial Audit Review	Complete					
Covid and Pandemic Recovery		In-Process				
Employee Share of Health Insurance Premiums				In-Process		
Retail Center Audit				In-Process		
Paratransit Review				In-Process		★
Garage/Storeroom Workflow Review					Planned	★
Decentralized Operations					Planned	★
Staffing, Hiring & Recruiting		In-Process				★
Annual Risk Refresh					Planned	★

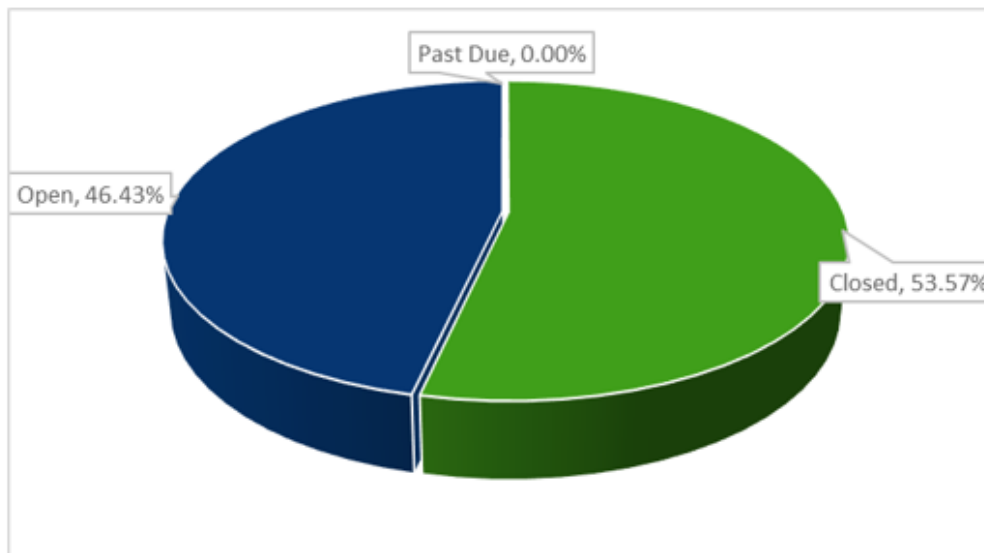
 Complete
  In-Process
  Planned

★ Report targeted to be presented at G&A meeting.

Note: the timelines reflected above are estimates and may be subject to change due to scheduling constraints and/or Board requests.

## 2020-22 Prior Audit Findings Status Presentation

Audit Report/Subject	Report Number	Report Issue Date	Corrective Actions			
			Total	Closed	Open	Past Due
BCP Progress Assessment	2020-06	08/31/20	5	4	1	0
Strategic & Capital Planning/Grant Management Review	2020-10	08/31/20	7	4	3	0
Compliance Mapping Exercise	2020-11	01/07/21	1	0	1	0
Comprehensive IT Risk Assessment	2020-12	03/04/21	4	3	1	0
Fare Collections Review	2021-02	06/10/21	4	2	2	0
Capital Projects	2021-03	09/01/21	4	2	2	0
Major Service Contracts/Memorandums of Understanding	2021-04	09/10/21	2	0	2	0
Healthcare Costs Review	2021-05	01/07/22	4	3	1	0
Training	2022-01	04/12/22	4	3	1	0
Microsoft Dynamics 365 Upgrade: Independent Project Oversight Status Assessment	2022-02	07/07/22	10	6	4	0
Physical and Facility Security	2022-03	07/12/22	8	1	7	0
Cyber Security Readiness	2022-04	07/07/22	3	2	1	0
		Total	56	30	26	0
		Percentage		53.57%	46.43%	0.00%



*IndyGo*<sup>SM</sup>

## Governance & Audit Completed Reviews & Audits

Report ID	Report Title	Date Reported
2020-1	Employee Terminations Timely Update in ADP	2/27/2020
2020-2	Transdev Fuel Purchase Reporting	6/16/2020
2020-3	Lost and Found Policy Addressing Found Cash	6/16/2020
2020-4	Lost Revenue - Online Credit Card Error	6/16/2020
2020-5	Payments Against Expired Agreement-Non-Order Invoices	6/16/2020
2020-6	BCP Progress Assessment	9/17/2020
2020-7	Red Line Lessons Learned	9/17/2020
2020-8	Annual Risk Refresh & Proposed Audit Plan	1/21/2021
2020-9	Procurement Process Review	1/21/2021
2020-10	Strategic & Capital Planning/Grant Management Review	1/21/2021
2020-11	Compliance Mapping Exercise	1/21/2021
2020-12	Comprehensive IT Risk Assessment	3/18/2021
2021-1	Fare Collection Audit	6/16/2021
2021-2	Storeroom and Materials Management Audit	6/16/2021
2021-3	Capital Project Management	9/16/2021
2021-4	Memorandums of Understanding Review	9/16/2021
2021-5	Annual Risk Refresh & Proposed Audit Plan	1/20/2022
2021-6	Healthcare Costs Review	1/20/2022
2022-1	Training	4/21/2022
2022-2	Microsoft D365 Implementation	7/21/2022
2022-3	Physical and Facility Security	7/21/2022
2022-4	Cyber Security Readiness	7/21/2022
2022-5	Covid and Pandemic Recovery	10/20/2022
2022-6	Employee Share of Health Insurance Premium	10/20/2022
2022-7	Retail Center Audit	10/20/2022



### RECOMMENDATION:

Receive the report.

Brian Atkinson  
Deputy of Governance & Audit

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## Information Update – Governance & Audit Ethics Hotline Summary Report

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez Evans  
**From:** Deputy of Governance & Audit Brian Atkinson  
**Date:** October 27, 2022

### GOVERNANCE & AUDIT ETHICS HOTLINE SUMMARY REPORT

## Ethics Hotline Summary Report

Quarterly Activity Summary: 10/01/21 through 09/30/22

Method of Submission	Number of Reports
Website	0
Phone call	0
Other	0
<b>Total</b>	<b>0</b>

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

Current Status	Total	1-30 days	31-60 days	60+ days
Preliminary Assessment	0			
Investigation	0			
Completed	0			
<b>Total Claims</b>	<b>0</b>			

12-Month Activity Summary beginning Q4, 2021											
0	3	0	0	1	1	0	0	1	0	0	0
Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22

### RECOMMENDATION:

Receive the report.

Brian Atkinson  
Deputy of Governance & Audit

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## Information Update – Local Funding Pre-Bid Language Enhancement

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Senior Supplier Diversity Officer (DBELO) Greg Garrett  
**Date:** October 19, 2022

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### LOCAL FUNDING XBE GOAL INFORMATION UPDATE

#### BACKGROUND:

When IndyGo's Procurement Department releases a notice of a bid opportunity for a locally funded project, one of the documents included in the solicitation packet is a document from the Supplier Diversity Department that sets forth the XBE utilization goals for the project. In addition to setting the goals, the document informs potential bidders that to be responsive, their proposal must either meet the goal or show that they have made a good faith effort to meet the goal.

For locally funded projects the XBE utilization goals are:

- Minority-Owned Business Enterprise (MBE): 15%
- Women-Owned Business Enterprise (WBE): 8%
- Veteran-Owned Business Enterprise (VBE): 3%
- Disabled-Owned Business Enterprise (DOBE): 1%

Currently, the document also states that "The bidder shall meet one of the four goals," which conflicts with IndyGo's objective of maximizing diversity participation on projects. To remedy this issue, Supplier Diversity is removing this language from the current document. Language has been added to the document to clarify that the goals above are not a quota and they do not create a mandate. Additional language has been added to show that IndyGo is aware that the goals may not always be practicable. Supplier Diversity will take account of the number of XBEs in the area, the type of project, and other factors when determining good faith efforts of individual bidders.

The revised document clearly establishes what bidders must include with their proposals to demonstrate that they have either met the goal or made a good faith effort to meet the goal. Supplier Diversity expects the outcome of this change to expand diversity participation on locally funded projects because the document will no longer advise bidders that they only need to meet one of the four goals to be responsive.

#### RECOMMENDATION:

Receive the report.

Greg Garrett  
Senior Supplier Diversity Officer

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

## Information Update – Indianapolis Public Transportation Foundation (IPTF) operational changes

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** IndyGo Foundation Executive Director Emily Meaux  
**Date:** October 17, 2022

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### Indianapolis Public Transportation Foundation (IPTF) operational changes

#### **BACKGROUND:**

At the September meeting of the Indianapolis Public Transportation Foundation Board, the Board approved updated bylaws including the adoption of IndyGo Foundation as its DBA name.

The bylaw updates were made to better serve the growing organization such as expanding the maximum number of Board members from 13 to 19.

We are working with the appropriate attorneys to enact these changes and anticipate it will be finalized in early 2023.

#### **RECOMMENDATION:**

Receive the report.

Emily Meaux  
Executive Director  
Indianapolis Public Transportation Foundation, dba IndyGo Foundation

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## Risk and Safety Division Report – September 2022

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

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### Risk and Safety

- During September, the IndyGo risk and safety department reviewed applicants and held interviews for an open position to be filled for the Risk and Safety Specialist II. After panel-style interviews, applicant TaMichael Jackson was offered and accepted the position. TaMichael started her new position on September 26<sup>th</sup> as she was a current employee from the security department. TaMichael brings with her three years of risk, safety, and security experience in public transportation. We are excited to have a compassionate, dedicated employee join the risk and safety team. Some of her core duties will be investigating claims and reviewing accident camera footage, preparing OSHA audits and inspections, helping administer the drug and alcohol testing program, and assisting in all facets of IndyGo's safety programs.
- Throughout September, team members prepared safety documents, emergency planning, evacuation routes, and other safety-related items needed for the new occupied IndyGo Mobility Care Center located at 2425 W Michigan St. The facility now has emergency procedures posted at every employee's workspace, evacuation route maps posted around the property, an Automatic External Defibrillator (AED), and a thermal body temperature monitor to check staff and visitors for fever. Additional items such as first-aid kits, bio-hazard kits, sharps containers, eye protection stations, face mask dispensers, and garage fall protection have been or will be installed soon. All of these items are intended to keep employees and visitors safe. IndyGo's priority is safety is job one.
- In September, The IndyGo Board of Directors approved the recommendation to enter into contract negotiations with the Third Party Claims Administrator JWF and associates for handling auto liability and worker compensation claims. The transition is underway from the former provider CorVel to JWF which is to take place on November 1<sup>st</sup>. The IndyGo team from several departments has identified open claims, need documents, loss run reports, and subrogation status for collections of existing claims. CorVel will continue to handle existing open and new claims up to October 31<sup>st</sup>. JWF and associates have met with the IndyGo teams to prepare for a smooth transition for future claim reporting and handling.

## *September 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 September and received the National Safety Council recognition.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
<b>Roy Thein</b>	5963	30	34
<b>Ray Wright</b>	6979	21	32
<b>Donald Ellison</b>	1739	18	24
<b>Peter Reintjes</b>	5109	16	24
<b>Leo Scott</b>	5447	18	20
<b>Alvin Knox</b>	8191	13	13
<b>Micheal Williams</b>	6710	11	19
<b>Bevelyn Robinson</b>	8194	11	13
<b>Nicole Byrd</b>	0803	8	19
<b>Calvin Jackson</b>	8213	8	13
<b>Robert Feiock</b>	8620	8	8
<b>Traina Smith</b>	9011	5	5
<b>Salaha Keita</b>	9041	4	5
<b>Onee Freeman</b>	9165	4	4
<b>David Ross</b>	9076	3	4
<b>Cameron Haywood</b>	9228	3	4
<b>Nakia Davies Dada (King)</b>	9372	3	3
<b>Ebenezer Akinribade</b>	9574	3	3
<b>Robert Kenneth</b>	8977	2	5
<b>Joseph Tolver</b>	9400	2	3
<b>April Jones</b>	9585	2	3
<b>Leon Pipes</b>	9650	2	2
<b>Felicia Webster</b>	9784	2	2
<b>Darnell Roberts</b>	9314	1	3
<b>India Boone</b>	9560	1	3
<b>Kanesha Lyles</b>	9951	1	1
<b>Roneshia Woods</b>	9942	1	1

***Congratulations and Thank You!***



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

## September 2022 and 3<sup>rd</sup> Quarter

<b>Sep-22</b>								
<b>Annual Safety Performance Targets: for the Risk and Safety Department</b>								
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	0.69	1.20	0.17	1.71	0.34	4	
Bus Rapid Transit (BRT)	0.00	1.65	0.00	0.00	11.58	0.00	0	
Para Transit	0.00	0.00	0.00	0.00	0.00	0.00	0	
All Modes of Service	0.00	0.52	0.82	0.13	2.98	0.26	4.00	14
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								

<b>3rd Quarter</b>								
<b>Annual Safety Performance Targets: for the Risk and Safety Department</b>								
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	0.56	0.95	0.09	2.38	0.13	11	
Bus Rapid Transit (BRT)	0.00	1.09	0.54	0.04	10.99	0.00	0	
Para Transit	0.00	0.00	0.31	0.00	1.56	0.00	0	
All Modes of Service	0.00	0.52	0.82	0.13	2.98	0.13	3.67	14.00
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."

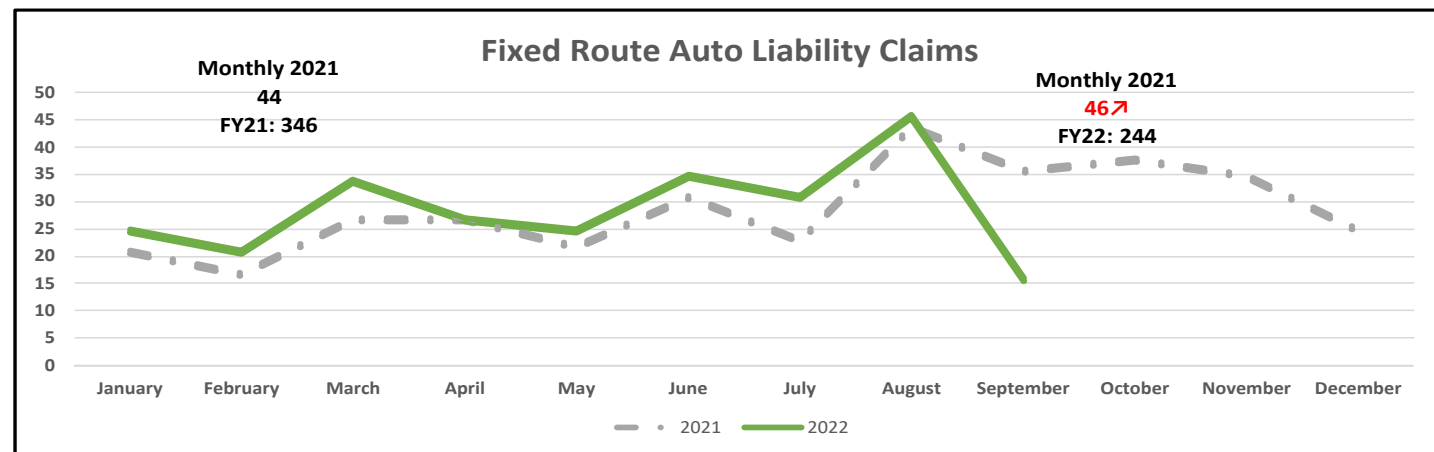
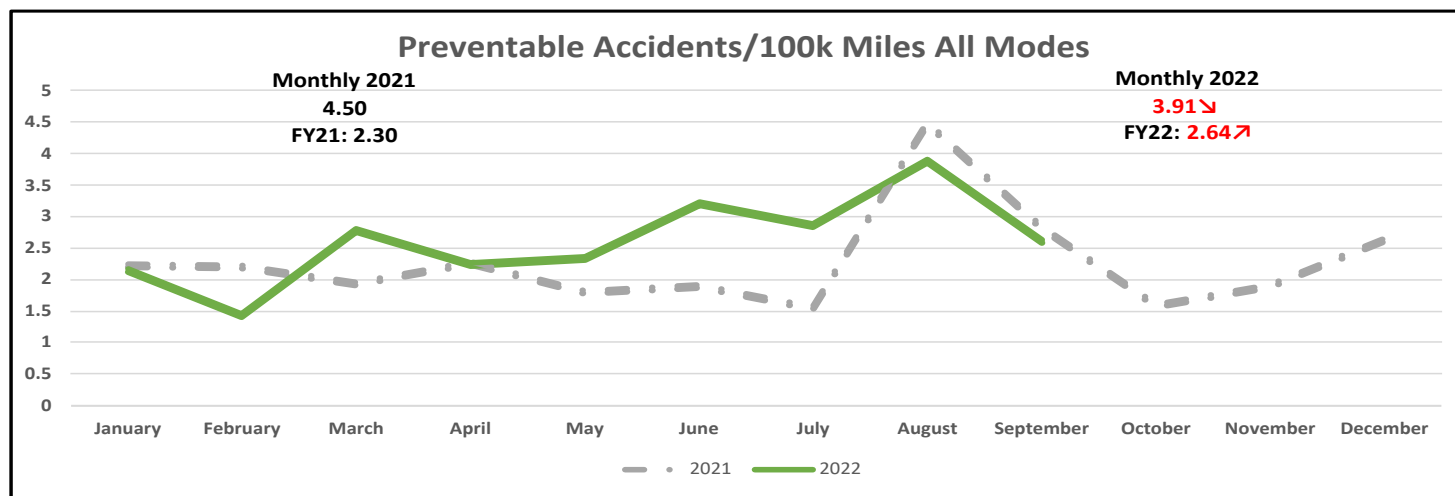
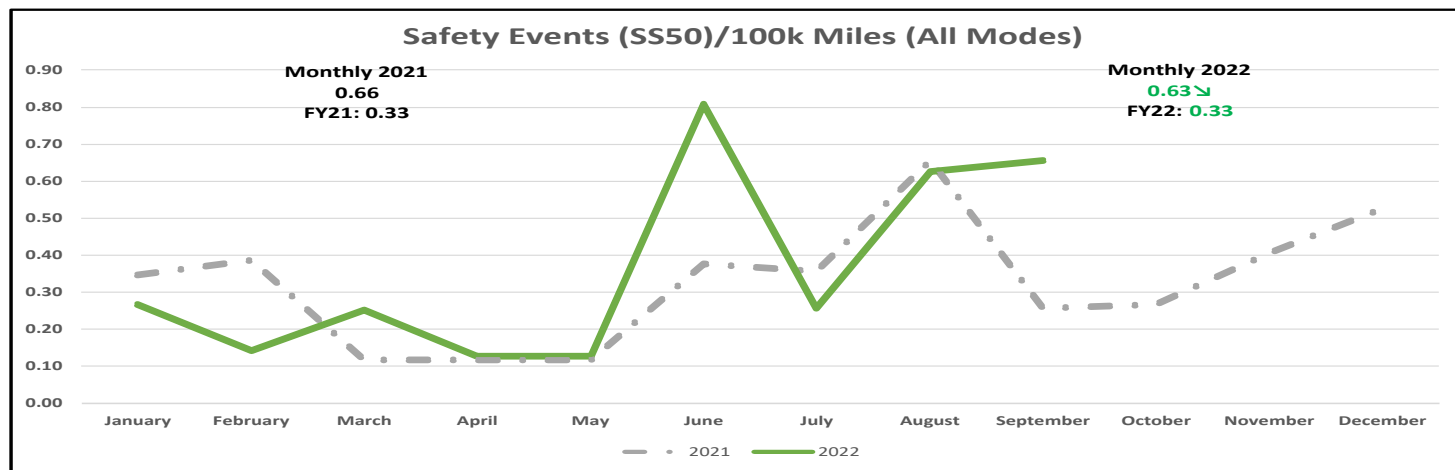
**Pedestrian Strikes:** The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

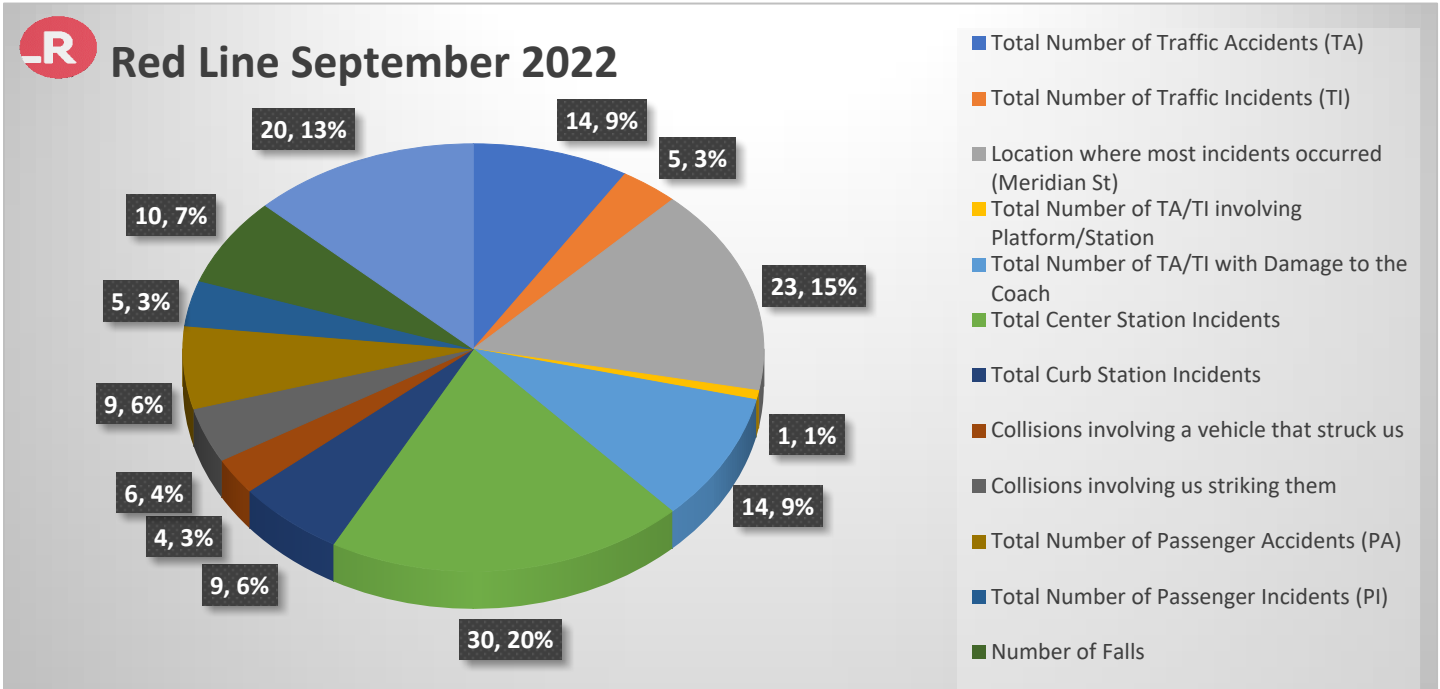
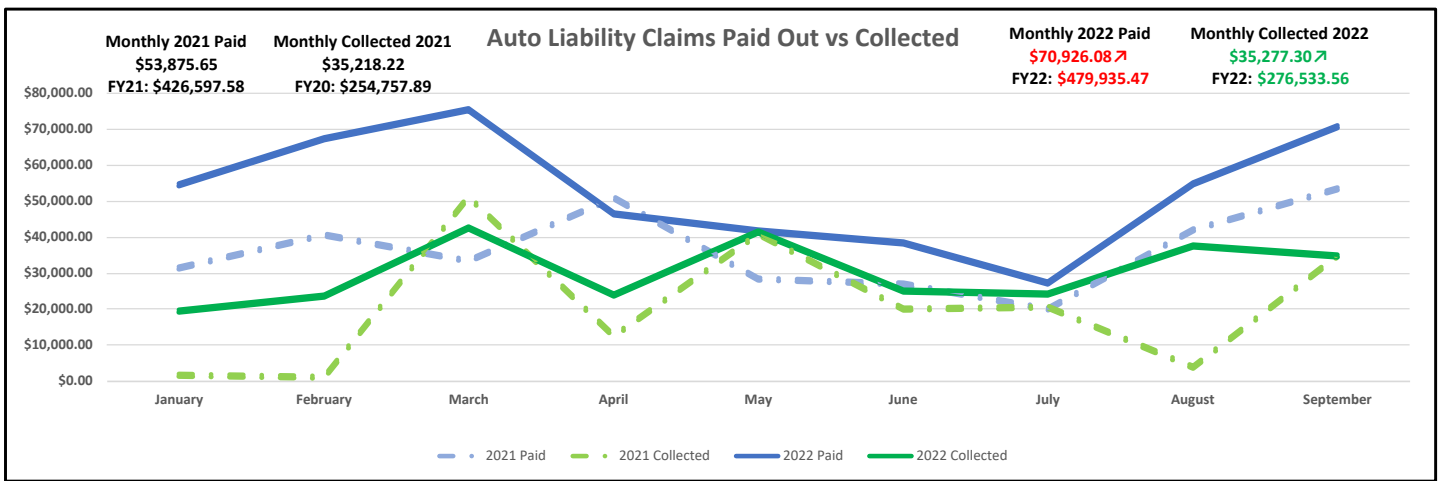
**Average Operator Injury Rate:** Reduce reported Operator injuries that lead to a Worker's Compensation Claim being filed.

**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

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





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## Planning & Capital Projects Division Report – September 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Development Officer Jennifer Pyrz  
**Date:** October 27, 2022

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### **STRATEGIC PLANNING**

#### **Project Development / Innovation**

##### **Blue Line Vehicle Propulsion Technology**

This is a study commissioned by the IPTC Board of Directors to explore the vehicle propulsion technology options for use on the Blue Line bus rapid transit corridor, as well as to inform the creation of IndyGo's first comprehensive zero-emission transition plan (see below). The need for this study is, in part, born out of the fact that the National Defense Authorization Act prohibits the use of federal funds to purchase items from state-owned or state-controlled companies of China. IndyGo's current 60' battery electric bus vendor, Build Your Dream (BYD), benefits from substantial Chinese subsidies. Therefore, IndyGo can no longer purchase vehicles from this vendor and must look to other vendors and/or consider other vehicle propulsion technologies in advance of placing an order for Blue Line buses.

IndyGo staff are educating themselves so that they can then educate the IPTC Board of Directors who will need to make decisions pertaining to Blue Line vehicle purchases. This is a time-sensitive issue in that it directly affects both the Blue Line BRT project schedule, the agency's Small Starts grant application, and the agency's CMAQ grant award. IndyGo staff continue to update research and hone a lifecycle cost analysis comparing diesel hybrid, battery electric, and fuel cell buses.

##### **Zero-Emission Transition Plan**

A zero-emission transition plan is now a requirement of the FTA for agencies seeking federal funding to purchase vehicles under FTA's Section 5339 competitive grant programs, which IndyGo intends to do in support of the Blue Line BRT project and to inform the agency's fleet replacement plan. The FTA requires that a Zero-Emission Transition Plan includes, among other things: 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. The plan will provide IndyGo with pertinent information ahead of any policy or decision-making surrounding the procurement of zero-emission vehicles in the short-, near-, and long-term.

IndyGo's zero-emission transition plan update will build on past planning efforts, as well as the research, findings, and recommendations of the Blue Line vehicle propulsion technology work described above. IndyGo has procured the professional services of a consultant who will help guide the planning process and prepare the plan. It is anticipated that the plan should be substantially complete within 12 months of the execution of the contract with the prime consultant. The next step is to sign the contract with the consultant.

#### **Planning Activities: Long-Range Planning**

##### **ADA Paratransit Next Steps (Beyond the ADA)**

On January 1, 2023, IndyGo will change how the agency operates its complementary ADA paratransit services. Strategic Planning staff continue to support Public Affairs and Mobility Services in implementing this new policy. The IndyGo team meets regularly, and updates are provided to the Mobility Advisory Committee (MAC) during their regularly scheduled meetings. The IndyGo team continue to discuss implementation tasks, including how to educate operators and riders about the changes. Public Affairs is working on a flyer that users can reference.

## **On-Call Planning Services: A Review of IndyGo's 2016 Network Redesign**

Throughout the month of October there will be a Virtual Open House, several in-person Open House events, a social media campaign, and numerous ways for the public to learn about and offer feedback on staff's recommended changes to the network redesign and the creation of the proposed future service plan for 2023-2027. It is anticipated that the IPTC Board of Director's will be asked to adopt the next future service plan during a public hearing at their regularly scheduled November board meeting.

## **2022 On-Board Rider Survey**

In keeping with federal requirements to regularly conduct on-board rider surveys, the Indianapolis Metropolitan Planning Organization (IMPO), on behalf of IndyGo, sought out a qualified consultant to prepare and conduct the next on-board survey. Completed once every five to six years, the on-board survey is used to obtain a greater understanding of the travel pattern and demographic characteristics of IndyGo riders and to enable staff to analyze how riders use our system, including the fare collection system. Data collected 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. The data collection phase was completed in early October. Preliminary results should be available before the end of the year. It is anticipated that the final report will be published in the first quarter of next year.

## **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. 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 was completed ahead of the September 30, 2022 deadline.

There are two remaining components to this work still underway. These added steps are helping to inform the agency's transit asset management processes and procedures and will be referenced/used during future updates to the TAM Plan. The consultants have finished the interviews needed to complete the Maturity Assessment and to make a recommendation for IndyGo's software solution.

### **Carson Transit Center Concept Study (new)**

Currently in the contract negotiation phase, the CTC Concept Study will help to determine how best to maximize the site for IndyGo's rapid and local bus service. It will identify the overall capacity of the location, and ways to configure bus docking throughout the entire CTC as the network redesign continues to roll out. It will determine whether additional space may be needed now or in the future. This study is expected to take four months to complete. The final deliverables will be a series of technical memorandums for future policy and decision-making.

### **Grants: Safe Streets for All Grant Submission**

New discretionary grant opportunities from the Bipartisan Infrastructure Law (BIL) advance the goals of the administration, including Safe Streets for All (SS4A), which was established to create better and safer street design. IndyGo, in coordination with the Indianapolis Dept. of Public Works, has submitted a grant request to create Safe Routes to Transit projects along eight corridors within Marion County. These corridors were chosen because they are part of the High Injury Network (top 10% of corridors in the region) and served by public transit. If awarded, the grant work would be completed in two phases: planning, followed by design, engineering, and construction. Because the estimated construction cost currently exceeds the grant request, the planning phase is needed to bring the list of projects to be constructed into alignment with available capital funds. IndyGo submitted the grant request to the US Department of Transportation in September 2022 and anticipates an award decision in January 2023.

### **Grants: On-Call Grant Writing**

Still in the contract execution phase, the scope of work will be assigned by task order. It is anticipated that this work will be underway before the end of the year. Deliverables include a 5-yr outlook calendar with potential funding opportunities from the Bipartisan Infrastructure Law and other state or federal funding opportunities and a report that matches IndyGo's capital needs with potential funding opportunities. The calendar and report will be updated and maintained throughout the contract period. The chosen vendor will provide IndyGo with the technical resources and

grant writing capacity needed to put forth competitive grant submissions under what is anticipated to be a relatively short turnaround.

### Regional Initiatives/Discussions

#### **Section 5310 - 2021 Call for Projects**

IndyGo has received all the local match checks needed to move forward with the procurement of the vehicles requested and will place an order on behalf of the subrecipients in the coming weeks. This is the next step in IndyGo's official Section 5310 call for projects in May 2021. IndyGo staff needed to obtain new pricing estimates, which the agency received in mid-2022. The IPTC Board of Directors have already approved the procurement of the vehicles.

### **ENGINEERING & CONSTRUCTION**

#### **Blue Line BRT**

The design and budget for the Blue Line BRT project are under review. The team continues to connect with the community, community leaders and stakeholders to determine the best approach for delivering the Blue Line, as planned. The team is reviewing project costs against benefits and impacts to the transit agency, partner agencies, and IndyGo patrons, and considering alternate funding and design scenarios. Staff intends to bring options and/or a recommendation to the Board in December for consideration.

#### **Purple Line BRT**

Construction of the Purple Line bus rapid transit corridor began in January 2022. The construction management team and IndyGo staff meet weekly with contractors and stakeholders to monitor, communicate, and manage the overall project. Several lane restrictions and closures have already been implemented as part of the construction progress. Pavement and drainage improvements are underway along 38th Street, and the first station is complete from finish grade level and below at the northern terminus located at the Ivy Tech campus in Lawrence, Indiana. Work on the second station is now underway by the State Fairgrounds. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts.

#### **Red Line BRT**

Pavement maintenance (i.e. asphalt patching and concrete bus pad repair), and rub-rail installation continues along the Red Line BRT corridor. Work on Capitol Avenue and at the Broad Ripple station began in June 2022 and is expected to be completed by early November. Work along College Avenue, Meridian Street and Virginia Avenue will occur next year. Work on Shelby Street will take place in both years. The entire project is expected to be completed by the end of next summer.

#### **Red Line Traffic Control Modification** (Audible pedestrian signals and contraflow warning signs)

Once installed, the traffic control modifications being implemented along the Red Line BRT corridor will provide audible messages to pedestrians needing assistance in knowing when to cross the street. This project also includes the installation of new traffic warning signs along Capitol Avenue. The project's Invitation for Bid (IFB) is currently open, with bids due October 27, 2022. It is anticipated that a project award will be made in November. Construction is scheduled to start in 2023 and be completed by the end of 2023.

#### **Rural Street Bridge Project**

Once completed, the Rural St/CSX railroad bridge clearance project will increase the clearance by 18", enabling more of IndyGo's growing fleet to clear the bridge and allowing the agency to potentially eliminate the costly route deviation to Sherman Ave. The design consultant, Lochmueller Group, is progressing to the 40% design stage. Design is expected to be finalized mid-2023 and construction is anticipated to take place in 2024-2025.

#### **Transit Signal Priority (TSP)**

IndyGo has completed a rigorous investigation to understand the current transit signal priority landscape, as well as to better understand technology alternatives that improve transit service. An RFQ for TSP engineering services to prioritize local route TSP implementation was released on September 19, 2022. It is anticipated that a project award will be made in November. A separate RFP seeking a TSP vendor is anticipated to be released in the first quarter of next year.

#### **Super Stops**

Funded locally, the construction of the Delaware St. Super Stops located at the northeast corner of New York & Delaware has been completed along with striping of the dedicated bus lane on Delaware St between Market St (south) and Fort Wayne Ave (north).

Design of the Super Stops locations on Alabama, Fort Wayne, and Vermont streets is complete and the federal review of environmental impacts has been approved. The Invitation for Bid (IFB) is currently advertised, with bids due on October 27, 2022. A contract could be awarded as early as November. Construction is anticipated to take place throughout 2023. IndyGo was able to leverage local dollars to obtain an FTA Bus and Bus Facilities Grant to fund these Super Stop locations. The total grant award is \$2,933,322, of which IndyGo is responsible for paying less than \$590,000.

#### **Lafayette Road Local Stop Improvements (new)**

The Indianapolis Public Transportation Foundation applied for and was awarded up to \$500,000 through the City of Indianapolis Indy Neighborhood Infrastructure Partnership (INIP) to design and construct ADA-compliant bus stops and pedestrian crossings along Lafayette Rd between 16<sup>th</sup> St and 30<sup>th</sup> St. Lochmueller Group is the lead designer. Construction is anticipated to begin as soon as Q4 2023 and is anticipated to be complete in 2024.

#### **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 following table lists the design teams working on each project and includes a summary of key milestones for each.

<b>Task Order</b>	<b>Design Team</b>	<b>Design Start</b>	<b>Construction Start</b>	<b>Construction Completion</b>
<b>East Campus Building A – Admin.</b>	Woolpert	2/2021	10/2021	8/2022
<b>Mobility Solutions Center Phase 1/2</b>	The Etica Group	2/2021	8/2021	6/2022
<b>Mobility Solutions Center Phase 3</b>	The Etica Group	4/2021	Q1 2023	Q4 2023
<b>East Campus Building B - Elevator/Training/Board</b>	The Etica Group	5/1/2021	2/2022	11/2022
<b>1501 Concrete Repair – Sidewalks/Ramps/Loading dock</b>	Woolpert	10/2022	Q1 2023	Q3 2023
<b>Julia Carson Center Raingarden Handrails</b>	Woolpert	10/2022	Q1 2023	Q2 2023

A schematic design of the East Campus Fleet Terminal & Operations Center was completed by the Etica Group earlier this year. Through that work, it was determined that adequate space did not exist on the current property to achieve all of the agency's objectives. IndyGo thus released an RFQ for East Campus Architectural and Engineering services on September 30, 2022. This RFQ is seeking A&E consultants to develop a master plan for the East Campus location (including a new property adjacent to the existing) and conduct design services for the maintenance facility and operations garage. Proposals are due October 28, 2022. The master plan is intended to coordinate the expansion of the East Campus location in relation to all other IndyGo facilities and needs. Once completed, the master plan will include information about how to phase in individual projects, coordinate utility needs, and maintain and improve traffic flow to and from the site and around the property, among other things. Staff is also exploring alternative project delivery methods for the design and construction of the new Facility Maintenance Garage and Operations Center. It is anticipated that staff would bring an action item for the procurement of professional services to assist with the design work and another for alternative project delivery – both before the end of the year.

Other upcoming projects include:

- An assessment and design for needed repairs to the historic Duesenberg building, as well as a plan for other necessary repairs in the garage at the 1501 W Washington St location.
- Facility assessments for 1501 W. Washington and the Carson Transit Center as needed to support the update to IndyGo's Transit Asset Management (TAM) Plan. The Facility Maintenance Team will lead this effort, with support from Capital Projects team.
- Construction of exterior improvements at the Mobility Solutions Center, including a bus canopy and solar panels.
- Concrete Repair for ADA compliance and upgrades on ramps, sidewalks, handrails, loading dock area repair at 1501 W. Washington St. This will be a collaboration of Capital Projects & Facility Maintenance teams to complete the work.



- Julia Carson Transit Center Raingarden Handrails project will install handrails along the raingardens for increased safety. This project will also be a collaboration of Capital Project & Facility Maintenance teams to complete the work.

Respectfully submitted,

**Jennifer Pyrz**

Chief Development Officer

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

## Public Affairs Division Report – September 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Public Affairs Officer Lesley Gordon  
**Date:** October 27, 2022

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR September 2022

**ISSUE:**

A report of IndyGo Public Affairs will be presented at the board meeting.

**RECOMMENDATION:**

Receive the report.

Lesley Gordon  
Chief Public Affairs Officer

**Attachments**

**Contributing Staff includes:**

Lesley Gordon, Chief Public Affairs Officer  
Carrie Black, Director of Communications  
Jordan Patterson, Special Programs Manager  
Renee Walker, Outreach Specialist  
Ashlynn Neumeyer, Communications Specialist  
Ashley Wright, Creative Design Specialist  
Ari Kasle, Digital Media Specialist



# September 2022 *Board Report*





## INDYGO.NET WEBSITE STATISTICS:

# 9/1/2022-9/30/2022

Page Views	211,336
Bounce Rate	47.34%
New Users	30,541
Returning Users	15,291
Total Sessions	93,123
Total Monthly Sessions Comparison to Previous Year	↑ 5.4%

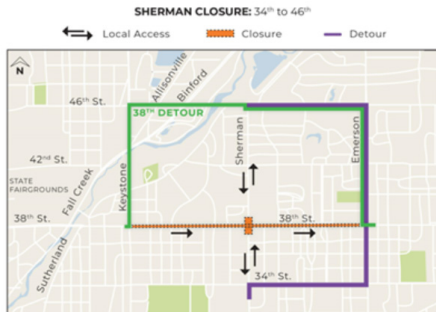
### Mobile Share

Date	Mobile	Desktop	Tablet
Sept-22	82.31%	16.76%	0.93%
Aug-22	83.15%	15.96%	0.89%
July-22	83.75%	15.37%	.88%
June-22	81.68%	17.42%	.89%
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%

## Media Mention Highlights

### LOCAL

#### IndyGo announces Purple Line construction 14-day closure on Sherman Drive



#### Where to Go with Kids on the Red Line

by Jaime Prost | Sep 29, 2022 | Indianapolis Family Services | 0 comments



#### Topics Include:

September 2022 featured a variety of stories about IndyGo. At the beginning of the month, a minor Purple Line closure at 38th Street and Sherman Drive went into effect, receiving quite a bit of media attention. Other frequently discussed news included IndyGo hosting community open house meetings about the future service plan and car-free day. Additional positive topics included coverage sharing fun locations to visit off IndyGo's Red Line and mentions of IndyGo hosting Gregory S. Fehribach Center Intern Tyler Rawles for a summer internship and transit workforce best practices that featured IndyGo's Second Chance Hiring Initiative. Television news coverage was the most abundant. Altogether, IndyGo was mentioned in the media nearly 100 times in September.

#### IndyGo to host public meetings on proposed five-year redesign

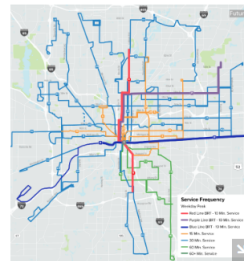
September 29, 2022 | Taylor Wooten

KEYWORDS INDYGO / PUBLIC TRANSPORTATION

COMMENTS PRINT

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IndyGo is asking for feedback on a five-year plan that aims to provide more reliable and frequent service that will operate 21 hours a day, seven days a week.

The draft *future service plan* includes a network redesign that would remove less-used routes and integrate rapid transit lines. It also aims to increase service frequency, with an emphasis on weekends. IndyGo also plans to extend crosstown routes to connect riders with grocery stores, medical facilities, colleges and retail locations.

Before restructuring routes, the transit agency aims to restore bus service to pre-pandemic levels. In the plan, IndyGo notes that "the sudden decrease in ridership in 2020 continues to have a direct impact on the agency's ability to move forward with the implementation of the network redesign."

In the five-year period, IndyGo plans to complete the Purple Line and the upcoming Blue Line. Once they are operational, the routes will be restructured accordingly.

The Blue Line is depicted in the plan as running on Interstate 70 for the western portion of the route. This is intended to reduce costs after it was announced in late August that a previous design would be \$300 million over budget. The change hasn't been finalized by the board but is reflective of the current proposal.

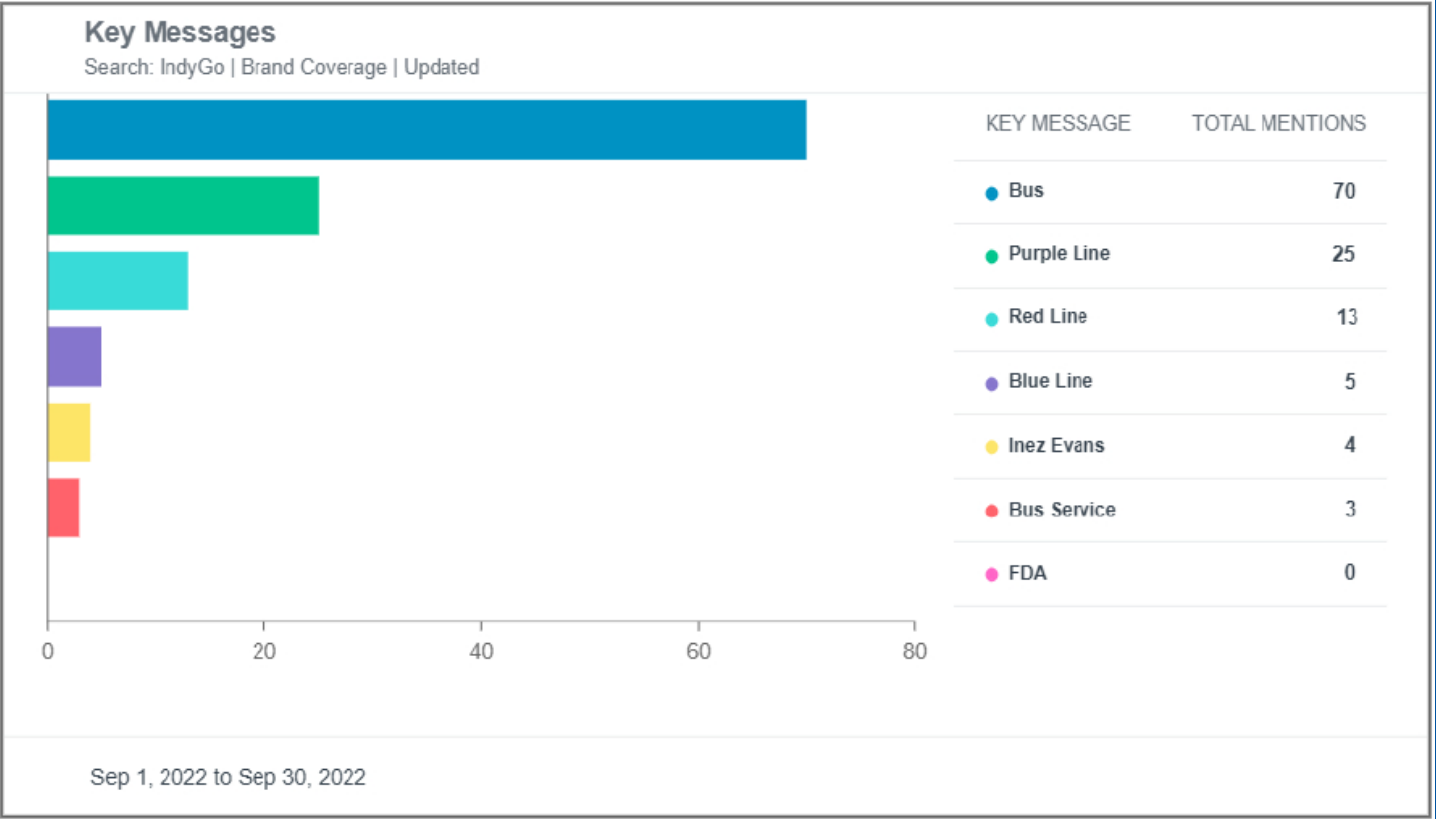
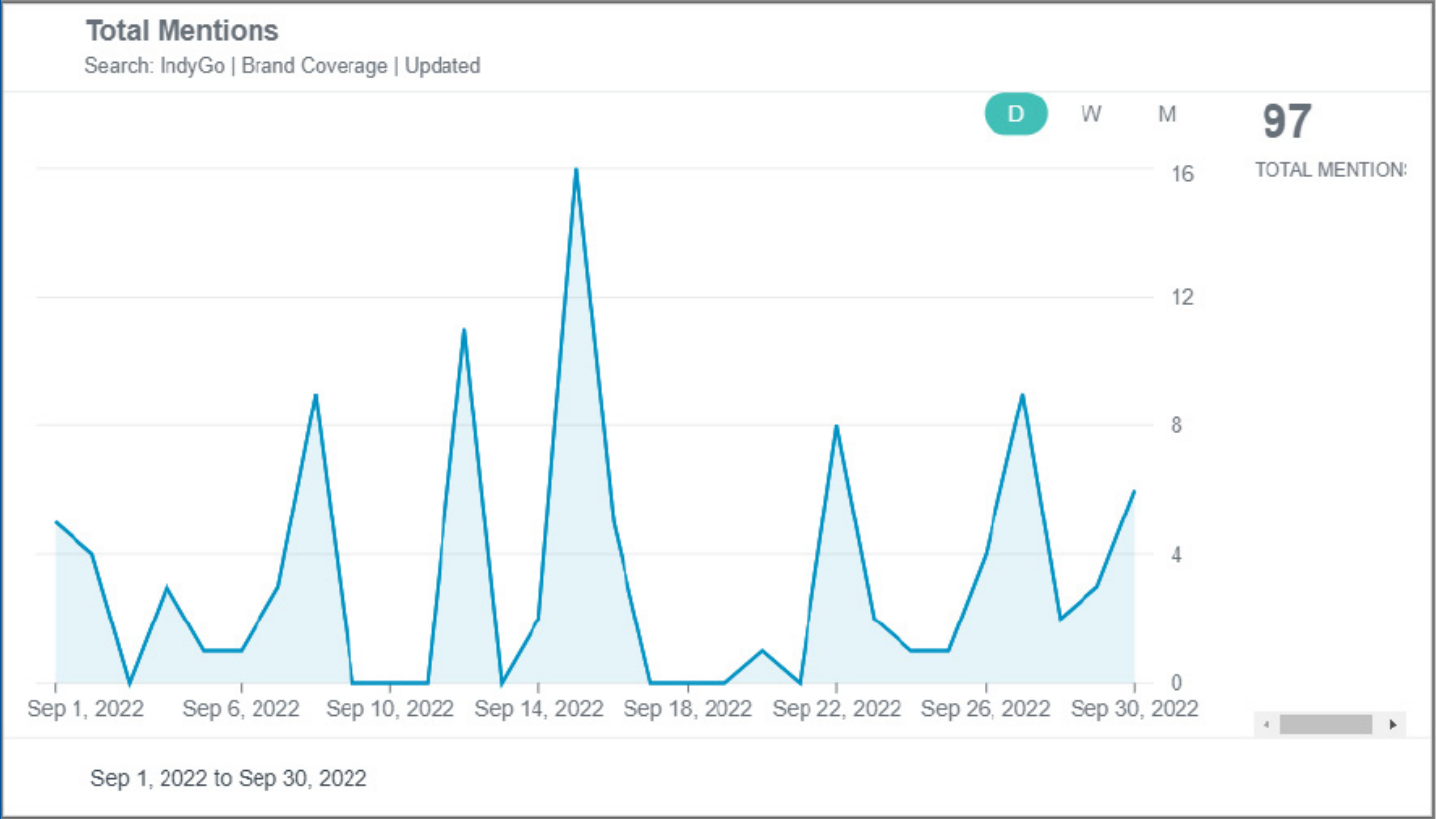
The build-out involves retiring eight routes, adding two new ones and expanding others. Route 9, a new route, would run from downtown to the far-east side. The other new route, Route 56, would run from downtown to the west side, and then south.

The changes would take place in six phases with unspecified completion dates. The first phase involves system-level corrections, like restoring Red Line frequency and reducing route duplication. In the second phase, south-side routes would be restructured, and on-demand service would be introduced.

IndyGo Board of Directors will vote on the plan at its November meeting. Prior to the meeting, IndyGo will present the plan and host at three upcoming meetings:

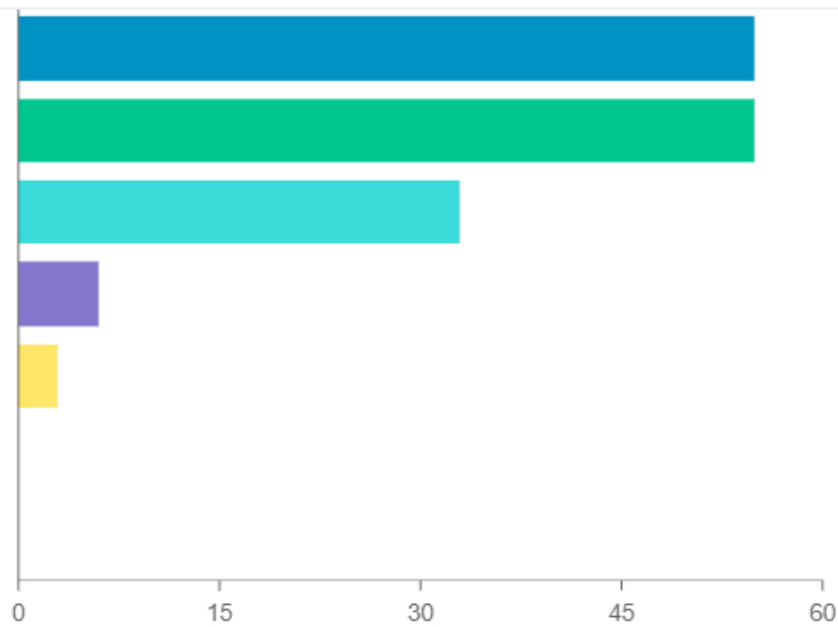
[p.m. - Community Justice Center, 675 Justice Way](#)

Here's a brief coverage summary:



## News Coverage

Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

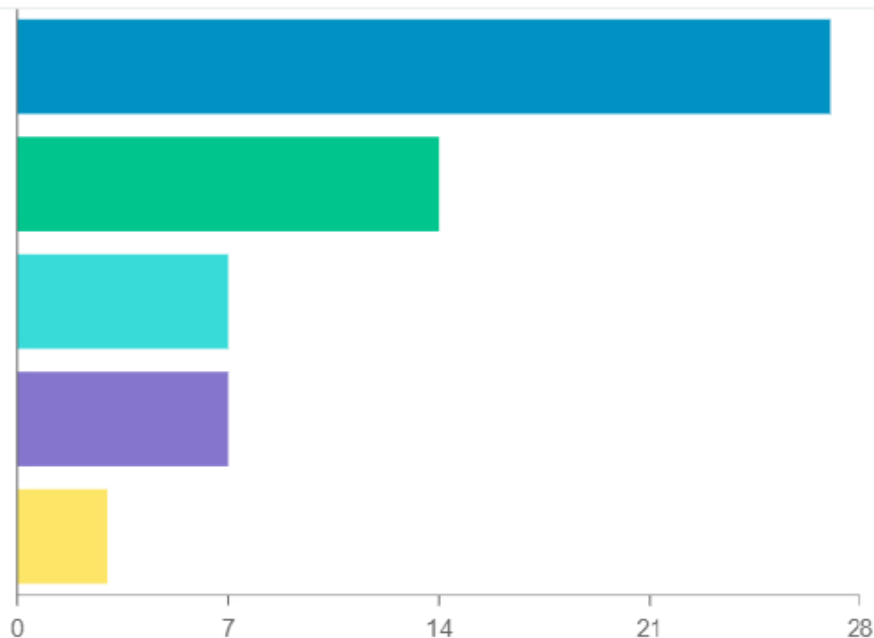
TOTAL MENTIONS

Media: TV & Radio	55
Media: TV Only	55
Media: Online News	33
Media: Blogs	6
Media: Licensed Print	3
Media: Non-Licensed Print	0
Media: Radio Only	0

Sep 1, 2022 to Sep 30, 2022

## Media Performance Metrics

Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

TOTAL MENTIONS

Feature Mentions	27
Headline Mentions	14
High Performing Articles	7
Target Publications	7
Top Tier Readership	3

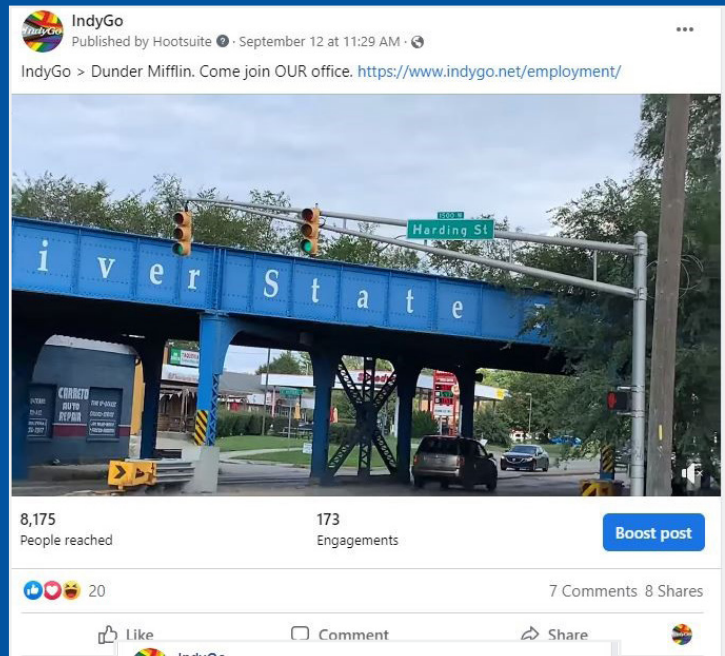
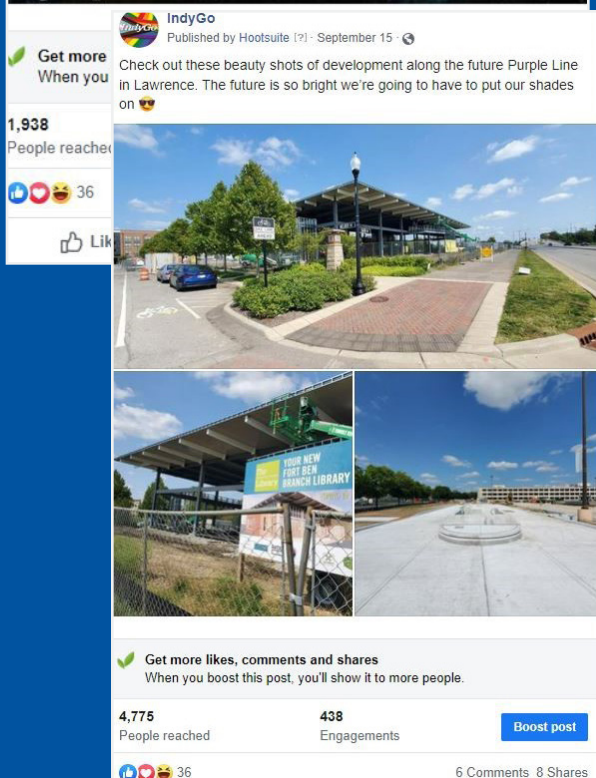
Sep 1, 2022 to Sep 30, 2022



## Social Performance:

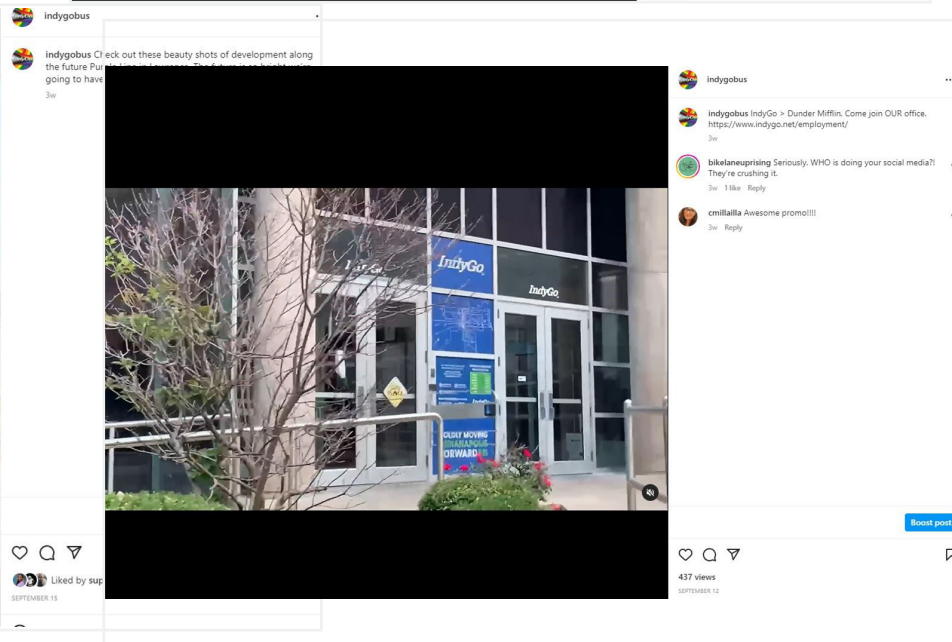
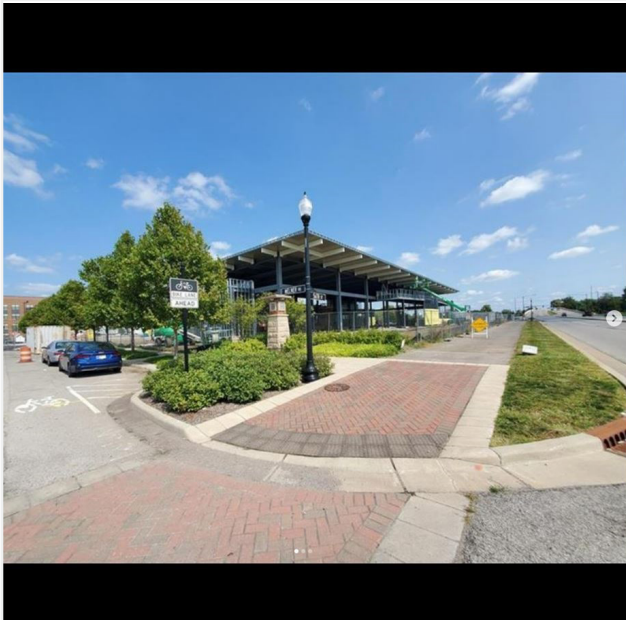
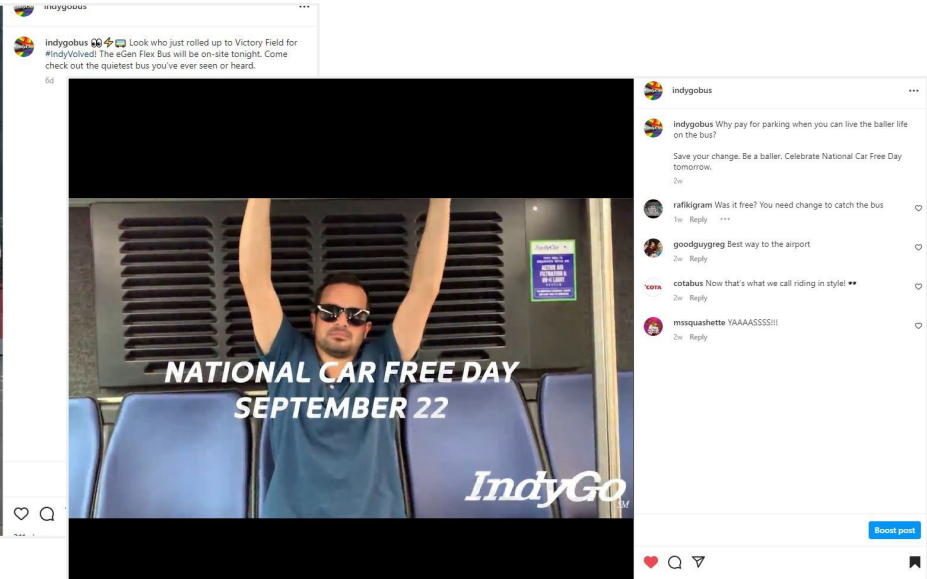
### Facebook

- Had a total of **16,133 organic impressions**
- **3,631 post engagements**
- **11,416 page likes** (82 more than in August)
- **12,622 current followers** (96 more than in August)



## Instagram

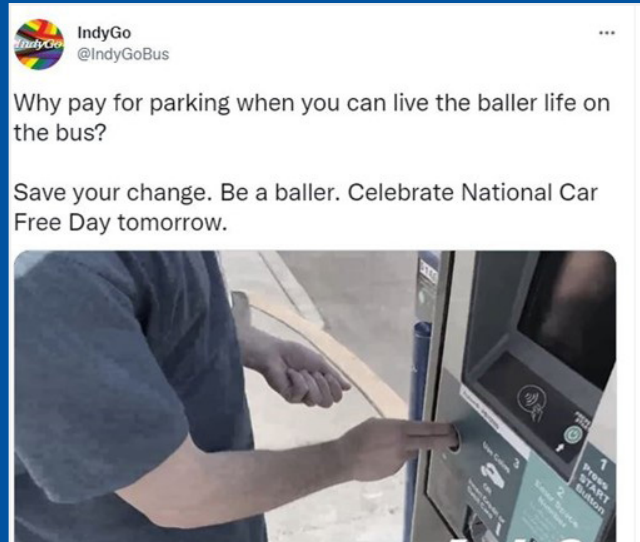
- Generated **18,231 impressions**
- **871 total engagements** (2.5% engagement rate)
- **3,520 current followers** (36 more than in August)





## Twitter

- Had a total of **60,990 organic impressions**
- Earned an average of **2,033 impressions per day**
- 123 Retweets, 518 likes, 28 replies, 88 link clicks, 3.1% engagement rate
- 27 new followers, 6,488 current followers (27 more than in August)



## LinkedIn

- Generated **5,797 impressions** for September
- 184 total engagements; 8.12% engagement rate (1.51% higher than in August)



IndyGo  
2,840 followers  
1w •

What could Indianapolis transit look like 10 years from now? IndyGo President and CEO Inez Evans joined [Visit Indy](#) at their annual retreat to discuss the future



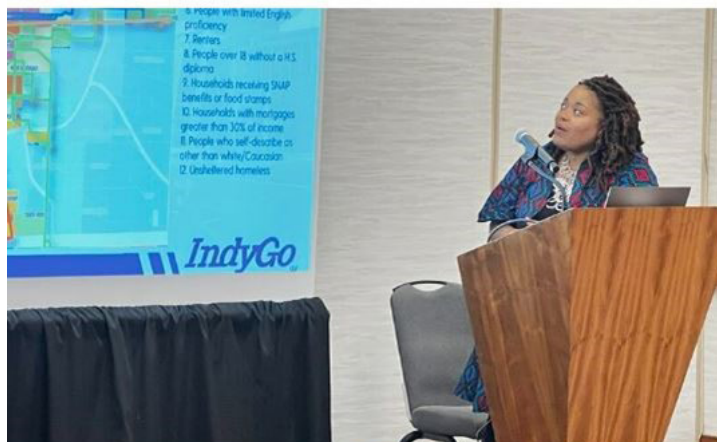
with Inez Evans

1 comment • 2 reposts



IndyGo  
2,840 followers  
2w •

Mayor Hogsett joined IndyGo Pres. & CEO Inez Evans in welcoming MARTA and a delegation from Clayton Co., GA for a 2-day visit as they study our Red Line in preparation for their own bus rapid transit lines.



3 comments • 2 reposts



Like

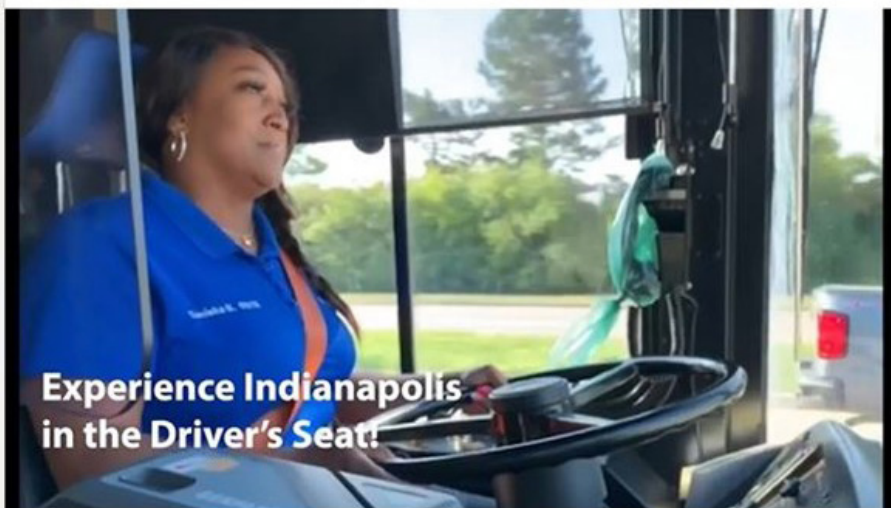


Comment



IndyGo  
2,840 followers  
3w •

IndyGo > Dunder Mifflin. Come join OUR office. [https://lnkd.in/gnuz\\_xM](https://lnkd.in/gnuz_xM)



Inez Evans and 33 others

4 reposts

## Email Marketing:

### NEWSLETTER

- **10,069 Recipients (261 more than last month)**
- 6.85% CTR
- 6.92% Open rate





**In September, IndyGo reached over 192,000 people and focused engagement efforts on Purple Line, travel trainings and community festivals.**

**IndyGo reached more than 20,000 attendees at Labor Fest 2022. The premier Labor Day weekend event took place at Monument Circle and included music, food, beverages and a kid's zone.**

**IndyGo was a sponsor and had a highly visible presence at IndyVolved. The premier volunteer event took place at Victory Field and connected more than 1,500 young leaders with civic organizations and ways to make a difference in Indianapolis. IndyGo showcased the eGen Flex bus and highlighted our IndyGo Cares and Transit Ambassador programs.**

**IndyGo also joined Commuter Connect at Car Free Day. The event was held at City Market and provided resources sharing ways residents could drive less or drive with others.**

**IndyGo continues its digital neighborhood outreach through the Nextdoor platform. In September,**

**IndyGo had more than 171,000 impressions and nine posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.**

**IndyGo continues to support communities during Purple Line construction. In September, IndyGo hosted several Transit Talks at the 38th Street Library and Avondale Meadows YMCA to share project information and construction impacts. IndyGo also held a town hall meeting for New Direction Church and Christian Unity Missionary Baptist Church to share project information and prepare the congregations for the next scheduled long-term closure.**

**An IndyGo representative shared pertinent updates at community meetings including HOPE, Community Alliance of the Far Eastside (CAFÉ), Quality of Life Economic Development and Alliance for Northeast Unification (UNEC): Community Partner Collective.**



## September 2022 Events

Date:	Event:
9/3/2022	Indy Labor Fest
9/7/2022	Travel Training: Public Action in Correctional Effort (PACE)
9/13/2022	38th Street Library Transit Talk
9/13/2022	HOPE Community Meeting
9/14/2022	CAFÉ QOL Economic Development Meeting
9/17/2022	Community Day: New Liberty Missionary Baptist Church
9/19/2022	Travel Training: Homeschooled Teens
9/22/2022	Car Free Day Indiana
9/22/2022	Purple Line Town Hall: New Direction Church + Christian Unity
9/27/2022	38th St Library Transit Talk
9/28/2022	UNEC: Community Partner Collective
9/29/2022	IndyVolved 2022
9/30/2022	Travel Training: Eskenazi Health



## Operations Division Report – September 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Operating Officer Aaron Vogel  
**Date:** October 27, 2022

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### OPERATIONS DIVISION REPORT – September 2022

#### SERVICE PLANNING

##### SCHEDULING:

The 2210 Operator Service Bid took effect on October 9, 2022. There was a slight route change on Routes 2, 10, and 19 outbound that will now use Delaware to Fort Wayne. The two-way project on Fort Wayne provides more direct and accessible service on these routes. Several other routes had minor timing adjustments.

##### PLANNING

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

Additional bus stop design projects are underway with IndyGo's on-call engineering contractor, Lochmueller. Construction began shortly on 22 bus stops approved last summer by the board. These bus stops are located along Central Ave, College Ave, 30<sup>th</sup> St, Beachway Dr, and Clifton Ave. Shuck Corporation was awarded the contract to bring these bus stops into ADA compliance.

Additionally, design continues for bus stops on the near west side (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. These stops are expected to be constructed in the Spring or Summer of 2023.

IndyGo was 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 east side. 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. The draft updated network plan is being presented to the public this month.

##### PURPLE LINE CONSTRUCTION DETOURS

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

##### OPERATIONS PERFORMANCE MANAGEMENT:

The Operations Performance (OP) Team is analyzing the potential use of a D365FO Resource Planner & Scheduler for the Maintenance Department that will result in a "real-time" management tool to monitor technician productivity.

The Operations Performance Team and the Director of Transportation have implemented the use of a customized State of Charge (SOC) calculator for the (BEB) fleet. Calculation results will allow for real-time decisions for the initial bus assignments and the amount of inductive charge time required to complete the route. Calculations are based on the current State of Charge (SOC), High & Low Temperature, Bus, and Block.

The Operations Performance Team is validating the causes of "Production Stops" that significantly impact the time IndyGo buses are out of service. Our goal is to define baseline measurements on "as is" processes, recommend new or modified methods, and then measure the increased efficiencies of those new processes.

The Operations Performance Team is also in the process of comparing "Like Agencies" for:

- BEB Measurables
- Maintenance Costs Per Mile
- Mileage Between Failures
- NTD Reported Metrics

FIXED ROUTE RIDERSHIP:

Sep-21	Sep-22	% Change	IndyGo Fixed Route Ridership	2021	2022	% Change
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6,820	5322	-22.0%	<b>2 E. 34th St.</b>	56,175	46,096	-17.9%
17,204	18605	8.1%	<b>3 Michigan St.</b>	139,860	162,172	16.0%
5,765	5251	-8.9%	<b>4 Fort Harrison</b>	46,671	46,453	-0.5%
8,072	8056	-0.2%	<b>5 E. 25th</b>	65,392	83,141	27.1%
5,342	5325	-0.3%	<b>6 N. Harding</b>	48,069	50,169	4.4%
76,768	64720	-15.7%	<b>8 Washington St.</b>	660,776	633,111	-4.2%
49,988	46799	-6.4%	<b>10 10th St.</b>	407,934	442,817	8.6%
2,420	2850	17.8%	<b>11 E. 16th St.</b>	20,109	23,295	15.8%
2,137	2188	2.4%	<b>12 Minnesota</b>	16,515	16,992	2.9%
1,231	1647	33.8%	<b>13 Raymond</b>	12,300	13,870	12.8%
3,368	4482	33.1%	<b>14 Prospect</b>	30,128	34,684	15.1%
8,841	6982	-21.0%	<b>15 Riverside</b>	69,945	65,517	-6.3%
7,467	6357	-14.9%	<b>16 Beech Grove</b>	63,483	62,288	-1.9%
3,269	3038	-7.1%	<b>18 Broad Ripple</b>	25,584	27,092	5.9%
12,790	12301	-3.8%	<b>19 Castleton</b>	105,365	115,002	9.1%
9,051	8603	-4.9%	<b>21 East 21st St.</b>	81,184	80,137	-1.3%
6,791	6694	-1.4%	<b>24 Mars Hill</b>	66,742	57,607	-13.7%
7,004	5854	-16.4%	<b>25 W. 16th St.</b>	65,114	56,162	-13.7%
7,472	9600	28.5%	<b>26 Keystone</b>	71,209	75,439	5.9%
6,604	5563	-15.8%	<b>28 St. Vincent</b>	53,246	53,778	1.0%
4,694	4190	-10.7%	<b>30 30th St.</b>	34,211	38,470	12.4%
6,748	6439	-4.6%	<b>31 US 31</b>	50,985	52,125	2.2%
13,823	14842	7.4%	<b>34 Michigan Rd.</b>	121,574	122,120	0.4%
19,129	19991	4.5%	<b>37 Park 100</b>	162,027	181,500	12.0%
10,604	10079	-5.0%	<b>38 Lafayette Square</b>	97,366	100,473	3.2%
43,570	41892	-3.9%	<b>39 E. 38th St.</b>	356,584	401,371	12.6%
2,702	2218	-17.9%	<b>55 English</b>	22,208	22,547	1.5%
6,440	4728	-26.6%	<b>86 86th Street Crosstown</b>	56,795	41,899	-26.2%
6,271	6874	9.6%	<b>87 Eastside Circulator</b>	57,275	61,982	8.2%
75,810	95954	26.6%	<b>90 Red Line - BRT</b>	628,547	774,776	23.3%
1,008	633	-37.2%	<b>901 Nora</b>	8,123	7,021	-13.6%
4,316	4056	-6.0%	<b>902 County Line</b>	39,656	36,032	-9.1%
39	1049	2589.7%	<b>Others</b>	266	2,311	768.8%
<b>443,558</b>	<b>443,182</b>	<b>-0.1%</b>	<b>Total</b>	<b>3,741,418</b>	<b>3,988,449</b>	<b>6.6%</b>

18,438	16,605	-9.9%	<b>Access Riders on Fixed Route</b>	141,546	140,787	-3.5%
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YTD ridership may be updated from prior periods due to buses probed after the 10<sup>th</sup> of the month.

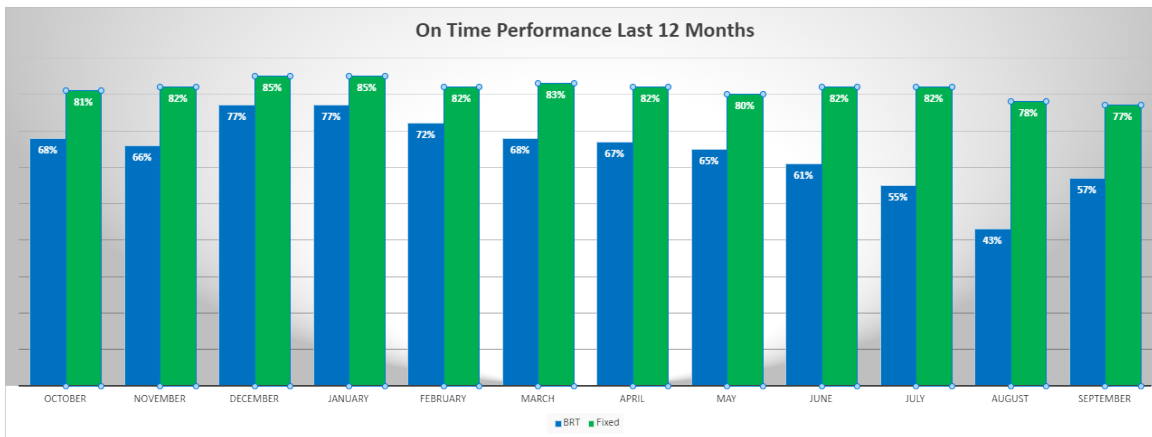
## TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH OCT: JACOB THOMAS #2979

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 September : MIKIAAH ARNOLD # 9386



Starkey, Catherine  
 Johnson, Jarvis  
 Dowdell, Sherri  
 Fox, Harry  
 Freeman, Senetria  
 Carpenter, Andy  
 Griffin, Ardis  
 Hazen, William  
 Harrell, Douglas  
 Edwards, Monei  
 Anderson, Rose  
 Gardner, Onesha  
 Chest, Mornice  
 Roberson, Ashley  
 Boston, Joel  
 Choctaw, Mary  
 Robinson, Ricky  
 Harden, Erica  
 Gray, Bryan  
 Thein, Stephen  
 Reintjes, Peter  
 Garrett, Victor  
 Murray, Beth  
 Carpenter Williams, Lakisha  
 Hartwell, Geneva  
 Hicks, Mikia  
 Clark, Keana  
 Arnold, Mikiaiah  
 Harrison, Michael  
 Sanders, Joann  
 Young, Samuel  
 Amaya, Efrain  
 Wilson, James

Barnes, Paris  
Baine, Tenisha  
Green, Nichelle  
Wilson, Patricia  
Reed, Byron  
Davis, Quinton  
Jackson, Calvin  
Anderson, Treva  
Collier, Kimberly

## **VEHICLE MAINTENANCE AND FACILITIES SERVICES**

### FACILITIES:

The Julia M. Carson Transit Center continued their new venture with Gennesaret Mobile Clinic to serve people in the area with small medical needs and services at low to no costs and will work with appointments. The Mobile Clinic will be on site parked in front of the Transit Center every Tuesday from 2:00p.m. until 5:00p.m.

In the month of September, the Facility Department continued working with the Public Affairs Department in setting up multiple Pop-Up Sites for promotional purposes of our new Purple Line Routes around the city.

The Facility Department started the Madison Ave. Project getting it ready to open for operators to use as a layover for restroom breaks and rest before their next run or shift begins. We are working well with the Procurement Department to ensure this project gets completed in a timely manner.

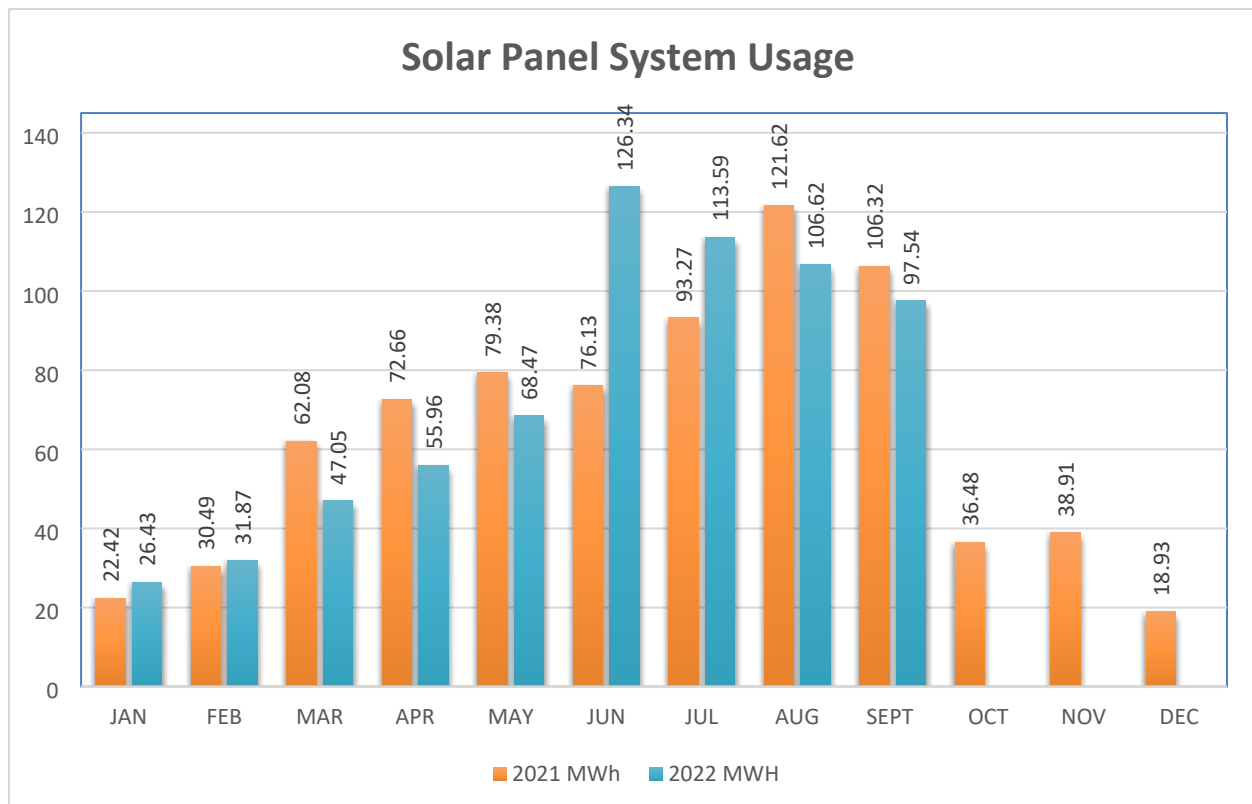
The Facility Department has been on site at both the East Campus and Michigan St. sites multiple times moving equipment and furniture around as needed for continuing building renovations at each location.

During the 3<sup>rd</sup> Quarter of 2022, July, August, and September the Facility Department collected 28,040 pounds or 14 tons of scrap metal from the garage area for recycling and for those efforts IndyGo received \$3,137.90 . Which is part of IndyGo's ever evolving and growing Environmental Management Program to keep items that can be recycled out of our landfills.

During the month of September with the increased amount of daylight hours allowing our 4,300 Solar Panel Array on the roof here at the main building to produce a substantial higher KWH total causing the savings amount to rise to: \$64,017.65 for the first 9 months of 2022 for Solar Energy savings.

### SOLAR PANEL:

During the month of August, with the increased amount of daylight hours the 4,300 Solar Panel Array on the roof at the main building produced a substantially higher KWH output. The savings YTD, \$54,751.35



#### FLEET SERVICES:

There were 182 buses detailed in September. The goal is to detail every bus at least once per month. Total buses serviced (fluids topped off and washed) for the month of September was 3,893.

There were 14 vehicle requests in September for the motor pool.

IPTC has logged 6,390,834 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	710,305	727,197	739,434	697,268				6,390,834
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	9,141,500
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	9,979,700

FLUID TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Sep	OCT	NOV	DEC	YTD
ATF	77	55	83	66	85	58	59	37	34				5554
COOLANT	1,157	1,528	1,718	1,540	1,636	1,645	1,653	1,575	1,828				14,280
DEF	1,883	2,295	3,341	2,629	2,774	3,331	2,767	3,190	2,902				25,112
DIESEL	123,045	115,438	131,462	126,756	133,563	138,369	145,923	145,449	134,587				1,194,550
ENGINE OIL	278	313	425	254	355	378	339	537	387				3,266

UNLEADED	1,106	1,257	1,541	1,117	1,369	1,129	1,173	1,292	1,159					11,143
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Fluid Usage Summary:

FLUID TYPE	Sept 2022	Sept 2021	Sept 2020	Sept 2019
ATF (qt)	34	62	77	43
COOLANT (qt)	1,828	1,294	1,680	1,508
ENGINE OIL (qt)	387	478	419	385
DIESEL (gal)	134,587	135,550	145,879	165,458
UNLEADED (gal)	1,159	1,608	1,536	2,541

**Mean Distance**

Mean Distance Major Systems Failures
Mean Distance Between All Systems Failures

The green cells represent averaged totals

	2022/ 1	2022/ 2	2022/ 3	2022/ 4	2022/ 5	2022/ 6	2022/ 7	2022/ 8	2022/ 9	2022/1 0	2022/1 1	2022/1 2
<b>MAJOR</b>	4848	4388	4436	3918	3107	3594	3495	3963	<b>5029</b>			
<b>ALL</b>	4377	3920	3911	3753	2984	3151	3064	3238	<b>4373</b>			
	2021/ 1	2021/ 2	2021/ 3	2021/ 4	2021/ 5	2021/ 6	2021/ 7	2021/ 8	2021/ 9	2021/1 0	2021/1 1	2021/1 2
<b>MAJOR</b>	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
<b>ALL</b>	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038
	2020/ 1	2020/ 2	2020/ 3	2020/ 4	2020/ 5	2020/ 6	2020/ 7	2020/ 8	2020/ 9	2020/1 0	2020/1 1	2020/1 2
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
<b>ALL</b>	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057

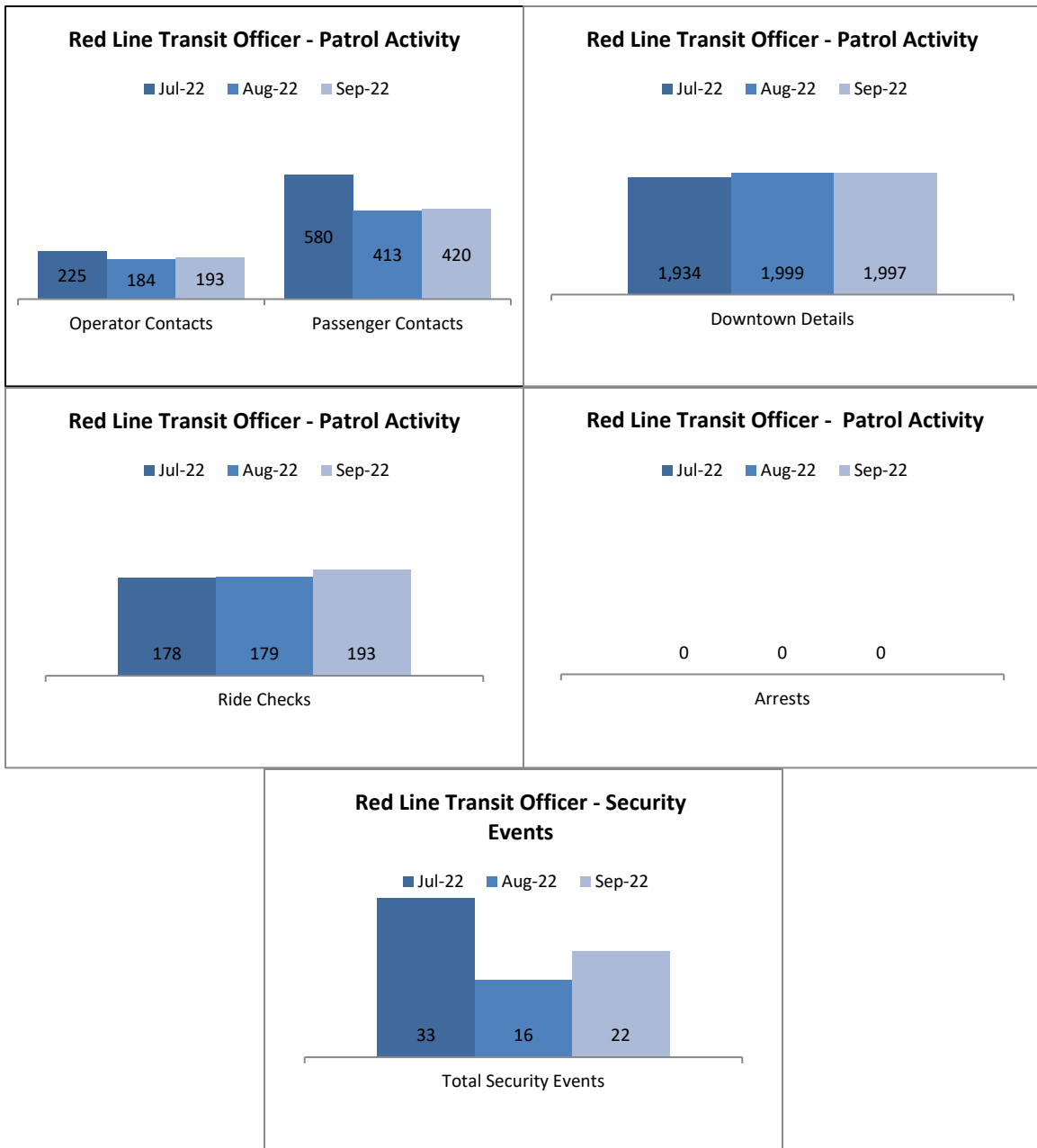
## SECURITY

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.

FIXED ROUTE:



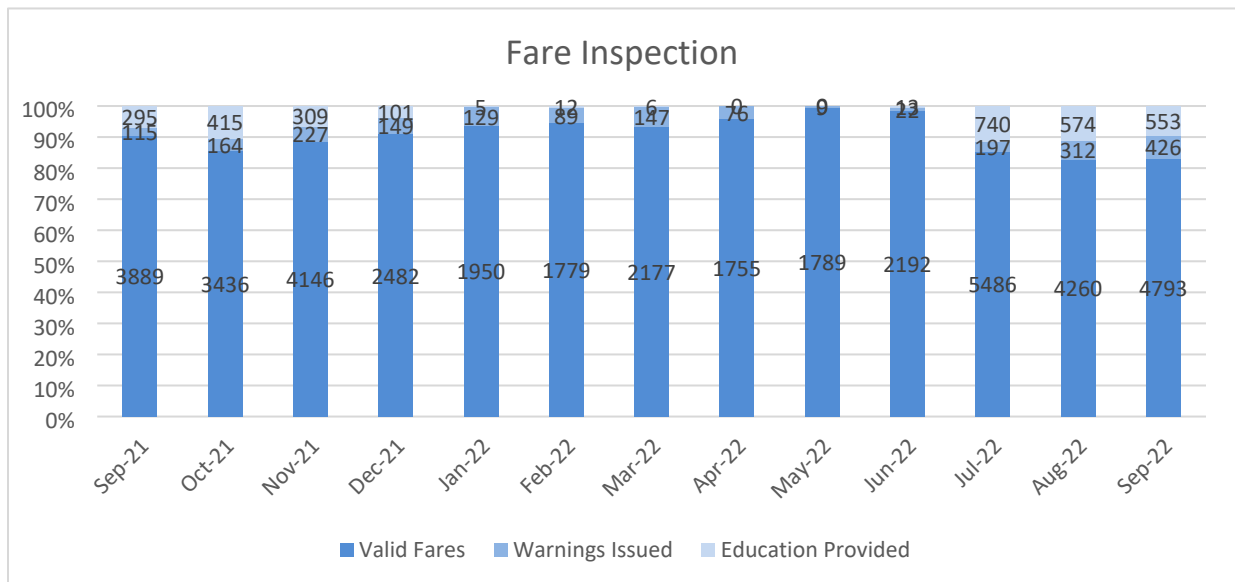
RED LINE SECURITY:



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.



## FARE INSPECTION REPORT:



August	Passenger Contact	Notifications	Educations
<b>Monthly</b>	4793	426	553
<b>Weekday</b>	4358	388	511
<b>Saturday</b>	254	22	29
<b>Sunday</b>	181	16	13

2022 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	26181	1407	1903
<b>Weekday</b>	23647	1256	1789
<b>Saturday</b>	1485	106	73
<b>Sunday</b>	1049	45	43

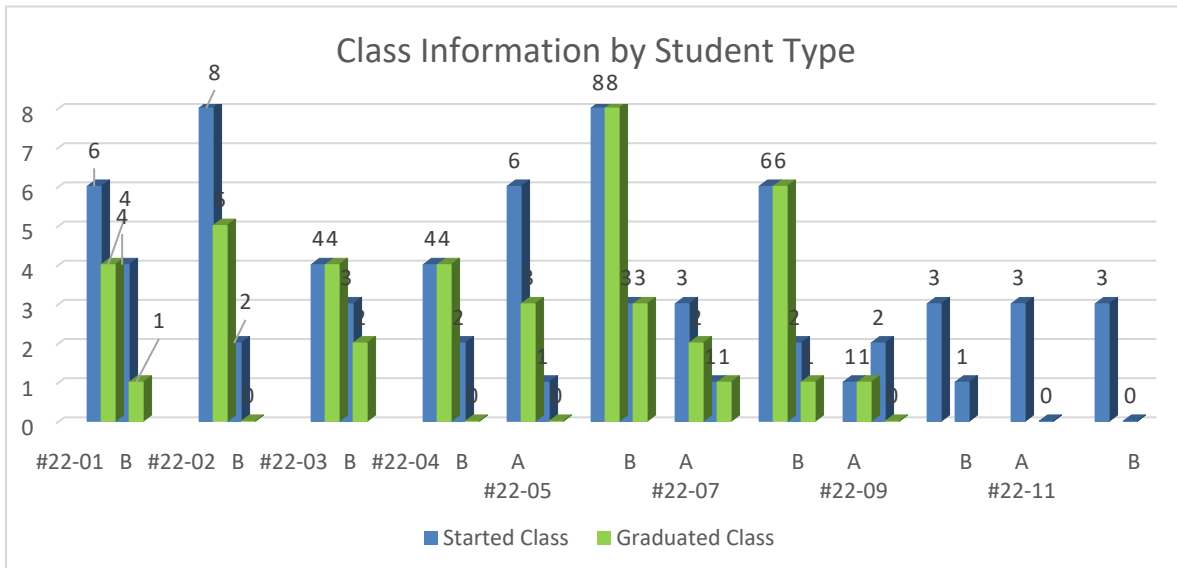
Koorsen Fire performed a quarterly sprinkler inspection at the 9503 E. 33<sup>rd</sup> Street location. There were no deficiencies noted in the final report.

The Director of Life Safety and Security, Mark Emmons, met with a security vendor to get quotes for building mass notification systems that would be placed at 9503 E. 33<sup>rd</sup> Street and the 2425 W. Michigan Street locations. This system would activate alert beacons with a digital message screen and marquee signs showing the messages. These would be activated in a severe weather event, workplace violence event, or a fire event. Below are examples of the devices that could be used.

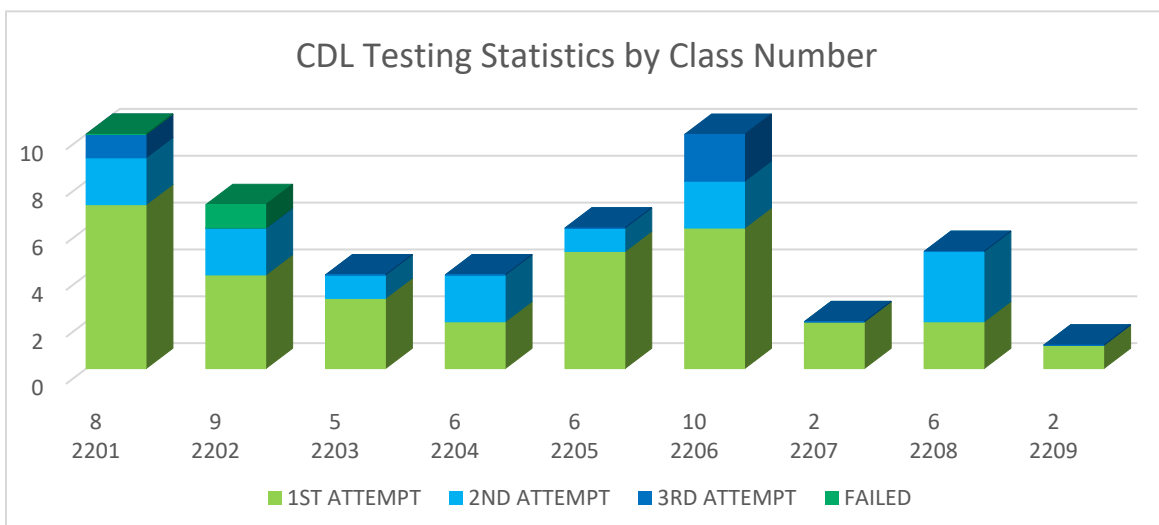


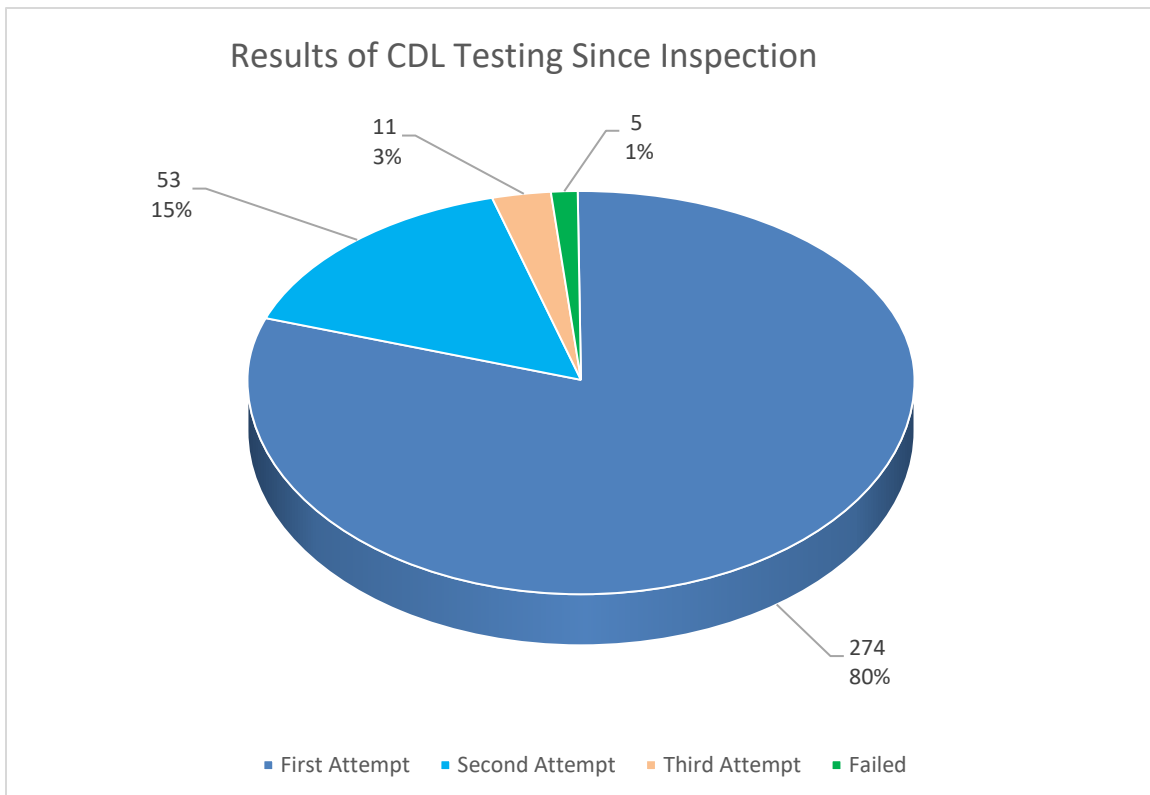
## Training

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.





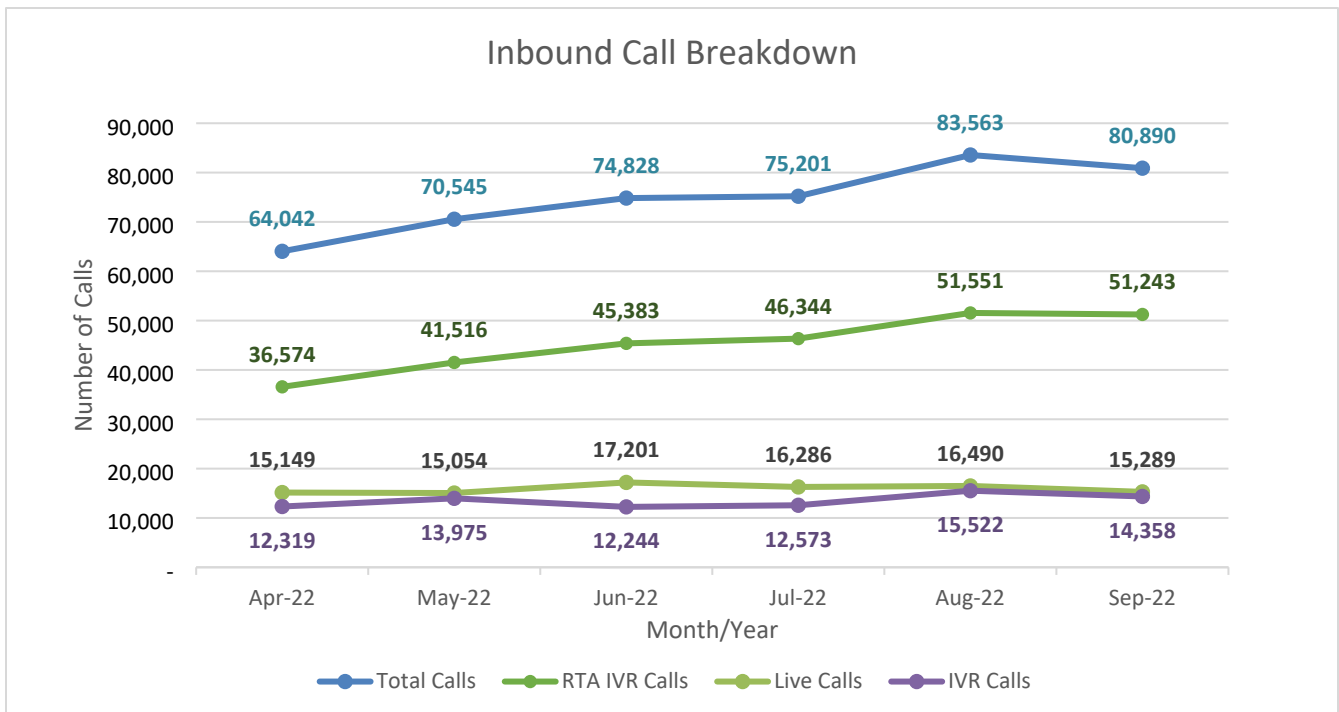
The following training sessions were conducted in August:

- Sixteen Operators for Accident Retraining
- Five Operators for Red Line Accident Retrains
- Four Return to Work Training
- Five Administrative employees for new-hire orientation
- Two Unsafe Driving / Proper Procedures
- Two Mechanic / General Labor Orientation
- 130 Fixed Route In-service 2022

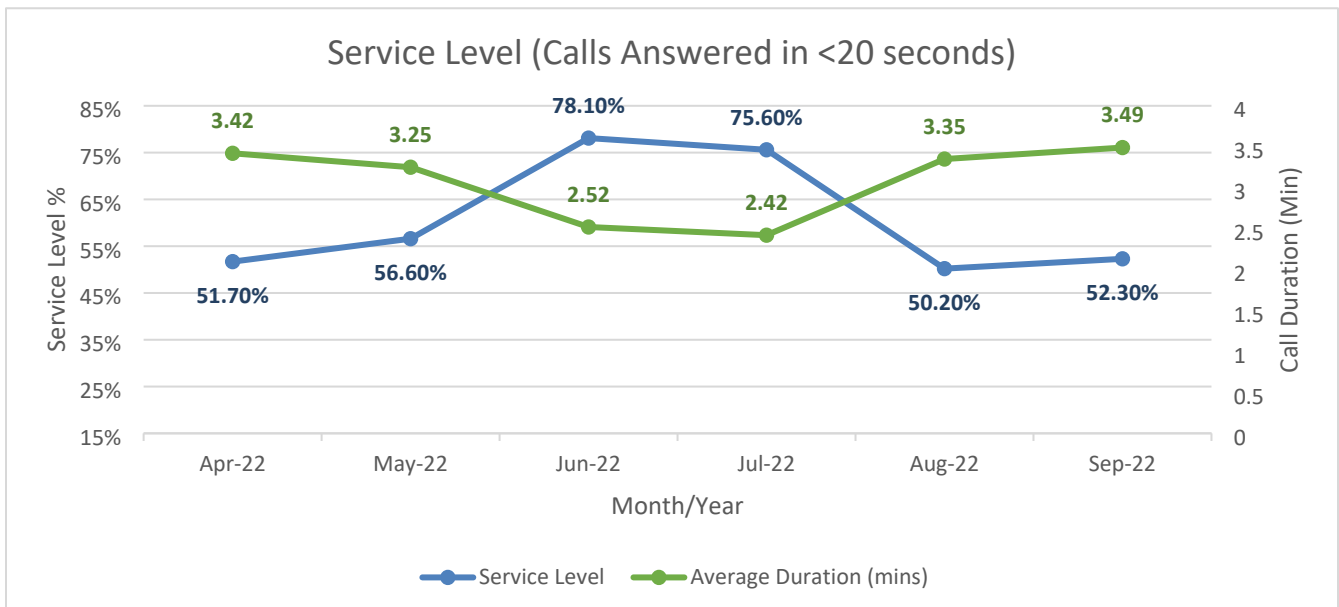
### **Mobility Solutions- September 2022**

#### MOBILITY CARE CENTER AND PARATRANSIT REPORT:

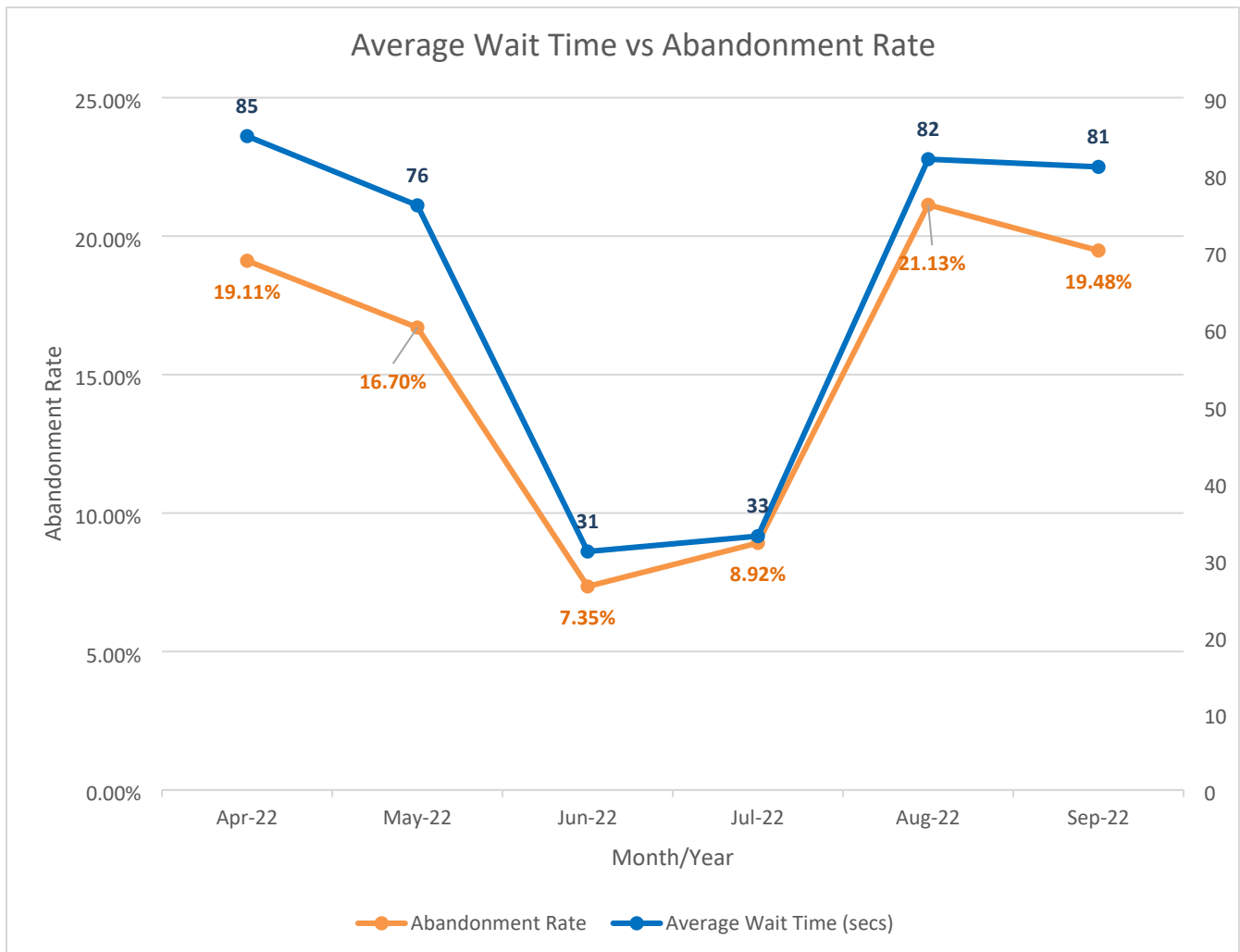
Overall, total call volume has decreased by approximately 3.19% from August to September.



Our service level metric increased for September, moving towards the goal of 80%. IndyGo Care Center Leadership will continue monitoring this and discuss staffing effects/expectations. The average call duration is within the goal range of 3-5 minutes.



IndyGo leadership meets regularly with RATP Dev to discuss staffing effects and expectations. The wait times and abandonment rate decreased through our constant monitoring and meetings. This is moving towards our goals of less than 5%. The average wait time is also moving towards the goal of less than one minute.



**RECEIVED COMMENT REPORT:**

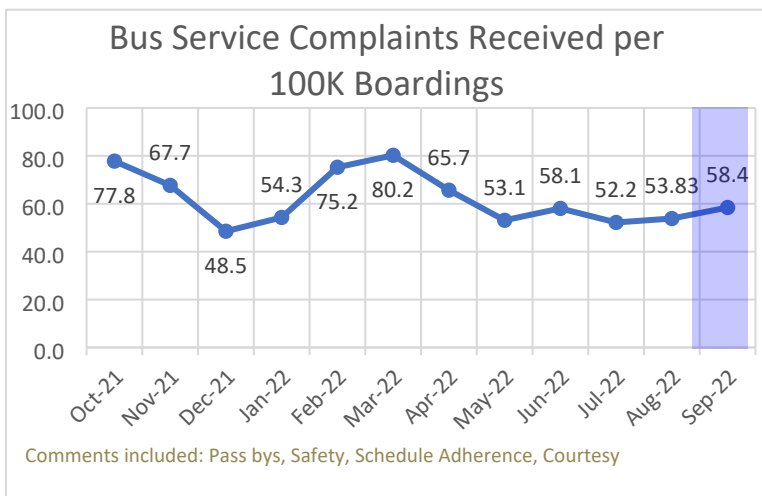
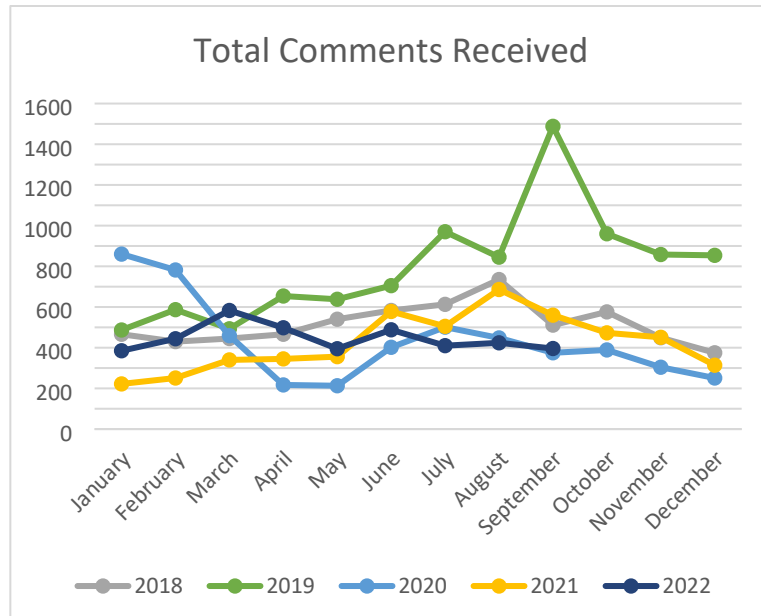
The total number of comments received for September amounts to 396. This is a 6.6% decrease from August at 424 comments.

Within the comments received, Schedule Adherence is the largest category contributing to approximately 27.78% of the total comments for September.

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

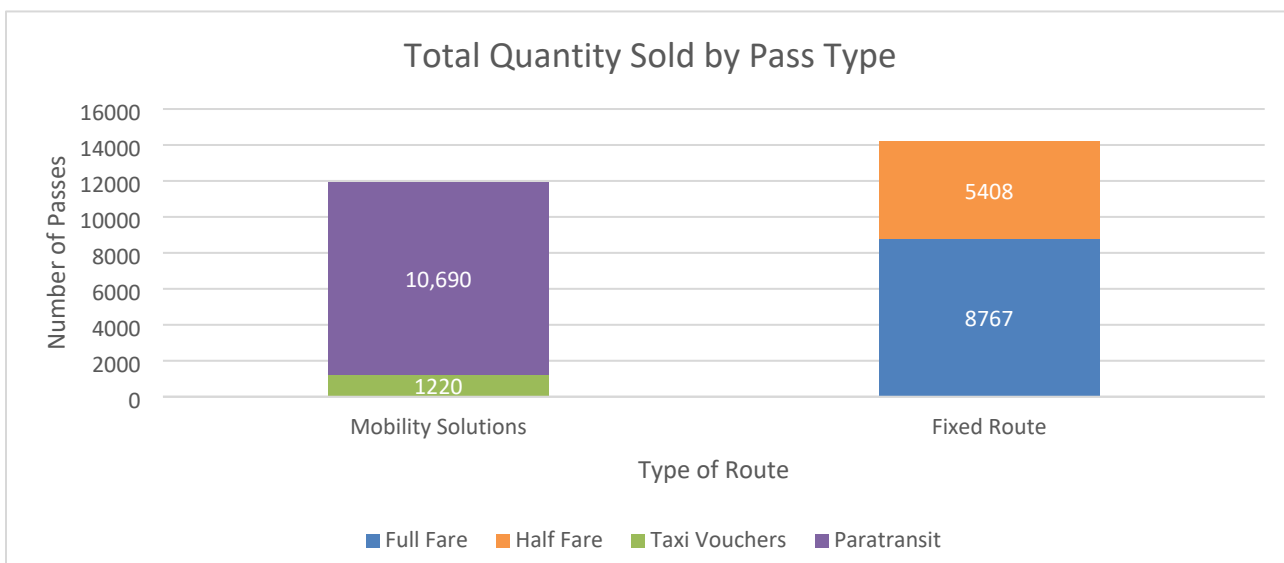
Comment Category	Count of Comment
Schedule Adherence	110
Pass By	75
Safety	53
Courtesy	21
Fares	20
Denial	15
Customer Care Center	10
Security	10
Suggestion	10
Request	9

Route	9
ADA	8
Bus Stop	8
Facility Maintenance	8
Rules	8
Compliment	7
Detour	3
Discrimination	3
Fulfillment	2
Red Line	2
Wrong Information	2
COVID	1
UZURV	1
Vehicle Maintenance	1
<b>Grand Total</b>	<b>396</b>



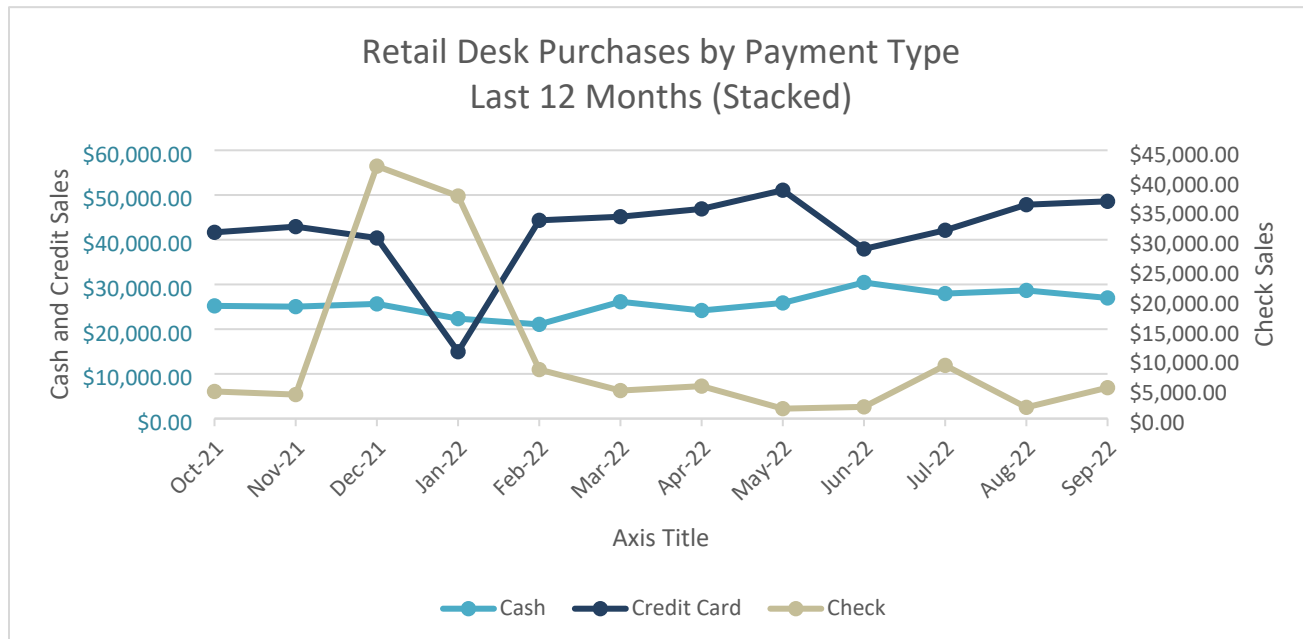
## Care Center Desk and Sales Report:

Total Quantity of Passes Sold: 26,085



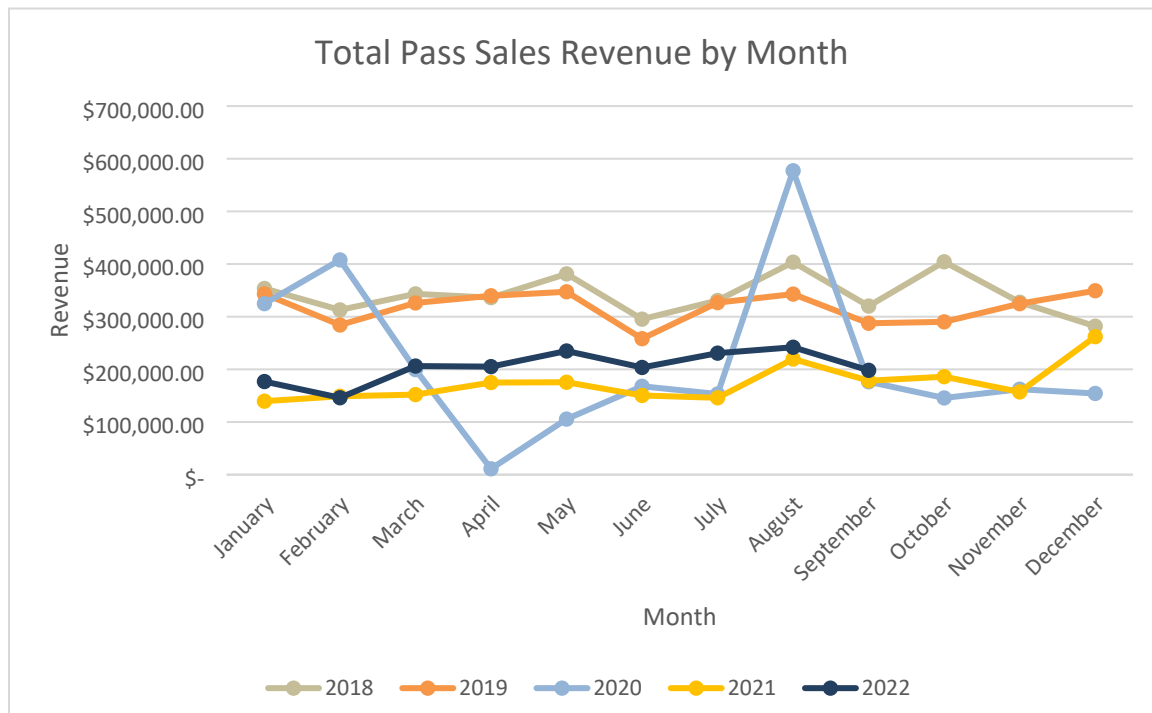
### Payment Breakdown:

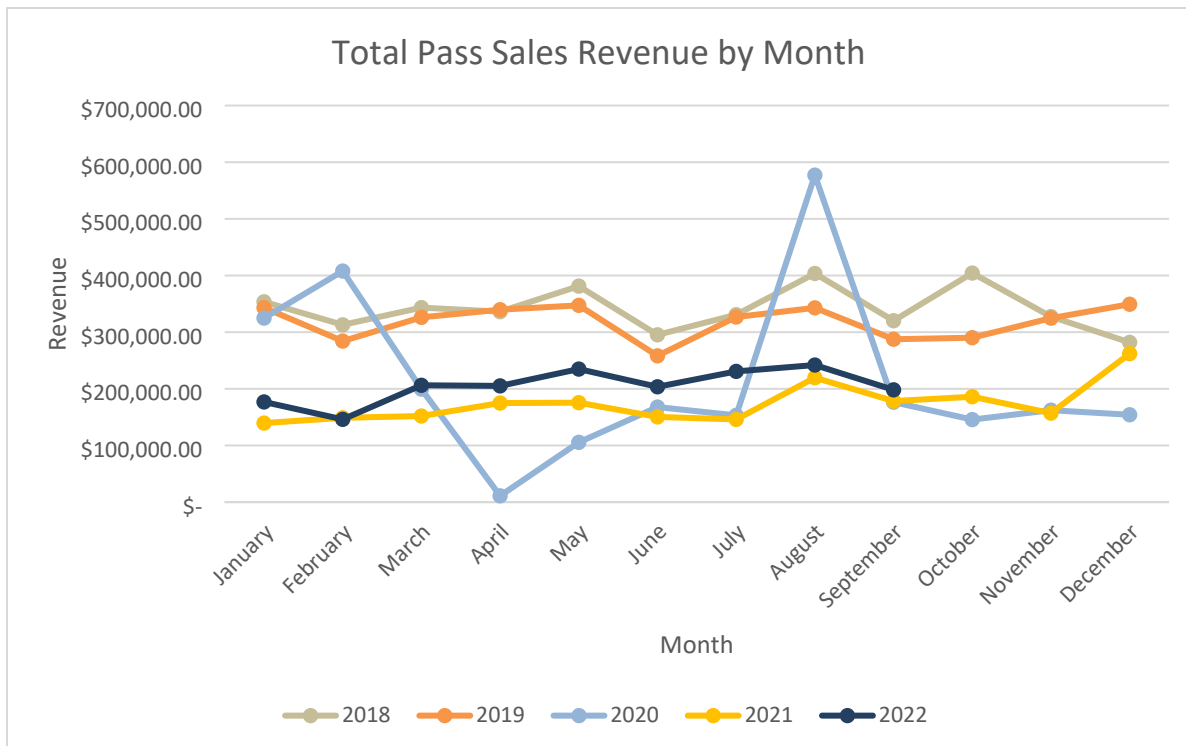
The Customer Care Center Desk experienced an increase in credit card and check sales by 8.16% combined. Cash sales experienced a 5.87% decrease for September 2022.



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

Total pass revenue decreased by 18.1% from August 2022 to September 2022.





#### 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**

<b>Paratransit</b>	<b>Unlinked Passenger Trips</b>	<b>Vehicle Revenue Hours</b>	<b>Vehicle Revenue Miles</b>	<b>Vehicles Operated in Max Service (Average)</b>	<b>Number of Days of Regular Service Operated</b>
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	9,846	5,532	100,195	32	30
July	9,903	5,938	107,046	32	31
August	11,079	6,475	118,260	34	31
September	10,494	6,377	112,023	33	30
October					
November					
December					
<b>Total</b>	<b>80,697</b>	<b>46,398</b>	<b>843,424</b>	<b>33</b>	<b>243</b>

#### **2021 Paratransit Data**



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

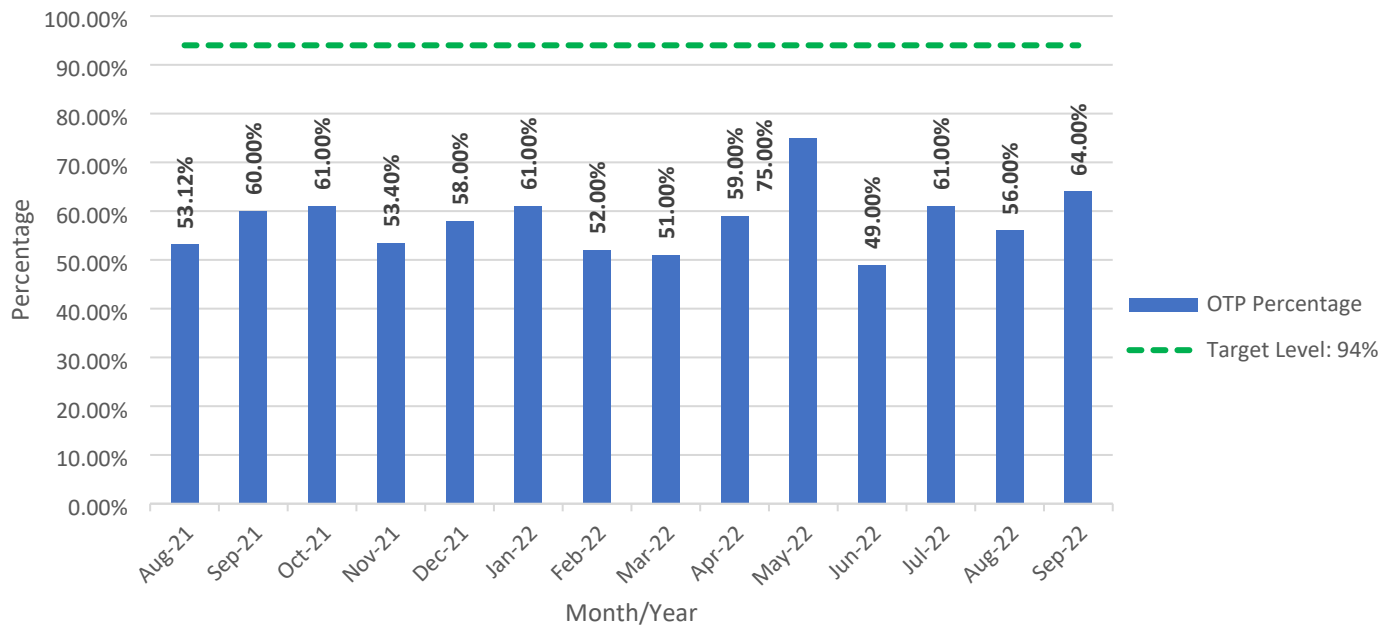
IndyGo Access Customer Comments:

Customer comments for September 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.

<b>Comment Categories</b>	<b>Number of Comments</b>	<b>Number of Valid Comments</b>
Schedule Adherence	67	64
Courtesy	5	5
Safety	5	5
Fares	4	4
ADA	3	3
Rules	2	2
Compliment	1	1
Request	1	1
Suggestion	1	1
UZURV	1	1
Wrong Information Given	1	1
Denial	1	0
<b>Grand Total</b>	<b>92</b>	<b>88</b>

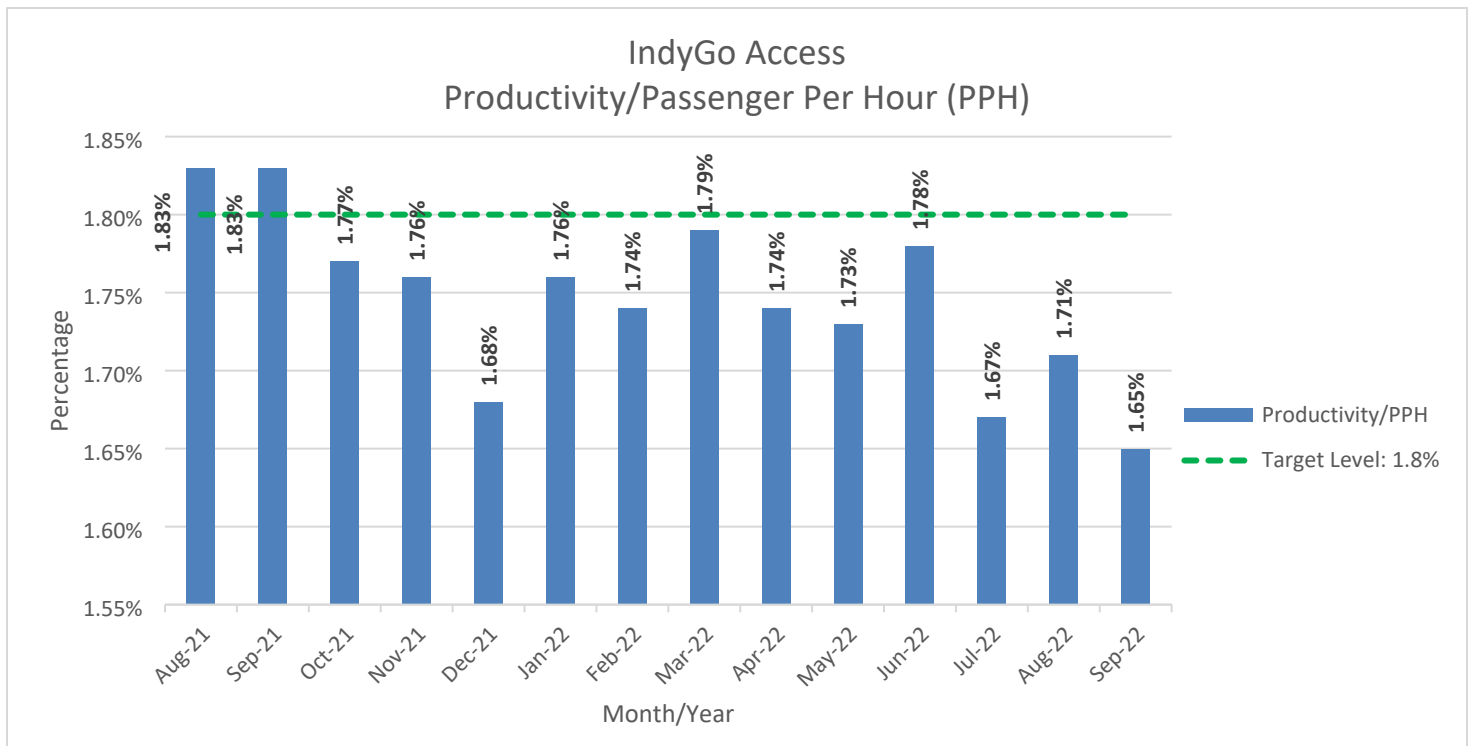
	<b>Number of Comments</b>	<b>Number of Valid Comments</b>
Late Bus	54	53
Extended Ride	5	5
Early Bus	2	2

### IndyGo Access On Time Performance (OTP)



UZURV No Show	2	2
No Show	2	1
Driver Disregarded Schedule	1	1
WellTrans No Show	1	0
<b>Grand Total</b>	<b>67</b>	<b>64</b>

On-Time Performance for **September 2022** was 64%, and Productivity was 1.65%. In September 2021, OTP was 59%, and Productivity was 1.47%; this is an increase of 7.8% and 10.9%, respectively.



**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	34	86	120	0	0	3
JULY	46	75	121	0	0	1
AUG	56	81	135	0	2	1
SEPT	33	89	121	0	0	1
OCT						
NOV						
DEC						

Total      395      606      998      0      2      10

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

	NEW UNCO ND	NEW COND	NEW TEMP	RENE W UNCO ND	REN EW CON D	RENE W 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
JUN E	34	0	0	86	0	0
JUL Y	46	0	0	73	1	1
AUG	56	0	0	79	0	0
SEP T	33	0	0	88	0	0
OCT						
NOV						
DEC						

	NEW UNCO ND	NEW CON D	NEW TEMP	RENE W UNCO ND	REN EW CON D	RENE W TEMP
JAN	21	1	0	36	2	0
FEB	29	0	0	33	0	0
MA R	44	2	0	40	1	0
APR	47	0	0	42	0	0
MA Y	30	2	1	40	0	0
JUN E	32	1	1	57	0	0
JUL Y	27	1	0	53	1	0
AU G	26	0	53	46	0	3
SEP T	0	0	50	48	0	1
OCT	0	0	46	53	1	0
NO V	0	0	44	32	1	0
DEC	0	0	45	42	1	1

Total	179	0	216	592	9	2	Total	256	7	240	522	7	5
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#### Voucher Program:

Mobility Services offers a lottery program and a dialysis program. Both programs are open to eligible IndyGo Access 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
	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	620	588	605	652	1628	1654	7,747
July	630	594	691	667	1831	1594	6,007
August	700	604	683	720	1713	1912	6,332
September	570	474	640	653	2,146	1,833	6,316
October							
November							
December							
	5,910	5,436	5,613	5,618	14,445	13,961	50,983

#### 2021 Taxi Voucher Tracking

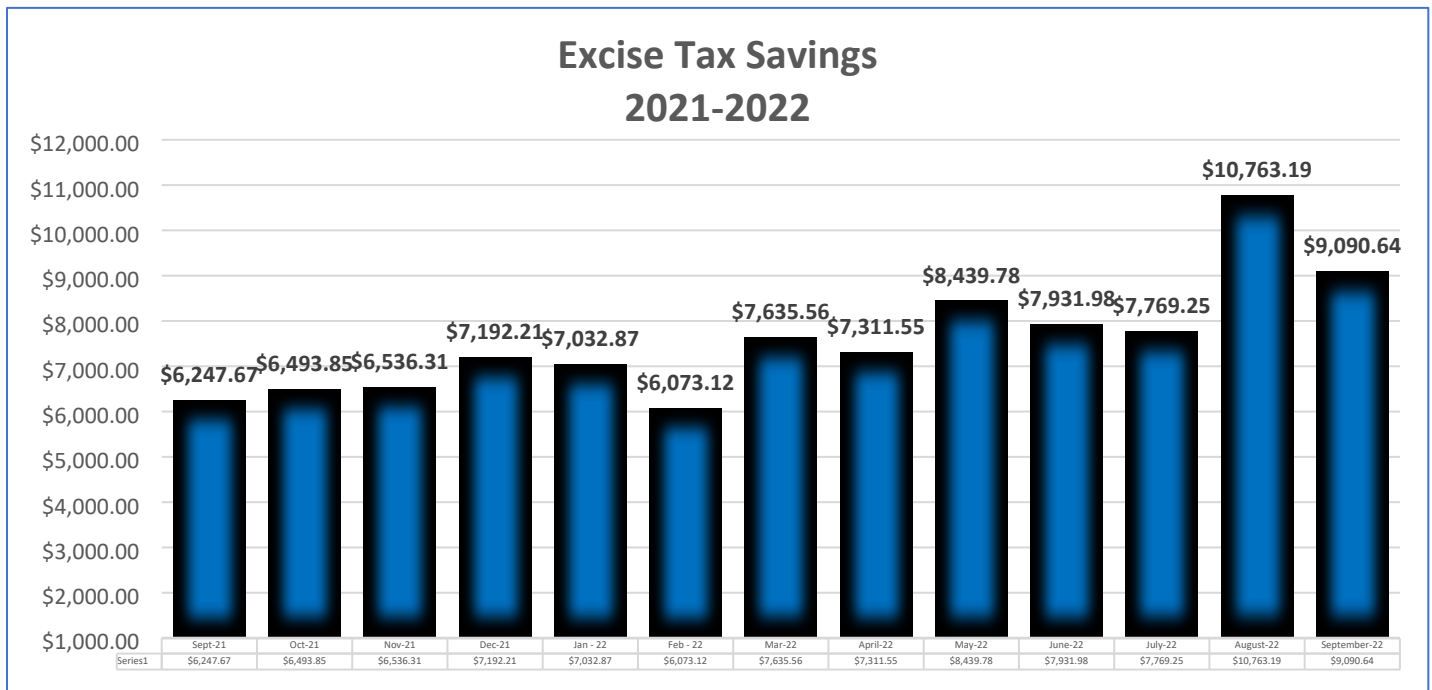
	Lottery		Dialysis		Emergency-Green		Total Vouchers
	Sold	Used	Sold	Used	Sold	Used	Used
January	720	591	703	749	0	0	1,340
February	760	541	673	707	0	0	1,248
March	680	589	714	761	0	0	1,350
April	680	637	828	680	0	0	1,317
May	750	587	599	697	0	0	1,284
June	640	708	742	700	0	0	1,408
July	710	609	634	636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

September 2022 savings from fuel excise taxes were \$9,090.64 (Fed Taxes = \$3,913.22 and State Taxes = \$5,177.42)

**Total 2022 annual savings is \$72,047.94**



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## Department of People & Teammate Experience Division Report – September 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief People Officer Denise E. Jenkins-Agurs, MS.Ed.  
**Date:** October 27, 2022

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### Recruitment/Talent Management:

- Performance Management process was sent Tuesday, October 17th. The timeline and process are reflective of the 2021 process with no changes. Increases will be announced later.
- Recruitment procedure has been evaluated to increase productivity. New process is in final review stages to streamline the recruitment process and create a more positive candidate and hiring manager experience
- “Talent/Impressed Me” recruitment cards have been printed and will be distributed throughout IndyGo
- Attended the CAFE Hiring Event on October 5<sup>th</sup>
- Upcoming Job Fairs: Indy Pride Career Fair, October 24<sup>th</sup> and Urban League, October 26<sup>th</sup>

### Wellness and Teammate Engagement:

- Elements Financial Lunch and Learn about healthcare and your money took place Wednesday, October 19<sup>th</sup> and 8 teammates attended.
- Vendor Fair for teammates is October 17-19 and 26-28. Aflac, Raymond James, Legal Shield, and New York Life will be in attendance.
- Excellence Awards 2022 Nominations are open for teammates to submit until Nov. 11<sup>th</sup>.
- IndyGo is wearing pink on Fridays in honor of Breast Cancer Awareness Month.
- Holiday Hoorah celebrating our teammates with food will take place on Wednesday, November 2nd.
- Fall/Halloween decorating contest is underway and departments have until Friday, October 28<sup>th</sup> to decorate.
- Blood Drive for teammates on Wednesday, October 26<sup>th</sup>. Hoping to get 10 units of blood.

### Diversity, Equity & Inclusion:

- Working with Zilo International Group on a readiness assessment for leadership as we embark upon a DEI Strategic Plan.
- Director of DEI and Teammate Engagement, Lloyd Daley-Graham will be a featured panelist for “How to Sustain DEI Strategies to Make Meaningful Impact,” hosted by Candace Nortey of Diversity, Equity, & Inclusion Strategies by Slone Partners on October 26<sup>th</sup>.

### Learning & Organizational Development:

- Designed a [Training Development Request](#) form to organize and prioritize new LMS projects. This document can be used for the following:
  - develop training for the LMS
  - materials for instructor-led courses,
  - create job aids to assist in day-to-day learning,

- Annual In-Service Training Completion Updates
  - Managers, Executives, and Admins: 96% completed by the due date (9/15)
  - Maintenance, GL, and other misc. ops: 90% completed by the due date (10/15).
  - Operators, supervisors, dispatchers, and service center: Approx. 60% have completed in-person training
    - They continue to hold sessions daily

**Benefits:**

- Open Enrollment planned for November 6<sup>th</sup> through November 19<sup>th</sup>
- Updated process in place to alert employees weekly of unpaid insurance premiums

**Mentorship and Apprenticeship:**

- 70% retention rate of new professional coach operators
- Additional Redline training, reduced accidents, current class zero accidents
- Finalizing tuition cost for apprentices for Ivy Tech
- 5 applicants for Transit Bus Technician Apprentice positions
- Job description being reviewed

Respectfully submitted,

**Denise E. Jenkins-Agurs, MS.Ed.**  
Chief People Officer



## Supplier Diversity Division Report – September 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Senior Supplier Diversity Officer Greg Garrett  
**Date:** October 27, 2022

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### DISCUSSION:

In the month of August 2022, IndyGo has obtained 18% 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.

The Supplier Diversity team participated in four events since the last board meeting. They include the Indianapolis Airport Authority Supplier Outreach, The Indiana Department of Administration “It Takes a Village” webinar, Indy Chamber Conexión Celebration, and the Indiana Department of Administration Business to Business Showcase. Supplier Diversity met and followed up with 54 businesses. Of those, 40 were not registered at the time, but since each event and our follow up, seven new vendors have registered with IndyGo on Bonfire.

### UPDATES/UPCOMING ITEMS:

Semi-Annual Report (December 2022)

**RECOMMENDATION:** Receive the report.

Greg Garrett  
Senior Supplier Diversity Officer  
DBELO

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