



Board Report  
November 17, 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)
  1. Finance Committee - Richard Wilson
  2. Service Committee - Adairius Gardner
- 4. Consent Agenda** (Presenter - Greg Hahn)
  1. A-1: Consideration and approval of minutes from Board meeting held on October 27, 2022
  2. A-2: Consideration and approval of Board of Directors meeting dates for 2023 (Presenter - Inez Evans)
  3. A-3: Consideration and approval to enter into contract negotiations with Burgess & Niple, Inc. for Local Route Transit Signal Priority (TSP) Engineering Services (Presenter - Matt Duffy)
  4. A-7: Consideration and approval of Alertus building mass notification system (Presenter - Mark Emmons)
  5. A-8: Consideration and approval of Swiftly annual renewal (Presenter - Annette Darrow)
  6. A-9: Consideration and approval of Hastus maintenance and cloud fees (Presenter - Annette Darrow)
  7. A-11: Consideration and approval of fuel management system upgrade (Presenter - Paul Williams)
- 5. Regular Agenda** (Presenter - Greg Hahn)
  1. A-4: Consideration and conditional approval of IndyGo's 2027 Transit Network (Presenter - Brooke Thomas)
  2. A-5: Consideration and approval of Resolution 2022-07 free days for 2022 Holiday Season (Presenter - Michael Roth)
  3. A-6: Consideration and approval of new Mobility Advisory Committee (MAC) member (Presenter - Mike Roth)
  4. A-10: Consideration and approval to purchase and operate hybrid vehicles on the Blue Line Bus Rapid Transit (BRT) Line (Presenter - Jennifer Pyrz)
- 6. Information Items** (Presenter - Greg Hahn)
  1. I-1: Receipt of the Finance Report for October 2022 (Presenter - Bart Brown)
  2. I-2: Department Reports
- 7. Adjourn** (Presenter - Greg Hahn)

Executive session may occur immediately prior or after scheduled meetings.  
[Per IC 5-14- 1.5.6.(b) {21 (A) and (B) & IC 5-14-1.5.6.1 (b) (9)}

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Our next Board Meeting will be Thursday, December 15, 2022

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## Awards & Commendation Recognition for October 2022

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**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** November 17, 2022

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### October 2022 Awards & Commendations

Employee	Position	Recognition
Joyce Barlow	Service Center Clerk	October Operations Employee of the Month
Andy Carpenter	Coach Operator – Fixed Route	43 Years of Safe Driving – Entire Career
Michael Flowers	Coach Operator – Fixed Route	31 Years and 1,000,000 Miles of Safe Driving
Jeff Brown	Chief Policy and Labor Relations Officer	Departure from IndyGo after 4 years of service

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## October 2022 Safe Drivers Recognition



*The following Operators are recognized for their safe driving for the month of October and received a National Safety Council patch, pin, and certificate.*

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Andy Carpenter	880	43	43
Michael Flowers	1963	31	36
Phillip Boicourt	580	25	38
Thomas Jacobs	2979	25	37
Gerry Poindexter	9631	24	33
Joe Monaghan	4142	16	19
Tonya Penn	8040	14	15
Dennis Clark	1022	12	22
Rhonda Watts	8271	10	12
Erica Harden	8667	6	8
Catherine Starkey	8741	4	7
Ebenezer Akinribade	9574	3	3
Mikaiah Arnold	9386	3	3
William Hazen	9613	3	3
Jonathan Lewis	9442	3	3
Richard Taylor	9205	3	4
Frank White	9617	3	3
Travis Pearson	9383	2	3
Jerry Turner	9291	2	4
Michael Barnard	9966	1	1
Jeffery Greene	9104	1	4
Anthony Southern	9304	1	3

## Recognition to Michael Flowers for 1,000,000 miles of Safe Driving



IndyGo has adopted the professional driving standards of the National Safety Council. IndyGo recognizes professional coach operators with years of service and safe driving.

There is also a prestigious award for 1,000,000 miles of safe driving, or 30 accumulated years driven, without a preventable accident. 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 professional coach operator, Michael Flowers for his outstanding achievement earning this honor. He exemplifies pride in safety and 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>
Michael Flowers	1963	31	36



***Congratulations and Thank You! Job Well Done!***



## Finance Committee Chairperson Report – November 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** November 17, 2022

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
November 10, 2022

The Finance Committee met on November 10, 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-2, A-7, A-8, A-9 & A-11 and Regular Agenda item A-10.

An item from the committee meeting I would like to highlight is Action Item A-7, approval of Alertus Building Mass Notification System. Director of Life Safety and Security Mark Emmons presented this action item to the Finance Committee.

IPTC has two new buildings that will house both IPTC employees and contracted employees. These new buildings do not have a system that would notify the staff in the event of an emergency, severe weather, or workplace violence event.

As part of a complete critical event management system, the Aletrus system will be an extension of the Everbridge system that IPTC is also procuring for a system-wide mass notification system. Working with the Everbridge platform, Alertus will give audio and visual alerts to the employees, contractors, and visitors that may be in one of the buildings where an emergency is taking place. Those alerts will tell the employees what the emergency is and what actions they should take to protect themselves.

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – November 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** November 17, 2022

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
November 10, 2022

The Service Committee met on November 10, 2022, at 2:00pm. 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-2, A-3, A-8, & A-9 and Regular Agenda items A-4, A-5, A-6, & A-10.

An item from the committee meeting I would like to highlight is Action Item A-8, approval of Sole Source - Annual Renewal for GIRO, HASTUS. Director of Service Planning Annette Darrow presented this action item to the Service Committee.

IPTC has used HASTUS by GIRO since 2005 and moved to version 2021 in the cloud in 2022. The platform includes modules for Planning, Scheduling, Operator Bid, Bid Web, Daily Operations, Customer Service, and web-based route planning information systems. The Daily Operations Module manages operator payroll and attendance. The Planning side provides all data from bus stops and shelters to route schedules, operator work schedules, and bidding. Customer service manages comments and trip planning via the website and other real-time platforms.

HASTUS software designed for public transit is a tool that ties together many operational functions. From planning and building service, distribution of work, and daily operations management, HASTUS has helped IPTC achieve efficient run cuts/staffing levels, Operator Bidding, and vehicle requirements. It also allows IPTC to share schedule information with the public through multiple platforms such as Google, 3<sup>rd</sup> party apps, Avail, Swiftly, and signage at the CTC.

Mr. Chairman, that concludes my report.

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# October Board of Directors Minutes

IndyGo

Oct 27, 2022 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

## ACTION ITEM A – 1

### Attendance

#### Members Present:

Hydre Abdullah, Charlie Carlino, Inez Evans, Mary Ann Fagan, Adairius Gardner, Greg Hahn, Richard Wilson, Jr., Emily Meaux, Lise Pace, Mike Roth, Brooke Thomas, Sean Wooding

#### Members Present (Remote):

Brian Atkinson, Bart Brown, Jeff Brown, Marcus Burnside, Jennifer Pyrz, Paul Williams





#### Staff Present:

Brian Clem, Brian Clem

#### Staff Present (Remote):





Bart Brown, Annette Darrow, Donnisha Davis, Greg Garrett, Latosha Higgins, Cheryl Purefoy, Cameron Radford, Aaron Vogel, LaTeeka Washington

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

-  [board cover 2022 Oct27.docx](#)
-  [page intentionally left blank.pdf](#)
-  [A AGENDA for October 27, 2022 Board Meeting.docx](#)
-  [page intentionally left blank.pdf](#)

Chairman Greg Hahn called the meeting to order at 5:01pm. Deputy Chief Legal Officer Sean Wooding called the roll. 6 members present in person. There was a quorum.

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

-  [A1 Awards & Commendation October.docx](#)
-  [page intentionally left blank.pdf](#)
-  [A1 Board Report October 2022 Safe Drivers.docx](#)
-  [A1 1,000,000 mile award Roy Thein.docx](#)


President/CEO Inez Evans gave an update on the Awards and Commendations for September 2022. Recognized was the September Operations Employee of the month, safe drivers for September 2022, and one employee with 30 years and 1,000,000 miles of safe driving.

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

Finance Committee - Richard Wilson


















Service Committee - Adairius Gardner

Governance & Audit Committee - Greg Hahn

-  [A Finance Committee Chair Report October.docx](#)
-  [page intentionally left blank.pdf](#)
-  [A Service Committee Chair Report October.docx](#)
-  [page intentionally left blank.pdf](#)
-  [A G&A Committee Chair Report October.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 September 22, 2022  
 [A-1 September Board of Directors Minutes.docx](#)  
 [page intentionally left blank.pdf](#)
2. A-2: Consideration and approval of 2021 Annual Financial External Audit Report (Presenters: Brian Atkinson)  
 [A-2 - Oct GA 2022 FORVIS, LLP.docx](#)  
 [A-2 FORVIS Final Audit Report 2021.pdf](#)  
 [A-2 IndyGo - Presentation.ppt](#)
3. A-3: Consideration and approval of Pandemic Recovery Assessment (Presenters: Brian Atkinson)  
 [A-3 - OCT GA 2022 Pandemic Recovery Assessment.doc.docx](#)  
 [A-3 Pandemic-Recovery-GA-Report-FINAL-09-22-2022.docx](#)
4. A-4: Consideration and approval of Employee Share of Health Insurance Premiums (Presenters: Brian Atkinson)  
 [A-4 - OCT GA 2022 Employee Share of Health Insurance Premiums.doc.docx](#)  
 [A-4 Insurance Arrears GA Audit Report Final 26SEP2022.docx](#)
5. A-5: Consideration and approval of Retail Center Audit (Presenters: Brian Atkinson)  
 [A-5- OCT GA 2022 Retail Center Audit.doc.docx](#)  
 [A-5 2022- Retail Center Audit - Final.docx](#)
6. A-8: Consideration and approval of RFP 22-03-442 snow & ice removal (Presenters: Paul Williams)  
 [A-8 snow removal 10-22.docx](#)
7. A-9: Consideration and approval of EQ 22-07-454 vehicle filters (Presenters: Paul Williams)  
 [A-9 Vehicle filters 22.docx](#)
8. A-10: Consideration and approval of RFP 22-04-441 wireless vehicle communication replacement (Presenters: Marcus Burnside)  
 [A-10 Consideration and Approval of Wireless Vehicle Communication.docx](#)
9. A-12: Consideration and approval to negotiate a contract with Anthem for group vision plan premiums and coverage (Presenters: Jeff Brown)  
 [A-12 Vision Renewal \(Oct 2022\).docx](#)
10. A-13: Consideration and approval to negotiate a contract with Delta Dental for group dental plan premiums and coverage (Presenters: Jeff Brown)  
 [A-13 Delta Dental Renewal \(Oct 2022\).docx](#)
11. A-14: Consideration and approval to negotiate a contract with Anthem for Stop Loss Insurance coverage (Presenters: Jeff Brown)  
 [A-14 Stop Loss\(Oct 2022\).docx](#)

Asked by Chairman Hahn if any Board Members would like to add or remove any items to the Consent Agenda, Treasurer Rick Wilson moved that the Board add A-11 from the Regular Agenda to the Consent Agenda. There was no objection.

#### **Motion:**

Approval of Consent Agenda

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

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

1. A-6: Consideration and approval of new Indianapolis Public Transportation Foundation (IPTF) Board Members (Presenters: Emily Meaux)

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. 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

**Motion:**

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

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

2. A-7: Consideration and approval of the Amendment of IndyGo's 2019-2027 Capital Plan (Presenters: Brooke Thomas)

 [A-7 Amendment to the IndyGo 2019-2027 Capital Plan 2022 10 07.docx](#)

 [A-7 IndyGo 2019-2027 Capital Plan - Adopted 08.28.2019 - Amending 10.27.2022\\_FINAL.pdf](#)

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. 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. 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.

**Motion:**

Approval of the Amendment of IndyGo's 2019-2027 Capital Plan

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

3. A-11: Consideration and approval of change to project definition for the Blue Line Bus Rapid Transit (BRT) project (Presenters: Jennifer Pyrz)

 [A-11 Change to project definition for the Blue Line.docx](#)

During the approval of the Consent Agenda, this item was moved to Consent by Treasurer Rick Wilson with no objection.

4. A-15: Consideration and approval of Resolution 2022-06 authorizing free rides for 2022 Midterm Election (Presenters: Mike Roth)

 [A-15 Midterm Election Free Rides 10.14.22.docx](#)

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 [A-15 Resolution 2022-6 Midterm Election.docx](#)

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IPTC has provided an essential service to our city by reducing barriers to accessing the polls. 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 until 10:00 pm on November 8, 2022, on Fixed Routes and IndyGo Access Services.

**Motion:**

Approval of Resolution 2022-06 authorizing free rides for 2022 Midterm Election

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

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

1. I-1: Mobility Advisory Committee (MAC) update (Presenters: Eddie Richenbach)

 [I-1 Mobility Advisory Committee 9-23-22 \(003\).pdf](#)

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 [I-1 MAC Meeting 9.21.22.pdf](#)

The Board heard a Mobility Advisory Committee (MAC) update from Senior Director of Mobility Solutions Michael Roth.

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

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

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

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

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The Board heard a financial update for September 2022 from Director of Budget Justin Burcope.

3. I-3: CEO Report (Presenters: Inez Evans)

 [I-3 CEO Report.docx](#)

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The Board heard a CEO update from President/CEO Inez Evans.

4. I-4: Governance & Audit workplan status update (Presenters: Brian Atkinson)

 [I-4- Oct 2022 GA - Workplan Status.docx](#)

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The Board received a Governance & Audit Workplan Status Report update.

5. I-5: Ethics Hotline summary report (Presenters: Brian Atkinson)

 [I-5- Oct 2022 Ethics Hotline Summary.docx](#)

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The Board received an Ethics Hotline Summary update.

6. I-6: Local funding pre-bid language enhancement (Presenters: Greg Garrett)

 [I-6 Supplier Diversity Information Item for Service Comittee.pdf](#)

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The Board received a Local funding pre-bid language enhancement update.

7. I-7: Indianapolis Public Transportation Foundation (IPTF) name change to IndyGo Foundation (Presenters: Emily Meaux)

 [I-7 Foundation Updates.docx](#)

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The Board heard an Indianapolis Public Transportation Foundation (IPTF) name change to IndyGo Foundation update from Foundation Executive Director Emily Meaux.

8. I-8: Department Reports

 [I-8a Board Report October 2022 Risk and Safety.docx](#)

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 [I-8b PLANNING AND CAPITAL PROJECTS REPORT for October 2022.docx](#)

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 [I-8c October Board Report PublicAffais.pdf](#)

 [I-8d SEP OPERATIONS DIV BOARD REPORT -10.2022 - Copy.docx](#)

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 [I-8e Oct 2022 Department of People & Teammate Experience Board Report.docx](#)

 [I-8f Supplier Diversity - September2022.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 5:49pm.

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Jill D. Russell  
Chief Legal Officer

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Date of Memo: November 04, 2022  
Current Meeting: November 17, 2022  
Board Meeting: November 17, 2022

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** President/CEO Inez P. Evans  
**SUBJECT:** Consideration and approval of Board of Directors meeting dates for 2023

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### ACTION ITEM A – 2

#### RECOMMENDATION:

Approval of the proposed dates for 2023 IPTC Board meetings.

#### BACKGROUND:

IPTC holds their Board meetings on the fourth Thursday of each month. Board meetings are scheduled for 5:00pm in the IPTC Board Room located at 1501 W. Washington St.

Finance Committee and Service Committee meetings occur on the third Thursday of each month, a week before the Board meeting, at 8:30am and 10:00am respectively and will have the option for Committee Members to attend in person in the IPTC Boardroom or virtually via Zoom. The Governance & Audit Committee will meet quarterly starting in January 2023 at 1pm with the same parameters as Finance and Service. All meetings are streamed live via the IndyGo Facebook page.

#### DISCUSSION:

Due to IPTC prior commitments, the August and September Board meetings will be held on the fourth Wednesday instead of the fourth Thursday in those months. An Executive session may occur immediately prior or after scheduled meetings. The following dates are proposed for Board meetings during 2023.

Board Meeting Dates YEAR 2023
Thursday, January 26 <sup>th</sup>
Thursday, February 23 <sup>rd</sup>
Thursday, March 23 <sup>rd</sup>
Thursday, April 27 <sup>th</sup>
Thursday, May 25 <sup>th</sup>
Thursday, June 22 <sup>nd</sup>
Thursday, July 27 <sup>th</sup> <b>Budget 2024 Introduced</b>
Thursday, August 10 <sup>th</sup> <b>Public Hearing for Budget 2024</b>
Wednesday, August 23 <sup>rd</sup> <b>Final Adoption of Budget 2024</b>
Wednesday, September 27 <sup>th</sup>
Thursday, October 26 <sup>th</sup>
Thursday, November 16 <sup>th</sup>
Thursday, December 14 <sup>th</sup>

**ALTERNATIVES:**

The Board could choose to reject these dates and ask that IPTC staff propose a new set of meeting dates for 2023.

**FISCAL IMPACT:**

None

**DBE/XBE DECLARATION:**

None

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee and Service Committee on November 10, 2022 and will be placed on the Consent Agenda.





Date of Memo: November 02, 2022  
Current Meeting: November 17, 2022  
Board Meeting: November 17, 2022

## BOARD MEMORANDUM

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

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

**FROM:** Project Manager Matt Duffy

**SUBJECT:** Consideration and approval to enter into contract negotiations with Burgess & Niple, Inc. for Local Route Transit Signal Priority (TSP) Engineering Services

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### ACTION ITEM A – 3

#### **RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize IPTC's President/CEO to approve entering into contract negotiations with Burgess & Niple, Inc. to assist IPTC with planning the Local Route Transit Signal Priority (TSP) implementation.

#### **BACKGROUND:**

TSP is a technology that improves transit performance and reliability by prioritizing transit vehicles at traffic signals to reduce the amount of time that they spend stopped at them.

An RFQ for engineering services to assist IPTC in planning and designing the local route (non-BRT) TSP system was released in September. An evaluation committee reviewed the two proposals and has determined that the Burgess & Niple, Inc. team is the most qualified to complete the work.

#### **DISCUSSION:**

Engineering services in this contract include planning, scoring, and prioritizing TSP locations across the local route network, conducting intersection site surveys, and potentially developing signal modernization plans.

In the event that IPTC cannot come to an agreement with Burgess & Niple, Inc. during contract negotiations, it is requested that the Board authorize President/CEO to negotiate a contract with the second-place vendor, American Structurepoint, Inc.

#### **ALTERNATIVES:**

The Board could choose not to authorize the President/CEO to enter into contract negotiations with Burgess & Niple, Inc. However, IPTC would be hindered in its ability to create a thorough data-driven plan to implement the TSP system throughout the IPTC network.

#### **FISCAL IMPACT:**

There is no fiscal impact associated with this action item. A Task Order for a not to exceed amount will be brought to the Board for approval at the December Board meeting, assuming contract and task order negotiations are successful. This project is funded through a CMAQ federal grant and the Capital Budget.

**DBE/XBE DECLARATION:**

The selected proposer has indicated their commitment to partner with M/W/V/DOBE firms with their initial proposal and commitment letters. Their team consists of Infrastructure Engineering, Inc. (MBE), the Etica Group (WBE), Roger Ward Engineering, Inc. (VBE), and Monument Engineering, LLC (DOBE). Contract amounts and percentages of work will be determined when tasks are assigned, and fee proposals are reviewed.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on November 10, 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 Life Safety and Security Mark Emmons

**SUBJECT:** Consideration and approval of Alertus Building Mass Notification System

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### ACTION ITEM A – 7

#### **RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we request that the Board authorize the President/CEO to enter into a contract agreement with Multiguard Corporation. This agreement will be for the purchase and installation of the Alertus Building Mass Notification System at 9503 E 33<sup>rd</sup> Street and 2425 W. Michigan Street for an amount not to exceed \$192,551.

#### **BACKGROUND:**

IPTC has two new buildings that will house both IPTC employees and contracted employees. These new buildings do not have a system that would notify the staff in the event of an emergency, severe weather, or workplace violence event. This system will do that and much more.

As part of a complete critical event management system, the Aletrus system will be an extension of the Everbridge system that IPTC is also procuring for a system-wide mass notification system. Working with the Everbridge platform, Alertus will give audio and visual alerts to the employees, contractors, and visitors that may be in one of the buildings where an emergency is taking place. Those alerts will tell the employees what the emergency is and what actions they should take to protect themselves.

#### **DISCUSSION:**

The new system will allow IPTC to have Alertus beacons and marquee signs installed throughout each building which will notify staff of any emergencies. The project will be a sole source project as Alertus is the only manufacturer of this system. Alertus does not sell its product to the end user and requires IPTC to use an authorized Alertus dealer to purchase and install the equipment.

#### **ALTERNATIVES:**

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

- There would be no mass notification system to notify employees of emergencies at the new IPTC facilities.
- IPTC may have to purchase a separate stand-alone Building Mass Notification System that could require more employee interaction to manage and could cost more to purchase.

**FISCAL IMPACT:**

This project is unbudgeted and the funding source for this procurement will come from the proceeds of the 2021 approved bond issue.

**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 November 10, 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 Service Planning Annette Darrow

**SUBJECT:** Consideration and approval of Sole Source - Renewal for Swiftly

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### ACTION ITEM A – 8

#### **RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into a sole-source contract with Swiftly to procure software to provide real-time arrival information, enhanced dispatch tools, rider alerts/detours, and enhanced data analytics in the amount not to exceed \$541,301 for two years.

#### **BACKGROUND:**

Swiftly is a modern software platform that provides internal and external information in a way that had not previously been available in transit. IPTC implemented Swiftly in late 2019 with the launch of the Red Line and local route improvements in the Marion County Transit Plan. Swiftly fulfilled this need with real-time arrival predictions, live operations for bus headway management, runtime analysis, rider alerts, texting, interactive voice response, as well as backend data analytics that can be shared with third parties.

#### **DISCUSSION:**

Renewing the contract with Swiftly will maintain current services and add a detour module for enhancing customer information and Speed Map. IPTC completed a pilot from March-May 2022 with Swiftly to analyze the Red Line travel speeds in their Speed Map module. The pilot looked at 74 signalized intersections and found that buses sat in traffic for over 800 hours at red lights, where 1/3 of the intersections are in dedicated lanes. This analysis led to signal timing improvements at ten of the most problematic intersections. The data and software will allow us to review other areas in the local route network to suggest signal timing improvements to DPW to keep the buses moving and where we can deploy transit signal priority in the future.

#### **ALTERNATIVES:**

The Board could choose not to award. This would mean IPTC would not have the rider alerts information or real-time customer predictions through Swiftly as well as runtimes and Speed Map for scheduling.

#### **FISCAL IMPACT:**

The total cost of this procurement is \$265,920 for 2023 and \$275,381 for 2024 totaling \$541,301. The funding for this project is budgeted and will come out of the Operating Budget.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee and Service Committee on November 10, 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 Service Planning Annette Darrow

**SUBJECT:** Consideration and approval of Sole Source - Annual Renewal for GIRO, HASTUS

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### ACTION ITEM A – 9

#### **RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into a sole source contract with Giro Inc. to provide the required Licensing, Maintenance, Cloud Hosting, and Support of HASTUS-related software in the amount not to exceed \$324,993 for one year.

#### **BACKGROUND:**

IPTC has used HASTUS by GIRO since 2005 and moved to version 2021 in the cloud in 2022. The platform includes modules for Planning, Scheduling, Operator Bid, Bid Web, Daily Operations, Customer Service, and web-based route planning information systems. The Daily Operations Module manages operator payroll and attendance. The Planning side provides all data from bus stops and shelters to route schedules, operator work schedules, and bidding. Customer service manages comments and trip planning via the website and other real-time platforms.

#### **DISCUSSION:**

HASTUS software designed for public transit is a tool that ties together many operational functions. From planning and building service, distribution of work, and daily operations management, HASTUS has helped IPTC achieve efficient run cuts/staffing levels, Operator Bidding, and vehicle requirements. It also allows IPTC to share schedule information with the public through multiple platforms such as Google, 3<sup>rd</sup> party apps, Avail, Swiftly, and signage at the CTC.

#### **ALTERNATIVES:**

The Board could choose not to award. If not awarded, IPTC would not be able to create public schedules, operator schedules, operator bids, operator payroll, operate Avail, Google, or other public-facing services that share our route and schedule information.

#### **FISCAL IMPACT:**

The total cost of this procurement is \$324,993. The funding for this project will come out of Operating Budget.

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

This procurement is a sole source; therefore, no goals apply to this opportunity.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee and Service Committee on November 10, 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 Preventative Maintenance and Facilities Paul Williams

**SUBJECT:** Consideration and approval of Fuel Management System Contract

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### ACTION ITEM A – 11

#### **RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into a sole source contract with FleetWatch to upgrade the software and equipment for the fuel management system in an amount that is not to exceed \$401,755.

#### **BACKGROUND:**

FleetWatch has been our fuel management system since 2006. This system supports the consumption and dispensing of all fluids required to maintain our revenue fleet including diesel, coolant, transmission, motor oil, and windshield wash fluids in the fleet service lanes. The system also captures mileage data on these vehicles which is critical for reporting and planning purposes.

FleetWatch has not been fully upgraded since 2009, however, minor upgrades were completed in 2016. The implementation of the upgrade will provide replacement of equipment that is beyond useful life with limited parts availability. The upgrade will also expand fuel/fluid management services beyond the service lane and expand it throughout the maintenance garage into to each service bay. The maintenance area expansion will give IPTC the capability to track fluid consumption more accurately down to the bus level. Another key benefit of this upgrade will be gaining the ability to track mileage for the battery electric buses (BEB). Currently this data is not collected in an automated manner through this system.

#### **DISCUSSION:**

The fuel management upgrade is needed to remain current with technology changes and functionality requirements. This upgrade will increase the efficiency of fluid dispensing, enhance reporting, and improve overall operational efficiencies. It will provide additional fluid tracking capability at the bus level with the expansion of service into the maintenance area as well as help avoid delays with repairs due parts obsolescence. This upgrade will facilitate centralized fluid and mileage data collection for all revenue vehicles, inclusive of our expanding BEB fleet.

#### **ALTERNATIVES:**

The Board could choose not to award.

#### **FISCAL IMPACT:**

This project is included in the approved Capital budget.

**DBE/XBE DECLARATION:**

This procurement is a sole source; therefore, no goals apply to this opportunity.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on November 10, 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 Strategic Planning Brooke Thomas, AICP

**SUBJECT:** Consideration and conditional approval of IndyGo's 2027 Transit Network

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### ACTION ITEM A – 4

#### **RECOMMENDATION:**

It is recommended that the IPTC Board of Directors approve the 2027 Transit Network, as proposed, under the condition that the Board reviews and accepts the findings of a final service equity analysis at a future board meeting.

#### **BACKGROUND:**

First adopted in 2015, this longer-term service plan was the result of a comprehensive operational analysis that was completed in 2010. The cornerstone of that plan was a reconfiguration of bus routing in the downtown area in anticipation of the opening of downtown transit center later names the Julia M. Carson Transit Center and to shift IPTC's entire bus network from a coverage-based model to more of a ridership-model. Having not yet held the transit tax referendum, this initial version of the future service plan needed to include several build-out scenarios for the full network redesign, as well as a financial plan for each scenario.

All scenarios presumed that 80% of the agency's resources would be devoted to places where the greatest number of people are most likely to use it, and 20% to ensure that transit is accessible to anyone that needs it regardless of how much it gets used, and that the agency would begin to create a high-frequency grid network. It carefully weighed the pros and cons of shifting to a greater ridership focus before or after a successful transit referendum. It was determined at that time that IPTC could accomplish the goals outlined in the Marion County component of the Central Indiana Transit Plan, including the build-out of a new bus rapid transit network, by 2022.

By the time the Red Line launched in September 2019, it was evident that the preferred scenario couldn't be implemented within the initial timeline, which caused the agency to have to revisit the financial plan for the network redesign. In 2020, IPTC began the process of reviewing both the preferred scenario and the implementation timeline by conducting another comprehensive operational analysis. The proposed 2027 Transit Network is the result of the technical work and community outreach conducted over the past 23 months.

The major service changes that make up the proposed 2027 Transit Network would be a significant policy change, per IPTC's Title VI program and policies. Therefore, IPTC is required to evaluate the impacts of significant policy changes on minority and low-income populations relative to non-minority and non-low-income populations and pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IPTC's established Title VI policy, are considered a disparate impact or disproportionate burden, respectively.

## **DISCUSSION:**

IPTC staff, working in cooperation with the Indianapolis Metropolitan Planning Organization and alongside community stakeholders, have reviewed IPTC's network redesign and prepared a new future service plan that, if adopted, would replace the future service plan that was established in 2016. This most recent planning effort is distinctly different from past planning efforts in that it needed to honor the visioning and values elicited from the community over the past decade and uphold the tradeoffs that were made. By contrast, this planning effort was based primarily on technical thinking, yet we were able to honor the community's desire for faster, more reliable, and more efficient service overall.

Like previous versions of IPTC's future service plan, the two most essential parts of this plan is the shift to a ridership-based service network and the increase in service frequency across the three bus rapid transit routes as well as many of IPTC's local routes. This level of service makes it possible for more people to choose to ride IPTC while at the same time ensuring that more transit riders can be freed from having to rely on a bus schedule or routes where a bus only comes once an hour. It will allow IPTC to continue to focus on service reliability and efficiency for residents in Marion County who need to get to and from their destinations safely and as quickly as possible.

A final service equity analysis awaits the Board's conditional approval of the 2027 Transit Network. A preliminary service equity analysis was completed in the spring of 2022, prior to staff finalizing the proposed update to IPTC's future service plan. At that time, it was determined that the proposed 2027 Transit Network *would not* create a disparate impact or disproportionate burden for Indianapolis' minority and low-income populations. When comparing IPTC's existing transit network to the proposed transit network, the benefits to minority and low-income populations relative to non-minority and low-income populations are similar.

## **ALTERNATIVES:**

IPTC's future service plan, as amended from time to time, is the authority on future service not just for the transit agency but also for the community and economic development agencies and social service agencies, among others. The Board can choose to forego adopting staff's recommended future service plan; however, future policy and decision-making would be based on past planning efforts; a plan that we know cannot be implemented within the next 5 years and that may be unsustainable in the long term.

## **FISCAL IMPACT:**

The proposed 2027 Transit Network is a fiscally constrained future service plan. The Strategic Planning and Service Planning departments used the financial projections developed and maintained by IPTC's Finance Division before determining how the remaining local route improvements needed to be modified. At full build-out, IPTC will have increased its service from 550,000 vehicle revenue hours to approximately 780,000 vehicle revenue hours. The agency's workforce would grow from fewer than 400 bus operators to approximately 560 bus drivers. Assuming a fully loaded cost of \$150/revenue hour, 780,000 VRH is equivalent to \$117 million to fully implement the 2027 Transit Network. In 2027, it is projected that IPTC's total revenue, and thus total expenditures, will be approximately \$147.1 million.

## **DBE/XBE DECLARATION:**

Not applicable.

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

This action was reviewed by the Service Committee on November 10, 2022 and will be placed on the Regular Agenda.



Date of Memo: November 01, 2022  
Current Meeting: November 17, 2022  
Board Meeting: November 17, 2022

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Mobility Solutions Michael Roth  
**SUBJECT:** Consideration and approval of Resolution 2022-07 free days for 2022 Holiday Season

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### ACTION ITEM A – 5

#### **RECOMMENDATION:**

Approve Resolution authorizing IPTC to offer free rides on Thanksgiving Day (November 24, 2022), Christmas Day (December 25, 2022), and beginning at 8 p.m. on New Year's Eve (December 31, 2022) for both fixed route and IndyGo Access service.

#### **BACKGROUND:**

IPTC has supported free fares during the holiday season for the past three years. By removing the barrier of transportation costs and promoting safety during the holiday season, we can help support and attract new riders.

#### **DISCUSSION:**

N/A

#### **ALTERNATIVES:**

N/A

#### **FISCAL IMPACT:**

The average revenue is approximately \$10,000 for all 3 days for the fixed route and IndyGo Access.

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

N/A

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

This action was reviewed by the Service Committee on November 10, 2022 and will be placed on the Regular Agenda.

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**RESOLUTION 2022-07**

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

**A RESOLUTION** establishing that the Board of Directors of the Indianapolis of the Indianapolis Public Transportation Corporation, is interested in providing free fare during the 2022 holiday season on November 24, 2022, December 25, 2022, and beginning at 8 p.m. on December 31, 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**, November 24, 2022, December 25, 2022, and December 31, 2022 are the upcoming observed holidays; and

**WHEREAS**, supporting free fare would remove the barrier of transportation cost for our riders during the holiday season; and

**WHEREAS**, the Board of Directors, having considered and being duly advised, finds that the Board of Directors has an interest in promoting the use of safe transit for commuting during the holiday season.

**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 authorizes the President/CEO, on behalf of the Indianapolis Public Transportation Corporation, to offer free public transit fares November 24, 2022, December 25, 2022, and beginning at 8 p.m. on December 31, 2022, on both fixed route and IndyGo Access services.

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 17<sup>th</sup> day of November 2022.**

BOARD OF DIRECTORS INDIANAPOLIS  
PUBLIC TRANSPORTATION CORPORATION

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Gregory F. Hahn  
Chairman of the Board of Directors

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

Jill D. Russell, Chief Legal Officer  
Indianapolis Public Transportation Corporation

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## BOARD MEMORANDUM

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

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

**FROM:** Senior Director of Mobility Solutions Michael Roth

**SUBJECT:** Consideration and approval of a new Mobility Advisory Committee (MAC) Committee Member

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### ACTION ITEM A – 6

#### **RECOMMENDATION:**

Approval of the nominee recommended for membership to the Mobility Advisory Committee.

#### **BACKGROUND:**

The bylaws of the Mobility Advisory Committee (MAC) require staggering members' terms to ensure representation and new membership continuity. Each appointed MAC member shall serve a term of two years and shall serve no more than two consecutive full terms. There is currently one open position on the MAC. The MAC has approved one member and seeks board approval to fill the open position. The MAC submitted the nomination to the Service Committee on November 10, 2022, with a recommendation for approval by the IPTC Board of Directors.

#### **DISCUSSION:**

The attached biography represents the nominee the IPTC Service Committee recommended for appointment to the MAC.

#### **Amanda Bagwell**

Amanda holds a Juris Doctor Degree with a psychological education background. She is the Americans with Disabilities Act (ADA) Coordinator for the Indiana Family and Social Services Administration (FSSA). She has worked with individuals with disabilities who were convicted of violent crimes. Amanda believes they have significant barriers to employment and transportation or safe sidewalks to walk to transportation. Amanda has engaged with community partners in various employment roles and handled accessibility concerns in an advisory role. As a part of her employment, she has made it a goal to assist or present sensitivity training and be the safe space for vendors and providers on how to interact with individuals with disabilities and service animals.

#### **ALTERNATIVES:**

The Board could choose not to approve the appointment of Amanda Bagwell.

#### **FISCAL IMPACT:**

No Fiscal Impact.

**DBE/XBE DECLARATION:**

No DBE/XBE Declaration.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on November 10, 2022 and will be placed on the Regular Agenda.



Date of Memo: November 02, 2022  
Current Meeting: November 17, 2022  
Board Meeting: November 17, 2022

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Chief Development Officer Jennifer Pyrz, PE  
**SUBJECT:** Consideration and approval to purchase and operate hybrid electric vehicles on the Blue Line Bus Rapid Transit (BRT)

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### ACTION ITEM A – 10

#### **RECOMMENDATION:**

It is requested that the Board authorize IPTC Staff to purchase and operate hybrid electric vehicles for the initial implementation of the Blue Line Bus Rapid Transit (BRT) line.

#### **BACKGROUND:**

IPTC and its community partners have been working together over many years to build out a vision for improved public transportation in Indianapolis. From the early stages of planning, it was envisioned that electric vehicles would be a key component of that vision. The Bus Rapid Transit (BRT) system, in particular, was planned to operate using all electric vehicles.

The Red Line BRT, which opened for operation in 2019, was widely touted as the first all-electric BRT in the nation. Battery-electric vehicles have also been purchased for the Purple Line BRT, will begin arriving next year, and will be operating beginning in 2024. The Blue Line BRT has been planned to be serviced with battery-electric buses as well.

Late in 2021, however, the U.S. National Defense Authorization Act of 2020 went into effect, banning federal transit funding for manufacturers linked to China. This ban applies to IPTC's purchase of BYD vehicles and effectively restricts IPTC to buying lower-range, more expensive, battery-electric vehicles. With the lower range comes the need for more buses to operate the same level of service, and more time and infrastructure devoted to charging vehicles. As the Blue Line design was reaching 60% completion, IPTC was projecting the need for 55 battery-electric vehicles to operate the Blue Line effectively under these new restrictions, at a cost of \$130 Million (in year of expenditure, YOE).

#### **DISCUSSION:**

In June 2022, IPTC received an updated project cost estimate for the Blue Line. Since the previous estimate, at the 30% design milestone, the project cost increased from \$220 Million to more than \$520 Million. The updated estimate included the cost for 55 vehicles, based on the new restrictions of the National Defense Authorization Act as described above.

IPTC staff have since been evaluating the project with the intent of bringing it back in line with available funding. It has been determined that, at least for the initial implementation, it is no longer feasible to use battery-electric vehicles on the Blue Line. In addition to the high upfront costs of purchasing the vehicles, the many additional vehicles needed to operate the Blue Line also require enroute charging infrastructure and new charging infrastructure in the garage. A greater number of buses also requires a greater number of operators at a time where labor shortages are already

impacting our ability to provide service. When considered together, the capital and operating costs of using fully electric vehicles on the Blue Line do not fit within IPTC's current budget.

IPTC staff is recommending that hybrid electric vehicles be purchased and operated for the initial implementation of the Blue Line. This change will save almost \$100 million and will require at least 35 fewer vehicles. This change will be incorporated into our Capital Investment Grant application update next spring for Federal Transit Administration review and scoring.

It is important to note that this is not a recommendation or decision to use hybrid electric vehicles in perpetuity. To serve the Blue Line as currently designed, buses would last seven to 12 years, depending largely on how many miles they are driven per year. When the time comes to replace the initial set of hybrid vehicles, IPTC could choose to move back to battery electric vehicles or choose another zero-emission vehicle. The hope is that, at that point, IPTC would be able to take advantage of new manufacturers or new technology that could make the decision to go zero emission more cost-effective.

#### **ALTERNATIVES:**

The Board could reject this recommendation and direct IPTC Staff to continue with battery-electric buses on the Blue Line BRT project.

#### **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 both the capital and operating costs of the project. The exact value of the change will be determined as the project progresses.

#### **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 November 10, 2022 and will be placed on the Regular Agenda.

## Information Update – October 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 Budget Director Justin Burcope  
**Date:** November 14, 2022

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### OCTOBER 2022 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is under budget by \$584,538 (-63.4%) for the month but over budget \$1,993,744 (31.1%) year to date. Increase of 5307 for ADA support makes up the largest portion of the variance. We have collected our entire assistance for FY 2022 as of last month.
- Other Operating revenue category is over budget by \$721,908 for the month. \$430,000 of the overage was a payment from the City of Indianapolis for their share of betterments for the Purple Line. Year-to-date, this category is over budget by \$1,889,921 (349.9%).
- The passengers service revenue is under budget by \$60,122 (-11%) for the month and under budget by \$416,735 (-7.9%) year to date.
- We have received our entire allocation of PMTF for the year at \$11,240,036.
- Property Tax Revenue collected in October was under budget at \$191,366 (-6.13%). Year to date we have collected \$32,922,619, which is \$1,713,559 (5.5%) over budget.
- Income Tax came in over budget by \$175,203 for October. Collections YTD are \$4,467,374 (13.2) over budget.
- The Service Reimbursement Program revenue is over budget by \$3,241 (9.4%) for the month. Year to date, this category is over budget by \$12,404 (3.6%).

*The Total Revenue for the agency is over budget by \$64,325 (1%) for the month and by \$11533,607 (12.8%) year to date.*

#### Expenditures

##### I) Personnel Services

- Fringe benefits are under budget for the month by \$278,402 (-17%). Year to date, this category is under budget by \$3,521,942 (-20%). 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 \$180,001 (76.9%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. This category is over budget by \$1,875,302 (74.5%) year to date.
- Salary expenses are under budget by \$793,371 (-20.7%) for the month and by \$7,153,899 (-17.4%) year to date.

*The Personnel Services category is under budget by \$891,772 (-15.6%) for the month of October and \$8,880,539 (-14.4%) year to date.*

## II) Other Services and Charges

- Claims were under budget by \$59,563 (-17%) for the month and by \$1,066,136 (-30.2%) year to date.
- For the month of October, the Miscellaneous Expense category is under budget by \$2,141 (-2.8%). Year to date, it is under budget by \$135,382 (-17.4%).
- In October, the Purchased Transportation category is under budget by \$207,231 (-20.7%) and year to date by \$1,832,372 (-18.3%).
- For the month the "Services" expense category is under budget by \$707,683 (-9.5%). It is also under budget for year to date by \$6,085,437 (-33%).
- For the month, utilities expenses are over budget by \$18,385 (9.5%). 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 \$287,726 (-27.1%).

*Overall, the Other Services & Charges category is under budget by \$995,004 (-28.7%) for the month and \$9,407,054 (-27.1%) year to date.*

## III) Materials & Supplies

- The fuel and lubricant category is under budget by \$122,607 (-25.4%) for the month and \$1,521,095 (-31.5%) year to date.
- For the month of October, the maintenance materials category is over budget by \$88,080 (19.3%) due to order of stock parts for inventory. Year to date, this category is under budget by \$228,786 (-5%).
- Other materials and supplies category is under budget by \$89,975 (-73.9%) in October and \$636,069 (-52.2%) year to date.
- Tires & Tubes is under budget by \$10,065 (-19.7%) for the month and \$72,809 (14.2%) year to date.

*For the month, the Total Materials and Supplies category is under budget by \$134,567 (-12.1%). Year to date, this category is under budget by \$2,458,760 (-22.1%).*

*In October, the overall, the expenditures came under budget by \$2,021,343 (-19.6%) and \$20,666,353 (-19.3%) year to date.*

## FY 2022 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount
10/18/2022	A/C backup East Campus	Capital	Capital	\$74,860
10/17/2022	Everbridge Notification System	Operating	Other Services & Charges	\$25,569
10/01/2022	Extension of Heliport Lease	Operating	Other Services & Charges	\$15,224
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 Budget Director Justin Burcope





# Indianapolis Public Transportation Corporation

14/2022 11:20 AM

Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 10

For the Ten Months Ending Monday, October 31, 2022

	Current Month				YTD				
			Budget	Budget			Budget	Budget	PRIOR
			Variance	Variance			Variance	Variance	YTD
	Actual	Budget	\$	%	Actual	Budget	\$	%	Actual
<b>Operating Revenue</b>									
Federal Assistance	336,448.00	920,986.00	(584,538.00)	(63.47)	11,203,614.00	9,209,870.00	1,993,744.00	21.65	10,488,147.60
Other Operating Income	776,387.13	54,479.00	721,908.13	1325.11	2,434,703.47	544,782.00	1,889,921.47	346.91	894,219.68
Passenger Service Revenue	485,541.25	545,664.00	(60,122.75)	(11.02)	4,865,352.14	5,282,088.00	(416,735.86)	(7.89)	4,252,965.65
PMTF Revenue		936,670.00	(936,670.00)	(100.00)	11,240,036.00	9,366,696.00	1,873,340.00	20.00	9,634,315.00
Local Property & Excise Tax Revenue	2,929,539.17	3,120,906.00	(191,366.83)	(6.13)	32,922,619.04	31,209,060.00	1,713,559.04	5.49	32,534,087.34
Local Transit Income Tax Revenue	3,565,942.84	3,390,739.00	175,203.84	5.17	38,374,763.94	33,907,389.00	4,467,374.94	13.18	37,175,234.80
Service Reimbursement Program	37,824.00	34,583.00	3,241.00	9.37	358,238.00	345,834.00	12,404.00	3.59	486,263.03
<b>Total Operating Revenues</b>	<b>8,131,682.39</b>	<b>9,004,027.00</b>	<b>(872,344.61)</b>	<b>(9.69)</b>	<b>101,399,326.59</b>	<b>89,865,719.00</b>	<b>11,533,607.59</b>	<b>12.83</b>	<b>95,465,233.10</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,363,611.22	1,642,013.17	(278,401.95)	(16.95)	14,085,099.64	17,607,042.07	(3,521,942.43)	(20.00)	14,398,446.21
Overtime	414,164.28	234,162.77	180,001.51	76.87	4,392,552.59	2,517,249.77	1,875,302.82	74.50	3,537,454.77
Salary	3,026,624.43	3,819,995.92	(793,371.49)	(20.77)	33,911,056.61	41,064,955.99	(7,153,899.38)	(17.42)	34,502,313.53
<b>Total Wages and Benefits</b>	<b>4,804,399.93</b>	<b>5,696,171.86</b>	<b>(891,771.93)</b>	<b>(15.66)</b>	<b>52,388,708.84</b>	<b>61,189,247.83</b>	<b>(8,800,538.99)</b>	<b>(14.38)</b>	<b>52,438,214.51</b>
<b>Other Services &amp; Charges</b>									
Claims	292,720.74	352,284.00	(59,563.26)	(16.91)	2,456,703.24	3,522,840.04	(1,066,136.80)	(30.26)	2,423,773.23
Miscellaneous Expenses	75,502.24	77,643.39	(2,141.15)	(2.76)	641,051.81	776,433.94	(135,382.13)	(17.44)	454,427.04
Purchased Transportation	790,982.90	998,213.69	(207,230.79)	(20.76)	8,149,764.45	9,982,136.90	(1,832,372.45)	(18.36)	7,032,107.99
Services	1,139,002.08	1,846,685.36	(707,683.28)	(38.32)	12,381,416.34	18,466,853.60	(6,085,437.26)	(32.95)	11,089,051.89
Total Utilities	175,906.07	194,291.67	(18,385.60)	(9.46)	1,655,190.41	1,942,916.70	(287,726.29)	(14.81)	1,507,497.89
<b>Total Other Services &amp; Charges</b>	<b>2,474,114.03</b>	<b>3,469,118.11</b>	<b>(995,004.08)</b>	<b>(28.68)</b>	<b>25,284,126.25</b>	<b>34,691,181.18</b>	<b>(9,407,054.93)</b>	<b>(27.12)</b>	<b>22,506,858.04</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	359,906.79	482,513.94	(122,607.15)	(25.41)	3,304,044.04	4,825,139.40	(1,521,095.36)	(31.52)	2,563,040.98
Maintenance Materials	543,483.59	455,403.27	88,080.32	19.34	4,325,246.89	4,554,032.78	(228,785.89)	(5.02)	4,217,401.90
Other Materials & Supplies	31,715.43	121,690.45	(89,975.02)	(73.94)	580,835.36	1,216,904.50	(636,069.14)	(52.27)	697,715.89
Tires & Tubes	40,945.04	51,010.24	(10,065.20)	(19.73)	437,292.78	510,102.40	(72,809.62)	(14.27)	478,925.71
<b>Total Materials &amp; Supplies</b>	<b>976,050.85</b>	<b>1,110,617.90</b>	<b>(134,567.05)</b>	<b>(12.12)</b>	<b>8,647,419.07</b>	<b>11,106,179.08</b>	<b>(2,458,760.01)</b>	<b>(22.14)</b>	<b>7,957,084.48</b>
<b>Total Operating Expenses</b>	<b>8,254,564.81</b>	<b>10,275,907.87</b>	<b>(2,021,343.06)</b>	<b>(19.67)</b>	<b>86,320,254.16</b>	<b>106,986,608.09</b>	<b>(20,666,353.93)</b>	<b>(19.32)</b>	<b>82,902,157.03</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>(122,882.42)</b>	<b>(1,271,880.87)</b>	<b>1,148,998.45</b>		<b>15,079,072.43</b>	<b>(17,120,889.09)</b>	<b>32,199,961.52</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>(122,882.42)</b>	<b>(1,271,880.87)</b>	<b>1,148,998.45</b>	<b>(90.34)</b>	<b>14,914,288.38</b>	<b>(17,120,889.09)</b>	<b>32,035,177.47</b>	<b>(187.11)</b>	<b>12,410,</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	9,815,914	797,380
BRT & On-Street Infrastructure	Purple Line BRT	17,694,699	57,900,000	75,594,699	75,594,699	-
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	11,912,487	4,611,848
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	16,902	693,098
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	50,526	2,864,551
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	1,705,809	49,592
<b>BRT &amp; On-Street Infrastructure Total</b>		<b>41,024,049</b>	<b>70,937,450</b>	<b>111,961,499</b>	<b>105,714,506</b>	<b>6,246,993</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	394,678	2,326,592
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	7,883,561	16,497,677
Facilities	Fuel Management System Upgrade	-	401,755	401,755	-	401,755
Facilities	Maintenance Heavy Equipment Replacement	11,918	300,000	311,918	77,470	234,448
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	105,010	(62,381)
Facilities	Solar Array Expansion (1501)	32,597	-	32,597	41,585	(8,988)
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	-	-	1,014,116	1,014,116	-
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>33,410,645</b>	<b>11,615,552</b>	<b>21,795,093</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	519,449	930,551
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>57,140,577</b>	<b>20,097,955</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	1,549,233	(10,028)
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	34,800	24,073
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>2,110,700</b>	<b>300,514</b>
Safety & Security	East Campus - Security, Visitor Management	-	27,650	27,650	2,340	25,310
<b>Safety &amp; Security Total</b>		<b>-</b>	<b>27,650</b>	<b>27,650</b>	<b>2,340</b>	<b>25,310</b>

Capital Plan Group	Capital Plan Project	2021 Budget Carried into 2022	2022 Budget	Total 2022 Appropriation	YTD Expenses and Encumbrances	Remaining 2022 Appropriations
Miscellaneous	Miscellaneous Capital Purchase	106,761	-	106,761	402,972	(296,211)
<i>Miscellaneous Total</i>		<i>106,761</i>	<i>-</i>	<i>106,761</i>	<i>402,972</i>	<i>(296,211)</i>
<b>Grand Total</b>		<b>113,307,736</b>	<b>111,705,850</b>	<b>226,065,655</b>	<b>178,077,615</b>	<b>47,988,040</b>

## Risk and Safety Division Report – October 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:** November 17, 2022

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### Risk and Safety

- On October 11<sup>th</sup>, Employees from safety, security, operations, vehicle maintenance, and facilities hosted an information sharing and hot wash exercise for battery electric bus fires with representatives from the National Transportation Safety Board (NTSB). During the two-day meeting, information was shared related to battery electric bus fires and lessons learned. As part of the meeting IndyGo was joined by leadership from the Indianapolis Fire Department (IFD). The collaboration between IndyGo and the NTSB has the intent to look at creating a guide for bus public transportation companies to reduce battery electric bus fires and lower risk. IndyGo's experiences will be published by the NTSB in report HWY-22FH-012 when their investigation and findings are complete. IndyGo has committed and continues to provide safe public transportation for the city of Indianapolis. IndyGo's staff and leadership continues to share information and present to the American Public Transportation Association on the safety considerations during battery electric buses fires.
- On October 26<sup>th</sup>, Risk and Safety was apart of the Avail upgrade with the Transportation team. We attended a training course with Transportation Managers, Supervisors, Dispatch Supervisors, and others on the new reporting tool in Avail.
- Risk and Safety held a refresher training session for Maintenance Supervisors and Managers in the Trackit reporting program. We will begin training the service center staff, service center Supervisors and Dispatch Supervisors on Trackit and how to look for reports as the Operators complete them. The goal is to send out the communication and training documents that Operators received in the In-Service training on Accident Reports in Trackit. We will then test, and trouble shoot during the month of December with January 1<sup>st</sup>, 2023, as the official date to no longer use paper reports and have all accident reports connected through Trackit.
- October 20<sup>th</sup> held the 3<sup>rd</sup> Quarter Safety and Security Committee Meeting with Risk and safety, Security and 2 union members as the chairs for this meeting. Discussed Purple Line Construction updates, Safety updates, Security updates and any Safety or Security concern employees may be having. Following the FTA guidelines through the Safety Management System on working through concerns brought to the committee.

## October 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 October and received the National Safety Council recognition patch, pin, and certificate.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Andy Carpenter	880	43	43
Michael Flowers	1963	31	36
Phillip Boicourt	580	25	38
Thomas Jacobs	2979	25	37
Gerry Poindexter	9631	24	33
Joe Monaghan	4142	16	19
Tonya Penn	8040	14	15
Dennis Clark	1022	12	22
Rhonda Watts	8271	10	12
Erica Harden	8667	6	8
Catherine Starkey	8741	4	7
Ebenezer Akinribade	9574	3	3
Mikaiah Arnold	9386	3	3
William Hazen	9613	3	3
Jonathan Lewis	9442	3	3
Richard Taylor	9205	3	4
Frank White	9617	3	3
Travis Pearson	9383	2	3
Jerry Turner	9291	2	4
Michael Barnard	9966	1	1
Jeffery Greene	9104	1	4
Anthony Southern	9304	1	3

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

***Congratulations and Thank You!***

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

**October 2022**

<b>Oct-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	1.16	0.66	0.00	2.65	0.00	5	
Bus Rapid Transit (BRT)	0.00	0.00	1.61	0.00	3.22	0.00	0	
Para Transit	0.00	0.00	0.85	0.00	0.00	0.00	0	
All Modes of Service	0.00	0.89	0.77	0.00	2.30	0.00	5.00	16
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."

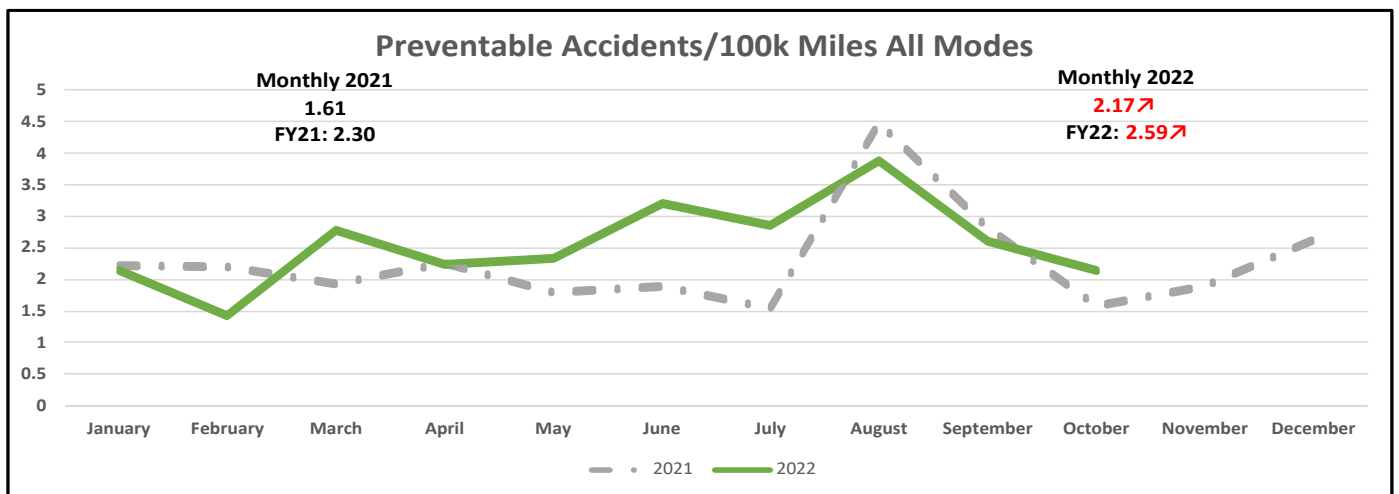
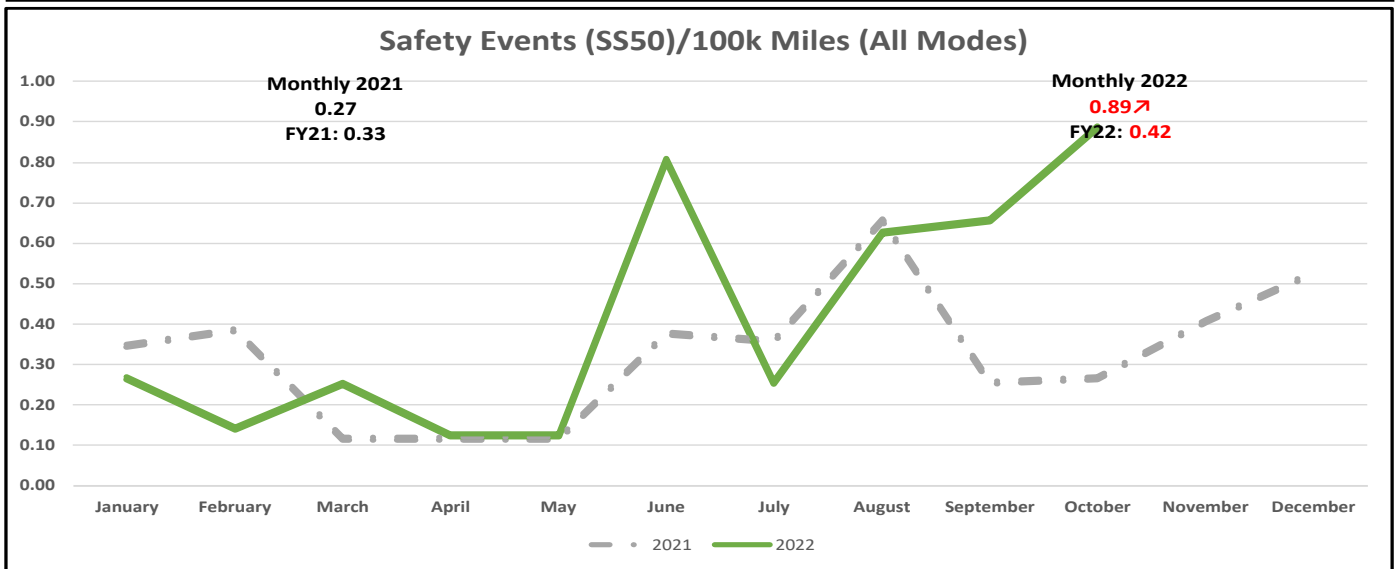
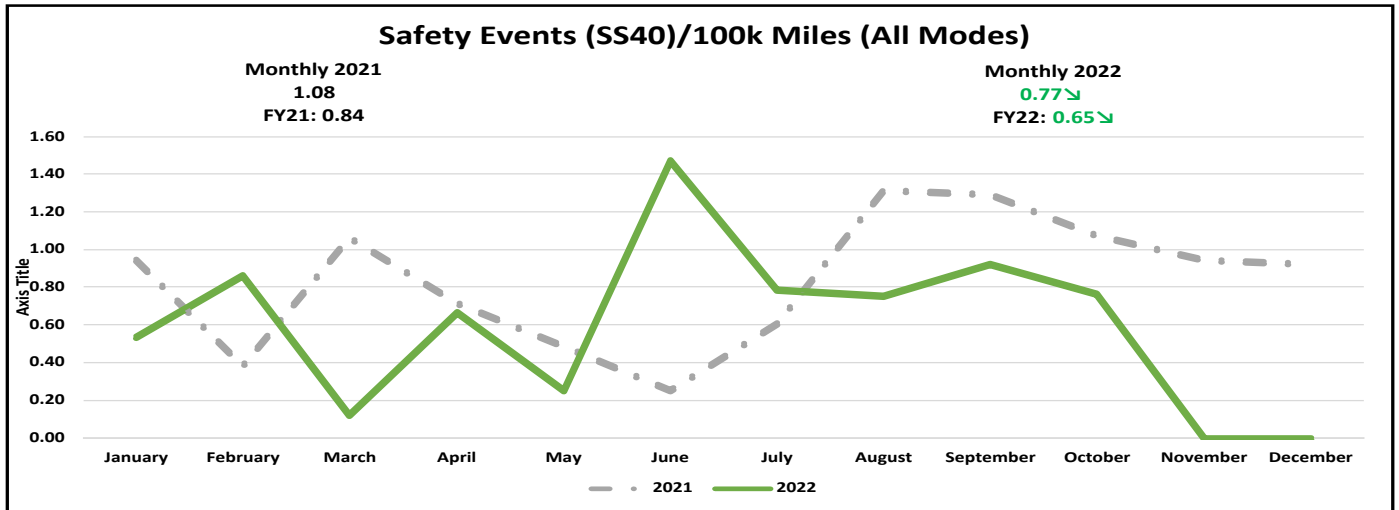
**Pedestrian Strikes:** The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

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

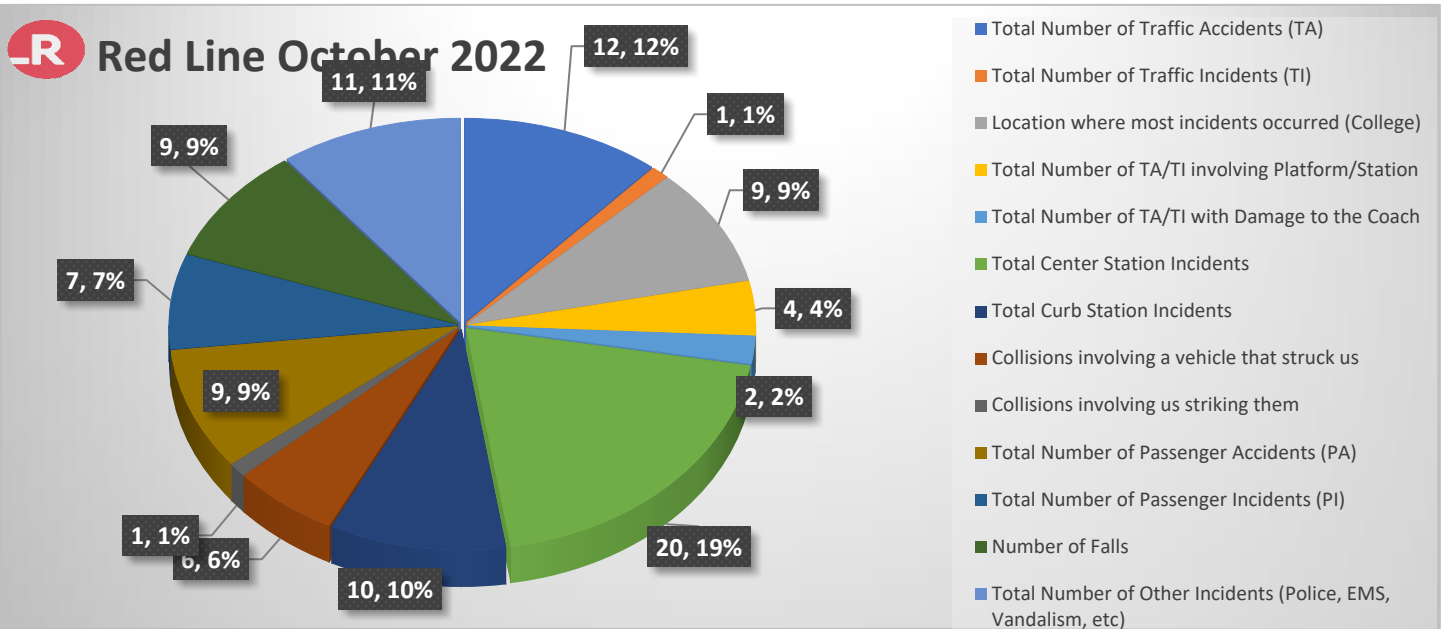
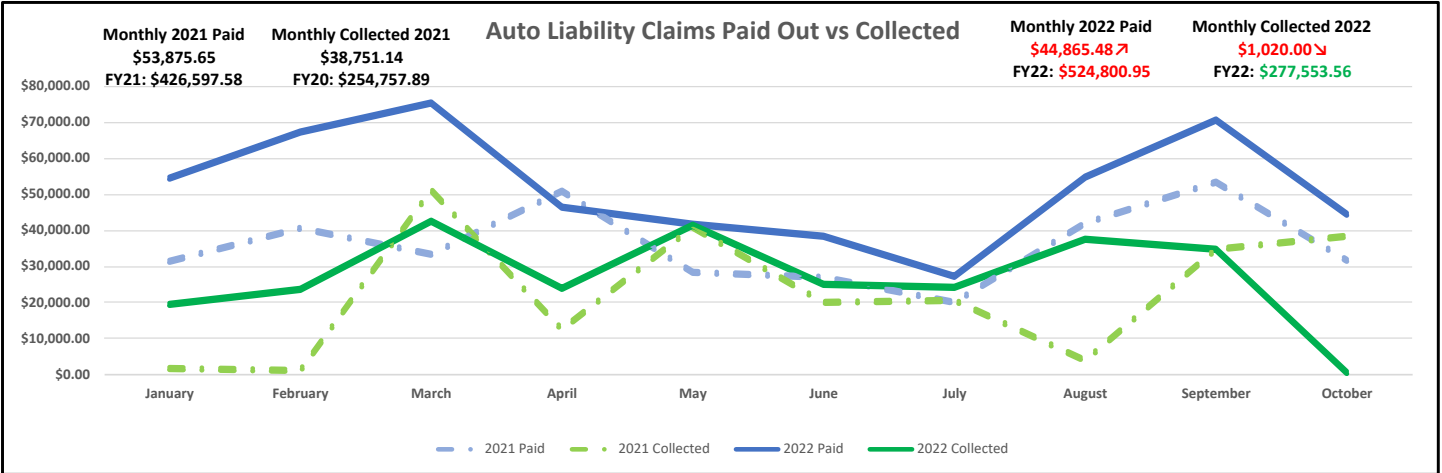
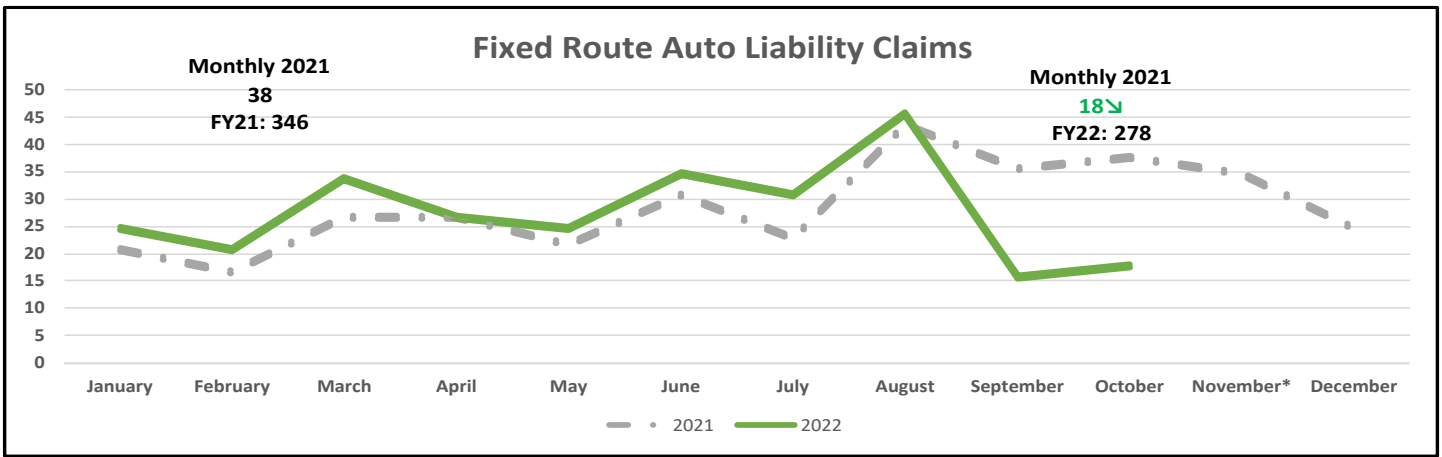
**Near Miss Safety Events:** A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very nearby. Increase the utilization of the IndyGo Near Miss Reporting System.

## Safety and Accident Data

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







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## Planning & Capital Projects Division Report – October 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Development Officer Jennifer Pyrz  
**Date:** November 17, 2022

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### **STRATEGIC PLANNING**

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

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

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 affecting the Blue Line BRT project schedule, the agency's Small Starts grant application, and the agency's CMAQ grant award. IndyGo staff has finished the background research and lifecycle cost analysis that compares different scenarios for diesel hybrid, battery electric and fuel cell buses.

The study of vehicle propulsion technology is commissioned by the IPTC Board of Directors to explore options for use on the Blue Line BRT and inform IndyGo's first comprehensive zero-emission transition plan (see below). The study is, in part, necessitated by the National Defense Authorization Act prohibition on using 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 for Blue Line buses.

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

IndyGo's zero-emission transition plan (ZETP) update will build on past planning efforts, as well as research, findings, and recommendations of the Blue Line vehicle propulsion technology work described above. IndyGo will be contracting with a consultant to guide the planning process and prepare the plan. It is anticipated that the plan will be complete within 12 months, with work expected to begin in November.

As a reminder, a ZETP 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 ZETP 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.

#### **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. Communication with riders and stakeholders continues, with several opportunities expected in November. The team anticipates a touchpoint between operators and riders in December, albeit related to the fare policy transitioning Access riders from free to half fare.

## **On-Call Planning Services – Proposed 2027 Transit Network**

Leading up to and throughout the month of October, IndyGo held several community engagements to provide information on staff's recommendations for how to proceed with the remaining local route improvements needed to fully implement the agency's network redesign. A continuation of the work that started in 2016 and that followed more than a decade of public outreach and education and on-going technical planning work, the public was invited to share their feedback on the proposed updates to the future service plan. Each meeting included a brief presentation and Q&A segment. A recording of the virtual open house held on October 18 remains available on IndyGo's website. Notices pertaining to several in-person events and virtual options were published in the IBJ, La Voz de Indiana, and Indianapolis Recorder. A project website and several online surveys were created to further educate and engage the community at-large. Analytical data shows that more than 68,400 people have been engaged with this most recent outreach process. This is the cumulative number of people engaged through attendance at events, social media posts, newsletters and website visits, to-date.

Staff is asking that the IPTC Board of Director's adopt the 2027 Transit Network – replacing IndyGo's future service plan, IndyGo Forward - at their November board meeting. The public will have the opportunity to continue to ask questions and offer comments as each phase of the plan is rolled out. Staff has investigated several suggested changes, which they will carry forward to the scheduling phase to determine if what has been proposed can be accomplished within the constraints of the plan.

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

The Indianapolis Metropolitan Planning Organization (IMPO), on behalf of IndyGo, is conducting our 2022 On-Board Rider Survey. 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

This survey is in keeping with federal requirements to regularly conduct on-board rider surveys. Completed once every five to six years, the information obtained during this process 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 IndyGo Foundation to use when preparing future grant applications or when seeking support for the Foundation's Mobility Access Fund.

## **Planning Activities: Capital Planning**

### **Transit Asset Management Plan – Maturity Assessment & Software Solution**

IndyGo is required by the Federal Transit Administration to develop and maintain a Transit Asset Management (TAM) Plan. The TAM Plan update was completed in October of this year. IndyGo staff are working with a team of consultants – Cambridge Systematics and Dye Consulting – to 1) evaluate the agency's processes and offering recommendations for how to improve the maturity assessment process; and 2) evaluate IndyGo's current software solution(s) against the agency's needs, and to offer a recommendation for determining if a new software solution is needed and, if so, the type of solution needed.

### **Carson Transit Center Concept Study**

IndyGo staff recently participated in a kickoff call with the chosen consulting firm, HDR. The purpose of this meeting was to review the final scope of work and establish a clear set of objectives for how to move forward with the study. Over the next several months, IndyGo staff will be fulfilling data requests, scheduling site visits, and identifying internal stakeholders and subject matter experts to serve as IndyGo's project team, among other tasks.

The CTC Concept Study will help determine how best to maximize the Transit Center 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**

One of the new discretionary grant opportunities included in the Bipartisan Infrastructure Law (BIL) is the *Safe Streets for All* (SS4A) grant program, which was designed to create better and safer street design. IndyGo, in cooperation with the Indianapolis Department of Public Works, submitted a grant request to the Federal Transit Administration in A

Titled, *Safe Routes to Transit*, the capital investment projects described in the September 2022 grant submission to the U.S. Department of Transportation (USDOT) are needed to increase, or otherwise improve, non-vehicular access to IndyGo bus stops along corridors that are part of Marion County's High Injury Network (top 10% of corridors in the region). If awarded, the grant project would be completed in several phases beginning with planning and design. This is because the estimated construction cost for all of the identified projects exceeds the grant award amount. Therefore, the planning phase is needed to bring the list of projects to be constructed into alignment with available capital funds. IndyGo staff expect to be notified of the USDOT's decision as early as January 2023.

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

Still in the contract execution phase, the scope of work will be assigned by task order. IndyGo staff anticipates this work will be underway before the end of the year. The 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 short turnaround.

### **Regional Initiatives/Discussions**

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

IndyGo is in receipt of all local match dollars required to be paid by Section 5310 sub-recipients prior to IndyGo procuring the vehicles requested. IndyGo will place an order on behalf of the sub-recipients in the coming weeks. IndyGo staff obtained the necessary approvals from the IPTC Board of Directors at their regularly scheduled meeting on August 24, 2022. Placing the order for the vehicles is the next step in IndyGo's official Section 5310 call for projects that was held in May 2021. The delay in seeking the Board's approval and placing the order is the result of IndyGo needing to obtain new pricing estimates, which the agency didn't receive until mid-2022.

### **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 and third stations is now underway by the State Fairgrounds and at the intersection of 38<sup>th</sup> and Orchard Avenue. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts.

#### **Red Line BRT**

Pavement maintenance (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 summer 2023.

#### **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. There were no bids on the construction solicitation, which

were due on October 27, 2022. IndyGo staff is currently considering funding alternatives to move this project forward, in addition to minor contractual changes to increase bidding interest.

### **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. IndyGo evaluation committee has selected the Burgess & Niple, Inc. team and is requesting that the Board authorize contract negotiations at the November Board meeting. A separate RFP seeking a TSP vendor for the Purple Line TSP system is anticipated to be released in January 2023.

### **Super Stops**

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) was advertised, and there were two responsive and responsible bidders. IndyGo staff is currently evaluating options and could potentially seek Board approval at the December Board meeting to proceed with construction. 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**

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 through an on-call engineering design contract. 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 were due October 28, 2022 and a consultant selection will be brought to the Board of Directors' December meeting for consideration.

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, along with Business Park coordination regarding road repairs, etc.. 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 vehicle wash, vehicle storage 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 – October 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:** November 17, 2022

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR October 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

# October 2022 *Board Report*



## INDYGO.NET WEBSITE STATISTICS:

# 10/1/2022-10/31/2022

Page Views	214,431
Bounce Rate	47%
New Users	30,541
Returning Users	15,208
Total Sessions	95,808
Total Monthly Sessions Comparison to Previous Year	↑ 2.3%

### Mobile Share

Date	Mobile	Desktop	Tablet
Oct-22	82.56%	16.06%	0.84%
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

INDIANAPOLIS NEWS AND HEADLINES > INDIANAPOLIS LOCAL NEWS > INDIANAPOLIS

### IndyGo's rideshare program, IndyGo Connect, in hot demand



WRTV 10.12.2022 6:36 PM

By: Rachael Wilkerson

Posted at 6:36 PM, Oct 12, 2022 and last updated 6:36 PM, Oct 12, 2022

INDIANAPOLIS — IndyGo's newest form of public transportation has become a hot demand.

It's been five months since IndyGo launched IndyGo Connect, a ride share pilot program for Southeast side residents.


CLICK TO DONATE

AMERICAN EXPRESS AND 0% INTRO APR FOR 12 MONTHS ON PURCHASES FROM

## Indianapolis adds more than 80 electric and electric-hybrid buses to public transit fleet

The transition away from diesel will reduce the fleet's air pollution.

by YCC TEAM  
OCTOBER 21, 2022

Artist rendering of the finished Purple Line. (Photos courtesy of IndyGo)

Dr. Victoria Garcia Wilburn

The Purple Line comes to Lawrence

CURRENT PUBLISHING ON OCTOBER 11, 2022

GEIST COMMUNITY

Rebecca Fending

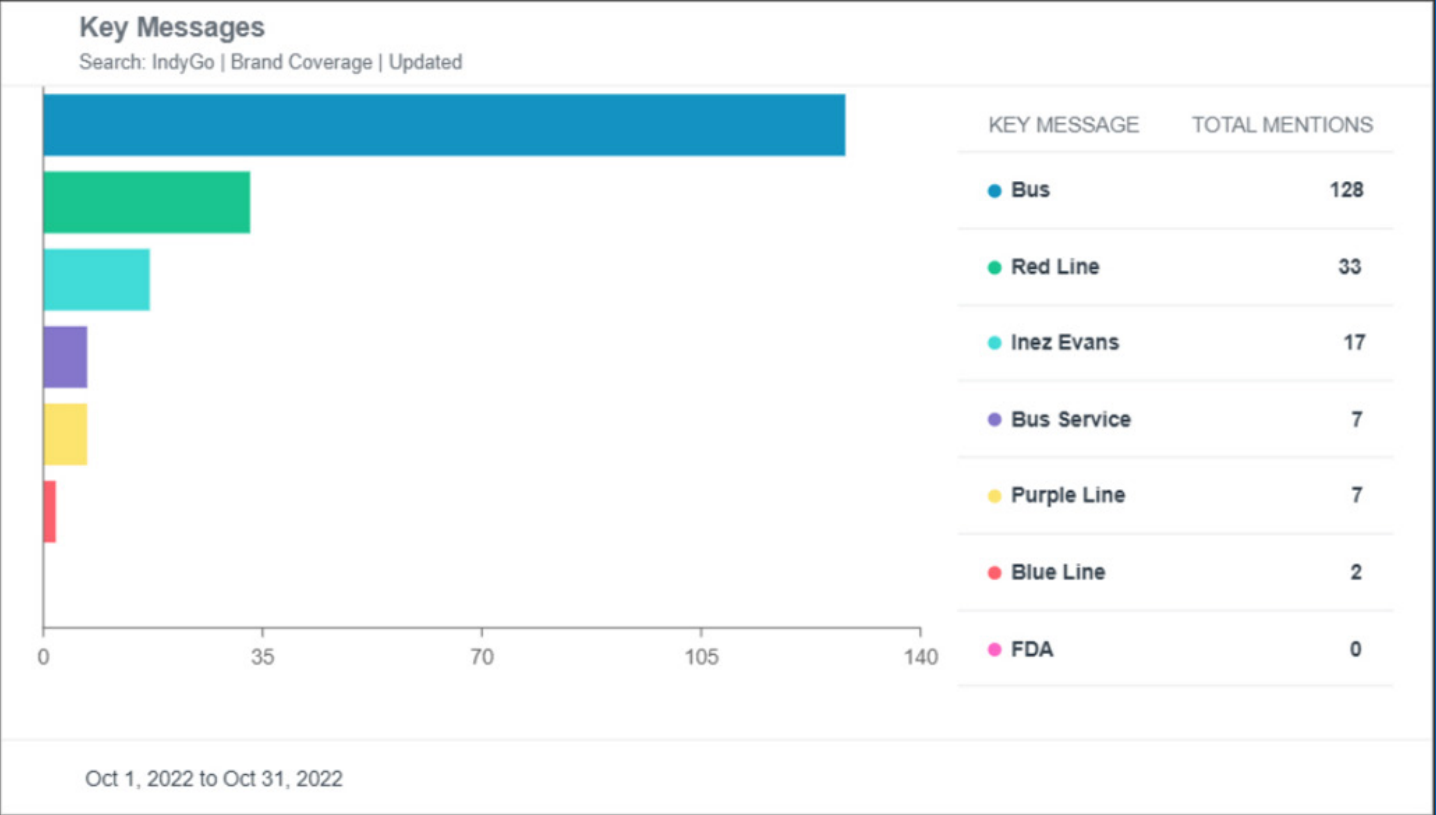
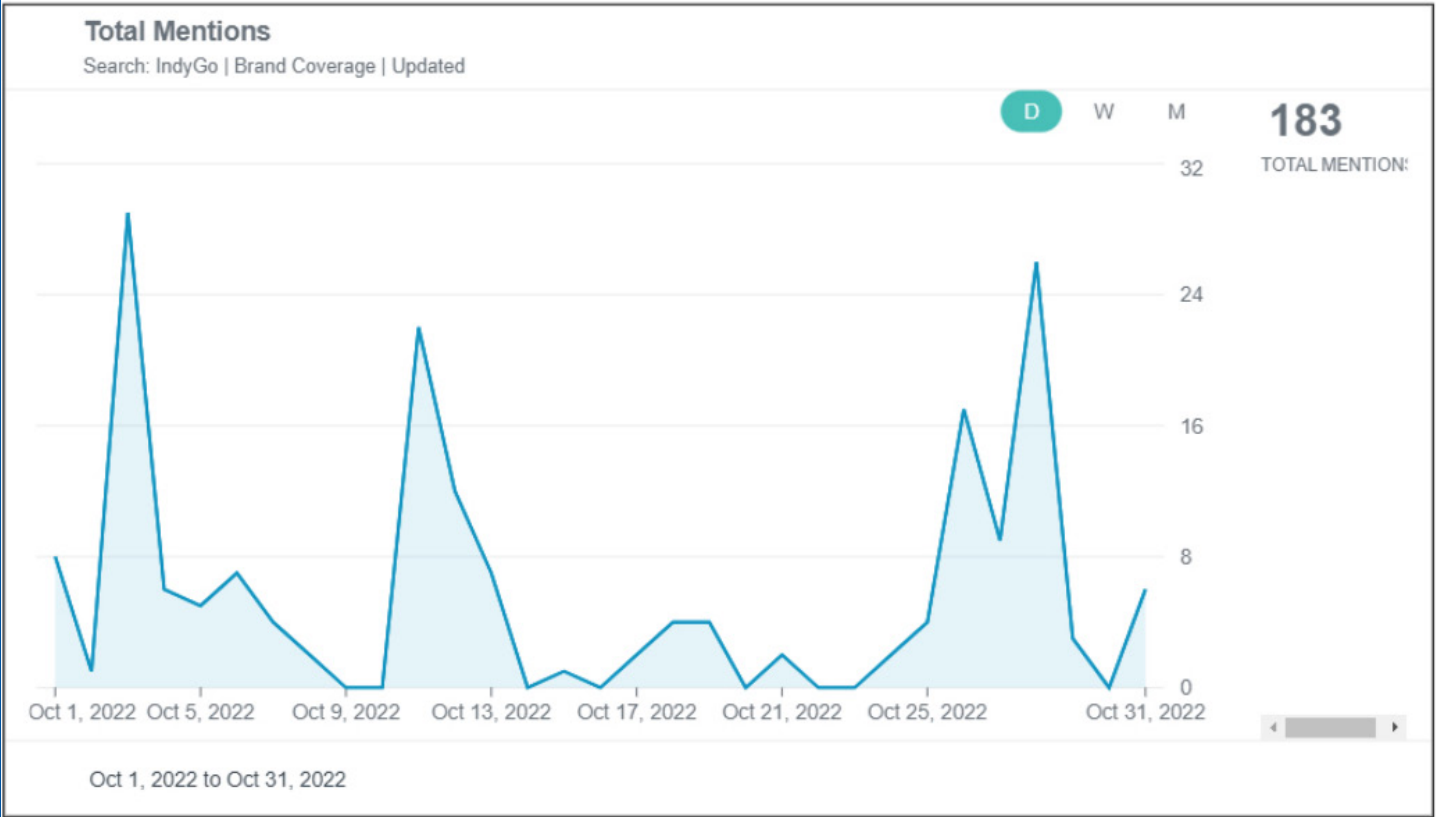
Commuting between Indianapolis and the City of Lawrence will be much easier because of the new Purple Line. The bus route runs 15.2 miles and offers citizens seamless travel stretching from the heart of downtown Indianapolis to Ivy Tech Community College-Lawrence.

According to IndyGo, the Purple Line will share alignment and stations with the Red Line from the Lawrence station. In that segment, shared stations will have Red Line buses alternate on the stretch. The Purple Line will continue on 38th Street to Post Road. It will then continue on 38th Street to Post Road.

Rebecca said the new route will greatly benefit the connection between Lawrence and Indianapolis.

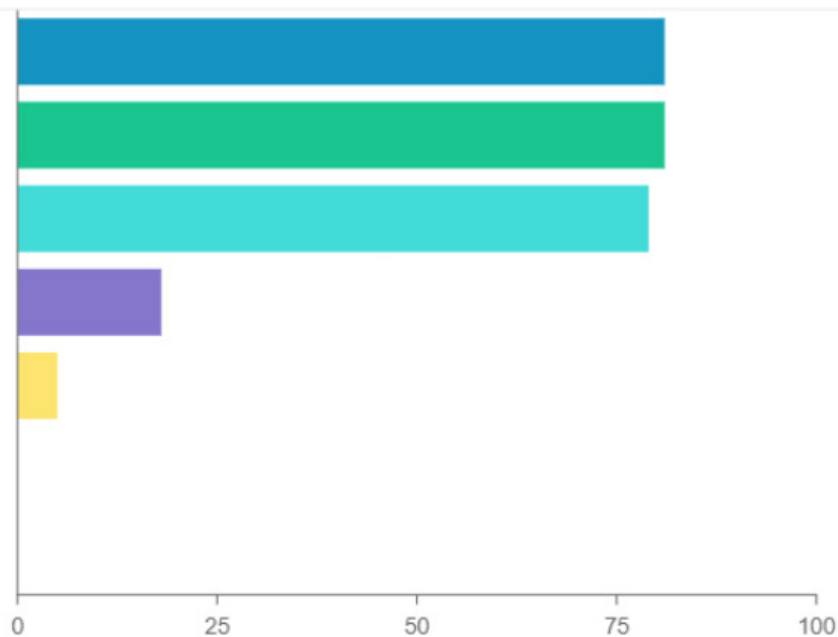
Media coverage for October 2022 featured a variety of stories. IndyGo kicked off the month by hosting its Super Stop Ribbon Cutting event, which received nearly 20 mentions in the media and showcased the agency's efforts to provide enhanced rider comfort, improved mobility and faster transit times through downtown Indianapolis. Also, at the start of the month, IndyGo hosted several community open house meetings to provide information on staff's recommendations for how to move forward with the remaining local route improvements that are needed to fully implement the agency's network redesign. These Future Service Plan meetings were essential in gathering public feedback for the potential changes and garnered attention from many local news outlets. Red Line construction at Meridian Street and Fall Creek Parkway was a popular topic with WISHTV. To close out the month, IndyGo announced it will be offering free rides until 10 p.m. on Tuesday, Nov. 8, for Election Day. This service is brought to riders by AARP Indiana in partnership with the IndyGo Foundation and was mentioned nearly 20 times in October when the initial announcement was made. Finally, other topics discussed were the popularity of IndyGo Connect, what IndyGo is doing to bring ridership back, Purple Line increased connectivity and the environmental benefit of IndyGo's electric and electric-hybrid buses. Television news coverage was the most abundant. Altogether, IndyGo was mentioned in the media more than 180 times in October. Here's a brief coverage summary:

Here's a brief coverage summary:



## News Coverage

Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

TOTAL MENTIONS

Media: TV & Radio

81

Media: TV Only

81

Media: Online News

79

Media: Blogs

18

Media: Licensed Print

5

Media: Non-Licensed Print

0

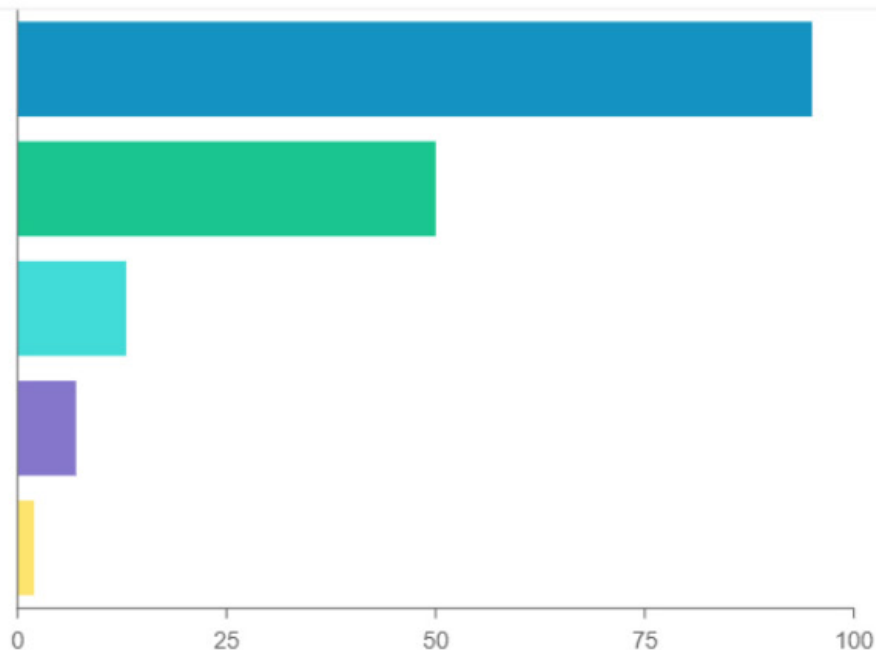
Media: Radio Only

0

Oct 1, 2022 to Oct 31, 2022

## Media Performance Metrics

Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

TOTAL MENTIONS

Feature Mentions

95

Headline Mentions

50

Target Publications

13

High Performing Articles

7

Top Tier Readership

2

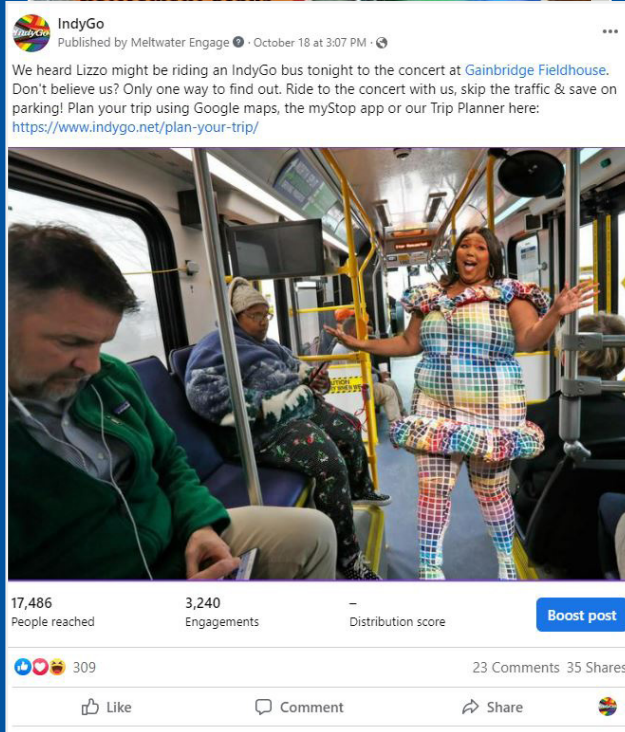
Oct 1, 2022 to Oct 31, 2022



## Social Performance:

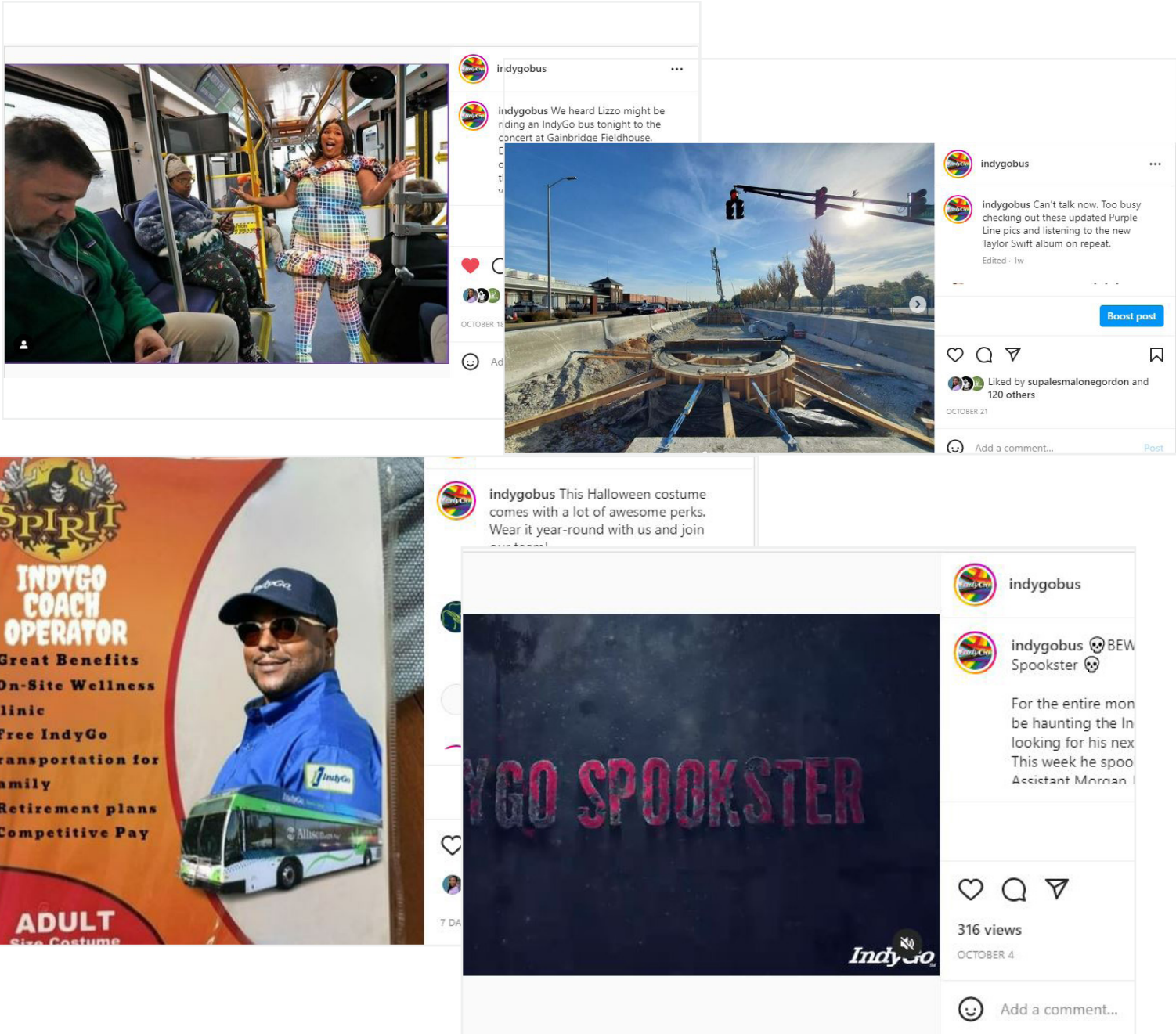
### Facebook

- Had a total of 83,100 organic impressions
- 9260 post engagements (5,630 more than in September)
- 11,430 page likes (14 more than in September)
- Video Views- 4,460
- 12,660 current followers (38 more than in September)



## Instagram

- Generated 19,659 impressions (1,338 more than in September)
- 1558 total engagements – 5.1% engagement rate (2.5% higher than in September)
- Video views- 1,883
- 3,538 current followers (18 more than in September)



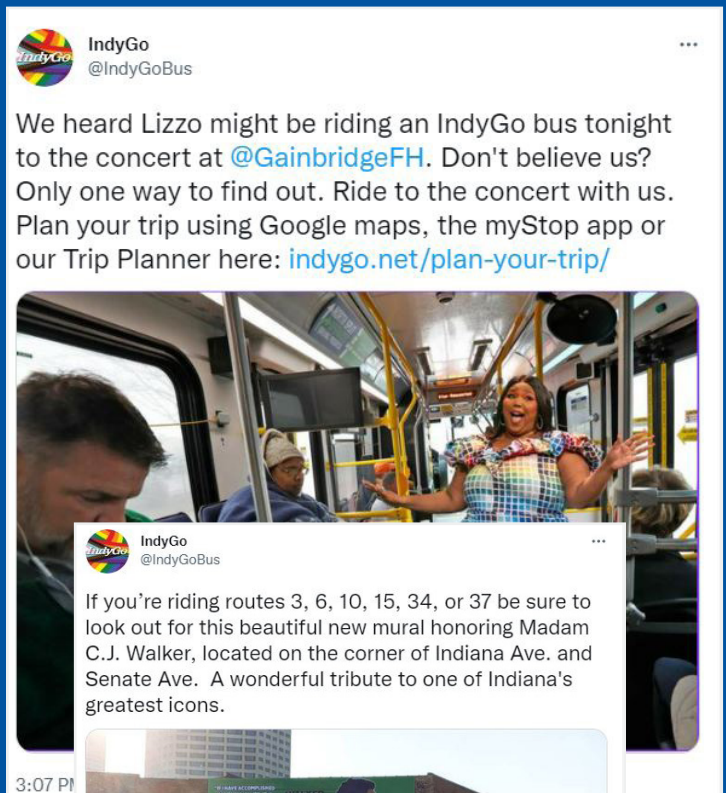
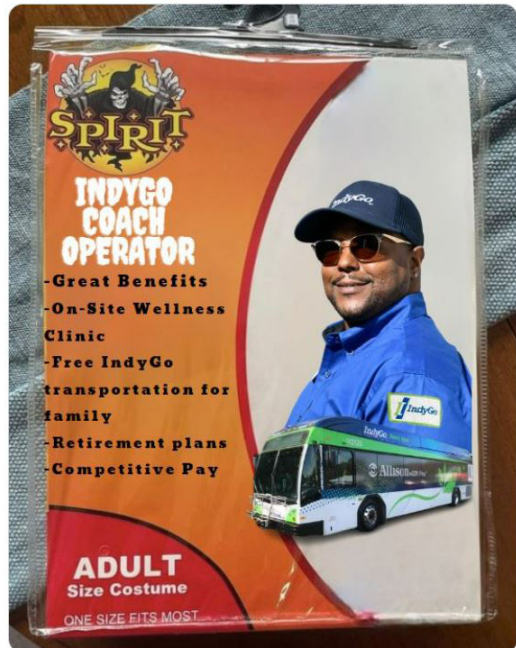


## Twitter

- Had a total of 76,200 organic impressions (15,210 more than in September)
- Earned an average of 2,458 impressions per day (458 more per day than in September)
- 192 Retweets, 610 likes, 23 replies, 147 link clicks, 3.8% engagement rate (0.7% higher than September)
- Video views- 2,870



This Halloween costume comes with a lot of awesome perks. Wear it year-round with us and apply here- [indygo.net/employment/](https://indygo.net/employment/)



If you're riding routes 3, 6, 10, 15, 34, or 37 be sure to look out for this beautiful new mural honoring Madam C.J. Walker, located on the corner of Indiana Ave. and Senate Ave. A wonderful tribute to one of Indiana's greatest icons.



10:20 AM · Oct 14, 2022 · Meltwater Social

View Tweet analytics

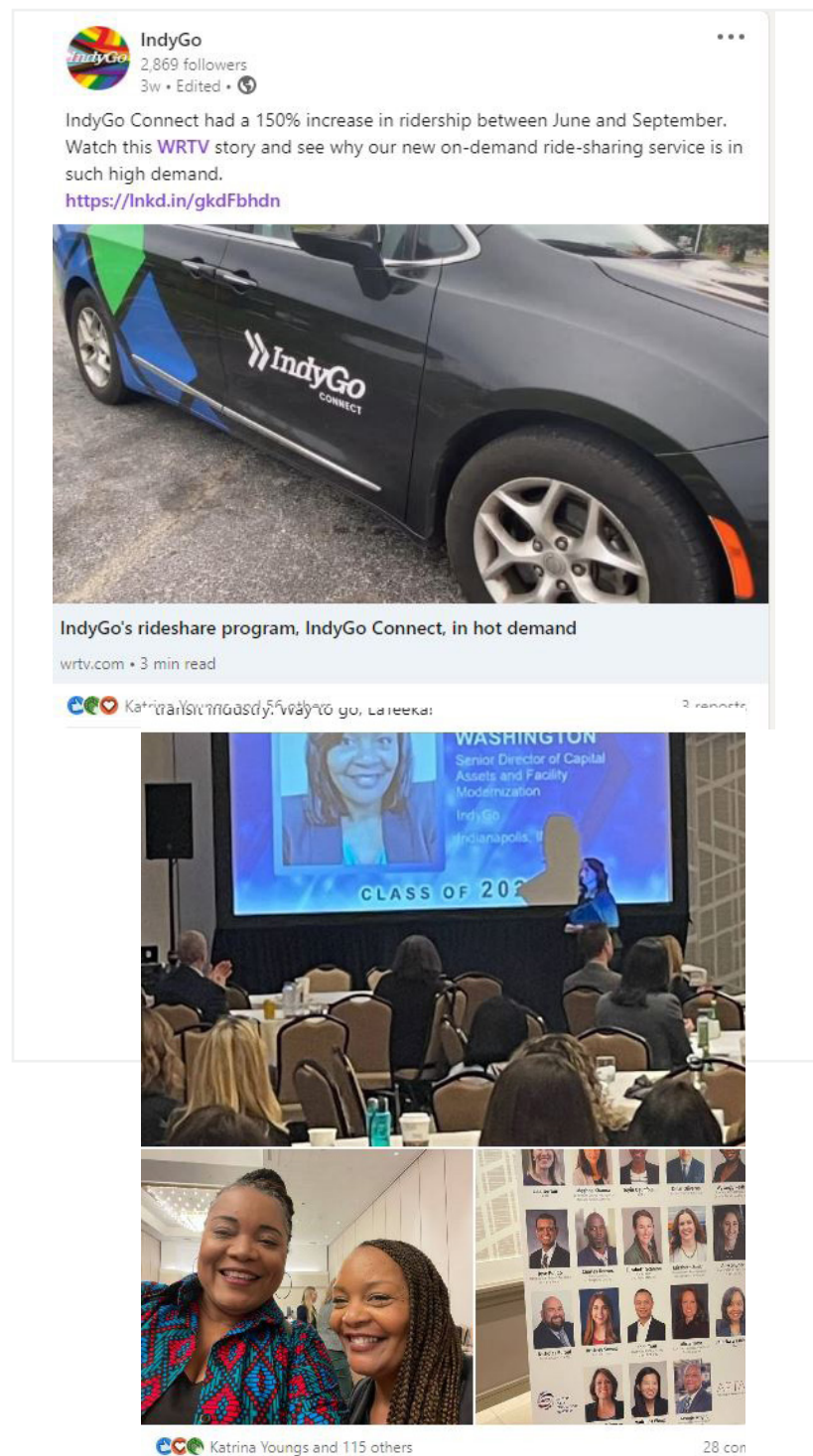
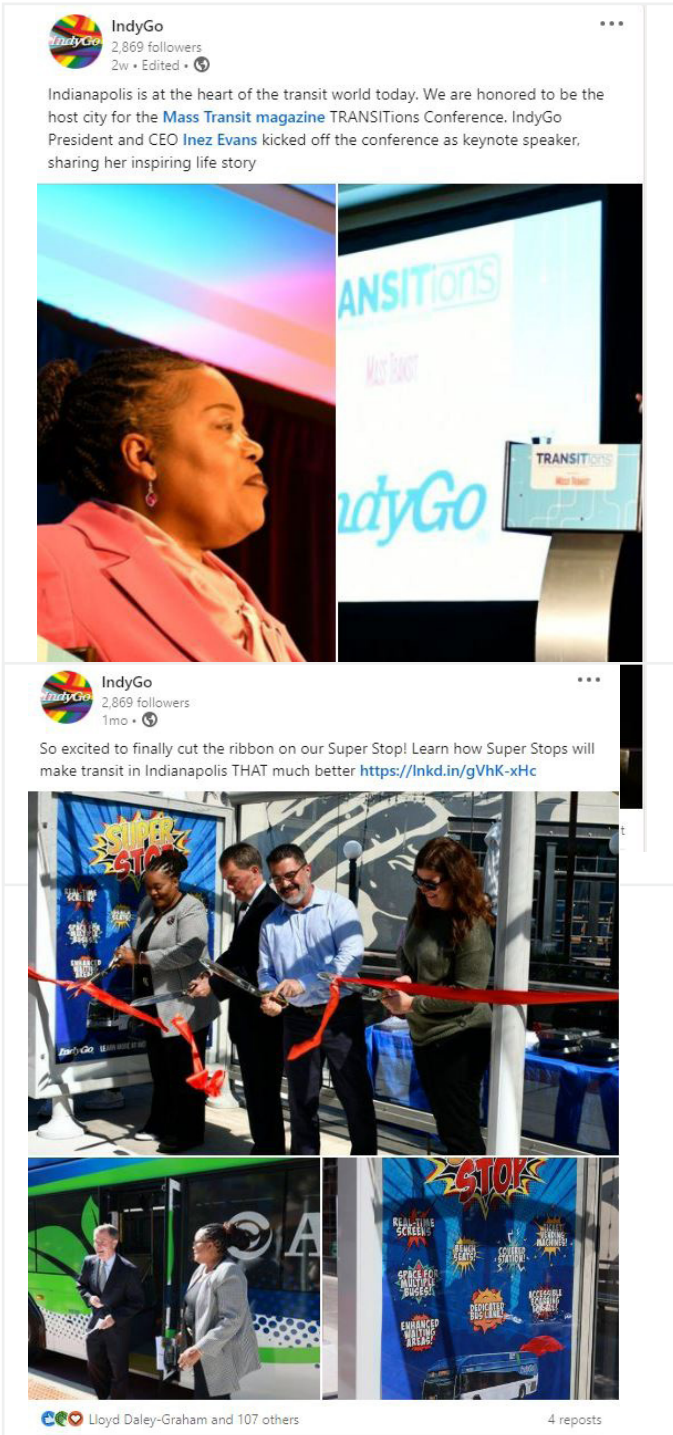
Promote

13 Retweets 1 Quote Tweet 40 Likes



## LinkedIn

- Generated 11,606 impressions (8,803 more than in September)
- 1,112 total engagements; 8.38 engagement rate (.28% higher than in September)
- 29 new followers; 2,869 total followers



## Email Marketing:

### NEWSLETTER

- 10,395 Recipients (326 more than last month)
- 4.78% CTR
- 7.85% Open rate



In October, IndyGo hosted or attended 20 events and reached nearly 114,388 people. Outreach focused on IndyGo's Future Service Plan and the Purple Line.

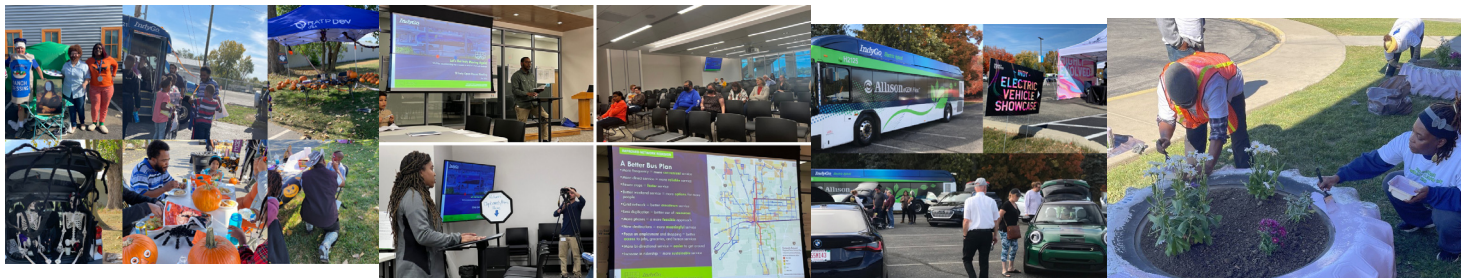
IndyGo held four community open house meetings, both in-person and virtual, to provide information on staff's recommendations for how to move forward with the remaining local route improvements that are needed to fully implement the agency's network redesign. The public was invited to attend and share their feedback on the proposed updates to the Future Service Plan. Most meetings included a brief presentation and Q&A segment.

IndyGo continues to support communities during Purple Line construction. In October, IndyGo staff and Transit Ambassadors participated in the Far Eastside Neighborhood Cleanup hosted by CAFE Indy. Our agency hosted several Transit Talks at the 38th Street Library and Avondale Meadows YMCA to share project information and construction impacts. IndyGo also attended fall festival and 'Trunk-or-

Treat' events throughout the corridor.

Transit Ambassadors continued to extend IndyGo's outreach efforts in the community, engaging nearly 280 community members during October volunteer shifts. Transit Ambassadors completed 15 shifts and 43 hours of volunteer service at community events at the Carson Transit Center.

IndyGo continues its digital neighborhood outreach through the NextDoor platform. In October, IndyGo had 113,819 impressions and 10 posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.



## October Outreach Events:

10/3/2022	Travel Training: Butler University
10/3/2022	Travel Training: Butler University
10/3/2022	IndyGo Superstop Unveiling
10/4/2022	Avondale Meadows YMCA Transit Talk
10/5/2022	CAFE Job Fair
10/7/2022	Healthy Families Fall Festival
10/8/2022	The Great Cleanup at CAFE
10/11/2022	Public Meeting: Future Service Plan
10/12/2022	Open House: Future Service Plan
10/13/2022	Public Meeting: Future Service Plan
10/18/2022	Virtual Public Meeting: Future Service Plan
10/18/2022	Westside Town Council Townhall
10/22/2022	IndyGo Access Trunk or Treat
10/22/2022	The Indianapolis EV Showcase
10/22/2022	YMCA Toy Drive
10/25/2022	Far Eastside Community Council
10/27/2022	CAFE's Inaugural Ball
10/28/2022	Edna Martin Center Trunk or Treat
10/29/2022	IMPD East and JD Products Trunk or Treat
10/31/2022	CAFE Trunk or Treat and Fall Festival





## Operations Division Report – October 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Operating Officer Aaron Vogel  
**Date:** November 17, 2022

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### OPERATIONS DIVISION REPORT – October 2022

#### SERVICE PLANNING

##### SCHEDULING:

The next Operator Service Bid 2302 is February 12, 2023. The Service Scheduling team is working on timing adjustments and potential route adjustments to improve overall service.

##### Planning

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

The Service Planning team is working on conceptual layouts for 80 new stops on the near east side to be designed by Lochmuller with grant funds awarded to IndyGo through a \$670,000 FTA grant from the Areas of Persistent Poverty grant program. This design work will begin in late 2022 or early 2023, with construction expected in 2024.

##### COMPREHENSIVE OPERATIONAL ANALYSIS

The Service Scheduling and Planning staff has continued to work alongside the Strategic Planning department on the Comprehensive Operational Analysis for IndyGo's future local bus network. The updated network plan is being presented to IndyGo this month. The team is working on scheduling the new services and bus stop infrastructure needed to support future changes.

##### 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 has been testing and validating the upgrade of the D365FO Dynaway EAM module, and the customized KPI reports from Dynaway Analytics.

Testing and validating required coordinating with Crowe/Microsoft D365FO upgrade, IndyGo IT, Dynaway, Dynaway Analytics, FleetWatch, and the IndyGo Maintenance Department.

The Operations Performance (OP) Team has also been working with the Senior Director of Transportation and the Deputy Director of Maintenance to revise the Avail CAD/AVL codes for incidents. The revised list will narrow down "

choices for the dispatcher that will better define incident types related to maintenance failures, making the Means Distance Between Failure (MDBF) reporting more comparable with other Like Agencies.

The Operations Performance (OP) Team and the Senior Director of Transportation are analyzing the potential use of a data warehouse to consolidate multiple data sources resulting in more reliable and timelier KPI reports.

FIXED ROUTE RIDERSHIP:

Oct-21	Oct-22	% Change	IndyGo Fixed Route Ridership	2021	2022	% Change
5,580	5301	-5.0%	<b>2 E. 34th St.</b>	61,755	51,397	-16.8%
17,923	17659	-1.5%	<b>3 Michigan St.</b>	157,783	179,831	14.0%
5,570	5575	0.5%	<b>4 Fort Harrison</b>	52,241	52,032	-0.4%
9,048	7908	-12.6%	<b>5 E. 25th</b>	74,440	91,049	22.3%
5,899	5922	0.4%	<b>6 N. Harding</b>	53,968	56,091	3.9%
74,742	63773	-14.7%	<b>8 Washington St.</b>	735,518	696,922	-5.2%
51,422	47099	-8.4%	<b>10 10th St.</b>	459,356	489,916	6.7%
2,388	2282	-4.4%	<b>11 E. 16th St.</b>	22,497	25,577	13.7%
2,059	2170	5.4%	<b>12 Minnesota</b>	18,574	19,162	3.2%
1,202	1514	26.0%	<b>13 Raymond</b>	13,502	15,384	13.9%
2,843	4449	56.7%	<b>14 Prospect</b>	32,971	39,133	18.7%
8,054	7052	-12.4%	<b>15 Riverside</b>	77,999	72,569	-7.0%
7,654	6240	-17.0%	<b>16 Beech Grove</b>	71,137	68,528	-3.7%
2,868	3547	23.7%	<b>18 Broad Ripple</b>	28,452	30,639	7.7%
12,276	13066	6.5%	<b>19 Castleton</b>	117,641	128,078	8.9%
8,328	7704	-7.5%	<b>21 East 21st St.</b>	89,512	87,841	-1.9%
7,591	6273	-17.4%	<b>24 Mars Hill</b>	74,333	63,880	-14.1%
6,734	5600	-16.8%	<b>25 W. 16th St.</b>	71,848	61,762	-14.0%
8,152	9357	14.8%	<b>26 Keystone</b>	79,361	84,796	6.8%
6,254	5155	-16.9%	<b>28 St. Vincent</b>	59,500	58,933	-1.0%
4,504	4321	-4.1%	<b>30 30th St.</b>	38,715	42,791	10.5%
6,432	5295	-17.7%	<b>31 US 31</b>	57,417	57,420	0.0%
14,020	14726	5.0%	<b>34 Michigan Rd.</b>	135,594	136,846	0.9%
19,282	20567	6.7%	<b>37 Park 100</b>	181,309	202,071	11.5%
11,271	10611	-5.9%	<b>38 Lafayette Square</b>	108,637	111,085	2.3%
44,978	42038	-6.5%	<b>39 E. 38th St.</b>	401,562	443,453	10.4%
2,547	2513	-1.3%	<b>55 English</b>	24,755	25,060	1.2%
5,645	4709	-16.6%	<b>86 86th Street Crosstown</b>	62,440	46,609	-25.4%
6,681	6686	0.1%	<b>87 Eastside Circulator</b>	63,956	68,668	7.4%
81,030	72430	-10.6%	<b>90 Red Line - BRT</b>	709,577	847,206	19.4%
677	561	-4.6%	<b>901 Nora</b>	8,800	7,582	-13.8%
4,067	4756	16.9%	<b>902 County Line</b>	43,723	40,788	-6.7%
150	1,216	716.1%	<b>Others</b>	416	3,527	747.8%
<b>447,871</b>	<b>418,075</b>	<b>-6.7%</b>	<b>Total</b>	<b>4,189,289</b>	<b>4,406,626</b>	<b>5.2%</b>

17,494	15,779	-2.1%	<b>Open Door Riders on Fixed Route</b>	159,040	156,566	-3.4%
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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 OCTOBER: **JOYCE BARLOW #1311**

Joyce Barlow is dedicated and hardworking. She is extremely organized and focused on continuously learning and developing best practices to manage routine activities both efficiently and effectively in the Service Center. Joyce brings a positive high energy and a personal touch to each interaction with her co-workers. Danita Easley recalls: "when I began my term as Service Center Manager in the Operations Division, Joyce Barlow was the first person to extend her knowledge and trained me on various roles that a clerk provides". Mrs. Barlow brings consistency and organization to start our term running efficiently, rather than scrambling to orient ourselves. Additionally, she plays a major role in the operator 'PICK' by bringing true professional and accuracy during the process. Joyce Barlow genuinely cares about delivering excellence, and it shows daily in the quality of her work.

### 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 October: **MARK WILLIS #9710**

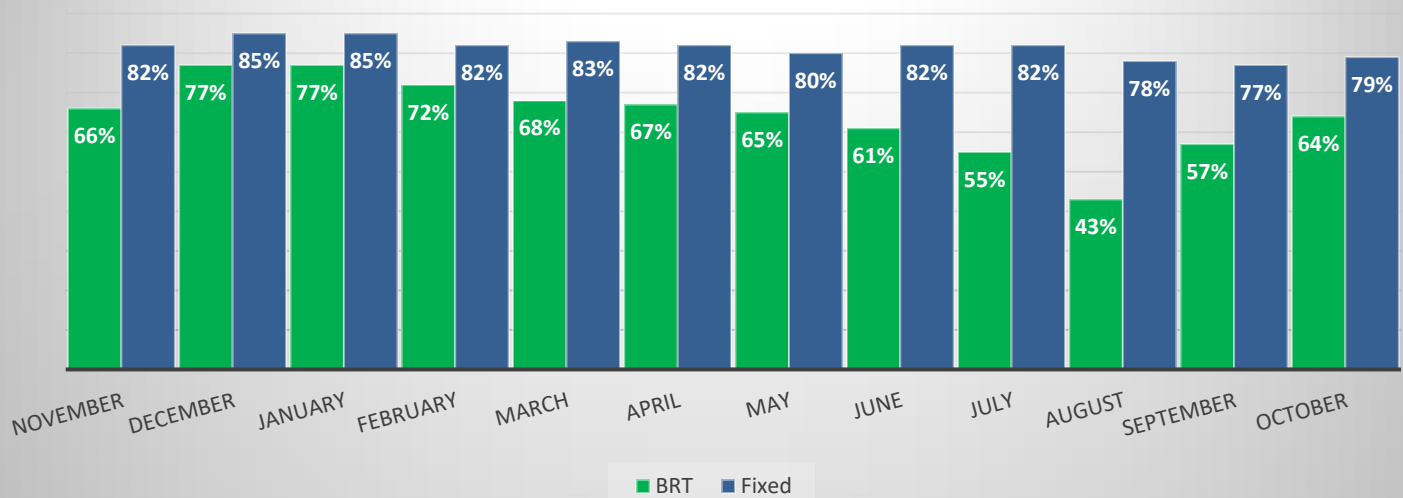
Starkey, Catherine  
Griffin, Ardis  
Garrett, Victor  
Edwards, Monei  
Carpenter Williams, Lakisha  
Houston, Floyd  
Reed, Byron  
Hazen, William  
Hughes, Marilyn  
Gray, Bryan  
Taylor, Ebony  
Anderson, Rose  
Boston, Joel  
Cornett, Myron

Johnson, Jarvis  
Gardner, Onesha  
Fox, Harry  
Carpenter, Andy  
Mason, Rodney  
Clark, Keana  
Frierson, Razheana  
Kingra, Jaswaran  
Davis, Elisa  
Jackson, Calvin  
Mosley, Michael  
Thomas, Myron  
Hicks, Mikia  
Clark, Shawn  
Rowie, Robert

Anderson, Treva  
Chest, Mornice  
Roberson, Ashley  
Duncan, Scott  
Turner, Lashonda  
Green, Nichelle  
Badiane, Ngary  
Clay, David  
Bradford, Keary  
Cargile, Senetria  
Barnes, Paris  
Thein, Stephen  
Hartwell, Geneva  
Rosario Gonzalez, Dilexi  
Carter, Deborah

Rush, Paula  
Mallory, Kevin  
Adkins, Phillip  
Arnold, Mikaiah  
Baine, Tenisha  
Freeman, Mencie  
Dowdell, Sherri  
Sanders, Joann  
Moncel, Maryah  
Wills, Mark  
Smith, Tamara  
Wilson, Patricia  
Bowen, Stacey  
Reintjes, Peter

### On Time Performance Last 12 Months





## VEHICLE MAINTENANCE AND FACILITIES SERVICES

### FACILITIES:

To improve the maintenance upkeep and aesthetics of the Red Line station platforms they received a polyastric/epoxy coating. The project initially started on the Raymond station, and additional stations are now being renovated.

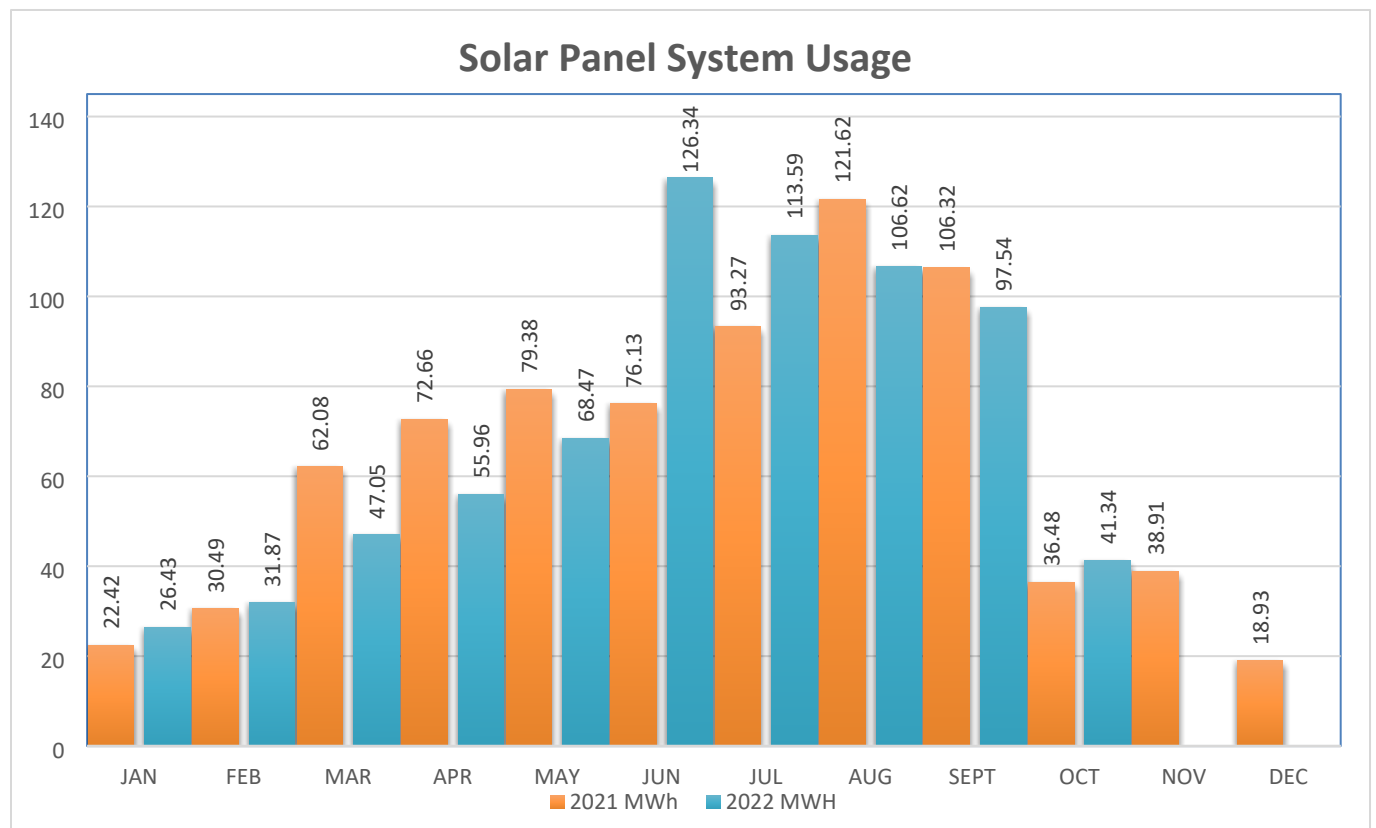
The department staff is diligently working on the Madison Ave. Project. This location will be used as a layover point for Operators to use for and downtime between their next run or shift. All departments are working collaboratively to ensure the project is completed on schedule.

The general laborer staff continues to assist in relocating equipment from both the East Campus and Madison Ave. sites as needed during the building renovations.

The Facilities Department assisted the Public Affairs team with setting up Pop-up shops around Marion County promoting the Purple Line. The “pop-ups” engage the community, answering questions and providing updates about the BRT Purple Line.

### SOLAR PANEL:

During the month of October, the decrease in daylight saving hours didn't impact the 4,300 Solar Panel Array on the roof at the main building. The panels produced a slightly higher KWH output versus prior year. The savings YTD, \$67,945.



### FLEET SERVICES:

There were 187 buses detailed in October. The goal is to detail every bus at least once per month. There were 24 vehicle requests in October for the motor pool.

IPTC has logged 7,115,562 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2022</b>	700,999	650,213	739,093	710,879	716,446	710,305	727,197	739,434	697,268	724,728			<b>7,115,562</b>
<b>2021</b>	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	<b>9,141,583</b>
<b>2020</b>	878,363	875,068	917,660	705,903	701,773	865,561	888,720	866,798	844,969	850,663	767,009	817,246	<b>9,979,733</b>

### Fluid Usage Summary:

FLUID TYPE	October 2022	October 2021	October 2020
ATF (qt)	65	75	56
COOLANT (qt)	1,661	1,753	1,602
ENGINE OIL (qt)	489	448	406
DIESEL (gal)	133,302	132,682	138,708

### Mean Distance

Mean Distance Major Systems Failures
Mean Distance Between All Systems Failures

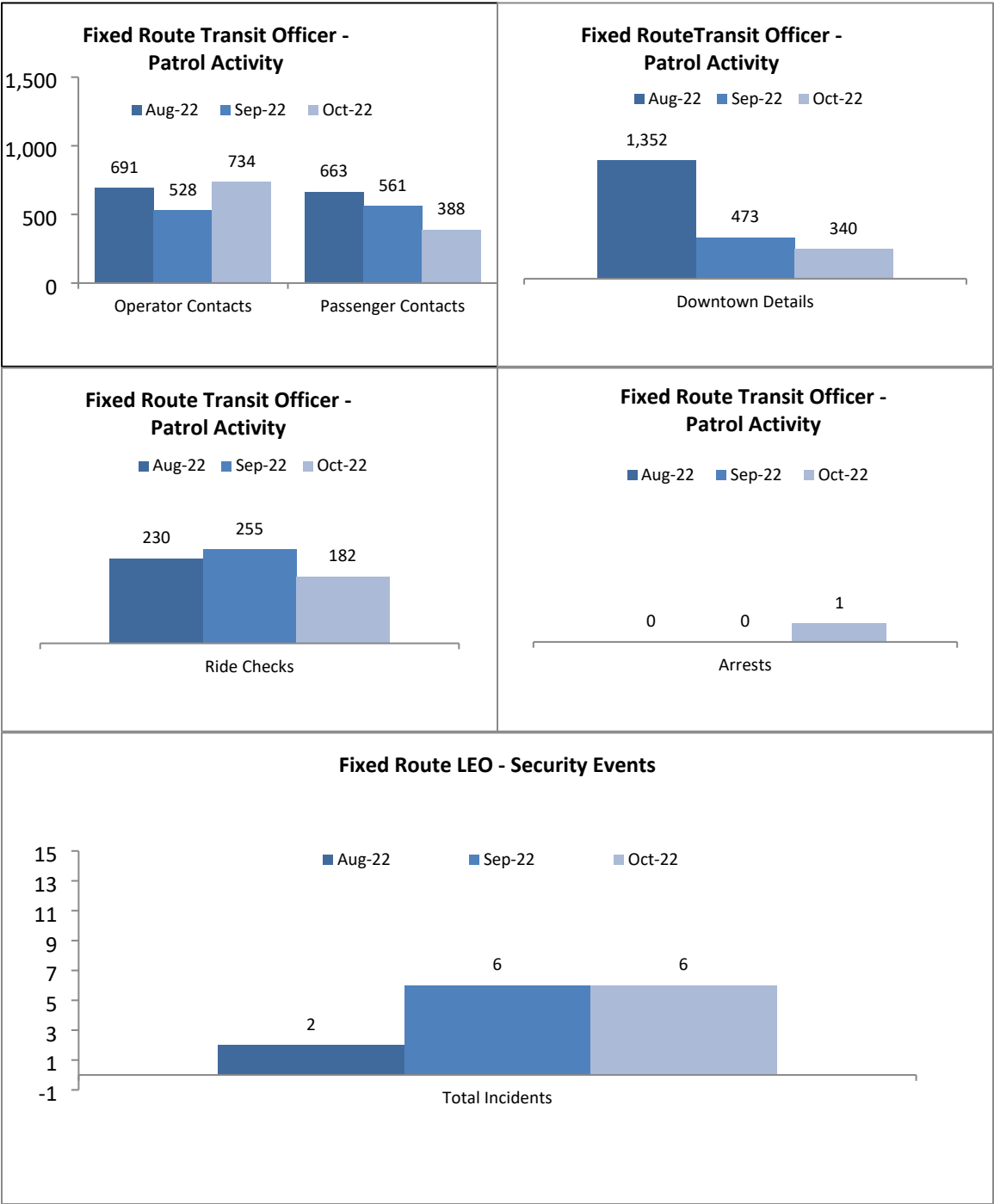
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
<b>MAJOR</b>	4848	4388	4436	3918	3107	3594	3495	3963	5029	<b>7685</b>		
<b>ALL</b>	4377	3920	3911	3753	2984	3151	3064	3238	4373	<b>6367</b>		
	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
<b>MAJOR</b>	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
<b>ALL</b>	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038
	2020/1	2020/2	2020/3	2020/4	2020/5	2020/6	2020/7	2020/8	2020/9	2020/10	2020/11	2020/12
<b>MAJOR</b>	5,506	5,506	5,506	5,506	5,506	7,973	7,682	6,456	5040	5249	5059	4238
<b>ALL</b>	4,307	4,307	4,307	4,307	4,307	6,816	5,278	2,531	3319	3505	4826	4057

The green cells represent averaged totals

SECURITY

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 over the last three months.

FIXED ROUTE:



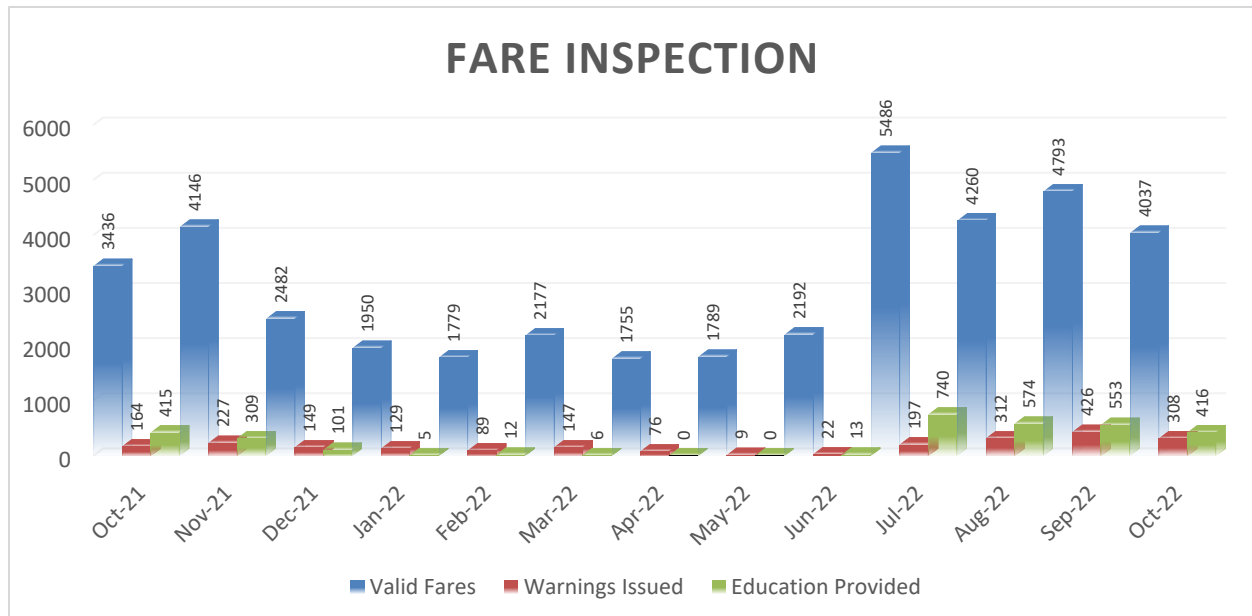
The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.

RED LINE SECURITY:



## FARE INSPECTION REPORT:

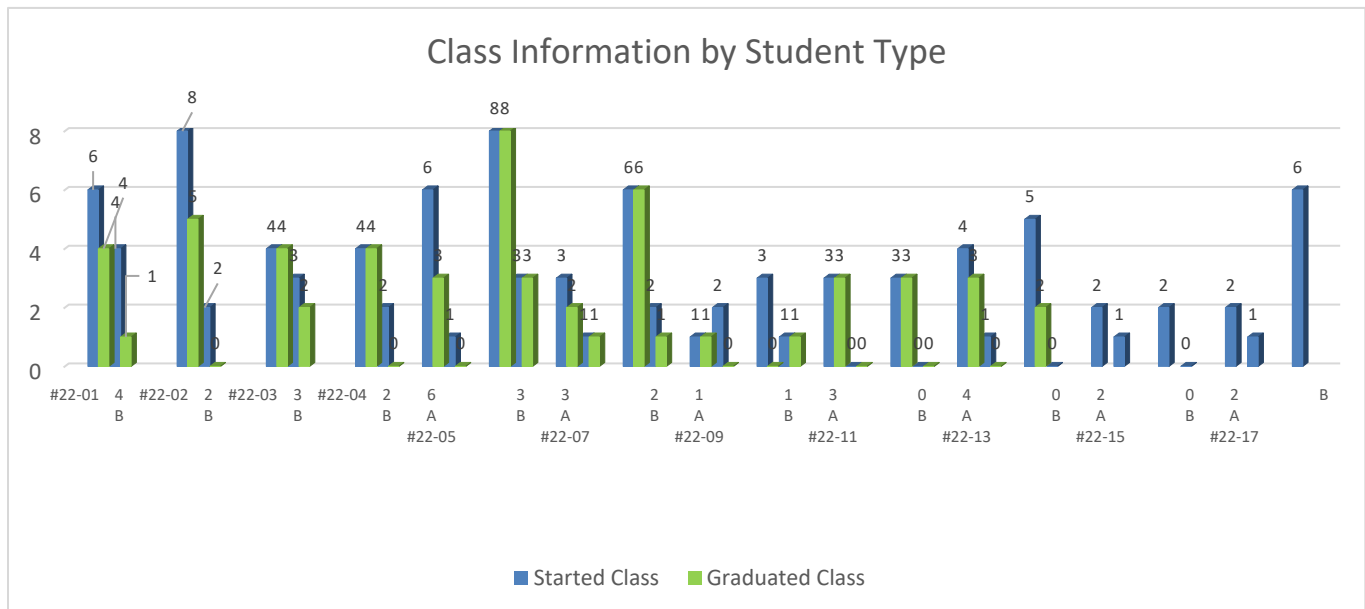
The information below shows the fare inspection information, the chart shows passenger contacts representing passengers who had a fare when checked, notifications representing passengers who did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it shows education representing passengers who did not have fare when checked but purchased a valid fare after being shown the proper procedures.



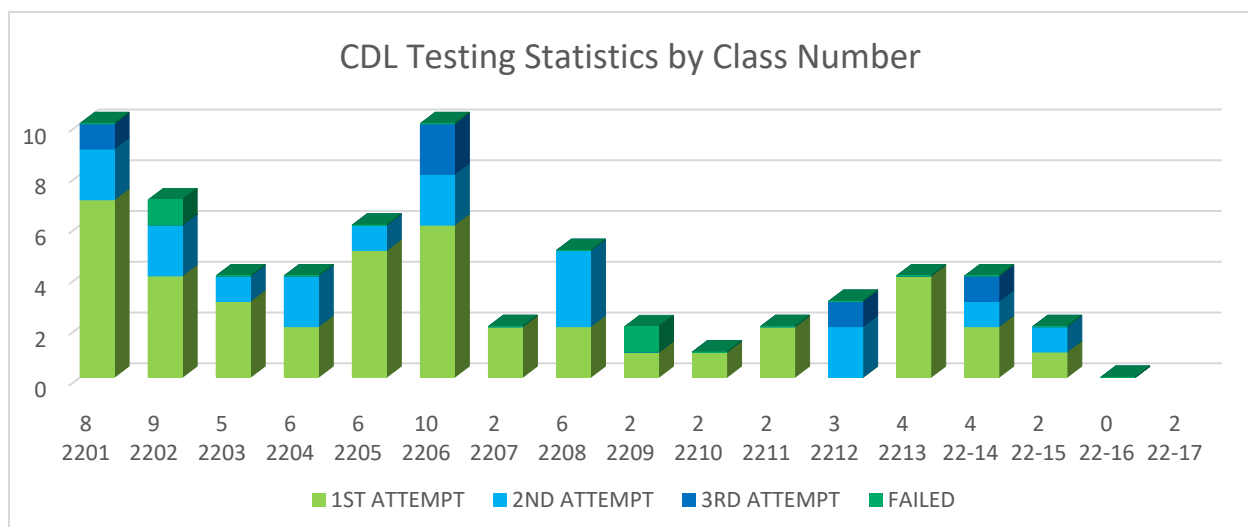
October	Passenger Contact	Notifications	Educations
Monthly	4037	308	416
Weekday	3718	307	388
Saturday	173	0	19
Sunday	146	1	9

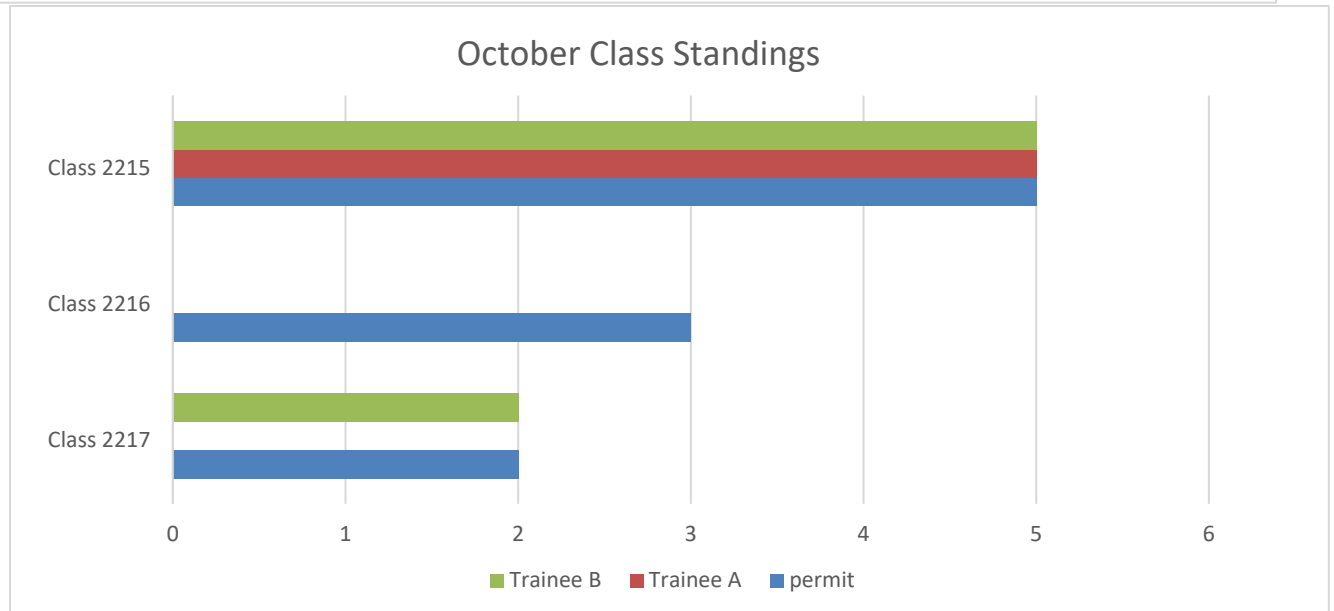
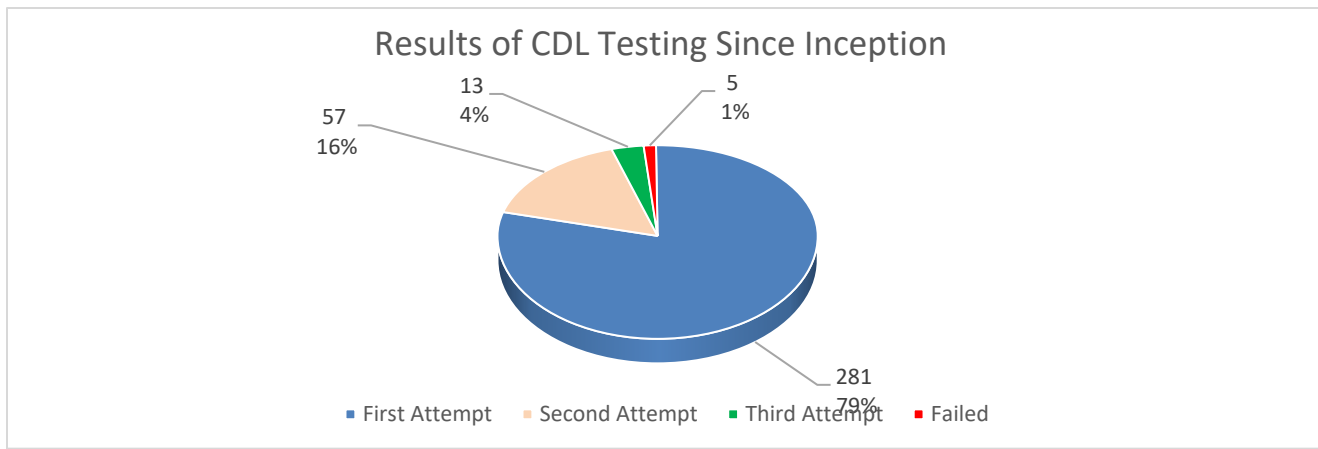
2022 YTD	Passenger Contact	Notifications	Educations
Monthly	30218	1715	2319
Weekday	27365	1563	2177
Saturday	1658	106	92
Sunday	1195	46	52

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 with and 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 without CDL licenses will then be taken to a State-approved site for testing. The charts below shows 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.





1. Permit / CDL
2. Classroom
3. BTW (Behind the Wheel)
4. Cadetting
5. Graduation

#### Active Fixed Route Class Start Dates:

Class 22-15 – September 26, 2022

Class 22-16 – October 10, 2022

Class 22-17 – October 24, 2022

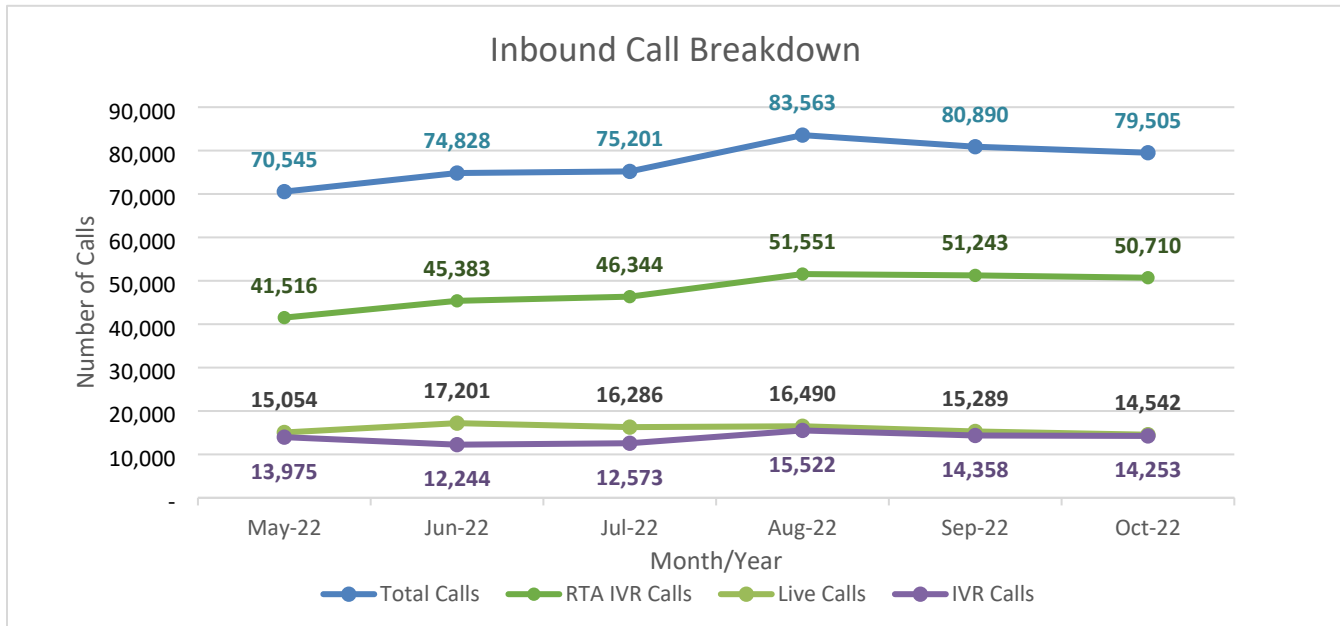
#### The following training sessions were conducted in September:

- Eight Operators for accident retraining
- Five Operators for Red Line accident retrains
- Seven permit training
- Two return to work training
- One administrative employee for new-hire orientation
- One Mechanic / General Labor Orientation
- Seventeen Red Line refresher training
- 173 Operator 2022 In-service training

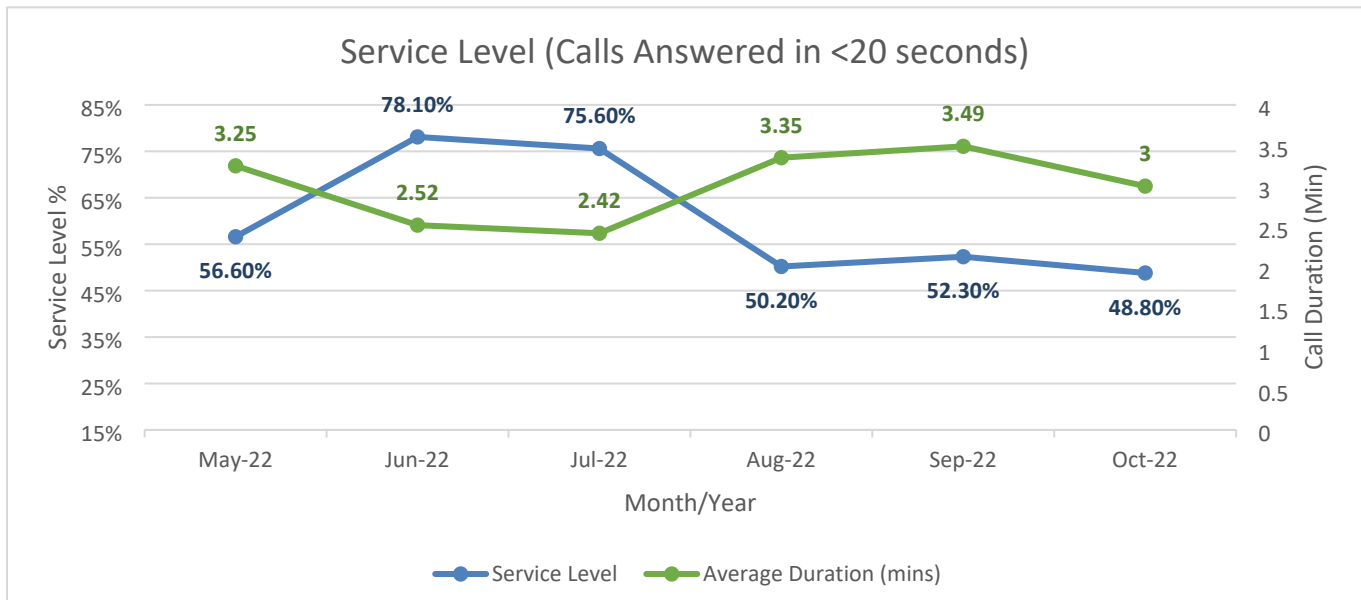
## Mobility Solutions - October 2022

### MOBILITY CARE CENTER AND PARATRANSIT REPORT:

Overall, total call volume has decreased by approximately 1.71% from September 2022 to October 2022. This could be attributed to the decrease in ridership for the month of October.

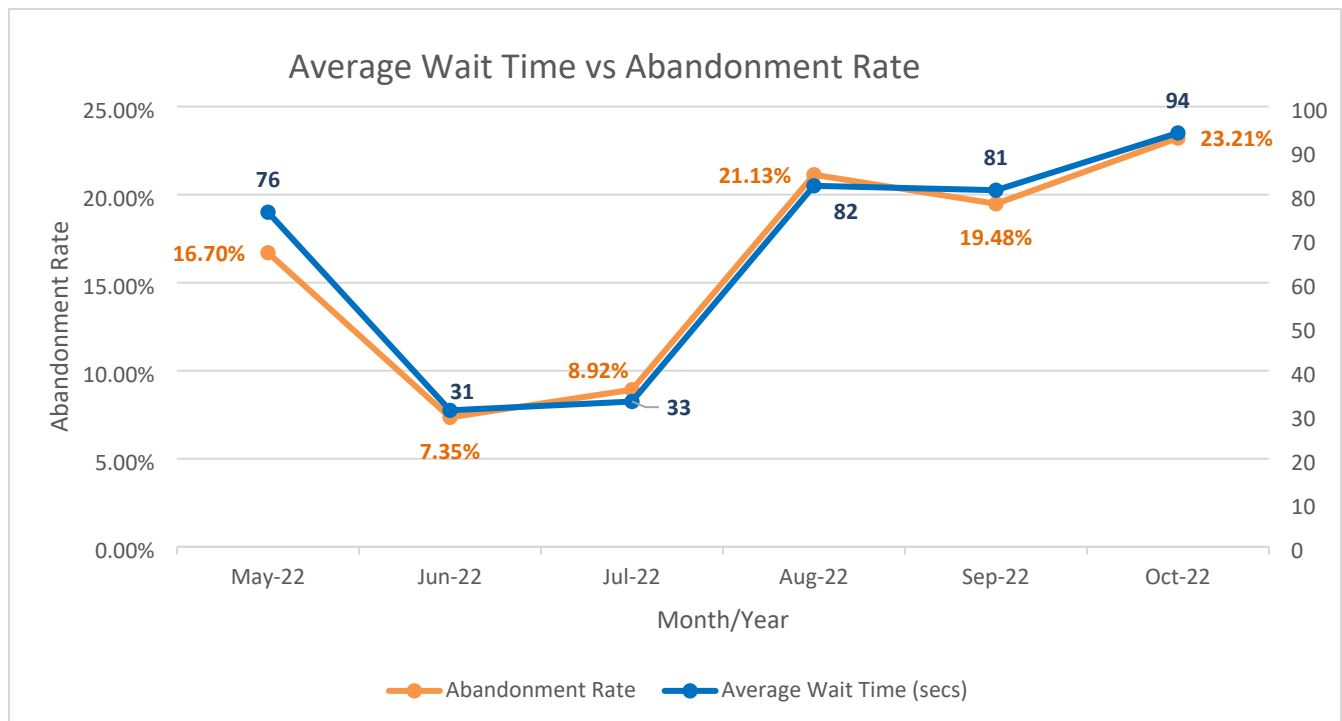


Our service level metric decreased for October 2022, moving away from the goal of 80%. IndyGo Care Center Leadership will continue monitoring this and discuss staffing effects/expectations. The average call duration has decreased and is within the goal range of 3-5 minutes.





IndyGo leadership meets regularly with RATP Dev to discuss staffing effects and expectations. Wait times and abandonment rates have increased. The abandonment rate is moving away from our goals of less than 5%. The average wait time is also moving away from the goal of less than one minute.

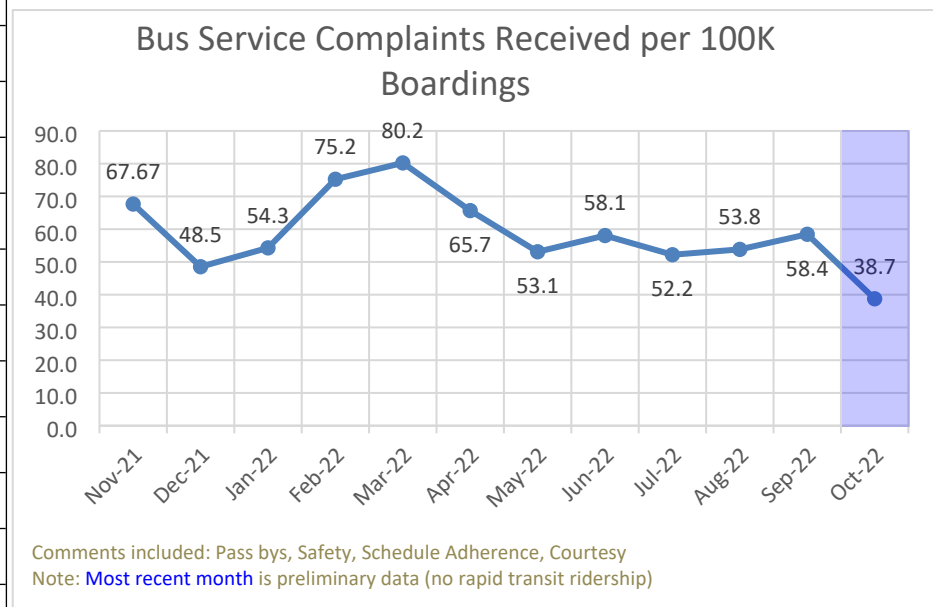
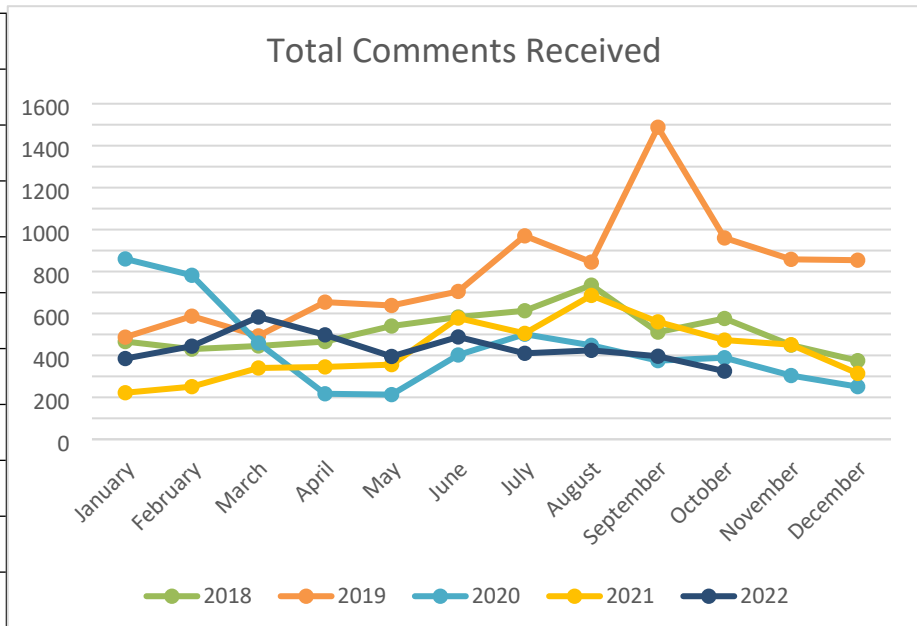


## RECEIVED COMMENT REPORT:

The total number of comments received for September amounts to 325. This is a 17.93% decrease from September at 396 comments. This could be attributed to the reduction in ridership for October 2022. Within the comments received, Schedule Adherence is the largest category contributing to approximately 21.23% of the total comments for October.

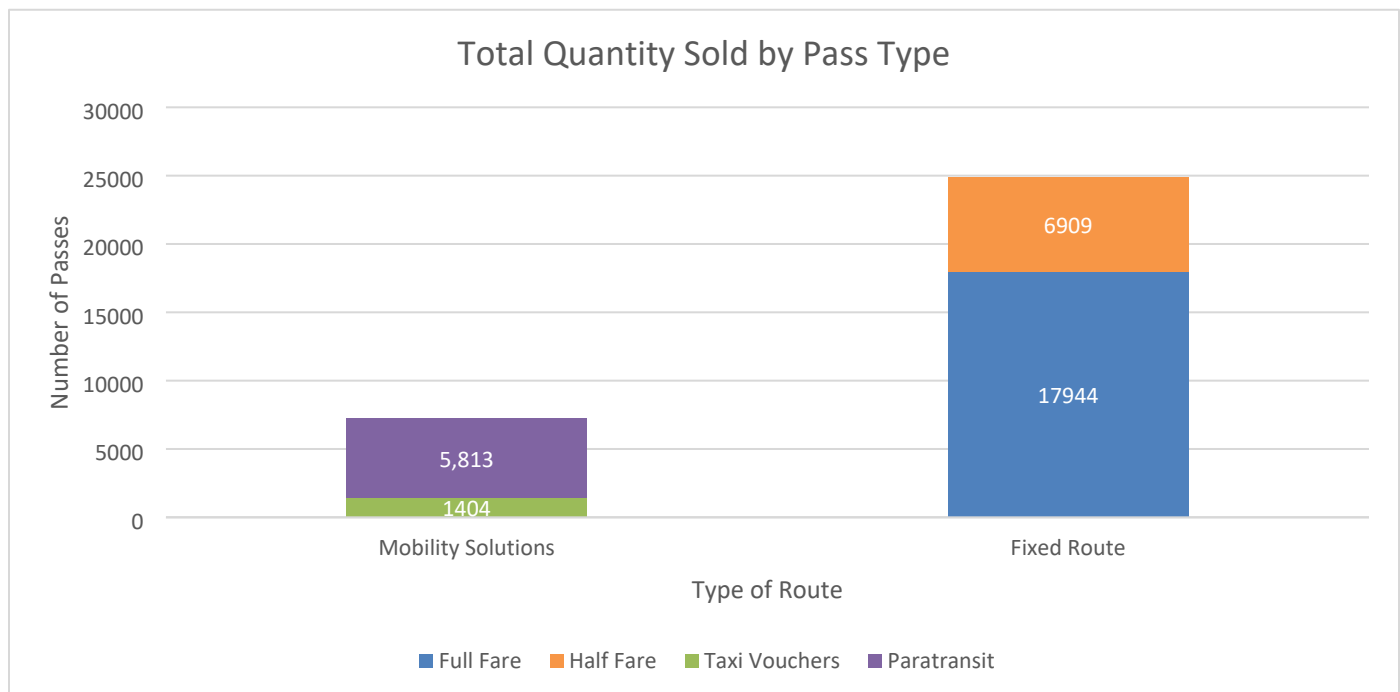
Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Category	Count of Comment
Schedule Adherence	69
Pass By	41
Fares	40
Safety	29
Courtesy	23
Customer Care Center	17
Route	13
Bus Stop	12
Denial	12
Facility Maintenance	12
Compliment	9
Discrimination	7
Request	6
Security	5
ADA	4
Suggestion	4
Adopt a Stop	3
Fulfillment	3
Red Line	3
Rules	3
Wrong Information	3
UZURV	2
CAD AVL	1
Detour	1
Public Hearing	1
Real Time Arrivals	1
Vehicle Maintenance	1
<b>Grand Total</b>	<b>325</b>



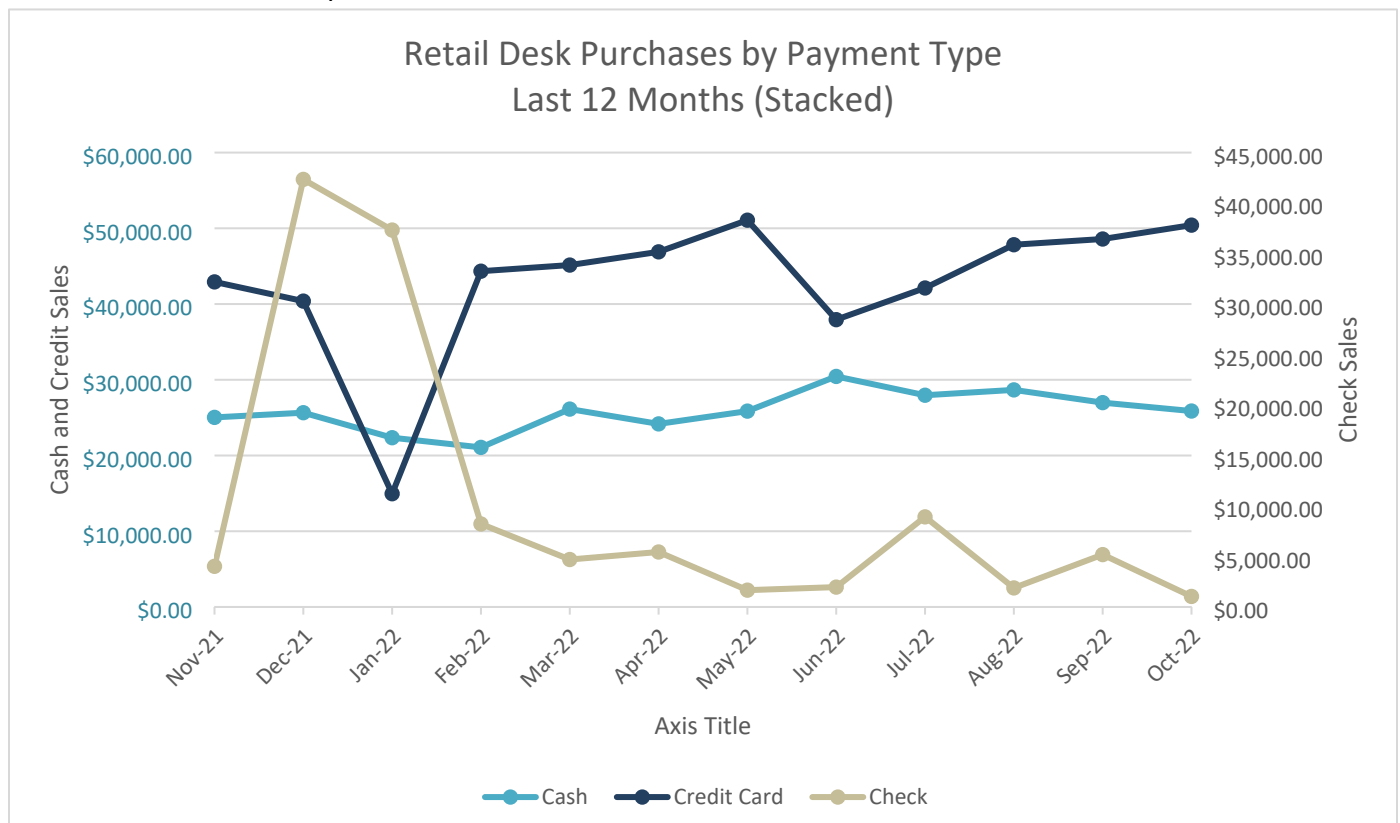
## CARE CENTER DESK AND SALES REPORT:

Total Quantity of Passes Sold: **32,070**



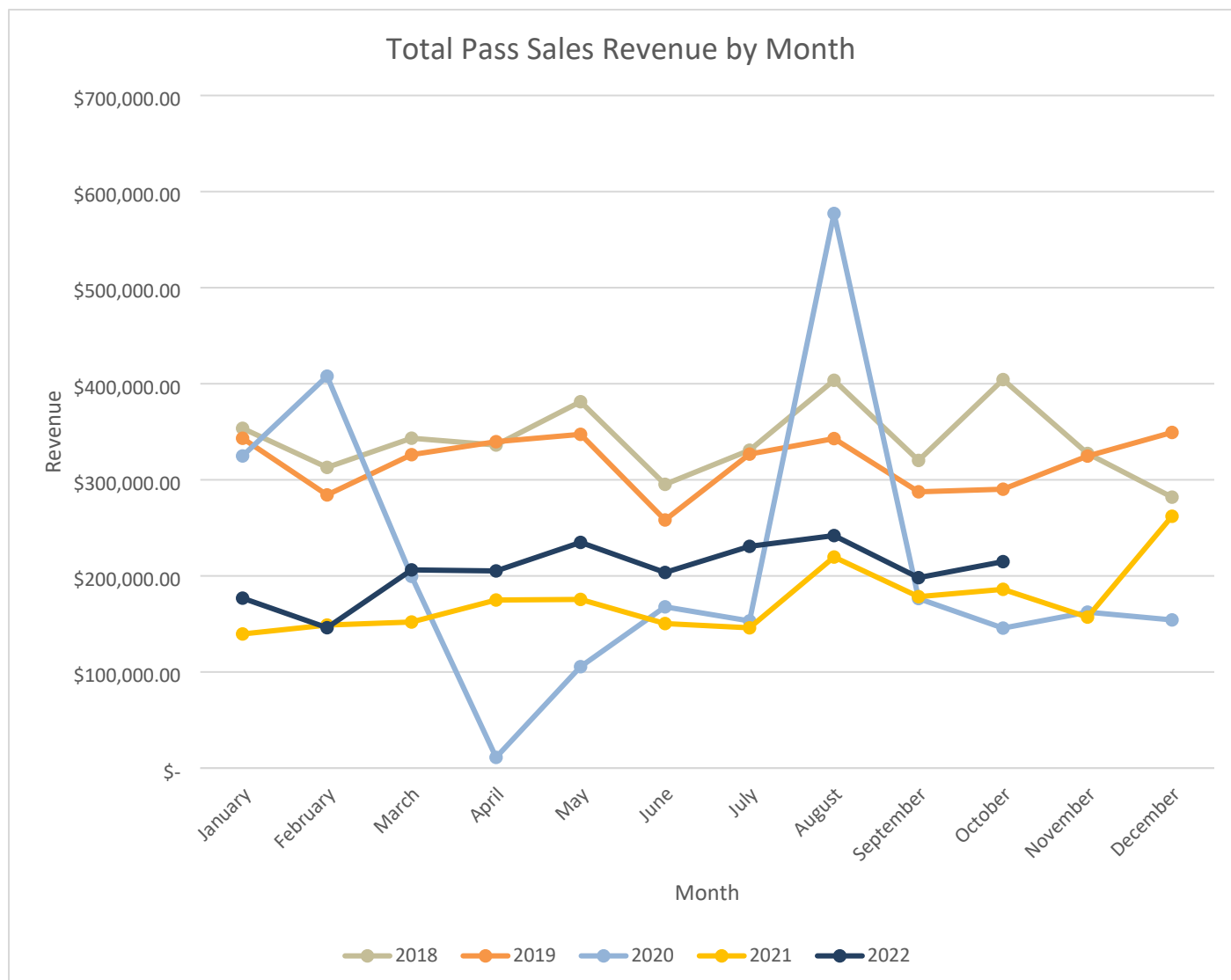
## PAYMENT BREAKDOWN:

The Customer Care Center Desk experienced an increase in credit card sales by 3.77%. Cash sales decreased by 4.11% and check sales experienced a 79.88% decrease for October 2022.



## TOTAL PASS REVENUE (INCLUDING ECOMMERCE, RETAIL, AND INVOICE)

Total pass revenue increased by 8.39% from September 2022 to October 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>	Unlinked Passenger Trips	Vehicle Revenue Hours	Vehicle Revenue Miles	Vehicles Operated in Max Service (Average)	Number of Days of Regular Service Operated
January	9,050	5,144	97,224	30	31
February	8,705	5,005	92,607	29	28
March	11,078	6,181	114,608	32	31
April	10,387	5,963	105,832	34	30
May	10,649	6160	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	10,952	6,680	118,324	38	31
November					
December					
Total	80,697	46,398	843,424	33	243

### **2021 Paratransit Data**

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

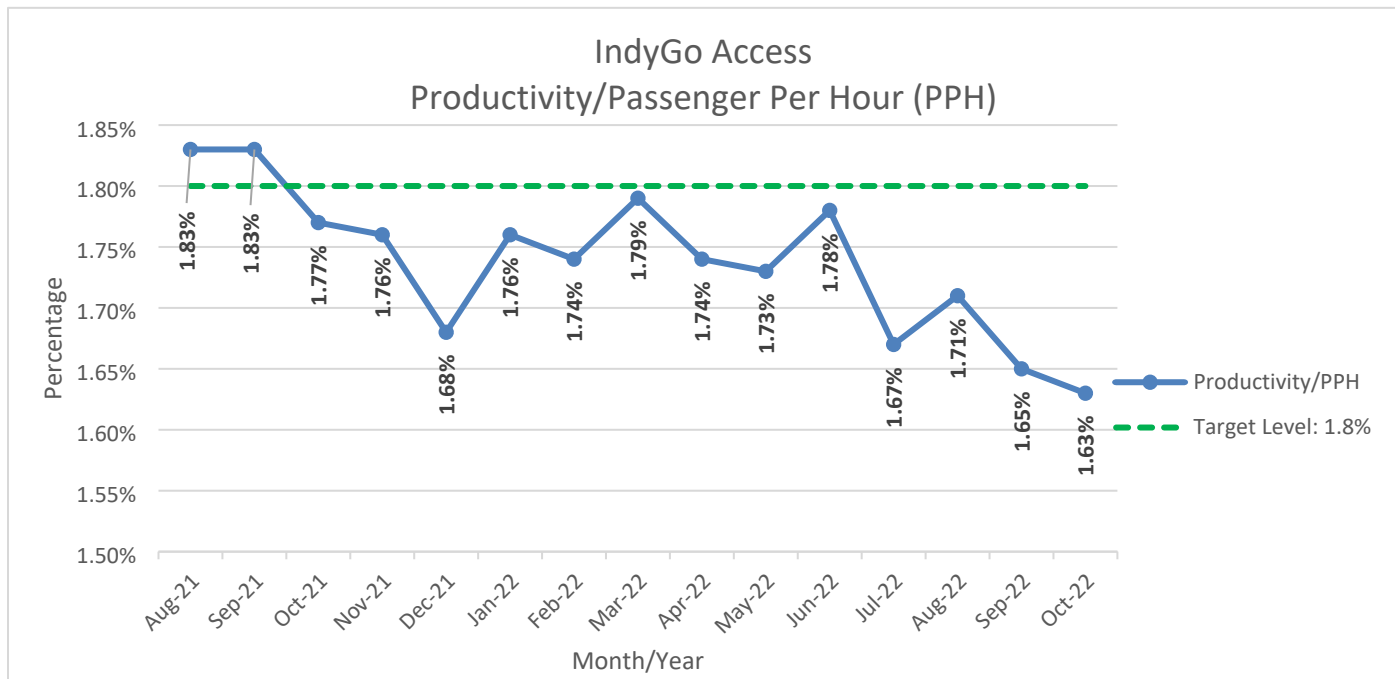
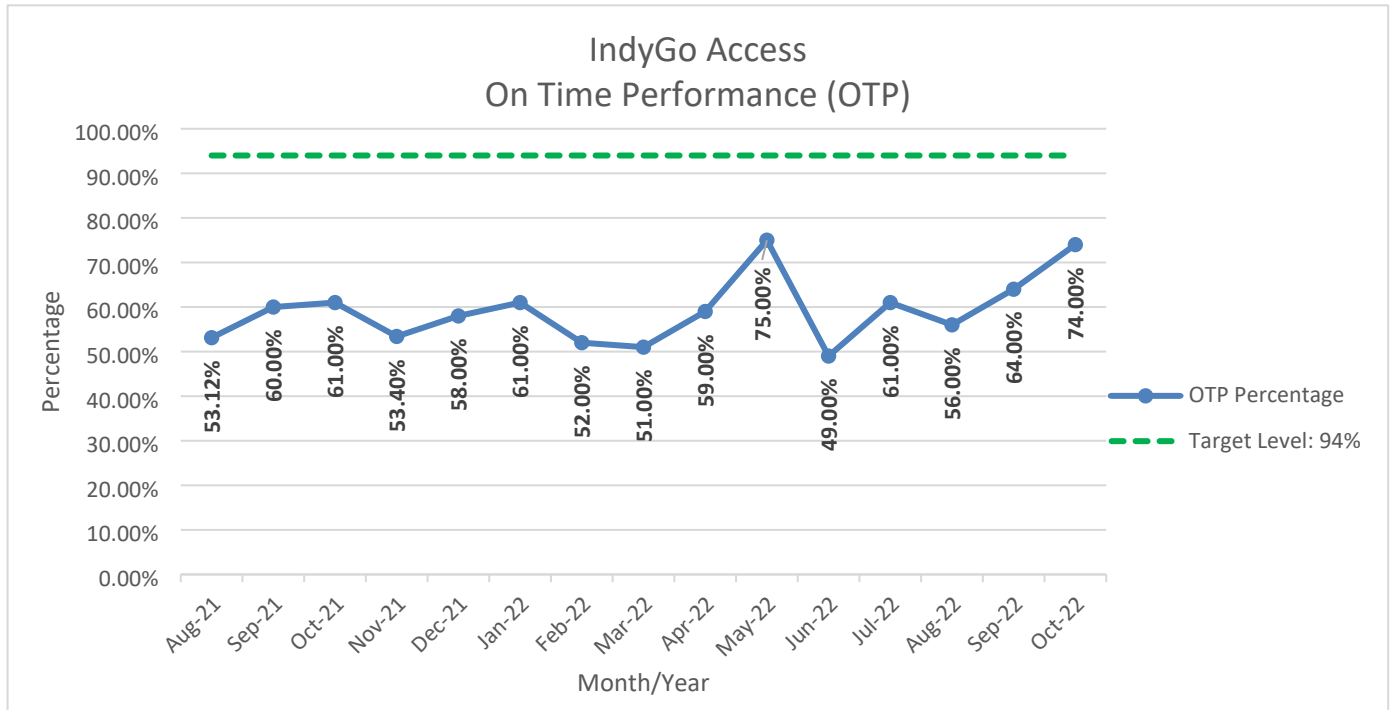
## INDYGO ACCESS CUSTOMER COMMENTS:

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

Comment Categories	Number of Comments	Number of Valid Comments
Schedule Adherence	41	39
Courtesy	7	4
Compliment	6	5
Fares	6	6
Safety	4	3
Wrong Information Given	2	2
UZURV	2	1
Customer Care Center	2	2
Denial	1	1
<b>Grand Total</b>	<b>71</b>	<b>63</b>

Schedule Adherence Comments	Number of Comments	Number of Valid Comments
Late Bus	32	30
Extended Ride	5	5
No Show	2	2
UZURV	1	1
Other	1	1
<b>Grand Total</b>	<b>41</b>	<b>39</b>

On-Time Performance for **October 2022** was 74%, and Productivity was 1.63%. In **October 2021**, OTP was 50%, and Productivity was 1.64%; this is an increase of 32.4% and an increase of .6%, 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	34	91	123	0	1	1
NOV						
DEC						
Total	429	697	1,123	0	3	12

2021						
	New	Renew	Approved	New Denied	Renew Denied	Visitors
JAN	22	38	60	0	0	0
FEB	29	33	62	0	0	0
MAR	46	42	87	0	1	0
APR	47	42	89	0	0	1
MAY	34	40	73	0	0	1
JUNE	35	58	91	0	1	2
JULY	28	54	82	0	0	2
AUG	80	49	128	0	0	2
SEPT	50	49	99	0	0	0
OCT	46	54	100	0	0	0
NOV	44	33	77	0	0	2
DEC	45	44	89	0	0	1
Total	506	536	1037	0	2	10

	NEW UNCOND	NEW COND	NEW TEMP	RENEW UNCOND	RENEW COND	RENEW TEMP
JAN	0	0	32	49	0	1
FEB	0	0	34	46	0	0
MAR	0	0	61	55	1	0
APR	10	0	46	56	1	0
MAY	0	0	43	60	6	0
JUNE	34	0	0	86	0	0
JULY	46	0	0	73	1	1
AUG	56	0	0	79	0	0
SEPT	33	0	0	89	0	0
OCT	32	1	0	88	2	0
NOV						
DEC						
Total	211	1	216	681	11	2

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



## VOUCHER PROGRAM:

Mobility Services offers a lottery program and a dialysis program. Both programs are open to eligible 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
March	650	838	643	635	1,470	1,556	5,792
April	690	683	534	592	1,627	1,622	5,748
May	670	536	619	565	1,791	1,576	5,763
June	620	588	605	652	1,628	1,654	7,747
July	630	594	691	667	1,831	1,594	6,007
August	700	604	683	720	1,713	1,912	6,332
September	570	474	640	653	2,146	1,833	6,316
October	670	557	768	664	1,911	1,892	6,462
November							
December							
	6,580	5,945	6,318	6,282	16,356	15,853	57,397

### 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.

**October 2022 savings from fuel excise taxes were \$8,163.78 (Fed Taxes = \$3,699.45 and State Taxes = \$4,464.33) Total 2022 annual savings is \$80,211.72.**

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## Department of People & Teammate Experience Division Report – October 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:** November 17, 2022

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### Wellness and Teammate Engagement:

- Holiday Hoorah took place on November 3<sup>rd</sup>. We celebrated the first and second-shift teammates.
  - The winner of the Fall/Halloween Decoration Contest was Public Affairs
  - \$25.00 Holiday Checks were given to teammates as a small token of our appreciation
- Elements Financial Lunch and Learn, Family Dynamics & Your Finances
  - Conference Room, Tuesday, November 15, 2022, 12:00 pm- 1:00 pm
- Breast Cancer Mammogram Mobile Unit will be at 1501 on Monday, November 21<sup>st</sup> from 9:00 to 3:00p.m  
Call Ascension St. Vincent Breast Center at (317) 338-9595 to sign-up.
- Join IndyGo and the Indiana Pacers for Family night, Friday, December 9, 2022, Doors open at 6:00 pm.  
Tipoff at 7:00 pm
  - Tickets are between \$20-\$30. Free Pacers branded hat, a food voucher for a hotdog, chips, drink, and more. Click here to sign-up <https://pacers.formstack.com/forms/indygo>
- Excellence Awards 2022
  - We are accepting nominations for the IndyGo Excellence Award apply by November 11.  
Click here to nominate an IndyGo teammate: <https://forms.office.com/r/R6qwXa8Ae6>
- Flu Shots  
Flu shots are now available at our on-site clinic at Marathon Health  
Please schedule your appointment today by clicking here [https://my.marathon-health.com/sign\\_in](https://my.marathon-health.com/sign_in)  
or calling (317) 559-2185

### Workforce Development:

- TIM TALK scheduled for November 15<sup>th</sup>: Topic IndyGo's Construction Projects updates.
- Recruited a new intern from Providence Cristo Rey – Michael Alvarenga Compos
- We are building a building partnership with Marion University & Martin University for intern opportunities

### Diversity & Inclusion:

- Select IndyGo Leaders will be contacted in the next week to take part in a Readiness Interview to assess how prepared IndyGo is to engage in the development of a DEI Strategic Plan.

### Learning Management System:

- A Training Development Request form has been created to request the creation and publishing of online learning on the LMS, creation, editing, or reformatting of training documents or Instructor-led training
- Training currently in development:
  - IndyGo Shorts – short 1–5-minute videos on specific topics for operators and GLs
  - New Operator training online – training manual has been converted from a paper document to online courses. Trainers will facilitate using the online course and new operators will follow along and complete interactive materials.
  - Up next: Systems training for dispatcher and GLs, Supervisor training

- Meeting with LinkedIn Learning to discuss possible integration with LMS.

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

- We are a certified Apprenticeship program for our high voltage maintenance program with the Department of Labor
- 7 mentors have signed up to volunteer with the YMCA Toys for Tots distribution on December 17th, 2022.

**Benefits:**

- Open Enrollment November 6-19, 2022. Passive enrollment. No change unless Health Savings Account/Flexible Spending and requests for plan changes. Opportunity to update beneficiary, address, phone, emergency contact, and 401k info
- Online benefits fair and in-person assistance by appointment only.

**Performance Management:**

- 2022 Performance Management kicked off in mid-October.
- November 4th – Manager complete review
- November 18th -Approver Finalizes and Approves distribution and assessments

Respectfully submitted,

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

## Supplier Diversity Division Report – October 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:** November 17, 2022

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### DISCUSSION:

In the month of September 2022, IndyGo obtained 16.76% utilization with “XBE” businesses certified by the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration’s (IDOA) Division of Supplier Diversity.

The last event Supplier Diversity attended was the IDOA Business to Business Showcase on October 14, 2022. Since the event, four (4) additional vendors that Supplier Diversity met and advised to register with IndyGo, registered on Bonfire. Supplier Diversity is preparing the Semi-Annual Uniform Report for IndyGo, which must be submitted to the Federal Transit Administration on December 1. IndyGo’s federal Disadvantaged Business Enterprise participation percentage for the year 2022 will be available after December 1, 2022.

### UPDATES/UPCOMING ITEMS:

Supplier Diversity will participate in the following upcoming event and share information about doing business with IndyGo, the Supplier Diversity program, and upcoming projects:

- Business Equity for Indy Procurement Roundtable Supplier Meet & Greet
  - Date: Thursday, November 17, 2022
  - Time: 2:00 PM – 4:00 PM
  - Location: Indianapolis International Airport, 7800 Col. H. Weir Cook Memorial Drive, Indianapolis, IN 46241
  - Registration Link: <https://www.eventbrite.com/e/business-equity-for-indy-procurement-roundtable-supplier-meet-greet-tickets-377503742857?aff=ebdsoporgprofile>

Semi-Annual Uniform Report (December 1, 2022)

### RECOMMENDATION:

Receive the report.

Greg Garrett  
Senior Supplier Diversity Officer  
DBELO

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