



Board Report
February 23, 2023

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1. **Call to Order and Roll Call** (Presenters – Adairius Gardner, Jill Russell)
2. **Awards and Commendation** (Presenter – Inez Evans)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner)
 1. Finance Committee – Richard Wilson
 2. Service Committee – Adairius Gardner
4. **Consent Agenda** (Presenter – Adairius Gardner)
 1. A-1: Consideration and approval of minutes from Board meeting held on January 26, 2023
 2. A-3: Consideration and approval of East Campus Master Plan (Presenter – LaTeeka Washington)
 3. A-5: Consideration and approval of Section 5310 CFP vehicle approval – updated (Presenter – Ryan Wilhite)
 4. A-6: Consideration and approval of Microsoft licensing renewal (Presenter – Marcus Burnside)
 5. A-7: Consideration and approval of license renewal for construction program and project management software e-Builder (APS, BRT, Contraflow) (Presenter – Sarah Stentz)
5. **Regular Agenda** (Presenter – Adairius Gardner)
 1. A-2: Consideration and approval of 2023 Board of Directors Officer elections (Presenter – Jill Russell)
 2. A-4: Consideration and approval of Title VI program update (Presenter – Ryan Wilhite)
6. **Information Items** (Presenter – Adairius Gardner)
 1. I-1: Mobility Advisory Committee (MAC) update (Presenter – Eddie Rickenbach)
 2. I-2: Receipt of the Finance Report for January 2023 (Presenter – Bart Brown)
 3. I-3: CEO Report (Presenter – Inez Evans)
 4. I-4: Task Orders executed under contracts during FY2022
 5. I-5: Department Reports
7. **Adjourn** (Presenter – Adairius Gardner)

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)}

Our next Board Meeting will be Thursday, March 23, 2023; 5pm

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Awards & Commendation Recognition for January 2023

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: February 23, 2023

January 2023 Awards & Commendations

Employee	Position	Recognition
James Wilson	Coach Operator – Fixed Route	33 Years of Safe Driving
David Turner	Coach Operator – Fixed Route	January Operations Employee of the Month
Justin Fulford	Director of Procurement and Supply Chain Management	Promotion
Dennis Clark	Coach Operator – Fixed Route	Retiring after 22 Years of Service
Taylor Schaffer	Board Member	New Mayoral appointee Board Member

January 2023 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 January 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>
James Wilson	6780	33	44
Cameron Irwin	2877	21	26
Lloyd Gee	1500	17	24
Quinton Davis	1411	15	23
Lakisha Carpenter	8174	12	14
Jack Wallace	6306	11	18
McKensey Rainey	8547	8	10
Tamanika Morrow	8627	6	9
DaRell French	9719	3	3
Terrill Lewis	8968	3	6
Eric Roberts	8832	3	7
Destiny Steele	9432	3	4
Lashona Carroll	9746	2	3
Anthony Hudgins	9493	2	4
Patrick Rowe	9566	2	4
Sheanta Fields	10036	1	1
Cherika Knox	9927	1	2

Safety is at the core of IndyGo’s mission and values. We congratulate the above professional coach operators that have achieved this safety milestone. Your performance contributes to making public transportation in Indianapolis safer and a champion for safety.

Congratulations and Thank You!



Finance Committee Chairperson Report – February 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Finance Committee Chairperson Richard Wilson
Date: February 23, 2023

ISSUE:

A report of IndyGo February 2023 Finance Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
February 16, 2023

The Finance Committee met on February 16, 2023, at 8:30am. In attendance was Rick Wilson, Chairman of the Finance Committee, as well as Committee Member Mary Ann Fagan.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-3, A-5, A-6, & A-7.

An item from the committee meeting I would like to highlight is Action Item A-3, approval of East Campus Operations Center & Fleet Terminal Master Plan & Design Task Order. Senior Director of Capital Assets and Facility Modernization LaTeeka Washington presented this action item to the Finance Committee.

In December 2022, IPTC selected CDM Smith as the design team to begin performing master planning efforts for expansion at East Campus. The task order work would include creating conceptual designs with a couple of options on how IPTC could best utilize the space, while creating a safe and operationally efficient flow. This task order completion would lead to the start of the design after the approval of a layout by IPTC Board and Staff.

The CDM Smith team aptly demonstrated their combined experience and skill sets to provide the services for master planning for East Campus. Moving forward with the master planning at this time would assist IPTC in meeting the agency's needs for East Campus Headquarters with additional bus storage and maintenance, creating an operation center, and a training driving course.

Mr. Chairman, that concludes my report.

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Service Committee Chairperson Report – February 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Service Committee Chairperson Adairius Gardner
Date: February 23, 2023

ISSUE:

A report of IndyGo February 2023 Service Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson’s Report
February 16, 2023

The Service Committee met on February 16, 2023, at 12:0pm. In attendance was 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 and Regular Agenda item A-4.

With the Service Committee only recommending the minutes from the January 2023 Board meeting to the Consent Agenda, the Committees only other item from our meeting was placed on the Regular Agenda for this evening’s Board meeting. Thus, I have no additional updates.

Mr. Chairman, that concludes my report.

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January Board of Directors & Annual Board of Finance Meeting Minutes

IndyGo

Jan 26, 2023 at 5:00 PM EST

@ 1501 W Washington St Indianapolis IN 46222

ACTION ITEM A – 1

Attendance

Present:

Members: Hydre Abdullah, Brian Atkinson (remote), Bart Brown, Marcus Burnside (remote), Charlie Carlino, Matt Duffy (remote), Mark Emmons (remote), Inez Evans, Mary Ann Fagan, Adairius Gardner, Greg Hahn, Richard Wilson, Jr., Jennifer Pyrz, Cam Radford (remote), Jill Russell, Ryan Wilhite

Staff: Cesar Bermedez (remote), Carrie Black, Danai Bracey (remote), Justin Burcope (remote), Brian Clem, Lesley Gordon (remote), Denise Jenkins-Agurs (remote), Cheryl Purefoy (remote), Brooke Thomas, Aaron Vogel (remote), LaTeeka Washington (remote)

Absent:

Members: Lise Pace

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

-  [board cover 2023 Jan26.docx](#)
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-  [A AGENDA for January 26, 2023 Board Meeting.docx](#)
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Chairman Greg Hahn called the meeting to order at 5:01pm. Chief Legal Officer Jill Russell called the roll. 5 members present in person. There was a quorum.

2. Awards and Commendation (Presenters: Inez Evans)

-  [A1 Awards & Commendation January.docx](#)
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-  [A1 Board report Safe Drivers Dec 2022 .docx](#)
-  [A1 Board Report 1000000 mile award James Wilson.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for December 2022. Recognized were safe drivers for December 2022, one employee for 20 years of safe driving, the December Operations Employee of the month, one employee promotion, one employee retiring after 48 years of service, one employee for 1,000,000 Miles of Safe Driving, and 13 Excellence Awards for 2022.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

Governance & Audit Committee - Greg Hahn

-  [A Finance Committee Chair Report January.docx](#)
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-  [A Service Committee Chair Report January.docx](#)
-  [page intentionally left blank.pdf](#)
-  [A G&A Committee Chair Report October.docx](#)

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The reports were received and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)

1. A-1: Consideration and approval of minutes from Board meeting held on December 15, 2022
 [A-1 December Board of Directors Minutes.docx](#)
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2. A-2: Consideration and approval of October 2021 SEA (Presenters: Ryan Wilhite)
 [A-2 BOD Action Oct2021 v1 SEA.docx](#)
 [A-2 SEA October2021Changes DRAFT Jan2023 v1.pdf](#)
 [page intentionally left blank.pdf](#)
3. A-4: Consideration and approval of Super Stops 2.0 construction engineering task order (Presenters: Matt Duffy)
 [A-4 Consideration and approval of Super Stops 2.0 construction engineering task order.docx](#)
4. A-6: Consideration and approval of Risk Universe & Heat Map (Presenters: Brian Atkinson)
 [A-6- Jan GA 2023 Heat Map.docx](#)
 [A-6-Risk-Refresh-and-Audit-Plan-for-CY23.docx](#)
5. A-7: Consideration and approval of the second option year with Nolan Security for transit security services (Presenters: Mark Emmons)
 [A-7 Board Letter for Security Services Option Year 2023.docx](#)
6. A-8: Consideration and approval of RFP 22-08-457 Distributed Antenna System (Presenters: Marcus Burnside)
 [A-8 Consideration and Approval of RFP 22-08-457 Distributed Antenna System.docx](#)
7. A-9: Consideration and approval of new Federal lobbying contract (Presenters: Cam Radford)
 [A-9 Lobbyist Contract Renewal.docx](#)

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

1. A-3: Consideration and approval of 2027 transit network service equity analysis (Presenters: Ryan Wilhite)
 [A-3 Action 2027FutureServiceNetwork v1 SEA.docx](#)
 [A-3 Draft Equity Analysis DRAFT 01032023 v3.pdf](#)
 [A-3 SEA 2027 JanIPTCBoard v1.pptx](#)

The 2027 Transit Network is the result of IPTC's continuous planning efforts. These system-wide service changes are the next major milestone in the implementation of the Marion County Transit Plan (MCTP); the first changes are anticipated to occur in February 2023. As part of the service changes, nearly all routes will be modified in some fashion; these changes are how we intend to complete the network redesign that began in 2016.

A service equity analysis is required when service changes trigger IPTC's Major Service Change policy and last longer than 12 months; these system-wide service changes meet or exceed thresholds established by the Major Service Change policy. The 2027 Transit Network alters the future transit network that IPTC was building towards. The equity analysis, however, must compare the existing network (in this case October 2021) to the future network and will not compare future to future; that work was conducted, to some degree, as part of the planning work. Equity analyses are intended to evaluate the impacts o

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

The 2027 Transit Network service changes resulted in a finding of no DI/DB. This service equity analysis compared the existing transit network (as of October 2021) to the proposed 2027 network, evaluating the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Full implementation of IPTC's network redesign, as illustrated by the 2027 Transit Network map, will produce a 26 percent increase in the number of weekly transit trips provided to Marion County residents, allowing IPTC to increase the average number of trips to census blocks by nearly 45 percent. Additional information about the results of the analysis can be found in the analysis itself, which is attached to the agenda.

Motion:

Approval of 2027 transit network service equity analysis

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

2. A-5: Consideration and approval of Resolution 2023-01 selecting Construction Manager as Constructor (CMc) as the project delivery system for the East Campus Fleet Terminal Facility Project (Presenters: Jennifer Pyrz)

 [A-5 Resolution for CmC on East Campus.docx](#)

 [A-5 RESOLUTION for CMc.docx](#)

As a local government public agency under Title 36 of the Indiana Code and pursuant to the provisions of Indiana Code, §5-32, IPTC may design and construct the East Campus Operations Center and Fleet Terminal Project at 9503 E. 33rd Street, Indianapolis, IN Project ("Project") utilizing any of the available project delivery systems for public projects, including design-bid-build, construction manager as advisor (CMa), construction manager as constructor (CMc) or design-build.

A CMc acts as a consultant to owners in the development and design phases, but also assumes the risk for construction performance as the equivalent of a general contractor, holding all trade subcontracts during the construction phase. CMc is also known as Construction Manager At-Risk (CMAR).

IPTC desires to use the CMc delivery system for the East Campus Operations Center and Fleet Terminal Project to reduce risk to the agency and improve project outcomes. This delivery method is similar to CMa in that it will allow IPTC to engage a construction professional early in the project to provide advice related to design, cost, schedule, and constructability. However, unlike CMa, the CMc additionally acts as general contractor through construction and holds all (sub)contractor contracts. This method shifts risk of schedule and cost changes from Owner to CMc by providing the CMc with greater control over how the project is constructed.

The selected CMc will provide pre-construction services in cooperation with IPTC staff, including but not limited to conducting design reviews, preparing a cost-loaded project schedule and cost estimates, conducting constructability reviews and value analysis, reviewing specifications and conducting quality control.

Motion:

Approval of Resolution 2023-01 selecting Construction Manager as Constructor (CMc) as the project delivery system for the East Campus Fleet Terminal Facility Project

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

6. Information Items (Presenters: Greg Hahn)

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

 [I-1 December 2022 Financials Summary Revenue only.pdf](#)

The Board received a financial update for December 2022 from Chief Financial Officer Bart Brown.

2. I-2: Insurance Renewals update (Presenters: Brian Clem)

 [I-2 IPTC Insurance Renewals 2023-2024.docx](#)

The Board received an insurance renewals update.

3. I-3: Limited English Proficiency – Requirements, Policies, and Next Steps (Presenters: Grace Olsen)

 [I-3 Olsen InformationItem.docx](#)

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 [I-3 LEP Strategy Service Board Presentation.pptx](#)

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The Board received a Limited English Proficiency – Requirements, Policies, and Next Steps update.

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

 [I-4- Jan 2023 GA - Workplan Status.docx](#)

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The Board received a Governance & Audit workplan status update.

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

 [I-5- Jan 2023 Ethics Hotline Summary.docx](#)

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The Board received an Ethics Hotline summary report.

6. I-6: Department Reports

 [I-6a December 2022 Risk and Safety Board report.docx](#)

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 [I-6b PLANNING AND CAPITAL PROJECTS REPORT for 2023-01.docx](#)

 [I-6c PA Board Report FINAL.pdf](#)

 [I-6d DEC OPERATIONS DIV BOARD REPORT -1.2023.docx](#)

 [I-6e January 2023 Board Report.docx](#)

 [I-6f Supplier Diversity - December2022.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 5:38pm.

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

Chairman Greg Hahn called the meeting to order at 5:38pm. Chief Legal Officer Jill Russell called the roll. 5 members present in person. There was a quorum.

9. Regular Agenda (Presenters: Greg Hahn)

1. A-1: Consideration and approval of Board of Finance recommendation (Presenters: Bart Brown)

 [2022 Board of Finance report letter.pdf](#)

 [InvestIntEarn2022.xlsx](#)

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Chief Financial Officer Bart Brown and Senior Director of Accounting Cesar Bermudez gave a Board of Finance update to the Board of Directors. The Board had no changes to recommend to this recommendation.

Motion:

Approval of Board of Finance Recommendation

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

10. Adjourn (Presenters: Greg Hahn)

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 5:45pm.

Jill D. Russell
Chief Legal Officer

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Date of Memo: February 14, 2023
Current Meeting: February 23, 2023
Board Meeting: February 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Senior Director of Capital Assets and Facility Modernization LaTeeka Washington
SUBJECT: Consideration and approval of East Campus Operations Center & Fleet Terminal Master Plan & Design Task Order

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Inez Evans to award and enter into negotiations for a contract with CDM Smith, for Master Planning and Design of the East Campus Operations Center and Fleet Terminal Task Order in an amount not to exceed \$452,162.

BACKGROUND:

In December 2022, IPTC selected CDM Smith as the design team to begin performing master planning efforts for expansion at East Campus. The Task Order work would include creating conceptual designs with a couple of options on how IPTC could best utilize the space, while creating a safe and operationally efficient flow. This task order completion would lead to the start of the design after the approval of a layout by IPTC Board and staff.

DISCUSSION:

CDM Smith team aptly demonstrated their combined experience and skill sets to provide the services for master planning for East Campus. Moving forward with the master planning at this time would assist IPTC in meeting the agency’s needs for East Campus Headquarters with additional bus storage and maintenance, creating an operation center and a training driving course.

ALTERNATIVES:

The Board could choose not to issue the task order as recommended, however IPTC would need to re-evaluate the agency’s needs, impacts to schedule of development and potential increase in construction costs.

FISCAL IMPACT:

Funding for this procurement is budgeted from IPTC local funds.

DBE/XBE DECLARATION:

IPTC intends to use local funding to pay for both the master planning. Projects that are locally funded require XBE participation based on a set of predetermined goals: 15% MBE, 8% WBE, 3% VBE and 1% DOBE participation. To achieve these goals, the CDM Smith team has partnered with the following firms: Resolution Group Inc. (RGI) *WBE* – site, civil, drainage; Infrastructure Engineering Inc. *MBE* – site, civil, utilities support; Faith Group, LLC *WBE* – Safety and Security, CTL Engineering *MBE* – Geotechnical and pavement, Guidon Design, Inc. *VBE* -Sustainability and MEP.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 16, 2023 and will be placed on the Consent Agenda.



Date of Memo: February 08, 2023
Current Meeting: February 23, 2023
Board Meeting: February 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
SUBJECT: Consideration and approval of procurement of transit vehicles for Federal Transit Administration’s (FTA) Section 5310 Grantees – amended

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to enter into a purchase contract with Midwest Transit Equipment, Inc. (MTE) for the immediate purchase of eight accessible transit vehicles to include: one low floor minivan (for Bosma Enterprises), one medium transit vehicle (Catholic Charities/A Caring Place), two medium transit vehicles (CICOA), two low floor minivans (Health and Hospital Corporation), and two low floor minivans (Noble, Inc.) an amount not to exceed \$693,467.

BACKGROUND:

In August 2022, the IPTC Board of Directors review and approved projects submitted by agencies who submitted applications through IPTC’s Section 5310 2021 Call for Projects. The approval was delayed by price increases related to pandemic supply chain challenges. These projects were all vehicle procurements.

IPTC staff worked to acquire the required local match for the vehicles, issue a purchase order, and order the vehicles. During the time between board approval and submitting the order to Midwest Transit Equipment (MTE), vehicle prices increased again, above the percentage by IPTC procurement that permits the CEO/President to procure without board approval.

IPTC will utilize the State of Indiana’s Quantity Purchase Agreement (QPA) through the Indiana Department of Administration (IDOA) which meets federal procurement requirements. Based on the current QPA, MTE is the approved vendor for this order. Prior to ordering vehicles, IPTC requires subrecipients to deliver a local match check and sign a grant agreement. The grant agreement outlines the terms of the Section 5310 grant.

DISCUSSION:

MTE provided IPTC with updated Quantity Purchase Award (QPA) pricing in early 2023. The increases for transit shuttles (same vehicle as IPTC Access vehicle) were substantial. Normally, IPTC staff would recommend that any increases be borne both by the federal funds and the subrecipient, at the normal 80% federal and 20% local funding split. Considering the delay in award and the delay in retrieving additional local match, IPTC staff are recommending that the IPTC Board of Directors cover the local portion of the increase. There are enough Section 5310 federal funds to fund the increased project costs.

The updated total costs are as follows:

Agency	Vehicle Type	Quantity	Original Total Cost	Updated Total Cost	Difference
Bosma Enterprise	Low-Floor Minivan (LFMV)	1	\$61,612	\$67,167	\$5,555
Catholic Charities/A Caring Place	Medium Transit Vehicle (BOC)	1	\$85,835	\$117,144	\$31,309
CICOA Aging and In-Home Solutions	Medium Transit BOC	2	\$171,670	\$234,288	\$62,618
Health and Hospital Corp.	LFMV	2	\$125,824	\$136,934	\$11,110
Noble	LFMV	2*	\$126,824	\$137,934	\$11,110
TOTAL			\$571,765	\$693,467	\$121,702

*One vehicle is a replacement for a total collision loss and was not submitted for the 2021 CFP.

ALTERNATIVES:

IPTC staff cannot identify an alternative that would not undermine the competitive process established for the Section 5310 program.

FISCAL IMPACT:

This action item will require a minimal amount of IPTC funds. Those funds would cover the 20 percent of the 80%/20% federal-local split difference between the original and updated costs. Typically, the additional local match required by the increased total vehicle costs would be split between the Section 5310 FTA funds and the subrecipient; this is a unique situation and therefore IPTC staff recommend IPTC Board of Directors, as an exception from its normal processes, fund the local portion.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 16, 2023 and will be placed on the Consent Agenda.



Date of Memo: February 13, 2023
Current Meeting: February 23, 2023
Board Meeting: February 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and approval of Microsoft licensing renewal

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to renew Microsoft Annual Licensing for Year 2 of the 3-Year Microsoft Enterprise Agreement (EA) with Dell Marketing, LLC, in an amount not to exceed \$118,095.

BACKGROUND:

IPTC utilizes a Microsoft Enterprise Agreement (EA) for Microsoft products, including Microsoft Office (Word, Excel, PowerPoint, etc.), Visio, Project, SharePoint, Office 365 cloud-based email, Windows Server, and Azure Cloud Instance. The purpose of entering into a Microsoft Enterprise Agreement (EA) for licensing is to lock in the cost of subscription licenses over three years without inflation. The benefits are IPTC would not pay for any license listed in the EA for more than the stated price, and IPTC would benefit from decreases in subscription licenses during the term. If the costs decrease, so will our annual renewal.

DISCUSSION:

In January 2022, IPTC leveraged the State of Indiana Quote Purchasing Agreement (QPA) pricing for a new 3-Year EA contract with Dell Marketing, LLC. The purchase allowed IPTC to maintain fixed pricing through March 31, 2025. This Microsoft licensing renewal does not include Microsoft Dynamics 365 (D365). IPTC will explore the cost variance between pricing with our EA and the selected D365 Cloud Service Provider vendor (CSP), Crowe Horwath LLP, and will incorporate the D365 licensing with the vendor's lower pricing.

ALTERNATIVES:

The Board could choose not to renew the current Microsoft Enterprise Agreement (EA). However, IPTC will no longer have Microsoft-licensed products, including corporate email and Intranet.

FISCAL IMPACT:

The funding for this project will be from the Information Technology operating budget. The cost of Microsoft licensing in FY2022 was \$117,741. The Microsoft licensing price for FY2023 and FY2024 is \$118,095 based on the fixed pricing negotiated in the current Microsoft EA agreement if our licensing needs remain constant.

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 February 16, 2023 and will be placed on the Consent Agenda.



Date of Memo: February 07, 2023
Current Meeting: February 23, 2023
Board Meeting: February 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Project Manager Sarah Stentz
SUBJECT: Consideration and approval of license renewal for construction program and project management software e-Builder (APS, BRT, Contraflow)

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO Inez Evans to renew an annual license with e-Builder to provide Construction Program and Project Management Software for an amount of \$124,623.00. The term of the new one-year license will begin on April 1, 2023.

BACKGROUND:

IPTC selected e-Builder as its construction program and project management software through its standard procurement process. That process began in December 2016 with the issuance of RFP 16-12-247. e-Builder was selected as the preferred vendor and approved by the Board in February 2017.

The original master services agreement with e-Builder included costs for initial software setup and provided an option for annual renewals with associated licensing fees. A long-term agreement was not required for the service. IPTC considers this renewal each year.

e-Builder is currently being used to manage documents and processes on all BRT projects and the majority of our roadway and facility projects. e-Builder’s software license allows unlimited users across unlimited organizations. In addition to IPTC, our consultants and contractors use the software for document submittals and approvals, and for accessing all critical project documentation for our projects. The software has become a keystone of our project management practices.

DISCUSSION:

E-Builder is a cloud-based software, e-Builder is meeting IPTC’s needs for use across multiple projects and team structures. It was developed for and is used throughout the construction industry and, as such, has been well-suited for our agency’s project documentation and control needs. This is especially true for our BRT projects, where all change management, invoice and pay application review/approval, and reporting processes are handled. E-Builder additionally acts as the repository for all field inspection reports, contracts, and other critical documents.

ALTERNATIVES:

IPTC Board could choose to initiate a new procurement for construction program and project management software.

FISCAL IMPACT:

This is funded with operating funds, budgeted, and approved for 2023.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 16, 2023 and will be placed on the Consent Agenda.



Date of Memo: February 02, 2023
 Current Meeting: February 23, 2023
 Board Meeting: February 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Chief Legal Officer Jill D. Russell
SUBJECT: Consideration and approval of Board of Directors’ election of Officers for 2023

ACTION ITEM A – 2

RECOMMENDATION:

It is requested that the Board approve the nominations for officer positions of the IPTC Board of Directors.

BACKGROUND:

On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer. These elections will serve from the February 2023 Board meeting through the January 2024 Board meeting.

DISCUSSION:

The nomination and selection of the Board Officers was completed via survey through our Board governance software, OnBoard.

After receiving the results from the survey, the following officers were selected:

OFFICERS

Chair	Greg Hahn
Vice-Chair	Adairius Gardner
Secretary	Lise Pace
Treasurer	Richard Wilson

ALTERNATIVES:

The Board could choose to not approve these nominations thus resulting in the need to go back through the nominating and voting process.

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Finance Committee or Service Committee on February 16, 2023 and will be placed on the Regular Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
SUBJECT: Consideration and approval of Resolution 2023-02 for the 2023 Title VI Program Update

ACTION ITEM A – 4

RECOMMENDATION:

Staff recommends the IPTC Board of Directors review, consider, and adopt the Title VI Program Update.

BACKGROUND:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance. To provide guidance on this issue, the Federal Transit Administration (FTA) issued Circular 4702.1B in October 2012 which outlines Title VI compliance procedures for recipients of FTA-administered transit program funds. As a recipient of FTA-administered federal funding, IPTC must meet the requirements established in this document.

DISCUSSION:

An updated Title VI Program is due to the FTA. Under the FTA guidelines, IPTC is required to seek review and approval of its Title VI Program Update. Some Title VI required documents do require approval outside the Title VI Program Update. Those documents include, but are not limited to, the service and fare equity analyses and adoption of the Service Standards.

The Title VI Program Update outlines our agency’s processes and procedures for fulfilling the federal requirements for Title VI of the Civil Rights Act of 1964. We document our compliance for a variety of topics, including:

- Title VI notice
- Instructions on how to file a Title VI complaint
- List of Title VI investigations
- Public participation plan
- Language assistance plan
- Documentation of composition of voluntary boards
- Subrecipient compliance
- Facility (or Site) equity analyses
- Service standards
- Demographic maps
- On-board survey results
- Results of service monitoring
- Major Service Change policy
- Service or Fare equity analyses

Two items to highlight – service monitoring report and the site equity analyses. The service monitoring report is completed at the same time as the Title VI Program Update. The analysis is a comparison of the performance of the system over a period of time to ensure that no disparate impact (DI) or disproportionate burden (DB) is occurring as a result of the service delivered. This analysis differs from a service equity analysis because the monitoring report considers actual service provided whereas the service equity analysis is comparing existing scheduled service and proposed scheduled service. After analyzing our service over the length of a single pick (period of four months), we found no major issues; one metric was considered a disproportionate burden (vehicle assignment) but our overall average age of vehicles is low, so we consider this DB to not be a considerable concern.

Site equity analyses are conducted prior to the purchase of a facility/site that is not being purchased using federal funds; those sites are analyzed through a planned process known as NEPA – National Environmental Policy Act. We completed a number of site equity analyses since the end of 2019 and those are included, in full, in the report. In conducting these analyses, staff examines alternative sites, analyzes site-specific metrics, including demographics, and determines the impact to the community of IPTC’s project purpose. None of the site equity analyses found any concern with the chosen sites.

The 2023 Title VI Program in its entirety is included in the packet.

If approved, IPTC will submit the final board adopted program and policies to the Federal Transit Administration (FTA) in late February or early March 2023.

ALTERNATIVES:

The Board could choose to delay approval, but a Title VI Program Update needs to be completed to satisfy Federal regulations.

FISCAL IMPACT:

There is no fiscal impact for this approval.

DBE/XBE DECLARATION:

This is not a procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on February 16, 2023 and will be placed on the Regular Agenda.

RESOLUTION 2023-02

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

A RESOLUTION establishing that the Board of Directors of the Indianapolis Public Transportation Corporation, approves and adopts the 2023 Title VI Program Update.

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

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

WHEREAS, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance; and

WHEREAS, federal regulations require transit agencies receiving federal assistance to provide an update of their policies and programs every three years, including an evaluation of service provision; and

WHEREAS, IndyGo is a recipient of FTA-administered funds;

IT IS HEREBY RESOLVED by the board of directors for the Indianapolis Public Transportation Corporation that the 2023 Title VI Program Update has been reviewed and approved by the Indianapolis Public Transportation Corporation on this 23rd day of February 2023.

Adopted this 23rd day of February 2023.

BOARD OF DIRECTORS, INDIANAPOLIS
PUBLIC TRANSPORTATION CORPORATION

Gregory F. Hahn
Chairman of the Board of Directors

Attest: _____

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

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Mobility Advisory Committee (MAC)

Meeting Minutes

January 18, 2023

Attendees:

Cory Wills – MAC

Wilma Simmons – MAC

Eddie Richenbach – MAC

Linda Gosnell – MAC

Chris Hollingsworth – MAC

Amanda Bagswell – MAC

Eric Schlegel - MAC

Justin Muller - MAC

Christina Hornaday-Alberts – MAC

Greg Myer – MAC

Inez Evans – IndyGo

Aaron Vogel – IndyGo

Chauncyia Coleman – IndyGo

Teisha Belton – IndyGo

Alexis Rankin – IndyGo

Angela Milroy – RATP Dev

- Attendance of members taken by Chauncyia Coleman

Agenda Items:

- Approval of Nov. 2022 Minutes-Approved
- Approval of January Agenda 2023 Minutes-Approved
 - Motion to correct date on January Agenda 2023-Approved
 - Motion to amend January Agenda 2023-Approved
- Statement of Behavior Standards ready by Eddie Richenbach
 - No objections
- **Mobility Advisory Elections**
 - Chairman
 - Nominations: Eddie Richenbach and Chris Hollingsworth
 - Chris Hollingsworth approved with seven votes, and Eddie Richenbach received two votes
 - Vice Chairman
 - Nominations: Eddie Richenbach
 - No objections; Eddie Richenbach approved
- **Inez Evans -IndyGo**
 - Blue Line Update
 - Route: Cumberland area to West of Washington to the Airport
 - Originally 50/50 grant to handle Blue Line
 - With 60% being drainage issues, the update exceeds the past 50/50 grant coverage

- Alternate Solutions
 - The Airport agrees to pay for the transit station
 - Work with Dept. of Public Works and Citizens Energy Group to assist with drainage issues
 - Board agrees to pay for the use of hybrid buses for the first 12 years
 - Possibly a different grant program
- **Aaron Vogel-IndyGo**
 - February 12, 2023, Fixed Route Service Changes
 - Route 3
 - Loops around a commercial area
 - New ADA-compliant bus stops
 - Route 6
 - End of the line change
 - Loop around 30th street westbound and come back up 29th street
 - Route 34
 - New ADA-compliant bus stops
 - Change to MLK drive and move into residential streets
 - Staffing Challenges
 - 28% short of operators
 - Bus Rapid Transit On-time performance
 - Reliability was down to 43% back in August
 - Reliability is now up to 72%-73%
- **Angela Milroy-RATP Dev**
 - Staffing Challenges
 - 35 drivers short
 - Hired HR manager and Care Center manager
- **Chauncyia Coleman-IndyGo**
 - Beyond ADA
 - Launched 1/1/2023
 - New MyKey cards mailed out to all riders from 2020-2022 before the end of 2022
 - Voice of Customer 2022
 - Expect to go out in March 2023
- **Teisha Belton**
 - Mobility Service App & Adjustments
 - Able to store debit cards to add funds on the app
 - Introduction
 - Alexis Rankin- New Mobility Service Specialist

Mobility Advisory Committee

January 18th, 2023

Name	Present	November Minutes		Elections November Minutes January 2023		Elections Amended 01 01/23 agenda		Elections Vice Chairman		Elections Chairman		
		Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay	
Eddie Richenbach	✓	✓		✓		✓		✓		Chris		Eddie Richenbach
Erin Hardwick												Jan-
Amanda Bagwell	✓	✓		✓		✓		✓		Chris	renew	Jan.
Cori Wills	✓	eat ✓		✓		✓		✓		Chris		
Eric Schlegel	✓	✓		✓		✓		✓		Chris	ad	Chris
Justin Muller	✓	✓		✓		✓		✓		Chris		Hollingsworth
Linda Gosnell	✓	✓ 2nd		✓		2nd ✓		✓		Chris		Accepter
Brodie Spears	✓	✓										
Kristina Hornaday-Alberts	✓	✓		✓		✓		✓		Eddie		
Wilma Simmons	✓	✓		motion ✓		✓		✓		Chris		
Brittany Latoz												
Chris Hollingsworth	✓	✓ 2nd		2nd ✓		motion ✓		✓		Eddie		

Chauncya Coleman
 Chauncya Coleman

Christina second
 Eddie R. Jan. 18, 2022
 Date: Vice Chairman
 Chris Hollingsworth
 Chairman

Brodie does not vote until

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Information Update – January 2023 Financials Summary

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Financial Officer Bart Brown and Director of Budget Justin Burcope
Date: January 17, 2023

JANUARY 2023 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget by \$110,126 (12%) for the month of January.
- Other Operating revenue category is over budget by \$957,361 for the month. \$800,000 of the overage was a payment from the City of Indianapolis for their share of betterments for the Purple Line.
- The passengers service revenue is over budget by \$34,676 (7.9%) for the month. We collected \$471,209 in January 2023 opposed to \$388,360 collected in January 2022.
- PMTF is distributed quarterly and will be received in April.
- Property Tax Revenue will be deposited starting in April.
- Income Tax came in over budget by \$836,818 (21.9%) for January.
- The Service Reimbursement Program revenue is under budget by \$4,351 (-12.6%) for the month.

The Total Revenue for the agency is over budget by \$ (6.1%) for the month of January.

Expenditures

I) Personal Services

- Fringe benefits are over budget for the month by \$38,041 (2.4%).
- The overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were over budget by \$406,041 (167.3%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses.
- Salary expenses are under budget by \$732,243 (-18.6%) for the month of January.

The Personal Services category is under budget by \$288,160 (-5.0%) for the month of January.

II) Other Services and Charges

- Claims were over budget by \$179,702 (50.7%) for the month due to end of year settlements.
- For the month of January, the Miscellaneous Expense category is under budget by \$60,967 (-76.6%).
- In January, the Purchased Transportation category is under budget by \$37,967 (-4.0%).
- For the month the “Services” expense category is under budget by \$1,884,798 (71.4%).
- For the month, utilities expenses are under budget by \$1,891 (-1.0%). 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.

Overall, the Other Services & Charges category is under budget by \$1,805,922 (-42.7%) for the month.

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$116,844 (-27.0%).
- For the month of January, the maintenance materials category is under budget by \$29,814 (-5.1%).
- Other materials and supplies category is under budget by \$60,814 (-62.5) for the month.
- Tires & Tubes category is on budget in January.

For the month, the Total Materials and Supplies category is under budget by \$207,473 (-17.8%).

In January, the overall, the expenditures came under budget by \$2,301,555 (-20.7%).

FY 2023 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount

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	45,198,211

RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Director of Budget Justin Burcope



Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - IndyGo
 For the One Month Ending Tuesday, January 31, 2023

1/7/2023 2:41 PM
 Period Selected: 1

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
Operating Revenue									
Federal Assistance	1,144,168.00	2,284,508.09	(1,140,340.09)	(49.92)	1,144,168.00	2,284,508.09	(1,140,340.09)	(49.92)	1,031,122.00
Other Operating Income	1,022,672.57	65,311.67	957,360.90	1465.83	1,022,672.57	65,311.67	957,360.90	1465.83	28,822.55
Passenger Service Revenue	471,209.50	436,533.00	34,676.50	7.94	471,209.50	436,533.00	34,676.50	7.94	388,360.97
PMTF Revenue	947,485.67	947,485.67		0.00	947,485.67	947,485.67		0.00	936,666.00
Local Property & Excise Tax Revenue	3,236,606.00	3,236,606.00		0.00	3,236,606.00	3,236,606.00		0.00	3,120,906.00
Local Transit Income Tax Revenue	4,648,994.58	3,812,176.24	836,818.34	21.95	4,648,994.58	3,812,176.24	836,818.34	21.95	3,390,738.00
Service Reimbursement Program	30,232.00	34,583.33	(4,351.33)	(12.58)	30,232.00	34,583.33	(4,351.33)	(12.58)	31,243.00
Total Operating Revenues	11,501,368.32	10,817,204.00	684,164.32	6.32	11,501,368.32	10,817,204.00	684,164.32	6.32	8,927,858.52
Operating Expenses									
Personal Services									
Fringe Benefits	1,600,344.15	1,562,302.55	38,041.60	2.43	1,600,344.15	1,562,302.55	38,041.60	2.43	1,543,922.26
Overtime	648,691.88	242,650.78	406,041.10	167.34	648,691.88	242,650.78	406,041.10	167.34	476,840.44
Salary	3,211,766.49	3,944,009.49	(732,243.00)	(18.57)	3,211,766.49	3,944,009.49	(732,243.00)	(18.57)	3,246,098.49
Total Wages and Benefits	5,460,802.52	5,748,962.82	(288,160.30)	(5.01)	5,460,802.52	5,748,962.82	(288,160.30)	(5.01)	5,266,861.19
Other Services & Charges									
Claims	533,960.97	354,259.18	179,701.79	50.73	533,960.97	354,259.18	179,701.79	50.73	839,870.01
Miscellaneous Expenses	18,626.26	79,593.75	(60,967.49)	(76.60)	18,626.26	79,593.75	(60,967.49)	(76.60)	14,672.96
Purchased Transportation	912,053.11	950,020.11	(37,967.00)	(4.00)	912,053.11	950,020.11	(37,967.00)	(4.00)	998,213.69
Services	754,564.44	2,639,362.81	(1,884,798.37)	(71.41)	754,564.44	2,639,362.81	(1,884,798.37)	(71.41)	1,161,644.81
Total Utilities	188,609.09	190,500.01	(1,890.92)	(0.99)	188,609.09	190,500.01	(1,890.92)	(0.99)	190,291.67
Total Other Services & Charges	2,407,813.87	4,213,735.86	(1,805,921.99)	(42.86)	2,407,813.87	4,213,735.86	(1,805,921.99)	(42.86)	3,204,693.14
Materials & Supplies									
Fuel & Lubricants	316,049.51	432,894.46	(116,844.95)	(26.99)	316,049.51	432,894.46	(116,844.95)	(26.99)	284,482.55
Maintenance Materials	550,626.71	580,441.03	(29,814.32)	(5.14)	550,626.71	580,441.03	(29,814.32)	(5.14)	381,734.69
Other Materials & Supplies	36,484.35	97,298.23	(60,813.88)	(62.50)	36,484.35	97,298.23	(60,813.88)	(62.50)	28,168.96
Tires & Tubes	50,987.94	50,987.94		0.00	50,987.94	50,987.94		0.00	51,010.24
Total Materials & Supplies	954,148.51	1,161,621.66	(207,473.15)	(17.86)	954,148.51	1,161,621.66	(207,473.15)	(17.86)	745,396.44
Total Operating Expenses	8,822,764.90	11,124,320.34	(2,301,555.44)	(20.69)	8,822,764.90	11,124,320.34	(2,301,555.44)	(20.69)	9,216,950.77
OPERATING INCOME/(LOSS)	2,678,603.42	(307,116.34)	2,985,719.76		2,678,603.42	(307,116.34)	2,985,719.76		
GAIN/LOSS ON ASSET DISPOSAL	(11,245.50)		(11,245.50)	0.00	(11,245.50)		(11,245.50)	0.00	
NET INCOME/(LOSS)	2,689,848.92	(307,116.34)	2,996,965.26	(975.84)	2,689,848.92	(307,116.34)	2,996,965.26	(975.84)	(289,092.25)

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Information Update – CEO Report

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: February 23, 2023

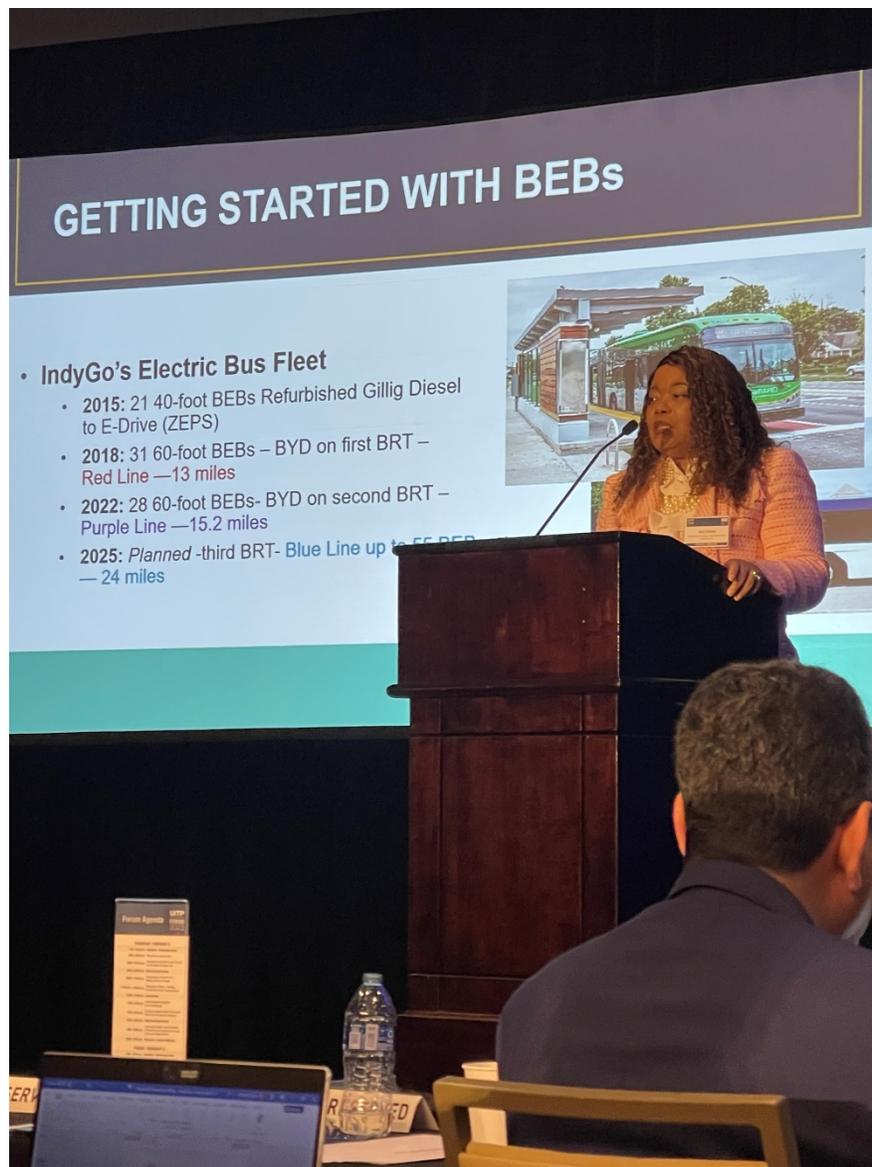
CEO Report

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

RECOMMENDATION: Receive the report

1. UITP North American Forum

- President/CEO Inez Evans presented in Jacksonville Florida at the annual UITP North American Forum. She presented and spoke about deploying e-Buses in a mass transit agency.



2. Wear Red for Heart Awareness

- The IndyGo team wore red to bring greater attention to heart disease as a leading cause of death for Americans.



3. Now HIRING!!!

- WE'RE HIRING Coach Operators and more!! Come start an exciting career with us!

IndyGo SM **IS HIRING!**

Coach Operators, Mechanics, and Administrative Teammates

Fall in LOVE with your New Career!

INDYGO.NET/EMPLOYMENT ☎ 317-635-3344 f t i @IndyGoBus

Information Update – Task Order Executions

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Director of Strategic Planning Brooke Thomas
Date: February 16, 2023

ON-CALL CONTRACTS, TASK ORDER EXECUTIONS

BACKGROUND:

IPTC has several on-call contracts with vendors to assist with several projects and in seeking discretionary federal funding to help cover capital and/or operating expenditures. This information item pertains to three task orders that were executed under IndyGo’s current on-call contracts for planning, architecture & engineering, and grant writing services.

On-Call Planning Services

In May 2020, IPTC staff sought a consultant that could, among other things:

- perform a comprehensive operational analysis (complete),
- review IndyGo’ network redesign (complete),
- prepare an update to IndyGo’s future service plan (complete),
- design and evaluate a proof of concept, mobility-on-demand pilot (complete), and
- evaluate the pilot’s performance by producing an assessment of the demonstration project (on-going).

In August 2020, the IPTC Board authorized the President/CEO to enter into contract negotiations with Nelson\Nygaard. The total contract award for this multi-year contract is a not-to-exceed amount of \$1,250,000, or \$250,000 per year, over five years (three years with the possibility of two one-year extensions).

To-date, IndyGo has executed 4 task orders in total. The annual totals for task orders issued under this contract in FY2020 and FY2021 were \$144,146 and \$249,954, respectively. Executed in June 2022, the most recent task order allows the consulting team to assist staff with the on-going evaluation and implementation of IndyGo’s new future service plan. The total amount for the task order that was issued in FY2022 is \$250,000.

During the 2022 budgeting process, it was determined by Staff that the \$250,000 budgeted in FY2022 would be sufficient to cover work that needed to be done in FY2022 and FY2023, allowing the Infrastructure, Strategy, and Innovation Division to reduce its 2023 operating budget request by \$250,000.

On-Call A&E Services

In May 2022, IPTC staff sought qualifications from our three on-call Architectural consultants to conduct a planning study at the Carson Transit Center. HDR was the only firm that chose to submit a proposal package. Based on a review of their qualifications and proposed approach, staff chose to proceed with scope and fee negotiations with HDR in June 2022.

In August 2022, staff finalized the scope and fee. In short, this study will:

- identify ways to maximize the site and location to accommodate IndyGo's current and future needs,
- determine the capacity and configuration of bus docking throughout the entire CTC for all modes, including microtransit, and throughout every phase of the roll-out of IndyGo's network redesign, and
- determine whether there is a near- or longer-term need to expand the entire footprint of the CTC.

Executed in October 2022, the task order for this study totals just under \$150,500. It is anticipated that this study will be complete by the end of Q1/beginning of Q2 of this year; however, IndyGo leadership will need to undergo a decision-making process to ultimately determine what the next steps are.

On-Call Grant-Writing Services

In May 2022, IPTC staff sought a consultant who could increase IndyGo's capacity to identify and apply for discretionary grant opportunities that will flow from the Investing in Infrastructure and Jobs Act, otherwise referred to as the Bipartisan Infrastructure Bill.

In August 2022, the IPTC Board authorized the President/CEO to enter into contract negotiations with HNTB. This is a not-to-exceed contract with a total contract amount of \$240,000. This contract will run for 12 months from contract execution (date), with an additional 12-month extension (should the IPTC Board of Directors decide to do so) for a total of 24 months.

To-date, IndyGo has executed three task orders totaling \$240,000. Deliverables include a discretionary funding report, a five-year outlook calendar, grant development and coordination, and some grant writing.

RECOMMENDATION:

Receive the report.

Brooke Thomas
Senior Director of Strategic Planning
Department of Strategic Planning
Infrastructure, Strategy, and Innovation Division

Risk and Safety Division Report – January 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: February 23, 2023

Risk and Safety

- On January 4th, 2023, Brian Clem the Director of Risk and Safety was notified by the Department of Transportation that IPTC will be going through a Drug and Alcohol compliance audit. The audit will consist of previous years to current records. The IndyGo safety department worked on answering and submitting all questions as requested in advance. The firm Cahill Swift LLC will arrive on March 1st through March 3rd with a close-out meeting on the last day. During January, the safety team gathered, previous years' data and paper copies and converted them to e-files for easy access. This continues our efforts to go green to a paperless system. Work continues in preparation for March 1st after the results will be reported to IndyGo's CEO and the Board of Directors.
- During January, Brian Clem Director of Risk and Safety, Derick Hamilton Associate Counsel, and Karolyn Ratcliff Contract Specialist continued to work through contract negotiations with Concentra Healthcare on contract language for IP TC's occupational healthcare and drug and alcohol services. At the end of January, language was proposed and approved by IndyGo and waits for signatures from the vendor. Services and care continue to be administrated by Concentra healthcare as needed. This contract was awarded by the Board of Directors in December's 2022 meeting.
- On January 17th, the IPTC Risk and Safety department in conjunction with the Operations division conducted the first Safety Blitz of 2023. The safety blitz is where supervisors, managers, and members of senior leadership come in and greet operators and mechanics as they start their day with a safety message. The January subject was to inform, check, and educate on the proper use of a vehicle seat belt. Greeting operators as their bus rolled out of the garage started at 4 am and went through 7 am. The same blitz started again between 12 pm through 4 pm at our 1501 bus garage and the Carson Transit Center. Safety topics for our industry have been scheduled throughout this year in efforts to prevent injuries or accidents and to increase IP TC's safety culture. More information and content can be found on the IPTC risk and safety web page for our employee intranet portal each month.
- On January 26th and 27th Brian Clem, IndyGo's director of risk and safety performed DOT/FTA drug and alcohol training to front-line supervisors for reasonable suspicion. This training is instrumental in identifying signs of drug and or alcohol misuse and abuse. Exercises with class participation walked through the different steps to take and how to address the conversation when talking with an employee that exhibits clear signs of impairment. More classes will be held throughout 2023 as well as on the employee Learning Management System (LMS) held online.

January 2023 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 January 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>
James Wilson	6780	33	44
Cameron Irwin	2877	21	26
Lloyd Gee	1500	17	24
Quinton Davis	1411	15	23
Lakisha Carpenter	8174	12	14
Jack Wallace	6306	11	18
McKensey Rainey	8547	8	10
Tamanika Morrow	8627	6	9
DaRell French	9719	3	3
Terrill Lewis	8968	3	6
Eric Roberts	8832	3	7
Destiny Steele	9432	3	4
Lashona Carroll	9746	2	3
Anthony Hudgins	9493	2	4
Patrick Rowe	9566	2	4
Sheanta Fields	10036	1	1
Cherika Knox	9927	1	2

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

Congratulations and Thank You!

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

January 2023

Jan-23								
Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Operator Injury	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	0.50	0.50	0.17	1.18	0.00	1.34	0
Bus Rapid Transit (BRT)	0.00	0.00	5.09	0.00	8.49	0.00	0.00	
Para Transit	0.00	0.00	0.00	0.00	1.71	0.00	0.00	
All Modes of Service	0.00	0.39	0.78	0.13	1.82	0.00	1.04	0.00
2022 IndyGo Reported Data (All Modes)	0.00	0.36	0.77	0.10	2.54	0.10	0.69	19
2022 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States	1.80	0.35	0.29	No Data	No Data	0.02	0.06	No Data
2023 Objective Targets (SPT)	0.00	0.32	0.69	0.09	2.29	0.09	0.62	21
2023 Risk and Safety Goals	Eliminate vehicle and employee fatalities	Reduce NTD Injuries to workers and passengers. 25% decrease from the prior year.	Reduce NTD Safety Events.	Eliminate Operator assaults to ZERO	Reduce Preventable Accidents to the lowest acceptable level. 10% decrease from the prior year.	Eliminate Pedestrian strikes and accidents to ZERO.	Reduce reported Operator Injuries that lead to a Worker's Compensation Claim.	Increase the utilization of the Near Miss Reporting System.

SPT = Safety Performance Target
VRM= Vehicle Revenue Mile

Fatalities: Total number of reportable fatalities and rate per total vehicle revenue miles, by mode. FTA uses the National Transit Database (NTD) definition of fatality (death confirmed within 30 days) and excludes trespassing and suicide-related fatalities.

Injuries: Total number of reportable injuries and rate per total vehicle revenue miles, by mode. FTA uses the National Transit Database (NTD) definition of injury (harm to the person requiring immediate medical attention away from the scene).

Safety Events: Total number of reportable events and rate per total vehicle revenue miles, by mode. (Events as defined in §673.5) FTA uses the National Transit Database (NTD) major event threshold (events reported on the S&S 40 form).

Operator Assaults: Federal Transit Administration (FTA) defined key elements that comprise a Safety Management System (SMS) approach to preventing and mitigating transit worker assaults. Identify and examine the root causes and risk levels of assault to properly understand the scope of the problem and potential mitigation strategies.

Preventable Accidents: Defined by the National Safety Council as: “An occurrence involving an employer-owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.”

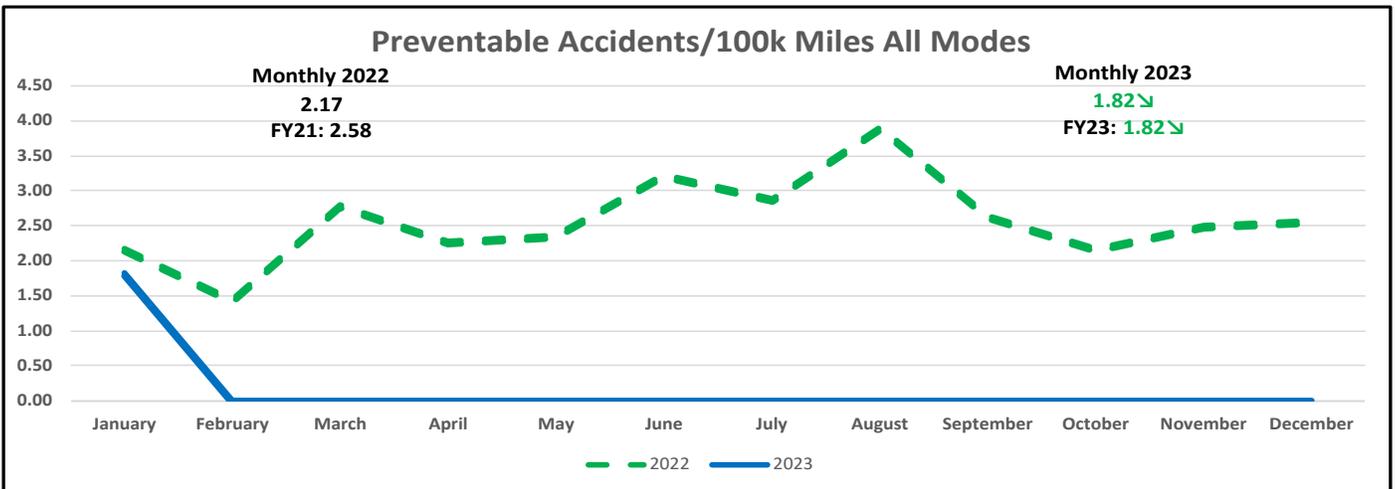
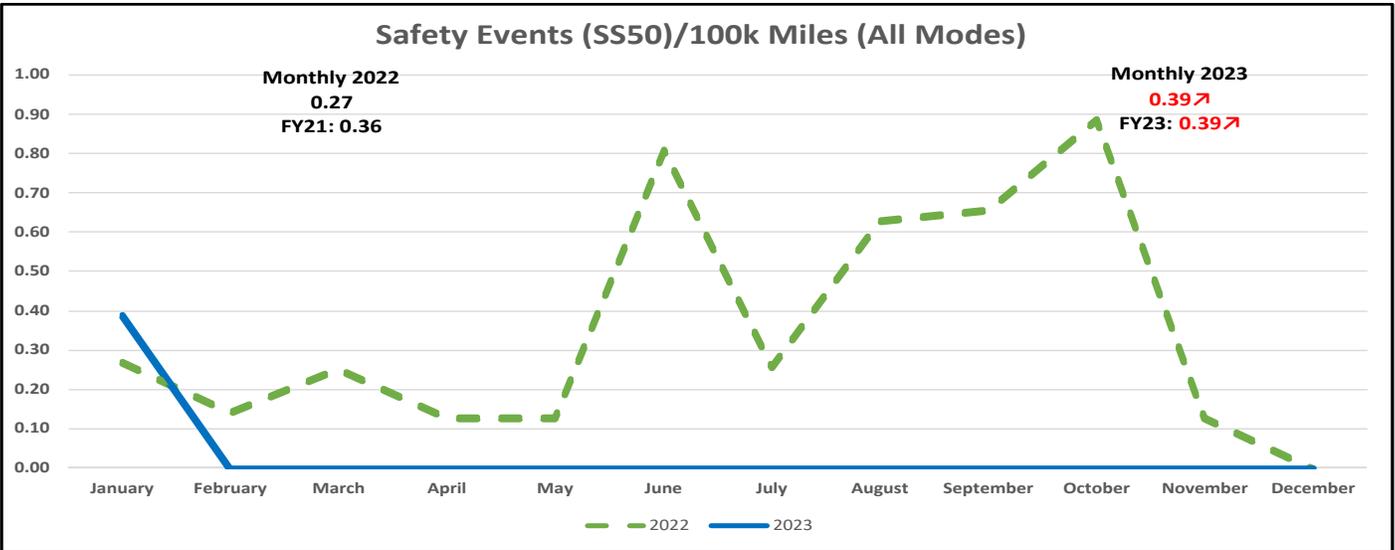
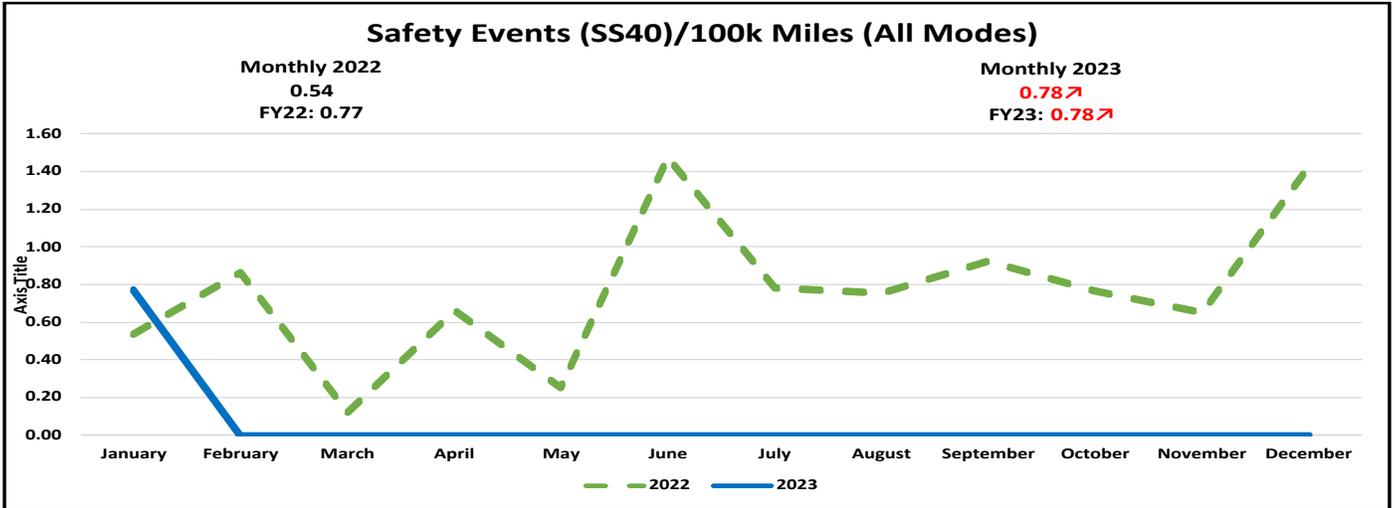
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

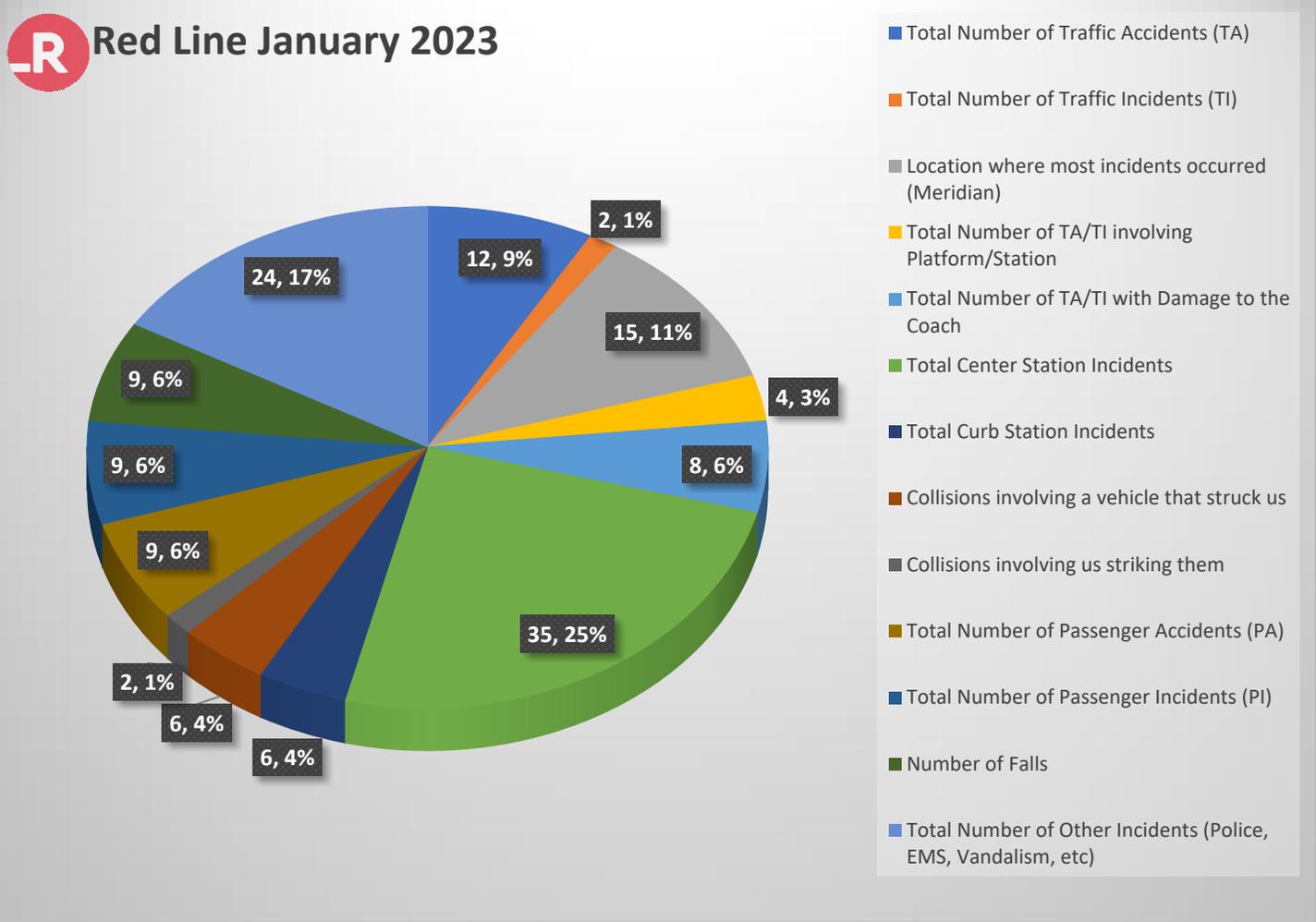
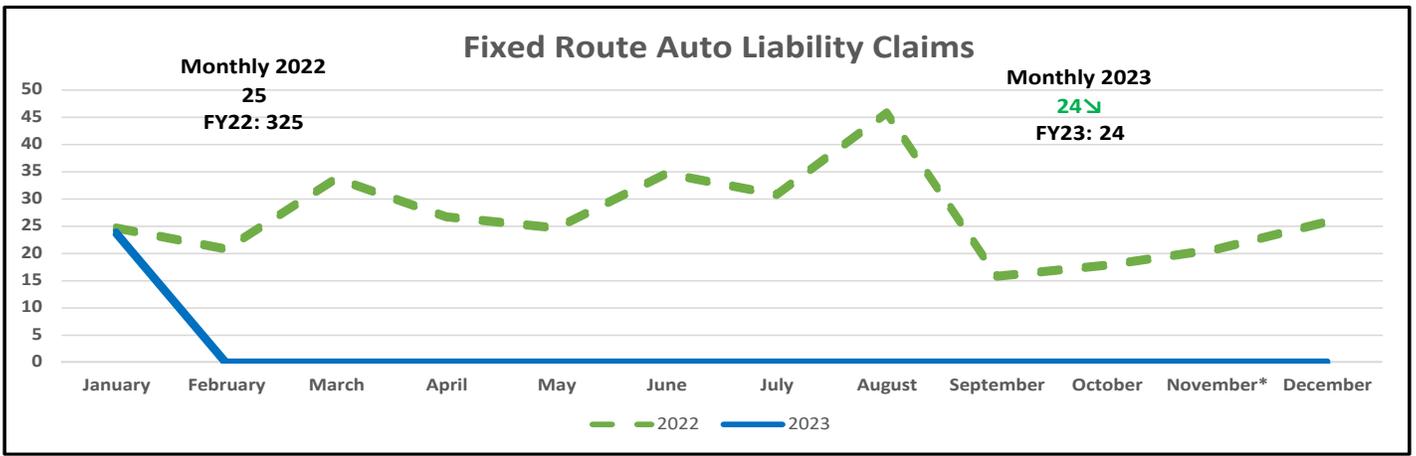
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

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

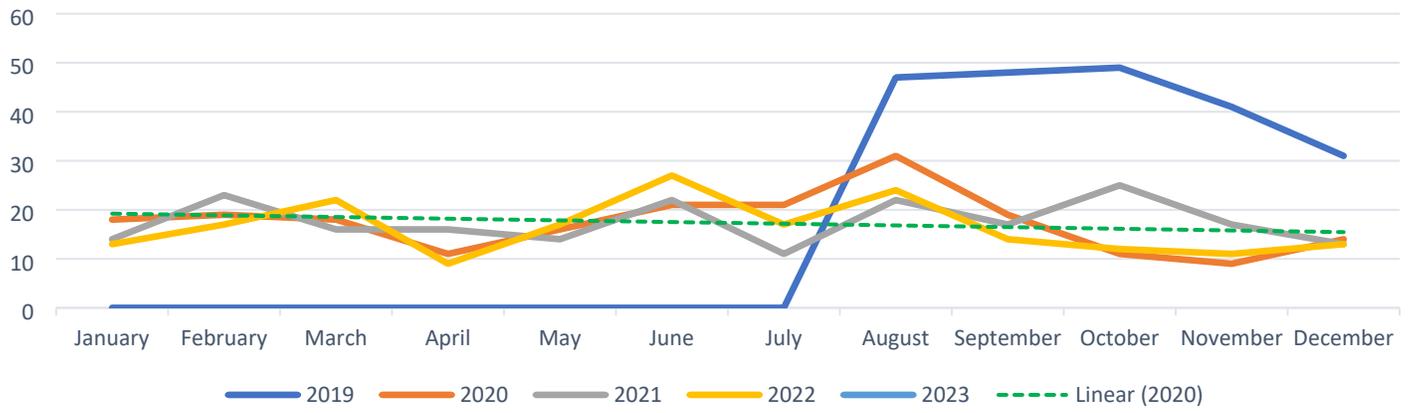
Safety and Accident Data

January 2023 Compared to January 2022 Data All Modes:





Red Line Collisions Year Comparison



End of Report

Planning & Capital Projects Division Report – January 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Development Officer Jennifer Pyrz
Date: February 23, 2023

STRATEGIC PLANNING

Project Development / Innovation

Zero-Emission Transition Plan

A workshop for staff and board members took place during the week of February 6th to educate key decision-makers and provide staff with the direction they need to prepare final scenarios for the transition plan.

This project is needed to meet FTA requirements and inform IndyGo’s fleet replacement program. It builds on past planning efforts, as well as research, findings, and recommendations of the Blue Line vehicle propulsion technology work completed in 2022. Work will continue throughout the remainder of this year. The final deliverable will be a document that informs capital planning/procurement for several years, including which vehicles to procure in the future.

Long-Range Planning

ADA Paratransit Next Steps (Beyond the ADA)

The ADA Paratransit Next Steps process is now complete from a strategic planning standpoint. A final “debrief” meeting will be held between the Strategic Planning team and the Mobility Solutions team to assess how the transition is going; however, the remainder of the transition activities will be facilitated by the Mobility Solutions team members.

On-Call Planning Services – ADOPTED 2027 Transit Network

As of the January 26th IPTC Board meeting, the *2027 Transit Network* has replaced the *IndyGo Forward Plan* as IndyGo’s future service plan. This was after determining that implementing the 2027 Transit Network plan will not disproportionately burden low-income populations or cause a disparate impact on minority populations (see Board Action Item A-4: Consideration and approval of 2027 transit network service equity analysis dated January 2023).

2022 On-Board Rider Survey

The Indianapolis Metropolitan Planning Organization (IMPO), on behalf of IndyGo, is conducting the transit agency’s 2022 On-Board Rider Survey. This survey follows federal requirements to regularly conduct on-board rider surveys. Completed once every five to six years, the information obtained during this process will provide a greater understanding of the travel pattern and demographic characteristics of IndyGo riders and enable staff to analyze how riders use our system, including fare collection.

The data collection phase was completed in early October and the results of the survey have been provided to IndyGo. A draft of the final report was sent to IndyGo staff in late January. Publication of the final report is anticipated in March 2023 when staff is likely to provide an update to the IPTC Board of Directors during their regularly scheduled board meeting.

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 time for the October 2022 deadline. IndyGo staff continue to work with a

team of consultants – Cambridge Systematics and Dye Consulting – to 1) evaluate the agency’s processes and offer recommendations for how to improve the maturity assessment process, and 2) evaluate IndyGo’s current software solution(s) against the agency’s needs.

A draft of both the Software Solution and the Maturity Assessment have been presented to IndyGo staff but neither will be finalized until more data can be collected and analyzed. Once completed, staff will present the findings to the internal working group.

Carson Transit Center Study

The CTC Study continues. The immediate next step is development of an annotated timeline for the report, while the scenarios that IndyGo leadership will use to inform future capital investments to the building, bus bays, or both, continue to be defined. It is anticipated that the initial findings and recommendations will be presented to IndyGo leadership in Mid-March.

Future Funding

Grants – Safe Streets for All Grant Submissions

One of the new discretionary grant opportunities included in the Bipartisan Infrastructure Law (BIL) is the *Safe Streets for All* (SS4A) grant program. IndyGo, in cooperation with the Indianapolis Department of Public Works, submitted a grant request to the Federal Transit Administration in August 2022 titled, *Safe Routes to Transit*. IndyGo was not awarded a grant from this round. Staff will provide more information once they have held a debrief with the USDOT grant administrator.

Staff anticipates IndyGo will be able to put forth a competitive grant application this year. This year’s application would reflect the feedback we receive during the debrief call with the USDOT grant administrator. These funds are needed to increase, or 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). It is anticipated that this year’s notice of funding opportunity will be published in April.

Grants – On-Call Grant Writing

Work continues under IndyGo on-call grant writing contract. IndyGo staff are familiarizing themselves with the information and guidance that continues to be released. It is anticipated that the 5-yr outlook calendar and report will be completed by the end of Q1 2023 or beginning of Q2 2023, and that both will be updated and maintained throughout the year. Most recently, IndyGo staff held a high-level planning meeting with IndyGo leadership to identify current project needs and potential fundings sources.

Grants – Open Calls

Bus & Bus Facilities – staff are currently gathering information and assessing the possibility of putting forth a competitive grant application to assist with the establishment of IndyGo’s Eastside Mobility Hub. Applications for this grant opportunity are due in Mid-April.

Low/No Emission – staff anticipate being able to put forth a competitive grant application for more diesel-hybrid buses to further the agency’s local bus fleet replacement program. Applications for this grant opportunity are also due in Mid-April.

Areas of Persistent Poverty – this is a separate grant opportunity to seek funding for even more bus stop improvements. Due in early March, the request would be for design and engineering services only, as construction expenses are not eligible for reimbursement under this program.

Regional Initiatives/Discussions

Section 5310 - 2021 Call for Projects

At the end of 2022, IndyGo was in receipt of all the local match dollars thought to be needed for IndyGo to procure new vehicles on behalf of Section 5310 sub-recipients. IndyGo staff submitted the order for the vehicles in Q4 2022. At that time, the order was expected to be fulfilled by the end of this year, except for shuttles, which have a longer lead time because of supply chain issues.

New pricing for the Indiana Department of Administration (IDOA) Quantified Purchase Agreement (QPA) for mobility vans has resulted in higher pricing for both shuttles and minivans. IndyGo staff have adjusted the total amounts for the

vehicles for the 2021 CFP. This increase in pricing will be presented to the IPTC Board of Directors for their approval at this month's regularly scheduled board meeting.

Split between 80 percent federal and 20 percent local, the new pricing reflects a substantial increase in the overall project costs and subsequently increased the amount of each sub-recipients' local match requirement. To ensure that the sub-recipients get the vehicles they need in a timely manner, it is staff's recommendation that IndyGo, rather than the sub-recipients, cover the additional local match amount using the remaining 5310 funds, which would allow IndyGo to purchase the vehicles at the updated price. The expectation would be that the sub-recipients will need to come up with the entire local match amount needed for future purchases under this program.

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.

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 four stations of eighteen total are complete from finish grade and below at the northern terminus, State Fairgrounds, Orchard, and Richardt stations. Foundations of the Franklin and Alsace stations are underway. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts. Several public events will take place in February to share information about construction impacts and resources. A virtual town hall was held on February 15th and two open house events will be held on February 16th. Other public events for February include a pop-up event on February 18th and Transit Talk on February 21st.

Red Line BRT

Pavement maintenance (asphalt patching and concrete bus pad repair) and rub-rail installation was completed on Capitol Avenue, Shelby Street, and at the Broad Ripple station in 2022. Work along College Avenue, Meridian Street and Virginia Avenue will occur in 2023, beginning in late Q1 or early 2023, depending on weather and when asphalt plants open. 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 in October 2022. This project is currently out for bid again with the intent to award the project at the March 2023 Board Meeting. Assuming successful award, construction is anticipated to extend into 2024. IndyGo staff has explored contractual changes to increase bidding interest, including extending the completion date.

Rural Street Bridge Project

Once completed, the Rural St/CSX railroad bridge clearance project will increase the clearance under that bridge by 18", enabling more of IndyGo's growing fleet to clear the bridge and allow the agency to potentially eliminate the costly route deviation to Sherman Ave. The design consultant, Lochmueller Group, recently submitted the 40% design plans. The plans are under review and will include input from DPW and Citizen's. CSX also has responsibility to review design submittals. Design is expected to be finalized in Q4 2023 and construction is anticipated to take place in 2024-2025.

Transit Signal Priority (TSP)

IndyGo is currently working with the Burgess & Niple, Inc. team to identify priority locations for implementation of the desired TSP solution throughout the local route network. A separate RFP seeking a TSP vendor for the Purple Line TSP system is currently out for procurement, with anticipated award at the April 2023 Board Meeting.

Super Stops

Design of six individual Super Stops locations on Alabama, Fort Wayne, and Vermont streets is complete, and the federal review of environmental impacts has been approved. IndyGo staff requested the Board authorize a construction contract with OLCO at the December 2022 Board meeting. Construction notice-to-proceed was issued on February 1, 2023, and the work is scheduled to be completed by December 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 16th St and 30th 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 current On-Call A&E Service contracts are scheduled to expire August 2023. The table on the following page lists the design teams working on each project and includes a summary of key milestones for each.

IndyGo released an RFQ for East Campus Architectural and Engineering services on September 30, 2022, for the development of a master plan for the expansion of East Campus location (including a new property adjacent to the existing) and design services for the maintenance garage facility and operations center; this was awarded to CDM Smith.

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, maintain and improve traffic flow to and from the site and around the property, and coordinate with the Business Park regarding road repairs, etc. The first task order under the Master Planning for CDM Smith will be presented to the IPTC Board for approval at the February Board meeting.

An alternative project delivery method was presented in January for the Board's consideration of use of Construction Manager as Constructor (CMc) delivery method for the construction of the new Facility Maintenance Garage and Operations Center. With this delivery method, IPTC will engage a construction professional early in the project to provide advice related to design, cost, schedule, and constructability. The CMc will act as general contractor through construction and hold all (sub)contractor contracts. This method shifts risk of schedule and cost changes from Owner to CMc by providing the CMc with greater control over how the project is constructed.

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

Other facility projects include:

- An assessment and design for needed repairs to the historic Duesenberg building is planned, as well other necessary repairs in the garage at the 1501 W Washington St location.

- Facility assessments for 1501 W. Washington and the Carson Transit Center have recently been completed to support IndyGo's Transit Asset Management (TAM) Plan. The Facility Maintenance Team is leading this effort, with support from Capital Projects team.
- Construction of exterior improvements at the Mobility Solutions Center.
- Concrete Repair for ADA compliance and upgrades on ramps, sidewalks, handrails, loading dock area repair at 1501 W. Washington St are underway. This is a collaboration between the Capital Projects and Facility Maintenance teams.
- Handrails will be installed along the edges of the rain gardens at the Julia M. Carson Transit Center for increased safety. This project will be a collaboration of Capital Project and Facility Maintenance teams.
- Installation of additional electric vehicle chargers for Purple Line vehicles will take place at 1501 W. Washington in 2023.

The first phase of staff moves to East Campus, 9503 East 33rd Street, will begin March 15, 2023.

Respectfully submitted,

Jennifer Pyrz

Chief Development Officer

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Public Affairs Division Report – January 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Public Affairs Officer Lesley Gordon
Date: February 23, 2023

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR January 2023

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

January 2023 Board Report



INDYGO.NET WEBSITE STATISTICS:

01/1/2023-01/31/2023

Page Views	203,785
Bounce Rate	46.9%
New Users	28,850
Returning Users	60,352
Total Sessions	89,202
Total Monthly Sessions Comparison to Previous Year	(Up) 3.5%

Mobile Share

Date	Mobile	Desktop	Tablet
Jan-23	82.35%	16.65%	1.00%
Dec-22	84.16%	19.15%	1.00%
Nov-22	83.32%	15.60%	1.08%
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

Intelligent Transport

Leading Digital Infrastructure for New Value TOGETHER

IndyGo awards bus pass grants to 79 non-profit organisations

In addition to making public transportation more accessible, IndyGo's free bus passes will boost equitable access to essential services for more than 27,000 Marion County residents.

INDIANAPOLIS NEWS AND HEADLINES > WORKING FOR YOU

MCPHD offers two COVID-19 vaccine walk-in clinics on MLK Jr. Day

MARION COUNTY PUBLIC HEALTH DEPARTMENT
Prevent. Promote. Protect.

Working For You

If you have a problem and need help getting results, connect with WRTV by emailing us at workingforyou@wrtv6.com

By: Jacqueline White

INDIANAPOLIS – The Marion County Public Health Department is partnering with the Indy Public Library, IndyGo and Light of the World Christian Church to offer two COVID-19 vaccine clinics on Monday for MLK Jr. Day.

The two clinics will be available to residents 12 years of age and older from 9 a.m. to 12 p.m.

The clinics will be located at:

- Garfield Park Branch Library
2502 Shelby Street, Indianapolis, 46203 (MCPHD mobile unit)
- IndyGo Julia M. Carson Transit Center
201 E. Washington Street, Indianapolis, 46204

The COVID-19 vaccine will be free. Flu shots will also be available free of charge.

According to the MCPHD, the recently approved COVID-19 bivalent vaccines can prevent serious illness and hospitalization from the original strain of COVID-19 as well as the omicron strain.

Working For You

If you have a problem and need help getting results, connect with WRTV by emailing us at workingforyou@wrtv6.com or filling out the form below.

First Name: _____

Last Name: _____

Email: _____

Phone Number: _____

Comments: _____

Captcha: I'm not a robot

WISHTV.COM8

MULTICULTURAL NEWS

Free health care clinic at IndyGo station to continue after 'strong' startup

Theresa Patterson

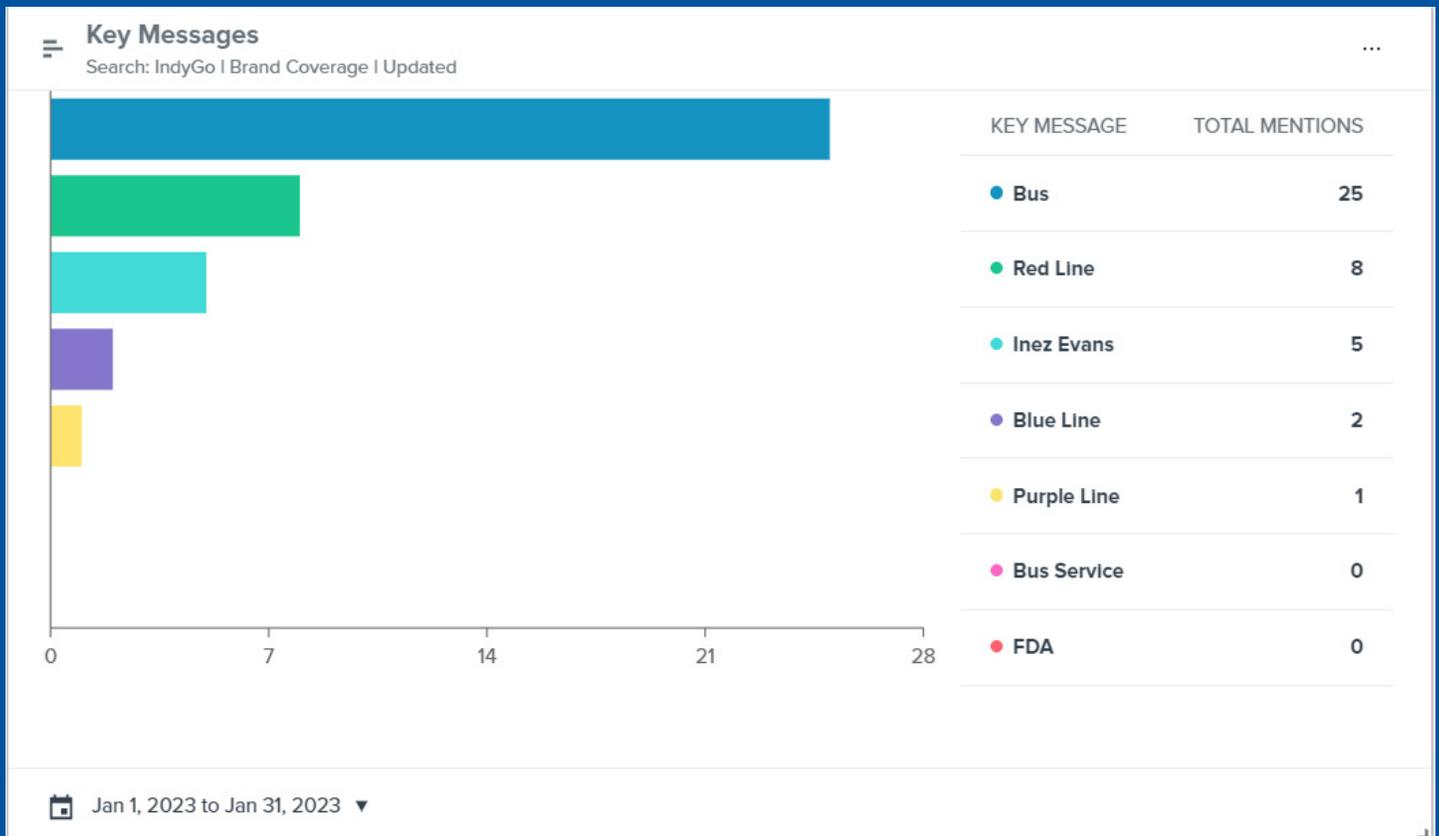
AT WISHTV.COM: "THE LIVING FAITH: THE EPHEMETT TOLL STORY"

Topics Include:

Media coverage for January 2023 featured multiple stories. The IndyGo Foundation, in partnership with the PNC Foundation, passed out free bus passes to 79 local, nonprofit organizations, thanks to the Mobility Access Fund. These passes will help vulnerable populations travel for employment, food and health care. The topic was mentioned more than six times in the media. IndyGo partnering with the Marion County Health Department to host a COVID-19 booster shot event at the Carson Transit Center (CTC) for members of the public on Martin Luther King Jr. Day, Jan. 16, was also mentioned multiple times. Cummins launched an education program at Arsenal Technical High School that will provide training for future diesel engine service technicians, of which IndyGo was a partner. Finally, back by popular demand, IndyGo's successful "Wellness in Transit" program returned to the CTC indefinitely.

Wellness in Transit's return was mentioned six times in the media. Altogether, IndyGo was mentioned nearly 60 times in the media in January, with 46% of the articles containing a positive sentiment and 50% containing a neutral sentiment. Here's a brief coverage summary:

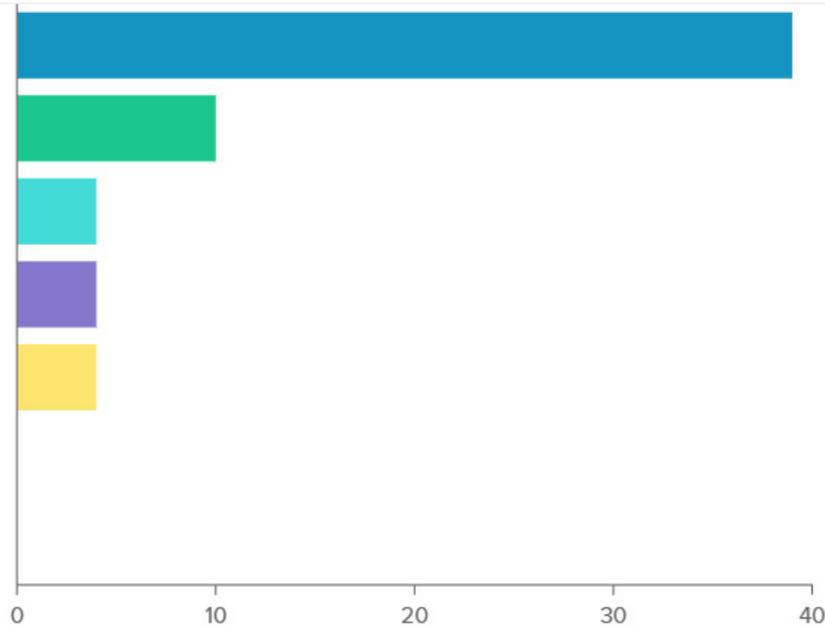
Here's a brief coverage summary:





News Coverage

Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

TOTAL MENTIONS

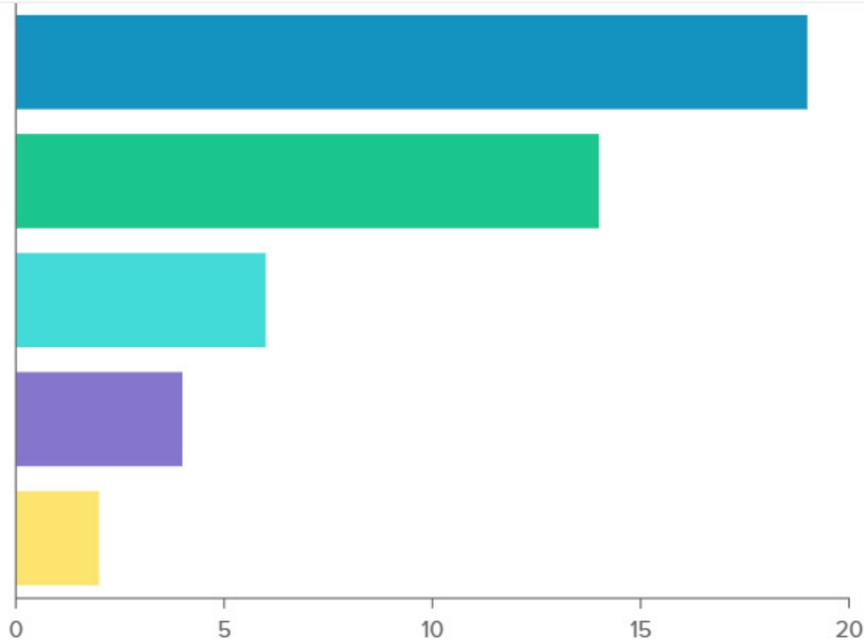
Media: Online News	39
Media: Blogs	10
Media: Licensed Print	4
Media: TV & Radio	4
Media: TV Only	4
Media: Non-Licensed Print	0
Media: Radio Only	0

Jan 1, 2023 to Jan 31, 2023



Media Performance Metrics

Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

TOTAL MENTIONS

Feature Mentions	19
Headline Mentions	14
Target Publications	6
High Performing Articles	4
Top Tier Readership	2

Jan 1, 2023 to Jan 31, 2023

Social Performance:

Facebook

- Had a total of 50,600 organic impressions
- 5,910 post engagements
- 11,500 page likes (29 more than in December)
- 12,768 current followers (50 more than in December)

IndyGo
Published by Carrie Cline Black · January 27 at 2:35 PM · 🌐

We have so many incredible teammates, it's hard to recognize just one, two, or even three... so we honored a bunch during our annual IndyGo Excellence Awards celebration. This group, plus many more behind them, keeps Indy moving forward! Learn more here: <https://www.indygo.net/indygo-announces-partnership.../>



2,674 People reached 478 Engagements ↑ +2.4x higher Distribution score [Boost post](#)

👍❤️ 69 21 comments 3 shares

👍 Like 💬 Comment ➦ Share 🌐

IndyGo
Published by Meltwater Engage · January 24 at 1:29 PM · 🌐

IndyGo will make minor schedule adjustments to several bus routes to increase on-time performance starting Sunday, Feb. 12. However, Routes 3, 6 & 34 will undergo more extensive changes. Check <https://indygo.net/routes/> for updates.



1,290 People reached 164 Engagements ↑ +1.1x average Distribution score [Boost post](#)

👍 12 6 comments 5 shares

👍 Like 💬 Comment ➦ Share 🌐

IndyGo
Published by Ari Kasle · January 18 at 12:07 PM · 🌐

They say a picture is worth 1000 words.
These pictures are worth 48 years! Congratulations to Rebuild Mechanic, Sam Dolce on his retirement after 48 years with IndyGo. Thank you for everything, Sam!



IndyGo
Published by Ari Kasle · January 23 at 9:46 AM · 🌐

All you may see here is a dedicated bus lane, but what you don't see are new sidewalks, curb ramps, street resurfacing, multi-use paths, new traffic lights, and drainage improvements. Dedicated bus lanes do more than you realize. #TransitIsEssential
<https://www.indygo.net/transit-is-essential/>



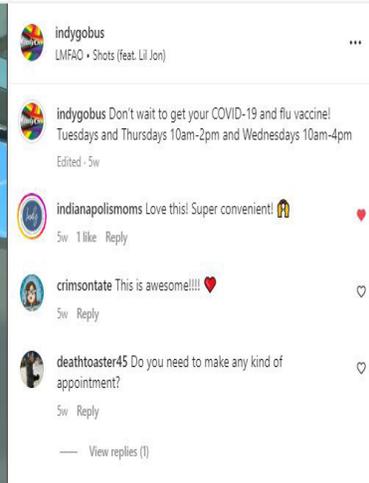
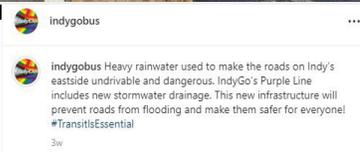
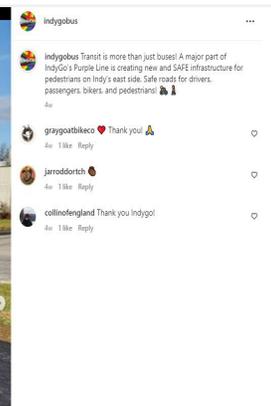
2,844 People reached 351 Engagements ↑ +2.5x higher Distribution score [Boost post](#)

👍❤️ 91 21 comments 3 shares

👍 Like 💬 Comment ➦ Share 🌐

Instagram

- Generated 19,400 impressions (8,460 more than December)
- 1080 total engagements (302 more than in December)
- 5.5% engagement rate
- 3,606 current followers (32 more than in December)



Twitter

- Had a total of 82,900 organic impressions (30,400 more than in December)
- Earned an average of 2,700 impressions per day
- 141 Retweets, 729 likes, 37 replies, 87 link clicks, 3% engagement rate (0.5% higher than December)
- 6,477 current followers (41 more than in December)

IndyGo @IndyGoBus · Jan 27

We have so many incredible teammates, it's hard to recognize just one, two, or even three... so we honored a bunch during our annual IndyGo Excellence Awards celebration. This group, plus many more behind them, keeps Indy moving forward! Learn more here: indygo.net/indygo-announc



Promote

4 8 2,699

IndyGo @IndyGoBus

Not only can they drive..... they can dance!
Congratulations to our newest class of coach operators!



0:24 4,301 views

11:58 AM · Jan 13, 2023 · 13.9K Views

View Tweet analytics

Promote

13 Retweets 5 Quote Tweets 115 Likes

IndyGo @IndyGoBus · Jan 23

All you may see here is a dedicated bus lane, but what you don't see are new sidewalks, curb ramps, street resurfacing, multi-use paths, new traffic lights, and drainage improvements. Dedicated bus lanes do more than you realize. #TransitIsEssential



Promote

You Retweeted

IndyGo @IndyGoBus · Jan 24

Prior to the Purple Line, Indy's Eastside was a food desert with neglected infrastructure. Now we are already seeing businesses invest over \$70,000,000 in new facilities, creating a massive economic impact. Watch below to see how bus rapid transit can impact a community.



0:32 611 views

Promote

1 10 27 2,473

LinkedIn

- Generated 17,500 impressions (10,835 more than in December)
- 1451 total engagements
- 8.2% engagement rate (3% higher than in December)
- 60 new followers; 2,993 total followers

Posted by Ari Kasle • 1/24/2023



IndyGo
2,993 followers
2w • Edited •

Prior to the Purple Line, Indy's Eastside was a food desert with neglected infrastructure. Now we are already seeing businesses invest over \$70,000,000 in new facilities, creating a massive economic impact. Watch below to see ...see more



Purple Line economic impact | 



IndyGo
2,993 followers
3w •

IndyGo's Apprenticeship Program with [Ivy Tech Community College](#) & ATU Local 1070 officially started this month! This program provides IndyGo diesel apprentices with a pathway to a technical certificate and college credit ...see more




IndyGo
2,993 followers
1mo •

27,308 bus passes aren't just 27,308 free rides...

It's 27,308 opportunities for healthcare, education, employment, and o ...see more



Indianapolis Public Transportation Foundation
208 followers
1mo •

If one bus pass can help someone gain access to healthcare, education, employment, and other essential services; imagine the impact we can make with 27,000+ bus passes. Thanks to our partners at the PNC Founda ...see more



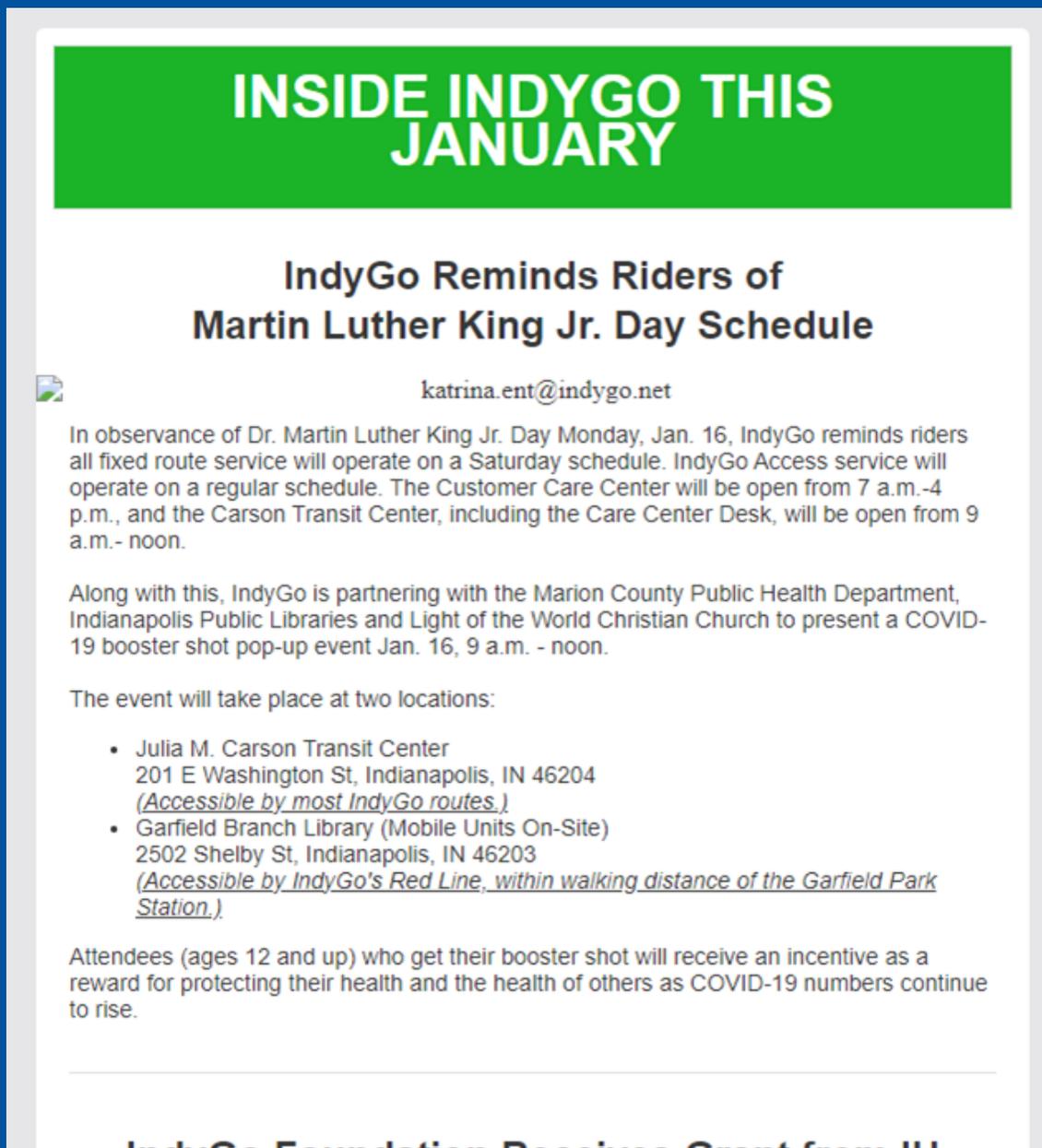
Email Marketing:

NEWSLETTER

- 10,432 Recipients (15 more than December)
- 3.3% CTR
- 4.06% Open rate

CREATIVE PROJECTS

- 42 requests completed via SysAid & email in January.



INSIDE INDYGO THIS JANUARY

IndyGo Reminds Riders of Martin Luther King Jr. Day Schedule

 katrina.ent@indygo.net

In observance of Dr. Martin Luther King Jr. Day Monday, Jan. 16, IndyGo reminds riders all fixed route service will operate on a Saturday schedule. IndyGo Access service will operate on a regular schedule. The Customer Care Center will be open from 7 a.m.-4 p.m., and the Carson Transit Center, including the Care Center Desk, will be open from 9 a.m.- noon.

Along with this, IndyGo is partnering with the Marion County Public Health Department, Indianapolis Public Libraries and Light of the World Christian Church to present a COVID-19 booster shot pop-up event Jan. 16, 9 a.m. - noon.

The event will take place at two locations:

- Julia M. Carson Transit Center
201 E Washington St, Indianapolis, IN 46204
(Accessible by most IndyGo routes.)
- Garfield Branch Library (Mobile Units On-Site)
2502 Shelby St, Indianapolis, IN 46203
(Accessible by IndyGo's Red Line, within walking distance of the Garfield Park Station.)

Attendees (ages 12 and up) who get their booster shot will receive an incentive as a reward for protecting their health and the health of others as COVID-19 numbers continue to rise.

IndyGo Foundation Receives Grant from IU

Outreach Summary: January 2023

In January, IndyGo hosted or attended three events and reached nearly 70,454 people through in-person and digital engagement. Outreach focused on the Purple Line and holiday season festivities.

IndyGo participated in a Helping Others Prosper Economically Team (HOPE) community event to provide resources to unhoused individuals in Indianapolis. IndyGo continues to support communities during Purple Line construction. Staff hosted a Transit Talks at the Avondale Meadows YMCA to share project information and construction impacts.

Transit Ambassadors continued to extend IndyGo's outreach efforts in the community, engaging nearly 134 riders at the Carson Transit Center and on Purple Line construction impacted routes.

IndyGo continues its digital neighborhood outreach through the NextDoor platform. In January, IndyGo

had 70,187 impressions and seven posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.



OUTREACH PROJECTS

Date:	Event:
1/13/2023	HOPE Team Homeless Initiation Giveaway
1/25/2023	UNEC: Community Partner Collective
1/26/2023	Purple Line Transit Talk: East 38th Street Library



Operations Division Report – January 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Operating Officer Aaron Vogel
Date: February 23, 2023

OPERATIONS DIVISION REPORT – January 2023

SERVICE PLANNING

SCHEDULING:

Operator Service Bid 2302 began February 12, 2023. The service scheduling team completed timing and route adjustments to improve the overall service. As outlined in the Marion County Transit Plan and the current COA, Route 3 service was extended to Beachway Drive/10th Street to connect to Route 10, Route 6 service now ends at 30th Street, and Route 34 added service on 29th/30th street to Clifton and will replace the Route 6 service on Clifton.

This was the first time a full-service bid was completed using Hastus BidWeb. Using the Hastus Self-Service online portal, operators could see all available work details and make selections from a computer or smartphone. BidWeb allows operators to have more information and transparency in the work they choose. The process was well received. The prior pick process had taken two weeks and was very labor intensive, the new process using BidWeb was completed in less than two days. One of the major benefits was that the Operators could see what work they were assigned as soon as the distribution was finished. Using BidWeb also increased operator awareness and usage of Hastus Self-Service. Also, for this Bid, IndyGo piloted 100% rostered work. Rostering the work allows everyone to have two or three consecutive days off for better work schedules.

FIXED ROUTE RIDERSHIP:

Jan-22	Jan-23	% Change	IndyGo Fixed Route Ridership	2022 YTD	2023 YTD	% Change
4,670	8,845	89.4%	2 E. 34th St.	4,670	8,845	89.4%
15,412	20,482	32.9%	3 Michigan St.	15,412	20,482	32.9%
4,269	7,000	64.0%	4 Fort Harrison	4,269	7,000	64.0%
8,080	7,962	-1.5%	5 E. 25th	8,080	7,962	-1.5%
4,648	6,970	50.0%	6 N. Harding	4,648	6,970	50.0%
63,638	76,981	21.0%	8 Washington St.	63,638	76,981	21.0%
43,406	53,287	22.8%	10 10th St.	43,406	53,287	22.8%
2,150	2,821	31.2%	11 E. 16th St.	2,150	2,821	31.2%
1,740	3,249	86.7%	12 Minnesota	1,740	3,249	86.7%
1,141	2,402	110.5%	13 Raymond	1,141	2,402	110.5%
2,492	6,129	145.9%	14 Prospect	2,492	6,129	145.9%
6,364	7,986	25.5%	15 Riverside	6,364	7,986	25.5%
5,745	7,421	29.2%	16 Beech Grove	5,745	7,421	29.2%
2,385	3,924	64.5%	18 Broad Ripple	2,385	3,924	64.5%
10,803	14,945	38.3%	19 Castleton	10,803	14,945	38.3%
9,289	9,411	1.3%	21 East 21st St.	9,289	9,411	1.3%
5,517	5,737	4.0%	24 Mars Hill	5,517	5,737	4.0%
5,129	6,703	30.7%	25 W. 16th St.	5,129	6,703	30.7%
6,928	10,153	46.6%	26 Keystone	6,928	10,153	46.6%
5,178	5,463	5.5%	28 St. Vincent	5,178	5,463	5.5%
3,459	3,981	15.1%	30 30th St.	3,459	3,981	15.1%
4,759	6,142	29.1%	31 Greenwood	4,759	6,142	29.1%
11,781	16,067	36.4%	34 Michigan Rd.	11,781	16,067	36.4%
17,246	20,673	19.9%	37 Park 100	17,246	20,673	19.9%
9,197	10,880	18.3%	38 Lafayette Square	9,197	10,880	18.3%
40,071	48,361	20.7%	39 E. 38th St.	40,071	48,361	20.7%
2,134	3,496	63.8%	55 English	2,134	3,496	63.8%
3,836	4,584	19.5%	86 86th Street Crosstown	3,836	4,584	19.5%
5,807	6,639	14.3%	87 Eastside Circulator	5,807	6,639	14.3%
69,669	80,572	15.6%	90 Red Line - BRT	69,669	80,572	15.6%
744	463	-37.8%	901 College - Local	744	463	-37.8%
3,593	6,431	79.0%	902 County Line - Local	3,593	6,431	79.0%
110	516	369.1%	Others	110	516	369.1%
381,390	476,676	25.0%	Total	381,390	476,676	25.0%

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

TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH JANUARY:

DAVID TURNER #9729 – COACH OPERATOR

David provides great customer service. He has a positive and uplifting personality, and it shows each shift. He embodies the company values and is a team player. David takes pride in being a professional coach operator and it shows in his uniform and dedication each day. We are proud to have David as an IndyGo Operator.

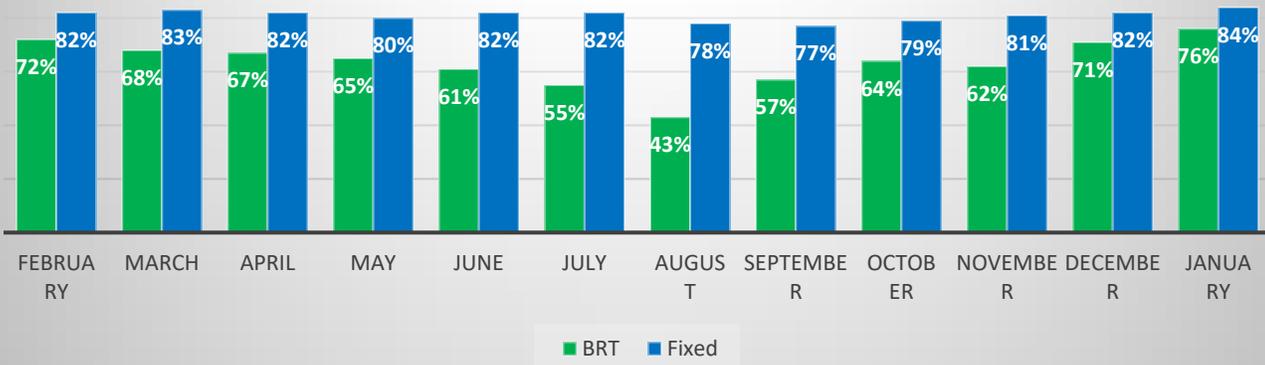
90% CLUB:

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 December: JOANN SANDERS #1035

Starkey, Catherine	Badiane, Ngary	Clay, David	Cargile, Calvin
Boston, Joel	Clark, Keana	Robertson, Wesley	Corbin, Laniesha
Reed, Byron	Blow, Royetta	Johnson, Sheila	Isabell, Toccara
Edwards, Monei	Mason, Rodney	Gray, Patrick	Robinson, Brittany
Gardner, Onesha	Southern, Anthony	Valentine, Veda	Jacobs, Thomas
Dates, James	Arnold, Mikaiah	Williams, Janice	Ibrahim, John
Taylor, Richard	Carroll, Lashona	Rosario Gonzalez, Dilexi	Davies-Dada, Nakia
Baine, Tenisha	Thomas, Myron	Nguyen, Loc	Hartwell, Geneva
Cornett, Myron	Thein, Stephen	Davis, Kenneth	Hardrick, Victoria
Taylor, Ebony	Choctaw, Mary	Green, Nichelle	Moncel, Maryah
Walker, Keyona	Hopson, David	Burke, Adam	Campbell, Lisa
Anderson, Rose	Ellis, Aaron	Barnes, Nathan	Cargile, Sheresa
Cargile, Senetria	Bradford, Keary	Mitchell-Grant, Mary	Passley, Timothy
Carpenter Williams, Lakisha	Rowe, Patrick	Gray, Bryan	San Pedro, Enrique
Howard, Jeffrey	Johnson, Jarvis	Sanders, Joann	Detienne, Michael
Garrett, Victor	Cawthon, Marion	Bowen, Stacey	Turner, Jerry
Hicks, Mikia	Jackson, Calvin	Mcleod, Timothy	Roberts, Darnell
Hughes, Marilyn	Thomas, Mariquette	Harrison, Michael	Murray, Beth
Houston, Floyd	Carter, Deborah	Abebe, Samuel	Ford, Wanda
Dowdell, Sherri	Birdsong, Edgar	Boicourt, Phillip	Carpenter, Andy
Mallory, Kevin	Norfolk, Terry	Freeman, Mancia	Bounds, Akiella
Jones, Shirley	White, Anthony	Amaya, Efrain	Mitchell, Anthony
Hazen, William	Smith, Tamara	Fletcher, Christopher	Ricks, Pamela
Turner, Lashonda	Lagrone, Terry	Rowie, Robert	Davis, Dexter
McGhee, Lashanda	Wilson, Patricia	Reintjes, Peter	Sanchez, Tina
Harrell, Douglas	Davis, Elisa	Wills, Mark	Heitzman, Angela
Kingra, Jaswaran	Young, Samuel	Brooks, Ronnie	Vinson, Cherika
Roberson, Ashley	Wilson, James	Cox, Sean	Knox, Alvin

On Time Performance Last 12 Months



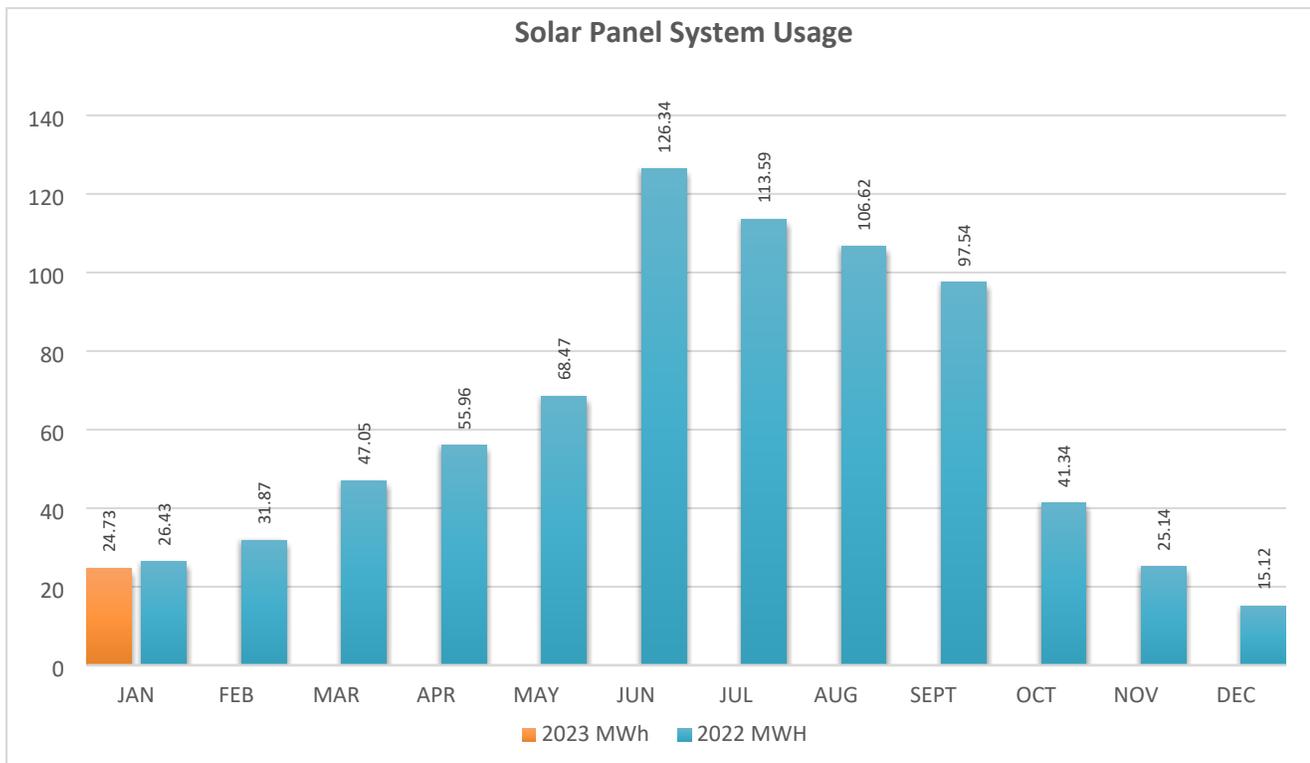
VEHICLE MAINTENANCE AND FACILITIES SERVICES

FACILITIES:

SOLAR PANEL

For the month of January there was an increase in daylight saving hours and it had a small impact the 4,300 solar panel arrays on the roof at the 1501 main office building. The panels produced a slightly lower KWH output versus prior year.

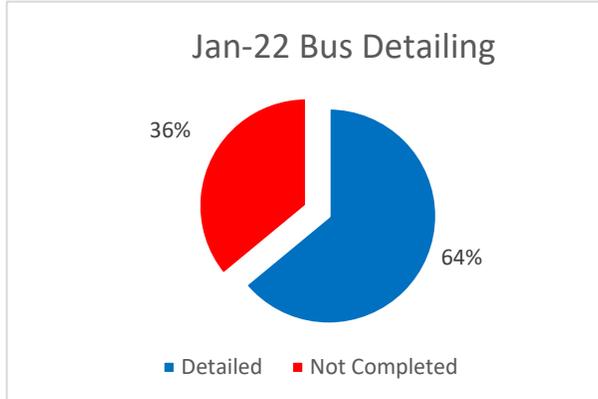
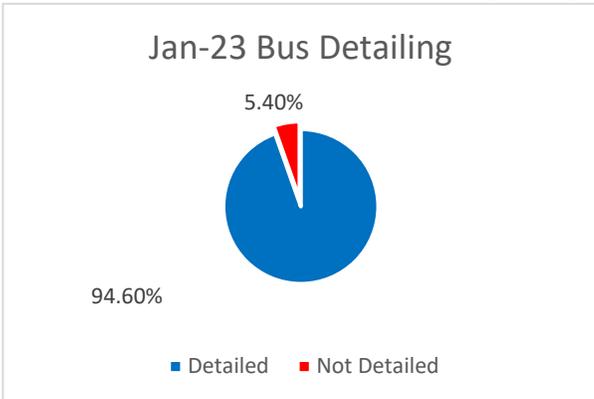
The solar energy savings for January were \$2,349.



FLEET SERVICES:

There were 18 vehicle requests in January for the motor pool.

There were 176 buses detailed in January. The goal is to detail every bus at least once per month.



IPTC has logged 698,209 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2023	698,209												698,209
2022	700,999	650,213	739,093	710,879	716,446	710,305	727,197	739,434	697,268	724,728	701,692	713,636	8,530,890
2021	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	9,141,583

Fluid Usage Summary:

FLUID TYPE	JAN 2023	JAN 2022	JAN 2021
ATF (qt)	95	77	78
COOLANT (qt)	1,639	1,157	607
ENGINE OIL (qt)	311	278	211
DIESEL (gal)	124,904	123,045	134,669

FLEET PM COMPLIANCE	
MB PM A/B Compliance	95%
MB PM C Compliance	98%
BRT PM Compliance	100%

Mean Distance

Mean Distance Major Systems Failures

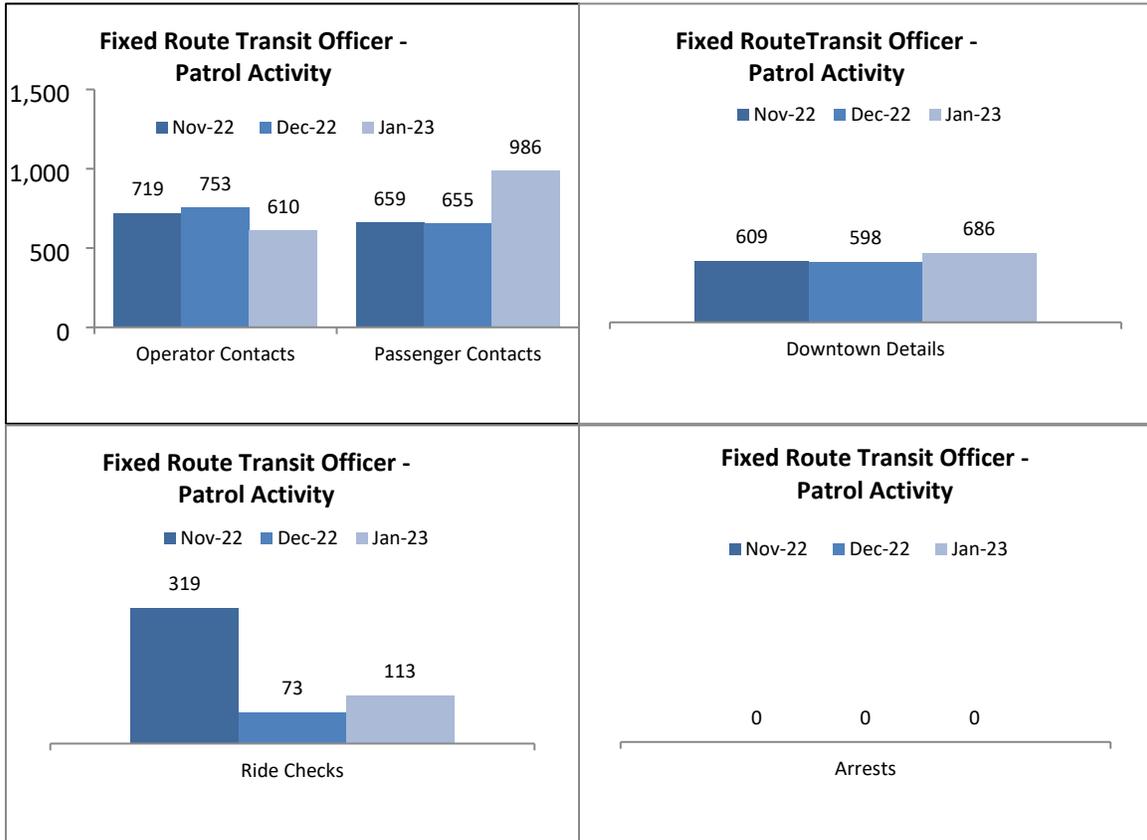
Mean Distance Between All Systems Failures

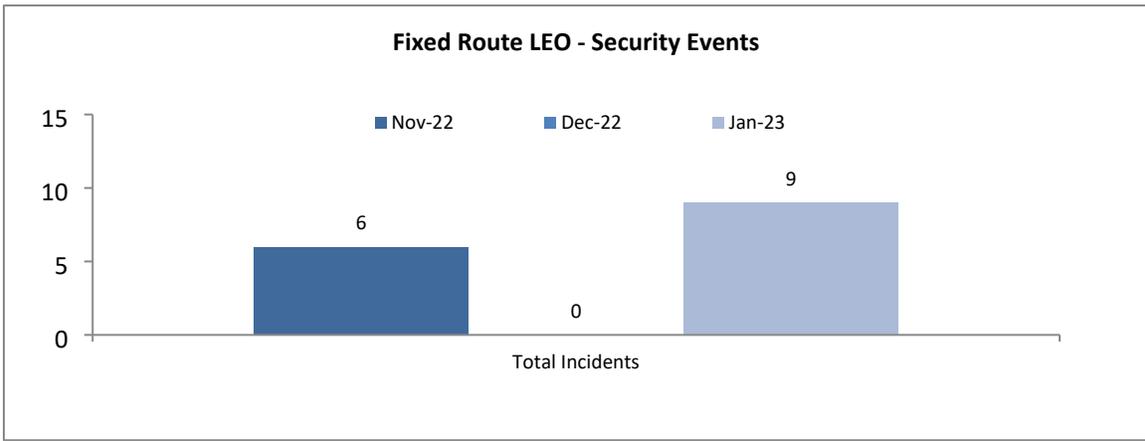
	2023/1	2023/2	2023/3	2023/4	2023/5	2023/6	2023/7	2023/8	2023/9	2023/10	2023/11	2023/12
MAJOR	8491											
ALL	6892											
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
MAJOR	4848	4388	4436	3918	3107	3594	3495	3963	5029	7685	7170	8596
ALL	4377	3920	3911	3753	2984	3151	3064	3238	4373	6367	6765	6299
	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
MAJOR	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
ALL	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038

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.

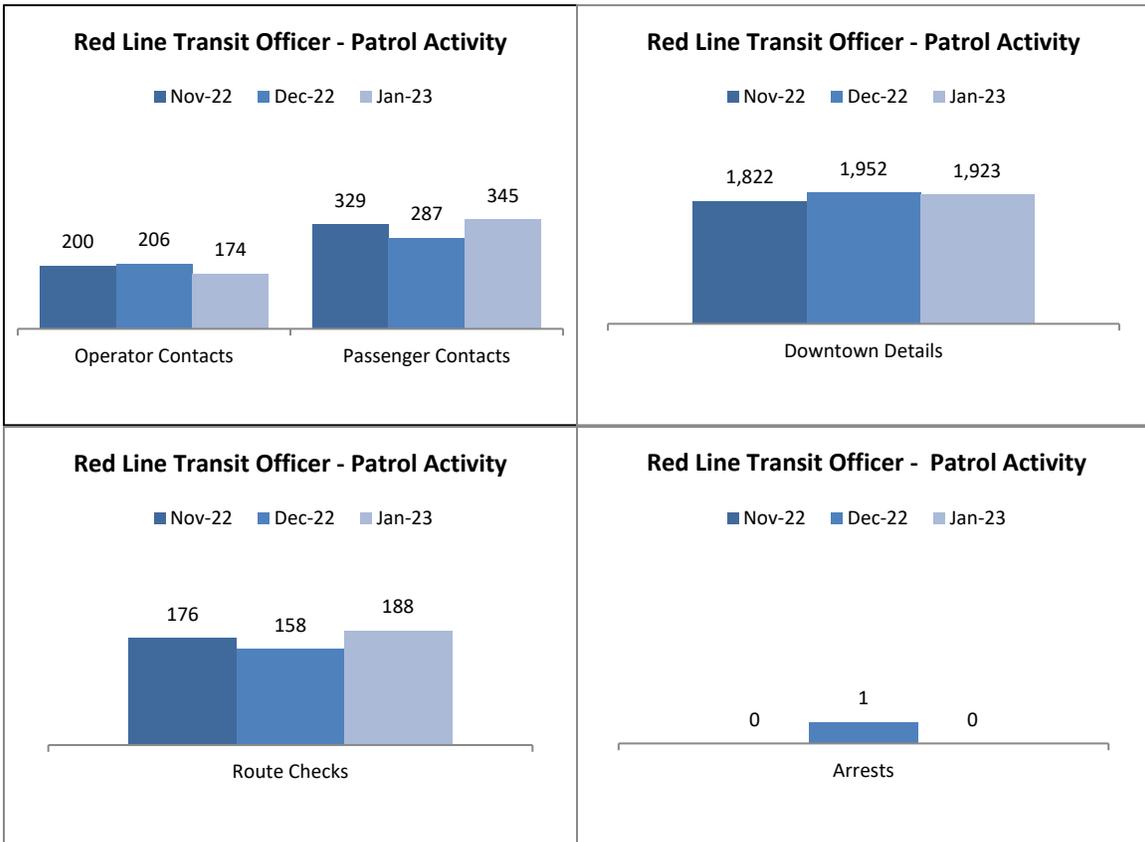
FIXED ROUTE:

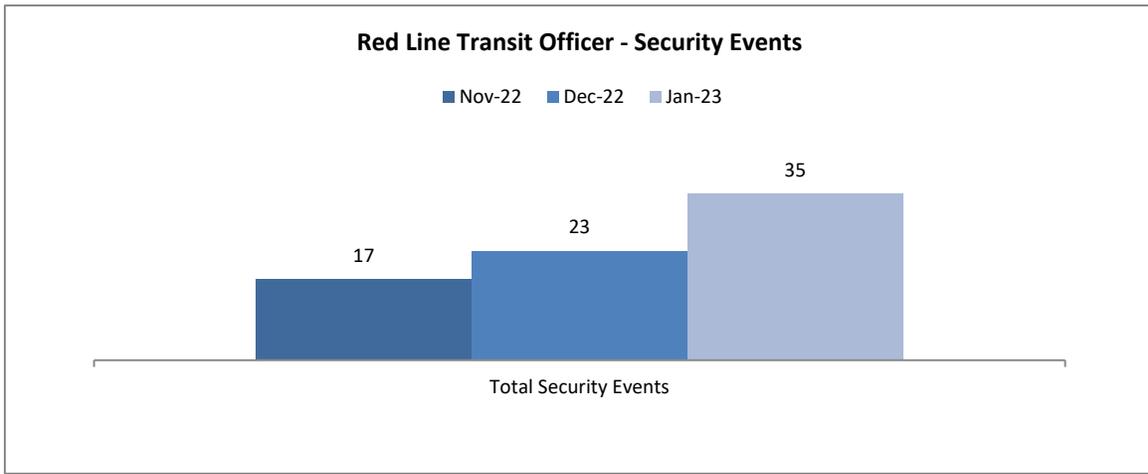




The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.

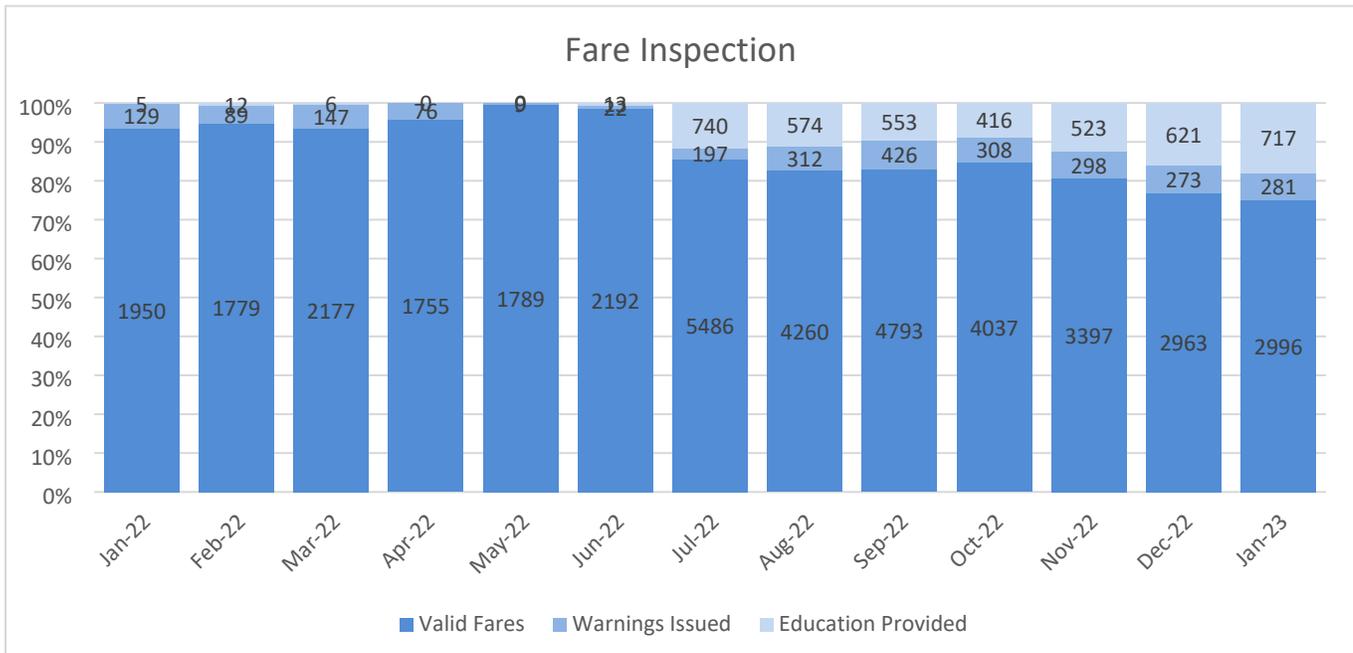
RED LINE SECURITY:





FARE INSPECTION REPORT:

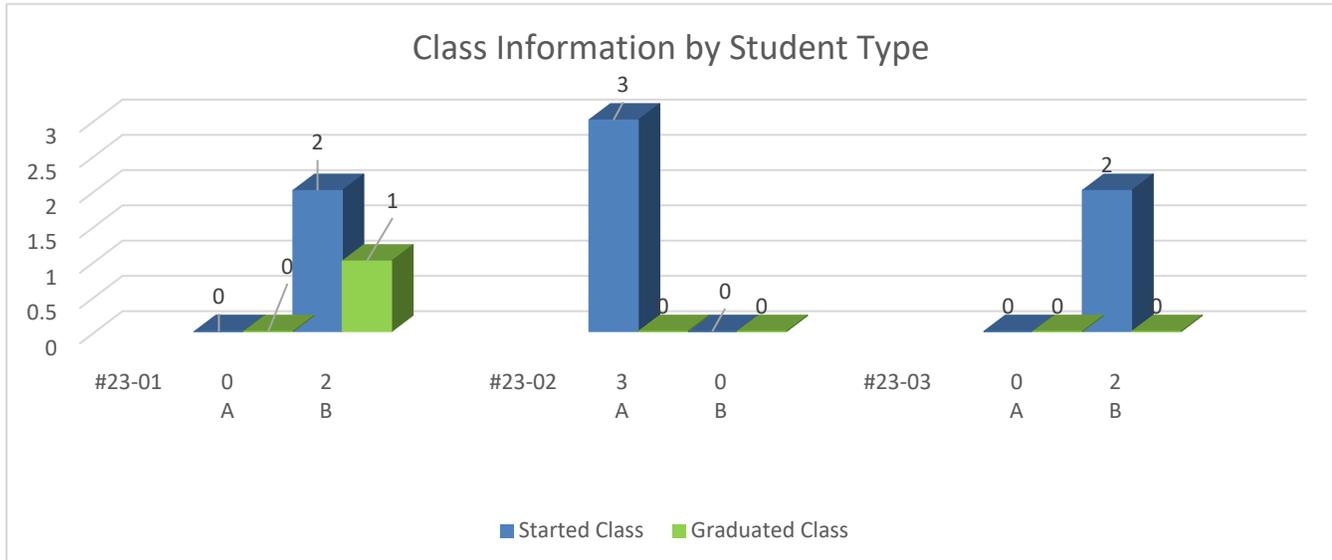
The information below shows the fare inspection information, the chart shows passenger contacts representing passengers who had a fare when checked, notifications representing passengers who did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it shows education representing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



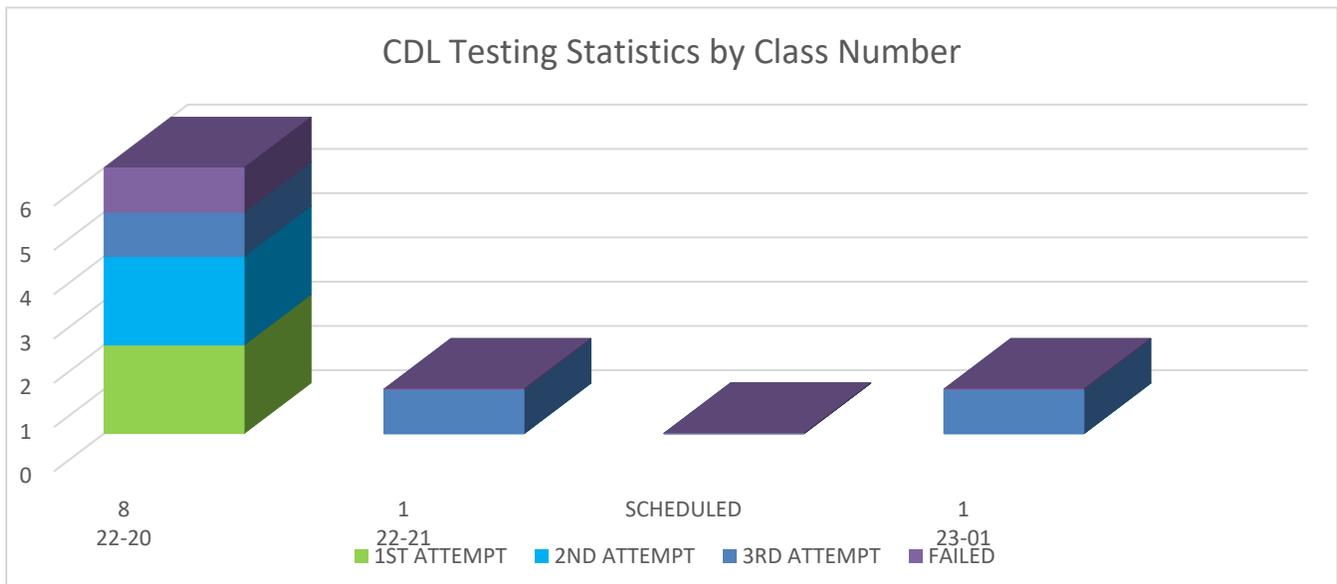
2023 YTD	Passenger Contact	Notifications	Educations
Monthly	2996	281	717
Weekday	2720	260	649
Saturday	185	10	24
Sunday	91	11	11

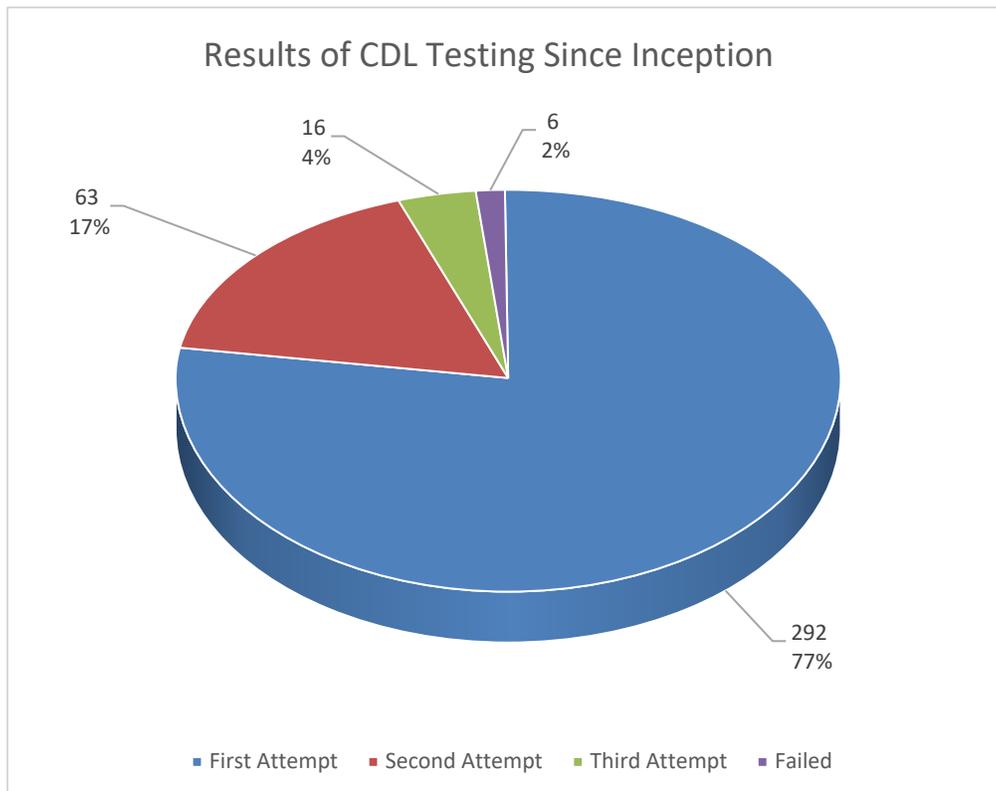
Training

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



The IndyGo Training Department trains new employees that are hired 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 show the current year's results to date and the results since the inception of the program. They will also show the number of students who passed on their first, second, or third attempt and the number of students who could not pass it after three attempts.



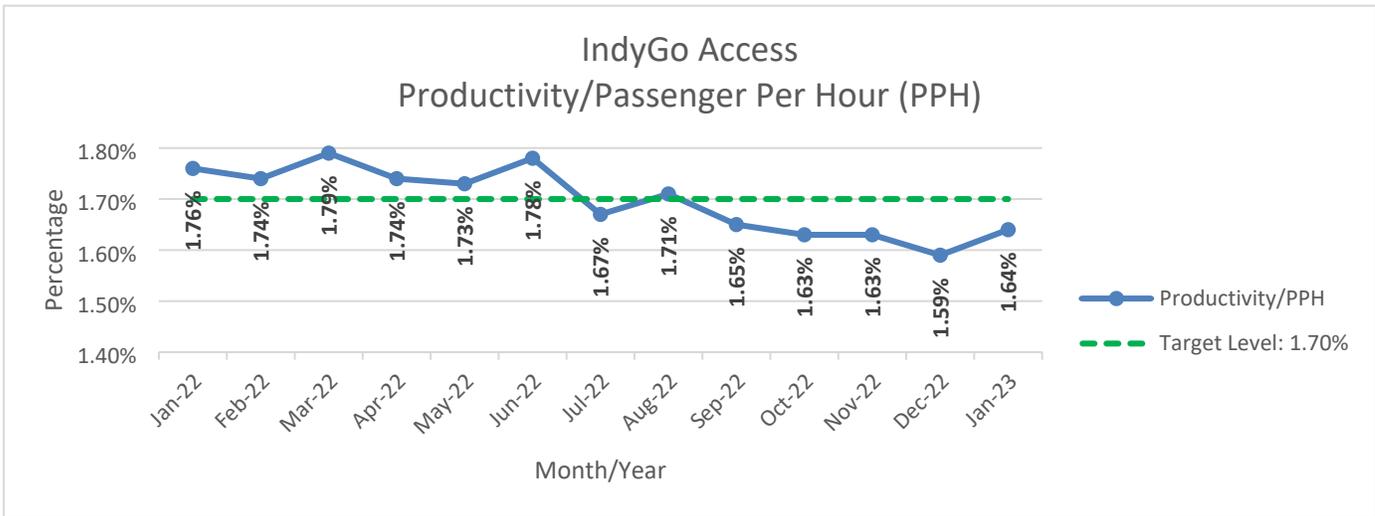
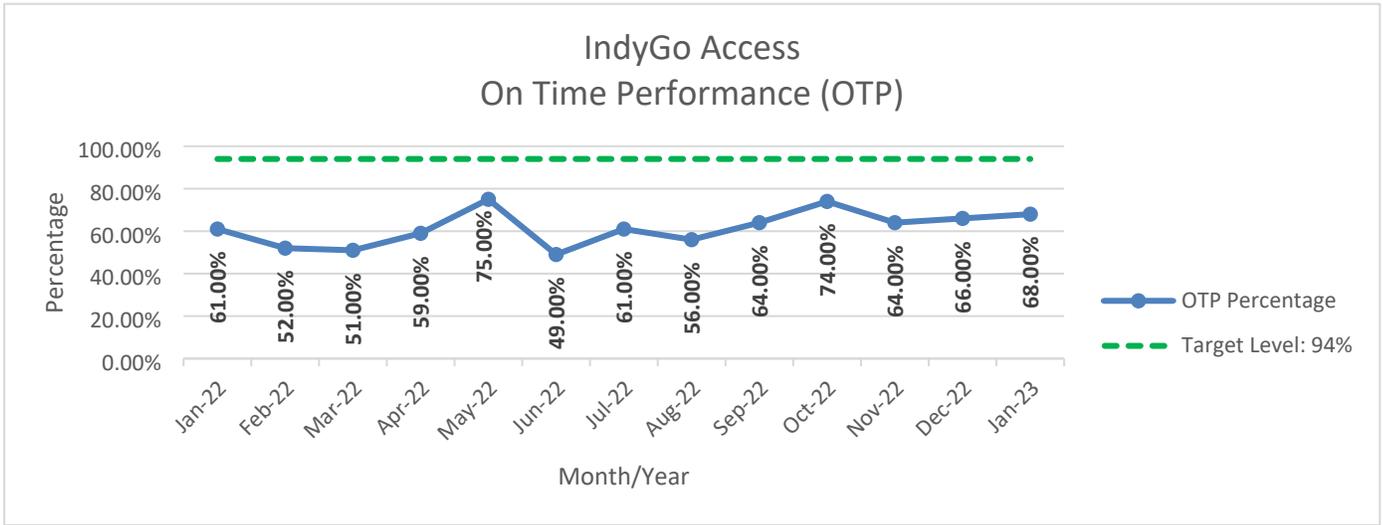


MOBILITY CARE CENTER AND PARATRANSIT REPORT:

IndyGo Access 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.

22- January	23- January	% Change	Mobility Solutions	YOY 2022	YOY 2023	% Change
9,050	11,140	23.1%	IndyGo Access Ridership	9,050	11,140	23.1%
61%	68%	11.5%	IndyGo Access On Time Performance	61%	68%	11.5%
1.76%	1.64%	- 6.8%	IndyGo Access Productivity	1.76%	1.64%	- 6.8%



The Mobility Services team continues to perform daily monitoring, on-site visits, and discussions regarding a proactive outlook for the current/next day’s service. The Mobility Services team also collaborates with the RATP Devs team to continually monitor On-Time Performance to mitigate future service impacts.

IndyGo Access Customer Comments: For December 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.

Number of Comment	Validity		Valid Total	Invalid		Invalid Total	Grand Total
	Jan	Feb		Jan	Dec		
Schedule Adherence	17	7	24	4		4	28
Fares	12		12	6	1	7	19
Rules	3	2	5	2		2	7

Safety	4	1	5				5
Compliments	3	1	4				4
Courtesy	4		4	1		1	5
Request	2		2				2
Wrong Information Given	1		1	1		1	2
ADA	1		1				1
Route				1		1	1
Grand Total	47	11	58	15	1	16	74

Number of Comment	Validity		Valid Total	Invalid	Invalid Total	Grand Total
	Valid					
Schedule Adherence Type	Jan	Feb		Jan		
	Bus Early			1		
Extended Ride	1	2	3	2	2	5
Bus Late	14	2	16	1	1	17
No Show	2	2	4			4
USURV Was No Show				1	1	1
Grand Total	17	7	24	4	4	28

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.

January 2023 savings from fuel excise taxes were \$7,612.34 (Fed Taxes = \$3,660.29 and State Taxes = \$3,952.05.)

Department of People & Teammate Experience Division Report – January 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief People Officer Denise E. Jenkins-Agurs, MS.Ed.
Date: February 23, 2023

Wellness and Teammate Engagement:

- Black History Month. Please look for updates in In-transit as well as every Tuesday a Black History Trivia question. The winner will receive a prize.
- February is National Heart Health Month. Important Facts located in restrooms in the monthly Toilet Talk
- Marathon Health Registration Table
 - Thursday, February 9, 2023, from 10-1130am in the South Lounge
 - Friday, February 10, 2023, from 2-330pm in the South Lounge
 - Tuesday, February 14, 2023, from 7-830am in the South Lounge
 - IndyGo Night with Pacers. Thursday, March 9, 2023.
 - In honor of Teammate Appreciation Day by purchasing a ticket, 10 employees will be honored on the court.
 - On the court, the presentation will begin at 6:30 pm.

Diversity & Inclusion:

- The rollout for the development of IndyGo's DEI Strategic Plan is continuing to move ahead! Several engagements are upcoming including a TIM Talk, newsletter, emails, and flyers with information related to the stages of the rollout. The most significant pieces of the process for teammates include DEI education and a Climate Survey. Please email belonging@indygo.net with questions or comments.
- The new issue of IndyGo's Newsletter, The Route, is out now.

Learning & Development:

- A small group of representatives from various departments completed a product trial with Biz Library, which provides ready-made course content on topics ranging from compliance to leadership with everything in between. We will keep you posted on the status and are excited to hopefully offer more learning courses to everyone soon.
- The Diesel Mechanic Apprenticeship program is now using the LMS to track OTJ performance and take module quizzes. They are the first department to try out the task checklist function in the platform.
- New training projects underway:
 - DEI Curriculum
 - Transportation Supervisor curriculum
 - Service Center & Dispatch team member curriculum
 - Service Center & Dispatch supervisor curriculum
 - Courses on the ADA, Unbiased Job Descriptions, and Civil Rights

Recruitment

- Received assistance from Chauncyia Coleman- Mobility Solutions, in Talent Acquisition. She has been extremely helpful by leaning in, quickly learning the process, adding her years of IndyGo experience, and just simply saying "What can I do?".
- Candidate Monica Wright has accepted our Recruiter offer. Start date TBD.

- The Department of People supported two formal recruitment, realistic job preview, and interview events on 1/11 and 1/31 on the east side campus location.
- Participated in a delivery review meeting with Concentra on 1/30/23. Requested data metrics on wait times, location availability and turnaround times of services.
- Continuing to support the Drug and Alcohol audit efforts.

Mentorship & Apprenticeship Program (MAP)

- The program is running smoothly.
 - Created a tracker in the LMS system.
 - Registrations to attend Ivy Tech: April Bland, Xavier Rodriguez

Workforce Development

- Recruited two interns from Marian University/St. Joseph
- Recruited two interns from Martin University (HBCU)

Benefits & Leave Administration

- HR Benefits Coordinator has been reposted and looking to fill in the next month.

Respectfully submitted,

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



Supplier Diversity Division Report – January 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Supplier Diversity Officer Greg Garrett
Date: February 23, 2023

DISCUSSION:

In January of 2023, IndyGo obtained an 8.92% utilization with XBE businesses certified by the city of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration’s Division of Supplier Diversity.

In 2022, IndyGo’s XBE utilization was 18.42%, which was a 3.9% decrease from 2021’s utilization which was 22.22%. Although the utilization was less, the amount paid XBEs was higher in 2022 than in 2021. In 2022, \$7.6 million dollars went to XBE businesses compared to \$5.5 million in 2021.

Two-Year Comparison XBE Utilization				
Category	2021		2022	
Minority Owned Business Enterprise	8.04%	\$ 2.001 Million	9.0%	\$ 3.710 Million
Woman Owned Business Enterprise	9.42%	\$ 2.345 Million	8.30%	\$ 3.430 Million
Veteran Owned Business Enterprise	4.4%	\$ 1.083 Million	1.08%	\$ 445,923.75
Disabled Owned Business Enterprise	< 1%	\$ 113,431.40	< 1%	\$ 17,520.75

UPDATES/UPCOMING ITEMS:

Indiana Statewide Disadvantaged Business Enterprise Forum

- Date: February 28, 2023
- Time: 9:00 AM – 1:00 PM
- Location: Indianapolis International Airport, 7800 Col. H. Weir Cook Memorial Dr, Indianapolis, IN 46241
- Registration Link: Email Tom Quinn, IDOT’s Supportive Services Consultant, tom@ceihome.com.

RECOMMENDATION:

Receive the report.

Greg Garrett
 Senior Supplier Diversity Officer
 DBELO

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