



Board Report  
April 27, 2023

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Jill Russell)
2. **Awards and Commendation** (Presenter – Inez Evans)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner)
  1. Finance Committee – Richard Wilson
  2. Service Committee – Adairius Gardner
4. **Consent Agenda** (Presenter – Greg Hahn)
  1. A-1: Consideration and approval of minutes from Board meeting held on March 23, 2023
  2. A-3: Consideration and approval of Purple Line TSP – contract negotiations (Presenter – Matt Duffy)
  3. A-4: Consideration and approval of furniture purchase for IPTC East Campus facility (Presenter – Charlie Carlino)
5. **Regular Agenda** (Presenter – Greg Hahn)
  1. A-2: Consideration and approval of a new Mobility Advisory Committee (MAC) Committee Member (Presenter – Cheryl Purefoy)
  2. A-5: Consideration and approval of procurement of 40-foot hybrid bus (Presenter – Cheryl Purefoy)
6. **Information Items** (Presenter – Greg Hahn)
  1. I-1: Receipt of the Finance Report for March 2023 (Presenter – Bart Brown)
  2. I-2: On-Board Survey (OBS)
  3. I-3: Mobility Advisory Committee (MAC) update
  4. I-4: Department Reports
7. **Adjourn** (Presenter – Greg Hahn)

Executive session may occur immediately prior or after scheduled meetings.

[Per IC 5-14- 1.5.6.(b) {21 (A) and (B) & IC 5-14-1.5.6.1 (b) (9)}

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Our next Board Meeting will be Thursday, May 25, 2023; 5pm

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

## Awards & Commendation Recognition for March 2023

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**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** April 27, 2023

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### March 2023 Awards & Commendations

| Employee      | Position                     | Recognition   |
|---------------|------------------------------|---|
| Tanisha Baine | Coach Operator – Fixed Route | 15 Years of Safe Driving  |
| Antwyn Ealy   | Dispatcher                   | March Operations Employee of the Month                          |
| IndyGo        |                              | Receives \$4.6 Million from MPO for purchase of Blue Line buses |

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

| <u>Operator</u>        | <u>ID #</u> | <u>Years of Safe Driving</u> | <u>Years of Service</u> |
|------------------------|-------------|------------------------------|-------------------------|
| Tenisha Baine          | 6978        | 15                           | 23                      |
| Jeffery Howard         | 8141        | 13                           | 14                      |
| JoAnn Sanders          | 1035        | 13                           | 25                      |
| Roger Beharry          | 8392        | 11                           | 11                      |
| Loc Nguyen             | 8325        | 10                           | 12                      |
| Paul Person            | 8128        | 10                           | 15                      |
| Marilyn Hughes         | 8234        | 9                            | 13                      |
| Hardin Besley          | 8794        | 6                            | 8                       |
| Vandall Grady          | 8465        | 6                            | 11                      |
| Jonathan Jackson       | 8739        | 6                            | 8                       |
| Qeturah McMiller       | 9953        | 6                            | 8                       |
| Tamara Smith           | 8629        | 6                            | 9                       |
| Diahavanna Banks       | 9113        | 5                            | 5                       |
| Royetta Blow           | 8634        | 5                            | 9                       |
| Kyleess Garrett        | 8949        | 5                            | 6                       |
| Darryl Kinslow         | 8650        | 5                            | 9                       |
| Danny Bell             | 9355        | 4                            | 4                       |
| Laniesha Corbin        | 9225        | 4                            | 5                       |
| Ashley Lloyd           | 8941        | 4                            | 6                       |
| Brandon Barnes         | 9347        | 3                            | 4                       |
| Justina Johnson        | 9119        | 3                            | 5                       |
| James Dates            | 9764        | 2                            | 3                       |
| Sonia Jenkins          | 9286        | 2                            | 5                       |
| Gabriel Smith          | 9684        | 2                            | 4                       |
| Netahi Solomon (Jones) | 9120        | 2                            | 5                       |
| Brian Antonio          | 9701        | 1                            | 3                       |
| Shameka Robinson       | 9747        | 1                            | 3                       |
| Kimberly Taylor        | 9555        | 1                            | 4                       |
| Janice Williams        | 10066       | 1                            | 1                       |

***Congratulations and Thank You!***



## Finance Committee Chairperson Report – April 2023

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** April 27, 2023

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
April 20, 2023

The Finance Committee met on April 20, 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-4.

An item from the committee meeting I would like to highlight is Action Item A-4, approval of new furniture for IPTC East Campus facility. Chief Administrative Assistant Charlie Carlino presented this action item to the Finance Committee.

With the purchase of our new East Campus headquarters facility, and construction of the necessary renovations within that facility, additional furniture is needed to complete areas throughout the facility. A committee of five (5) staff members throughout various departments of IPTC was assembled and RFQ 22-10-466 was released on October 12, 2022. The selection committee visited the showrooms of Business Furniture (BF) and Commercial Office Environments (COE) on December 15, 2022. After these visits, the selection committee scored and deemed both BF and COE as "qualified" and they both were notified of this qualification on December 22, 2022.

In late January 2023, IPTC was contacted by local law firm Frost Brown Todd in regard to furniture they had at their current location while getting ready to move into a new facility. Frost Brown Todd was kind and generous enough to allow some IPTC team members to visit the location they were vacating and tag any office furniture we would like to have donated to IPTC for no charge to the agency. This donated furniture is estimated to have saved IPTC approximately \$200,000-\$500,000. Without this donated furniture, it was anticipated that IPTC staff would have needed to ask the Board for approval of over \$400,000 for our furniture needs, not including furniture that was donated to IPTC. COE was the sole bidder for "Package 2".

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – April 2023

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** April 27, 2023

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson's Report**  
April 20, 2023

The Service Committee met on April 20, 2023, at 10:00am. 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, & A-3 and Regular Agenda item A-2.

An item from the committee meeting I would like to highlight is Action Item A-3, approval of RFP 23-01-465 Purple Line transit signal priority system. Chief Development Officer Jennifer Pyrz presented this action item to the Service Committee.

The Purple Line TSP System will virtually connect transit vehicles with traffic signals to reduce the amount of time transit vehicles are stopped at signals, improve compliance to route schedules, and increase operating speeds. Since 2020, IPTC staff has been researching national best practices, learning from other cities and transit agencies across the country, and collaborating with the City of Indianapolis Department of Public Works (DPW) to implement a system that is mutually beneficial for IPTC, DPW, and potentially other agencies as well. This research led to the solicitation of RFP 23-01-465 which released on January 19, 2023. Five submissions were received on March 2, 2023 and reviewed by an evaluation committee that included DPW representation. The proposals were scored based on qualifications and price. It was determined that Kimley-Horn & Associates was the most qualified to complete the work. In the event IPTC cannot come to an agreement with Kimley-Horn & Associates during contract negotiations, it is requested that IPTC engage in contract negotiations with the second-place vendor, Econolite Systems. A separate action item will be brought to the Board if such a decision would increase contract price.

Mr. Chairman, that concludes my report.

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# March Board of Directors Minutes

IndyGo

Mar 23, 2023 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

## ACTION ITEM A – 1

### Attendance





#### Present:

Members: Hydre Abdullah, Aaron Vogel, Rachel Wilson (remote), Bart Brown, Marcus Burnside (remote), Matt Duffy (remote), Mary Ann Fagan, Adairius Gardner, Greg Hahn, Morgan Johnson, Richard Wilson, Jr., Lise Pace, Mike Roth (remote), Jill Russell, Taylor Schaffer, Sean Wooding

#### Absent:





Members: Charlie Carlino, Inez Evans

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

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-  [A AGENDA for March 23, 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. 6 members present in person. There was a quorum. Vice Chairman Adairius Gardner arrived during Awards and Commendations.

#### 2. Awards and Commendation (Presenters: Aaron Vogel)





-  [A1 Awards & Commendation March.docx](#)
-  [page intentionally left blank.pdf](#)
-  [A1 February 2023 Safe Drivers.docx](#)
-  [Board Report 1000000 mile award Joyce Ledell 2023.docx](#)

Chief Operating Officer Aaron Vogel gave an update on the Awards and Commendations for February 2023. Recognized were safe drivers for February 2023, one employee for 21 years of safe driving, the February Operations Employee of the month, and one employee for 30 Years and 1,000,000 Miles of Safe Driving.

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


Finance Committee - Richard Wilson








Service Committee - Adairius Gardner

-  [A Finance Committee Chair Report March.docx](#)
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-  [A Service Committee Chair Report March.docx](#)
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The reports were 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 February 23, 2023  
 [A-1 February Board of Directors Minutes.docx](#)

2. A-2: Consideration and approval for the purchase of Talkdesk Credits (Minutes) for Phone Services (Presenters: Mike Roth)  
 [A-2 Talkdesk Action Item March 2023.docx](#)  
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3. A-3: Consideration and approval of IFB 23-01-468 Red Line traffic control medication construction contract (Presenters: Matt Duffy)  
 [A-3 IFB 23-01-468 Red Line traffic control modification construction contract.docx](#)
4. A-4: Consideration and approval Red Line traffic control medication construction engineering task order (Presenters: Matt Duffy)  
 [A-4 Red Line traffic control modification construction engineering task order.docx](#)
5. A-5: Consideration and approval of the procurement of Ticket Vending Machines for the Super Stops and the Purple Line BRT Projects (Presenters: Rachel Wilson)  
 [A-5 Ticket Vending Procurements \(Super Stops & Purple Line\).docx](#)
6. A-6: Consideration and approval of Microsoft Dynamics Licensing (Presenters: Marcus Burnside)  
 [A-6 Consideration and Approval of Microsoft Dynamics Licensing.docx](#)
7. A-7: Consideration and approval of Avail Annual Maintenance (Presenters: Marcus Burnside)  
 [A-7 Consideration and Approval of Avail Annual Maintenance.docx](#)

**Motion:**


Approval of Consent Agenda

Motion moved by Richard Wilson, Jr. and motion seconded by Adairius Gardner. Adairius Gardner - AYE; Rick Wilson - AYE; Lise Pace - AYE; Taylor Schaffer - AYE; Hydre Abdullah - AYE; Mary Ann Fagan - AYE; Motion passed 6-0





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

1. NONE








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

1. I-1: Receipt of the Finance Report for February 2023 (Presenters: Bart Brown)  
 [I-1 February 2023 Financials Summary.pdf](#)

The Board heard a financial update for February 2023 from Chief Financial Officer Bart Brown.

2. I-2: IMPO/INDOT/IPTC MOA  
 [I-2 2023 MOA IPTCIMPOINDOT.docx](#)  
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 [I-2 2022 IMPO IndyGo INDOT for signatures.pdf](#)  
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The Board received an update on an IMPO/INDOT/IPTC MOA

3. I-3: Department Reports  
 [I-3a February 2023 Risk and Safety Board Report.docx](#)  
 [I-3b PLANNING AND CAPITAL PROJECTS REPORT for 2023-03.docx](#)  
 [page intentionally left blank.pdf](#)  
 [I-3c PAreport.pdf](#)  
 [I-3e People March 2023.docx](#)  
 [I-3f Supplier Diversity - March 2023 Final.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 5:18pm.

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Jill D. Russell  
Chief Legal Officer

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## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Project Manager Matt Duffy  
**SUBJECT:** Consideration and approval of RFP 23-01-465 Purple Line transit signal priority system

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### ACTION ITEM A – 3

#### **RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize IPTC's President/CEO to enter into contract negotiations with Kimley-Horn & Associates to design, configure, deploy, maintain, and track performance of the Purple Line Transit Signal Priority (TSP) system at 25 signalized intersections for an amount not to exceed \$869,500.

#### **BACKGROUND:**

The Purple Line TSP System will virtually connect transit vehicles with traffic signals to reduce the amount of time transit vehicles are stopped at signals, improve compliance to route schedules, and increase operating speeds. Since 2020, IPTC staff has been researching national best practices, learning from other cities and transit agencies across the country, and collaborating with the City of Indianapolis Department of Public Works (DPW) to implement a system that is mutually beneficial for IPTC, DPW, and potentially other agencies as well. Additionally, IPTC released a Request for Information (RFI) in 2021 that included a pilot implementation with the goal of gaining understanding of current technology landscape. The results of this RFI informed desired TSP specifications.

This research led to the solicitation of RFP 23-01-465 which released on January 19, 2023. Five submissions were received on March 2, 2023 and reviewed by an evaluation committee that included DPW representation. The proposals were scored based on qualifications and price. It was determined that Kimley-Horn & Associates was the most qualified to complete the work. In the event IPTC cannot come to an agreement with Kimley-Horn & Associates during contract negotiations, it is requested that IPTC engage in contract negotiations with the second-place vendor, Econolite Systems. A separate action item will be brought to the Board if such a decision would increase contract price.

#### **DISCUSSION:**

The Purple Line TSP system consists of a hardware-minimal, cloud-based system that ingests readily available transit vehicle location data and virtually places a signal priority request (if needed) to traffic signals along the vehicles' route. The system uses estimated time of arrival (ETA) to predict transit vehicle arrivals well in advance of the downstream traffic signals.

The scope of this contract includes all services to design, configure, deploy, maintain, and track performance of the system. Some of the features of the system include:

- Transit signal performance metrics to monitor transit performance at each intersection.
- System maintenance and reporting.
- Website to view live operations.

IPTC will work closely and collaboratively with DPW to help ensure a successful deployment in time for the launch of the Purple Line in October 2024.

**ALTERNATIVES:**

The Board could choose not to authorize the President/CEO to enter into contract negotiations with Kimley-Horn & Associates however, the TSP system cannot be implemented in time for Purple Line start-of-service without selection of a qualified vendor.

**FISCAL IMPACT:**

This project is budgeted through the Purple Line project with a combination of Federal and local funding.

**DBE/XBE DECLARATION:**

A DBE goal of 5% was established for this project. Kimley-Horn & Associates has committed to a 6% DBE participation on the project. DBE consultants include the Etica Group, JQOL, and Infrastructure Engineering. Sub-consultant Mindhop is also certified as a DBE, but not yet in Indiana.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee and Service Committee on April 20, 2023 and will be placed on the Consent Agenda.

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Chief Administrative Assistant Charlie Carlino  
**SUBJECT:** Consideration and approval of furniture purchase for IPTC East Campus facility

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### ACTION ITEM A – 4

#### **RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Inez Evans to enter into a contract with Commercial Office Environments (COE) for new furniture for IPTC East Campus facility Building “A” and Building “B” for an amount not to exceed \$109,735.06.

#### **BACKGROUND:**

With the purchase of our new East Campus headquarters facility, and construction of the necessary renovations within that facility, additional furniture is needed to complete areas throughout the facility. At the December 2021 Board meeting, the Board approved an award to RJE Business Interiors (RJE) for new furniture for East Campus. Through the course of that engagement, some products and services were found not to meet our expectations and it was determined to fulfill the balance of our furniture needs through new vendors.

A committee of five (5) staff members throughout various departments of IPTC was assembled and RFQ 22-10-466 was released on October 12, 2022. A virtual pre-proposal meeting was held with perspective bidders on October 24, 2022 with questions from potential bidders’ due back to IPTC by October 28, 2022. There were three (3) responses to the RFQ with two (2) bids and one (1) no bid. The RFQ was closed on November 18, 2022.

The selection committee visited the showrooms of Business Furniture (BF) and COE on December 15, 2022 to get a look and feel of the items that have been selected by IPTC staff and placed into the RFQ. After these visits, the selection committee scored and deemed both BF and COE as “qualified” and they both were notified of this qualification on December 22, 2022.

#### **DISCUSSION:**

In late January 2023, IPTC was contacted by local law firm Frost Brown Todd in regard to furniture they had at their current location while getting ready to move into a new facility. Frost Brown Todd was kind and generous enough to allow some IPTC team members to visit the location they were vacating and tag any office furniture we would like to have donated to IPTC for no charge to the agency. This donated furniture is estimated to have saved IPTC approximately \$200,000-\$500,000 and was enough to allow IPTC to start to furnish offices and other workspaces at our East Campus facility before needing to place an order for new furniture, thus creating a smaller furniture bid package than was originally expected. Without this donated furniture, it was anticipated that IPTC staff would have needed to ask the Board for approval of over \$400,000 for our furniture needs, not including furniture that was donated to IPTC.

After reviewing inventory of our furniture, it was determined that we would release two (2) separate bid packages to the qualified vendors for quoting. “Package 1” included one (1) office desk setup and 37 desktops to complete some

incomplete desks from our initial furniture purchase from RJE. This package was released on March 07, 2023 and was awarded to the low bidder, COE. "Package 2", which we are asking your approval for, includes ancillary items needed throughout the facility such as, but not limited to, tables and chairs for offices, conference rooms, and break rooms, and cable management systems. COE was the sole bidder for "Package 2".

**ALTERNATIVES:**

The Board could choose to not enter into a contract with COE; however, IPTC would need to accommodate staff furniture needs by potentially leasing furniture and/or revising staff move-in schedules.

**FISCAL IMPACT:**

Funding for this procurement is from IPTC local funds.

**DBE/XBE DECLARATION:**

COE is a 100% women owned business.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on April 20, 2023 and will be placed on the Consent Agenda.

**BOARD MEMORANDUM**

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

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

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

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

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

It is requested that the IPTC Board of Directors consider and approve the nominee recommended for membership to the Mobility Advisory Committee (MAC).

**BACKGROUND:**

The bylaws of the Mobility Advisory Committee (MAC) require staggering members' terms to ensure representation and new membership continuity. Each appointed MAC member shall serve a term of two years and no more than two consecutive terms. There is currently one open position on the MAC and has approved one member and seeks board approval to fill the open position.

**DISCUSSION:**

The MAC submitted the nomination to the Service Committee on April 20, 2023, with a recommendation for approval by the IPTC Board of Directors.

**Kendel Tilton**

Kendal has worked with consumers at Noble of Indiana for 30 years. He has been involved in transportation all but one of those years. He has worked with our paratransit service and understands the challenges of both customers along with the financial impact of IPTC.

**ALTERNATIVES:**

The Board could choose not to approve the appointment.

**FISCAL IMPACT:**

No Fiscal Impact.

**DBE/XBE DECLARATION:**

No DBE/XBE Declaration.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

The action was reviewed by the Service Committee on April 20, 2023 and will be placed on the Regular Agenda.

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## BOARD MEMORANDUM

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

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

**FROM:** Deputy Chief Operating Officer Cheryl Purefoy

**SUBJECT:** Consideration and approval of procurement of 40-foot hybrid bus

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### ACTION ITEM A – 5

#### **RECOMMENDATION:**

It is requested that the Board authorize the President/CEO to procure one 40-foot Hybrid low floor Gillig bus in the amount not to exceed \$1,067,687 for the bus and associated equipment and services.

#### **BACKGROUND:**

In May 2020, IPTC Board of Directors approved the purchase of twenty-seven (27) 40' Gillig Hybrid buses with eGen Flex Allison Transmissions via a purchase order using options from the Commonwealth of Virginia State Contract. This contract was competitively procured through Request for Proposal (RFP) #E194-193 dated May 31, 2016, for CNG, Diesel & Hybrids Transit buses. The procurement, completed by the Commonwealth, was done in a fair and open competitive manner, and awards were determined in a fair and reasonable manner. Gillig was found to have the lowest base bus bid cost.

To fund the twenty-seven (27) 40' Gillig Hybrid buses IPTC and City-County Council approved a resolution that authorized a municipal lease note to work with the Indianapolis Local Improvement Bond Bank. This work resulted in the issuance of a 2020 Bond issuance. The total costs for the original buses were less than anticipated which left a balance available to procure an additional vehicle.

#### **DISCUSSION:**

The Commonwealth of Virginia's contract expired and was not available for an additional bus purchase. IPTC searched for other existing contracts with options for the same 40' Gillig Hybrid buses with eGen Flex Allison Transmissions. IPTC identified a competitively solicited cooperative purchasing agreement from the State of Washington that included our specified bus. State statute, however, limits and regulates IPTC's ability to enter into a cooperative purchasing agreement with another state. Because we have determined separate statutory purchasing authority for this purchase, IPTC proposes to contract with Gillig directly for the specified bus based on their agreement to honor the bus specifications and prices quoted in the State of Washington's contract.

By leveraging the terms of the competitively solicited cooperative purchasing agreement, IPTC can avoid an imminent price increase as well as move to production more quickly and have the bus delivered in approximately 12 – 16 months from issuance of purchase order.

**ALTERNATIVES:**

The Board could choose to not approve the procurement of the Hybrid bus, however, the bond funds that are currently available will not be available for additional purchase in 2024. Additionally, a delay in issuing a purchase order will result in an increase cost of 15% or higher after April 28, 2023.

**FISCAL IMPACT:**

There are sufficient funds available in the 2020 Bond Issue to cover the cost.

**DBE/XBE DECLARATION:**

Rolling stock purchases do not require DBE participation, as Transit Vehicle Manufacturer's (TVM's) are required to have their own established DBE program that is directly reported to the FTA.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee and Service Committee on April 20, 2023 and will be placed on the Regular Agenda.

## Information Update – March 2023 Financials Summary

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Financial Officer Bart Brown and Budget Director Justin Burcope  
**Date:** March 14, 2023

### MARCH 2023 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$411,939 (34.3%) for the month of March. For the year it is over budget by \$366,526 (10.2%).
- Other Operating revenue category is over budget by \$63,836 (97.7%) for the month. YTD this revenue is over budget by \$1,209,381 (617%).
- The passengers service revenue is over budget by \$67,802 (15.1%) for the month. We collected \$517,089 in March 2023 compared to \$477,646 collected in March 2022. For the year passenger service revenue is over budget by \$145,783 (11.4%).
- 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 March. YTD it is over \$2,510,455 (22%)
- The Service Reimbursement Program revenue is under budget by \$3,252 (-9.4%) for the month. For the year it is under budget by \$13,200 (-12.7%).

*The Total Revenue for the agency is over budget by \$ 1,377,144 (14.3%) for the month of March. YTD Total Revenue is over budget by \$4,218,945 (14.5%).*

#### Expenditures

##### I) Personal Services

- Fringe benefits are under budget for the month by \$516,884 (-26.6%). YTD it is under budget by \$633,156 (-12.5%).
- The overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were over budget by \$365,868 (120.6%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. For the year this category is over budget by \$998,611 (126.6%).
- Salary expenses are under budget by \$728,412 (-14.8%) for the month of March. YTD it is under budget by \$2,217,501 (-17.3%)

*The Personal Services category is under budget by \$879,430 (-12.2%) for the month of March. It is under budget for the year by \$1,852,047 (-9.9%)*

II) Other Services and Charges

- Claims were over budget by \$190,412 (53.7%) for the month. For the year this category is over budget by \$50,781 (3.9%).
- For the month of March, the Miscellaneous Expense category is under budget by \$21,538 (-27.1%). YTD is under budget by \$140,860 (-54.8%).
- In March, the Purchased Transportation category is over budget by \$7,189 (0.7%). For the year it is under \$37,050 (-1.3%).
- For the month the "Services" expense category is over budget by \$221,635 (11.1%). YTD this category is under budget by \$4,866,997 (-49.3%).
- For the month, utilities expenses are under budget by \$5,479 (-2.9%). 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. For the year utilities are over budget by \$15,138 (2.6%).

*Overall, the Other Services & Charges category is over budget by \$392,219 (11%) for the month. YTD this category is under budget by \$4,978,988 (-33.5%).*

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$221,328 (-51.1%). YTD it is under budget by \$387,805 (-29.8%).
- For the month of March, the maintenance materials category is over budget by \$272,827 (62.4%) due to lump sum purchase of replacement engine parts. It is under budget for the year by \$202,913 (-11.3%).
- Other materials and supplies category is over budget by \$87,575 (90%) for the month. For the year it is under budget by \$16,474 (-5.5%).
- There were no expenditures posted to Tires & Tubes category in March. YTD it is under budget by \$3,549 (-2.3%).

*For the month, the Total Materials and Supplies category is over budget by \$139,074 (13.6%). For the year it is under budget by \$610,743 (-17.2%).*

*In March, the overall, total expenditures came under budget by \$348,136 (-2.9%). Year to date expenditures are under budget by \$7,441,778 (-20.1%).*

**FY 2023 NON-BUDGETED REQUESTS**

| Date      | Expenditure Description     | Budget Type | Expense Category | Amount   |
|-----------|-----------------------------|-------------|------------------|----------|
| 2/15/2023 | Production Studio equipment | Capital     | Capital          | \$30,000 |
|           |                             |             |                  |          |
|           |                             |             |                  |          |
|           |                             |             |                  |          |

## 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 I      | ARP II       |
|-------------------------|------------|------------|------------|--------------|
| IndyGo Award            | 44,200,516 | 21,105,476 | 49,584,275 | \$51,029,180 |
| Total Draws             | 42,624,649 | 21,105,476 | 45,198,211 |              |

### RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Budget Director Justin Burcope



Indianapolis Public Transportation Corporation  
Budget to Actuals (Comparative Statement) - IndyGo  
For the Three Months Ending Friday, March 31, 2023

4/13/2023 2:02 PM  
Period Selected: 3

|   | Current Month        |                       |                          |                         | YTD                  |                       |                          |                         |                        |
|---|----------------------|-----------------------|--------------------------|-------------------------|----------------------|-----------------------|--------------------------|-------------------------|------------------------|
|   | Actual               | Budget                | Budget<br>Variance<br>\$ | Budget<br>Variance<br>% | Actual               | Budget                | Budget<br>Variance<br>\$ | Budget<br>Variance<br>% | PRIOR<br>YTD<br>Actual |
| <b>Operating Revenue</b>                  |                      |                       |                          |                         |                      |                       |                          |                         |                        |
| Federal Assistance                        | 1,612,168.00         | 1,200,228.66          | 411,939.34               | 34.32                   | 3,967,212.00         | 3,600,685.98          | 366,526.02               | 10.18                   | 3,573,451.00           |
| Other Operating Income                    | 129,148.52           | 65,311.67             | 63,836.85                | 97.74                   | 1,405,316.61         | 195,935.01            | 1,209,381.60             | 617.24                  | 100,020.33             |
| Passenger Service Revenue                 | 517,089.62           | 449,287.00            | 67,802.62                | 15.09                   | 1,422,921.71         | 1,277,138.00          | 145,783.71               | 11.41                   | 1,218,392.81           |
| PMTF Revenue                              | 947,485.67           | 947,485.67            |                          | 0.00                    | 2,842,457.01         | 2,842,457.01          |                          | 0.00                    | 2,809,998.00           |
| Local Property & Excise Tax Revenue       | 3,236,606.00         | 3,236,606.00          |                          | 0.00                    | 9,709,818.00         | 9,709,818.00          |                          | 0.00                    | 9,362,718.00           |
| Local Transit Income Tax Revenue          | 4,648,994.58         | 3,812,176.24          | 836,818.34               | 21.95                   | 13,946,983.74        | 11,436,528.72         | 2,510,455.02             | 21.95                   | 10,172,214.00          |
| Service Reimbursement Program             | 31,331.00            | 34,583.33             | (3,252.33)               | (9.40)                  | 90,549.00            | 103,749.99            | (13,200.99)              | (12.72)                 | 75,409.00              |
| <b>Total Operating Revenues</b>           | <b>11,122,823.39</b> | <b>9,745,678.57</b>   | <b>1,377,144.82</b>      | <b>14.13</b>            | <b>33,385,258.07</b> | <b>29,166,312.71</b>  | <b>4,218,945.36</b>      | <b>14.47</b>            | <b>27,312,203.14</b>   |
| <b>Operating Expenses</b>                 |                      |                       |                          |                         |                      |                       |                          |                         |                        |
| <b>Personal Services</b>                  |                      |                       |                          |                         |                      |                       |                          |                         |                        |
| Fringe Benefits                           | 1,424,841.36         | 1,941,726.16          | (516,884.80)             | (26.62)                 | 4,433,174.70         | 5,066,331.26          | (633,156.56)             | (12.50)                 | 4,517,303.65           |
| Overtime                                  | 669,181.17           | 303,313.48            | 365,867.69               | 120.62                  | 1,787,226.54         | 788,615.04            | 998,611.50               | 126.63                  | 1,139,529.31           |
| Salary                                    | 4,201,599.26         | 4,930,011.85          | (728,412.59)             | (14.78)                 | 10,600,528.87        | 12,818,030.83         | (2,217,501.96)           | (17.30)                 | 10,720,517.68          |
| <b>Total Wages and Benefits</b>           | <b>6,295,621.79</b>  | <b>7,175,051.49</b>   | <b>(879,429.70)</b>      | <b>(12.26)</b>          | <b>16,820,930.11</b> | <b>18,672,977.13</b>  | <b>(1,852,047.02)</b>    | <b>(9.92)</b>           | <b>16,377,350.64</b>   |
| <b>Other Services &amp; Charges</b>       |                      |                       |                          |                         |                      |                       |                          |                         |                        |
| Claims                                    | 544,671.54           | 354,259.18            | 190,412.36               | 53.75                   | 1,333,559.00         | 1,282,777.54          | 50,781.46                | 3.96                    | 1,159,603.05           |
| Miscellaneous Expenses                    | 58,055.76            | 79,593.75             | (21,537.99)              | (27.06)                 | 116,270.71           | 257,131.27            | (140,860.56)             | (54.78)                 | 146,684.88             |
| Purchased Transportation                  | 957,209.15           | 950,020.11            | 7,189.04                 | 0.76                    | 2,813,009.80         | 2,850,060.33          | (37,050.53)              | (1.30)                  | 2,634,715.34           |
| Services                                  | 2,217,719.34         | 1,996,083.74          | 221,635.60               | 11.10                   | 5,011,417.18         | 9,878,414.54          | (4,866,997.36)           | (49.27)                 | 3,972,900.89           |
| Total Utilities                           | 185,020.54           | 190,500.01            | (5,479.47)               | (2.88)                  | 586,638.75           | 571,500.03            | 15,138.72                | 2.65                    | 653,841.05             |
| <b>Total Other Services &amp; Charges</b> | <b>3,962,676.33</b>  | <b>3,570,456.79</b>   | <b>392,219.54</b>        | <b>10.99</b>            | <b>9,860,895.44</b>  | <b>14,839,883.71</b>  | <b>(4,978,988.27)</b>    | <b>(33.55)</b>          | <b>8,567,745.21</b>    |
| <b>Materials &amp; Supplies</b>           |                      |                       |                          |                         |                      |                       |                          |                         |                        |
| Fuel & Lubricants                         | 211,566.38           | 432,894.46            | (221,328.08)             | (51.13)                 | 910,877.63           | 1,298,683.38          | (387,805.75)             | (29.86)                 | 951,725.05             |
| Maintenance Materials                     | 710,104.57           | 437,277.07            | 272,827.50               | 62.39                   | 1,593,152.51         | 1,796,066.12          | (202,913.61)             | (11.30)                 | 1,216,215.65           |
| Other Materials & Supplies                | 184,873.04           | 97,298.23             | 87,574.81                | 90.01                   | 282,371.96           | 298,846.69            | (16,474.73)              | (5.51)                  | 119,156.60             |
| Tires & Tubes                             | 50,987.94            | 50,987.94             |                          | 0.00                    | 149,414.73           | 152,963.82            | (3,549.09)               | (2.32)                  | 133,800.74             |
| <b>Total Materials &amp; Supplies</b>     | <b>1,157,531.93</b>  | <b>1,018,457.70</b>   | <b>139,074.23</b>        | <b>13.66</b>            | <b>2,935,816.83</b>  | <b>3,546,560.01</b>   | <b>(610,743.18)</b>      | <b>(17.22)</b>          | <b>2,420,898.04</b>    |
| <b>Total Operating Expenses</b>           | <b>11,415,830.05</b> | <b>11,763,965.98</b>  | <b>(348,135.93)</b>      | <b>(2.96)</b>           | <b>29,617,642.38</b> | <b>37,059,420.85</b>  | <b>(7,441,778.47)</b>    | <b>(20.08)</b>          | <b>27,365,993.89</b>   |
| <b>OPERATING INCOME/(LOSS)</b>            | <b>(293,006.66)</b>  | <b>(2,018,287.41)</b> | <b>1,725,280.75</b>      |                         | <b>3,767,615.69</b>  | <b>(7,893,108.14)</b> | <b>11,660,723.83</b>     |                         |                        |
| <b>GAIN/LOSS ON ASSET DISPOSAL</b>        |                      |                       |                          | 0.00                    | <b>(13,703.50)</b>   |                       | <b>(13,703.50)</b>       | 0.00                    | <b>(4,810.00)</b>      |
| <b>NET INCOME/(LOSS)</b>                  | <b>(293,006.66)</b>  | <b>(2,018,287.41)</b> | <b>1,725,280.75</b>      | <b>(85.48)</b>          | <b>3,781,319.19</b>  | <b>(7,893,108.14)</b> | <b>11,674,427.33</b>     | <b>(147.91)</b>         | <b>(48,980.75)</b>     |

## Information Update – 2022 IndyGo On-Board Survey

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**Date:** April 10, 2023

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### 2022 INDYGO ON-BOARD SURVEY

#### BACKGROUND:

Federal regulations require that IPTC conduct a survey to understand the demographics of its riders. The survey is completed approximately every five years. IPTC partners with the Indianapolis Metropolitan Planning Organization (IMPO) to conduct the survey. The IMPO provides federal transportation planning funds and IPTC matches with its local funds. The IMPO manages the project in close coordination with IPTC.

The last on-board survey was conducted in 2016, with a final report produced in 2017. The 2022 on-board survey was conducted in September of 2022 with a final report delivered to IPTC and IMPO in March 2023. An on-board survey requires the surveying company to employ and train surveyors who board vehicles and request riders to participate in the survey. Surveyors are trained to receive surveys from all types of riders, including English as a second language and visually and hearing impaired.

The survey vendor ensures the survey is statistically valid through its methodology. A certain number of surveys are collected across the network and by route; these are then expanded based upon IPTC ridership. The statistical significance provides assurance to IPTC that the responses are representative of its daily ridership.

Few changes were made to the methodology to ensure a comparison between 2016 and 2022. IPTC did request two modifications: weekend (Saturday and Sunday) service was surveyed, in addition to weekday; and rapid transit was separated as a mode.

Highlights from the Executive Summary:

- 87% of riders can be considered “frequent riders” and use IndyGo 3 or more times per week
- 57% of riders reported no vehicles available to their household
- 27% of riders would not have made the trip if IndyGo was not available
- 72% of riders are employed
- 57% of riders are from households that earn less than \$25,000 annually

The typical IndyGo rider in 2022 was an African American Woman between the ages of 35-49 who is employed but likely has a household income of less than \$25,000. There is no vehicle available to her and she uses cash on board the bus. She does not transfer. She uses the bus five days a week to travel between home and work.

Additional notable statistics:

- 94% access the bus by walking to the stop
- 18% of weekday riders walk more than a mile
- 88% of weekend riders versus 80% of weekday riders use one bus
- Weekend boardings typically occur between 11:00 am and 1:00 pm
- 1 trip (cash on bus), 1 day pass, and then MyKey (tap card) are the top three forms of payment for weekday riders
- 35% of weekend riders would not have made the trip without IndyGo
- 85% of riders have a smart phone with a data plan (up from 77% in 2016)
- 44% of weekday riders have a driver's license
- 16% of riders spoke a language other than English at home; 70% of those individuals spoke Spanish

IPTC staff are working with IMPO staff to procure a dashboard for the on-board survey statistics. The dashboard is powered by Power BI, a Microsoft product, and populated with the data from the 2016 and 2022 surveys. The product will allow IPTC staff to quickly query the 2022 data and use that information for planning and policy decisions. An example of this dashboard can be found at <https://etcinstitute.com/transit/transit-dashboards/houston-ob-survey/>.

**RECOMMENDATION:**

Receive the report.

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



*IndyGo*<sup>SM</sup>

2022 OBS

On-Board Survey







# Ryan Wilhite

Manager of Special Projects and  
Regional Mobility Integration



# Why do we do it?

## 2022 Data Collection

- Purpose is to collect travel patterns, use, and determine demographics of IndyGo ridership
- Required by FTA (every 5 year); last one was 2016
- Used in Fare Equity Analysis; could be used in planning and service equity analyses
- Contracted to ETC
- Metropolitan Planning Organization (80% federal, 20% local)

# How do we do it?

## 2022 Data Collection

- Understand total ridership to determine number of surveys to collect; by route and time of day
- Develop a survey tool
- Train surveyors
- Deploy!
  - On-board using a tablet-based survey
  - Paper survey offered in five languages
  - Language line could also be used

# Differences between 2016/2022

## 2022 Data Collection

- Red Line
- First post-pandemic
- Weekend collection

# What did we learn?

- 87% use IndyGo 3 or more times in a week
- **57% of riders report no vehicle;** 17% 2 or more vehicles
- 27% of riders would not have made the trip
- 72% are employed
- **57% from HH earning less than \$25,000**
- **94% riders walk to and from the bus stop**
- 57% female riders
- 88% are one-seat rides

# Who is a typical rider?

- African American woman
- 35-49
- Employed but less than \$25K/year
- No vehicle
- Cash on bus and short walk
- One seat ride
- Frequent rider

# WEEKDAY BOARDING BY TIME

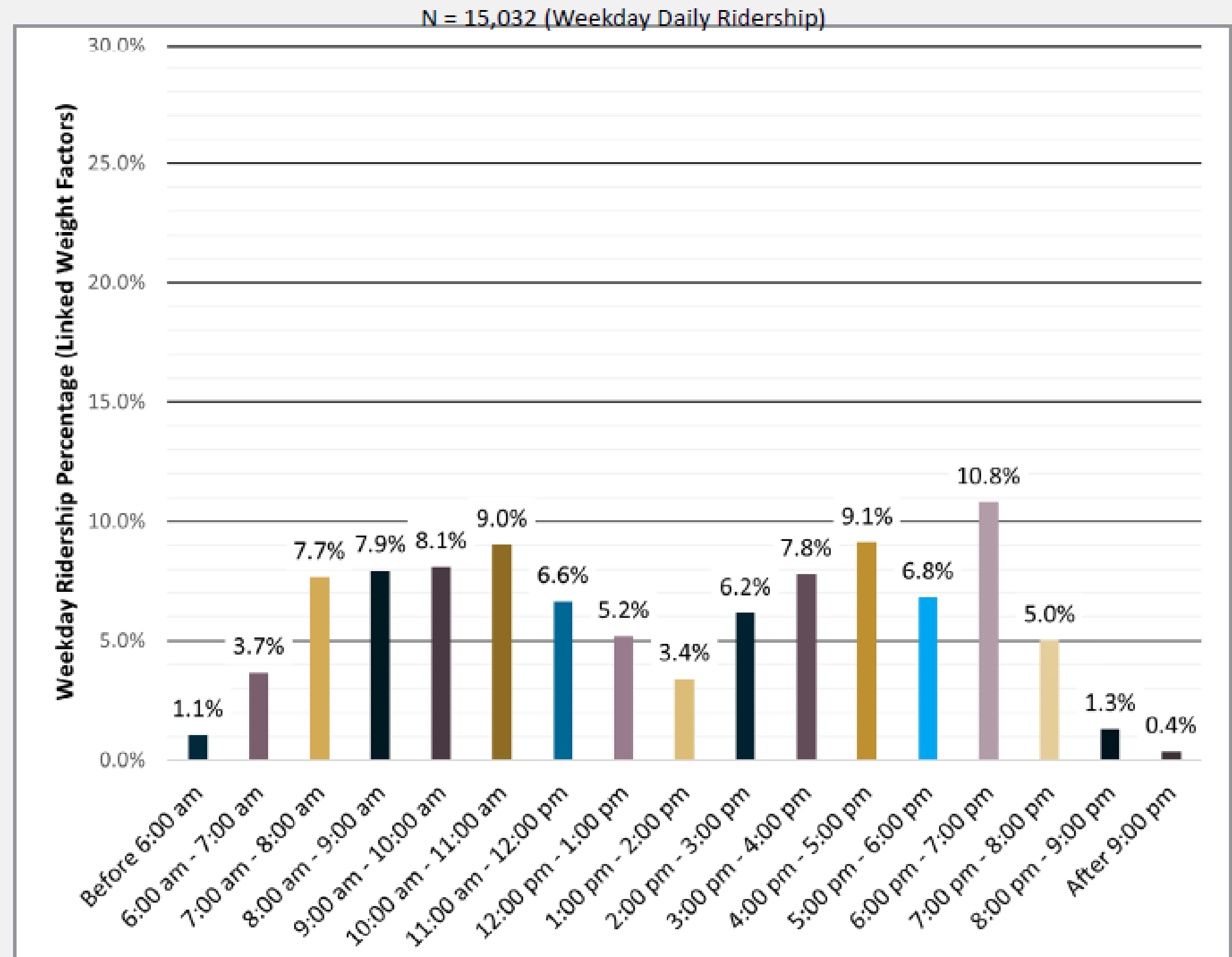


Figure 2-20: What time do weekday riders board their bus?



# WEEKEND BOARDING BY TIME

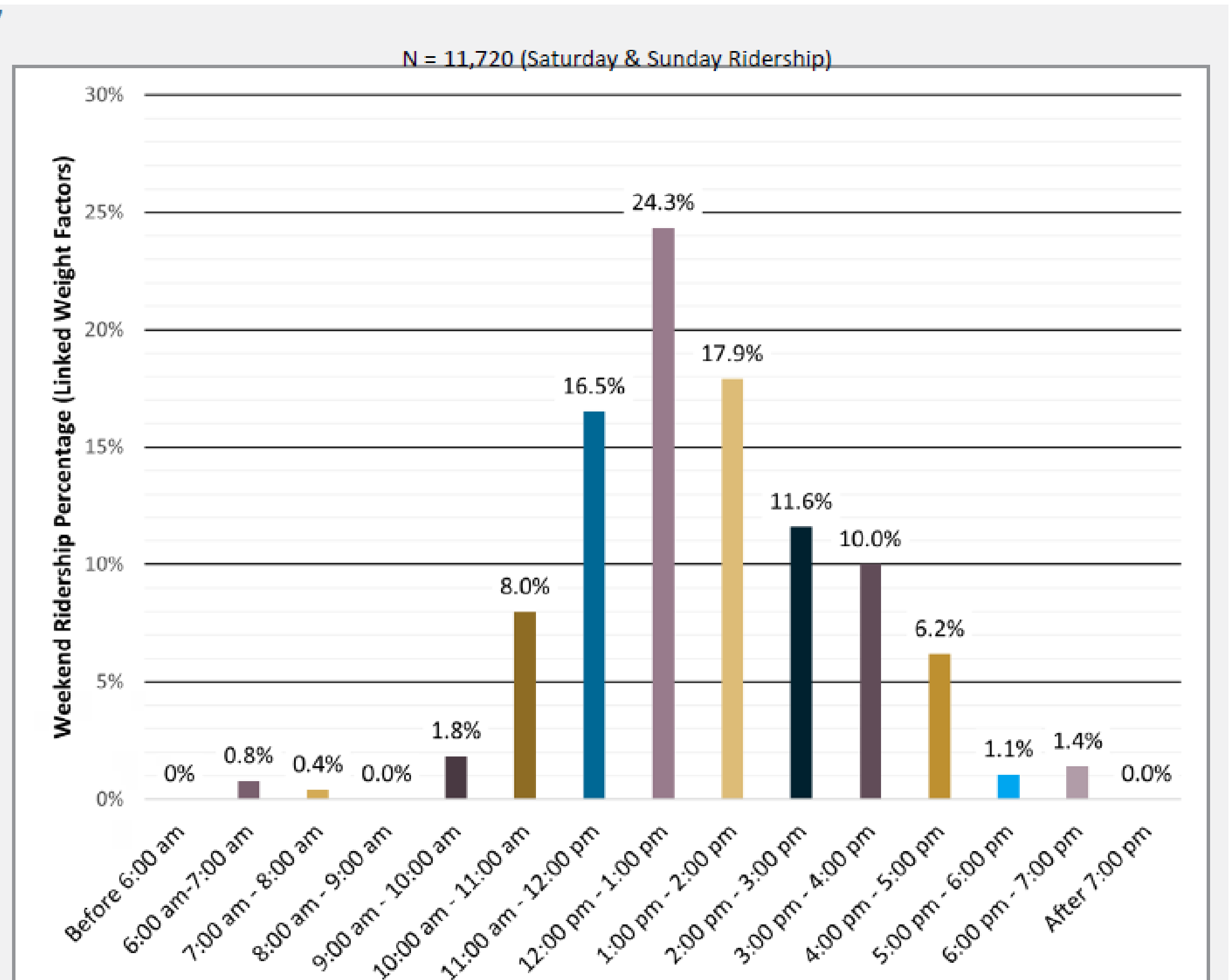


Figure 2-21: What time do weekend riders board their bus?

# FARE METHOD

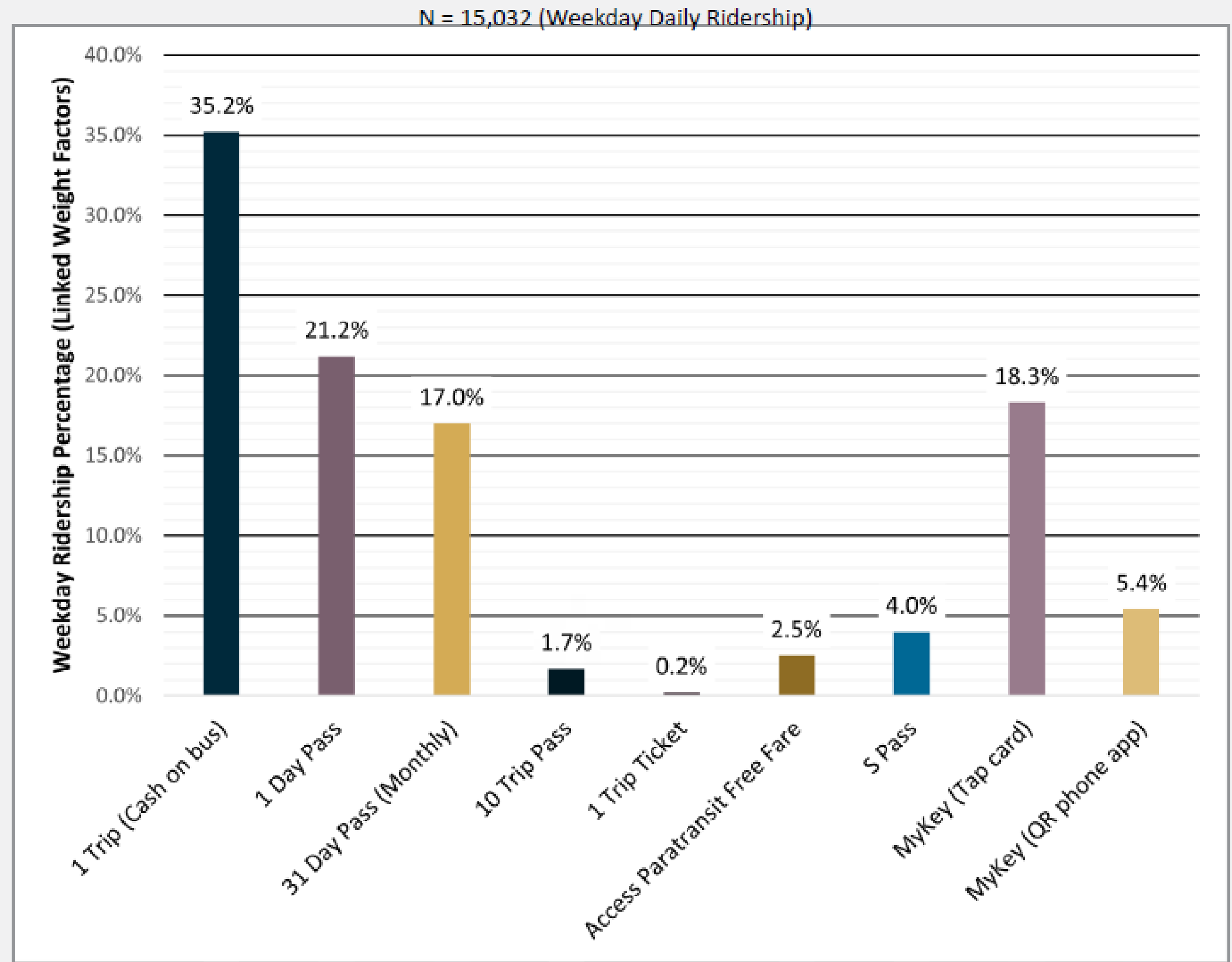


Figure 2-23: How do weekday riders pay their fare?

# FREQUENCY OF USE

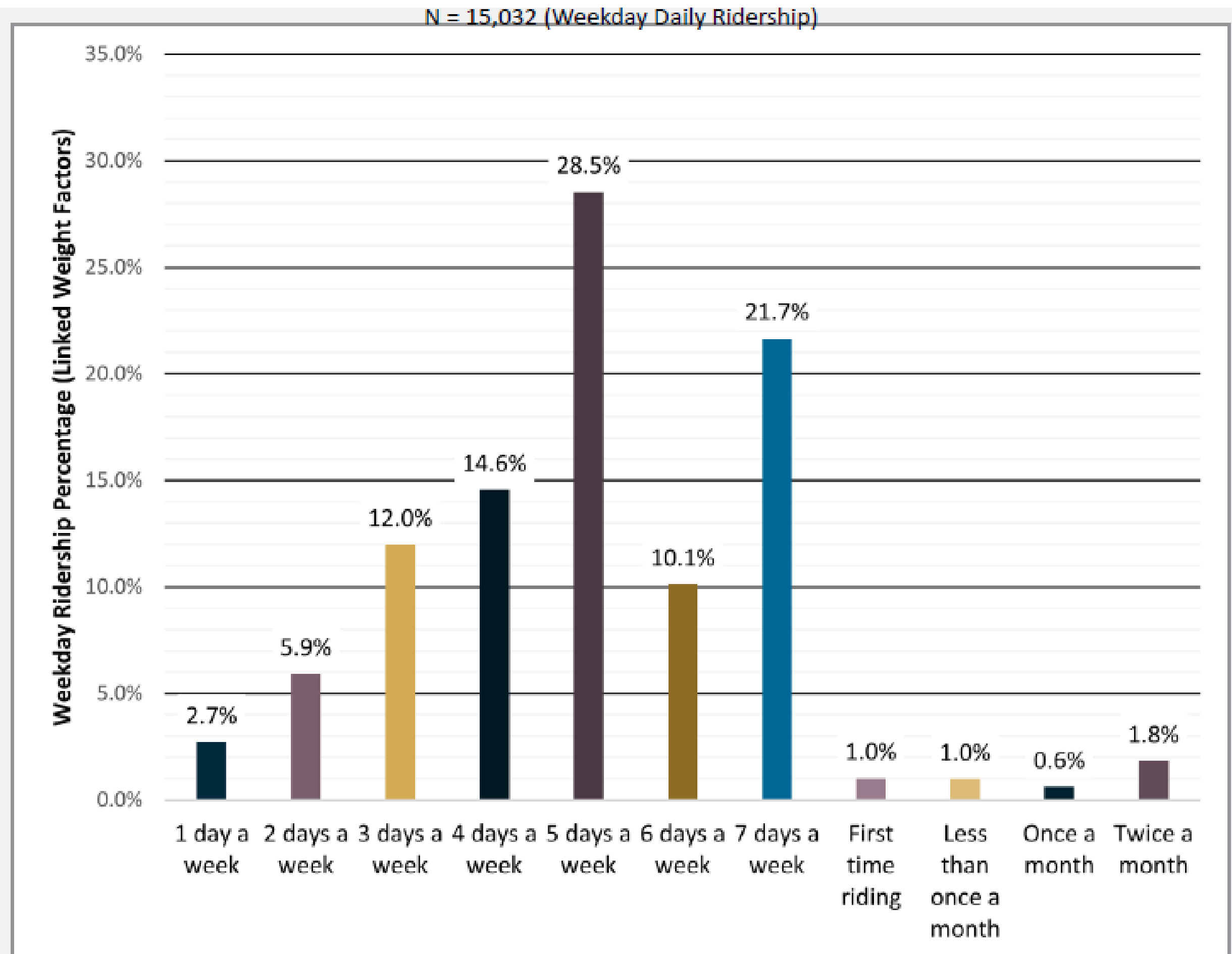


Figure 2-29: How frequently do riders use IndyGo?

# Dashboard

<https://etcinstitute.com/transit/transit-dashboards/houston-ob-survey/>

# Mobility Advisory Committee

March 15th, 2023

January Meeting  
Minutes

Kendall Tilton  
New MAC Member

| Name                      | Present | Yay | Nay | Yay | Nay | Yay | Nay | Yay | Nay | Yay | Nay |
|---------------------------|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Eddie Richenbach          | ✓       | ✓   |     | ✓   |     |     |     |     |     |     |     |
| Erin Hardwick             |         |     |     |     |     |     |     |     |     |     |     |
| Amanda Bagwell            | ✓       | ✓   |     | ✓   |     |     |     |     |     |     |     |
| Cori Wills                | ✓       | ✓   |     | ✓   |     |     |     |     |     |     |     |
| Justin Muller             |         |     |     |     |     |     |     |     |     |     |     |
| Linda Gosnell             | ✓       | ✓   |     | ✓   |     |     |     |     |     |     |     |
| Brodie Spears             | ✓       | ✓   |     | ✓   |     |     |     |     |     |     |     |
| Kristina Hornaday-Alberts |         |     |     |     |     |     |     |     |     |     |     |
| Wilma Simmons             | ✓       | ✓   |     | ✓   |     |     |     |     |     |     |     |
| Brittany Latoz            |         |     |     |     |     |     |     |     |     |     |     |
| Chris Hollingsworth       | ✓       | ✓   |     | ✓   |     |     |     |     |     |     |     |

Michael Roth

Michael Roth

3.15.23

Date

Expected:

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

Unacceptable:

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

Aaron Vogel – IndyGo

- Operations Updates

Angela Milroy – RATP Dev

- IndyGo Access Paratransit updates
- Staffing challenges
- Additional Providers

Teisha Belton – IndyGo

- Mobility Service App & Adjustments – updates

Mike Roth – IndyGo

- Paratransit

## **Mobility Advisory Committee (MAC)**

### **Meeting Minutes**

**March 15, 2023**

#### **Attendees:**

|                         |                       |
|-------------------------|-----------------------|
| Eddie Rickenbach-MAC    | Amanda Bagwell-MAC    |
| Cori Wills-MAC          | Linda Gosnell-MAC     |
| Brodie Spears-MAC       | Wilma Simmons-MAC     |
| Chris Hollingsworth-MAC | Mike Roth-IndyGo      |
| Angela Milroy-RATP Dev  | Teisha Belton- IndyGo |

Attendance of members by Mike Roth

#### **Agenda Items:**

- MAC Committee Nominee
  - Motion to accept Kendell Tilton (Noble Rep)-Approved
- Approval of January 2023 Minutes-Approved
- **Angela Milroy-RATP Dev**
  - New Service Providers approx. around 1<sup>st</sup> or 2<sup>nd</sup> week of April
    - A-Tin & N-Care
    - Together both providers will service about 100-125 trips per day
  - Ecolane teaching in May onsite
    - Help navigate with program updates
  - Staffing Shortages
    - Partnered with staffing agencies
    - Customer Care: staffed 12 of 15
    - Hired New Manager & Supervisor
  - Introduction of the leadership team
    - Eduardo Hernandez-Assistant General Manager
    - Mark Stanley-Maintenance Manager
    - Tammy Noupa-Safety and Training Manager
  - Job Flyers emailed out to MAC Members
- **Teisha Belton-IndyGo**
  - Mobility App
    - Working on adding an option to add payment



- Accessibility of the app must be ADA Compliant
- In the future, we will be discussing a new Integrated Fare Payment System
  - Automatically deduct balance
  - Smart Card reading capability
- **Mike Roth-IndyGo (Additional Items/Questions)**
  - Comments (Good/Bad)
    - Call Customer Care at 317-635-3344
    - Submit online at [www.indygo.net](http://www.indygo.net) and click on Contact Us for the Comment Form
    - If you are requesting a callback, request with Customer Care or select it on the Comment Form
  - Inconsistent Notifications
    - All come from Ecolane
    - Due to a shortage of operators having to move around to fill spots
  - Bylaws
    - Rewriting in progress
    - Revisiting the purpose of MAC
  - Other services for Indygo Access
    - Emergency Green Taxi Vouchers used for School, Work, and Medical Appointments
    - QRyde Vouchers used for Dialysis



## Risk and Safety Division Report – March 2023

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** April 27, 2023

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### Risk and Safety

- On March 1<sup>st</sup> through March 3<sup>rd</sup>, The IndyGo Risk and Safety Department was audited by the DOT/FTA auditors from Calli Swift for program compliance. This audit involved 3 months of file preparation with actual physical hard copies of all records requested. Since the transition of the program last year from the HR department to the Risk and Safety Department, all records continue to be migrated over from paper copies to electronic records. Auditors made request for additional information, suggestions to current practices, and best practice recommendations for program administration. IndyGo will be presenting a new Anti-Drug and Alcohol misuse and abuse policy to the board for their approval during the May board meeting in 2023.
- On March 8th, Director of Risk and Safety, Brian Clem participated on the TCRP H-61 Panel (A Guide for Resilient Zero-Emission Transit Bus Fleets) project. When transit organizations consider introducing these types of vehicles into their fleets, the primary concern is whether the vehicles can meet the agency's service requirements for both regularly scheduled service and for unscheduled service to address local or regional events and emergencies. This concern exists both at the individual route and fleet levels. The research and goal are to evaluate the proposals to identify a firm that will research and provide standards for Zero Emission Buses and resilience of use. A decision on a vendor will be made by the first of May.
- On March 14<sup>th</sup> and March 17<sup>th</sup> respectively, Team members from IndyGo's Safety and Security department participated in the Indiana Statewide tornado drill and then in the Q1 workplace violence drill. Employees were given no warning and did well on knowing the procedures and reacting to protect their safety. After action meetings were held to discuss items for improvement as several of them have been completed and are in the process for improvement. All IndyGo employees have an Emergency Quick Flip book at workstations that can be used as a reference or guide during these times. IndyGo will continue to drill and host learning sessions for emergency response throughout the year and are ready to start this program at all our locations for employee safety.
- On March 30<sup>th</sup>, IndyGo's Safety and Security Committee (SSC) met for the Q1 meeting. The goal of the committee is for positive change to safety culture and communication. The committee is made up of 50% union and 50% management chair positions. The SSC reports, informs, educates, and discusses safety and security events and topics within IndyGo. Discussion and topics are centered around, BRT lines and construction, Emergency preparation and past events, education and communication, security events and contractors, vehicle accidents, operator assaults, near-miss reporting, operator, mechanic, and employee concerns and trends. The committee also has nearly 30 members from every division in the corporation to represent their department and employees. Everyone has a voice at the table and is encouraged to participate and interact within the meeting. The next meeting will be held in late May 2023 or when action is needed.

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

| <u>Operator</u>        | <u>ID #</u> | <u>Years of Safe Driving</u> | <u>Years of Service</u> |
|------------------------|-------------|------------------------------|-------------------------|
| Tenisha Baine          | 6978        | 15                           | 23                      |
| Jeffery Howard         | 8141        | 13                           | 14                      |
| JoAnn Sanders          | 1035        | 13                           | 25                      |
| Roger Beharry          | 8392        | 11                           | 11                      |
| Loc Nguyen             | 8325        | 10                           | 12                      |
| Paul Person            | 8128        | 10                           | 15                      |
| Marilyn Hughes         | 8234        | 9                            | 13                      |
| Hardin Besley          | 8794        | 6                            | 8                       |
| Vandall Grady          | 8465        | 6                            | 11                      |
| Jonathan Jackson       | 8739        | 6                            | 8                       |
| Qeturah McMiller       | 9953        | 6                            | 8                       |
| Tamara Smith           | 8629        | 6                            | 9                       |
| Diahavanna Banks       | 9113        | 5                            | 5                       |
| Royetta Blow           | 8634        | 5                            | 9                       |
| Kyleess Garrett        | 8949        | 5                            | 6                       |
| Darryl Kinslow         | 8650        | 5                            | 9                       |
| Danny Bell             | 9355        | 4                            | 4                       |
| Laniesha Corbin        | 9225        | 4                            | 5                       |
| Ashley Lloyd           | 8941        | 4                            | 6                       |
| Brandon Barnes         | 9347        | 3                            | 4                       |
| Justina Johnson        | 9119        | 3                            | 5                       |
| James Dates            | 9764        | 2                            | 3                       |
| Sonia Jenkins          | 9286        | 2                            | 5                       |
| Gabriel Smith          | 9684        | 2                            | 4                       |
| Netahi Solomon (Jones) | 9120        | 2                            | 5                       |
| Brian Antonio          | 9701        | 1                            | 3                       |
| Shameka Robinson       | 9747        | 1                            | 3                       |
| Kimberly Taylor        | 9555        | 1                            | 4                       |
| Janice Williams        | 10066       | 1                            | 1                       |

***Congratulations and Thank You!***

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

**March 2023**

| Mar-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                                      | 0.33   | 0.99  | 0.50   | 1.32   | 0.00  | 1.66   | 1   |
| Bus Rapid Transit (BRT)  | 0.00                                      | 0.00   | 0.00  | 0.00   | 3.37   | 0.00  | 0  |   |
| Para Transit   | 0.00                                      | 0.00   | 0.00  | 0.00   | 0.79   | 0.00  | 0  |   |
| All Modes of Service   | 0.00                                      | 0.25   | 0.76  | 0.38   | 1.39   | 0.00  | 1.27   | 3.00  |
| 2022 IndyGo Reported Data (All Modes)  | 0.00                                      | 0.36   | 0.77  | 0.10   | 2.54   | 0.10  | 0.06   | 19  |
| 2022 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States | 0.04                                      | 0.11   | 0.19  | No Data  | No Data  | 0.01  | 0.05   | No Data   |
| 2023 Objective Targets (SPT)   | 0.00                                      | 0.34   | 0.73  | 0.10   | 2.41   | 0.10  | 0.06   | 20  |
| 2023 Risk and Safety Goals   | Eliminate vehicle and employee fatalities | Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.34. | Reduce NTD Safety Events. 5% decrease from the prior year, <0.73. | Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.10. | Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, <2.41. | Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, <0.10. | Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, <0.06. | Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, >20. |
| SPT = Safety Performance Target  |   |  |   |  |  |   |  |   |
| VRM= Vehicle Revenue Mile  |   |  |   |  |  |   |  |   |

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

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

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

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

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

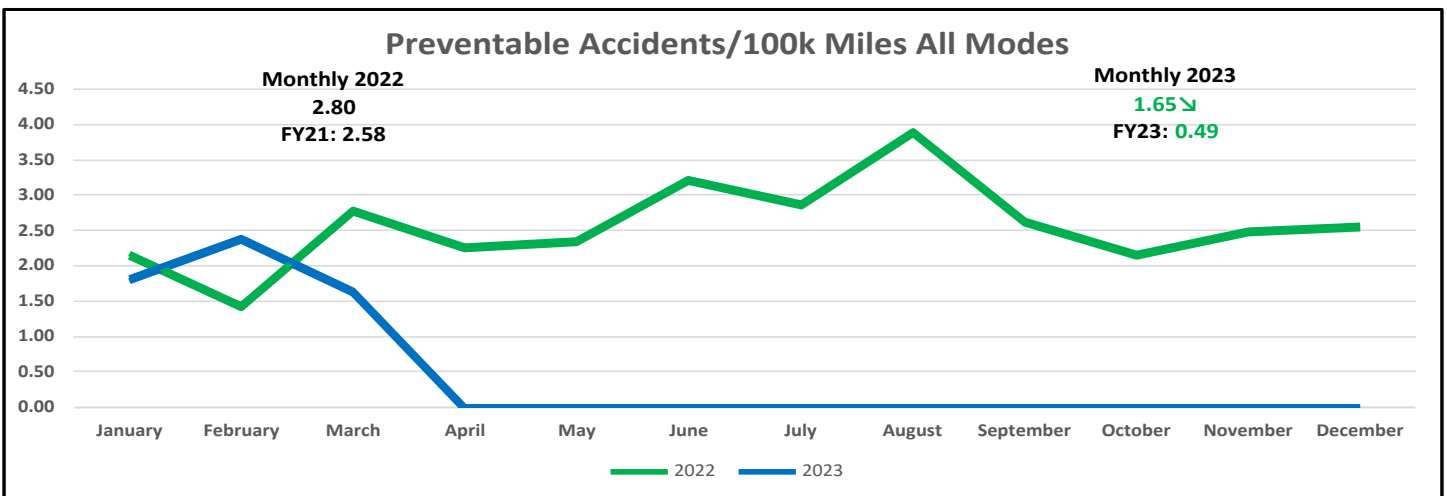
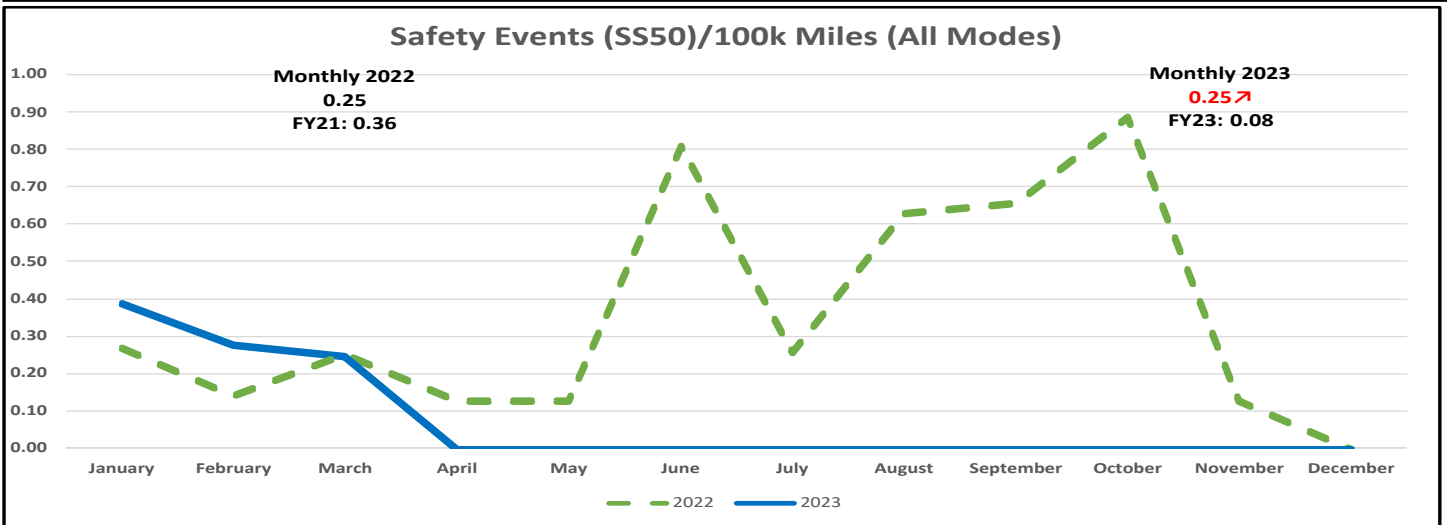
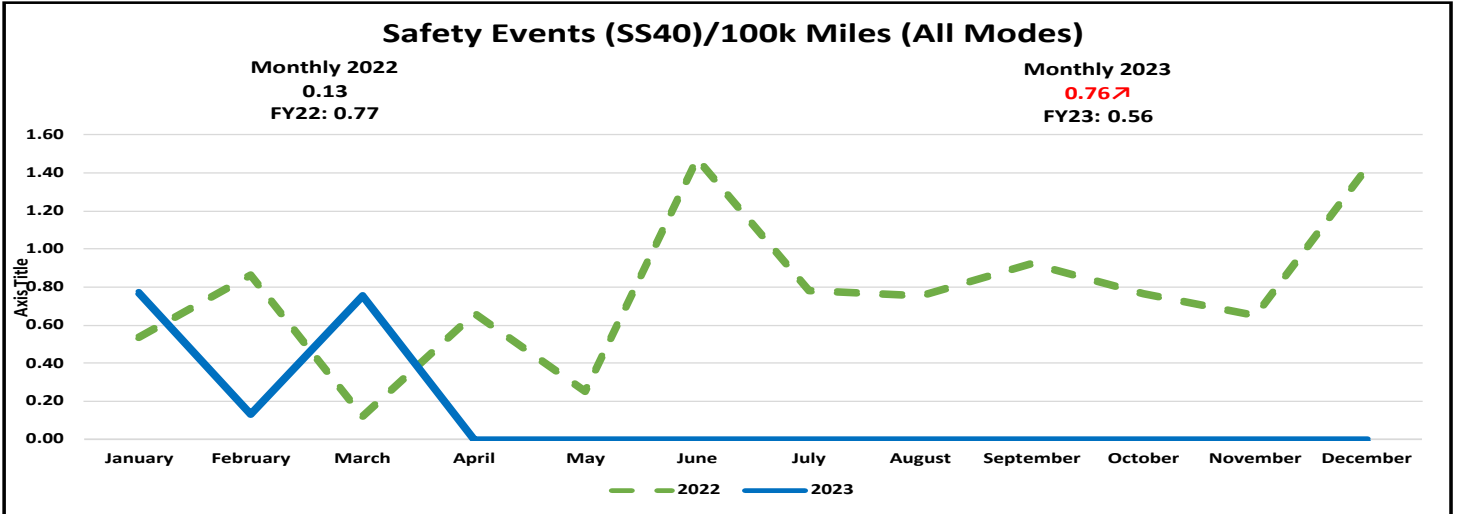
**Pedestrian Strikes:** The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

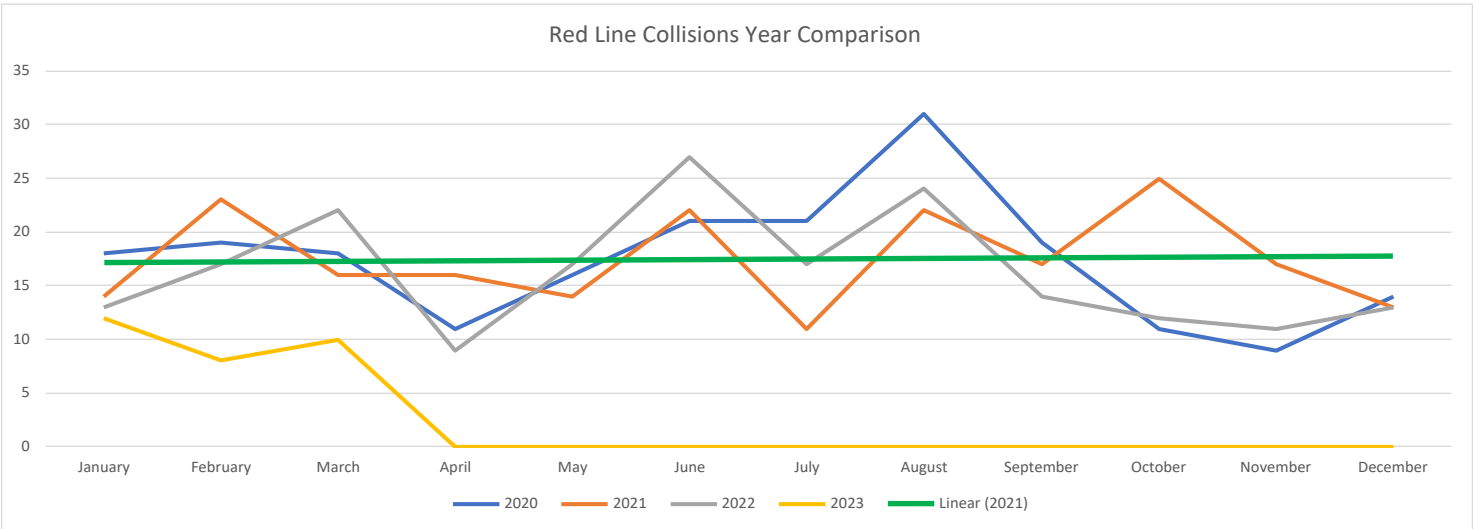
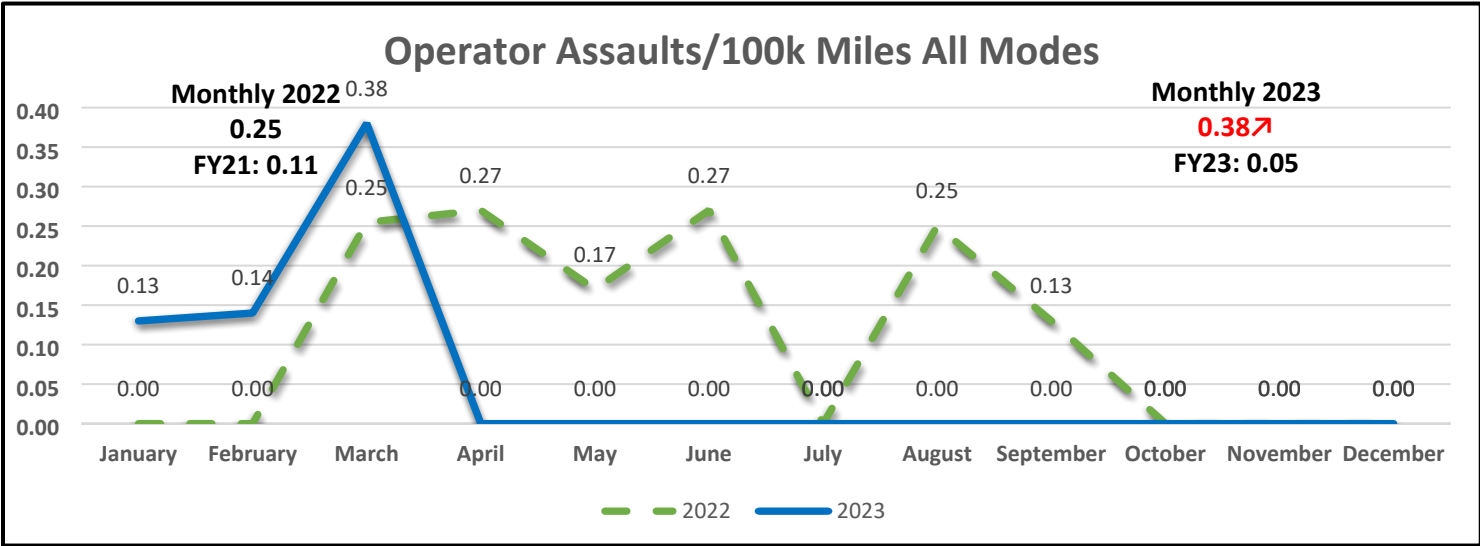
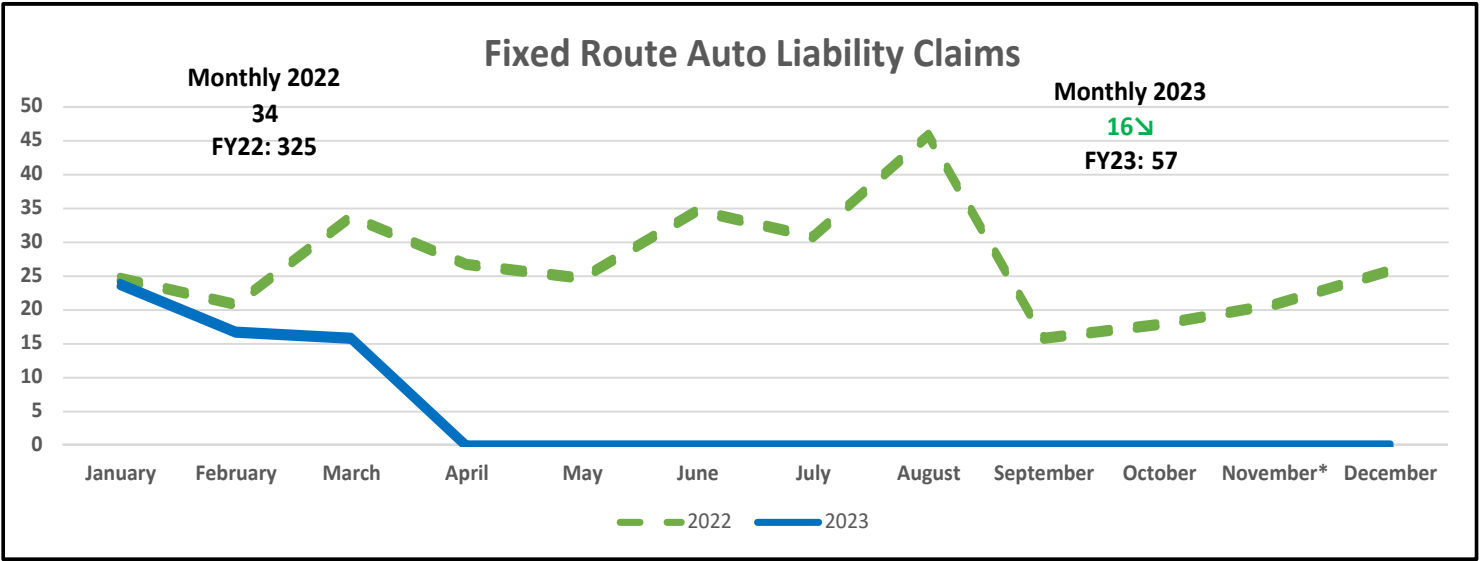
**Average Operator Injury Rate:** Reduce reported Operator injuries that lead to a Worker's Compensation Claim being filed.

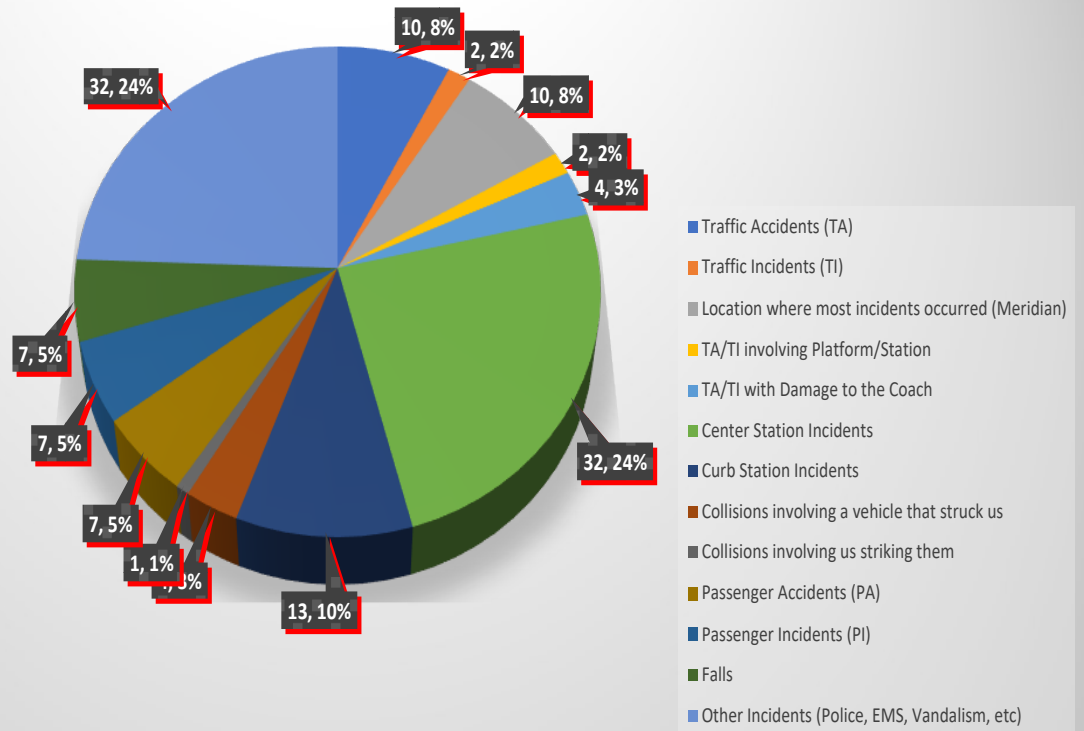
**Near Miss Safety Events:** A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very nearby. Increase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

## Safety and Accident Data

March 2023 Compared to March 2022 Data All Modes:







End of Report

## Planning & Capital Projects Division Report – March 2023

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Development Officer Jennifer Pyrz  
**Date:** April 27, 2023

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### **STRATEGIC PLANNING**

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

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

IndyGo staff are developing the framework for evaluating scenarios for zero-emission transition. Decisions range from types of ZEV technologies to meet IndyGo's future fleet needs, what facility investments might be needed to support the chosen technologies, timeline for transitioning, and criteria to develop and use to make decisions going forward.

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 through 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**

##### **On-Call Planning Services – Implementation of the 2027 Transit Network**

Strategic Planning staff continue to support the Service Planning team as they prepare for each upcoming phase, beginning with the June service modifications. Nearing completion is an assessment of the mobility-on-demand pilot that will come to an end next month. Throughout the next few weeks, staff hope to be able to provide the Public Affairs team with all final deliverables for the purpose of updating information on IndyGo's website.

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

The Indianapolis Metropolitan Planning Organization (IMPO), on behalf of IndyGo, conducted a 2022 On-Board Rider Survey. This survey is in keeping with federal requirements to regularly conduct on-board rider surveys. Completed once every five to six years, the information obtained provides a greater understanding of the travel pattern and demographic characteristics of IndyGo riders and enables staff to analyze how riders use our system, including fare collection. The final report was delivered to IndyGo staff in March 2023. IndyGo is working with the IMPO to procure a dashboard for the 2022 OBS data.

#### **Capital Planning**

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

IndyGo is required by the FTA to develop and maintain a Transit Asset Management (TAM) Plan. The necessary update to the plan was completed in time for the October 2022 deadline.

A draft of 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. In the meantime, IndyGo staff continue to work with Cambridge Systematics and Dye Consulting to evaluate the agency's processes, offer recommendations for how to improve the maturity assessment process, and evaluate IndyGo's current software solution(s) against the agency's needs.

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

The CTC Study will be substantially complete by the end of the month. The final report will offer recommendations that IndyGo leadership can use to inform future capital investments to the building, bus bays (including BRT docking), or

both, as well as conversations with city leadership and the development community about the future redevelopment of the former jail property.

### Future Funding

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

IndyGo staff continue to familiarize themselves with information and guidance coming from the FTA and others. It is anticipated that the 5-yr outlook calendar and report will be substantially complete by the end of next month. Both will be updated and maintained throughout the year. IndyGo leadership have identified, and will continue to identify, capital project needs in anticipation of more notices of funding being released by the FTA and others.

IndyGo is working with DPW to assist the city with a grant application(s) to seek funding for the stormwater improvements that are needed along the Washington Street corridor with or without a major transit investment along the same corridor.

#### **Grants – Open Calls for Projects**

*Bus & Bus Facilities* – The purpose of this competitive FTA grant program is to make federal resources available to transit agencies that can demonstrate a need to replace, rehabilitate and purchase buses and related equipment, or to construct bus-related facilities to accommodate changes in technology. IndyGo staff prepared and submitted a Bus & Bus Facilities grant application for a grant to advance planning and design and to construct the IndyGo's Eastside Mobility Hub. It is anticipated that notices for this grant program will go out before the fourth quarter of this year.

*Low or No Emission (Low/No)* – The purpose of this competitive FTA grant program is to support the transition of the nation's transit fleet to the lowest polluting and most energy efficient transit vehicles. The Low/No Program provides funding to state and local governmental authorities for the purchase or lease of zero-emission and low-emission transit buses, including acquisition, construction, and leasing of required supporting facilities. IndyGo staff submitted a grant application for around \$24 million diesel-hybrid buses to further the agency's local bus fleet replacement program. It is customary for notices for this grant program to be announced at the same time as the Bus & Bus Facilities grant awards.

*Areas of Persistent Poverty (AAoP)* – The purpose of this competitive FTA grant program is to support the planning, engineering, or development of technical or financing plans to assist Areas of Persistent Poverty or Historically Disadvantaged Communities. IndyGo was awarded \$670,000 in federal funding, or 90% of the total project budget, in FY2022 to make bus stop improvements in historically disadvantaged communities. IndyGo staff have submitted another grant application, asking for \$850,000 in federal funding to make more bus stop improvements. If awarded, these dollars would be for design and engineering services only, as construction expenses are not eligible for reimbursement under this program. The deadline for this grant was March 10. It is anticipated that award notices for this grant program will go out this summer.

*Safe Streets for All (SS4A)* – Established by the Bipartisan Infrastructure Law, this is another opportunity to seek funding for bus stop improvements. The purpose of this Federal Highway Administration grant program is to fund initiatives that prevent roadway deaths and serious injuries. In 2022, IndyGo submitted a competitive grant application seeking \$20 million in federal funding for bus stop improvements but was not awarded funding. During a debrief meeting, the grant administrator shared with IndyGo that our request was viewed as competitive and was recommended for funding; however, the funding level for the entire program fell far short of the requests that were received. IndyGo was encouraged to apply again this year. IndyGo is exploring two options: near miss video analysis near high boarding bus stops and data analysis of pedestrian/bicycle injuries / fatalities near bus stops.

*Transit Security Grant Program* – Administered by the Federal Environmental Management Administration's Department of Homeland Security, there is \$93 million available to eligible public transit systems to promote sustainable, risk-based efforts to protect critical transportation infrastructure and the traveling public from acts of terrorism. A multi-step application process, IndyGo staff submitted an application for more than \$500,000 in funding to purchase and install bomb resistant trash cans for existing bus rapid transit stations. It is unclear when award notices for this grant program will be published.

### Regional Initiatives/Discussions

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

At the end of 2022, IndyGo was in receipt of all 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 the fourth q



of 2022. At that time, most of the orders were expected to be fulfilled by the end of 2023. The exception are the shuttles, which have a longer lead time because of supply chain issues. The new pricing was approved by the IPTC Board of Directors in February. The updated pricing was submitted to Midwest Transit Equipment. We anticipate delivery of the minivans later this year and delivery of the cutaways sometime in 2024 or 2025 as a result of supply chain issues.

## **ENGINEERING & CONSTRUCTION**

### **Blue Line BRT**

The design team, led by WSP, is progressing with a 90% design submittal as well as NEPA approval, both targeting completion by December 2023. IndyGo is coordinating with partner agencies and coordinating on design progression. A public outreach plan is being developed along with overall schedule.

### **Purple Line BRT**

Construction of the Purple Line bus rapid transit corridor began in January 2022. The construction management team and IndyGo staff continue to meet weekly with contractors and stakeholders to monitor, communicate, and manage the overall project. Pavement and drainage improvements are underway along 38th Street and along Post Road, and the first six stations of eighteen total are complete from finish grade and below. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts. Several public events took place in February to share information about upcoming lane closures and detours. Asphalt paving just commenced for the season with the initial focus being to reopen Sherman Ave to Emerson Ave to 2-way traffic before moving to the next closure between Emerson Avenue to Shadeland Avenue.

### **Red Line BRT**

Pavement maintenance (asphalt patching and concrete bus pad repair) and rub-rail installation was completed on Capitol Ave., Shelby St., and at the Broad Ripple station in 2022. Work along College Ave., Meridian St. and Virginia Ave. is underway for 2023, beginning on the south end of the line and working north. 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. The construction contract has been awarded, and notice-to-proceed has been issued to our contractor, Midwestern Electric. Construction could start as early as April 2023 and go through Q3 2024; however, the contractor is targeting a Q4 2023 completion date.

### **Rural Street Bridge Project**

The design consultant, Lochmueller Group, is finalizing drainage coordination with CEG and will be submitting 60% plans at the end of May 2023. The drainage design and impacts to existing utilities will be coordinated with CEG and DPW. CSX also has the responsibility to review design submittals. Design is expected to be finalized in Q4 2023 and construction is anticipated to take place in 2024-2025.

Once completed, the Rural St/CSX railroad bridge clearance project will increase the clearance under that bridge by 18 inches, enabling more of IndyGo's fleet, now and in the future, to clear the bridge. The benefits of this are two-fold. First, IndyGo operations wouldn't have to designate a fleet specifically for Route 26 and can avoid putting more miles on those buses causing them to have to be replaced sooner than would otherwise be required. Second, the costly route deviation to Sherman Avenue would be eliminated, saving the agency time and money, and offering a more direct route for riders.

### **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. This planning effort is anticipated to finish in August. A separate RFP seeking a TSP vendor for the Purple Line TSP system is currently out for procurement. IndyGo staff is requesting Board approval at this month's meeting to enter into contract negotiations with the most qualified vendor.

### **Super Stops**

Notice-to-proceed for the construction of six additional Super Stops locations on Alabama, Fort Wayne, and Vermont streets has been issued, however work has been delayed due to unresolved utility relocation scopes and timelines. The project is still expected to achieve the December 2023 contract completion date. IndyGo was able to leverage local

dollars to obtain an FTA Bus and Bus Facilities Grant dollars 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**

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

### **FACILITY PROJECTS**

#### **On-Call A & E Services**

On-Call Architectural and Engineering (A&E) Services contracts for facility capital projects 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. New On-Call Service RFQ is scheduled for advertisement in May 2023.

IndyGo staff have begun to move from 1501 W Washington and various satellite locations to the East Campus location. The plan is to have staff fully occupying the East Campus buildings by July 2023. The table below lists the design teams working on projects and includes a summary of key milestones for each.

| <b>Task Order</b>                         | <b>Design Team</b> | <b>Design Start</b> | <b>Construction Start</b> | <b>Construction Completion</b> |
|---|--------------------|---------------------|---------------------------|--------------------------------|
| East Campus Building A, Administration    | Woolpert           | 2/2021              | 10/2021                   | Q3 2022                        |
| Mobility Solutions Center, Fleet Parking  | The Etica Group    | 4/2021              |                           |                                |
| East Campus Building B, Training/Board Rm | The Etica Group    | 5/1/2021            | Q2/2022                   | Q2/2023                        |
| 1501 Concrete Repair                      | Woolpert           | 10/2022             | Q2 2023                   | Q4 2023                        |
| CTC Raingarden Handrails                  | Woolpert           | 10/2022             | Q2 2023                   | Q4 2023                        |

#### **East Campus Master Plan**

IndyGo hired CDM Smith to develop a master plan for the expansion of East Campus location and provide design services for the maintenance garage facility and operations center. The master plan, once completed, will coordinate expansion of the East Campus location in relation to all other IndyGo facilities and needs. It will include information about how to phase 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 project officially kicked off in March 2023. The goal is to have a draft master plan by July 2023 with and final report September 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.
- 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 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.
- Crack repairs and wall demolition in the garage at 1501 W. Washington is being evaluated and scheduled.

Respectfully submitted,

**Jennifer Pyrz**

Chief Development Officer



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

## Public Affairs Division Report – March 2023

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Public Affairs Officer Lesley Gordon  
**Date:** April 27, 2023

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR March 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



# March 2023 Board Report



*IndyGo* SM



## INDYGO.NET WEBSITE STATISTICS:

# 03/1/2023-03/31/2023

|  |               |
|--|---------------|
| Page Views   | 190,727       |
| Bounce Rate  | 47.16%        |
| New Users  | 27,985        |
| Returning Users                                    | 13,851        |
| Total Sessions                                     | 86,114        |
| Total Monthly Sessions Comparison to Previous Year | (Down)<br>11% |

## Mobile Share

| Date     | Mobile | Desktop | Tablet |
|----------|--------|---------|--------|
| Mar-23   | 81.41% | 17.47%  | 1.00%  |
| Feb-23   | 82.06% | 19.15%  | 1.00%  |
| 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%  |

## Media Mention Highlights

COMMUNITY • THINGS TO DO • **Life in INDY** • BUSINESS + CAREER • ABOUT •

Home » Things to Do » Blind in Indianapolis: Navigating IndyGo as a Visually Impaired Rider

About the Author

**Blind in Indianapolis: Navigating IndyGo as a Visually Impaired Rider**



Caiden Cawthon and Emily Nelson

Caiden and Emily are two legally blind high schoolers from Fishers, Indiana. Caiden is a pianist, a poet, a philosopher, and a martial artist. You can check out more of his life, works, and reflections on his Instagram. Meanwhile, Emily looks forward to attending Indiana University to study International Law and negotiations with her new guide dog. In her free time, she enjoys tae kwondo, horseback

WTHR 13 News Weather Sports VERIFY

LIVE DOPPLER 13 RADAR CORONAVIRUS ADVERTISE WITH US SEND THE LOVE

**LOCAL NEWS**

### IndyGo offering free rides Saturday for Transit Equity Day

Transit Equity Day is celebrated each year on Feb. 4 to mark the birthday of Rosa Parks.



**IndyGo**

Seth Johnson March 22, 2023 No Comments

**Get More with Jamie Boer** "Get More" Compassion, Integrity & Meaningful Experience! **JBH JAMIE BOER HOMES CHAIRMAN** Free Consult

Post Views: 106

### Recent IndyGo Initiatives Include New Purple Line

Writer / Seth Johnson  
Photographer Michael Durr

North Indy Magazine recently caught up with IndyGo director of communications Carrie Black to learn about some of the public transit system's recent initiatives.

**Purple Line Construction**

After successfully integrating the Red Line into Indy's public transit network, IndyGo is now in the process of constructing a second Bus Rapid Transit (BRT) line to be known as the Purple Line, which will service the city's eastside. Set to launch in either the third or fourth quarter of 2024, the Purple Line is about 50% complete as of this spring.

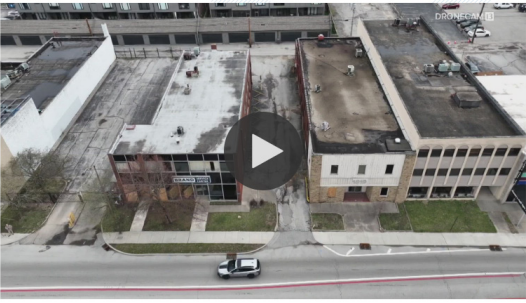
Like the Red Line, IndyGo's Purple Line will have buses arriving at stops every 15 to 20 minutes. The route will begin downtown at the Julia M. Carson Transit Center and run along the Red Line until reaching 38th Street, at which point it will travel east on 38th Street to Post Road before heading up north to Lawrence.

**Run our Thursday night 3.17 mile race series with a post-race party**

**LOCAL NEWS**

### Apartments, health offices to replace vacant North Meridian Street buildings

Developers are looking to replace several vacant buildings with new housing, retail and medical office space. The projects will cost about \$65 million.



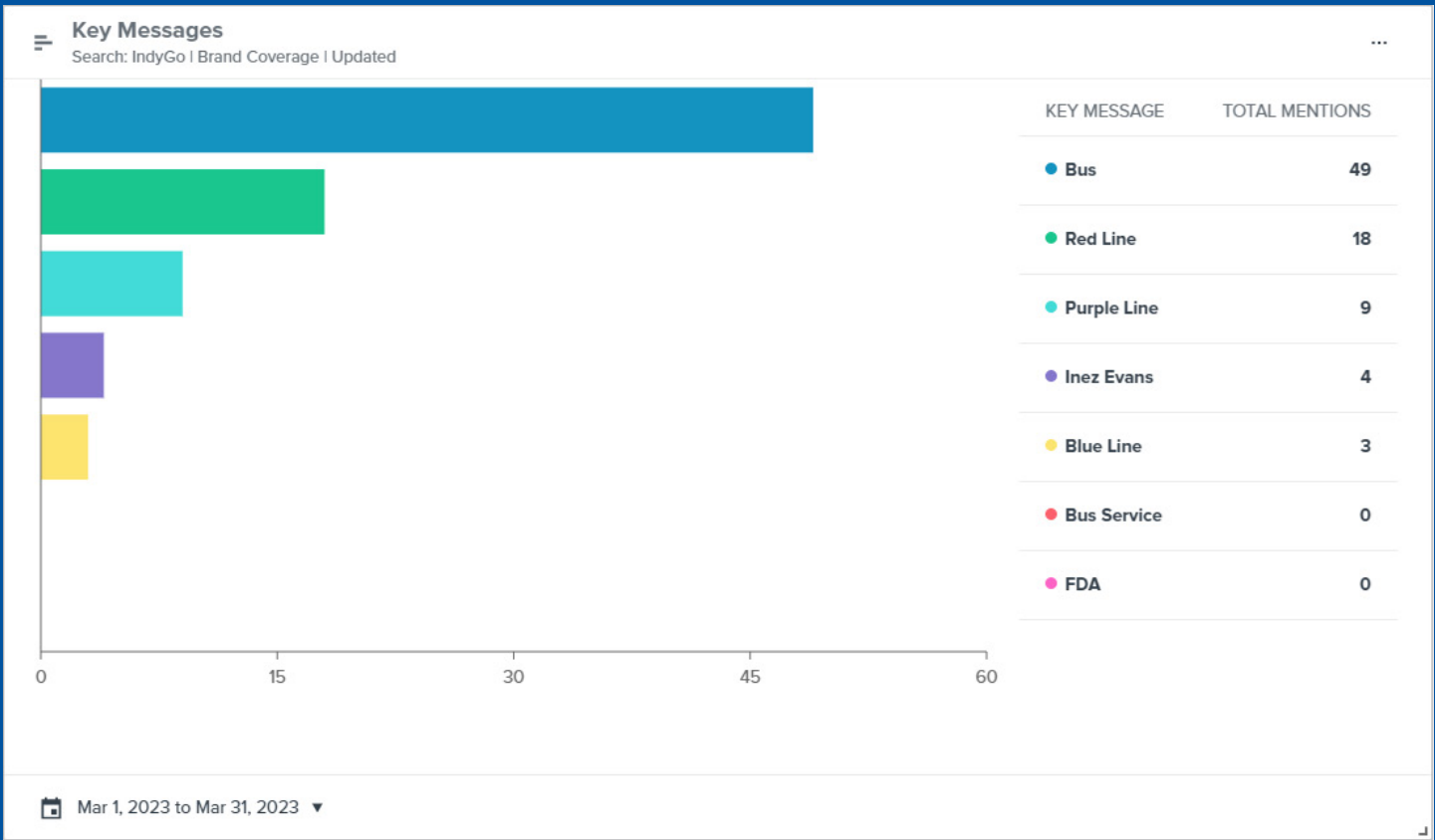
the city's eastside. sed part of our city that s Purple Line. It's going to

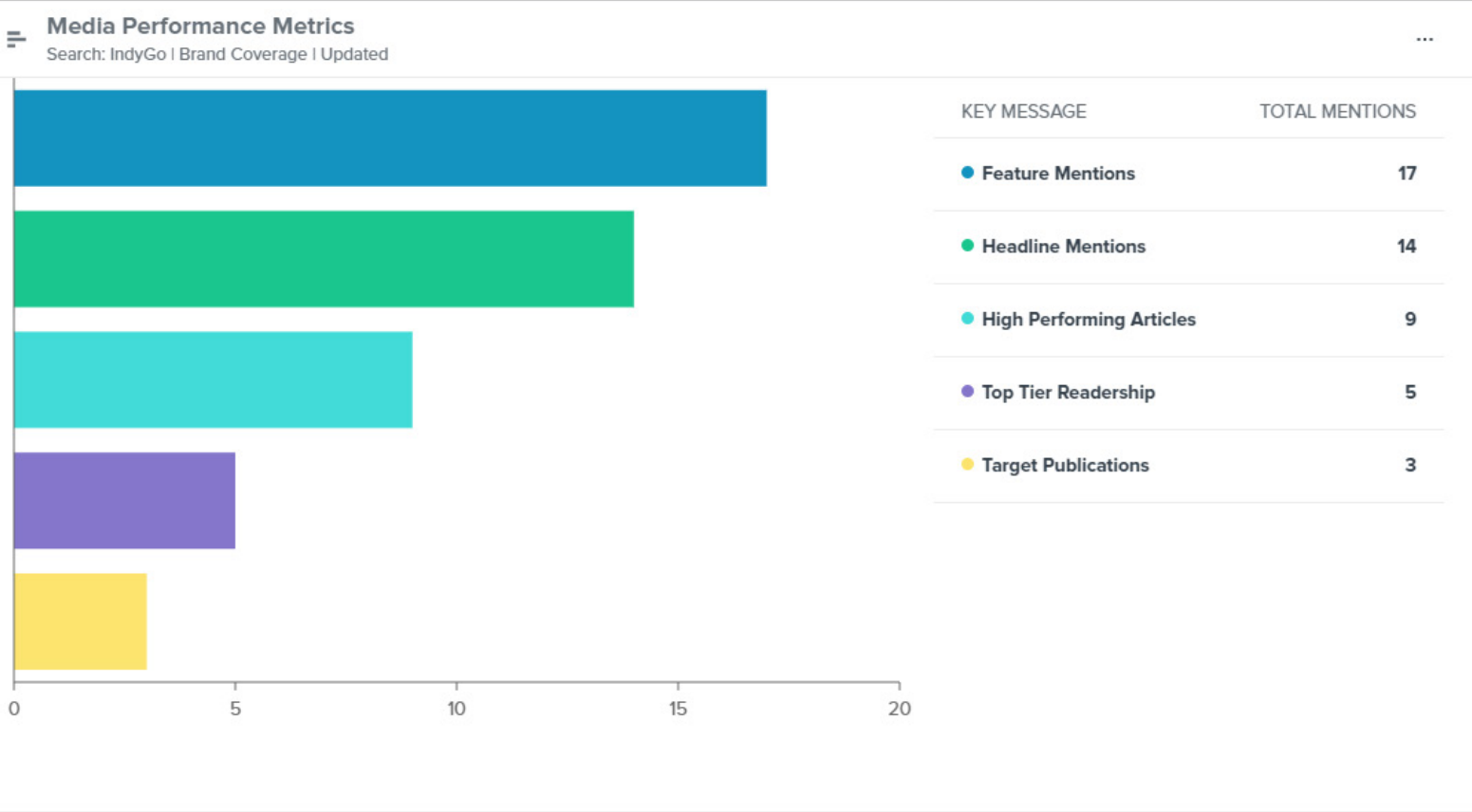
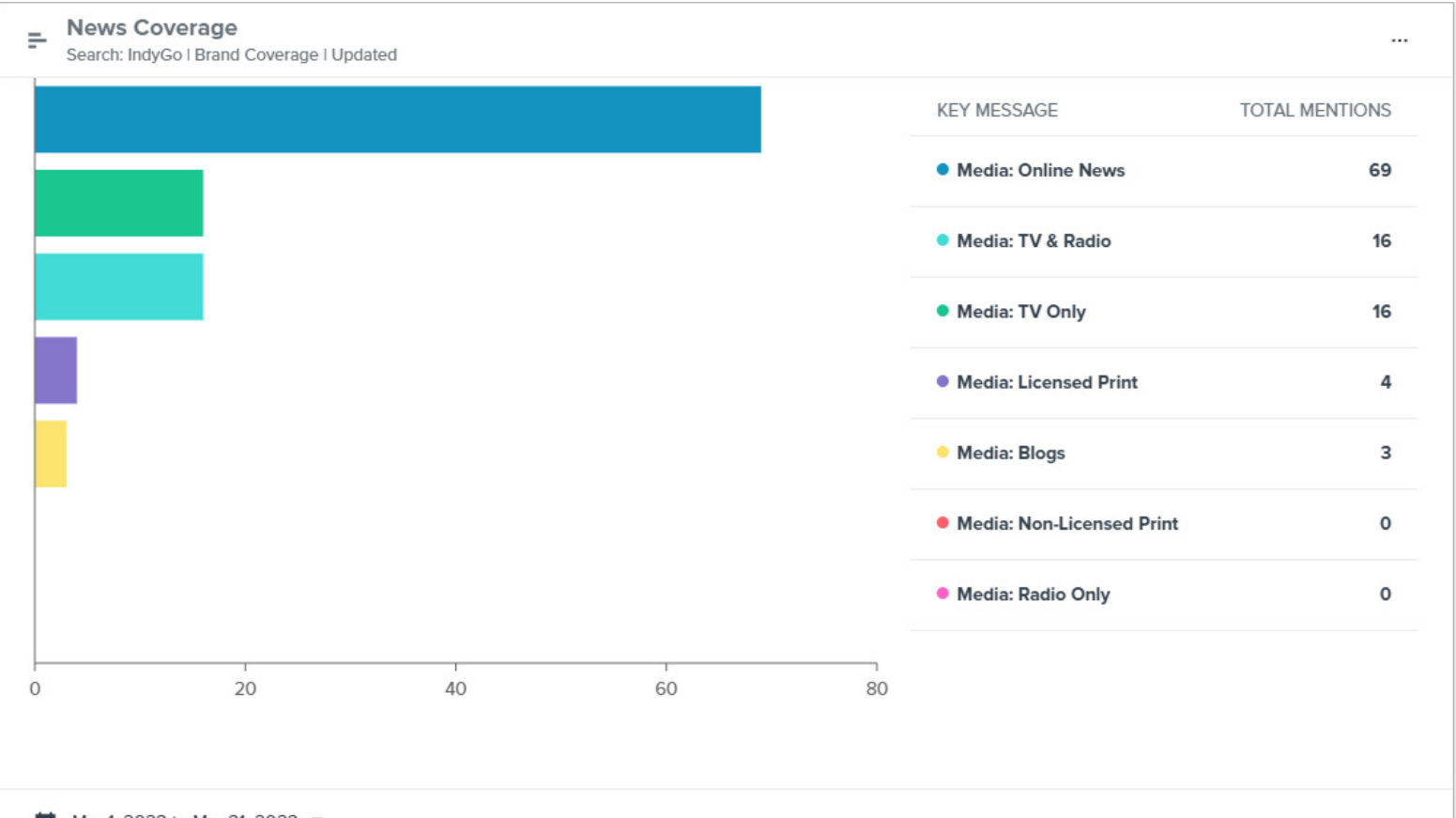
## Topics Include:

Media coverage for March 2023 featured many different stories. At the beginning of the month, Life in Indy published an excellent story about two visually impaired riders navigating IndyGo's system. This article laid out the accessibility features of the Red Line and how they benefit riders. An article from North Indy Magazine shared IndyGo's recent initiatives, such as Purple Line construction, Super Stops, Wellness in Transit and hiring campaigns, and how they're also positively impacting the community. WTHR highlighted the Red Line's ease of access as people can hop on and off the route to reach retail businesses off North Meridian Street, including a new \$65 million development coming to the area soon.

Mass Transit shared our messaging about the African American Quality of Life Initiative (IAAQLI) grant the IndyGo Foundation will receive to work with IndyGo to recruit 250 members of African American and other minority communities to work for the agency. This grant will also support the creation of a new community recruitment manager, which will be responsible for creating new and innovative hiring strategies to meet the agency's employment needs. Finally, Intelligent Transport featured IndyGo Foundation Board Chair Lacey Everett and IndyGo Foundation Executive Director Emily Meaux on its podcast. They spoke about the significance of making public transportation more affordable in a car-dependent city like Indianapolis. They also gave insight into some of the projects that are currently in development at the foundation to improve access to public transport services. Altogether, IndyGo was mentioned nearly 95 times in the media in March.

Here's a brief coverage summary:








## Social Performance:

### Facebook

- 83,800 organic impressions
- 11,900 post engagements (700 more than in February)
- 11,537 page likes (37 more than in February)
- 12,906 current followers (32 more than in February)

**IndyGo**  
Published by Ari Kasle · March 8 · 🌐

Out of 4,000+ transit agency CEO's, less than 0.5% are Black women. Our President and CEO, Inez Evans, is one of them.  
50% of our executives are women.  
50% of our bus drivers are women.  
This is IndyGo and we know who run the world! [#internationalwomensday](#)




2,971 People reached 825 Engagements [Boost post](#)

60 12 comments 33 shares

Like Comment Share

[#TransitIsEssential](#)

**Her: He's probably thinking about other girls.** **Him: The Purple Line is going to reduce transit travel time by 25%.**





96 People reached 334 Engagements — Distribution score [Boost a post](#)

88 9 comments 8 shares

Like Comment Share

**IndyGo**  
Published by Meltwater Engage · March 10 · 🌐


Members of IndyGo's leadership staff were practicing their selfie game on their way back to the office. FUN FACT: IndyGo buses were specifically designed to capture amazing selfies!



1,311 People reached 228 Engagements [Boost post](#)

**IndyGo**  
Published by Meltwater Engage · March 17 at 8:42 AM · 🌐

🍀 Happy St. Patrick's Day! To celebrate, here is a video of a leprechaun dancing on an IndyGo bus. Lucky for you, IndyGo has got your ride covered today. Have fun, stay safe, and know your route! <https://www.indygo.net/plan-your-trip/>



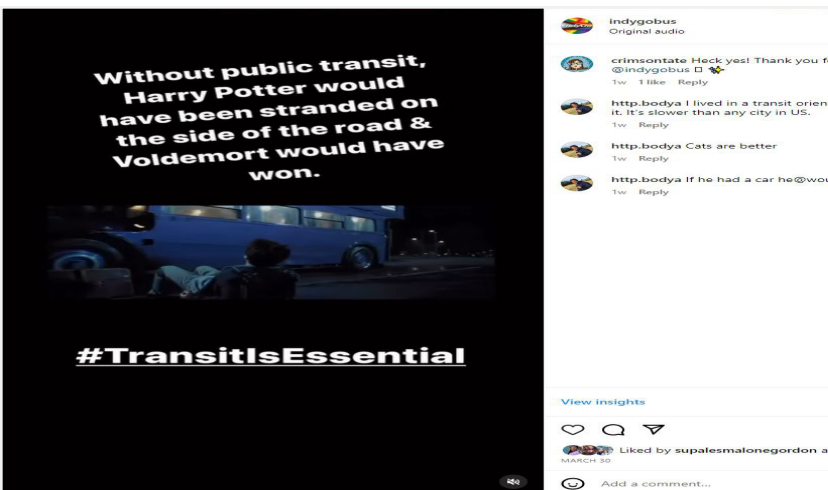
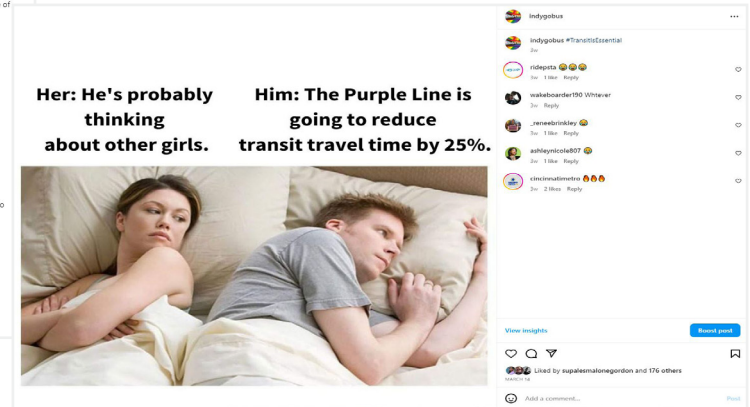
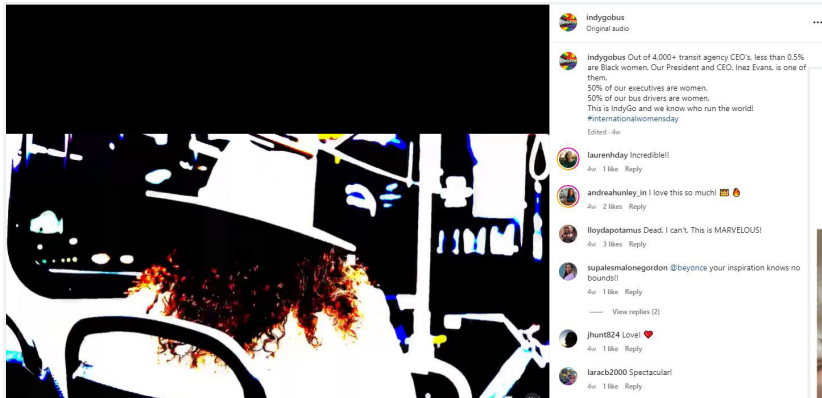
837 People reached 148 Engagements [Boost post](#)

22 4 comments 4 shares

Like Comment Share

## Instagram

- Generated 25,100 impressions (5,700 more than February)
- 1,810 total engagements (993 more than February)
- 7.1% engagement rate (1.8% higher than February)
- 3,681 current followers (30 more than in February)






## Twitter

- 87,000 organic impressions
- Earned an average of 2807 impressions per day
- 129 Retweets, 859 likes, 51 replies, 117 link clicks, 3.8% engagement rate
- 6,560 current followers (25 more than in February)

You Retweeted

**IndyGo** @IndyGoBus · Mar 30

Had public transit not been available, Harry Potter would have been left stranded on the side of the road and Voldemort would have won.  
[#TheMagicOfTransit](#) [#TransitIsEssential](#)




0:09 1,375 views

---

**IndyGo** @IndyGoBus

Out of 4,000+ transit agency CEO's, less than 0.5% are Black women. Our President and CEO, Inez Evans, is one of them.  
 50% of our executives are women.  
 50% of our bus drivers are women.  
 This is IndyGo and we know who run the world!



0:54 1,654 views

8:59 AM · Mar 8, 2023 · 10.5K Views


View Tweet analytics

Promote

18 Retweets 10 Quotes 75 Likes

**IndyGo** @IndyGoBus · Mar 17

Happy St. Patrick's Day! To celebrate, here is a video of a leprechaun dancing on an IndyGo bus. Lucky for you, IndyGo has got your ride covered today. Have fun, stay safe, and know your route!  
[indygo.net/plan-your-trip/](https://indygo.net/plan-your-trip/)




---

You Retweeted

**IndyGo** @IndyGoBus · Mar 1

You don't think using public transit is important? Bet you never considered this...



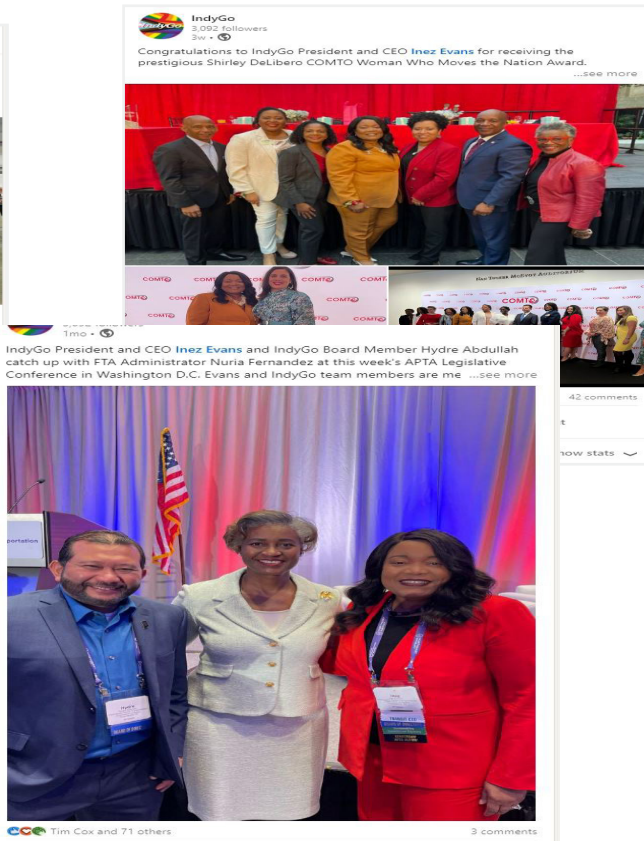
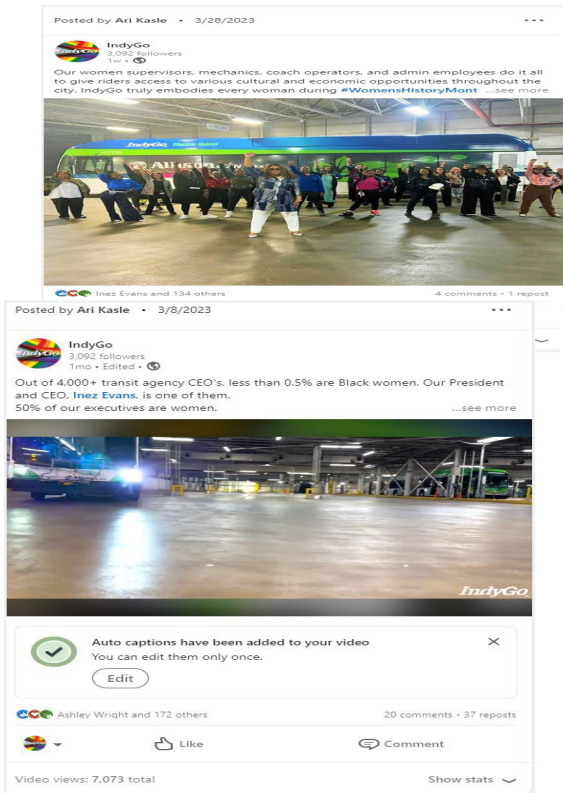
**Is Speed based on a true story? Who knows? All I know is that Los Angeles would have been destroyed if Sandra Bullock had driven a car to work. Taking the bus matters. Ride with us today.**

Promote

4 15 55 6,181

## LinkedIn

- Generated 14,400 impressions (3,500 more than in February)
- 1,720 total engagements
- 11.1% engagement rate (2.5% higher than in February)
- 61 new followers; 3,065 total followers

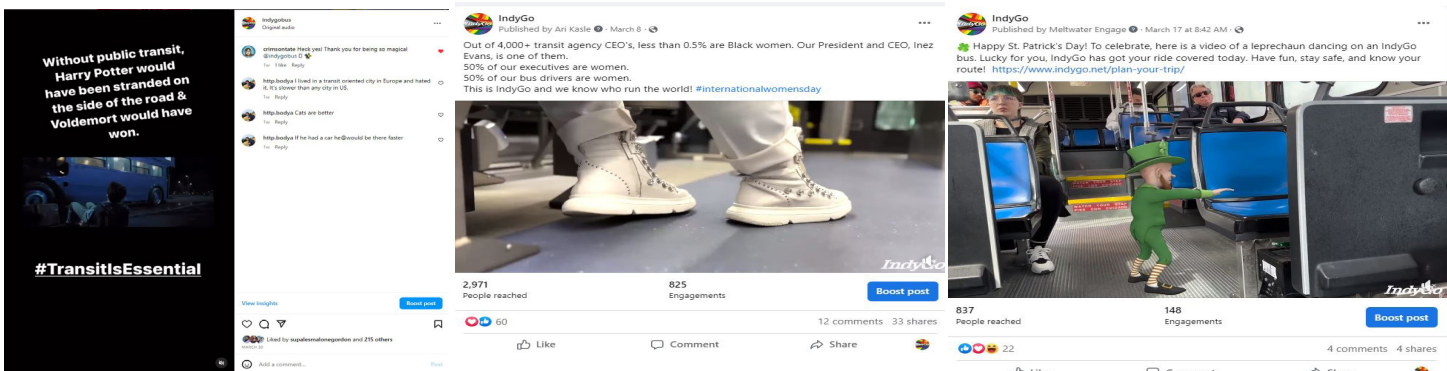


## Video Data

**Total Views in February: 70,764 (Record high total views in single month)**

### Top 3 February Videos

- International Women's Day- 23,141 total views**
- Harry Potter Reel- 10,997 total views**
- St. Patrick's Day Dance- 7,677 total views**



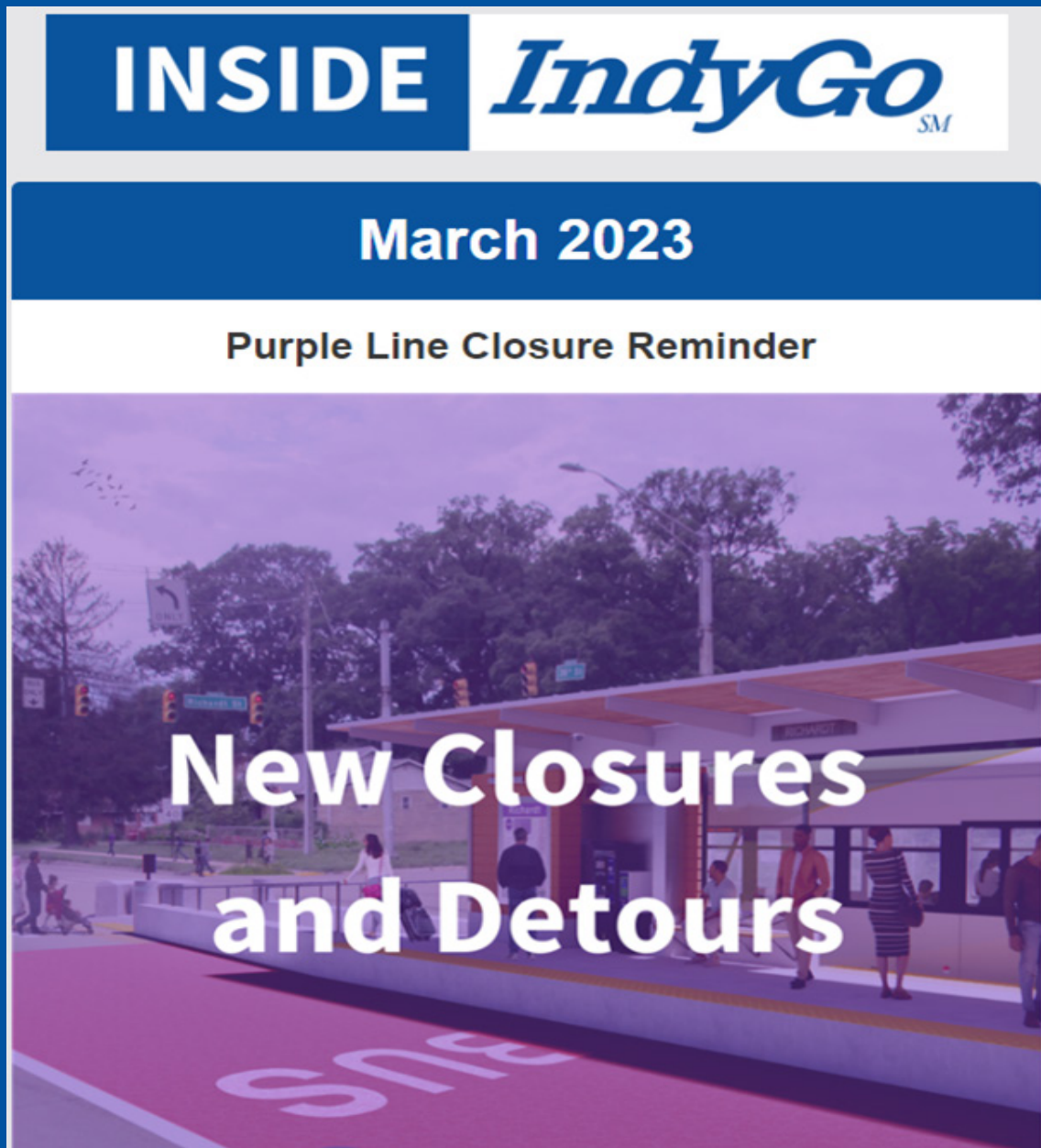
## Email Marketing:

### NEWSLETTER

- 10,305 Recipients
- 2.67% CTR
- 3.64% Open rate (Up 3.23% from January)

### CREATIVE PROJECTS

- 52 requests completed via SysAid & email in March.





# Outreach Summary: March 2023

In March, IndyGo hosted or attended 14 events and reached approximately 72,292 people through in-person and digital engagement. Outreach focused on preparing the community for the next phase of Purple Line construction on 38th Street.

IndyGo offered several opportunities to the community to learn more about the Purple Line project and construction impacts. This included information to riders on Route 39 and at the Carson Transit Center. It also included several Transit Talks along the 38th Street corridor and canvassing to 150 residents.

Transit Ambassadors continued to extend IndyGo’s outreach efforts in the community, engaging approximately 326 community members at events at the Carson Transit

Center and on buses or stations impacted by Red Line enhancement and Purple Line construction.

IndyGo continues its digital neighborhood outreach through the Nextdoor platform. In March, IndyGo received 59,089 impressions and created six posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.



## OUTREACH PROJECTS

### March 2023 Events:

| Date:     | Event:   |
|-----------|--|
| 3/1/2023  | Purple Line Outreach at Carson Transit Center          |
| 3/2/2023  | NE District QOL Meeting                                |
| 3/2/2023  | EAB Meeting: Super Stops                               |
| 3/8/2023  | IMPD East District Task Force Meeting                  |
| 3/8/2023  | Purple Line Indy Fresh Market Coordination             |
| 3/9/2023  | Purple Line Transit Talk: Avondale Meadows YMCA        |
| 3/9/2023  | Red Line Enhancement Outreach at Carson Transit Center |
| 3/11/2023 | Neighbor Power Indy                                    |
| 3/11/2023 | CAFE International Women’s Day                         |
| 3/14/2023 | CAFE Indy Transit Talk-Drive Up                        |
| 3/15/2023 | Purple Line Transit Talk: Benjamin Harrison YMCA       |
| 3/16/2023 | Indy Hub Welcome Party                                 |
| 3/21/2023 | Purple Line Transit Talk: Avondale Meadows YMCA        |
| 3/22/2023 | ANU Community Partner Collective                       |





## Operations Division Report – March 2023

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Operating Officer Aaron Vogel  
**Date:** April 27, 2023

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### OPERATIONS DIVISION REPORT – March 2023

#### SERVICE PLANNING

##### SCHEDULING:

Operator Service Bid 2306 will take effect June 11, 2023. As outlined in the Marion County Transit Plan and the current COA, we are looking at changing routes 2, 11, 12, 13, 14, 16, 26, 28, 31, 38, 55, and 902, adding a new Route 56. For these changes, there are route realignments and new schedules. There will also be minor schedule timing adjustments for additional routes.

For Memorial Day, we will use BidWeb for our first holiday, which will be reasonably straightforward but, again, provide more operator information. For the June 2306 Bid, we will use BidWeb and change the format to allow more time to pick simultaneously, reducing our staff time and cost by more than 50%.

#### PLANNING

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

The team coordinated with Lochmueller to finalize the scope of services to design bus stop improvements on the near east side. The scope of services is planned to be presented at the May 2023 IndyGo Board meeting.

They are tracking several Indianapolis DPW roadway improvement projects beginning this spring and have successfully collaborated on bus stop improvements in the project areas. Additionally, the team is working on updating the IndyGo system maps and individual route maps with the route changes that are scheduled for the 2306 Operator Service Bid.

##### PURPLE LINE CONSTRUCTION DETOURS

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

**FIXED ROUTE RIDERSHIP:**

| <b>Mar-22</b> | <b>Mar-23</b> | <b>% Change</b> | <b>IndyGo Fixed Route Ridership</b> | <b>2022</b> | <b>2023</b> | <b>% Change</b> |
|---------------|---------------|-----------------|-------------------------------------|-------------|-------------|-----------------|
| 5,076         | 7,351         | 44.8%           | <b>2 E. 34th St.</b>                | 14,021      | 22,753      | 62.3%           |
| 18,493        | 22,589        | 22.1%           | <b>3 Michigan St.</b>               | 48,295      | 63,389      | 31.3%           |
| 5,199         | 6,517         | 25.4%           | <b>4 Fort Harrison</b>              | 13,459      | 20,922      | 55.4%           |
| 10,733        | 8,545         | -20.4%          | <b>5 E. 25th</b>                    | 26,865      | 25,010      | -6.9%           |
| 6,130         | 5,776         | -5.8%           | <b>6 N. Harding</b>                 | 15,956      | 18,230      | 14.3%           |
| 72,020        | 79,616        | 10.5%           | <b>8 Washington St.</b>             | 195,471     | 229,893     | 17.6%           |
| 50,072        | 56,955        | 13.7%           | <b>10 10th St.</b>                  | 135,844     | 164,037     | 20.8%           |
| 2,405         | 3,171         | 31.9%           | <b>11 E. 16th St.</b>               | 6,993       | 8,875       | 26.9%           |
| 1,693         | 2,917         | 72.3%           | <b>12 Minnesota</b>                 | 5,119       | 8,358       | 63.3%           |
| 1,579         | 2,214         | 40.2%           | <b>13 Raymond</b>                   | 4,104       | 6,521       | 58.9%           |
| 3,516         | 5,606         | 59.4%           | <b>14 Prospect</b>                  | 8,615       | 17,180      | 99.4%           |
| 7,623         | 9,220         | 20.9%           | <b>15 Riverside</b>                 | 19,978      | 26,476      | 32.5%           |
| 7,448         | 7,489         | 0.6%            | <b>16 Beech Grove</b>               | 19,210      | 21,995      | 14.5%           |
| 3,154         | 3,560         | 12.9%           | <b>18 Broad Ripple</b>              | 8,090       | 10,829      | 33.9%           |
| 13,014        | 15,656        | 20.3%           | <b>19 Castleton</b>                 | 34,014      | 44,809      | 31.7%           |
| 9,109         | 8,078         | -11.3%          | <b>21 East 21st St.</b>             | 26,139      | 25,568      | -2.2%           |
| 6,345         | 6,320         | -0.4%           | <b>24 Mars Hill</b>                 | 17,151      | 17,665      | 3.0%            |
| 6,377         | 7,228         | 13.3%           | <b>25 W. 16th St.</b>               | 16,174      | 20,582      | 27.3%           |
| 8,597         | 10,200        | 18.6%           | <b>26 Keystone</b>                  | 22,282      | 30,662      | 37.6%           |
| 5,662         | 6,273         | 10.8%           | <b>28 St. Vincent</b>               | 15,449      | 17,306      | 12.0%           |
| 4,092         | 4,953         | 21.0%           | <b>30 30th St.</b>                  | 10,947      | 13,649      | 24.7%           |
| 5,866         | 5,991         | 2.1%            | <b>31 Greenwood</b>                 | 15,390      | 17,798      | 15.6%           |
| 14,821        | 16,839        | 13.6%           | <b>34 Michigan Rd.</b>              | 38,216      | 48,066      | 25.8%           |
| 20,604        | 22,442        | 8.9%            | <b>37 Park 100</b>                  | 54,239      | 64,269      | 18.5%           |
| 11,665        | 11,885        | 1.9%            | <b>38 Lafayette Square</b>          | 29,748      | 34,034      | 14.4%           |
| 44,040        | 49,514        | 12.4%           | <b>39 E. 38th St.</b>               | 120,267     | 143,877     | 19.6%           |
| 2,791         | 3,305         | 18.4%           | <b>55 English</b>                   | 6,891       | 9,958       | 44.5%           |
| 4,915         | 4,836         | -1.6%           | <b>86 86th Street Crosstown</b>     | 12,023      | 13,901      | 15.6%           |
| 7,007         | 7,111         | 1.5%            | <b>87 Eastside Circulator</b>       | 18,211      | 20,608      | 13.2%           |
| 89,373        | 92,181        | 3.1%            | <b>90 Red Line - BRT</b>            | 228,368     | 250,851     | 9.8%            |
| 891           | 712           | -20.1%          | <b>901 College - Local</b>          | 2,424       | 2,144       | -11.6%          |
| 3,314         | 4,866         | 46.8%           | <b>902 County Line - Local</b>      | 9,872       | 16,259      | 64.7%           |
| 71            | 1,331         | 1774.6%         | <b>Others</b>                       | 723         | 2,503       | 246.2%          |
| 453,695       | 501,247       | 10.5%           | <b>Total</b>                        | 1,200,548   | 1,438,977   | 19.9%           |

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



## TRANSPORTATION SERVICES

### EMPLOYEE OF THE MONTH MARCH:

Antwyn Ealy - **DISPATCHER**

Antwyn has an excellent work history, with no events. Antwyn takes the initiative whenever a problem occurs, before you ask him to follow up on an issue, he has already done it. Antwyn sets a good example for the new operators, and his communication is positive throughout the day. His great communication skills over the radio are always clear and polite. His first response is to ensure the safety of an operator when an issue occurs. Antwyn's takes pride in his appearance and his uniform always looks professional.

### 90% CLUB:

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

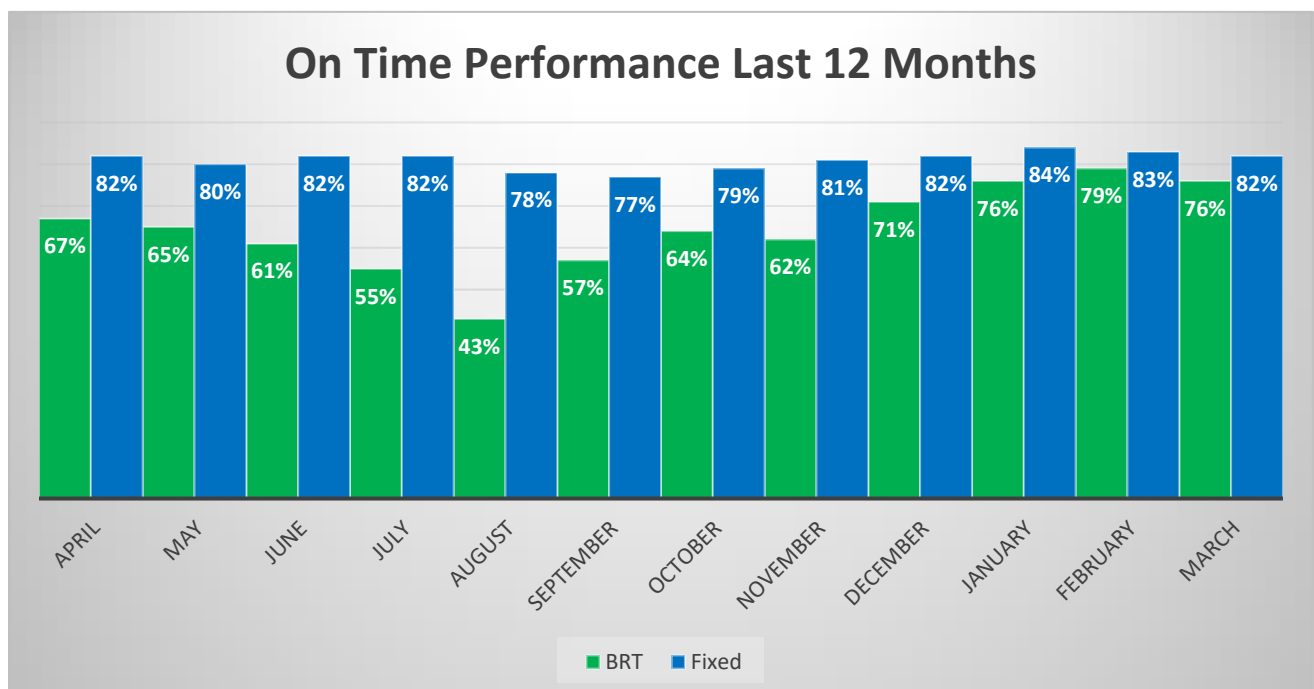
The winner for March: JASWARAN KINGRA #9835

Starkey, Catherine  
Mason, Rodney  
Young, Samuel  
Badiane, Ngary  
Thomas, Myron  
Hazen, William  
Bradford, Keary  
Heitzman, Angela  
Dowdell, Sherri  
Rowie, Robert  
Carter, Deborah  
Mallory, Kevin

Harrison, Michael  
Davis, Kenneth  
Amaya, Efrain  
Kingra, Jaswaran  
Smith, Tamara  
Haywood, Cameroi  
Ellis, Aaron  
Rowe, Patrick  
Anderson, Rose  
Hook, Sandra  
Gardner, Onesha  
Johnson, Sheila

Mcleod, Timothy  
Turner, Jerry  
Barnes, Nathan  
Davis, Juanita  
Wilson, James  
Hartwell, Geneva  
Goodrich, Steven  
Frierson, Razhean  
Treadwill, Tiana  
Irwin, Cameron  
Reel, Eleanor  
Rosario Gonzalez, Dilexi

Stockdale, Ethel  
Abebe, Samuel  
Starkey, Catherine  
Mason, Rodney  
Young, Samuel  
Badiane, Ngary  
Thomas, Myron  
Hazen, William



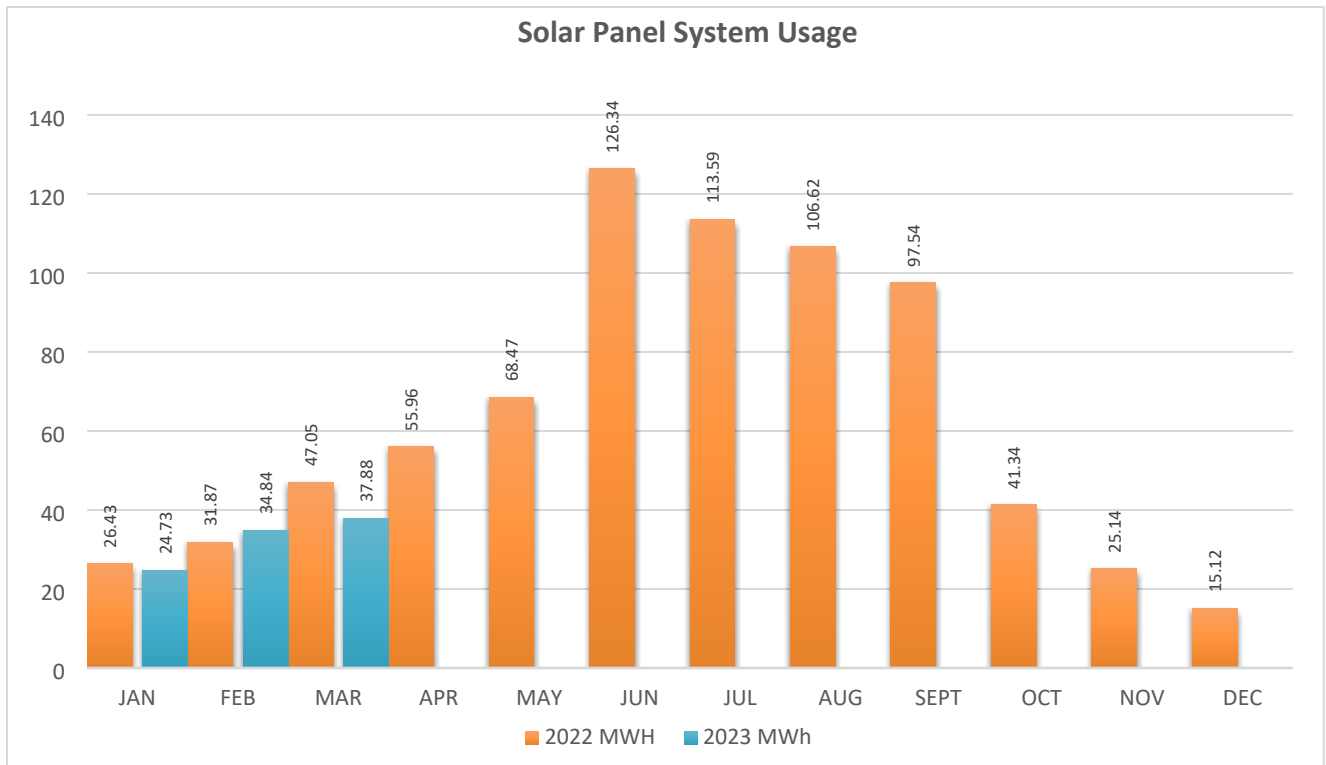
## VEHICLE MAINTENANCE AND FACILITIES SERVICES

## FACILITIES:

### **SOLAR PANEL**

For the month of March there was an increase in daylight saving hours, but weather impacted 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.

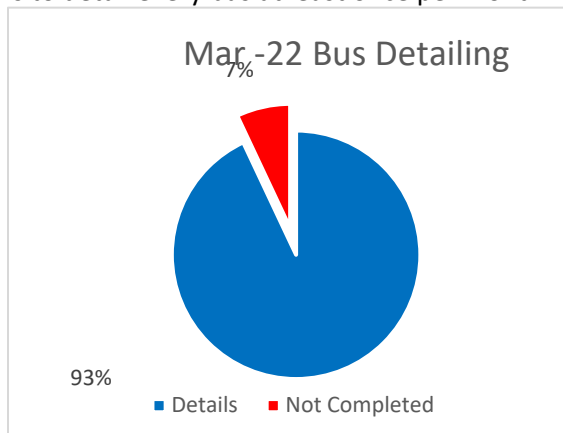
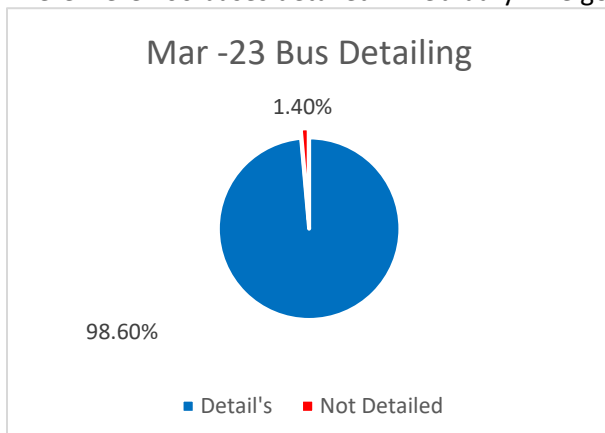
The solar energy savings for YTD are \$9257.75.



## FLEET SERVICES:

There were 26 vehicle requests in January for the motor pool

There were 166 buses detailed in February. The goal is to detail every bus at least once per month.



IPTC has logged 2,030,991 miles YTD

|             | JAN     | FEB     | MAR     | APR     | MAY     | JUN     | JUL     | AUG     | SEP     | OCT     | NOV     | DEC     | TOTAL     |
|-------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
| <b>2023</b> | 698,209 | 622,160 | 710,622 |         |         |         |         |         |         |         |         |         | 2,030,991 |
| <b>2022</b> | 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 |
| <b>2021</b> | 796,966 | 755,260 | 830,606 | 785,602 | 789,833 | 767,140 | 791,044 | 762,229 | 731,641 | 738,072 | 700,370 | 722,820 | 9,141,583 |

#### Fluid Usage Summary:

| FLUID TYPE      | MAR 2023 | MAR 2022 | MAR 2021 |
|-----------------|----------|----------|----------|
| ATF (qt)        | 93       | 83       | 49       |
| COOLANT (qt)    | 1,670    | 1,718    | 1,467    |
| ENGINE OIL (qt) | 370      | 425      | 170      |
| DIESEL (gal)    | 129,383  | 131,462  | 141,117  |

|                                       |
|---------------------------------------|
| <b>MB Fleet C- PM Compliance:98%</b>  |
| <b>MB Fleet A/B Pm Compliance:91%</b> |
| <b>BRT Fleet PM Compliance : 94%</b>  |

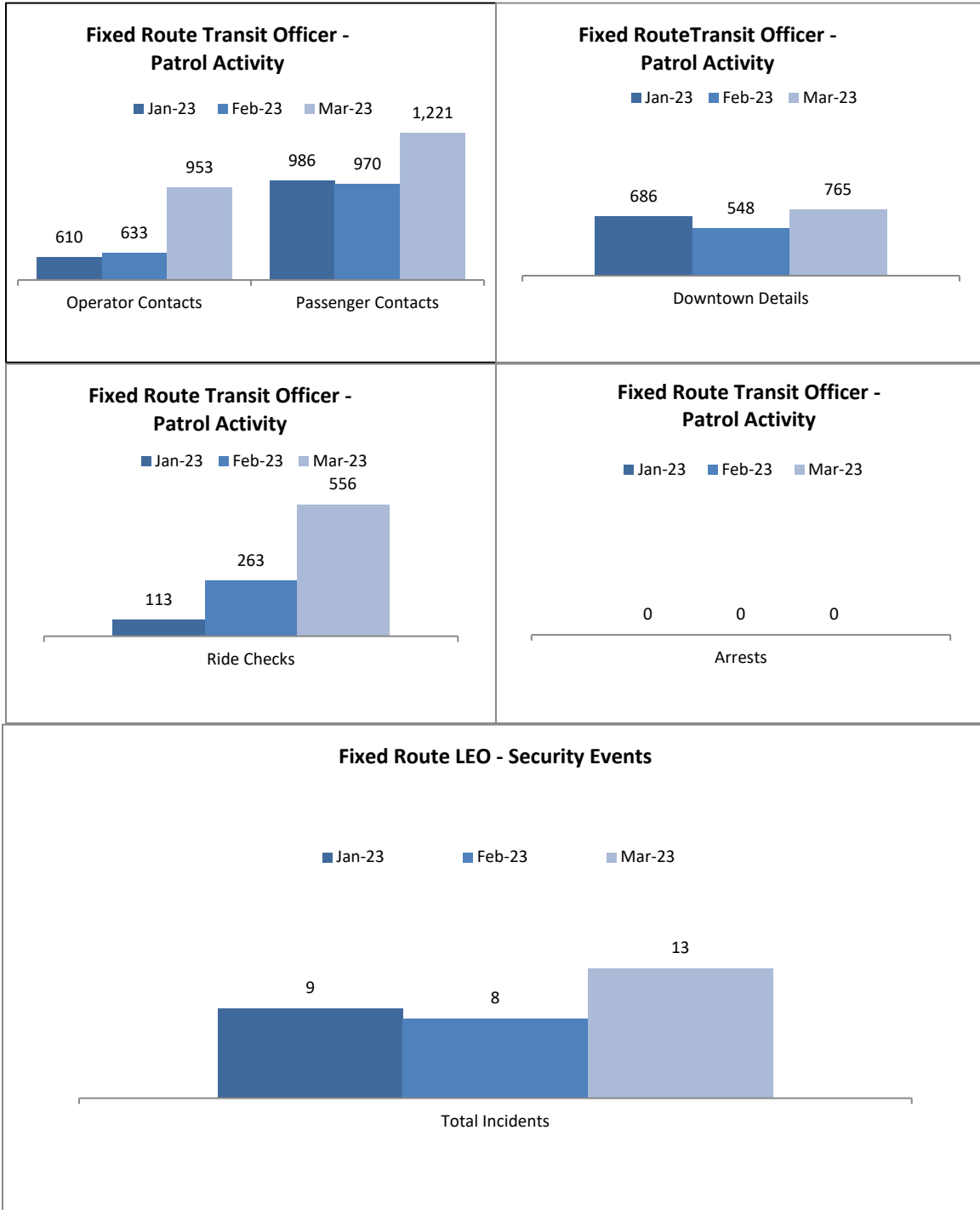
#### Mean Distance

|  |
|--|
| 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 |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|
| <b>MAJOR</b> | 8491   | 8192   | 6065   |        |        |        |        |        |        |         |         |         |
| <b>ALL</b>   | 6892   | 7436   | 6313   |        |        |        |        |        |        |         |         |         |
|              | 2022/1 | 2022/2 | 2022/3 | 2022/4 | 2022/5 | 2022/6 | 2022/7 | 2022/8 | 2022/9 | 2022/10 | 2022/11 | 2022/12 |
| <b>MAJOR</b> | 4848   | 4388   | 4436   | 3918   | 3107   | 3594   | 3495   | 3963   | 5029   | 7685    | 7170    | 8596    |
| <b>ALL</b>   | 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 |
| <b>MAJOR</b> | 4,229  | 3,479  | 4959   | 5715   | 4919   | 3478   | 3574   | 3387   | 5455   | 4498    | 4430    | 4998    |
| <b>ALL</b>   | 3,878  | 3,193  | 4314   | 4594   | 4340   | 3161   | 2854   | 2689   | 4111   | 4033    | 4322    | 5038    |

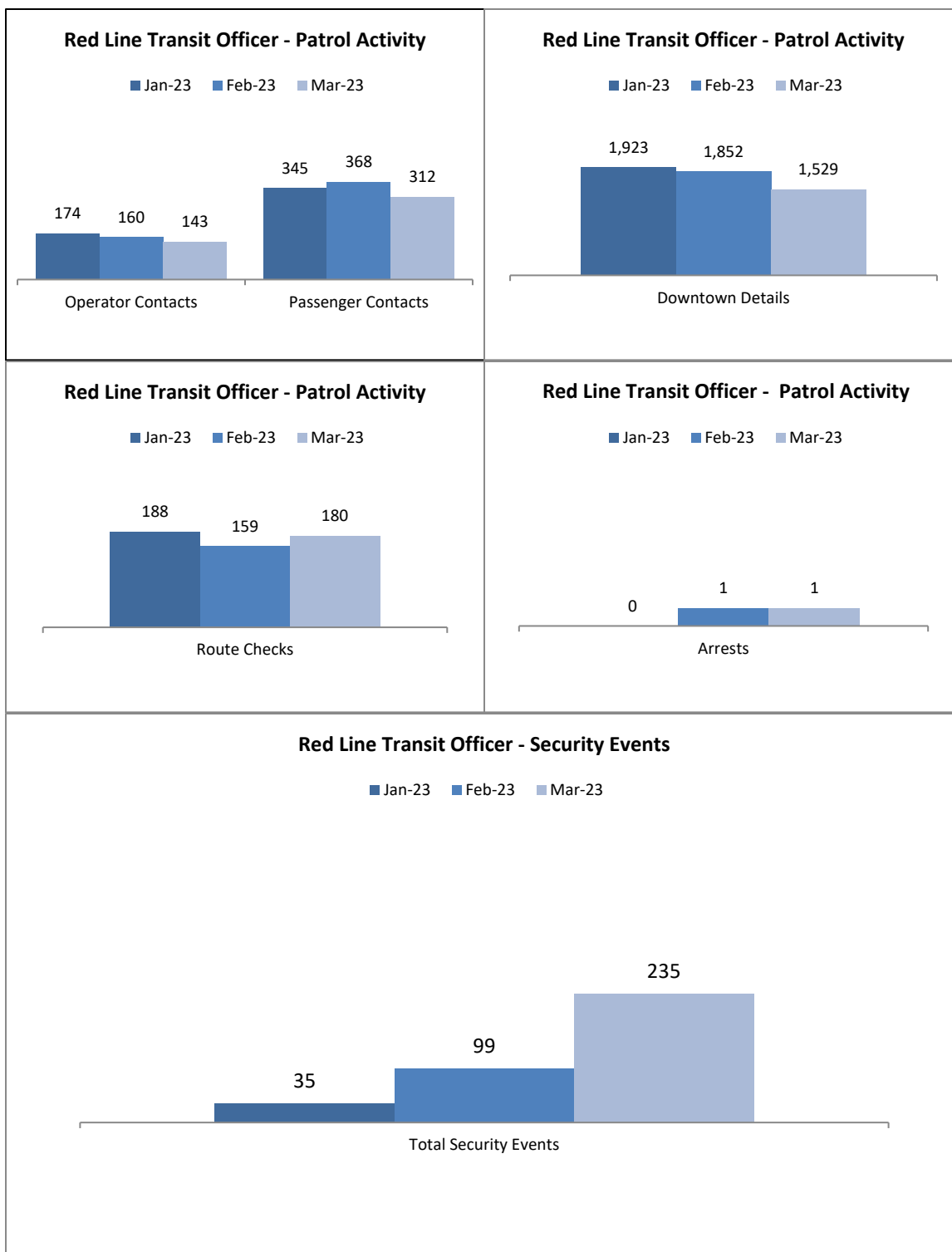
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE:



RED LINE SECURITY:

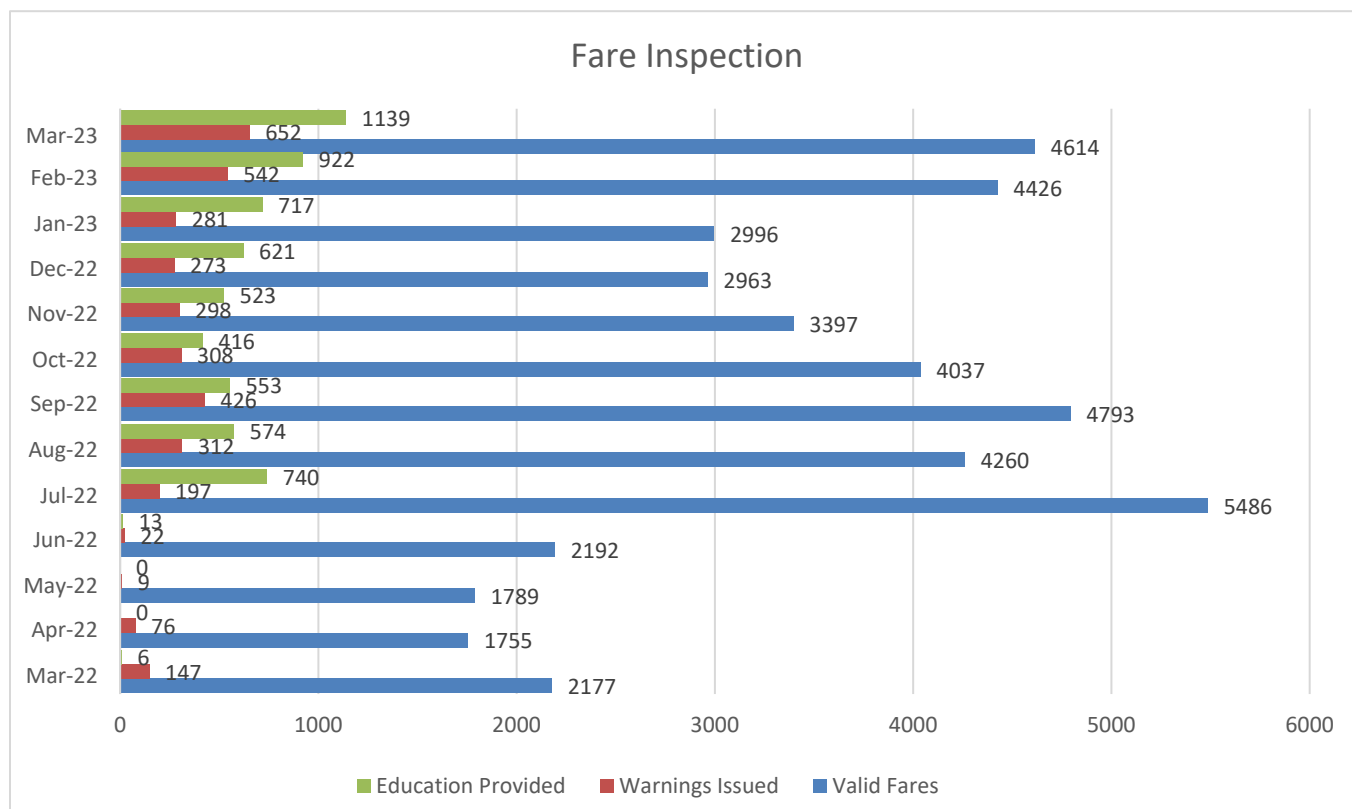
The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.



#### FARE INSPECTION REPORT:

The information below shows the fare inspection information, the chart shows passenger contact representing passengers who had a fare when checked, notifications representing passengers w

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.

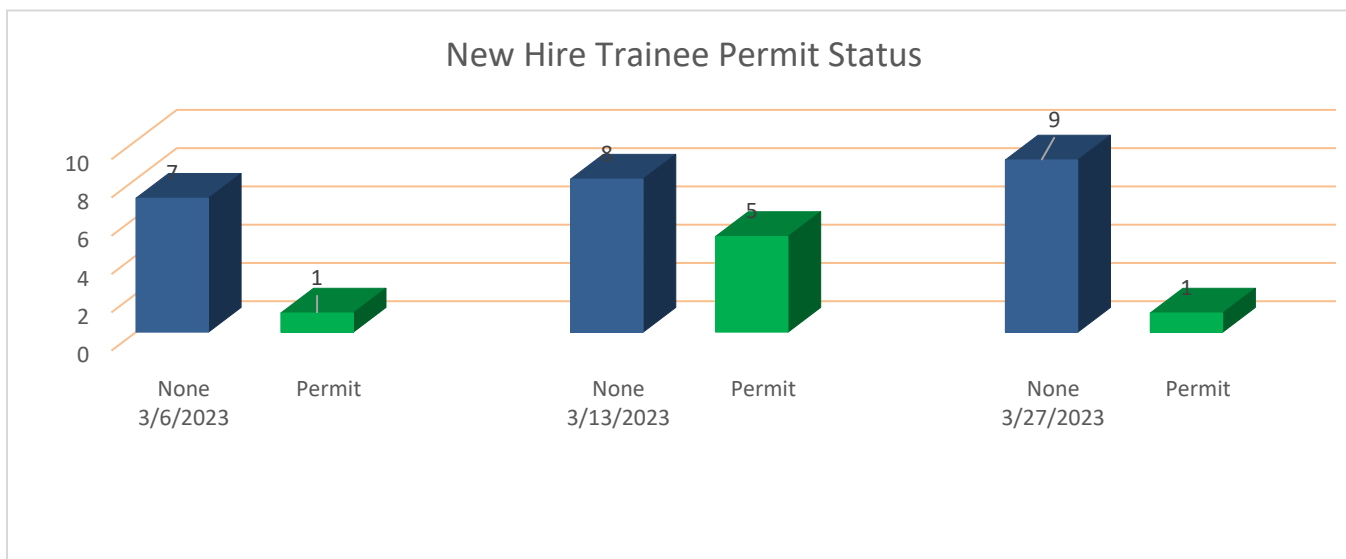


| March           | Passenger Contact | Notifications | Educations |
|-----------------|-------------------|---------------|------------|
| <b>Monthly</b>  | 4614              | 652           | 1139       |
| <b>Weekday</b>  | 4282              | 632           | 1079       |
| <b>Saturday</b> | 216               | 0             | 33         |
| <b>Sunday</b>   | 116               | 20            | 27         |

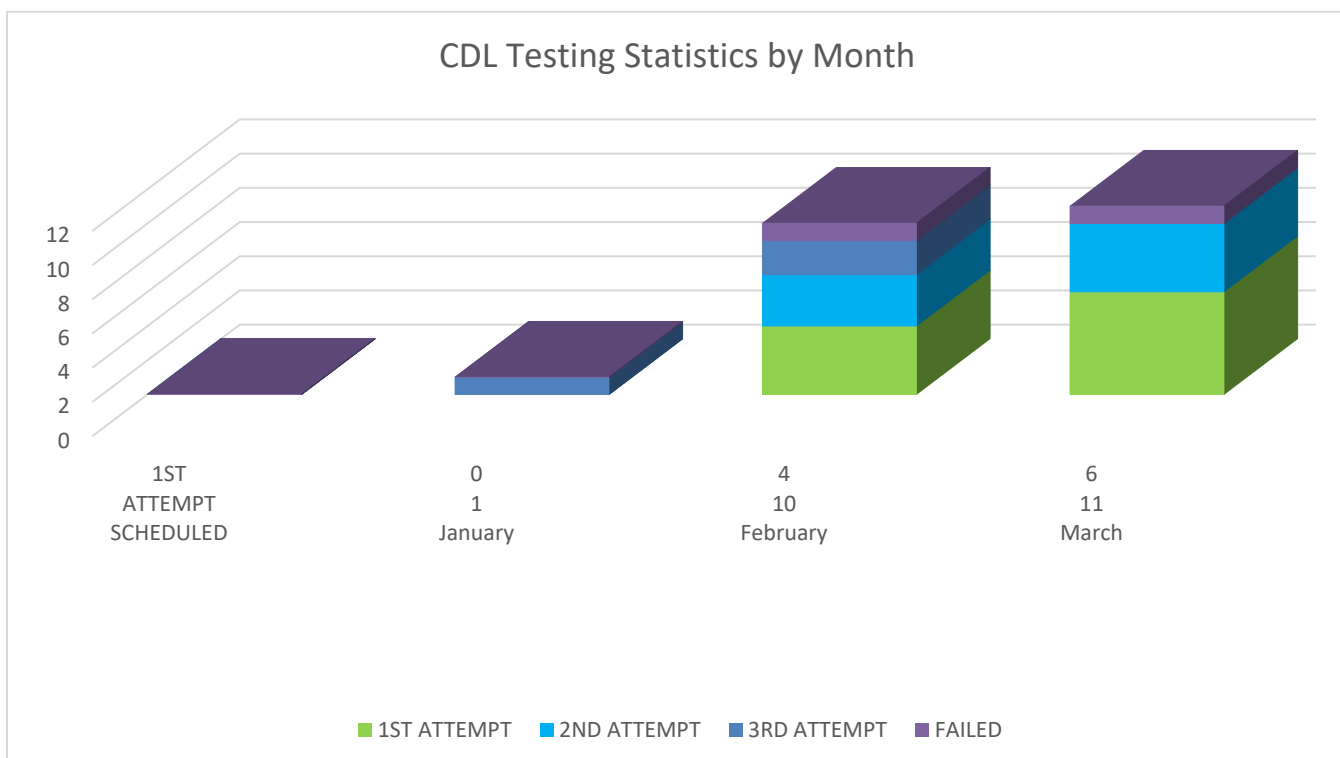
| 2023 YTD        | Passenger Contact | Notifications | Educations |
|-----------------|-------------------|---------------|------------|
| <b>Monthly</b>  | 12036             | 1475          | 2778       |
| <b>Weekday</b>  | 10854             | 1363          | 2532       |
| <b>Saturday</b> | 753               | 63            | 153        |
| <b>Sunday</b>   | 429               | 49            | 60         |

## Training

The chart below shows the number of Trainee that started with no permit and those Trainees that had their permit when they on-boarded for the month. There was only one (1) Trainee who hired on with the required license.



The IndyGo Training Department trains new employees that are hired without a CDL license. The charts below will show the current year's results to date and the results since the inception of the program. They will also show the number of students who passed on their first, second, or third attempt and the number of students who could not pass it after three attempts



## MOBILITY CARE CENTER AND PARATRANSIT REPORT:

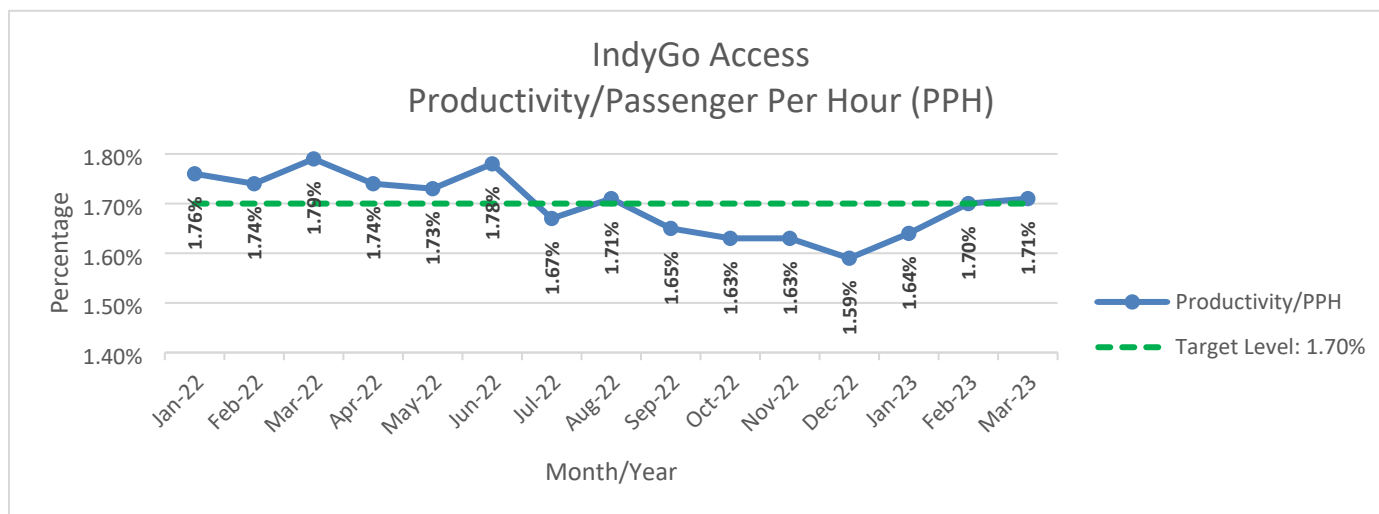
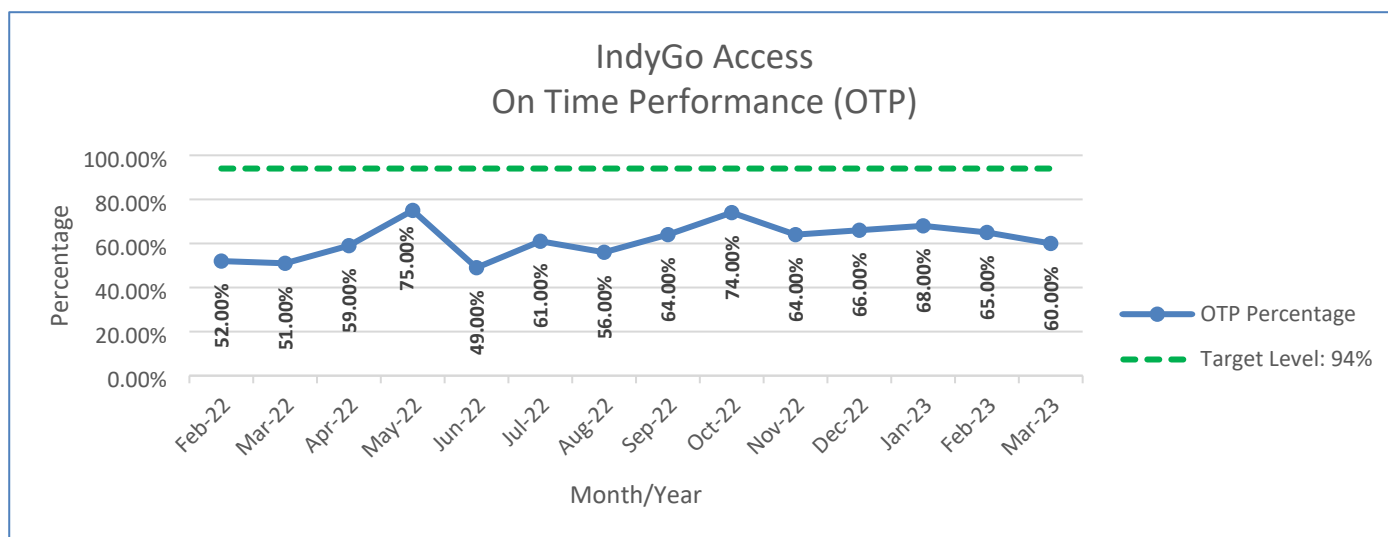
### **IndyGo Access Operating Statistics:**

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



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.

| 22-March | 23-March | % Change | Mobility Solutions                | YOY 2022 | YOY 2023 | % Change |
|----------|----------|----------|-----------------------------------|----------|----------|----------|
| 11,078   | 11,784   | 6.4%     | IndyGo Access Ridership           | 28,833   | 33,656   | 16.7%    |
| 51%      | 60%      | 17.6%    | IndyGo Access On Time Performance | 54%      | 64%      | 18.5%    |
| 1.79%    | 1.71%    | - 4.5%   | IndyGo Access Productivity        | 1.77%    | 1.68%    | -5.1%    |



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:

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  |           |             |
|---------------------------|-----------|-----------|-------------|
| Comment Categories        | Valid     | Invalid   | Grand Total |
| Schedule Adherence        | 35        | 7         | 42          |
| Fares                     | 15        | 2         | 17          |
| Courtesy                  | 8         | 5         | 13          |
| Safety                    | 4         | 3         | 7           |
| Rules                     | 3         | 1         | 4           |
| Compliments               | 2         |           | 2           |
| Request                   | 2         |           | 2           |
| Discrimination - Title VI | 1         |           | 1           |
| Customer Care Center      | 1         |           | 1           |
| <b>Grand Total</b>        | <b>71</b> | <b>18</b> | <b>89</b>   |

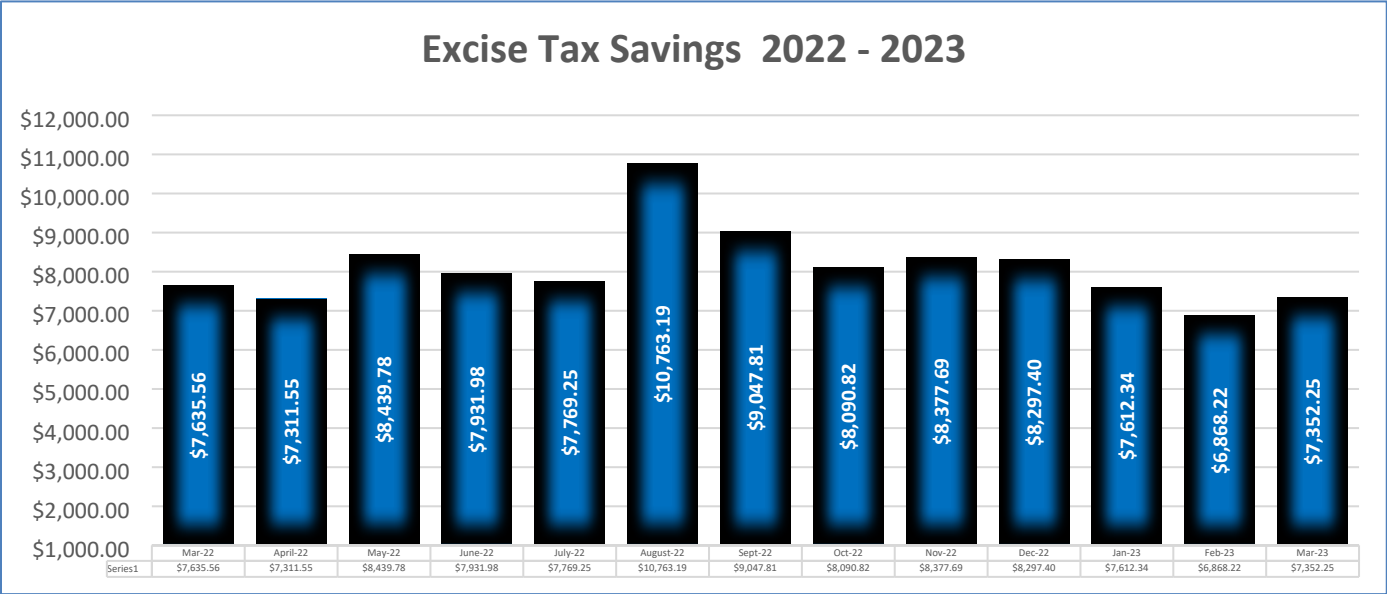
| Number of Comment        | Validity  |          |             |
|--------------------------|-----------|----------|-------------|
| Schedule Adherence Type  | Valid     | Invalid  | Grand Total |
| Bus Late                 | 23        | 1        | 24          |
| Extended Ride            | 6         | 2        | 8           |
| Schedule Adherence Other | 3         | 3        | 6           |
| USURV Schedule Adherence | 1         |          | 1           |
| Bus Early                | 1         |          | 1           |
| No Shows                 | 1         | 1        | 2           |
| <b>Grand Total</b>       | <b>35</b> | <b>7</b> | <b>42</b>   |

### 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.

March 2023 savings from fuel excise taxes were \$7,352.

Total 2023 annual savings is \$21,832.81.(Federal Taxes = \$3,650 and State Taxes = \$3.701)



## Department of People & Teammate Experience Division Report – March 2023

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief People Officer Denise E. Jenkins-Agurs, MS.Ed.  
**Date:** April 27, 2023

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### Wellness and Teammate Engagement:

- Transit Teammate Appreciation Day was March 15. Teammates joined us at the CTC and 1501 for free food, prizes, and a special gift.

### Diversity & Inclusion:

- The Employee Climate Survey kicked off Wednesday, March 15. The information gathered will be crucial in developing our Diversity, Equity, and Inclusion Strategic Plan to improve the teammate experience at IndyGo.

### Learning & Development:

- As a new Learning & Organizational Development leader Ashia Williams met with leadership partners to discuss department education that needs to be designed and placed in the LMS.

### Recruitment

- Kick-off meeting for the Urban League award for \$240,900 grant to hire 250 new Coach Operators and Mechanics.
- Kick-off for the 2<sup>nd</sup> Chance Hiring Committee. The committee is composed of staff from Legal, Security, People of Department
- Alyssa Freeman Joined the Team as the On-Boarding & Community Engagement Coordinator
- Ashley Michael Joined the Team via the Second Chance Program as the HR Support Specialist

### Maintenance and Apprenticeship Program (MAP)

- We are looking into turning the Mentorship for coach operators into an Apprenticeship.
- The paperwork has been submitted to the D.O.L. today.

### Workforce Development

- Hired intern for the Public Affair, Brennan Metcalfe from Martin University
- IUPUI students visited IndyGo to learn about the agency

### Benefits:

- The New Department of People of Benefits Coordinator Sayquan Vance joined the team.

Respectfully submitted,

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

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